



## **Appendix A: Summary Table from Strategic Plan Executive Summary**


### **2022 King County Metro Transit Title VI Program Report**


July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*


Table 1 Summary Table of Metro Strategic Plan Elements


Objectives	Strategies	Measures
<b>Goal: Invest upstream and where needs are greatest (INVESTMENTS)</b> 		
<p><b>Invest in and measure the outcomes of services, programs, and improvements in geographic areas, at times of day, and within priority populations where there are unmet needs. Lead with racial justice.</b></p> <p>Outcome: Priority populations have greater access to mobility products and services and use them to meet their needs.</p>	<p>To support access to mobility, use a targeted universalism approach and lead with racial justice, prioritizing services, programs, policies, and products that tailored to the needs of priority populations.</p> <p>Continue complying with all legal requirements related to serving priority populations.</p> <p>Regularly evaluate the unmet needs of priority populations and how populations shift across King County.</p> <p>Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.</p>	<ul style="list-style-type: none"> <li>▪ <b>Commute Times:</b> from Rider/Non-rider survey, broken down by priority populations* and all riders countywide</li> <li>▪ <b>Accessibility:</b> meaning a measure of scheduled travel times using transit to connect to jobs, opportunities, and community assets (schools, grocery stores, medical facilities, places of worship, food banks, etc.) <ul style="list-style-type: none"> <li>– Highlight areas of priority populations</li> </ul> </li> </ul>
<p><b>Create and promote products, services, programs, and partnerships that are accessible and easy to use and understand.</b></p> <p>Outcome: Metro better serves customers by reducing barriers to mobility.</p>	<p>Engage with communities to understand barriers to transit ridership.</p> <p>Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.</p>	<ul style="list-style-type: none"> <li>▪ <b>Reduced Fare Trips:</b> Number by youth, Regional Reduced Fare Permit (RRFP), ORCA LIFT, subsidized annual pass, Americans with Disabilities Act (ADA) paratransit</li> </ul>
<b>Goal: Address the climate crisis and environmental justice (SUSTAINABILITY)</b> 		
<p><b>Reduce demand for single-occupant and high-emissions transportation modes and increase transit ridership.</b></p> <p>Outcome: Transportation-related emissions decrease, in part because fewer people drive alone, and more people ride transit.</p>	<p>Prioritize investments that reduce greenhouse gas emissions (GHG), to include providing more frequent service and expanding service areas, as funding allows.</p> <p>Support equitable policies and programs for pricing vehicle usage to disincentivize driving alone.</p>	<ul style="list-style-type: none"> <li>▪ <b>Transportation Emissions:</b> Countywide transportation GHG emissions and avoided countywide transportation emissions from Metro's contribution to mode shift, congestion relief, and land use change</li> <li>▪ <b>Vehicle Miles Traveled:</b> by passenger and light-duty vehicles.</li> </ul>
<p><b>Help King County achieve its GHG emissions reduction and other climate goals through Metro's operations.</b></p> <p>Outcome:</p>	<p>Reduce vehicle emissions in all of Metro's fleets transition to zero-emissions, efficient operations, and other strategies.</p> <p>Reduce energy use in Metro facilities, make investments to reduce fossil fuel use in buildings,</p>	<ul style="list-style-type: none"> <li>▪ <b>Metro Operational Emissions:</b> GHG emissions and energy use, including: <ul style="list-style-type: none"> <li>– Fleet (bus and non-bus) and water taxi</li> <li>– Facilities</li> </ul> </li> </ul>






Objectives	Strategies	Measures
King County and Metro achieve GHG reduction targets for government operations.	and produce more renewable energy. Build, maintain, and operate Metro facilities consistent with the highest practices for green building and equitable development. Minimize use of resources in operations, maximize reuse and recycling, and choose products and services with low environmental and carbon impacts.	<ul style="list-style-type: none"> <li>– Percentage of Metro and contracted fleets that are electric vehicles</li> <li>▪ <b>Green &amp; Equitable Infrastructure:</b> Percentage of capital projects achieving Green Building Ordinance required standards</li> </ul>
<b>Partner with communities to prepare for the impacts of climate change and support resilience in disproportionately affected communities.</b> Outcome: Metro's efforts help King County communities become more resilient to climate change impacts.	Consider and reduce climate justice impacts of Metro's actions on communities disproportionately affected by climate change. Incorporate climate preparedness into policies, plans, processes, and practices that influence decision-making and outcomes at Metro.	
<b>Goal: Innovate to improve mobility, complement transit, and advance equity and sustainability (INNOVATION)</b> 		
<b>Metro and partners adopt innovative services and products that complement and support transit and make efficient, equitable use of public spaces.</b> Outcome: Metro pilots innovative mobility services, products, and programs that improve regional mobility, complement transit, and advance safety, equity, and sustainability.	Develop criteria for innovative mobility pilot projects that address community needs, help deliver key outcomes, and align with policy goals. Use guidance in Metro's service guidelines to design, work with community and partners, and evaluate pilot programs. Enhance communications and outreach to raise awareness about innovations. Support jurisdictions in developing innovation partnerships that center around Metro's values.	<ul style="list-style-type: none"> <li>▪ <b>Pilot Program Ridership:</b> by service name/product</li> <li>▪ <b>Pilot Program Locations:</b> Map (or other measure) of distribution of innovative services across King County, highlighting areas of unmet need (based on accessibility analysis)</li> <li>▪ <b>Equity in On-Demand Service:</b> Percentage of on-demand trips that starts or ends in an equity priority area</li> <li>▪ In development– Accessibility and sustainability analysis – as tracking evolves, it will include how innovations improve access to jobs, opportunities, and physical community assets (i.e., grocery stores) and reduce emissions</li> </ul>
<b>Innovative services follow fair labor practices, share data or other accountability measures, and serve priority populations.</b> Outcome:	Develop guidelines and invest in innovative solutions that promote private providers to offer services that align with Metro's values and labor agreements while ensuring	

Objectives	Strategies	Measures
Private providers that Metro contracts with to operate services follow guidelines that are consistent with Metro values.	accessibility for people with disabilities. Help partners develop mechanisms for customers to plan and pay for integrated transportation services, including mechanisms that people without bank accounts or smartphones can use.	
<b>Goal: Keep passengers, employees, and communities safe (SAFETY)</b> 		
<b>Coordinate safety and enforcement programs in ways that are equitable, culturally appropriate, and focused on the customer experience.</b> Outcomes: Community members perceive and experience safety, security, and fare enforcement as fair and equitable. Metro's systems of safety and enforcement are anti-racist and produce equitable outcomes.	Partner to reimagine Metro's approach to transit police, security functions, and fare enforcement to center equity, the customer experience, and safety. With the community, co-create a universal definition of safety with targeted approaches to create safety for priority populations.	<ul style="list-style-type: none"> <li>▪ <b>Customer Safety Satisfaction:</b> Personal safety satisfaction score from Rider/Non-Rider survey (broken down by demographics, including priority populations)</li> </ul>
<b>Provide a safe and secure experience for passengers, communities, and Metro employees.</b> Outcomes: Customers feel Metro's services and facilities are safe, welcoming, and comfortable. Employees contribute to and experience a safe working environment.	Promote safety and security equitably in operations and facilities. Expand reporting structure to track non-operator staff assaults and threats. Provide safety-enhancing features that are accessible and responsive to community input on buses, at transit stops, and at transfer locations. Continue exploring technologies that provide safe and convenient ways for passengers to communicate safety information or concerns.	<ul style="list-style-type: none"> <li>▪ <b>Assaults and Disturbances:</b> Employee assaults and passenger physical disturbances (per million boardings)</li> <li>▪ <b>Preventable Collisions:</b> Preventable collisions and customer injuries per million miles</li> </ul>
<b>Be prepared to respond to emergencies and support community resilience in coordination with partners and the public.</b> Outcome:	Review transit emergency plans to ensure Metro is prepared to provide safe and ongoing transportation during all hazards or crises.	<ul style="list-style-type: none"> <li>▪ <b>Metro's Emergency Preparedness:</b> Rider/Non-Rider survey data re-rating of Metro's response to COVID-19 (may evolve into a more general emergency question in future)</li> </ul>

Objectives	Strategies	Measures
Metro is prepared to respond to, mitigate, and recover from hazards and emergencies in an effective, equitable, coordinated way.		
<b>Goal: Support thriving, equitable, transit-oriented communities that foster economic development (TRANSIT ORIENTED COMMUNITIES)</b> 		
<b>Support healthy communities, a thriving economy, and a sustainable environment.</b> Outcome: Investments support equitable economic development and vibrant, sustainable, mixed-use, and mixed-income transit-oriented communities.	Support Metro's equitable transit-oriented communities' policy, using Metro's authority and influence as a transit provider and property owner. Support jurisdictions and planning organizations in implementing the regional growth strategy that envisions an integrated transportation system linking cities and centers. Support equitable economic development and improved regional mobility through Metro's mobility services, use of transportation infrastructure, and partnerships. Encourage transit-supportive land use.	<ul style="list-style-type: none"> <li>▪ <b>Housing Units:</b> At Metro-owned properties used for transit-oriented development broken down by: <ul style="list-style-type: none"> <li>– Completed</li> <li>– In development</li> <li>– In planning</li> <li>– Number of affordable housing units</li> </ul> </li> <li>▪ <b>Commercial Space:</b> At Metro-owned properties used for transit-oriented development commercial space square feet by year.</li> <li>▪ <b>Growth:</b> Measure the percentage of housing units and jobs in regionally or county-designated growth centers and the percentage of jobs within regionally or county-designated manufacturing/industrial centers that are within ½ mile of frequent transit service stops or stations.</li> <li>▪ <b>Planned Growth:</b> <i>To be developed. Coordinate with the Puget Sound Regional Council to map the alignment of transit service with planned growth.</i></li> </ul>
<b>Partner with local jurisdictions and other organizations to minimize displacement and increase affordable housing in urban areas near transit.</b> Outcome: The amount and types of affordable housing near frequent transit increase.	Enable development of affordable housing on suitable Metro-owned property. Advocate for and support jurisdictions in adopting policies and land uses to minimize displacement near transit.	<ul style="list-style-type: none"> <li>▪ <b>Affordable Housing Near Transit:</b> Percent of all and new rental units within ½ mile of frequent transit service that are affordable by median income brackets (regional measure)</li> </ul>

Objectives	Strategies	Measures
Goal: Improve access to mobility options (ACCESS) 		
<p><b>Support access to mobility in public spaces and with private partners.</b></p> <p>Outcome: Riders, especially priority populations including people with disabilities, have sustained and easy access to mobility services through multiple modes and throughout the day.</p>	<p>Develop station area guidelines that prioritize passenger access and support access for people with disabilities and discourage single-occupant vehicle access at transit stops and stations.</p> <p>Partner with local jurisdictions to develop plans for transit corridors that provide safe opportunities to walk, roll, or bike safely to transit connections.</p> <p>Use traditional, innovative, and emerging mobility modes to connect people to services.</p>	<ul style="list-style-type: none"> <li>▪ <b>Transit Access Methods:</b> Mode share for how riders get to their bus stop (from Rider/Non-Rider survey)</li> <li>▪ <b>Proximity to Transit:</b> (frequent and infrequent service), for priority populations and other populations (likely including percentage of populations and map)</li> </ul>
<p><b>Increase awareness, use, and accessibility of mobility options, emphasizing priority populations.</b></p> <p>Outcome: Community members, especially priority populations, know what mobility services are available and use them.</p>	<p>Increase communications about Metro's services, products, and programs so that people, especially priority populations, know about and how to use them.</p> <p>Ensure marketing campaigns, signs, wayfinding, and other communications are culturally appropriate, provided in multiple languages and formats, accessible to community members, provided in coordination with community-based organizations, and evaluated and upgraded regularly.</p> <p>Ensure customer-facing information systems and services are easy to use, accurate, and integrated.</p> <p>Employ an income-based approach to Metro's fare structure, ensuring discounts are provided to those who cannot afford to pay full fare.</p>	<ul style="list-style-type: none"> <li>▪ <b>Customer Communication Satisfaction:</b> Satisfaction with communication-/information-sharing from Rider/Non-Rider survey, broken down by demographics/priority populations.</li> </ul>

Objectives	Strategies	Measures
<p><b>Provide equitable access to parking and other assets that connect people to transit.</b></p> <p>Outcome: Parking and other assets that connect people to transit are provided and managed equitably.</p>	<p>Actively manage parking to maximize capacity for transit riders and ensure equitable access for priority populations and off-peak travelers.</p> <p>Provide parking programs that are nimble, cost-effective, and in accord with Metro Connects.</p> <p>Integrate parking and other access infrastructure and options with transportation demand management technologies, tools, and incentives.</p>	<ul style="list-style-type: none"> <li>▪ <b>Park and Rides:</b> Number of park and ride spaces by geographic location (form TBD, likely highlight areas of priority population on map)</li> </ul>
<p><b>Goal: Provide fast, reliable, and integrated mobility services (SERVICE QUALITY)</b></p> 		
<p><b>Grow a regional, innovative, and integrated mobility network of traditional and new mobility services that is safe, equitable, and sustainable.</b></p> <p>Outcomes: Customers can rely on mobility services to get them where they want to go, when they want to go. Customers can easily connect between mobility services, including those offered by Metro and other transportation providers.</p>	<p>Provide a range of mobility services that enable seamless connections among modes and destinations.</p> <p>Invest in flexible services that address community-identified needs and connect people to high-capacity transit.</p> <p>Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.</p> <p>Be flexible and responsive to changes in demand for service and community engagement.</p>	<ul style="list-style-type: none"> <li>▪ <b>Ridership:</b> Ridership/total number of boardings (rail, bus, water taxi, paratransit, and rideshare)</li> <li>▪ <b>Customer Satisfaction:</b> With Metro generally or specific service elements (TBD) – from Rider/Non-Rider survey, broken down by demographics/priority population*</li> <li>▪ <b>ORCA Transfers:</b> by ORCA category, which includes low-income and disabled populations)</li> </ul>
<p><b>Make improvements to enhance transit speed and reliability, and support jurisdictions in doing so.</b></p> <p>Outcome: Transit speed and reliability are improved.</p>	<p>Improve speed and reliability consistent with Metro Connects.</p> <p>Encourage and support jurisdictions in making improvements in and near the right-of way that increase transit speed and reliability.</p> <p>Continue advocating for policies that support fast, reliable, and affordable integrated transit.</p> <p>Develop right-of-way guidelines that prioritize transit and enable people to walk, roll, or bike to transit.</p>	<ul style="list-style-type: none"> <li>▪ <b>Quality of Service Index:</b> Service quality index (one score informed by on-time performance, pass ups, and missed trips)</li> </ul>

Objectives	Strategies	Measures
<b>Goal: Build a skilled, diverse, and well-supported workforce that has growth opportunities (WORKFORCE)</b> 		
<b>Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life.</b> Outcome: Public and private mobility services offer high-skill, living-wage jobs.	Utilize equitable employment practices and encourage partners to do the same. Help employees benefit from the opportunities offered by new mobility technologies. Implement organizational health framework and develop measures.	<ul style="list-style-type: none"> <li>▪ <b>Job Satisfaction:</b> Employee job satisfaction (from King County employee survey, broken down by race, gender, age)</li> </ul>
<b>Use innovation and new pathways to jobs to attract, recruit, and retain quality employees.</b> Outcomes: Metro is an employer of choice, attracting and retaining highly skilled employees, especially from priority populations. Metro employees, especially priority populations, have equitable, consistent access to opportunities for professional development and career advancement.	Cultivate a diverse, highly skilled applicant pool. Hire and onboard in ways that bring in the best talent and promote equity and transparency. Develop a consistent, equitable approach for supporting professional development. Support employees in maximizing their potential through equitable performance management. Support employees' health and well-being.	<ul style="list-style-type: none"> <li>▪ <b>Workforce Demographics:</b> Demographics of new hires, re-hires, and promotions by:               <ul style="list-style-type: none"> <li>– Race</li> <li>– Gender</li> <li>– Age</li> </ul> </li> </ul>
<b>Recruit and hire from populations facing the greatest barriers to transit employment.</b> Outcome: Metro employees represent the diversity of King County's population.	Use targeted approaches and partnerships to recruit priority populations for Metro jobs. Leverage and partner with other King County departments and programs to hire employees from diverse backgrounds. Partner with state agencies, colleges, and community-based organizations to support pre-employment career training or innovative programs to connect people with mobility jobs.	<ul style="list-style-type: none"> <li>▪ <b>Workforce Representativeness:</b> Demographics of King County population compared to Metro workforce and leadership by:               <ul style="list-style-type: none"> <li>– Race</li> <li>– Gender</li> <li>– Age</li> </ul> </li> </ul>
<b>Goal: Be responsible stewards of financial resources and invest in line with values and goals (STEWARDSHIP)</b> 		
<b>Budget and invest in ways that deliver Metro Connects safely, equitably, and sustainably.</b> Outcome:	Seek additional funding sources that are equitable and financially sustainable.	<ul style="list-style-type: none"> <li>▪ <b>Metro Connects Funding Gap:</b> <ul style="list-style-type: none"> <li>– Interim Metro Connects vs baseline scenario</li> </ul> </li> </ul>

Objectives	Strategies	Measures
Metro can implement Metro Connects, meeting regional transportation needs and advancing safety, equity, and sustainability.	<p>Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.</p> <p>Develop and deliver capital projects consistent with the guidance in Metro Connects.</p> <p>Expand RapidRide in accordance with Metro Connects.</p> <p>Plan for Metro's mid-range future by updating its business and other plans.</p>	<ul style="list-style-type: none"> <li>– 2050 Metro Connects vs baseline scenario</li> </ul>
<p><b>Exercise sound financial management and ensure Metro's long-term financial sustainability.</b></p> <p>Outcomes:</p> <p>Metro is a responsible steward of public resources and protects its financial future.</p>	<p>Develop and deliver services, capital projects, and programs on time, within budget, and in alignment with Metro's values.</p> <p>Adhere to Metro's adopted fund management policies.</p> <p>Continually explore and implement operational and administrative cost efficiencies.</p> <p>Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares.</p>	<ul style="list-style-type: none"> <li>▪ <b>Cost:</b> <ul style="list-style-type: none"> <li>– per boarding</li> <li>– per passenger mile</li> <li>– per service hour</li> </ul> </li> </ul>
<p><b>Align investments with values and measure and communicate progress.</b></p> <p>Outcome:</p> <p>Metro makes data-informed decisions and demonstrates how its investments can advance safety, equity, and sustainability.</p>	<p>Continue evidence-informed and data-driven decision-making.</p> <p>Track, measure, and communicate progress in a public dashboard toward this Strategic Plan for Public Transportation.</p> <p>Track, measure, and communicate progress within Metro to support value-driven and data-informed decision-making and continuous improvement.</p>	<ul style="list-style-type: none"> <li>▪ <b>State of Good Repair:</b> Asset management summary, including percent of vehicles, facilities, and equipment that are currently maintained in a State of Good Repair as part of Metro's plan for when assets should be repaired or replaced to demonstrate fiscal responsibility.</li> </ul>
<b>Goal: Conduct deliberate and transparent community engagement (ENGAGEMENT)</b>		
<p><b>Be open to shared decision-making and co-creation with community.</b></p> <p>Outcome:</p>	<p>Seek opportunities for co-creation and upstream engagement.</p> <p>Coordinate with other King County departments and public agencies on engagement</p>	<ul style="list-style-type: none"> <li>▪ <b>Co-creation Engagement:</b> percentage of engagement projects incorporating co-creation (normalized for the size of the project)</li> </ul>



Objectives	Strategies	Measures
<p>Metro shares power with communities, especially priority populations, and co-creates policies, services, programs, and products.</p>	<p>processes and communication with communities.</p> <p>Engage with communities that have the greatest needs.</p> <p>Continue commitment to partner with and compensate community-based organizations to mutually build each other's capacity in engagement efforts.</p> <p>Value qualitative information, such as community feedback, in addition to quantitative data.</p>	<ul style="list-style-type: none"> <li>▪ <b>Equitable Contracting:</b> As defined by percent of total engagement contracts/funds focused on direct engagement with priority populations and community-based organizations (<i>also in King County's Equity and Social Justice Strategic Plan</i>)</li> <li>▪ <b>Engagement Satisfaction:</b> With the community engagement survey process</li> </ul>
<p><b>Use community-driven approaches to develop, program, and evaluate mobility services and infrastructure that serve priority populations.</b></p> <p>Outcomes:</p> <p>Community members, especially priority populations, perceive that Metro's engagement practices are meaningful, inclusive, transparent, and geared toward long-term trust and relationship building.</p> <p>Metro demonstrates how community input has influenced decisions.</p>	<p>Take a long-term approach to engagement, rather than a project-by-project approach.</p> <p>Use best practices for making engagement inclusive, accessible, and community driven.</p> <p>Demonstrate how community input influences decisions.</p> <p>Develop a community liaison program that hires community members to design effective engagement and facilitate engagement of local communities.</p>	



## **Appendix B: Metro Service Guidelines (2015 and 2021 versions)**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

# KING COUNTY METRO

# Service Guidelines



2015 UPDATE

April 27, 2016



*We'll Get You There*

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# Introduction

Metro uses service guidelines to evaluate, design and modify transit services to meet changing needs and to deliver efficient, high-quality service. The guidelines help us make sure that our decision-making and recommendations to policy makers are objective, transparent, and aligned with the region's goals for public transportation. Use of the guidelines fulfills Metro's Strategic Plan Strategy 6.1.1, "Manage the transit system through service guidelines and performance measures."

The service guidelines establish criteria and processes that Metro uses to analyze and plan changes to the transit system. They provide direction in the following areas:

## Evaluating and Reporting on the Existing Network



### SETTING TARGET SERVICE LEVELS

Define a process for assessing the market potential of corridors in Metro's bus network using factors of corridor productivity, social equity, and geographic value, and determining the appropriate level of service for each corridor.



### EVALUATING AND MANAGING SYSTEM PERFORMANCE

Establish measures for evaluating route productivity, passenger loads, and schedule reliability for every route based on service type (urban, suburban, DART/community shuttles) to identify where changes may be needed to improve efficiency, effectiveness and quality.

## Planning and Designing Service and Service Changes



### DESIGNING SERVICE

Provide qualitative and quantitative guidelines for designing specific transit routes and the overall transit network.



### RESTRUCTURING SERVICE

Define the circumstances that should prompt Metro to restructure multiple routes along a corridor or within a larger area and how restructures should be done.



### PLANNING ALTERNATIVE SERVICES

Help Metro plan, implement and manage the Alternative Services Program.



### WORKING WITH PARTNERS

Describe how Metro can form partnerships to complement and expand service.



### PLANNING AND COMMUNITY ENGAGEMENT

Guide the public engagement process that is part of Metro's service planning.

## Adding, Reducing and Changing Service



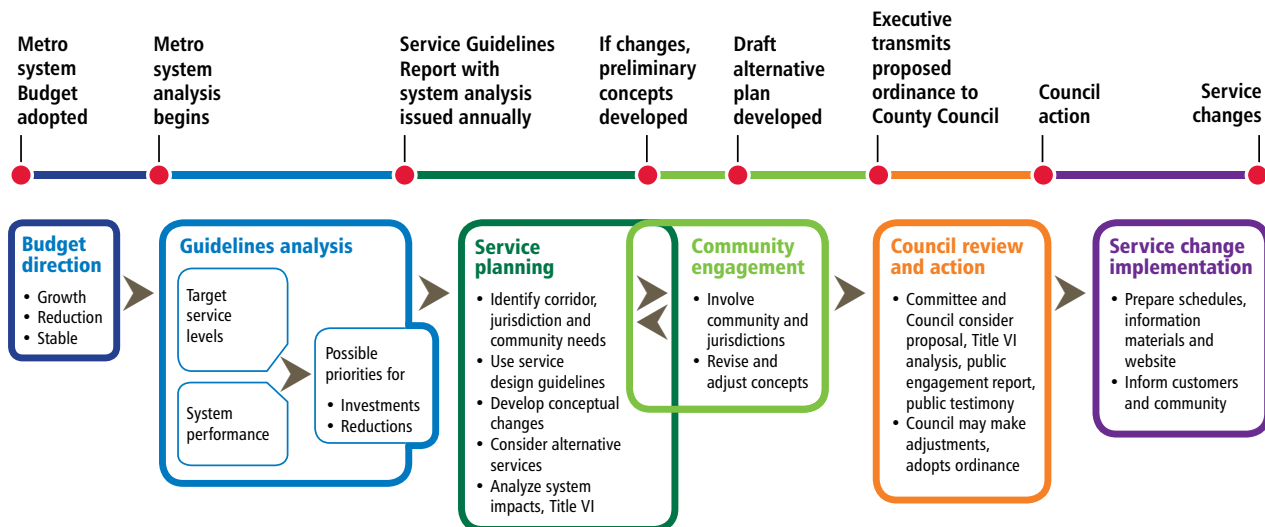
### ADDING, REDUCING AND CHANGING SERVICE

Establish the priority order in which the guidelines will be considered as Metro makes recommendations about adding, reducing, or adjusting service and describe how Metro will report on the performance of individual bus routes and the Metro system as a whole.

## How the guidelines are used

Every year, Metro uses the service guidelines to analyze the corridors and bus routes in the transit system. The results are published in an annual Service Guidelines Report that is transmitted to the King County Council and made available to the public.

Metro uses the results of this analysis, as well as guidelines concerning service design and alternative services, to develop service change proposals. The guidelines analysis is one step in a planning process that starts with the adoption of Metro's budget and results in changes to transit service (see chart below).



## Why the guidelines were created and how they have changed

Metro's original service guidelines resulted from the work of the 2010 Regional Transit Task Force (RTTF). King County formed the RTTF to consider a policy framework to guide service investments or—if necessary—reduction of the Metro Transit system.

The RTTF recommended that Metro adopt transparent, performance-based guidelines for planning service that emphasize productivity, social equity, and geographic value.

In the four years after the service guidelines were adopted, Metro completed five Service Guidelines Reports that evaluated system performance and identified countywide service needs, and adjusted service using the results 12 times. The County made revisions to the Service Guidelines in 2012 and 2013.

The County formed a Service Guidelines Task Force (SGTF) in 2015 to consider further refinements to the guidelines based on the experience using them. The SGTF used the solid foundation developed in the 2010 effort to further analyze how transit service is allocated and measured across the region. The success of the RTTF was due in part to collaboration among King County, partner cities, regional decision makers, and diverse stakeholders. This same approach helped the SGTF develop recommendations for improving King County's transit system.

This 2015 update of the service guidelines incorporates the recommendations of the Service Guidelines Task Force. We also revised the explanation of the guidelines to make them clearer and easier to understand. The update includes the following changes:

- Modifies the way Metro evaluates corridors to better reflect productivity, social equity and geographic value.

- Changes the definition of “low income” used in setting target service levels from 100 percent to 200 percent of the federal poverty level, in line with Metro’s ORCA LIFT program.
- Establishes a minimum target service level of every 60 minutes for corridors and routes.
- Provides greater protection for peak-only services in the event of major service reductions.
- Modifies Metro’s service types so that comparable services are measured against one another.
- Expands the description of Metro’s planning and public engagement process and how the agency engages and works with the community.
- Expands the description of the Alternative Services Program as a way to meet diverse needs.
- Expands the descriptions of how Metro will partner with communities and with private partners to build the best transit network possible.
- Expands the description of the different factors Metro considers when making investments.
- Gives more consideration to the relative impacts in all parts of the county when making service reductions.

### Future guidelines

From the beginning, policymakers and Metro intended the service guidelines to be a living document; regular updates were required by the ordinance approving the guidelines. Updates to the guidelines will continue to be considered along with updates to the Strategic Plan for Public Transportation 2011-2021.

In 2016, Metro expects to transmit a long-range plan to the King County Council for consideration and adoption. This long range plan establishes a future network for transit that Metro will work toward and hopes to complete in 2040. It will include new transit corridors and connections between centers to meet the growing demand. The network will include fixed-route service as well as a variety of Alternative Services products and ADA Paratransit, depending on the diverse travel needs of the local community. This network will reflect local jurisdictions’ planning efforts.

In future updates to the guidelines, Metro will respond to near-term issues and will seek to align the guidelines with the network defined in the long-range plan. In turn, the long-range plan will reflect the productivity, social equity and geographic value principles defined in the strategic plan and service guidelines.



# Evaluating and Reporting on the Existing Network



## SETTING TARGET SERVICE LEVELS

A major function of the service guidelines is to assess and set target service levels for the corridors that make up Metro's All-Day and Peak-Only Network.

This network is a set of corridors that connect designated regional growth centers, manufacturing/industrial centers, and transit activity centers. All-day service is two-way service designed to meet a variety of travel needs and trip purposes throughout the day. The network also includes peak-only service that tends to travel in one direction and provides faster travel times, accommodates high demand for travel to and from major employment centers, and serves park-and-ride lots that are collection points for transit users.

For Metro's service guidelines, **corridors** are defined as major transit pathways that connect regional growth centers, manufacturing/industrial centers, activity centers, park-and-rides and transit hubs, and major destinations throughout King County. **Routes** are the actual bus services provided. Service within a single corridor might be provided by multiple bus routes. Almost all corridors have at least one route that operates on it, but not all routes in Metro's network operate on a corridor.

Target service levels are set by corridor rather than by route because a corridor could be served by a single route or by multiple routes.

As the region changes and corridors are added to the network, a similar evaluation process is used to set target service levels for the new corridors.



### Productivity

Productivity is a primary value for transit service in King County. It means making the most efficient use of resources and targeting transit service to the areas of the county with the most potential for use. Metro uses the term productivity in two important ways in the service guidelines:

1. **Corridor productivity** is the *potential* market for transit based on the number of households, jobs, students, and park-and-rides along the corridor. Higher concentrations of people support higher use of transit.
2. **Route productivity** is the *actual* use of transit, determined using two performance measures of ridership—rides per platform hour and passenger miles per platform mile.



## Corridor analysis

Metro establishes target service levels for the corridors in the All-Day and Peak-Only Network using a three-step process. Service levels are very frequent, frequent, local, or hourly (see chart on p. 11).

### STEP 1

**Step one sets target service levels for each corridor based on measurable indicators of corridor productivity, social equity, and geographic value.** Indicators of productivity make up 50 percent of the total score, while geographic value and social equity indicators each comprise 25 percent of the total score in this step.

The use of measures related to social equity and geographic value is consistent with Metro's Strategic Plan. The use of social equity factors helps Metro plan transit service that provides travel opportunities for historically disadvantaged populations (Strategy 2.1.2). Factors concerning transit activity centers and geographic value guide service to areas of concentrated activity (Strategy 3.4.1) and ensure that services provide value in all areas of King County. The use of productivity factors helps Metro plan and deliver productive service throughout King County (Objective 6.1).

- **Corridor productivity** indicators demonstrate the potential demand for transit in a corridor using land-use factors: the number of households, jobs, enrolled students<sup>1</sup>, and park-and-ride stalls<sup>2</sup> located within a quarter-mile walk to a bus stop. These factors are used because areas where many people live, work, or go to school have high potential transit use. The quarter-mile calculation considers how well streets are connected; only those areas that have an actual path to a bus stop are considered to have access to transit. This is an important distinction in areas that have a limited street grid or barriers to direct access, such as lakes or freeways. Park-and-rides are included because many people who access the transit system live outside of the quarter-mile draw area.
- **Social equity** indicators show how well a corridor serves any areas where there are concentrations of minority and low-income populations along the corridor. This is done by comparing boardings in these areas against the systemwide average of all corridor boardings within minority and low-income census tracts.<sup>3</sup> Metro assigns the highest value to corridors with concentrations of boardings in low-income or minority census tracts that are higher than the system average. Those close to the system average, but just below, are also awarded value in this process.
- **Geographic value** indicators establish how well a corridor supports connections and service to transit activity centers, regional growth centers, and manufacturing/industrial centers<sup>4</sup> throughout King County. All connections between centers are important and are given value in this process. Corridors that are the primary connections between centers, based on ridership and travel time, receive higher value in this process. King County centers are described on p. 15 of the strategic plan and are listed in Appendix 1 of this document.

<sup>1</sup> An enrolled student is one who attends classes in a degree-conferring institution.

<sup>2</sup> Park-and-ride stalls are added at a factor of 1.1 to account for carpool usage. According to the Washington State Department of Transportation (WSDOT), the average occupancy of a parked car is very near 1 with the highest being 1.102 passengers per parked car. See WSDOT's report: *How Can We Maximize Efficiency and Increase Person Occupancy at Overcrowded Park and Rides?*

<sup>3</sup> Low-income tracts are those where a greater percentage of the population than the countywide average has low incomes (less than 200% of the federal poverty level depending on household size), based on current American Community Survey data. Minority tracts are defined as tracts where a greater percentage of the population than the countywide average is minority (all groups except White, non-Hispanic), based on current census data.

<sup>4</sup> "Centers" are areas that are important for Metro to serve. Transit activity centers, identified by Metro, are areas with relatively high transit use. Regional growth centers and manufacturing/industrial centers, designated by the Puget Sound Regional Council, are areas with dense population, employment, and manufacturing and industrial activity.

**Scoring:** The following table shows the measures of corridor productivity, social equity and geographic value and the points that would be assigned (out of a total 40) to determine the corridor's preliminary score in the corridor analysis.

## THRESHOLDS AND POINTS USED TO SET SERVICE LEVELS

Factor	Measure	Threshold	Points
Corridor productivity	Households and park-and-ride stalls (with a factor of 1.1 to include carpools) within ¼ mile of stops per corridor mile	> 3,000 Households & park-and-ride stalls/Corridor mile	10
		> 2,400 Households & park-and-ride stalls/Corridor mile	8
		> 1,800 Households & park-and-ride stalls/Corridor mile	6
		> 1,200 Households & park-and-ride stalls/Corridor mile	4
		> 600 Households & park-and-ride stalls/Corridor mile	2
	Jobs and student enrollment at universities and colleges within ¼ mile of stops per corridor mile	> 10,250 Jobs & students/Corridor mile	10
		> 5,500 Jobs & students/Corridor mile	8
		> 3,000 Jobs & students/Corridor mile	6
		> 1,400 Jobs & students/Corridor mile	4
		> 500 Jobs & students/Corridor mile	2
Social equity	Percent of boardings in low-income census tracts	Above system average	5
		Just below system average (.5 standard deviations <sup>5</sup> )	3
		Below system average	0
	Percent of boardings in minority census tracts	Above system average	5
		Just below system average (.5 standard deviations <sup>5</sup> )	3
		Below system average	0
Geographic value	Primary connection between regional growth, manufacturing/industrial centers	Yes	10
	Primary connections between transit activity center and regional growth, manufacturing/industrial centers	Yes	7
	Primary connection between transit activity centers	Yes	5
	Other connection to any center	Yes	2

<sup>5</sup> Standard deviation is a measure of how spread out the numbers are. It is a statistic that describes the average difference between the values in the dataset and the average value of that dataset.

The table below shows the initial target service level that would be assigned to a corridor based on the number of points awarded for the corridor productivity, social equity and geographic value factors of that corridor. Service levels are very frequent, frequent, local, or hourly.

### SCORES USED TO SET INITIAL SERVICE LEVELS (STEP 1)

Scoring Range	Minimum Peak Service Frequency (minutes)	Minimum Off-Peak Service Frequency (minutes)	Minimum Night Service Frequency (minutes)	Service Level Assigned
25-40	15	15	30	Very frequent
19-24	15	30	30	Frequent
10-18	30	30	--*	Local
0-9	60	60	--	Hourly

\*Night service on local corridors is determined by ridership and connections.

## Step 2

### Step two adjusts the target service level assigned in step one to accommodate actual ridership.

Metro increases a corridor's target service level if service at the level established under step one would not accommodate existing riders, would be inconsistent with policy-based service levels set for RapidRide, or would result in an incomplete network of night service<sup>6</sup>. Adjustments are only made to assign a higher service level to a corridor; service levels are not adjusted downward in this step.

The table below shows how Metro adjusts the target service levels set in step one to ensure that the All-Day and Peak-Only Network accommodates current riders or to preserve a complete network of night service.

<sup>6</sup> Night service includes any trips between 7 p.m. and 5 a.m., seven days a week. Please refer to the Summary of Typical Service Levels table for target night service levels (p. 13). An incomplete network of night service is defined as a network in which night service is not provided on a primary connection between regional growth centers or on a corridor with frequent peak service. Provision of night service on such corridors is important to ensure system integrity and social equity during all times of day.

## THRESHOLDS USED TO ADJUST SERVICE LEVELS (STEP 2)

Factor	Measure	Threshold	Adjustment to Warranted Frequency		
			Service Level Adjustment	Step 1 Frequency (minutes)	Adjusted Frequency (minutes)
Ridership (Load)	Estimated ratio of maximum load to the established passenger load threshold <sup>7</sup> by time of day – if existing riders were served by step-one service levels	> 110% of the established passenger load threshold	Increase two service levels	15 or 30	15 or more frequent
				≥ 60	15
		> 55% of the established passenger load threshold	Increase one service level	15	15 or more frequent
				30	15
				≥ 60	30
Service span <sup>8</sup>	Connection at night	Primary connection between regional growth centers	Add night service	--	≥ 60
		Frequent peak service	Add night service	--	30

<sup>7</sup> This ratio is calculated by dividing the maximum load along a route by the passenger load threshold. The passenger load threshold is equal to the number of seats on the bus, plus an allowance of four square feet per standing passenger.

<sup>8</sup> Service span: The span of hours over which service is operated. Service span often varies by day of the week. For example, a route's service span could be from 5 a.m. to 9 p.m.

Metro also adjusts service levels on existing and planned RapidRide corridors to ensure that assigned target service frequencies are consistent with policy-based service frequencies for the RapidRide program: more frequent than 15 minutes during peak periods, 15 minutes or more frequent during off-peak periods, and 15 to 30 minutes at night. Where policy-based service frequencies are higher than service frequencies established in step two, frequencies are improved to the minimum specified by policy.

The combined outcome of steps one and two is a set of corridors with all-day service levels that reflect factors concerning productivity, social equity, geographic value, and actual ridership. These corridors are divided into service levels based on the frequency of service, as described in the "Service Levels" section that follows. Corridors with the highest frequency would have the longest span of service.

**Step 3**

**Step three evaluates peak-only service to determine the value it provides in addition to other service provided on corridors in the network.** Peak-only service operates only during peak travel periods (5-9 a.m. and 3-7 p.m. weekdays), primarily in one direction. Peak-only service typically brings riders from residential areas to job centers in the morning with return service from the job centers in the afternoon.

All-day routes also offer service during peak periods, but are not included in the peak-only analysis.

Peak service thresholds ensure that peak-only service has higher ridership and/or faster travel times than provided in the network of all-day service. Service levels on peak-only routes are established separately from the all-day network because of this specialized function within the transit network.

## THRESHOLDS FOR PEAK SERVICE

Factor	Measure	Threshold
Travel time	Travel time relative to all-day service provided during peak periods	Travel time should be at least 20% faster than the all-day service, as measured during peak periods
Ridership	Rides per trip	Rides per trip should be 90% or greater compared to the all-day service provided during peak periods

Peak-only service is provided for a limited span compared to all-day service. Peak-only service generally has a minimum of eight trips per day on weekdays only (morning trips travel from residential areas to job centers, and afternoon trips take riders from the job centers back to the residential areas). The exact span and number of trips for each peak-only route are determined by the level of demand for service that meets the travel time and ridership criteria.

Because of the value that peak-only service provides in the network, it is protected in any potential reduction scenario. Peak-only service is lower priority for reduction if it is in the bottom 25 percent, but passes one or both of the travel time and ridership criteria described above. If peak-only service does not meet the load and travel-time thresholds but serves an area that has no other service, Metro may consider preserving service or providing service in a new or different way, such as connecting an area to a different destination or providing alternatives to fixed-route transit service, consistent with strategic plan Strategy 6.2.3.

## Service levels

All-day services are categorized by level of service into four levels, plus peak-only and alternative services. Service levels are primarily defined by the frequency and span of service they provide. The table below shows the typical characteristics of each level. Some services may fall outside the typical frequencies, depending on specific conditions in the corridor served.

### SUMMARY OF TYPICAL SERVICE LEVELS

Service Level	Service Level: Frequency (minutes) and Time Period			Days of Service	Hours of Service
	Peak	Off-peak	Night		
Very frequent	15 or more frequent	15 or more frequent	30 or more frequent	7 days	16-24 hours
Frequent	15 or more frequent	30	30	7 days	16-24 hours
Local	30	30 - 60	--*	5-7 days	12-16 hours
Hourly	60	60	--	5 days	8-12 hours
Peak-only	8 trips/day minimum	--	--	5 days	Peak
Alternative Services	Determined by demand and community collaboration process				

\*Night service on local corridors is determined by ridership and connections.

- **Very frequent** services provide the highest levels of all-day service. Very frequent corridors serve very large employment and transit activity centers and very dense residential areas.
- **Frequent** services provide high levels of all-day service. Frequent corridors generally serve major employment and transit activity centers and very dense residential areas.
- **Local** services provide a moderate level of all-day service. Local corridors generally serve regional growth centers and residential areas with low to medium density.
- **Hourly** services provide all-day service at 60 minute frequencies. Corridors generally connect low-density residential areas to regional growth centers.
- **Peak-only** services provide specialized service in the periods of highest demand for travel. Peak services generally provide service to a major employment center in the morning and away from a major employment center in the afternoon.
- **Alternative** service is any non-fixed-route service directly provided or supported by Metro. These are further described in the "Planning Alternative Services" section, p. 23.

## Target service level comparison

The corridors in the All-Day and Peak-Only Network are analyzed annually in Metro's Service Guidelines Report. The report compares the target service levels set through the corridor analysis with existing levels of service. A corridor is determined to be either "below," "at" or "above" its target service level. This process is called the target service-level comparison, and is used to inform potential changes to bus routes. For example, in simple terms, a corridor below its target service level would be a candidate for investment and a corridor above its target service level could be a candidate for reduction. This target service level comparison is a factor in both the investment and reduction priorities, as described in the "Adding, Reducing and Changing Service" section. Using the results of the annual corridor analysis and as resources allow, Metro adjusts service levels to better meet the public transportation needs of King County. The corridor analysis process is summarized in the chart below.

## CORRIDOR ANALYSIS SUMMARY

STEP 1 SET INITIAL TARGET SERVICE LEVELS	
Factor	Purpose
Corridor productivity	Support areas of higher employment and household density
	Support areas with high student enrollment
	Support function of park-and-rides in the transit network
Social equity and geographic value	Serve historically disadvantaged communities
	Provide appropriate service levels throughout King County for connections between all centers
STEP 2 ADJUST TARGET SERVICE LEVELS	
Factor	Purpose
Ridership (Loads)	Provide sufficient capacity for existing transit demand
Service span	Provide adequate levels of service throughout the day to meet demand
STEP 3 EVALUATE PEAK-ONLY SERVICE	
Factor	Purpose
Travel time	Ensure that peak-only service provides a travel time advantage compared to other service alternatives
Ridership	Ensure that peak-only service is well utilized compared to other service alternatives
OUTCOME: ALL-DAY AND PEAK-ONLY NETWORK	

## Evaluating new service

Metro's long-range plan will respond to King County growth by defining a future transit network and service levels that are based on the current network with additional corridors. Metro will use the service guidelines, along with extensive input from cities and community members, to identify and evaluate service corridors in the long-range plan. As the region continues to grow, new services and service corridors can be added to future long-range plan updates through a planning process guided by the principles in the service guidelines.

### Centers in King County

The list of centers associated with the All-Day and Peak-Only Network is adopted by the King County Council as part of the service guidelines. The region's growth and travel needs change over time, and centers may be added to the list in future updates of the service guidelines as follows:

#### Regional Growth Centers and Manufacturing/Industrial Centers

Additions to and deletions from the regional growth and manufacturing/industrial centers lists should be based on changes approved by the Puget Sound Regional Council and defined in the region's growth plan, Vision 2040, or subsequent regional plans.

#### Transit Activity Centers

Additions to the list of transit activity centers will be nominated by the local jurisdictions and must meet one or more of the following criteria:

- Is located in an area of mixed-use development that includes concentrated housing, employment, and commercial activity.
- Includes a major regional hospital, medical center or institution of higher education located outside of a designated regional growth center.
- Is located outside other designated regional growth centers at a transit hub served by three or more all-day routes.

In addition to meeting at least one of the criteria above, a transit activity center must meet the following criteria:

- Pathways through the transit activity centers must be located on arterial roadways that are appropriately constructed for transit use.
- Identification of a transit activity center must result in a new primary connection between two or more regional or transit activity centers in the transit network, either on an existing corridor on the All-Day and Peak-Only Network or as an expansion to the network to serve an area of projected all-day transit demand.
- When a corridor is added to the network, step one of the All-Day and Peak-Only Network analysis must result in an assignment of a 30-minute target service level or better.

The size of transit activity centers varies, but all transit activity centers represent concentrations of activity in comparison to the surrounding area.

- Additional centers and corridors may be established by Metro's long-range plan network, under development with the community and local jurisdictions.





## EVALUATING AND MANAGING SYSTEM PERFORMANCE

Metro manages the performance of bus routes to improve the efficiency, effectiveness and quality of the transit system. Performance management guidelines are applied to individual routes to identify high and low performance, areas where investment is needed, and areas where resources are not being used efficiently and effectively.

### Service types and route productivity

When comparing the productivity of individual bus routes, Metro classifies them by service type, which indicates the primary market served as well as other characteristics of service described below. These service types allow Metro to measure the performance of routes against similar services.

- **Urban** routes primarily serve the densest parts of the county: the PSRC-designated Regional Growth Centers of Seattle Downtown, First Hill/Capitol Hill, South Lake Union, the University Community, and Uptown.
- **Suburban** routes primarily serve passengers in suburban and rural areas in Seattle and King County.
- **Dial-A-Ride Transit and shuttles** are those that provide flexible, community-based service that has different characteristics than the fixed-route system. These services are held to different standards than those outlined for the fixed-route network below. These standards are under development and will be included in Metro's annual service guidelines reports. These services are described in more detail in the "Planning Alternative Services" section, p. 23.

High and low performance thresholds differ for routes that serve urban areas and those that serve suburban areas. Regional growth centers in the Seattle core and the University District have the highest job and residential densities in the county. Because the potential market for transit is so high, routes serving these areas are expected to perform at a higher level. These routes comprise the Urban category and are given higher performance thresholds compared to other routes. The other routes, which make up the Suburban category, meet important transit needs of areas that generally have lower job and residential densities. Performance thresholds are lower for these routes because they are different from markets served in other areas of King County. Service types are based on these two primary market types, as well as other characteristics of service, to ensure that like services are compared.

The performance management analysis uses route productivity measures to identify fixed-route service where performance is strong or weak as candidates for addition, reduction, or restructuring for each service type.

The measures for evaluating fixed-route service productivity are **rides per platform hour** and **passenger miles per platform mile**.

- **Rides per platform hour** is a measure of the number of riders who board a transit vehicle relative to the total number of hours that a vehicle operates (from leaving the base until it returns).
- **Passenger miles per platform mile** is a measure of the total miles riders travel on a route relative to the total miles that a vehicle operates (from leaving the base until it returns).

Two measures are used to reflect the different values that services provide in the transit system. Routes with a higher number of riders getting on and off relative to the time in operation perform well on the rides-per-platform-hour

measure; an example is a route that goes through the urban core with lots of riders taking short trips. Routes with full and even loading along the route perform well on the passenger-miles-per-platform-mile measure; an example is a route that fills up at a park-and-ride and is full until reaching its destination.

Low performance is defined as route productivity that ranks in the bottom 25 percent of all routes within a service type and time period; high performance is defined as route productivity in the top 25 percent. Fixed-route services in the bottom 25 percent on both route productivity measures are identified as the first candidates for potential reduction if service must be reduced. However, reduction of these routes is not automatic; other factors are considered as well. For more information, see p. 30.

Thresholds for the top 25 percent and the bottom 25 percent are identified for peak, off-peak, and night time periods and Urban and Suburban destinations for each of the two performance measures.

## Passenger loads

Passenger loads are measured to identify overcrowded services as candidates for increased investment.

Overcrowding is a problem because buses may pass up riders waiting at stops, riders may choose not to ride if other transportation options are available, and overcrowded buses often run late because it takes longer for riders to board and to get off at stops.

Passenger loads are averaged on a per trip basis using counts from an entire service change period (about six months). Trips must have average maximum loads higher than the thresholds for the entire service change period to be identified as overcrowded. Two metrics are used to measure passenger loads: crowding and the amount of time the bus has a standing load (standing load time).

Overcrowding occurs when the average maximum load of a trip exceeds its passenger load threshold. A passenger load threshold is calculated for each trip, based on the characteristics of the bus type scheduled for the trip. This threshold is determined by:

- The number of seats on the bus, plus
- The number of standing people that can fit on the bus, when each standing person is given no less than 4 square feet of floor space.

A trip's standing load time is determined by measuring the amount of time that the number of passengers on the bus exceeds the number of seats.

- No trip on a route should have a standing load for more than 20 minutes.

Routes with overcrowded trips or standing loads for more than 20 minutes are identified as candidates for investment. These candidates are analyzed in detail to determine appropriate actions to alleviate overcrowding, including:

- Assigning a larger vehicle to the trip, if available
- Adjusting the spacing of trips within a 20-minute period
- Adding trips.

## Schedule reliability

Metro measures schedule reliability to identify routes that are candidates for investment because they provide poor quality service.

Schedule reliability is measured for all Metro transit service. Service should adhere to published schedules, within reasonable variance based on time of day and travel conditions. "On time" is defined as an arrival at designated points along a route<sup>9</sup> that is no more than five minutes late or one minute early relative to the scheduled arrival time. When identifying candidates for remedial action, Metro focuses on routes that are regularly running late.

To do this, Metro identifies trips that exceed the lateness thresholds (shown below). If a trip experiences lateness that exceeds the thresholds, it can be identified for investment. Investment can include improvements in route design, schedule, or traffic operations. Schedule reliability can also be improved through speed and reliability improvements, such as business access and transit lanes, queue jumps, transit signal priority and other transit priority treatments.

Time Period	Lateness Threshold
Weekday average	> 20%
Weekday PM peak average	> 35%
Weekend average	> 20%

Metro allows for a higher lateness threshold in the PM peak period to account for increased passenger demand and higher levels of roadway congestion experienced during this time period.

Metro actively manages the headways of RapidRide service, primarily in peak periods, with a goal of providing riders with a high-frequency service where they do not rely on paper timetables. High frequencies and real-time information are intended to give riders a reliable service. When actual service has gaps that are three minutes more than the intended headway, service is considered late. With that difference in mind, "lateness" on RapidRide service uses the same thresholds as shown above.

Routes that operate with a headway that is less frequent than every 10 minutes that do not meet performance thresholds will be given priority for schedule adjustment or investment. Routes that operate with a headway of every 10 minutes or more frequent that do not meet performance thresholds will be given priority for speed and reliability investments to improve traffic operations. It may not be possible to improve through-routed routes<sup>10</sup> that do not meet performance thresholds because of the high cost and complication of separating routes.

Other considerations: External factors affecting reliability

Action alternatives:

- Adjust schedules/add run time
- Adjust routing
- Invest in speed and reliability improvements.

<sup>9</sup> Metro measures schedule reliability based on the arrival time of a given coach at designated points along a route. At the time the Strategic Plan and Service Guidelines were transmitted to the King County Council, Metro calculated this measure using the coach's arrival at time points. As Metro transitions with the Stop-Based Scheduling project, Metro will calculate this measure based on the coach's arrival at stops along a route, providing Metro with more data and improved accuracy for measuring schedule reliability.

<sup>10</sup> Through-routed services are routes that arrive at the end of one route and continue on as a different route. For example, Route 5 between Shoreline and Downtown Seattle continues on as Route 21 between downtown Seattle and Westwood Village.

# Planning and Designing Service and Service Changes



## DESIGNING SERVICE

Metro uses the following service design guidelines to develop transit routes and the overall transit network. Based on industry best practices for designing service, these guidelines help us enhance transit operations and improve the rider experience. The guidelines include both qualitative considerations and quantitative standards for comparing and measuring specific factors.

### 1 Network connections

Routes should be designed in the context of the entire transportation system, which includes local and regional bus routes, light-rail lines, commuter rail lines and other modes. When designing a network of services, Metro should consider locations where transfer opportunities could be provided for the convenience of customers and to improve the efficiency of the transit network. Where many transfers are expected to occur between services of different frequencies, timed transfers should be maintained to reduce customer wait times.

### 2 Multiple purposes and destinations

Routes are more efficient when designed to serve multiple purposes and destinations rather than specialized travel demands. Routes that serve many rider groups rather than a single group appeal to more potential riders and are more likely to be successful. Specialized service should be considered when there is sizable and demonstrated demand that cannot be adequately met by more generalized service.

### 3 Easy to understand, appropriate service

A simple transit network is easier for riders to understand and use than a complex network. Routes should have predictable and direct routings, and the frequency and span of service should be appropriate to the market served. As budget allows, routes should be targeted for a minimum service level of at least every 60 minutes. If a route cannot support this frequency level, it should be a candidate for alternative services as funding allows and the service meets the allocation criteria. Routes should serve connection points where riders can transfer to frequent services, opening up the widest possible range of travel options.

### 4 Route spacing and duplication

Routes should be designed to avoid competing for the same riders. Studies indicate that people are willing to walk 1/4 mile on average to access transit, so in general routes should be no closer together than 1/2 mile. Services may overlap where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide effective service along the common routing.

Routes are defined as duplicative in the following circumstances:

- Two or more parallel routes operate less than 1/2 mile apart for at least one mile, excluding operations within a regional growth center or approaching a transit center where pathways are limited.
- A rider can choose between multiple modes or routes connecting the same origin and destination at the same time of day.
- Routes heading to a common destination are not spaced evenly (except for operations within regional growth centers).

## 5 Route directness

A route that operates directly between two locations is faster and more attractive to riders than one that takes a long, circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance. Some small loops may be necessary to turn the bus around at the end of routes and to provide supplemental coverage, but such extensions should not diminish the overall cost-effectiveness of the route. Directness should be considered in relation to the market for the service.

Route deviations are places where a route travels away from its major path to serve a specific destination. For individual route deviations, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation. New deviations may be considered when the delay is less than 10 passenger-minutes per person boarding or exiting the bus along the deviation.

$$\frac{\text{Riders traveling through} \times \text{Minutes of deviation}}{\text{Boardings and exitings along deviation}} \leq 10 \text{ minutes}$$

## 6 Bus stop spacing

Bus stops should be spaced to balance the benefit of increased access to a route against the delay that an additional stop would create for all other riders. While close stop-spacing reduces walk time, it may increase total travel time and reduce reliability, since buses must slow down and stop more frequently.

Service	Average Stop Spacing
RapidRide	½ mile
All other services	¼ mile

Portions of routes that operate in areas where riders cannot access service, such as along freeways or limited-access roads, should be excluded when calculating average stop spacing. Additional considerations for bus stop spacing include the pedestrian facilities, the geography of the area around a bus stop, passenger amenities, and major destinations.

## 7 Route length and neighborhood route segments

A bus route should be long enough to provide useful connections for riders and to be more attractive than other travel modes. A route that is too short will not attract many riders, since the travel time combined with the wait for the bus is not competitive compared to the time it would take to walk. Longer routes offer the opportunity to make more trips without a transfer, resulting in increased ridership and efficiency. However, longer routes may

also have poor reliability because travel time can vary significantly from day to day over a long distance. Where many routes converge, such as in regional growth centers, they may be through-routed to increase efficiency, reduce the number of buses providing overlapping service, and reduce the need for layover space in congested areas.

In some places, routes extend beyond regional growth centers and transit activity centers to serve less dense residential neighborhoods. Where routes operate beyond centers, ridership should be weighed against the time spent serving neighborhood segments, to ensure that the service level is appropriate to the level of demand. The percent of time spent serving a neighborhood segment, which are defined as  $\leq 20\%$  of the total mileage length of a route, should be considered in relation to the percent of riders boarding and exiting on that segment.

$$\frac{\text{Percent of time spent serving neighborhood segment}}{\text{Percent of riders boarding/exiting on neighborhood segment}} \leq 1.2^{11}$$

## 8 Operating paths and appropriate vehicles

Buses are large, heavy vehicles and cannot operate safely on all streets. Services should operate with vehicles that are an appropriate size to permit safe operation while accommodating demand. Buses should be routed primarily on arterial streets and freeways, except where routing on local or collector streets is necessary to reach layover areas or needed to ensure that facilities and fleet used in all communities is equivalent in age and quality. Appropriate vehicles should be assigned to routes throughout the county to avoid concentrating older vehicles in one area, to the extent possible given different fleet sizes, technologies and maintenance requirements.

Bus routes should also be designed to avoid places where traffic congestion and delay regularly occur, if it is possible to avoid such areas while continuing to meet riders' needs. Bus routes should be routed, where possible, to avoid congested intersections or interchanges unless the alternative would be more time-consuming or would miss an important transfer point or destination.

## 9 Route terminals

The location where a bus route ends and the buses wait before starting the next trip must be carefully selected. Priority should be given to maintaining existing layover spaces at route terminals to support continued and future service. People who live or work next to a route end may regard parked buses as undesirable, so new route terminals should be placed where parked buses have the least impact on adjoining properties, if possible. Routes that terminate at a destination can accommodate demand for travel in two directions, resulting in increased ridership and efficiency. Terminals should be located in areas where restroom facilities are available for operators, taking into account the times of day when the service operates and facilities would be needed. Off-street transit centers should be designed to incorporate layover space.

## 10 Fixed and variable routing

Bus routes should operate as fixed routes in order to provide a predictable and reliable service for a wide range of potential riders. However, in low-density areas where demand is dispersed, demand-responsive service may be used to provide more effective service over a larger area than could be provided with a fixed route. Demand-responsive service may be considered where fixed-route service is unlikely to be successful or where unique conditions exist that can be met more effectively through flexible service.

<sup>11</sup> The value of the service extended into neighborhoods beyond major transit activity centers should be approximately equal to the investment made to warrant the service. A 1:1 ratio was determined to be too strict, thus this ratio was adjusted to 1.2.

## 11 Bus stop amenities and bus shelters

Bus stop amenities should be installed based on ridership in order to benefit the largest number of riders. Bus stop amenities include such things as bus shelters, seating, waste receptacles, lighting, information signs, maps, and schedules. In addition to ridership, special consideration may be given to areas where:

- high numbers of transfers are expected
- waiting times for riders may be longer
- stops are close to facilities such as schools, medical centers, or senior centers
- the physical constraints of bus stop sites, preferences of adjacent property owners, and construction costs could require variance from standards.

Major infrastructure such as elevators and escalators will be provided where required by local, state, and federal regulations.

### RIDERSHIP GUIDELINES FOR BUS STOP AMENITIES

RapidRide Routes	
Level of amenity	Weekday Boardings
Station	150+
Enhanced stop	50-149
Standard stop	Less than 50

All Other Metro Routes		
Location	Level of amenity	Weekday Boardings
City of Seattle	Standard shelter and bench	50
Outside Seattle	Standard shelter and bench	25



## RESTRUCTURING SERVICE

Service restructures are changes to multiple routes along a corridor or within a large area consistent with the service design criteria in this document. Restructures may be prompted by a variety of circumstances, and in general are made to improve the efficiency and effectiveness of transit service as a whole, to better integrate with the regional transit network, or to reduce Metro's operating costs because of budget constraints. When planning for service restructures, factors other than route performance are taken into account, such as large-scale service and capital infrastructure enhancements. Restructures may result in the modification, addition, and deletion of corridors that align with future corridors in the long-range plan. These changes must be approved by council as part of a service change package.

- Under all circumstances, whether adding, reducing or maintaining service hours, service restructures will have the goals of focusing frequent service on the service segments with the highest ridership and route productivity, creating convenient opportunities for transfer connections between services, and matching capacity to ridership demand to improve the productivity and cost-effectiveness of service.
- Service restructures to manage the transit system will have a goal of increasing ridership.
- Under service reduction conditions, service restructures will have an added goal of an overall net reduction of service hours invested.
- Under service addition conditions, service restructures will have the added goals of increasing service levels and ridership.

When one or more circumstances trigger consideration of restructures, Metro specifically analyzes:

- Impacts on current and future travel patterns served by similarly aligned transit services.
- Passenger capacity of the candidate primary route(s) relative to projected consolidated ridership.
- The cost of added service in the primary corridor to meet projected ridership demand relative to cost savings from reductions of other services.

Restructures will be designed to reflect the following:

- Service levels should accommodate a projected minimum of 80 percent of the expected passenger loads per the established loading guidelines.
- When transfers are required as a result of restructures, the resulting service will be designed for convenient transfers. Travel time penalties for transfers should be minimized.
- A maximum walk distance goal of 1/4 mile in corridors where service is not primarily oriented to freeway or limited-access roadways. Consideration may be given to exceeding this maximum distance where the walking environment supports pedestrians or at transfer locations between very frequent services.



Based on these guidelines, Metro will recommend specific restructures that have compatibility of trips, have capacity on the consolidated services to meet anticipated demand, and can achieve measurable savings relative to the magnitude of necessary or desired change.

After a service restructure, Metro will regularly evaluate the resulting transit services and respond to chronically late performance and passenger loads that exceed the performance management guidelines as part of the ongoing management of Metro's transit system.

Key reasons that will trigger consideration of restructures include:

#### **Sound Transit or Metro service investments**

- Extension or service enhancements to Link light rail, Sounder commuter rail, and Regional Express bus services.
- Expansion of Metro's RapidRide network, investment of partner or grant resources, or other significant introductions of new Metro service.

#### **Corridors above or below the All-Day and Peak-Only Network target service level**

- Locations where the transit network does not reflect current travel patterns and transit demand due to changes in travel patterns, demographics, or other factors.

#### **Services compete for the same riders**

- Locations where multiple transit services overlap, in whole or in part, or provide similar connections.

#### **Mismatch between service and ridership**

- Situations where a route serves multiple areas with varying demand characteristics or situations where ridership has increased or decreased significantly even though the underlying service has not changed.
- Opportunities to consolidate or otherwise reorganize service so that higher ridership demand can be served with improved service frequency and fewer route patterns.

#### **Major transportation network changes**

- Major projects such as SR-520 construction and tolling and the Alaskan Way Viaduct replacement; the opening of new transit centers, park-and-rides, or transit priority pathways.

#### **Major development or land use changes**

- Construction of a large-scale development, new institutions such as colleges or medical centers, or significant changes in the overall development of an area.



## PLANNING ALTERNATIVE SERVICES

King County is a diverse county with different travel demands in different parts of the county. The King County Metro Alternative Services Program brings a range of mobility services to parts of King County that do not have the infrastructure, population density, or land use to support traditional fixed-route bus service.

### Prioritization criteria

The Alternative Services Program aims to right-size and complement existing fixed-route and Dial-A-Ride Transit (DART) service. Right-sizing may include restructuring underperforming fixed-route bus services and mitigating the impact of lost or reduced fixed-route service. Complementary alternative services may address: the need to serve rural communities, the need to seed emerging markets, and gaps in time-of-day service or geographic coverage of existing fixed-route services. These time-based or geographic coverage gaps might include areas with a concentration of shift jobs, industrial locations, or areas of potential transit activity that are geographically isolated. By employing Alternative Services products like TripPool or Community Vans to fill service gaps, right-size services, or complement existing services, Metro will enhance mobility options for residents while making optimal use of finite transit dollars. The diagram below shows the current range of alternative services. As new potential alternative services products, such as Trip Pool, become available, Metro will explore how best to implement these products and consider how subsidies, fares and promotional efforts can expand these programs and ensure their success.



Alternative service projects may be initiated by Metro identifying communities that meet one or more of the prioritization criteria listed below or by a competitive process involving a letter of interest by local jurisdictions or community organizations, evaluated against the prioritization criteria listed below. When considering where to implement alternative service projects, Metro will give special consideration to communities with high proportions of low-income or minority populations who depend on public transportation. Prioritization criteria for alternative service efforts in communities include:

- 1 Fixed-route transit service performs below service guidelines performance standards (measured in rides/platform hour, and passenger miles/platform mile)

- 2 Time-based service gaps
- 3 Geographic coverage service gaps
- 4 Rural communities or emerging transit markets (as identified through land-use targets, designated growth areas, demonstration of local transportation needs, and Metro's Long-Range Public Transportation Plan)
- 5 Market potential, considering jobs, student enrollment, household density, park-and-rides, high concentrations of low-income or minority populations, and proximity to centers, the regional transit network, and major institutions
- 6 Partnership opportunities for service or infrastructure with jurisdictions or communities as described in the "Working with Partners" section, p. 25.

Metro will use the Alternative Services Program's community planning process to better identify the needs of transit riders and potential riders, including traditionally isolated or disadvantaged communities, such as those with limited English proficiency, low-income and homeless populations, minorities, people with disabilities and Access users, youth, elderly people, and those who are currently unserved or underserved by transit (within the context of applicable federal laws, such as Americans with Disabilities Act and others). This community planning process will consider needs identified by riders and potential riders for access to social service agencies, health care facilities, jobs, education, and other destinations.

### Community partnerships

Demonstrated partner participation is a key component of a successful alternative services project. A local partner organization, such as a municipality or nonprofit organization, must be actively engaged and contributing to the development and implementation of the project. Partnerships may include sharing the cost or staffing of community engagement, planning, equipment, contracted services, promotions, or other project elements and may involve either cash or in-kind contributions from the partner organization. Local jurisdictional partners may also enact transit-supportive land-use policy or may make infrastructure investments that support transit. Types of partnership are further described in the partnership section, p 25.

### Performance evaluation

The Alternative Services Program conducts demonstration projects that are intended to identify new service offerings. These may include a range of transportation options that cannot be compared directly with each other or with fixed-route service. Each service needs to be evaluated independently. Given the experimental nature of the different projects under the Alternative Services umbrella, performance evaluation efforts will focus on product testing and continuous service improvement.

Metro will identify performance measures that reflect the unique nature of each service and different performance measures may be used to evaluate different types of services. Performance will be measured against the market potential for each project area. The market potential will be estimated prior to project launch based on the project's stated goals and the community's market characteristics, including population and demographic, land-use, and employment statistics. Past transit performance will also be factored into the development of market potential goals.

Metro will monitor and evaluate performance of all alternative service projects to ensure that service quality, customer satisfaction, and cost effectiveness objectives are being met. Performance measures may include usage/ridership rates and cost per boarding/ride. To the extent possible, performance of alternative services will be measured against similar services.

### Conversion to fixed route

Communities with successful alternative service partnerships could transition to fixed-route bus service under certain circumstances. If funding is available, the partner jurisdiction or community is supportive, the alternative service is regularly over capacity, the density has increased, and the cost per boarding justifies a greater investment in transit, then Metro can consider converting an alternative service into fixed-route bus service.



## WORKING WITH PARTNERS

A partnership is a relationship in which Metro and an external organization work together to help advance opportunities and conditions for travelers to use alternatives to driving alone. Partnerships enable Metro to leverage public and private resources to design and deliver services, facilities, access, policies, program/product design and incentives. Partners have included local, regional and state agencies; employers, institutions, schools, community and human service organizations, other transit providers, property owners or managers, and other businesses and entities.

Metro forms a variety of partnerships with local jurisdictions, community organizations, and other stakeholders. These partnerships are mainly related to service and infrastructure. The guidelines for partnerships are described in more detail below. When a proposed or changed partnership agreement addresses specific routes, services or infrastructure, Metro shall ensure that the proposal incorporates adequate public outreach to the affected communities.

### Service partnerships

Metro seeks to actively collaborate with cities, communities and private companies to explore service partnerships that:

- Are mutually beneficial to the agency and customers
- Extend service in complementary ways to current fixed-route bus service
- Extend mobility benefits to communities that have corridors below their target service level
- Enable more service hours, or extend service efficiencies
- Support transit options for low-income workers.

Services provided via a partnership may reflect the needs identified by the partner and may be implemented in a variety of ways, including alternative services. More information about alternative services partnerships can be found in the Planning Alternative Services section.

For fixed-route service, Metro is open to forming partnerships with cities, communities and private companies that would fully or partially fund transit service. The “Adding, Reducing and Changing Service” section establishes investment priorities for new Metro resources: Priority 1, Passenger loads (crowding); Priority 2, Schedule reliability; Priority 3, All-Day and Peak-Only Network (corridors connecting centers); and Priority 4, Route productivity. Metro will use new Metro resources to address priorities 1 and 2 first; Metro encourages partners to do the same.

Metro will make exceptions to these investment priorities to leverage partner funding according to the following:

- 1 Service funded fully by Metro’s partners generally will be implemented at the next feasible service change subject to operational infrastructure constraints and contract terms<sup>†</sup>.

<sup>†</sup> Operational infrastructure constraints include but are not limited to bus fleet availability to run new service (including potential maintenance downtime requirements), base capacity limitations, and operator availability.

- 2 On corridors identified for priority 3 investments (as below their target service levels in the All-Day and Peak-Only Network), Metro will direct new Metro resources remaining after addressing priority 1 and 2 needs—subject to operational infrastructure constraints—to those corridors for which partners agree to fund at least one-third of investments to help meet target service levels, regardless of these corridors' positions in the prioritized investment list (as published in the annual Service Guidelines Report).

### Infrastructure partnerships

Local jurisdictional partners may also enact transit-supportive land-use policy or may make infrastructure investments that support transit. These partnerships can include:

- Zoning measures that support increased density and mixed-uses within Urban Growth Areas
- Investments in cycling and pedestrian facilities that significantly enhance access to transit service
- Parking management programs that provide new sources of park-and-ride spaces or transit layover or make more efficient use of off-street parking to support transit ridership and /or operations
- Urban design guidelines that support transit and active transportation
- In-fill over greenfield development prioritization
- Street network connectivity improvements
- Other land-use measures that contribute to higher concentrations of potential transit riders.



## PLANNING AND COMMUNITY ENGAGEMENT

For each major service change, Metro will undertake a significant planning process that includes outreach to involve the public in shaping the change. Through the outreach, Metro planners will better understand community mobility needs, where people are traveling and when, and how to provide the best service possible. During the planning process, Metro typically will engage with the community through several phases of outreach, and will complete a comprehensive community engagement report at the end that summarizes the results of this work and how public input was used to shape a final recommendation for change.

Each outreach effort will be guided by several goals:

- Transit planners are informed by members of the public who are reflective of those who may be affected by the change.
- Metro's outreach process is transparent, accessible, welcoming and understandable. Participants understand what is being considered, the timeline and how decisions are made, and that their input is valuable and welcome.
- The outreach process is meaningful. Regardless of how participants feel about the final result, they can see how public input shaped what is being considered and the final result.

Outreach should be scaled relative to the magnitude of the change being considered as well as the potential impacts of the change on riders.

For each outreach effort, Metro should identify the demographics of those who may be affected by the change being considered. Then, outreach strategies should be designed to inform and solicit input from these populations, creatively seeking to engage those who would not otherwise learn about our process via mainstream communication channels.

These outreach strategies should include, but not be limited to, the following:

- posting of information at bus stops or onboard buses and at community gathering places such as libraries, schools, and community centers
- conversations with people on the bus and at stops, community events, and information tables
- public meetings
- questionnaires
- conversations with community or stakeholder groups
- online and/or mailed information, social media, news releases, and advertisements
- community advisory groups or sounding boards
- outreach to community groups in the Community Service Areas of unincorporated King County
- translation and distribution of materials in accessible formats and/or provision of interpretation for populations with limited or no English proficiency and people with disabilities

- work with community partners that serve transit riders, such as those with limited English proficiency, low-income and homeless populations, youth, minorities, people with disabilities, elderly people, and those who are currently unserved or underserved by transit, to engage these populations in formats, locations and at times that work best for them.

For service changes that affect multiple routes or large areas, Metro may convene a community-based sounding board composed of people who may be affected by the change. Sounding board members attend public meetings, offer advice about public outreach, and provide feedback about what changes to bus service would be best for the local communities. Metro should consider both sounding board recommendations and public feedback in developing recommendations.

Proposed changes may require County Council approval. The Council holds a public hearing before making a final decision on changes.

Through the planning and outreach process, Metro should strive to:

- Understand and address potential issues regarding major travel origins and destinations
- Engage with key stakeholders including community-based organizations and the general public to understand the needs of transit riders and potential riders, such as those with limited English proficiency, low-income and homeless populations, youth, minorities, people with disabilities and Access users, elderly people, and those who are currently unserved or underserved by transit
- Match community needs with service provided. Metro may identify potential alternative services projects through the planning and outreach process.



## ADDING, REDUCING, AND CHANGING SERVICE

Metro uses the following guidelines when adding or reducing service as well as in the ongoing development and management of transit service.

### GUIDELINES FOR ADDING OR REDUCING SERVICE

Guideline	Measures
Passenger loads	Passenger load thresholds (see p. 15)
Schedule reliability	On-time performance (see p. 16 ) Schedule reliability (see Appendix 3: Glossary) Lateness (see p. 16)
All-Day Network	Current service relative to All-Day Network (see p. 12)
Peak-only service	Travel time or ridership advantage (see p. 10)
Route productivity	Rides per platform hour (see p. 14) Passenger miles per platform mile (see p. 14)

### Adding service: investment priorities

Metro invests in service by using guidelines in the following order:

- 1 Passenger loads
- 2 Schedule reliability
- 3 All-Day and Peak-Only Network
- 4 Route productivity

When prioritizing investments in the transit network, Metro considers local and regional planning efforts, including Metro's future long-range plan; changes to the transportation network; operational considerations; productivity, geographic value and social equity impacts; service quality needs; and corridor score.



## Passenger loads and schedule reliability

Metro's first investments are based on the passenger load and schedule reliability guidelines used to assess service quality. Routes that do not meet the standards are considered to have low-quality service that has a negative impact on riders and could discourage them from using transit. These routes are the highest priority candidates for investment. Routes that are through-routed but suffer from poor reliability may be candidates for investment, but because of the size and complexity of changes to through-routes, they would not be automatically given top priority.

## All-Day and Peak-Only Network

Metro next uses the All-Day and Peak-Only Network guidelines and the target service level comparison (as described on p. 14) to determine if corridors are below their target levels. If a corridor is below the target service level, it is an investment priority. Metro uses the list of All-Day and Peak-Only Network investments which, are ordered for implementation in the service guidelines report by their geographic value score, followed by the corridor productivity score, then the social equity score.

## Route productivity

The fourth and final guideline Metro uses to determine if additional service is needed is the route productivity rank. Routes with productivity in the top 25 percent perform well in relation to other routes; investment in these services would improve service where it is most efficient.

## Reducing service

When Metro must reduce service, these guidelines help identify the services to be reduced. While the guidelines form the basis for identifying services for reduction, Metro also considers other factors. These include community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering alternative services. Once the long-range plan is complete, we will also consider the long-range service network and priorities, particularly when reducing service through restructures. The use of these other factors means that some routes may not be reduced in the priority order stated below. Some factors that Metro considers when reducing service include:

- **The relative impacts to all areas of the county in order to minimize or mitigate significant impacts in any one area.** Metro seeks to balance reductions throughout the county so that no one area experiences significant negative impacts beyond what other areas experience.
- **Ways to minimize impacts through the type of reduction, particularly through restructuring service.** Reduction of service can range from deleting a single trip to eliminating an entire route. Metro will also consider restructuring service in an area to make it more efficient or will consider alternative services. By consolidating service to eliminate duplication, and by closely matching service with demand, Metro may be able to provide needed trips at reduced cost and minimize impacts on riders. Service consolidation may lead to increased frequency of service on some routes to accommodate projected loads, even though the overall result of the restructure is a reduction in service hours.
- **The identified investment need on corridors.** While no route or area would be exempt from change during a large-scale system reduction, Metro will try to maintain the target level of service on corridors in the All-Day and Peak-Only Network levels, and will seek to avoid reducing service on corridors that are already below their target service levels.
- **Preservation of last connections.** Metro serves some urbanized areas of east and south King County adjacent to or surrounded by rural land. Elimination of all service in these areas would result in significant reduction in the coverage that Metro provides. To ensure that Metro continues to address mobility needs, ensure social equity and provide geographic value to people throughout King County, connections to these areas would be preserved when making service reductions, regardless of route productivity.

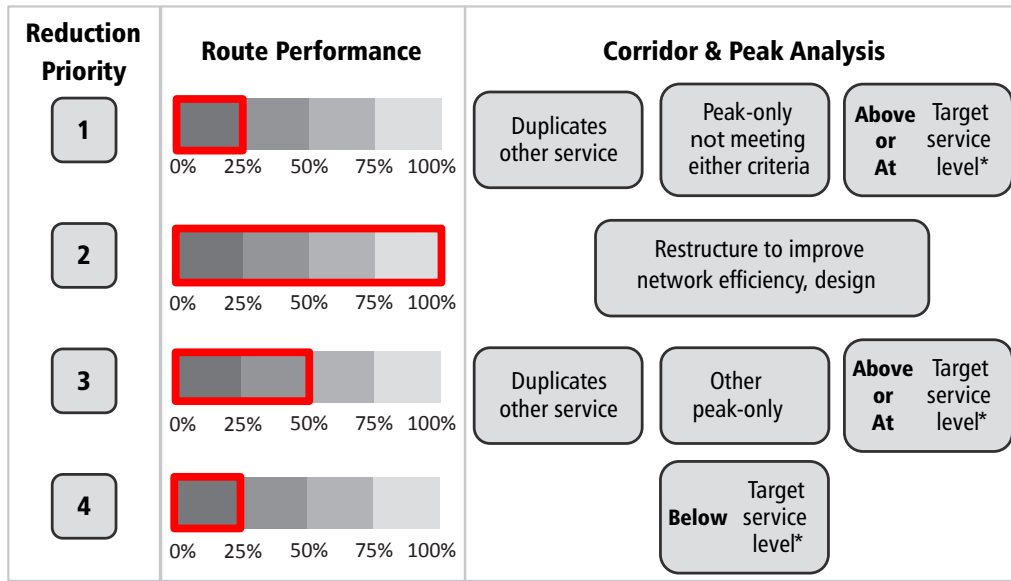
- **Applicability of alternative services.** In many areas of King County, and especially in urbanized areas adjacent to or surrounded by rural land, Metro may provide cost-effective alternatives to fixed-route transit service. These alternatives could avoid a significant reduction in the coverage Metro provides while better meeting community needs (Strategy 6.2.3). During service reductions Metro will consider the use of alternative services that can reduce costs on corridors with routes that are in the bottom 25 percent in one or both productivity measures. Alternative services will be evaluated differently than the fixed-route system, according to the measures and performance thresholds developed through the Alternative Services Program.

## Reduction priorities

Priorities for reduction are listed below. Within all of the priorities, Metro ensures that social equity is a primary consideration in any reduction proposal, complying with all state and federal regulations.

- 1 Reduce service on routes that are below the 25 percent productivity threshold for a given time period. Routes that are below the 25 percent productivity threshold on both measures are considered for reduction before routes that are below the 25 percent productivity threshold for only one measure in the following order:
  1. Routes that duplicate or overlap with other routes on corridors on the All-Day and Peak-Only Network.
  2. Peak-only routes that do not have a travel time or ridership advantage.
  3. All-day routes that operate on corridors that are above their target service levels.
  4. All-day routes that operate on corridors that are at their target service levels. Reductions or deletions of these routes would worsen the deficiency between existing service levels and target service levels.
- 2 Restructure service to improve efficiency of service.
- 3 Reduce service on routes that are above the 25 percent productivity threshold for a given time period. Routes that are between the 25 and 50 percent productivity threshold on both measures are considered for reduction before routes that are above the 50 percent productivity threshold for either measure, in the following order:
  1. Routes that duplicate or overlap with other routes on corridors on the All-Day and Peak-Only Network.
  2. Any other peak-only route that was not considered as part of priority 1.2.
  3. All-day routes that operate on corridors that are above their target service levels.
  4. All-day routes that operate on corridors that are at their target service levels. Reductions or deletions of these routes would worsen the deficiency between existing service levels and target service levels.
- 4 Reduce services on routes that are below the 25 percent productivity threshold for a given time period on corridors identified as below their target service levels. Routes that are below the 25 percent productivity threshold on both measures are considered for reduction before routes that are below the 25 percent productivity threshold for only one measure. This worsens the deficiency between existing service levels and target service levels.

The chart below summarizes how service is reduced.



\*Target service level is based on demographics and demand between connections served by transit

## Implementation

Metro revises service twice a year—in spring and fall. In rare cases of emergency or time-critical construction projects, Metro may make changes at times other than the two regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Many alternative service projects can be implemented at any time and do not need to follow the same schedule as fixed-route service.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than 1/2 mile.
- Any changes in route numbers.

Each year, Metro publishes a Service Guidelines report that outlines the analysis of target service levels and route performance management. The annual report will include a comprehensive list of the prior years' service changes and will identify and discuss service changes that address performance-related issues. Metro works to provide transparency in Metro's process and help jurisdictions plan for the future by conducting regular outreach throughout the county about the results of the Service Guidelines Report.

## Adverse effect of a major service change

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations; the King County Strategic Plan and the County's Equity and Social Justice ordinance reflect similar commitments to addressing these impacts.

### Disparate impact threshold

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### Disproportionate burden threshold

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## APPENDIX 1: CENTERS IN KING COUNTY

The list of centers associated with the All-Day and Peak-Only Network is adopted by the King County Council as part of the service guidelines. To plan its service, Metro utilizes the 18 Regional Growth Centers, four Manufacturing/Industrial Centers, and 64 Transit Activity Centers.

### Regional Growth and Manufacturing/Industrial Centers

The Puget Sound Regional Council designates regional growth centers and manufacturing/industrial centers as places that will receive a significant proportion of population and employment growth compared to the rest of the urban area.

#### Regional Growth Centers

Auburn	Redmond
Bellevue Downtown	Renton
Burien	SeaTac
Federal Way	Seattle Downtown
First Hill/Capitol Hill	South Lake Union
Issaquah	Totem Lake
Kent	Tukwila
Northgate	University Community
Overlake	Uptown

#### Manufacturing/Industrial Centers

Ballard/Interbay
Duwamish
Kent
North Tukwila

### Transit Activity Centers

Each transit activity center identified below meets one or more of the following criteria:

- Is located in an area of mixed-use development that includes concentrated housing, employment, and commercial activity
- Includes a major regional hospital, medical center or institution of higher education located outside of a designated regional growth centers
- Is located outside other designated regional growth centers at a transit hub served by three or more all-day routes.

The size of these transit activity centers varies, but all transit activity centers represent concentrations of activity in comparison to the surrounding area. Transit activity centers are listed below:

Alaska Junction	Columbia City Station	Factoria
Aurora Village Transit Center	Covington	(Factoria Blvd SE/SE Eastgate Wy)
Ballard	(172nd Ave SE/SE 272nd St)	Fairwood
(Ballard Ave NW/NW Market St)	Crossroads	(140th Ave SE/SE Petrovitsky Rd)
Beacon Hill Station	(156th Ave NE/NE 8th St)	Maple Valley
Black Diamond	Crown Hill	(Four Corners, SR-169/Kent-Kangley Rd)
Bothell (UW Bothell/Cascadia Community College)	(15th Ave NW/NW 85th St)	Fremont
Carnation	Des Moines	(Fremont Ave N/N 34th St)
Central District	(Marine View Dr/S 223rd St)	Georgetown
(23rd Ave E/E Jefferson St)	Duvall	(13th Ave S/S Bailey St)
Children's Hospital	Eastgate (Bellevue College)	Green River Community College
	Enumclaw	

Greenwood (Greenwood Ave N/N 85th St)	Roosevelt (12th Ave NE/NE 65th St)
Harborview Medical Center	Sammamish (228th Ave NE/NE 8th St)
Highline College	Sand Point (Sand Point Way/NE 70th St)
Issaquah Highlands	Shoreline (Shoreline Community College)
Issaquah (Issaquah Transit Center)	Snoqualmie
Juanita (98th Ave NE/NE 116th St)	SODO (SODO Busway/Lander St)
Kenmore (Kenmore Park and Ride)	South Mercer Island
Kent East Hill (104th Ave SE/SE 240th St)	South Park (14th Ave S/S Cloverdale St)
Kirkland (Kirkland Transit Center)	South Seattle College
Kirkland (South Kirkland Park and Ride)	Tukwila International Blvd Station
Lake City	Twin Lakes (21st Ave SW/SW 336th St)
Lake Forest Park	Valley Medical Center
Lake Washington Institute of Technology	Vashon
Madison Park (42nd Ave E/E Madison St)	Wallingford (Wallingford Ave N/N 45th St)
Magnolia (34th Ave W/W McGraw St)	Westwood Village
Mercer Island	Woodinville (Woodinville Park and Ride)
Mount Baker Station	
Newcastle	
North Bend	
North City (15th Ave NE/NE 175th St)	
Oaktree (Aurora Ave N/N 105th St)	
Othello Station	
Rainier Beach Station	
Renton Highlands (NE Sunset Blvd/NE 12th St)	
Renton Technical College	

## APPENDIX 2: CORRIDORS EVALUATED FOR ALL-DAY AND PEAK NETWORK

**Note:** Shaded corridors do not currently have service on them.

Connections		
Between	And	Via
Admiral District	Southcenter	California Ave SW, Military Rd, TIBS
Alki	SODO Station	Alaska Junction
Auburn	Burien	Kent, SeaTac
Auburn	Pacific	Algona
Auburn/GRCC	Federal Way	15th St SW, Lea Hill Rd
Aurora Village	Northgate	Meridian Ave N
Aurora Village	Seattle CBD	Aurora Ave N
Avondale	Kirkland	NE 85th St, Redmond Way, Avondale Rd NE
Ballard	Northgate	Holman Road
Ballard	Seattle CBD	15th Ave W
Ballard	Seattle CBD	Fremont, South Lake Union
Ballard	University District	Green Lake, Greenwood
Ballard	University District	Wallingford (N 45th St)
Beacon Hill	Seattle CBD	Beacon Ave
Bellevue	Eastgate	Lake Hills Connector
Bellevue	Redmond	NE 8th St, 156th Ave NE
Bellevue	Renton	Newcastle, Factoria
Burien	Seattle CBD	1st Ave S, South Park
Burien	Seattle CBD	Delridge, Ambaum
Burien	Seattle CBD	Des Moines Mem Dr S, South Park
Capitol Hill	Seattle CBD	15th Ave E
Capitol Hill	Seattle CBD	Madison St
Capitol Hill	White Center	South Park, Georgetown, Beacon Hill, First Hill
Central District	Seattle CBD	E Jefferson St
Colman Park	Seattle CBD	Leschi, Yesler Way
Discovery Park	Seattle CBD	Gilman Ave W, 22nd Ave W, Thorndyke Ave W
Eastgate	Bellevue	Newport Way , S. Bellevue, Beaux Arts
Eastgate	Bellevue	Somerset, Factoria, Woodridge
Eastgate	Overlake	Phantom Lake
Enumclaw	Auburn	Auburn Way S, SR 164
Fairwood	Renton	S Puget Dr, Royal Hills
Federal Way	Kent	Military Road S
Federal Way	SeaTac	SR-99
Fremont	Broadview	8th Ave NW
Fremont	Seattle CBD	Dexter Ave N
Fremont	University District	N 40th St
Green River CC	Kent	132nd Ave SE
Greenwood	Seattle CBD	Greenwood Ave N
High Point	Seattle CBD	35th Ave SW
Issaquah	Eastgate	SE Newport Way
Issaquah	North Bend	Fall City, Snoqualmie

Connections		
Between	And	Via
Issaquah	Overlake	Sammamish, Bear Creek
Kenmore	Kirkland	Juanita
Kenmore	Shoreline	Lake Forest Park, Aurora Village TC
Kenmore	Totem Lake	Finn Hill, Juanita
Kennydale	Renton	Edmonds Ave NE
Kent	Burien	Kent-DM Rd, S. 240th St, 1st Ave S
Kent	Maple Valley	SE Kent-Kangley Road
Kent	Renton	84th Ave S, Lind Ave SW
Kent	Renton	Kent East Hill
Kent	Seattle CBD	Tukwila
Kirkland	Bellevue	South Kirkland
Kirkland	Factoria	Overlake, Crossroads, Eastgate
Lake City	Seattle CBD	NE 125th St, Northgate, I-5
Lake City	University District	35th Ave NE
Lake City	University District	Lake City, Sand Point
Laurelhurst	University District	NE 41st St
Madison Park	Seattle CBD	Madison St
Madrona	Seattle CBD	Union St
Magnolia	Seattle CBD	34th Ave W, 28th Ave W
Mercer Island	S Mercer Island	Island Crest Way
Mirror Lake	Federal Way	S 312th St
Mount Baker	Seattle CBD	31st Ave S, S Jackson St
Mount Baker	University District	23rd Ave E
Mount Baker Transit Ctr	Seattle Center	Martin Luther King Jr Way, E John St, Denny Way
Mountlake Terrace	Northgate	15th Ave NE, 5th Ave NE
Northeast Tacoma	Federal Way	SW 356th St, 9th Ave S
Northgate	Seattle CBD	Green Lake, Wallingford
Northgate	University District	Roosevelt Way NE
Othello Station	SODO	Columbia City Station
Overlake	Bellevue	Bell-Red Road
Overlake	Bellevue	Sammamish Viewpoint, Northup Way
Queen Anne	Seattle CBD	Queen Anne Ave N
Queen Anne	Seattle CBD	Taylor Ave N
Rainier Beach	Capitol Hill	Rainier Ave S
Rainier Beach	Mount Baker Transit Ctr	Martin Luther King Jr Way S
Rainier Beach	Seattle CBD	Rainier Ave S
Redmond	Duvall	Avondale Rd NE
Redmond	Eastgate	148th Ave, Crossroads, Bellevue College
Redmond	Totem Lake	Willows Road
Renton	Burien	S 154th St
Renton	Enumclaw	Maple Valley, Black Diamond
Renton	Rainier Beach	West Hill, Rainier View
Renton	Renton Highlands	NE 4th St, Union Ave NE
Renton	Seattle CBD	Martin Luther King Jr Way S, I-5
Renton	Seattle CBD	Skyway, S. Beacon Hill
Renton Highlands	Renton	NE 7th St, Edmonds Ave NE
Richmond Beach	Northgate	Richmond Beach Rd, 15th Ave NE
Roosevelt	UW	University Way



Connections		
Between	And	Via
Sand Point	Cowen Park	View Ridge, NE 65th St
Sand Point	University District	NE 55th St
Shoreline	University District	Jackson Park, 15th Ave NE
Shoreline CC	Greenwood	Greenwood Ave N
Shoreline CC	Lake City	N 155th St, Jackson Park
Shoreline CC	Northgate	N 130th St, Meridian Ave N
Totem Lake	Seattle CBD	Kirkland, SR-520
Tukwila	Des Moines	McMicken Heights, Sea-Tac
Tukwila	Fairwood	S 180th St, Carr Road
Tukwila	Seattle CBD	Pacific Hwy S, 4th Ave S
Twin Lakes	Federal Way	S 320th St
Twin Lakes	Federal Way	SW Campus Dr, 1st Ave S
University District	Bellevue	SR-520
University District	Seattle CBD	Broadway
University District	Seattle CBD	Eastlake, Fairview
UW Bothell	Redmond	Woodinville, Cottage Lake
UW Bothell	University District	Kenmore, Lake Forest Park, Lake City
UW Bothell/CCC	Kirkland	132nd Ave NE, Lake Washington Tech
Vashon	Tahlequah	Valley Center
West Seattle	Seattle CBD	Fauntleroy, Alaska Junction
White Center	Seattle CBD	16th Ave SW, South Seattle College
Woodinville	Kirkland	Kingsgate

## APPENDIX 3: GLOSSARY

**Access service:** See *Paratransit (Access) service*.

**ADA:** Americans with Disabilities Act of 1990: Civil rights legislation that provides a national mandate for the elimination of discrimination against individuals with disabilities with specific requirements for public transit agencies. ADA requires the provision of demand response transportation service for individuals with disabilities who are unable to use fixed route transportation systems.

**All-day service:** Routes that operate in two directions throughout the majority of the day. These routes are the basis of Metro's network and account for the most service resources. All-day services operate during the peak, off-peak, and night time periods on weekdays and weekends.

**Alternative services:** Transportation services tailored to community needs that Metro plans and provides with partners throughout King County. Often, these communities lack the infrastructure, density or land use to support traditional, fixed-route bus service. Metro's alternative services include VanPool, VanShare, Community Access Transportation (CAT), Dial-A-Ride Transit (DART), Community Shuttles, Community Hub, TripPool, Community Van, and Real Time Rideshare. Additional alternative services will be developed as market conditions and technology evolves.

**Base:** A site where buses are fueled, stored, and maintained. Bases include parking, maintenance bays, parts storage, fuel storage, cleaning facilities, and operation facilities. Bases also include facilities to support employees such as office space, driver lockers, and meeting rooms.

**Boarding:** See *Ride*.

**Centers:** Activity nodes throughout King County that form the basis for the countywide transit network. See Manufacturing/industrial center, Regional growth center and Transit activity center.

**Community Access Transportation (CAT):** A program that complements paratransit (Access) service by filling service gaps in partnership with nonprofit agencies, such as those serving seniors or people with disabilities.

**Community Shuttle:** A route that Metro provides through a community partnership; these shuttles can have flexible service areas if it meets the community needs.

**Corridor:** A major transit pathway that connects regional growth, manufacturing/industrial, and/or activity centers; park-and-rides and transit hubs; and major destinations throughout King County.

**Crowding:** A transit trip that, on average, has more passengers than the acceptable passenger load, based on each type of bus. The acceptable passenger load calculation is based on the number of seats and an allowance of four square feet of floor space per standing passenger. A transit trip is considered crowded when, on average, it has a passenger load over the acceptable passenger load. Trips with standing loads for 20 minutes or longer are also considered to be crowded. This can also be referred to as "overcrowding" or "passenger crowding."

**Dial-A-Ride Transit (DART) service:** Scheduled transit routes in which individual trips may deviate from the fixed route to pick up or drop off a passenger closer to their origin or destination. All current DART routes include a fixed route portion in which passengers can access service from regular bus stops. DART routes can also be referred to as Demand Area Response Transit routes.

**Equity and Social Justice (ESJ):** King County's Equity and Social Justice work is grounded in the 2010 "fair and just" ordinance (Ordinance 16948), which requires King County to intentionally consider equity and integrate it into our decisions and policies, county practices and engagement with the organization as well as communities. Equity is defined as all people having full and equal access to opportunities that enable them to attain their full potential. Social justice is defined as all aspects of justice, including legal, political and economic, and requires the fair distribution of public goods, institutional resources and life opportunities for all people.

**Fixed-route service:** Scheduled transit service in which trips follow a specified path and passengers can access service from regular bus stops.

**Geographic value:** Providing public transportation products and services throughout King County, connecting centers, and facilitating access to jobs, education and other destinations for as many people as possible. Metro provides services that are appropriate to the land use, employment and housing densities and transit demand in various communities.

**Headway:** The time interval between buses traveling on the same route in the same direction. This can also be referred to as “frequency.”

**Layover:** Time built into a schedule between arrival at the end of a route and the departure for the return trip, used for the recovery of delays and preparation for the return trip. Layover can also be used to describe a designated location for a transit vehicle at or near the end of the route where the vehicle operates out of service and takes its scheduled layover time.

**Load:** The number of passengers on the bus at a given time. This is a method of measuring the ridership demand on a bus trip at a given time.

**Long-range plan:** The King County Metro Long Range Public Transportation Plan is a 25-year service, capital and financial plan for transit services operated, or planned by King County Metro. Along with the near-term needs identified through the service guidelines, the long-range plan guides future service and capital investments and forecasted financial needs.

**Low income:** A household earning less than 200 percent of the federal poverty level.

**Low-income census tract:** A census tract in which the percentage of the population that is low-income is greater than that of the county as a whole.

**Low-income corridor:** A corridor in which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for the county.

**Low-income route:** A route in which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for the county.

**Manufacturing/industrial center:** As defined in Puget Sound Regional Council’s (PSRC) Vision 2040 plan, an area of intensive manufacturing and/or industrial activity. PSRC expects these centers to accommodate a significant share of the region’s manufacturing industrial employment growth.

**Maximum (Max) load:** The highest number of passengers on the bus at a given time, averaged on a per trip basis over the course of a service change. This is a method of measuring the highest demand for a specific bus trip.

**Minority census tract:** A census tract in which the minority population percentage is greater than that of the county as a whole.

**Minority corridor:** A corridor in which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for the county.

**Minority route:** A route in which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for the county.

**Night:** *See Time period.*

**Off-peak:** *See Time period.*

**On-time:** An arrival at a timepoint that is no more than five minutes late or one minute early relative to the scheduled arrival time.

**Overcrowding:** *See Crowding.*

**Paratransit (Access) service:** King County Metro’s ADA service, which is a primarily van-operated, demand responsive service with variable routes and schedules. Access provides trips to eligible people with disabilities who are unable to use Metro’s fixed-route or DART service. Passengers must apply and be found eligible to use Access service in advance of making a trip.

**Park-and-ride:** A facility where transit passengers may park their personal vehicles and catch a bus, train, vanpool or carpool to reach their final destination. Park-and-ride lots are built, owned, leased, and maintained by a number of different agencies.

**Partner:** Any organization external to King County Metro that shares resources with Metro to help advance opportunities and conditions for using alternatives to driving alone. Metro has worked with partners to design and deliver services, facilities, access, policies, program/product design, and incentives. Partners have included local, regional and state agencies; employers, institutions and schools; community and human service organizations; other transit providers, property owners or managers; and other businesses and entities.

**Partnership:** A relationship in which King County Metro and an external organization work together to help advance opportunities and conditions for travelers to use alternatives to driving alone. Partnerships enable Metro to leverage public and private resources to design and deliver services, facilities, access, policies, program/product design and incentives. Partners have included local, regional and state agencies; employers, institutions and schools; community and human service organizations; other transit providers, property owners or managers; and other businesses and entities. Partnerships as described in the Service Guidelines do not indicate a legal relationship and are not the same as vendor or contractor relationships.

**Passenger miles per platform mile:** Total miles traveled by all passengers divided by the total miles the bus operates from the time it leaves its base until it returns. One of two measures Metro uses to assess the service performance of each route. *See also, Base and Rides per platform hour.*

**Passenger-minutes:** The total number of minutes traveled by all passengers on the bus.

**Passenger crowding:** *See Crowding.*

**Peak-only service:** Routes that operate primarily during peak travel periods on weekdays from 5:00-9:00 a.m. and 3:00-7:00 p.m., primarily in one direction. Peak-only service connects passengers between residential areas and job centers and back.

**Productivity:** Making the most efficient use of resources and targeting transit service to the areas of the county with the most potential for use. Metro uses the term productivity in two important ways in the service guidelines:

1. **Corridor productivity:** The potential market for transit based on the number of households, park-and-ride stalls, jobs and students along the corridor. Higher concentrations of people support higher use of transit.
2. **Route productivity:** The actual use of transit, determined using two performance measures of ridership—rides per platform hour and passenger miles per platform mile.

**Real-Time Rideshare:** An on-demand carpool program using mobile and web-based applications to match up drivers with passengers who want to share a ride. Riders pay a small fare through the app, and drivers earn a per-mile fee. The program is being piloted in Southeast Redmond and Willows Road. This is one of Metro's alternative services.

**Regional growth center:** As defined in PSRC's Vision 2040 plan, a defined focal area within a city or community that has a mix of housing, employment, retail, services and entertainment uses, and that is pedestrian-oriented. PSRC expects these centers to receive a significant portion of the region's growth in population and jobs.

**Ride:** Every time a passenger boards a bus. This can also be referred to as a "boarding."

**Ridership:** Sum of rides over a specified time period. For purposes of the Service Guidelines corridor analysis, ridership is accounted for by measuring passenger loads. *See Load.*

**Rides per platform hour:** Total number of rides divided by the total hours a bus travels from the time it leaves its base until it returns. One of two measures Metro uses to assess the service performance of each route. *See also, Base and Passenger miles per platform mile.*

**Route:** A single path of travel, with identified stops and scheduled service. Routes are typically identified with numbers, such as Route 1.

**Schedule adherence:** *See Schedule reliability.*

**Schedule reliability:** A measure used to determine how often a route is late, measured as the percentage of trips that, on average, arrive more than 5 minutes late. This threshold allows for variations in travel time, congestion and ridership.

**Service restructure:** Changes to multiple Metro routes along a corridor or within a large area consistent with the service design criteria in the Service Guidelines. Restructures may be prompted by a variety of circumstances, and in general are made to improve the efficiency and effectiveness of transit service as a whole, to better integrate with the regional transit network, or to reduce Metro's operating costs because of budget constraints.

**Service types:** Categories of service based on chosen criteria. Metro's current service types are Urban and Suburban.

- **Urban** routes primarily serve the densest parts of the county, including Seattle Downtown, First Hill/Capitol Hill, South Lake Union, the University Community, or Uptown
- **Suburban** routes primarily serve passengers in suburban and rural areas in Seattle and King County

- **Dial-a-Ride Transit and shuttles** are those that provide flexible, community-based service that has different characteristics than the fixed-route system. These services are held to different standards than those outlined for the fixed-route network below. These standards are under development and will be included in Metro's annual service guidelines reports. These services are described in more detail in the Alternative Services section of the guidelines on page 25.

**Service span:** The span of hours over which service is operated. Service span often varies by weekday. For example, a route's service span could be from 5 a.m. to 9 p.m.

**Social equity:** All people having full and equal access to opportunities that enable them to attain their full potential. As applied to transit, social equity involves ensuring there are travel opportunities for historically disadvantaged populations, such as people of low-income, students, youth, seniors, minorities, people with disabilities, and others with limited transportation options. Metro measures social equity in a quantitative way using low-income and minority populations, in accordance with federal law.

**Span:** See *Service span*.

**Standing load time:** The number of consecutive minutes where there are more people on the bus than the number of seats provided.

**Target service level:** A goal amount of service Metro assigns each corridor in the All-Day and Peak-Only Network, based on measures of productivity, social equity and geographic value. The All-Day and Peak-Only Network analysis compares the target service levels to existing service to determine whether a corridor is below, at, or above the target levels. Target service levels are Very Frequent, Frequent, Local, Hourly, Peak-only, and Alternative Services (defined below). If a corridor is below its target service level, it is identified for investment need. See also, *Productivity, Social Equity and Geographic Value*.

- **Very frequent** corridors serve very large employment and transit activity centers and very dense residential areas.
- **Frequent** corridors generally serve major employment and transit activity centers and very dense residential areas.
- **Local** corridors generally serve regional growth centers and residential areas with low- to medium-density.
- **Hourly** corridors generally connect low-density residential areas to regional growth centers.
- **Peak-only** services provide specialized service in the periods of highest demand for travel. Peak-only services generally provide service to a major employment center in the morning and away from a major employment center in the afternoon.
- **Alternative Services** (see entry on p.41)

**Title VI of the Civil Rights Act of 1964:** The Civil Rights Act of 1964 outlaws discrimination based on race, color, religion, sex, or national origin. Title VI prevents discrimination by government agencies that received federal funds.

**Transit priority treatment:** Any operational practice or infrastructure element that helps buses move more quickly along a street or along their route, with more consistent travel times. Within this definition there are four categories of strategies—bus operations, traffic control, infrastructure and bus lanes.

**TripPool:** Real-time ridesharing in which neighbors share a ride to the Park-and-Ride in a Metro van using a smartphone app to coordinate rides. TripPool vans get reserved parking at Park-and-Rides.

**Through-route:** When a bus on one route reaches the end of its route and immediately begins service on another route within a layover. Passengers can remain on the bus and continue from one route to the other without transferring or paying another fare.

**Time period:** An interval of time that identifies different passenger travel patterns and service levels. Metro has three time periods: Peak, Off-Peak, and Night (defined below).

- **Peak** period is from 5-9 a.m. and 3-7 p.m. on weekdays. This is the highest demand time period for the road network and transit service.
- **Off-Peak** period is from 9 a.m.-3 p.m. on weekdays and 5 am-7 pm on weekends.
- **Night** period is from 7 p.m.-5 a.m. every day of the week.

**Trip:** A single journey from one place to another. There are two types of trips that Metro considers: a person trip and a vehicle trip.

- **Person trip:** An individual's journey from an origin to a destination; can involve multiple rides and multiple modes.
- **Vehicle trip:** The scheduled movement of a transit vehicle from an origin (often a route start point) to a destination (often a route end point) at a particular time on a particular day (weekday, Saturday, or Sunday).

**Transit activity centers:** Areas of activity that include major destinations and transit attractions, such as large employment sites, significant healthcare institutions and major social service agencies. Transit activity centers form the basis for an interconnected transit network throughout the urban growth area and support geographic value in the distribution of the network. See p. 34 for a list of Metro-defined transit activity centers.

**VanPool:** A high-occupancy transportation mode in which groups of five or more commuters share a ride to work, using a Metro-supplied van.

**VanShare:** A high-occupancy transportation mode in which groups of five or more commuters share the ride between home or work and a public transit link or transit hub.



**King County Metro**

# **Service Guidelines**

November 17, 2021







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# Introduction

Metro uses the Service Guidelines to evaluate, design, and modify transit services to meet changing needs and deliver efficient, high-quality service. The updated guidelines reflect key elements of the King County Strategic Plan, Equity and Social Justice Strategic Plan, and Strategic Climate Action Plan. These plans envision a community that gives all people equitable opportunities to thrive, that confronts climate change by cutting greenhouse gas emissions, and that engages priority populations in achieving climate justice and mobility for all. For Metro, that means building a regional, innovative, and integrated mobility network that is safe, equitable, and sustainable. This system will contribute to healthy communities, a thriving economy, and a sustainable environment.

Priority populations are people who are Black, Indigenous, or of color; have low or no income; are immigrants or refugees; have disabilities; or are linguistically diverse.



The guidelines help make sure that decision-making and recommendations to policy makers are objective, transparent, and aligned with King County's goals for public transportation. The guidelines align with Metro's mission, vision, and goals, as outlined in its Strategic Plan, and help Metro grow toward the networks in Metro Connects, its long-range plan.<sup>1</sup> Many terms used in this document are defined in Technical Report A: Glossary, separate from the Service Guidelines.

The Service Guidelines establish criteria and processes that Metro uses to analyze and plan changes to the transit system. The guidelines are divided into these three sections:

## Evaluating Existing Services

This section describes how Metro will evaluate and report on the performance of bus and DART<sup>2</sup> routes. For flexible services and water taxi, see Planning Flexible Services and Planning Marine Services in the Planning and Developing Service section.

## Adding, Reducing, and Restructuring Service

This section sets targets for system growth by assessing the market potential of existing and planned routes in Metro's bus network using factors of land use, equity, and geographic value.

<sup>1</sup> See details in Metro's Strategic Plan for Public Transportation 2021-2031.

<sup>2</sup> DART, or Dial-a-Ride Transit, routes provide fixed-route service and have the ability to deviate from their fixed routing in lower-density areas.

This section also establishes the priority order in which service will be added or reduced depending on available resources, and it includes guidelines for when and how Metro restructures service.

## Planning and Developing Service

This section provides qualitative and quantitative guidelines for designing transit services and the overall Metro system.

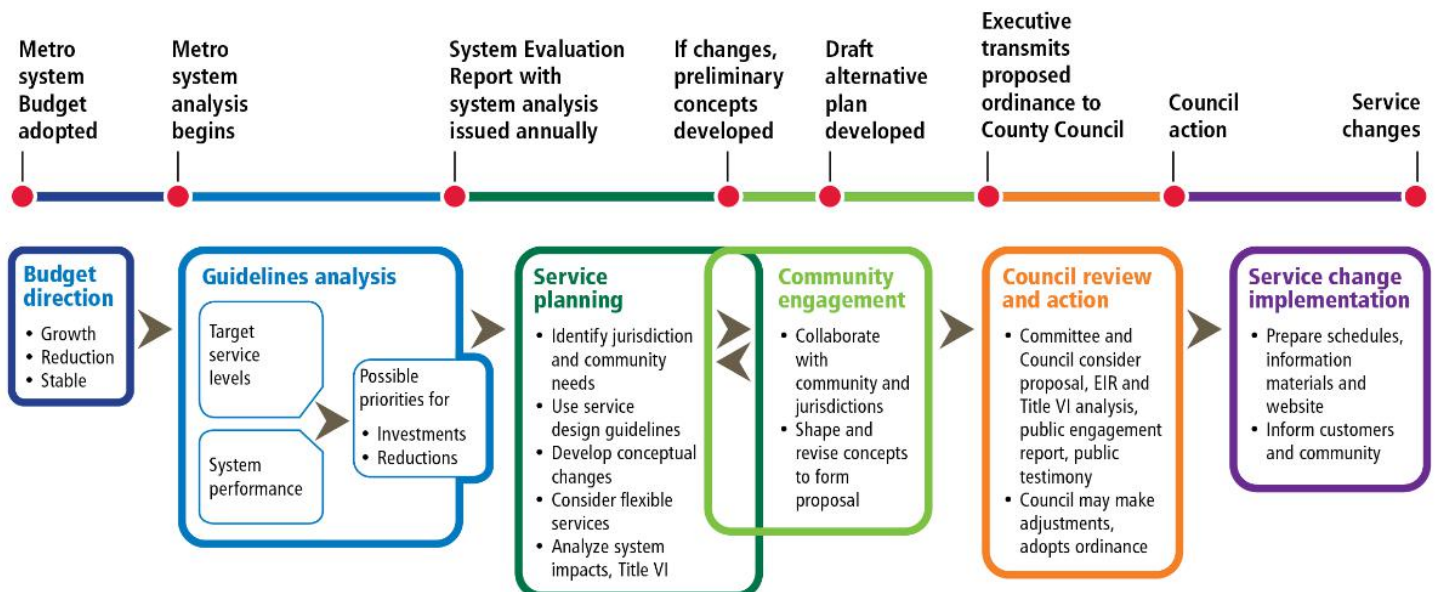
This section also describes how Metro works with the community and stakeholders to plan and to develop partnerships that improve and expand service.

## HOW THE GUIDELINES ARE USED

Metro uses the Service Guidelines continuously to review and develop changes to the transit system. Performance information and investment priorities are published in an annual System Evaluation Report that is transmitted to the King County Council and made available to the public.

Metro uses the results of this evaluation, as well as guidelines concerning service design and flexible services, to develop service change proposals. This is one step in a planning process that starts with the adoption of Metro's budget and results in changes to transit service, as shown in Figure 1.

Figure 1 The Service Planning Process



## HOW THE GUIDELINES WERE CREATED AND HOW THEY HAVE CHANGED

The King County Council first adopted the Service Guidelines in 2011,<sup>3</sup> following the work of the 2010 Regional Transit Task Force. In 2015, the County formed the Service Guidelines Task Force to develop recommendations on further changes to the Guidelines. Council adopted updated Service Guidelines in 2016.<sup>4</sup>

Metro has produced annual performance evaluations each year since the guidelines were adopted. The annual report, now called the System Evaluation Report, has grown from an initial focus on bus service performance to include reporting on flexible and marine services.

- In 2019, the King County Council directed Metro to develop a framework for the equitable and sustainable implementation of mobility services. Metro engaged with an Equity Cabinet, a group of 23 community leaders representing priority populations, to co-create the “Mobility Framework.” The Framework included 10 guiding principles and recommendations for achieving a regional mobility network that is innovative, integrated, equitable, and sustainable. Engagement with community advocates, elected officials, jurisdictions, employers, and other regional partners also informed the Mobility Framework.
- The King County Council adopted a summary of the Mobility Framework’s recommendations in March 2020. The summary indicated that Metro would update its policies to align with the Mobility Framework’s guiding principles and recommendations.
- The 2021 update to Metro’s Service Guidelines includes substantial changes to incorporate a stronger focus on advancing equity and addressing climate change, as outlined in the Mobility Framework’s recommendations and guiding principles.

## FUTURE GUIDELINES

When policymakers and Metro created the Service Guidelines, they intended it to be a living document. Regular updates were required by the ordinance approving the guidelines. Updates to the guidelines will continue to be considered along with updates to the Strategic Plan for Public Transportation 2021-2031 and Metro Connects.

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<sup>3</sup> Ordinance 17143

<sup>4</sup> Ordinance 18301

# Evaluating Existing Fixed Route Services

Metro regularly monitors and manages the performance of the transit system to determine if service changes should be made to meet community needs. Metro evaluates all fixed-route service (bus and DART) annually, measuring ridership, productivity, passenger loads, and reliability. The results are published in an annual System Evaluation Report. (Measures used to monitor performance of flexible and marine services are outlined in the Planning and Developing Services section of this report.)

Table 1 Performance Measures for Fixed-Route Service

Type of Measure	Measures Used
Ridership	Average daily ridership
Productivity	Rides per platform hour
	Passenger miles per platform mile
Passenger loads	Average of maximum load per trip
Reliability	Trips arriving more than 5 minutes late at a time point
Equity	Equity Prioritization Score
	Opportunity Index Score

## Measuring Ridership and Productivity

Metro measures ridership and productivity to identify services where performance is strong or weak, to determine if they are candidates for addition, reduction, or restructuring for each service family.

Ridership is measured by counting the average number of riders daily for each route on weekdays, Saturdays, and Sundays.

Productivity is measured by counting the average number of riders daily relative to the amount of service provided. Two measures are used:

- **Rides per platform hour** measures the number of riders who board a transit vehicle relative to the total number of hours that a vehicle operates (from leaving the base until it returns).
- **Passenger miles per platform mile** measures the total miles riders travel on a route relative to the total miles that a vehicle operates (from leaving the base until it returns).

The two productivity measures reflect the different values that services provide in the transit system. Routes with a higher number of riders getting on and off relative to the time the bus is in operation perform well on the rides-per-platform-hour measure. Routes with full and even loading along the route perform well on the passenger-miles-per-platform-mile measure.

Metro has classified routes into three service families based on the primary market served as well as other characteristics of service described below. These service families enable Metro to compare the performance of routes with similar services to reflect the different land uses and purposes of service throughout the county.

- **Urban** routes serve the regionally designated Regional Growth Centers of Seattle Downtown, First Hill/Capitol Hill, South Lake Union, the University District, and Uptown. These areas have the highest densities in the county, the highest historical transit use, and the highest market potential for transit.
- **Suburban** routes serve cities throughout King County or serve Seattle but do not connect to the centers listed above.
- **Rural and DART** routes serve lower-density areas. Rural routes serve as connectors between rural communities and between rural communities and larger cities. They are defined as having at least 35 percent of their route outside the urban growth boundary. DART routes provide fixed-route service and have the ability to deviate from their fixed routing in lower-density areas.

Performance thresholds have been established for peak, off-peak, and nighttime periods and for urban, suburban, and rural/DART service families for each of the two performance measures. Low performance is defined as route productivity that ranks in the bottom 25 percent of all routes within a service family and time period. High performance is defined as route productivity in the top 25 percent.

Fixed-route services in the bottom 25 percent on both route productivity measures are the first candidates for potential reduction if service must be reduced. However, reduction of these routes is not automatic; other factors are considered as well. More detailed information about reduction planning is available on page 15.

Fixed-route transit services that have very low productivity likely have an adverse impact on climate change. Metro found that fixed-route transit services with very low productivity, less than 10 rides per hour, likely emit more greenhouse gasses than if all of those passengers drove vehicles for their trips. These routes would be candidates for potential changes in service type. For example, fixed route bus service may transition to a DART route. Routes with this level of very low productivity are identified in the annual System Evaluation report as candidates for potential changes in service type.

## Measuring Passenger Loads

Metro uses two separate measures of passenger loads: number of passengers compared to space on the bus; and the amount of time the bus has a standing load (standing load time).



## Service Guidelines

A passenger load threshold for overcrowding is calculated for each trip, based on the characteristics of the bus type scheduled for the trip. This threshold is determined by:

- The number of seats on the bus, plus
- The number of standing people that can fit on the bus, when each standing person is given no less than four square feet of floor space.

A trip's standing load time is determined by measuring the amount of time that the number of passengers on the bus exceeds the number of seats.

Poor performance is defined as when the average maximum load of a trip exceeds its passenger load threshold, or when a trip has a standing load for more than 20 minutes. Passenger loads are averaged on a per trip basis using counts from an entire service change period, usually a period of about six months. Trips will be identified as overcrowded if they have average maximum passenger loads higher than the passenger load threshold for the entire service change period. Routes with overcrowded trips are candidates for investment.

## Measuring Schedule Reliability

Service will adhere to published schedules, within reasonable variance. Metro defines "on time" as arrival at a designated point along a route that is no more than five minutes later or one minute earlier than the scheduled arrival time. A route is defined as unreliable if it operates late more than 20 percent of the time.

For some RapidRide and very frequent services, Metro measures reliability of service based on the consistency of headways—the time between buses—rather than the schedule. This way of measuring reliability better reflects how customers use these services and assess reliability. When headways are seven minutes or less, a bus is considered on time when it comes within two minutes of the intended headway. When headways are between eight to 15 minutes, a bus is considered on time when it comes within three minutes of the intended headway. These routes are defined as unreliable if they are fall outside the headway range more than 20 percent of the time. These performance measures, thresholds, and management techniques may be revised as part of ongoing projects.

Routes identified as unreliable are candidates for investments.

## Measuring Equity

Equity factors show how well a route serves equity priority areas, which are areas where historically underserved populations are concentrated, as identified in the Mobility Framework and Metro's 2021-2031 Strategic Plan. This ensures that transit service growth needs consider equity. Equity priority areas are identified using equity priority area scores (EPAS), which use demographic information for the census block groups in which each bus stop is located. These EPAS scores are described in more detail in the "Setting Target Service Levels" section of the Service Guidelines. EPAS scores will be made available to community members or jurisdiction staff or officials upon request.

## Service Guidelines

Each bus route receives two route-level equity scores to measure how well the route serves equity priority areas: the equity prioritization score (EPS) is calculated based on the average of the route's equity prioritization area scores; and the opportunity index score (OIS) is calculated based on the percentage of stops along a route that have the highest equity priority area score. These route-level equity scores are used to help prioritize service investments and reductions and will be included in the annual System Evaluation report.

# Adding, Reducing, and Restructuring Service

## DEFINING SERVICE CHANGES

### Regular Service Changes

Metro revises fixed-route service twice a year, in spring and fall. In rare cases of emergency or time-critical construction projects, Metro may make changes at other times.

Proposed route changes are subject to approval by the King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than 1/2 mile.
- Any changes in route numbers.

The annual System Evaluation Report includes a comprehensive list of the prior years' service changes. It identifies and discusses service changes that addressed performance-related issues.

Flexible and marine services are not guided by the same sections of code, and some changes on these modes may be implemented at times outside of Metro's twice-yearly changes. More information about flexible and marine service changes is available in the Planning and Designing Service section.

### Emergency Service Changes

In the rare instance of a countywide emergency, Metro will develop situation-specific policies and adjustments to transit services. Different emergencies require different responses, so flexibility is needed to immediately change service in response to emergencies. This is consistent with King County code 28.94.020 2.a. which reads:

*...if, in the opinion of the director, an emergency exists that requires any change to established routes, schedules or classes of service, the director may implement such a change for such a period as may be necessary in the director's judgment or until such a time as the council shall establish by ordinance otherwise. Such changes that the director*

*intends to be permanent shall be reported in writing to the chair of the council.*

## ADDING SERVICE

Metro invests in fixed-route service in the following order using the Service Guidelines:

1. Crowding
2. Reliability
3. Service growth

### Priority 1: Crowding

Metro's first investment priority is to address consistent crowding identified using the passenger load measures described in the Evaluating Existing Fixed-Route Services section. Routes that are consistently overcrowded have a negative impact on riders and discourage them from using transit. Overcrowded buses may pass up riders waiting at stops, and often run late because it takes longer for riders to board and get off at stops.

Routes with overcrowded trips or standing loads for more than 20 minutes are candidates for investment. They are analyzed in detail to determine appropriate actions to alleviate overcrowding. Actions can include assigning a larger vehicle to the trip, adjusting the spacing of trips, and adding trips.

If funding is not available to address all crowding needs, investments that address where crowding is most severe and advance equity will be given priority.

### Priority 2: Reliability

Metro's second investment priority is to address services that are consistently unreliable, as described in the Evaluating Existing Fixed-Route Services section. Consistently late routes might cause passengers to stop using transit.

Routes that operate late more than 20 percent of the time are candidates for investment. Reliability improvements can take several forms, including adding time to schedules to match slower operating conditions, changing route design, or seeking physical or traffic operation improvements. Speed and reliability improvements can include investments such as business access and transit lanes, queue jumps, transit signal priority, and other transit priority treatments. These improvements are often preferable to adding time to schedules. They improve travel time for customers rather than matching schedules to slower travel times, and they increase the efficiency of service hours.

If funding is not available to address all reliability needs, investments that impact the most riders, address where lateness is most severe, and advance equity will be given priority.

## Priority 3: Service Growth

Metro's third investment priority is to grow transit countywide. Metro Connects envisions service growth throughout King County that is captured in a more near-term interim network and a 2050 network. The Service Guidelines identify candidate routes for investment in the interim network as well as the existing transit network. Metro will update the guidelines for investing in the 2050 network as it gets closer to that time or more fully implements the interim network.

Service that exists today does not always have an equivalent in the Metro Connects networks. Metro will evaluate the existing service until a service restructure triggers consideration of network adjustments to fully integrate the Metro Connects interim network. Where Metro Connects envisions service where none exists today, the routes from Metro Connects will be evaluated as a service growth need. Areas where Metro Connects shows all-day service where there is peak-only service today will also be evaluated as a service growth need. See page 16 for more information about restructuring service. For information in growing flexible services and water taxi, see Planning Flexible Services and Planning Marine Services.

### Identifying Service Growth Needs

Metro projects future service needs and sets target service levels in the annual System Evaluation Report. The target service levels are the highest levels suggested by either 1) the service guidelines growth methodology, which uses the factors of land use, equity and geographic value as described below or 2) the service levels envisioned in the Metro Connects interim network.

In rare instances, existing service levels may be higher than the target service levels determined using the service growth methodology or envisioned in Metro Connects. This could occur if extra trips were added to overcrowded routes or if a partner has funded more service on a route. In these instances, Metro sets the target service level at existing service levels. Metro will evaluate the impact of partner-funded service on investments for service growth to ensure that Metro investments are consistent with Service Guidelines policies.

### Setting Target Service Levels

Land use, equity, and geographic value are described below as part of the service growth methodology, which is used to develop target service levels in cases where this analysis envisions higher levels of the service than the Metro Connects interim network.

Table 2 Factors Used to Determine Growth Needs

Factor	Weighting	Purpose	Measures
Land use	50% (20 points)	Support areas of higher employment and household density	(1) Households within ¼ mile (2) Park-and-ride stalls within ¼ mile
		Support areas with high student enrollment Support function of park-and-rides in the transit network	(1) Jobs within ¼ mile (2) Low income jobs within ¼ mile (3) Enrolled students at high schools and colleges within ¼ mile
Equity	25% (10 points)	Serve communities where needs are greatest	Equity prioritization score
Geographic value	25% (10 points)	Provide appropriate service levels throughout King County for connections between all centers	(1) Connection between regional growth centers (2) Connection between activity centers (3) Connection between manufacturing/industrial centers

- **Land use factors** demonstrate the potential demand for transit along a route using several measures. Metro uses these factors because areas where many people live, work, or go to school have high potential transit demand. This can help advance equity by moving more people, including priority populations. The addition of a low-income jobs metric to the land-use score increases the emphasis on routes that provide access to low-income employment centers. Points assigned range from four and 20. Households and park-and-rides receive between two and 10 points. Jobs, low-income jobs, and students receive between two and 10 points. Overall, land use makes up 50 percent of the total score in setting target service levels.
- **Equity factors** show how well a route serves areas where historically underserved populations are concentrated, as identified in the Mobility Framework and Metro's 2021-2031 Strategic Plan. This ensures that transit service growth needs consider equity. Each route is given an equity prioritization score, which measures how well a route serves equity priority areas.<sup>5</sup> Each stop is given the equity priority area score, from one through five, of the block group in which it is located. Equity priority areas are based on a composite of demographic criteria and variable weighting, shown in Table 3. The weighting is consistent with King County's equity strategy and assigns a higher variable weight to race and income.<sup>6</sup> The equity prioritization score is the average equity priority area score for all stops along a route. This score is used to assign points, which range from zero to 10, and account for 25 percent of the total score in setting target service levels. Routes that have

<sup>5</sup> Equity priority areas are the basis for multiple equity factors in adding, reducing, and restructuring service. The equity prioritization score uses the equity priority area score for all block groups served by a route, while the Opportunity Index Score is based on the percentage of a route's stops in block groups with an equity priority area score of five, the highest score. For more information, see the Reducing Service section.

<sup>6</sup> This methodology was produced in partnership with the King County Office of Equity and Social Justice.

higher equity prioritization scores receive more points than routes with lower equity prioritization scores.

“Equity priority area” is defined as an area with a high proportion of priority populations as defined in the Mobility Framework, which includes measures of communities of color, low or no income population, disabled population, foreign born population, and population with limited English proficiency.

Table 3 Composite of Demographic Criteria and Weighting<sup>7</sup>

Priority Population Metric	Variable Weight
Population that is non-white or Hispanic	40%
Population living 200% below the federal poverty line	30%
Population that is foreign-born	10%
Limited-English speaking households	10%
Population living with a disability	10%

- **Geographic value factors** establish how well a route supports connections and service to transit activity centers, regional growth centers, and manufacturing/industrial centers throughout King County. All connections between centers are important and are given value in this process. King County centers are described in Technical Report A: Centers of King County. Points assigned range from two and 10 points and account for 25 percent of the total score in setting target service levels. Routes that have more service, lower travel times, and are the primary connection between centers will receive more points than routes with less service and longer travel times.

## Service Types

Metro’s services are categorized by the level of service they provide. Different levels of service are targeted to different routes. Service levels are primarily defined by the frequency and span of service they provide. Table 4 shows the typical characteristics of each service level. Some services may fall outside the typical frequencies, depending on specific conditions in the route served.

The creation of transit-supportive land uses is critical for the long-term success of transit and for advancing equity and addressing climate change. To help jurisdictions plan for transit service, more information about land uses that support each service level is provided in Table 5.

<sup>7</sup> Equity priority area scores use a weighted method based on the population data provided in US Census Block Groups. A Census Block Group is a geographical unit used by the United States Census Bureau. It is the smallest geographical unit for which the bureau publishes sample data.

## Service Guidelines

## Adding, Reducing, and Restructuring Service

Table 4 Summary of Typical Service Types

Service Growth Score	Service Level	Service Level: Frequency (minutes between trips) and Time Period				Days of Service	Daily Hours of Service
		Peak	Off-peak	Night	Weekend		
31-40	Very frequent/ RapidRide	<= 10 minutes	<= 15 minutes	<= 15 minutes	<= 15 minutes	7 days	16-24 hours
21-30	Peak frequent	<= 15 minutes	<= 30 minutes	<= 30 minutes	<= 30 minutes	7 days	16-24 hours
11-20	Local	<= 30 minutes	<= 30 minutes	<= 60 minutes	<= 60 minutes	5-7 days	12-18 hours
<11	Hourly	<= 60 minutes	<= 60 minutes	--	--	5 days	8-12 hours
--	Peak-only	8 trips/day minimum	--	--	--	5 days	Peak
--	Flexible services	Determined by demand and collaborative community process					



### ***The Service Level and Land Use Connection***

Demand for transit service is linked to the land uses near transit service. More homes, jobs, schools, and other activities (origins and destinations) with access to transit increase the number of potential riders. As a result, the number of transit trips increases. Aligning transit service levels with land use has many benefits for local communities and helps King County realize its economic, environmental, and equity goals. Four characteristics that support transit demand include:

- **Density:** More people and activities in an area increase the number of potential riders.
- **Mix of uses:** More types of uses in an area increase the number of potential origins and destinations, such as home, work, school, shopping, medical, and transit connections, at all times of day.
- **Connections:** More compact development with good multimodal connections for walking and biking increases access to nearby transit service.
- **Transit supportive policies and programs:** These might include zoning changes, affordable housing incentives, and removal of parking requirements. Policies and programs in a corridor or subarea can support the development of equitable transit-oriented communities, improve access for all people—particularly historically disadvantaged communities and people of color—and increase the number of potential riders. These would be consistent with Metro's Equitable Transit-oriented Communities policy.

Aligning service levels with land use helps ensure transit service is productive and supports the demand for service. Local jurisdictions can improve transit service levels and increase demand by using the four land-use characteristics above. Examples of actions they can take include:

- Rezoning land within walking distance of transit routes to allow for higher densities
- Rezoning land within walking distance of transit routes to allow more types of uses
- Establishing policies and programs to increase the amount of affordable housing and reduce the displacement of existing residents near transit service (e.g. affordable housing incentives)
- Removing or lowering parking minimums for new development near transit service
- Improving street and sidewalk connections around bus stops and corridors.

Table 5 outlines how Metro's service types relate to the surrounding land use characteristics. While each route will have its own characteristics, areas served by these types of bus service should strive to meet the guidelines in Table 5.

## Service Guidelines

## Adding, Reducing, and Restructuring Service

Table 5 Service Types Related to Land Use Characteristics

Service Type	Density	Mix of Uses	Connections	Policies and Programs
<b>RapidRide and very frequent</b>	>20 Pop + Jobs/Acre	Many land use types and destinations, including regional centers	High degree of multimodal connections, including major transportation connections	Transit supportive policies and programs in place
<b>Peak frequent</b>	>15 Pop + Jobs/Acre	Moderate mix of land use types and destinations, including countywide centers	Good multimodal infrastructure and connections	Transit supportive policies and programs in place
<b>Local</b>	<15 & >5 Pop + Jobs/Acre	Primarily one type of use, such as residential	Adequate multimodal infrastructure and connections	Some or no transit supportive policies or programs in place
<b>Hourly</b>	<10 Pop + Jobs/Acre	Primarily one type of use, such as residential	Adequate or limited multi-modal infrastructure and connections	Some or no transit supportive policies or programs in place
<b>Peak-only</b>	Peak-only service provides limited stop connections to regional centers, typically during peak periods.			
<b>Flexible services</b>	Flexible services provide local and feeder-to-fixed-route service in areas with low to moderate land use density or limited connectivity.			

## Prioritizing Investments

The identified needs for service growth will far exceed Metro's ability to grow service in any given year or budget period. For this reason, Metro will set priorities among the future service needs using three factors in the following order:

1. Equity
2. Land use
3. Geographic value

Each route's score for the three factors is used to set the priority order for future investments. The scores for routes will be updated each year to reflect changes in demographics, land use, and connections. Metro may not fully invest in a route before moving on to the next prioritized route, but will plan to invest in the future as resources become available in each biennium. Metro developed this prioritization as the best way to advance its values of advancing equity and addressing climate change. The priorities respond to the Mobility Framework and feedback from the Equity Cabinet, regional elected officials, community stakeholders, and others.

## REDUCING SERVICE

When Metro must reduce service, the guidelines help identify the services to be reduced. However, the guidelines are only a starting point. Metro also considers other factors including community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering flexible services. (Guidelines for reducing flexible and marine services are discussed separately in the Planning and Developing Service section.)

Some factors that Metro considers when reducing service include:

- **The relative impacts to all areas of the county to minimize or mitigate significant impacts in any one area.** Metro seeks to balance reductions throughout the county so that no one area experiences significant negative impacts beyond what other areas experience.
- **Ways to minimize impacts through restructuring service.** Metro considers restructuring service to make it more efficient and equitable. By consolidating service to eliminate duplication, and by closely matching service with demand, Metro may be able to provide needed trips at reduced cost and minimize impacts on riders. Metro also considers potential adjustments to fixed-route service in order to reduce the impact of service reductions on riders. If adjustments to fixed-route service will not likely result in productive service, Metro may consider flexible service as an alternative to low-productivity fixed-route service if it is likely to result in significant cost savings and be successful based on evaluation criteria and considerations outlined in the "Planning Flexible Services" section.
- **The identified investment need on routes.** While no route or area is exempt from change during a large-scale system reduction, Metro will try to avoid reducing service on routes that are high priorities for investment and included in the Metro Connects interim network.

- **Preservation of last connections.** Metro serves some urbanized areas of east and south King County that are surrounded by rural land. Elimination of all service in these areas would significantly reduce the coverage Metro provides. Preservation of last connections will ensure that Metro continues to address mobility needs throughout King County.
- **Route productivity.** Metro uses two measures to determine the productivity of each route: rides per platform hours measures the number of riders who board a transit vehicle relative to the total number of hours that a vehicle operates; and passenger miles per platform mile measures the total miles riders travel on a route relative to the total miles that a vehicle operates. Routes' productivity measures are organized into three service families (urban, suburban, and rural/DART) and three time periods (peak, off-peak, and nighttime). Low performance is defined as route productivity that ranks in the bottom 25 percent of all routes within a service family and time period.
- **Equity needs.** Metro will consider route-level Opportunity Index Scores as it sets priorities for potential service reduction. Opportunity Index Scores are a quintile ranking based on the percentage of stops along a route that serve block groups with an equity priority area<sup>8</sup> score of five. This will help ensure that Metro continues serving areas where needs are greatest. Routes that have the highest percentage of stops within the highest priority areas are given a score of five. Routes that have the lowest percentage of stops within the highest priority areas are given a score of one. Metro will also use information about physical community assets<sup>9</sup> to help ensure it provides service to important places throughout the county. More information on how Opportunity Index Scores are used is below.

## Reduction Priorities

Priorities for reduction are listed in Table 6. Productivity and equity measures are used to prioritize candidates for service reduction. Routes with low performance on the productivity measures, and specifically those that also have low equity scores, are generally the first to be prioritized for reduction. Within all priorities, Metro ensures that equity is a primary consideration in any reduction proposal, complying with all state and federal regulations.

The priority list is intended to address reductions to multiple trips within a time period, cuts to all service in a time period, or deletion of routes. Individual low-performing trips may also be considered for reductions outside of the priority list.

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<sup>8</sup> For more information on how equity priority area scores are determined, see the Adding Service section.

<sup>9</sup> Community assets include places such as schools, grocery stores, and cultural centers.

Table 6 Factors and Prioritization Used to Identify Service Reductions Candidates

Priority	Factors
1	Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 3 or less
2	Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 4 or 5
3	Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 3 or less
4	Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 4 or 5
5	Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 3 or less
6	Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 4 or 5

## RESTRUCTURING SERVICE

Service restructures or service redesigns are projects that make coordinated changes to multiple routes and services within a large area, consistent with the service design criteria in this document. A variety of circumstances may prompt restructures. In general, they are done to improve the efficiency and effectiveness of the transit system and to better integrate with the regional transit network, including light rail and bus rapid transit expansions. Restructures may result in the modification, addition, and deletion of services. Any changes that exceed Metro's administrative authority must be approved by the King County Council as part of a service change ordinance per King County Code Section 28.94.020.

Reasons Metro may restructure service include:

### Major Transportation Network Changes

- Partner agencies initiate extension or enhancement of services such as Link light rail, Stride bus rapid transit (BRT), Sounder commuter rail, and Regional Express bus services.
- Metro's RapidRide BRT network is expanded, partner or grant resources are available for investment, or Metro introduces a significant new service.
- Multiple transit services overlap or provide similar connections.
- Major projects such as highway construction or the opening of new transit centers, park-and-rides, or transit priority pathways affect Metro's service.

### Mismatch Between Service and Ridership

- There may be places where the transit network does not reflect current travel patterns.

- A route may serve multiple areas with significantly different demand characteristics.
- There are opportunities to consolidate or reorganize service so that higher rider demand can be met with improved service frequency and fewer route patterns.
- There are opportunities to serve new areas where development or land use has changed significantly.

## Major Development or Land Use Changes

- Construction of a large-scale development, new institutions such as colleges or medical centers, or significant changes in the overall development of an area may occur.

All project areas are different. Metro will develop area-specific goals and strategies for each restructure with affected jurisdictions, partner agencies, and community stakeholders. Common goals for all restructures include:

- Improve mobility for historically disadvantaged populations
- Inform, engage, and empower current and potential customers in decision-making
- Move toward Metro's long-range vision, Metro Connects
- Deliver integrated service that responds to changes community needs and the transit network, such as connections to high-capacity transit services
- When under stable or growing resource scenarios, provide service connections, frequencies, travel times, and span at least similar to existing Metro service unless community-defined priorities in the project area suggest different service characteristics that will better meet their needs
- Increase transit ridership and productivity to reduce greenhouse gas emissions in the county, and potentially reduce services where transit is not providing a net reduction of emissions over car travel
- Focus frequent service on the service segments with the highest ridership
- Improve transit access to opportunities and address unmet needs of priority populations
- Create convenient opportunities for customers to transfer between services

Metro may refine a restructure project area based on feedback from community stakeholders, affected jurisdictions, and partner agencies. Equity priority areas will be identified within each restructure project area.

### ***Data Considered for Service Restructures***

When considering restructures, Metro evaluates data including but not limited to:

- Current and expected future travel patterns
- Service in equity priority areas, compared to the rest of the restructure area
- Existing housing, jobs, and other generators of ridership and the location and density of permitted future development
- Passenger capacity of routes relative to projected ridership
- The cost of added service to meet projected ridership demand relative to cost savings from reductions of other services.

As part of the process of developing a proposed service restructure, Metro will provide a description of all transit services in the project area, both before and after the proposed restructure. This will give jurisdictions, community members, riders, and other stakeholders a clear indication of the transit services that are currently available and that are proposed to be available after the restructure, whether those services are provided by Metro, Sound Transit, or another transit partner. In some instances, Sound Transit or another agency's service may fully or partially replace an existing Metro service and thereby potentially free up Metro service hours to be deployed elsewhere. For example, a Link light rail extension or a new Sound Transit or another agency's service that will offer an option that can replace all or a portion of a Metro route, meeting the standard of duplicative service as defined in the "Route Spacing and Duplication" subsection of the "Planning and Designing Service" section of this document, may make Metro service hours available for redeployment.

If Metro can meet the goals outlined above and have service hours left over, it may redeploy service hours from services replaced by other agencies. By doing so, Metro could meet countywide needs according to the service investment priorities outlined in this document. This approach aligns with guidance in Metro's Strategic Plan and will help the County advance equity, address climate change, and build toward the Metro Connects system.

Metro will describe how the restructure goals have been met and the progress toward achieving the long-range vision of Metro Connects. After a service restructure, Metro will regularly evaluate the resulting transit services as part of the ongoing management of Metro's transit system.

## **EVALUATING EQUITY IMPACTS**

When Metro is making major service changes, it conducts a Title VI analysis in compliance with federal regulations. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations. This analysis determines whether changes have adverse effects, disparate impacts, or disproportionate burden, as defined below. Metro also conducts an Equity Impact Review, described further below.

## Federal Title VI Analysis

### Adverse Effect of a Major Service Change

For the Title VI analysis, an adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract or 25 percent or more of the service hours on a route.

### Disparate Impact Threshold

For the Title VI analysis, a disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro has set this threshold for determining a disparate impact: when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. If Metro finds a disparate impact, it will consider modifying the proposed changes to avoid, minimize, or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### Disproportionate Burden Threshold

For the Title VI analysis, a disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro has set this threshold for determining a disproportionate burden: when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. If Metro finds a disproportionate burden, it will consider modifying the proposed changes to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden in two ways. One is by comparing changes in the number of trips serving low-income or non-low-income census tracts. The other is by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of a low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.



## King County Equity Impact Review

When Metro makes major service changes, it will conduct an in-depth, project-specific equity analysis using the most current data analysis tools and information. The Equity Impact Review (EIR) process merges empirical (quantitative) data and community engagement findings (qualitative) to inform planning, decision-making, and actions that affect equity. Each project will establish equity-focused goals to guide service planning, scenario development, and engagement—a process derived from the County’s Equity and Social Justice Strategic Plan. The goals should target specific outcomes for the project, trade-offs, and accountability to equity and social justice in the planning and decision-making processes. The project team will analyze quantitative and qualitative data to measure the project’s success in meeting the established goals. The Equity Impact Review is designed to be an iterative and evolving process; as new methods and data become available, the EIR process will find ways to consider new information.

# Planning and Designing Service

## DEVELOPING SERVICE

Metro uses the following service design guidelines to develop transit routes and services. Based on industry best practices for designing service, these guidelines help Metro enhance transit operations and improve the rider experience. The guidelines include both qualitative considerations and quantitative standards for comparing and measuring specific factors.

### 1. Network Connections

Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail lines, commuter rail lines, and other modes. Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency. Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.

### 2. Multiple Purposes and Destinations

Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands. Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

### 3. Easy to Understand

A simple transit network is easier for riders to understand and use than a complex network. Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served. Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

### 4. Route Spacing and Duplication

Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile. Studies show that riders are often willing to walk up to 1/4 mile, or further for frequent service. Services may overlap or be more

closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

Routes are defined as duplicative in the following circumstances:

- Two or more parallel routes operate less than 1/2 mile apart for at least one mile, excluding operations within a regional growth center or approaching a transit center where pathways are limited, or
- A rider can choose between multiple modes or routes connecting the same origin and destination at the same time of day.

Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service. For frequent service, locations within ½ mile of a stop or station should be considered as having access. For all other services, locations within ¼ mile of a stop or station should be considered as having access. These measures are important because they indicate what percent of King County residents could potentially reach transit service within a 5- to 10-minute walk.

## 5. Route Directness

A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance. Some small loops may be necessary to turn the bus around at the end of routes and to provide supplemental coverage, but such extensions should not diminish the overall cost-effectiveness of the route.

Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation. Deviations may be used when the delay is less than 10 passenger minutes per person boarding or exiting the bus along the deviation.

$$\frac{\text{Rider Traveling Through} \times \text{Minutes of Deviation}}{\text{Boardings and Alightings Along Deviation}} \leq 10 \text{ Minutes}$$

## 6. Bus Stop Spacing

Bus stops should be spaced to balance the goals of facilitating transit access, enabling fast and reliable service, and concentrating Metro maintenance and capital resources. Siting stops closer together reduces the distance customers travel to reach transit service. Siting stops further apart increases the speed of service and improves the consistency of arrival times. Greater stop spacing also concentrates ridership at fewer stops, decreases the cost of improving stop amenities for more riders, and minimizes maintenance costs. Metro's desired stop spacing, shown in Table 7, balances these competing needs.

Table 7 Bus Stop Spacing by Service Type

Type of Service	Desired Spacing
RapidRide	1/3–1 mile, depending on context
All other services	1/4 mile

Portions of routes that operate in areas where riders cannot access service, such as along freeways or limited-access roads, are excluded when calculating average stop spacing. Additional considerations for bus stop spacing include transfer points, traffic signals, pedestrian facilities, topography, passenger amenities, and major destinations.

## 7. Route Length and Neighborhood Route Segments

A bus route should be long enough to provide useful connections for riders and to be more attractive than other travel modes. A route that is too short will not attract many riders, since the bus travel and wait time might not compete with the time it takes to walk. Longer routes offer the opportunity to make more trips without a transfer, resulting in increased ridership and efficiency. However, longer routes may also have poor reliability because travel time can vary significantly from day to day over a long distance.

In some places, routes extend beyond regional growth centers and transit activity centers to serve less dense residential neighborhoods. Where routes operate beyond centers, ridership should be weighed against the time spent serving neighborhood segments, to ensure that the service level is appropriate to the level of demand.

$$\frac{\text{Percent of Time Spent Serving Neighborhood Segment}}{\text{Percent of Riders Boarding or Alighting on Neighborhood Segment}} \leq 1.2$$

## 8. Operating Paths and Appropriate Vehicles

Buses are large, heavy vehicles and cannot operate safely on all streets. Buses should be routed primarily on arterial streets and freeways, except where routing on local or collector streets is necessary to reach layover areas or turn buses around. Bus routes should also be designed to avoid places where traffic congestion and delays regularly occur, if they can be avoided while still meeting riders' needs. Services should use vehicles that are an appropriate size to operate safely and accommodate demand.

## 9. Route Terminals

Metro carefully selects the locations where bus routes end and buses wait before starting the next trip (layover). Maintaining existing layover spaces at route terminals is a critical priority to support continued and future service, and expanding layover may be required to support service expansion. People who live or work next to a route end may regard parked buses as undesirable, so new route terminals should be placed where parked buses have the least impact on adjoining properties, if possible. Terminals should be located in areas where restroom facilities are available for operators, taking into account the times of day when the facilities would

be needed. Charging infrastructure may also be needed at terminals for routes served by battery electric buses. Off-street transit centers should be designed to incorporate adequate layover space, operator restrooms, and operations infrastructure, such as zero-emission bus infrastructure.

## 10. Fixed and Variable Routing

Metro operates fixed routes to provide predictable and reliable service for a wide range of potential riders. However, in low-density areas where demand is widely dispersed, demand-responsive service may provide more effective service than a fixed route could provide. Metro may consider demand-responsive service or flexible service where it is likely to be more successful than fixed-route service or can meet unique conditions more effectively and sustainably.

## 11. Bus Stop Amenities and Bus Shelters

The minimum ridership threshold for providing a standard shelter and bench at all stops in the county is 25 average daily boardings. Metro prioritizes the installation of eligible standard shelters on the basis of equity, King County policy and planning initiatives, proximity to community assets, service characteristics, and installation feasibility.

Additional stop amenities may include seating, waste receptacles, lighting, information signs, accessibility improvements, maps, and schedules. Metro prioritizes amenities using the same criteria it uses for shelters but does not subject them to the same ridership threshold of 25 daily boardings.

Table 8 Ridership Guidelines for Bus Stop Amenities

### RapidRide Routes

Level of Amenity	Weekday Boardings
Large raised station	350+
Large station	105-349
Medium station	50-149
Small station	Less than 50

### All Other Metro Routes

Level of Amenity	Weekday Boardings
Standard shelter and bench	25

## PLANNING FLEXIBLE SERVICES

Travel demands vary throughout King County. While high-capacity fixed-route bus and light rail service are the backbone of regional mobility, some parts of King County do not have the infrastructure, population density, or land use to support those types of service. Metro provides a range of flexible services that can meet diverse demand more effectively. It seeks to expand on these services, taking

advantage of technological advances and new mobility models to meet diverse customer needs.

Flexible services serve a crucial role in connecting King County residents to where they need to go. The services can provide mobility from and within communities that have low-to-moderate density including rural communities, seed emerging markets, and provide time-of-day service or geographic coverage where there are gaps in the fixed-route system. Metro will work to enhance mobility options for residents while optimizing finite transit resources. Flexible services' priorities are to connect residents to high-capacity, fixed-route transit and to increase access to jobs and community assets.

## Adding Flexible Services

Metro will prioritize the expansion of flexible services in equity priority areas. These areas will be identified at the census block group level through an annual analysis using a variety of data sources.<sup>10</sup> Factors used in prioritization indicate where flexible services may be most successful and will be targeted for future flexible services. Prioritization scores will be based on:

- Equity priority area score: the proportion of priority population groups within each block group
- Transit access to jobs
- Transit access to community assets
- Population density, specifically low-to-moderately dense areas
- Available resources and partnerships.

This analysis will be updated and included annually in the System Evaluation Report. The results could be used as part of a comprehensive service restructure planning and engagement effort or as an independent project and process.

More details on community engagement practices can be found in the "Planning and Community Engagement" section on page 32.

## Evaluating Flexible Services

Metro will monitor the performance of flexible services on an ongoing basis. It will use the information gathered to make adjustments needed to meet the needs of communities as they change. Flexible services will be measured against similar types of services, as noted below. Metro's evaluations will measure productivity, efficiency, and equity and will consider data from other sources such as the ORCA system or community engagement activities.

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<sup>10</sup> Equity priority areas are defined as areas with a high proportion of priority populations as defined in the Mobility Framework, which includes measures of communities of color, poverty, disabled population, foreign born population, and population with limited English proficiency.

## Flexible On-Demand

Flexible on-demand services operate without a fixed route; trips are scheduled in response to customer requests. Types of services include feeder-to-fixed route services such as Via to Transit that provide trips to transit hubs. Others are services such as Community Ride that connect riders between two points in a designated service area during service operating hours. These services are driven by a paid driver, either contracted or employed through Metro.

Table 9 Flexible On-Demand Evaluation Criteria

Type of Measure	Measures Used	Description
Productivity	Rides per vehicle hour	Number of total riders who board a vehicle relative to the total number of hours that a vehicle operates
Efficiency	Cost per boarding	Cost per boarding relative to the cost of operating the service
Equity	Percent of riders that are either picked up or dropped off in a designated equity priority area	Total number of boardings or alightings which are in an equity priority area relative to the total number of boardings or alightings

## Other Mobility Services

Emerging technologies and service partnerships create new opportunities to provide innovative mobility services to communities. These innovations enable Metro to test new services, establish evaluation metrics, and understand more about community mobility needs. As new services are developed and become available, they will be evaluated based on their performance in the categories listed in Table 10.

Table 10 Other Mobility Service Evaluation Criteria

Type of Measure	Measures Used
Productivity	Service utilization will be measured in a way that allows for total service usage and growth in service usage to be compared to similar Metro services.
Efficiency	Service cost will be measured in a manner consistent with similar existing services and will allow for cross-service comparison.
Equity	When choosing locations for new mobility services, Metro will prioritize service for priority populations. Metro will prioritize external partnerships with organizations and enterprises that share Metro's values in advancing equity and serving priority populations.

In most cases, Metro will also measure integration with the rest of the system. Metrics for these measures will be similar to those for existing services that have a similar purpose. It is possible that these newer services may be folded into an existing or new type of service in the future. Additional measures will be developed prior to the launch of a project, reevaluated once the project is implemented, and continually measured throughout operation.

## **Pilot Trial Periods**

Flexible services will begin with a pilot that enables Metro to learn about how the service operates and how a community uses it. Pilots provide opportunities for continuous improvement of these new, innovative services.

Metro will establish a trial period for each pilot. The trial period will include frequent monitoring, evaluation, and community engagement as well as an annual evaluation. This will allow Metro to adjust the service to better meet the community's mobility needs before a decision is made to discontinue or transition it to a permanent service. Evaluations will measure productivity, efficiency, and equity and may use additional data as well as information gathered from the community.

## **Transition to Permanent Service**

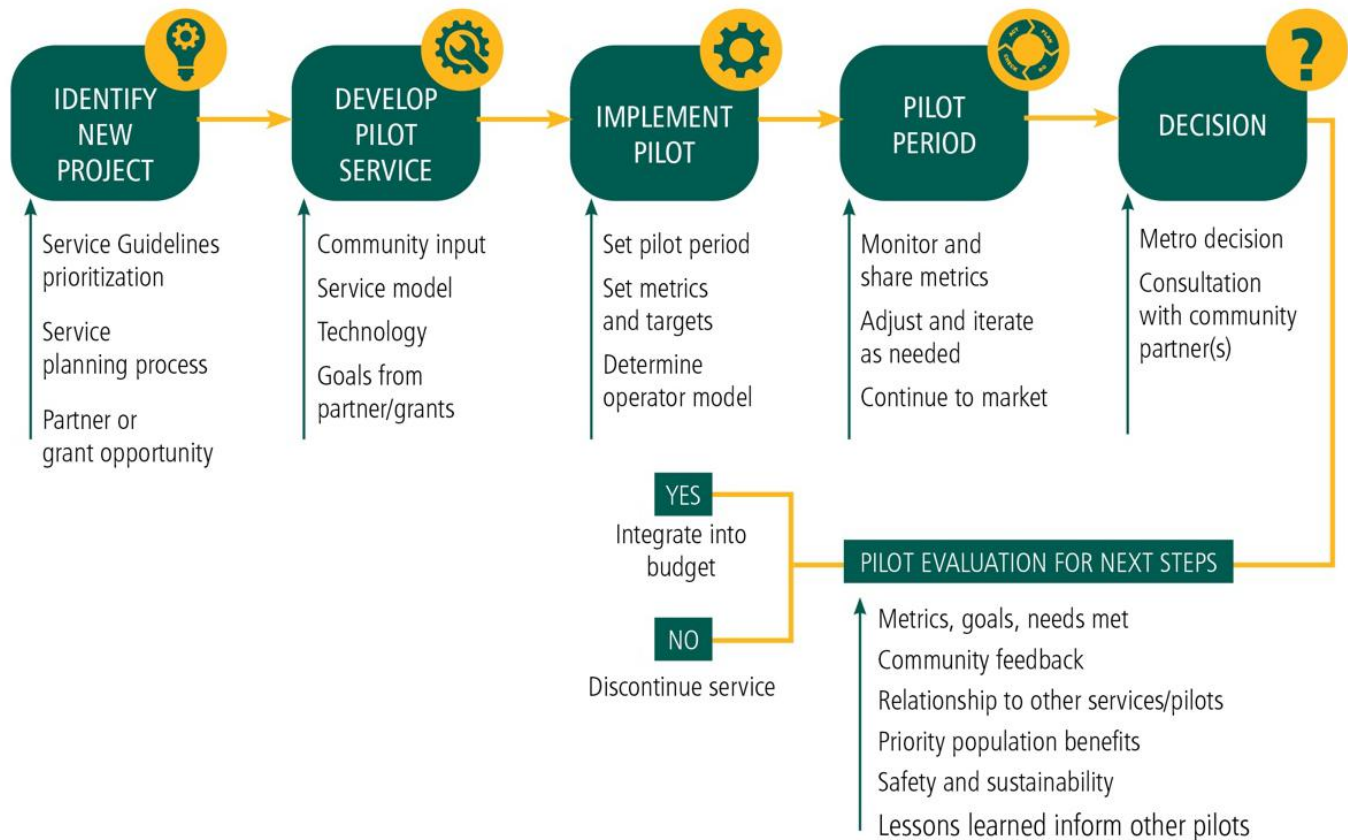
At established evaluation points, Metro will determine if a pilot should be continued, discontinued, or transitioned into a permanent service. In addition to using the evaluation measures described above, Metro will consider other mobility solutions in the area, available resources, and other factors. The evaluation should allow for comparisons among similar service families.

If it becomes permanent, the new flexible service will continue to be evaluated and included in the annual System Evaluation Report.



## Service Guidelines

Figure 2 Life Cycle of a Pilot Project



## Reducing Service

When Metro must reduce service, flexible services will follow a process similar to that of fixed-route reductions as outlined in the Adding, Reducing, and Changing Service section. These guidelines help identify the services to be reduced, but they are only a starting point. Metro will also consider other factors including community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering flexible services. It is possible that flexible services may be added in areas where the prioritization analysis has proposed the reduction or removal of fixed-route service.

Factors that Metro considers when reducing flexible services include:

- **The relative impacts to all areas of the county to minimize or mitigate significant impacts in any one area.** Metro seeks to balance reductions throughout the county so that no one area experiences significant negative impacts beyond what other areas experience.
- **Equity needs.** Metro will use the service's applicable equity metrics as a factor for consideration and prioritization of potential service reduction to ensure that Metro continues serving areas where needs are greatest. Metro

will also use information about physical community assets to help ensure service is provided to important places throughout the county.

## PLANNING MARINE SERVICES

Metro's Marine Division operates King County Water Taxi services. The division is funded by a dedicated property tax levy, passenger fares, and federal and state grants. Future marine services will be funded by these sources or other sources dedicated to marine travel. It is responsible for the operation and maintenance of the passenger ferry service and its vessels and terminals.

As of 2021, the water taxi service comprises two routes. It operates out of three terminals with two primary and one back-up vessel. The Vashon Island/downtown Seattle route provides year-round service during weekday commute periods. The West Seattle/downtown Seattle route provides similar weekday commuter ferry service year-round and service 11 to 16 hours daily between April and October.

## Evaluating Marine Services

Metro monitors performance and manages marine services using a set of performance measures included in the System Evaluation Report. The Marine Division uses these measures to determine when and where to consider adding service, reallocating service, or adjusting schedules to improve performance.

Three performance measures are used to evaluate ferry service performance: service productivity, passenger loads, and schedule reliability.

Table 11 Marine Service Evaluation Criteria

Type of Measure	Measures Used
Ridership	Average daily ridership
Productivity	Rides per round trip
Passenger loads	Rides per trip
Schedule reliability	Departure within 5 minutes of published schedule

## Productivity

Metro measures ridership and productivity to identify services that have strong or weak performance and are candidates for addition or reduction. Average daily ridership is measured and reported for each route for weekdays, Saturdays, and Sundays.

The measure for evaluating ferry service productivity is total passengers per round trip—the initial departure and the return trip. This measure captures average number of riders on a vessel for both trips.

Round trips with a high number of passengers in one direction (such as during peak commute hours) or round trips with passengers going in both directions will perform well on this measure relative to other round trips. Round trips with few people going in either direction will perform poorly on this measure.

## Passenger Loads

Passenger loads are a measure of crowding. Vessel passenger capacity for ferry service is regulated by the U.S. Coast Guard, and passenger counts for each trip are tracked and recorded. Trips are considered to be crowded if they reach 95 percent or greater capacity more than five times per month over a 12-month period.

Crowded trips reflect high demand at specific times when customers might be left waiting at the dock for the next trip. These crowded trips will be put on a watch list for potential service adjustments to meet the high demand.

## Reliability

The schedule reliability evaluation measures whether a ferry trip departure is within five minutes of the published schedule. These trips are considered to be on time. The overall goal is for 98 percent of all trips to be on time.

All departure times are tracked. If more than 25 percent of departures for a specific trip time are late over 12 months, that trip time will be placed on a watch list. A high number of late trips may mean that more time is needed for loading and unloading passengers, particularly if passenger loads are high for that trip time. Schedules for trips on the watch list may need to be adjusted to ensure trips can depart on time.

## Adding, Reducing, or Changing Marine Services

Changes to ferry service levels may be necessary to address changing conditions, improve system performance, and better serve customers. Any plans for adding or changing ferry service will consider Metro's core priorities, including safety, equity, and sustainability.

Factors that drive changes in ferry service levels include overall ridership growth on a route, at-capacity trips, changing travel patterns, competing services, changes in employment centers, and total travel time. The Marine Division may need to change ferry service when it is adding service, reallocating service, or adjusting schedules.

## Adding Service

Additional service may be needed to accommodate high demand. The passenger load measure will be the primary indicator for when and where to add service. The Marine Division will also conduct rider outreach via surveys and other outreach methods to inform decisions about service additions. Planning for any expansion of new marine service routes should also consider the cost-benefit comparison of water taxi service to land-based transit services, including fixed-route and flexible service options.

During weekday peak periods, ferry service between West Seattle/downtown Seattle and Vashon Island/downtown Seattle is already running as frequently as possible with one vessel on each route. Additional ferry service could be attained in two ways:

- Adding new ferry trips at the beginning or end of a current service period on an existing route, expanding the service period.
- Adding a second vessel to a route. This would primarily be done to meet demand during peak periods.

## Reallocating Service

Ferry services can be reallocated by redeploying existing ferry trips to other times of the day, other times of the year, or between existing ferry routes. The productivity measure will be the primary indicator for high- and low-performing trips eligible for reallocation. High- and low-performing round trips will be based on the top 10 percent and bottom 10 percent of average rides per round trip for all round trips scheduled throughout the year. The bottom 10 percent of trips will be identified annually and put on a watch list and will be eligible for reallocation. The top 10 percent of trips will indicate high-performing routes and time periods that should be considered when reallocating services. Each ferry route has a unique schedule, operating frequency, and seasonal differences, so routes will be evaluated separately.

## Adjusting Schedules

The Marine Division must adjust ferry service schedules when travel times change because of growth in ridership demand, increases in ferry terminal use, and other factors that negatively affect schedule reliability. The on-time performance measure will be the primary indicator that ferry schedules must be adjusted to maintain on-time performance. The division will consider making changes to the schedules based on the watch list of late trips that it creates annually.

## Implementation

The Marine Division makes service changes twice a year for summer and winter schedules. In rare cases of emergency or time-critical construction projects, the division may make changes at other times as well.

The twice-yearly schedule changes are programmed into the division's biennial budget and approved by the King County Council.

- **Adding service:** Additions of ferry routes are subject to approval by the King County Council. Ferry trips may be added on existing routes if they are within existing budgeted resources and are temporary. Long-term additions to existing routes are subject to approval by the King County Council.
- **Reallocating service:** Ferry trips may be reallocated to existing routes if they are within existing budgeted resources. These types of adjustments would occur at one of the twice-annual service schedule changes.
- **Adjusting service:** Ferry trip schedules on existing routes may be adjusted if they are within existing budgeted resources. These types of adjustments would occur at one of the twice-annual service schedule changes.

## WORKING WITH PARTNERS

Partnerships will help Metro move toward its goals and Metro Connects long-range vision.

Metro will form partnerships with a range of entities. These include transit providers, community-based groups, schools and universities, human service organizations,

property owners and managers, businesses, and local, regional, and state agencies, and jurisdictions.

By working with partners, Metro can leverage public and private resources and discover new opportunities. Metro can expand its accomplishments by collaborating with partners to design and deliver services, facilities, and access improvements, and to develop policies, programs, products, and incentives. Individual partnerships will support Metro's systemwide goals.

Table 12 Example Partnerships

Partnership	Example
Direct financial partnership	<p>Full or partial funding of:</p> <ul style="list-style-type: none"> <li>▪ fixed-route transit service or flexible service</li> <li>▪ right-of-way and signal infrastructure improvements</li> <li>▪ passenger facilities and amenities, including leveraging existing capital projects that provide value to Metro</li> <li>▪ outreach and education to encourage transit and walk and roll access to transit.</li> </ul>
Other partnerships	<ul style="list-style-type: none"> <li>▪ Significant support from decision-makers and communities to equitably develop and deliver transit service</li> <li>▪ Community-led and resourced engagement</li> <li>▪ Zoning and other land-use measures that support increased density and mixed uses within Urban Growth Areas, consistent with the Land Use section of this document</li> <li>▪ Investments in facilities for walking and rolling, and implementation of street design guidelines that enhance safe and convenient access to transit service</li> <li>▪ Planning and development of street right-of-way to include transit preferential treatments. Could include bus lanes, signal improvements, bus bulbs, and channelization alternatives to support transit operations and increase access and ridership.</li> <li>▪ Provision of transit layover facilities and curb space management strategies that support ridership, other mobility usage, or operations.</li> </ul>

## Engagement and Prioritization

When a proposed or changed partnership agreement addresses specific routes, services, or infrastructure, the partner should incorporate community engagement that is equity-centered, supports lasting community relationships, and builds awareness of and access to services among priority populations. Metro will give special consideration to partnerships that were developed with community and priority populations when it considers which candidate projects to implement. If Metro partners or contracts with private or public entities, these partners should reflect Metro's values of safety, sustainability, and equity.

## Service Partnerships

Metro seeks partners that would fully or partially fund mobility services, including fixed-route transit, marine, and flexible services. Services provided through a partnership should reflect the needs identified by the partner or the community.

Implementation may be based on partner priorities and community needs. All service partnerships are subject to Metro's capacity to develop and deliver services.

### ***Goals for Partnerships***

- Benefit both the partners and the customers
- Provide mobility services that align with Metro's equity goals, including investment in areas with unmet need
- Advance King County's climate goals to increase ridership, reduce car trips and vehicle emissions, and encourage dense affordable housing near transit
- Support implementation of Metro Connects

## **Fixed-Route Service**

Metro encourages partners to invest in services identified as priorities in the Service Guidelines "Adding, Reducing, and Changing Service" section. However, Metro recognizes that partners may have different priorities.

### **What Metro Can Offer**

Metro will make exceptions to the investment priorities outlined in the Service Guidelines to leverage partner funding as follows:

- Services that are fully funded by Metro's partners generally will be implemented at the next service change if the investment clearly and substantially benefits Metro's goals and if Metro has capacity to deliver added service. The goals include meeting unmet needs of priority populations, advancing King County's climate goal of reduced car trips, increasing ridership, and supporting Metro's long-range vision.
- Metro will ensure that service partnerships have acceptable contract terms, adequate operational infrastructure, and community engagement.
- Metro will prioritize the implementation of partner investments that advance Metro's goals. Metro's priorities are, in this order: services that serve equity priority areas, productive service, and reliable service. If a service partnership is partially funded, Metro will consider the level of contribution and level of support for Metro policy goals in the prioritization of implementation.

## **Flexible Service**

Metro encourages partners to invest in flexible services that work best for priority populations, that complement and bring people to existing and future fixed-route bus service, and that advance King County's climate and equity goals. Metro seeks to partner with cities, communities and private companies to develop these services.

### **What Metro Can Offer**

- Metro will prioritize implementation and investment in partnerships that, in this order: benefit equity priority areas and reduce single-occupant vehicle trips and increase transit ridership by improving connections to transit—especially high-capacity transit.

- Metro will ensure that service partnerships have acceptable contract terms, adequate operational infrastructure, and community engagement.

## Infrastructure Partnerships

Partnerships to develop infrastructure are critically important for the Metro Connects long-range vision. In many cases, infrastructure partnerships with jurisdictions and other agencies are necessary for routing changes, service and access improvements, and emissions-reducing service improvements.

Metro seeks to actively support partners in exploring financial or in-kind infrastructure investments that accomplish the following:

- Improve transit speed and reliability
- Leverage existing partner projects to provide Metro improvements at a reduced cost compared to stand-alone projects
- Support implementation of the King County Strategic Climate Action Plan goals and priority actions
- Support implementation of the Metro Connects long-range vision
- Create safe, attractive, and accessible customer facilities
- Support safe and convenient connections to public transportation options via walking, rolling, and other modes.

Table 13 What Metro Seeks in Partnerships

Developing/Funding Projects	Prioritizing Transit	Improving Access
<ul style="list-style-type: none"> <li>▪ Contributions from grants or local funds for new RapidRide lines</li> <li>▪ Corridor and spot improvements to improve transit speed and reliability</li> </ul>	<ul style="list-style-type: none"> <li>▪ Preferential treatments for transit such as bus lanes and queue jumps</li> <li>▪ Facilities for transit layover and curb space management strategies that support transit operations</li> <li>▪ Streamlined design and construction approval processes for implementing partnership projects</li> </ul>	<ul style="list-style-type: none"> <li>▪ Investment in facilities that enhance access to a variety of mobility services, such as walking and rolling facilities</li> <li>▪ Street design guidelines that prioritize and set standards for transit and active transportation</li> <li>▪ Improved street network connectivity</li> </ul>

### What Metro Can Offer

- Metro will prioritize implementation of infrastructure projects in equity priority areas or benefiting services focused in equity priority areas. Metro will also prioritize projects that aim to reduce greenhouse gas emissions through the use of alternative fuels, efficient operations, and electrification.
- Jurisdictions with partnerships on major efforts to implement Metro's long-range vision may be prioritized in Metro's implementation strategy.
- Metro will prioritize partnerships for walk and roll improvements with jurisdictions that have adopted policies and design standard best practices that enable safe use and mobility for all ages, abilities, and modes.



Metro's resourcing and investment in potential partnerships will be subject to its prioritization of projects and available resources.

## PLANNING AND COMMUNITY ENGAGEMENT

Metro will design and implement a planning and engagement process with the public and stakeholders, including jurisdictional partners, partner agencies, and community-based organizations. The purpose of engagement is to better understand community mobility needs, co-create proposals, and share in decision-making about service changes that could have significant impacts on communities.

### Goals for Engagement

In order to conduct deliberate and transparent community engagement, engagement processes should be the following:

- **Customized.** Phases, feedback methods, and opportunities for the public to shape the project outcome will be tailored to the size and scope of the change and the affected communities.
- **Equitable.** Metro strives to inform and hear from all communities that will be affected, centering its engagement and listening to the voices of historically unserved or underserved communities.
- **Informative.** Information and ways to participate will be clear, understandable, and accessible.
- **Transparent.** Metro will describe its input, planning, and decision-making processes.
- **Responsive.** At each step, Metro will show how public feedback has informed its decisions.
- **Focused on long-term relationship building.** Metro will approach communities with a commitment to mutual capacity building. All staff members will be ambassadors for all of Metro, not just their project. Being in a community will change how Metro's staff thinks about and designs with and for the community.

### Centering Equity in Planning and Engagement

The King County Equity and Social Justice Strategic Plan and Metro's Mobility Framework guide Metro to equitably engage communities to shape decisions about service in the following ways:

- **Focus on priority populations.** Metro will use demographic data and information from past engagement experiences and community partners to design engagement strategies and tactics that increase participation from priority populations.
- **Form mobility boards.** For large service restructures, Metro will recruit a mobility board made up of people who live, work, or travel in the area. The board will co-create and share in the decision-making about service changes and new mobility options. It will also advise on ways Metro can engage with



the larger community. Metro will convene a mobility board that equitably represents groups of people who have historically been left out of decision-making conversations related to transit and who are disproportionately affected by these decisions. When resources are available, Metro will compensate mobility board members for their time, input, and lived experience as community members.

- **Engage community as co-creators.** Metro will demonstrate that it values the expertise and time of community members and partners by doing the following:
  - Engaging communities as early as possible to shape initial concepts and to allow sufficient time to participate in the process
  - Working collaboratively and resourcing partners to help design and implement equitable community engagement
  - Being comprehensive and coordinated across Metro divisions, county departments, and partner agencies
  - Meeting people where they are in the community
  - Including time and resources in the engagement for long-term relationship building.

Metro will work with jurisdictions, community-based organizations, and other partners to promote and market the new service to potential riders, ensure that it is welcoming and accessible to riders in priority populations, and gather feedback to continually improve service to meet riders' needs.

## Reporting on Engagement

Metro will document and report on public engagement efforts to show how public and stakeholder input shaped plans and decisions along the way. That information will be shared with the involved community stakeholders and made available to the public. For proposals that require an ordinance, a public engagement report will be submitted along with the ordinance package to the King County Council. The Equity Impact Review (described on page 19) will use the public engagement report to document both quantitative and qualitative data and to support accountability for equity and social justice in project planning and decision-making processes.

## **Appendix C: Metro Mobility Framework Summary of Recommendations**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

December 5, 2019

**King County Metro** Mobility Framework

# **Recommendations Summary**

October 2019



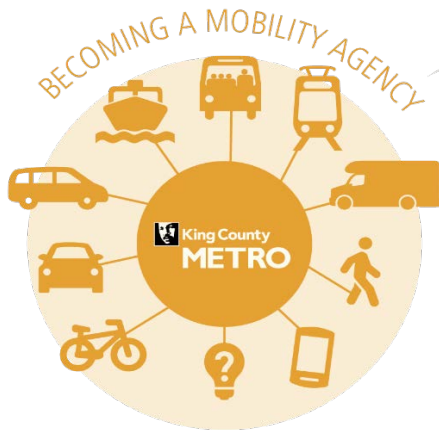
**King County**  
**METRO**

*Moving forward together*



# King County Metro Mobility Framework Recommendations Summary

## Introduction



King County Metro's Mobility Framework envisions a regional network of traditional and new transportation services that gets people where they want to go, when they want to get there, while contributing to healthy communities, a thriving economy, and a sustainable environment.

The Mobility Framework was community-led and co-created with the **King County Metro Mobility Equity Cabinet**, a group of 23 community leaders representing riders countywide, including but not limited to low-income people, black, indigenous, and people of color, immigrants and refugees, limited-English speaking communities, and people with disabilities.

The Mobility Framework responds to Motion 15253, which asked Metro to develop a regional mobility framework to ensure that innovations in mobility put people first, use public space equitably and efficiently, and are coordinated with transit policies and regional funding strategies. It also responds to Motion 15252, which asked Metro to provide updated information to supplement METRO CONNECTS, Metro's adopted long-range plan, and to work with regional leaders and community members to develop a plan to implement METRO CONNECTS.

The Framework also responds to several other significant changes in our region that have implications for Metro's service to the people of King County:

- **The county's growing and diversifying population**, and the persistent inequities that exist despite our region's economic success, which requires a renewed focus on the unmet mobility needs of black, indigenous, and people of color, low-income people, immigrants and refugees, limited-English speaking communities, and people with disabilities;
- **Increasing housing prices and the associated transportation challenges that result from displacement**, when households must move farther from work, school, and other destinations, to places that are often less dense and therefore less well-served by transit;
- **The worsening climate crisis** and the need to significantly reduce greenhouse gas emissions from car travel, promote climate resiliency, and improve health outcomes; and

- **The need to integrate traditional, fixed-route transit with rapidly evolving new mobility services** to help people move quickly and seamlessly throughout the region.

In responding to these challenges, the Mobility Framework articulates a vision for a regional mobility system that builds on Metro's existing network of transit services to become more **innovative, integrated, equitable, and sustainable**. The Mobility Framework includes 10 Guiding Principles and Recommendations in five thematic areas.

The Equity Cabinet spent much of 2019 working with Metro staff to review adopted policies, and to study King County's changing demographics, travel trends and needs, best practices, and emerging mobility technologies. The Framework was also informed by extensive outreach and engagement with local elected officials, stakeholder organizations, and community members.

## Guiding Principles

The Guiding Principles offer overarching guidance for how Metro and partners can work together to achieve a regional mobility system that is innovative, integrated, equitable, and sustainable. They were developed in partnership with the Equity Cabinet and with input from elected officials, regional partners, and community stakeholders. These Guiding Principles will guide updates to Metro's Strategic Plan for Public Transportation, which will be updated during 2020.

- Invest where needs are greatest
- Address the climate crisis and environmental justice
- Innovate equitably and sustainably
- Ensure safety
- Encourage dense, affordable housing in urban areas near transit
- Improve access to mobility
- Provide fast, reliable, integrated mobility services
- Support our workforce
- Align our investments with equity, sustainability, and financial responsibility
- Engage deliberately and transparently

Following the development of the Guiding Principles, the Equity Cabinet developed Recommendations in five thematic areas that consolidated the Guiding Principles: **investments, surrounding land use, innovation, workforce, and engagement**. Input from elected officials, community stakeholders, regional partners, and the general principles informed these recommendations.

## Recommendations

The Recommendations below are meant to **build on and strengthen** Metro's existing network of transit services.

They address Metro's role as a provider of fixed-route public transit and community-based mobility services; as an employer and contractor; as a partner to jurisdictions around the region; as a co-provider of services with private mobility companies; and as part of a local government that prioritizes equity and sustainability. They provide guidance for ways Metro can **add to and to build on** its existing, regional network of mobility services with the goal of achieving a mobility network that is innovative, integrated, equitable, and sustainable.

The recommendations span from visionary to long overdue and are essential to the future of the regional mobility system. Metro looks forward to working with local municipalities, organized labor, partner transit agencies, community-based organizations, and/or private mobility providers to fund and implement these recommendations.



### Investments

- **Provide additional transit service in areas with unmet need**, defined as areas with high density; a high proportion of low-income people, people of color, people with disabilities, and members of limited-English speaking communities; and limited mid-day and evening service. Adapt Metro's adopted policies to meet this need and to ensure regular and ongoing evaluation of the needs of these areas. \$
- **Support investments to increase safety**, including bus safety features, a safety app or other technology, and amenities such as lighting, real-time arrival signs, and informational campaigns. \$
- **Support improvements to increase speed and reliability** to make transit investments most successful and to provide incentives for local jurisdictions to prioritize use of the right-of-way for transit and access to transit. ★\$

#### Key

★ Indicates that Metro must partner to implement this recommendation.

\$ Indicates need for additional funding.



### Surrounding Land Use

- **Increase dense, mixed use zoning and affordable housing in urban areas near transit, while working to minimize displacement of priority populations** through the Growth Management Planning Council, by developing a King County Transit-oriented Development policy, and by updating Metro's adopted policies to provide incentives for jurisdictions that provide increased density and/or affordable housing. ★\$

- **Develop station area and right-of-way guidelines** that prioritize transit use and access for people who walk, bike, or roll to the station. ★\$
- **Develop people-friendly street design near transit**, including traffic-calming measures and ways to make bus stops safe for all ages, genders, and abilities. ★\$
- **Meet King County’s climate goals by reducing car use, developing green infrastructure, promoting climate justice** and prioritizing ways to make transit convenient and accessible. \$



## Innovation

- **Change Metro’s adopted policies to assert the role of innovation, address new mobility services, and support innovative, equitable, sustainable mobility** to ensure they supplement transit services and work first for priority populations.
- **Develop new mobility guidelines for how Metro partners with private providers** that incentivize an equity and climate focus.
- **Facilitate integrated payment and planning** to help customers plan and pay for multimodal trips, in partnership with ORCA agencies and private providers. ★\$
- **Enhance communications and engagement** to raise awareness of mobility innovations.
- **Convene and support jurisdictions** in developing a regional framework for innovative mobility partnerships. ★



## Workforce

- **Strategically partner with the labor community** to build new “communities of ridership” and benefit Metro employees, priority populations and the environment. ★\$
- **Use future transportation innovations to target new riders as potential employees.**
- **Use strategic and culturally specific communication methods** to build sustainable community relationships.
- **Build infrastructure to provide pathways to mobility-related employment**, including a “school without a school,” an equity in mobility summer internship program, an approach to assist with costs associated with workforce development and employment pathways, and community-based mobility career hubs. ★\$
- **Use strategic workforce planning** to meet current and future workforce needs. ★\$
- **Purposefully foster a sustainable learning culture within Metro.**
- **Require the centering of equity in all contracts and subcontracts.**





## Engagement

- **Strengthen communication and marketing efforts** to ensure that priority populations are aware of existing mobility services, innovative new pilots, service changes, affordability programs, and other efforts.
- **Build lasting relationships in communities** and compensate community members for their time and expertise.
- **Use a coordinated cross-departmental approach to engagement**, including a continuing King County Equity Cabinet.
- **Develop an equity-centered engagement framework** by co-creating with the community and measuring equity and sustainability over time.
- **Develop a community liaison program** to hire people to act as a conduit to the community.
- **Identify metrics to measure success and continually improve**, and regularly report on engagement metrics.

## Next Steps

The Mobility Framework, designed by an Equity Cabinet of community leaders, will guide updates to Metro's adopted policies, including Metro's Strategic Plan, long-range plan (METRO CONNECTS), and Service Guidelines, as well as the Transportation Goal Area of the Strategic Climate Action Plan. The Mobility Framework's recommendations will also guide the development of Metro's 2021-2022 biennial budget proposal and ongoing regional planning efforts to fund and implement METRO CONNECTS.

As required by Motion 15252, the update to METRO CONNECTS will include updated information to adjust for population and employment growth, increasing regional congestion, inflation and construction costs, regional mobility needs and innovations in transportation.

Work to update Metro's policy documents (specifically, the Strategic Plan for Public Transportation, Service Guidelines, and METRO CONNECTS) will begin during the first half of 2020 to align with the recommendations of the Mobility Framework and to provide detailed implementation guidance for how the Mobility Framework's recommendations can be realized. Updates to these policy documents will benefit from input from Equity Cabinet members, elected leaders, stakeholder organizations, and communities.

Metro looks forward to working closely with elected leaders, stakeholder groups, and community members to fund and implement these recommendations and move forward together toward a regional mobility system that is innovative, integrated, equitable, and sustainable.

## **Appendix D: Complaint Form (King County Civil Rights Intake Form)**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*



**King County**

## King County Civil Rights Intake Form

Returning this completed form does not mean you have filed a complaint.  
We will review your form, then contact you to finalize the process.

**What kind of complaint do you want to file with our office?**

- ☐ Housing
- ☐ Employment
- ☐ Public Accommodations (places of business)
- ☐ Contracting

**Person Filing Complaint** \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

**Name and location of the place where the discrimination took place**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date you became aware of the discrimination** \_\_\_\_\_

**Most recent date of discrimination** \_\_\_\_\_

**Is the discrimination continuing?** \_\_\_\_\_

**I want to file a complaint against:**

(List all people and companies, and as much contact information as you can.)

**#1 Name** \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**#2 Name** \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**#3 Name** \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**#4 Name** \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

The discrimination was because of my protected class: (Check all that apply)	
	<p>Race (specify):</p> <p><b>Check all that apply</b></p> <p><input type="checkbox"/> American Indian or Alaskan Native</p> <p><input type="checkbox"/> Asian, Asian American</p> <p><input type="checkbox"/> Black, African American, African</p> <p><input type="checkbox"/> Native Hawaiian or Pacific Islander</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Multi-Racial (Two or more races)</p> <p><input type="checkbox"/> Other</p> <p>Are you Hispanic or Latino/Latina/Latinx?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
	Color (specify):
	Gender (circle)    Male    Female
	National Origin (which country):
	Ancestry (which country):
	Disability or use of a service/assistive animal (specify):
	Age (give birthdate):
	<p>Religion</p> <p><input type="checkbox"/> Protestant</p> <p><input type="checkbox"/> Roman Catholic</p> <p><input type="checkbox"/> Mormon</p> <p><input type="checkbox"/> Orthodox (Greek or Russian)</p> <p><input type="checkbox"/> Christian (Non-denominational)</p> <p><input type="checkbox"/> Jewish</p> <p><input type="checkbox"/> Muslim</p> <p><input type="checkbox"/> Buddhist</p> <p><input type="checkbox"/> Hindu</p> <p><input type="checkbox"/> Sikh</p> <p><input type="checkbox"/> Something else: _____</p>
	<p>Sexual Orientation</p> <p><b>Check one</b></p> <p><input type="checkbox"/> Bisexual</p> <p><input type="checkbox"/> Gay</p> <p><input type="checkbox"/> Heterosexual/Straight</p> <p><input type="checkbox"/> Lesbian</p> <p><input type="checkbox"/> Queer</p> <p><input type="checkbox"/> Not Listed</p>
	<p>Gender identity</p> <p><input type="checkbox"/> Man</p> <p><input type="checkbox"/> Non-Binary</p> <p><input type="checkbox"/> Woman</p> <p><input type="checkbox"/> Not Listed</p> <p><input type="checkbox"/> Prefer not to disclose</p>

	Are you transgender? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Parental Status (children under 18 in the household)
	Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Engaged <input type="checkbox"/> Widowed <input type="checkbox"/> Single <input type="checkbox"/> Cohabiting <input type="checkbox"/> Prefer not to disclose
	Participate in Section 8 Program (For housing only)

**Briefly describe what action(s) were taken against you.**

Include specific dates and explain why you believe that the negative actions are related to your protected class. (use additional pages if necessary)

I verify that this statement is true to the best of my knowledge.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**e-mail your signed Intake Inquiry to**

[Civil-Rights.OCR@kingcounty.gov](mailto:Civil-Rights.OCR@kingcounty.gov)

## **Appendix E: Language Assistance Plan**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*





# **Access to King County Metro Transit Services for People with Limited English Proficiency Four-Factor Analysis and Implementation Plan**

June 2019

Contact: Chris Bhang  
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## **Access to King County Metro Transit Services for People with Limited English Proficiency Four-Factor Analysis and Implementation Plan**

### **Introduction**

King County is a diverse and dynamic community that has seen much of its growth since 1990 driven by immigrants. Immigrants and longtime King County residents speak more than 100 different languages. A substantial number of King County residents have limited English proficiency. According to 2017 American Community Survey data from the U.S. Census Bureau, more than 200,000 people in King County speak English “less than very well.” According to 2017-2018 school year data from the Washington Office of the Superintendent of Public Instruction, nearly 95,000 elementary through high school students in King County are English language learners.

King County government is dedicated to providing all of its residents fair and equal access to services, opportunities, and protection; inviting and encouraging public engagement; and reflecting consideration for cultural differences. King County Metro Transit (Metro), as part of King County government, shares this commitment, and has worked to provide appropriate and relevant communications and engagement opportunities to all people in the county.

Metro has prepared this analysis and plan to meet requirements stemming from Title VI of the Civil Rights Act of 1964 concerning access to services for people with limited English proficiency (LEP). It also responds to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, which directs recipients of federal funding to take reasonable steps to ensure that people with limited English proficiency have meaningful access to their programs and activities. This plan will also help Metro comply with the King County Executive Order on Written Language Translation Process, issued on October 13, 2010, (updated 2016), as well as the provisions in the King County Code on language assistance (K.C.C. 2.15.030, Ordinance 18665).

The analysis and plan are in accordance with FTA Circular 4702.1B and are based on the guidance provided by the Federal Transit Administration in its handbook for public transportation providers, *Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons*, published April 13, 2007.

### **Four-Factor Analysis**

The FTA guidance outlines four factors transit agencies should apply to the contacts they have with community members to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to people’s lives.
4. The resources available to the recipient and costs.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. The intent of the guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small organizations and local governments.

After completing the above four-factor analysis, agencies such as Metro can determine the appropriate mix of LEP services to provide through interpretation and/or written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis.

In the case of Metro, a detailed analysis of overarching LEP communities countywide, as well as analysis of the needs of individual neighborhoods affected by potential service or fare changes is used to complete the four-factor analysis and then determine how Metro can best engage and share information with all those it serves, including with LEP communities.

### **Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population**

Metro's service area includes all of King County, Washington. As part of King County government, Metro relies on the King County Executive's Office's analysis of the number of LEP persons in King County, as well as most common languages other than English spoken in King County.

The King County Executive's most recent analysis<sup>1</sup> was based on five data sources:

- US Census Bureau, American Community Survey Public Use Microdata Sample (PUMS) data for King County, English "less than very well," 2016
- Washington Office of the Superintendent of Public Instruction, Limited English proficiency students in King County, 2016
- King County District Court data of court cases requesting interpretation, 2017-2018
- Seattle-King County Public Health Women-Infant-Children (WIC) program, cases requesting interpretation, 2017-2018
- Seattle-King County Public Health clinic visits, cases requesting interpretation, 2017-2018

In terms of the number and proportion of LEP persons served and the communities in which they live, maps showing where communities of LEP speakers are located within the county can be found in Exhibit A to this document. Please note that because of a change in how the U.S. Census reports data, these maps are based on 2010-2014 American Community Survey 5 Year Data. They are therefore somewhat out of date, but do provide context for where people who speak African languages, Chinese, Korean, Russian, Spanish, and Vietnamese live in King County. In general, as the maps show, the highest concentrations of LEP communities are located in Southeast Seattle and South King County, though this varies by language group.

- **African languages:** There are a number of census tracts in Southeast Seattle and South King County, and one area in North Seattle, in which speakers of African languages make up between 10.2 and 22.8 percent of the population. Speakers of African languages are, in general, more

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<sup>1</sup> Although some of these data sources have updated information available, this combination of data sources is what was used for the King County Executive's most recent official analysis of language needs.

concentrated in Seattle and South King County than other language groups.

- **Chinese:** The greatest concentrations of persons who speak Chinese languages at home (where they make up between 21.1 and 31.7 percent of the population) are in Seattle just south of Downtown in the Chinatown-International District and the neighborhoods just south of that district. East King County also has many communities in which up to 21 percent of the population is comprised of persons who speak Chinese languages.
- **Korean:** The greatest concentrations of persons who speak Korean at home (where they make up between 6.6 and 14 percent of the population) are in East King County and in South King County just north of the King/Pierce county line. Korean-speaking communities are also broadly dispersed throughout East and Southeast King County.
- **Russian:** The greatest concentrations of persons who speak Russian at home (where they make up between 5.1 and 10.3 percent of the population) are in Northeast King County and in South King County just north of the King/Pierce county line.
- **Spanish:** Spanish-speaking communities are broadly dispersed throughout King County. Greatest concentrations of Spanish LEP communities (where they make up between 21.9 and 37.1 percent of the population) are in Southeast Seattle and South King County.
- **Vietnamese:** Vietnamese-speaking communities are also broadly dispersed throughout King County. Greatest concentrations of Vietnamese LEP communities (where they make up between 10 and 18.9 percent of the population) are in Southeast Seattle and South King County. There are smaller concentrations of Vietnamese LEP communities in East King County as well.




Using this information, as well as data from the other four data sources listed above, the King County Executive's office has categorized the non-English languages most commonly spoken in King County into three tiers, as shown below in Tables 1 and 2. The tiers reflect each language's rank based on the average of all five data sources.

As part of the King County Executive Order on Written Language Translation Process, King County directs that agencies shall engage with the language tiers as follows:

- **Tier 1:** Agencies shall translate public communication materials into Tier 1 languages as soon as feasible within available resources;
- **Tier 2:** Translation into Tier 2 languages is recommended;
- **Tier 3:** Translation into Tier 3 languages is encouraged, depending on the target audience.

In addition, translation into relevant languages is required for neighborhood- or city-specific projects in which five percent or more of that neighborhood speaks a primary language other than English.

**Table 1**  
**King County's Top Languages Ranked into Three Tiers**  
*King County Executive's Office, Updated 2018*

Tier 1	Tier 2	Tier 3
Spanish	Chinese (incl Cantonese & Mandarin) Vietnamese Russian Somali Ukrainian Arabic Korean Amharic	Tagalog Punjabi Tigrinya Farsi Farsi Japanese Dari Oromo Marshallese
Key:	Language Tier 1: 	Language Tier 2:  Language Tier 3: 

Detailed data from the five sources, using the same color coding as in Table 1, is shown in Table 2 below:

**Table 2**  
**King County's Top Languages, Five Source of Limited English Proficiency Data**  
*King County Executive's Office, Updated 2018*

Rank	Census ACS PUMS, English "less than very well" 2016	OSPI Limited English Proficiency students, 2016	King County District Court (case count) 2017-2018	King County WIC Interpreted Visits 2017-2018	King County Public Health Clinic Visits 2017-2018			
	Spanish 51,700	Spanish 26,300	Spanish 7,400	Spanish 12,300	Spanish 10,500			
	Chinese <sup>2</sup> 33,900	Chinese 5,800	Chinese 800	Russian 1,500	Somali 1,300			
	Vietnamese 19,500	Vietnamese 5,600	Vietnamese 700	Somali 1,300	Dari 1,200			
	Korean 10,400	Somali 3,800	Russian 600	Vietnamese 1,000	Ukrainian 1,000			
	Russian 7,900	Russian 2,500	Somali 300	Amharic 800	Arabic 800			
	Tagalog 7,700	Ukrainian 1,900	Arabic 200	Ukrainian 800	Russian 600			
	Japanese 5,400	Korean 1,900	Korean 200	Arabic 700	Vietnamese 600			
	Ukrainian 5,100	Tagalog 1,700	Marshallese 200	Tigrinya 500	Farsi 500			
	Somali 4,600	Punjabi 1,500	Punjabi 200	Oromo 300	Amharic 400			
	Amharic 4,600	Arabic 1,400		Farsi 300	Tigrinya 300			
Key: Language Tier 1:			Language Tier 2:			Language Tier 3:		

In addition to analyzing data, Metro staff members have become familiar with LEP populations in King County by working with community organizations that serve these populations. Metro regularly works with these organizations when conducting outreach concerning service changes or other matters, such as fare simplification or how to use ORCA, the regional fare payment card. Metro turns to these organizations for assistance in identifying translation or interpretation needs and in planning the best ways to engage, involve, and inform people with limited English proficiency. These organizations include:

<sup>2</sup> Chinese includes Cantonese and Mandarin, all translated using "traditional" Chinese.

Asian Counseling and Referral Service  
 African Diaspora of Washington  
 Alliance of People with disAbilities  
 Cambodian Cultural Alliance of Washington  
 Centro de la Raza  
 Chinese Information and Services Center  
 Coalition of Immigrants, Refugees and  
 Communities of Color (CIRCC)  
 East African Community Services  
 Eritrean Association in Greater Seattle  
 Eritrean Hall Community Center  
 Ethiopian Community in Seattle  
 Faith Action Network  
 Filipino Chamber of Commerce of the Pacific  
 Northwest  
 Filipino Community of Seattle  
 Heritage House at the Market  
 Horn of African Services  
 Islamic Jafari Association of Greater Seattle

Japanese American Citizen League Seattle  
 Chapter  
 Khmerican  
 Latino Community Fund of Washington  
 Lighthouse for the Blind  
 Multicultural Education Rights Alliance  
 One America  
 Open Doors for Multicultural Families  
 Oromo Community Organization in Seattle  
 Progreso: Latino Progress  
 Puget Sound Sage  
 Refugee and Immigrant Services NW  
 Refugee Women's Alliance  
 Seattle Vocational Institute  
 Somali Community Services of Seattle  
 Somali Community Services Coalition  
 Urban Family Center  
 Urban Impact Seattle  
 Vietnamese Friendship Association  
 White Center Community Association

## Factor 2: The frequency with which LEP individuals come into contact with Metro's programs, activities, and services

People with limited English proficiency regularly use Metro's fixed-route bus service and in doing so come into contact with Metro's operators as well as signage, timetables and other materials. Metro's commuter vanpool and Access paratransit services also serve people who do not speak English well or who speak it as a second language.

Metro does not have a way to collect data about frequency of use by people who do not speak English well. However, we do use several measures to provide a proxy for the number of LEP persons who interact with Metro.

**Customer Services language assistance requests.** The first of these measures is the number of people who request language assistance when inquiring about Metro's services to Metro's Customer Services staff. Information about Metro services can be obtained through a variety of ways:

- In person at Metro's Customer Information Office in downtown Seattle (open weekdays 8:30a.m.-4:30p.m.);
- Via regular mail to Metro at 201 South Jackson Street, Seattle, WA 98104;
- By phone at 206-553-3000 or WA Relay 711 (available weekdays from 6:00a.m.-8:00p.m. for trip planning and lost & found items, and from 8:00a.m.-5:00p.m. for fare/pass information and customer comments); or
- Through an online comment form that is available at the web page for Customer Services: <https://kingcounty.gov/depts/transportation/metro/contact-us.aspx#comment>.

The Customer Services web page includes the Interpreter logo and instructions to call the phone number and select the interpreter option if language assistance is needed. This web page is available in multiple languages through Google Translate.

During 2018, our Customer Services staff received an average of 20,000 phone calls, 1,200 in-person Lost & Found office visits, and 2,000 in-person Pass Sales Office visits each month. Of the phone calls, an average of 76 each month (or 0.38% of the total) were from people who do not speak English well and requested Language Line interpretation assistance with their question.

As Table 4 on the next page shows, the top languages requested for interpretation were Spanish (57 percent of calls), Mandarin (9 percent), Cantonese (5 percent), Vietnamese (5 percent), Amharic (4 percent), and Russian (3 percent).

Information in Table 4 on the next page shows actual calls received requesting interpretation assistance about Metro services during 2018, ranked by the total number of calls received during the year. Languages included in King County's three language tiers are indicated by shading of the cells in the table, using the same color scheme as in Tables 1 and 2. As the table shows, the top 13 languages requested by callers to Metro's Customer Services staff are all included within King County's language tiers.

**ORCA LIFT language assistance requests.** As a third measure about the frequency with which LEP communities come into contact with Metro services, Metro tracks distribution of ORCA LIFT (low-income fare) cards by language spoken. Of 7,318 cards distributed (new or renewals) during the first quarter of 2019, 12.3 percent (1,061) were distributed to people who used a language other than English. Those distributions are shown in Table 3, below.

**Table 3**  
**ORCA LIFT Card Distribution by Language, First Quarter 2019**

Language Spoken	Number of Cards Distributed
Spanish	345
Chinese	120
Amharic	52
Dari	42
Tigrinya	41
Vietnamese	37
Somali	35
Russian	29
Korean	23
Tagalog	22
Oromo	10
Not Specified	305

Key:

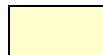
Language Tier 1:



Language Tier 2:



Language Tier 3:



**Table 4**  
**Metro Customer Calls Requesting Interpretation Assistance by Month, 2018**

Language	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Spanish	43	31	72	47	65	45	40	38	29	43	35	38	526
Mandarin	6	4	9	8	3	5	5	3	10	10	9	7	79
Cantonese	3	4	8	2	2	5	6	7	3	5	2	2	49
Vietnamese	3	6	5	4	5	5	3	5	4	5	3	1	49
Amharic	7	3		2	4	4	5	3	3	2	1		34
Russian	5		8	3	3		1		3	4			27
Japanese		2	3	1	2	2	5	3				2	20
Tagalog	4	2	3	2	2	2		1		2			18
Tigrinya	1	1	1	4	1		2	4	1	1	1	1	18
Korean	1	2		1	1	3	4	2			1		15
Arabic	4		2	2			1	1		3			13
Somali	1	1	1		4	1			1	3	1		13
Farsi	2			2			1	2			2	3	12
Lingala							2		3				5
Haitian Creole			1	2		1							4
Punjabi			2				1					1	4
Nepali	1				1							1	3
Toishanese				1					2				3
Ukrainian									2	1			3
Cambodian					1						1		2
Dari				1		1							2
French	1						1						2
Hindi				1			1						2
Swahili		1		1									2
Telugu				1	1								2
Thai								1			1		2
Akan								1					1
Burmese												1	1
German					1								1
Oromo	1												1
Polish		1											1
Samoaan		1											1
<b>Total</b>	<b>83</b>	<b>59</b>	<b>115</b>	<b>85</b>	<b>96</b>	<b>74</b>	<b>78</b>	<b>71</b>	<b>61</b>	<b>79</b>	<b>57</b>	<b>57</b>	<b>915</b>

Key:

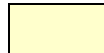
Language Tier 1:



Language Tier 2:



Language Tier 3:





**Rider/non-rider survey responses.** As a fourth measure about the frequency with which LEP communities come into contact with Metro services, Metro tracks the responses to our regular rider/non-rider survey, which is conducted quarterly, and which is used to evaluate customer ridership patterns and to evaluate customer responses to service changes. Surveys are made available in English, Spanish, Chinese, Somali, and Vietnamese. During 2018, 13 percent of respondents to the survey completed it in a language other than English, with Chinese, Spanish, and Vietnamese being the top language choices.

Table 5 below shows unweighted and weighted numbers and percentages of rider/non-rider responses from the fourth quarter 2018 survey.

**Table 5**  
**Rider/Non-rider Survey Responses**  
*Fourth Quarter 2018*

Language	Number	Unweighted %	Weighted %
English	3,103	92%	87%
Chinese	58	2%	3%
Spanish	42	1%	2%
Vietnamese	19	1%	1%
Russian	13	<1%	1%
Tagalog	7	<1%	1%
Korean	6	<1%	<1%
Somali	2	<1%	<1%
Prefer not to answer	127	4%	4%

Key:                      Language Tier 1:       Language Tier 2:       Language Tier 3:

### Factor 3: The importance to LEP persons of Metro's programs, activities and services

King County is home to many refugees and immigrants. Many of these people are re-establishing their lives with limited resources and may not speak English well. Abundant anecdotal evidence makes it clear that many immigrants and refugees rely on Metro's services.

Census tract data also suggest that a large number of LEP persons use Metro. Many of the census tracts in King County where more than five percent of the population speaks a language other than English have heavily used bus routes.

For example:

- The service change approved for September 2016 (Ordinance 18290) affected five routes in Southeast Seattle and South King County as a way to provide better connections between downtown Seattle, Martin Luther King Jr. Way South in Southeast Seattle, and the city of Renton. The service change affected 52 census tracts with a total population of approximately

246,000 residents. Of the affected census tracts, 30 were classified as minority and low-income; nine as minority-only; eight as low-income only; and five as neither minority nor low-income. The affected area is one of the most linguistically diverse in the region. The affected routes generated about four million rides a year (approximately four percent of all rides), based on spring 2015 ridership data. (See Appendix B of the 2019 King County Metro Transit Title VI Program Report for the Participation Plan for this service change and Appendix F of the same report for the Title VI analysis for this service change.)

- The service change approved for September 2018 (Ordinance 18685) affected seven Metro routes between downtown Seattle and points south and east due to the closure of the I-90 Rainier Avenue Freeway Station due to the construction of Sound Transit's East Link light rail project. The service change affected 33 census tracts with a total population of approximately 179,000 residents. Of the affected census tracts, 13 were classified as minority and low-income; 11 as minority-only; two as low-income only; and seven as neither minority nor low-income. The area is demographically diverse, including a higher minority makeup (51 percent) than the state (29 percent) and national (37 percent) averages. The community has high numbers of people who were born in another country and there are significant percentages of the population for whom English is a second language. The affected routes generated about 1.2 million rides a year (just over one percent of all rides), based on fall 2017 data. (See Appendix B of the 2019 King County Metro Transit Title VI Program Report for the Participation Plan for this service change and Appendix F of the same report for the Title VI analysis for this service change.)

Recognizing the importance of our services to LEP communities, Metro has developed a number of initiatives to expand ridership, assist with first/last mile travel, reduce single occupancy travel, and provide education on the travel network and how to use it. We work to make these efforts accessible to all communities, including geographically targeted outreach and in-language materials, promotions, and programs.

As part of this effort, the King County Mobility Coalition has developed a series of videos for refugee and immigrant populations, in their native languages, about how to use transit and alternative services. The videos are available in 13 languages. Metro has also developed a King County Accessible Travel Map as a resource for older adults, people with disability, caregivers, and support staff to showcase the transportation options available in King County. The map is available in English and Spanish at <http://metro.kingcounty.gov/advisory-groups/mobility-coalition/>.

Metro has also worked to ensure that LEP communities are aware of how to pay for transit, including how to qualify for ORCA LIFT, Metro's low-income fare program, and where to go to apply for an ORCA LIFT card. Metro has recently created a series of videos about ORCA that are available in English, Spanish, Vietnamese, Chinese, and Somali:

English: <https://youtu.be/SWj4cSOLULk>

Spanish: [https://youtu.be/b5pgyoi26\\_s](https://youtu.be/b5pgyoi26_s)

Vietnamese: <https://www.youtube.com/watch?v=9OtmryOB0rU&feature=youtu.be>

Chinese: <https://youtu.be/jlupkDo5P94>

Somali: <https://www.youtube.com/watch?v=P3sLdrKSH1A>

Metro relies on a number of organizations that serve LEP communities to provide eligibility screening for ORCA LIFT, including:

Auburn Public Health Center  
 Birch Creek Public Health Center  
 Burien Community Center  
 Crossroads Shopping Center  
 Federal Way Community Services Office

Global to Local  
 Kent Community Service Office  
 Renton Community Service Office  
 White Center Community Service Office

In addition to the ORCA LIFT program, Metro makes available subsidized bus tickets to be purchased by eligible human services agencies and then distributed to the people they serve. Metro subsidizes 90 percent of the cost of the tickets, for a total annual subsidy of \$4 million. Human services agencies apply to participate in this program. During 2019, 168 agencies have been selected to participate and will distribute more than 1.5 million tickets over the course of the year to people in need. A full list of 2019 participating agencies can be found in Appendix G of the 2019 King County Metro Transit Title VI Program Report. LEP communities are served by many of these agencies, including:

African Community Housing &  
 Development  
 API Chaya  
 Asian Counseling and Referral Service  
 Buddhist Tzu Chi Foundation  
 Casa Latina  
 Coalition for Refugees from Burma  
 Consejo Counseling and Referral Service  
 El Centro de la Raza

Eritrean Association in Greater Seattle  
 Interim Community Development  
 Association  
 International Rescue Committee  
 Refugee Women's Alliance  
 Sea Mar Community Health Centers  
 Vietnamese Friendship Association  
 World Relief Seattle

As noted above, Metro does not have a way to know exactly how many LEP persons use our transit system every day. However, tallies of Language Line usage give us a proxy about language needs of both fixed route and Access paratransit riders; and our in-language outreach about service changes (particularly in communities with high proportions of LEP residents), transit service and how to use and pay for it, and the availability of reduced-price fare programs through organizations in LEP communities helps us respond to the needs of LEP persons throughout the county. More information about the resources available to LEP communities can be found in the next section.

#### **Factor 4: The resources available to the recipient and costs**

Metro offers a number of language assistance measures. They include a combination of translated and transcreated materials, both for printed materials and also on Metro's web site (in some cases created in-language and in others offered in multiple languages through Google Translate); interpretation services provided through a contracted Language Line service, as well as in-person interpretation provided as part of community participation processes; and outreach and engagement efforts coordinated with community-based organizations that have staff who are members of the communities they serve and fluent in the languages spoken in those communities.

Metro's adopted Service Guidelines commit to "translation and distribution of materials in accessible formats and/or provision of interpretation for populations with limited or no English proficiency and people with disabilities" and efforts to "work with community partners that serve transit riders, such as those with limited English proficiency, low-income and homeless populations, youth, minorities, people with disabilities, elderly people, and those who are currently unserved or underserved by transit, to engage these populations in formats, locations and at times that work best for them."

Between July 2016 and June 2019, Metro allocated more than \$500,000 each year for translation, transcreation, and interpretation services to serve LEP communities.

**Translation.** Per King County policy, Metro translates materials into King County’s Tier 1 language (Spanish), as well as relevant languages spoken by five percent or more of the population for community-specific outreach and engagement projects. Many materials are also translated into King County’s Tier 2 languages. Many of the materials on the Metro website are available in multiple languages through Google Translate. Translated materials include:

- Metro’s Title VI notice is translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese on printed placards that are located inside Metro’s pass sales office and in bus coaches; and the notice is also available on Metro’s website through Google Translate. All nine translations do not fit on one placard, so two placards have been produced and are in use throughout the Metro system. A similar notice of Title VI obligations and remedies, also in multiple languages, is provided to customers of Metro’s Access paratransit service.
- Vital documents that contain essential information for accessing basic services and benefits, such as bus timetables or special rider alerts, are translated into King County’s Tier 1 language, Spanish, and are also available in a multitude of languages on Metro’s website through Google Translate.
- Public communication materials that are intended for broad distribution are translated into Spanish, as well as some or all of the Tier 2 languages, depending on the communities Metro is serving. As noted above, per King County policy, when Metro is working with communities in which five percent or more of the community speaks a language other than English, materials are translated into those languages as well. As examples, Metro’s “How to Ride” guides have been translated into 12 languages, and our new video series “What is an ORCA Card,” has been made available in five languages: English, Spanish, Vietnamese, Chinese, and Somali.  
 English: <https://youtu.be/SWj4cSOLULk>  
 Spanish: [https://youtu.be/b5pgyoi26\\_s](https://youtu.be/b5pgyoi26_s)  
 Vietnamese: <https://www.youtube.com/watch?v=9OtmryOB0rU&feature=youtu.be>  
 Chinese: <https://youtu.be/jlupkDo5P94>  
 Somali: <https://www.youtube.com/watch?v=P3sLdrKSH1A>
- Metro partnered with the King County Mobility Coalition to produce a three-part video series: “Riding the bus,” “Paying to ride the bus and light rail,” and “Other ways to travel.” This series is currently available in 13 languages: Amharic, Arabic, Burmese, Cantonese, English, Korean, Mandarin, Nepali, Russian, Somali, Spanish, Tigrinya, and Vietnamese. The series was developed to target recent- immigrant populations. The videos are posted online (<http://metro.kingcounty.gov/advisory-groups/mobility-coalition/>) and have been distributed with translated scripts to social service agencies, which have used the series in a number of forums for their clients. In addition, Metro has recently developed a series of videos about paying for transit using an ORCA card, available in English, Spanish, Vietnamese, Chinese, and Somali.
- To ensure that terms used for translation or interpretation are technically accurate, Metro developed Spanish-language glossaries of transit terms during 2018. The glossaries show common English terms, the corresponding Spanish term, and then the term used in a sentence for context.

- For ORCA LIFT, Metro’s low-income fare card, the web page is available in English and Spanish. For additional languages, Google Translate is available. The ORCA LIFT general information and Getting Started with ORCA LIFT brochures, which are offered at the ORCA LIFT office and a number of King County Public Health locations, has been translated into 14 languages: Amharic, Arabic, Burmese, Chinese, Dari, Korean, Oromo, Punjabi, Russian, Somali, Spanish, Swahili, Ukrainian and Vietnamese.
- Much of the information posted on Metro’s website can be translated using Google Translate, which offers translation into more than 100 languages. In some cases, Metro web pages feature a “Choose a language” drop down at the top of the page, which indicates that Metro has taken the extra step to transcreate that particular web page content into the additional language(s) as listed. For example, on the ORCA LIFT web page (<https://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/lift.aspx>), Metro transcreated the content to Spanish and provides website visitors the option to choose a language, either English or Spanish.

**Interpretation.** Metro makes interpretation services widely available through several means:

- On printed materials, Metro includes an “interpreter” symbol along with Metro’s Customer Service phone number so that people may call to request an interpreter’s assistance. This symbol is placed on all Metro timetables and most other materials including rider alerts at bus stops. As noted above, during 2018 Metro received an average of 76 calls a month requesting Language Line assistance. Examples of translated printed materials are attached as Exhibit B to this document.
- When Metro conducts public outreach concerning proposed service changes, we offer translated descriptions of proposals and questionnaires, offer interpretation at public meetings, work with community-based organizations that can assist Metro in communicating with people who do not speak English well, and in some cases provide telephone comment lines for non-English-speakers.

For example, in conducting community outreach and engagement for the service change approved for September 2016 (Ordinance 18290) Metro held a public open house at the Filipino Community Center and engaged with several trusted advocates (Asian Counseling and Referral Service, Filipino Community Center, and El Centro de la Raza), community organizations that serve populations with limited or no English proficiency. We worked with these trusted advocates to facilitate conversations in multiple languages and to distribute paper surveys to clients receiving services.

For the September 2018 service change (Ordinance 18685), Metro developed a project website,<sup>3</sup> which was accessible in English, Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic; printed fact sheets in English, Spanish, Somali, Chinese, Vietnamese, Korean Arabic, Russian, and Amharic; contacted 60 stakeholder organizations and agencies and provided them with a tool kit with translated resources to distribute to the community members they serve; and placed translated advertisements in ethnic media publications.

**Input opportunities for LEP community members.** As we work to evaluate and improve the services we offer, Metro’s customer research routinely includes opportunities for LEP populations to share

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<sup>3</sup> This website was maintained during the engagement process, but has since been taken down.

concerns, needs, ideas, and evaluations.

As described above, Metro engagement and participation efforts for service changes are organized based on the population in the neighborhoods affected by the change. Translation, interpretation, and outreach to community-based organizations are all driven by the needs of LEP populations in the communities that would be affected.

For countywide changes to Metro service – such as Metro’s fare simplification proposal, which was adopted in 2017 and went into effect in 2018 – Metro engages broadly with community members, using translation, interpretation, and outreach through community-based organizations. For the fare simplification engagement process, for example, Metro worked with three community-based organizations (World Relief, White Center Community Development Association, and Hopelink) to help LEP populations participate, and provided interpretation and translation in Amharic, Arabic, Cambodian, Chinese, Dari, Ekirondi, English, Farsi, Khmer, Mam, Pashto, Punjabi/Hindu, Russian, Samoan, Somali, Spanish, Swahili, Tagalog, Tigrinya, Turkish, Twi, Ukrainian, Urdu, and Vietnamese.

In addition to opportunities for people to participate in changes Metro is proposing to its service, Metro also engages in regular efforts to hear from customers and potential customers and learn how we can improve. One of our key market research tools is a quarterly rider/non-rider survey, which is used to evaluate customer ridership patterns and to evaluate customer responses to service changes. Surveys are made available in English, Spanish, Chinese, Somali, and Vietnamese. In addition, Metro regularly surveys customers following service changes, and translates those surveys into languages appropriate to the community.

## **Implementation Plan**

### **Identifying Individuals Who Need Language Assistance**

The location and concentration of LEP communities speaking African languages, Chinese languages, Korean, Russian, Spanish, and Vietnamese can be seen in the maps included as Exhibit A to this document. As the maps show, while each language community has a different residence pattern in the county, many LEP persons reside in Southeast Seattle and South King County.

Metro uses this countywide information, as well as neighborhood-specific analyses of the location and languages of LEP communities, when planning service or fare changes and when communicating with transit riders and community members.

The data King County has assembled in the four-factor analysis shows that Spanish is by far the most prevalent of the non-English languages spoken in King County. It has been identified by the King County Executive's Office as the Tier 1 language. Per the Executive's Order on Written Translation, all materials are to be translated into Spanish as soon as feasible within available resources.

The next most commonly spoken non-English languages (classified by the King County Executive's Office as Tier 2) are Vietnamese, Russian, Somali, Chinese, Korean, Amharic, Arabic, and Ukrainian.

Tier 3 languages are Tagalog, Punjabi, Tigrinya, Burmese, Nepali, Cambodian, Farsi, Japanese, Hindi, Oromo, and Samoan.

### **Language Assistance Measures**

Based on the language distribution data summarized above, and consistent with King County's Executive Order on Written Translation (with languages as updated in 2016), Metro translates public communication materials and vital documents into Spanish, either in print or through Google Translate on the web. Metro translates materials into the other commonly spoken non-English languages when those are the primary language spoken by five percent or more of the target audience, based on the language maps included in Exhibit A or on targeted Title VI analyses conducted for specific projects, such as service change proposals.

Metro uses alternative forms of language assistance when the alternative is more effective or practical. One alternative approach is to place a notice on public communication materials about the availability of interpretation service. Another alternative is to include a summary of a communication piece in Spanish and other languages as relevant and offer a full translation upon request. A third alternative is to offer translation of materials on Metro's website through Google Translate.

Specific language assistance measures that Metro provides are summarized in Table 6 on the next page.

**Table 6**  
**Summary of Metro Forms of Language Assistance**

Type of Communication	Language Assistance Provided	When Provided	Lead
<b>Notice of Title VI obligations</b>	<ul style="list-style-type: none"> <li>Placard with text translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese</li> <li>Text on website can be translated with Google Translate</li> <li>Placard placed on all Metro coaches (all translations do not fit on one placard, so two placards have been produced and are in use throughout the Metro system.)</li> </ul>	Ongoing	Customer Communications & Services
<b>Title VI complaint form</b>	<ul style="list-style-type: none"> <li>Downloadable complaint forms in English and Spanish on web site</li> </ul>	Ongoing	Customer Communications & Services
<b>Customer Service Information</b>	<ul style="list-style-type: none"> <li>Metro materials include phone number for Customer Services, which offers Language Line interpretation in any language needed</li> <li>Materials on website can be translated with Google Translate</li> </ul>	Ongoing	Customer Communications & Services
<b>Timetables / Rider Alerts</b>	<ul style="list-style-type: none"> <li>Printed in English and Spanish</li> <li>Printed with interpreter logo and phone number for Customer Services Language Line</li> <li>Available on website with Google Translate</li> </ul>	Ongoing	Customer Communications & Services
<b>Orientation Materials (How to ride transit)</b>	<ul style="list-style-type: none"> <li>Brochure printed in English, Amharic, Chinese, Khmer, Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrinya, Ukrainian, Vietnamese</li> <li>Available on website with Google Translate</li> <li>Videos available in English, Amharic, Burmese, Cantonese, Korean, Mandarin, Nepali, Russian, Somali, Spanish, Tigrinya, Vietnamese</li> </ul>	Ongoing	Customer Communications & Services
<b>Public participation and engagement to shape changes to service</b>	<ul style="list-style-type: none"> <li>Materials and interpretation offered in languages relevant to affected communities, including any language for which five percent or more of that neighborhood speaks a language other than English</li> <li>Partnerships with community-based organizations to provide materials and outreach in languages spoken by community members</li> </ul>	Prior to changes to service	Community Relations
<b>Rider/non-rider survey</b>	<ul style="list-style-type: none"> <li>Survey is provided in English, Spanish, Chinese, Somali and Vietnamese</li> </ul>	Quarterly	Customer Research
<b>Specific route customer satisfaction surveys</b>	<ul style="list-style-type: none"> <li>Surveys offered in languages relevant to affected communities, including any language for which five percent or more of that community speaks a language other than English</li> </ul>	Following changes to service	Customer Research



Type of Communication	Language Assistance Provided	When Provided	Lead
<b>ORCA LIFT (Income-eligible reduced fare program)</b>	<ul style="list-style-type: none"> <li>The main ORCA LIFT web page is available in English and Spanish. For additional languages, Google Translate is available.</li> <li>The ORCA LIFT general information and Getting Started with ORCA LIFT brochures, which are offered at the ORCA LIFT office and a number of King County Public Health locations, has been translated into 14 languages: Amharic, Arabic, Burmese, Chinese, Dari, Korean, Oromo, Punjabi, Russian, Somali, Spanish, Swahili, Ukrainian and Vietnamese.</li> </ul>	Ongoing	Marketing and Promotions
<b>ORCA Youth Card</b>	<ul style="list-style-type: none"> <li>Metro has a \$1.50 youth fare. To encourage youth to ride, Metro offers a free ORCA Youth Card, pre-loaded with \$10 in fare. A "Find Your Freedom"<sup>4</sup> project website and materials have been created in English and Spanish.</li> </ul>	Ongoing	Transportation Demand Management
<b>Campaigns and Promotions</b>	<ul style="list-style-type: none"> <li>In an effort to encourage usage of public transit, reduce single occupancy vehicles trips and promote environmentally challenging forms of travel, Metro has offered a number of programs in-language to specific communities. These include translated web pages, campaign and transit-related informational materials. This allows incentive offers to reach people most in need and creates accessibility to more communities.</li> </ul>	As funds and initiatives are identified	Marketing and Promotions  Market Innovation
<b>Public Inclusion Messaging</b>	<p>Metro posts on buses via interior bus cards and via social media, visuals and messages promoting inclusion and protections for all people. These include information about:</p> <ul style="list-style-type: none"> <li>Report It to Stop It materials about sexual misconduct in English and Spanish</li> <li>Walk Safe pedestrian materials in English and Spanish</li> </ul>	Periodically	Marketing and Service Information
<b>Function and use of Fare Products (ORCA Cards)</b>	<ul style="list-style-type: none"> <li>Metro is currently producing three videos: What is an ORCA Card? Where to get an ORCA Card? And How to Use an ORCA Card. These are being translated into four languages: Spanish, Vietnamese, Chinese (Mandarin) and Somali for use in advertising on ethnic media.</li> <li>Many ORCA-related materials have been translated in languages for community outreach table events and to be used with community-based organizations to educate multiple communities.</li> <li>Materials on the ORCA LIFT (low-income fare), including brochures, social media ads, renewal reminders, and other materials have been created in Amharic, Arabic, Burmese, Chinese, Dari, English, Korean, Oromo, Punjabi, Russian, Somali, Spanish, Swahili, Ukrainian, and Vietnamese</li> <li>Materials on high school ORCA card use and the summer ORCA youth card program have been developed in English and Spanish</li> </ul>	Ongoing	Market and Business Development  Marketing and Service Information

<sup>4</sup> <https://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/youth/find-your-freedom.aspx>

Type of Communication	Language Assistance Provided	When Provided	Lead
<b>Service Information and Public Engagement</b>	<ul style="list-style-type: none"> <li>To support in-language outreach, Metro has created a Public Transit Educator program. It is a small staff of community members that are native speakers and assist in outreach meetings, street teaming and survey collecting. The people staffing this effort are compensated for their time assisting Metro with outreach.</li> </ul>	Ongoing	Marketing and Service Information
<b>Access Paratransit Information</b>	<ul style="list-style-type: none"> <li>Metro has developed an Access Ride Guide, which is available in English and Spanish</li> <li>Post-trip Access telephone surveys are conducted in English, Spanish, Russian, Chinese, Vietnamese, Pashto, Punjabi, Tigrinya, and Hindi</li> <li>Access rider surveys are made available in English and Spanish.</li> <li>Access rider feedback sessions have been conducted in Chinese (Mandarin and Cantonese), Spanish, Somali, Khmer, Vietnamese, and Russian</li> </ul>	Ongoing	Contracted Services
<b>Updates on Traffic Disruptions</b>	<ul style="list-style-type: none"> <li>Metro developed a "Get Ready" web site, as well as digital ads in Spanish and English to prepare for bus route changes following the closure of the Alaskan Way Viaduct in early 2019</li> </ul>	As needed	Marketing & Promotions
<b>Mobility Program Information</b>	<ul style="list-style-type: none"> <li>Metro distributed postcards in English and Spanish about park and ride opportunities</li> <li>Metro marketed the Ride2 pilot programs (first-mile/last-mile connection from home to bus) in Eastgate and West Seattle through materials in English, Spanish, Chinese Vietnamese, Korean, Somali, and Amharic</li> <li>Metro advertises bicycle parking and carpool opportunities with bus cards and digital ads in English and Spanish</li> <li>About 10% of the commuter vans in operation originated in low income and minority census tracts. Eight vans are designated Job Access Reverse Commute (JARC) vans that serve low income and low wage earners. Since the Federal JARC program funding allocated to commuter vans was exhausted, local funds and state grant funds are used to cover 50% of the commuter van participant fares.</li> <li>Depending on the make-up of the community, SchoolPool and Safe Routes to School outreach materials are translated into several tier 1, 2 and 3 languages, including Spanish, Russian, Vietnamese, Mandarin, and Tagalog. All materials provide contact information for Alternative Formats, Interpreter Services as well as the availability of Accessible vans upon request.</li> </ul>	As needed	Mobility Division
<b>Transportation Demand Management Information</b>	<ul style="list-style-type: none"> <li>In Motion, a resident-targeted program to encourage people to reduce single occupancy vehicle trips focused on Kent and South Bellevue in 2018, with materials produced in English and Spanish for Kent and in English and Chinese for South Bellevue</li> </ul>	Periodic promotions targeted to different communities	Transportation Demand Management

Type of Communication	Language Assistance Provided	When Provided	Lead
	<ul style="list-style-type: none"> <li>Just One Trip, which incentivizes people to change drive alone trips provides regular advertising and direct mail pieces, translated into Vietnamese, Chinese, Spanish.</li> </ul>		

### **Training Staff**

Metro's Customer Services staff receive training in how to use the Language Line to interpret Metro materials or answer service-related questions.

Metro's bus operators receive training in how to assist customers who have questions about service, fare payment, and other matters by directing them to Language Line assistance. Metro understands that LEP persons often rely on bus operators as their primary source of information about bus service. By emphasizing that customer service is an important part of an operator's job, this training contributes to a transit system that is accessible to LEP persons.

King County makes extensive resources available to guide staff members who are responsible for producing public communication materials. These resources include data about the distribution of people in King County who speak languages other than English, a guide to using plain language in communication materials, and a manual for using vendors for translation. Within Metro, to ensure the accuracy of translation and transcreation efforts, Metro staff recently developed transit glossaries in Spanish. The glossaries list common terms in English, the appropriate Spanish term, and then the word used in context in a sentence.

### **Providing Notice to Customers with Limited English Proficiency**

A variety of methods for providing notice are described earlier in this plan. Key methods include the Notice of Title VI obligations and remedies that is posted on all Metro coaches, and the notice of availability of interpretation services that is placed on most Metro materials and stated in the Customer Information Office's recorded phone greeting. These means of providing notice ensure that LEP persons can quickly get information in the appropriate language.

### **Monitoring and Updating the LEP Plan**

Metro will regularly assess the effectiveness of this LEP Plan and update it as appropriate. The assessment will include reviewing the use of Metro's language assistance measures, reviewing Metro rider survey data, and gathering information from staff members who interact with people who do not speak English well.

Metro will continue to work with King County's demographer to maintain up-to-date information about populations that may need language assistance; and with the County's Office of Equity and Social Justice to ensure that Metro is appropriately responding to the directives in the County's Equity and Social Justice Strategic Plan.

Metro has also provided an initial language assistance plan and will continue to be responsive to a requirement the King County Council placed in the King County Code in 2018 (through Ordinance 18665) that each County agency develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons.

In addition, as we do with every potential service, fare, or policy change, we will work carefully to identify LEP communities within areas that could be affected and will use translation, interpretation, and engagement through local community-based organizations as appropriate.

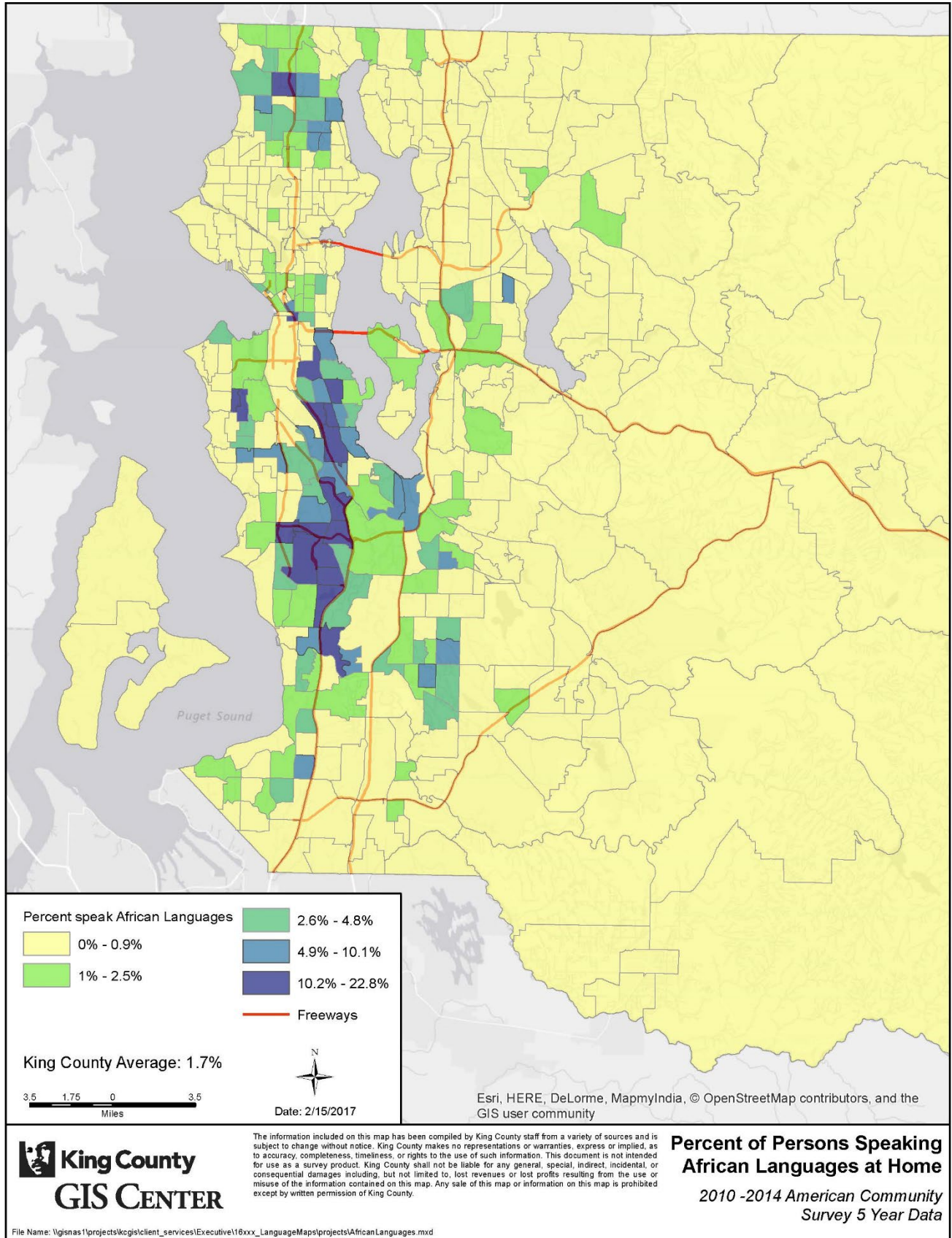
## **Exhibit A: Maps showing concentrations of people who speak a language other than English at home**

*Prepared by the King County GIS Center*

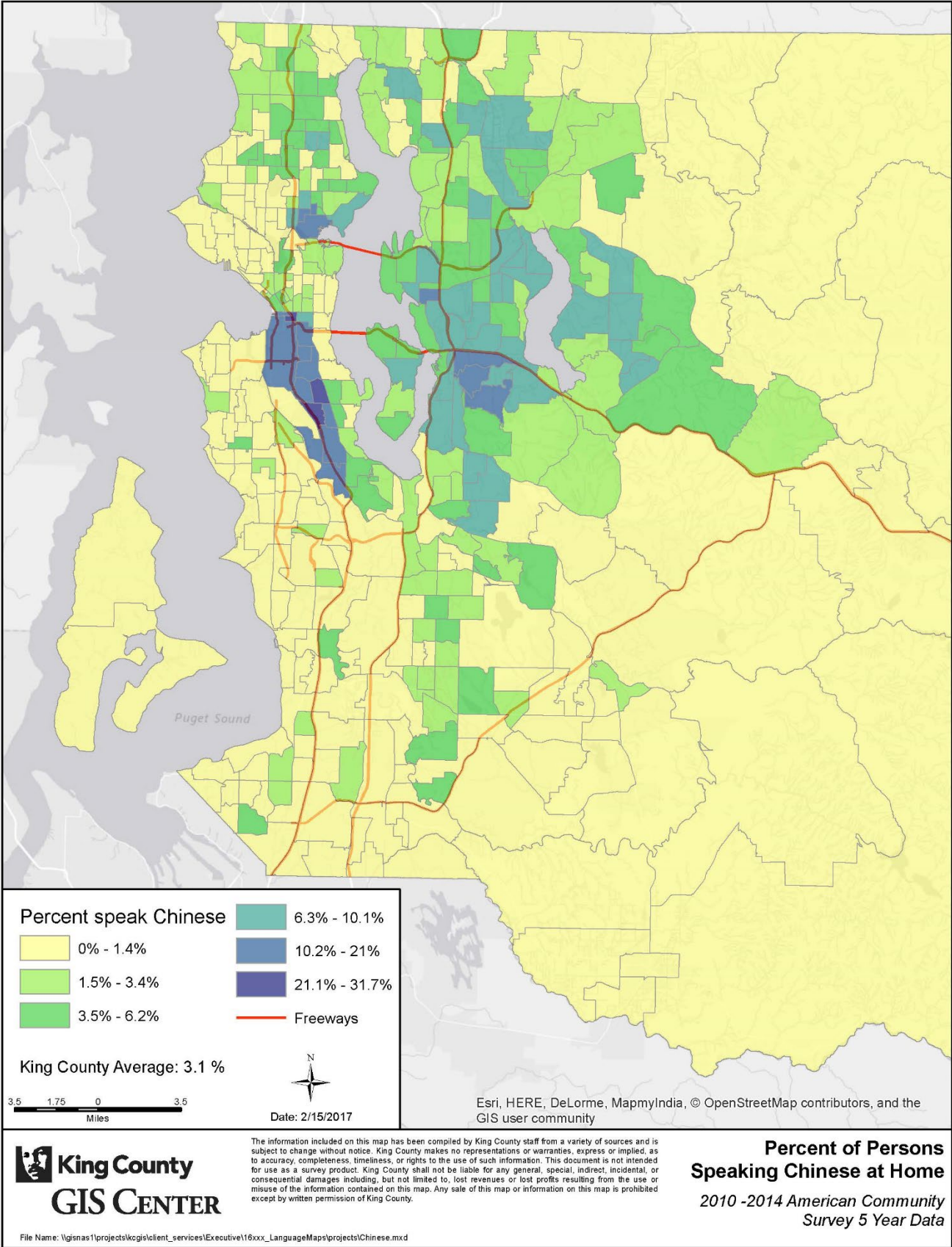
*Based on 2010-2014 American Community Survey 5 Year Data*

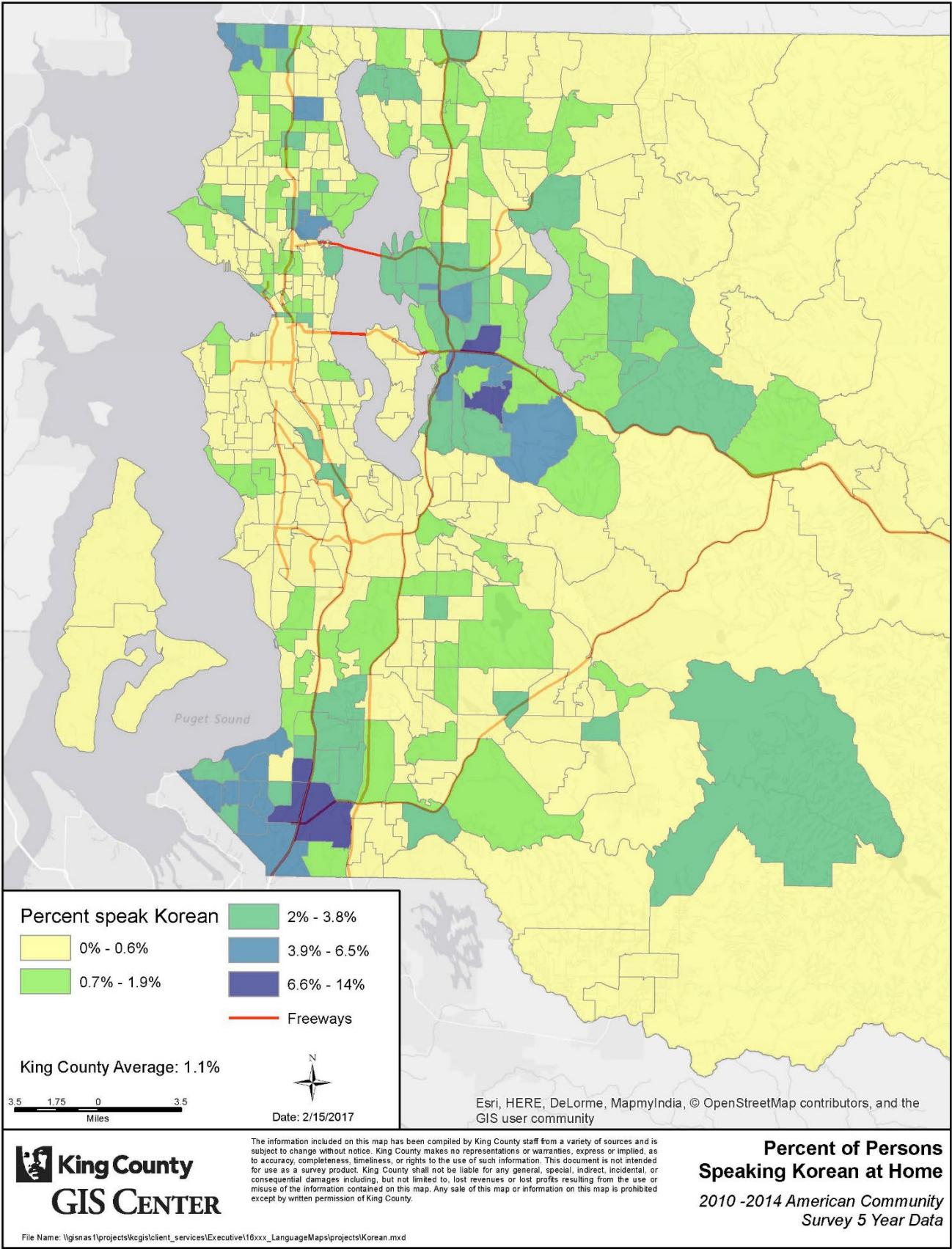
- African Languages
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese

Please note that these maps have not been updated to reflect the 2018 update to the language tiers because the U.S. Census no longer reports this data by Census tract. As a result, these maps are somewhat out of date, but are provided here as part of overall context about King County's diverse LEP communities.

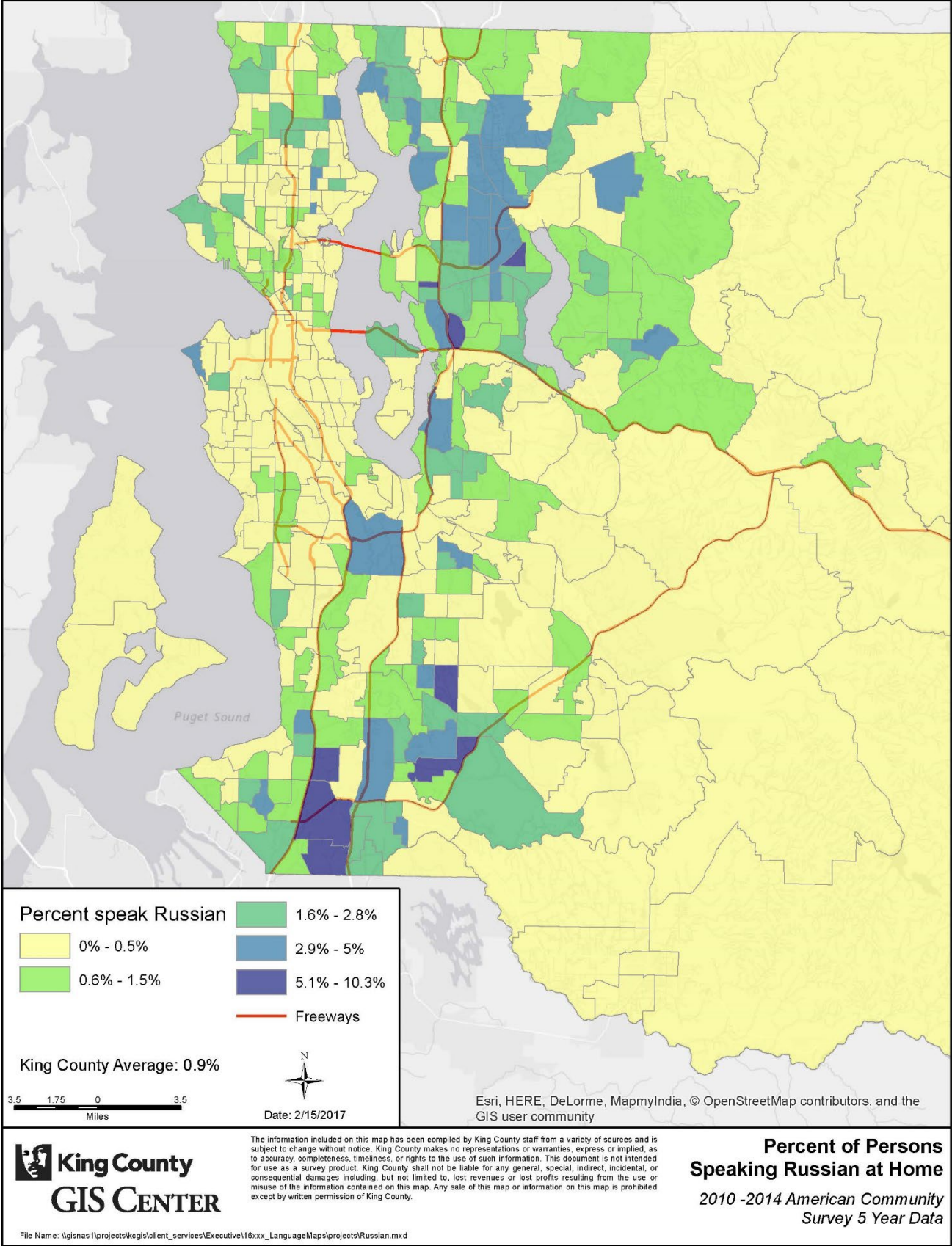


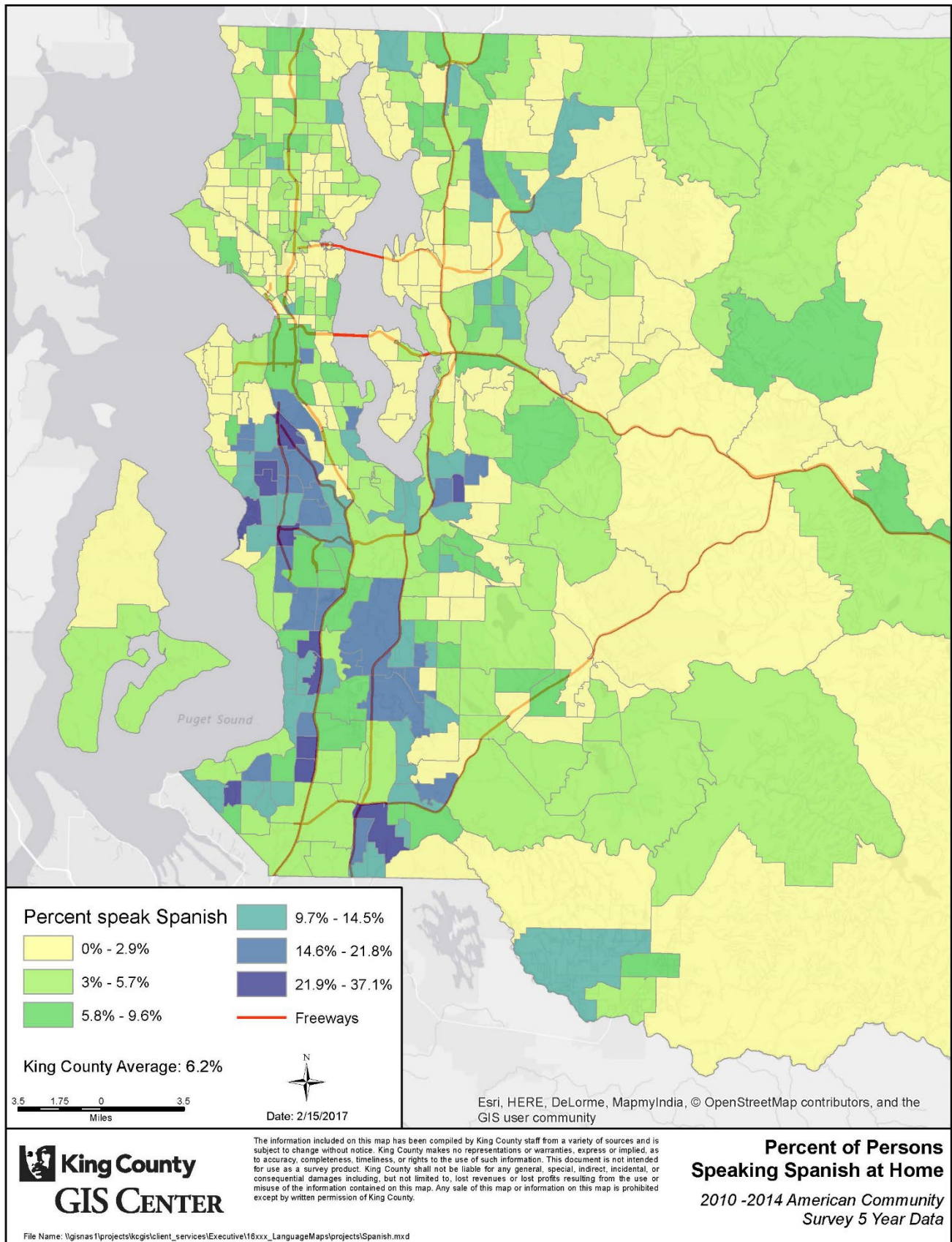




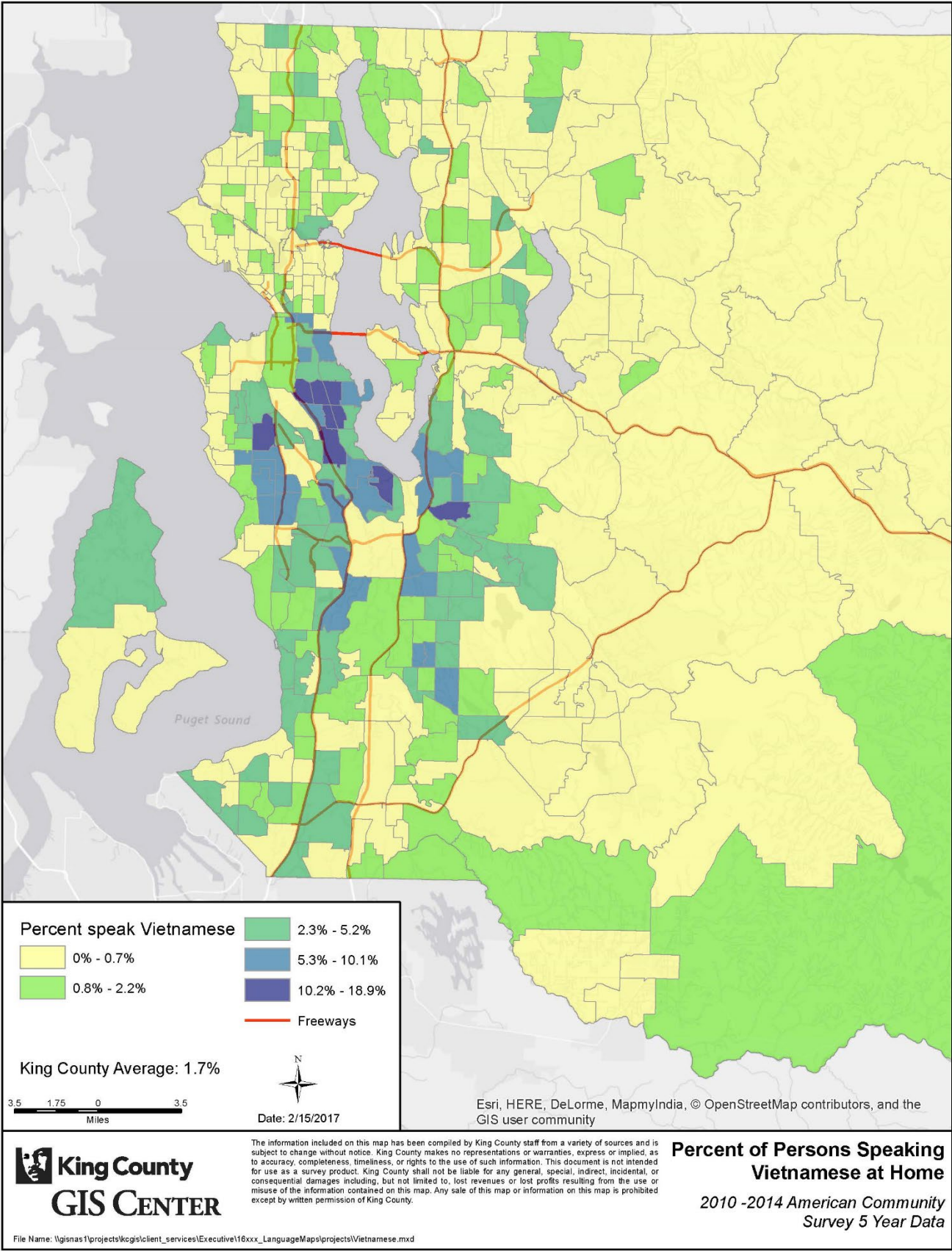












## Exhibit B: Examples of Translated Materials

Translated notices of Title VI obligations and remedies that are posted at the Metro sales pass office and available on Metro coaches.

### King County Metro Transit does not discriminate in the provision of service...

English-Korean-Tagalog

King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro's nondiscrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.

킹 카운티 메트로 트랜짓 사는 인종, 피부색 및 출신국가에 기준하여 서비스를 제공하는데 차별대우를 하지 않습니다. 메트로사의 무차별대우 의무에 대한 상세한 안내를 원하시거나, 또는 차별 대우에 대한 불만을 신고하시려면 메트로 고객 안내 사무소에 (206) 553-3000 번으로 전화하시면 됩니다. 메트로사에 아래의 주소로 서면으로 연락을 취하실 수도 있습니다.

Ang King County Metro Transit ay hindi tumitingin sa kaibahan o dumidiskrimina sa pagbibigay ng serbisyo na base sa lahi, kulay, at bansang pinanggalingan. Para sa dagdag na impormasyon sa mga nondiscrimination (hindi pag-diskrimina) na mga obligasyon, o upang magsalansan ng reklamo, maaari kang tumawag sa Impormasyon sa Kustomer (Customer Information) ng Opisina ng Metro sa 206-553-3000. Maaari mo ring kontakin ang Metro sa pamamagitan ng pagsulat sa adres na nakalagay sa ibaba.

Cambodian-Somali

King County Metro Transit មិនមានការប្រកាន់ជំនឿនៅក្នុងការផ្តល់សេវាកម្មលើមូលដ្ឋាននៃជនជាតិសាសន៍, ពណ៌សម្បុរ, និងសញ្ជាតិដើមនោះទេ។ ដើម្បីព័ត៌មានច្រើនថែមទៀតលើផ្នែកការមិនប្រកាន់ជំនឿចាំបាច់នៃក្រសួង Metro, ឬដើម្បីដាក់បណ្តឹងនៃការប្រកាន់ជំនឿ, អ្នកអាចទូរស័ព្ទទៅការិយាល័យព័ត៌មានផ្អែកប្រចាំថ្ងៃនៃក្រសួង Metro តាមលេខ (206) 553-3000 ។ អ្នកក៏អាចទាក់ទងទៅក្រសួង Metro ដោយសារសេរីប្រកាសជាស្វ័យប្រវត្តិទៅតាមអាសយដ្ឋាននៅខាងក្រោម។

Maamulka Gaadiidka Dadweynaha ee King County "King County Metro Transit" adeegga ay bixiyaan cidna ma ay ku takooraan arrimaha la xidhiidha jinsiyadda, midabka, iyo asalka qoomiyadda. Waxii macluumaad dheeraad ah ee la xidhiidha waaajibbaadka ku saabsan takoor la'aanta ee Metro, ama sida loo gudbiyo waxii cabasho ah ee ku salaysan takoor, waxaad wici kartaa Xafiiska Macluumaadka Macmiilka Metro ee uu lambarkisu yahay 206-553-3000. Sidoo kale waxaad xafiiska Metro kula soo xidhiidhi kartaa adigoo qoraal ku soo hagaajinaya cinwaanka hoos ku qoran.

General Manager, King County Metro Transit  
201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104



### King County Metro Transit does not discriminate in the provision of service...

English-Russian-Vietnamese

King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro's nondiscrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.

При предоставлении услуг King County Metro Transit не дискриминирует на основании расы, цвета кожи и страны происхождения. Чтобы получить дополнительную информацию о недискриминационных обязательствах Metro или подать жалобу о дискриминации, вы можете позвонить в Информационный офис Metro по телефону (206) 553-3000. Вы также можете написать в Metro по нижеуказанному адресу.

Metro Transit Hat King không đối xử phân biệt trong vấn đề cung cấp dịch vụ dựa trên chủng tộc, màu da, và nguồn gốc quốc gia. Để biết thêm thông tin về trách nhiệm không đối xử phân biệt của Metro, hoặc để nộp đơn khiếu nại về tình trạng đối xử phân biệt, quý vị có thể gọi Customer Information Office (Phòng Thông Tin Cho Khách Hàng) của Metro ở số (206) 553-3000. Quý vị cũng có thể liên lạc với Metro qua thư từ ở địa chỉ bên dưới.

Tigrinya-Spanish-Chinese

ናይ ኪንጋ ካውንቲ ሚትራ ትራንዚት ብመሰረት ዓለት፣ ሕብረ ቆርባና፣ ከምሆ ውን መስቀል ናይ ኣገልግሎት ኣድልዎ ኣይገብርን እዩ። ንዝያዳ ሓበሬታ ብዛዕባ ናይ ሚትራ ዘይምድላው ሓፋንት ወይ ድማ ናይ ኣድልዎ ኣብቲታ ክትቆርቡ እንተደልኹም ኣብ ቁ. ተለፎን (206) 553-3000 ደዊልኩም ተወክሉ። ከምሆ ውን ብጽሑፍ ኣብዚ ዝስዕብ ኣድራሻ ንሚትራ ክትራክብዎም ትኽእሉ ኢኹም።

Metro Transit del Condado de King no discrimina en la prestación de servicios en base a raza, color y origen nacional. Para mayor información acerca de las obligaciones de no discriminación de Metro, o para presentar una denuncia de discriminación, puede llamar a la Oficina de Información al Cliente de Metro al 206-553-3000. Usted también puede ponerse en contacto con Metro por escrito, a la dirección a continuación.

景郡 Metro Transit 在提供服務時，不以種族、膚色和原國籍為由實行歧視。如欲瞭解 Metro 的不歧視義務詳情，或欲提交歧視投訴，您可以致電 Metro 的客戶服務處，電話號碼 (206) 553-3000。您也可以按以下地址致函聯絡 Metro。

General Manager, King County Metro Transit  
201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104



Front and back of a customer service card with interpreter information that is available for Metro bus operators to give to customers who do not speak English well.

<b>Metro Customer Services</b>		 <b>Interpreter</b> 206-553-3000 Intérpretes Turjubaan Переводчик Перекладач 통역사 བསྟན་འཛིན་ལྷན་ཁག་ 翻譯員 Thông Dịch Viên ཇིཌལཤེཌལ
<b>Customer Information:</b>	<b>206-553-3000</b>	
TTY Relay:	711	
Toll free:	1-800-542-7876	
<b>King Street Center</b>		
201 S Jackson St, Seattle	Monday-Friday, 8 am - 5 pm	
<b>Downtown Seattle Transit Tunnel</b>		
Westlake Station mezzanine	Monday-Friday, 9 am - 5:30 pm	
<b>Metro Online</b>	<a href="http://www.kingcounty.gov/metro">www.kingcounty.gov/metro</a>	
		

Translated brochure about Metro services.





### Links to What is an ORCA Card? Videos:

These videos were vetted by the community to be sure they conveyed accurate and understandable information in helping riders better use ORCA cards and understand the system. Production started in 2017 and will continue into 2019.

English: <https://youtu.be/SWj4cSOLULk>

Spanish: [https://youtu.be/b5pgyoi26\\_s](https://youtu.be/b5pgyoi26_s)

Vietnamese: <https://www.youtube.com/watch?v=9OtmryOB0rU&feature=youtu.be>

Chinese: <https://youtu.be/jlupkDo5P94>

Somali: <https://www.youtube.com/watch?v=P3sLdrKSH1A>



### How to Use an ORCA Card Brochures



**In Motion** is a geographically based program launched in selected communities to encourage residents to learn more about their public transit network and try converting driver alone trips to another mode of travel. This program as a tool has been used every year since 2004 and engaged 40 neighborhoods often offering the full program in-language. Each neighborhood is researched and if a significant portion the community needs a different language the program is produced for that community. So much work has been done that the team produced a guide to assist other teams at Metro to design programs for these communities.



## ORCA LIFT information


Now Open in Federal Way – King County's New Health Insurance and ORCA LIFT Enrollment Center	Ahora abierto en Federal Way – Nuevo Centro de Inscripciones para el seguro médico de King County y ORCA LIFT	Hadda ka Furan Federal Way – King County Caymiska Caafimaadka Cusub iyo ORCA LIFT Xarunta Diiwaangelinta	King County新的医疗保险及ORCA LIFT注册中心在Federal Way开张了。
<p>Come see us about low-cost health insurance and to find out if you're eligible for ORCA LIFT.</p> <p><b>Services offered:</b></p> <ul style="list-style-type: none"> <li>• Sign-up for free or low-cost health insurance (depending on your income)</li> <li>• Qualify for ORCA LIFT to save 50% off your transit fare</li> <li>• Assistance with applying for DSHS benefits (e.g. Basic Food, cash assistance, Medicare savings program)</li> <li>• Referrals to medical and dental providers</li> <li>• Referrals to community resources</li> <li>• Access to Baby Child Dentistry (ABCD) program</li> <li>• Breast, cervical and colon health screenings</li> </ul> <p>The one-stop for your health insurance and transportation needs in Federal Way.</p> <p>Stop by our NEW location in Federal Way Plaza, 1640 S 318th Place, Unit B, in Federal Way (Pacific Hwy. and S 318th Place). Metro bus routes serving the new location include 179, 181, 187 and 197.</p>	<p>Venga a vernos acerca del seguro médico de bajo costo y averiguar si usted reúne los requisitos para el programa ORCA LIFT.</p> <p><b>Servicios ofrecidos:</b></p> <ul style="list-style-type: none"> <li>• Apúntese para un seguro gratuito o de bajo costo (según su ingreso)</li> <li>• Llene los requisitos de ORCA LIFT para ahorrar el 50% de su pasaje del tránsito</li> <li>• Ayuda con su solicitud de beneficios del DSHS (p.ej. Alimentos básicos, ayuda en efectivo, programa de ahorros de Medicare)</li> <li>• Remisión a proveedores médicos y dentales</li> <li>• Remisión a recursos comunitarios</li> <li>• Acceso al programa Access to Baby Child Dentistry (ABCD)</li> <li>• Examen de mama, cervical y de colon</li> </ul> <p>La parada única para su seguro médico y para sus necesidades de transporte en Federal Way.</p> <p>Deténgase en nuestra NUEVA ubicación en Federal Way Plaza, 1640 S 318th Place, Unit B, en Federal Way (Pacific Hwy. y S 318th Place). Las rutas de autobuses Metro, que atienden la nueva ubicación son: 179, 181, 187 y 197.</p>	<p>Kaalay oo naga arag waxa ku saabsan caymiska caafimaadka qiimaha jaban si aad u ogaato haddii aad u qalanto ORCA LIFT.</p> <p><b>Adeegyada la bixiyay:</b></p> <ul style="list-style-type: none"> <li>• Ku biir caymiska caafimaadka bilaashka ah ama qiimaha hooseeya (iyaddoo ku xidhan dakhligaaga)</li> <li>• U qalma ORCA LIFT si loo kaydiyo 50% noolkaaga safarka ah</li> <li>• Ka caawinta dheefaha DSHS (tusaale Cuntadda Aasaasiga ah, caawimada lacagta caddaanka ah, barnaamijka kaydinta Medicare)</li> <li>• U gudbinta adeeg bixiyaasha caafimaadka iyo ilkaha</li> <li>• U gudbinta ilaha bulshadda</li> <li>• Barnaamijka Access to Baby Child Dentistry (ABCD)</li> <li>• Baadhitaanka caafimaadka naaska, dhuunta ilma gaaleenka iyo xidmaha</li> </ul> <p>Goobta laga helo caymiska caafimaadkaaga iyo baahiyaha gaadiid raaca gudaha Federal Way.</p> <p>Joogso goobtayada CUSUB gudaha Federal Way Plaza, 1640 S 318th Place, Unit B, gudaha Federal Way (Pacific Hwy. iyo S 318th Place). Metro jidadka basaska u adeegaya goobta cusub waxaa ka mid ah 179, 181, 187 iyo 197.</p>	<p>来我们这儿了解一下低价的医疗保险，并看看您是否有资格享受ORCA LIFT。</p> <p><b>提供下列服务：</b></p> <ul style="list-style-type: none"> <li>• 申请免费或低价的医疗保险（取决于您的收入情况）</li> <li>• 如够格享受ORCA LIFT，就可以节省50%的交通费</li> <li>• 协助您申请DSHS福利（例如Basic Food、现金资助、Medicare省钱计划）</li> <li>• 介绍医疗及牙医服务商</li> <li>• 把社区资源介绍给您</li> <li>• Access to Baby Child Dentistry (ABCD) 计划</li> <li>• 乳房、宫颈及结肠筛查</li> </ul> <p>Federal Way综合了您的医疗保险和交通需求看我们新的办事处，地址是：Federal Way Plaza, 1640 S 318th Place, Unit B, 在 Federal Way (Pacific Hwy. y S 318th Place)的交界处。到达这个新办事处的Metro公交车线路有：179、181、187 和 197。</p>





### Kenmore School Pool Promotional Materials (Sample Pages in Chinese, Russian, Spanish)

[illegible][illegible]



# Kenmore School Pool

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## APLICACIÓN

Bienvenidos a la aplicación de inscripción para el Kenmore School Pool. Este formulario debe ser completado por el padre o tutor legal de cada niño/a que desea inscribirse en el programa de natación. El formulario debe ser entregado a la oficina de admisión de la escuela el día de la inscripción.

El programa de natación es obligatorio para todos los niños/as que ingresen al primer grado. Los niños/as que ingresen al segundo grado o superior no están obligados a participar en el programa de natación.

La inscripción en el programa de natación es obligatoria para todos los niños/as que ingresen al primer grado. Los niños/as que ingresen al segundo grado o superior no están obligados a participar en el programa de natación.

## SI TIENE PREGUNTAS O CONSULTAS, COMUNIQUESE CON:

**Señorita Patricia**  
 1-800-333-3333  
 1-800-333-3333  
 1-800-333-3333

---

**1. COMPARTA SU INFORMACIÓN DE CONTACTO COMPLETA Y VALÍDAMENTE HOY MISMO.**

**Nombre completo del padre o tutor legal:**

**Dirección completa (calle, ciudad, estado, código postal):**

**Teléfono de casa (área, número):**

**Celular (área, número):**

**E-mail (dirección de correo electrónico):**

**Nombre completo del niño/a:**

**Fecha de nacimiento (dd/mm/aa):**

**Grado de escolaridad:**

**Grado de escolaridad (segunda vez):**

**Grado de escolaridad (tercera vez):**

**Grado de escolaridad (cuarta vez):**

**Grado de escolaridad (quinta vez):**

**Grado de escolaridad (sexta vez):**

**Grado de escolaridad (séptima vez):**

**Grado de escolaridad (octava vez):**

**Grado de escolaridad (novena vez):**

**Grado de escolaridad (décima vez):**

**Grado de escolaridad (undécima vez):**

**Grado de escolaridad (duodécima vez):**

**Grado de escolaridad (treceava vez):**

**Grado de escolaridad (catorceava vez):**

**Grado de escolaridad (quinceava vez):**

**Grado de escolaridad (dieciséisava vez):**

**Grado de escolaridad (dieciséptima vez):**

**Grado de escolaridad (dieciochoava vez):**

**Grado de escolaridad (diecinueava vez):**

**Grado de escolaridad (veinteava vez):**

**Grado de escolaridad (veintiuna vez):**

**Grado de escolaridad (veintidosa vez):**

**Grado de escolaridad (veintitresava vez):**

**Grado de escolaridad (veinticuarta vez):**

**Grado de escolaridad (veinticincoava vez):**

**Grado de escolaridad (veintiseisava vez):**

**Grado de escolaridad (veintisieteava vez):**

**Grado de escolaridad (veintiochoava vez):**

**Grado de escolaridad (veintinueava vez):**

**Grado de escolaridad (treintaava vez):**

**Grado de escolaridad (treintauna vez):**

**Grado de escolaridad (treinta dos veces):**

**Grado de escolaridad (treinta tres veces):**

**Grado de escolaridad (treinta cuatro veces):**

**Grado de escolaridad (treinta cinco veces):**

**Grado de escolaridad (treinta seis veces):**

**Grado de escolaridad (treinta siete veces):**

**Grado de escolaridad (treinta ocho veces):**

**Grado de escolaridad (treinta nueve veces):**

**Grado de escolaridad (cuarenta veces):**

**Grado de escolaridad (cuarenta una vez):**

**Grado de escolaridad (cuarenta dos veces):**

**Grado de escolaridad (cuarenta tres veces):**

**Grado de escolaridad (cuarenta cuatro veces):**

**Grado de escolaridad (cuarenta cinco veces):**

**Grado de escolaridad (cuarenta seis veces):**

**Grado de escolaridad (cuarenta siete veces):**

**Grado de escolaridad (cuarenta ocho veces):**

**Grado de escolaridad (cuarenta nueve veces):**

**Grado de escolaridad (cincuenta veces):**

**Grado de escolaridad (cincuenta una vez):**

**Grado de escolaridad (cincuenta dos veces):**

**Grado de escolaridad (cincuenta tres veces):**

**Grado de escolaridad (cincuenta cuatro veces):**

**Grado de escolaridad (cincuenta cinco veces):**

**Grado de escolaridad (cincuenta seis veces):**

**Grado de escolaridad (cincuenta siete veces):**

**Grado de escolaridad (cincuenta ocho veces):**

**Grado de escolaridad (cincuenta nueve veces):**

**Grado de escolaridad (sesenta veces):**

**Grado de escolaridad (sesenta una vez):**

**Grado de escolaridad (sesenta dos veces):**

**Grado de escolaridad (sesenta tres veces):**

**Grado de escolaridad (sesenta cuatro veces):**

**Grado de escolaridad (sesenta cinco veces):**

**Grado de escolaridad (sesenta seis veces):**

**Grado de escolaridad (sesenta siete veces):**

**Grado de escolaridad (sesenta ocho veces):**

**Grado de escolaridad (sesenta nueve veces):**

**Grado de escolaridad (setenta veces):**

**Grado de escolaridad (setenta una vez):**

**Grado de escolaridad (setenta dos veces):**

**Grado de escolaridad (setenta tres veces):**

**Grado de escolaridad (setenta cuatro veces):**

**Grado de escolaridad (setenta cinco veces):**

**Grado de escolaridad (setenta seis veces):**

**Grado de escolaridad (setenta siete veces):**

**Grado de escolaridad (setenta ocho veces):**

**Grado de escolaridad (setenta nueve veces):**

**Grado de escolaridad (ochenta veces):**

**Grado de escolaridad (ochenta una vez):**

**Grado de escolaridad (ochenta dos veces):**

**Grado de escolaridad (ochenta tres veces):**

**Grado de escolaridad (ochenta cuatro veces):**

**Grado de escolaridad (ochenta cinco veces):**

**Grado de escolaridad (ochenta seis veces):**

**Grado de escolaridad (ochenta siete veces):**

**Grado de escolaridad (ochenta ocho veces):**

**Grado de escolaridad (ochenta nueve veces):**

**Grado de escolaridad (noventa veces):**

**Grado de escolaridad (noventa una vez):**

**Grado de escolaridad (noventa dos veces):**

**Grado de escolaridad (noventa tres veces):**

**Grado de escolaridad (noventa cuatro veces):**

**Grado de escolaridad (noventa cinco veces):**

**Grado de escolaridad (noventa seis veces):**

**Grado de escolaridad (noventa siete veces):**

**Grado de escolaridad (noventa ocho veces):**

**Grado de escolaridad (noventa nueve veces):**

**Grado de escolaridad (cien veces):**

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**2. INFORMACIÓN DEL ESTUDIANTE (LLENAR PARA LOS NIÑOS QUE NO SON HIJOS DE LA MADRE QUE COMPLETA EL FORMULARIO)**

**Nombre completo del estudiante:**

**Fecha de nacimiento (dd/mm/aa):**

**Grado de escolaridad:**

**Grado de escolaridad (segunda vez):**

**Grado de escolaridad (tercera vez):**

**Grado de escolaridad (cuarta vez):**

**Grado de escolaridad (quinta vez):**

**Grado de escolaridad (sexta vez):**

**Grado de escolaridad (séptima vez):**

**Grado de escolaridad (octava vez):**

**Grado de escolaridad (novena vez):**

**Grado de escolaridad (décima vez):**

**Grado de escolaridad (undécima vez):**

**Grado de escolaridad (duodécima vez):**

**Grado de escolaridad (treceava vez):**

**Grado de escolaridad (catorceava vez):**

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**Grado de escolaridad (dieciochoava vez):**

**Grado de escolaridad (diecinueava vez):**

**Grado de escolaridad (veinteava vez):**

**Grado de escolaridad (veintiuna vez):**

**Grado de escolaridad (veintidosa vez):**

**Grado de escolaridad (veintitresava vez):**

**Grado de escolaridad (veinticuarta vez):**

**Grado de escolaridad (veinticincoava vez):**

**Grado de escolaridad (veintiseisava vez):**

**Grado de escolaridad (veintisieteava vez):**

**Grado de escolaridad (veintiochoava vez):**

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**Grado de escolaridad (treintaava vez):**

**Grado de escolaridad (treintauna vez):**

**Grado de escolaridad (treinta dos veces):**

**Grado de escolaridad (treinta tres veces):**

**Grado de escolaridad (treinta cuatro veces):**

**Grado de escolaridad (treinta cinco veces):**

**Grado de escolaridad (treinta seis veces):**

**Grado de escolaridad (treinta siete veces):**

**Grado de escolaridad (treinta ocho veces):**

**Grado de escolaridad (treinta nueve veces):**

**Grado de escolaridad (cuarenta veces):**

**Grado de escolaridad (cuarenta una vez):**

**Grado de escolaridad (cuarenta dos veces):**

**Grado de escolaridad (cuarenta tres veces):**

**Grado de escolaridad (cuarenta cuatro veces):**

**Grado de escolaridad (cuarenta cinco veces):**

**Grado de escolaridad (cuarenta seis veces):**

**Grado de escolaridad (cuarenta siete veces):**

**Grado de escolaridad (cuarenta ocho veces):**

**Grado de escolaridad (cuarenta nueve veces):**

**Grado de escolaridad (cincuenta veces):**

**Grado de escolaridad (cincuenta una vez):**

**Grado de escolaridad (cincuenta dos veces):**

**Grado de escolaridad (cincuenta tres veces):**

**Grado de escolaridad (cincuenta cuatro veces):**

**Grado de escolaridad (cincuenta cinco veces):**

**Grado de escolaridad (cincuenta seis veces):**

**Grado de escolar**

## **Appendix F: Subrecipients of Federal Funding**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

## **Appendix F: Subrecipients of Federal Funding**

The following is a list of Metro projects that receive federal funding (bold) followed by subrecipients.

### **FTA – Bike Facilities for RapidRide Stops**

City of Seattle

### **FTA – Seattle Columbia St. Two Way Transit Pathway**

City of Seattle

### **FTA – Third Avenue Improvements**

City of Seattle

### **FTA – Seattle Secure Bicycle Facility**

City of Seattle

### **FTA – Capitol Hill Housing Shared Parking and TDM (CMAQ)**

City of Seattle

### **FTA – Route 8 Passenger Facility Improvements**

City of Seattle

### **FTA – School Pool Project in Bellevue (CMAQ)**

City of Bellevue

### **FTA – School Pool Project in Issaquah (CMAQ)**

City of Issaquah

### **FTA – School Pool Project in Redmond and R-Trip Incentive Project (CMAQ)**

City of Redmond

### **FTA – Passenger Only Ferry Terminal**

Washington State Ferries

## **Appendix G: Analyses related to facilities**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

Appendix includes:

- Equity and social justice plan for the new “interim” base at South Campus
- Alternatives analysis for the new “interim” base at South Campus



## King County

### Equity and Social Justice Action Plan

April 16, 2019

Milestone:	<b><u>Equity &amp; Social Justice Action Plan</u></b>	
Project:	TDC Interim Base	
Date:	April 2019 (previous version October 2018)	
Project Number:	1134218 (2019/2020) formerly 1129642 tasks 1.04, 2.04, 3.04, 4.04	
Other Tracking Numbers:	18T-09 (TDC Interim Base)	
Grant Number:	Not grant funded	
Sponsor/Appropriation Mgr:	Jeff Arbuckle, Planning Program Manager	
Project Managers:	Garrett Stronks, Lead Doug Lowman	Mohammed Sharif Holly Baker
Project Engineer:	Paul Eng	



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## **Purpose of the Project**

### **Project Background**

Transit purchased the Group Health property in Tukwila, just south of South Base. This temporary base, South Interim Base (SIB), will host and maintain approximately 125 buses, the operators that run them, and the facilities needed to maintain them. It is the beginning of Operational Capacity Growth programmatic efforts to relieve bus, operator and maintenance overcrowding.

The objective of SIB is to provide a temporary bus base in early 2020 that supports up to 125 hybrid coaches. It will temporally relieve some over-crowding at current bases and increase services in South King County area. SIB's design will mirror all base functions: coach parking, operations, maintenance, and employee parking.

Because of Metro's goal of additional bus service in 2020, the project is structured to reflect urgency using temporary structures and sharing services with South Base. SIB will reflect Metro's design and safety standards and be adaptable for future uses. SIB's infrastructure will continue to evolve in support Metro needs in the future.

### **Project Scope**

The scope of this project is to provide a fully functioning base with up to 125 diesel-fueled coaches. The planned mix of coaches is dynamic but today stands at ninety 60-foot articulated coaches and twenty-five 40-foot coaches. The new base will provide all the services needed to operate and maintain the bus fleet. The major components are:

#### Site preparation:

- Demolish existing building
- Install utilities, storm water retention, coach parking, and coach, NRV and employee circulation
- Build an electric substation to feed the base.

#### Operations Offices:

- Build and furnish impermanent buildings housing operations and vehicle maintenance functions and personnel such as coach operators, mechanics, dispatch, chiefs, training and clerical staff.

#### Hostler Shack:

- Build and furnish impermanent building housing hostler function and personnel.

#### Vehicle Maintenance Facility:

- Build and furnish impermanent building housing coach maintenance equipment, tools, parts, bus exhaust mitigation, fluid delivery system

The project's Change Management Board made the decision to not build a Fuel/Wash building on the Interim Base site. Instead, coach servicing functions such as fueling, fluid and air checks, interior and exterior cleaning, and fare box deposits will take place at South Base.

### **Programmatic Project Context: South Base Expansion Program**

South Interim Base is part of a larger South Base Expansion Program. The Program will be phased through multiple years to support the planned increase and changes in the transit fleet. The acquired property and buildings will become new Transit assets while building assets will be renewed, expanded and repurposed as both base and support work groups are relocated. The present assets that house transit work groups at South Base and surrounding areas are: Base Operations, Base Vehicle Maintenance, Safety HQ, Operations Training, VM Fleet Engineering, South Facilities Maintenance, Component Supply Center, Fleet Warranty, and Materials Management.

## Project Justification

Metro's Long Range Plan forecasts a 70% increase in service by 2040. To support this service, the bus fleet will expand. This places capacity demands on all of Transit's existing seven bus bases, of which only Central Base and South Base have opportunities to add more property. At present, six of the seven bases are already at overcapacity, operating at tight maintenance levels in order to not impact current service delivery. (Source: CIP Narrative for 2017/2018 budget) (Electric coach infrastructure will be a separate project, but the space enabled by interim base will facilitate the creation of electric coach infrastructure.)

Transit purchased the Group Health property in Tukwila, right next to South Base. This Interim Base will host and maintain approximately 125 buses, the operators that run them and the facilities needed to maintain them. It is the beginning of Operational Capacity Growth programmatic efforts to relieve the bus, operator and maintenance overcrowding described above. Without this acquisition, Transit would not be able to deliver service to the full extent as stated in its long range plan; the bases will continue to be at overcapacity for many years until property is purchased or an eighth base constructed by 2030. (Source: CIP Narrative for 2017/2018 budget).

The project aligns with Metro Transit's strategy to Goal 5: Service Excellence. This project is to provide employees with functional and safe working environments ("Make Metro a good place to work," "Keep employees and public safe").

## King County Requirements Incorporated into Project

Metro's Equity and Social Justice (ESJ) plan for this project will be guided by applicable requirements, including the King County (ESJ) Ordinance, the County's ESJ Strategic Plan, the King County Green Building ordinance, and the forthcoming equity and mobility framework.

- Equity and Social Justice Ordinance 16948 (2010)  
(<https://aqua.kingcounty.gov/council/clerk/OldOrdsMotions/Ordinance%2016948.pdf>)
- KC Equity and Social Justice Strategic plan (<https://aqua.kingcounty.gov/dnrp/library/dnrp-directors-office/equity-social-justice/201609-ESJ-SP-FULL.pdf>)
- King County Green Building Ordinance 17709 (GBO)  
<https://www.kingcounty.gov/~media/depts/dnrp/solid-waste/green-building/documents/green-building-ordinance-2013.ashx?la=en>
- King County Equity and Mobility framework (under development).

## Other Regulatory Requirements Incorporated into Project

In addition to county-level mandates, this project will comply with the following relevant City of Tukwila and State of Washington plans and policies:

- Tukwila Comprehensive Plan <http://www.tukwilawa.gov/wp-content/uploads/DCD-Comprehensive-Plan.pdf>
- Tukwila Zoning and Building Codes
- Tukwila Department of Planning and Development Land Use Codes
- Washington State Environmental Policy Act (SEPA)

These regulatory requirements dictate actions related to air, water, plants and animals, energy and natural resources, environmental health, noise, land use, housing, aesthetics, light and glare, transportation and public services. The project will follow all local mandates (unless exempted). In

addition, Metro will seek opportunities to go beyond regulatory requirements in order to improve conditions for target populations.

## **Purpose of Equity & Social Justice Plan**

### **King County Equity & Social Justice Ordinance**

Although there has been progress in prosperity for King County as a whole, socioeconomic differences in opportunities among and within historically underserved communities continue to persist, and in many cases have increased. In King County, people of color, low-income residents and people with limited English proficiency are more likely to experience bias and racism, underemployment, low educational attainment, poor health outcomes, incarceration, and loss of opportunity.

King County's Equity and Social Justice (ESJ) Ordinance directs the county to consider equity and social justice impacts and opportunities in all decision-making to increase fairness and opportunity for all people, particularly for people of color, low-income communities, and people with limited English proficiencies.

In 2016, King County released an Equity and Social Justice Strategic Plan. This document is a blueprint for action and change that will guide the County's pro-equity policy direction, decision-making, planning, operations and services, and workplace practices in order to advance equity and social justice within County government and in partnership with communities.

### **Theory of Change**

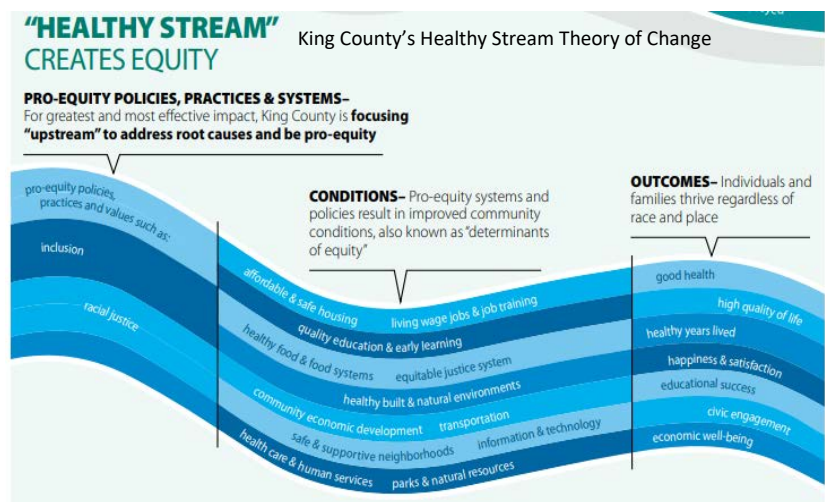
Race and place impact quality of life in King County. People of color, low-income residents, immigrants, and refugees persistently face inequities in key educational, economic and health outcomes. Our responsibility to remedy these conditions is not only a moral imperative; inequities undermine our collective prosperity and threaten our region's ability to remain globally competitive. As long as race and place are predictors of well-being, our vision for a King County where all people have equitable opportunities to thrive will not be achieved.

In order to build equity, King County invests:

1. Upstream, and where needs are greatest,
2. In community partnerships,
3. And in employees,
4. With transparent and accountable leadership.

### **Investing Upstream**

We recognize that many of our government policies and practices have historically been designed to react to problems and crises in our communities after they arise. Using a "stream" metaphor, these problems are the downstream results of inequities that exist in social, physical and economic conditions in our community (also known as our "determinants of equity"). Moving upstream allows us to examine the root causes of these conditions and create solutions that





operate at a systemic and structural level, ultimately preventing crises and problems from occurring and leading to healthier, more equitable outcomes.

As people are not all situated the same, with the same opportunities to thrive, pro-equity policies and practices are designed to account for these differences. Focusing on the people and places where needs are greatest leads to improved outcomes for everyone.

King County's Equity and Social Justice Theory of Change promotes investment in approaches that are pro-equity and move us upstream and where needs are greatest. Moreover, adopting this theory of change ensures that the County's strategies are consistently evaluated based on their equity outcomes, not just their intent. Ultimately, King County seeks a course where race and place are eliminated as predictors of prosperity and quality of life for the residents of King County.

### Pro-Equity Policy Agenda: Transportation

The King County Equity and Social Justice Strategic Plan includes a pro-equity policy agenda aimed at expanding access to opportunity and determinants of equity.

### Determinants of Equity

King County's King County Equity and Social Justice Ordinance (16948) identifies 14 determinants of equity. These determinants are the social, economic, geographic, political and physical conditions in which people in our County live, learn, work and play and are the basis for a fair and just society.

Inequities are created when barriers exist that prevent individuals and communities from accessing these conditions and reaching their full potential. Full and equal access to the determinants of equity are necessary to have equity for all people regardless of race, class, gender, language spoken and geography.

Evaluating these determinants in a project area helps develop a baseline evaluation and understanding of equity conditions.

1. **Community economic development** that supports local ownership of assets, including homes and businesses, and assures fair access for all to business development and business retention opportunities;
2. **Community and public safety** that includes services such as fire, police, emergency medical services and code enforcement that are responsive to all residents so that everyone feels safe to live, work and play in any neighborhood of King County;
3. A **law and justice system** that provides equitable access and fair treatment for all;
4. **Early childhood development** that supports nurturing relationships, high quality affordable child care and early learning opportunities that promote optimal early childhood development and school readiness for all children;
5. **Education** that is high quality and culturally appropriate and allows each student to reach his or her full learning and career potential;
6. **Equity in county practices** that eliminates all forms of discrimination in county activities in order to provide fair treatment for all employees, contractors, clients, community partners, residents and others who interact with King County;
7. **Food systems** that support local food production and provide access to affordable, healthy, and culturally appropriate foods for all people;
8. **Health and human services** that are high quality, affordable and culturally appropriate and support the optimal well-being of all people;

9. **Healthy built and natural environments** for all people that include mixes of land use that support: jobs, housing, amenities and services; trees and forest canopy; and clean air, water, soil and sediment;
10. **Housing for all people** that is safe, affordable, high quality and healthy;
11. **Job training and jobs** that provide all residents with the knowledge and skills to compete in a diverse workforce and with the ability to make sufficient income for the purchase of basic necessities to support them and their families;
12. **Neighborhoods that support all communities and individuals** through strong social networks, trust among neighbors and the ability to work together to achieve common goals that improve the quality of life for everyone in the neighborhood;
13. **Parks and natural resources** that provide access for all people to safe, clean and quality outdoor spaces, facilities and activities that appeal to the interests of all communities; and
14. **Transportation** that provides everyone with safe, efficient, affordable, convenient and reliable mobility options including public transit, walking, carpooling and biking.

## **Applying the ESJ Framework to the Project**

### Neighborhood and Key Demographic Data

The City of Tukwila, just 12 miles south of Seattle has a total land area of 9.65 square miles. The area where South Interim Base is located, 12400 E Marginal Way S. is zoned as Manufacturing Industrial Center/Light Industrial. It is bounded by major transportation corridors on its north and east sides. On the west is a heavy industrial park. To its south is a low-density residential neighborhood. (Map 1)

Just under 20,000 people live in the City of Tukwila (ref: Neighborhood Trends and Key Demographic Data 2014). King County Metro is the sixth largest employer according to the City's 2016 Comprehensive Annual Financial Report.

The unemployment rate is 3.5%, down significantly from a 10-year high of 11.7% in 2010. While unemployment in Tukwila is low, and many jobs exist in the vicinity, median annual household income in Tukwila (\$51,318) lags behind King County (\$83,571) by more than \$30,000. (Source: [www.tukwilawa.gov/departments/economic-development](http://www.tukwilawa.gov/departments/economic-development))

Tukwila's population is 63.8% nonwhite, compared to 32% of King County. 40.5% of the population is foreign born, compared to 22% of King County. 49.4% of Tukwila residents speak a language other than English at home, compared to 26.7% of King County. Finally, 21.9% of Tukwila residents have a bachelor's degree or higher, compared to 50.3% of King County. (Source: Census Bureau, Quick Facts)

More neighborhood demographics are provided in:

- Map 1: City of Tukwila Zoning Map
- Map 2: Interim Base Area Demographics: Community Assets and Low-Wage Jobs
- Map 3: Interim Base Area Demographics: County Level Indicators: Minority & Income
- Map 4: Interim Base Area Demographics: Social Vulnerability as Measured at State Level
- Map 5: Tree Canopy in the Vicinity of Interim Base
- Table C: Population percentages based on income, people of color, language from [www.census.gov/ Quick Facts](http://www.census.gov/QuickFacts))

### Area Environmental Factors

On the Washington Environmental Health Disparities Map, the city of Tukwila, including the area of this project, is ranked as #10 – (the highest possible level) of environmental risk factor in the state).

The Disparities Map evaluates environmental health risk factors in communities. The model estimates a cumulative environmental health impact score for each census tract reflecting pollutant exposures and factors that affect people’s vulnerability to environmental pollution. (More information about this map and the ranking system can be found here: <https://fortress.wa.gov/doh/wtn/WTNIBL/>).

The Puget Sound Clean Air agency ranked the nearby neighborhood of Allentown in Tukwila as the community most highly impacted by poor air quality in the region.

<https://www.pscleanair.org/DocumentCenter/View/2323/Highly-Impacted-Communities-HI-C-ReportPDF?bidId=>

The area of Tukwila in which the base is located also has a substantially lower rate of tree canopy than the rest of King County. Map 5 shows that the area around the base has less than 10% tree canopy (compared to an average of 25% tree canopy, county wide). The City conducted its own tree canopy assessment in December 2012, and developed tree canopy goals of increasing canopy in heavy industrial areas (such as the one where the interim base is located) from 9% to 10%. See:

<http://www.tukwilawa.gov/wp-content/uploads/DCD-E-Urban-Forestry-Goals-and-Policies.pdf>

The 2015 City of Tukwila comprehensive plan acknowledges, “Although the City does not have ongoing monitoring programs, periodic studies have indicated that Tukwila’s streams and the Green/Duwamish River suffer from poor water quality due to surface water runoff.” (Source: p. 4-7 of

<http://www.tukwilawa.gov/wp-content/uploads/DCD-Comprehensive-Plan.pdf>)

<b>Summary of Demographic Differences and Opportunity Disparities in Tukwila Compared to King County</b>			
Characteristic	Tukwila	King County	Source
% of Non-White Residents	63%	32%	Census Data
Median Income	\$48,490	\$83,571	Census Data
% Foreign Born Residents	40.5%	22%	Census Data
% Speaking Language other than English at Home	49.4%	26.7%	Census Data
% Residents with Bachelor’s Degrees	21.9%	50.3%	Census Data
Environmental Health Disparity Ranking	10	N/A	Washington Environmental Health Disparities Map
Tree Canopy	<10% (in project area)	25%	King County Conservation District Canopy Planner and Tukwila Urban Forestry Program
Impervious Surface	51%	N/A	Tukwila Urban Canopy Assessment

### Key ESJ Recommendations for South Interim Base Project

The project team looked at how the new temporary base could affect the people and places in the immediate area surrounding its footprint at 12400 E. Marginal Way S. During the planning process and through preliminary design, the team focused on avoiding any negative impacts during construction and operation and identifying opportunities to positively impact the determinants of equity for the nearby community.

During the design phase the project conducted a community open house in January 2019, and presented at a public hearing for the City of Tukwila in February 2019. The project location is on purchased property adjacent to the existing South Base. There are few residences in the immediate vicinity. Building construction consists of a pre-engineered metal building and modular offices. They are being manufactured off site which significantly reduces on-side construction and associated construction noise, traffic, and dust. Following environmental requirements, the project team also arranged for the removal of underground storage tanks, remediation of soil contamination, and removal asbestos and other hazardous materials from the building site.

Metro's consultant studied the noise impacts of the construction and operation, and identified ways to mitigate noise. Compared to the site's prior use as a customer service call center location for Group Health, where many employees would be arriving for different shifts, there will be less traffic. To further mitigate the traffic, the team's design created an internal driveway between the existing South Base and the interim base, linking the bases internally and reducing the need for buses to travel outside of the site's footprint. Buses from interim base will be able to use the existing ramp onto WA-509 from South Base.

Based on demographic information on the immediate area's population, and data on environmental and health disparities from the surrounding area, the Project Team assessed activities beyond already standard County, State and City of Tukwila guidelines that can positively affect the Determinants of Equity. They are listed in Table A: Summary of Recommendations

As the project develops, team members will continuously review ESJ goals, seeking opportunities to enhance access to the determinants of equity while minimizing negative impacts. Project managers will ensure that team members understand ESJ goals and opportunities, and pursue opportunities to collaborate with other agencies, non-profits, and community groups. The project team will practice ongoing learning, listening, adjusting, and co-learning with communities and employees.

## Approach to Meeting ESJ Goals

The project team seeks to improve the determinants of equity in the project neighborhood through project commitments that relate directly to known disparities in the community, regulatory requirements and sustainability actions related to the GBO Scorecard. The team will adjust its approach based on the projected success of this plan at mitigating these disparities.

A thorough list of realizable actions is provided in Tables A: Summary of Recommendations. Although presented in a concise manner, these recommendations are incorporated into the many planning, design, and implementation elements that each team member develops and fulfills.

## Sustainability

This project will complete a Sustainable Infrastructure Scorecard and will achieve a King County Green Building Platinum rating. Among the elements that will benefit target populations:

- **New Stormwater Treatment System (WM 1.1 – 1.3).** Stormwater on the site will be treated via installation of a new LID system, an improvement over the outdated system currently on site. This will benefit target populations by improving and/or maintaining water quality and avoiding flooding.
- **Very low “red list” materials included on the project site.** (ESJ Credits 8.1 – 8.3, for “pro-equity” sourcing). “Red List” materials are considered the “worst in class” materials used in building, known to be harmful to humans and/or the environment. By not including these materials, Metro will protect both employees and community members from any potential exposure. Moreover, other King County agencies and other regional agencies may be able to make use of this type of modular building, so the project will also receive an ESJ Credit for innovation (ESJ Credits 9.1 – 9.4).
- **Improved tree canopy and green spaces.** (ESJ Credits 4.1, 5.3, 5.4). Increased vegetation on the site will provide a pleasing visual screen at the street front. The plantings will also increase air quality and decrease immediate climate temperature.
- **Ensure community safety** (ESJ 5.1) By providing pedestrian safety elements.
- **Provide family-wage jobs in the area.** (ESJ Credits 7.1-7.3) Once in full operation, the property will employ approximately 290 people from all levels of education and areas of King County. The community will access to close, living wage employment Metro’s existing workforce will be eligible for promotional opportunities, and construction contracts will contain apprenticeship requirements and vocational outreach.

Table A: Summary of Recommendations

Determinants of Equity	Recommendations	Impact on Determinants/Inequity	Associated GBO/ESJ Scorecard	In Accordance with ESJ Strategic Plan
Healthy Built and Natural Environments	Improved safety at garage exits. Install lights for exiting buses and cars.	Improve/maintain pedestrian safety in area of base; will increase safety of the surrounding pedestrian environment.	5: Site design 6: Realize priority elements	Page 21: Communities offer safe, welcoming, and healthy environments that help improve outcomes for all of King County’s children and families, regardless of where they live.
	Increase tree canopy and landscaping to provide buffering/shielding from community. Goals are to improve the poor air quality identified in the area. Designed robust tree and landscaping plan.	Will improve air quality in area, which is lower than KC average.	5: Site design 6: Realize priority elements	Page 28 As part of the “1 Million Trees” initiative, work with partners to prioritize the planting of trees in communities where residents lack tree canopies and face higher temperatures because of concentrated paved and built areas.
	Create increased open space for Base employees, coach operators; connect to walking paths on/to adjacent bases	Will create a healthier environment for operators and employees.	5: Site design 6: Realize Priority Elements	Page 6: Expand equitable access to resources and decision-making for all employees
	Building an enhanced water discharge infrastructure	Address potential water quality and flooding impacts from runoff. Tukwila averages 51% impervious surface, higher than average in KC.	5: Site design 6: Realize priority elements.	Page 27: All county residents should have equitable access to clean air and water, and the health and recreation benefits of King County’s extensive network of regional trails, open spaces, and working farms and forests.
Quality Education	Provide internships and job shadowing opportunities for Foster High School, Renton Tech and Puget Sound Skills Center collaboration. Access and activity could encourage community support for South Interim Base.	Pursuing through King County’s Human Resources and FBOD.	6: Realize priority elements. 7: Advance economic justice	Page 46: Focus on historically disadvantaged youth for public service career opportunities at King County Metro Transit, market apprenticeship programs to disadvantaged groups, and recruit at career fairs, community centers, and events in communities that serve low income residents and people of color, and Partner with labor unions in efforts to achieve comprehensive equity throughout the work environment.
	Art on temporary construction fencing or other elements. Activity can encourage community engagement for Base.	Exploring possible partnership with 4 Culture.	5: Site design 6: Realize priority elements.	Page 68: By 2018, departments and agencies adopt a process of identifying deliverables for the year that will require external support, using an equity lens to ensure that, where possible, the work is structured to encourage participation by community-based organizations, small businesses and independent contractors.
Family Wage Jobs and Jobs Training	Workforce Development training for ongoing staff	Within Metro’s existing workforce via promotions, Special Duty assignments, job shadowing. Many opportunities through King County Training and Human Resource groups.	7: Advance economic justice	Page 64: By 2022, King County has easy-to-understand career paths that employees use for equitable access to advancement opportunities in management, leadership and other County work areas
	Targeted Job fair at nearby Tukwila Community Center	Use City of Tukwila community facility to promote opportunity via a Job Fair. Access and activity could encourage support for base from community and improve community access to family wage jobs.	7: Advance economic justice	Page 46: Focus on historically disadvantaged youth for public service career opportunities at King County Metro Transit, market apprenticeship programs to disadvantaged groups, and recruit at career fairs, community centers, and events in communities that serve low income residents and people of color, and Partner with labor unions in efforts to achieve comprehensive equity throughout the work environment.
Access to parks and open space	Create increased open space for Base employees, coach operators; connect to walking paths on/to adjacent bases.	Upgrading frontage green space. Designing access to existing walking paths on (adjacent) Base.	5: Site design.	Page 6: Expand equitable access to resources and decision-making for all employees

Table A (Continued): Summary of Recommendations

Determinants of Equity	Recommendations	Impact on Determinants/Inequity	Associated GBO/ESJ Scorecard	In Accordance with ESJ Strategic Plan
Community and public safety	Improve critical area hillside, to avoid landslides/collapse	Design robust tree and landscaping plan.	5: Site design	Page 28 As part of the “1 Million Trees” initiative, work with partners to prioritize the planting of trees in communities where residents lack tree canopies and face higher temperatures because of concentrated paved and built areas.
	Pedestrian notification sign	Researching feasibility of flashing lights on coaches and on vehicle gates.	5: Site design	Page 46: Partner with local jurisdictions as they plan for “complete streets”—their community’s transit, bike and walk plans—with a particular focus on those who may rely on public transit or don’t have access to cars.
Strong, vibrant neighborhoods	Bollard Lighting (Reduction of Light Pollution	Zero cutoff and LED lights are in site plan	5: Site design	Page 28: Drive equity considerations into long-term improvements to built and natural environments, systems and policy
	Adding visually appealing landscaping screen along street frontage	Design/implement robust tree and landscaping plan.	5: Site design	Page 28: As part of the “1 Million Trees” initiative, work with partners to prioritize the planting of trees in communities where residents lack tree canopies and face higher temperatures because of concentrated paved and built areas.
Access to health and human services	Adding trees to provide additional buffer, improve air quality, and increase tree canopy.	Design/implement robust tree and landscaping plan.	5: Site design	Page 28: As part of the “1 Million Trees” initiative, work with partners to prioritize the planting of trees in communities where residents lack tree canopies and face higher temperatures because of concentrated paved and built areas.
	Zero Emission Buses –(built here)	Targeted for 2025	5: Site design 9: Innovation	Page 27: Our investments in cleaning up historic contamination, upgrading water quality infrastructure, protecting open spaces, and building a clean energy economy should assess and address disproportionate environmental burdens and promote the equitable access to environmental benefits and resulting economic opportunities.
Economic development	Increase number of family-wage jobs in area	Metro’s Operations and Vehicle Maintenance forecast 50% of this site’s workforce would be new hires.	7: Advance economic justice	Page 48: Jobs and workforce—Expanding opportunity to well-paying jobs, especially for people and youth of color, and making sure that all residents benefit from a thriving economy
	Targeted Job Fair Tukwila Community Center	Will coordinate fair with other nearby projects.	7: Advance economic justice	Page 46: Focus on historically disadvantaged youth for public service career opportunities at King County Metro Transit, market apprenticeship programs to disadvantaged groups, and recruit at career fairs, community centers, and events in communities that serve low income residents and people of color, and Partner with labor unions in efforts to achieve comprehensive equity throughout the work environment.

Note: Evaluation of four Determinants of Equity concluded that they were outside of the projects footprint or influence. They are: affordable, safe quality housing, early childhood development, equitable law and justice system, and equity in county practices

Table B: The ESJ portion of Green Building Ordinance Scorecard (as of 4/4/2019)

Y	M	N	NA	Equity and Social Justice	Comments
22	3	2	0		
X				ESJ 1.1 Develop a project-specific ESJ plan: 3 ESJ determinant/credits	8 ESJ determinants: Healthy Built and Natural Environments, Quality Education, Family Wage Jobs and Jobs Training, Access to Parks and Open Space, Community and Public Safety, Strong, Vibrant Neighborhoods, Access to Health and Human Services, Economic Development
X				ESJ 1.2 Develop a project-specific ESJ plan: 6 ESJ determinant/credits	
X				ESJ 2.1 Stakeholder partnering & collaboration: Informs, consults, X dialogue	Included Sponsors, Ops & VM stakeholders, ESJ & GBO SMEs, procurement team, contractors.
X				ESJ 2.2 Stakeholder partnering & collaboration: Work together, directs actions	Collaborated with City of Tukwila: their planning directs actions during permit review.
X				ESJ 3.1 Diversity in project and design teams: include ESJ expertise	Team transcended mainstream perspectives thru its diversity and its contract language
X				ESJ 3.2 Diversity in project and design teams: decision making role	GBO and ESJ SMEs on team
X				ESJ 4.1 Conduct equity impact review: scope and assess	Impact review results folded into design: mitigating water, light, air, and noise pollution; ensuring resident safety during construction and during life of site.
X				ESJ 4.2 Conduct equity impact review: use EIR info for pro-equity decisions	Addition of bus base allows for increased bus services to communities in need.
X				ESJ 5.1 Site, design, and construct to counter disparities: 2 efforts	1. Improved safety at garage exits - pedestrian safety in the base. 2. Increased tree canopy & landscaping – improves air quality in area
X				ESJ 5.2 Site, design, and construct to counter disparities: 4 efforts	3. Enhanced water discharge infrastructure – improves water quality 4. Adding artwork to temporary fences – improves site appeal
X				ESJ 5.3 Site, design, and construct to counter disparities: 6 efforts	5. Upgrading frontage green space – Improves open space for base employees 6. Designing access to existing walking paths – Improves open space for base employees
X				ESJ 5.4 Site, design, and construct to counter disparities: 8 efforts	7. Adding robust tree/landscaping plan - improves stability of critical area hillside 8. Adding flashing lights on vehicle gates – improves pedestrian safety
X				ESJ 6.1 Realize priority elements of ESJ plan: 2 efforts	To be scored on realization
X				ESJ 6.2 Realize priority elements of ESJ plan: 4 efforts	To be scored on realization
X				ESJ 6.3 Realize priority elements of ESJ plan: 6 efforts	To be scored on realization
X				ESJ 6.4 Realize priority elements of ESJ plan: 8 efforts	To be scored on realization



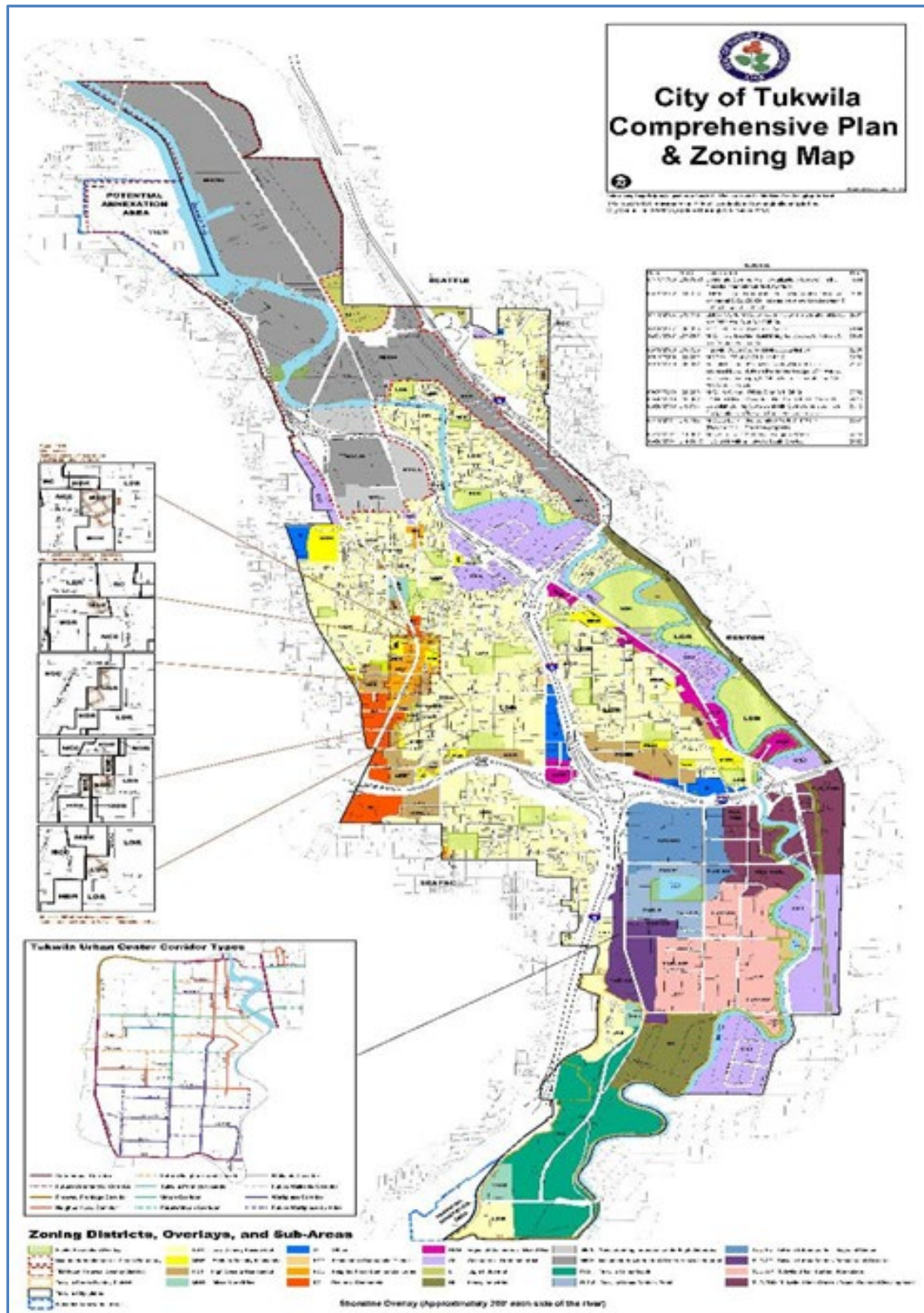
Table B (Continued): The ESJ portion of Green Building Ordinance Scorecard (as of 4/4/2019)

Y	M	N	NA	Equity and Social Justice	Comments
X				ESJ 7.1 Advance economic justice: meet apprenticeship & SCS req	Construction contracts contains apprenticeship requirements. Job fair and other vocational outreach also count towards economic justice credit.
X				ESJ 7.2 Advance economic justice: 1-3% above apprenticeship & SCS req	
A				ESJ 7.3 Advance economic justice: 4-6% above apprenticeship & SCS req	
A				ESJ 8.1 Pro-equity sourcing: 10%	Minimal red list materials sourced
	A			ESJ 8.2 Pro-equity sourcing: 11-20%	
	A			ESJ 8.3 Pro-equity sourcing: more than 20%	
A				ESJ 9.1 Innovation credit: specify in comments Engineering/Project Management Meeting	The project will hold informational sessions with Capital Planning, Capital Delivery, Design/ Engineering, Consultant teams – presenting the process used to develop and implement the ESJ Plan.
A				ESJ 9.2 Innovation credit: specify in comments Consultant Meeting	
		X		ESJ 9.3 Innovation credit: specify in comments	
		X		ESJ 9.4 Innovation credit: specify in comments	
	X			SB 10.0 Create public amenity	Maybe - Could remove fences around hillside area and amend plantings, add public amenities. Potentially low cost, but if additional plantings and enhancements are provided on hillside additional costs. Consultant, Tetra Tech, provided proposals ranging from \$500K-1.5 mil.

Table C: City of Tukwila population statistics (from QuickFacts, a data compilation resource)

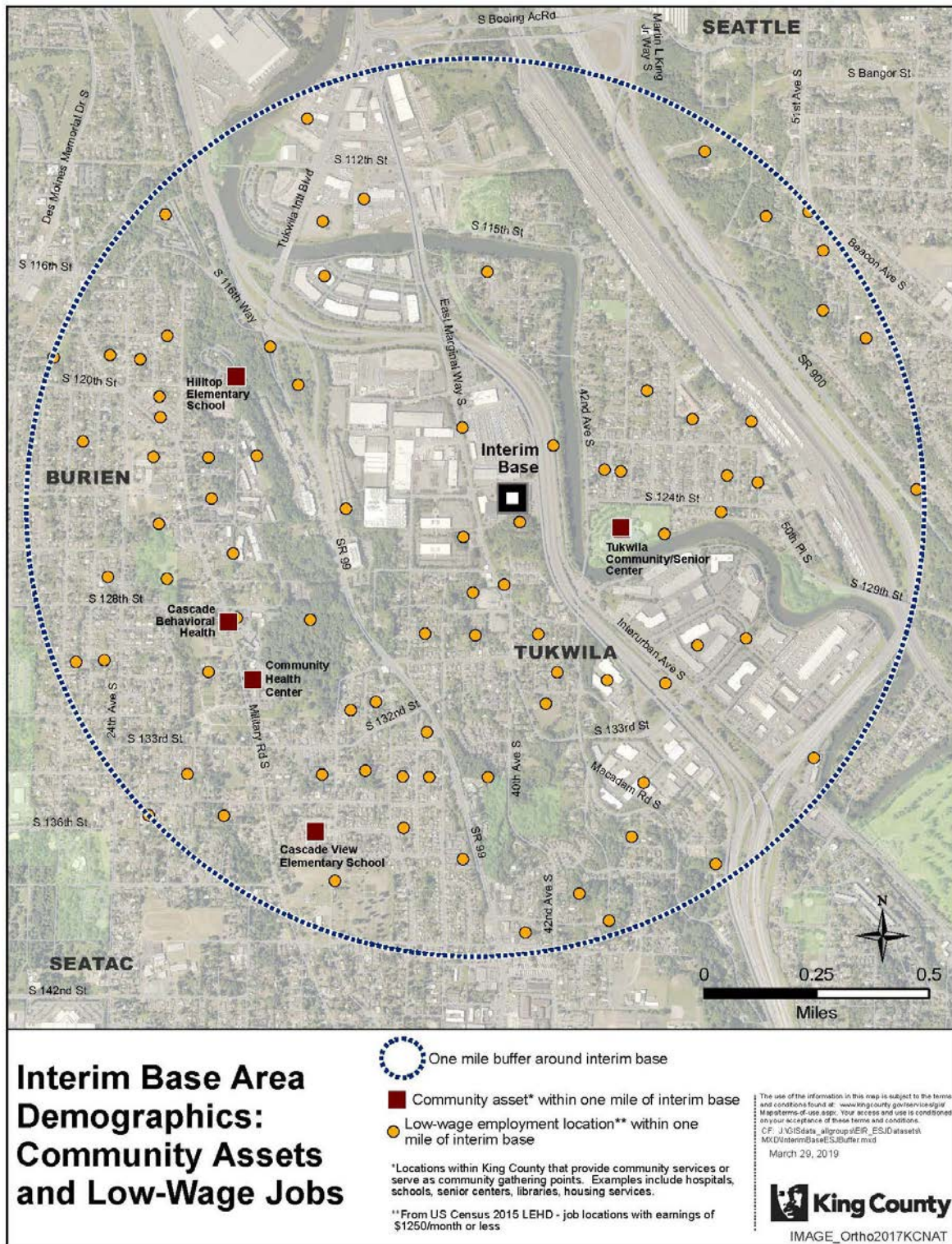
<b>Age and Sex</b>	
Persons under 18 years, percent	23.1%
Persons 65 years and over, percent	9.9%
Female persons, percent	48.6%
<b>Race and Hispanic Origin</b>	
White alone, percent	37.2%
Black or African American alone, percent <a href="#">(a)</a>	17.1%
American Indian and Alaska Native alone, percent <a href="#">(a)</a>	1.1%
Asian alone, percent <a href="#">(a)</a>	23.7%
Native Hawaiian and Other Pacific Islander alone, percent <a href="#">(a)</a>	2.1%
Two or More Races, percent	10.9%
Hispanic or Latino, percent <a href="#">(b)</a>	15.0%
White alone, not Hispanic or Latino, percent	32.9%
<b>Population Characteristics</b>	
Veterans, 2013-2017	957
Foreign born persons, percent, 2013-2017	40.5%
<b>Housing</b>	
Owner-occupied housing unit rate, 2013-2017	38.3%
Median value of owner-occupied housing units, 2013-2017	\$260,200
Median gross rent, 2013-2017	\$1,132
<b>Families &amp; Living Arrangements</b>	
Households, 2013-2017	7,123
Language other than English spoken at home, 2013-2017	49.4%
<b>Education</b>	
High school graduate or higher, percent of persons age 25 years+, 2013-2017	78.5%
Bachelor's degree or higher, percent of persons age 25 years+, 2013-2017	21.9%
<b>Economy</b>	
In civilian labor force, total, percent of population age 16 years+, 2013-2017	71.4%
In civilian labor force, female, percent of population age 16 years+, 2013-2017	65.7%
<b>Transportation</b>	
Mean travel time to work (minutes), workers age 16 years+, 2013-2017	26.3
<b>Income &amp; Poverty</b>	
Median household income (in 2017 dollars), 2013-2017	\$51,318
Per capita income in past 12 months (in 2017 dollars), 2013-2017	\$29,545
Persons in poverty, percent	21.2%

Map 1: City of Tukwila Zoning Map



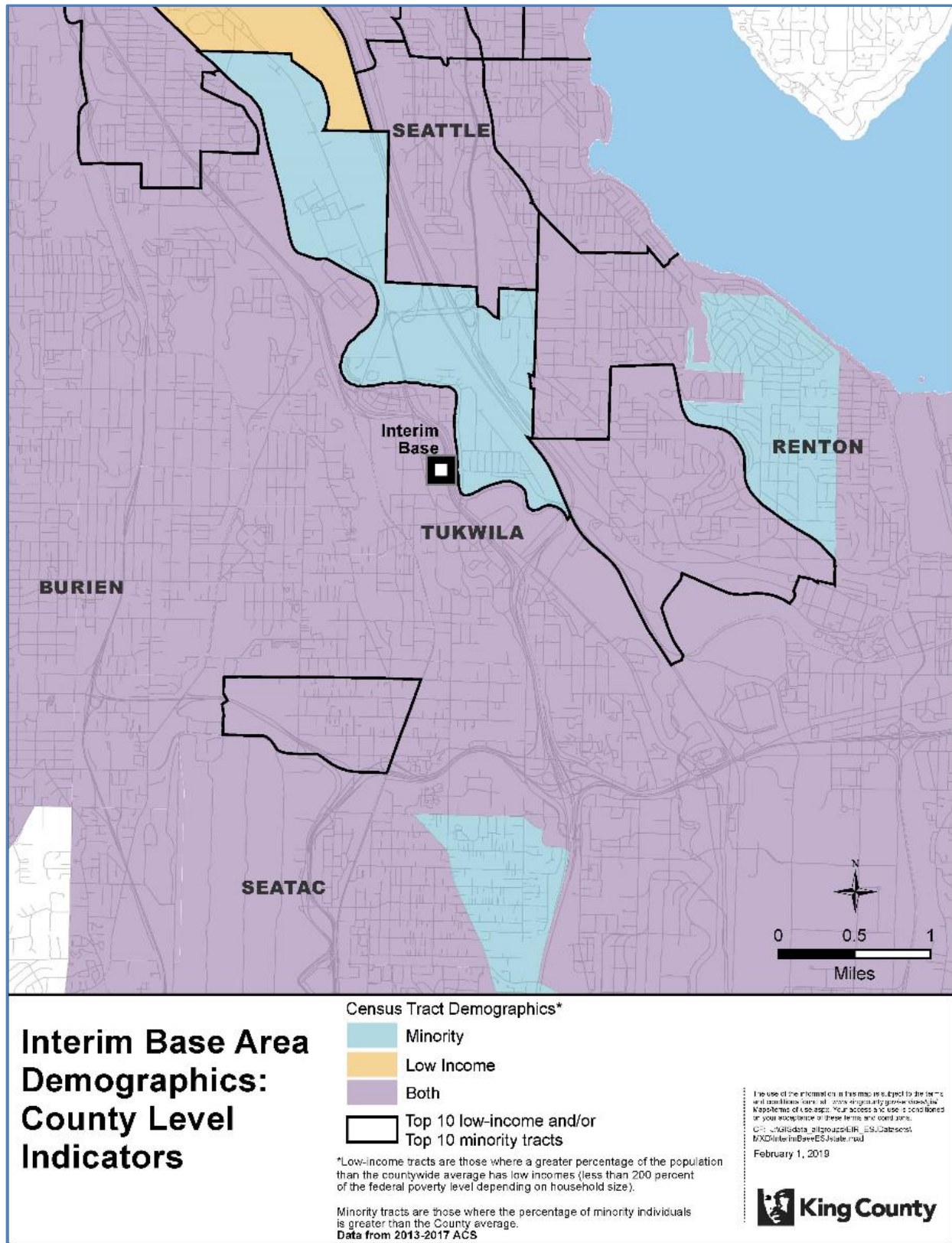


Map 2: Interim Base Area Demographics: Community Assets and Low-Wage Jobs

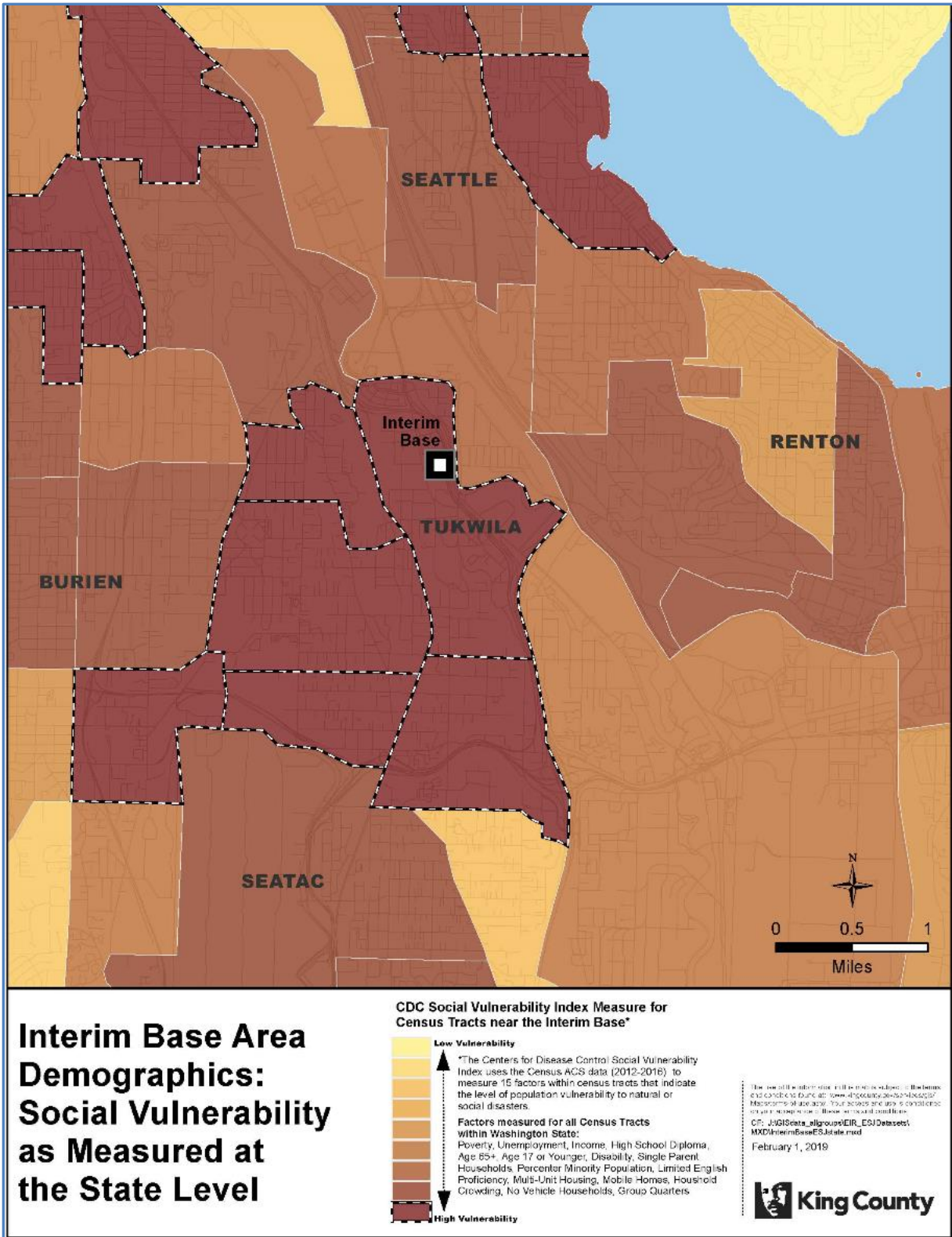




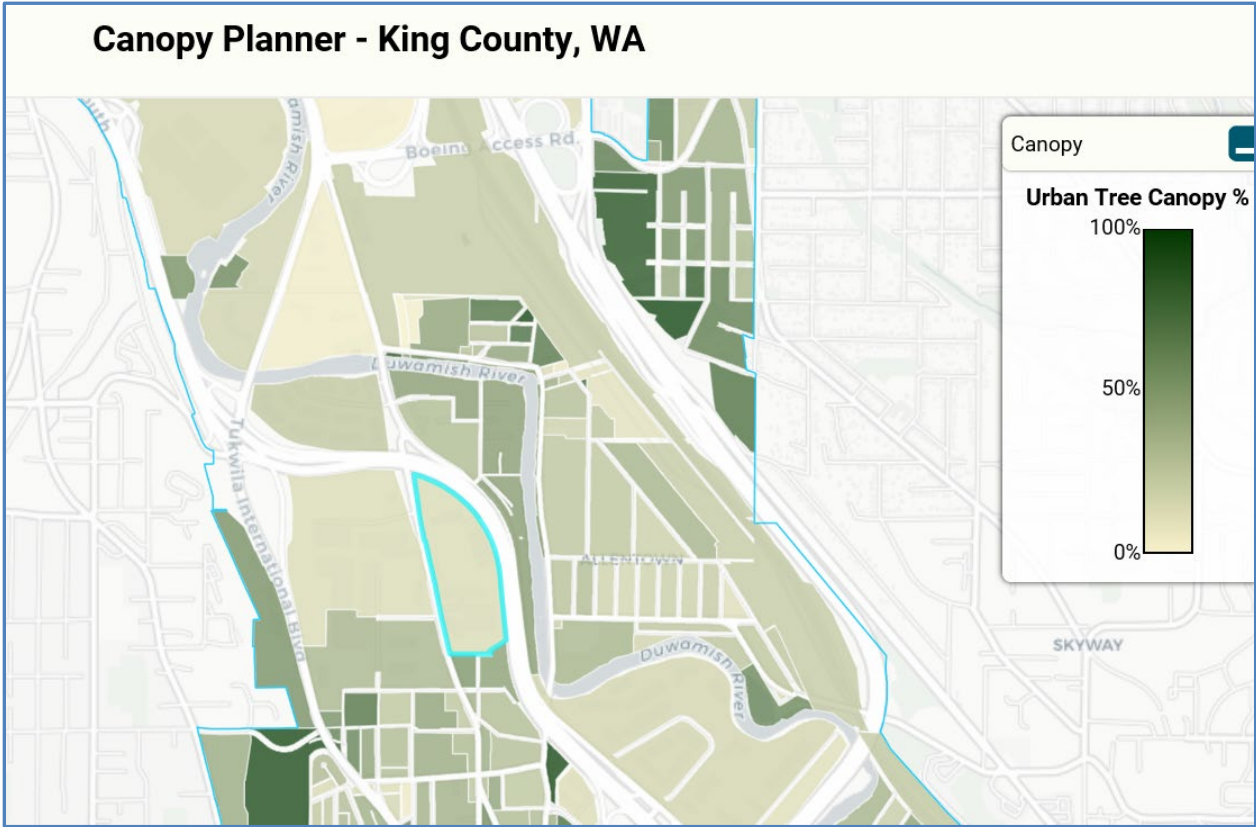
### Map 3: Interim Base Area Demographics: County Level Indicators: Minority & income



Map 4: Interim Base Area Demographics: Social Vulnerability as Measured at State Level



MAP 5: Tree Canopy in the Vicinity of Interim Base





## Analysis of Properties adjacent to South Base to support Base Capacity Expansion

Prepared by Gary Kriedt, Senior Environmental Planner  
 KC Metro, Design and Construction  
 September 22, 2016

### Proposal

The proposal is to expand onto property adjacent to South Base to address interim and long-term transit base network capacity needs while planning begins on a new bus base in south King County and to facilitate near-term expansion of Central/Atlantic Base. This expansion will also enable Metro to improve functional space needs of the work groups that support all the bases.

### Current System-Wide Bus Base Capacity

King County has experienced unprecedented growth in recent years with one million more people and 850,000 more jobs expected by 2040. This growth comes with a corresponding increase in demand for bus services. To meet this increase in demand, Metro envisions the following service and capital investments (outlined in Metro's Long Range Plan):

- 70 percent more bus service by 2040, from 3.5 million hours of service to 6 million hours, increasing the peak-period mode share from 12 percent today to 24 percent in 2040 and bringing frequent service to within a half-mile of 70 percent of the county's population;
- 20 new RapidRide lines, some of which are funded through the Move Seattle levy.
- Increase in the bus fleet by approximately 550 buses by 2040. This will require the expansion of bus base capacity at existing bus bases and through construction of up to two or three new bus bases;

Metro's seven bus bases support an average of 200 buses each, and have both operations and maintenance facilities. However, Metro's bus bases are currently at or near maximum capacity which limits the ability to add more buses to the fleet. Metro will need two or three additional bus bases to meet demand through 2040. And since a new bus base can take up to 15 years to plan, acquire property, design, and construct, Metro is looking at interim solutions to provide more capacity at existing bases.

Bus base capacity planning looks at performance in terms of parking capacity and maintenance capacity using Level of Service (LOS), similar to traffic LOS, where LOS A indicates optimal performance, LOS C a mid-range "tight but manageable" performance, and LOS E a poor level of performance. Recent capacity modeling (March 2016) indicates each base's current LOS level per fleet assignment:

Base	Coaches	Cap	Cap Factor	LOS C	LOS D
Atlantic	265	106%	Parking	251	304
Central	179	95%	Parking	188	224
Ryerson	211	128%	Maint.	164	191
Bellevue	145	102%	Parking	140	158
East	222	107%	Parking	208	233
North	204	115%	Parking	177	202
South	278	105%	Parking	266	300
	<b>1,504</b>	<b>108%</b>		<b>1,394</b>	<b>1,612</b>



Atlantic and Central bases together are at the edge of LOS C capacity for parking. All other bases are at over-capacity for bus parking, while Ryerson is more constrained by its maintenance capacity.

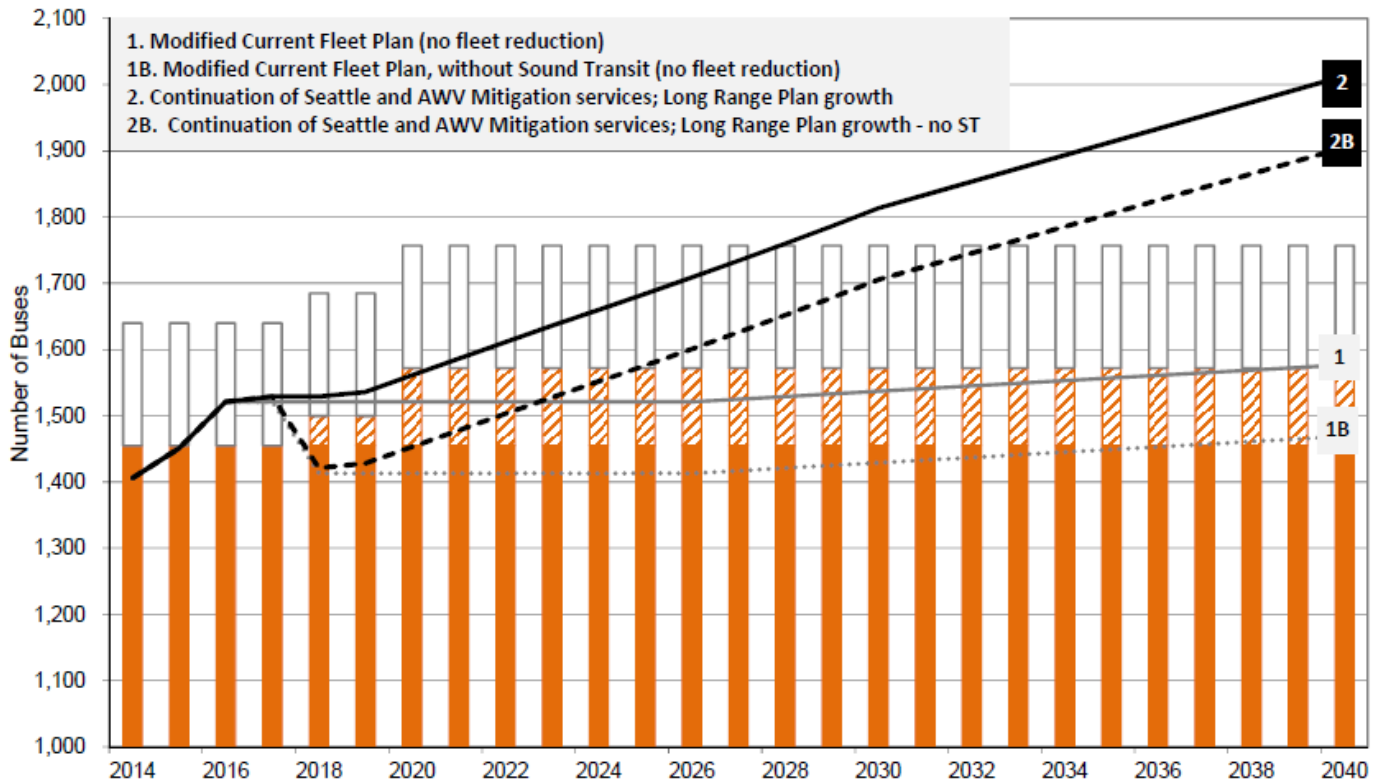
### Future System-Wide Bus Base Capacity

The latest (Feb 2016) modeling of system-wide base capacity shows that the current fleet surpasses optimal available bus base capacity levels, and the demand for base capacity will increasingly outpace supply. At present, some bases are already operating at LOS D. The system would continue to be at

Draft

4/5/2016

## Fleet versus Capacity: 2014-2040



**Scenario 1:** Assumes the projected fleet plan without fleet reduction

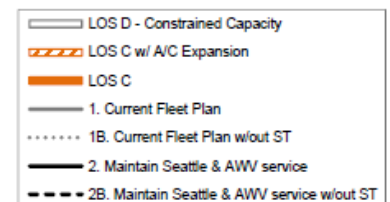
**Scenario 1B:** Assumes the projected fleet plan without fleet reduction, no Sound Transit

**Scenario 2:** Assumes continuation of Seattle service and AWW mitigation, long range plan growth

**Scenario 2B:** Assumes continuation of Seattle service and AWW mitigation, long range plan growth, no ST

–The fleet projections include the Seattle service fleet in 2015-2020; the 2015-2017 projections reflect the latest Fleet Preview

Full A/C expansion requires both parking and maintenance capacity. Increased parking with tear down of Ops building and yard efficiencies; maintenance capacity with conversion of paint/body bays



overcapacity even when additional parking (cross-hatch lines on bars) is made available at Atlantic-Central bases by 2018 with the demolition of the old operations building and other changes. Future base capacity is shown in the chart below.

Metro's focus for adding capacity is at Atlantic, Central, and South Base. The other bus bases have limited potential to expand due to topography, natural or built features (e.g., rivers or sports stadiums), local zoning and comprehensive plan restrictions, or formal agreements restricting expansion (North Base).

## **South Base Expansion Plans**

Metro's goal for South Base is to increase the capacity of core functions which are bus parking, bus maintenance, and fueling/washing. Metro intends to increase bus parking capacity at South Base from about 266 to about 440 buses, add six more maintenance bays, and add new fuel and wash lanes.

To achieve this, Metro plans to relocate non-core support functions from the South Base site to other locations to create space for expanding core capacity. Non-core support functions to be moved include Operations, Safety, Training, and the Component Supply Center (CSC) which is for parts distribution and major rebuilds.

Metro is seeking to move the non-core functions at South Base to property immediately adjacent to the base since those functions need to be as close to the base as possible in order to maintain efficiency, particularly operations. Metro plans to demolish the existing CSC structure at South Base to increase bus parking, a core function of the base, and will construct a new CSC structure on Metro's South Facilities site, on the west side of East Marginal Way South.

An increase in capacity at South Base will improve conditions throughout Metro's operating base system as Metro adjusts the allocation of buses between bases and as Metro continues planning for further additions to system-wide base capacity.

## **Alternatives Analysis**

Metro will need to acquire property that is immediately adjacent to the bus base and situated appropriately in order to enable the actions described above. The property must have buildings that are usable for Metro functions or has land suitable for development for those uses, and it must not have environmental features that limit buildable space to an unacceptable level. The property must have a willing seller or must have a low risk of a challenging and time-consuming condemnation or relocations; this is in order to avoid significant risk of controversy and delays that could hinder Metro's ability to expand facilities at a quick-enough pace to keep up with rising demand for bus service.

The most viable property options at South Base include a property adjacent to and south of South Base and two properties adjacent to South Facilities on west side of East Marginal Way South. The property adjacent to South Base, the Group Health property is owned by Bank of China and is currently for sale with active offers. The other two properties, Intergate East, owned by Sabey Corporation, will be considered together as a unit because their total acreage and total existing structural square footage is comparable to the Group Health property. Other parcels in the vicinity do not meet the location and buildability criteria, described above, and are not under consideration. So, Metro has two potentially-viable alternatives, the Group Health Property Alternative and the Intergate East Property Alternative. A third option, No Action, will not allow Metro to expand sufficiently to meet future increasing demand.

The analysis below discusses natural and built environment topics that are included in FTA's NEPA Categorical Exclusion worksheets.

## **No Action Alternative**

Description: The No Action Alternative would involve no acquisition of property for expansion at South Base. It would maintain current conditions with few options for expanding capacity at South Base, and it could constrain plans for Atlantic/Central Base expansion. This would hamper Metro's ability to relocate support functions and expand bus parking and maintenance capacity in the Metro operating base

system. As described above, Metro needs to expand system-wide capacity, and expansion at South Base is a key element of that. The No Action Alternative is not a preferred alternative.

### **Group Health Property Alternative**

**Description:** Group Health property, 12400 East Marginal Way South, PIN 7340600480, owned by Bank of China, 12.4 acres. The property is currently for sale and has active offers. The property has a two-story office-warehouse building (over 270,000 sf total) and one 600-stall garage plus 200 vehicle surface parking. Group Health had previously planned to vacate the property by July 2017, so relocation costs are not associated with the property.

Office space total: 131,968 sf

Storage/warehouse total: 110,175 sf

Industrial engineering space: 30,079 sf

**Location, Zoning, Land Use:** The site is at 12400 East Marginal Way South in Tukwila, WA, immediately south, and adjacent to, Metro's existing South Operating Base. Access to South Base would be direct because the properties are adjacent to one another. Location is ideal for relocating South Base operations to free up space at the base for bus parking and maintenance, and warehouse space is sufficient.

Surrounding land uses include the following: bus base to the north (zoned MIC/L), SR 599 to the east, neighborhood commercial to the south (zoned NCC, Neighborhood Commercial Center), and East Marginal Way South to the west with MIC/L and H zoning on the west side of East Marginal Way South. The proposed use of the site is consistent with existing zoning. No land uses in the vicinity would be affected by Metro use of the Group Health property, and site is not affected by neighboring uses. Additionally, Metro would not change the type of use of the site.

**Traffic:** Metro use of the site is not expected to change current traffic conditions substantially and existing roadways have adequate capacity to handle anticipated traffic from the site. A traffic signal is located at the entryway to the property at East Marginal Way South. The project does not include any roadway modifications. The exact nature and type of improvements by Metro is not yet known, but any changes to the site by Metro would need local City of Tukwila review, including review of traffic impacts, if any, prior to the approval of permits. This will ensure that potential traffic impacts will be adequately addressed.

**Aesthetics:** Metro use of the site will not affect aesthetics in the project area (use would remain consistent with existing zoning and with surrounding uses).

**Air Quality:** Metro use of the site will not affect air quality in the project area. The site is in a Maintenance Area for Carbon Monoxide.

**Environmental Justice:** The property is located in Census Tract 272 which, compared to King County averages, has average median household income, below average poverty level, and above average percent people of color. The property acquisition is intended to accommodate expansion of Metro operational capacity which will assist with providing expanded transit service to minority and low-income populations. Hence, the acquisition will not have a disproportionately high and adverse impact on minority or low-income populations. Metro has not conducted outreach related, specifically, to the property acquisition, but has made extensive efforts with regard to Metro's Long Range Plan, which this acquisition helps to implement.

**Floodplains:** The site is not within the 100-year floodplain.

**Hazardous Materials:** Metro has obtained a Phase I Environmental Site Assessment for the site dated June 27, 2006, and is pursuing an update of that information which is not expected to significantly change the results of the 2006 report. The site had a leaking underground storage tank which was

removed in 1994 followed by groundwater monitoring and a No Further Action letter from the Washington State Department of Ecology. Due to the age of the structure(s), asbestos is expected to be in building materials as well as lead paint. Several small business hazardous waste generators are located across East Marginal Way South.

Noise and Vibration: Noise and vibration is not a factor. Nearby uses will not affect the site, and Metro use of the property will not cause significant noise or vibration impacting other properties.

Historic and Cultural Resources: No known resources in the vicinity or on the site.

Biological: No known biological resources in the vicinity including endangered species and critical habitat.

Recreational: No known recreational resources in the vicinity.

Seismic and Soils: The site has a steep slope/landslide prone area on the south side of the property. The slope is recognized as a Class 2 slope by the City of Tukwila where landslide potential is high, because the slope is approximately 50%. The slope is vegetated, has a retaining wall, and has no evidence of instability. The slope is not affected by neighboring uses. The slope does not appear to present any limitations to use of non-slope areas of the property. Soils at the site consist of urban fill overlying alluvial deposits, mostly medium to very dense silty gravelly sand. Bedrock is at a depth of approximately 22 feet.

Water Quality: No known water quality issues related to the site or to Metro's use of the site.

Wetlands: No known wetlands on the site aside from the detention pond in the northwest corner of the site.

Construction Impacts: Future work at the site will likely include improvements that accommodate Metro operational and administrative functions; however, the exact nature and type of those improvements is not yet known.

Improvement at the site to accommodate Metro's use would not directly impact adjacent properties. However, construction vehicles would increase local traffic on East Marginal Way S which may cause slight delays to vehicles accessing properties west of East Marginal Way S in the project vicinity.

Cumulative and Indirect Impacts: No significant cumulative or indirect impacts.

Property Acquisition/Relocations: The property is currently for sale and purchase by Metro would not be controversial. Use by Metro would not result in relocations because the current tenant, Group Health, had already made plans to vacate the property which led to the property being put on the market. Group Health plans to vacate by June, 2017,

Energy: Metro's use of the site is unlikely to increase energy use at the site, although this has not been quantified because exact uses have not been identified. Metro selects highly energy-efficient equipment and it is possible that energy use at the site would go down after Metro improves and occupies the property.

Public Involvement: Metro has not conducted outreach related, specifically, to acquisition of this property. Metro has made extensive efforts with regard to Metro's Long Range Plan, which this acquisition helps to implement.

Mitigation Measures: The exact nature and type of future improvements by Metro is not yet known, but any changes to the site by Metro would need local City of Tukwila review and approval which may include mitigation measures in addition to measure employed by Metro. Construction phase mitigation measures would include best management practices to protect surface water, groundwater, and other resources. Operations measures would be included during design to ensure potential impacts are minimized.

Permitting/Local Review: The exact nature and type of improvements by Metro is not yet known, but changes to the site by Metro would likely need local City of Tukwila review. Zoning is consistent with likely proposed uses of the site.

### **Intergate East Properties Alternative**

Description: Intergate East properties, 3311 and 3417 S 120<sup>th</sup> Place, PINs 1023049078 and 1023049069, both owned by Sabey Corporation, 7.59 and 6.23 acres respectively totaling 13.82 acres. The properties are not for sale. The properties have two office/warehouse/manufacturing buildings (over 230,000 sf total), surface parking, no parking garage.

Office space: 21,323 sf

Storage/warehouse total: 52,701 sf

Engineering space/data center: 36,228 sf

Industrial engineering space: 30,079 sf

Manufacturing: 94,596 sf

Location, Zoning and Land Use: The site is immediately adjacent to, and south of South Facilities which is west of South Base and East Marginal Way South. Location is not ideal for relocating South Base operations but may be appropriate for relocating other functions; however, warehouse space is insufficient. Surrounding land uses include the following: bus base to the north (zoned MIC/L), East Marginal Way South to the east, industrial business park to the south (zoned MIC/H), and SR99 right-of-way to the west. The proposed use of the site is consistent with existing zoning.

Traffic, Access and Safety: Access to the site is via South 120<sup>th</sup> Place which is owned by Sabey Corporation. South Facilities uses this roadway as well as industrial business park uses south of the Intergate East Properties. Continued shared use of S 120<sup>th</sup> Place for the industrial business park would present difficulties with regard to safety and security for a Metro use at the site, and Metro would likely consider sole use of South 120<sup>th</sup> Place. However, removal of access via S 120<sup>th</sup> Place for uses south of Intergate Properties could prove to be controversial.

Metro use of the site is not expected to change current area-wide traffic conditions substantially and existing roadways have adequate capacity to handle anticipated traffic from the site. The project would not likely include any significant physical roadway modifications, except possible installation of a signal at the intersection of South 120<sup>th</sup> Place and East Marginal Way South in order to improve safety, particularly for Metro employees crossing East Marginal Way South. Improvements by Metro would need local City of Tukwila review, including review of potential traffic impacts, prior to the approval of permits. This will ensure that potential traffic impacts will be adequately addressed.

Aesthetics: Same as Group Health Property Alternative. Metro use of the site will not affect aesthetics in the project area (use would remain consistent with existing zoning and with surrounding uses).

Air Quality: Same as Group Health Property Alternative. Metro use of the site will not affect air quality in the project area. The site is in a Maintenance Area for Carbon Monoxide.

Environmental Justice: Same as Group Health Property Alternative. The property is located in Census Tract 272 which, compared to King County averages, has average median household income, below average poverty level, and above average percent people of color. The property acquisition is intended to accommodate expansion of Metro operational capacity which will assist with providing expanded transit service to minority and low-income populations. Hence, the acquisition will not have a disproportionately high and adverse impact on minority or low-income populations. Metro has not conducted outreach related, specifically, to the property acquisition, but has made extensive efforts with regard to Metro's Long Range Plan, which this acquisition helps to implement.

Floodplains: Same as Group Health Property Alternative. The site is not within the 100-year floodplain.

Hazardous Materials: The Intergate East properties have businesses that are small generators of hazardous waste. Due to the age of the structures on the site, asbestos may be in building materials as well as lead paint. Several small business hazardous waste generators are located on properties south of the Intergate East properties.

Noise and Vibration: Same as Group Health Property Alternative. Noise and vibration is not a factor. Nearby uses will not affect the site, and Metro use of the property will not cause significant noise or vibration impacting other properties.

Historic and Cultural Resources: Same as Group Health Property Alternative. No known resources in the vicinity or on the site.

Biological: Riverton Creek, which flows on the western portion of the west parcel of Alternative 2, is a relatively high quality stream and is considered good salmon habitat. No other known wetlands are on the site.

Recreational: Same as Group Health Property Alternative. No known recreational resources in the vicinity.

Seismic and Soils: City of Tukwila maps show that the site has a steep slope/landslide prone area on the east side of the easternmost property. However, that area appears to be landscaped and is not likely a landslide area. The landscaped slope does not appear to present any limitations to use of other areas of the site. The site also has steep slope with landslide potential on the western portion by SR 99 right-of-way. Soils at the site are expected to be the same as the South Facilities site which are urban fill overlying stream deposits and consolidated glacial deposits.

Water Quality: Same as Group Health Property Alternative. No known water quality issues related to the site or to Metro's use of the site.

Wetlands: Riverton Creek flows on the western portion of the west parcel of Alternative 2. The creek appears to flow in a vegetated area. Riverton Creek is a relatively high quality stream and is known salmon habitat. The western portion of the west parcel appears to have a wetland area that is part of a wetland that is in SR 99 right-of-way. No other known wetlands are on the site.

Construction Impacts: Like the Group Health Property Alternative, future work at the site will likely include improvements that accommodate Metro operational and administrative functions; however, the exact nature and type of those improvements is not yet known.

Tenant improvement or other construction at the site to accommodate Metro's use would likely affect access by adjacent properties during construction. Construction vehicles would increase local traffic on East Marginal Way S which may cause slight delays to vehicles in the project vicinity.

Cumulative and Indirect Impacts: Metro use of the site would result in relocating businesses which will affect other properties surrounding new business locations.

Property Acquisition/Relocations: The property is not for sale and condemnation is possible if not likely. Condemnation could take a significant amount of time and could be controversial. Relocation of existing businesses would occur as a result of the project. Relocation could be controversial.

Energy: Metro's use of the site is unlikely to increase energy use at the site, although this has not been quantified because exact uses have not been identified. Metro selects highly energy-efficient equipment and it is possible that energy use at the site would go down after Metro improves and occupies the property.

Public Involvement: Metro has not conducted outreach related, specifically, to the acquisition of these properties, but has made extensive efforts with regard to Metro's Long Range Plan, which this acquisition would help to implement.

Mitigation Measures: The exact nature and type of future improvements by Metro is not yet known, but any changes to the site by Metro would need local City of Tukwila review and approval which may include mitigation measures in addition to measure employed by Metro.

During permit review for future improvements, the city of Tukwila could impose more restrictive buffers than currently exist related to Riverton Creek and also to the wetland area in the western portion of the site. Local regulations related to development near water features have become more restrictive in jurisdictions throughout King County.

Construction phase mitigation measures would include best management practices to protect surface water, groundwater, and other resources. Operations measures would be included during design to ensure potential impacts are minimized.

Permitting/Local Review: The exact nature and type of improvements by Metro is not yet known, but changes to the site by Metro would likely need local City of Tukwila review. Zoning is consistent with likely proposed uses of the site. During permit review for future improvements, the city of Tukwila could impose more restrictive buffers than currently exist related to Riverton Creek and also to the wetland area in the western portion of the site, since regulations related to development near water features have become more restrictive since the time the site was originally developed.

## **Summary and Conclusion**

The No Action Alternative would constrain Metro's ability to expand base capacity at South Base and other bases in Metro's system. Metro must expand base capacity in order to improve the declining level of service at its bases. Expansion at South Base is a key element of that. The No Action Alternative is not a preferred alternative.

The Group Health Property Alternative does not have any environmental features or aspects that affect use or development by Metro and would not present any significant adverse environmental impacts. The site is adjacent to the main South Base facility and has a large parking garage which would be used for employee parking. The office and warehouse areas are sufficient to meet Metro's space and functional needs for base expansion, and the site is ideal for relocating South Base operations, a key criterion. The site presents few challenges with acquisition and use by Metro. It would not involve condemnation, would not involve relocations, and is unlikely to produce any controversy. The site has a history of USTs and groundwater monitoring wells on site, but according to Phase I environmental site assessments, this would not present any impacts or limitations for use of the site.

The Intergate East Properties Alternative presents several issues affecting Metro use of the site and results in potentially significant impacts related to acquisition, relocation, access and safety. The property is not adjacent to the main South Base facility and would be less efficient, functionally, than the Group Health Property Alternative and it is likely too far to relocate South Base operations; warehouse space is insufficient. The property is not for sale and condemnation appears to be likely. Condemnation can take a significant amount of time and can be controversial and time-consuming. The Intergate East Properties Alternative would likely require relocating existing businesses which could prove to be controversial and time-consuming. A signal may need to be installed at the intersection of South 120<sup>th</sup> Place and East Marginal Way South in order to improve safety, particularly for Metro employees crossing East Marginal Way South to access the main South Base facility.

The No Action Alternative will not meet Metro's need for interim or long-term base expansion needs.

In conclusion, the Intergate East Properties Alternative is not a preferred alternative as an interim or long-term solution to Metro base expansion needs due to issues related to acquisition, relocation, access and safety, and location relative to South Base. However, the site may have future potential due to its size, zoning and existing structures, and it may become a more viable option at a future date for long-term expansion needs. Metro's preferred alternative for current base expansion purposes is the Group Health Property Alternative because it has no significant issues related to acquisition or use by Metro, and it is ideally located for Metro's base expansion purposes.



## **Appendix I: 2020 System Evaluation Report**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*



# 2020 System Evaluation







## Alternative Formats Available

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# Executive Summary

This report presents Metro Transit’s annual assessment of the transit network as required by King County Ordinances 17143 and 18413 and Motion 13736. The report includes information about bus service, Dial-A-Ride Transit (DART), water taxi, and flexible services, all part of Metro’s portfolio of mobility solutions.

In years past, Metro has used data from March through June, which reflects Metro’s spring service change period. Because of the rapid and unpredicted spread of COVID-19 and its impacts on employment, travel, and transit use throughout the county, for this report Metro is using information from the September 2019 service change, spanning mid September 2019 to mid March 2020. This report therefore measures the last major service change before COVID-19 emerged. While the time period analyzed mostly reflects service metrics of pre-COVID-19 service, some limited early impacts of COVID-19 are reflected in the data due to impacts on travel that began in early March.

## Findings

**The 2020 data analysis found that a total investment of 438,000 annual service hours is needed to meet target service levels and improve service quality—a slight decrease from last year’s number.** The investments needed to reduce crowding, improve reliability, and grow service are shown below.

This year’s evaluation found that service improved as a result of investments to reduce crowding and improve reliability and to improve corridors around the county to meet their target service levels. Crowding and reliability needs have decreased and service growth needs have stayed constant compared to the prior year. The decline in crowding and reliability needs also reflects the early impacts of COVID-19 on both ridership and congestion toward the end of the reporting period.

During this reporting period, Metro operated about 4.2 million annual hours of bus and DART service. The investment needs identified in this report would reduce crowding, improve reliability, and grow Metro’s service network. Despite immediate impacts of the pandemic,

Metro remains focused on growing its network as funding is available. To achieve the full METRO CONNECTS long-range vision and meet the demands of the Puget Sound Regional Council’s Transportation 2040 plan, Metro will ultimately need to provide about 2 million more annual hours of service.

## Service Investments

In fall 2019 and spring 2020, Metro invested 19,400 annual service hours in the transit system to meet needs identified in previous reports. These investments include:

- » 6,700 hours to relieve crowding (Priority 1)
- » 2,900 hours to improve reliability (Priority 2)
- » 9,800 hours in service growth on major transit corridors (Priority 3)
- » Flexible Services investments—Community Van, Community Shuttle, Community Ride, Trailhead Direct, and Via to Transit

## Seattle Investments

Metro and the City of Seattle worked together to plan and implement new service funded by the Seattle Transportation Benefits District (STBD), which was approved by voters in November 2014 and expired in 2020. Seattle’s investments in fall 2019 totaled 44,900 annual service hours. In accordance with the contract between Metro and Seattle, Metro assumes funding for some of Seattle’s investments that are consistent with the service expansion priorities as Metro expands service. A new STBD was approved by voters in November 2020. Metro will continue to work with Seattle to implement new and continued STBD-funded service.



## Flexible Services

This report includes performance data for pilot services created under Metro's Flexible Services program (formerly called Community Connections) that were in the evaluation stage between September 2019 and February 2020. The program works with local governments and community partners to develop innovative and cost-efficient transportation solutions in areas of King County that do not have the infrastructure, density, street network, or land use to support regular bus service.

## Water Taxi Services

Metro's Marine Division operates water taxi services on two routes that connect Colman Dock in downtown Seattle with Vashon Island and West Seattle. Information about water taxi services is included in the Bus Service Evaluation and in the tables in Appendices C, E, F, and G.

## COVID-19 and Impacts to 2020 Service

As the COVID-19 pandemic began and continued its spread in the community, Metro faced unprecedented challenges. To promote public and employee safety, and respond to ridership declines and staff availability, Metro suspended some bus, DART, flexible, and water taxi services in March and April 2020 while working to maintain and deliver a core network of services. By June 2020, some services were restored while Metro planned for a longer-term recovery in late 2020 and 2021. By September 2020, Metro was operating about 85 percent of pre-COVID service levels with plans for both some service restoration and some longer-term reductions in 2021. Decisions about service changes during the pandemic have been made based on many factors, including requirements to protect public health and safety, and information about ridership. Trends in ridership have been closely monitored and service adjusted to reflect both the delivery of a core network of services and the capacity needed to serve customers during this challenging time.

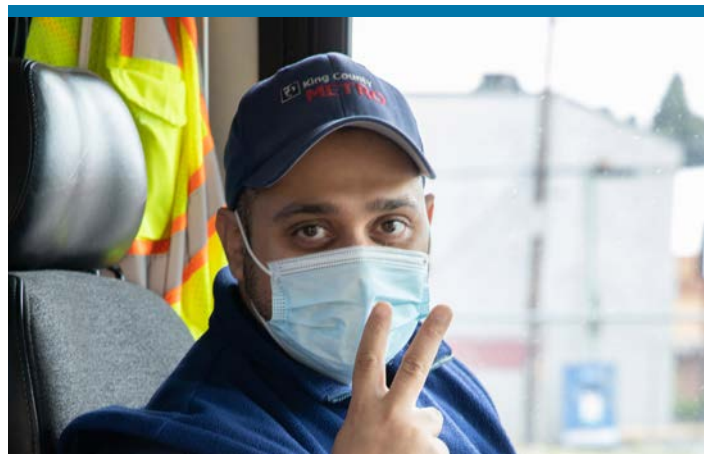
Metro continues to actively monitor ridership, productivity, equity, and other factors on an ongoing basis to inform decision-making.

## Metro's Future

As this report was being written, Metro was preparing for changes in 2021 and 2022 to recover from COVID-19, restore services to meet recovering demand, and reduce and restructure parts of the transit system. These changes reflect the financial challenges Metro faces, including the loss of sales tax and fare revenues due to COVID-19 as well as a potential reduction in service funding from the City of Seattle.

Plans for 2021 and 2022 will focus on recovering and stabilizing from COVID-19, within Metro's proposed budget and adjusting to a continuation of the STBD but at a lower funding and service level. Plans will be developed using quantitative and qualitative information consistent with Metro's guiding policies. Metro is anticipating policy updates in 2021, and planning work will be shaped by anticipated updates. The planning work will emphasize the principles of equity, social justice, and addressing climate change while integrating Metro's long-range vision—METRO CONNECTS—and advancing Metro's Mobility Framework.

Metro had to immediately suspend and reduce service after COVID-19 emerged, and now faces significant financial constraints. However, Metro will continue to monitor the need for service investments to best serve communities throughout King County, including measuring performance to Service Guidelines standards and target service levels.





# Introduction

## What is the System Evaluation?

This report is a snapshot of the health of the Metro Transit system: the bus service, DART, water taxi, and flexible services. It is based on the Service Guidelines, which established criteria and processes for analyzing and planning changes to the transit system. The King County Council adopted the guidelines (Ordinances 18301 and 18413), and required Metro to produce an annual evaluation of the transit network (Ordinances 17143 and 18413 and Motion 13736). The report contains the following:

- » Bus service evaluation
- » Flexible services evaluation
- » METRO CONNECTS progress report
- » Potential changes to the Service Guidelines and Strategic Plan for Public Transportation.

Reducing crowding and improving reliability—the primary service quality indicators—are Metro’s top two investment priorities because they directly affect the quality of service. Improvements in these areas help retain current riders and attract new ones.

The third priority is to invest in growing the system. More service supports better mobility options and helps Metro meet demand, reach climate action goals, and help the region’s economy to continue growing without expanding roadways.

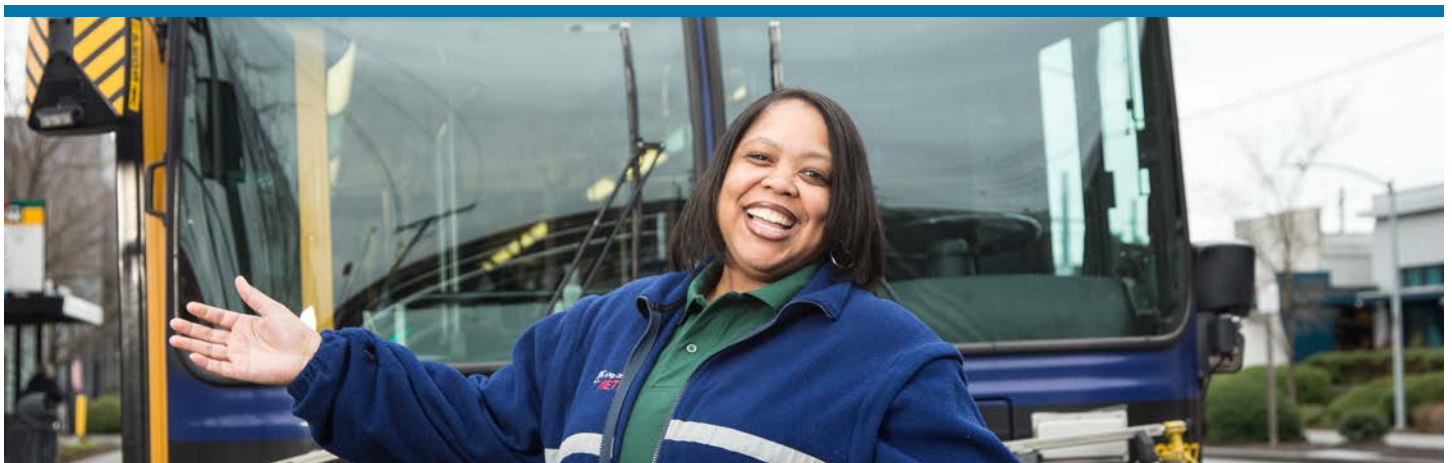
The fourth investment priority is to provide highly productive routes that carry the highest number of riders per hour and per mile of service across the county.

## How Does Metro use the System Evaluation Report?

Metro analyzes transit system data to inform decisions about adding, reducing, or changing service and to continuously improve the transit system. The data reveal how well different services are performing, where problems exist in the system, and where more service should be provided. This information, combined with input from customers, operators, and partners, is used to develop proposals to change service. Metro takes these proposals to the public, gathers and incorporates feedback, and submits final plans for approval by the King County Council. After the approved service changes have been made, the cycle begins again.

## How Can Transit Customers use the System Evaluation Report?

Riders can find their route(s) on the maps throughout this report and in the appendices, and can see how the route data compares to other routes in the system. They will be able to tell at a glance if there are identified problems on a route (such as crowding), and what is needed to fix those problems. Keep in mind that this report provides a snapshot in time; some problems come and go, and Metro uses the latest available data to make service change proposals.





Data



System  
Evaluation



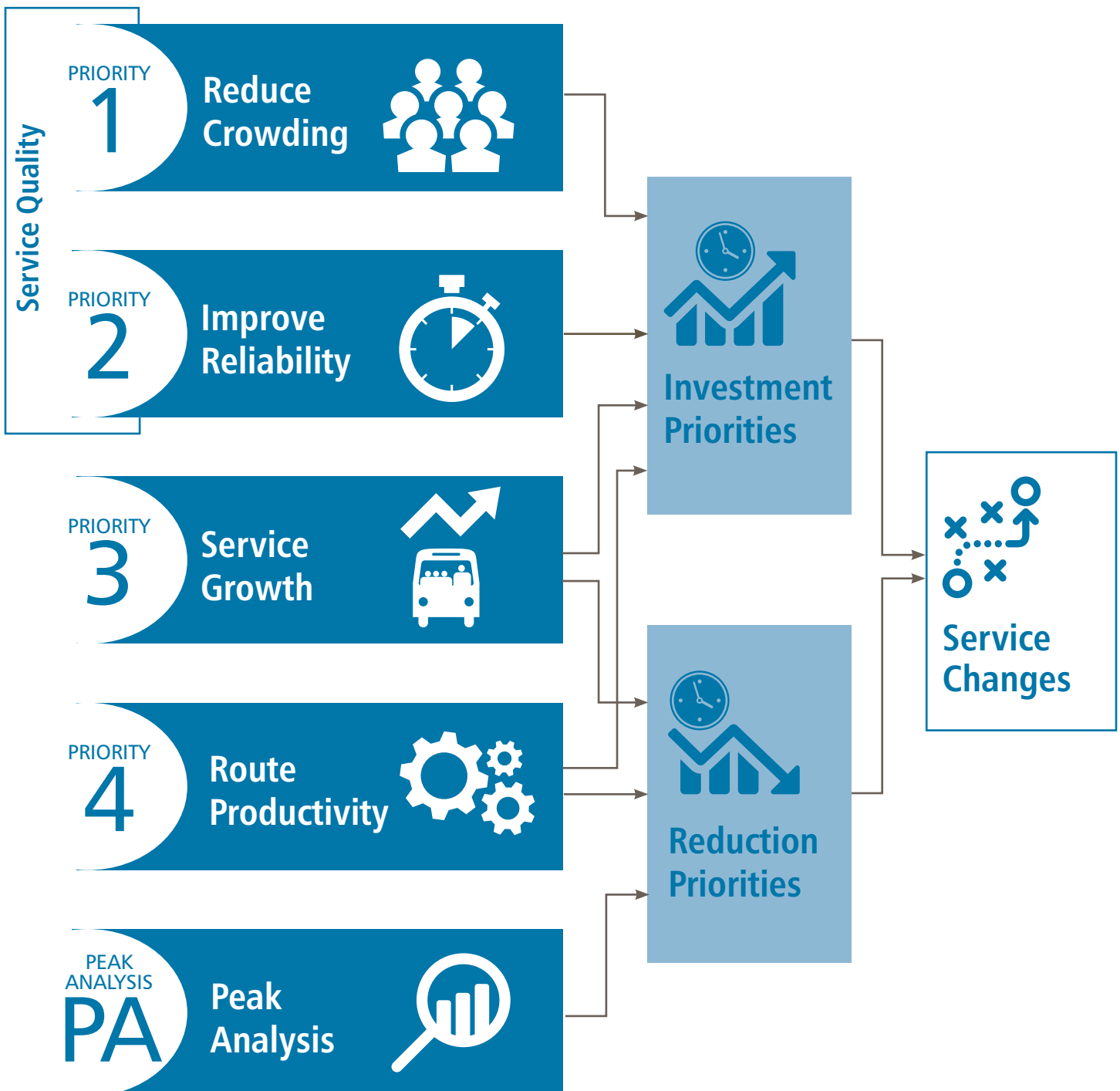
Metro  
Connects



Budget



Service  
Changes





# Bus Service Evaluation

## Crowding (Priority 1)

### What is Crowding?

- » The vehicle's average maximum load is more than the crowding threshold for the type of vehicle.
- » The average passenger load is more than the number of seats for 20 or more minutes.
- » Trips must be crowded consistently for several months to be identified for investment.

### Findings

The system evaluation found that an investment of 2,750 bus hours is needed to reduce crowding. Metro identified six routes that have chronically crowded trips, a decrease from last year's 19. Two of these six routes are new to the list. All identified routes have 20-minute standing passenger loads.

### What's Been Done

Between fall 2018 and spring 2019, 6,900 hours were added to the transit system to reduce crowding. These investments were based on the 2019 system evaluation and the latest available data.

### What's Next?

As a result of the COVID-19 pandemic, ridership declined dramatically at the end of the reporting period, and no trips or routes exceed the non-COVID crowding thresholds as of summer 2020.

However, to support the safety of operators and customers, Metro instituted passenger load limits to support social distancing. As the pandemic continues, Metro has begun measuring crowding relative to new social distancing standards, and will continue to measure crowding relative to those limits as long as they are in place.

In order to best accommodate customers, Metro is also adding temporary supplemental trips to provide more capacity where needed rather than adding trips on an ongoing or permanent basis. Metro will continue to review crowding data and make adjustments as conditions change over time.

Metro will also continue to monitor trends in workplaces, reopening, and employees returning to central workplaces to understand when and where to expect ridership growth and crowding.

Investment need



**2,750  
bus hours**

Of the 5 routes that received investments in March 2019

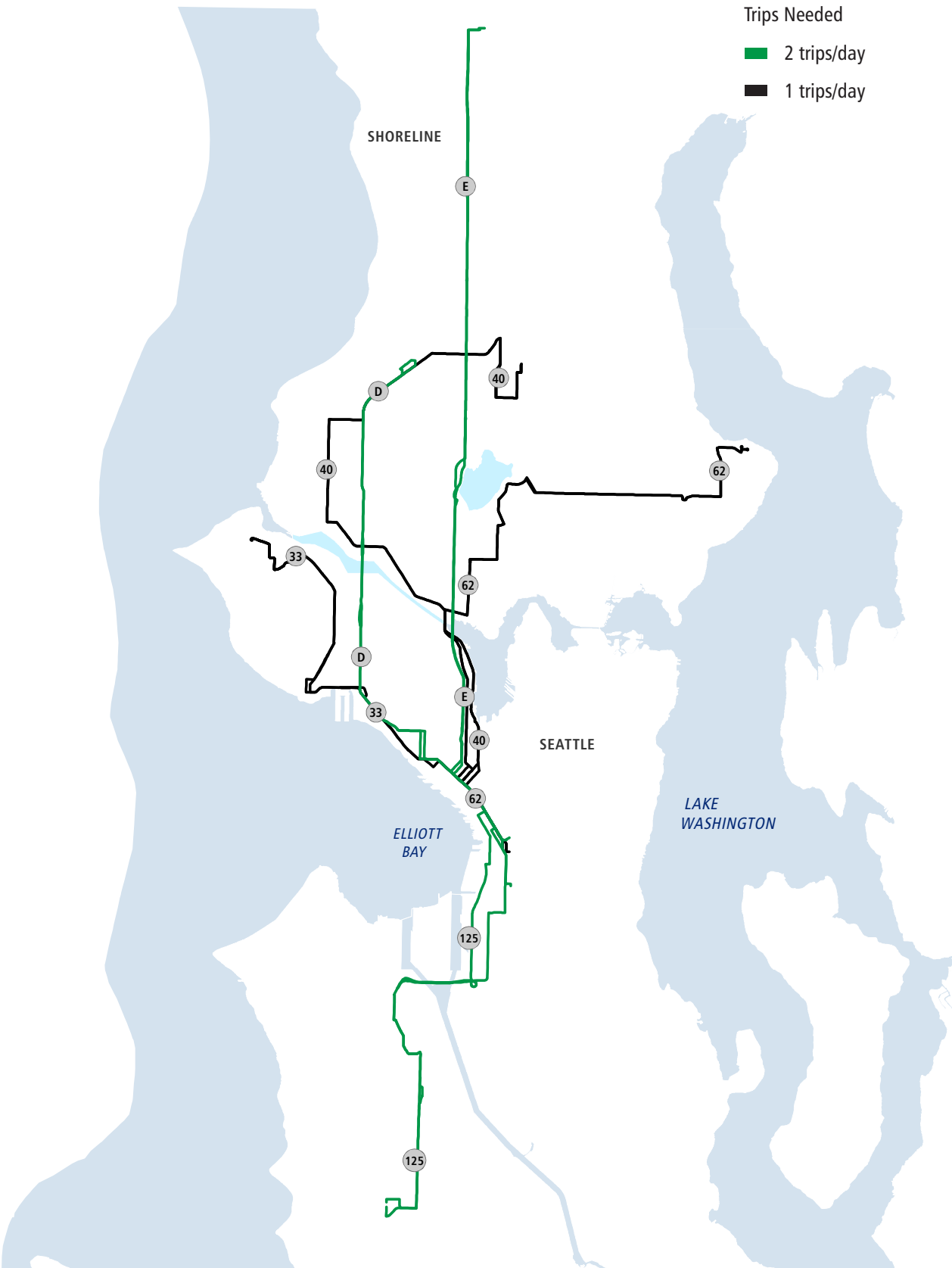


**3** are no longer chronically crowded



**2** saw a decrease in crowding (but still need more investment)

Figure 1. Metro Bus Routes Needing Investment to Reduce Crowding per the Service Guidelines



## Reliability (Priority 2)

### What is Reliability?

In a transit context, reliability refers to the extent to which buses arrive on time. Metro considers routes whose buses arrive late more than 20 percent of the time all day, or more than 35 percent of the time during the afternoon peak period, to be candidates for investment. Metro can invest by adding running time to schedules, but also partners with cities on infrastructure improvements. These improvements help buses move faster and more reliably, saving money and providing a better customer experience.

Investment need



**18,250  
bus hours**

### Findings

The system evaluation found that 18,250 additional bus hours are needed to improve reliability. The investment need decreased from last year's figure by about 6,200 annual hours. This report lists 61 routes needing investment; 19 of them are new to the list. Eighteen routes that were on last year's list are now within standards, but the rest have new or outstanding needs.

See Appendix F for route-by-route reliability numbers.

#### » South county routes

Routes 119, 154, 156, 159, 186, 190, and 193X are new to the list. Most of them slipped just outside of the standard this year, so their investment needs are relatively small.

#### » East county routes

Routes 218, 226, 235, 257, 268, 303X, 316, and 330 are new to the list, most of them just slightly outside of the standard.

#### » Seattle routes

Routes 1, 50, and 77X are new to the list. One RapidRide line, the E Line, continues to be out of standard on weekdays.

### What's Been Done

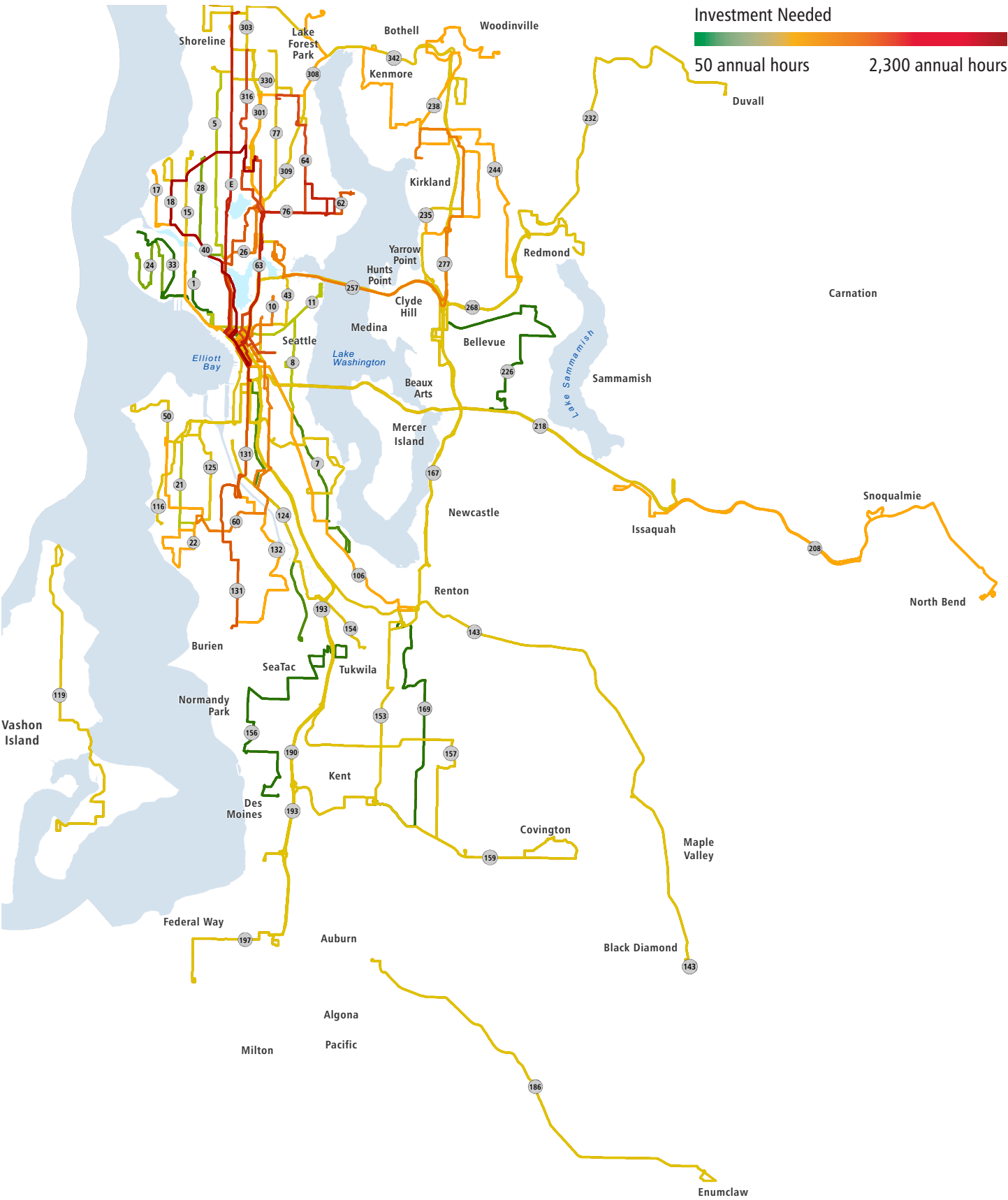
In September 2019, Metro invested about 2,800 hours directly in service schedules to improve reliability.

### What's Next?

As a result of the COVID-19 pandemic and declines in overall travel and traffic congestion, reliability improved substantially following the period analyzed in this report. During the pandemic, early operations have been a challenge because of lower congestion, lower ridership, and the suspension of fare payment, which speeds up boarding. Metro has maintained operations using pre-COVID schedules because of timing and the pace of changes as well as the expectation that congestion will return. If lower congestion persists in the long term, Metro will monitor routes and adjust schedules to reflect the new conditions.

Future reliability remains a concern as the pandemic progresses. In many cities as well as King County overall, automobile travel has returned more quickly than transit travel. This can have particularly negative impacts on travel times and travel speeds if auto travel rebounds more rapidly or if people switch from taking other modes to driving alone. Metro will continue seeking opportunities to provide transit-supportive infrastructure to allow for fast and reliable travel even as travel demand returns to higher levels.

Figure 2. Metro Bus Routes Needing Investment to Improve Reliability per the Service Guidelines



## Service Growth (Priority 3)

### What is Service Growth?

The Service Guidelines include criteria for determining target service levels—how often buses should arrive throughout the day on major transit corridors in Metro’s existing system. The target service level analysis is based on a combination of land-use productivity, social equity factors, and how well each corridor connects growth centers in the county. The gap between how much service Metro currently provides and how much service is needed constitutes the investment needed to meet target service levels. This year’s analysis used data from mid September 2019 through mid March 2020. Summaries of the analysis and the investment need for each corridor are in Appendices I and J.

Investment need



**417,000  
bus hours**

### Findings

Based on pre-COVID conditions, Metro needs to grow service on 55 corridors, more than last year’s 53. The total Priority 3 investment need, 417,000 bus hours, is close to last year’s need. Metro has invested 9,800 new service hours in Priority 3 needs since last year’s system evaluation. See the maps on the following pages for depictions of needs by time period.

### What’s Been Done

In September 2019 and March 2020, Metro invested about 9,800 hours in corridors. Together, these hours grew service on Routes 105, 164, 183, 346, 675, and 906.

### What’s Next?

In 2019 and 2020, Metro made a significant investment to meet Priority 3 needs in the area of the Renton, Kent, Auburn Area Mobility Plan project. This included investments on Routes 101, 105, 107, 150, 164, 183, and 906.

As King County continues to have longer-term growth, investments in Priority 3 remain important, regardless of the immediate impacts of COVID-19. Metro plans to continue working with the public and with private partners to expand mobility where possible.

*Table 1: Summary of Typical Service Levels*

Service Level	Service Level: Frequency (minutes) and Time Period			Days of Service	Hours of Service
	Peak	Off-peak	Night		
Very frequent	15 or better	15 or better	30 or better	7 days	16–24 hours
Frequent	15 or better	30	30	7 days	16–24 hours
Local	30	30–60	--*	5–7 days	12–16 hours
Hourly	60	60	--	5 days	8–12 hours
Peak-only	8 trips/day minimum	--	--	5 days	Peak
Flexible Service	Determined by demand and community collaboration process				

\* Night service on local corridors is determined by ridership and connections made



## The Complete Network: Integration with Sound Transit

Metro and Sound Transit continue joint planning with jurisdictions to create an integrated network that gives riders the best possible transfers when Link light rail is extended to Northgate and Overlake. Their coordinated work will maximize the total regional investment in transit service.

In 2021, Sound Transit will open three new Link stations in north Seattle, extending from the current terminus at University of Washington – Husky Stadium to Northgate Transit Center. To prepare for the extension of Link to Northgate, respond to changing mobility needs, and improve mobility and access for historically underserved populations, Metro is currently engaged in the North Link Connections Mobility Project in north King County, serving the north Seattle, Shoreline, and North Shore communities. The project will result in an updated mobility network that integrates with and complements Link.

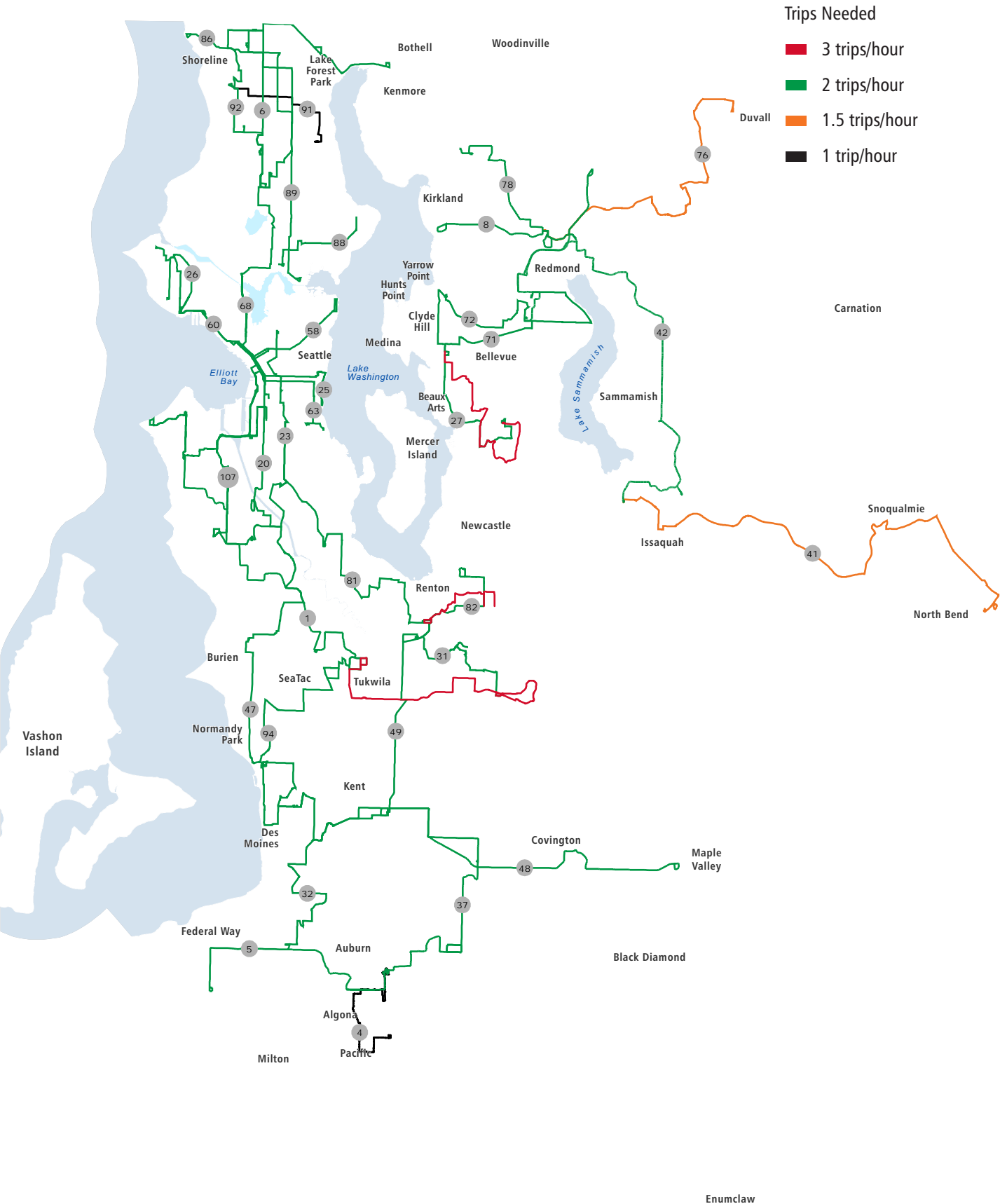
Metro is working in coordination with Sound Transit, the Seattle Department of Transportation, the University of Washington, Community Transit, and many other partners. The integration of Metro's current bus service mobility options with Link will offer current and future Metro customers fast, frequent, and reliable connections to jobs, education, and other opportunities that advance social equity for all.

Table 2 lists key corridors in King County where Sound Transit is the primary provider of two-way, all-day transit service. As Link service continues to expand, Sound Transit will become the high-capacity transit provider in more corridors. As services are introduced and modified, Metro and Sound Transit will continue to integrate them to maximize mobility.

*Table 2. Corridors Served Primarily by Sound Transit*

Between	And	Via	Major Route
Woodinville	Downtown Seattle	Bothell, Kenmore, Lake Forest Park, Lake City	522
UW Bothell	Bellevue	Totem Lake	535
Redmond	Downtown Seattle	Overlake	545
Bellevue	Downtown Seattle	Mercer Island	550
Issaquah	Downtown Seattle	Eastgate, Mercer Island	554
Burien	Bellevue	SeaTac, Renton	560
Auburn	Overlake	Kent, Renton, Bellevue	566
SeaTac	Federal Way	I-5	574
Federal Way	Downtown Seattle	I-5	577/578
Angle Lake	University District	SeaTac, Rainier Valley, downtown Seattle, Capitol Hill	Link light rail

Figure 3. Metro Corridors Needing Investment per the Service Guidelines (Peak Period, 5–9 a.m. and 3–7 p.m.)



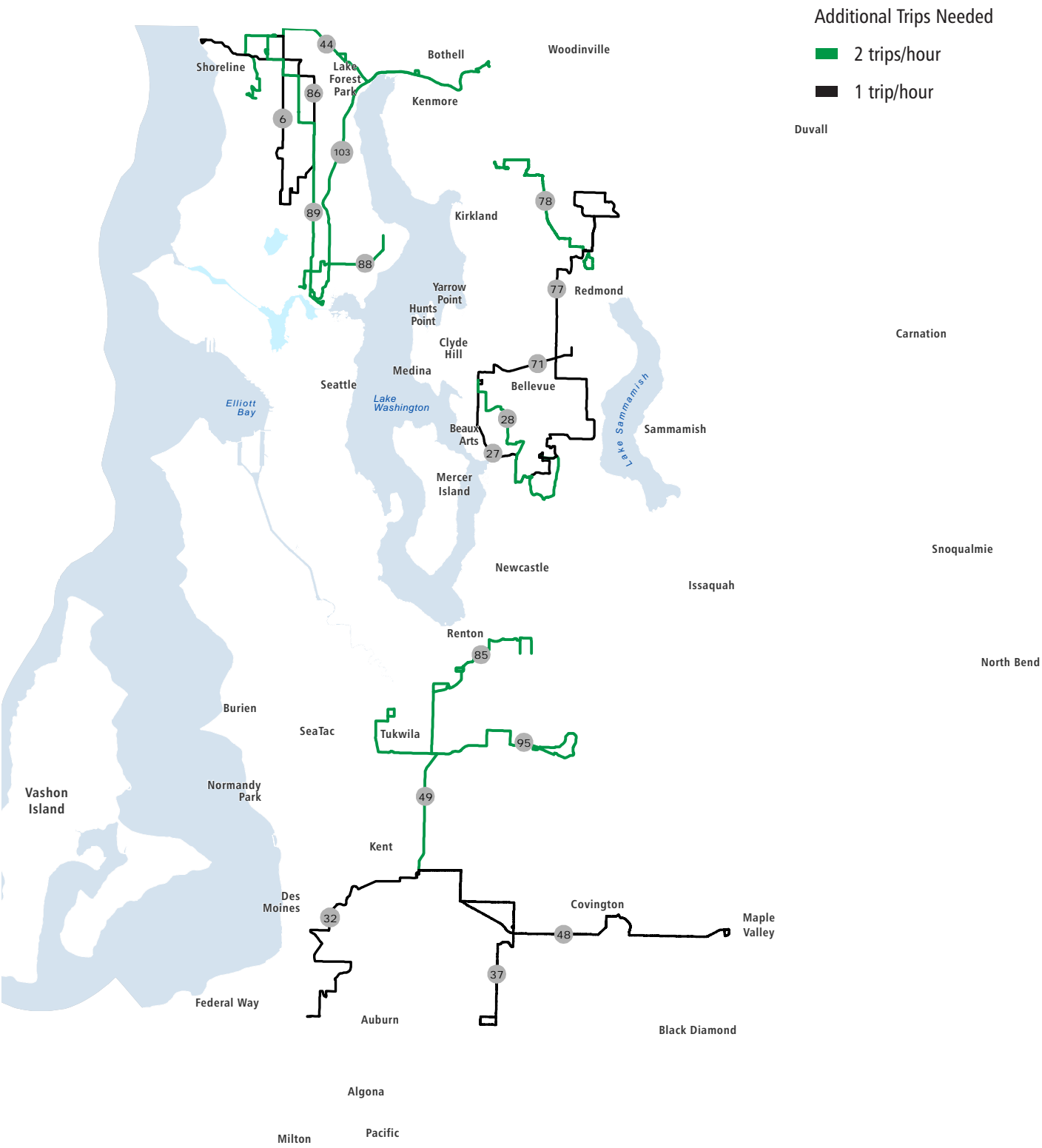


This map illustrates the proposed bus routes for the 2011-2012 fiscal year in Washington State, with a focus on the Puget Sound region. The routes are color-coded based on the number of additional trips needed per hour, as indicated in the legend:

- Green:** 2 trips/hour
- Orange:** 1.5 trips/hour
- Black:** 1 trip/hour
- Purple:** .5 trip/hour

The map shows a dense network of routes in the central Puget Sound area, including routes around Seattle, Tacoma, and Everett. Routes are also shown extending to the coast (Vashon Island, Shoreline) and the south (Burien, Des Moines, Federal Way, Auburn, Algonia, Pacific, Enumclaw). The legend indicates that the highest frequency of additional trips (2 trips/hour) is required for the central routes, while lower frequencies (1.5, 1, and .5 trips/hour) are required for more remote or less densely populated areas.

Figure 5. Metro Corridors Needing Investment per the Service Guidelines (Night Period, after 7 p.m.)



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## Route Productivity (Priority 4)

### What is Productivity?

Productivity is a measure of efficiency and an indicator of how much demand there is for service. High productivity indicates high demand for transit, so the region has an interest in meeting that demand and helping it grow even more. Much of the transit service growth envisioned by METRO CONNECTS will happen on routes and in areas that are highly productive. See Appendix A for more about how Metro measures productivity.



Route productivity statistics (Appendix C) inform decisions about service investments, restructures, and reductions. Routes in the top 25 percent are eligible for investment, and routes in the bottom 25 percent are eligible for reduction when the budget requires service reductions. The bus service system is divided into three service types (urban, suburban, and DART/shuttles), and each route is compared only to other routes of the same service type. See Appendix A for definitions of these categories.

- » **Suburban routes** remained generally flat, though there are indications of strengthening productivity in the off-peak.
- » **Urban routes** saw small decreases in productivity at peak times but a strengthening of productivity during off-peak times.

See Appendix C for route-by-route productivity data and Appendix D for changes to the thresholds designating the top and bottom 25 percent of routes by service type.

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## Peak Analysis

### What is Peak Analysis?

Peak-only services are routes, including local express routes, that run only during the morning and afternoon peak periods on weekdays. Peak-only services add to the all-day network and provide more service at times of peak demand, usually in one direction.



In addition to being evaluated for crowding and reliability, peak-only routes undergo a peak analysis. It compares each route that operates only in the peak period to an underlying local alternative, if one exists. Routes are measured in two metrics:

- » **Travel time:** Is the peak-only route 20 percent faster than the local alternative?
- » **Ridership:** Does the peak-only route have 90 percent of the local alternative's ridership during the peak hours?

Peak-only routes incur additional operating costs because they require an increase of the fleet and spend a higher-than-average amount of time deadheading (traveling without passengers from the base to the first bus stop, and from the last bus stop back to the base). To justify these additional costs and avoid being assigned top priority for reduction when Metro must reduce service, low-performing peak-only routes must meet at least one of the criteria above. (High-performing peak-only routes are excluded from the top priority for reduction, like all other high-performing routes.) The Service Guidelines provide more information about how Metro uses peak-only metrics when reducing service.

This year, 51 of the 64 peak-only routes analyzed met at least one of the criteria, leaving nine routes that failed both. See Appendix E for the complete results of the peak analysis. However, these metrics are under review as part of Metro's policy update efforts.



## Flexible Services

Metro's Flexible Services program (formerly Community Connections) develops and advances projects that build Metro's understanding and experience with new, innovative mobility solutions. These projects complement bus service in communities that lack the land use, density, or topography to support a productive bus service network.

A defining feature of the Flexible Services program is the ability to launch, test, and refine innovative service solutions in partnership with communities. These services leverage Metro's long-standing success in both DART and ridesharing services in combination with emerging mobility technologies. In addition to the current pilot services described below, Metro is continuing to develop new products and services through ideas that emerge from community partnerships and needs, as well as emerging national and international best practices for mobility services.

### Pilot Services

- » **Community Ride:** Reservation-based or on-demand services for local trips, or connecting to bus service.
- » **Community Shuttle:** Metro routes with flexible service areas, provided through community partnerships.
- » **Community Van:** Metro vans for local group trips requested by the community and scheduled by a community transportation coordinator to meet local needs.
- » **Feeder to Fixed Route:** Users can hail trips to and from a transit hub, on demand, using a phone or mobile app.

### Pilot Service Performance

Metro collects and analyzes ridership data for pilot services deployed through the Flexible Services program. Pilot services in operation during September 2019 to February 2020 are listed in Table 3. Please see Appendix A for the method used to develop performance measures.

Table 3: Data for Pilot Services in Operation October 2019–February 2020 – Period Averages

Service	Average Daily Ridership	Cost per Boarding
Snoqualmie Community Shuttle (Route 628)	61	\$25.15
Mercer Island Community Shuttle (Route 630)	213	\$4.20
Burien Community Shuttle (Route 631)	51	\$13.97
Des Moines Community Shuttle (Route 635)	106	\$15.35
Black Diamond – Enumclaw Community Ride	18	\$61.64
Normandy Park Community Ride	6	\$59.37
Shoreline – Lake Forest Park Community Ride	9	\$49.04
Sammamish Community Ride	20	\$87.70
Vashon Island Community Van <sup>1</sup>	75	\$11.66
Duvall Community Van <sup>1</sup>	40	\$16.14
Bothell – Woodinville Community Van <sup>1</sup>	92	\$9.52
Shoreline – Lake Forest Park Community Van <sup>1</sup>	70	\$11.36
Kenmore – Kirkland Community Van <sup>1</sup>	61	\$64.03
Trailhead Direct – Issaquah Alps <sup>2</sup>	117	\$30.73
Trailhead Direct – Mount Si <sup>2</sup>	278	\$16.73
Trailhead Direct – Mailbox Peak <sup>2</sup>	65	\$47.63
Trailhead Direct – Cougar Mountain <sup>2</sup>	67	\$63.16
Ride2 Eastgate <sup>3</sup>	82	\$34.95
Ride2 West Seattle <sup>3</sup>	30	\$71.50
Via to Transit – Mount Baker <sup>4</sup>	66	\$10.16
Via to Transit – Columbia City <sup>4</sup>	134	\$10.16
Via to Transit – Othello <sup>4</sup>	255	\$10.16
Via to Transit – Rainier Beach <sup>4</sup>	416	\$10.16
Via to Transit – Tukwila International Boulevard <sup>4</sup>	42	\$10.16

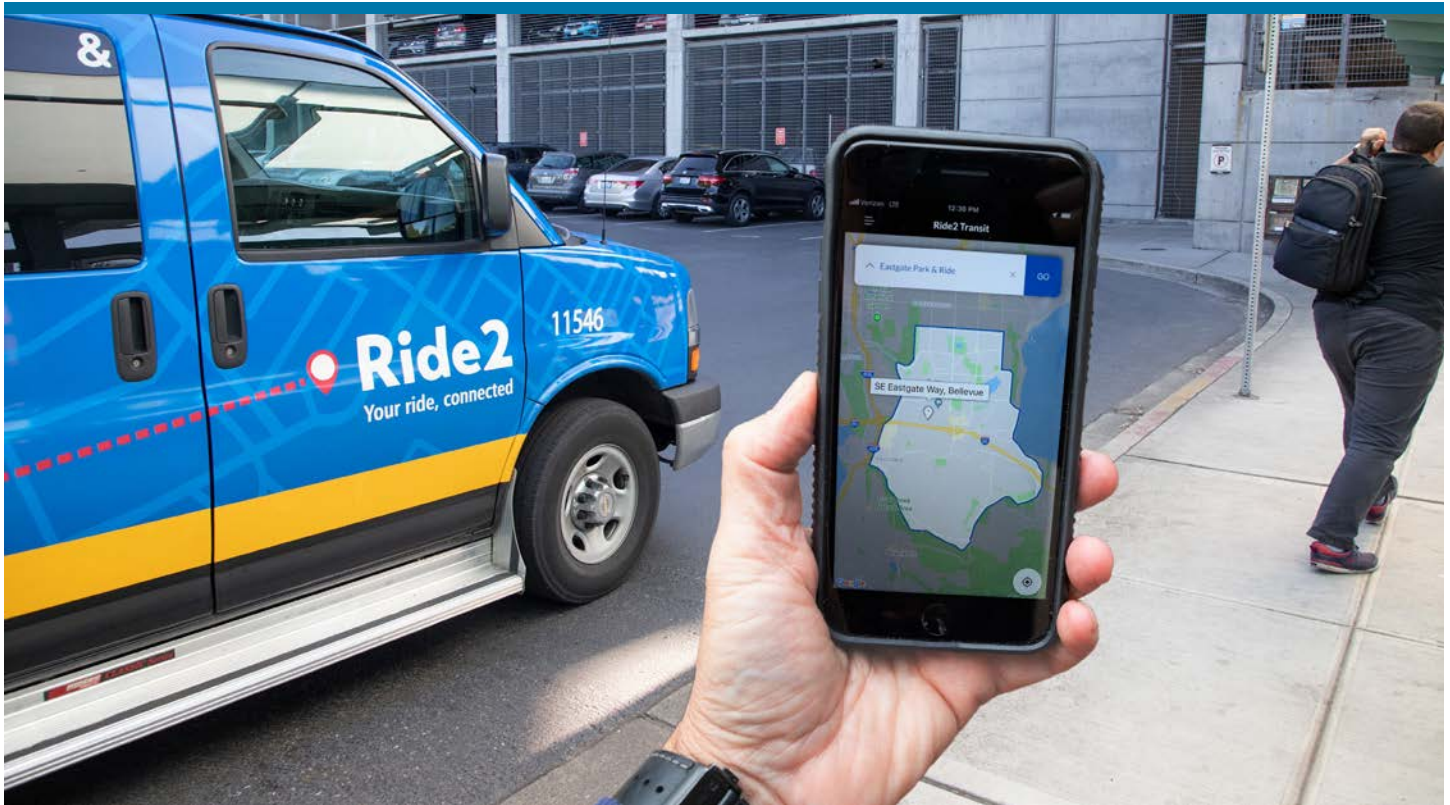
1 Community Van ridership is measured by number of boardings per month; cost per boarding for Community Van is based on cost of each round trip, regardless of number of passengers on board. Cost includes fuel, insurance, maintenance, and 30% of Community Transportation Coordinator's salary to cover operation time, based on 2019 annual average.

2 Data for 2019: Trailhead Direct 2019 Season, April 20, 2019 through October 27, 2019.

3 Last day of Ride2 service was on 12/20/2019.

4 Cost per boarding is based on Via total combined average. Vehicles travel between stations and are not assigned to a specific station.





## What's Next

During the COVID-19 pandemic, Metro suspended operations of many flexible services along with other Metro services. Community Van continued to operate throughout the pandemic, and Via to Transit was restored to service in June. Small vehicle size was a particular challenge for flexible services during the pandemic because of the need to ensure safety for customers and drivers. Metro took actions such as using barriers between customers and drivers, requiring masks, and limiting loads on flexible services as well as on bus service.

Metro is moving forward with several services planned during the period this report was produced. Sammamish Community Van launched in summer 2020, and Juanita Area Community Ride launched in September 2020. Flexible services pilots planned for 2021 include Renton Highlands Community Ride, Kent Industrial Valley Feeder to fixed, Tukwila Community Van, and Algona – Pacific Community Van. Most of these

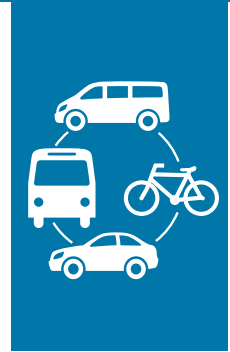
new services were developed as part of the Renton, Kent, Auburn Area Mobility Plan and the North Eastside Mobility Project. In these projects, Metro engaged the community to assess needs and develop flexible services that complement bus service changes, contributing to expanded mobility.

At the same time, Metro faces ongoing financial challenges, and future changes in 2021 and 2022 will likely include discontinuing or not restoring some pilot services.

# METRO CONNECTS Progress Report

## Overview

METRO CONNECTS is Metro's long-range vision to bring more and better transit service to King County to meet the growing demand and needs of the region through 2040. This is the second progress report on this vision, and is Metro's first step in the long-term annual monitoring of performance metrics associated with METRO CONNECTS.



## Measuring Progress

METRO CONNECTS envisions major changes to the King County transit network. The plan outlines key performance metrics intended to measure progress toward the 2040 vision. These metrics measure the following:

- » **Transit access.** Walkable access to frequent transit service, including for historically disadvantaged populations, and how people are getting to transit.
- » **Transit use.** Use of Metro and Metro-operated transit systems, and transit use during the busiest travel times.
- » **Transit efficiency.** The productivity and cost-efficiency of the Metro system.

Table 4 compares current performance on some of these metrics to Metro's goals for 2040. Future system evaluations will include metrics for accessibility and all-day service.

Annual monitoring of the metrics will enable Metro to track progress toward the desired 2040 outcomes. Progress will be affected by economic conditions. Full implementation of METRO CONNECTS will require additional resources beyond what current revenue sources will be able to provide.





**Table 4: METRO CONNECTS Performance Metrics**

	2017*	2018	2019	2040**
Transit access (bus service)				
Proximity of households to transit stops: percentage of households within half a mile of frequent service	50%	52%	52%	73%
Equity of access: percentage of minority households with access to frequent service	47%	49%	49%	77%
Equity of access: percentage of low-income households with access to frequent service	51%	53%	54%	87%
Proximity of jobs to transit stops: percentage of jobs within half a mile of frequent service	69%	69%	70%	87%
Access to transit: percentage of people who bike and walk to transit	78%	79%	77%	84%
Transit use (all transit)				
Ridership: daily boardings across all modes—bus, DART, light rail, flexible services, and paratransit	497,000	504,000	507,000	1,026,000
Mode share: percentage of all commute trips taken on transit (2016 one-year American Community Survey estimates, Table B08101)	13.1%	13.7%	14.6%	23%
Transit efficiency				
Cost per boarding (Metro bus service and DART service only), 2015 dollars*	\$4.73	\$4.87	\$5.22	\$3.95
Productivity: boardings per hour (Metro bus service and DART service only)	30.7	29.7	28.5	36.7

\* Figures for 2017 have been adjusted and corrected since the 2018 System Evaluation was published.

\*\* METRO CONNECTS target.



## Potential Changes to the Service Guidelines and Strategic Plan Integration with METRO CONNECTS and the Mobility Framework

Metro worked with community members, regional leaders, and an Equity Cabinet to develop a Mobility Framework, Motion 25353, adopted by the King County Council. With the Mobility Framework, the METRO CONNECTS vision can be integrated into the Service Guidelines in a way that prioritizes equity and sustainability, is mindful of new advances in mobility technologies, and guides Metro to invest where needs are greatest. Areas of the guidelines that could be updated include the following:

- » **Equity.** Update the definition of equity to be more inclusive of marginalized populations, and develop processes that prioritize equity and lead with racial justice.
- » **Innovations and flexible services.** Develop guidelines for how we test new services through pilot programs, and evaluate flexible services and new technologies.
- » **Partnerships.** Provide more clarity on the types of partnerships Metro engages in, and actions that cities and other partners can take to support and contribute to transit.
- » **METRO CONNECTS.** Revise the guidelines to align and better reflect the service and priorities outlined in METRO CONNECTS.

Metro is working with the King County Council, Regional Transit Committee, and stakeholders to develop proposed policy changes.



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## Appendix A: Methodologies and Process Descriptions

### Crowding (Priority 1)

Data is processed for two metrics: crowding and 20-minute standing loads.

**Crowding.** Data from Automated Passenger Counters (APCs) are collected, validated, cleaned, and compiled for each unique trip in the system (for example, the Route 5 trip that leaves Shoreline Community College at 5:15 a.m. on weekdays). Metro uses several months of data to determine the average maximum load on each trip. This figure is compared to the crowding threshold of the scheduled coach assignment. Each coach type Metro operates has its own crowding threshold. This threshold is determined by adding the number of seats on the coach to the number of standing passengers the coach can accommodate if each passenger has at least 4 square feet of floor space. For example, a coach with 50 seats and 100 square feet of floor space available for passengers to stand would have a crowding threshold of  $50 + 100/4 = 75$ . If a trip's average maximum load is greater than its crowding threshold, it is then determined if other trips that arrive within 15 minutes have the capacity to take the excess load without being overcrowded themselves. If excess capacity does not exist, the route is identified as needing investment. This process prevents Metro from adding too much capacity where it already exists. Estimated investment need is based on the number of hours it takes to provide a trip on the identified route in the identified time period.

**Twenty-minute standing loads.** Metro compiles data from APCs for each unique trip in the system. Several months of data is used to determine the average departing load from each bus stop served by the trip. The data is also used to determine the average time when buses leave each stop (known as the "passing minute"). These data are then processed to determine whether the passenger load exceeded the number of seats on the scheduled coach assignment for a period of at least 20 consecutive minutes. Where this happens, other trips that arrive within 15 minutes are checked to determine if they have the capacity to take those standing passengers without having standing loads themselves. If excess capacity is not found, the route is identified as needing investment. Note that this measure does not determine if any individual passengers were standing for more than 20 minutes, as Metro is unable to collect such data. Investment need is estimated as above.

### Reliability (Priority 2)

On-time performance is measured by comparing actual arrival times at time stops to scheduled arrival times. Buses that arrive at time stops up to 1.5 minutes before the scheduled time and up to 5.5 minutes after the scheduled time are considered to be on time. This allows for random variations resulting from operating in mixed traffic without prompting an unnecessary allocation of resources. All arrivals at time stops are recorded by systems on the bus. This data is then validated and cleaned. For the System Evaluation, late arrivals are analyzed by route and by time period.

The four time periods used are weekdays all day, weekday PM peak, Saturdays all day, and Sundays all day. For each route and each time period, the percentage of recorded arrivals at time stops that are late (more than 5.5 minutes after the scheduled arrival time) are calculated. For all-day measures, routes that arrive late more than 20 percent of the time are identified for investment. For the weekday PM peak period, routes that arrive late more than 35 percent of the time are identified for investment. Investment need is estimated based on how much time must be added to schedules to ensure the route meets the 20 percent or 35 percent goal.

## Methodologies and Process Descriptions continued

### Service Growth (Priority 3)

Target service levels are determined for corridors, which are major transit pathways throughout the county. A combination of productivity, geographic value, and social equity factors are used to determine how much service each corridor should have.

**Productivity.** The productivity measure includes two primary factors:

**Housing.** Metro calculates the number of housing units that fall within a quarter-mile, network-based walkshed of each stop served by the corridor. Housing unit information is maintained by the King County Assessor. The number of park-and-ride stalls within the same walkshed, multiplied by a factor of 1.1 (representing average occupancy), is added to this figure. Park-and-ride data is maintained by Metro. A graduated scale establishes the points assigned to each corridor (see the Service Guidelines for more information).

**Employment.** The number of jobs that fall within the same walkshed is calculated. This proprietary information is provided by the Puget Sound Regional Council. Added to this number is the number of in-person students at campuses of degree-conferring institutes of higher learning that fall within the same walkshed. This data is collected from each institute of higher learning. A graduated scale establishes the points assigned to each corridor (see the Service Guidelines for more information).

**Geographic Value.** This measure determines the value of connections made between centers. A primary connection between each distinct pair of Regional Growth Centers, Manufacturing/Industrial Centers, and Transit Activity Centers is determined based on two factors: ridership and travel time. These two factors are designed to determine which corridor a typical rider would choose when traveling between two centers. Metro evaluates each corridor serving each pair of centers on these factors; the best corridor is determined to be the primary connection and scores points as outlined in the Service Guidelines.

**Social Equity.** This measure includes two primary factors:

- » Boardings from low-income census tracts
- » Boardings from minority census tracts

First, census tracts in King County are divided into two groups: low-income or not low-income. Low-income tracts are those where a greater percentage of the population than the countywide average has low incomes (less than 200 percent of the federal poverty level depending on household size). This data is from the latest American Community Survey 5-year estimates, or decennial census data when it is the most up-to-date and accurate. Second, each corridor's proportion of inbound boardings that happen in low-income tracts is compared to the systemwide average of boardings in low-income tracts. Corridors above the systemwide average receive the greatest numbers of points, while corridors just below the systemwide average receive fewer. (See the Service Guidelines for more details.)

This same process is used to measure boardings from minority census tracts.

**Initial target and final target.** The aggregate score of the three measures above determine each corridor's initial service level. Then an analysis is conducted that measures how crowded buses would be, given current ridership, if only that level of service were provided. If the initial level of service is not sufficient to handle current ridership, the final target service levels are adjusted upward to ensure the target at least matches current demand. Additional policy considerations are applied for night service to arrive at target service levels for peak, off-peak, and night time periods. Then the target is compared to current service levels in each time period. Investment need is estimated corridor by corridor based on this gap, if one exists, by determining the number of additional trips that are needed to meet the target. Corridors are prioritized for investment based on their initial score, ordered first by geographic value, then productivity, then social equity, then corridor number if a tie exists.

## Methodologies and Process Descriptions continued

### Route Productivity (Priority 4)

Two measures of productivity are calculated for three time periods (peak, off-peak, and night):

- » **Rides per platform hour.** Annualized ridership for each route in each time period is determined based on data collected in one service period (between one service change and the next). Annualized platform hours are similarly calculated. Rides are then divided by platform hours.
- » **Passenger miles per platform mile.** Annualized passenger miles (the sum of miles every individual passenger travels) are divided by the number of miles buses traveled on each route in each time period.

Routes are separated into three service types: urban, suburban, and DART/Shuttle:

- » **Urban routes** primarily serve the densest parts of the county: the PSRC-designated Regional Growth Centers of Seattle Downtown, First Hill/Capitol Hill, South Lake Union, the University Community, and Uptown.
- » **Suburban routes** primarily serve passengers in suburban and rural areas in Seattle and King County.
- » **DART/Shuttle routes** are those that provide flexible, community-based service that has different characteristics than the bus service system.

For each group of routes, in each time period, for each measure, the quartiles are calculated based on the results. Each route's performance in each time period in each measure is classified as being in either the top 25 percent, middle 50 percent, or bottom 25 percent of routes within the same service type. This data helps planners know which routes in each category and in each time period are the most and least productive, which informs investment and reduction decisions in accordance with the Service Guidelines.

### Peak Analysis

Routes that operate only in the peak period are called peak-only routes. A local alternative for each peak-only route is designated only if the local alternative serves at least 50 percent of the riders of the peak-only route. Each peak-only route is compared to its alternative, if one exists, on two measures: ridership and travel time. Peak-only routes either pass or fail each measure. If the peak-only route's ridership is at least 90 percent of the alternative route's ridership in the peak period, it passes the ridership test. If the peak-only route's scheduled travel time is at least 20 percent faster than the alternative route's travel time, it passes the travel time test. If no local alternative exists, the peak-only route automatically passes both measures. Metro uses the results of this analysis when it is forced to reduce service, in accordance with the Service Guidelines.

## Methodologies and Process Descriptions continued

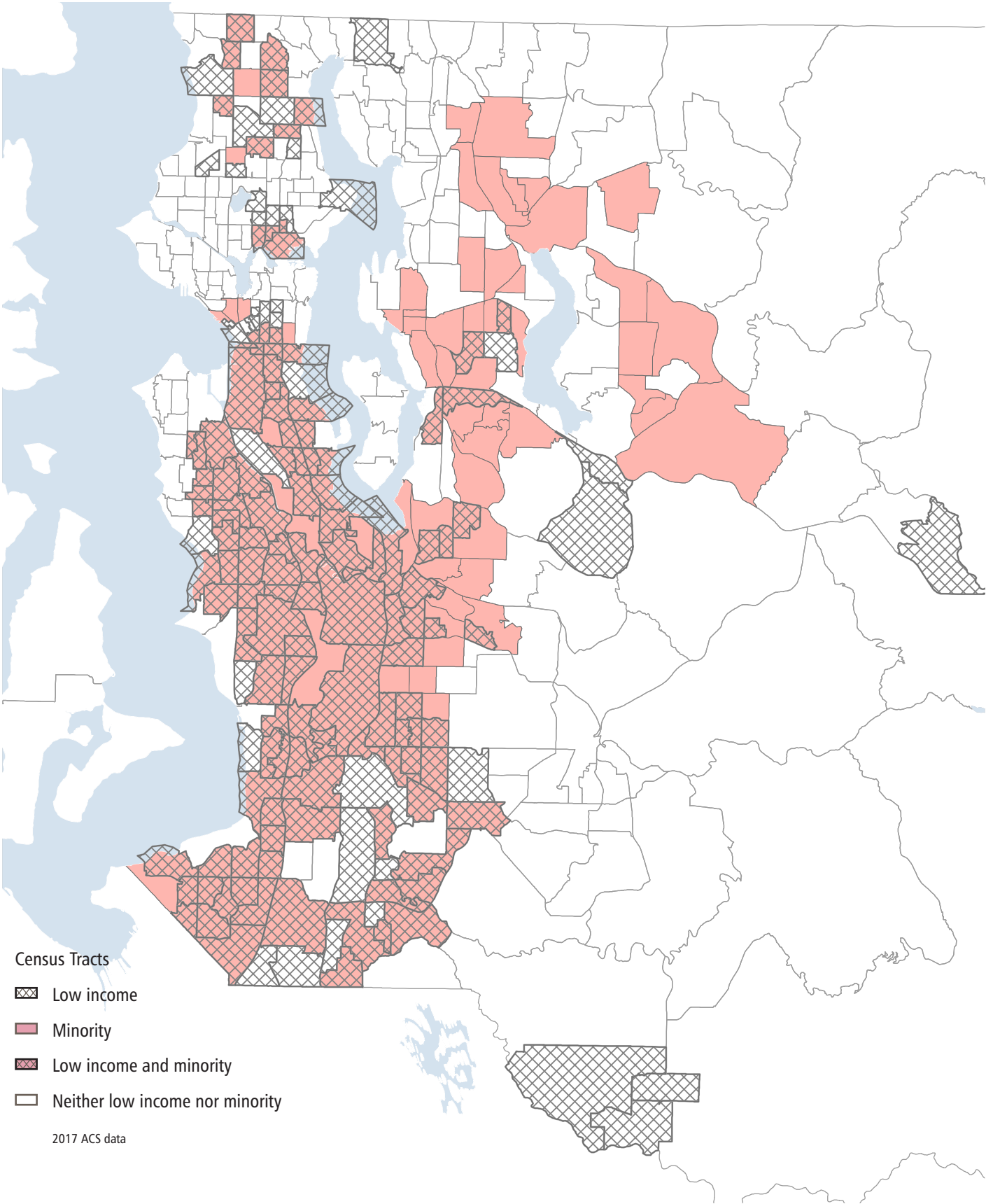
### Flexible Services

The table below summarizes the performance measures for evaluating flexible services.

Performance Measure	Description of methodology: Community Shuttle, Community Ride, and Ride2	Description of methodology: Via to Transit
Average daily ridership	Measure the level of use of these flexible services over time. High ridership may trigger additional trips and/or conditional conversion to bus service service. Low ridership may trigger re-evaluation of the service and potential right-sizing.	
Direct (or fixed) cost per boarding per passenger	<p>Determine the direct cost per passenger of the service contract with Hopelink. Cost includes service operation, vehicle maintenance and administration conducted by the service provider. (Because fuel prices are highly variable, this cost was excluded from this measure to enable numerical targets for a particular route. Including fuel prices in this measure would require Metro to forecast the future price of fuel in order to set realistic performance targets.)</p> <p>Example: A shuttle that costs \$1,200 per day to operate and provides an average of 100 boardings per day costs \$12 per boarding.</p> <p>An uncharacteristically high cost per boarding may trigger a re-evaluation of the service.</p>	<p>Determine the direct cost per passenger of the service contract with Via. Cost includes service operation, full vehicle costs, and fuel.</p> <p>The hourly cost for Via during the evaluation period was approximately \$45.73 and the average rides/vehicle/hour was 4.5, resulting in an average cost of \$10.16 per boarding.</p> <p>An uncharacteristically high cost per boarding may trigger a re-evaluation of the service.</p>



Appendix B: King County Low-Income and Minority Census Tracts



## Appendix C: Route Productivity Data

### Suburban Routes

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Suburban Routes		Peak		Off Peak		Night	
Bottom 25%		13.1	4.9	13.6	5.4	9.4	3.0
Top 25%		21.6	7.3	25.2	8.6	15.2	4.8
22	Arbor Heights - Westwood Village - Alaska Junction	17.19	3.56	8.74	2.04	6.84	1.64
50	Alki - Columbia City - Othello Station	20.96	5.97	18.48	5.40	9.95	2.96
105	Renton Highlands - Renton TC	27.25	7.58	27.49	7.94	13.53	3.97
107	Renton TC - Rainier Beach	24.23	6.15	23.26	6.36	11.70	
118	Tahlequah - Vashon	11.85	5.10	12.12	3.45	4.92	1.74
119	Dockton - Vashon	11.64	5.21	8.12	2.68		
128	Southcenter - Westwood Village - Admiral District	24.96	8.59	28.58	10.83	14.72	4.78
148	Fairwood - Renton TC		4.85	13.60	5.86	11.92	4.92
153	Kent Station - Renton TC	20.30	7.09				
154	Tukwila Station - Boeing Industrial	15.02	4.53	21.79	6.44		
156	Southcenter - SeaTac Airport - Highline CC	13.25	3.77	16.87	6.42	10.07	3.87
164	Green River CC - Kent Station	34.54	10.67	36.06	13.06	14.91	4.02
166	Kent Station - Burien TC	20.83	7.21	24.72	8.06	15.80	5.41
168	Maple Valley - Kent Station	19.72	6.56	22.31	8.27	18.64	6.11
169	Kent Station - East Hill - Renton TC	23.37	8.76	22.25	8.55	26.20	9.89
180	Auburn - SeaTac Airport - Burien TC	25.96	8.88	32.84	12.96	19.16	7.91
181	Twin Lakes P&R - Green River CC	17.08	4.98	25.92	9.87	15.54	4.80
182	NE Tacoma - Federal Way TC	13.00	3.51	19.68	7.07	12.28	4.25
183	Federal Way - Kent Station	21.75	7.83	22.39	9.93		4.57
186	Enumclaw - Auburn Station	9.92	2.40				
187	Federal Way TC - Twin Lakes	20.27	5.63	32.40	9.91	15.09	3.56

## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Suburban Routes		Peak		Off Peak		Night	
Bottom 25%		13.1	4.9	13.6	5.4	9.4	3.0
Top 25%		21.6	7.3	25.2	8.6	15.2	4.8
200	Downtown Issaquah - North Issaquah			8.17	1.95		
208	Issaquah - North Bend	5.75	3.20	8.98	5.41	4.65	2.23
221	Education Hill - Overlake - Eastgate	17.78	5.48	21.12	6.89	9.84	2.39
226	Eastgate - Crossroads - Bellevue	22.53	6.98	22.16	6.80	12.60	3.81
232	Duvall - Bellevue	14.03	5.38				
234	Kenmore - Kirkland TC - Bellevue	19.13	7.29	14.66	5.37	11.73	4.16
235	Kingsgate - Kirkland TC - Bellevue	20.38	6.97	16.82	5.99	10.01	3.86
236	Woodinville - Totem Lake - Kirkland	7.58	2.35	7.85	2.75	5.94	1.82
237	Woodinville - Bellevue	15.84	8.28				
238	Bothell - Totem Lake - Kirkland	9.57	2.92	11.47	4.25	6.38	2.16
240	Bellevue - Newcastle - Renton	17.75	6.93	22.22	9.17	12.81	5.82
241	Eastgate - Factoria - Bellevue	13.64	4.37	11.07	3.90	7.29	2.78
243	Overlake - Kenmore	2.47	1.02				
244	Kenmore - Overlake	12.28	6.03				
245	Kirkland - Overlake - Factoria	20.67	5.82	22.07	6.77	14.59	4.17
246	Eastgate - Factoria - Bellevue	12.36	3.16	8.67	2.53		
248	Avondale - Redmond TC - Kirkland	20.29	5.72	20.43	6.07	12.10	2.99
249	Overlake - South Kirkland - South Bellevue	17.59	5.08	16.55	5.65	10.83	3.70
269	Issaquah - Overlake	11.81	5.00	10.70	5.04	4.20	1.60
330	Shoreline CC - Lake City	18.57	5.79	26.56	8.99		

## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Suburban Routes		Peak		Off Peak		Night	
Bottom 25%		13.1	4.9	13.6	5.4	9.4	3.0
Top 25%		21.6	7.3	25.2	8.6	15.2	4.8
331	Shoreline CC - Kenmore	15.12	5.85	17.57	7.38	9.22	3.00
342	Shoreline - Bellevue TC - Renton	15.37	8.17				
345	Shoreline CC - Northgate	26.53	7.24	29.96	8.61	9.23	3.00
346	Aurora Village - Northgate	24.45	7.25	25.19	7.14	9.19	3.65
347	Mountlake Terrace - Northgate	20.63	6.28	18.44	5.10	15.25	4.67
348	Richmond Beach - Northgate	19.88	5.01	21.64	5.56		4.59
671	Federal Way - Tukwila	47.80	14.30	60.92	18.90	40.30	13.42
672	Bellevue - Crossroads - Redmond	38.89	11.68	38.83	12.33	24.88	7.41
676	Burien - Tukwila Int'l Blvd - Renton	28.16	8.66	31.13	11.83	22.94	7.80
952	Auburn P&R - Kenndale - Seaway TC	5.70	4.91	6.70	7.00		

## Route Productivity Data continued

### DART/Shuttle Routes

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: DART/Shuttle Routes		Peak		Off Peak		Night	
Bottom 25%		8.2	2.5	6.7	2.3	5.2	1.3
Top 25%		15.1	3.6	16.0	4.0	9.4	2.8
204**	South Mercer Island - Mercer Island P&R	8.2	1.8	7.7	2.7	0.0	0.0
224+ +	Duvall - Redmond TC	8.0		8.4	3.9		
773	Seacrest Park - Alaska Junction	14.7	3.0	13.9	2.3		
775	Seacrest Park - Admiral District - Alki	17.0	3.5	21.4	3.7		
901DART	Mirror Lake - Federal Way TC	18.5	5.4	21.7	5.9	14.1	4.1
903DART	Twin Lakes - Federal Way TC	12.8	2.9	15.9	3.6	6.6	1.5
906DART	Fairwood - Southcenter	16.0	5.1	16.3	6.0	11.9	4.7
907DART	Black Diamond - Renton TC			6.1	2.8		
908DART	Renton Highlands - Renton TC	7.5	2.0	5.3	1.5	3.8	0.9
910DART	North Auburn - SuperMall			9.6	2.1	7.1	1.7
913DART	Kent Station - Riverview	10.3	2.8				
914DART	Kent - Kent East Hill			8.3	2.5	5.8	1.5
915DART	Enumclaw - Auburn Station			16.6	5.6	10.1	3.1
916DART	Kent - Kent East Hill			6.4	2.7	5.8	2.0
917DART	Pacific - Auburn	9.9	2.6	6.8	1.8	5.0	1.3
930DART	Kingsgate - Redmond	10.8	4.2	12.1	4.4		
931DART	Bothell - Redmond	5.0	2.3	3.5	1.7		

## Route Productivity Data continued

### Urban Routes

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Urban Routes		Peak		Off Peak		Night	
Bottom 25%		22.2	9.5	21.3	8.0	16.3	4.7
Top 25%		37.8	15.0	37.9	11.7	25.7	7.8

1	Kinnear - Seattle CBD	41.52	10.97	32.63	7.53	24.43	5.27
2	West Queen Anne - Seattle CBD - Madrona Park	51.70	12.34	46.14	9.95	27.80	6.15
3	Seattle Pacific University - North Queen Anne - Seattle CBD - Madrona Park	47.71	10.93	39.63	9.18	22.70	4.36
4	Seattle Pacific University - East Queen Anne - Seattle CBD - Judkins Park	43.85	9.29	29.19	7.15	24.35	4.74
5	Shoreline CC - Seattle CBD	44.25	14.91	37.59	13.77	23.23	7.61
5X	Greenwood - Seattle CBD	34.57	13.44				
7	Rainier Beach - Seattle CBD	43.72	14.14	49.18	15.27	35.50	10.89
8	Seattle Center - Capitol Hill - Mount Baker	54.47	12.14	42.09	10.06	30.74	6.91
9	Rainier Beach - Capitol Hill	26.86	7.84	23.01	7.50		
10	Capitol Hill - Seattle CBD	36.70	6.71	39.33	7.96	25.70	4.91
11	Madison Park - Seattle CBD	50.31	11.56	44.65	9.34	29.65	5.19
12	Interlaken Park - Seattle CBD	50.82	9.73	38.64	7.49	17.55	3.49
13	Seattle Pacific University - Queen Anne - Seattle CBD	40.33	11.25	35.69	9.01	29.00	6.44
14	Mount Baker - Seattle CBD	39.35	9.22	32.01	7.07	20.43	4.39
15X	Blue Ridge - Ballard - Seattle CBD	41.81	16.76				
17X	Sunset Hill - Ballard - Seattle CBD	39.54	16.45	28.40	11.59		
18X	North Beach - Ballard - Seattle CBD	35.30	14.36				
19	West Magnolia - Seattle CBD	24.76	8.50				
21	Arbor Heights - Westwood Village - Seattle CBD	36.84	12.12	28.30	10.22	16.17	5.99
21X	Arbor Heights - Westwood Village - Seattle CBD	27.70	14.59				
24	Magnolia - Seattle CBD	36.56	11.90	25.90	9.33	14.15	4.70

## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Urban Routes		Peak		Off Peak		Night	
Bottom 25%		22.2	9.5	21.3	8.0	16.3	4.7
Top 25%		37.8	15.0	37.9	11.7	25.7	7.8
26	Northgate - East Green Lake - Wallingford - Seattle CBD	37.80	12.82	25.11	11.33	12.80	4.87
27	Colman Park - Leschi Park - Seattle CBD	33.33	7.23	19.53	4.60	14.01	3.10
28	Broadview - Crown Hill - Ballard - Seattle CBD via Leary Way NW	33.03	11.44	26.68	10.90	12.06	4.43
29	Ballard - Queen Anne - Seattle CBD	27.10	6.24	12.30	3.51		
31	University District - Fremont - Magnolia	30.25	7.95	24.95	7.77	15.24	3.40
32	University District - Fremont - Seattle Center	36.66	11.05	30.46	10.27	20.96	6.05
33	Discovery Park - Seattle CBD	42.55	12.97	31.04	9.09	14.40	4.58
36	Othello Station - Beacon Hill - Seattle CBD	41.87	11.54	41.17	11.30	28.59	7.63
37	Alaska Junction - Alki - Seattle CBD	12.71	6.68				
40	Northgate TC - Ballard - Seattle CBD via Leary Av NW	44.22	12.90	40.54	13.51	23.61	7.65
41	Lake City - Seattle CBD via Northgate	28.45	17.24	22.83	12.67	14.82	8.72
43	University District - Capitol Hill - Seattle CBD	22.89	5.49	23.89	6.15	11.08	3.19
44	Ballard - Wallingford - Montlake	60.04	16.64	46.09	12.66	34.11	8.83
45	Loyal Heights - University District	37.60	8.68	42.85	11.62	25.84	5.78
47	Summit - Seattle CBD	26.20	5.03	21.39	4.17	16.85	2.96
48	Mount Baker - University District	31.40	9.53	25.87	7.64	14.36	3.97
49	University District - Capitol Hill - Seattle CBD	41.99	15.27	38.84	14.86	31.13	11.40
55	Admiral District - Alaska Junction - Seattle CBD	21.94	10.03				
56	Alki - Seattle CBD	30.03	13.61	17.53	10.30		



## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Urban Routes		Peak		Off Peak		Night	
Bottom 25%		22.2	9.5	21.3	8.0	16.3	4.7
Top 25%		37.8	15.0	37.9	11.7	25.7	7.8
57	Alaska Junction - Seattle CBD	34.49	16.12				
60	Westwood Village - Georgetown - Capitol Hill	31.38	9.50	29.52	9.29	21.21	6.29
62	Sand Point – Green Lake – Seattle CBD	42.08	12.20	30.77	10.00	19.50	6.31
63	Northgate - Cherry Hill	27.67	9.94	22.87	8.99		
64	Jackson Park - Cherry Hill	29.48	9.41				
65	Jackson Park – Lake City – University District	47.14	11.48	33.14	8.34	23.97	6.05
67	Northgate TC - University District	43.35	11.38	41.67	10.61	28.48	6.54
70	University District - Seattle CBD	47.97	15.80	37.92	14.01	21.96	7.76
71	Wedgwood - University District	26.88	5.84	26.25	5.36	17.16	3.38
73	Jackson Park - Cowen Park - University District			28.64	7.70	20.85	5.63
74	Sand Point - Seattle CBD	22.60	9.23	9.10	2.96		
75	Northgate TC - Lake City - Seattle CBD	37.05	9.39	31.39	8.15	19.07	4.69
76	Wedgwood - Seattle CBD	39.41	14.53	20.27	9.10		
77	North City - Seattle CBD	30.87	14.97				
78	Children's Hospital - UW Station	16.43	2.89	14.56	2.76		
101	Renton TC - Seattle CBD	26.66	19.08	20.89	15.82	19.87	15.05
102	Fairwood - Seattle CBD	26.17	18.10				
106	Renton TC - Rainier Beach - Seattle CBD	35.24	9.54	33.49	9.96	20.33	6.72
111	Lake Kathleen - Seattle CBD	17.05	13.21				
113	Shorewood - Seattle CBD	17.26	9.54				
114	Renton Highlands - Seattle CBD	13.84	10.25				
116	Fauntleroy Ferry - Seattle CBD	19.10	7.25				

## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Urban Routes		Peak		Off Peak		Night	
Bottom 25%		22.2	9.5	21.3	8.0	16.3	4.7
Top 25%		37.8	15.0	37.9	11.7	25.7	7.8
118X	Tahlequah - Vashon	17.22	9.01	9.93	5.02		
119X	Dockton - Vashon	23.25	4.55				
120	Burien TC - Westwood Village - Seattle CBD	30.41	14.23	29.95	14.07	22.12	10.58
121	Highline CC -Burien TC - Seattle CBD via 1st Av S	14.73	7.64	10.67	4.48		
122	Highline CC -Burien TC - Seattle CBD via Des Moines Memorial Dr S	14.50	7.79	15.32	9.05		
123	Burien - Seattle CBD	21.17	13.18				
124	Tukwila - Georgetown - Seattle CBD	32.71	11.52	32.41	10.57	20.07	7.49
125	Westwood Village - Seattle CBD	23.36	10.26	19.07	8.78	7.63	3.34
131	Burien TC - Highland Park - Seattle CBD	37.09	15.26	41.02	15.96	23.14	8.68
132	Burien TC - South Park - Seattle CBD	32.65	13.05	30.58	11.50	19.65	7.21
143	Black Diamond - Renton TC - Seattle CBD	15.38	10.56				
150	Kent Station - Southcenter - Seattle CBD	25.84	17.25	23.89	18.93	18.89	14.56
157	Lake Meridian - Seattle CBD	13.44	10.28				
158	Kent East Hill - Seattle CBD	15.34	11.55				
159	Timberlane - Seattle CBD	13.27	9.53				
167	Renton - Newport Hills - University District	21.47	17.48	15.29	18.26		
177	Federal Way - Seattle CBD	12.57	9.11				
178	South Federal Way - Seattle CBD	12.19	9.50				
179	Twin Lakes - Seattle CBD	16.61	14.53				
190	Redondo Heights - Seattle CBD	11.09	8.55				
192	Star Lake - Seattle CBD	9.62	7.89				

## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Urban Routes		Peak		Off Peak		Night	
Bottom 25%		22.2	9.5	21.3	8.0	16.3	4.7
Top 25%		37.8	15.0	37.9	11.7	25.7	7.8
193	Federal Way - First Hill	12.99	10.57				
197	Twin Lakes - University District	12.96	11.03	11.77	8.10		
212	Eastgate - Seattle CBD	36.87	20.84	21.30	11.24		
214	Issaquah - Seattle CBD	23.13	16.74				
216	Sammamish - Seattle CBD	29.06	20.24				
217	Seattle CBD - Eastgate - Issaquah	15.00	10.93				
218	Issaquah Highlands - Seattle CBD	31.69	20.86	23.04	16.36		
219	Redmond - Sammamish - Seattle CBD	23.88	19.89				
252	Kingsgate - Seattle CBD	20.38	14.05				
255	Brickyard - Kirkland TC - Seattle CBD	23.96	14.33	17.51	10.79	13.69	8.80
257	Brickyard - Seattle CBD	23.31	16.02				
268	Redmond - Seattle CBD	29.83	20.00				
271	Issaquah - Bellevue - University District	23.18	10.50	22.53	11.36	16.27	7.81
277	Juanita - University District	12.16	5.52	18.09	8.03		
301	Aurora Village - Seattle CBD	31.44	22.78	27.94	20.68		
303	Shoreline - First Hill	27.97	14.91				
304	Richmond Beach - Seattle CBD	24.37	17.79				
308	Horizon View - Seattle CBD	14.14	8.19				
309	Kenmore - First Hill	26.37	14.56				
311	Woodinville - Seattle CBD	22.02	15.92				
312	Bothell - Seattle CBD	29.00	17.12	19.38	10.39		
316	Meridian Park - Seattle CBD	36.75	16.01				
355	Shoreline CC - University District - Seattle CBD	28.20	12.74	20.39	9.11		
372	Woodinville - Lake City - University District	35.55	10.55	39.76	11.68	24.39	5.64

## Route Productivity Data continued

Route	Description	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Fall 2019 Thresholds: Urban Routes		Peak		Off Peak		Night	
Bottom 25%		22.2	9.5	21.3	8.0	16.3	4.7
Top 25%		37.8	15.0	37.9	11.7	25.7	7.8
373	Aurora Village - University Village	31.63	10.46	30.83	9.00		
673	Westwood Village - Alaska Junction - Seattle CBD	36.69	14.57	33.44	15.18	19.88	9.15
674	Crown Hill - Ballard - Seattle Center - Seattle CBD	58.68	17.26	54.42	17.64	36.38	11.00
675	Aurora Village - Seattle CBD	48.25	18.28	51.05	21.15	41.11	16.06
--	First Hill Streetcar	47.64	11.75	47.64	11.75	47.64	11.75
--	South Lake Union Streetcar	11.8	6.0	11.8	6.0	11.8	6.0
--	West Seattle Water Taxi	87.0	31.0				
--	Vashon Island Water Taxi	159.0	79.0				

\* Designates routes receiving Seattle investments

\*\* Water Taxi is operated by Metro's Marine Division

## Appendix D: Changes to Route Productivity Thresholds

### Top 25%

Service Type	Year	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Suburban	2020	21.6	7.3	25.2	8.6	15.2	4.8
	2019	24.1	7.8	25.3	8.5	15.8	5.4
	Change	-2.5	-0.5	-0.1	0.1	-0.6	-0.6
Urban	2020	37.8	15.0	37.9	11.7	25.7	7.8
	2019	40.3	16.4	36.4	11.9	24.7	7.7
	Change	-2.5	-1.4	1.5	-0.2	1.0	0.1
DART/Shuttle	2020	15.1	3.6	16.0	4.0	9.4	2.8
	2019	13.8	4.5	14.8	4.5	12.7	4.7
	Change	1.3	-0.9	1.2	-0.5	-3.3	-1.9

### Bottom 25%

Service Type	Year	Peak		Off Peak		Night	
		Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile	Rides/ Platform Hour	Passenger Miles/ Platform Mile
Suburban	2020	13.1	4.9	13.6	5.4	9.4	3.0
	2019	13.7	5.3	11.9	4.9	8.4	2.8
	Change	-0.6	-0.4	1.7	0.5	1.0	0.2
Urban	2020	24.3	10.1	21.2	7.4	16.6	4.3
	2019	24.7	9.8	22.4	7.5	15.7	4.4
	Change	-0.4	0.3	-1.2	-0.1	0.9	-0.1
DART/Shuttle	2020	8.9	2.5	8.1	2.4	12.7	4.7
	2019	8.1	2.1	7.4	2.3	13.0	4.7
	Change	0.8	0.4	0.7	0.1	-0.3	0.0

## Appendix E: Peak Route Analysis

Route	Description	Alternative Route(s)*	Ridership ≥ 90% of alternative	Travel Time ≥ 20% faster than alternative
5EX	Shoreline CC - Seattle CBD	5	No	No
9EX	Rainier Beach - Capitol Hill	7	No	No
15EX	Blue Ridge - Ballard - Seattle CBD	674	No	Yes
17EX	Sunset Hill - Ballard - Seattle CBD	29	Yes	Yes
18EX	North Beach - Ballard - Seattle CBD	40	No	No
19	West Magnolia - Seattle CBD	24	No	No
21EX	Arbor Heights - Westwood Village - Seattle CBD	21	Yes	Yes
29	Ballard - Queen Anne - Seattle CBD	2	No	Yes
37	Alaska Junction - Alki - Seattle CBD	773	Yes	Yes
55	Admiral District - Alaska Junction - Seattle CBD	50	Yes	No
56	Alki - Seattle CBD	50	Yes	Yes
57	Alaska Junction - Seattle CBD	56	Yes	No
63EX	Northgate - Cherry Hill	303EX	Yes	No
64EX	Lake City - First Hill	76	No	Yes
76	Wedgwood - Seattle CBD	71	Yes	No
77EX	North City - Seattle CBD	373EX	Yes	Yes
102	Fairwood - Renton TC - Seattle CBD	148	Yes	No
111	Lake Kathleen - Seattle CBD	None	Yes	Yes
113	Shorewood - Seattle CBD	None	Yes	Yes
114	Renton Highlands - Seattle CBD	240	Yes	Yes
116EX	Fauntleroy Ferry - Seattle CBD	673	No	No
118EX	Tahlequah - Seattle CBD via ferry	118	Yes	No
119EX	Dockton - Seattle CBD via ferry	119	Yes	No
121	Highline CC -Burien TC - Seattle CBD via 1st Av S	166	Yes	Yes
122	Highline CC -Burien TC - Seattle CBD via Des Moines Memorial Dr S	156	Yes	Yes
123	Burien - Seattle CBD	121	Yes	No
154	Tukwila Station - Boeing Industrial	124	No	No
157	Lake Meridian - Seattle CBD	None	Yes	Yes
167	Renton - Newport Hills - University District	560EX	Yes	Yes
177	Federal Way - Seattle CBD	577EX	No	No
178	South Federal Way - Seattle CBD	177	Yes	No
179	Twin Lakes - Seattle CBD	181	Yes	No
190	Redondo Heights - Seattle CBD	574EX	No	Yes
193EX	Federal Way - First Hill	None	Yes	Yes
197	Twin Lakes - University District	181	Yes	Yes
197	Twin Lakes - University District	181	Yes	Yes
212	Eastgate - Seattle CBD	554EX	Yes	No

## Peak Route Analysis continued

Route	Description	Alternative Route(s)*	Ridership ≥ 90% of alternative	Travel Time ≥ 20% faster than alternative
214	Issaquah - Seattle CBD	554EX	No	No
216	Sammamish - Seattle CBD	269	Yes	No
217	Issaquah - Eastgate - Seattle CBD	554EX	No	Yes
218	Issaquah Highlands - Seattle CBD	554EX	Yes	Yes
219	Redmond - Sammamish - Seattle CBD	None	Yes	Yes
232	Duvall - Bellevue	248	Yes	Yes
237	Woodinville - Bellevue	311	No	Yes
243EX	Overlake - Kenmore	930	Yes	Yes
244	Kenmore - Overlake	234	Yes	Yes
252	Kingsgate - Seattle CBD	255	No	Yes
257	Brickyard - Seattle CBD	238	Yes	Yes
268	Redmond - Seattle CBD	545	No	Yes
301	Aurora Village - Seattle CBD	675	No	Yes
303EX	Shoreline - First Hill	None	Yes	Yes
304	Richmond Beach - Seattle CBD	348	Yes	Yes
308	Horizon View - Seattle CBD	331	Yes	No
309EX	Kenmore - First Hill	312EX	Yes	Yes
311	Woodinville - Seattle CBD	232	Yes	Yes
312EX	Bothell - Seattle CBD	522EX	Yes	No
316	Meridian Park - Seattle CBD	26EX	Yes	Yes
342	Shoreline - Bellevue TC - Renton	None	Yes	Yes
355EX	Shoreline CC - University District - Seattle CBD	5	No	No
Vashon Water Taxi	Vashon - Seattle CBD	118	Yes	Yes
W. Seattle Water Taxi	West Seattle - Seattle CBD	37	Yes	Yes

Peak-only routes 143, 373 Express, 930, and 931 are included in the corridor analysis because they each serve as the only route on one of Metro's corridors during at least one time period. These routes are not analyzed as part of the peak analysis because their target service levels are set by the corridor analysis.

\* Alternative routes must serve at least 50% of riders on the peak-only route.

\*\* Water Taxi is operated by Metro's Marine Division.



## Appendix F: Route-level Reliability

over the lateness threshold

Route	All-Day % Late	PM % Late	Saturday % Late	Sunday % Late
1	10%	12%	12%	24%
5	19%	31%	25%	19%
7	15%	17%	23%	12%
8	11%	17%	16%	26%
10	24%	25%	10%	8%
11	18%	26%	19%	31%
15X	22%	34%		
17X	28%	23%		
18X	28%	32%		
21	17%	23%	27%	15%
22	22%	50%	7%	27%
24	20%	31%	25%	22%
26X	22%	25%	23%	20%
28X	19%	23%	27%	20%
33	15%	28%	21%	15%
40	19%	26%	31%	43%
43	25%	23%	15%	6%
50	20%	36%	10%	18%
60	21%	26%	23%	16%
62	21%	34%	21%	15%
63X	34%	41%		
64X	34%	43%		
76	30%	41%		
77X	20%	21%		
106	21%	23%	19%	14%
116X	22%	19%		
119	21%	28%		
124	16%	21%	23%	17%
125	21%	32%	12%	10%
131	22%	28%	28%	23%
132	20%	22%	21%	19%
143	29%	35%		
153	22%	43%		
154	22%	24%		
156	13%	17%	9%	24%
157	31%	33%		
159	21%	33%		
167	20%	22%		

Route	All-Day % Late	PM % Late	Saturday % Late	Sunday % Late
169	11%	14%	21%	19%
186	20%	35%		
190	21%	13%		
193X	23%	26%		
197	24%	29%		
208	20%	43%	26%	
218	21%	7%		
226	16%	19%	20%	25%
232	21%	18%		
235	21%	26%	6%	5%
238	23%	33%	16%	15%
244	36%	39%		
257	22%	39%		
268	22%	21%		
277	36%	36%		
301X	23%	32%		
303X	22%	36%		
308	35%	62%		
309X	18%	39%		
316	34%	51%		
330	20%	33%		
342	21%	33%		
E Line	22%	25%		

## Appendix G: Route-level Ridership and Hours

Metro adopted a more accurate methodology to process data from its automatic passenger counters. This methodology was applied to last year's data to provide an apples-to-apples comparison. Data for 2015 will not match the data published in last year's System Evaluation.

Route	Weekday Rides in Fall 2018	Weekday Rides in Fall 2019	Change in Rides	Weekday Platform Hours in Fall 2018	Weekday Platform Hours in Fall 2019	Change in Platform Hours
1	2,400	2,700	300	67	78	11
2	5,900	5,900	0	138	137	-1
3	8,100	6,800	-1,300	190	168	-22
4	2,700	3,900	1,200	110	109	-1
5	8,000	7,700	-300	203	218	15
7	11,200	11,200	0	260	261	1
8	8,600	8,800	200	194	195	1
9	1,000	1,000	0	37	37	0
10	3,200	3,200	0	94	95	1
11	4,100	4,200	100	93	97	4
12	3,400	3,500	100	86	86	0
13	2,400	2,300	-100	64	65	1
14	3,000	3,400	400	87	104	17
15X	1,400	1,500	100	33	35	2
17X	1,100	1,200	100	27	30	3
18X	1,100	1,000	-100	27	27	1
19	300	400	100	13	14	1
21	4,800	4,600	-200	158	159	1
22	200	200	0	16	17	1
24	2,300	2,100	-200	74	74	0
26X	3,000	2,700	-300	95	97	2
27	1,200	1,300	100	50	50	0
28X	3,300	3,000	-300	106	110	4
29	1,100	1,000	-100	38	39	1
31	1,800	1,800	0	67	68	1
32	2,300	2,400	100	77	77	0
33	2,100	2,000	-100	60	60	0
36	9,200	9,200	0	237	242	5
37	200	200	0	13	13	1
40	12,600	13,200	600	315	343	28
41	8,800	6,800	-2,000	233	279	46
43	700	700	0	32	33	1
44	8,900	8,800	-100	177	179	2
45	6,800	6,800	0	186	186	0

## Route-level Ridership and Hours continued

Route	Weekday Rides in Fall 2018	Weekday Rides in Fall 2019	Change in Rides	Weekday Platform Hours in Fall 2018	Weekday Platform Hours in Fall 2019	Change in Platform Hours
47	500	600	100	23	24	1
48	5,600	5,200	-400	199	205	6
49	6,000	6,300	300	169	169	0
50	2,400	2,500	100	137	148	11
55	900	900	0	37	37	0
56	700	800	100	26	27	1
57	500	500	0	13	14	1
60	5,700	5,600	-100	193	192	-1
62	8,100	8,100	0	244	245	1
63	700	900	200	30	30	0
64X	800	900	100	30	31	1
65	5,700	5,800	100	146	156	10
67	5,700	6,000	300	146	151	5
70	8,600	8,100	-500	216	217	1
71	1,300	1,300	0	51	51	0
73	700	700	0	24	25	1
74	1,300	1,100	-200	50	56	6
75	4,600	4,300	-300	136	136	0
76	1,600	1,700	100	44	44	0
77	1,100	1,200	100	36	37	1
78	200	300	100	14	14	0
101	4,700	3,900	-800	154	166	12
102	1,400	1,300	-100	40	46	6
105	900	1,000	100	38	38	0
106	5,800	5,600	-200	178	179	1
107	2,700	2,500	-200	117	121	4
111	800	900	100	43	49	6
113	200	300	100	13	14	1
114	400	500	100	31	32	1
116	600	600	0	29	30	1
118X	200	500	300	11	42	31
118	400	500	100	30	42	12
119X	100	300	200	5	22	17
119	200	300	100	12	22	10
120	8,400	8,200	-200	243	298	55
121	900	900	0	56	56	0
122	400	500	100	30	30	0

## Route-level Ridership and Hours continued

Route	Weekday Rides in Fall 2018	Weekday Rides in Fall 2019	Change in Rides	Weekday Platform Hours in Fall 2018	Weekday Platform Hours in Fall 2019	Change in Platform Hours
123	300	300	0	14	14	0
124	4,200	4,100	-100	137	137	0
125	1,400	1,300	-100	60	62	2
128	3,400	3,200	-200	140	139	-1
131	3,300	3,500	200	93	97	4
132	2,900	3,000	100	103	103	0
143	500	600	100	35	36	1
148	600	600	0	43	44	1
150	6,300	5,400	-900	208	225	17
153	800	800	0	42	42	0
154	100	200	100	9	9	0
156	1,000	1,000	0	70	72	2
157	200	300	100	17	18	1
158	600	500	-100	31	33	2
159	300	400	100	25	27	2
164	1,700	1,700	0	48	55	7
166	1,700	1,800	100	86	86	0
167	300	400	100	16	17	1
168	1,500	1,500	0	72	75	3
169	3,300	3,300	0	144	145	1
177	500	500	0	36	38	2
178	400	500	100	32	35	3
179	700	800	100	42	44	2
180	4,600	4,700	100	183	183	1
181	2,200	2,000	-200	108	107	-1
182	500	500	0	29	30	1
183	1,000	1,100	100	52	52	0
186	200	300	100	21	21	0
187	500	500	0	19	20	1
190	400	400	0	29	33	4
192	100	200	100	14	16	2
193	400	500	100	31	32	1
197	500	600	100	40	41	1
200	100	200	100	13	14	1
201	50	0	-50	2	0	-2
204	200	200	0	19	21	2
208	100	200	100	17	18	1

## Route-level Ridership and Hours continued

Route	Weekday Rides in Fall 2018	Weekday Rides in Fall 2019	Change in Rides	Weekday Platform Hours in Fall 2018	Weekday Platform Hours in Fall 2019	Change in Platform Hours
212	2,700	2,800	100	79	77	-2
214	1,200	1,100	-100	46	48	2
216	900	1,000	100	31	32	1
217	200	200	0	13	13	0
218	1,400	1,400	0	41	47	6
219	800	900	100	36	36	0
221	1,500	1,500	0	83	84	1
224	100	200	100	16	16	0
226	1,500	1,500	0	70	71	1
232	400	400	0	24	25	1
234	1,300	1,300	0	76	76	0
235	1,100	1,200	100	67	68	1
236	400	500	100	63	63	0
237	100	100	0	6	6	0
238	800	900	100	78	79	1
240	2,400	2,500	100	136	137	1
241	600	600	0	48	48	0
243	50	100	50	11	11	0
244	200	200	0	16	17	1
245	3,500	3,500	0	168	169	1
246	300	400	100	30	31	1
248	1,000	1,000	0	55	56	1
249	800	1,000	200	54	55	1
252	700	600	-100	26	29	3
255	6,300	5,500	-800	240	262	22
257	600	600	0	24	25	1
268	600	600	0	17	18	1
269	900	1,000	100	86	87	1
271	5,400	5,300	-100	236	237	1
277	200	300	100	19	20	1
301	1,600	1,600	0	49	50	1
303	1,200	1,200	0	39	41	2
304	400	400	0	16	17	1
308	200	200	0	13	14	1
309	500	500	0	19	19	0
311	1,300	1,200	-100	49	53	4
312	2,600	2,500	-100	84	86	2

## Route-level Ridership and Hours continued

Route	Weekday Rides in Fall 2018	Weekday Rides in Fall 2019	Change in Rides	Weekday Platform Hours in Fall 2018	Weekday Platform Hours in Fall 2019	Change in Platform Hours
316	1,200	1,200	0	29	31	2
330	400	400	0	14	14	0
331	900	900	0	51	52	1
342	300	300	0	17	17	0
345	1,100	1,100	0	47	47	0
346	1,100	1,000	-100	44	47	3
347	1,200	1,100	-100	55	56	1
348	1,200	1,100	-100	57	57	0
355	900	1,000	100	34	35	1
372	7,800	7,600	-200	216	216	0
373	1,900	2,000	100	61	63	2
628	50	100	50	18	23	5
630	50	200	150	11	11	0
631	50	100	50	9	10	1
635	50	200	150	16	22	6
A Line	9,400	9,100	-300	182	184	2
B Line	6,200	6,100	-100	166	167	1
C Line	12,200	11,100	-1,100	339	336	-3
D Line	13,900	13,800	-100	261	264	3
E Line	16,800	16,700	-100	336	360	24
F Line	5,700	5,300	-400	191	197	6
773	200	200	0	7	7	0
775	200	200	0	8	8	0
823	100	100	0	2	3	1
824	100	100	0	2	2	0
886	50	100	50	2	2	0
887	100	100	0	2	3	1
888	100	100	0	2	3	1
889	100	100	0	2	3	1
891	100	100	0	3	3	0
892	100	100	0	2	3	1
893	100	100	0	2	2	0
894	100	100	0	2	3	1
895	100	100	0	2	2	0
901DART	300	400	100	18	23	5
903DART	200	400	200	24	23	-1
906DART	300	400	100	26	27	1

## Route-level Ridership and Hours continued

Route	Weekday Rides in Fall 2018	Weekday Rides in Fall 2019	Change in Rides	Weekday Platform Hours in Fall 2018	Weekday Platform Hours in Fall 2019	Change in Platform Hours
907DART	100	100	0	17	19	2
908DART	100	100	0	10	11	1
910DART	100	100	0	9	10	1
913DART	100	200	100	13	13	0
914DART	100	200	100	10	11	1
915DART	300	200	-100	15	16	1
916DART	100	200	100	12	12	0
917DART	100	200	100	14	15	1
930DART	200	200	0	20	22	2
931DART	100	200	100	28	31	3
952	200	200	0	27	26	-1
980	50	<50	50	2	3	1
981	50	<50	50	3	3	0
982	100	100	0	4	5	1
984	50	<50	50	2	3	1
986	100	100	0	4	4	0
987	100	100	0	4	5	1
988	100	100	0	3	4	1
989	100	100	0	4	5	1
994	100	100	0	3	4	1
995	50	<50	50	3	4	1
West Seattle Water Taxi*	1,500	900	-600	8	10	1
Vashon Water Taxi*	1,000	950	-50	6	6	0
South Lake Union Streetcar	1,650	1,700	50	91	91	0
First Hill Streetcar	4,400	4,500	100	172	172	0

Rides are rounded to the nearest 100; rounding errors may appear in this table

\* Previous year data from March–June 2019; current year data from October 2019–March 2020



## Appendix H: Service Changes and Corridor Changes

### Service Changes

Route(s)	Summary of Change	Type of Change
SEPTEMBER 2019		
1, 14	Add 18 trips throughout peak and midday to achieve 15-minute headways between 6 AM–7 PM	Added trips
3	Add two new AM trips	Added trips
5, 5X	Add three southbound AM edge-of-peak Route 5 trips and two northbound PM edge-of-peak Route 5 trips; add one northbound PM edge-of-peak Route 5X trip	Added trips
7	Add more layover time for comfort station access	Layover adjustment
8	Add service hours to help improve reliability and quality of service	Schedule adjustment
11	Add four trips in the AM peak and two trips in the evening	Added trips
15, 17, 18	Add a northbound Route 17 trip; add Routes 15, 17, and 18 to the Elliott Ave W/ W Prospect St stop pair	Added trips, added stops
21	Improve Saturday evening service to match Sunday evening frequency (15 minutes between 8 PM–10 PM); add service hours to help improve reliability and quality of service	Added trips, schedule adjustment
22	Revise routing because of construction improvements	Route revision
26, 28, 131, 132	Add one southbound Route 28 trip; adjust headway of southbound Routes 26 and 28 adjacent trips; adjust schedule for Route 131 and 132 trips that are impacted	Added trips, schedule adjustment
27	Relocate downtown layover	Layover adjustment
36	Add one southbound trip in the AM peak; add one northbound in late morning and one late evening	Added trips
37	Relocate downtown layover	Layover adjustment
40	Add three northbound trips; add two trips on weekdays, Saturdays and Sundays	Added trips
41	Increase frequency to 15 minutes on weekdays between 6 AM–12 AM and on weekends between 6 AM–7 PM; 20 minute frequency on weekends between 7 PM–12 AM; add service hours to help improve reliability and quality of service	Added trips, schedule adjustment
44	Add six trips between 9 AM–11 AM	Added trips
48	Add three round trips in late evening on weekdays and two round trips for early morning on Sundays	Added trips
60	Adjust schedule to provide 15-minute headway on weekends between Beacon Hill Station and Georgetown in coordination with Route 107	Schedule adjustment
65, 67	Increase frequency to 15 minutes on weekdays between 6 AM–12 AM and weekends between 6 AM–7 PM; 20 minute frequency on weekends between 7 PM–12 PM; add more Route 65 layover time for comfort station access	Added trips, layover adjustment
70	Eliminate summer-only seasonal trips that were added in June; change the stop at Brooklyn Ave NE / NE 50th St (ID# 9130) to a layover-only stop	Removed seasonal trips, removed a stop

## Service Changes and Corridor Changes continued

Route(s)	Summary of Change	Type of Change
74	Move operation of Route 74 from North Base to Central Base	Route operation revision
101	Add four trips on weekdays, Saturdays, and Sundays	Added trips
105	Increase frequency from 60 to 30 minutes on Sundays	Added trips
106	Add service hours to help improve reliability and quality of service	Schedule adjustment
107	Adjust schedule to provide 15-minute headway evenings and nights between Beacon Hill station and Georgetown in coordination with Route 60	Schedule adjustment
116, 118, 119	Relocate downtown layover	Layover adjustment
118	Put existing deadhead into revenue service in AM; adjust PM schedule to improve ferry connection	Route adjustment, schedule adjustment
120	Add 12 weekday trips, 20 Saturday trips, and 19 Sunday trips	Added trips
124	Add one Sunday night trip	Added trips
128	Move operation of Route 128 from Central Base to South Base	Route operation revision
143	Add service hours to help improve reliability and quality of service; relocate downtown layover	Schedule adjustment, layover adjustment
150	Add one trip on weekdays, Saturdays, and Sundays	Added trips
164, 183	Increase frequency on weekday nights for Route 164 from 60 to 30 minutes; increase frequency for both routes from 60 to 30 minutes on Saturdays from 8:30 AM-5:30 PM	Added trips
178	Relocate downtown layover	Layover adjustment
190	Make minor route revision with the closure of the Star Lake Park and Ride	Route revision
212, 217	Relocate downtown layover	Layover adjustment
214	Relocate downtown layover	Layover adjustment
218	Add two AM and two PM trips to address overcrowding	Added trips
252	Add one AM inbound trip to address overcrowding	Added trips
255	Add one PM trip to address overcrowding	Added trips
271	Add one PM trip to address overcrowding	Added trips
303	Shift bay assignment at Aurora Village Transit Center	Stop adjustment
311	Add one AM trip	Added trips
312	Shorten two PM peak trips to start at Kenmore instead of UW Bothell	P.M. peak route revision
346	Increase frequency to 30 minutes on weekday evenings; add more layover time for comfort station access	Added trips; layover adjustment
348	Add more layover time for comfort station access	Layover adjustment

## Service Changes and Corridor Changes continued

Route(s)	Summary of Change	Type of Change
372	Increase frequency to operate at least every 15 minutes between 6 AM-7 PM	Added trips
373	Add a new round trip toward the end of the PM peak period; shift bay assignment at Aurora Village Transit Center	Added trips, stop adjustment
522EX	Discontinue last weeknight trip from Woodinville and add one peak-hour trip from Bothell to Seattle	Added trips, reduced trips
540EX	Pierce Transit will operate this route	Administrative revision
541EX	Pierce Transit will operate this route	Administrative revision
554EX	Revise eastbound route pathway to operate on S Jackson St with new stop at Maynard Ave S	Route revision, added stop
560EX	Make minor schedule adjustments on weekdays and significant schedule adjustments on weekends	Schedule adjustment
567EX	Make minor schedule adjustments	Schedule adjustment
577EX	Add new trip departing Federal Way at 4:45 AM and minor schedule adjustments	Added trips, schedule adjustment
635	Add 30-minute service during midday on weekdays; add 30-minute service on Saturdays between 6:30 AM-6:30 PM	Added trips
638	Shift bay assignment at Aurora Village Transit Center	Stop adjustment
673	Add three inbound (northbound) AM trips; add two outbound (southbound) PM trips	Added trips
674	Add two southbound trips from Crown Hill to downtown; add one northbound trip from downtown to Crown Hill	Added trips
675	Add 11 southbound trips from Aurora Village to downtown; add 12 northbound trips from downtown to Aurora Village	Added trips
676	Add service hours to help improve reliability and quality of service	Schedule adjustment
903	Discontinue Route 903 service to Northeast Tacoma. All Route 903 trips will layover at the QFC on 49th Ave NE /42nd St NE	Route revision
906	Increase frequency from 60 to 30 minutes between 7 AM-9 AM and 2:30 PM-5:30 PM	Added trips
Sounder	Reduce holiday service	Reduced holiday service
<b>MARCH 2020</b>		
C line	Reroute to permanent pathway using Alaskan Way and Columbia St	Route adjustment
North Base	Add more runtime for pull-in/pull-out trips from North Base	Scheduling adjustment
21X, 55, 56, 57, 120	Reroute to permanent pathway using Alaskan Way and Columbia St	Route adjustment
37	Reroute to permanent pathway using Alaskan Way and Columbia St	Route adjustment
62	Make minor reroute to accommodate a protected bike lane on Bell St	Route adjustment

## Service Changes and Corridor Changes continued

Route(s)	Summary of Change	Type of Change
113, 121, 122, 123	Reroute to permanent pathway using Alaskan Way and Columbia St	Route adjustment
120	Move operations from Atlantic to Central Base	Route operation revision
125	Reroute to permanent pathway using Alaskan Way and Columbia St	Route adjustment
167, 271	Remove "UWR" designation from all remaining trips	Administrative revision
190	Closure of Star Lake Park and Ride for light rail construction, adjust Route 190 stop accordingly	Route adjustment, stop adjustment
221	Make minor reroute to simplify pathway and better align with new Route 250	Route adjustment
225	Create a new route connecting Kenmore Park and Ride and the Redmond Technology Station	Added route
225, 232, 243, 244, 245, 249, 268, 982, 989, 992 B line	Officially change name and provide new routing instructions for operation at the Redmond Technology Station (formerly Overlake Transit Center); routes serving the bus loop at Redmond Technology Station will have new assigned drop-off and pick-up bay locations and layover location	Stop name adjustment, stop adjustment, layover adjustment
230	Create a new route connecting North Creek, Bothell, Juanita and Kirkland	Added route
231	Create a new route connecting Woodinville, Brickyard, Juanita and Kirkland	Added route
234	Delete route and replace with other service	Deleted route
235	Delete route and replace with other service	Deleted route
236	Delete route and replace with other service	Deleted route
238	Delete route and replace with other service	Deleted route
239	Create a new route connecting UW Bothell, Kingsgate, Totem Lake, Rose Hill, and Kirkland Transit Center	Added route
243	Delete route and replace with other service	Deleted route
244	Delete route and replace with other service	Deleted route
248	Delete route and replace with other service	Deleted route
250	Create a new route connecting Avondale, Bear Creek, Redmond, Kirkland, and Bellevue	Added route
255	Reroute to terminate at Totem Lake Transit Center and the University District	Route revision
271	Operate some Route 271 trips out of East Base	Route operation revision
277	Delete route and replace with other service	Deleted route
930	Expand service to run all-day and later in the evening	Increased span of service

## Service Changes and Corridor Changes continued

Route(s)	Summary of Change	Type of Change
510EX, 511EX, 512EX, 513EX, 532EX, 535EX	Make schedule adjustments; operator: Community Transit	Schedule adjustment
540EX	Delete route	Deleted route
541EX	Discontinue 33 trips; operator: King County Metro	Reduced trips
541EX, 542EX	Make minor route and bus stop changes at University of Washington Station	Route revision, stop revision
544EX	Add new route operating between Overlake and South Lake Union; operator: Pierce Transit	Added route
566EX	Discontinue service on Route 566 to Kenndale and Newport Hills Freeway stops; revise running times on route to coordinate with Route 567 between Overlake and Bellevue and to reflect traffic conditions along I-405 and SR 167; discontinue four AM peak trips past Bellevue Transit Center because of low ridership	Schedule adjustments, trips adjustments, deleted stops
574EX	Rewrite schedule to reflect traffic conditions during AM and PM peak periods; consolidate two southbound departures into one departure because of low ridership; remove MCIs as requirement for fleet type on this route	Schedule adjustment, fleet type adjustment
577EX	Make minor schedule adjustment for two AM peak trips	Schedule adjustment
578EX	Adjust running times on weekday Route 578 trips to better reflect current traffic conditions; recommend use of East Valley Highway on trips departing Seattle between 12:30 PM and 5 PM	Schedule adjustment, route revision recommendation
586EX	Make minor schedule adjustment; prioritize 40-foot coaches for Route 586 and shift high-capacity coaches to Routes 590 and 594	Schedule adjustment, fleet type adjustment
590EX	Eliminate five northbound and four southbound reverse peak trips; make minor schedule adjustments to runtime; request high-capacity buses between 4 AM-7 AM northbound	Reduced trips, fleet type adjustment
592EX	Make schedule adjustments	Schedule adjustment
594EX	Make schedule adjustments; request high-capacity buses between 8 AM-10 AM northbound and 2 PM-8 PM southbound; add one southbound AM trip on weekdays between 5:27 AM-6:42 AM	Schedule adjustment, fleet type adjustment, added trips

Appendix I: Corridor Analysis

Connections				Land Use - Productivity				Social Equity - Demographics				Geographic Value - Connections to Centers		Initial Target Service Levels		
BETWEEN	AND	VIA	MAJOR ROUTE	HOUSEHOLDS & P&R STALLS*1.1 / CORRIDOR MILE	POINTS	JOBS & STUDENTS / CORRIDOR MILE	POINTS	% BOARDINGS IN MINORITY TRACTS	POINTS	% BOARDINGS IN LOW-INCOME TRACTS	POINTS	CONNECTION TYPE	POINTS	PEAK	OFFPEAK	NIGHT
Admiral District	Southcenter	California Ave SW, Military Rd, I185	128	1,307	4	1,161	2	72%	5	72%	5	RGC/MIC - TAC	7	15	30	30
Alki	SODO Station	Alaska Junction	50	1,463	4	2,162	4	31%	0	31%	0	RGC/MIC - TAC	7	30	30	30
Auburn	Kent, SeaTac	Burien	180	749	2	1,194	2	65%	5	99%	5	RGC/MIC - RGC/MIC	10	15	30	30
Auburn	Pacific	Algona	917	438	0	504	2	57%	3	100%	5	Other	2	30	30	30
Auburn/GRCC	Federal Way	15th St SW, Lea Hill Rd	181	774	2	1,114	2	80%	5	98%	5	RGC/MIC - RGC/MIC	10	15	30	30
Aurora Village	Northgate	Meridian Ave N	346	1,316	4	1,963	4	69%	5	67%	5	RGC/MIC - TAC	7	15	15	30
Aurora Village	Seattle CBD	Aurora Ave N	E Line	3,130	10	8,859	8	58%	5	47%	3	RGC/MIC - RGC/MIC	10	10	15	15
Avondale	Kirkland	NE 85th St, Redmond Way, Avondale Rd NE	248	1,792	4	1,767	4	86%	5	0%	0	RGC/MIC - TAC	7	15	30	30
Ballard	Northgate	Holman Road	40	2,782	8	3,191	6	12%	0	9%	0	RGC/MIC - RGC/MIC	10	15	30	30
Ballard	Seattle CBD	15th Ave W	D Line	4,876	10	15,812	10	10%	0	4%	0	RGC/MIC - RGC/MIC	10	10	15	15
Ballard	Seattle CBD	Fremont, South Lake Union	40	5,008	10	28,378	10	21%	0	6%	0	RGC/MIC - RGC/MIC	10	15	15	30
Ballard	University District	Green Lake, Greenwood	45	3,002	10	11,976	10	13%	0	41%	3	RGC/MIC - TAC	7	15	15	30
Ballard	University District	Wallingford (N 45th St)	44	3,445	10	15,079	10	17%	0	17%	0	RGC/MIC - RGC/MIC	10	15	15	30
Beacon Hill	Seattle CBD	Beacon Ave	36	2,627	8	13,829	10	96%	5	100%	5	Other	2	15	15	30
Bellevue	Eastgate	Lake Hills Connector	271	670	2	4,202	6	98%	5	10%	0	RGC/MIC - TAC	7	15	30	30
Bellevue	Redmond	NE 8th St, 156th Ave NE	B Line	1,844	6	5,444	6	92%	5	0%	0	RGC/MIC - RGC/MIC	10	10	15	15
Bellevue	Renton	Newcastle, Factoria	240	1,213	4	4,199	6	97%	5	31%	0	RGC/MIC - TAC	7	15	15	30
Burien	Seattle CBD	1st Ave S, South Park	131	2,033	6	9,088	8	84%	5	100%	5	RGC/MIC - RGC/MIC	10	15	15	30
Burien	Seattle CBD	Delridge, Armbaum	120	1,750	4	6,854	8	91%	5	91%	5	RGC/MIC - RGC/MIC	10	15	15	30
Burien	Seattle CBD	Des Moines Mem Dr S, South Park	132	1,686	4	8,240	8	82%	5	100%	5	RGC/MIC - TAC	7	15	15	30
Capitol Hill	Seattle CBD	15th Ave E	10	7,622	10	23,929	10	0%	0	72%	0	Other	2	15	15	30
Capitol Hill	Seattle CBD	Madison St	12	7,970	10	47,989	10	0%	0	93%	5	Other	2	15	15	30
Capitol Hill	White Center	South Park, Georgetown, Beacon Hill, First Hill	60	2,718	8	5,588	8	89%	5	88%	5	RGC/MIC - TAC	7	15	15	30
Central District	Seattle CBD	E Jefferson St	3/4	8,556	10	40,316	10	73%	5	88%	5	RGC/MIC - TAC	7	15	15	30
Discovery Park	Seattle CBD	Leschi, Yesler Way	27	5,763	10	21,830	10	75%	5	67%	5	Other	2	15	15	30
Eastgate	Seattle CBD	Gilman Ave W, 22nd Ave W, Thorndyke Ave W	33	3,720	10	14,288	10	5%	0	0%	0	Other	2	15	30	30
Eastgate	Bellevue	Newport Way, S. Bellevue, Beaux Arts	241	1,441	4	6,837	8	92%	5	23%	0	RGC/MIC - TAC	7	15	30	30
Eastgate	Bellevue	Somerset, Factoria, Woodridge	246	1,316	4	6,003	8	100%	5	27%	0	Other	2	15	30	30
Eastgate	Overlake	Phantom Lake	226	1,110	2	2,357	4	47%	3	26%	0	Other	2	30	30	30
Eastgate	Auburn	Auburn Way S, SR 164	186/915	291	0	426	0	49%	3	93%	5	RGC/MIC - TAC	7	30	30	30
Fairwood	Renton	S Puget Dr, Royal Hills	148	968	2	875	2	74%	5	56%	3	RGC/MIC - TAC	7	15	30	30
Federal Way	Kent	Military Road S	183	1,171	2	787	2	94%	5	97%	5	RGC/MIC - RGC/MIC	10	15	30	30
Federal Way	SeaTac	SR-99	A Line	1,187	2	2,351	4	100%	5	100%	5	RGC/MIC - RGC/MIC	10	10	15	15
Fremont	Broadview	8th Ave NW	28	2,383	6	1,761	4	0%	0	7%	0	TAC - TAC	5	30	30	30
Fremont	Seattle CBD	Dexter Ave N	62	6,628	10	28,753	10	15%	0	7%	0	RGC/MIC - TAC	7	15	15	30
Fremont	University District	N 40th St	31/32	1,904	6	18,451	10	10%	0	10%	0	RGC/MIC - TAC	7	15	30	30
Green River CC	Kent	132nd Ave SE	164	1,019	2	1,435	4	92%	5	92%	5	RGC/MIC - TAC	7	15	30	30
Greenwood	Seattle CBD	Greenwood Ave N	5	3,787	10	10,725	10	2%	0	14%	0	RGC/MIC - TAC	7	15	15	30
High Point	Seattle CBD	35th Ave SW	21	2,839	8	13,669	10	68%	5	69%	5	RGC/MIC - TAC	7	15	15	30

Figures rounded for display purposes.

Threshold	Points	Threshold	Points	Threshold	Points	Threshold	Points
> 3000	10	> 10250	10	FR: 50%	5	RGC/MIC - RGC/MIC	10
> 2400	8	> 5500	8	DART: 63%	5	RGC/MIC - TAC	7
> 1800	6	> 3000	6	FR: 35%	3	TAC - TAC	5
> 1200	4	> 1400	4	DART: 44%	3	Other	2
> 600	2	> 500	2	(FR: Fixed-route)		(RGC: Regional Growth Center)	
				(DART: Dial-a-Ride Transit)		(MIC: Manufacturing/Industrial Center)	
						(TAC: Transit Activity Center)	

Levels	Points	Points
15	19-40	25-40
30	10-18	10-24
60	0-9	0-9
		--

Connections				Land Use - Productivity				Social Equity - Demographics				Geographic Value - Connections to Centers		Initial Target Service Levels	
BETWEEN	AND	VIA	MAJOR ROUTE	HOUSEHOLDS & P&R STALLS*1.1 / CORRIDOR MILE	POINTS	JOB & STUDENTS / CORRIDOR MILE	POINTS	% BOARDINGS IN MINORITY TRACTS	POINTS	% BOARDINGS IN LOW-INCOME TRACTS	POINTS	CONNECTION TYPE	POINTS	PEAK	NIGHT
Issaquah	Eastgate	SE Newport Way	271	639	2	2,178	4	68%	5	28%	0	Other	2	30	30
Issaquah	North Bend	Fall City, Snoqualmie	208	291	0	413	0	6%	0	53%	3	RGC/MIC - TAC	7	30	30
Issaquah	Overlake	Sammamish, Bear Creek	269	604	2	1,731	4	69%	5	2%	0	RGC/MIC - RGC/MIC	10	30	30
Kenmore	Kirkland	Juanita	234	867	2	620	2	0%	0	0%	0	TAC - TAC	5	60	60
Kenmore	Shoreline	Lake Forest Park, Aurora Village TC	331	826	2	1,125	2	35%	0	53%	3	TAC - TAC	5	30	30
Kenmore	Totem Lake	Finn Hill, Juanita	-	-	-	-	-	-	-	-	-	-	-	-	-
Kennydale	Renton	Edmonds Ave NE	-	-	-	-	-	-	-	-	-	-	-	-	-
Kent	Burien	Kent-DM Rd. S, 240th St, 1st Ave S	166	1,022	2	1,174	2	90%	5	91%	5	RGC/MIC - TAC	7	15	30
Kent	Maple Valley	SE Kent-Kingley Road	168	818	2	717	2	32%	0	46%	3	RGC/MIC - TAC	7	30	30
Kent	Renton	84th Ave S, Lind Ave SW	153	640	2	2,857	4	100%	5	100%	5	RGC/MIC - RGC/MIC	10	15	30
Kent	Renton	Kent East Hill	169	1,040	2	1,337	2	100%	5	98%	5	RGC/MIC - RGC/MIC	10	15	30
Kent	Seattle CBD	Tukwila	150	832	2	7,689	8	98%	5	99%	5	RGC/MIC - RGC/MIC	10	15	30
Kirkland	Bellevue	South Kirkland	234/235	2,027	6	8,377	8	5%	0	0%	0	RGC/MIC - TAC	7	21	30
Kirkland	Factoria	Overlake, Crossroads, Eastgate	245	1,512	4	3,442	6	60%	5	20%	0	RGC/MIC - TAC	7	15	30
Lake City	Seattle CBD	NE 125th St, Northgate, I-5	41	2,046	6	12,041	10	46%	3	67%	5	RGC/MIC - RGC/MIC	10	15	30
Northgate¹	University District	35th Ave NE	65	2,004	6	9,885	8	14%	0	55%	3	TAC - TAC	5	15	30
Northgate¹	University District	Lake City, Sand Point	75	1,567	4	9,727	8	28%	0	56%	3	RGC/MIC - TAC	7	15	30
Laurelhurst	University District	NE 41st St	78	342	0	22,143	10	18%	0	27%	0	Other	2	30	30
Madison Park	Seattle CBD	Madison St	11	4,944	10	14,851	10	0%	0	53%	3	RGC/MIC - TAC	7	15	30
Madrona	Seattle CBD	Union St	2	5,931	10	26,591	10	5%	0	63%	5	Other	2	15	30
Magnolia	Seattle CBD	34th Ave W, 28th Ave W	24	3,331	10	12,550	10	7%	0	0%	0	RGC/MIC - TAC	7	15	30
Mercer Island	S Mercer Island	Island Crest Way	204	781	2	699	2	0%	0	0%	0	TAC - TAC	5	60	60
Mirror Lake	Federal Way	S 312th St	901	1,088	2	533	2	97%	5	97%	5	Other	2	30	30
Mount Baker	Seattle CBD	31st Ave S, S Jackson St	14	5,171	10	20,042	10	64%	5	100%	5	Other	2	15	30
Mount Baker	University District	23rd Ave E	48	2,120	6	13,422	10	72%	5	89%	5	RGC/MIC - TAC	7	15	30
Mount Baker Transit Ctr	Seattle Center	Martin Luther King Jr Way, E John St, Denny Way	8	6,242	10	8,616	8	55%	5	26%	0	RGC/MIC - RGC/MIC	10	15	30
Mountlake Terrace	Northgate	15th Ave NE, 5th Ave NE	347	1,584	4	1,819	4	29%	0	50%	3	Other	2	30	30
Northgate	Federal Way	SW 356th St, 9th Ave S	182	757	2	926	2	62%	5	62%	5	Other	2	30	30
Northgate	Seattle CBD	Green Lake, Wallingford	26	3,442	10	10,403	10	19%	0	42%	3	RGC/MIC - RGC/MIC	10	15	30
Northgate	University District	Roosevelt Way NE	67	3,415	10	15,915	10	37%	3	73%	5	RGC/MIC - RGC/MIC	10	10	15
Othello Station	SODO Station	Columbia City Station	50	1,193	2	1,562	4	91%	5	91%	5	Other	2	30	30
Overlake	Bellevue	Bell-Red Road	226	2,611	8	12,376	10	91%	5	0%	0	Other	2	15	30
Overlake	Bellevue	Sammamish Viewpoint, Northrup Way	249	1,472	4	5,226	6	64%	5	0%	0	RGC/MIC - TAC	7	15	30
Queen Anne	Seattle CBD	Queen Anne Ave N	2/13	6,135	10	22,746	10	17%	0	15%	0	Other	2	15	30
Queen Anne	Seattle CBD	Taylor Ave N	3/4	6,402	10	24,933	10	32%	0	56%	5	Other	2	15	30
Rainier Beach	Seattle CBD	Rainier Ave S	7	2,682	8	12,084	10	86%	5	97%	5	Other	2	15	30
Rainier Beach	Capitol Hill	Rainier Ave S	-	-	-	-	-	-	-	-	-	-	-	-	-
Rainier Beach	Mount Baker Transit Center	Martin Luther King Jr Way S	-	-	-	-	-	-	-	-	-	-	-	-	-
Redmond	Duvall	Avondale Rd NE	224	657	2	513	2	79%	5	0%	0	RGC/MIC - TAC	7	30	0
Redmond	Eastgate	148th Ave, Crossroads, Bellevue College	221	1,051	2	2,119	4	82%	5	10%	0	RGC/MIC - TAC	7	30	30
Redmond	Totem Lake	Willows Road	930	1,295	4	3,284	6	70%	5	0%	0	RGC/MIC - RGC/MIC	10	15	30

Points	Points	Points
15	19-40	25-40
30	10-18	10-24
60	0-9	0-9
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Threshold	Points	Threshold	Points	Threshold	Points
> 3000	10	> 10250	10	FR: 53%	5
> 2400	8	> 5500	6	DART: 63%	5
> 1800	6	> 3000	6	FR: 35%	3
> 1200	4	> 1400	4	DART: 44%	3
> 600	2	> 500	2	FR: Fixed-route	2

(FR: Fixed-route)  
(DART: Dial-a-Ride Transit)  
(RGC: Regional Growth Center)  
(MIC: Manufacturing/Industrial Center)  
(TAC: Transit Activity Center)

Figures rounded for display purposes.  
¹ Corridor was extended from Lake City to Northgate.  
The Kenmore-Totem Lake and Kenndale-Renton corridors are not currently served in their entirety.



# Corridor Analysis continued

Connections				Land Use - Productivity				Social Equity - Demographics				Geographic Value - Connections to Centers		Initial Target Service Levels		
BETWEEN	AND	VIA	MAJOR ROUTE	HOUSEHOLDS & P&R STALLS <sup>1,1</sup> / CORRIDOR MILE	POINTS	JOB & STUDENTS / CORRIDOR MILE	POINTS	% BOARDINGS IN MINORITY TRACTS	POINTS	% BOARDINGS IN LOW-INCOME TRACTS	POINTS	CONNECTION TYPE	POINTS	PEAK	OFFPEAK	NIGHT
Renton	Burien	S 154th St	F Line	901	2	1,888	4	100%	5	84%	5	RGC/MIC - RGC/MIC	10	10	15	15
Renton	Black Diamond <sup>1</sup>	Maple Valley	143/907	283	0	350	0	50%	3	41%	3	RGC/MIC - TAC	7	30	30	30
Renton	Beacon Hill	West Hill, Rainier View	107	974	2	718	2	96%	5	87%	5	RGC/MIC - TAC	7	15	30	30
Renton	Renton Highlands	NE 4th St, Union Ave NE	105	1,363	4	1,747	4	100%	5	87%	5	RGC/MIC - TAC	7	15	15	30
Renton	Seattle CBD	Martin Luther King Jr Way S, I-5	101/102	1,172	2	9,387	8	97%	5	98%	5	RGC/MIC - RGC/MIC	10	15	15	30
Renton	Seattle CBD	Skyway, Martin Luther King Jr Way S S. Beacon Hill	106	1,569	4	2,179	4	92%	5	97%	5	RGC/MIC - TAC	7	15	15	30
Renton Highlands	Renton	NE 7th St, Edmonds Ave NE	908	1,265	4	1,919	4	100%	5	71%	5	Other	2	15	30	30
Richmond Beach	Northgate	Richmond Beach Rd, 15th Ave NE	348	1,658	4	1,905	4	51%	3	73%	5	RGC/MIC - TAC	7	15	30	30
Roosevelt	UW	University Way												-	-	-
Sand Point	Fremont <sup>2</sup>	View Ridge, NE 65th St, Cowen Park	62	2,521	8	2,135	4	0%	0	33%	0	Other	2	30	30	30
Sand Point	University District	NE 55th St	74	3,125	10	11,813	10	35%	0	78%	5	Other	2	15	15	30
Shoreline	University District	Jackson Park, 15th Ave NE	373	1,558	8	6,618	8	33%	0	75%	5	RGC/MIC - TAC	7	15	30	30
Shoreline CC	Greenwood	Greenwood Ave N	5	2,087	6	2,558	4	10%	0	59%	5	TAC - TAC	5	15	30	30
Shoreline CC	Lake City	N 155th St, Jackson Park	330	1,648	4	2,154	4	20%	0	86%	5	TAC - TAC	5	30	30	30
Shoreline CC	Northgate	N 130th St, Meridian Ave N	345	1,461	4	3,126	6	39%	3	73%	5	RGC/MIC - TAC	7	15	15	30
Totem Lake	Seattle CBD	Kirkland, SR-520	255	2,001	6	8,897	8	5%	0	5%	0	RGC/MIC - RGC/MIC	10	15	30	30
Tukwila	Des Moines	McMicken Heights, Sea-Tac	156	616	2	1,210	2	93%	5	94%	5	RGC/MIC - RGC/MIC	10	15	30	30
Tukwila	Fairwood	S 180th St, Carr Road	124	644	2	1,444	4	93%	5	71%	5	RGC/MIC - TAC	7	15	30	30
Tukwila	Seattle CBD	Pacific Hwy S, 4th Ave S	906	1,924	6	9,630	8	85%	5	87%	5	RGC/MIC - RGC/MIC	10	15	15	30
Twin Lakes	Federal Way	S 320th St	187	936	2	608	2	100%	5	90%	5	Other	2	30	30	30
Twin Lakes	Federal Way	SW Campus Dr, 1st Ave S	903	1,262	4	1,179	2	100%	5	98%	5	Other	2	30	30	30
University District	Bellevue	SR-520	271	935	2	12,649	10	95%	5	9%	0	RGC/MIC - RGC/MIC	10	15	15	30
University District	Seattle CBD	Broadway	49	5,941	10	29,264	10	60%	5	79%	5	Other	2	15	15	30
University District	Seattle CBD	Eastlake, Fairview	70	6,148	10	44,630	10	54%	5	50%	3	TAC - TAC	5	15	15	30
UW Bothell	Redmond	Woodinville, Cottage Lake	931	593	0	1,091	2	19%	3	0%	0	RGC/MIC - TAC	7	30	30	30
UW Bothell	University District	Kenmore, Lake Forest Park, Lake City	372	1,471	4	7,242	8	44%	3	55%	3	RGC/MIC - TAC	7	15	15	30
UW Bothell/CCC	Kirkland	132nd Ave NE, Lake Washington Tech	238	1,305	4	2,298	4	0%	0	0%	0	RGC/MIC - TAC	7	30	30	30
Vashon	Tahlequah	Valley Center	118	51	0	81	0	0%	0	0%	0	Other	2	60	60	60
West Seattle	Seattle CBD	Fauntleroy, Alaska Junction	C Line	2,384	6	12,606	10	27%	0	27%	0	RGC/MIC - TAC	7	10	15	15
White Center	Seattle CBD	16th Ave SW, South Seattle College	125	738	2	6,429	8	94%	5	94%	5	RGC/MIC - TAC	7	15	15	30
Woodinville	Kirkland	Kingsgate	236	1,355	4	1,323	2	29%	0	0%	0	RGC/MIC - TAC	7	30	30	30

Figures rounded for display purposes.

<sup>1</sup> Corridor was truncated. Demand-response service in place between Black Diamond and Enumclaw.

<sup>2</sup> Corridor was extended from Cowen Park to Fremont.

Threshold	Points	Threshold	Points	Threshold	Points	Threshold	Points
> 3000	10	> 10250	10	FR: 53%	5	FR: 50%	5
> 2400	8	> 5500	8	DART: 63%	5	DART: 56%	5
> 1800	6	> 3000	6	FR: 35%	3	TAC - TAC	5
> 1200	4	> 1400	4	DART: 44%	3	Other	2
> 600	2	> 500	2	(FR: Fixed-route)		(RGC: Regional Growth Center)	
				(DART: Dial-a-Ride Transit)		(MIC: Manufacturing/Industrial Center)	
						(TAC: Transit Activity Center)	

Levels	Points	Points	Points
15	19-40	25-40	--
30	10-18	10-24	19-40
60	0-9	0-9	--

Connections			Loads at Preliminary Service Level *			Load-Based Service Level Improvements			Other Policy-based Night Service Additions			Service Level Improvements			Final Target Service Levels and Family				INVESTMENT NEED (after subtracting Mar & Sep 2018 investments)	INVESTMENT PRIORITY
BETWEEN	AND	VIA	PEAK	OFFPEAK	NIGHT	PEAK	OFFPEAK	NIGHT	PRIMARY CONNECTIONS	CORRIDOR HAS 15 MIN PEAK SERVICE	ADD WHAT FREQUENCY	PEAK	OFFPEAK	NIGHT	PEAK	OFFPEAK	NIGHT	RESULTING SERVICE FAMILY		
Admiral District	Southcenter	California Ave SW, Military Rd, TIBS	128	23%	44%	28%	-	-	-	-	30	-	-	-	15	30	30	Frequent	9,400	26
Alki	SODO Station	Alaska Junction	50	92%	37%	19%	1	-	-	30	30	1	-	3	15	30	30	Frequent	8,000	25
Auburn	Burien	Kent, SeaTac	180	47%	52%	36%	-	-	60	-	30	-	-	-	15	30	30	Frequent	-	-
Auburn	Pacific	Algona	917	0%	0%	N/A	-	-	-	-	-	-	-	-	30	30	0	Local	2,100	52
Auburn/GRCC	Federal Way	15th St SW, Lea Hill Rd	181	19%	33%	22%	-	-	60	-	30	-	-	-	15	30	30	Frequent	7,200	7
Aurora Village	Northgate	Meridian Ave N	346	18%	24%	6%	-	-	-	-	30	-	-	-	15	15	30	Very Frequent	9,300	21
Aurora Village	Seattle CBD	E Line	866	65%	37%	37%	1	1	60	-	30	-	1	-1	<15	<15	15	Very Frequent	-	-
Avondale	Kirkland	NE 85th St, Redmond Way, Avondale Rd NE	248	28%	22%	14%	-	-	-	-	30	-	-	-	15	30	30	Frequent	4,300	24
Ballard	Northgate	Holman Road	40	260%	76%	33%	2	1	60	-	30	2	1	-	<15	15	30	Very Frequent	-	-
Ballard	Seattle CBD	15th Ave W	D Line	95%	67%	42%	1	1	60	-	15	-	1	-	<15	<15	15	Very Frequent	-	-
Ballard	Seattle CBD	Fremont, South Lake Union	40	130%	38%	66%	2	-	60	-	15	2	-	1	<15	15	15	Very Frequent	-	-
Ballard	University District	Green Lake, Greenwood	45	115%	32%	76%	2	-	-	-	15	-	-	1	<15	15	15	Very Frequent	-	-
Beacon Hill	University District	Wallingford (N 45th St)	44	138%	95%	77%	2	1	60	-	15	2	1	1	<15	<15	15	Very Frequent	-	-
Beacon Hill	Seattle CBD	Beacon Ave	36	125%	76%	71%	2	1	-	-	15	2	1	1	<15	<15	15	Very Frequent	-	-
Bellevue	Eastgate	Lake Hills Connector	271	84%	43%	18%	1	-	-	-	30	1	-	-	<15	30	30	Frequent	-	-
Bellevue	Redmond	NE 8th St, 158th Ave NE	B Line	44%	29%	23%	-	-	60	-	15	-	-	-	<15	15	15	Very Frequent	-	-
Bellevue	Renton	Newcastle, Factoria	240	23%	18%	19%	-	-	-	-	30	-	-	-	15	30	30	Frequent	8,600	2
Burien	Seattle CBD	1st Ave S, South Park	131	41%	21%	21%	-	-	60	-	30	-	-	-	<15	15	15	Very Frequent	-	-
Burien	Seattle CBD	Delridge, Ambaum	120	105%	27%	57%	1	1	60	-	15	1	-	1	<15	15	30	Very Frequent	16,100	14
Burien	Seattle CBD	Des Moines Mem Dr S, South Park	132	25%	33%	19%	-	-	-	-	30	-	-	-	<15	15	30	Very Frequent	-	-
Capitol Hill	Seattle CBD	15th Ave E	10	69%	31%	54%	1	-	-	-	30	1	-	-	<15	15	30	Very Frequent	-	-
Capitol Hill	Seattle CBD	Madison St	12	86%	31%	32%	1	-	-	-	30	1	-	-	<15	15	30	Very Frequent	7,800	13
Capitol Hill	White Center	South Park, Georgetown, Beacon Hill, First Hill	60	57%	39%	35%	1	-	-	-	30	1	-	-	<15	15	30	Very Frequent	-	-
Central District	Seattle CBD	E Jefferson St	3/4	127%	81%	74%	2	1	-	-	15	2	1	1	<15	<15	15	Very Frequent	-	-
Colman Park	Seattle CBD	Leschi, Yesler Way	27	31%	8%	15%	-	-	-	-	30	-	-	-	15	15	30	Very Frequent	9,200	41
Discovery Park	Seattle CBD	Gilman Ave W, 22nd Ave W, Thorndyke Ave W	33	58%	28%	16%	1	-	-	-	30	1	-	-	<15	30	30	Frequent	3,900	44
Eastgate	Bellevue	Newport Way, S. Bellevue, Beaux Arts	241	8%	12%	4%	-	-	-	-	30	-	-	-	15	30	30	Frequent	5,400	16
Eastgate	Bellevue	Somerset, Factoria, Woodridge	246	4%	6%	N/A	-	-	-	-	30	-	-	-	15	30	30	Frequent	15,500	46
Eastgate	Overlake	Phantom Lake	226	15%	11%	7%	-	-	-	-	-	-	-	-	30	30	0	Local	-	-
Enumclaw	Auburn	S Puget Dr, Royal Hills	148	36%	25%	32%	N/A	-	-	-	30	-	-	-	30	30	0	Local	4,700	36
Fairwood	Renton	Fairwood	148	36%	25%	32%	N/A	-	-	-	30	-	-	-	15	30	30	Frequent	3,800	32
Federal Way	Kent	Military Road S	183	18%	30%	11%	-	-	60	-	30	-	-	-	15	30	30	Frequent	6,600	8
Federal Way	SeaTac	SR-99	A Line	40%	42%	33%	-	-	60	-	15	-	-	-	<15	15	15	Very Frequent	-	-
Fremont	Broadview	8th Ave NW	28	125%	14%	9%	2	-	-	30	30	3	-	3	<15	15	30	Frequent	-	-
Fremont	Seattle CBD	Dexter Ave N	62	129%	33%	55%	2	-	-	-	30	2	-	-	<15	15	30	Very Frequent	-	-
Fremont	University District	N 40th St	31/32	155%	68%	23%	2	1	-	-	30	2	1	-	<15	15	30	Very Frequent	-	-
Green River CC	Kent	Green River SE	164	26%	37%	11%	-	-	-	-	30	-	-	-	15	30	30	Frequent	5,700	27
Greenwood	Seattle CBD	Greenwood Ave N	5	79%	66%	60%	1	1	-	-	15	1	1	1	<15	<15	15	Very Frequent	7,000	11
High Point	Seattle CBD	35th Ave SW	21	42%	27%	31%	-	-	-	-	30	-	-	-	15	15	30	Very Frequent	-	-

Figures rounded for display purposes.

Ridership*		Peak	OffPk	Night
110%		2	2	2
55%		1	1	1

\* The average load's proportion to the crowding threshold. Ridership service level improvements move the preliminary levels of service up one or two levels, e.g. a ridership service level improvement of 2 changes a 30 min. service to <15 or a 60 min. service to 15, etc.

Above Target
At Target
Below Target

# Corridor Analysis continued

Connections			Loads at Preliminary Service Level *			Load-Based Service Level Improvements			Other Policy-based Night Service Additions			Final Target Service Levels and Family				INVESTMENT NEED (after subtracting Mar & Sep 2018 investments)	INVESTMENT PRIORITY
BETWEEN	AND	VIA	MAJOR ROUTE	PEAK	OFFPEAK	NIGHT	PEAK	OFFPEAK	NIGHT	PRIMARY CONNECTIONS BETWEEN URBAN CENTERS	CORRIDOR HAS 15 MIN PEAK SERVICE	ADD WHAT FREQUENCY NIGHT SERVICE?	PEAK	OFFPEAK	NIGHT	SERVICE FAMILY	
Issaquah	Eastgate	SE Newport Way	271	26%	22%	20%	-	-	-	-	-	-	30	30	0	Local	-
Issaquah	North Bend	Fall City, Snoqualmie	208	0%	5%	N/A	-	-	-	-	-	-	30	30	0	Local	10,200
Issaquah	Overlake	Sanmanish, Bear Creek	269	11%	21%	0%	-	-	-	60	30	-	15	30	30	Freight	8,300
Kenmore	Kirkland	Juanita	234	45%	19%	10%	-	-	-	-	-	-	60	60	0	Hourly	-
Kenmore	Shoreline	Lake Forest Park, Aurora Village TC	331	61%	35%	N/A	1	-	-	-	30	30	15	30	30	Freight	9,600
Kenmore	Totem Lake	Finn Hill, Juanita	-	-	-	-	-	-	-	-	-	-	60	60	0	Hourly	9,500
Kennydale	Renton	Edmonds Ave NE	-	-	-	-	-	-	-	-	-	-	60	60	0	Hourly	7,200
Kent	Burien	Kent-DM Rd, S. 240th St, 1st Ave S	166	14%	29%	24%	-	-	-	-	-	-	15	30	30	Freight	6,000
Kent	Maple Valley	SE Kent-Kangley Road	168	57%	30%	38%	1	-	-	-	30	30	15	30	30	Freight	8,500
Kent	Renton	84th Ave S, Lind Ave SW	153	32%	22%	N/A	-	-	-	60	30	30	15	15	30	Very Frequent	13,000
Kent	Renton	Kent East Hill	169	29%	53%	35%	-	-	-	60	30	-	15	30	30	Freight	-
Kent	Seattle CBD	Tukwila	150	45%	32%	39%	-	-	-	60	30	-	15	15	30	Very Frequent	-
Kirkland	Bellevue	South Kirkland	234/235	83%	17%	39%	1	-	-	-	30	30	15	30	30	Freight	-
Kirkland	Factoria	Overlake, Crossroads, Eastgate	245	49%	63%	19%	-	1	-	-	30	-	15	15	30	Very Frequent	-
Lake City	Seattle CBD	NE 125th St, Northgate, I-5	41	102%	34%	64%	1	-	1	60	15	1	<15	15	15	Very Frequent	-
Lake City	University District	35th Ave NE	65	133%	100%	76%	2	1	1	-	15	2	<15	15	15	Very Frequent	-
Northgate <sup>1</sup>	University District	Lake City, Sand Point	75	64%	33%	58%	1	-	1	-	15	1	<15	30	15	Freight	-
Laurelhurst	University District	NE 41st St	78	18%	11%	N/A	-	-	-	-	-	-	30	30	0	Local	-
Madison Park	Seattle CBD	Madison St	11	62%	29%	41%	1	-	-	-	30	1	<15	15	30	Very Frequent	2,900
Madrona	Seattle CBD	Union St	2	95%	48%	64%	1	-	1	-	15	1	<15	15	15	Very Frequent	-
Magnolia	Seattle CBD	34th Ave W, 28th Ave W	24	62%	29%	21%	1	-	-	-	30	1	<15	15	30	Very Frequent	11,400
Mercer Island	S Mercer Island	Island Crest Way	204	34%	13%	N/A	-	-	-	-	-	-	60	60	0	Hourly	-
Mirror Lake	Federal Way	S 312th St	901	0%	0%	0%	-	-	-	-	-	-	30	30	0	Local	-
Mount Baker	Seattle CBD	31st Ave S, S Jackson St	14	82%	28%	51%	1	-	-	-	30	1	<15	15	30	Very Frequent	9,200
Mount Baker	University District	23rd Ave E	48	38%	28%	18%	-	-	-	-	30	-	15	15	30	Very Frequent	-
Mount Baker Transit Ctr	Seattle Center	Martin Luther King Jr Way, E John St, Denny Way	8	60%	40%	34%	1	-	-	-	30	1	<15	15	30	Very Frequent	-
Mountlake Terrace	Northgate	15th Ave NE, 5th Ave NE	347	42%	20%	30%	-	-	-	-	-	-	30	30	0	Local	-
NorthEast Tacoma	Federal Way	SW 356th St, 9th Ave S	182	22%	13%	15%	-	-	-	-	-	-	30	30	0	Local	2,300
Northgate	Seattle CBD	Green Lake, Wallingford	26	69%	16%	20%	1	-	-	-	30	1	<15	15	30	Very Frequent	13,200
Northgate	University District	Roosevelt Way NE	67	72%	57%	50%	1	1	1	60	15	1	<15	<15	15	Very Frequent	-
Othello Station	SODO Station	Columbia City Station	50	46%	37%	19%	-	-	-	60	60	-	30	30	60	Local	-
Overlake	Bellevue	Bell-Red Road	226	15%	11%	7%	-	-	-	-	30	-	15	15	30	Very Frequent	15,100
Overlake	Bellevue	Sanmanish Viewpoint, Northup Way	249	14%	6%	13%	-	-	-	-	30	-	15	30	30	Freight	11,200
Queen Anne	Seattle CBD	Queen Anne Ave N	2/13	127%	88%	67%	2	1	1	-	15	2	<15	15	15	Very Frequent	-
Queen Anne	Seattle CBD	Taylor Ave N	3/4	100%	48%	70%	1	-	1	-	15	1	<15	15	15	Very Frequent	-
Rainier Beach	Seattle CBD	Rainier Ave S	7	99%	59%	74%	1	1	1	-	15	1	<15	<15	15	Very Frequent	-
Rainier Beach	Capitol Hill	Rainier Ave S	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rainier Beach	Mount Baker Transit Ctr	Martin Luther King Jr Way S	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Redmond	Duwall	Avondale Rd NE	224	9%	6%	N/A	-	-	-	-	-	-	30	30	0	Hourly	7,500
Redmond	Eastgate	148th Ave, Crossroads, Bellevue College	221	25%	30%	13%	-	-	-	-	30	-	30	30	30	Local	2,300
Redmond	Totem Lake	Willows Road	930	9%	N/A	N/A	-	-	-	60	30	-	15	30	30	Hourly	5,100

Figures rounded for display purposes.

<sup>1</sup> Corridor was extended from Lake City to Northgate.

The Kenmore-Totem Lake and Kenndale-Renton corridors are not currently served in their entirety.

Ridership*		Peak	Offpk	Night
110%		2	2	2
55%		1	1	1

\* The average load's proportion to the crowding threshold. Ridership service level improvements move the preliminary levels of service up one or two levels, e.g. a ridership service level improvement of 2 changes a 30 min. service to <15 or a 60 min. service to 15, etc.

Above Target	
At Target	
Below Target	

Corridor Analysis continued

Connections			Loads at Preliminary Service Level *			Load-Based Service Level Improvements			Other Policy-based Night Service Additions			Service Level Improvements			Final Target Service Levels and Family				INVESTMENT PRIORITY			
BETWEEN	AND	VIA	MAJOR ROUTE	PEAK	OFFPEAK	NIGHT	PEAK	OFFPEAK	NIGHT	PRIMARY CONNECTIONS	CORRIDOR HAS 15 MIN PEAK SERVICE	ADD WHAT FREQUENCY	PEAK	OFFPEAK	NIGHT	RESULTING SERVICE FAMILY	PEAK	OFFPEAK	NIGHT	INVESTMENT NEED (after subtracting Mar & Sep 2018 investments)	INVESTMENT PRIORITY	
Renton	Burien	S 154th St	F Line	20%	26%	16%	-	-	-	-	-	15	-	-	-	Very Frequent	<15	15	15	-	-	
Renton	Black Diamond <sup>1</sup>	Maple Valley	143/907	34%	N/A	N/A	-	-	-	-	-	-	-	-	-	Local	30	30	0	4,000	37	
Renton	Beacon Hill	West Hill, Rainier View	107	57%	36%	27%	1	-	-	60	-	30	1	-	-	Frequent	<15	30	30	3,100	31	
Renton	Renton Highlands	NE 4th St, Union Ave NE	105	17%	24%	20%	-	-	-	60	-	30	-	-	-	Very Frequent	15	15	30	6,400	22	
Renton	Seattle CBD	Martin Luther King Jr Way S, I-5	101/102	92%	27%	37%	1	-	-	-	30	30	1	-	-	Very Frequent	<15	15	30	-	-	
Renton	Seattle CBD	Skyway, Martin Luther King Jr Way S S, Beacon Hill	106	72%	38%	32%	1	-	-	-	-	30	1	-	-	Very Frequent	<15	15	30	-	-	
Renton Highlands	Renton	NE 7th St, Edmonds Ave NE	908	0%	0%	N/A	-	-	-	-	-	30	-	-	-	Frequent	15	30	30	4,400	48	
Richmond Beach	Northgate	Richmond Beach Rd, 15th Ave NE	348	47%	28%	35%	-	-	-	60	-	30	-	-	-	Frequent	15	30	30	6,700	23	
Roosevelt	UW	University Way														-	-	-	-	-	-	
Sand Point	Fremont <sup>2</sup>	View Ridge, NE 65th St, Cowen Park	62	257%	66%	28%	2	1	-	-	-	30	-	1	-	Very Frequent	<15	<15	30	10,700	47	
Sand Point	University District	NE 55th St	74	57%	6%	N/A	1	-	-	-	-	30	1	-	-	Very Frequent	<15	15	30	16,700	43	
Shoreline	University District	Greenwood Ave NE	373	58%	N/A	N/A	1	-	-	-	30	30	1	-	-	Very Frequent	<15	30	30	18,400	17	
Shoreline CC	Greenwood	Greenwood Ave N	5	79%	33%	15%	1	-	-	-	30	30	1	-	-	Frequent	15	30	30	-	-	
Shoreline CC	Lake City	N 155th St, Jackson Park	330	8%	13%	N/A	-	-	-	-	-	30	-	-	-	Local	30	30	0	3,100	39	
Shoreline CC	Northgate	N 130th St, Meridian Ave N	345	23%	18%	12%	-	-	-	-	-	30	-	-	-	Very Frequent	15	15	30	7,600	19	
Totem Lake	Seattle CBD	Kirkland, SR-520	255	118%	45%	29%	2	-	-	-	30	30	2	-	-	Frequent	<15	30	30	-	-	
Tukwila	Des Moines	McMicken Heights, Sea-Tac	156	12%	21%	10%	-	-	-	-	30	30	-	-	-	Frequent	15	30	30	5,100	9	
Tukwila	Fairwood	S 180th St, Carr Road	906	0%	0%	N/A	-	-	-	-	-	30	-	-	-	Frequent	15	30	30	7,800	28	
Tukwila	Seattle CBD	Pacific Hwy S, 4th Ave S	124	21%	16%	11%	-	-	-	60	-	30	-	-	-	Very Frequent	15	15	30	-	-	
Twin Lakes	Federal Way	S 320th St	187	26%	12%	17%	-	-	-	-	-	-	-	-	-	Local	30	30	0	1,300	51	
Twin Lakes	Federal Way	SW Campus Dr, 1st Ave S	903	0%	0%	N/A	-	-	-	-	-	-	-	-	-	Local	30	30	0	1,000	49	
University District	Bellevue	SR-520	271	84%	85%	37%	1	1	-	60	-	30	1	1	-	Very Frequent	<15	<15	30	10,300	3	
University District	Seattle CBD	Broadway	49	65%	43%	67%	1	-	1	-	-	30	1	-	-	Very Frequent	15	15	30	-	-	
University District	Seattle CBD	Eastlake, Fairview	70	104%	38%	50%	1	-	-	-	-	30	1	-	-	Very Frequent	<15	15	30	-	-	
UW Bothell	Redmond	Woodinville, Cottage Lake	931	0%	N/A	N/A	-	-	-	-	-	-	-	-	-	Local	30	30	0	3,900	35	
UW Bothell	University District	Kenmore, Lake Forest Park, Lake City	372	128%	41%	68%	2	-	1	-	-	15	2	-	-	Very Frequent	<15	15	15	5,200	15	
UW Bothell/CCC	Kirkland	132nd Ave NE, Lake Washington Tech	238	20%	24%	N/A	-	-	-	-	-	-	-	-	-	Local	30	30	0	-	-	
Vashon	Tahlequah	Valley Center	118	99%	13%	11%	1	-	-	-	-	-	1	-	-	Local	30	60	0	1,100	53	
West Seattle	Seattle CBD	Fauntleroy, Alaska Junction	C Line	82%	42%	37%	1	-	-	-	-	15	1	-	-	Very Frequent	<15	15	15	-	-	
White Center	Seattle CBD	16th Ave SW, South Seattle College	125	41%	29%	10%	-	-	-	-	30	30	-	-	-	Very Frequent	15	15	30	9,500	18	
Woodinville	Kirkland	Kingsgate	236	21%	15%	11%	-	-	-	-	-	-	-	-	-	Local	30	30	0	-	-	
																					420,100	

Above Target

At Target

Below Target

Ridership\*

Peak

OFFPK

Night

2

1

2

110%

55%

1

1

1

\* The average load's proportion to the crowding threshold. Ridership service level improvements move the preliminary levels of service up one or two levels, e.g.

Figures rounded for display purposes.

1

Corridor was truncated. Demand-response service in place between Black Diamond and Enumclaw.

2

Corridor was extended from Cowen Park to Fremont.

## Appendix J: Investment Needs

### Priority 1 - Crowding

Route	Daily One-way Trips Needed	Hours
33	1	190
40	1	430
62	1	410
125	2	440
674	2	580
675	2	700
		<b>2,750</b>

### Priority 2 - Reliability

Route	Hours
1	50
5	200
7	100
8	200
10	400
11	200
15X	250
17X	300
18X	250
21	200
22	300
24	150
26X	400
28X	150
33	50
40	2,100
43	250
50	250
60	400
62	450
63X	500
64X	500
76	600
77X	250
106	300

### Priority 2 - Reliability continued

Route	Hours
116X	250
119	250
124	100
125	250
131	450
132	300
143	250
153	250
154	250
156	50
157	250
159	250
167	250
169	50
186	250
190	250
193X	250
197	250
208	300
218	250
226	50
232	250
235	250
238	300
244	300
257	250
268	250
277	400
301X	250
303X	250
308	300
309X	250
316	500
330	250
342	250
E Line	600
	<b>18,250</b>

### Priority 3 - Service Growth

Connections				
Between	And	Via	Major Route	Hours
Northgate	Seattle CBD	Green Lake, Wallingford	26E	13,200
Burien	Seattle CBD	1st Ave S, South Park, SODO	131	8,600
University District	Bellevue (Downtown)	SR-520	271	10,300
Redmond	Totem Lake		930	5,100
Kent	Renton	84th Ave S, Lind Ave SW	153	13,000
Issaquah	Overlake	Sammamish, Bear Creek	269	8,300
Green River Community College	Twin Lakes (21st Ave SW/SW 336th St)	15th St SW, Lea Hill Rd	181	7,200
Federal Way	Kent	Military Road S	183	6,600
Tukwila	Highline Community College	McMicken Heights, Sea-Tac, Des Moines	156	5,100
Madison Park (42nd Ave E/E Madison St)	Seattle CBD	Madison St	11	2,900
Greenwood	Seattle CBD	Greenwood Ave N	5	7,000
Magnolia (34th Ave W/W McGraw St)	Seattle CBD	34th Ave W, 28th Ave W	24	11,400
First Hill/Capitol Hill	Westwood Village	South Park, Georgetown, Beacon Hill, First Hill	60	7,800
Burien	Seattle CBD	Des Moines Mem Dr S, South Park	132	16,100
Bothell (UW Bothell/Cascadia Community College)	University District	Kenmore, Lake Forest Park, Lake City	372E	5,200
Eastgate	Bellevue	Newport Wy , S Bellevue, 112th	241	5,400
Aurora Village Transit Center	University District	Jackson Park, 15th Ave NE	373E	18,400
Westwood Village	Seattle CBD	16th Ave SW, South Seattle College	125	9,500
Shoreline (Shoreline Community College)	Northgate	N 130th St, Meridian Ave N	345	7,600
Overlake	Bellevue	Sammamish Viewpoint, Northup Way	249	11,200
Aurora Village Transit Center	Northgate	Meridian Ave N	346	9,300
Renton	Renton Highlands (NE Sunset Blvd/NE 12th St)	NE 4th St, Union Ave NE	105	6,400
Richmond Beach	Northgate	Richmond Beach Rd, 15th Ave NE	348	6,700
Avondale	Kirkland (Kirkland Transit Center)	NE 85th St, Redmond Way, Avondale Rd NE	248	4,300
Alki	SODO	Alaska Junction	50	8,000
Admiral District	Southcenter	California Ave SW, Military Rd, TIBS	128	9,400
Green River CC	Kent	132nd Ave SE	164	5,700
Tukwila	Fairwood (140th Ave SE/SE Petrovitsky Rd)	S 180th St, Carr Road	906	7,800

### Priority 3 - Service Growth continued

Connections				
Between	And	Via	Major Route	Hours
Redmond	Eastgate (Bellevue College)	148th Ave, Crossroads, Bellevue College	221	2,300
Kent	Burien	Kent-DM Rd, S. 240th St, 1st Ave S	166	6,000
Renton	Beacon Hill Station	West Hill, Rainier View	107	6,700
Fairwood	Renton	S Puget Dr, Royal Hills	148	3,800
Redmond	Duvall	Redmond Ridge	224	7,500
Kent	Maple Valley (Four Corners, SR-169/ Kent-Kangley Rd)	SE Kent-Kangley Road	168	8,500
Bothell (UW Bothell/Cascadia Community College)	University District	Kenmore, Lake Forest Park, Lake City	372E	5,200
Eastgate	Bellevue	Newport Wy, S. Bellevue, 112th	241	5,400
Renton	Black Diamond	Maple Valley	143E/ 907	4,000
Issaquah	North Bend	Snoqualmie	208	10,200
Shoreline (Shoreline Community College)	Lake City	N 155th St, Jackson Park	330	3,100
Kenmore	Shoreline	Lake Forest Park, Aurora Village TC	331	9,600
Colman Park	Seattle CBD	Leschi, Yesler Way	27	9,200
Mount Baker	Seattle CBD	31st Ave S, S Jackson St	14	9,200
Sand Point (Sand Point Way/NE 70th St)	University District	NE 55th St	74	16,700
Discovery Park	Seattle CBD	Gilman Ave W, 22nd Ave W, Thorndyke Av W	33	3,900
Eastgate (Bellevue College)	Bellevue (Downtown)	Bell-Red Road	226	15,100
Eastgate	Bellevue	Somerset, Factoria, Woodridge	246	15,500
Sand Point (Sand Point Way/NE 70th St)	Fremont (Fremont Ave N/N 34th St)	View Ridge, NE 65th St	62	10,700
Renton Highlands	Renton	NE 7th St, Edmonds Ave NE	908	4,400
Twin Lakes (21st Ave SW/SW 336th St)	Federal Way	SW Campus Dr, 1st Ave S	903	1,000
NE Tacoma	Federal Way	SW 356th St, 9th Ave S	182	2,300
Twin Lakes (21st Ave SW/SW 336th St)	Federal Way	S 320th St	187	1,300
Auburn	Pacific	Algona	917	2,100
Vashon	Tahlequah	Valley Center	118	1,100
Kenmore	Totem Lake	Finn Hill, Juanita	-	9,500
Kennydale	Renton	Edmonds Ave NE	-	7,200
Vashon	Tahlequah	Valley Center	118	1,200
Kenmore	Totem Lake	Finn Hill, Juanita	-	9,500
				<b>417,000</b>





**King County**  
**METRO**

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201 S. Jackson St  
Seattle, WA 98104

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## **Appendix J: Demographics and service profile maps**

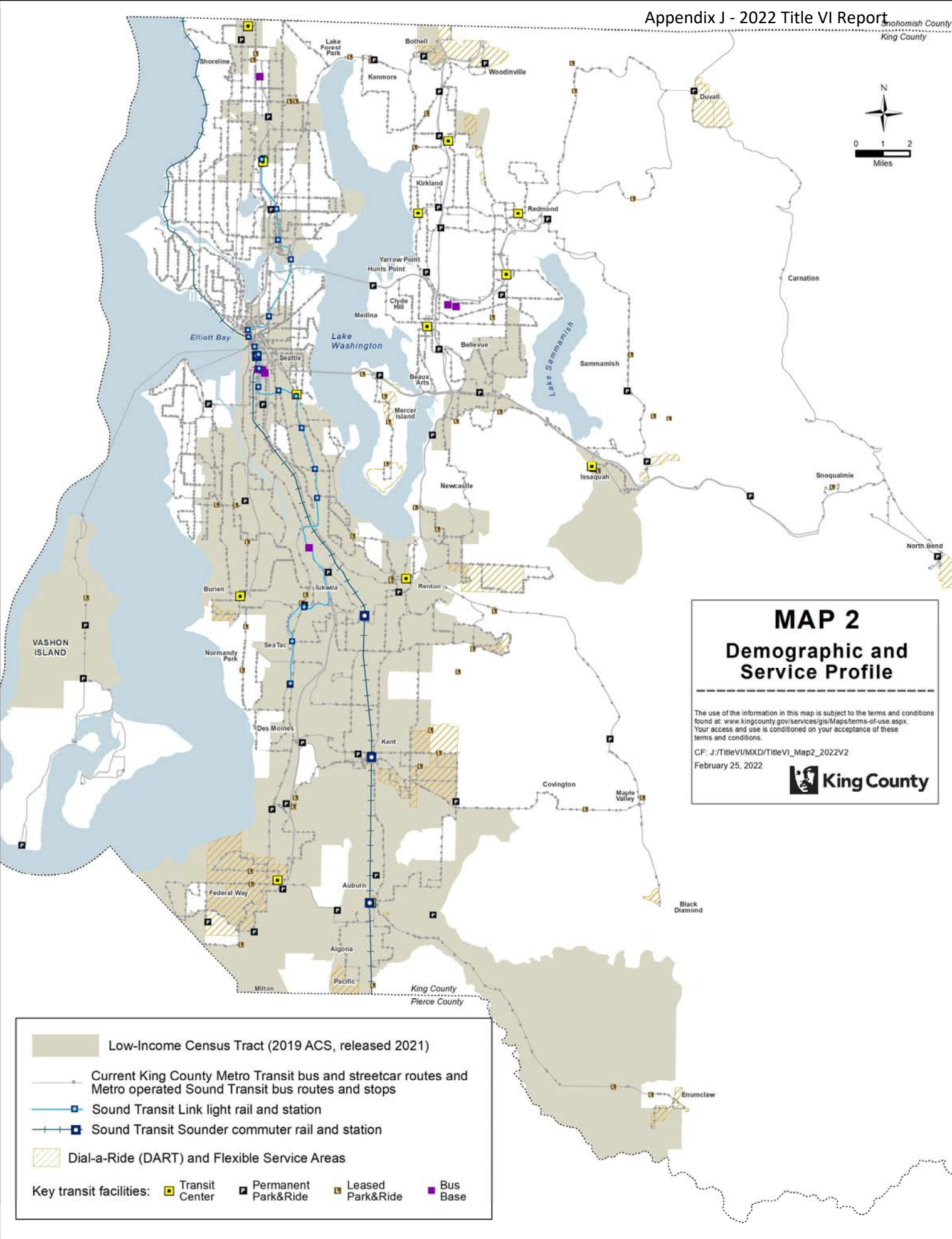
### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

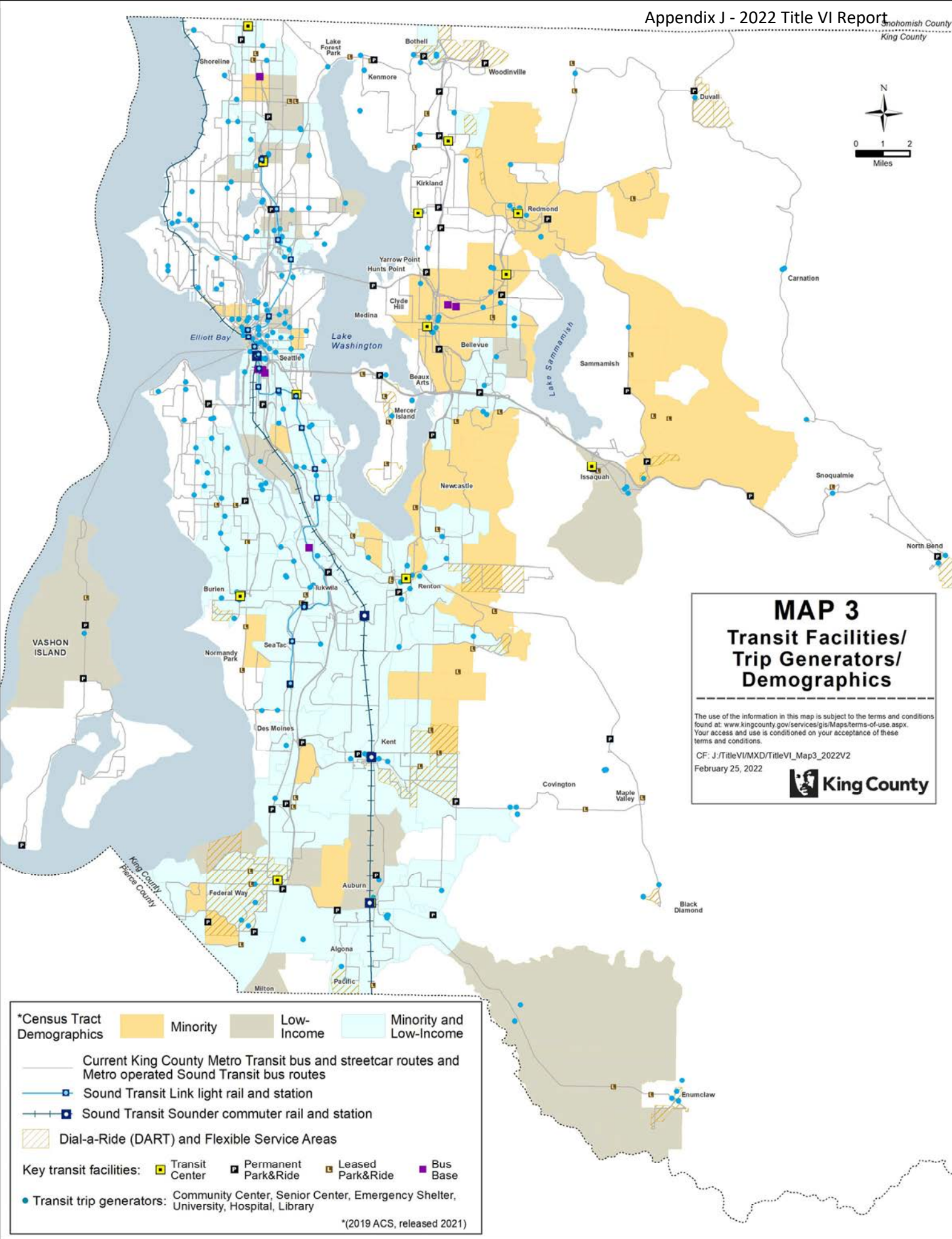
Appendix includes:

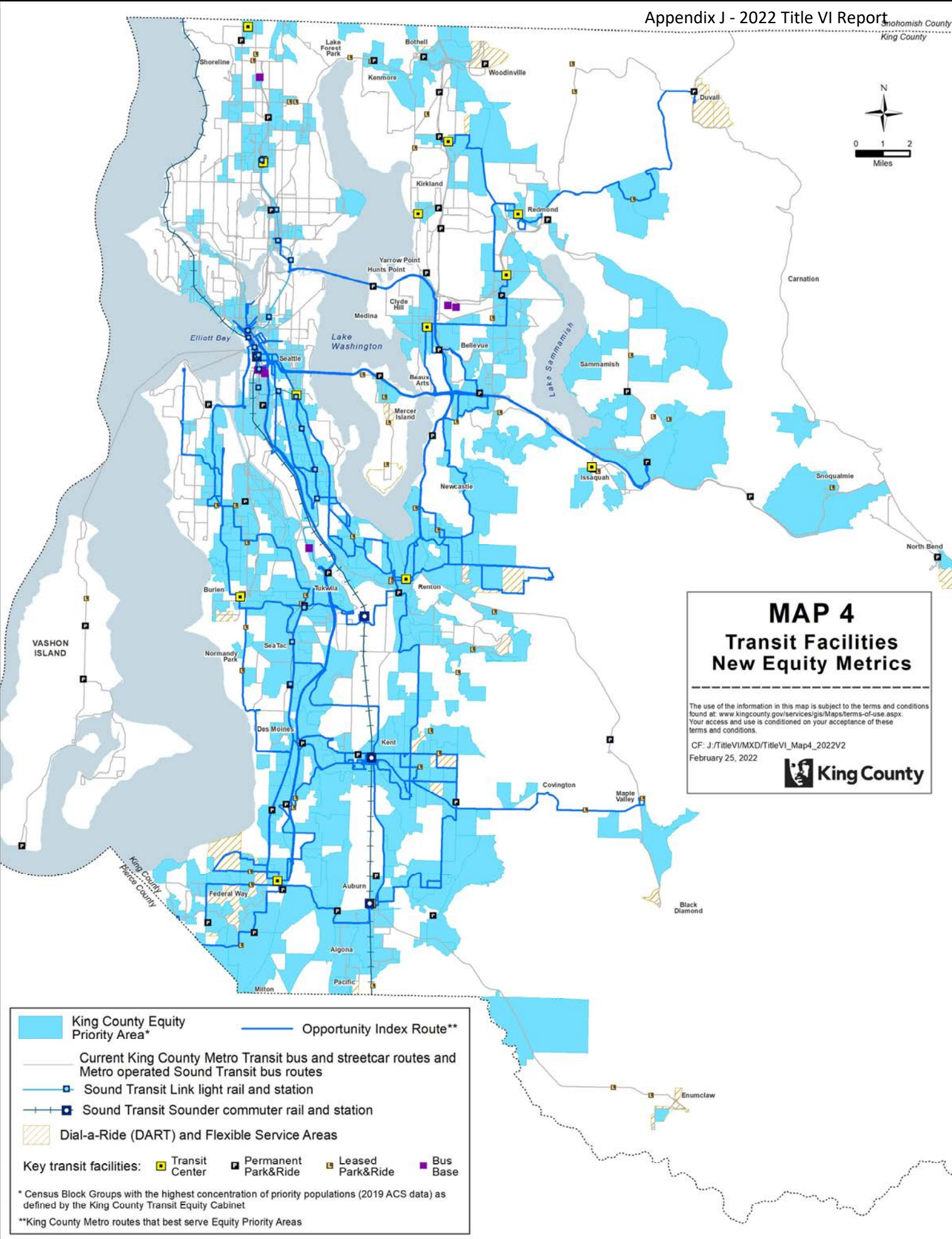
- Demographic and service profile map 1: All Transit routes, stops, stations; transit facilities; minority Census Tracts
- Demographic and service profile map 2: All transit routes, stops, stations; transit facilities; low-income Census Tracts
- Transit facilities/trip generators/demographics - map 3: All transit routes, stations; transit facilities; transit trip generators; Census Tracts that are minority, low-income or both
- Transit facilities – new equity metrics – map 4: All transit routes, stations; transit facilities; Equity Priority Areas; Opportunity Index Routes











**MAP 4**  
**Transit Facilities**  
**New Equity Metrics**

The use of the information in this map is subject to the terms and conditions found at: [www.kingcounty.gov/services/gis/Maps/terms-of-use.aspx](http://www.kingcounty.gov/services/gis/Maps/terms-of-use.aspx). Your access and use is conditioned on your acceptance of these terms and conditions.

CF: J:/TitleVI/MXD/TitleVI\_Map4\_2022V2  
February 25, 2022



- King County Equity Priority Area\*
  - Opportunity Index Route\*\*
  - Current King County Metro Transit bus and streetcar routes and Metro operated Sound Transit bus routes
  - Sound Transit Link light rail and station
  - Sound Transit Sounder commuter rail and station
  - Dial-a-Ride (DART) and Flexible Service Areas
- Key transit facilities:
- Transit Center
  - Permanent Park&Ride
  - Leased Park&Ride
  - Bus Base

\* Census Block Groups with the highest concentration of priority populations (2019 ACS data) as defined by the King County Transit Equity Cabinet  
\*\*King County Metro routes that best serve Equity Priority Areas

## **Appendix K: Service Change Title VI Analyses**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

Appendix includes Title VI analyses for:

- March 2020 service change (ordinance 18944)
- September 2020 service change (ordinance 19097)
- COVID-era suspensions (motion 15929)
- September/October 2021 service change (ordinance 19280)



# **March 2020 Public Transportation Service Changes**

## **Title VI Service Analysis**

January 2019



## Introduction

Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the March 2020 service change submitted to the King County Council for approval. As part of the ordinance, Metro is proposing to revise routes that currently serve the north Eastside of King County and to redirect Route 255 to the University of Washington Link light rail station. This report details the results of the Title VI analysis of these changes, known as North Eastside Mobility Project, which impact Bothell, Kenmore, Kirkland, Redmond, Seattle, and Woodinville.

Metro's 2017 System Evaluation Report identifies corridors that are currently below their target transit service levels and identifies and prioritizes the additional hours needed on routes in these corridors to meet the service level targets based on Metro Service Guidelines (also referred to as Priority 3 service investment needs). This project replaces inefficient routes with poor reliability and ridership with a more frequent, more direct network of service and reallocates existing resources to increase span of service, improve frequency and add important connectivity within the region on eight routes and with two flexible services. Metro's adopted 2019/2020 budget includes 5,000 service hours for these mobility upgrades as well as mitigation support for closure of Montlake Freeway Station and end of joint bus-rail operations in downtown transit tunnel.

## Service Guidelines Overview

The 2015 update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below.

### Implementation

Metro revises fixed-route transit service twice a year—in spring and fall. In rare cases of emergency or time-critical construction projects, Metro may make changes at times other than the two regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Many alternative service projects can be implemented at any time and do not need to follow the same schedule as fixed-route service.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.

- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

Each year, Metro publishes a System Evaluation report, based on Metro's Service Guidelines, that outlines the analysis of target service levels and route performance management. The annual report will include a comprehensive list of the prior years' service changes and will identify and discuss service changes that address performance-related issues. Metro works to provide transparency in Metro's process and help jurisdictions plan for the future by conducting regular outreach throughout the county about the results of the System Evaluation Report.

### **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

### **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro

find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **I. Service Change Area and Routes**

### ***Affected Areas***

The proposed changes will affect 50 census tracts with a total population of 257,072 residents.

### ***Affected Routes***

Shortening and simplifying route 255 and connecting it to high-speed, high-capacity Link light rail at University of Washington station will save service hours and provide the necessary resources to upgrade the frequency and span of the 255 as well as the local network on the North Eastside. The total proposed changes affect routes 234, 235, 236, 238, 243, 244, 248, 255, 277, 930 and Sound Transit routes 540 and 541. While Sound Transit bus routes are noted for reference because some riders use these routes, they are not included in Metro's analysis of impacts from the changes.

Affected routes 234, 235, 236, 238, 243, 244, 248 and will be replaced with more direct, more frequent routes 225, 230, 231, 239 and 250 that offer longer hours of operation. Routes 255 and 930 will be revised to increase their hours of operation and areas they serve.

Sound Transit is also making some complementary changes to their service and the quantitative analysis can be found in their Title VI report. None of their proposed changes will produce disparate impacts on any census tract in the study area.

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

For the purposes of complying with FTA Circular 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 proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix A lists the specific routes being changed in March 2020.

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

#### ***Classifying minority and low income census tracts***

For the Title VI analysis, 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 the American Community Survey five-year rolling average for 2012-2016 data, 36.5 percent of the population is classified as minority within the county as a whole. Similarly, Metro classifies census tracts as low-income tracts if the percentage of the population classified as low-income (based on the population below 200% of federal poverty line) within a tract is greater than the percentage for King County as a whole.

In line with recommendations made by the Service Guidelines Task Force, Metro recently changed the definition of “low-income” that is used to determine census tract designations from 100% to 200% of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year rolling average for 2012-2016, 24.4 percent of the population is classified as low-income within the county as a whole.

The proposed service changes addressed in this report will affect the level of service provided to 50 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and figures 1 and 2 on the following pages.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Total Census Tracts Affected	Census Tract Classification			
	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
50	2	11	6	31

### IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations or a Disparate Impact on Minority Populations? NO

For the Title VI analysis, the determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. The September 2018 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect 50 census tracts, including 11 minority-only census tracts, 6 low-income only census tracts, and 2 tracts which are both minority and low-income. There are no low-income tracts and 1 minority tract experiencing a reduction in trips greater than the threshold of a 25 percent reduction in trips used to

determine whether there is a disparate impact on minority populations or disproportionate burden on low-income populations. However, the analysis does not show a disparate impact because the percentage of minority tracts with adverse effects does not exceed the percentage of minority tracts countywide by greater than 10 percent.

### Notes for Tables 2 and 3

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

## **Title VI Analysis Results for Proposed Changes for March 2020**

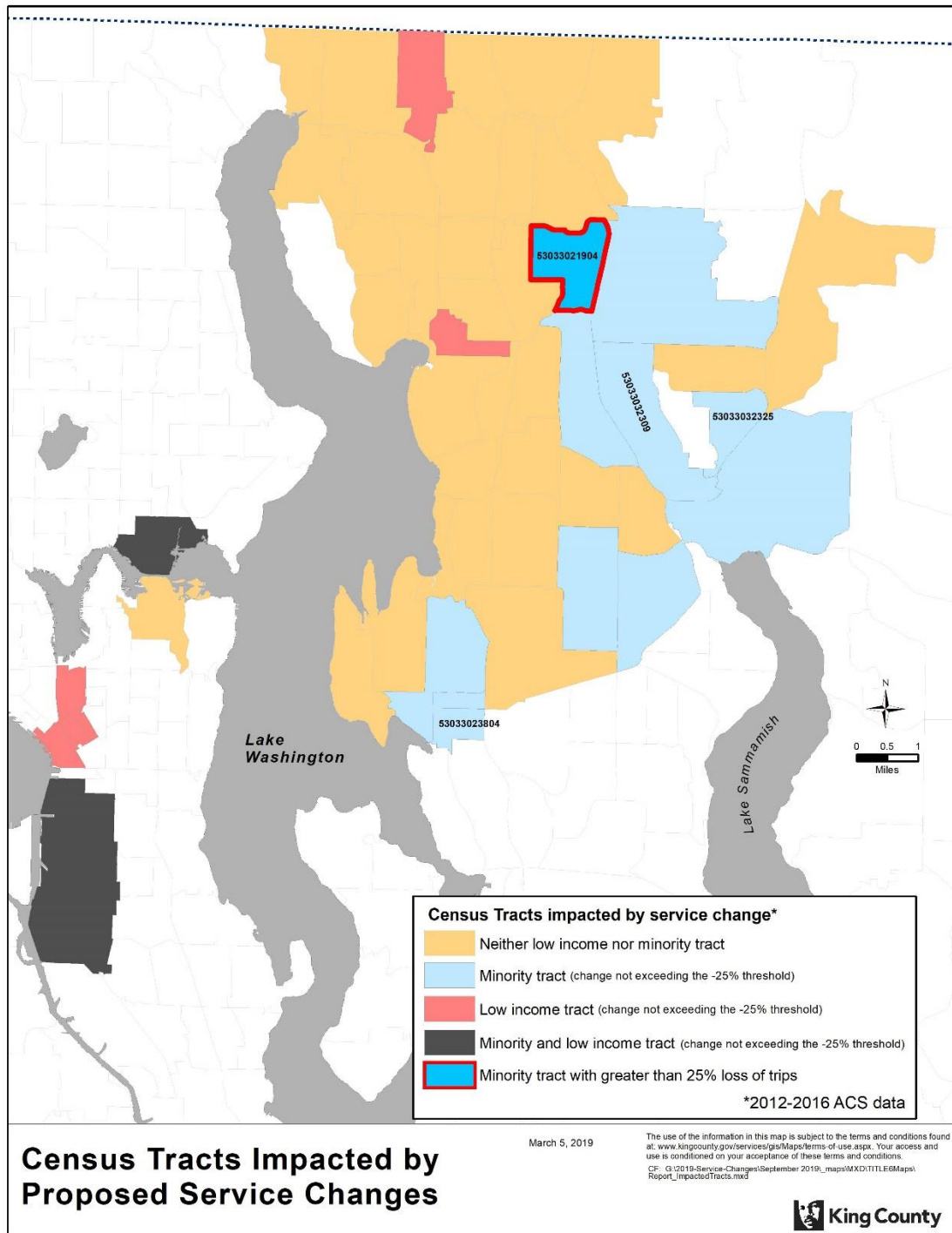
**Table 2.** March 2020 Service Change Title VI Analysis - Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	0%	41%	N/A	<b>NO</b>
Non-Low-Income	4	100%	59%		
Total	4	100%	100%		

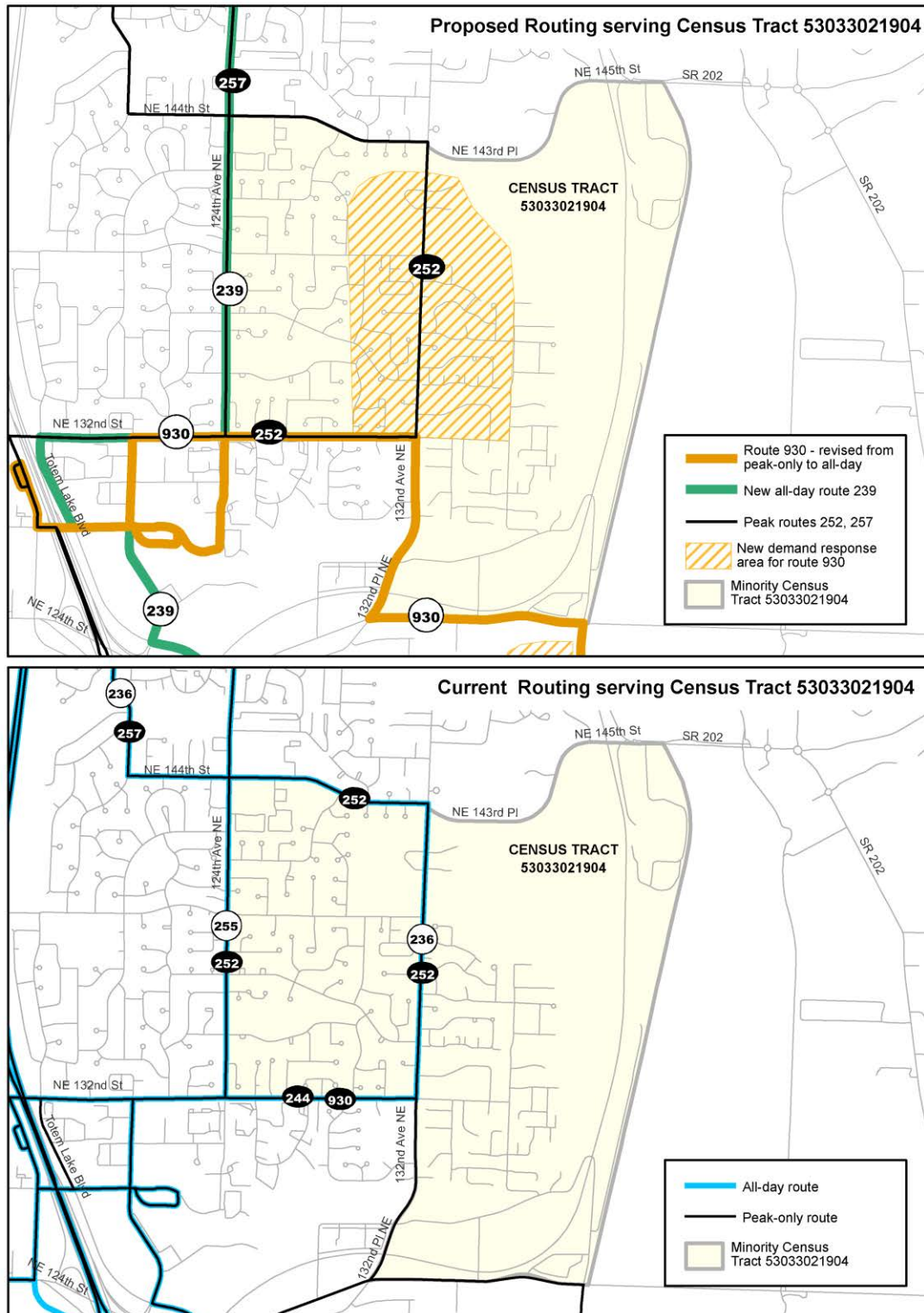
**Table 3.** March 2020 Service Change Title VI Analysis - Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	1	33%	43%	10%	<b>NO</b>
Non-Minority	3	67%	57%		
Total	4	100%	100%		

**Figure 1.** Impact of proposed changes on minority &/or low-income census tracts.





**Figure 2.** Impact of proposed changes on minority census tract.

## **V. Threshold 4: Alternatives and Mitigation**

As stated in Section IV, there are adverse effects as defined by the Title VI regulations in 4 census tracts, for the proposed service changes on the north Eastside for March 2020. As shown in Figures 1 and 2, some low-income and minority census tracts are impacted, but not to the degree of creating an adverse impact per the Title VI requirements.

To mitigate for the impacts of the proposed changes on the minority census tract with adverse effects, an additional flexible service area on DART Route 930 has been added in Tract 53 033 021904. Residents will be able to utilize the flexible service area to access the fixed-route portion of Route 930 that runs between the Totem Lake Transit Center and the Redmond Transit Center. Frequency and span of service on this route will be increased to every 30 minutes throughout the day.

Tracts 53 033 032309, 53 033 023804, and 53 033 032325, classified as minority tracts, will actually experience a greater than 25 percent increase in the number of trips with the proposed changes on the north Eastside for March 2020.

Though it is not included in this analysis, Sound Transit changes are relevant to the discussion of alternatives for riders as well. Sound Transit is proposing changes to routes 540 and 541 in March 2020 as well. Routes 540 and 541 are proposed to be replaced by new Route 544, which will travel between Overlake and South Lake Union.

**APPENDIX A: Affected Routes and Rider Alternatives**

Route	Action	Alternatives
234	Route 234 will be deleted	Replaced by new Routes 225, 230, 231 and 250
235	Route 235 will be deleted	Replaced by new Routes 239 and 250
236	Route 236 will be deleted	Replaced by new Routes 230, 231 and 930 as well as a flexible service
238	Route 238 will be deleted	Replaced by new Routes 225, 230, 231, 239 and 250
243	Route 243 will be deleted	Replaced by additional service on Route 930
244	Route 244 will be deleted and	Replaced by new Route 225 and additional service on route 930
255	Route 255 will be revised to operate between Totem Lake Transit Center and the University of Washington Link light rail station.	N/A
277	Route 277 will be deleted	Replaced by new Route 255
930	Route 930 will operate between Redmond Transit Center and Totem Lake Transit Center, with revisions to Dial-A-Ride (DART) service areas along Willows Road NE. An additional DART service area will be added north of NE 132 <sup>nd</sup> Street along 132 <sup>nd</sup> Ave NE.	N/A

## **September 2020 Public Transportation Service Changes**

### Title VI Service Analysis

February 2020



## Introduction

Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the September 2020 service change submitted to the King County Council for approval. As part of the ordinance, Metro is proposing to revise routes that currently serve South King County. This report details the results of the Title VI analysis of these changes, known as the Renton-Kent-Auburn Area Mobility Plan, which impact Algona, Auburn, Burien, Covington, Kent, Maple Valley, Pacific, Renton, SeaTac, Seattle, Tukwila, and unincorporated King County.

Metro's 2019 System Evaluation Report identifies corridors that are currently below their target transit service levels and identifies and prioritizes the additional hours needed on routes in these corridors to meet the service level targets based on Metro Service Guidelines (also referred to as Priority 3 service investment needs). Replacing inefficient routes with poor reliability and ridership with a more frequent, more direct network of service, the project reallocates existing resources to increase span of service, improve frequency and add important connectivity within the region. Metro's adopted 2019/2020 budget includes an additional 10,000 service hours for this project.<sup>1</sup>

## Service Guidelines Overview

The 2015 update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below.

## Implementation

Metro revises service twice a year—in spring and fall. Major and minor service revisions occur during the spring and fall service changes. In rare cases of emergency or time-critical construction projects, Metro may make changes at times other than the two regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Many alternative service projects can be implemented at any time and do not need to follow the same schedule as fixed-route service.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

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<sup>1</sup> In addition, 7,700 annual hours associated with Expenditure Restriction ER9 in the 2019-20 budget will be invested in routes associated with this project.

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

Each year, Metro publishes a System Evaluation report, based on Metro's Service Guidelines, that outlines the analysis of target service levels and route performance management. The annual report will include a comprehensive list of the prior years' service changes and will identify and discuss service changes that address performance-related issues. Metro works to provide transparency in Metro's process and help jurisdictions plan for the future by conducting regular outreach throughout the county about the results of the System Evaluation Report.

### **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

### **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **I. Service Change Area and Routes**

### ***Affected Areas***

The proposed changes will affect 99 census tracts with a total population of about 543,837 residents.

### ***Affected Routes***

The affected routes in this project include Routes 105, 148, 157, 158, 159, 164, 166, 168, 169, 180, 192, 906, 908, 910, 913, 914, 916, 917.

Affected Routes 158, 159, 164, 166, 169, 180, 192, 908, 910, 913, and 916, would be replaced with Routes 160, 161, 162, 165, and 184 and expand service on Routes 105, 906, and 917.

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

For the purposes of complying with FTA Circular 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 proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix A lists the specific routes being changed in September 2020.

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

### ***Classifying minority and low-income census tracts***



For the Title VI analysis, 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 the American Community Survey five-year average for 2013-2017 data, 36.5 percent of the population is classified as minority within the county as a whole. Similarly, Metro classifies census tracts as low-income tracts if the percentage of the population classified as low-income (based on the population below 200% of federal poverty line) within a tract is greater than the percentage for King County as a whole.

In line with recommendations made by the Service Guidelines Task Force, Metro recently changed the definition of “low-income” that is used to determine census tract designations from 100% to 200% of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year average for 2013-2017, 21.8 percent of the population is classified as low-income within the county as a whole.

The proposed service changes addressed in this report will affect the level of service provided to 99 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and figures 1 and 2 on the following pages.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Census Tract Classification				
Total Census Tracts Affected	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
99	52	16	11	20

#### **IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations or a Disparate Impact on Minority Populations? YES**

For the Title VI analysis, the determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. The September 2019 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect 99 census tracts, including 16 minority-only census tracts, 11 low-income only census tracts, and 52 tracts which are both minority and low-income. There are two tracts experiencing a reduction in trips greater than 25%, they are both minority and low-income tracts. Therefore, the analysis indicates that the proposed changes

would place a disproportionate burden on low-income populations and have a disparate impact on minority populations.

A detailed description of the impacts to residents in these two tracts are provided in Section V, along with the alternatives available to riders.

### Notes for Tables 2 and 3

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

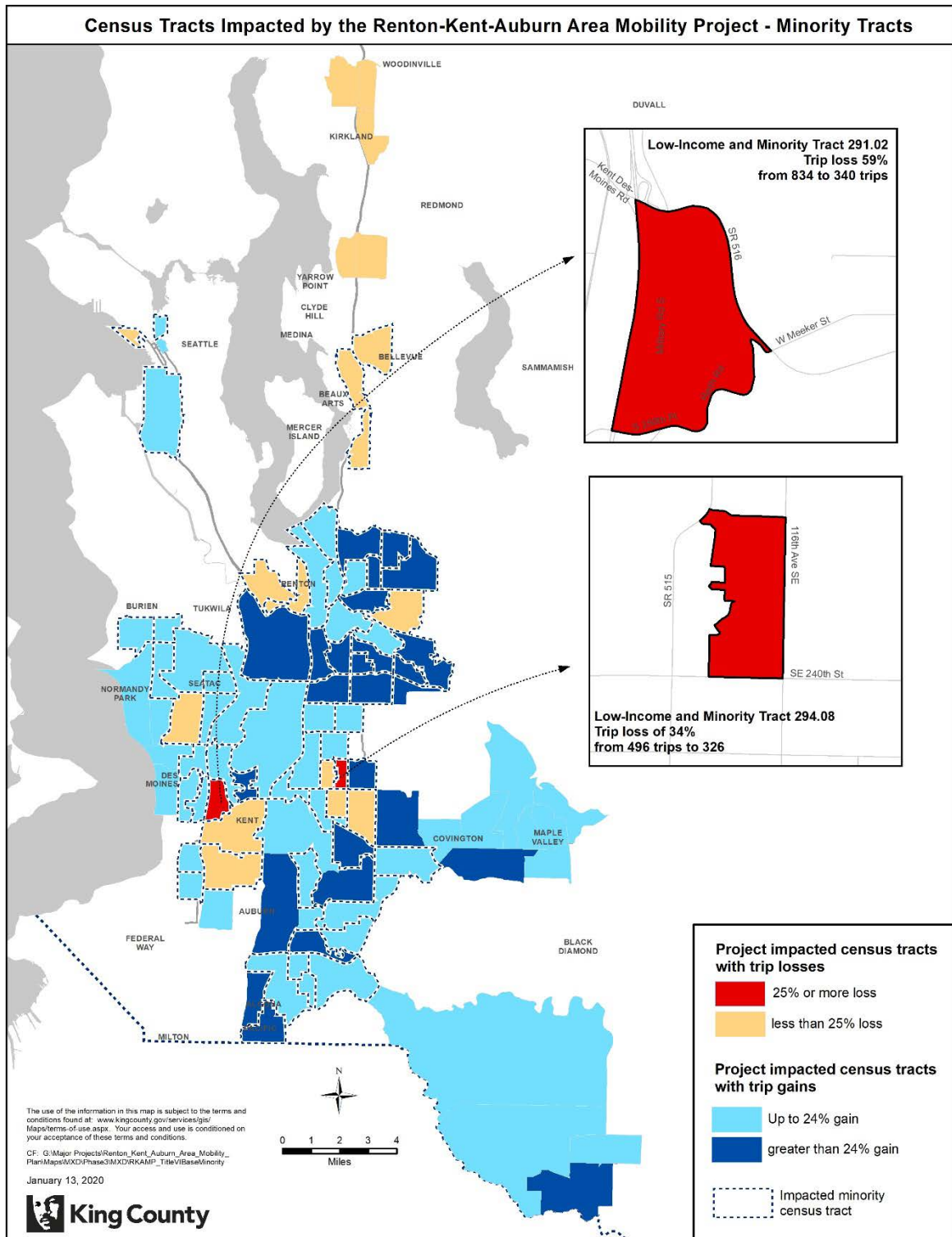
### **Title VI Analysis Results for Proposed Changes for September 2020**

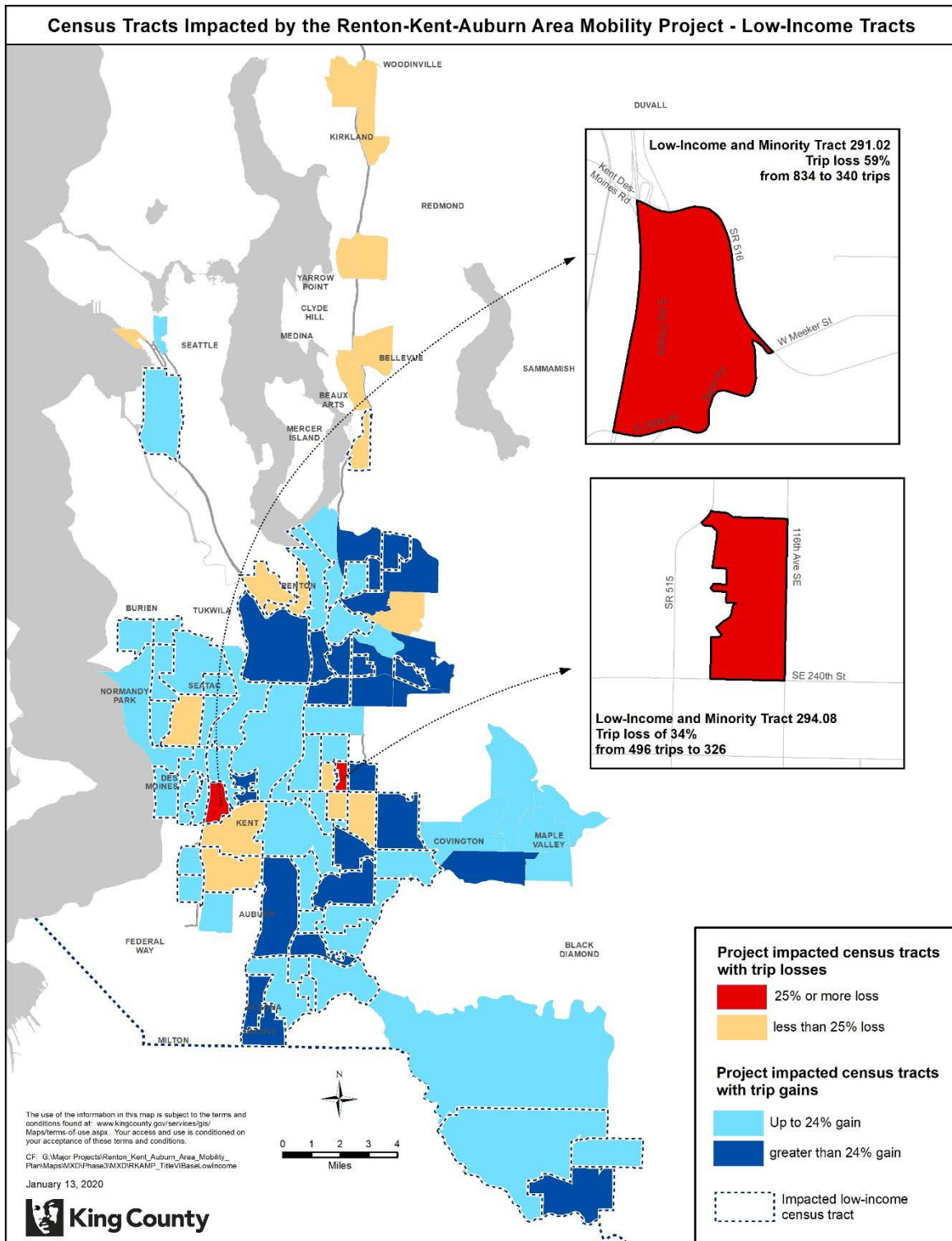
**Table 2.** September 2020 Service Change Title VI Analysis - Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	2	100%	41%	59%	<b>YES</b>
Non-Low-Income	0	N/A	59%		
Total	2	100%	100%		

**Table 3.** September 2020 Service Change Title VI Analysis - Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	2	100%	43%	57%	<b>YES</b>
Non-Minority	0	N/A	57%		
Total	2	100%	100%		

**Figure 1.** Impact of proposed changes on minority census tracts.

**Figure 2.** Impact of proposed changes on low-income census tracts.

## V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, there are adverse effects as defined by the Title VI regulations in 2 census tracts, for the proposed service changes in South King County in September 2020. As shown in Figures 1 and 2, low-income and minority Tracts 291.02 and 294.08 are impacted. Overall, the proposed changes will result in an estimated reduction in trips by 59% and 34%, respectively.

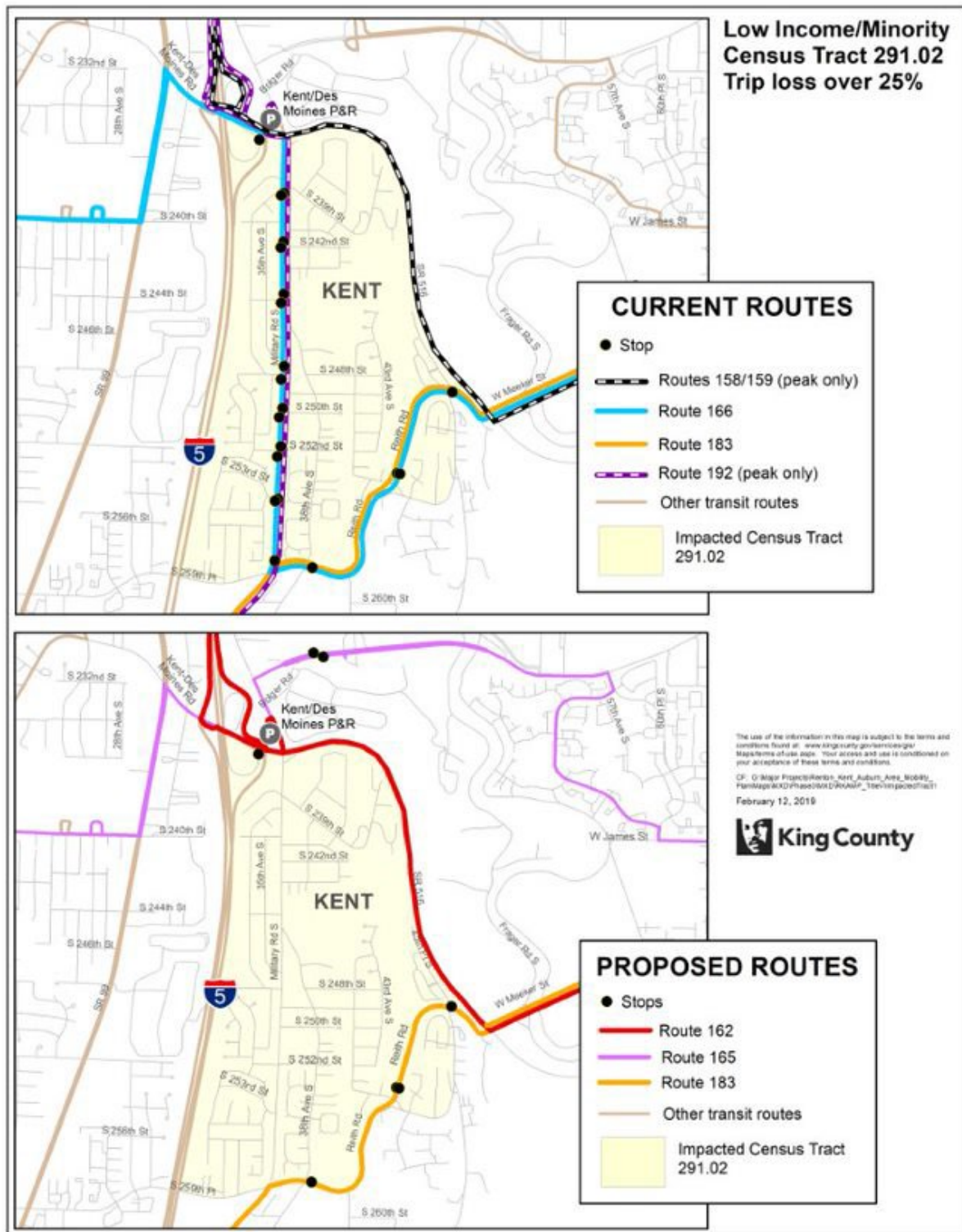
### Tract 291.02, Kent West Hill – Military Road

As shown in Figure 3, this tract is currently served by Routes 158, 159, 166, 183, and 192. With the proposed changes the tract is served by revised Route 183 and new Route 162, which replaces Routes 158 and 159. The trips serving this tract will be reduced by 59%.

Route 192 is a low-performing, peak-only route that serves Star Lake Park & Ride, stops along Military Road, and Kent Des Moines Park & Ride before heading to downtown Seattle on I-5. The proposed changes for September 2020 include deleting Route 192. Riders near Star Lake Park & Ride and at Kent Des Moines Park & Ride will continue to be served by revised Route 190 and new Route 162. However, riders at stops along Military Road will no longer have direct service to downtown Seattle. There are an average of 20 daily riders on this route segment. We have found through our rider surveys that the riders of these peak commuter services tend to be higher-income, white, and English-speaking riders. Metro is proposing to make this change to allow for re-investment in more all-day and weekend service that would provide better transit access for equity priority populations, as recommended by the advisory board (Mobility Board) formed to advise Metro throughout the Renton-Kent-Auburn project.

Route 166 is an all-day route that connects Burien, Des Moines, and Kent. The proposed changes for September 2020 include replacing Route 164 and 166 service with Route 165 to provide a one-seat ride connection between Burien, Des Moines, Kent, and Green River College in Auburn. In this tract, Route 166 currently serves Military Road. There are currently 90 boardings on Route 166 in this segment. The new Route 165 would not operate on Military Road, but would instead operate through the Lakes Community and on S 231<sup>st</sup> Way. This change was made to provide all-day service to Tract 292.05 – also classified as low-income and minority - which is receiving a 54% increase in service. This change will also provide access to an additional 1,800 housing units that will be within a ¼-mile walkshed of service. In the Renton-Kent-Auburn Area Mobility Plan process, Metro identified equity priority tracts based on the King County Equity Score. This score measures the proportion of low-income, minority, and limited English-proficient populations compared to the King County average and scores tracts on a scale from one to five, with a score of five representing the highest concentrations of priority populations. Priority tracts for this project are those with a four or five score. According to this measure, Tract 292.05 is a priority tract and Tract 291.02 is not.

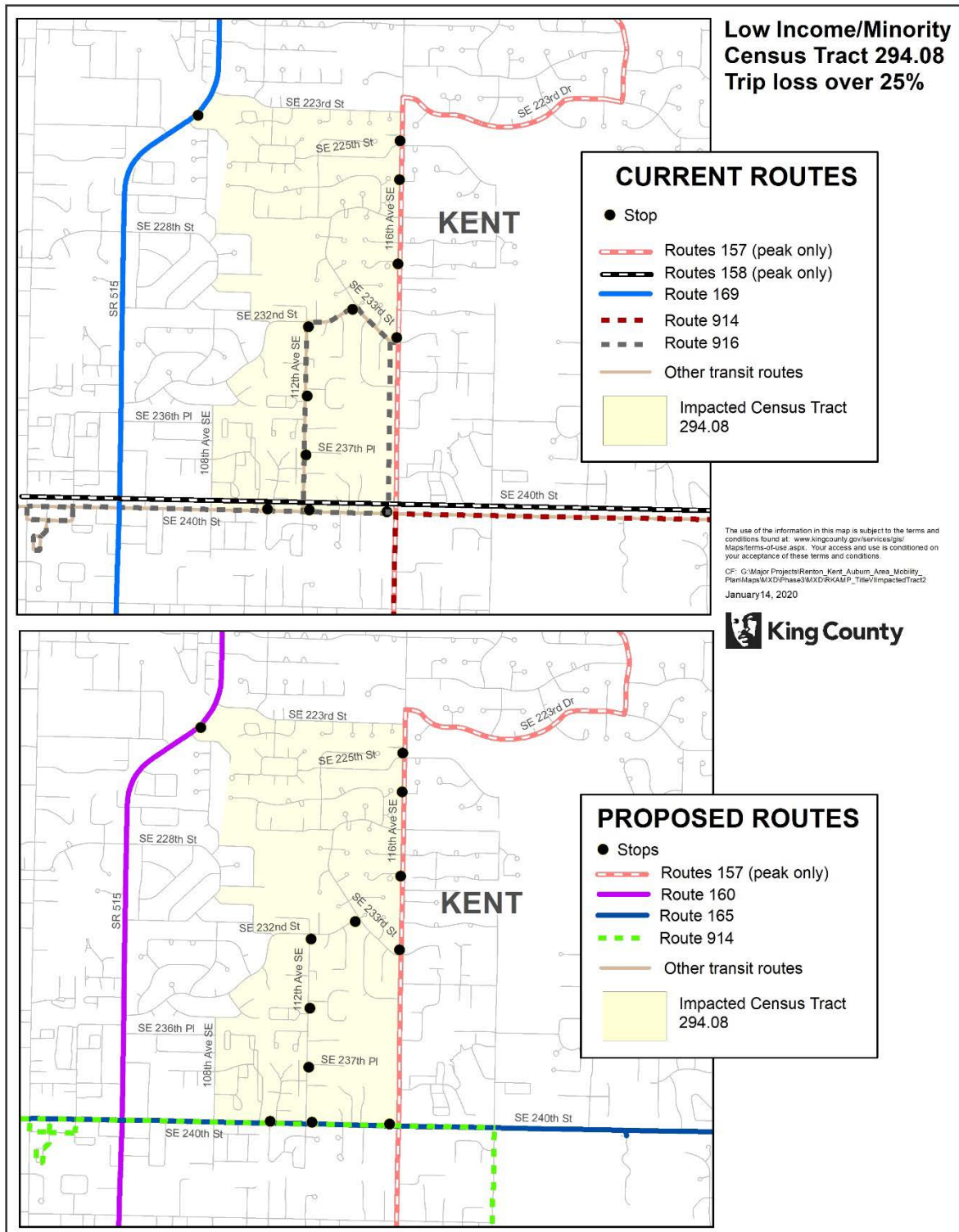
**Figure 3.** Impact of proposed changes on Tract 291.02.



Tract 294.08, Kent East Hill – 116<sup>th</sup> Aves SE and SE 240<sup>th</sup> St

As shown in Figure 4, this tract is currently served by Routes 164, 169, 914, and 916. With the proposed changes the tract is served by new Route 160, which replaces Route 169; new Route 165, which replaces Route 164; and revised Route 914, which replaces portions of Route 916. The trips serving this tract will be reduced by 34%. The changes affecting this tract are to Routes 914 and 916. Route 916 will be deleted and this service will be combined with Route 914 to increase service from every 60 minutes to every 30 minutes on the Kent East Hill. This proposed change received significant support through outreach to Route 914 and 916 riders and was made to provide better service to senior housing and key community assets on the Kent East Hill. In this tract, the pathway along 112<sup>th</sup> Ave SE and SE 237<sup>th</sup> Pl will no longer be served, and the revised pathway does not include stops in this tract. The stops on this pathway have an average of one weekday boarding. However, the DART deviation area for Route 914 overlaps with this tract, so demand-responsive service will be available to residents in this area.



**Figure 4.** Impact of proposed changes on Tract 294.08.

### Benefits

All together, the recommended changes will better meet community-identified needs, including increased evening and weekend service, service to priority community destinations, improved east-west connectivity, and a more integrated regional transit network. The majority of the project area tracts (80%) are classified as low-income tracts, minority tracts, or both. Of these tracts, 80% are receiving increases in the number of trips serving that tract and 26% are receiving trip increases of greater than 25% with the proposed September 2020 service changes.

The proposed transit service changes feature creation of Route 160, a new frequent route that is proposed to travel between Renton, Kent, and Auburn and be upgraded to the RapidRide I Line in 2023. The proposed improvements will connect south King County riders to this new, high capacity frequent route as well as the existing high speed, high capacity Sounder rail service that connects riders in Auburn, Kent, and Tukwila to downtown Seattle and Tacoma during peak periods. The proposed changes also improve access to future Link light rail stations south of Angle Lake and set the stage for further service integration efforts prior to the opening of the Federal Way Link Extension in 2024.

**APPENDIX A: Affected Routes and Rider Alternatives**

Route	Action	Alternatives
148	Modify the routing of Route 148 to better serve community assets, including a new community center (to open in 2020), and housing along 116th Ave SE.	N/A
157	Restructure Route 157 to serve 132nd Ave SE and SE 256th St and not SE Kent Kangley Rd to avoid duplication with new Route 162.	Riders along SE Kent-Kangley will be served by Route 162.
158	Delete Route 158 to reduce duplicative and low-performing service.	Alternative service will be provided by new Route 162, connecting Lake Meridian Park and Ride to Downtown Seattle via SE Kent Kangley Rd and Kent Station, and local Route 164 which will receive increased service and will be realigned to cover 132 <sup>nd</sup> Ave SE and SE 240 <sup>th</sup> St.
159	Delete Route 159 to reduce duplicative and low-performing service.	Alternative service will be provided by new Route 162 connecting Lake Meridian Park and Ride to Downtown Seattle via SE Kent Kangley Rd and Kent Station, and local Route 168 which will receive increased service.
164	Delete Route 164 and replace with new Route 165 to provide a one-seat ride between Green River College, Kent, Highline College, Des Moines, and Burien.	The Route 164 corridor will be served by new Route 165, with increased frequency, span of service, and new Sunday service.
166	Delete Route 166 and replace with new Route 165 to provide a one-seat ride between Green River College, Kent, Highline College, Des Moines, and Burien.	The Route 166 corridor will be served by new Route 165, with increased frequency and span of service. However, Route 165 will not serve Military Road and will instead route along Veteran's Drive and through the Lakes Community.

Route	Action	Alternatives
168	Route 168 will be revised to serve SE Kent Kangley Dr and Canyon Dr SE and not 132nd Ave SE, SE 256th St, 104th Ave SE, and SE 240th.	Alternative service will be provided along 132nd Ave SE, SE 256th St, 104th Ave SE, and SE 240 <sup>th</sup> by Routes 165, 160, and 914.
169	Delete Route 169 to reduce duplicative service.	Alternative service will be provided by the new Route 160 service between Renton and Kent.
180	Delete Route 180 to reduce duplicative service.	Alternative service will be provided by service on new Route 160 between Auburn Station and Kent Station, new Route 161 between Kent Station and Burien Transit Center, and new Route 184 between South Auburn and Auburn Station.
906	Add additional service and revise route pathway to stay on SE Petrovitsky Road rather than deviating to serve SE 168th Street.	Alternative service will be provided by the Route 148 pathway to serve 116 <sup>th</sup> Ave SE and 168th St.
908	Delete Route 908 due to low performance.	Alternative service will be provided by expanded service on Route 105 providing additional frequency.
910	Delete Route 910 due to low performance.	Alternative service will be provided by new frequent Route 160 service between Auburn Station and North Auburn and increased service on Route 917 between Auburn Station and the Outlet Collection.
913	Delete Route 913 due to low performance.	Alternative service to Route 913 will be provided by new Route 165 along S 231 <sup>st</sup> Way and through the Lakes community.
914	Delete Route 916 to reduce duplicative service and provide simplified route and service design.	Alternative service will be provided by revised Route 914 with improved frequency.
917	Revise Route 917 to remove low ridership White River Junction stop and GSA deviation area to improve travel time and reliability.	N/A

# King County Metro Transit COVID-19 Response

## Title VI Service Equity Analysis

March 2021



## Introduction

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations. As outlined in the Title VI Circular Chapter IV, Section 7, any major service change that lasts longer than 12 months is considered permanent and requires a service equity analysis. The requirement to conduct a service equity analysis for major service changes that last longer than 12 months applies to major service changes initially implemented in response to the COVID-19 public health emergency.

In accordance with FTA regulations, this report summarizes Metro's service analysis of routes that have been suspended for a year as of March 2021 as part of Metro's COVID-19 response. Due to the emergency nature of the COVID-19 public health crisis, these suspensions were not submitted to the King County Council for approval. Instead, through the exercise of the King County Executive's emergency authority, Metro was authorized to temporarily suspend service without prior Council approval. Any suspensions that are proposed to become permanent as part of a future service change would be subject to King County Council approval if those suspensions meet the guidelines for a major service change per County policy. This report details the results of the Title VI analysis of these suspensions, which impacted areas throughout King County.

Decision-making for route suspensions included consideration of many factors. Appendix B contains an outline of the planning process that took place in 2020 as COVID-19 was emerging in the community. These factors included equity, changes in ridership demand and trip needs, the expiration of funding from the Seattle Transit Benefit District (STBD), prioritizing the frequent and all-day networks, and guidance from Metro's Service Guidelines. Equity considerations included the low-income and minority populations required for the Title VI analysis, but also included Metro's route-level opportunity scores, which consider persons of color, persons living in poverty, persons with limited English proficiency, persons with disabilities, and foreign-born populations. Metro focused on minimizing both coverage loss and service span reductions; maintaining access to the existing network that best services people who rely on transit and needed to continue to work in hospitals, service, and other industries where teleworking is not an option; and supporting public health with creative uses of contracted services to meet COVID-related mobility needs that affect the most vulnerable. Metro communicated with the FTA multiple times regarding these pandemic-driven service changes in order to keep the FTA informed of the critical challenges facing Metro as a consequence of the evolving public health crisis and the resultant need to implement necessary service reductions on an emergency basis.

## **Service Guidelines Overview**

The 2015 update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below:

### **Reducing Service**

When Metro must reduce service, the reduction guidelines help identify the services to be reduced. While the guidelines form the basis for identifying services for reduction, Metro also considers other factors. These include community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering alternative services. The use of these other factors means that some routes may not be reduced in the priority order stated below. Some factors that Metro considers when reducing service include:

- The relative impacts to all areas of the county in order to minimize or mitigate significant impacts in any one area.
- Ways to minimize impacts through the type of reduction, particularly through restructuring service.
- The identified investment need on corridors.
- Preservation of last remaining connections to a geographic area.

### **“Implementation**

Metro revises service twice a year—in spring and fall. Major and minor service revisions occur during the spring and fall service changes. In rare cases of emergency or time-critical construction projects, Metro may make changes at times other than the two regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Many alternative service projects can be implemented at any time and do not need to follow the same schedule as fixed-route service.”

### **“Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.



**Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

**Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the

average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.”

## **I. Service Change Area and Routes**

### ***Affected Areas***

The service suspensions affect 377 census tracts with a total population of about 2,097,025 residents.

### ***Affected Routes***

The fully suspended routes include routes 5X, 9X, 15X, 17X, 18X, 19X, 22, 29, 37, 47, 63, 71, 76, 77, 78, 113, 114, 116X, 118X, 119X, 121, 122, 123, 143, 154, 157, 167, 177, 178, 179, 190, 197, 200, 214, 216, 217, 219, 232, 237, 246, 249, 252, 268, 308, 312, 316, 342, 355, 628, 630, and 931. Other routes have had partial changes in service levels and those are reflected in the analysis as well.

All of the routes listed above will, by September 2021, have been suspended for one year or longer. The majority of these routes have been suspended since March 2020 due to decreased ridership and financial impacts during the COVID-19 pandemic. Route 628 was suspended beginning in June 2020 and Route 63 was suspended beginning in September 2020.

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

For the purposes of complying with FTA Circular 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. In the case of pandemic-related service changes, suspensions were implemented under emergency authority vested in the King County Executive.

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

### ***Classifying minority and low-income census tracts***

For the Title VI analysis, 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 the American Community Survey five-year average for 2014-2018 data, 40.1 percent of the population is classified as minority within the county as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts.

In line with recommendations made by the Service Guidelines Task Force, Metro changed the definition of “low-income” that is used to determine census tract designations from 100 percent to 200 percent of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year average for 2014-2018, 20.7 percent of the population is classified as low-income within the county as a whole.

The COVID-19 emergency service changes addressed in this report affected the level of service provided to 377 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in table 1 below and figures 1 and 2 on the following pages.

**Table 1.** Low-Income and Minority Characteristics of Affected Census Tracts

Census Tract Classification				
Total Census Tracts Affected	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
377	131	50	29	167

**IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations? NO**  
**Is there a Disparate Impact on Minority Populations? NO**

The March 2020 service change was used as the baseline for calculating the change in trips. Additional changes to route schedules occurred during the March 2020 service change due to the impacts of COVID-19, however the baseline used was the full March 2020 service change as initially scheduled.

The proposed changes affect 377 census tracts, including 50 minority-only census tracts, 29 low-income only census tracts, and 131 tracts that are both minority and low-income. There are 24 tracts experiencing adverse effects; zero are low-income only, eight are minority only, and 16 are neither low-income nor minority tracts. The analysis indicates that the proposed changes would not place a disproportionate burden on low-income populations nor have a disparate impact on minority populations.

There are no adverse effects on tracts that are both low-income and minority or tracts that are low-income only. A detailed description of the impacts to residents in the eight minority only tracts experiencing adverse effects is provided in Section V, along with the alternatives available to riders.

**Title VI Analysis Results for Proposed Changes for March 2021****Table 2.** Title VI Analysis for COVID-19 Suspensions - Low-Income Populations

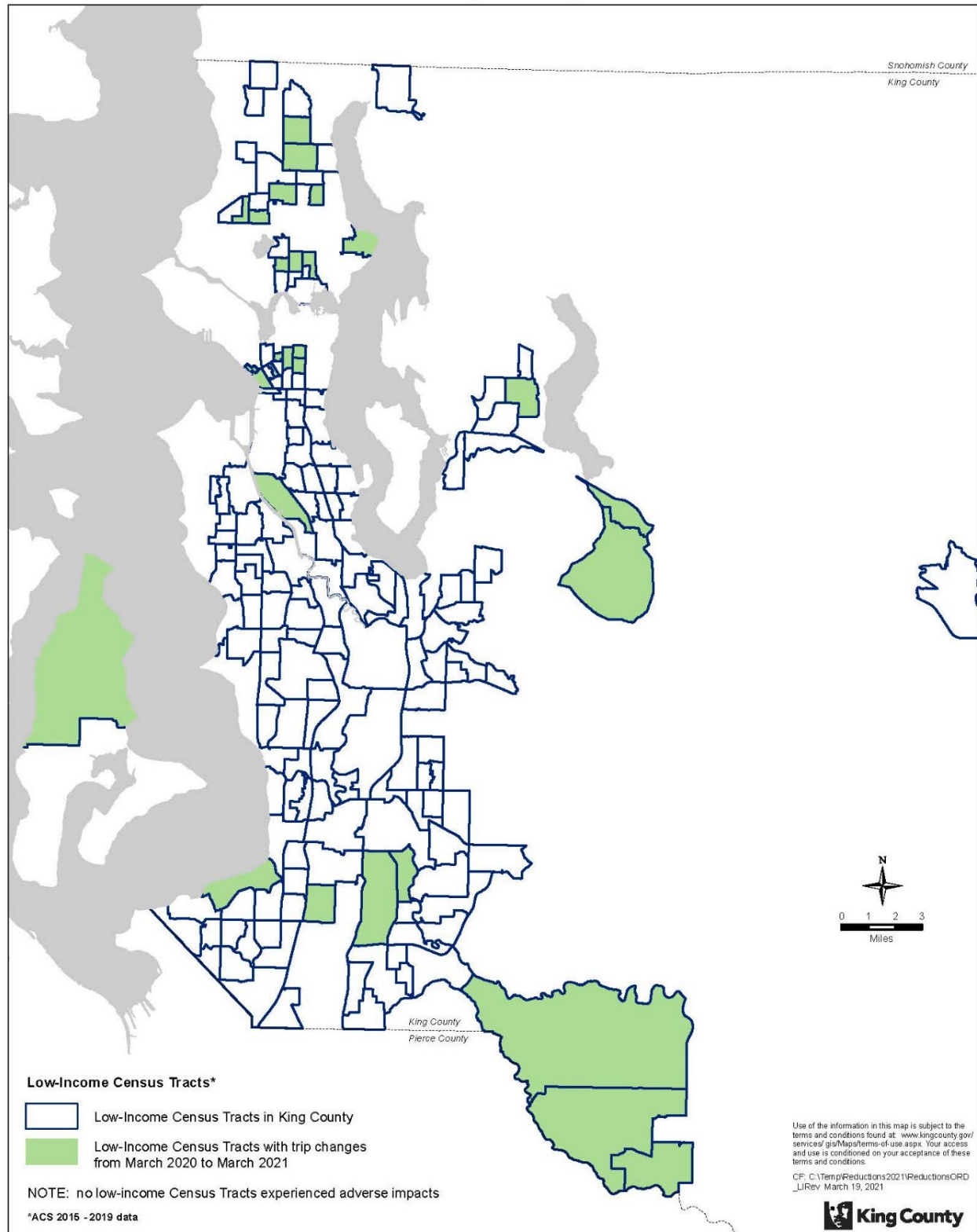
<b>Category<sup>2</sup></b>	<b>Tracts with Adverse Effects<sup>1</sup></b>	<b>% of tracts adversely affected</b>	<b>% of tracts system-wide</b>	<b>Difference</b>	<b>Disproportionate Burden<sup>3</sup>?</b>
Low-Income	0	0%	41%	-41%	<b>NO</b>
Non-Low-Income	24	100%	59%	41%	
Total	24	100%	100%		

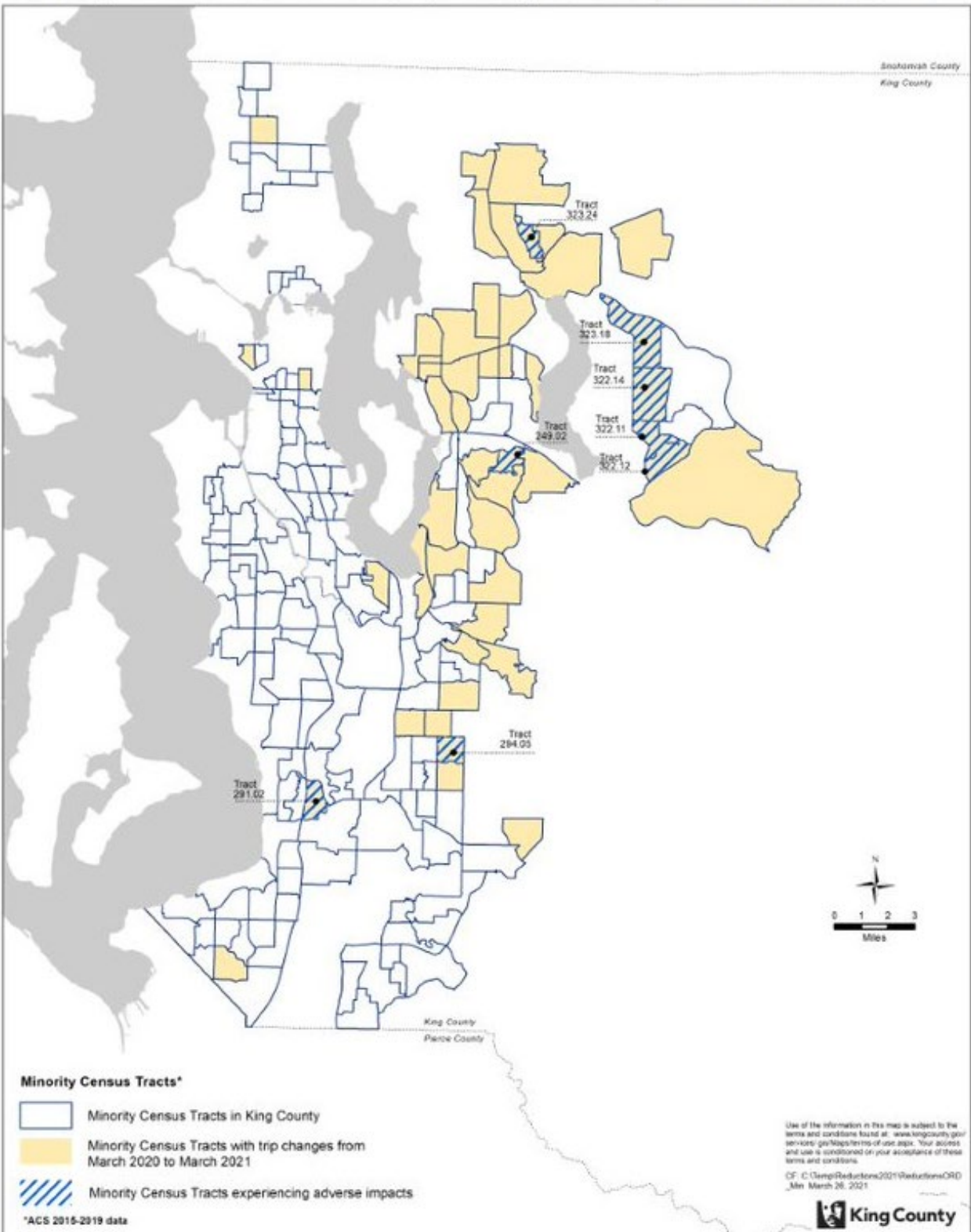
**Table 3.** Title VI Analysis for COVID-19 Suspensions - Minority Populations

<b>Category<sup>2</sup></b>	<b>Tracts with Adverse Effects<sup>1</sup></b>	<b>% of tracts adversely affected</b>	<b>% of tracts system-wide</b>	<b>Difference</b>	<b>Disparate Impact<sup>4</sup>?</b>
Minority	8	33%	46%	-13%	<b>NO</b>
Non-Minority	16	67%	54%	13%	
Total	24	100%	100%		

**Figure 1:** Impact of changes on low-income census tracts.

### Low-Income Census Tracts With Trip Changes: March 2020 to March 2021



**Figure 2:** Impact of changes on minority census tracts.**Minority Census Tracts With Trip Changes: March 2020 to March 2021**

## **V. Threshold 4: Alternatives and Mitigation**

As stated in Section IV, there are adverse effects as defined by the Title VI regulations in eight census tracts. As shown in Figure 1, no low-income tracts are impacted. As shown in Figure 2, minority tracts 291.02 and 294.05 in south King County and minority tracts 249.02, 322.11, 322.12, 322.14, 323.18, and 323.24 in east King County are impacted.

### Tract 291.02, Kent, Des Moines

As shown in Figures 3 and 4, this tract was served by routes 158, 159, 166, 183, 192, 193, and 197 prior to March 2020. This tract is currently served by routes 162, 183, and 193. Route 197 is suspended, while routes 158, 159, 166, and 192 were discontinued as part of the Renton-Kent-Auburn Area Mobility Plan implemented in Fall 2020, which was approved by the King County Council in April 2020. Overall, trips in this tract were reduced by 44 percent.

Route 197 is a peak-only route that connects Federal Way, Kent/Des Moines, downtown Seattle, and the University District. In the 2020 System Evaluation, Route 197 was in the bottom 25% on one productivity measure in all time periods in which it operated. Consistent with the county-wide COVID-19 response, maintaining the all-day network was prioritized over the peak-only network. Riders in Federal Way can utilize all-day Route 181 to connect to Federal Way Transit Center, where Sound Transit routes 577 and 578 provide connections to downtown Seattle. Link light rail provides service for riders destined for the University District.

Routes 158 and 159 were peak-only routes connecting Kent and downtown Seattle. These routes were deleted and replaced by Route 162 as part of the Renton-Kent-Auburn Area Mobility Plan.

Route 166 was an all-day route that connected Burien, Des Moines, and Kent. The Renton-Kent-Auburn Area Mobility Plan replaced routes 164 and 166 with new Route 165 to provide a one-seat ride connection between Burien, Des Moines, Kent, and Green River College in Auburn. As part of this change, the pathway of Route 165 was changed to not operate on Military Road, where daily boardings were low. Instead, Route 165 operates through the Lakes Community and on S 231<sup>st</sup> Way. This change was made to provide all-day service to tract 292.05, which is classified as low-income and minority. This change also provides access to an additional 1,800 housing units that are within a ¼-mile walkshed of service. In the Renton-Kent-Auburn Area Mobility Plan process, Metro identified equity priority tracts based on the King County Equity Score. This score measures the proportion of low-income, minority, and limited English-proficient populations compared to the King County average and scores tracts on a scale from one to five, with a score of five representing the highest concentrations of priority populations. Priority tracts for this project are those with a four or five score. According to this measure, tract 292.05 was a priority tract and tract 291.02 was not.



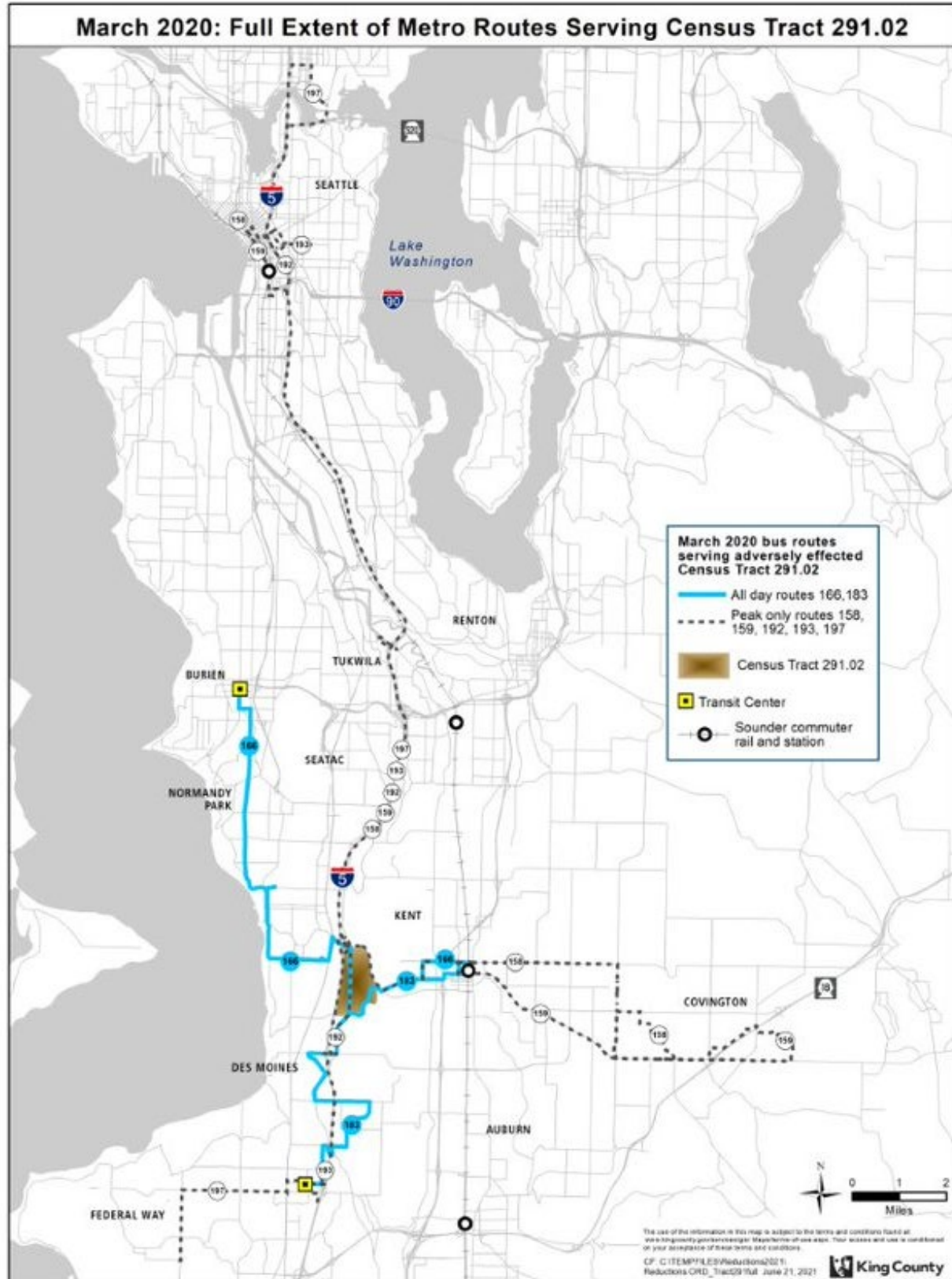
Route 192 was a low-performing peak-only route that connected Star Lake Park & Ride, with stops along Military Road, and the Kent Des Moines Park & Ride, to downtown Seattle. As part of the Renton-Kent-Auburn Area Mobility Plan, Route 192 was deleted. In this tract, riders at Kent Des Moines Park & Ride are served by Route 162. However, riders at stops along Military Road no longer have direct service to downtown Seattle. There is an average of 20 daily riders on this route segment. The Renton-Kent-Auburn Area Mobility Plan made this change to allow for re-investment in more all-day and weekend service that would provide better transit access for equity priority populations within the project study area.

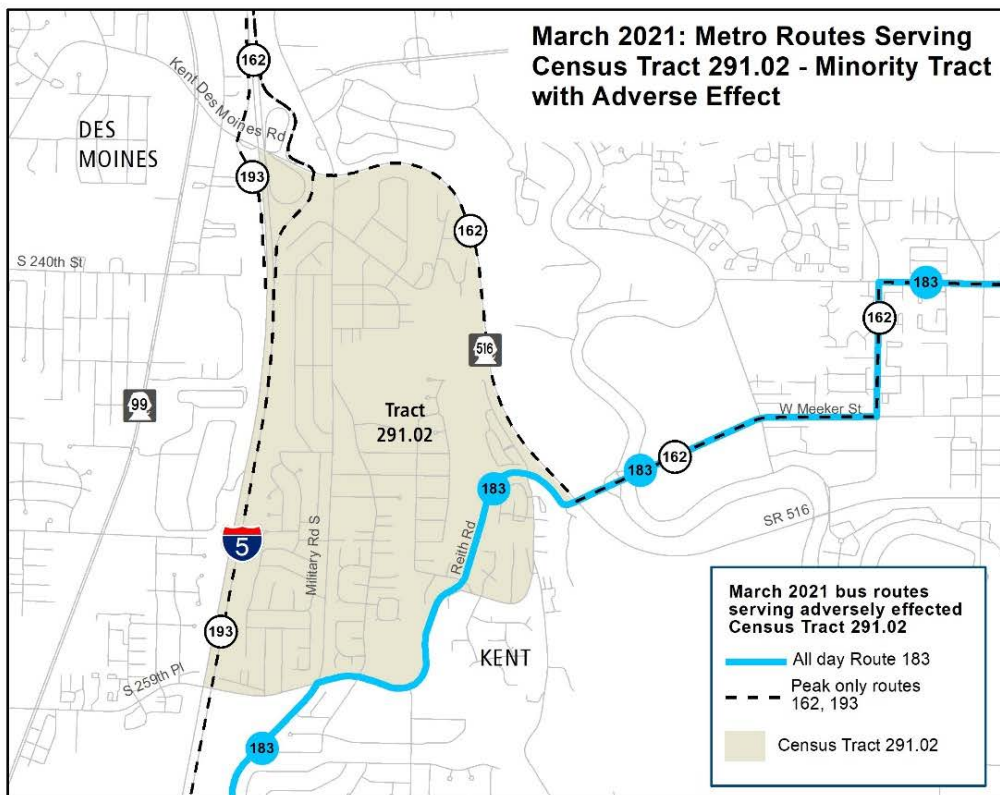
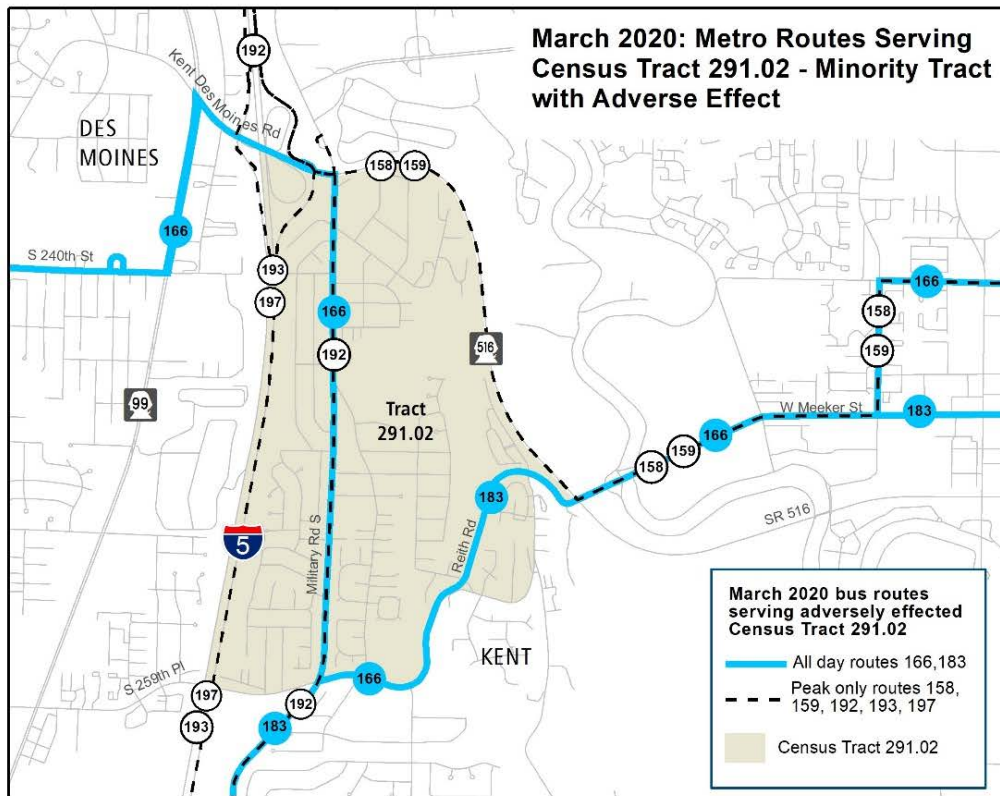
Route 162 is a peak-only route connecting Kent and downtown Seattle. The Renton-Kent-Auburn Area Mobility Plan replaced routes 158 and 159 with Route 162.

Route 183 is an all-day route connecting Federal Way, Star Lake, and Kent. In a year-over-year comparison between March 2020 and March 2021, Route 183 has maintained between 40 to 60 percent of its daily ridership during COVID-19.

Route 193 is a peak-only route connecting Federal Way, Star Lake, Kent, Tukwila, downtown Seattle, and First Hill. In a year-over-year comparison between March 2020 and March 2021, Route 193 has maintained between 40 to 80 percent of its daily ridership during COVID-19.

**Figure 3:** March 2020 routes that served tract 291.02.



**Figure 4: Impact of changes on tract 291.02.**

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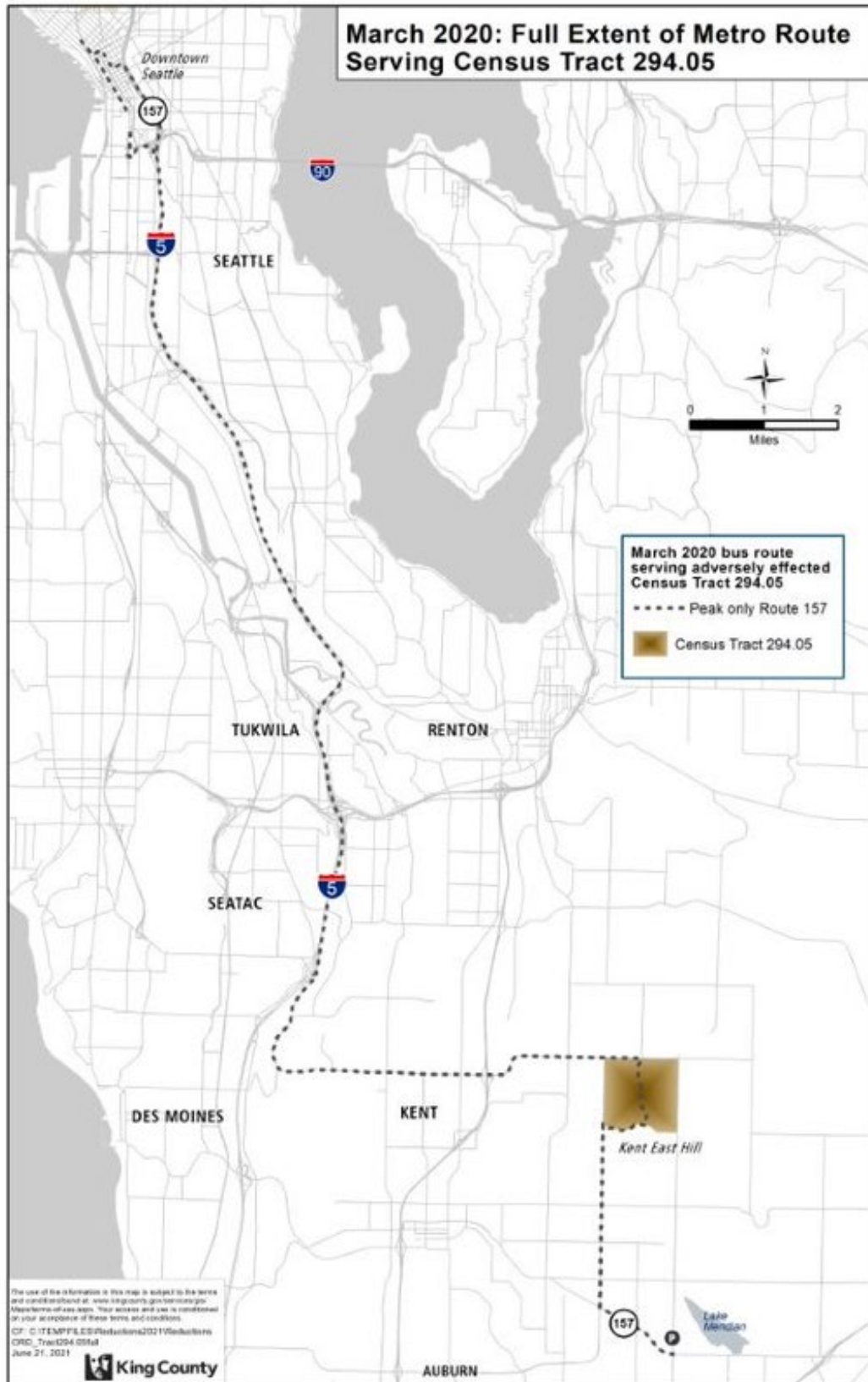
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March 30, 2021

Tract 294.05, Kent East Hill

As shown in Figures 5 and 6, this tract was served by Route 157 prior to March 2020. Route 157 is currently suspended and trips in this tract were reduced by 100 percent.

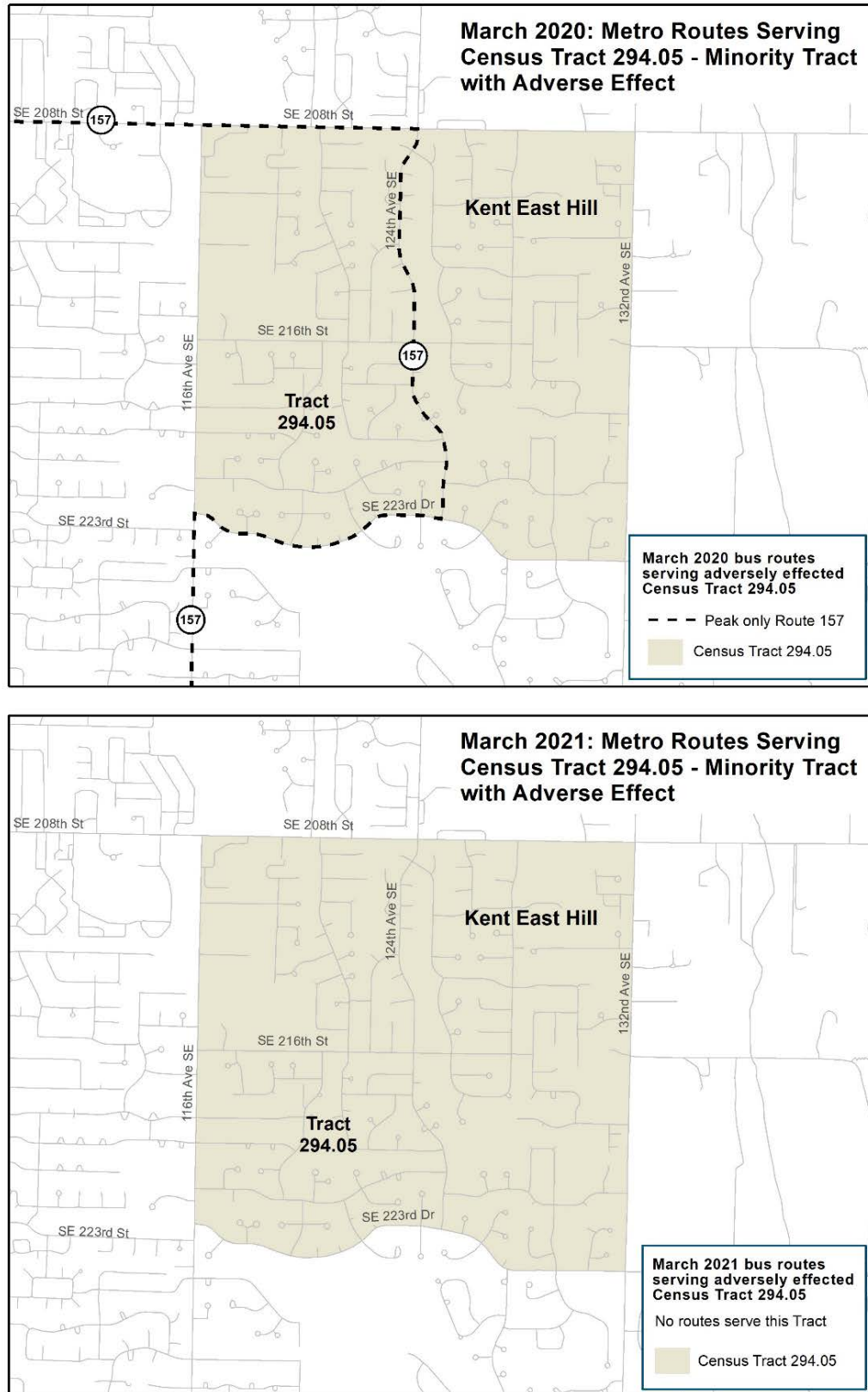
Route 157 is a peak-only route connecting Kent East Hill and downtown Seattle. In the 2020 System Evaluation, Route 157 was in the bottom 25% on one productivity measure in all time periods in which it operated. Consistent with the county-wide COVID-19 response, maintaining the all-day network was prioritized over the peak-only network. Route 157 riders in this tract do not have direct alternative service but can access services that connect to downtown Seattle at Lake Meridian Park & Ride and Kent Station, which are between three and one half and four miles from this area.

**Figure 5: March 2020 routes that served tract 294.05.**





**Figure 6: Impact of changes on tract 294.05.**



Tract 249.02, Eastgate

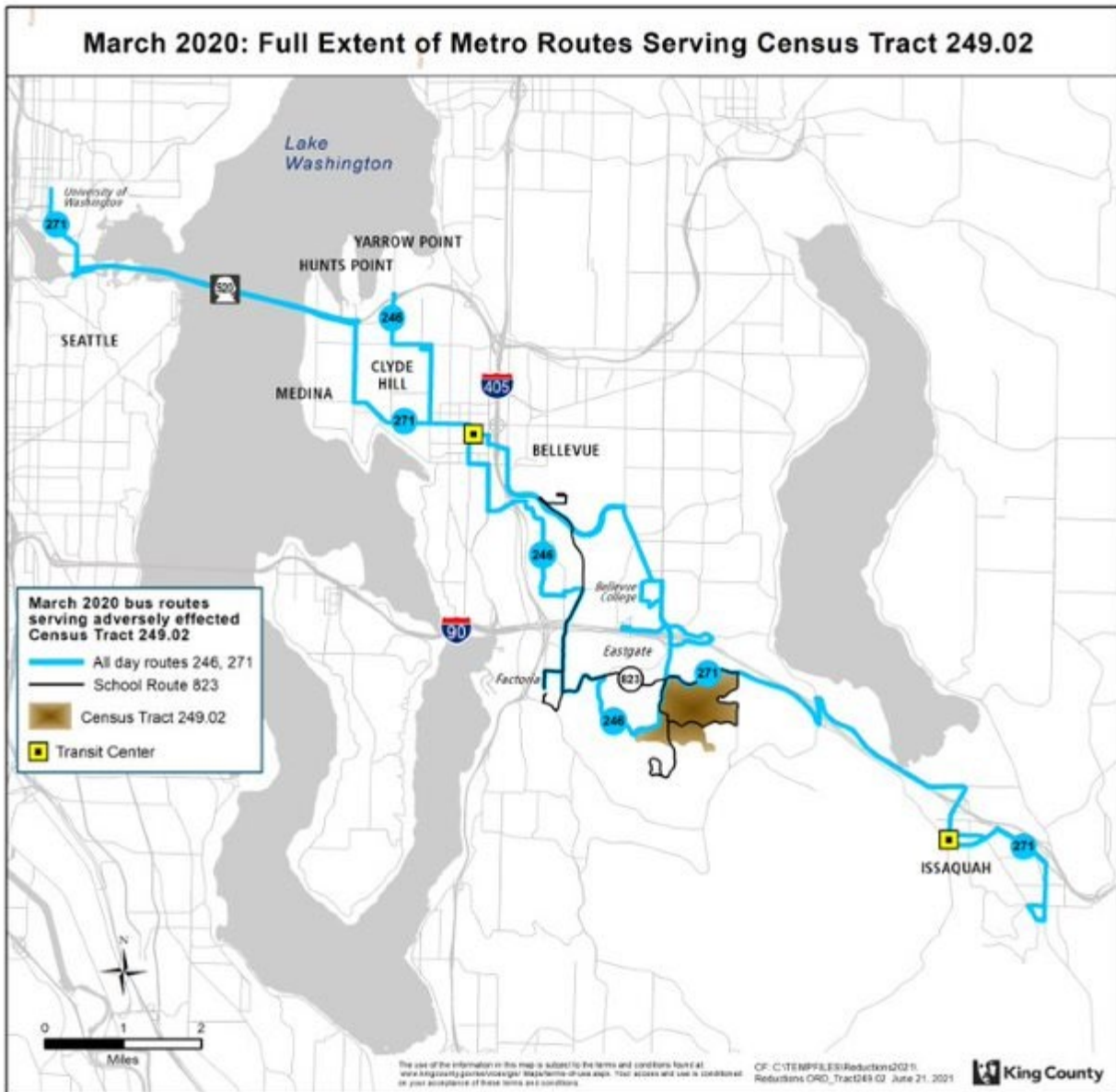
As shown in Figures 7 and 8, this tract was served by routes 246, 271, and 823 prior to March 2020. Currently, only Route 271 is operating in this tract while Route 246 is suspended and Route 823 is deleted. Trips in this tract were reduced by 26 percent.

Route 246 is a low-performing all-day route that connects Eastgate, Factoria, downtown Bellevue, and Clyde Hill. In the 2020 System Evaluation, Route 246 was in the bottom 25% on both productivity measures in all time periods in which it operated. Riders from Factoria continue to be served by Route 241 and riders from Eastgate are served by Route 271 while Route 246 is suspended. The alternate routes, routes 241 and 271, provide more frequent connections between Eastgate, Factoria, and Bellevue than Route 246, which was hourly service.

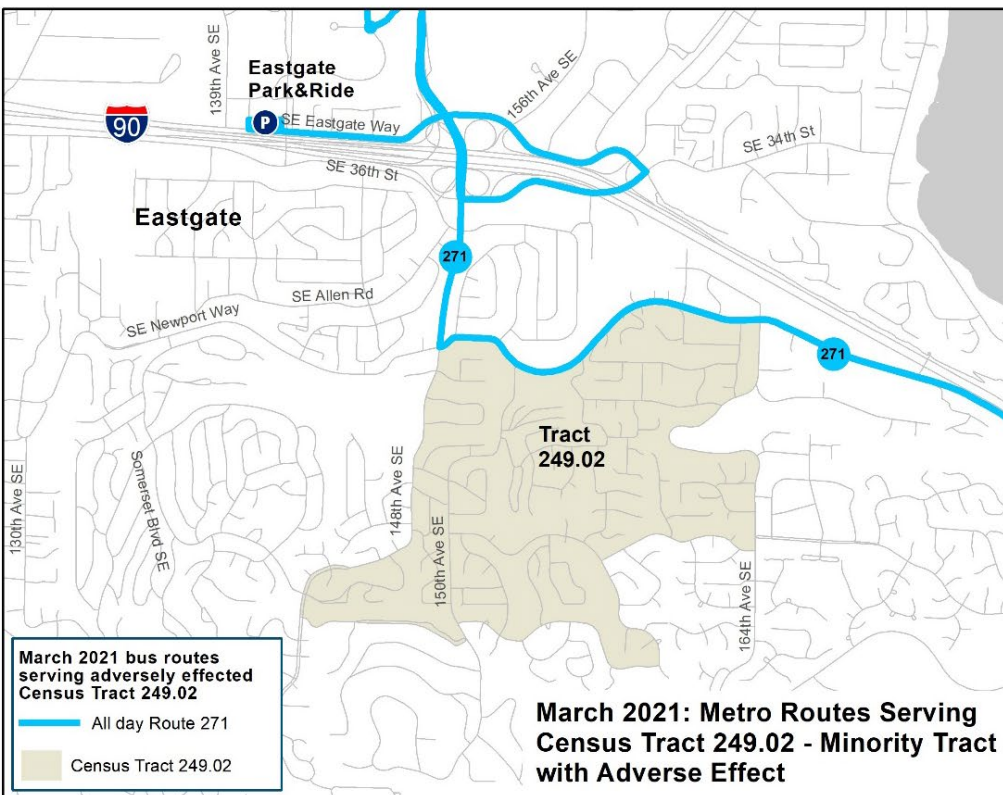
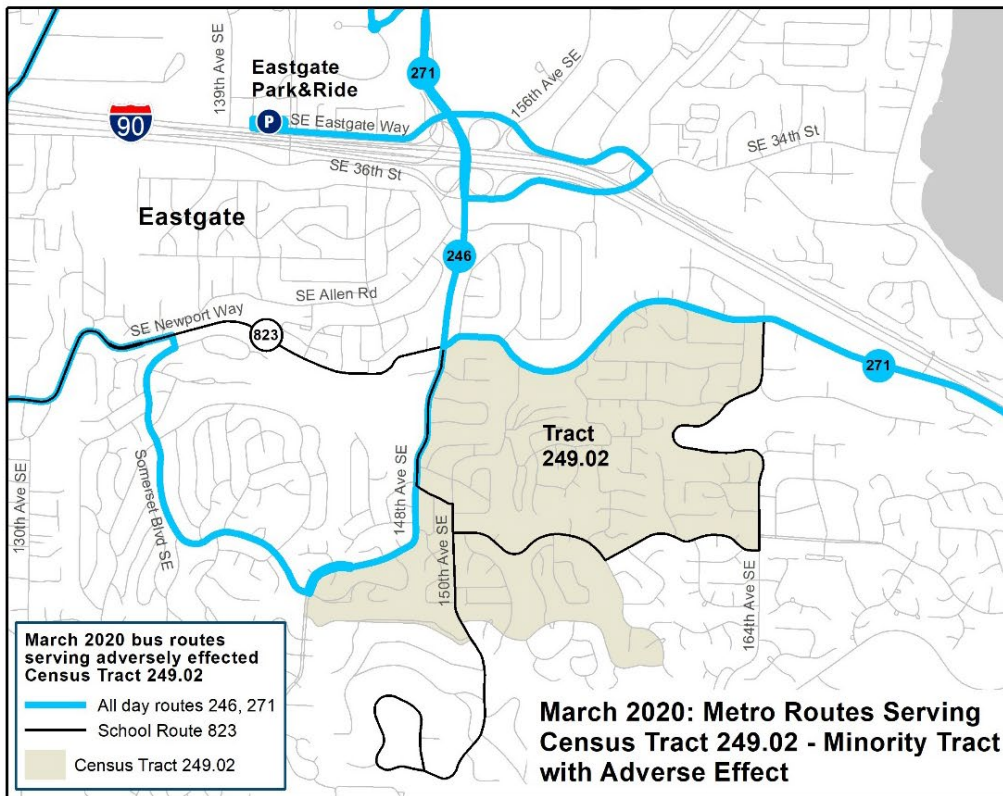
Route 271 is a frequent, all-day route that connects Issaquah, Eastgate, Bellevue College, downtown Bellevue, Medina, and the University District in Seattle. Frequency on Route 271 was temporarily reduced to approximately every 20-minutes during the day due to decreased ridership. This reduction is a partial suspension during COVID-19. In a year-over-year comparison between March 2020 and March 2021, Route 271 has maintained between 20 to 50 percent of its daily ridership during COVID-19.

Route 823 was a school route for students in the Bellevue School District. Most schools in King County have been operating remotely since March 2020 and school districts requested that school routes be suspended until students return for in-person learning. Bellevue School District has decided not to renew their contract with King County Metro to provide transportation services, therefore Route 823 will not be brought back in service. School routes are exempt from King County's major service change definition, per Section 23.94.022.C of King County Code.



**Figure 7:** March 2020 routes that served tract 249.02.

**Figure 8: Impact of changes on tract 249.02.**



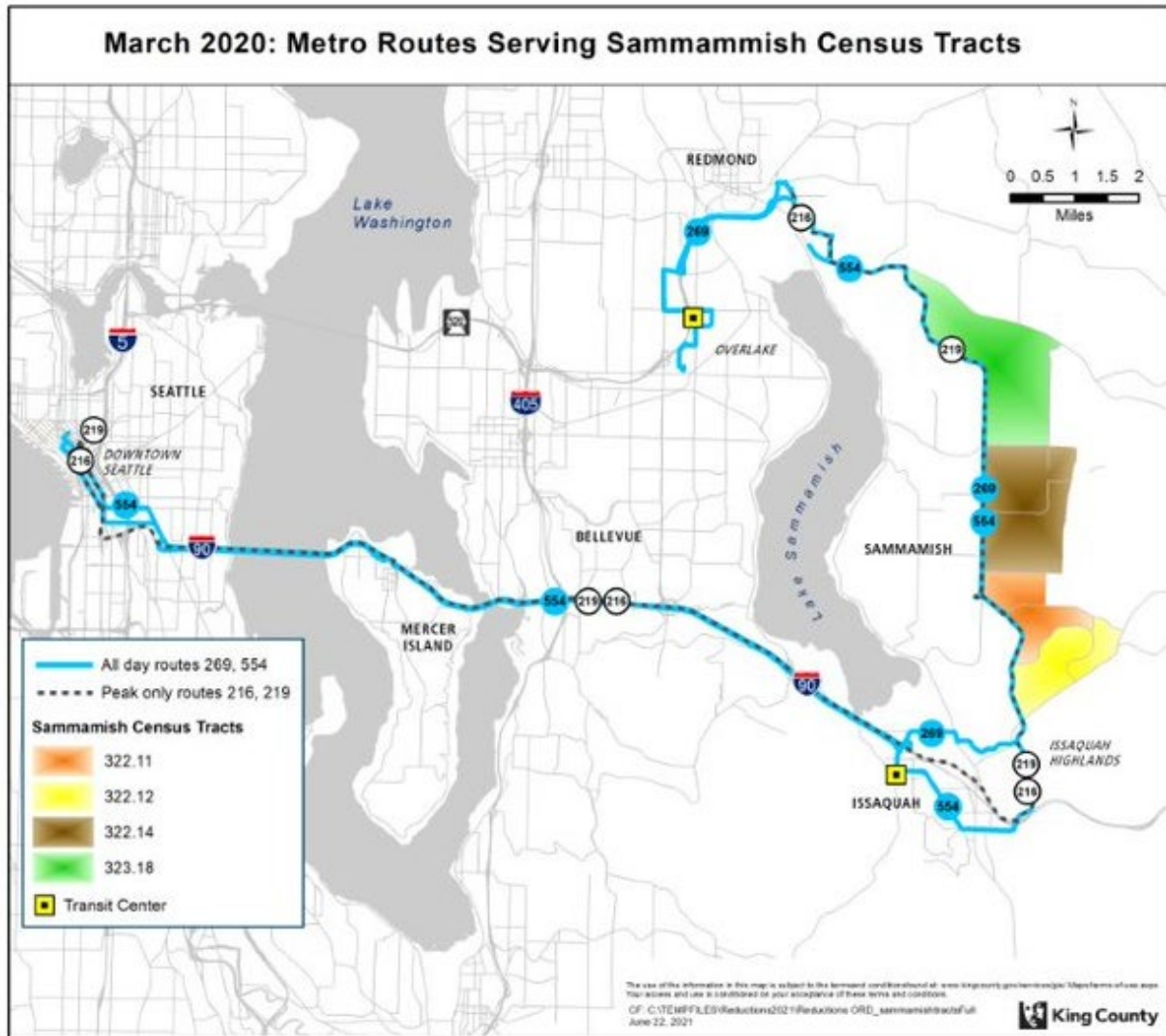
Tracts 322.11, 322.12, 322.14, 323.18, Sammamish

As shown in Figures 9 and 10, these tracts were served by routes 216, 219, and 269, and Sound Transit Route 554 prior to March 2020. Currently, only Route 269 and ST Route 554 are operating in this tract, while routes 216 and 219 are suspended. Trips in tract 322.12 were reduced by 32 percent; the other three tracts saw trips reduced by 31 percent.

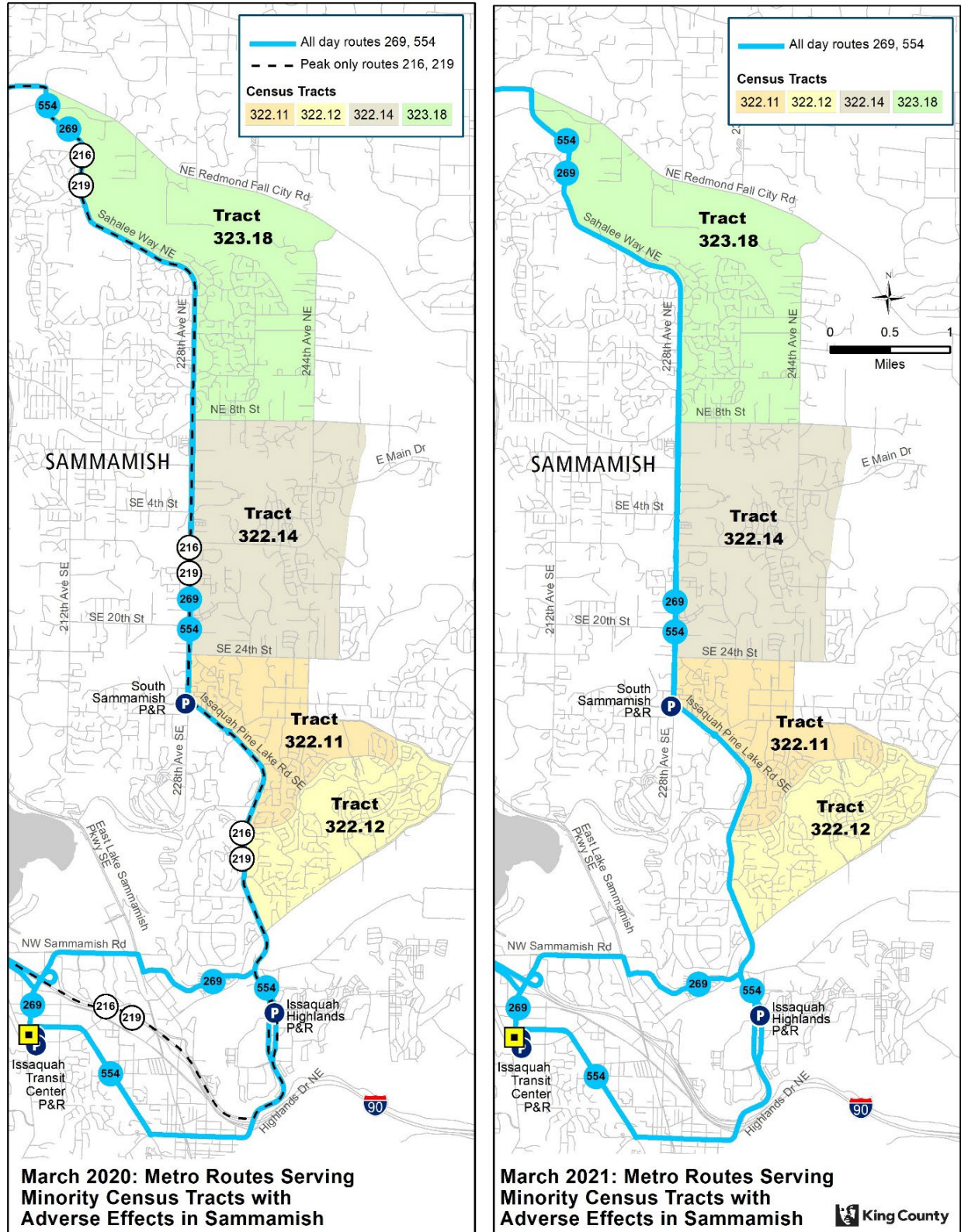
Routes 216 and 219 are peak-only routes that connect Redmond, Sammamish, Issaquah, and Mercer Island to downtown Seattle. Route 216 terminates at the Bear Creek Park & Ride and Route 219 terminates in SE Redmond along NE Redmond Way/Redmond-Fall City Road NE but operate on the same pathway through Sammamish and the impacted census tracts. Route 269 and Sound Transit Route 554 continue to provide all-day coverage through Sammamish along the same pathway as routes 216 and 219 in the impacted census tracts. Route 269 connects the Issaquah Transit Center and Overlake Park & Ride, while Sound Transit Route 545 connects Redmond and downtown Seattle, via Bellevue. .

Route 269 is an all-day route that connects the Issaquah Transit Center, Pine Lake, the Bear Creek Park & Ride, and the Overlake Park & Ride. In a year-over-year comparison between March 2020 and March 2021, Route 269 has maintained between 30 to 60 percent of its daily ridership during COVID-19.

**Figure 9:** March 2020 routes that served tracts 322.11, 322.12, 322.14, and 323.18.





**Figure 10:** Impact of changes on tracts 322.11, 322.12, 322.14, and 323.18.

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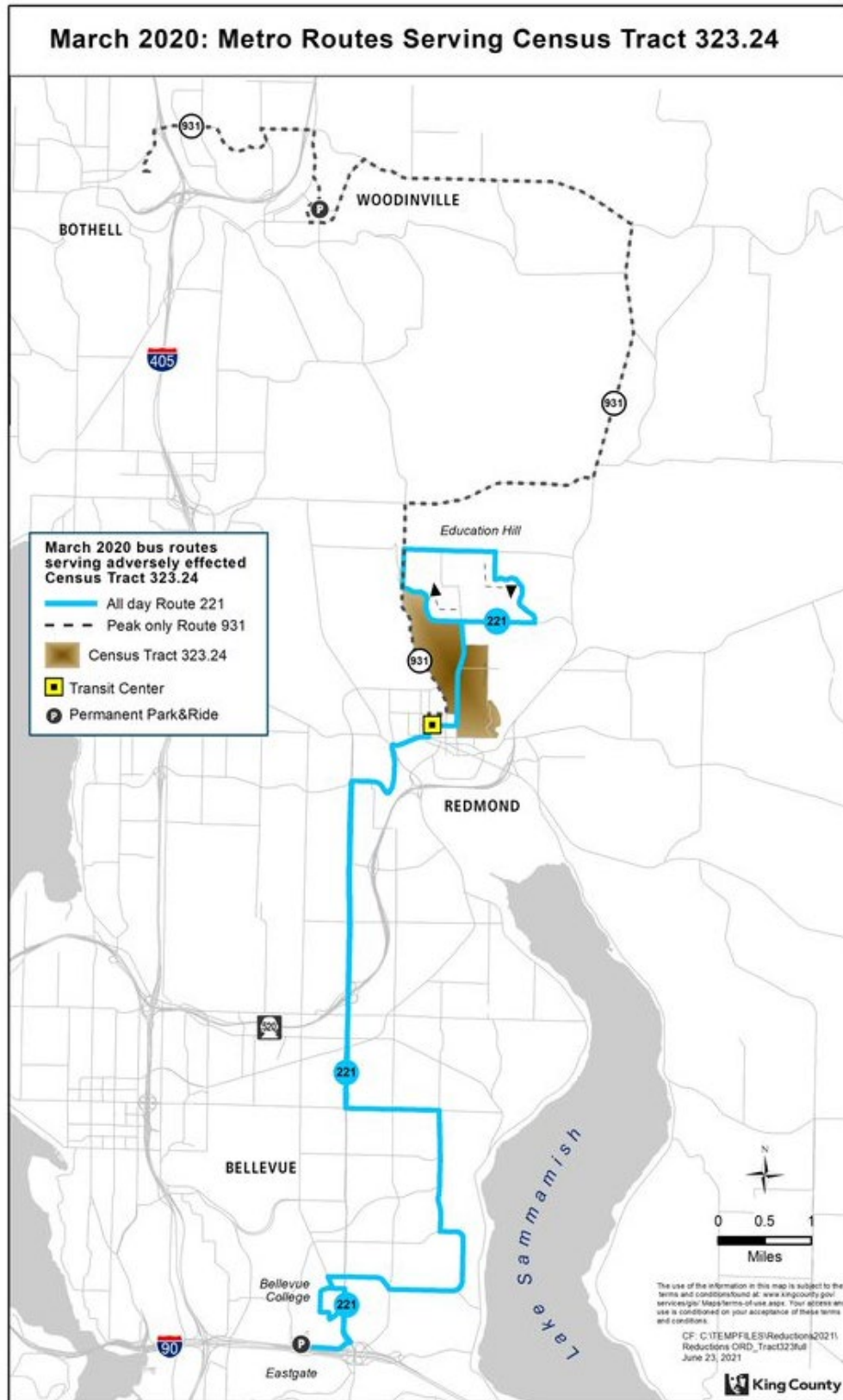
Tract 323.24, Redmond – Downtown

As shown in Figures 11 and 12, this tract was served by routes 221 and 931 prior to March 2020. Currently, only Route 221 is operating in this tract, while Route 931 is suspended. Trips in this tract were reduced by 32 percent.

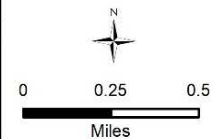
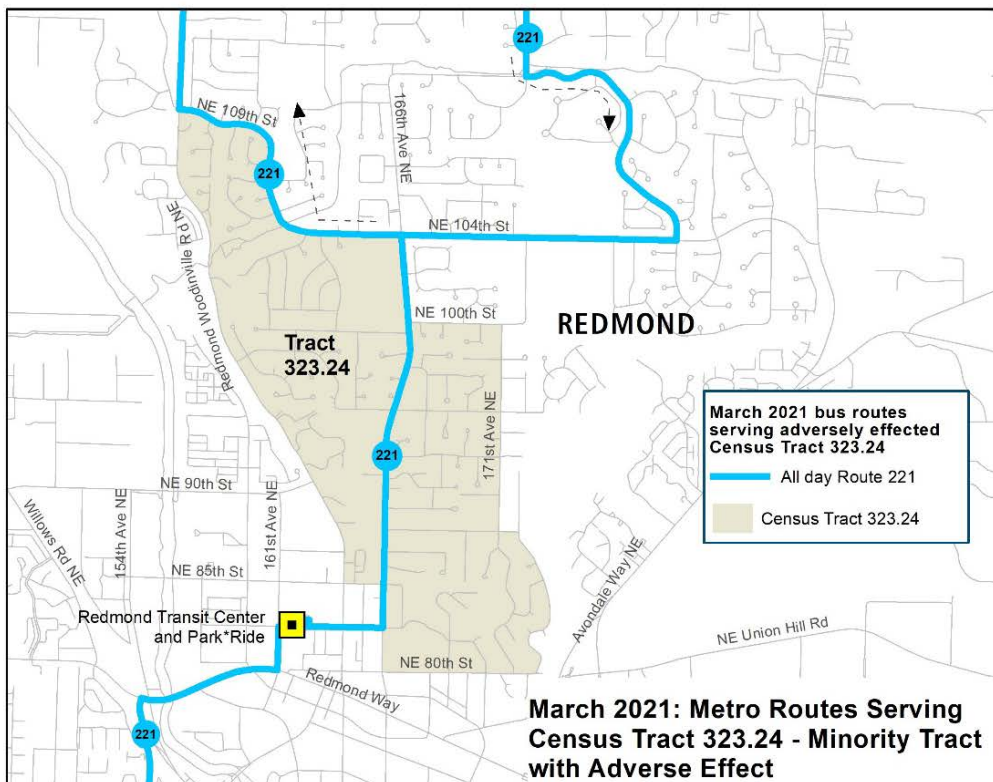
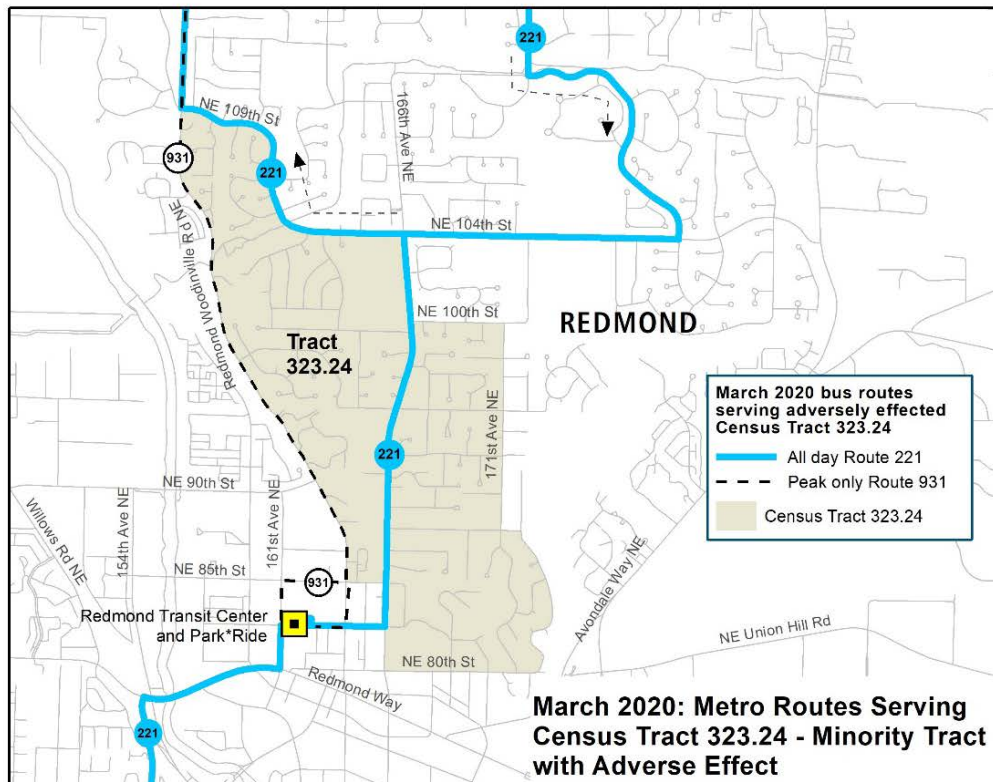
Route 931 is a bidirectional, peak-only DART route that connects UW Bothell/Cascadia College, Woodinville, and Redmond, via English Hill and Avondale Road NE, with a demand-responsive area between downtown Bothell and Woodinville. Riders between Bothell and Woodinville continue to be served by Sound Transit Route 522. Between Woodinville and Redmond, riders can connect to Route 231 and then transfer to Route 250 at the Kirkland Transit Center. There is no service currently through Cottage Lake, English Hill, or on Woodinville Redmond Road.

Route 221 is an all-day route that connects Education Hill, Redmond Transit Center, Bellevue College, and the Eastgate Park & Ride. In a year-over-year comparison between March 2020 and March 2021, Route 221 has maintained between 30 to 50 percent of its daily ridership during COVID-19.

Figure 11: March 2020 routes that served tract 323.24.





**Figure 12:** Impact of changes on tract 323.24.

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March 30, 2021



## **Supplemental Service**

As part of Metro's response to the COVID-19 pandemic, new crowding thresholds were developed to help facilitate social distancing among riders using transit. These thresholds represent approximately one rider occupying every other seat and are significantly lower than Metro's typical crowding thresholds. While system ridership is reduced, because of the lower COVID-19 ridership thresholds, many routes still experience crowding that makes maintaining social distancing difficult. Metro developed a process to implement supplemental service on routes experiencing crowding during the COVID-19 pandemic.

Routes are identified for supplemental service using the average maximum passenger load over the COVID-19 threshold, average number of daily trips over the COVID-19 ridership threshold, percent of observed trips over the COVID-19 ridership thresholds, the King County Metro Equity Score, and if the route serves a hospital. Routes are prioritized based on a score developed using the above factors. Supplemental trips are implemented on an as-needed basis, beyond regularly scheduled service.

Routes and time periods that are identified as being chronically crowded had supplemental trips added to their schedules as part of the March 2021 service change.

## **Service Restoration**

As King County looks towards a post-COVID-19 future, it is critical that Metro ensures bus service is scaled to encourage and accommodate customers as they return to public transit. Service restoration will balance workforce and budget constraints, travel demands, and vehicle load limits. Metro plans to gradually restore suspended service where it is needed most, starting with the September 2021 service change.

While demand estimation is an imperfect science, Metro plans to restore approximately 200,000 service hours in September 2021. This is roughly half of the service that has been suspended due to the COVID-19 pandemic, with remaining service restorations and changes planned in 2022. There may be long-term, permanent service changes due to changes in demand and travel patterns. Any permanent changes, including the possibility of some suspended services not being restored following the conclusion of the pandemic, would be subject to future Title VI analysis and approval by the King County Council. Decisions on service restoration and future service will be influenced by ridership before and during the pandemic; crowding; productivity; plans for returning to in-person operations at employers, schools, and other institutions; the Governor's Safe Start phases; and the findings of this report.

**APPENDIX A: Affected Routes and Rider Alternatives**

<b>Route</b>	<b>Action</b>	<b>Alternatives</b>
5X	Suspend Route 5X.	Alternative service is provided by Route 5 between Greenwood Ave N and downtown Seattle.
9X	Suspend Route 9X.	Alternative service is provided by routes 7 or 106 between Rainier Valley and downtown Seattle, or Route 60 and the First Hill Streetcar to First Hill.
15X	Suspend Route 15X.	Alternative service is provided by RapidRide D Line between Ballard and downtown Seattle.
17X	Suspend Route 17X.	Alternative service is provided by Route 40 between Crown Hill and downtown Seattle.
18X	Suspend Route 18X.	Alternative service is provided by Route 40 between Crown Hill and downtown Seattle.
19X	Suspend Route 19X.	Alternative service is provided by Route 40 between Crown Hill and downtown Seattle.
22	Suspend Route 22.	Alternative service is provided by routes 21, 21X, and RapidRide C Line.
29	Suspend Route 29.	Alternative service is provided by RapidRide D Line, routes 31, 32, and 40 from Ballard and Fremont or routes 1, 2, 3, 4, or 13 from Queen Anne or Uptown.
37	Suspend Route 37.	Alternative service is provided by Route 50 to SODO or routes 773, 775, and the Water Taxi to downtown Seattle.
47	Suspend Route 47.	Alternative service is provided by routes 10, 43, 49 or Link light rail between Capitol Hill and downtown Seattle.
63	Suspend Route 63.	Alternative service is provided by routes 40, 41 or 67 to connect to routes 2, 3, 4, 12, 62, 64, or RapidRide C Line to downtown Seattle or First Hill.
71	Suspend Route 71.	Alternative service is provided by routes 65 and 67 to the University of Washington.
76	Suspend Route 76.	Alternative service is provided by Route 65 to the University of Washington and Route 62 or Link light rail to downtown Seattle.

77	Suspend Route 77.	Alternative service is provided by routes 75, 347, and 348 to Northgate Transit Center and Route 41 to downtown Seattle. From Maple Leaf/Lake City Way, ST Route 522 provides alternative service to downtown Seattle.
78	Suspend Route 78.	Alternative service is provided by routes 31, 32, 65, 67, and 75 to the University of Washington.
113	Suspend Route 113.	Alternative service is provided by routes 120, 131, or 132 from the Burien Transit Center.
114	Suspend Route 114.	Alternative service is provided by routes 105 and 240 to Eastgate Park & Ride or downtown Renton, and Route 101 or ST Route 554 to downtown Seattle.
116X	Suspend Route 116.	Alternative service is provided by RapidRide C Line.
118X	Suspend Route 118X.	Route 118 will operate on Vashon Island only. From Fauntleroy, alternative service is provided by RapidRide C Line.
119X	Suspend Route 119X.	Route 119 will operate on Vashon Island only. From Fauntleroy, alternative service is provided by RapidRide C Line.
121	Suspend Route 121.	Alternative service is provided by routes 120, 131, or 132 from the Burien Transit Center. Route 166 provides alternative service to the Burien Transit Center.
122	Suspend Route 122.	Alternative service is provided by routes 120, 131, or 132 from the Burien Transit Center. Routes 150, 156, and Link light rail provide alternative service from Southcenter and SeaTac Station.
123	Suspend Route 123.	Alternative service is provided by routes 120, 131, or 132 from the Burien Transit Center. Route 631 (Burien Community Shuttle) provides alternative service to the Burien Transit Center.
143	Suspend Route 143.	Alternative service is provided by routes 150, 160, 162, and 168.
154	Suspend Route 154.	Alternative service is provided by ST Sounder and routes 131 and 132 to Federal Center.

		From Tukwila Station, alternative service is provided by routes 124, 150, and RapidRide F Line.
157	Suspend Route 157.	Direct service to downtown Seattle is provided by Route 162. Riders can also use routes 168 or 914 to connect to Route 150 or ST Sounder to connect to downtown Seattle.
167	Suspend Route 167.	Alternative service is provided by Route 101 and Link light rail from Renton, or Route 255 or ST Route 542 from SR-520 to the University District.
177	Suspend Route 177.	From Federal Way, alternative service is provided by ST routes 577 or 578. From SeaTac, alternative service is provided by ST Route 574 and Link Light rail. Other alternative service is provided by Route 183 to routes 150, 162, or ST Sounder.
178	Suspend Route 178.	From Federal Way, alternative service is provided by Route 182 or ST routes 577 or 578. Other alternative service is provided by Route 183 to routes 150, 162, or ST Sounder.
179	Suspend Route 179.	Alternative service is provided by Route 181 or ST routes 577 or 578.
190	Suspend Route 190.	Alternative service is provided by RapidRide A Line to Link light rail, Route 165 to Route 162, or Route 183 to Route 150 or ST Sounder.
197	Suspend Route 197.	Alternative service is provided by Route 181 to ST routes 577 or 578 to downtown Seattle. Link light rail connects downtown Seattle to the University District.
200	Suspend Route 200.	Alternative service is provided by routes 269, 271, and ST Route 554.
214	Suspend Route 214.	Alternative service is provided by ST Route 554.
216	Suspend Route 216.	Alternative service is provided by Route 269 between Beak Creek Park & Ride and the Issaquah Highlands Park & Ride. ST routes 550, 545, and 554 also provide alternative service.

217	Suspend Route 217.	Alternative service is provided by ST Route 554.
219	Suspend Route 219.	On weekends, alternative service is provided by Route 269 between Beak Creek Park & Ride and the Issaquah Highlands Park & Ride. ST Route 554 also provides alternative service.
232	Suspend Route 232.	Between Duvall and the Redmond Transit Center, alternative service is provided by Route 224. Alternative service to Bellevue is provided by RapidRide B Line.
237	Suspend Route 237.	Alternative service is provided by routes 231, 250, 331, and ST routes 522 and 535 between Woodinville, Kirkland, and Bellevue.
246	Suspend Route 246.	From Factoria, alternative service is provided by Route 241. From Bellevue, alternative service is provided by Route 271.
249	Suspend Route 249.	Alternative service is provided by routes 226, 241, 250, 271, and RapidRide B Line.
252	Suspend Route 252.	Alternative service in Kingsgate is provided by routes 239 and 930. Alternative service to Seattle is provided by routes 255, 257, and 311.
268	Suspend Route 268.	Alternative service to Seattle is provided by ST Route 545.
308	Suspend Route 308.	From Jackson Park, alternative service is provided by routes 65, 73, 373 connecting to Route 41 or Link light rail to downtown Seattle. Along SR-522 in Lake Forest Park and Shoreline, alternative service is provided by ST Route 522.
312	Suspend Route 312.	Alternative service is provided by ST Route 522. While Route 312 is suspended, ST Route 522 will serve all stops normally served by Route 312 along Lake City Way NE and NE Bothell Way.
316	Suspend Route 316.	Alternative service is provided by Route 26 or routes 345, 346 to Route 41 at Northgate Transit Center.
342	Suspend Route 342.	Alternative service from Bellevue to Renton is provided by ST routes 560 and 566. For

		alternative service between Bothell and Bellevue, use ST Route 535. For alternative service between Shoreline and Bothell, use Route 331 and ST Route 522.
355	Suspend Route 355.	Alternative service is provided by routes 5 and 70 from downtown Seattle, and routes 26, 45, and RapidRide E Line between Wallingford and Greenwood.
628	Suspend Route 628 (Snoqualmie Community Shuttle).	Alternative service is provided by Route 208 or SVT Valley Shuttle (629).
630	Suspend Route 630 (Mercer Island Community Shuttle).	On Mercer Island, alternative service is provided by Route 204. From Mercer Island to Seattle, alternative service is provided by ST routes 550 and 554. Alternative service is provided by routes 2, 3, 4, 12, 27, 60, and the First Hill Street Car to First Hill.
931	Suspend Route 931.	Alternative service is provided by routes 231, 250, and ST Route 522.



## **APPENDIX B: Description of Service Reductions Planning Process**

### **Service Reductions in COVID-19 – King County Metro Planning Process**

The rapid emergence of coronavirus/COVID-19 in King County in late February and March 2020 created an immediate need to plan for service reductions. This outline describes considerations in reductions planning in relation to Title VI regulations and King County’s social equity priorities.

In preparing for any service reductions, King County Metro considers customer needs as well as the ways those needs may vary by demographic characteristics of areas and riders, including areas with high relative proportions of priority populations. This document details actions taking in planning service, but does not include comprehensive actions that King County Metro is taking to best serve customers including important changes such as decisions to suspend fare collection and make associated operational changes, or decisions around engaging or communicating with the public.

#### ***Scoping, Assessment, and Analysis***

During the first week of March 2020, Metro staff met to discuss reductions planning and options for preparing for reductions. That week, a 9-step reductions plan that was developed to set up sequential steps for reduction. Each step has been reviewed and adjusted to match the needs of the COVID-19 situation. The plan approach to potential reduced schedules included:

- Represent King County values and maintain a focus on the customer
- Minimize loss of service and coverage throughout the county
- Prioritize limiting high frequency routes where ridership decline may allow low-impact reductions
- Each step in reducing schedules should result in a cohesive, explainable, and understandable network
- Each iteration of a shrinking network must be operationally feasible
- No reroutes/snow routes, new routes, snow shuttles, or new networks

Metro informed FTA of service reductions consistent with the emergency situation. Those communications included the following additional outline of how social equity is being considered in reductions.

Equity in delivery of bus service is protected at each step primarily through:

1. Minimizing coverage loss and service span reductions, by:
  - a. focusing reductions on peak trips,
  - b. reducing peak service where there is a local alternative, and
  - c. maintaining all-day, two-way routes
2. Maintaining access to the existing network that best serves people who rely on transit and will need to continue to work in hospitals, service, and other industries where teleworking is not an option
3. Minimizing service reductions to priority populations, specifically low-income and people of color
4. Metro is also supporting public health with creative uses of our contracted services to meet COVID-related mobility needs that effect the most vulnerable.

Planning for a wide range of reductions from relatively minor reductions to a full system shut-down mean that equity is considered throughout but in different ways depending on the magnitude of the shut-down. In this phase of planning, assessment has consisted of use of existing data sources and information as well as developing and using new tools to understand the context of the community and the state of the transit system as reductions are considered. For COVID work, this has included:

- Reviewing maps of populations overlaid with demographic characteristics, including reviewing the County’s Vulnerable Communities Data tool and CDC Vulnerability Index
- Developing (with KC GIS Center) a new March 2020 system map that included locations of medical facilities for use by staff working on various aspects of reductions.
- Developing plans for preservation of connections to medical facilities in Seattle and “last connections” to medical facilities in Burien and Snoqualmie.
- Developing new ridership and crowding metrics to reflect initial social distancing goals, targeting 12 people on a 40’ bus and 18 people on a 60’ bus. This included development of new dashboards for ridership and crowding monitoring.
- Reviewing customer comments.
- Communicating with and receiving feedback from critical partners such as partner transit agencies (Sound Transit, Pierce Transit, Community Transit) and cities including those that help fund service (Seattle, Mercer Island).
- Reviewing ridership data since the emergence of the pandemic, with selected findings including:
  - Ridership declined rapidly and substantially from the pre-COVID figure of over 415,000 boardings per day to approximately 100,000-110,000 boardings per day by the last week of March/first week of April 2020.
  - All routes saw ridership declines, but declines were not observed evenly and some notable trends included:
    - Greater percentage declines on peak commuter routes than all-day routes
    - Lower percentage declines on routes classified as “low-income” and “minority” according to Metro’s Title VI methodology
    - Lower percentage declines on all-day routes serving South King County
    - Strong ridership continues even in early April on critical routes serving Seattle despite substantial reduction from pre-COVID levels including but not limited to the D Line (~4,600/day) serving Ballard and downtown Seattle; E line (~7,500/day) serving Shoreline, north Seattle via SR-99, and downtown Seattle; 36 (~3,000/day) serving Beacon Hill and downtown Seattle, and 7 (~6,000/day) serving the Rainier Valley and downtown Seattle.
    - Sustained ridership on some routes at levels that likely did not allow for adequate social distancing under initial social distancing requirements including those listed above as well as routes such (in order of severity) E Line between Shoreline and downtown Seattle, via SR-99; A Line between the Federal Way Transit Center and the Tukwila International Boulevard Station; 180 between Auburn and Burien, via SeaTac Airport (replaced with routes 160, 161, and 184 in Fall 2020); and D Line between Ballard and downtown Seattle.

All of the information above and more has been incorporated into planning for reductions as the pandemic has evolved and required deeper reductions over time.

***Implementation, Learning & Adjustment***

Implementation has had three phases at present. The implementation of each stage of reduction has included checking reductions against the latest data and preparing to receive feedback and make decisions about adjustments as issues emerge.

- ***March 23:*** Initial Reduced Service implemented, preserving most routes at reduced level.
- ***March 30:*** Adjustments add back service at Atlantic and South Bases.
- ***April 6:*** Second iteration of Reduced Service implemented, removing peak commuter service.
- ***April 18-20:*** Third iteration of Reduced Service implemented, including the first Saturday reductions and additional weekday reductions

As Metro has implemented changes, the organization has also made adjustments as it learns from customers and data analysis. For example, adding back service at Atlantic and South Bases the second week of reductions was a direct step to try to provide more service on routes that were maintaining higher ridership and serving areas with high priority populations. Adding back and maintaining some service on peak-only commuter routes to First Hill medical centers during the third and fourth phases of reductions was a direct step to try to provide access to essential jobs for employees. In both instances, the changes were the result of synthesizing customer feedback and ridership data.

**APPENDIX C: Email to FTA re: Metro Service Cuts due to COVID-19 Impacts, March 19, 2020****Williams, Ella**

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**From:** Morrison, David  
**Sent:** Thursday, March 19, 2020 10:43 AM  
**To:** Linda.Gehrke@dot.gov  
**Cc:** jeremy.borrego@dot.gov; Macneith, Christopher (FTA); Scot.Rastelli@dot.gov; OClaire, Christina; Eldred, David; Chalmers, Katie  
**Subject:** Metro Service Cuts due to COVID-19 Impacts

Hi Linda,

King County has announced that Metro will implement service reductions of approximately 25% on Monday, March 23 in response to the impacts of the Novel Corona Virus pandemic. Metro has experienced a very steep decline in ridership over the past two weeks and as of last Thursday, ridership was down approximately 45% from the same period last year. Metro is implementing these service reductions with the following equity and social justice principles as a framework:

**Social equity**

Equity in delivery of bus service is protected at each step primarily through:

1. Minimizing coverage loss and service span reductions:
  - o working to maintain the existing network to the extent possible, by:
  - o focusing reductions on peak trips,
  - o reducing peak service where there is a local alternative, and
  - o maintaining all-day, two-way routes
2. Maintaining access to the existing network that best serves people who rely on transit and will need to continue to work in hospitals, service, and other industries where teleworking is not an option
3. We are also supporting public health with creative uses of our contracted services to meet COVID-related mobility needs that affect the most vulnerable.

In both telephone and email correspondence with your staff on March 18, it is Metro's understanding that we may undertake these reductions without performing a standard Title VI analysis due to the President's declaration of a National Emergency and Metro's need to take immediate action in response to the crisis. Metro will continue to analyze its service network and will strive to provide mobility options for as many King County residents as possible, always with equity as a guiding principle. We greatly appreciate the timely, helpful information provided by your staff and will keep your office updated on any changes to our operations as events unfold. Again, we appreciate the FTA's ongoing guidance and assistance as we work to assist our community during these difficult times. Please let me know if you need additional information.

Dave Morrison  
 Grants Administrator  
 King County Metro Transit  
 206-477-3818

# **September 2021 Public Transportation Service Changes**

## **Title VI Service Analysis**

February 2021



## Introduction

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the September 2021 service change submitted to the King County Council for approval. As part of the ordinance, Metro is proposing to revise routes that currently serve north Seattle and north King County. This report details the results of the Title VI analysis of these changes, known as the North Link Connections Mobility Project, which impact Seattle, Shoreline, Lake Forest Park, Kenmore, and Bothell.

Metro's 2020 System Evaluation Report identifies corridors that are currently below their target transit service levels and identifies and prioritizes the additional hours needed on routes in these corridors to meet the service level targets based on Metro Service Guidelines (also referred to as Priority 3 service investment needs). Replacing inefficient routes with poor reliability and ridership with a more frequent, more direct network of service, the project reallocates some existing resources to increase span of service, improve frequency and add important connectivity within the region, while also reducing the number of overall service hours in the network due to ongoing budget impacts from COVID-19.

## Service Guidelines Overview

The 2015 update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below:

### "Implementation

Metro revises service twice a year—in spring and fall. Major and minor service revisions occur during the spring and fall service changes. In rare cases of emergency or time-critical construction projects, Metro may make changes at times other than the two regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Many alternative service projects can be implemented at any time and do not need to follow the same schedule as fixed-route service.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

Each year, Metro publishes a System Evaluation report, based on Metro's Service Guidelines, that outlines the analysis of target service levels and route performance management. The annual report will include a comprehensive list of the prior years' service changes and will identify and discuss service changes that address performance-related issues. Metro works to provide transparency in Metro's process and help jurisdictions plan for the future by conducting regular outreach throughout the county about the results of the System Evaluation Report.

#### **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

#### **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro



defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes."

## **I. Service Change Area and Routes**

### ***Affected Areas***

The proposed changes will affect 89 census tracts with a total population of about 442,628 residents.

### ***Affected Routes***

The affected routes in this project include routes 5X, 26, 31, 32, 43, 48, 63, 64, 71, 73, 74, 75, 76, 77, 78, 79, 301, 302, 303, 304, 308, 309, 312, 316, 320, 322, 355, and 373.

Affected routes 5X, 63, 76, 77, 78, 308, 316, 355, and 373 would be replaced with Routes 16X, 79, 320, and 322.

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

For the purposes of complying with FTA Circular 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 proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix A lists the specific routes being changed in September 2021.

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

### ***Classifying minority and low-income census tracts***

For the Title VI analysis, 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 the American Community Survey five-year average for 2014-2018 data, 40.1 percent of the population is classified as minority within the county as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts.

In line with recommendations made by the Service Guidelines Task Force, Metro recently changed the definition of “low-income” that is used to determine census tract designations from 100% to 200% of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year average for 2014-2018, 20.7 percent of the population is classified as low-income within the county as a whole.

The proposed service changes addressed in this report will affect the level of service provided to 89 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and figures 1 and 2 on the following pages.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Total Census Tracts Affected	Census Tract Classification			
	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
89	19	2	29	39

**IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations? YES****Is there a Disparate Impact on Minority Populations? NO**

The March 2020 service change was used as the baseline for calculating the change in trips. Additional changes to route schedules occurred during the March 2020 service change due to the impacts of COVID-19, however the baseline used was the full March 2020 service change as initially scheduled.

The proposed changes together affect 89 census tracts, including two minority-only census tracts, 29 low-income only census tracts, and 19 tracts which are both minority and low-income. There are 11 tracts experiencing a reduction in trips greater than 25%, four are both low-income and minority, two are low-income only, and five are neither low-income nor minority tracts. The analysis indicates that the proposed changes would place a disproportionate burden on low-income populations but would not have a disparate impact on minority populations.

A detailed description of the impacts to residents in the four low-income and minority tracts and two low-income only tracts experiencing a disproportionate burden, is provided in Section V, along with the alternatives available to riders. The four minority tracts in Table 3 are also low-income and the same tracts low-income and minority tracts shown in Table 2. There is a total of six low-income and/or minority tracts with adverse effects.

**Notes for Tables 2 and 3**

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

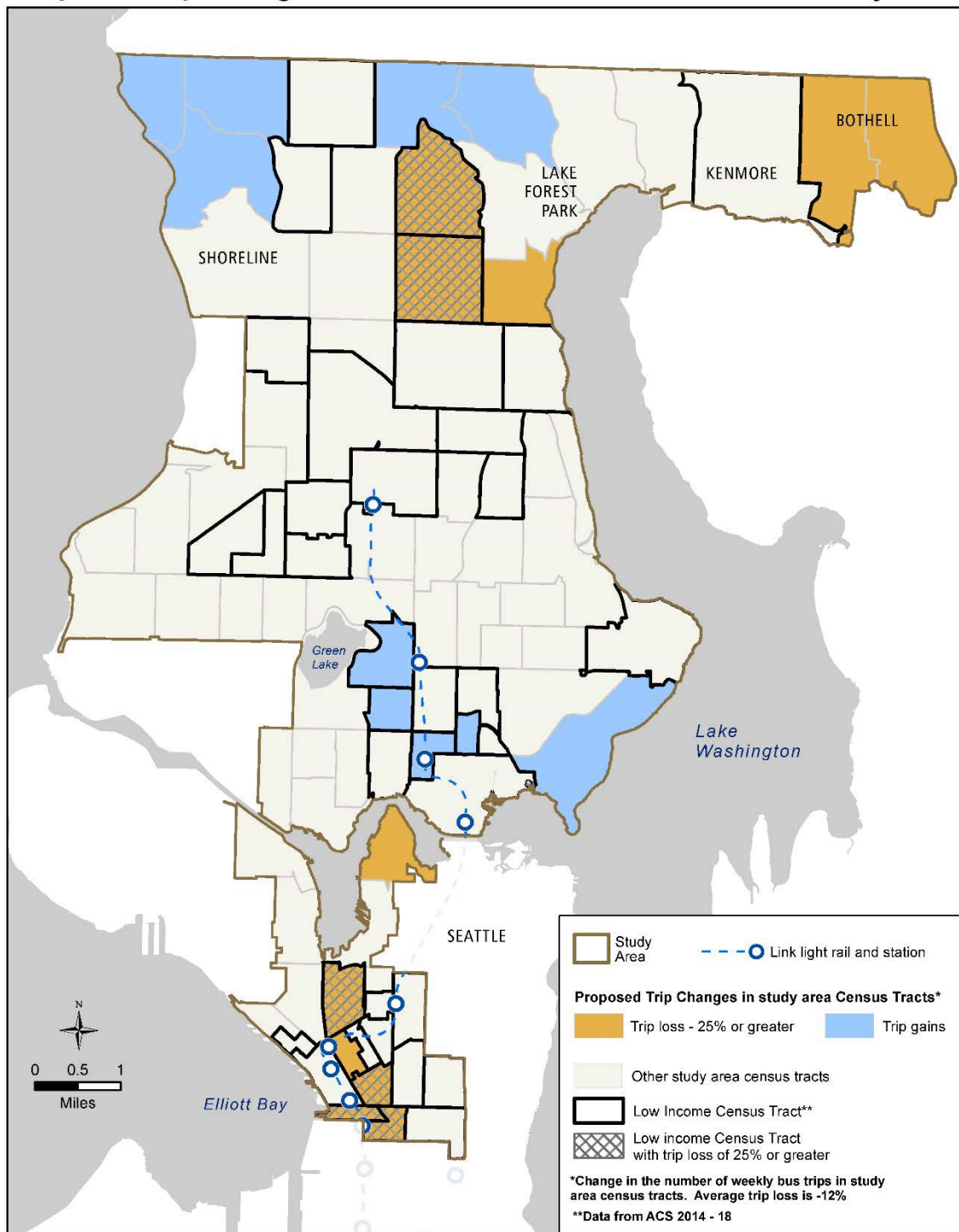
## Title VI Analysis Results for Proposed Changes for September 2021

**Table 2.** September 2021 Service Change Title VI Analysis - Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	6	55%	42%	13%	YES
Non-Low-Income	5	45%	58%		
Total	11	100%	100%		

**Table 3.** September 2021 Service Change Title VI Analysis - Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	4	36%	45%	-9%	NO
Non-Minority	7	64%	55%		
Total	11	100%	100%		

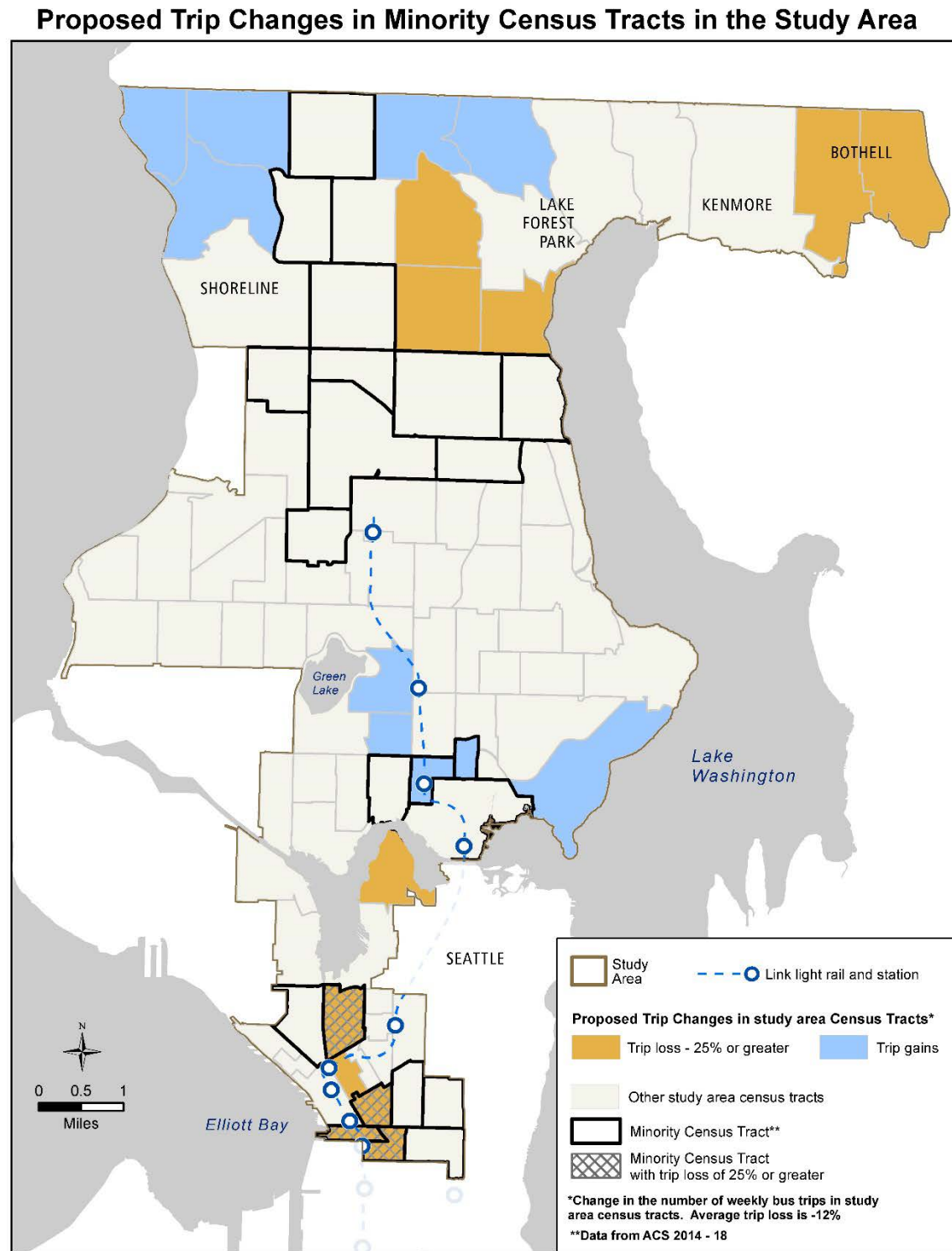
**Figure 1.** Impact of proposed changes on low-income census tracts.**Proposed Trip Changes in Low Income Census Tracts in the Study Area**

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January 14, 2021



**Figure 2.** Impact of proposed changes on minority census tracts.

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January 13, 2021



## V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, there are adverse effects as defined by the Title VI regulations in 11 census tracts, for the proposed service changes in north Seattle and north King County in September 2021. As shown in Figures 1 and 2, low-income and minority Tracts 73, 85, 91, and 92 are impacted, and low-income only Tracts 205 and 211 are impacted. All of these tracts are served by routes that were eligible to receive investments from the Seattle Transportation Benefit District (STBD), which expired in 2020 and was renewed by voters with significantly fewer resources. The proposed network includes no STBD resources, while the baseline network does result in a significant reduction in trips on routes across the system, including routes in the North Link project area.

### Tracts 205 and 211, Shoreline – North City, Ridgecrest, Briarcrest

As shown in Figure 3, these tracts are currently served by all-day Routes 65, 330, 347, and 348 and peak-only Routes 301, 303, 308, and 373. With the proposed changes these tracts are served by all-day Routes 65, 330, 347, and 348 and revised peak-only Route 304. Trips in Tract 205 will be reduced by 29% and trips in Tract 211 will be reduced by 27%.

Routes 301 and 303 are proposed to be revised in September 2021, to streamline connections between the Aurora Village Transit Center, Northgate Station, and downtown Seattle. Route 303 is proposed to be revised to serve neighborhoods west of I-5, while Route 301 is proposed to no longer serve its single stop in Tract 211, a freeway station stop at NE 145<sup>th</sup> St, that is being consolidated due to speed and reliability concerns. Riders who used this stop at NE 145<sup>th</sup> St will no longer have direct service to downtown Seattle, however they will be able to connect to Route 347 and Route 304 on NE 145<sup>th</sup> St to Northgate Station, where they can transfer to Link light rail or another Metro bus route to continue to destinations further south.

Route 308 is a low performing, peak-only route that serves Lake Forest Park, the SR-522 corridor, and NE 145<sup>th</sup> St before heading to downtown Seattle via I-5; only the segment along NE 145<sup>th</sup> St serves a tract with adverse effects (Tract 211). Route 308 is proposed to be deleted in the changes for September 2021. Riders who used stops along NE 145<sup>th</sup> St will no longer have direct service to downtown Seattle, however they will be able to connect to Route 347 and Route 304 to Northgate Station, where Link light rail will continue to downtown Seattle.

Route 373 is a limited span all-day route that connects Aurora Village Transit Center and the University District, that pairs with shorter midday-only Route 73 along 15<sup>th</sup> Ave NE. Route 373 is proposed to be deleted in September 2021 to simplify the network and reduce duplicative service. Peak riders traveling from Aurora Village Transit Center, or other parts north of NE 145<sup>th</sup> St that are not served by the increased span of service and frequency improvements on Route 73 can connect to Routes 301 or 302 to connect to Link light rail or another Metro bus route to continue their trip to the University District.

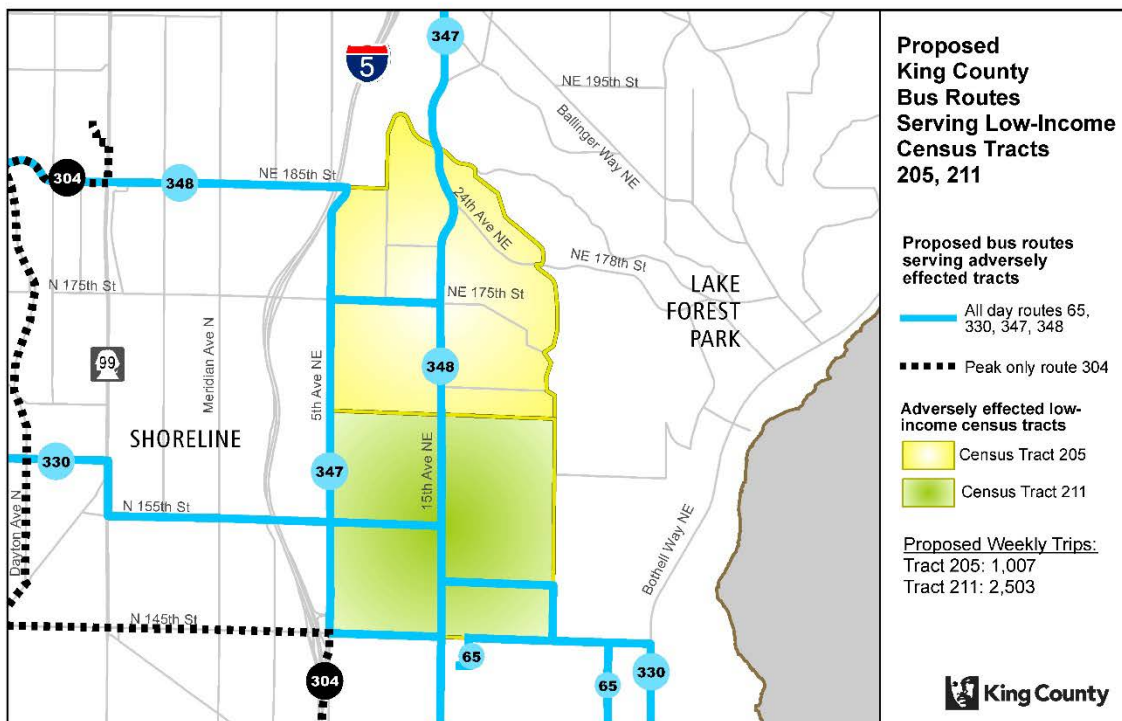
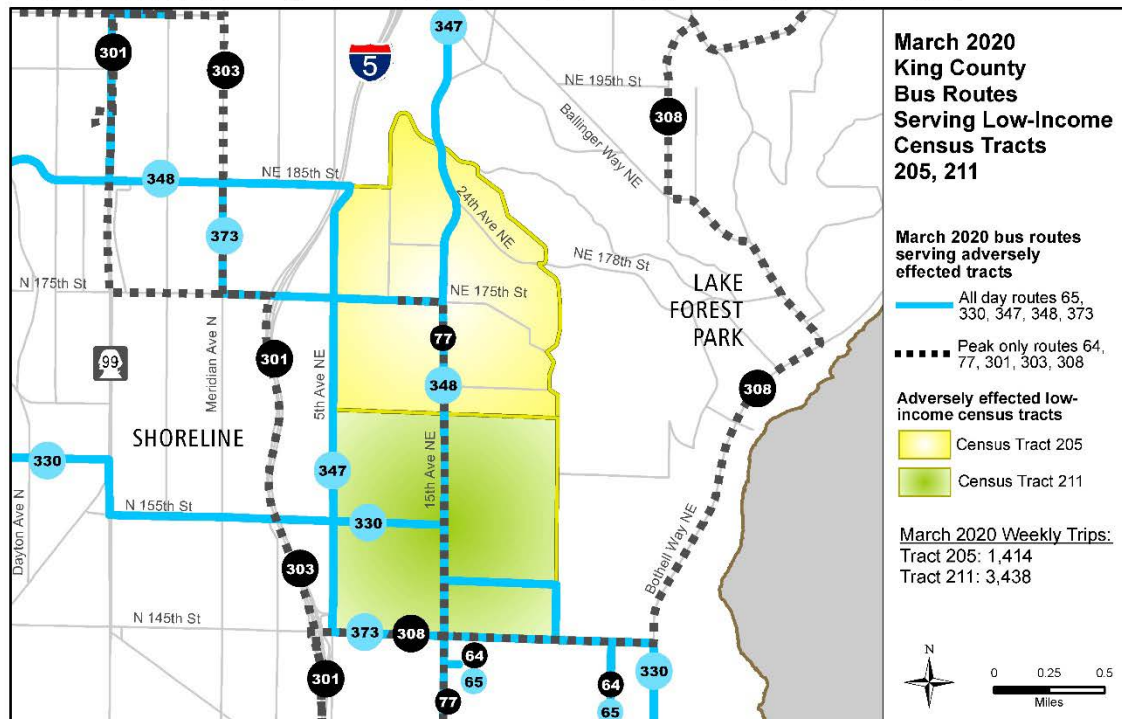


Routes 347 and 348 are proposed to have improved frequency in the peak periods, operating every 20-minutes. On the corridor they share, 15<sup>th</sup> Ave NE, there will be trips every 10-minutes connecting to high capacity, frequent Link light rail at Northgate Station.

All-day Routes 65 and 330 are not proposed to be revised in September 2021, however Route 65 frequencies were adjusted to reflect the loss of STBD partner funding

Figure 3. Impact of proposed changes on Tracts 205 and 211.

### Metro Routes Serving Low Income Census Tracts with Adverse Effects



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Tracts 73, 85, 91, and 92, downtown Seattle – Cascade, First Hill, Occidental Square, and Chinatown-International neighborhoods

As shown in Figure 4, these tracts are currently served by all-day Routes 40, 41, 49, 62, 70, and 74 and peak-only Routes 5X, 43, 63, 64, 76, 77, 301, 303, 304, 308, 309, 312, 316, and 355.

With the proposed changes these tracts are served by all-day Routes 40 and 70 and peak-only Routes 64, 302, 303, 320, and 322. Route 302 replaces Route 304 and Routes 320 and 322 replace Routes 309 and 312, while other connections are replaced by Link light rail or non-project area Metro bus routes. Frequencies of routes 40, 49, 62, and 70 were adjusted to reflect the loss of STBD funding.

Trips in Tract 73 will be reduced by 26%, trips in Tract 85 will be reduced by 34%, trips in Tract 91 will be reduced by 36%, and trips in Tract 92 will be reduced by 25%.

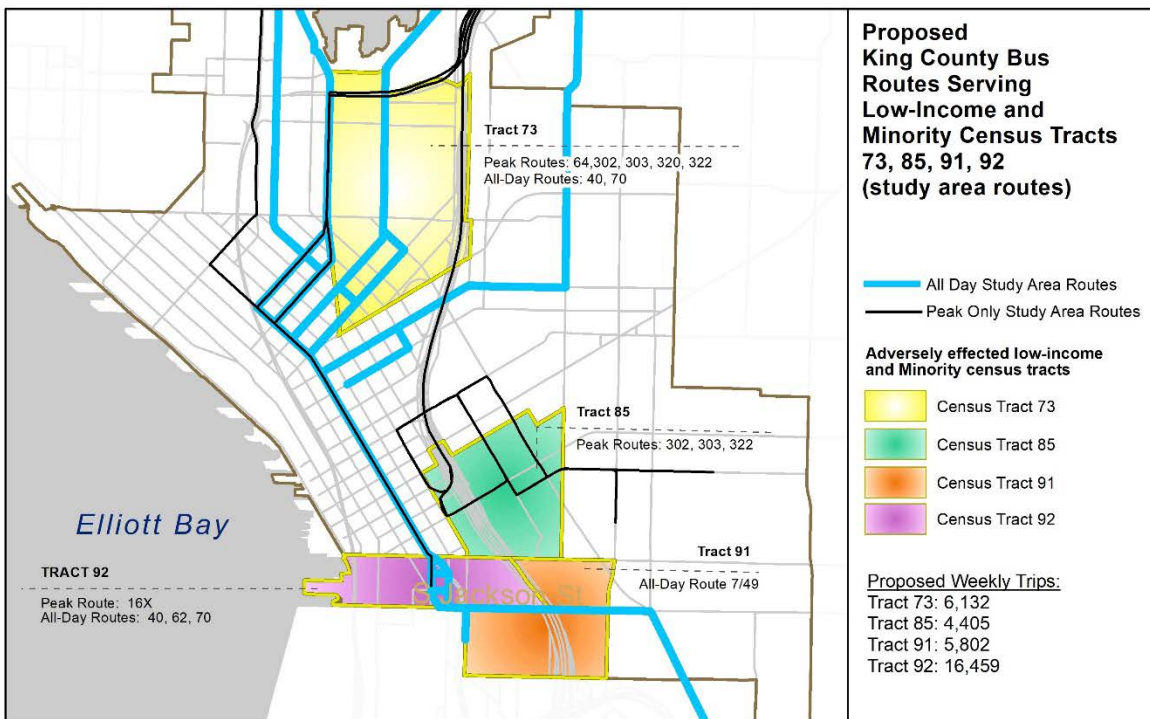
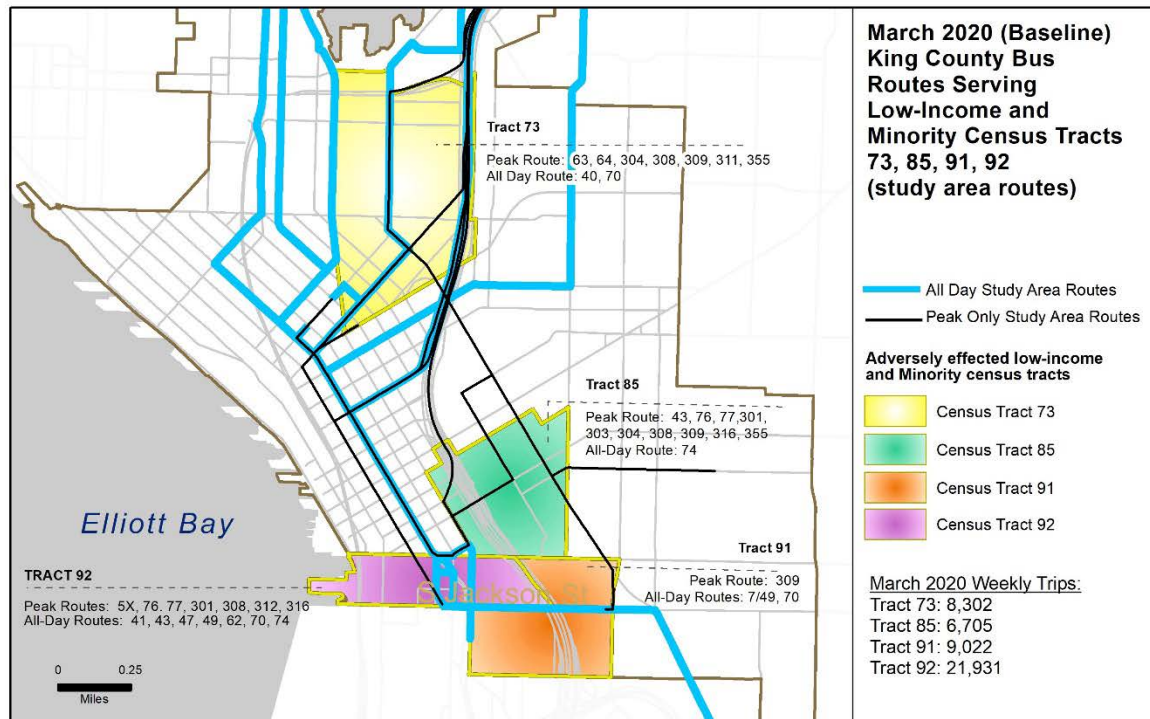
The most significant impact is from routes either being deleted due to their duplication of Link light rail or truncated at a Link light rail station. Route 41 is deleted, as the connection between Northgate Station and downtown Seattle is directly duplicative of Link light rail. Route 63 is deleted and replaced by Route 320 and Link light rail. Routes 76 and 77 are deleted and replaced by Routes 64 and 322 and Link light rail from Roosevelt Station. Routes 74, 301, and 304 were truncated at Link light rail stations and still operate in neighborhoods north of downtown, which increases their reliability. Routes 5X, 316, and 355 are replaced by new Route 16X and Link light rail.

### ***Benefits***

Altogether, the recommended changes will better meet community-identified needs, including increased peak commuter service, improved connections to priority community destinations, improved east-west connectivity, and a more integrated regional transit network. On average, the project area is proposed to see a decrease of approximately 12% of its weekly trips on Metro services. Much of this is due to ongoing budget impacts from COVID-19, loss of partner funding from STBD and the continued integration with Link light rail, whose trips were not included in this analysis as those service levels are determined by Sound Transit. However, it is expected that Link light rail will provide improved reliability and additional capacity beyond the Metro routes being eliminated that currently provide service to the affected tracts.

The proposed transit service changes feature creation of Route 16X, 320, and 322 that simplify peak-only service, create new connections to Link light rail, and other regional bus routes at both Northgate Station and Roosevelt Station. The proposed improvements will connect north Seattle and north King County riders to high capacity frequent transit in Link light rail, as it expands its service area to three new stations in the University District, Roosevelt, and Northgate areas.

Figure 4. Impact of proposed changes on Tracts, W, X, Y, and Z.

**Metro Routes Serving Low Income and Minority Census Tracts with Adverse Effects**

**APPENDIX A: Affected Routes and Rider Alternatives**

<b>Route</b>	<b>Action</b>	<b>Alternatives</b>
5X	Delete Route 5X and replace with new Route 16X.	Alternative service will be provided via Route 16X between downtown Seattle and north Greenwood.
16X	New Route 16X replaces Route 5X.	N/A
20	New Route 20 replaces Route 26 between Northgate Station and Greenlake, and provides a new east-west connection to U District Station and replaces revised Route 75 between Lake City and Northgate Station.	N/A
26	Delete Route 26 and replace with new Route 20 between Northgate Station and U District Station.	Alternative service will be provided between Northgate Station and Green Lake via new Route 20, and between Wallingford and downtown Seattle via Route 62, or Routes 31/32 and Link light rail.
31	Revise Route 31 to better serve U District Station and to create a new east-west corridor on NE 45 <sup>th</sup> St for improved service to University Village and Seattle Children's Hospital.	N/A
32	Revise Route 32 to better serve U District Station and to create a new east-west corridor on NE 45 <sup>th</sup> St for improved service to University Village and Seattle Children's Hospital.	N/A
43	Reduce service on Route 43 due to low performing trips.	Alternative service will be provided by Routes 8, 10, 48, 49, and Link light rail.
48	Revise Route 48 to extend further north in the University District to NE 50 <sup>th</sup> St.	N/A
63	Delete Route 63 due to low performance and duplicative service.	Alternative service will be provided by Routes 302, 303, and 320 between Northgate Station and downtown Seattle and on Routes 26 and 62 and

		Link light rail between Green Lake and downtown Seattle.
64	Revise Route 64 to terminate in Wedgwood rather than in Jackson Park.	Alternative service to downtown Seattle from Jackson Park will be provided by Routes 65, 73, 320, 322, 347, 348, and Link light rail.
71	Delete Route 71 due to low performance and duplicative service.	Alternative service will be provided by Routes 45, 62, 65, 73, and 79, and Link light rail.
73	Revise Route 73 to serve peak periods due to deletion of Route 373.	N/A
74	Delete Route 74 and replace with Route 79 between View Ridge and the University District.	Alternative service will be provided by new Route 79, and Link light rail between the University District and downtown Seattle.
75	Revise Route 75 to serve NE 125 <sup>th</sup> St between Lake City and Northgate Station.	Alternative service will be provided by Route 26 between Lake City and Northgate Station via SR-522 and NE Northgate Way.
76	Delete Route 76 due to low performance and duplicative service.	Alternative service will be provided by Routes 62, 65, and 79 and Link light rail.
77	Delete Route 77 due to duplicative service.	Alternative service will be provided by Route 67, Route 73, Route 322, and Link light rail.
78	Delete Route 78 due to low performance and duplicative service.	Alternative service will be provided by Routes 31, 32, 65, and 75.
79	New Route 79 replaces Route 74 to the University District, creates a new east-west pathway on NE 75 <sup>th</sup> St, and provides service to parts of View Ridge impacted by deletion of Route 71.	N/A

301	Revise Route 301 to serve Northgate Station and no longer connect directly to downtown Seattle.	Alternative service will be provided by Link light rail and Routes 302, 303, and 320 between Northgate Station and downtown Seattle.
302	New Route 302 provides peak period express service between Shoreline and downtown Seattle via Aurora Village Transit Center and Northgate Station.	N/A
303	Revise Route 303 to terminate at Aurora Village Transit Center and remove stop at NE 145 <sup>th</sup> St.	Alternative service will be provided by new Route 302 west of Aurora Village Transit Center and by revised Route 304 on NE 145 <sup>th</sup> St.
304	Revise Route 304 to serve Northgate Station and no longer connect directly to downtown Seattle.	Alternative service will be provided by Link light rail and Routes 302, 303, and 320 between Northgate Station and downtown Seattle.
308	Delete Route 308 due to low performance and duplicative service.	Alternative service will be provided by Routes 320, 322, and 372 on SR-522 and Link light rail between Lake Forest Park and downtown Seattle.
309	Delete Route 309 and replace with new Routes 320 and 322.	Alternative service will be provided by new Routes 320 and 322 between Kenmore, downtown Seattle, and First Hill.
312	Delete Route 312 and replace with new Routes 320 and 322.	Alternative service will be provided by new Routes 320 and 322 between Kenmore, downtown Seattle, and First Hill.
316	Delete Route 316 due to duplicative service.	Alternative service will be provided by Routes 26, 345, and 346, and Link light rail.
320	New Route 320 replaces Routes 309 and 312 between Kenmore and downtown Seattle by	N/A



	providing service to Northgate Station and South Lake Union.	
322	New Route 322 replaces Routes 309 and 312 between Kenmore and downtown Seattle by providing service to Roosevelt Station and First Hill.	N/A
355	Delete Route 355 due to duplicative service.	Alternative service will be provided by Routes 5, 16X, 44, 67, and 73, RapidRide E Line, and Link light rail.
373	Delete Route 373 and replace with revised Routes 73 and 301.	Alternative service will be provided by Routes 301, 302, 346 and Link light rail between Aurora Village Transit Center and the University District.

## **Appendix L: Service Change Minutes**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

Appendix includes minutes from the passage of:

- March 2020 service change (ordinance 18944)
- September 2020 service change (ordinance 19097)
- COVID-era suspensions (motion 15929)
- September/October 2021 service change (ordinance 19280)



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Rod Dembowski, Chair;  
Claudia Balducci, Vice Chair of Policy Development and  
Review;  
Reagan Dunn, Vice Chair of Regional Coordination;  
Larry Gossett, Jeanne Kohl-Welles, Kathy Lambert, Joe  
McDermott, Dave Upthegrove, Pete von Reichbauer*

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10:30 AM

Wednesday, July 10, 2019

Room 1001

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DRAFT

REVISED AGENDA

Added Items 39 and 40

1. **Call to Order**

[play video](#)

*The meeting was called to order at 10:44 a.m.*

2. **Roll Call**

[play video](#)

**Present:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles,  
Ms. Lambert, Mr. McDermott, Mr. Upthegrove and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Councilmember Dunn led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of the July 1, 2019 Special Meeting**

[play video](#)

*Councilmember Dunn moved to approve the minutes of the July 1, 2019, meeting as  
presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*Items 39 and 40 were added.*

**6. Special Item**[play video](#)**County Service Awards**[play video](#)*DEPARTMENT OF ASSESSMENTS**Ruth Peterson - 25 Years**Marie Ramirez - 30 Years**Valerie Bell - 30 years**DEPARTMENT OF NATURAL RESOURCES AND PARKS**Douglas Navetski - 20 Years**Robert Dyson - 20 Years**Jonathan Shields - 25 Years**Ted Sullivan - 25 Years**Katherine "Kat" Hallberg - 25 Years**Josh Marx - 25 Years**Jeffrey Gaisford - 30 Years**DEPARTMENT OF HUMAN RESOURCES**Susan Navetski - 30 Years**DEPARTMENT OF PUBLIC HEALTH**Jasmin Cokic - 20 Years**METRO TRANSIT DEPARTMENT**Amanuel Hailom - 20 Years**Mike Wood - 20 Years**Tsu-shin "Jeff" Lai - 30 years**Patricia Banks - 30 Years**Azziem Hassan Underwood - 30 Years**Birdie Marciel - 40 Years**DEPARTMENT OF COMMUNITY AND HUMAN SERVICES**Margaret Soukup - 20 Years**DEPARTMENT OF EXECUTIVE SERVICES**Robert Cho - 20 Years**Teia Tuifua - 30 Years**Jennifer Hills - 20 Years**Lori Dickneite - 20**Diana Chism - 30 Years**DEPARTMENT OF LOCAL SERVICES**Paul Moore - 20 Years**Jon Wagar - 20 Years*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 7-12

[play video](#)

*The following people spoke:*

*Ruchi Stair*

*Margarette Kitchel*

*Alex Tsimmerman*

*Kassech Zenebe*

*Bill Sampson*

*Jess Wallach*

*Mary Paterson*

*Matt Remly*

*Amilia Brandt*

*Rachael Hogan*

*Councilmember Upthegrove requested that Item 9 be removed from the Consent Agenda.*

*Councilmember Balducci moved items 7-8 and 10-12 on the Consent Agenda.*

### **Consent Items 7-11**

[play video](#)

#### **7. [Proposed Substitute Ordinance No. 2019-0139.2](#)**

AN ORDINANCE approving March 2020 public transportation service changes for King County.

[play video](#)

**Sponsors:** Ms. Balducci

*The enacted number is 18944.*

**This matter passed on the Consent Agenda.**

#### **8. [Proposed Ordinance No. 2019-0141](#)**

AN ORDINANCE authorizing the executive to execute an interlocal agreement with the cities of Auburn, Burien, Covington, Des Moines, Federal Way, Kent, Normandy Park, Renton and Tukwila, and with additional municipalities authorized under Section 20 of the interlocal agreement, to create and operate the South King Housing and Homelessness Partners.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 18945.*

**This matter passed on the Consent Agenda.**

**9. [Proposed Ordinance No. 2019-0164](#)**

AN ORDINANCE renewing and extending a six-month moratorium prohibiting the establishment of new or expansion of existing major fossil fuel facilities.

[play video](#)

**Sponsors:** Mr. Upthegrove, Ms. Kohl-Welles and Mr. Gossett

*The enacted number is 18946.*

*Chair Dembowski moved to reconsider Item 9, so that Councilmember McDermott could cast a vote. Councilmember McDermott voted "aye".*

**A motion was made by Councilmember Upthegrove that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 8 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**No:** 1 - Ms. Lambert

**10. [Proposed Ordinance No. 2019-0263](#)**

AN ORDINANCE approving and adopting the memorandum of agreement regarding Building Operating Engineer Apprentice Program negotiated by and between King County and Amalgamated Transit Union, Local 587 (Metro Transit Department) representing employees in the metro transit department; and establishing the effective date of the agreement.

[play video](#)

**Sponsors:** Mr. Upthegrove and Ms. Kohl-Welles

*The enacted number is 18947.*

**This matter passed on the Consent Agenda.**



**11. [Proposed Ordinance No. 2019-0264](#)**

AN ORDINANCE approving and adopting the memorandum of agreement regarding Rail Electrical Worker Apprenticeship negotiated by and between King County and International Brotherhood of Electrical Workers, Local 77 (Metro Transit Department) representing employees in the metro transit department; and establishing the effective date of the agreement.

[play video](#)

**Sponsors:** Mr. Upthegrove and Ms. Kohl-Welles

*The enacted number is 18948.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A Public Hearing was held and closed. A motion was made by Councilmember Balducci that the Consent Agenda be Passed. The motion carried**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Budget and Fiscal Management**

[play video](#)

**12. [Proposed Substitute Ordinance No. 2019-0137.2](#)**

AN ORDINANCE relating to fees and reporting requirements for public records act requests; and amending Ordinance 16679, Section 23, and K.C.C. 2.12.260, Ordinance 16679, Section 25, and K.C.C. 2.12.280, Ordinance 16679, Section 27, as amended, and K.C.C.2.12.300 and Ordinance 18635, Section 4 and KCC 2.14.020.

[play video](#)

**Sponsors:** Ms. Balducci

*The enacted number is 18949.*

**A Public Hearing was held and closed. A motion was made by Councilmember Balducci that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 8 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Mr. Gossett

## Hearing Examiner Consent Agenda - Items 13-21

[play video](#)

### 13. [Proposed Substitute Ordinance No. 2019-0042.2](#)

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Gabriel Hess for property located at 13404 SE Auburn Black Diamond Road, Auburn, WA, designated department of natural resources and parks, water and land resources division file no. E18CT038.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18950.*

**This matter passed on the Consent Agenda.**

### 14. [Proposed Substitute Ordinance No. 2019-0104.2](#)

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by William and Peggy Keough for property located at 29414 NE 64th Way, Carnation, WA, designated department of natural resources and parks, water and land resources division file no. E18CT015.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18951.*

**This matter passed on the Consent Agenda.**

### 15. [Proposed Substitute Ordinance No. 2019-0106.2](#)

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Richard Widdle and Alaina Pizzo for property located at 33320 NE 95th Place, Carnation, WA, designated department of natural resources and parks, water and land resources division file no. E18CT025.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18952.*

**A motion was made by Councilmember Upthegrove that the Consent Agenda be passed. The motion carried by the following vote:**

### 16. [Proposed Substitute Ordinance No. 2019-0107.2](#)

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to

conditions, the application for public benefit rating system assessed valuation for open space submitted by Anne Kimball for property located at 24539 68th Avenue SW, Vashon, WA, designated department of natural resources and parks, water and land resources division file no. E18CT027.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18953.*

**This matter passed on the Consent Agenda.**

**17. [Proposed Substitute Ordinance No. 2019-0108.2](#)**

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Nicholas Wilks and Jamie Clapperton for property located at north and abutting 13930 SW Pohl Road, Vashon, WA, designated department of natural resources and parks, water and land resources division file no. E18CT028.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18954.*

**This matter passed on the Consent Agenda.**

**18. [Proposed Substitute Ordinance No. 2019-0109.2](#)**

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Gregg Ohlsen for property located at 296XX 189th Street NE, Duvall, WA, designated department of natural resources and parks, water and land resources division file no. E18CT032.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18955.*

**This matter passed on the Consent Agenda.**

**19. [Proposed Substitute Ordinance No. 2019-0110.2](#)**

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Elise Muller-Lindgren and Clifford Lindgren for property located at 23117 111th Avenue SW, Vashon, WA, designated department of natural resources and parks, water and land resources division file no. E18CT041.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18956.*

**This matter passed on the Consent Agenda.**

**20.     [Proposed Substitute Ordinance No. 2019-0111.2](#)**

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Charles Tilton and Melissa McCann-Tilton for property located at 36421 NE 91st Way, Carnation, WA, designated department of natural resources and parks, water and land resources division file no. E18CT045.

[play video](#)

**Sponsors:**       Mr. Dembowski

*The enacted number is 18957.*

**This matter passed on the Consent Agenda.**

**21. [Proposed Substitute Ordinance No. 2019-0112.2](#)**

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Erin and Dan Ericson for property located at 34409 NE 82nd Place, Carnation, WA, designated department of natural resources and parks, water and land resources division file no. E18CT046.

[play video](#)

**Sponsors:** Mr. Dembowski

*The enacted number is 18958.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember Upthegrove that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Motions, from Standing Committees and Regional Committees, for Council Action**

[play video](#)

**Consent Item 22**

[play video](#)

**22. [Proposed Motion No. 2019-0284](#)**

A MOTION accepting a Housing Engagement Plan, including increased opportunities for councilmembers to be informed on and consulted with around the distribution and administration of moneys within the housing and community development fund.

[play video](#)

**Sponsors:** Ms. Kohl-Welles

*The enacted number is 15445.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember Balducci that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Committee of the Whole**[play video](#)**23. Proposed Motion No. 2019-0278**

A MOTION relating to the organization of the council; amending Motion 10651, Section V, as amended, and OR 2-030, Motion 10651, Section VII, as amended, and OR 3-030 and Motion 14725, Section II, as amended, and OR 3-035 and adding a new section to the organizational compilation.

[play video](#)

**Sponsors:** Ms. Balducci, Mr. Upthegrove, Mr. McDermott, Ms. Kohl-Welles and Mr. Dunn

*The enacted number is 15446.*

*Chair Dembowski passed the gavel to Vice-Chair Dunn.*

*Councilmember Balducci moved Amendment 1. The motion carried.*

*Councilmember Dembowski moved Amendment 2. The motion carried.*

*Vice-Chair Dunn returned the gavel to Chair Dembowski.*

*Councilmember Balducci moved Title Amendment T1. The motion carried.*

*Councilmember von Reichbauer introduced members from the City of Kent.*

*Councilmember Dembowski introduced Carolyn Busch, Chief of Staff, and her son Wyatt.*

**A motion was made by Councilmember Balducci that this Motion be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Local Services, Regional Roads and Bridges**[play video](#)**24. Proposed Substitute Motion No. 2019-0221.2**

A MOTION relating to the appointment of John Koopman to the board of commissioners of King County drainage district No. 6.

[play video](#)

**Sponsors:** Mr. Dunn

*The enacted number is 15447.*

*Councilmember Lambert moved Amendment 1. The motion carried.*

*Kendall Moore, Acting Chief Legal Counsel, answered questions of the Council.*

**A motion was made by Councilmember Lambert that this Motion be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer



**25. [Proposed Substitute Motion No. 2019-0222.2](#)**

A MOTION relating to the appointment of Cathy Dahlquist to the board of commissioners of King County drainage district No. 6.

[play video](#)

**Sponsors:** Mr. Dunn

*The enacted number 15448.*

*Councilmember Lambert moved Amendment 1. The motion carried.*

**A motion was made by Councilmember Lambert that this Motion be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Items 26-29 were considered as a Consent Agenda.****26. [Proposed Motion No. 2019-0223](#)**

A MOTION relating to the appointment of Kenneth Bosik to the board of commissioners of King County drainage district No. 6.

[play video](#)

**Sponsors:** Mr. Dunn

*The enacted number is 15449.*

**This matter passed on the Consent Agenda.**

**27. [Proposed Motion No. 2019-0224](#)**

A MOTION relating to the appointment of John Millerich to the board of commissioners of King County drainage district No. 13.

[play video](#)

**Sponsors:** Mr. Dunn

*The enacted number is 15450.*

**This matter passed on the Consent Agenda.**

**28. [Proposed Motion No. 2019-0225](#)**

A MOTION relating to the appointment of Brad Goodwin to the board of commissioners of King County drainage district No. 13.

[play video](#)

**Sponsors:** Mr. Dunn

*The enacted number is 15451.*

**This matter passed on the Consent Agenda.**

**29. [Proposed Motion No. 2019-0226](#)**

A MOTION relating to the appointment of Jim Puttman to the board of commissioners of King County drainage district No. 13.

[play video](#)

**Sponsors:** Mr. Dunn

*The enacted number is 15452.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember Lambert that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**First Reading and Referral of Ordinances**

[play video](#)

**30. [Proposed Ordinance No. 2019-0304](#)**

AN ORDINANCE relating to the sale of the surplus property located at 7900 10th Avenue South, Seattle, Washington, in council district eight.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**31. [Proposed Ordinance No. 2019-0306](#)**

AN ORDINANCE authorizing a plat on certain property located west of 436th Avenue SE, north of the South Fork of the Snoqualmie River, south of I-90 and the former Cascade golf course, North Bend, WA, 98045, at the request of Chuck and Jim Kusak, permitting division, department of local services file no. PLAT18-0001.

[play video](#)

**Sponsors:** Mr. Dembowski

**This matter had its first reading and was referred to the Hearing Examiner.**

## First Reading and Referral of Motions

[play video](#)

### 32. [Proposed Motion No. 2019-0243](#)

A MOTION acknowledging receipt of a report on sheriff's office asset forfeiture policies and procedures, in compliance with the 2019-2020 Biennial Budget Ordinance, Ordinance 18835, Section 22, Proviso P1.

[play video](#)

**Sponsors:** Mr. Gossett

**This matter had its first reading and was referred to the Law, Justice, Health and Human Services Committee.**

### 33. [Proposed Motion No. 2019-0244](#)

A MOTION acknowledging receipt of a detailed in-service training plan for deputies and other employees managed by the sheriff, in compliance with the 2019-2020 Biennial Budget Ordinance, Ordinance 18835, Section 21, Proviso P3.

[play video](#)

**Sponsors:** Mr. Gossett

**This matter had its first reading and was referred to the Law and Justice Committee.**

### 34. [Proposed Motion No. 2019-0280](#)

A MOTION acknowledging receipt of the Local Services Functions and Facilities Planning Report, which was submitted in response to the 2019-2020 Biennial Budget, Ordinance 18835, Section 84, Proviso P1.

[play video](#)

**Sponsors:** Ms. Lambert

**This matter had its first reading and was referred to the Local Services, Regional Roads and Bridges Committee.**

### 35. [Proposed Motion No. 2019-0282](#)

A MOTION accepting the Permitting Already-Built Construction Program Plan, as required by the 2019-2020 Biennial Budget Ordinance, Ordinance 18835, Section 81, Proviso P1.

[play video](#)

**Sponsors:** Ms. Lambert

**This matter had its first reading and was referred to the Local Services, Regional Roads and Bridges Committee.**

### 36. [Proposed Motion No. 2019-0307](#)

A MOTION making an appointment to fill a judicial vacancy in the east division, northeast electoral district judge position number two of the King County district court.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Committee of the Whole.**

**37. [Proposed Motion No. 2019-0308](#)**

A MOTION making an appointment to fill a judicial vacancy in the east division, northeast electoral district judge position number five of the King County district court.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Committee of the Whole.**

**38. [Reports on Special and Outside Committees](#)**

[play video](#)

**Mental Illness and Drug Dependency Advisory Committee -  
Councilmember Kohl-Welles**

[play video](#)

*Councilmember Kohl-Welles provided an update on the Mental Illness and Drug Dependency Advisory Committee revenue and projections.*

**The Woodland Park Zoological Society - Councilmember Kohl-Welles**

[play video](#)

*Chair Dembowski announced that The Woodland Park Zoological Society report would be deferred to the July 17, 2019 agenda.*

**Other Business**

[play video](#)

**Added Items 39 and 40**

**39. [Proposed Motion No. 2019-0182](#)**

A MOTION confirming the executive's appointment of Carol K. Nelson, who works in council district four, to the Washington state major league baseball stadium public facilities district.

**Sponsors:** Mr. von Reichbauer and Ms. Kohl-Welles

*The enacted number is 15453.*

**A motion was made by Councilmember von Reichbauer that this Motion be Passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**40. [Proposed Motion No. 2019-0269](#)**

A MOTION confirming the executive's appointment of Bruce Davis, who resides in council district eight, to the King County board of ethics, as an executive-nominated representative.

**Sponsors:** Mr. McDermott

*The enacted number is 15454.*

**A motion was made by Councilmember von Reichbauer that this Motion be Passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

## Adjournment

[play video](#)

*The meeting was adjourned at 12:28 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

---

Clerk's Signature



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Claudia Balducci, Chair;  
Joe McDermott, Vice Chair of Policy Development and Review;  
Reagan Dunn, Vice Chair of Regional Coordination;  
Rod Dembowski, Jeanne Kohl-Welles, Kathy Lambert, Dave  
Upthegrove, Pete von Reichbauer, Girmay Zahilay*

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1:00 PM

Tuesday, April 28, 2020

Virtual Meeting

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**PUBLIC NOTICE:** The Council's April 28, 2020 Regular Meeting will be held virtually. To help prevent the spread of the COVID 19 virus the chambers will be closed and all Councilmembers and staff will be participating in the meeting remotely. The live feed of the video conference will be streaming on the Council's website and on KCTV channel 22. At this time, opportunities to provide public comment and testimony are limited to submitting written testimony or by calling in to the meeting conference telephone line provided below to provide oral testimony.

The King County Council values community input and looks forward to hearing from you. As the fourth Tuesday of the month, an opportunity to general public comment will be provided at this meeting. Additionally, as there are proposed ordinances on the agenda for which a public hearing is required, you may also testify on those items.

**HOW TO PROVIDE PUBLIC COMMENT/TESTIMONY:** The Council values community input and looks forward to hearing from you. There are two ways to provide public comment or testimony:

1) in writing: You may provide general public comment or testify by submitting a COMMENT/TESTIMONY FORM. If your completed form is submitted before 10:00 a.m. on the day of the Council meeting, your comments or testimony will be distributed to the Councilmembers and appropriate staff prior to the meeting. Please submit your COMMENT/TESTIMONY FORM by copying and pasting the following link: [https://kingcounty.gov/council/committees/full\\_council.aspx](https://kingcounty.gov/council/committees/full_council.aspx) into your web browser.

[play video](#)



2) orally during the meeting by phone. You may provide oral public comment or testimony during the meeting by calling into the Council meeting using the telephone number and participant code below. You are not required to sign up in advance, but those who do so will be called on at the beginning of the testimony period in accordance with the usual practice.

Copy and paste the following link:

[https://kingcounty.gov/council/committees/full\\_council.aspx](https://kingcounty.gov/council/committees/full_council.aspx) into your web browser to:

- Submit Written Public Comment or Testimony
- Watch Online Live Streaming Video of the Meeting
- Sign-Up to Provide Oral Comment/Testimony at the Meeting via Telephone.

Join online

Paste the following link into the address bar of your web browser:

<https://kingcounty.zoom.us/j/97819276874> to join online.

Join by Telephone

Dial: + 1 253 215 8782 or +1 301 715 8592

Meeting ID: 978 1927 6874

Password: 318925

You have the right to language access services at no cost to you. To request these services, please contact our Language Access Coordinator, Reeni Nair at 206-477-4978, or [reeni.nair@kingcounty.gov](mailto:reeni.nair@kingcounty.gov), by Monday April 27, 2020 at 11:00 a.m.

[play video](#)

**1. Call to Order**[play video](#)

*The meeting was called to order at 1:04 p.m.*

**2. Roll Call**[play video](#)

**Present:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer and Mr. Zahilay

**3. Flag Salute and Pledge of Allegiance**[play video](#)

*Councilmember Balducci acknowledged the scale of the crisis our nation and county are facing. She also shared, on behalf of the King County Council, the respect and admiration for our front line workers, health care, emergency responders, transit operators, and grocery clerks.*

**4. Approval of Minutes of April 14, 2020**[play video](#)

*Councilmember McDermott moved to approve the minutes of the April 14, 2020, meeting as presented. Seeing no objection, the Chair so ordered.*

**5. Additions to the Council Agenda**[play video](#)

*There were no additions.*

**6. General Public Comment**[play video](#)

*General Public Comment and the Public Hearing on Items 7-11 were taken together.*

*The following people spoke:*

*Robin Narruhn*

*Dana Sims*

*Eva Walker*

*Xochiti Garcia*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees, and of Ordinances related to Collective Bargaining

[play video](#)

There will be one public hearing on Items 7-11

[play video](#)

### **Government Accountability and Oversight**

[play video](#)

#### 7. **Proposed Ordinance No. 2020-0149**

AN ORDINANCE relating to King County district court electoral district boundaries for 2020; and amending Ordinance 16803, Section 1, as amended, and K.C.C. 1.12.050.

[play video](#)

**Sponsors:** Mr. von Reichbauer

*The enacted number is 19095.*

*Councilmember McDermott made a motion to relieve the Government Accountability and Oversight Committee of further consideration pursuant to K.C.C. 1.24.125.*

*Samantha Porter, Council Staff, briefed the Council and answered questions.*

**A motion was made by Councilmember von Reichbauer that this Ordinance be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**Metropolitan King County Council**[play video](#)**8. [Proposed Ordinance No. 2020-0158](#)**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Puget Sound Police Managers Association (Majors - King County Sheriff's Office) representing employees in the King County sheriff's office; and establishing the effective date of the agreement.

[play video](#)

**Sponsors:** Ms. Balducci

*The enacted number is 19096.*

*Clifton Curry, Council Staff, briefed the Council.*

*Councilmember von Reichbauer raised a point of order regarding the Government Accountability and Oversight Committee confirmation of a range increase related with this collective bargaining agreement .*

*The Chair advised that the matter would be addressed after the vote on the Item 9.*

**A motion was made by Councilmember McDermott that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

Chair Balducci returned to the point of order raised by Councilmember von Reichbauer and explained that with the adoption of Proposed Ordinance 2020-0158, it created a salary compression for the chiefs and undersheriff. Therefore, the Executive was requesting a salary range adjustment for those chief and undersheriff positions. A letter to that effect was included in the Councilmembers' green folder. Under normal circumstances, as the Chair explained, this request would only be confirmed by the Government Accountability and Oversight Committee (GAO); but since GAO is standing down, and this request is linked to the previous item, taking this matter at this point seemed appropriate.

Jay Osborn, Director, Human Resources, answered questions and briefed the Council.

Bob Railton, Manager, Labor Relations, answered questions and briefed the Council.

Following these briefings, the three members of the GAO committee confirmed the salary rate adjustment .

**Mobility and Environment**[play video](#)**9. [Proposed Ordinance No. 2020-0119](#)**

AN ORDINANCE approving September 2020 public transportation service changes for King County.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 19097.*

*Councilmember McDermott made a motion to relieve the Mobility and Environment Committee of further consideration pursuant to K.C.C. 1.24.125.*

*Leah Krekel-Zoppi, Council Staff, briefed the Council and answered questions.*

*Gunner Scott, Communication Specialist, Metro Transit Division, answered questions and briefed the Council.*

*Christina O'Claire, Director, Mobility Division, answered questions and briefed the Council.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**10. [Proposed Ordinance No. 2020-0120](#)**

AN ORDINANCE establishing the Locally Preferred Alternative including the alignment and station locations of the RapidRide I Line (Renton-Kent-Auburn).

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 19098.*

*Councilmember McDermott made a motion to relieve the Mobility and Environment Committee of further consideration pursuant to K.C.C. 1.24.125.*

*Councilmember Upthegrove moved Amendment 1. The motion carried.*

*Leah Krekel-Zoppi, Council Staff, briefed the Council and answered questions.*

*Gregory McKnight, Manager, Rapid Rid I Line, answered questions and briefed the Council.*

*Christina O'Claire, Director, Mobility Division, answered questions and briefed the Council.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

## **First Reading of and Action on Emergency Ordinances Without Referral to Committee**

[play video](#)

### **11. [Proposed Ordinance No. 2020-0175](#)**

AN ORDINANCE amending the King County council rules in response to an emergency declaration issued by the King County executive; amending Ordinance 19088, Section 6; and declaring an emergency.

[play video](#)

**Sponsors:** Ms. Balducci

*The enacted number is 19099.*

*Councilmember McDermott made a motion to suspend the rules to hold a Public Hearing less than seven days after first reading pursuant to K.C.C. 1.24.095 and a motion to suspend the rules to take action without referral to Committee pursuant to K.C.C. 1.24.085.*

**A motion was made by Councilmember McDermott that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

## **Hearing Examiner Consent Agenda - Item 12**

[play video](#)

### **12. [Proposed Substitute Ordinance No. 2020-0056.2](#)**

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, the application for public benefit rating system assessed valuation for open space submitted by Nari Baker for property located at Parcel no. 1422029033, designated department of natural resources and parks, water and land resources division file no. E19CT022.

[play video](#)

**Sponsors:** Ms. Balducci

*The enacted number is 19100.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed on the Consent Agenda. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

## First Reading and Referral of Ordinances

[play video](#)

### 13. [Proposed Ordinance No. 2020-0171](#)

AN ORDINANCE providing long-term financing for capital needs of the county's sewer system by authorizing the issuance of sewer revenue bonds and limited tax general obligation bonds (payable from sewer revenues) of the county in an aggregate principal amount not to exceed \$825,000,000 to provide funds for acquiring and constructing improvements to the sewer system; authorizing the issuance of sewer revenue bonds and limited tax general obligation bonds (payable from sewer revenues) of the county for refunding outstanding obligations of the county payable from sewer revenues; providing for the form, terms and covenants of such bonds; providing for the sale of the bonds in one or more series; establishing funds for the receipt and expenditure of bond proceeds and for the payment of the bonds; pledging sewer revenues to pay the principal of and interest on sewer revenue bonds issued under this ordinance; and pledging the annual levy of taxes and an additional pledge of sewer revenues to pay the principal of and interest on limited tax general obligation bonds (payable from sewer revenues) issued under this ordinance.

[play video](#)

**Sponsors:** Ms. Kohl-Welles

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

### 14. [Proposed Ordinance No. 2020-0174](#)

AN ORDINANCE authorizing the vacation of a portion of SW Luana Beach Road/Skalberg Road/County Road No. 834, File V-2724; Petitioners: Lawrence and Suzie Kuznetz.

[play video](#)

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Hearing Examiner.**

### 15. [Proposed Ordinance No. 2020-0176](#)

AN ORDINANCE providing for the submission to the qualified electors of King County, at a general election to be held on November 3, 2020, of a proposition authorizing the county to issue its general obligation bonds in the aggregate principal amount of not to exceed \$1,740,000,000 or so much thereof as may be issued under the laws governing the indebtedness of counties, for the purpose of providing funds to pay for public health, safety and seismic improvements for Harborview Medical Center.

[play video](#)

**Sponsors:** Mr. McDermott, Mr. Dembowski and Ms. Kohl-Welles

**This matter had its first reading and was referred to the Committee of the Whole.**

**16. [Proposed Ordinance No. 2020-0177](#)**

AN ORDINANCE related to COVID-19; making a supplemental appropriation of \$8,505,000 to several general fund agencies; making a supplemental appropriation of \$23,498,000 to several non-general fund agencies; making a supplemental appropriation of \$5,719,000 to capital improvement fund 3311; making a supplemental appropriation of \$25,199,000 to capital improvement fund 3951; amending the 2019-2020 Biennial Budget Ordinance, Ordinance 18835, Sections 7, 19, 20, 41, 44, 52, 72, 72, 73, 84, 85, 85, 95, 101, 116 and 126, as amended, and Attachment A, as amended, adding new sections to Ordinance 18835, as amended; and declaring an emergency.

[play video](#)

**Sponsors:** Ms. Kohl-Welles and Mr. Dembowski

**This matter had its first reading and was referred to the Committee of the Whole.**

**17. [Proposed Ordinance No. 2020-0178](#)**

AN ORDINANCE approving and adopting the settlement agreement negotiated by and between King County and King County Corrections Guild (Department of Adult & Juvenile Detention) representing Corrections Officers and Sergeants; and establishing the effective date of the agreement.

[play video](#)

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Metropolitan King County Council.**

**18. [Proposed Ordinance No. 2020-0179](#)**

AN ORDINANCE approving and adopting the memorandum of agreement regarding the COVID-19 Emergency Nurse Staffing Agreement covering employees in the Seattle-King County department of public health and the department of adult and juvenile detention; and establishing the effective date of the agreement.

[play video](#)

**Sponsors:** Ms. Balducci, Ms. Kohl-Welles, Mr. Upthegrove, Mr. McDermott, Mr. Dembowski and Mr. Zahilay

**This matter had its first reading and was referred to the Metropolitan King County Council.**

**19. [Proposed Ordinance No. 2020-0180](#)**

AN ORDINANCE authorizing the vacation of a portion of 200th Ave NE/John O'Holland Rd/J.O. Holland Rd, File V-2725; Petitioners: Michael Murray and Lake Washington School District #414.

[play video](#)

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Hearing Examiner.**



**20. Reports on Special and Outside Committees**

[play video](#)

*No reports were given.*

**Other Business**

[play video](#)

**Adjournment**

[play video](#)

*The meeting adjourned at 2:40 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Clerk's Signature



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Claudia Balducci, Chair;  
Joe McDermott, Vice Chair of Policy Development and Review;  
Reagan Dunn, Vice Chair of Regional Coordination;  
Rod Dembowski, Jeanne Kohl-Welles, Kathy Lambert, Dave  
Upthegrove, Pete von Reichbauer, Girmay Zahilay*

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1:00 PM

Tuesday, September 7, 2021

VIRTUAL MEETING

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#### DRAFT MINUTES

**PUBLIC NOTICE:** To help prevent the spread of the COVID 19 virus, all Councilmembers and staff will be participating in this meeting remotely.

#### HOW TO WATCH/LISTEN TO THE MEETING:

- 1) To stream online paste the following in your browser:  
<https://livestream.com/accounts/15175343/events/4485487>
- 2) To watch on King County TV tune to Channel 22 (Comcast Channel 22 and 322(HD) or Wave Broadband Channel 22).

#### HOW TO PROVIDE PUBLIC TESTIMONY:

- 1) In writing: You may testify by submitting a COMMENT EMAIL. If your comments are submitted before 10:00 a.m. on the day of the Council meeting they will be distributed to the Councilmembers and appropriate staff prior to the meeting. Comments submitted after 10:00 a.m. will be distributed after the meeting. Please submit your COMMENT EMAIL by emailing [clerk@kingcounty.gov](mailto:clerk@kingcounty.gov).
- 2) By phone or computer: Use the telephone number, meeting identification and password below to call into the meeting.

**JOIN ONLINE**

Paste the following link into the address bar of your web browser:

<https://kingcounty.zoom.us/j/93758685838>

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Dial: +1 253 215 8782

Meeting ID: 937 5868 5838

Passcode: 232591

When connecting to the meeting through your phone or computer be sure to use the ZOOM application to facilitate the unmuting function.

If you do not wish to provide public testimony, please help us manage the callers by using one of the options above to watch or listen to the meeting.

You have the right to language access services at no cost to you. To request these services, please contact the Council's Language Access Coordinator, Reeni Nair at 206 477 4978, or [reeni.nair@kingcounty.gov](mailto:reeni.nair@kingcounty.gov), by 11:00 a.m. the day before the meeting.

If you experience technical challenges accessing the meeting to provide public comment, please email [reeni.nair@kingcounty.gov](mailto:reeni.nair@kingcounty.gov) and she will assist you.

**1. Call to Order**

*The meeting was called to order at 1:00 p.m.*

**2. Roll Call**

**Present:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer and Mr. Zahilay

**3. Flag Salute and Pledge of Allegiance**

*Councilmember McDermott recited the poem, The Gift Outright, written by Robert Frost.*

**4. Approval of Minutes of August 17, 2021**

*Councilmember McDermott moved to approve the minutes of the August 17, 2021, meeting as presented. Seeing no objection, the Chair so ordered.*

**5. Additions to the Council Agenda**

*There were no additions.*

**6. Briefing****[Briefing No. 2021-B0126](#)**

COVID-19 Response Briefing.

*Dennis Worsham, Interim Director, Public Health - Seattle & King County, briefed the Council and answered questions.*

**This matter was Presented**

**7. Special Items****Recognition of the 30th anniversary of Ukraine National Day**

*Councilmember von Reichbauer presented the recognition of the 30th anniversary of Ukraine National Day and introduced the Honorary Consul of Ukraine, Valeriy V. Goloborodko.*

**Proclamation welcoming newly arriving Afghan refugees**

*Councilmember Zahilay presented the proclamation welcoming newly arriving Afghan refugees and introduced Aneelah Afzali, Executive Director of the American Muslim Empowerment Network (AMEN).*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees, and of Ordinances related to Collective Bargaining

There will be one public hearing on Items 8-17

*The following people spoke:*

*Jen Brenes*

*Julien Loh*

### **Consent Items 8-14**

#### **8. [Proposed Substitute Ordinance No. 2021-0200.2](#)**

AN ORDINANCE authorizing the King County executive to sign the recreational trail use agreement with Puget Sound Energy for permission to use portions of PSE property for the construction, maintenance, and operation of the Interurban Trail South.

**Sponsors:** Mr. von Reichbauer

*The enacted number is 19322.*

**This matter passed on the Consent Agenda.**

#### **9. [Proposed Ordinance No. 2021-0201](#)**

AN ORDINANCE that adopts the Harborview Medical Center 2022 Capital Improvement Program Annual Budget for the year ending June 30, 2022, and makes appropriations for the capital improvements for the Harborview Medical Center.

**Sponsors:** Ms. Kohl-Welles

*The enacted number is 19323.*

**This matter passed on the Consent Agenda.**

#### **10. [Proposed Ordinance No. 2021-0209](#)**

AN ORDINANCE amending Ordinance 18898, adopted by the council on May 22, 2019, which authorized the issuance of junior lien sewer revenue refunding bonds and multi-modal limited tax general obligation refunding bonds (payable from sewer revenues) of the county to expand the definition of refunding candidates, to clarify that the county may provide credit enhancement or a liquidity facility, to amend definitions relating to balloon maturity bonds on a springing basis, and to clarify cash refunding plans; amending certain definitions in Ordinance 18898, Section 1; and amending Ordinance 18898, Section 1, Ordinance 18898, Section 15, and Ordinance 18898, Section 17.

**Sponsors:** Ms. Kohl-Welles

*The enacted number is 19324.*

**This matter passed on the Consent Agenda.**

**11. [Proposed Substitute Ordinance No. 2021-0210.2](#)**

AN ORDINANCE authorizing the issuance and sale of one or more series of unlimited tax general obligation bonds of the county in an aggregate principal amount not to exceed \$1,740,000,000 to finance public health, safety and seismic improvements to Harborview Medical Center, and to pay the costs of issuing the bonds, as authorized by county ordinance and approved by the qualified electors of the county at an election held on November 3, 2020; authorizing the issuance and sale of one or more series of unlimited tax general obligation refunding bonds to refund outstanding unlimited tax general obligations of the county, and to pay the costs of issuing the bonds; providing for the disposition of the proceeds of the sale of the bonds; establishing funds for the receipt and expenditure of bond proceeds and for the payment of the bonds; and providing for the annual levy of taxes to pay the principal thereof and interest thereon.

**Sponsors:** Ms. Kohl-Welles

*The enacted number is 19325.*

**This matter passed on the Consent Agenda.**

**12. [Proposed Substitute Ordinance No. 2021-0213.2](#)**

AN ORDINANCE related to the contracting opportunities program and allowing for modifications to the eligibility criteria for small contractors and suppliers certification; and amending Ordinance 13983, Section 3, as amended, and K.C.C. 2.97.030.

**Sponsors:** Mr. von Reichbauer, Mr. Dembowski and Ms. Balducci

*The enacted number is 19326.*

**This matter passed on the Consent Agenda.**

**13. [Proposed Ordinance No. 2021-0250](#)**

AN ORDINANCE authorizing the King County executive to sign an interagency agreement between King County, a political subdivision of the state of Washington, and the city of SeaTac, a municipal corporation in the state of Washington, regarding the design, construction, ownership, operation and maintenance of the portion of Segment C of the Lake to Sound trail that is within the city.

**Sponsors:** Mr. Upthegrove

*The enacted number is 19327.*

**This matter passed on the Consent Agenda.**

**14. [Proposed Substitute Ordinance No. 2021-0251.2](#)**

An ORDINANCE related to the employee giving program; and amending Ordinance 15558, Section 2, as amended, and K.C.C. 3.12.222.

**Sponsors:** Mr. von Reichbauer

*The enacted number is 19328.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**Public Hearing Required on Consent Items 8-14****Budget and Fiscal Management****15. [Proposed Substitute Ordinance No. 2021-0225.2](#)**

AN ORDINANCE relating to solid waste fees charged at recycling and transfer facilities and at the Cedar Hills regional landfill; and amending Ordinance 8891, Section 3, as amended, and K.C.C.10.04.020, Ordinance 12564, Section 2, as amended, and K.C.C.10.12.021 and Ordinance 18784, Section 4, and K.C.C.10.12.058.

**Sponsors:** Ms. Kohl-Welles

*The enacted number is 19329.*

*Pat McLaughlin, Director, Solid Waste Division, made remarks and answered questions of the Council.*

**A motion was made by Councilmember Kohl-Welles that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 6 - Ms. Balducci, Mr. Dembowski, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, and Mr. Zahilay

**No:** 3 - Mr. Dunn, Mr. Upthegrove, and Mr. von Reichbauer

**Committee of the Whole****16. Proposed Ordinance No. 2021-0257**

AN ORDINANCE related to surplus county real property; and amending Ordinance 12045, Section 5, as amended, and K.C.C. 4.56.070 and Ordinance 12045, Section 14, as amended, and K.C.C. 4.56.150.

**Sponsors:** Mr. Zahilay and Ms. Kohl-Welles

*The enacted number is 19330.*

*Brandi Vena, Council Staff, made remarks and answered questions of the Council.*

**A motion was made by Councilmember Zahilay that this Ordinance be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert,  
Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**Local Services****17. Proposed Substitute Ordinance No. 2021-0163.2**

AN ORDINANCE related to planning and permitting; allowing search and rescue facilities in King County, subject to conditions; amending Ordinance 10870 Section 333, as amended, and K.C.C. 21A.08.060, Ordinance 10870, Section 337, as amended, and K.C.C. 21A.08.100 and Ordinance 10870, Section 388, as amended, and K.C.C. 21A.16.030 and adding a new section to K.C.C. chapter 21A.06.

**Sponsors:** Ms. Lambert

*The enacted number is 19331.*

*Jake Tracy, Council Staff, briefed the Council and answered questions.*

*Councilmember Dembowski moved Amendment 1.*

*Jim Chan, Director of Permitting, made remarks and answered questions of the Council.*

*Voting on Amendment 1, the motion carried.*

*Councilmember Dembowski moved Amendment 2. The motion carried.*

**A motion was made by Councilmember Dunn that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert,  
Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay



## Motions, from Standing Committees and Regional Committees and Motions related to Collective Bargaining, for Council Action

### Consent Items 18-26

18. [Proposed Motion No. 2021-0215](#)

A MOTION confirming the executive's appointment of Juanita Salinas-Aguila, who resides in council district five, to the King County immigrant and refugee commission.

**Sponsors:** Mr. Upthegrove

*The enacted number is 15923.*

**This matter passed on the Consent Agenda.**

19. [Proposed Motion No. 2021-0221](#)

A MOTION confirming the executive's appointment of Kelli Carroll to the King County gender identity and sexual orientation inclusion task force, representing the King County executive office.

**Sponsors:** Mr. McDermott

*The enacted number is 15924.*

**This matter passed on the Consent Agenda.**

20. [Proposed Motion No. 2021-0222](#)

A MOTION confirming the executive's appointment of Jonathan Fowler to the King County gender identity and sexual orientation inclusion task force, representing the King County council.

**Sponsors:** Mr. McDermott

*The enacted number is 15925.*

**This matter passed on the Consent Agenda.**

21. [Proposed Motion No. 2021-0223](#)

A MOTION confirming the executive's appointment of Tepatasi Vaina to the King County gender identity and sexual orientation inclusion task force, representing the United Territories of Pacific Islanders Alliance (U.T.O.P.I.A.).

**Sponsors:** Mr. McDermott

*The enacted number is 15926.*

**This matter passed on the Consent Agenda.**

**22. [Proposed Motion No. 2021-0224](#)**

A MOTION confirming the executive's appointment of Juan Fernando Luna to the King County gender identity and sexual orientation inclusion task force, representing Entre Hermanos.

**Sponsors:** Mr. McDermott

*The enacted number is 15927.*

**This matter passed on the Consent Agenda.**

**23. [Proposed Motion No. 2021-0227](#)**

A MOTION confirming the executive's appointment of Bilan Aden, who resides in council district eight, to the King County immigrant and refugee commission.

**Sponsors:** Mr. McDermott

*The enacted number is 15928.*

**This matter passed on the Consent Agenda.**

**24. [Proposed Motion No. 2021-0253](#)**

A MOTION relating to public transportation, approving the King County Metro Transit COVID-19 Response Title VI Service Equity Analysis report.

**Sponsors:** Mr. Dembowski

*The enacted number is 15929.*

**This matter passed on the Consent Agenda.**

**25. [Proposed Motion No. 2021-0256](#)**

A MOTION acknowledging receipt of the King County International Airport Master Plan Update Community Outreach and Engagement Proviso Response report, as called for by the 2021-2022 Biennial Budget Ordinance, Ordinance 19210, Section 108, Proviso P1.

**Sponsors:** Mr. von Reichbauer

*The enacted number is 15930.*

**This matter passed on the Consent Agenda.**

**26. [Proposed Substitute Motion No. 2021-0264.2](#)**

A MOTION authorizing the chair of the council to enter into a contract for services to represent the county with the Washington state Legislature.

**Sponsors:** Ms. Balducci

*The enacted number is 15931.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**Reappointment Consent Agenda - Items 27-30****27. [Proposed Motion No. 2021-0262](#)**

A MOTION confirming the executive's reappointment of Debbie Natelson, who resides in council district five, to the King County waterworks grant ranking committee, as the district five representative.

**Sponsors:** Mr. Upthegrove

*The enacted number is 15932.*

**This matter passed on the Consent Agenda.**

**28. [Proposed Motion No. 2021-0309](#)**

A MOTION confirming the executive's reappointment of Samantha Powers, who resides in council district one, to the King County veterans, seniors and human services levy advisory board's veterans committee, as the district one representative.

**Sponsors:** Mr. Dembowski

*The enacted number is 15933.*

**This matter passed on the Consent Agenda.**

**29. [Proposed Motion No. 2021-0310](#)**

A MOTION confirming the executive's reappointment of Heidi Shepherd, who resides in council district one, to the King County veterans, seniors and human services levy advisory board's vulnerable populations committee, as the district one representative.

**Sponsors:** Mr. Dembowski

*The enacted number is 15934.*

**This matter passed on the Consent Agenda.**

**30. [Proposed Motion No. 2021-0311](#)**

A MOTION confirming the executive's reappointment of Cynthia Snyder, who resides in council district three, to the King County veterans, seniors and human services levy advisory board's seniors committee, representing the advisory council on aging and disability services.

**Sponsors:** Ms. Lambert

*The enacted number is 15935.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**First Reading and Referral of Ordinances****31. [Proposed Ordinance No. 2021-0321](#)**

AN ORDINANCE modifying the green building and sustainable infrastructure program; to modify budgeting policy, reorganize the green building provisions and modifying the reporting policies for the green building and Strategic Climate Action Plan; amending Ordinance 16147, Section 2, as amended, and K.C.C. 18.17.010, adding new sections to K.C.C. chapter 18.17 and repealing Ordinance 16147, Section 3, as amended, and K.C.C. 18.17.020.

**Sponsors:** Mr. Dembowski

**This matter had its first reading and was referred to the Mobility and Environment Committee.**

**32. [Proposed Ordinance No. 2021-0322](#)**

AN ORDINANCE authorizing the vacation of a portion of S. 278th Street, File V-2737; Petitioners: Estate of Marlene Marie McCartney, James D. McCartney Personal Representative; Rose Mary and Ryan Dowd; Sharon and Robert Kiyohara; and Estate of Miriam M. Helgeland, Jerilyn Helgeland Personal Representative.

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Hearing Examiner.**

**33. [Proposed Ordinance No. 2021-0323](#)**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and the International Association of Fire Fighters (Paramedics and Supervisors - Department of Public Health) representing employees in the aforementioned department; and establishing the effective date of the agreement.

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Metropolitan King County Council.**

**34. [Proposed Ordinance No. 2021-0324](#)**

AN ORDINANCE making a supplemental appropriation of \$1,422,000 to emergency medical services; and amending the 2021-2022 Biennial Budget Ordinance, Ordinance 19210, Section 76, as amended.

**Sponsors:** Ms. Kohl-Welles

**This matter was Introduced and Referred to the Metropolitan King County Council**

**35. [Proposed Ordinance No. 2021-0325](#)**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Puget Sound Police Managers Association (Majors - King County Sheriff's Office) representing employees in the King County sheriff's office; and establishing the effective date of the agreement.

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Metropolitan King County Council.**

**36. [Proposed Ordinance No. 2021-0326](#)**

AN ORDINANCE making a supplemental appropriation of \$170,000 to King County sheriff's office; and amending the 2021-2022 Biennial Budget Ordinance, Ordinance 19210, Section 20, as amended.

**Sponsors:** Ms. Kohl-Welles

**This matter had its first reading and was referred to the Metropolitan King County Council.**

**37. [Proposed Ordinance No. 2021-0330](#)**

AN ORDINANCE adopting the Initial Health through Housing Implementation Plan to govern the expenditure of sales and use tax proceeds authorized by K.C.C. chapter 4A.503 and RCW 82.14.530 from 2022 through 2028 and creating the health through housing advisory committee; and adding a new section to K.C.C. chapter 4A.300.

**Sponsors:** Mr. McDermott

*This is a dual referral first to the Regional Policy Committee and then to the Committee of the Whole.*

*This is a mandatory referral to the Regional Policy Committee as set forth in King County Charter Section 270.30 and K.C.C. 1.24.065.*

**This matter had its first reading and was referred to the Regional Policy Committee.**

**38. [Proposed Ordinance No. 2021-0337](#)**

AN ORDINANCE related to environment, health, climate and community impacts of activities at King County International Airport/Boeing Field; and amending Ordinance 1159, as amended, and K.C.C. Title 15.

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Government Accountability and Oversight Committee.**

## First Reading and Referral of Motions

**39. [Proposed Motion No. 2021-0282](#)**

A MOTION acknowledging receipt of the disability equity action plan as called for by Ordinance 19210, Section 19, Proviso P1.

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Committee of the Whole.**

**40. [Proposed Motion No. 2021-0285](#)**

A MOTION acknowledging receipt of a report providing analysis of the causes and consequences of the January 13, 2021, discharges of untreated wastewater into Puget Sound and Lake Washington from the West Point Treatment Plant and several pump stations as required by Motion 15832.

**Sponsors:** Mr. Dunn

*This is a dual referral first to the Regional Water Quality Committee and then to the Mobility and Environment Committee.*

*This is a nonmandatory referral to the Regional Water Quality Committee under K.C.C. 1.24.065.I as an issue that would benefit from interjurisdictional discussion.*

**This matter had its first reading and was referred to the Regional Water Quality**

**Committee.****41. [Proposed Motion No. 2021-0295](#)**

A MOTION confirming the executive's appointment of Dane Scarimbolo, who resides in council district eight, to the King County agriculture commission.

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Local Services Committee.**

**42. [Proposed Motion No. 2021-0296](#)**

A MOTION confirming the executive's appointment of Andrew Ely, who resides in council district one, to the King County agriculture commission.

**Sponsors:** Mr. Dembowski

**This matter had its first reading and was referred to the Local Services Committee.**

**43. [Proposed Motion No. 2021-0299](#)**

A MOTION confirming the executive's appointment of Jessica Bloom, who resides in council district three, to the King County agriculture commission.

**Sponsors:** Ms. Lambert

**This matter had its first reading and was referred to the Local Services Committee.**

**44. [Proposed Motion No. 2021-0316](#)**

A MOTION acknowledging receipt of the report on the shift of the sewer rate cost burden to the single-family sector from the commercial/industrial/multifamily sector required by the 2021-2022 Biennial Budget Ordinance, Ordinance 19210, Section 112, Proviso P3.

**Sponsors:** Ms. Kohl-Welles

*This is a dual referral first to the Regional Water Quality Committee and then to the Budget and Fiscal Management Committee*

*This is a nonmandatory referral to the Regional Water Quality Committee under K.C.C. 1.24.065.I as an issue that would benefit from interjurisdictional discussion.*

**This matter had its first reading and was referred to the Regional Water Quality Committee.**

**45. [Proposed Motion No. 2021-0327](#)**

A MOTION requesting the executive convene a planning committee to support the resettlement of Afghan refugees and special immigrant visa holders in King County.

**Sponsors:** Mr. Dunn

**This matter had its first reading and was referred to the Committee of the Whole.**

**46. [Proposed Motion No. 2021-0331](#)**

A MOTION requesting the executive to report on delays in distributing rental assistance moneys and to recommend options for expediting the distribution of rental assistance moneys.

**Sponsors:** Mr. Dunn

**This matter had its first reading and was referred to the Community, Health and Housing Services Committee.**

**47. [Proposed Motion No. 2021-0332](#)**

A MOTION relating to public transportation; acknowledging receipt of the Access paratransit service update submitted in response to the 2021-2022 Biennial Budget Ordinance, Ordinance 19210, Section 113, Proviso P2.

**Sponsors:** Mr. Dembowski

**This matter had its first reading and was referred to the Mobility and Environment Committee.**

**48. [Proposed Motion No. 2021-0333](#)**

A MOTION adopting an updated Debt Management Policy for King County; and rescinding Motion 12660.

**Sponsors:** Ms. Kohl-Welles

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**49. [Proposed Motion No. 2021-0334](#)**

A MOTION adopting revised comprehensive financial management policies for King County; and rescinding Motion 15250.

**Sponsors:** Ms. Kohl-Welles

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**50. [Proposed Motion No. 2021-0335](#)**

A MOTION making an appointment to fill a judicial vacancy in the east division, northeast electoral district, judge position number seven of the King County district court.

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Committee of the Whole.**



**51. Proposed Motion No. 2021-0336**

A MOTION making an appointment to fill a judicial vacancy in the south division, southwest electoral district, judge position number one of the King County district court.

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Committee of the Whole.**

**52. Reports on Special and Outside Committees**

*No reports were given.*

**Other Business****53. Executive Session**

*The Chair recessed the meeting into Executive Session under RCW 42.30.110 to discuss with legal counsel legal risks of a proposed action when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the County at 2:50 p.m. for approximately 45 minutes, to 3:35 p.m.*

*At 3:34 p.m. the Chair extended the Executive Session for approximately 15 minutes, to 3:50 p.m.*

*At 3:49 p.m. the Chair extended the Executive Session for approximately 10 minutes to 4:00 p.m.*

*The Chair reconvened the meeting at 4:00 p.m.*

**Adjournment**

*The meeting adjourned at 4:00 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

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Clerk's Signature



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Claudia Balducci, Chair;  
Joe McDermott, Vice Chair of Policy Development and Review;  
Reagan Dunn, Vice Chair of Regional Coordination;  
Rod Dembowski, Jeanne Kohl-Welles, Kathy Lambert, Dave  
Upthegrove, Pete von Reichbauer, Girmay Zahilay*

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1:00 PM

Tuesday, May 4, 2021

Virtual Meeting

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#### DRAFT MINUTES

**PUBLIC NOTICE:** To help prevent the spread of the COVID 19 virus, all Councilmembers and staff will be participating in this meeting remotely.

#### HOW TO WATCH/LISTEN TO THE MEETING:

- 1) To stream online paste the following in your browser:  
<https://livestream.com/accounts/15175343/events/4485487>
- 2) To watch on King County TV tune to Channel 22 (Comcast Channel 22 and 322(HD) or Wave Broadband Channel 22).

#### HOW TO PROVIDE PUBLIC TESTIMONY:

- 1) In writing: You may testify by submitting a COMMENT EMAIL. If your comments are submitted before 10:00 a.m. on the day of the Council meeting they will be distributed to the Councilmembers and appropriate staff prior to the meeting. Comments submitted after 10:00 a.m. will be distributed after the meeting. Please submit your COMMENT EMAIL by emailing [clerk@kingcounty.gov](mailto:clerk@kingcounty.gov).
- 2) By phone or computer: Use the telephone number, meeting identification and password below to call into the meeting.

**JOIN ONLINE**

Paste the following link into the address bar of your web browser:

<https://kingcounty.zoom.us/j/93758685838>

**JOIN BY TELEPHONE**

Dial: +1 253 215 8782

Meeting ID: 937 5868 5838

Passcode: 232591

When connecting to the meeting through your phone or computer be sure to use the ZOOM application to facilitate the unmuting function.

If you do not wish to provide public testimony, please help us manage the callers by using one of the options above to watch or listen to the meeting.

You have the right to language access services at no cost to you. To request these services, please contact the Council's Language Access Coordinator, Reeni Nair at 206 477 4978, or [reeni.nair@kingcounty.gov](mailto:reeni.nair@kingcounty.gov), by 11:00 a.m. the day before the meeting.

If you experience technical challenges accessing the meeting to provide public comment, please email [reeni.nair@kingcounty.gov](mailto:reeni.nair@kingcounty.gov) and she will assist you.

**1. Call to Order**

*The meeting was called to order at 1:00 p.m.*

**2. Roll Call**

**Present:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer and Mr. Zahilay

**3. Flag Salute and Pledge of Allegiance**

*Councilmember Balducci shared, in honor of Asian American and Pacific Island Heritage Month, Today I Am a Witness of Change, a poem written by Kwame Alexander.*

**4. Approval of Minutes of April 27, 2021**

*Councilmember McDermott moved to approve the minutes of the April 27, 2021, meeting as presented. Seeing no objection, the Chair so ordered.*

**5. Additions to the Council Agenda**

*There were no additions.*

**6. Special Item**

**Proclamation of May 2021 as Asian American and Pacific Islander Heritage Month in King County**

*Councilmembers Balducci and Upthegrove presented a proclamation of May 2021 as Asian American and Pacific Islander Heritage Month in King County.*

**Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees, and of Ordinances related to Collective Bargaining**

**There will be one public hearing on Items 7-9**

*The following people spoke:*

*Danielle Shaw*

*Deepa Sivarajan*

*Hester Serebrin*

*Jamie Cheney*

*JC Harris*

*Katy Ricchiuto*

*Nancy Tosta*

*Vera Hoang*

*Theresa Hohman*

*Carolyn Riley-Payne*

**Consent Items 7 and 8**

**7. [Proposed Ordinance No. 2021-0075](#)**

AN ORDINANCE relating to the sale of the surplus parcels located on Issaquah Pine Lake Rd SE, Sammamish, Washington, in council district three.

**Sponsors:** Ms. Lambert and Ms. Kohl-Welles

*The enacted number is 19278.*

**This matter passed on the Consent Agenda.**

**8. [Proposed Substitute Ordinance No. 2021-0161.2](#)**

AN ORDINANCE authorizing the issuance and sale of one or more series of limited tax general obligation bonds of the county in an aggregate principal amount not to exceed \$806,000,000 to provide financing for transit infrastructure and bridge replacement projects, open space acquisition, improvements to the Norm Maleng Regional Justice Center, the jail management system project, affordable housing and homeless housing, transit-oriented development, and solid waste system capital improvements, and to pay the costs of issuing the bonds; authorizing the issuance and sale of one or more series of limited tax general obligation refunding bonds to refund outstanding limited tax general obligations of the county, and to pay the costs of issuing the bonds; providing for the disposition of the proceeds of the sale of the bonds; establishing funds for the receipt and expenditure of bond proceeds and for the payment of the bonds; and providing for the annual levy of taxes to pay the principal thereof and interest thereon.

**Sponsors:** Ms. Kohl-Welles

*The enacted number is 19279.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A Public Hearing was held and closed. A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**Mobility and Environment****9. [Proposed Substitute Ordinance No. 2021-0130.2](#)**

AN ORDINANCE approving October 2021 public transportation service changes for King County.

**Sponsors:** Mr. Zahilay

*The enacted number is 19280.*

*Leah Krekel-Zoppi, Council Staff, briefed the Council and answered questions.*

*Terry White, General Manager, Metro Transit Department, made remarks.*

**A Public Hearing was held and closed. A motion was made by Councilmember Zahilay that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 8 - Ms. Balducci, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**No:** 1 - Mr. Dembowski

## **Motions, from Standing Committees and Regional Committees and Motions related to Collective Bargaining, for Council Action**

### **Consent Items 10 and 11**

**10. [Proposed Motion No. 2021-0157](#)**

A MOTION confirming the executive's appointment of the Honorable Bill Boyce, councilmember, city of Kent, who resides in council district nine, to Harborview Medical Center board of trustees, as the district nine representative.

**Sponsors:** Mr. Dunn

*The enacted number is 15864.*

**This matter passed on the Consent Agenda.**

**11. [Proposed Motion No. 2021-0158](#)**

A MOTION confirming the executive's appointment of David Hadley, who resides in council district three, to the Harborview Medical Center board of trustees, as the district three representative.

**Sponsors:** Ms. Lambert

*The enacted number is 15865.*

**This matter passed on the Consent Agenda.**

### **Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**Mobility and Environment****12. Proposed Substitute Motion No. 2020-0288.2**

A MOTION relating to the 2020 Strategic Climate Action Plan, submitted in compliance with K.C.C 18.25.010.

**Sponsors:** Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles, Mr. Zahilay, Ms. Balducci, Mr. von Reichbauer and Mr. Dunn

*The enacted number is 15866.*

*Councilmember Dembowski moved Amendment 1. The motion carried.*

*Councilmember Dembowski moved Amendment 2. The motion carried.*

*Jenny Giambattista, Council Staff, answered questions of the Council.*

*Councilmembers Zahilay, Balducci, von Reichbauer and Dunn requested that they be added as co-sponsors.*

**A motion was made by Councilmember Dembowski that this Motion be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer, and Mr. Zahilay

**First Reading of and Action on Motions Without Referral to Committee****13. Proposed Motion No. 2021-0183**

A MOTION appointing the King County GIS center as the districting master for the 2021 districting plan process.

**Sponsors:** Ms. Balducci

*The enacted number is 15867.*

*Councilmember McDermott made a motion to suspend the rules to take action without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.*

*Patrick Hamacher, Council Initiatives Director, briefed the Council and answered questions.*

**A motion was made by Councilmember McDermott that this Motion be Passed. The motion carried by the following vote:**

**Yes:** 8 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Mr. Zahilay

## Reappointment Consent Agenda Item 14

### 14. [Proposed Motion No. 2021-0167](#)

A MOTION confirming the executive's reappointment of Joe Cunningham, who resides in council district one, to the King County board for developmental disabilities.

**Sponsors:** Mr. Dembowski

*The enacted number is 15868.*

**A motion was made by Councilmember McDermott that this Motion be Passed on the Consent Agenda. The motion carried by the following vote:**

**Yes:** 8 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Mr. Zahilay

## First Reading and Referral of Ordinances

### 15. [Proposed Ordinance No. 2021-0179](#)

AN ORDINANCE making a net supplemental appropriation of \$27,884,000 to various general fund agencies, a net supplemental appropriation of \$300,100,000 to various non-general fund agencies and a net supplemental disappropriation of (\$16,226,000) from various capital fund budgets; and amending the 2021-2022 Biennial Budget Ordinance, Ordinance 19210, Sections 6, 8, 9, 11, 18, 19, 20, 20, 24, 25, 26, 30, 31, 31, 34, 40, 43, 44, 45, 47, 48, 49, 50, 50, 51, 55, 60, 60, 63, 65, 69, 69, 70, 78, 81, 87, 87, 90, 92, 95, 96, 97, 98, 100, 101, 102, 105, 106, 112, 117, 119, 121, 122 and 129, as amended, and Attachment A, as amended, and adding new sections to Ordinance 19210.

**Sponsors:** Ms. Kohl-Welles

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

### 16. [Proposed Ordinance No. 2021-0184](#)

AN ORDINANCE proposing to amend the Preamble to the King County Charter to include among the charter goals, equitable government, a strong urban and rural economy and superior quality of life and to make a grammatical correction; and submitting the same to the voters of the county for their ratification or rejection at the November 2, 2021, general election.

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Committee of the Whole.**



**17. [Proposed Ordinance No. 2021-0185](#)**

AN ORDINANCE proposing an amendment to the King County Charter to update the charter, clarify terms and bring the charter into compliance with state law, as it pertains to referendum, initiative and charter ballot measure timelines; amending Sections 230.40, 230.50, 230.50.10, 230.60, 230.70, 230.75 and 800 of the King County Charter; and submitting the same to the voters of the county for their ratification or rejection at the November 2, 2021, general election.

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Committee of the Whole.**

**18. [Proposed Ordinance No. 2021-0186](#)**

AN ORDINANCE relating to the structure of the communities of opportunity- best starts for kids advisory board; and amending Ordinance 18442, Section 1, and K.C.C. 2A.300.520.

**Sponsors:** Ms. Balducci

**This matter had its first reading and was referred to the Community, Health and Housing Services Committee.**

**19. [Proposed Ordinance No. 2021-0187](#)**

AN ORDINANCE relating to rates and charges for sewage treatment and disposal; and amending Ordinance 12353, Section 2, as amended, and K.C.C. 4A.670.100, Ordinance 18745, Section 2, and Ordinance 11398, Section 1, as amended, and K.C.C. 28.84.055.

**Sponsors:** Ms. Kohl-Welles

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

## **First Reading and Referral of Motions**

**20. [Proposed Motion No. 2021-0188](#)**

A MOTION acknowledging the harm inflicted by the stigma of substance use disorders and requesting the executive to implement an antistigma campaign in King County.

**Sponsors:** Mr. Dunn and Ms. Kohl-Welles

**This matter had its first reading and was referred to the Community, Health and Housing Services Committee.**

**21. Proposed Motion No. 2021-0189**

A MOTION appointing committees to write a voters pamphlet statement for the August 3, 2021, special election regarding Ordinance 19267 providing for the submission to the qualified electors of King County at a special election to be held in King County, on August 3, 2021, of a proposition providing for resident oversight and authorizing a property tax levy in excess of the levy limitation contained in chapter 84.55 RCW for a six-year consecutive period at a rate of not more than \$0.19 per one thousand dollars of assessed valuation in the first year, and limiting annual levy increases to three percent in the five succeeding years, all for the purpose of funding prevention and early intervention strategies and a capital grants program to improve the health and well-being of children, youth and their communities.

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Committee of the Whole.**

**22. Reports on Special and Outside Committees****Other Business****Adjournment**

*The meeting adjourned at 2:36 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

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Clerk's Signature

## **Appendix M: Service Change Public Engagement Reports**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

Appendix includes public engagement reports associated with:

- March 2020 service change (ordinance 18944)
- September 2020 service change (ordinance 19097)
- September/October 2021 service change (ordinance 19280)



# North Eastside Mobility Plan

## Public Engagement Report

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Prepared by

King County Metro Transit Department

January 2019

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## Executive Summary

### Context

When evaluating options to revise, improve, and expand the north Eastside transportation network, King County Metro Transit (Metro) with Sound Transit conducted an extensive three-phase inclusive outreach and public engagement process between March and December 2018. Metro made an informed decision to conduct a more expansive evaluation of service for those who live, work, or take transit to, from, or within Bothell, Kenmore, Kirkland, Woodinville, and Redmond based on prior outreach about cross-Lake Washington bus service as a part of the Link SR-520 Connections Project in 2017 and the Link Connections Project in 2015.

### **Metro considered changing north Eastside service in order to**

- Explore reorienting Route 255 to high-speed, high-capacity Link light rail.
- Lay the groundwork for connections to future Link and Bus Rapid Transit (BRT).
- Minimize impact of the end of bus operations in the Downtown Seattle Transit Tunnel.
- Maintain bus connections between the Eastside and University District when Montlake Freeway Station closes.
- Increase service efficiency, frequency, dependability, and convenience.
- Add more service with alternative, flexible transportation choices.
- Expand how early or late service operates and improve weekend service.
- Offer more direct connections to local and regional activity centers and amenities.

Metro is focused on responding to critical challenges facing our region, such as how to accommodate growth and changing conditions and promote social equity. Creating a more complete, connected, and integrated mobility network reflects our Metro CONNECTS vision to improve community conditions by better connecting people to opportunity. Updating the north Eastside transportation network can provide more service, more choices, and more integrated access to the regional transportation system.

Tremendous change has occurred since the last major service restructure in the north Eastside about 20 years ago, and community mobility needs have evolved. In March 2019, the end of bus operations in the Downtown Seattle Transit Tunnel and the permanent closure of the Montlake Freeway Station will create new challenges for north Eastside transit riders.

Currently, the North Eastside network does not benefit from the full array of flexible and fixed-route service options available. New alternative services offer more choices to conveniently get riders of all ages and abilities to local destinations, transit centers and park-and-rides. Updating service for efficiency allows for reinvestment of those resources to increase span and frequency of service throughout the week and on weekends, and ensures future connections to expanding Bus Rapid Transit and Link light rail networks.

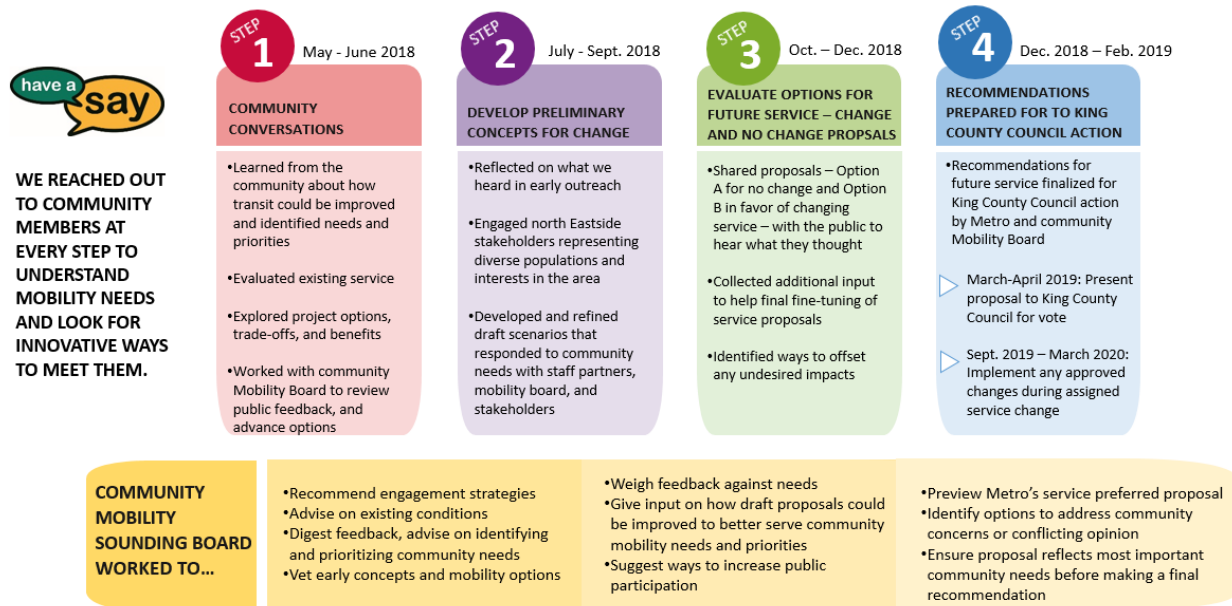
The following report describes how we informed communities about the project and future options for transit service, how we invited people to have a say, and how that input shaped the final proposal.

### **Engagement framework to develop options for future service**

Community outreach and engagement was done in three phases from May to December of 2018. We worked to engage the public in shaping bus and flexible mobility service change proposals that, if approved, would take effect as a part of the September 2019 service change. (Note that at the time of the writing of this report, the implementation date has been moved to March 2020 due to Link light rail construction disruptions expected in early 2020.) As a final fourth step, Metro and the project's mobility board analyzed community input to make a final recommendation for future service.

- **Phase 1: May – June.** Facilitated community conversations to identify community needs, priorities, and to evaluate existing service to understand what is and is not working.
- **Phase 2: July – September.** Conducted targeted stakeholder engagement to inform and invite input from major stakeholders representing diverse populations affected by changes being considered. Reviewed preliminary concepts with Mobility Board, staff partners, and stakeholders.
- **Phase 3: October – December.** Provided opportunity for communities, riders and future riders, stakeholders, and staff partners to review and evaluate options for future service review and evaluation. Gathered feedback on tradeoffs, benefits, and how well proposals for change and no change met community needs for mobility and transit service.





## Overview of options proposed

- Option A: Take no further action to revise or adapt service after March 2019.
- Option B: Expand, improve, and revise service as-soon-as September 2019.

### Option A

- Use all available resources to operate Route 255 on surface streets in downtown Seattle related to these changing conditions beginning March 2019:
  - [Permanent closure of the Montlake Freeway Station](#) (buses will no longer serve this destination) to accommodate SR-520 construction.
  - [The end of bus operations in the Downtown Seattle Transit Tunnel](#) (buses will move to surface streets with other traffic) to accommodate an expanding light rail system.

### Option B

- Redirect Route 255 to integrate with Link light rail at University of Washington Station and reallocate resources to invest in improving and expanding service throughout the entire north Eastside service network. In addition, add new flexible transit options to complement fixed route bus service to:
  - Reflect community needs and priorities for future service.
  - Build a more complete and connected network.
  - Streamline and expand local service to improve mobility.
  - Make the most of today's travel options and lay the groundwork for future Bus Rapid Transit and light rail connections
  - Respond to changing conditions to keep transit reliable and dependable.

## **Summary of audiences and participants**

Metro focused engagement on reaching audiences that include people who currently use north Eastside bus service, or those who might use it in the future as well as non-transit users. This included the general public, staff partners, our equity engagement partner – the Chinese Information and Service Center – and the project’s community Mobility Board. We also engaged north Eastside stakeholders such as employers, service providers, community organizations and neighborhood groups, educational institutions, and human service providers who serve diverse and underserved populations. Metro studied area demographics to inform planning for equity-based inclusive outreach and identify translation needs in Chinese and Spanish. This study also indicated a need to use engagement methods to hear from seniors, low-income, and transit-dependent populations.

## **Government relations and staff partners approach**

Metro adopted a transparent, inclusive communication strategy with staff from five affected jurisdictions and the University of Washington, which resulted in local and King County elected officials receiving timely progress updates. Working collaboratively helped avoid unexpected surprises while also uncovering shared opportunities to deliver more reliable and frequent mobility solutions. Metro and jurisdiction partners were able to leverage feedback from the communities we serve to facilitate cooperative decision-making, and ensure the project considered and balanced the priorities and needs of the entire community given the unique conditions in each jurisdiction.

## **Community Mobility Board**

Metro recruited 18 community members who live, work, and travel within north Eastside communities to serve on the North Eastside Mobility Planning Board (NEMP). Mobility Board members brought their expertise and knowledge of the project area. NEMP Mobility Board members included representatives from Lake Washington Institute of Technology, Bastyr University, Northshore Senior Center, Chinese Information and Service Center, Metro’s Transit Advisory Commission, and the University of Washington Bothell. Ten also served on the SR-520 Link Connections project sounding board in early 2017.

Board members lived in the following communities:

- Kirkland-7 representatives
- Kenmore-2 representatives
- Medina-1 representative
- Woodinville-1 representative
- Bothell-1 representative
- Seattle-1 representative
- Redmond-4 representative
- Bellevue-1 representative

The board met regularly and participated in community meetings and briefings to hear directly from the local community and advise Metro on planning and outreach. Mobility Board meetings were open to the public, and comment forms were available at meetings to invite participation from non-board member attendees. As part of their responsibilities, members helped identify and prioritize mobility needs, examine inefficiencies in current service, weigh-in on preliminary concepts, evaluate tradeoffs, and develop a final recommendation for future service.

### **Public engagement approach**

For the purposes of this document, public involvement describes the overall process of including the community in the project. Our approach for public engagement aimed to be customized, equitable, informative, transparent, and responsive.

We sought to reach out to a diverse range of community members and stakeholders in meaningful ways. Metro invited the community to “Have-a-Say” with focus on learning about mobility needs, educating and informing the community about changing conditions that pose mobility challenges, and exploring benefits and tradeoffs of future mobility options. We worked to achieve equitable distribution of resources and fair opportunity for all to influence decisions.

### **Equity and Social Justice approach**

King County is a great place for many to live, learn, work and play, but it is important to remember that we have deep and persistent inequities, especially by race and place. Each new mobility evaluation and service planning project represents an opportunity and investment in communities. Restructuring and expanding service changes how people get around, and impacts service reliability – especially so for our most transit-dependent riders. The outcome is improved access and connection to opportunity, which positively impacts determinants of equity.

A key equity and social justice consideration in the north Eastside was the size, scale, and diversity of the project area. Our community engagement approach sought to engage a diverse array of community members to better inform the decision-making process. To achieve this, we partnered with Chinese Information and Service Center (CISC), a non-profit community-based organization that supports immigrant and limited English populations. Since its founding in 1972, CISC has grown to become one of the area's most effective providers of referral and direct services to multicultural families and individuals – and works to ease and enrich the lives of youth, parents, and elders.

CISC joined the NEMP project team to co-develop and implement inclusive and accessible outreach and public engagement strategies targeting historically under-engaged populations speaking Spanish and Chinese. Important project information materials, notifications, and surveys were translated into both languages, and in-language media outreach included canvassing, social media ads on Facebook, and four foreign language feedback forums, which also targeted key groups such as youth, senior, and low-income.

### **Summary of engagement and feedback gathering methods**

**We informed riders, stakeholders, and the public** about the opportunity to participate and provide feedback in a variety of ways throughout the public outreach process:

- **A website** ([www.kingcounty.gov/metro/north-eastside](http://www.kingcounty.gov/metro/north-eastside)) outlined project information and provided change proposal details, with translated content in Spanish and Chinese and real-time translation for over 100 languages.
- **Earned, owned, and paid media** also helped us inform people about their opportunity to learn and participate. News releases garnered media coverage and social media posts were made to Metro-owned channels. Paid Facebook ads in English, Spanish, and Chinese garnered 511,464 impressions, 6,193 clicks, and 97 shares.
- **Transit alerts** were sent at the launch of each questionnaire to encourage riders to provide feedback. Alerts to evaluate future service options were sent to more than 11,500 subscribers and were opened by over 3,700 recipients.
- **Canvassing, farmers market booths, and intercept street teaming events** with multilingual staff and materials helped us connect face-to-face with transit riders at farmers markets, the transit center and Park & Ride locations, and at over 40 restaurant, retail, and local businesses adjacent to the Kirkland Transit Center. We staffed nine events to answer questions and left posters behind in the community to let them know about ways people could share their feedback.
- **Printed rider alert signs and posters** in English, Spanish and Chinese were placed at almost 200 of the busiest bus stops.
- **Community stakeholder's outreach engaged** a network of 80+ community partners, interest groups, and service providers by email, online briefing, "talk to

a transit planner” drop-in information sessions, and distribution of partner toolkits. Staff also attended numerous stakeholder briefings and community-hosted transit events.

- **Echo notifications** by our partners and community stakeholders shared project information via their channels and networks extended our reach.

### **We gathered input through**

- **In-person discussions** at stakeholder meetings, “talk to a transit planner” information drop-in events, and large public events hosted by Metro.
- **Online open house forums** hosted in English, Spanish, and Chinese, with real-time Google translation to over 100 languages.
- **Online and print survey** opportunities in English, Spanish, and Chinese.
- **Community conversation forums** facilitated by CISC to reach diverse groups of Spanish and Chinese language speakers.
- **Phone calls or email exchanges.**
- **Meetings with elected leaders, staff partners, and the community Mobility Board.**
- **Social media comment threads** in English, Chinese, and Spanish Facebook ads generated over 80 comments about the project.

In total, we received more than **2,900** comments either directly in outreach activities or through online questionnaires and email.

### **Summary of feedback – key themes from what we heard**

People living, working, and traveling to, from, and within the north Eastside asked for a mobility network that operates later at night and earlier in the morning and provides service more often, including nights and weekends, with better synchronized transfers. Communities also asked for Metro to keep service convenient by improving access to important local and regional destinations, making service more efficient to reduce unnecessarily long travel times, and finding ways to ensure they can rely on service schedules and depend on consistent travel times. North Eastside communities also want to benefit from forthcoming investments through improved connections today to future BRT and Link light rail network expansions.

### **We conducted extensive outreach in these communities to learn about their mobility needs. People told us they want mobility services that**

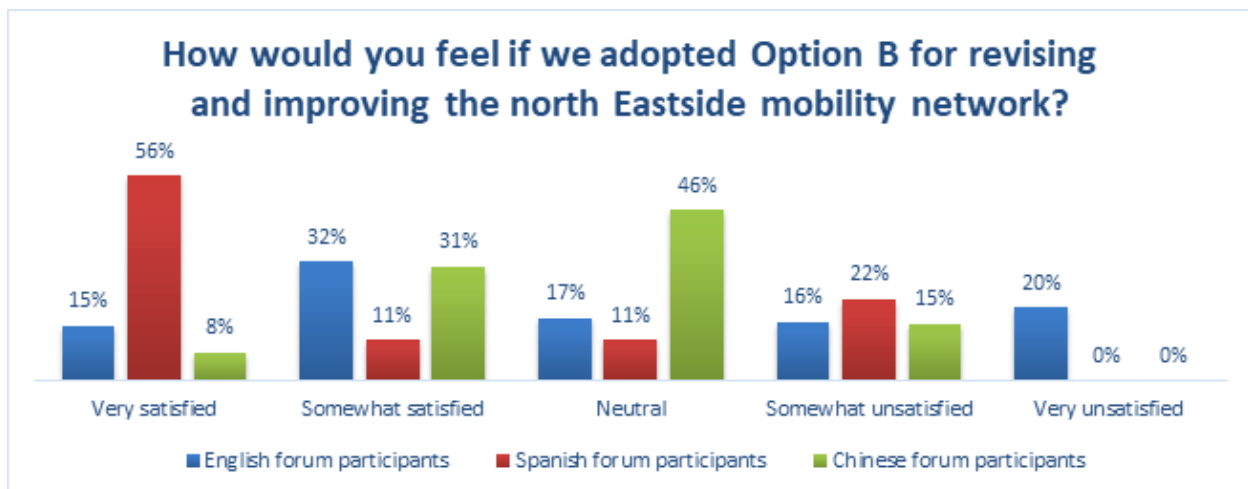
- Are reliable and dependable.
- Improve options for those working both traditional and non-traditional hours.

- Improve connections and access to local amenities and urban nodes, and to regional destinations beyond the north Eastside.
- Come more often, run earlier and later daily.
- Are convenient for riders of different ages and abilities.
- Improve connections to options like BRT and light rail.
- Provide access to schools.
- Offer more first and last mile solutions.
- Better coordinate transfers.

### People expressed concern about

- Less reliable service when buses move to surface streets after joint bus-rail operations end in the Downtown Seattle Transit Tunnel.
- WSDOT's plans to close the Montlake Freeway Station, eliminating an important connection between the Eastside and the University District.
- Loss of one-seat rides – and, if transfers are required in the future, a request for frequency and well-synchronized transfers to avoid long waits.
- Impacts of change for seniors, riders with disabilities or medical issues, or those with limited English proficiency.
- Transfer environment improvements at Montlake Triangle for safer integration of Eastside bus routes with light rail at University of Washington Station.
- Transit travel times being competitive with driving to attract more riders.

### People generally support revising and restructuring service



\*Data showing 0 percent indicates no response provided to question/answer not selected

**We asked for feedback about well the proposal for change addressed community-expressed needs, here's what we heard**

<b>Community Needs</b>	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Neutral</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
Access to local destinations	21%	37%	22%	8%	11%
Availability at both traditional & non-traditional hours	24%	37%	26%	6%	7%
Convenience & ease of use	22%	29%	22%	11%	16%
Dependability & reliability	25%	29%	27%	9%	11%

### **Adjustments made prior to finalizing the recommendation**

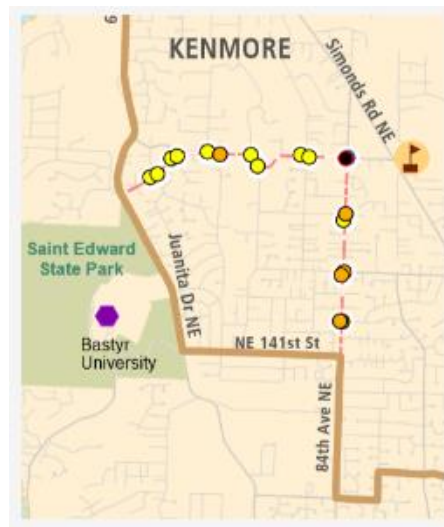
The final recommended set of changes forwarded to the King County Executive incorporates adjustments, detailed below, made in response to what we heard during the last phase of outreach.

### **Accommodating Link light rail expansion construction**

After the close of engagement, an updated project delivery schedule for Sound Transit's East Link extension was released. Sound Transit now anticipates a 10-week temporary construction impact for track integration and systems work in the Downtown Seattle Transit Tunnel beginning in January of 2020. This impact is expected to significantly reduce service capacity and frequency on Link light rail, making the transfer from bus to rail at University of Washington Station. With a goal to provide excellent customer service, and in light of concerns from customers about providing a high-quality transfer environment, Metro recommends postponing implementation of the restructure until March 2020 (after construction has ended).

## Routing in Kenmore

During engagement, Option B for change proposed moving service from an existing pathway in Kenmore to a new alignment. Instead of heading east on NE 155<sup>th</sup> Street from Juanita Drive NE, new Route 225 would continue south on Juanita Drive NE to provide access to Saint Edward State Park and Bastyr University. Community feedback was mixed, and City of Kenmore staff shared concern that it would create a mobility barrier for existing riders. Metro will retain the original routing in favor of continued performance evaluation, according to service guidelines, with the option to revisit the proposed new pathway in the future.



## Service near Lake Washington High School

Community members and stakeholders requested Metro find ways to mitigate a longer walk distance between Lake Washington High School and new routes proposed in the area. Metro service planners collaborated with the school district to identify ways to boost service around bell times, and minimize trip deviations that add travel time and confuse riders not destined for the high school.



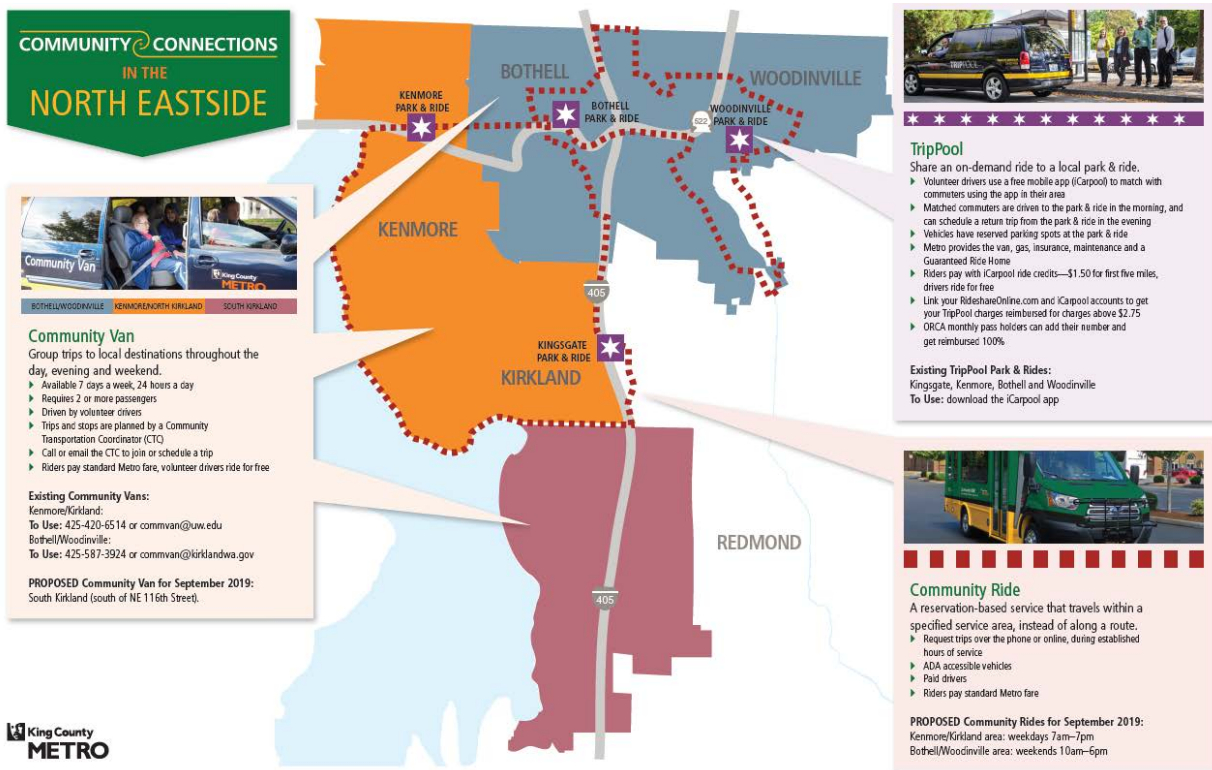
## Outreach Planning Details

### Background

For the North Eastside Mobility Project, Metro planners built upon a public engagement effort in fall 2017 focused on gathering feedback from riders about integrating cross-lake, SR-520 service with Link light rail at University of Washington Station. This early engagement, catalyzed by changes occurring in March 2019, prompted Metro to develop a new project scope that expanded the project size to cover the entire north Eastside service network. The revised NEMP scope proposed restructuring both local service and cross-lake SR 520 service. Some current routes operating in the Kirkland and Totem Lake areas are circuitous and reflect old development patterns, leading to slow and unreliable trips that do not perform at acceptable service levels. Many local routes in the area have also seen declining ridership. By reallocating transit resources no longer serving the community well, Metro can refashion a mobility network that adapts to changing needs of our rapidly-growing communities. In addition, local connectivity improvements and more mobility choices, can create and improve access to major job markets in Overlake and Redmond.

### Community Connections

Metro's Community Connections program develops innovative mobility solutions in communities in areas of King County that don't have the infrastructure, density, or land use to support regular, fixed-route bus service. The program partners with jurisdictions and stakeholders to identify needs and develop tailored solutions. By taking a more integrated approach to our planning and outreach, we can identify opportunities for innovative solutions that complement fixed-route service and better serve our customers.



## Engagement goals and milestones

### Goals

Our “Have a Say” public involvement approach seeks to achieve the following goals:

- **Customized.** How many phases, what we ask, and how we ask it are tailored to the size and scope of the potential changes and who will be affected.
  - Use qualitative and quantitative data to inform the types of stakeholders to engage and appropriate methods.
  - Where possible, partner with community-based organizations, social service providers, local jurisdictions, and transportation agencies to expand our reach.
- **Equitable.** We strive to inform and hear from all communities that will be affected in an equitable manner to improve access to the determinants of equity.
  - Demonstrate process equity to create outcomes that achieve distributional equity and cross-generational equity.
  - Ensure all stakeholders, particularly historically underserved and limited English proficient (LEP) populations, are afforded equitable consideration and meaningful opportunities to participate.

- Ensure people who will be affected can influence and help shape the final service change proposal and the public outreach process itself.
- **Informative.** Information is clear, understandable, and accessible to all.
  - Ensure project communities, stakeholders, and project partners understand the scope of the project and opportunities to participate and influence outcomes.
  - Follow clear writing standards, and translate where needed.
- **Transparent.** We describe our input, planning, and decision-making process.
  - Communicate the vision of METRO CONNECTS, our guiding vision for mobility.
  - Appoint a Mobility Board (community advisory group) that is reflective of those who will be affected by the changes being considered and help shape what was shared with the public at each stage.
- **Responsive.** At each step, we show how public feedback has informed our decisions.
  - Respond to community input to build and sustain trusting and accountable relationships.
  - Demonstrate that community input is valued; report back about what was heard and how input shaped the direction of the project.
  - Work with the community to explore options to mitigate any potentially undesired impacts, and discover how to support riders through change.
  - Provide guidance based on outreach and engagement to tailor other related project elements and needs (i.e., rider education and marketing).

## Milestones

- **May - June 2018.** Public outreach on local needs and priorities. Metro reached out to riders, the public, and stakeholders in north Eastside communities to gather input about current transit service.
- **July 2018.** Metro developed draft mobility concepts based on public input received during our public outreach.
- **August - September 2018.** Public outreach on community priorities and future transit network options with stakeholders, businesses, service organizations, and neighborhood groups in north Eastside communities.
- **Mid October – early December 2018.** Public outreach (options analysis) to share proposals for future with stakeholders, businesses, service organizations, and neighborhood groups in north Eastside communities and gathers feedback.
- **December 2018 – early February 2019.** Metro and project Mobility Board finalize their separate and independent recommendations based on public input.
- **Spring 2019.** King County Council considered Metro’s recommendation.
- **If approved by King County Council,** Metro begins process to prepare riders and community members for any approved changes (planning and

implementation work for things like travel training and transit instruction programs to engage supported transit riders, public awareness and education campaign, new service marketing campaign and In-Motion campaign).

- **March 2020.** Any adopted changes to service take effect aligned to one of Metro's twice-a-year service change dates.

## Who helped inform and shape recommendations

The following groups participated in informing and shaping recommendations:

- **Jurisdictional staff partner advisory group.** Metro convened an inter-agency working group that included staff representatives from Sound Transit, University of Washington (Seattle and Bothell campuses), Bothell, Kenmore, Kirkland, Redmond and Woodinville. This group met throughout the planning and engagement process to discuss options, reflect on public feedback, participate in the design of service concepts and proposals, and collaborate to engage the public in providing feedback.
- **Community Mobility Sounding Board.** A community advisory group of 18 people representing various mobility interests from the project area. The board's purpose was to advise Metro and Sound Transit service planners on service change concepts and proposals and on the outreach process. This group met five times during 2018. They wrote their own consensus recommendation, included in this report that reflects their thinking on changes.
- **General public.** We invited north Eastside community members, potential future riders, and current riders of potentially affected Metro and Sound Transit service, such as residents, students, and employees who travel in the project area, to provide feedback via online surveys and at face-to-face outreach events during each phase of outreach.
- **Stakeholders.** We invited more than 85 businesses, institutions, service providers and community-focused interest groups and organizations serving overarching mobility interests, including those of underrepresented populations and transit riders, to participate as community partners, and invited them to provide feedback and spread the word about opportunities to provide feedback during all three phases of outreach.
- **King County Transit Advisory Commission.** We provided regular briefings and gathered feedback from the King County Transit Advisory Commission, whose focus is to improve mobility by advising Metro's staff members and general manager, the King County Executive and Council concerning transit service and planning efforts, policy issues, and Metro projects and programs.
- **Elected officials and city staff.** Representatives from NEMP area jurisdictions participated in engaging their communities, received status briefings on the project and procedural steps, and offered guidance on local transit and mobility priorities.

- **Equity and Social Justice (ESJ) engagement partners.** Metro partnered with the Chinese Information and Service Center (CISC) to consult on engagement methods, help promote outreach and engagement opportunities, and facilitate feedback forums for historically under-engaged groups represented by 5 percent or more in the project area as linguistically isolated. CISC staff also participated as a representative of historically underrepresented people on the project's Mobility Board.

## Language and demographic considerations

Given the diversity of Metro Transit's bus riding population, our community engagement sought to provide opportunities for diverse perspectives to influence decisions. The north Eastside has several pockets of Spanish and Chinese speaking populations meeting or exceeding our language access and translation requirement. We provided materials and information in languages spoken by five or more percent of the population and identified as speaking English "less than very well" in the project area.

CISC contacted Chinese and Spanish speaking stakeholders in the area (who also represented seniors, youth, and low-income groups) via word of mouth, in-language social media channels, community feedback forums and surveys.

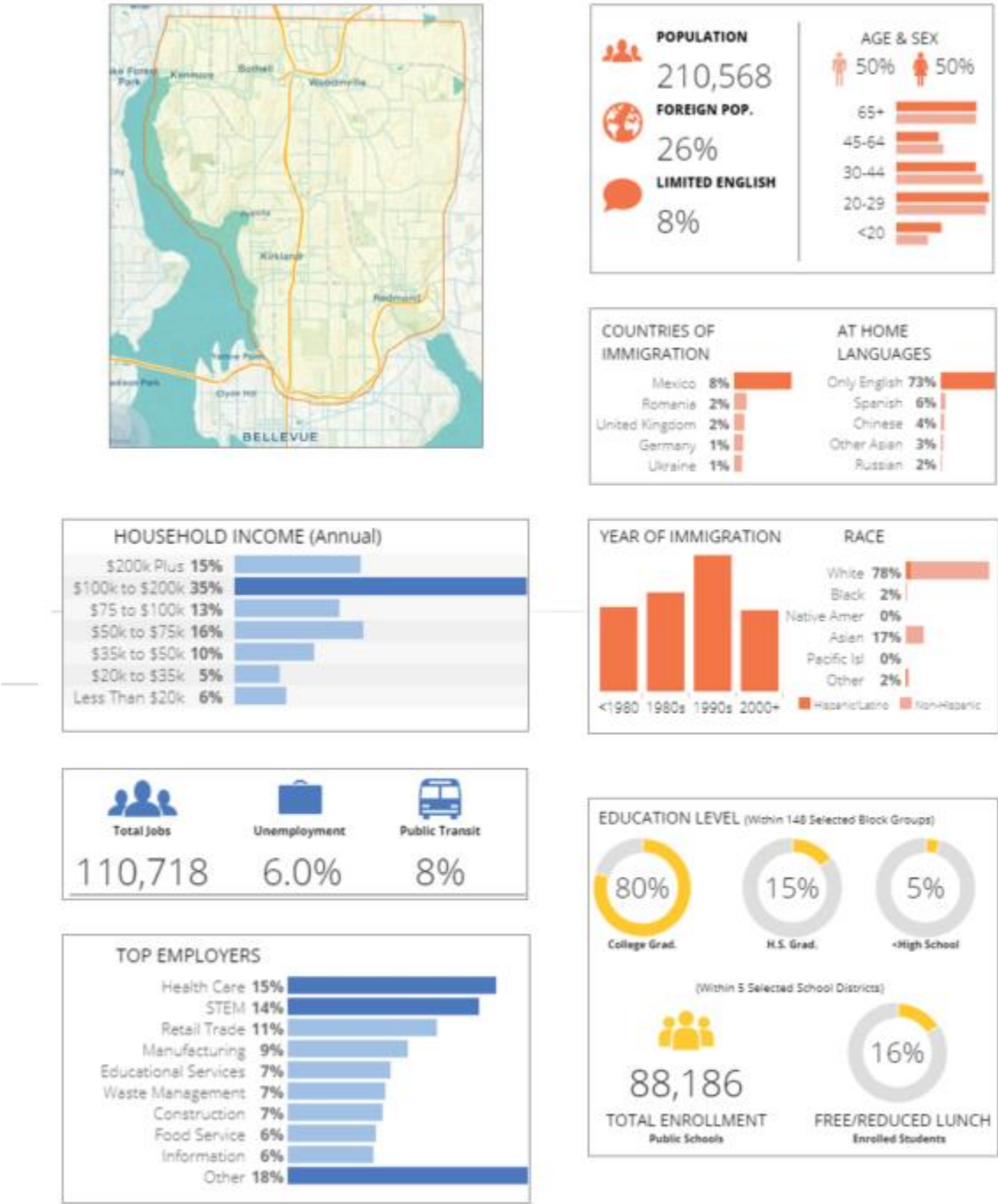
Demographic information in the project area showed diversity in race, ethnicity, age, and income as well as significant percentages of people who are foreign-born and for whom English is a second language. Several census blocks throughout the area have over 5 percent of the population for whom Spanish or Chinese are their first language.

Other efforts to engage in all identified languages for our outreach (English, Spanish and Chinese) included paid advertising which also targeted low-income, people of color, youth and senior, and with an interest in or reliance on transit. While canvassing at retail and restaurant businesses, and when hosting public meetings, materials and participation packets were offered in-language, and public transit educators, were available for conversations in both Chinese and Spanish. To further extend reach, we intercepted riders at high-volume transit stops using multilingual materials and staff. Translation and interpretive services, and project materials, were offered upon request for other languages

We also disseminated community partner toolkits to organizations who represent, serve, or have established trusted relationships in diverse or underserved communities to broaden awareness of participation opportunities.

We conducted Chinese and Spanish focus group feedback forums in Phase 1 and Phase 3 in partnership with CISC. Metro’s Phase 2 and Phase 3 engagement also targeted key stakeholder groups representing specific or diverse populations – this included workers and employers, and organizations representing the interests of businesses; educational institutions; health and human service providers representing the interests of often disadvantaged populations (by indicators such as age, race, national origin, education, income, unhoused or housing insecure, transit dependent, or limited English language proficiency); and community organizations and neighborhood interest groups.

For engagement planning, we considered the project demographics outlined below:





**Demographic sources:** *US Census Bureau, American Community Survey (ACS) 5-year dataset, 2011-2015, National Center for Education Statistics, 2014. Office of Superintendent of Public Instruction, 2017, Longitudinal Employer-Household Dynamics, 2014, Institute for Health Metrics and Evaluation 2010*



## Public Feedback by Phase

### Phase 1 engagement overview: May 31 - June 30, 2018

Metro held three phases of public engagement in 2018 to gather input about mobility needs, priorities, and opportunities to make improvements in Kirkland, Kenmore, Bothell, Woodinville, and Redmond. The first phase was focused on listening, learning, and identifying shared goals.

### Notification methods – how we informed people

#### How we let people know about the opportunity to participate

- Street Team in-person outreach at Kirkland Transit Center:
  - Approximately 1,700 information cards distributed to riders.
- Electronic notifications to bus route subscribers:
  - 5,500 alert subscribers received notices, with an average of more than 700 recipients who opened the messages.
- Signs at bus stops:
  - Rider Alert signs posted at 106 highest ridership stops along all routes being considered and 170 people used the signs QR code to click through to the project website.
- Participation at Farmers Markets:
  - Handed out information and spoke to attendees at three farmers markets.
- Employer outreach:
  - 87 Eastside employers contacted through Metro's Employee Transportation Partnership program.
- Coordination with local jurisdictions, employers, and community organizations to promote the information through their communications channels.
- Outreach through CISC, jurisdictions, employers, and community organizations that serve Chinese and Spanish speaking communities.

### Participation methods – how people shared their opinions

#### How people participated

- Five Community Conversation focus groups:
  - 48 English-language participants.
  - 39 Chinese-language participants (facilitated by CISC).
  - Seven Spanish-language participants (facilitated by CISC).
- Feedback at eight briefings/in-person events (see list of events below).
- Online survey: 1,019 people took our online survey between May 31 and June 24.
- Community Mobility Board: 18 members of the public were recruited and began meeting regularly to advise Metro staff.

- Jurisdictional Staff Partners Group: Representatives from jurisdictions and UW met regularly with Metro staff.

### **Working with the Mobility Board**

During phase 1 the Mobility Board helped

- Recommend engagement strategies.
- Advise on and help evaluate existing conditions and service.
- Digest feedback, provide input on identifying and prioritizing community needs.
- Vet early concepts and mobility options.

### **Needs statements**

As the project transitioned to Phase 2, the NEMP Mobility Board spent the July 19, 2018 meeting developing mobility needs statements. Board members developed these statements based on their knowledge of needs in their communities, and following a presentation of the feedback from the first phase of public outreach. These statements guided Metro planners as they developed service concepts and solutions.

North Eastside communities need transit solutions that

- Are reliable and dependable ways to get to, from, and within the area.
- Improve access to homes, workplaces, schools, and other local destinations.
- Are available more often throughout the day and later into the evening, every day of the week.
- Are convenient for riders of different ages and abilities.
- Improve connections to regional transit options like bus rapid transit and light rail.
- Improve or synchronize transfers and connections in the north Eastside.

### **Briefings and events**

- June 1: Kirkland City Council Transportation Committee
- June 5: Woodinville City Council
- June 6: Street Teams at Kirkland Transit Center
- June 6: Kirkland Farmer's Market
- June 12: Community Conversation meeting at UW Bothell
- June 13: Kirkland Alliance of Neighborhoods
- June 13: Community Conversation meeting at Kirkland Library
- June 14: Mobility Board meeting #1
- June 16: Woodinville Farmer's Market
- June 19: Kenmore Farmer's Market
- June 20: Community Conversation meeting at Kingsgate Library
- June 25: Kenmore City Council

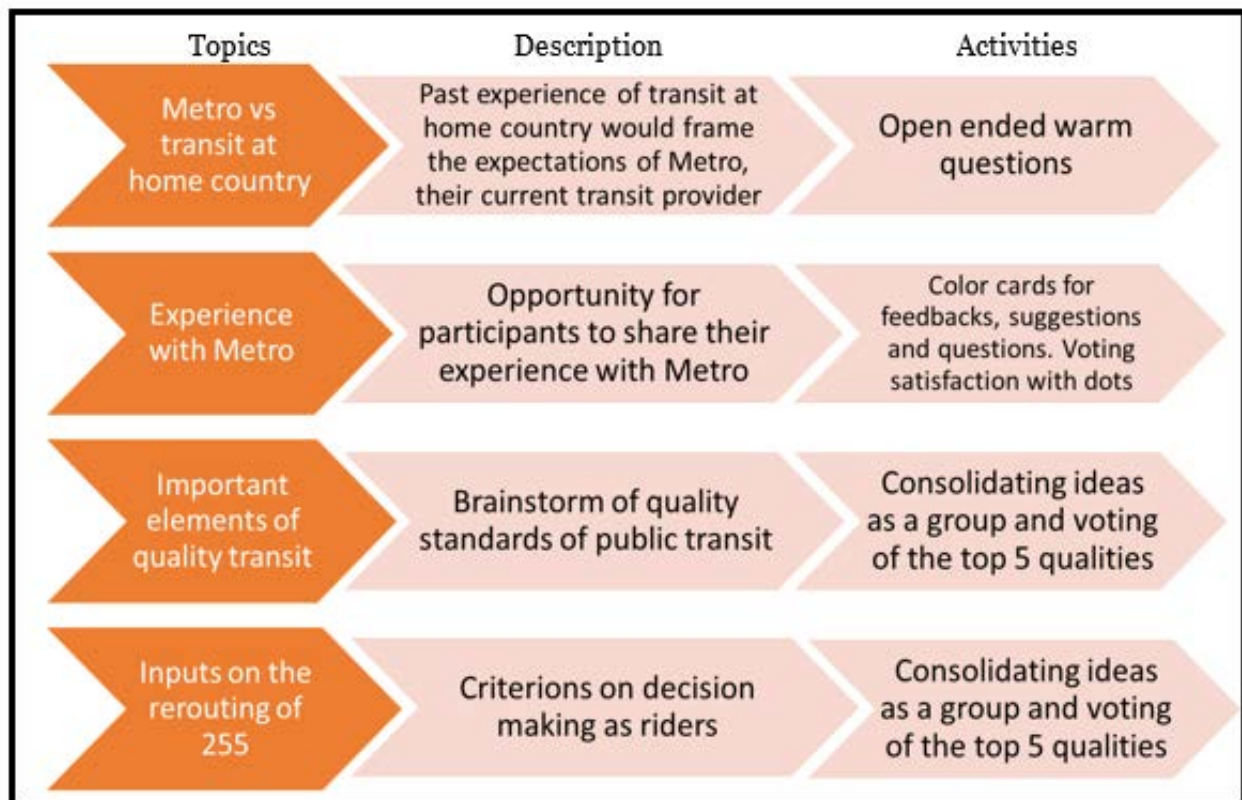
- June 26: Chinese language focus group (Kirkland City Hall)
- June 28: North King County Mobility Coalition
- July 3: Bothell City Council
- July 12: Spanish Language Focus Group (Bothell United Methodist)

### Chinese and Spanish Community Conversation forums with CISC

With CISC's current footprints in Kirkland and Redmond and connection with Center for Human Services, another community based organization in Bothell, CISC was able to conduct one community meeting in Chinese with 40 participants and one focus group in Spanish with eight participants.

CISC designed a series of interactive activities to assist participants to focus on the discussion topics and encourage participants to share their personal experience, needs, and priorities for transit service.

#### Design of the focus group



## Chinese community meeting

- Participants were part of the CISC program at Peter Kirk Community Center.
- 39 immigrants were from China.
- 92 of the participants were over 60 years old.
- None of them had heard about Access paratransit and other Metro programs/service except the bus.
- Nearly all of them were limited or non-English speaking.
- 1/4 of them had limited mobility or in need of walking aids.
- Majority of them were Metro riders.
- Many were willing to travel/take long commute for cultural appropriate activities/services.



## Spanish focus group

- Participants of a Play & Learn group hosted by Center for Human Services in Bothell.
- Group included seven mothers and one grandmother.
- All participants were caregivers for at least one child who was under five years old.
- None of them had heard about ORCA LIFT and other Metro programs/service except the bus.
- Nearly all of them were limited English speaking while about half of them had moderate English skills.
- While all of them were not Metro riders, the majority of their spouses rode buses to work.
- Many were willing to travel/take long commute for cultural appropriate activities/services.
- Childcare was provided during the focus group discussion.



## Phase 1 key themes and comments by activity – what we heard

### Community Conversation feedback

Metro held five Community Conversation meetings during the month of June where staff facilitated small group discussions and took notes from the discussion. There were three main topic areas that we asked about:

- How do you currently use transit?
- Feedback on potential transfer of Route 255 to Link light rail at University of Washington Station.
- What improvements or reinvestments would you like to see?

The following provides an overview of the key themes that came out of those discussions:

### **From our Spanish and Chinese language community conversations**

- About 60 percent of participants in both groups complained about infrequent bus service in their neighborhoods.
- About 40 percent of participants reported inadequate bus service in their neighborhood and lack of service to their preferred destinations.
- Participants suggested investing in more and better weekend service because current schedules created a mobility barrier.
- Both groups noted unpleasant experiences while waiting for buses at stops, and reported the amount of time spent waiting for connecting buses was too long.
- Both groups reported service reliability was a top priority.
  - The majority of Chinese participants or their families relied on public transportation for their transportation needs.
  - Spanish participants reported greater utilization of personal vehicles because of transit travel time and bus reliability.
- Nearly all elderly participants and all of the Spanish participants were unaware of Metro's other service or programs that operate in addition to bus service, such as Access paratransit, Community Connections, and ORCA LIFT.
- Both groups considered streamlining service to be important when making a decision on the rerouting of 255.
  - Chinese immigrants, age 65 or older with limited mobility, indicated increased walking distances would be a barrier.
  - Chinese participants were concerned about the fees or fares associated with the rerouting and transferring between Metro and Sound Transit.
  - The primary concern of the Spanish participants was additional travel time and indicated it would be a negative for their spouses or families.



## From our English language community conversations

### How do you currently use transit?

Routes Most Used	255	234	235	245	248	252	ST 540
Works Well	<ul style="list-style-type: none"> <li>Commuter-based services</li> <li>Going to downtown Seattle</li> <li>Being out of the weather in bus tunnel in downtown Seattle</li> <li>Like speed and ease of ORCA cards for boarding</li> </ul>						
Concerns	<ul style="list-style-type: none"> <li>Punctuality and reliability of buses</li> <li>Need more connections to SLU, Capitol Hill, First Hill</li> <li>Using transit on weekends or in the evenings</li> <li>Need ORCA cards for transfers outside of Metro</li> <li>Connections at off-peak times</li> </ul>						

### Feedback on potential transfer from Route 255 to Link light rail at University of Washington Station.

Potential Benefits	<ul style="list-style-type: none"> <li>Light rail is reliable</li> <li>UW Station transfer preferred over downtown Seattle surface streets</li> </ul>
Potential Drawbacks or Challenges	<ul style="list-style-type: none"> <li>Prefer single-seat ride</li> <li>Added time due to transfer</li> <li>Montlake Blvd. traffic</li> <li>UW Station infrastructure</li> <li>Outdoor transfer/weather</li> <li>Missed last connections to Eastside*</li> <li>Connections to SLU/areas of downtown Seattle not along light rail</li> </ul>

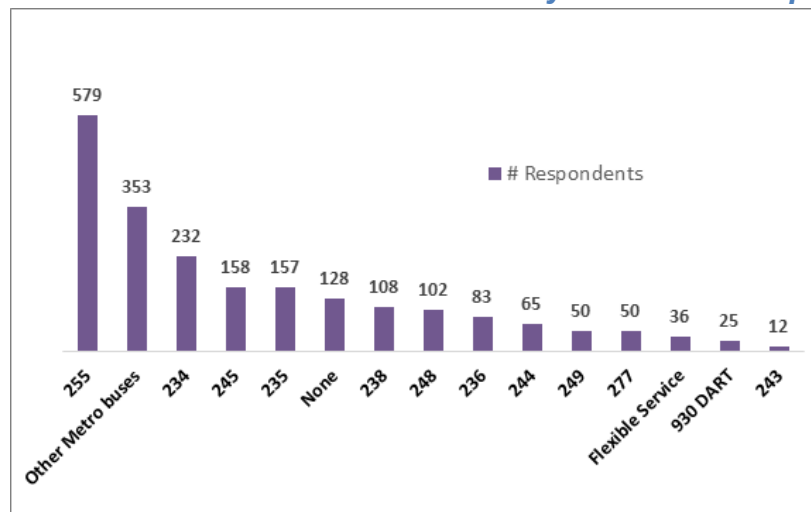
## What improvements or reinvestments would you like to see?

<b>Would like to see Improvements</b>	<ul style="list-style-type: none"> <li>• Better connections to UW Bothell, Totem Lake, Redmond, Evergreen Hospital &amp; downtown Kirkland</li> <li>• Better communications/messaging around alternatives to fixed-route buses (i.e., VanPool, TripPool) &amp; fares</li> <li>• Better coordination with large events and possible impacts (baseball &amp; football games, concerts)</li> <li>• Simplify transfers and connections</li> <li>• Getting home in late evenings, on weekends*</li> </ul>
<b>Potential Areas for Reinvestment</b>	<ul style="list-style-type: none"> <li>• Increase frequency of 255 &amp; other peak period routes</li> <li>• More evening &amp; weekend service</li> <li>• Longer spans for peak service</li> </ul>

### Online survey

Metro invited the public to complete an online needs assessment survey from May 31, 2018 to June 24, 2018. The survey was intended to gather feedback about how existing mobility services were meeting their needs and priorities for investment. More than 1,000 people took this survey. The following provides detail about the feedback we received in the survey.

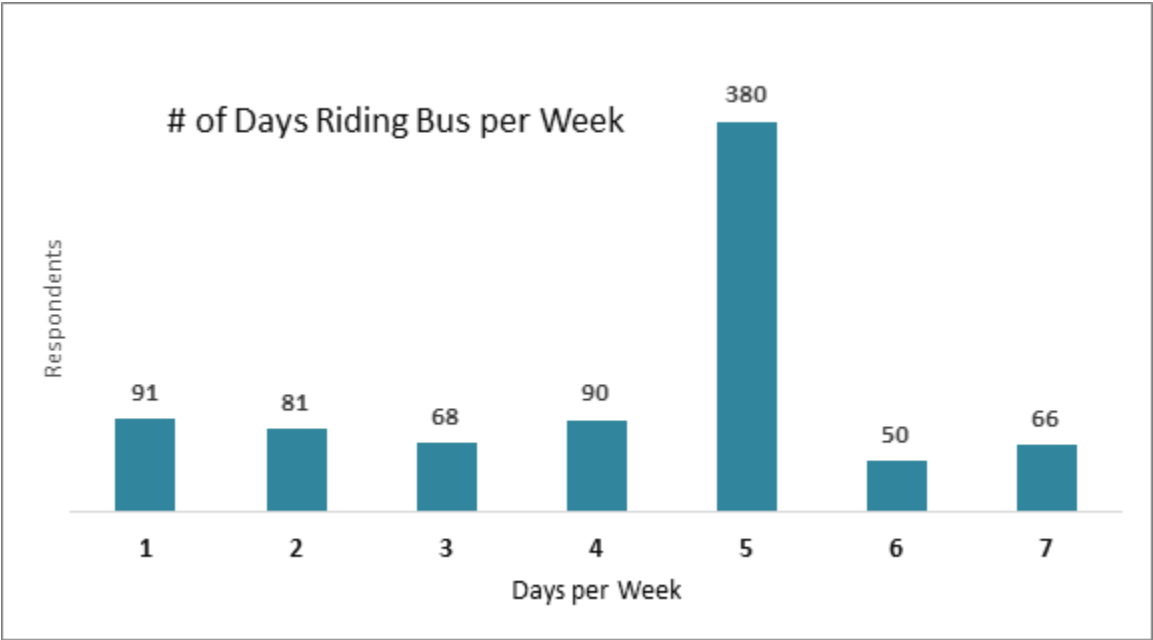
#### *Survey Question: Which Metro services have you used in the past month?*



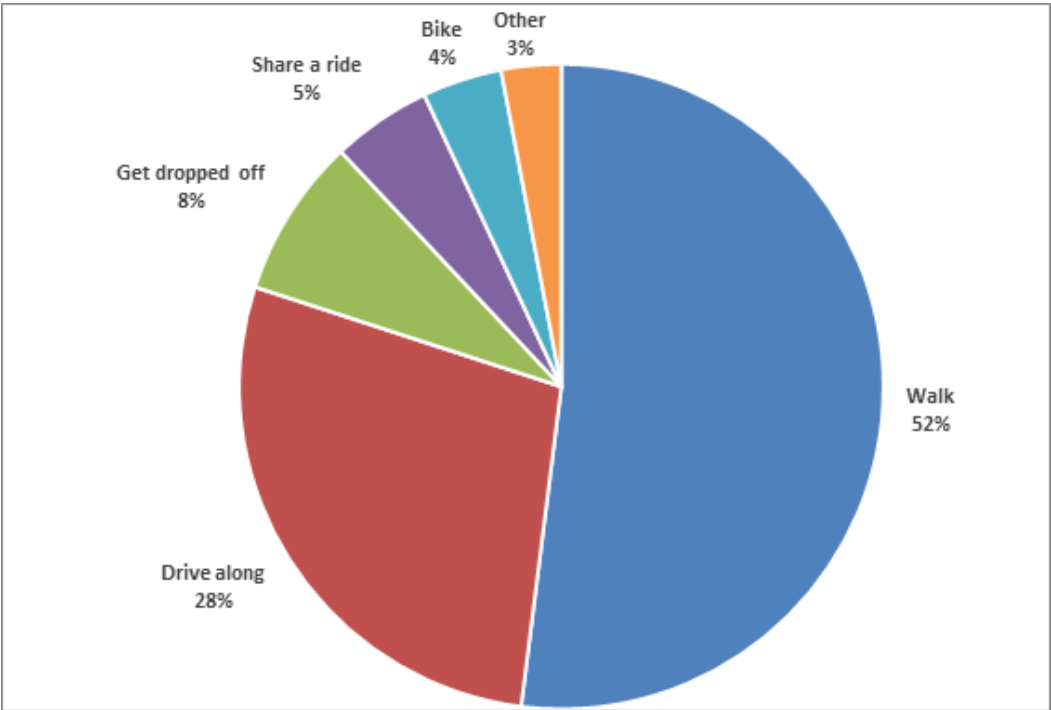
*(Flexible Service includes RedmondLOOP, VanPool, TripPool, SchoolPool, etc.)*



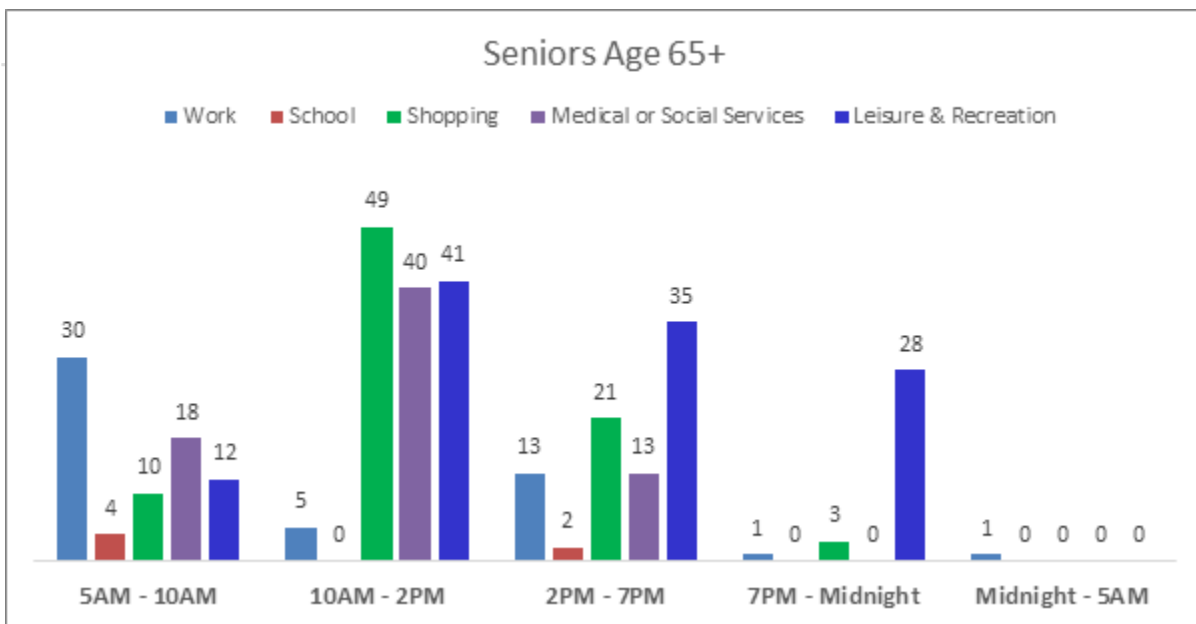
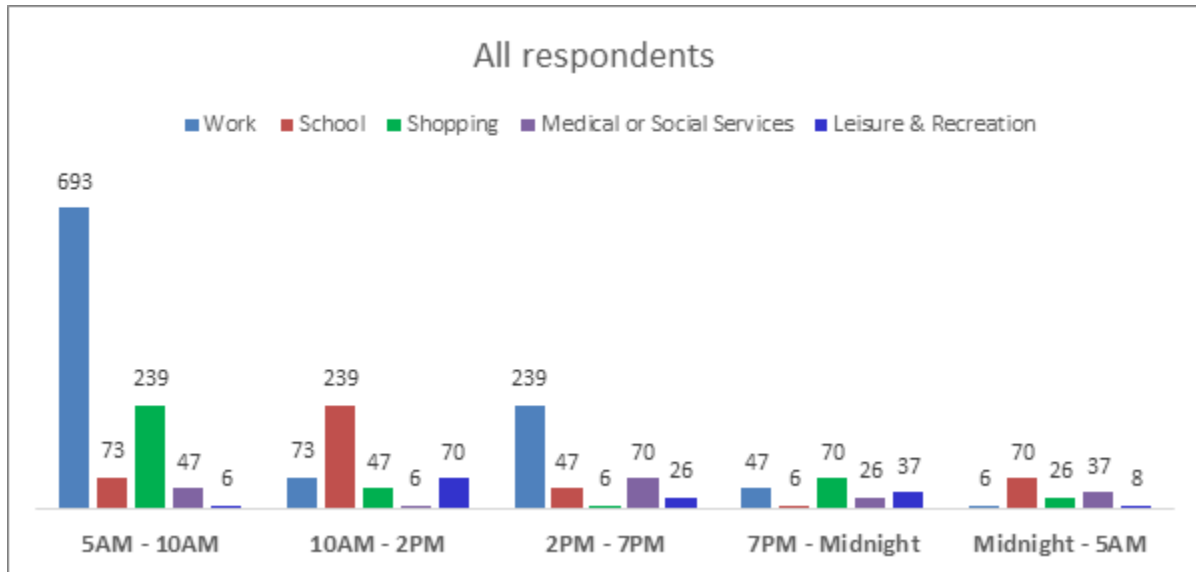
*Survey Question: During a typical week, how many days do you ride the bus?*



*Survey Question: How do bus riders access their stop? (Primary-mode 4-7 day per week bus riders)*

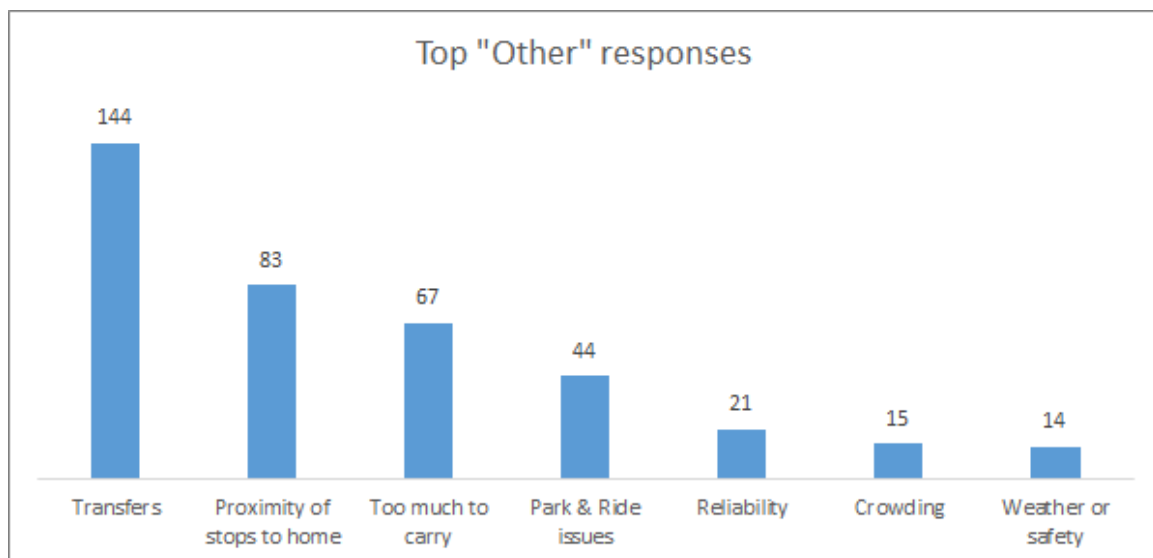
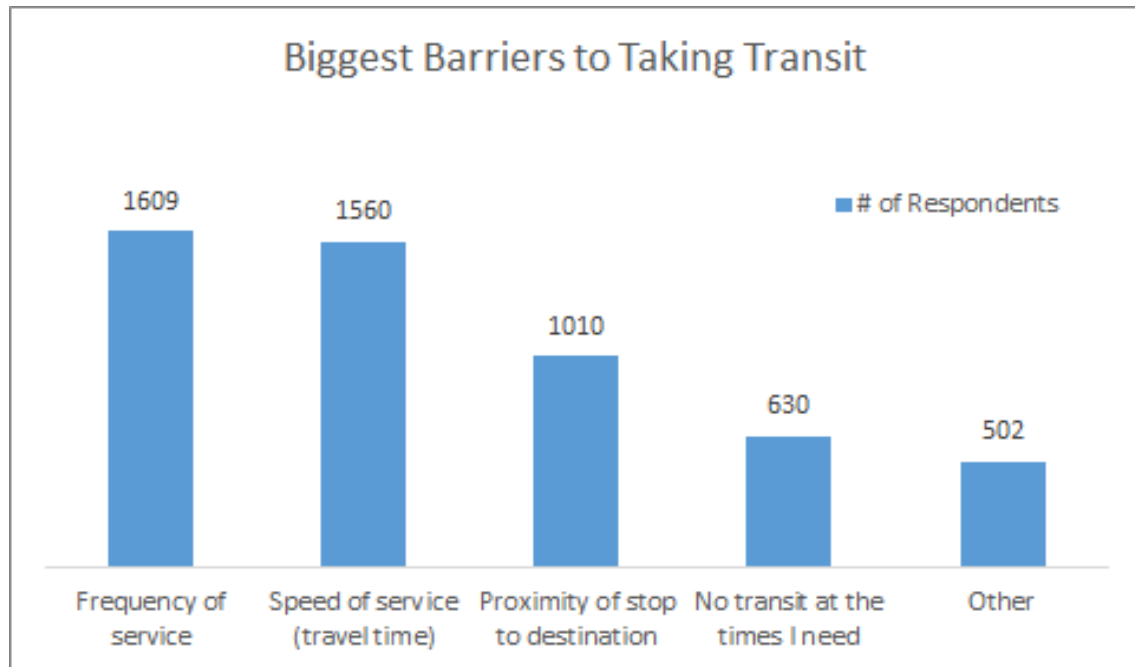


**Survey Question: What times of day do you travel, by any mode, to these types of destinations?**

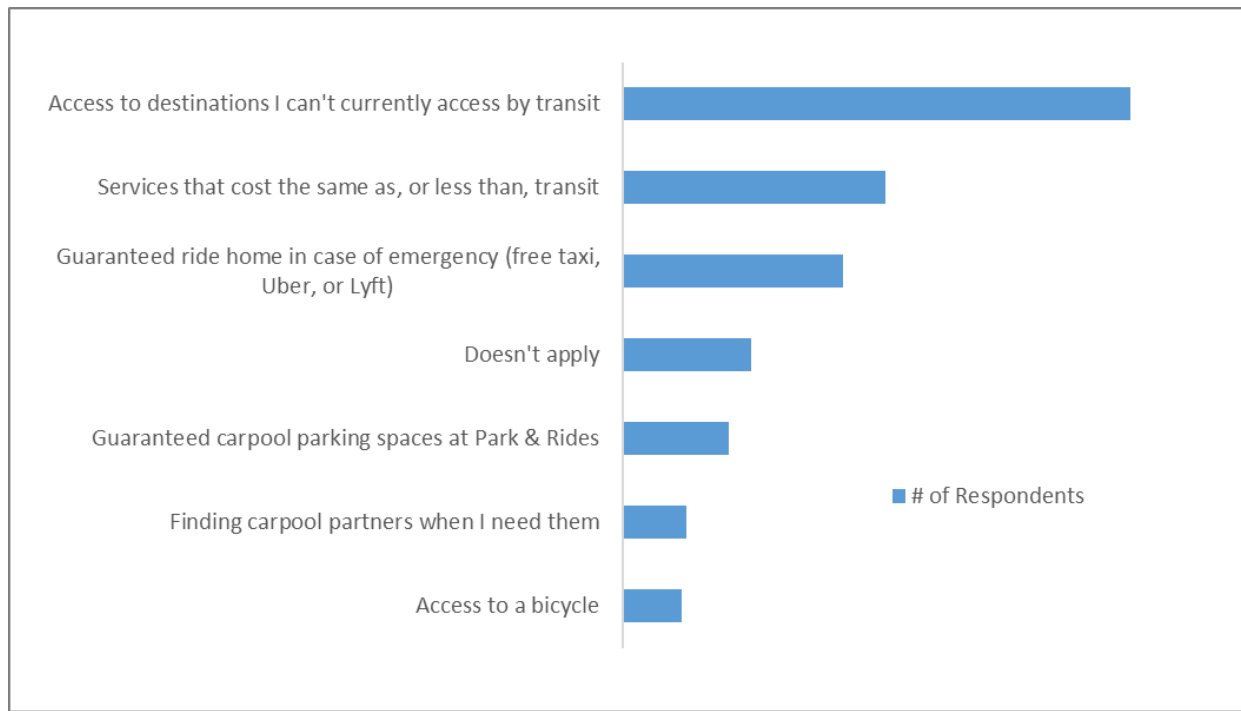


*Survey Question:*

*Please tell us what the biggest barriers are to your taking transit.*



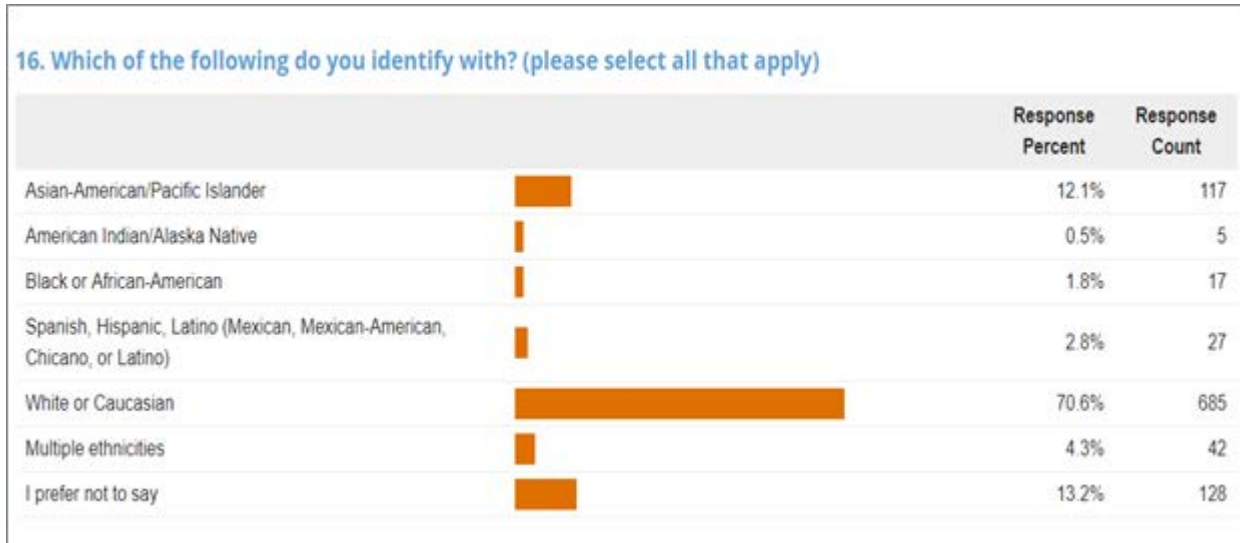
**Survey Question: Which of the following would help you get to, from, or around your community without driving alone?**









**Survey question: Please consider the transit trip you take most frequently. How would you rate your level of satisfaction with the following features?**

	Least Satisfied (1)	Somewhat Unsatisfied (2)	Neutral (3)	Somewhat Satisfied (4)	Most Satisfied (5)	Average Rating
Ease of getting on and off the bus	3%	3%	9%	27%	56%	4.4
How safe I feel while traveling	3%	4%	14%	35%	42%	4.1
Proximity of stops to my destination	8%	11%	24%	33%	23%	3.5
Hours when service is available	10%	14%	19%	31%	25%	3.5
The places I can travel to	9%	16%	28%	30%	15%	3.3
Amount of time I have to wait for a bus (frequency of service)	10%	17%	27%	31%	14%	3.2
How fast I can reach my destination (speed of service/travel time)	11%	16%	28%	30%	13%	3.2










*Online survey respondent demographic responses*

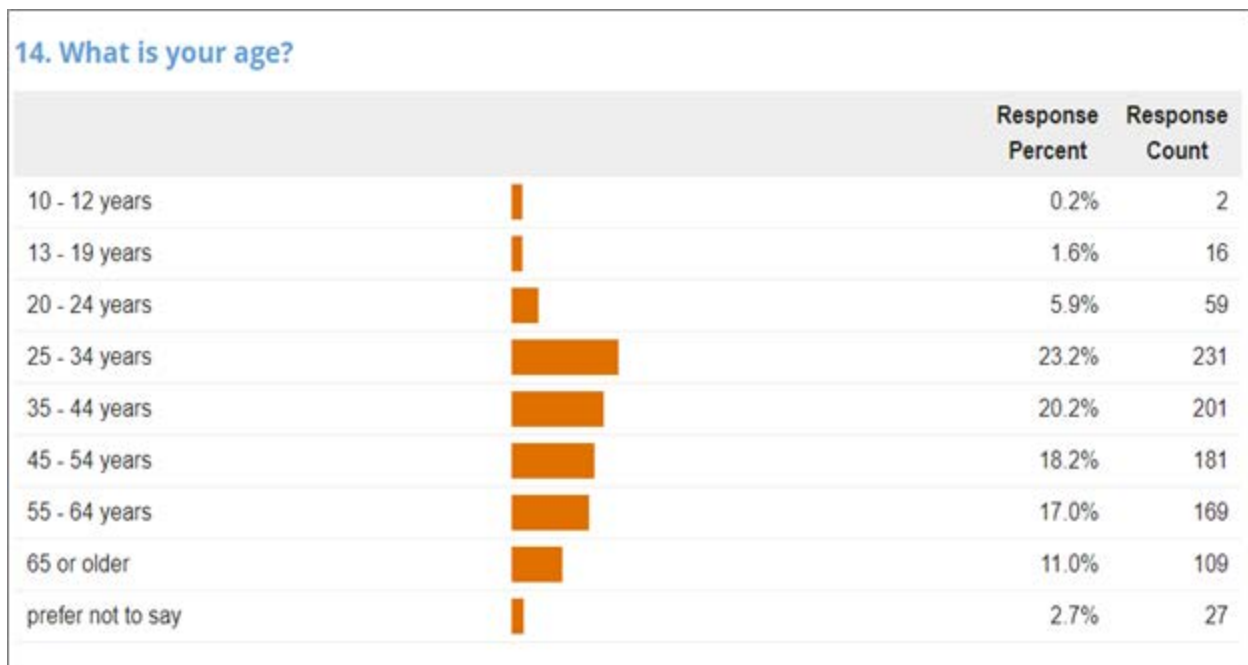


**15. If you have any disabilities, please tell us which kinds.**

		Response Percent	Response Count
Mobility		9.9%	54
Vision		5.3%	29
Hearing		4.6%	25
Cognitive		1.8%	10
Other		4.9%	27
Not applicable / I'd rather not say		79.7%	436

**17. What is the primary language you speak at home?**

		Response Percent	Response Count
English		93.7%	388
Spanish		0.2%	1
Chinese (Mandarin, Cantonese, etc.)		2.4%	10
Vietnamese		0.2%	1
Korean		0.2%	1
Russian		1.0%	4
Arabic		0.2%	1
Other		5.1%	21
I prefer not to say		2.4%	10



## Next steps

Metro developed preliminary concepts for change that responded to the needs identified during the first phase of public outreach. Then, during a second phase of engagement, Metro shared these preliminary concepts with stakeholders for feedback in August and September, and refined the concepts to share with the broader public in a third phase of engagement in the fall 2018. Based on feedback received, one set of proposed changes will be finalized and submitted to King County Council in early 2019 for their review and possible adoption.

## Phase 2 engagement overview: July through September 2018

During Phase 2, Metro asked for project area stakeholders representing the diverse interests of the community for input on how we can provide mobility services that meet the needs of people who live, work, and visit Bothell, Kenmore, Kirkland, Redmond, and Woodinville. Our Commute Trip Reduction program notified over 85 CTR affected worksites of the opportunity to learn more and provide feedback during this phase of the project.

### **Metro and Sound Transit used the feedback gathered during Phase 1 to create three network concepts that showcased possibilities for the future service.**

- **Preliminary concept 1 – no change option** focused on maintaining the service plan adopted for March 2019, which would continue to have Route 255 bypass Montlake, and run on surface streets in downtown Seattle after closure of the freeway stop and end of bus operations in the Downtown Seattle Transit Tunnel.
- **Preliminary concept 2 – moderate change option** focused on maintaining existing geographic coverage that had stronger north to south connections, but few strong east to west routes. This option integrated with Link at the University of Washington Station, and preserved future opportunities to add new BRT connections.
- **Preliminary concept 3 – Metro CONNECTS vision option** focused on more service, more choices, and one integrated system. This option featured stronger north to south and east to west connections, provided more current and future opportunities to connect to an expanding network Link light rail and BRT lines, and streamlined routes to make alignments more efficient with faster, or more reliable and dependable travel times, extended span (mornings, nights, and weekends) and frequency of service, and synchronized transfers for added convenience.

## Notification methods – how we informed people

### How we let people know about the opportunity to participate

- Phone calls and direct email notification to 90+ stakeholder groups
  - **We focused on organizations with the follow areas of focus:**
    - Providing housing or social services
    - Serving youth, families, seniors, and people with disabilities
    - Serving the interests of area hospitality, tourism, restaurant and retail businesses (i.e., chambers, and business associations)
    - Employers
    - Educational institutions




- Healthcare and mental health service providers
- Community Based Organizations (CBS's) and neighborhood interest groups
- Providing assistance to low-income and unhoused or housing insecure populations
- Serving limited English speakers
- Electronic notifications to commute trip reduction worksites in the project area
- Via the NEMP Mobility Board and staff partners who echoed our notifications to encourage participation

### **How we invited feedback**

- Provided letter of introduction, and requested they share the information with other stakeholders who may be interested in the project.
- Directed stakeholders to an online briefing and opportunity to complete a survey about the mobility needs of their worksite, employees, patients, students, patrons, residents or populations they serve.
- Invited people to receive an in-person briefing, speak by phone, or invite us to a transportation-related event they were hosting.
- Provided stakeholders with the option to join us in the community at one of two informal “talk to a transit planner” drop-in sessions.
  - Tuesday, August 21st from 3:30 - 4:30 p.m., Kirkland City Hall
  - Tuesday, August 28th from 10:30 - 11:30 a.m., Kirkland Public Library

**View the presentation and take the survey**



North East Side Mobility Toolkit Organizing for equity and social justice

We want to improve equity throughout King County and create a place where all people have opportunities to thrive.

We strive to be:

- Inclusive and collaborative
- Diverse and people focused
- Responsive and adaptive
- Transparent and accountable
- Racially just
- Focused upstream and where needs are greatest
- A collaborative partner with all communities

To view the North Eastside Mobility briefing presentation

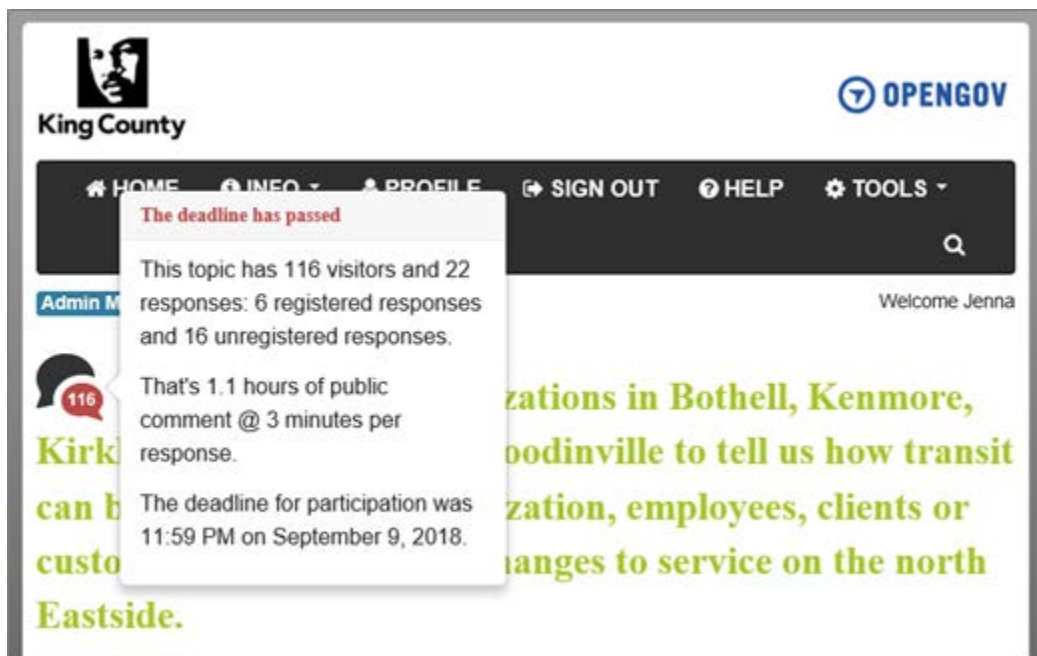
- Click play to watch the video within the forum page
- Or **open the project presentation in YouTube** to view in a separate window
  - <https://youtu.be/dWebTvpBFEQ>
- Provide feedback – select the "Take the Survey" button below to get started

## Participation methods – how people shared their opinions

### How we received feedback from the public, riders, and stakeholders

- **Feedback at “talk with a transit planner”** events was received from St. Vincent de Paul in Kenmore on behalf of low-income, people of color, Spanish-speaking, and senior communities.
- **Questions and comments were received by email from**
  - Lake Washington School District
  - Evergreen Hospital
  - Eastside Easy Riders
  - Google
  - Hopelink
  - Encompass Northwest
  - UW Bothell
  - Wild Rover Restaurant

- **Feedback via community events, briefings, presentations**
  - 9/18 Briefing to Metro Transit Advisory Commission
  - 9/26 Info table at Tableau Transportation Fare, Kirkland
  - 9/26 Staff partners meeting
- **Online briefing forum visited 116 times**
- **Feedback and comment by survey**
  - 22 participants from August 17 - September 9, 2018.



## Working with the Mobility Board

During Phase 2, Metro weighed feedback against needs, jurisdictional interests and opportunities, including those identified during stakeholder engagement and from our equity engagement partner – the Chinese Information Service Center. The board put great consideration into reviewing and evaluating draft concepts, and identified ways proposals could be improved to better serve community mobility needs and priorities. The Mobility Board and staff partners preferred preliminary concept 3 and felt the work done to localize the Metro CONNECTS vision would be the best future change option for improved mobility in the north Eastside and cross-Lake Washington service.

## Phase 2 key themes and comments

The following provides an overview of key themes from feedback received via the online survey and in-person meetings.

- Serving community hubs and providing access to local shopping and amenities by transit is vital.
- Workers at late night businesses need service to run later throughout the week and especially on weekends.
- Integration means added cost of transfers (between agencies) for cash paying riders.
- More service is desired in Totem Lake with coordinated transfers.
- Better access to Bastyr University in Kenmore would be a benefit, particularly for students living on campus without access to a car.
- Current transit travel within the north Eastside is inefficient and takes too long
- Integrating with Link at University of Washington Station adds important connection options.

*“Our residents in Totem Lake have very poor transit access; it is very difficult with the current system to get between Eastside cities by bus; it is very difficult and slow to get between Seattle neighborhoods outside of downtown and Eastside by bus.”*

*“It is very expensive to transfer between bus and Link light rail; fare system needs to be integrated if Metro's strategy is to encourage/force transfers from bus to light rail.”*

*“Bastyr would benefit from a bus route that has a stop closer to the entrance of our campus. Our closest bus stop still is a 20-minute walk through the forest to get onto campus. We also really need bus service available on the weekends and regular service during the day on weekdays. Not only are we a university, but we have on campus housing for 130 students, many that do not have cars.”*

*“Most of our low-income clients are driving on the Eastside because things are so far away and there is NO frequent, quick transit from places like Issaquah or Bothell to Redmond. If you are not already in the downtown of an Eastside town, you would have to take one bus to a downtown core, then another bus to downtown Redmond, and you'd be lucky if a one-way trip was an hour. That's why people drive. They're trying to take care of*

*their families and access services in an expedient way. They shouldn't have to take an entire day off work just to travel to the non-profit that's helping them not get evicted. The need on the Eastside isn't about getting people to Seattle. The need is getting people from one part of the Eastside to another. “*

*“Better connection between P&R's in Seattle and Eastside; more north-south routes; later service in the evening; more consistent service during the day (sometimes people drive just because they need their car for meetings during the day, because they can't get around during the workday by other modes).”*

*“A bus stop that is closer to our buildings and connects to local stores (Fred Meyer, QFC, Safeway, Goodwill), medical buildings (urgent care, Emergency Room, clinics) public buildings (libraries, DSHS, Social Security) services (Hopelink, St. Vincent de Paul, salvation army) and also can connect to Seattle at various times of the day and night would help to keep our residents safe and stable. Currently it is a .4 mile walk, which requires crossing a very busy street and not everyone is able to do this especially while carrying groceries.” (in Kenmore)*

*“I think the option of having the 255 bus go to the UW Link light rail station would be helpful to help commute between Kirkland and Wallingford for Tableau employees. Also, personally since I live in North Rose Hill, I would like to see the schedule improve on the 277 route since it's the only one that connects with the Link light rail from the Rose Hill area.”*

### How many people participated by survey

- **61 percent** of survey takers found the online briefing was helpful and informative.
  - Suggested improvements were for more online information, travel time projections once March 2019 changes begin, and for more maps showing route alternatives being considered.
- **68 percent** declined regular email updates about the project, instead electing to stay informed on their own.

**98034 and 98033** were the most frequently provided zip codes – associated to communities in north Juanita and surrounding the Houghton Park & Ride in Kirkland.

*In the online survey, we asked stakeholders about how we could improve mobility to serve the needs of their business, clients, customers, or populations they serve. The following tables display those results.*








<b>How would you categorize your business or organization?</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Housing		42.9%	9
Health or human services		9.5%	2
Youth or family services		4.8%	1
Educational institution		9.5%	2
Community based organization		9.5%	2
Large business/company		33.3%	7
Other		19.0%	4

<b>Is your organization or business currently a Commute Trip Reduction (CTR) worksite?</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Yes, we are currently CTR affected		30.0%	6
No, we are not currently CTR affected		35.0%	7
I don't know or prefer not to say if we are currently CTR affected		35.0%	7



Project Name Public Engagement Report – Public Feedback Summary  
**King County Metro Transit**

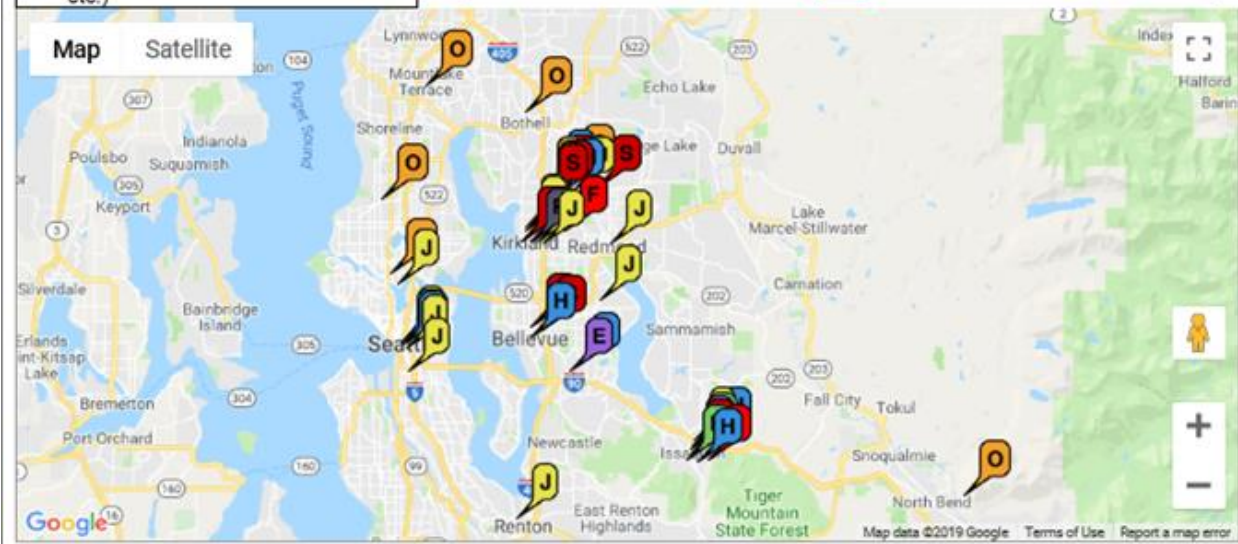
**Approximately how many people come to/from your business location on a daily basis? (please include employees and all other visitors in your estimate)**

		Response Percent	Response Count
1-25		14.3%	3
26-50		14.3%	3
51-100		14.3%	3
101-150		14.3%	3
151-250		9.5%	2
251-500		28.6%	6
Over 500		4.8%	1

**Based on what you know, drop a pin on the most common destinations people working at or visiting your site would like to get to using transit.**

☒ Show All

<input checked="" type="checkbox"/> <b>S</b> - Shopping, entertainment, food	<input checked="" type="checkbox"/> <b>H</b> - Health, human services, housing	<input checked="" type="checkbox"/> <b>R</b> - Recreation, park, or green space
<input checked="" type="checkbox"/> <b>E</b> - Educational institution, school	<input checked="" type="checkbox"/> <b>J</b> - Job or place of employment	<input checked="" type="checkbox"/> <b>O</b> - Other
<input checked="" type="checkbox"/> <b>P</b> - Public services (library, court, etc.)	<input checked="" type="checkbox"/> <b>C</b> - Community gathering place	<input checked="" type="checkbox"/> <b>F</b> - Spiritual, religious, cultural facility





*We asked about the most frequent ways employees and visitors arrive at stakeholder sites/locations.*

The most common methods for **employees**

- Most frequent: 86 percent reported driving alone in a car.
- Second most frequent: 43 percent reported riding with others (carpool, vanpool, etc.).
- Followed by bus, walking, and bicycle.









The most common methods for **visitors**

- Most frequent: 65 percent reported driving alone in a car.
- Second most frequent: 30 percent reported riding with others (carpool, vanpool, etc.).
- Followed by a tie between bus and rideshare service.












**What are the biggest barriers to taking transit to or from your site/location faced by employees and visitors (select up to 3)?**

		Response Percent	Response Count
How fast someone can reach their destination (speed of service)		45.0%	9
The reliability of current transit options (how certain they can be that trips are on schedule)		20.0%	4
Amount of time they have to wait for a bus (frequency of service)		25.0%	5
Transit service is not available during the hours needed		15.0%	3
Transit stops are too far away		30.0%	6
Concerns about safety getting to or waiting for transit		15.0%	3
Cost to take transit		20.0%	4
Available options are inconvenient (select other and tell us more below)		5.0%	1
Other		10.0%	2
I don't know/prefer not to say		10.0%	2

**Does your organization specialize in serving or working with people disabilities, if so which kinds (select all that apply)?**

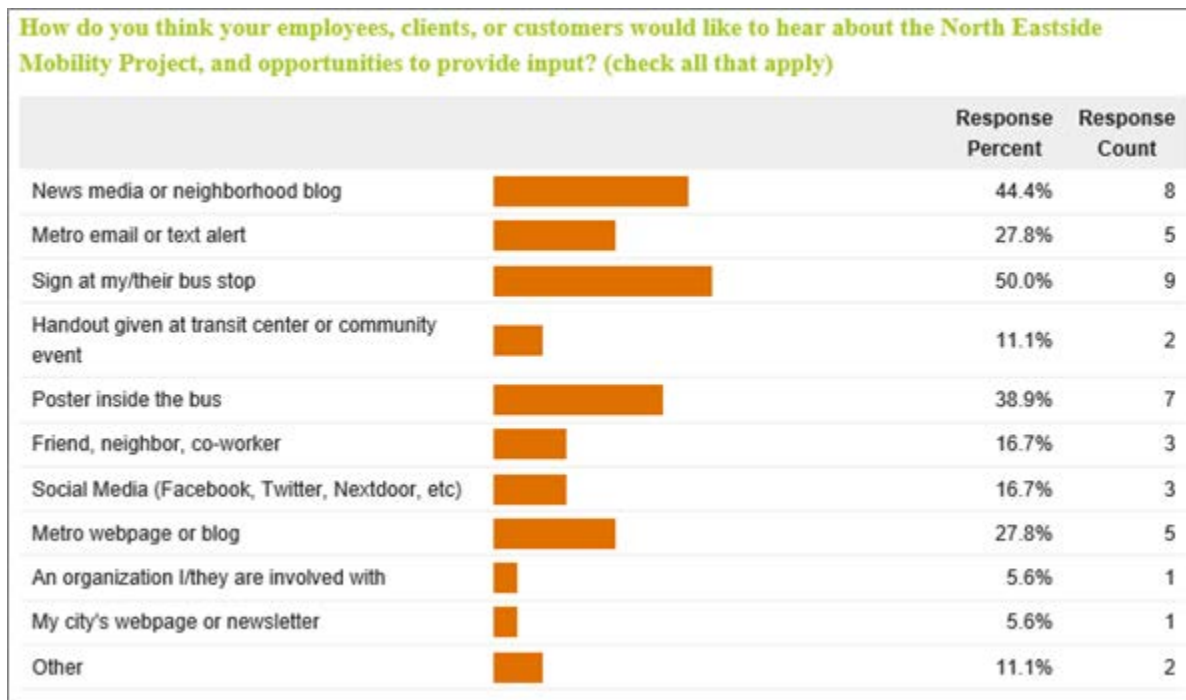
		Response Percent	Response Count
Mobility		33.3%	6
Vision		11.1%	2
Hearing		16.7%	3
Cognitive		11.1%	2
Other		16.7%	3
I don't know		22.2%	4
Not applicable / I'd rather not say		44.4%	8

**Does your organization specialize in serving or working with populations whose primary language spoken at home is something other than English? If so which (select all that apply)?**

		Response Percent	Response Count
Spanish		16.7%	3
Chinese (Mandarin, Cantonese, etc.)		22.2%	4
Vietnamese		11.1%	2
Russian		22.2%	4
Ukrainian		5.6%	1
Arabic		11.1%	2
Other		11.1%	2
I don't know		11.1%	2
Not applicable / I'd rather not say		66.7%	12

**Does your organization specialize working with or serving populations in specific annual household income brackets? If so, which (select all that apply)?**

		Response Percent	Response Count
Less than \$25,000		38.9%	7
\$25,001 to \$50,000		38.9%	7
\$50,001 to \$75,000		22.2%	4
\$75,001 to \$100,000		16.7%	3
\$100,001 to \$150,000		11.1%	2
More than \$150,000		16.7%	3
I don't know		16.7%	3
Not applicable / I'd rather not say		33.3%	6



## Next steps

Metro and Sound Transit integrated the feedback of stakeholders, the project Mobility Board, and staff partners by fine-tuning change proposals route-by-route. Some of the service areas for proposed Community Connections services were adjusted to improve connections or offer more benefit to area communities.

## Phase 3 overview: October through December 2019

### Proposed options analysis

During this final phase of outreach from October to December of 2018, Metro invited the community to weigh-in on two options for future service, a no change option and a proposal to revise, expand, and improve service. We asked the public to evaluate the broad benefits, tradeoffs, and overall potential of future options for the north Eastside, and participation helped Mobility Board, Metro and Sound Transit staff shape independent recommendations for a revised north Eastside mobility network, to be considered for implementation by the King County Council and the Sound Transit Board.

### Partnering with Chinese Information and Service Center (CISC) to expand our reach

During Phase 3, Metro continued our partnership with CISC, who developed outreach activities and assisted in promoting and recruiting limited English speakers for in-person community conversations in Spanish and Chinese. CISC also promoted the project on social media channels popular with communities they work to serve, like WeChat.

### Notifications methods – how we informed people

- **Social media ads – 28 days of targeted paid social media advertising** all languages on Facebook and affiliated channels.

Target Groups						
	People identifying Bothell, Kenmore, Kirkland, Woodinville, or Redmond as their home					
	People under 50 percent income level as defined by Facebook Ads					
	People who work at business/organizations based on organizational stakeholders list					
	People who track Metro on social					
	People who track youth or senior content					
Targeted Languages		Impressions	Clicks	Comments	Shares	Click Through Rate
	Spanish language	297,392	5,066	70	88	1.70%
	Chinese language	159,090	729	10	6	0.46%
	English Language	54,982	398	3	3	0.72%
	All Languages Total	511,464	6,193	83	97	2.89%

- **Signs at bus stops – 200 rider alert information signs** in English, Spanish, and Chinese placed along affected routes at the busiest bus stops in north Eastside cities notifying riders of the project, affected routes, and online survey. The QR code on our bus stop signs were used 404 times during phase 3.
- **Eight canvassing and street teaming events over three days** intercepted transit riders and potentially impacted community members at area transit centers and placed information inviting participation onboard buses and at north Eastside area businesses.
  - 1,950 Informational cards, flyers and posters distributed.
  - Information and notifications to area businesses: handed out information and spoke to employers and employees at local small businesses.
  - Intercepted transit riders and potentially impacted community members at area transit centers and placed information inviting participation onboard buses and at north Eastside area businesses.
- **Stakeholder organization outreach** (Employers, educational institutions, social and community service providers)
  - **85+** Eastside employers contacted through Metro’s Employee Transportation and Commute Trip Reduction program or by direct email.
  - **75 Community partner toolkits** emailed to jurisdictions, employers, and service providers, community and neighborhood organizations to promote the information through their communications channels.
- **Electronic notifications to transit alert subscribers by email and text**
  - **10/18: 11, 496 Recipients** *“Changes proposed to transit service in Bothell, Kenmore, Kirkland, Redmond, and Woodinville”*
    - Subscribers of DART 930, DART 931, Link Connections: SR-520, Metro - Route 255, Metro - ST 545, North Eastside Mobility Plan, RapidRide B Line (672), Route 221, Route 226, Route 234, Route 235, Route 236, Route 237, Route 238, Route 243, Route 244, Route 245, Route 248, Route 252, Route 257, Route 271, Route 277, Route 311, Route 312, Route 342, Route 372, ST 522, ST 540, ST 541, or ST 542
  - **10/27: 7,930 Recipients** *“Redmond transit riders come talk with us today about changes proposed to transit service in the north Eastside”*
    - Subscribers of DART 930, DART 931, Link Connections: SR-520, Metro - Route 255, Metro - ST 545, North Eastside Mobility Plan, RapidRide B Line (672), Route 219, Route 224, Route 232, Route 234, Route 235, Route 236, Route 238, Route 243, Route 244, Route 248, Route 268, Route 277, ST 540, ST 541, or ST 542

- **11/5: 11,526 Recipients** *“Comment by Nov. 13 on proposal to change transit service in Kirkland, Woodinville, Bothell, Kenmore, and Redmond”*
  - Subscribers of DART 930, DART 931, Link Connections: SR-520, Metro - Route 255, Metro - ST 545, North Eastside Mobility Plan, RapidRide B Line (672), Route 221, Route 226, Route 234, Route 235, Route 236, Route 237, Route 238, Route 243, Route 244, Route 245, Route 248, Route 252, Route 257, Route 271, Route 277, Route 311, Route 312, Route 342, Route 372, ST 522, ST 540, ST 541, or ST 542
- **11/7: 10, 314 Recipients** *“Last public meeting tonight on proposal to change bus routes 234, 235, 236, 238, 243, 244, 248, 255, 277, DART 930 , and ST Express routes 540, 541, and 545 serving Kirkland, Woodinville, Bothell, Kenmore, and Redmond”*
  - Subscribers of DART 930, DART 931, Link Connections: SR-520, Metro - Route 255, Metro - ST 545, North Eastside Mobility Plan, Route 234, Route 235, Route 236, Route 237, Route 238, Route 243, Route 244, Route 245, Route 248, Route 252, Route 257, Route 309, Route 311, Route 312, Route 331, Route 342, Route 372, ST 522, ST 540, ST 541, or ST 542
- **11/13: 11,544 Recipients** *“North Eastside transit survey closing today: What do you think about changes proposed to bus routes 234, 235, 236, 238, 243, 244, 248, 255, 277, 930, ST 540, ST 541, ST 545”*
  - Subscribers of DART 930, DART 931, Link Connections: SR-520, Metro - Route 255, Metro - ST 545, North Eastside Mobility Plan, RapidRide B Line (672), Route 221, Route 226, Route 234, Route 235, Route 236, Route 237, Route 238, Route 243, Route 244, Route 245, Route 248, Route 252, Route 257, Route 271, Route 277, Route 311, Route 312, Route 342, Route 372, ST 522, ST 540, ST 541, or ST 542

## Media coverage

### Media coverage

[Oct. 22 Mass Transit Magazine](#)

[Oct. 27 Seattle Transit Blog](#)

[Oct. 30 Woodinville Weekly](#)

[Nov. 1 The Urbanist](#)

### Twitter coverage

<https://twitter.com/danjryan/status/1052412095701180416>

### Metro tweets promoting

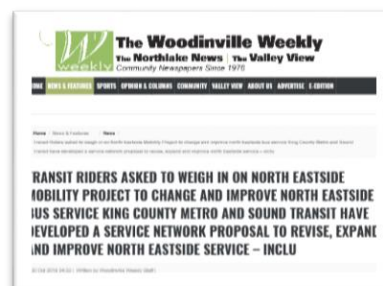
[Open house Oct. 23](#)

[Open house Oct. 23](#)

[Open house Oct. 27](#)

[Open house Oct. 27](#)

[Open house Nov. 1](#)





Project Name Public Engagement Report – Public Feedback Summary  
**King County Metro Transit**

### Partner tweets

City of Kirkland

<https://twitter.com/kirklandgov/status/1060268104280768512>

<https://twitter.com/kirklandgov/status/1059506485657358336>

City of Redmond

<https://twitter.com/CityOfRedmond/status/1054445467793309698>

Microsoft Commute

<https://twitter.com/mscommute/status/1054419843062075392>

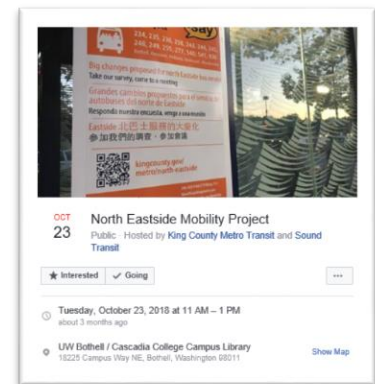
King County C Balducci

[https://twitter.com/KCC\\_Claudia/status/1052567254515118081](https://twitter.com/KCC_Claudia/status/1052567254515118081)



### Facebook posts promoting open houses

- [Oct. 23 Facebook event](#)
- [Oct. 27 Facebook event](#)
- [Nov. 6 Facebook event](#)
- [Nov. 7 Facebook event](#)
- [Nov. 10 Facebook post](#)



## Participation methods – how people shared their opinions

### Staff partners and Mobility Board

During Phase 3, staff partners and the Mobility Board previewed Metro and Sound Transit’s preferred proposal for future service. Both groups helped identify options to address community concerns or conflicting opinions, and each worked to ensure the proposals reflected the most important community needs before making a final recommendation.

- 10/4/18 Mobility Board
- 12/5/18 Staff Partners
- 12/6 Mobility Board

### Community or jurisdictional partners hosted events and briefings

- 10/8 Kenmore City Council Briefing
- 10/19 Kirkland City Council (subset) Briefing
- 10/9 Redmond City Council Planning and Public Works Committee Briefing
- 10/10 Kirkland Alliance of Neighborhoods Briefing



- 10/16 Bothell City Council Briefing
- 10/16 Woodinville City Council Briefing
- 10/24 Kirkland City TAC Briefing
- 10/26 Kirkland Ad Hoc Committee
- 10/26 UW Bothell Commuter Advisory Committee
- Three North Eastside Mobility Board meetings (August, October, December) held with community advisory committee – open to the public
- Briefing in October provided to Metro Transit Advisory Commission – open to the public

### **ESJ Community Conversations – hosted in partnership with Chinese Information Service Center**

Forums in Redmond, Kirkland, and Bothell:

- Two Community Conversation forums in Chinese **62 attendees and surveys** or comments collected.
  - 10/30 in Kirkland and 11/8 in Redmond
- Two Community Conversation forums in Spanish, **22 attendees and 20 surveys** or comments collected.
  - 11/9 in Kirkland and 11/29 in Bothell

### **Direct comment via email and phone**

- Over 115 emails exchanged between staff and community members

### **Four public meetings – community open houses**

- 10/23 Bothell/Kenmore – UW Bothell Campus
- 10/27 Downtown Redmond – Redmond Senior Center
- 11/5 NE Kirkland/Woodinville – Kingsgate Library
- 11/7 Downtown Kirkland – Kirkland City Hall
  - Over 100 attendees – 53 written comments submitted.
  - Primary information and feedback materials provided in English, Spanish, and Chinese: comment cards, participation packets with surveys, key improvement and proposed network maps, fact sheets summarizing changes by type or route, information and maps explaining new community connections services and locations.

### **Online open houses – survey with information forums in English, Chinese, and Spanish, and real-time Google translation to over 100 languages**

- English
  - 3,680 Visitors
  - 1,570 Respondents (651 registered, 919 unregistered)
  - 78.5 total hours of public comment @ 3 minutes per response
- Chinese
  - 112 Visitors
  - 15 Respondents (4 registered, 11 unregistered)
  - 45 minutes of public comment @ 3 minutes per response
- Spanish
  - 131 Visitors
  - 12 Respondents (6 registered, 6 unregistered)
  - 36 minutes of public comment @ 3 minutes per response

### **Phase 3 key themes and comments by activity – what we heard**

The following summarizes input and feedback received by online survey forums (English, Spanish, Chinese), person-to-person or written comments at public meetings, community conversations in Spanish and Chinese with CISC, and by email.

People living, working, and traveling to, from, and within the north Eastside asked a mobility network that operates for longer hours and comes more often, including on nights and weekends, with better synchronized transfers.

- Communities also asked for Metro to keep service convenient by improving access to important local and regional destinations, making service more efficient to reduce unnecessarily long travel time, and finding ways to ensure they can rely on service schedules and depend on consistent travel times. Overall, about 80 percent of community members are concerned about how changes March of 2019 will impact their mobility.
  - About 25 percent of riders say that the no change scenario will decrease their transit use beyond March 2019.
- Riders are most excited about investments in weekday and evening service, connecting to Link light rail at University of Washington Station, stop improvements at UW, and connecting to new destinations on Route 225.
- North Eastside communities also wanted to lay the groundwork for forthcoming investments by improving connections today to an expanding BRT and Link light rail network.

- About 40 percent of riders noted that a Link light rail connection will increase their transit use, only 10 percent felt it would decrease their use of transit.
  - Over 40 percent rated street and stop improvements at UW a top priority.
  - 48 percent of survey takers felt the connection to University of Washington Station to access downtown Seattle was their top reliability and dependability investment for future service.
- Around 85 percent of respondents support or are indifferent about the ST 540 reorienting to SLU if Route 255 is redirected to the University of Washington Station.
- Communities also expressed anxiety about learning how to use new service options, and want to be supported through changes to how they use existing service.
  - Riders with medical issues, disabilities, and those who have less experience using transit identified a need for more support if changes occur. Transit instruction will be an important element of preparing the community for change.
  - About one-quarter expressed interest in learning more and trying new flexible services, but many riders also indicated they didn't fully understand how all the new flexible options work, and highlighted the importance of education and marketing for new services.
  - The majority of English second language riders also wanted to receive more information in their preferred language, and would like to make sure new services are accessible to those have limited English proficiency.

### Themes and comments from public meetings (summarizing 53 comment forms)

- Feedback and comments about proposed changes:
  - **25 comments** expressed direct overall **support** for the option to change and revise service for north Eastside Communities.
  - **29 comments** expressed direct **opposition** to the proposal for change.
- General comments about connections, access to destinations, and mobility needs include:
  - Loss of Route **277** will be a hardship.
  - The area around 116<sup>th</sup> in Kingsgate is going to be unserved and needs a connection to the Kirkland Transit Center.
  - Proposed changes increase transfers and travel distance for Finn Hill residents.
  - A dislike for the need to transfer and preference for a one-seat ride.
  - Sound Transit connections are key.
  - Happiness about proposed connections north to Bothell and Woodinville.

- New routes **230** (Bothell – Juanita – Kirkland TC) and **231** (Woodinville – Juanita – Kirkland TC) – **5 comments** include:
  - Excitement about these routes.
  - Route 230 could be improved by continuing to Overlake.
  - Suggestions for an alternate alignment where both routes share a common pathway beginning at NE 132<sup>nd</sup> Street until the Kirkland Transit Center. For example, a request to consider moving from proposed path to NE 116<sup>th</sup> (east/west) and then 124<sup>th</sup> Ave NE (north/south) instead.
- Existing Route **232** – **1 comment** (no change proposed):
  - Peak only route -- making it more frequent and expanding hours would be helpful.
- Replaced routes **234** (Kenmore – Kirkland – Bellevue), **244** (Kenmore – Totem Lake – Overlake) replaced by new Route **225** (Kenmore – Overlake via Totem Lake) – **15 comments** include:
  - Angst over the proposed change to routing in Kenmore.
  - Concern over loss of direct service and added transfers to downtown Kirkland or Seattle, and loss of a one-seat connection to Bellevue.
  - Support for the proposed change, specifically that the new Route 225 would be an improved transit option and increasing frequency would improve this route even more.
- Replaced Route **236** ( Woodinville – Kingsgate – Totem Lake - Kirkland) – **4 comments** include:
  - Prefer existing Route 236 service to new options proposed and cited increased walk distance and loss of connection to local destinations.
- Replaced Route **238** (Woodinville – Bothell – Juanita – Totem Lake – Kirkland Transit Center) **1 – comment**:
  - Comments in favor of mitigating loss of service impact to Lake Washington High School
    - Metro has addressed this request in partnership with the school district and provided mitigation in the recommendation submitted to the King County Executive.
- Revised Route **255** (proposed Totem Lake – Kirkland – University of Washington Station) and **Link** light rail **62** – **comments** include:
  - Concern about University of Washington Station escalators being a mobility barrier. Request for the station to have access improvements

- such as stairs and another elevator to assist riders with limited mobility and manage increased ridership.
  - Desire to retain direct routing to downtown Seattle, especially on nights and weekends.
  - Excitement about the proposed changes to Route 255 and more frequent, reliable service with improved connections to downtown Seattle, the airport, and other destinations served by Link light rail, particularly with the Downtown Seattle Transit Tunnel closing to buses.
  - Happiness about more frequent service, especially on nights and weekends.
  - Happiness about improvements to the Montlake Triangle. These changes were considered essential by those who commented.
  - Concern about the loss of service within the UW campus with the new Route 255 terminus, and concern about added traffic and travel time delay in Montlake.
  - Worry about added transfers and increased travel time for people who ride Route 255.
- Replaced Route **ST 540** (Kirkland Transit Center – University District) and new Route **ST 544** (peak only Overlake Park-and-Ride – South Kirkland Park-and-Ride – South Lake Union) – **8 comments** include:
    - Support for service that connects people in the north Eastside to South Lake Union.
      - Riders want to know where the terminus of the route will be, and suggested the route exit on Mercer Street or Stewart Street and serve Denny Way.
      - Suggestion that this route be an all-day route instead of peak-only.
      - Concern about loss of ST 540 to the U. District, riders liked the University of Washington Station and direct option with no transfers.
- Community Ride and DART vs. fixed-route – **1 comment**:
    - Happiness with the Community Ride options in Kingsgate and Totem Lake.
    - Preference for fixed-route to alternative services, but if DART is the only option, request Community Ride service be added along 124<sup>th</sup> in Totem Lake.
- Park & Rides and Transit Centers – **6 comments** include:
    - South Kirkland Park & Ride needs more capacity.

- Houghton Park & Ride walking distances are too far to the bus, the facility is also underutilized by buses – riders felt more service could be added at this location.
- Totem Lake needs additional weather protection to make transfers more comfortable (additional amenities like Wi-Fi and seating would be nice).
- Kingsgate Park & Ride isn't walkable for the majority of people. Consider a hub location near the Safeway or library, too.

## Themes from comments submitted by email

The majority of email contacts related to **Route 255** or **Route 234**.

- Retain **Route 255**:
  - Key concerns were added transfers and the loss of a one-seat ride, increased travel times, or people with mobility barriers feeling confident that they would be able to navigate the transfer to light rail and UW Station.
  - Most people were not aware of the changes coming in March of 2019 and were also worried about reliable and dependable service if buses were going to operate on surface streets in downtown Seattle.
    - *"I appreciate the background information provided concerning the upcoming closure of the Montlake Freeway bus station and the elimination of bus service from the downtown transit tunnel as significant factors in the proposed changes."*
  - People were also concerned about the added cost for cash paying riders when they transfer between Metro and Sound Transit.
    - *"Passengers should be able to use cash, bus tickers, transfer and ORCA for any of the public transportation in the Seattle area."*
- Retain the existing alignment of **Route 234** in Kenmore:
  - Key concerns were supported riders with mobility challenges and disabilities not being able to access fixed-route bus service.
    - *"We received a letter from City of Kenmore. It says King County Metro is poised to make changes to its Kenmore service. Our parents live along the NE 153<sup>rd</sup> Place and NE 155<sup>th</sup> Street. They are in their 80s. They really rely on the Metro to go places instead of driving. 234 and 244 are their only ways to be out of their house. Juanita Drive NE and NE 141<sup>st</sup> Street are a little bit too far for them to walk. They will be devastated if 234/244 got canceled!"*
  - Loss of fixed-route service, not mitigated by new Community Connections options.

- *“I have the recommendation that you shouldn’t change the route of the 234 and 244 buses. When that happens I will have a longer ways to walk from my house to get to a stop to catch a bus.”*

### **Themes from community conversation forums hosted by CISC for Chinese and Spanish speakers with limited English proficiency**

- Generally participants are very satisfied with the quality of the Metro service.
  - Metro offers clean buses and good customer service by the drivers. They appreciated being greeted when boarding the bus.
- Most frequently expressed concerns were long wait times between buses and the additional time needed for transfers when no direct buses are available.
  - Participants were encouraged about the more frequent service and synchronized transfers that are part of the new plan.
- Most participants were unaware of alternative flexible mobility services available today and proposed in the future in the north Eastside.
- More than half of the Chinese participants were neutral about potential negative impacts of the upcoming changes in March.
- More than half of the Spanish-speaking participants expressed concerns about March and noted traffic congestion and longer wait time for buses.
- Most participants from the Chinese- and Spanish-speaking groups were not aware of the future BRT and light rail connections.
  - Participants were very excited about the East Link, and Sound Transit and Metro BRT lines coming.

**During the meeting, participants were asked to indicate their priorities in addressing the transit needs — each participant was given 10 stickers.**

<b>Community Mobility Priorities</b>	
Invest in making service to, from, and within the north Eastside reliable and dependable	<b>104</b>
Invest in improving access to homes, workplaces, schools and other local destinations	<b>124</b>
Invest in offering service more often throughout the day, later into the evening, and every day of the week	<b>149</b>
Invest in adding more flexible and convenient options for riders of different ages and abilities	<b>108</b>
Invest in improving connections to regional transit options like bus rapid transit and light rail.	<b>92</b>
Invest in improving transfers and connections to and within the north Eastside	<b>110</b>
Note: There is not enough time for second Spanish group to complete this activity. Results are based on the first and second Chinese groups and first Spanish group.	

- **Route 234** was the most frequently used route among the participants.
  - The biggest concern of the proposed change plan is the replacement of this route.
  - Participants were concerned about the actual transfer process as this route is going to be replaced by Routes 225, 230, 231 and 250.
  - Participants were worried because they would run into different types of situations, such as boarding the wrong bus, and not knowing which bus to board and where to board.
- Nearly half of Chinese participants relied on **Route 255**.
  - Destination trips were to UW Medical Center and Chinatown.
  - Potential change caused concern, especially related to the walking distance increasing, and pick up/drop off locations of stops and navigating transfers where language barriers to request assistance exist.
  - Participants still saw the community benefits of this proposed change, which balanced out the anxiety about learning how to navigate new options and the transfer process.



- Spanish-speaking participants did not express many concerns or identify tradeoffs about the changes proposed for September 2019.
  - They considered themselves as potential future riders, but service today did not meet their needs sufficiently, so most advocated for improvements that would make transit an option in the future.
- Community Connections -- the majority of the participants saw the benefits of Community Ride.
  - Liked that the service can come to their neighborhood and pick them up near their homes.
  - Expressed concerns about using the service because they worry that they cannot request the rides over the phone or online due to language barriers.

### Participants expressed support for Option B

Based on what they learned, participants were asked if they would agree that the community needs will be addressed by the proposed plan. See results in the table below.

<b>Spanish Groups:</b> Based on the information you have heard about the proposed changes for September 2019, to what degree do you agree or disagree that the needs from the community were addressed?					
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
Access to local destinations	22	3	0	0	0
Availability at both traditional and non-traditional hours	20	0	0	0	0
Convenience and ease of use	15	0	0	0	0
Reliability/dependability of the service	19	0	0	0	0
Each participant was given 10 dots to put on an easel paper to indicate their preference.					

### For both Spanish groups who completed the print survey

Overall, how satisfied do you think you would be with Metro services if the September 2019 proposal were implemented?		
	Response Percent	Response Count
Very satisfied	53.3%	8
Somewhat satisfied	26.7%	4
Neutral	20.0%	3

### First Chinese Group:

Based on the information you have heard about the proposed changes for September 2019, to what degree do you agree or disagree that the needs from the community were addressed?

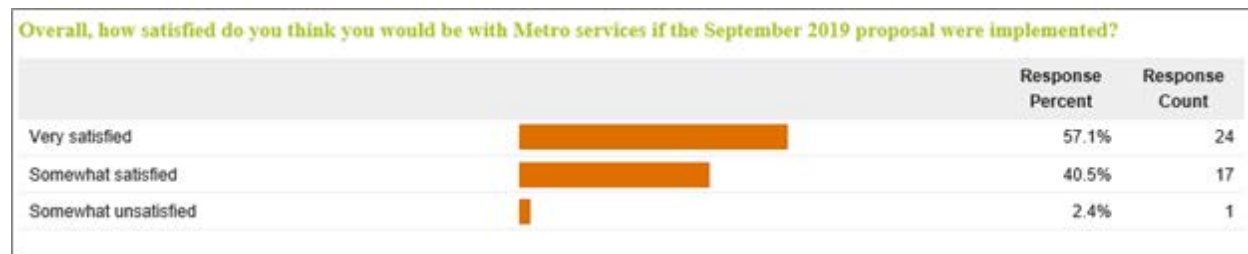
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
Access to local destinations	47	5	0	0	0
Availability at both traditional and non-traditional hours	49	0	0	0	0
Convenience and ease of use	46	0	0	0	0
Reliability/dependability of the service	45	0	0	0	0

#### Remarks:

Due to time concern and mobility of the participants, instead of conducting a dotting activity, participants raised their hands to indicate their level of agreement as to whether the proposed changes would address community needs.


In addition, some of the participants from the second Chinese group expressed that they were not confident enough to vote on it because they don't have in-depth knowledge about the new plan.

## For both Chinese groups who completed the print survey



## Online open house and survey forums

Our online survey forums in English, Spanish, and Chinese were the primary way people provided feedback about proposed changes. Across all three forums we hosted 3,923 visitors and had 1,597 survey participants.



[North Eastside Mobility Project – Review transit options and comment](#)

**Welcome to the North Eastside Mobility Project. Please review the project options and tell us what you think about options to change transit service.**

**The deadline has passed**

*This topic has 3698 visitors and 1570 responses: 653 registered responses and 917 unregistered responses. That's 78.5 hours of public comment @ 3 minutes per response. The deadline for participation was 11:59 PM on November 13, 2018.*

[Go to the topic](#)
[Read Less](#)

 [Español - North Eastside Mobility Project](#)

**Bienvenido al Proyecto de movilidad para la zona norte del Eastside. Gracias por visitar la jornada de puertas abiertas en línea. Lo invitamos a aprender sobre opciones, oportunidades y soluciones intermedias, y a darnos su opinión**

**The deadline has passed**

*This topic has 131 visitors and 12 responses: 6 registered responses and 6 unregistered responses. That's 36 minutes of public comment @ 3 minutes per response. The deadline for participation was 11:59 PM on November 13, 2018.*

[Go to the topic](#) [Read Less](#)

 [關於Eastside北部公車服務進行重大調整, Bothell, Kenmore, Kirkland, Woodinville, Redmond](#)

**調查：對於Eastside北部社區 - Metro Transit擬議的Bothell、Kenmore、Kirkland、Redmond和Woodinville調整。您對調整和擴大公車服務的選項有何看法？請在11月13日前參加調查。**

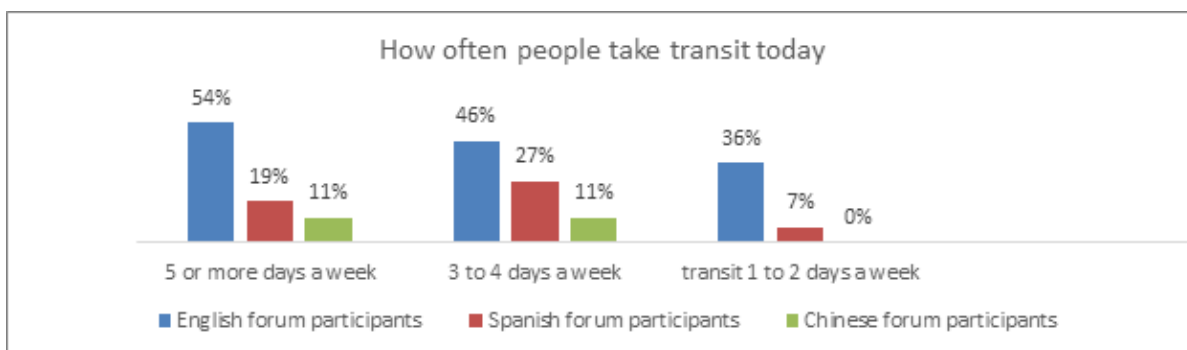
**The deadline has passed**

*This topic has 112 visitors and 15 responses: 4 registered responses and 11 unregistered responses. That's 45 minutes of public comment @ 3 minutes per response. The deadline for participation was 11:59 PM on November 13, 2018.*

[Go to the topic](#) [Read Less](#)

**We began by asking people about their current transit use to learn how satisfied they were, find out about their travel patterns, and see if they were aware of some of our flexible travel options that promote riding together.**

- The majority of people ranked service in the north Eastside today as somewhat satisfactory to somewhat unsatisfactory.
  - Only 19 percent** of English forum participants said they were **very satisfied** with service today.
  - 8.3 percent of Spanish, and 21.7 percent** of Chinese forum participants also reported feeling **very unsatisfied** with service today.

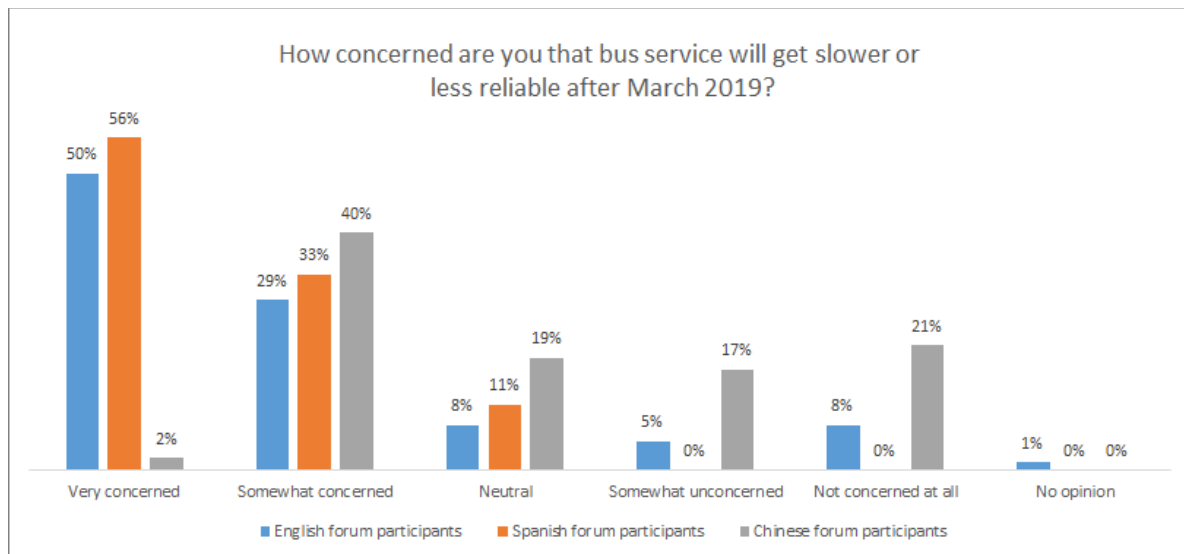


\*Data showing 0 percent indicates no response provided to question/answer not selected

We asked people which bus routes the use						
	1 <sup>st</sup> most used route	2 <sup>nd</sup> most used route	3 <sup>rd</sup> most used route	4 <sup>th</sup> most used route	5 <sup>th</sup> most used route	
English forum participants	<b>255</b> 63.1%	<b>234</b> 23.8%	<b>ST 540</b> 14.9%	<b>235</b> 14.1%	<b>ST 542</b> 12.7%	
Spanish forum participants	Tie between routes <b>545 and 234</b> 41.7%	Tie between routes <b>255 and 235</b> 33.3%	Tie between routes <b>245, 248, 540, and 542</b> 16.7%	Tie between routes <b>238, 244, 249, and 311</b> 8.3%	“Other” 25.0%	
Chinese forum participants	Tie between routes <b>255 and 234</b> 42.9%	Tie between routes <b>235 and 245</b> 21.4%	Tie between routes <b>540, 238 and 244</b> 14.3%	Tie between routes <b>236, 248, 542</b> 7.1%	“Other” 28.6%	
We asked people how familiar or interested they were with some of our flexible service options that promote riding together						
		Community Van	Trip Pool	Van Pool	Van Share	Redmond LOOP
English forum participants	Unaware	34.4%	42.3%	17.7%	28.7%	47.1%
	Uninterested	58.8%	51.9%	70.5%	63.7%	44.8%

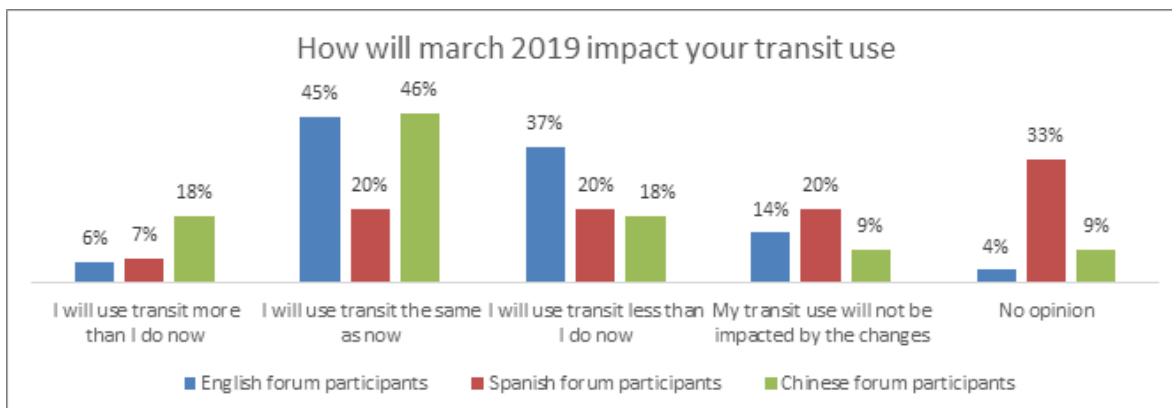
Spanish forum participants	Unaware	33.3%	33.3%	33.3%	33.3%	44.4%
	Uninterested	66.7%	66.7%	66.7%	66.7%	55.6%
Chinese forum participants	Unaware	54.5%	63.6%	36.4%	63.6%	54.5%
	Uninterested	18.2%	18.2%	36.4%	18.2%	27.3%

*We asked people how concerned they were about reliability of transit service after March 2019.*



\*Data showing 0 percent indicates no response provided to question/answer not selected by one (but not all groups).

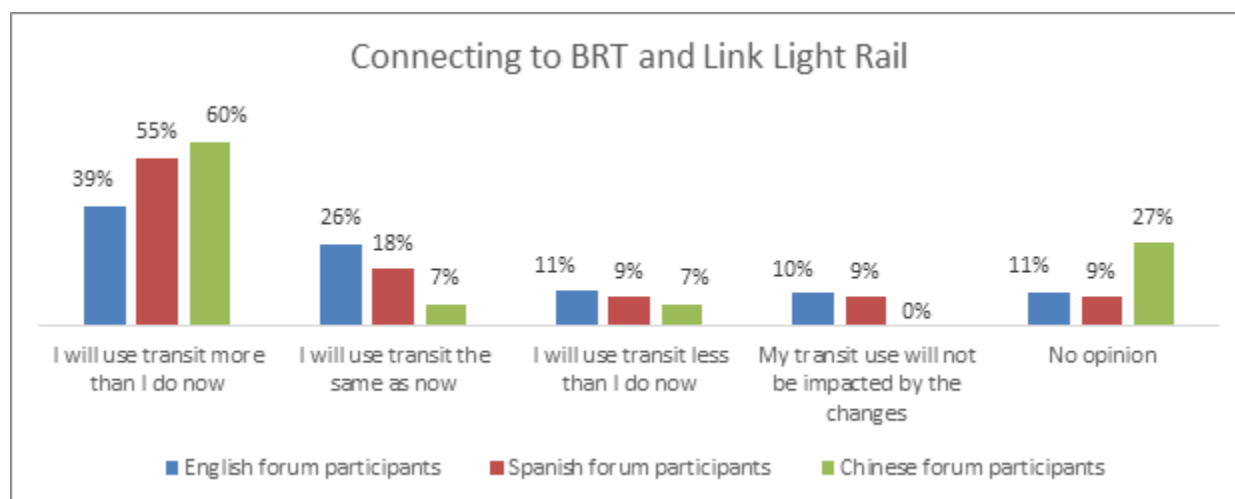
*We asked people how March 2019 changes would affect their transit use.*



**Given the level of anxiety expressed about the concern over negative impacts to travel times and reliability, we asked people how the changes in March of 2019 would affect their use of transit.**

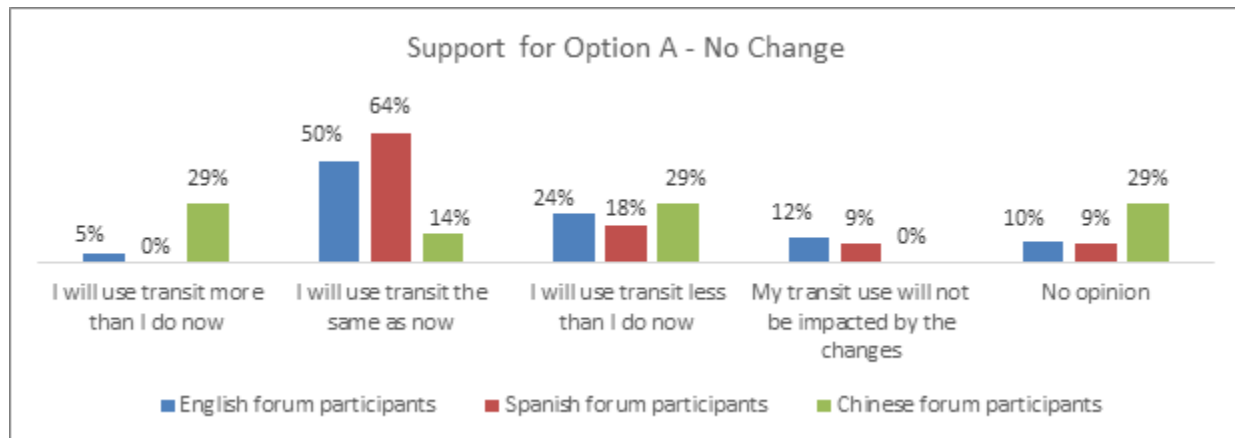
- The majority of people indicated they would use transit the same amount, which may reflect they are dependent on transit and don't have another option.
- Many indicated their use of transit would decline if service gets less dependable and reliable after March 2019.

**The majority of people felt adding or improving connections to future Bus Rapid Transit or Link light rail would improve their mobility.**



\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

*We asked how taking no further action after March 2019 (Option A for no change or additional improvements) affect people’s transit use.*



\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

We asked people to consider community mobility needs, and then prioritize where they would most want to invest resources to improve north Eastside service	English forum	Spanish forum	Chinese forum
Invest in making service to, from, and within the north Eastside reliable and dependable	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
Invest in improving access to homes, workplaces, schools, and other local destinations	4 <sup>th</sup>	5 <sup>th</sup>	1 <sup>st</sup>
Invest in offering service more often throughout the day, later into the evening, and every day of the week	2 <sup>nd</sup>	1 <sup>st</sup>	5 <sup>th</sup>
Invest in adding more flexible and convenient options for riders of different ages and abilities	6 <sup>th</sup>	7 <sup>th</sup>	6 <sup>th</sup>
Invest in improving connections to regional transit options like bus rapid transit and light rail	3 <sup>rd</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>
Invest in improving transfers and connections to and within the north Eastside	5 <sup>th</sup>	4 <sup>th</sup>	4 <sup>th</sup>
Other	7 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>








## About changes to proposed by route to fixed-route bus

Changes By Route	Existing Service	March 2019 Adopted	Sept. 2019 or March 2020 Proposed
New routes	N/A	N/A	225, 230, 231, 239, 250, ST 544, Kirkland-Kenmore Community Ride, Bothell-Woodinville Community Ride, Additional Community Van in South Kirkland
Unchanged routes	B Line, 221, 226, 237, 252, 257, 271, 311, 312, 342, 372, 931, ST 522, ST 532, ST 535, ST 540, ST 541, ST 542, ST 545, 234, 234, 236, 238, 243, 244, 255, 277	N/A	B Line, 221, 226, 237, 252, 257, 271, 311, 312, 342 372, 931, ST 522, ST 532, ST 535, ST 542
Route revisions	N/A	252, 255, 257, 268, 311, ST 542, ST 545, ST 550, ST 555 see note	255, ST 545, 930 DART
Routes replaced by others:	N/A	N/A	234, 235, 236, 238, 243, 244, 248, 277, ST 540, ST 541
Other mobility services:	Community Connections	Community Connections	New Community Connections services added to existing options

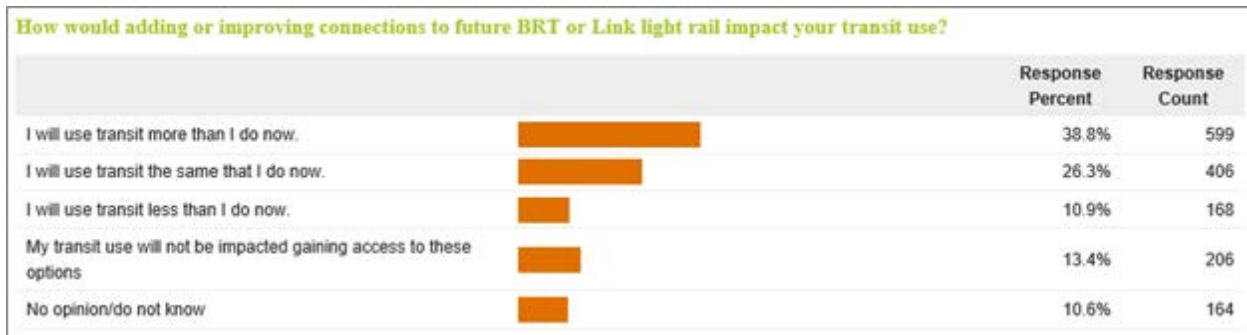
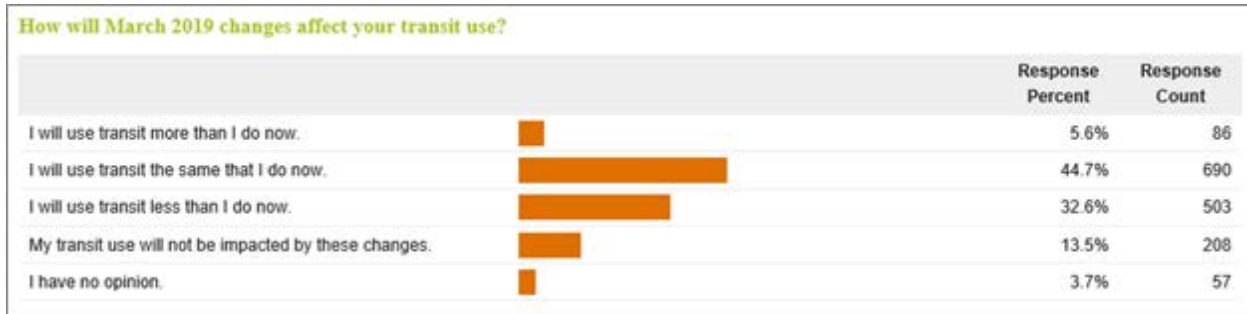
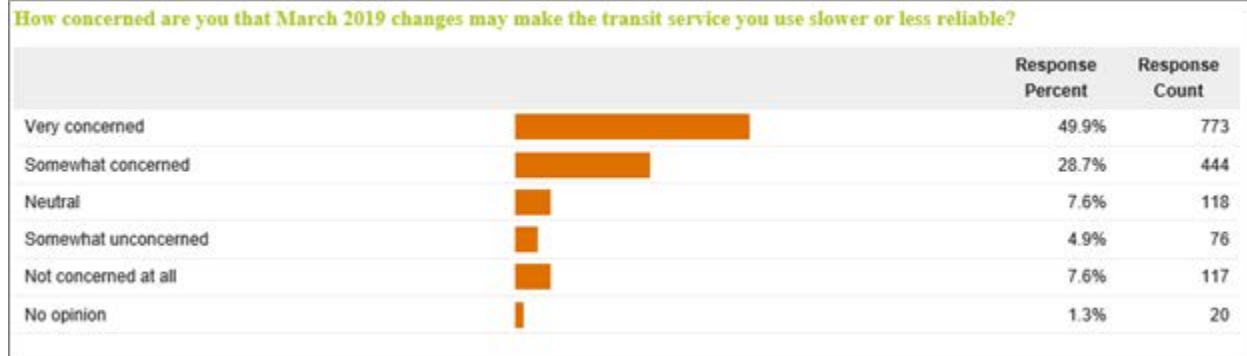
\*View map of [proposed improvements](http://www.kingcounty.gov/metro/north-eastside) shown during outreach: [www.kingcounty.gov/metro/north-eastside](http://www.kingcounty.gov/metro/north-eastside)

We filtered survey responses to see what specific feedback was received from Route 255 rider about proposed changes.

Of Route 255 riders only:






Overall, how satisfied are you with Metro's north Eastside service today?			
		Response Percent	Response Count
Very Satisfied		19.0%	289
Somewhat satisfied		45.0%	684
Neutral		12.5%	190
Somewhat unsatisfied		17.1%	260
Very unsatisfied		6.4%	98

Project Name Public Engagement Report – Public Feedback Summary  
**King County Metro Transit**








Project Name Public Engagement Report – Public Feedback Summary  
**King County Metro Transit**

You've got 10 dots to 'spend'. Based on the improvements proposed below to make service more dependable, which best address mobility needs and priorities in the north Eastside? (Spend as many or as few dots on each improvement as desired until they are gone)

		Response Percent	Response Count
Direct connection to the UW Link Station for trips into Downtown Seattle that are faster and more reliable		44.3%	5,574
Service every 15 minutes between Downtown Kirkland and Redmond Town Center weekdays on Route 250		14.9%	1,869
Improved travel times for more reliable connections from Bothell and Woodinville to Juanita, Totem Lake, and Kirkland on new Routes 230, 231, and 239		15.3%	1,929
Service every 15 minutes between Juanita and Downtown Kirkland by coordinating staggered schedules on new Routes 230 and 231		11.6%	1,460
Route 930 DART service (flexible pickup zone along Willows Road between Totem Lake and Redmond) expanded to 6am-7pm weekdays, every 30 minutes.		5.9%	742

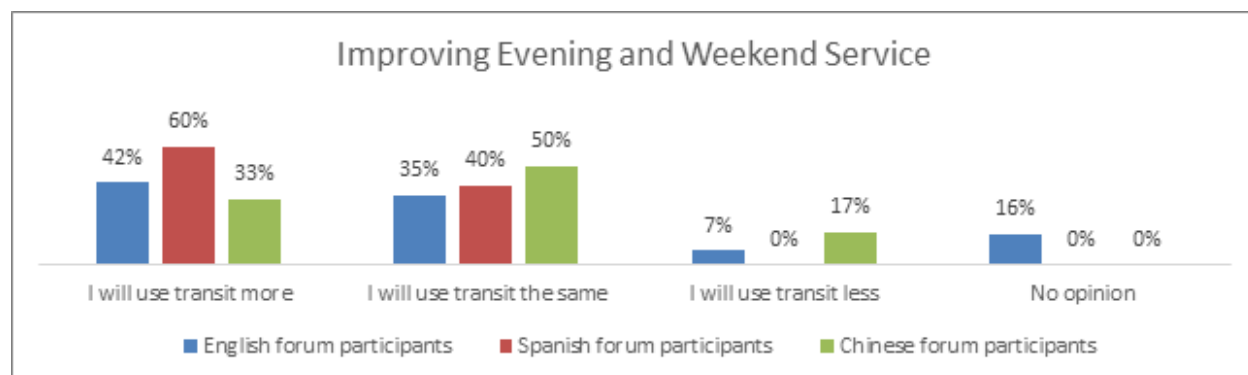
Overall, how satisfied do you think you would be with Metro services if the September 2019 proposal were implemented?

		Response Percent	Response Count
Very satisfied		14.8%	210
Somewhat satisfied		32.2%	457
Neutral		17.1%	243
Somewhat unsatisfied		15.9%	226
Very unsatisfied		19.9%	283

**Making service more frequent throughout the day and week, and extending hours to offer service later at night.**

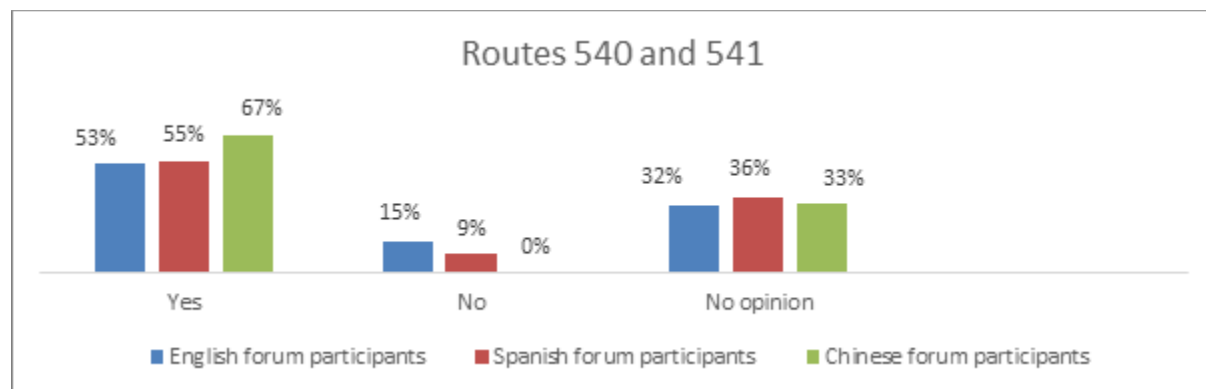
We asked people to rank their priorities adding frequency and extending the hours of service for north Eastside transit users	English forum	Spanish forum	Chinese forum
More frequent evening service on Route 255 (Totem Lake - Kirkland - UW Seattle) and new Route 250 (Redmond to Kirkland)	1 <sup>st</sup>	2 <sup>nd</sup>	1 <sup>st</sup>
Extended evening hours of service on Route 255 and new Routes 230 (Downtown Bothell to Downtown Kirkland), 231 (Downtown Woodinville to Downtown Kirkland), 239 (UW Bothell - Totem Lake - Downtown Kirkland), 250, and 930 DART (Totem Lake to Redmond)	2 <sup>nd</sup>	Tied for 3 <sup>rd</sup>	3 <sup>rd</sup>
More frequent weekend service on Route 255 and new Route 239	3 <sup>rd</sup>	Tied for 3 <sup>rd</sup>	2 <sup>nd</sup>
Extended weekend evening hours of service on Route 255 and new Routes 225 (Kenmore - Totem Lake - Overlake), 230, 231 and 239	4 <sup>th</sup>	1 <sup>st</sup>	4 <sup>th</sup>

*We also asked how improving evening and weekend service would affect people's transit use.*



\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

*We asked if Route 255 is reoriented to UW Station instead of downtown Seattle, would people support changing Routes 540 and 541 to create a new route ST 544 between Overlake, South Kirkland P&R, north Downtown Seattle, and South Lake Union?*



\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

**Comments from those who did not support changing Routes 540 and 541 if Route 255 is reoriented cited the following common reasons:**

**Concern about the cost** – riders may require more education about ORCA products and showed confusion about how the transfer between Metro and Sound Transit works.

*“I need direct service to Seattle. The UW train costs more.”*

*“If I wanted to connect from Kirkland to the UW Station, I would already be taking the 540. Changing the 255 to make me take the Link will double my transit cost. Not a fan.”*

**Added transfers** – riders were frustrated that they may no longer have a one-seat-ride.

*“I live in North Kirkland. This plan removes my way to get to Seattle without transferring, which I don’t do.”*

*“I think having a DIRECT bus between Kirkland (in particular Juanita) and DT Seattle is very important.”*

*“I’m very concerned about eliminating bus routes that have direct service from the Eastside to UW Campus. Only getting people the light rail station is NOT*

*sufficient. If people work on the UW main campus or elsewhere in the U-District you are asking them to transfer when they are 80-90 percent of the way through their commute.”*

**Loss of Route 540** service to UW if is reoriented to serve South Lake Union as new route

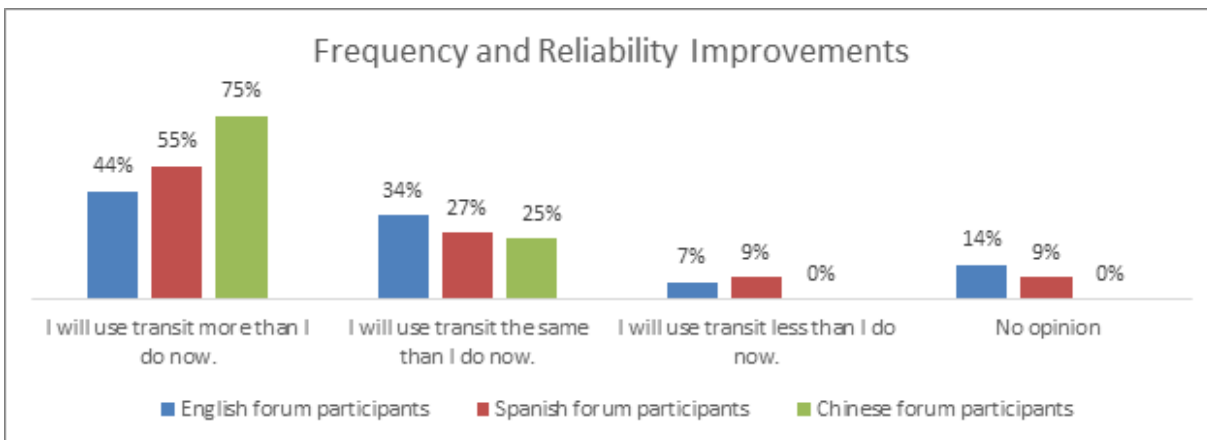
*“I rely on the 540 from Northwest University to get to University of Washington. PLEASE, please, PLEASE do not get rid of the express service from Kirkland to University of Washington.”*

*“Route 540 is my preferred bus when traveling between UW and Kirkland.”*

*“Routes 540 and 541 currently provide overflow service with direct access along SR-520 to Redmond via a bus lane. It's important to keep both routes as options especially with the permanent closure of the Montlake Freeway Station because commuters will still be able to have a "one seat" commute into the Eastside.”*

<b>We asked people to rank their priorities for making service more dependable for north Eastside transit users</b>	English forum	Spanish forum	Chinese forum
Direct connection to the UW Husky Stadium Link Station for trips into Downtown Seattle that are faster and more reliable	<b>1<sup>st</sup></b>	<b>1<sup>st</sup></b>	<b>1<sup>st</sup></b>
Service every 15 minutes between Downtown Kirkland and Redmond Town Center weekdays on Route 250	<b>3<sup>rd</sup></b>	<b>2<sup>nd</sup></b>	<b>2<sup>nd</sup></b>
Improved travel times for more reliable connections from Bothell and Woodinville to Juanita, Totem Lake, and Kirkland on new Routes 230, 231, and 239	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>3<sup>rd</sup></b>
Service every 15 minutes between Juanita and Downtown Kirkland by coordinating staggered schedules on new Routes 230 and 231	<b>4<sup>th</sup></b>	<b>5<sup>th</sup></b>	<b>Not selected</b>
Route 930 DART service (flexible pickup zone along Willows Road between Totem Lake and Redmond) expanded to 6am-7pm weekdays, every 30 minutes.	<b>5<sup>th</sup></b>	<b>4<sup>th</sup></b>	<b>Not selected</b>

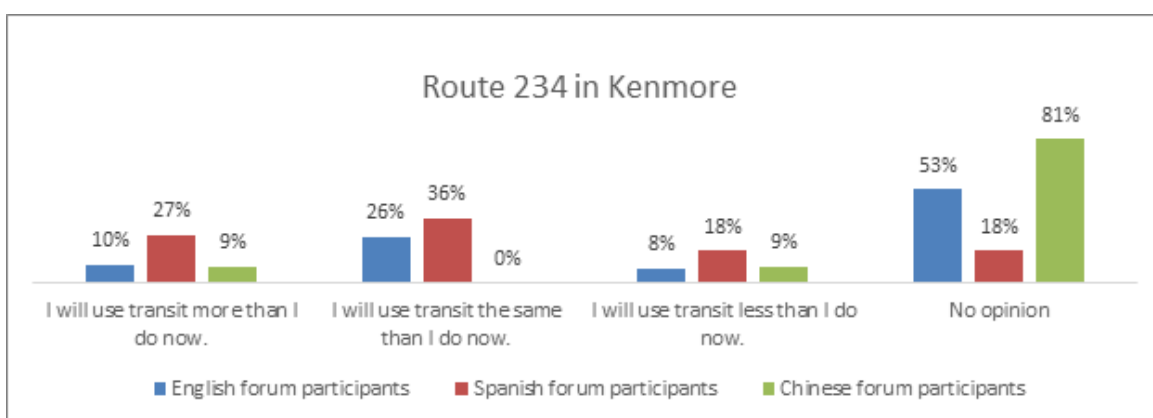
*We also asked how the proposed frequency and reliability service improvements affect people's transit use.*



\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

**Option B proposes changing service in Kenmore** by replacing routes 234 and 244; both serve the same stops today with a new route (Route 225, Kenmore - Totem Lake - Overlake, weekday service every 30 minutes until 7 p.m., and hourly from 7–9 p.m., and service hourly from 8 a.m. - 9 p.m. on weekends). This change also moves the route west to serve future stops along Juanita Drive NE, and provide access to Saint Edward State Park and Bastyr University instead of the current stops along N155th Street on the north and 84th Ave NE.

*We asked what people thought about moving the Route 225 in Kenmore to serve new stops along Juanita Drive NE instead NE 153rd / NE 155<sup>th</sup>.*



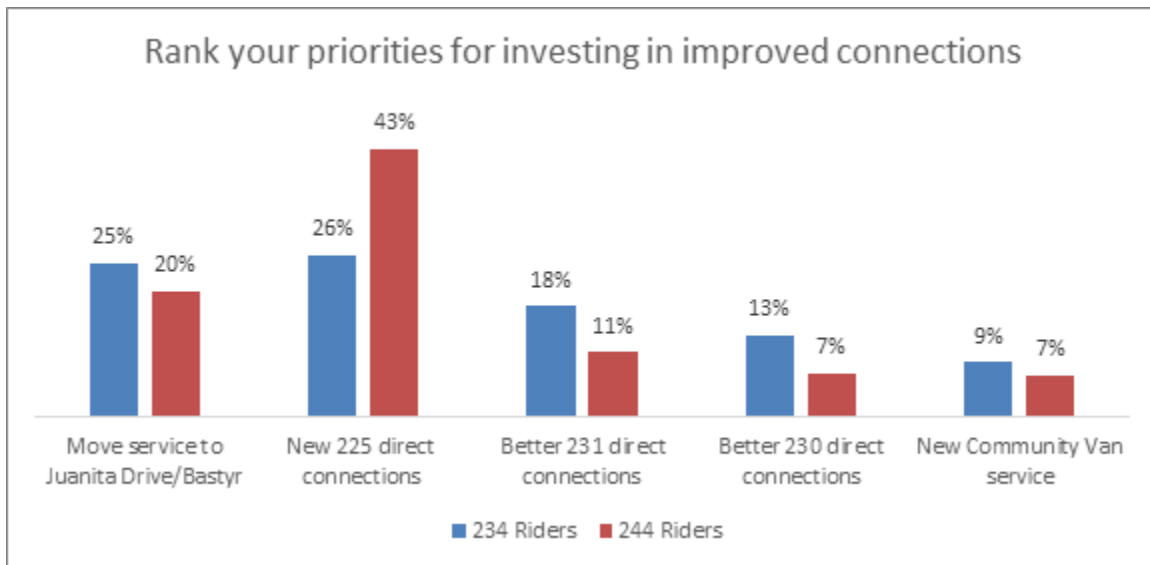
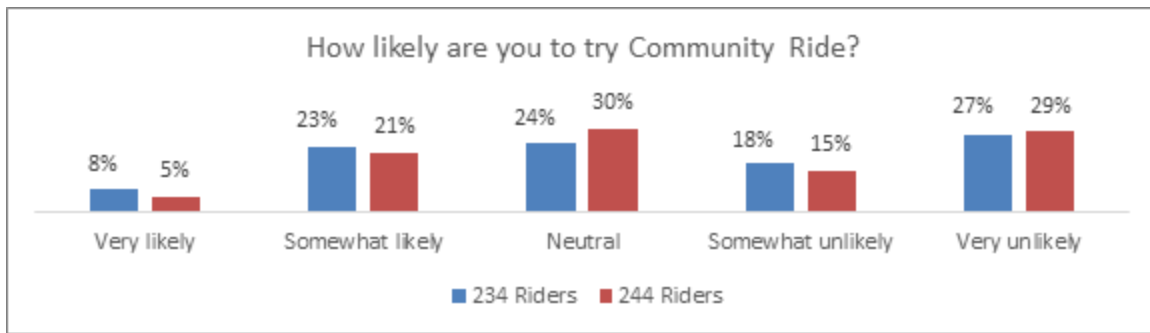
\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

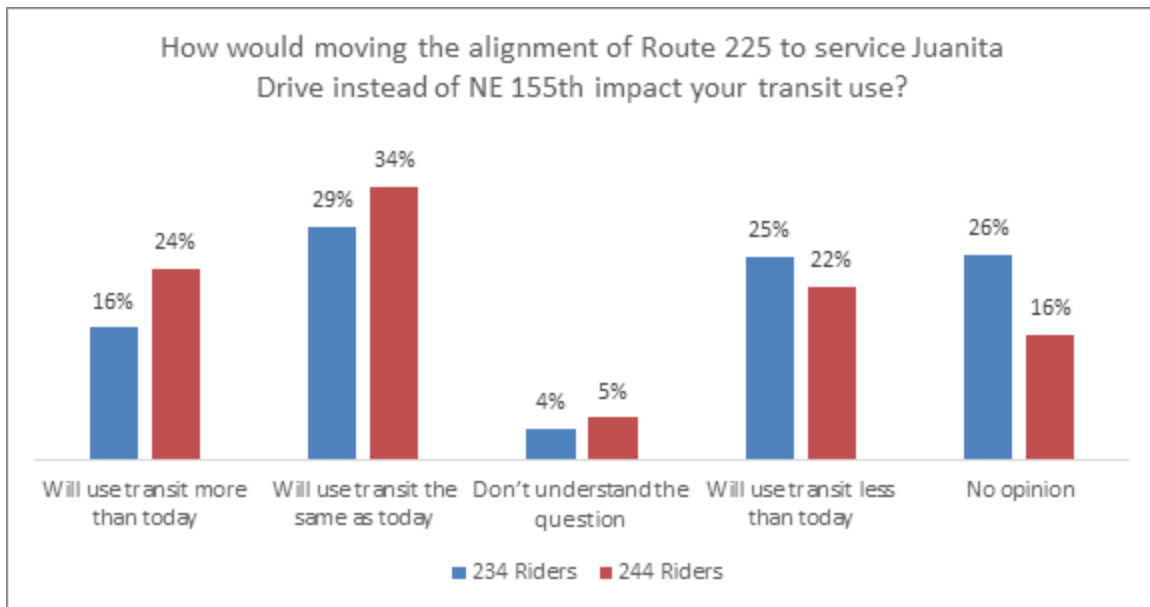
**Metro has proposed new Community Connections services in Kenmore as well; Community Ride and Community Van options would be added to compliment fixed-route bus service.**

We filtered survey results to show feedback of Route 234 and 244 riders only. This enabled us to understand how changes in service to that route, and proposed new community connections options were received by those most impacted.

**Among Route 234 and Route 244 riders only**







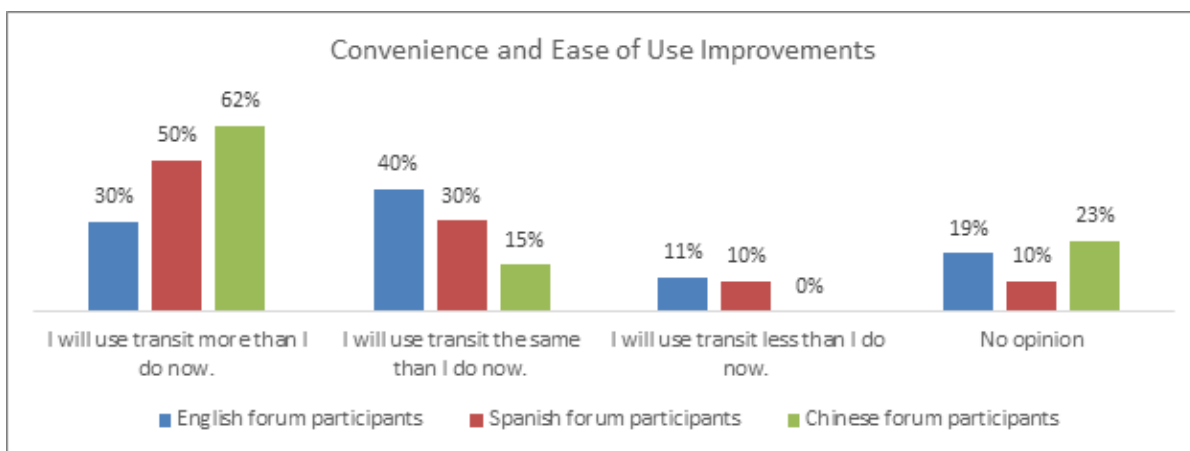
We asked people to rank their priorities for making service more convenient and easy to use, with coordinated transfers for north Eastside riders	English forum	Spanish forum	Chinese forum
Street and bus stop improvements at the UW Link Station for an easier transfer to Route 255	1 <sup>st</sup>	1 <sup>st</sup>	1 <sup>st</sup>
Simplification of Route 255 to begin all trips at Totem Lake	3 <sup>rd</sup>	5 <sup>th</sup>	4 <sup>th</sup>
Schedule revisions to coordinate transfers between new Route 239 (serving Kingsgate and Rose Hill) and Route 255 at Kirkland Transit Center.	4 <sup>th</sup>	3 <sup>rd</sup>	3 <sup>rd</sup>
Schedule revisions to better coordinate transfers between UW Bothell and Redmond	7 <sup>th</sup>	2 <sup>nd</sup>	5 <sup>th</sup>
Schedule revisions to better coordinate transfers between Kenmore and Juanita to transit services on I-405 to Bellevue	2 <sup>nd</sup>	4 <sup>th</sup>	6 <sup>th</sup>
A weekday Community Ride* service in Kenmore and North Kirkland to serve the Juanita/Finn Hill/Bastyr University area between 7am - 7pm	5 <sup>th</sup>	7 <sup>th</sup>	2 <sup>nd</sup>
A weekend Community Ride* service in Bothell and Woodinville to serve Downtown Bothell, UW Bothell and the Woodinville Tourist District areas between 10am-8pm	6 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>

\*Community Ride is a new option in the north Eastside. This is a reservation-based transportation service that travels within a specified service area, instead of along a route. Riders request rides over the phone or online for the established hours of service.

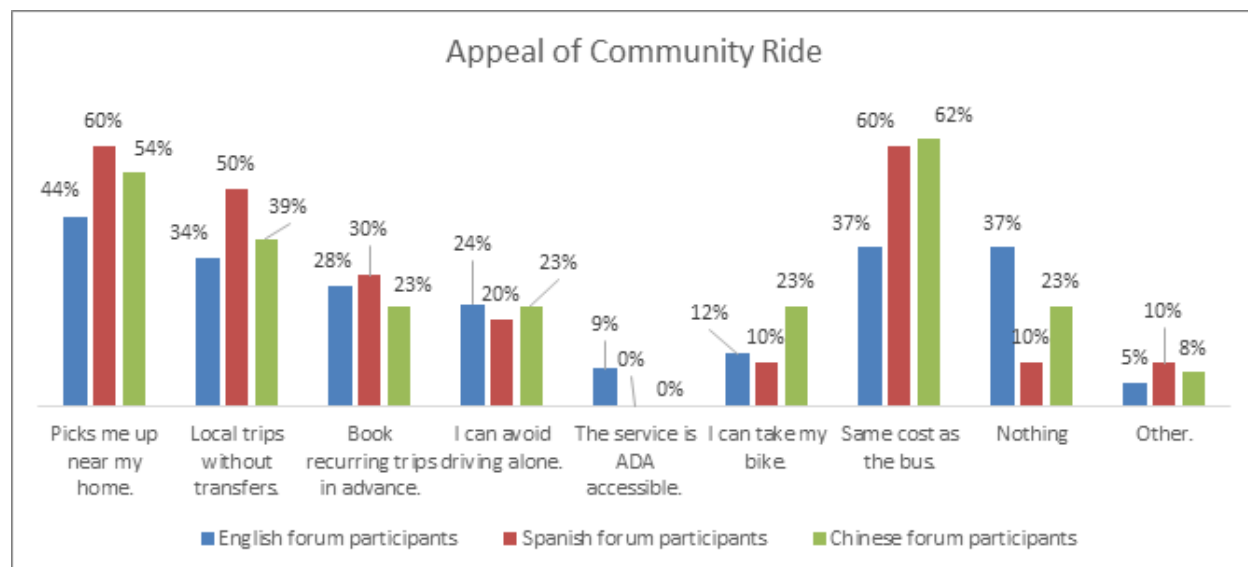
The vehicles are operated by paid drivers and riders pay a standard Metro fare (\$2.75).

- Many face-to-face conversations with mobility limited riders and seniors identified an interest in Community Ride as an option for curb-to-curb service that feels safe and easy to use. People liked the option to book the service by calling a phone number and speaking to a transportation coordinator, and felt the ease of on an app-based system would be beneficial as well.

*We asked people how the convenience and ease of use service improvements affect their transit use.*

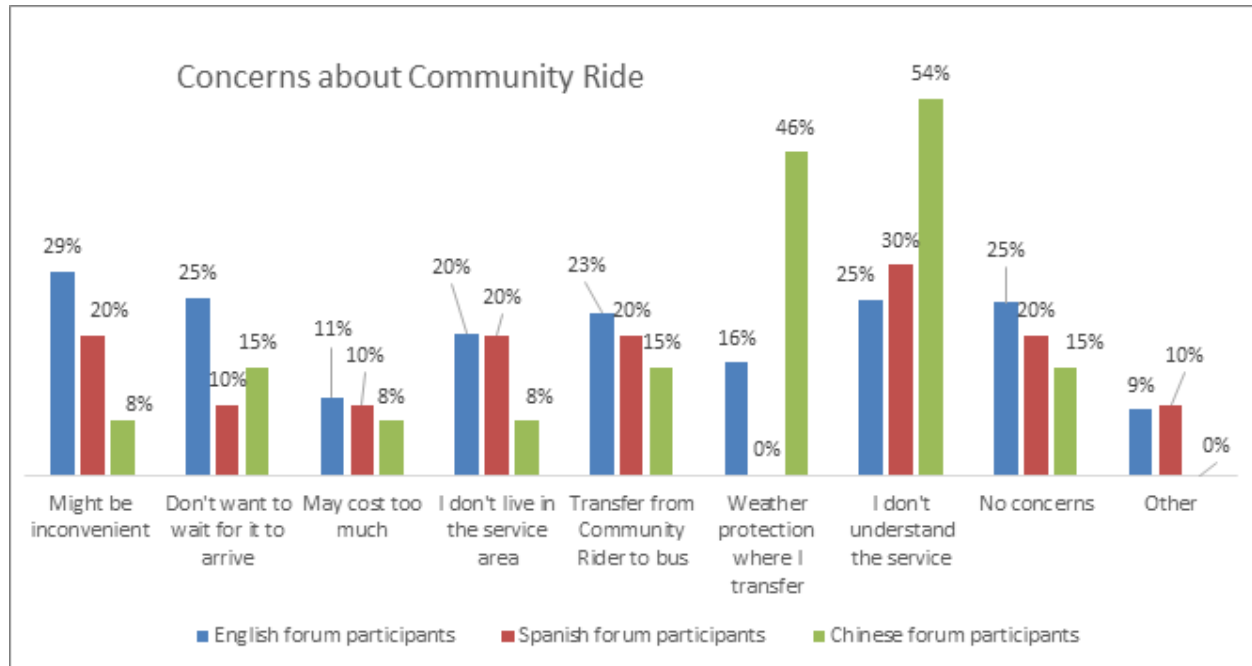


*We asked people to tell us what appeals to them about Community Ride.*

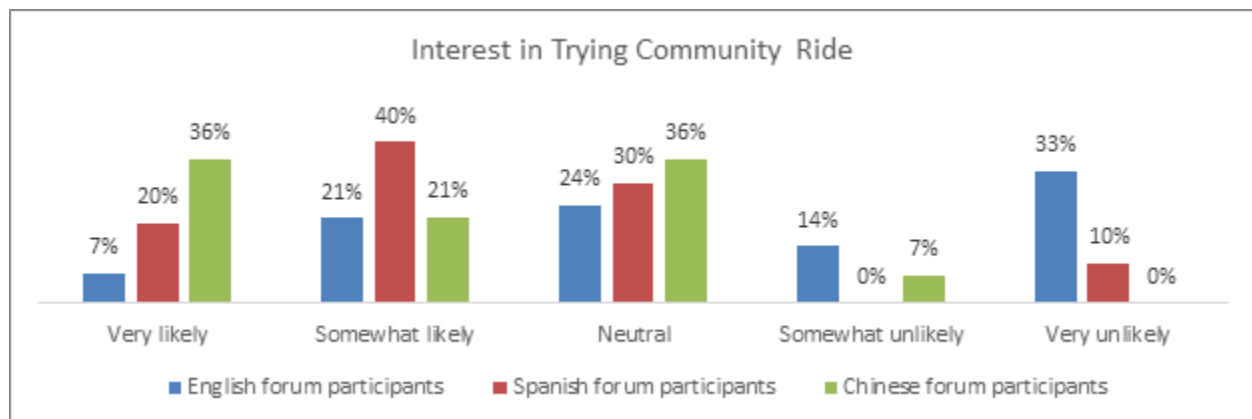


\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

### *What concerns do you have about Community Ride?*



### *How likely are you to try Community Ride?*



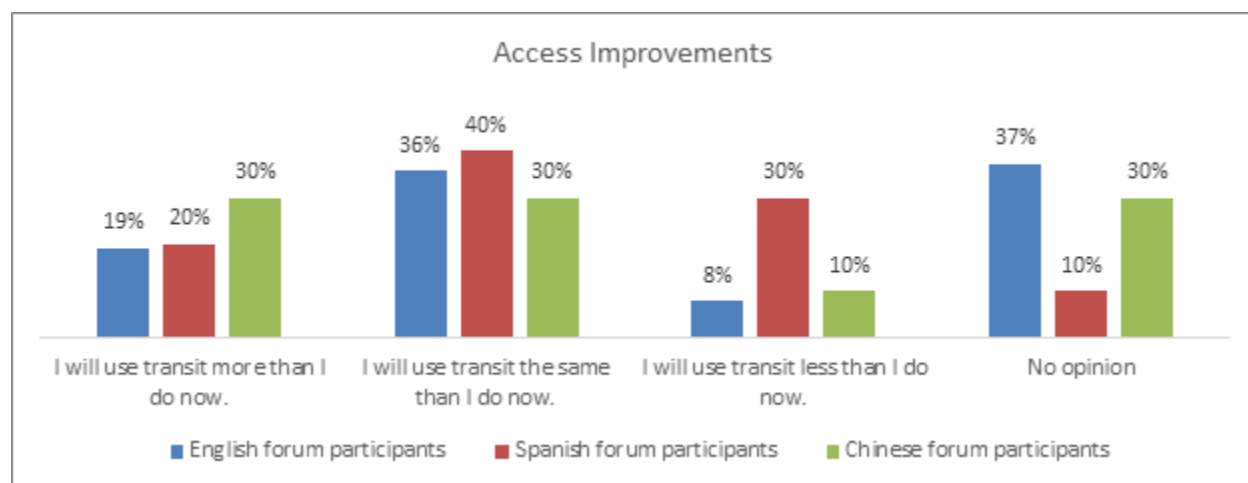
\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

## Improving access to schools and local destinations, especially for those with limited mobility

We asked people to rank their priorities for improving connections to schools and local destinations for north Eastside transit users	English forum	Spanish forum	Chinese forum
New access to destinations along Juanita Drive south of 155th St, such as Bastyr University and the Inglewood Village Shopping Center	3 <sup>rd</sup>	1 <sup>st</sup>	3 <sup>rd</sup>
More direct connections between Downtown Kenmore, Kingsgate P&R, Lake Washington Institute of Technology, and Overlake Transit Center on new Route 225	1 <sup>st</sup>	5 <sup>th</sup>	1 <sup>st</sup>
More direct connection between Woodinville Town Center and Downtown Kirkland on Route 231	2 <sup>nd</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>
More direct connection between UW Bothell/Cascadia College and Downtown Kirkland on Route 230	4 <sup>th</sup>	2 <sup>nd</sup>	4 <sup>th</sup>
A Community Van* in Kirkland to serve residents south of NE 116th St	5 <sup>th</sup>	7 <sup>th</sup>	5 <sup>th</sup>

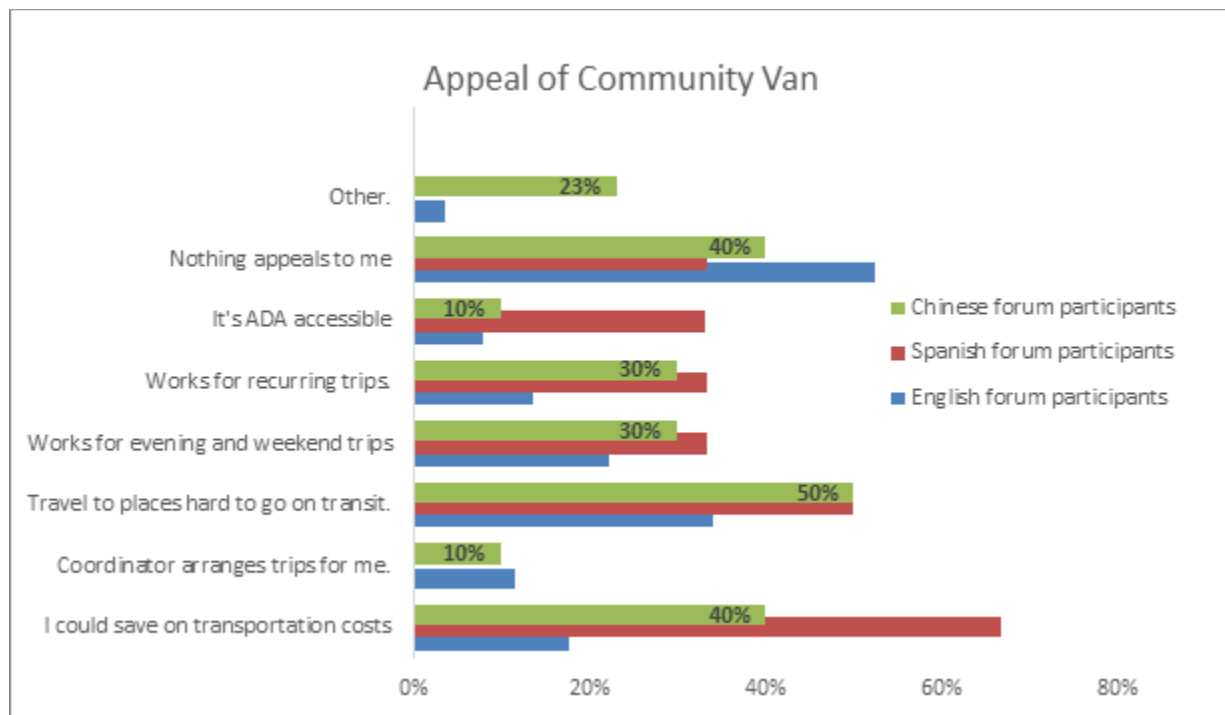
\*Community Van provides prearranged, recurring, or one-time group trips. Volunteer drivers pick up riders at prearranged stops. Trips are arranged by a Community Transportation Coordinator. Riders pay a standard Metro fare.

### *We also asked how the access improvements affect transit use.*

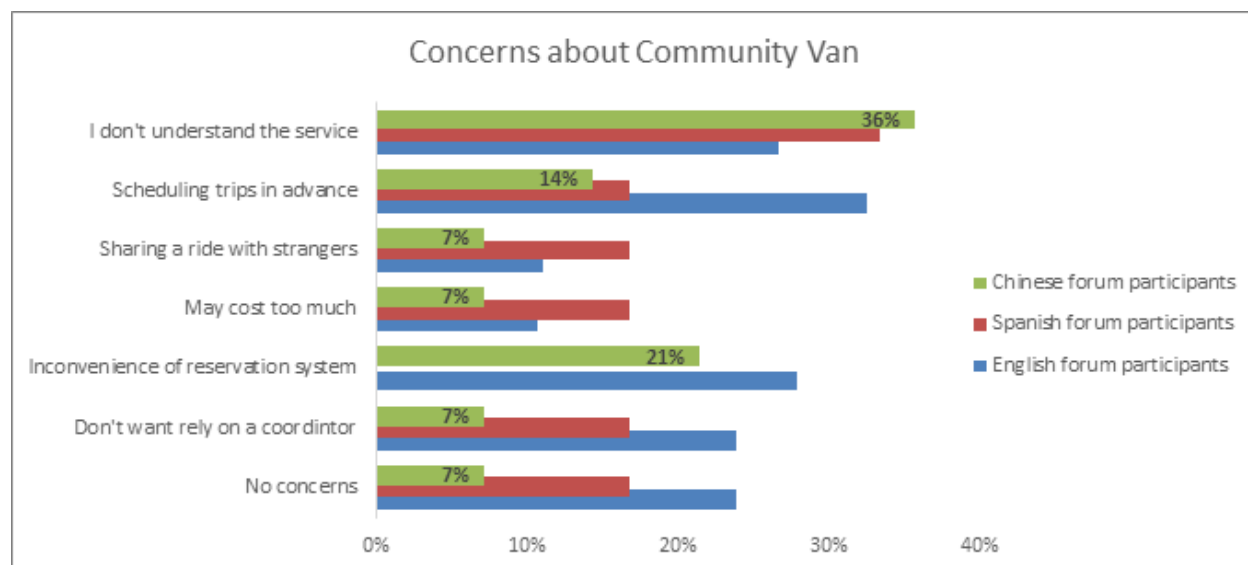


\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

*We asked what appeals to people about Community Van.*

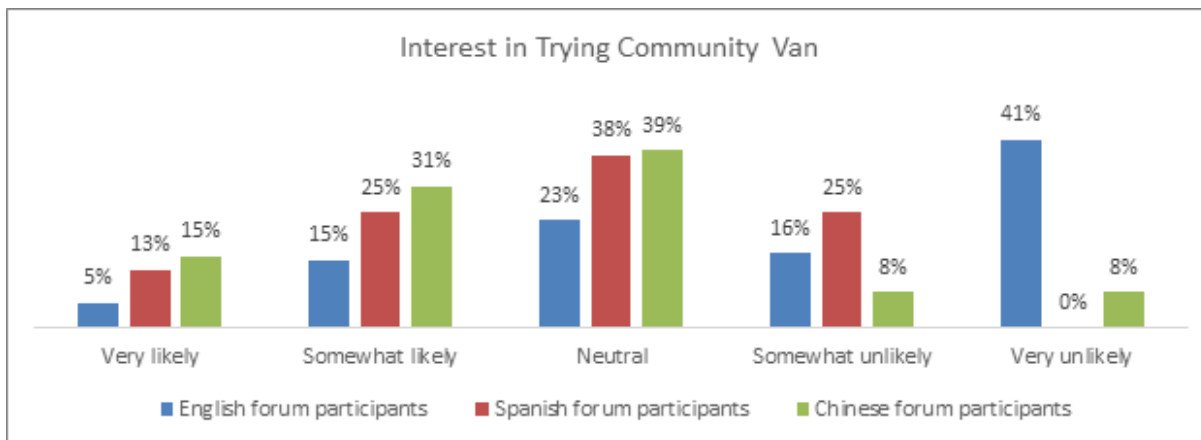


*We also asked about people's concerns related to Community Van.*

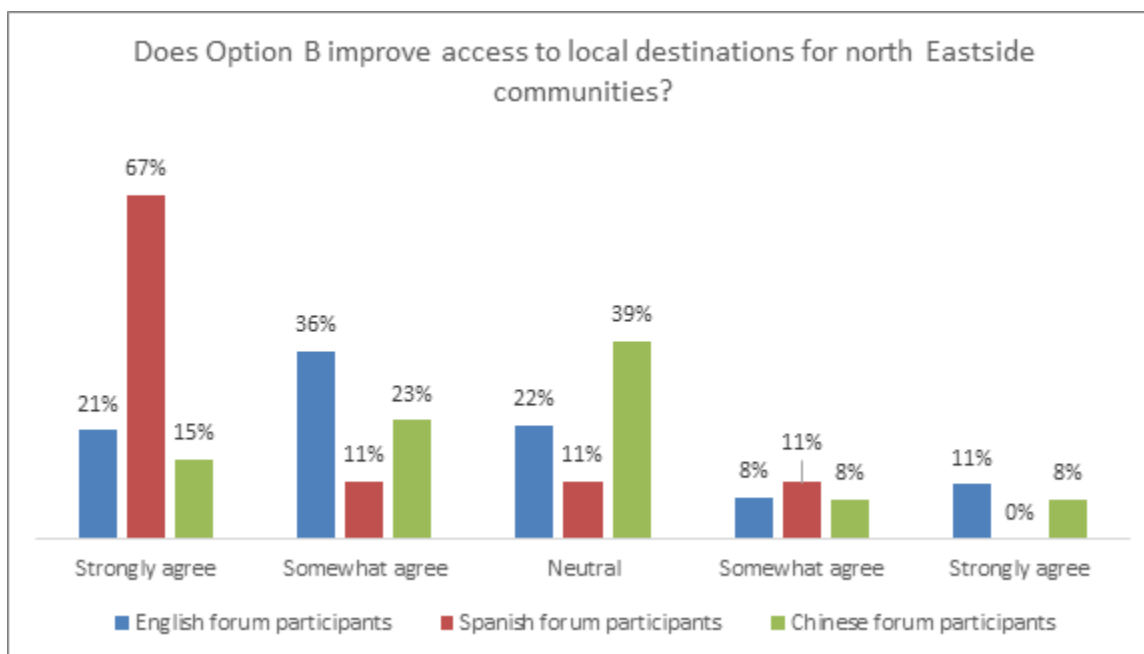


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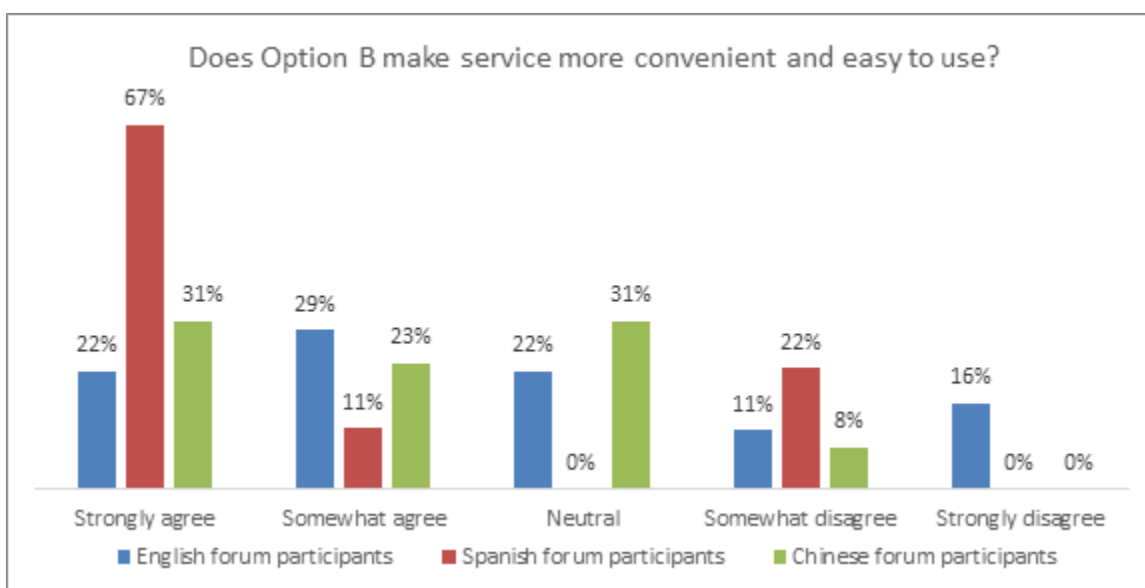
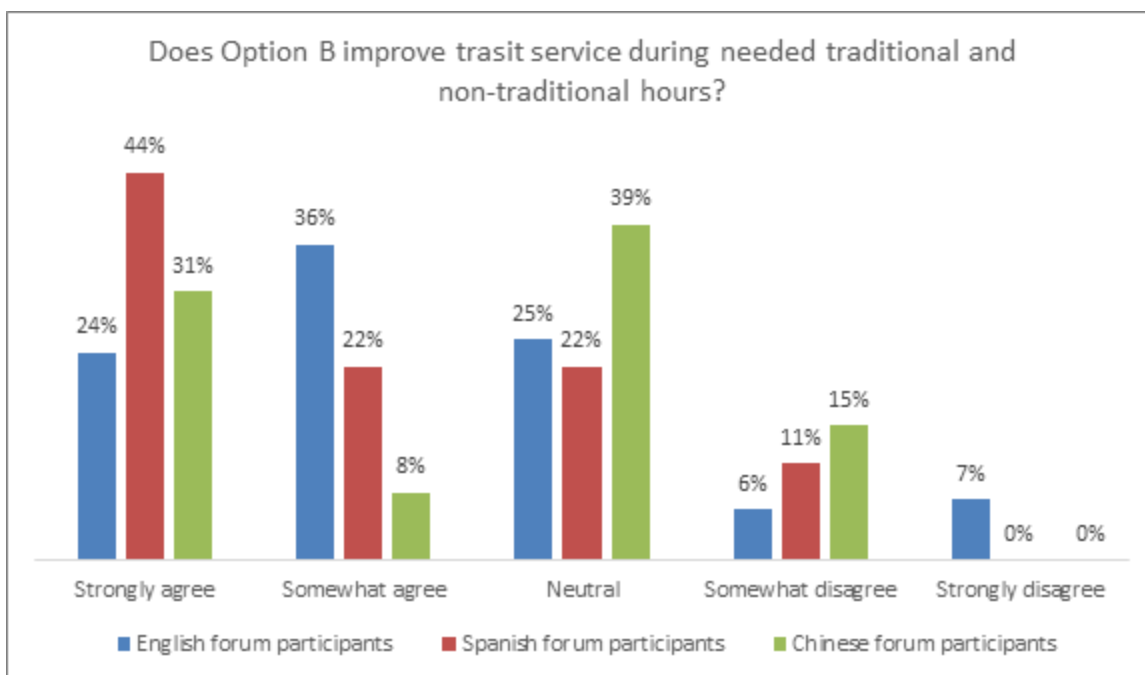
*We asked how likely people would be to try Community Van.*



*Based on the information shared about the proposed changes for September 2019, we asked people to tell us how well the needs from the community were addressed.*

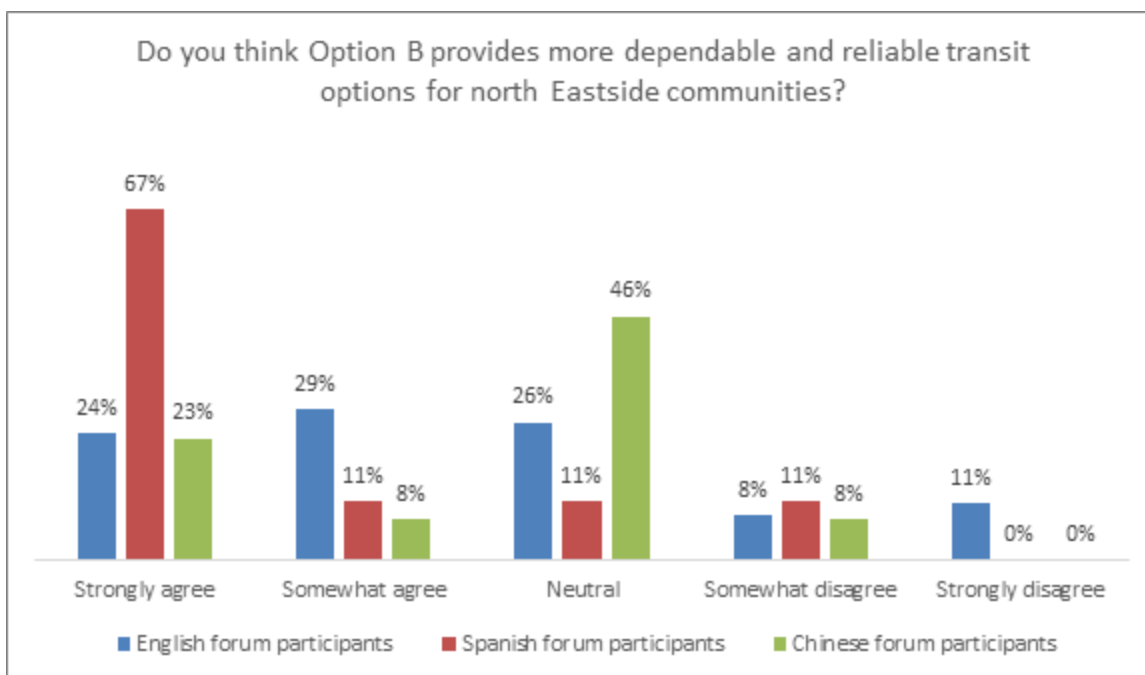


\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

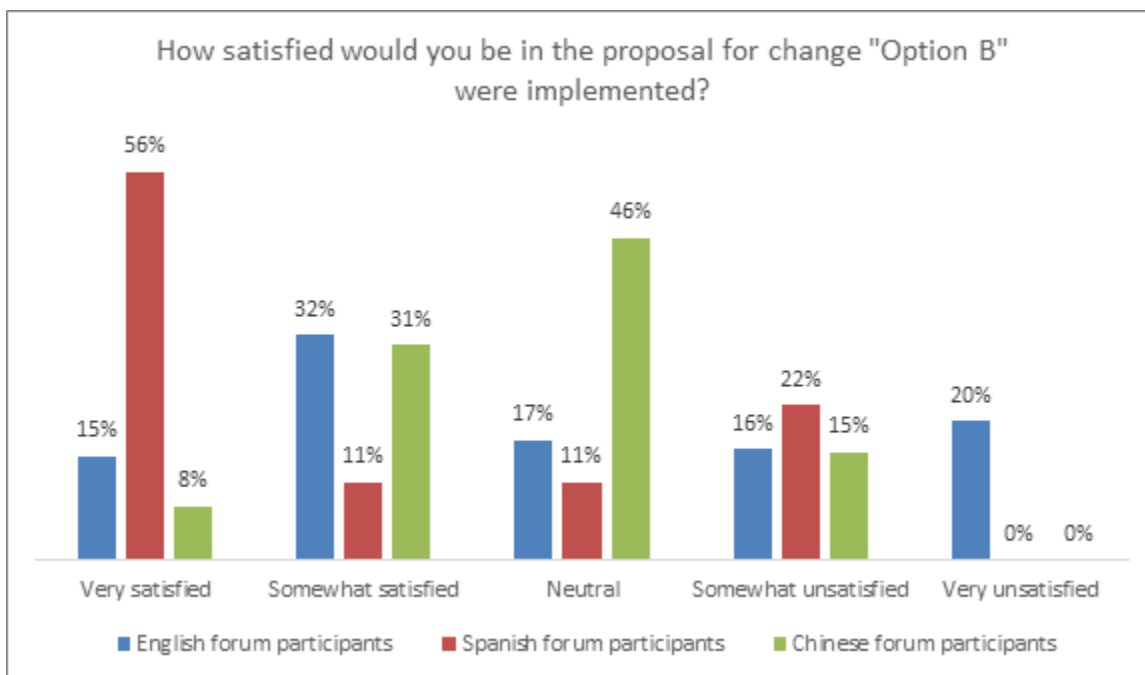


\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).





*We asked people overall, how satisfied they would be with Metro services if the September 2019 proposal were implemented?*



\*Data categories not selected by forum participants (all groups) are not shown, data showing 0.0 percent indicates no response provided to question/answer not selected by one (but not all groups).

## **Working with the Mobility Board and next steps**

At the close of Phase 3, the project team and Mobility Board reviewed public input to gauge the level of support for the proposed changes. Both groups considered opportunities for making adjustments that would improve options, and considered what would happen if the no change option were selected. The majority of public feedback supported Option B in favor of change with few modifications. The Metro project team and the NEMP Mobility Board will move towards writing independent recommendations for review and consideration by the King County Council in March, with anticipated action in April. Any approved changes will align with one of Metro's twice-yearly service change windows, and the current recommendation by Metro will be to implement change in March of 2020.

## Demographic representation and measures of success

We ask survey respondents to answer demographic and methodology related questions to understand how well we connected with and heard from those affected. Though this assessment of success and participation has its limitations, it helps inform future projects, and provides insight into the what works best to engage the diverse populations within a given project area. We also set goals and conduct this comparison to help us learn and continually improve our engagement efforts. It helps us understand what works, what doesn't, and how we can be as inclusive as possible in assuring those who are affected by a change have the opportunity to help shape the outcome.

We conduct and provide this comparison to help us balance feedback and input received from multiple channels – for example, online feedback is important as is feedback received from qualitative engagement conducted by community-based organizations. Where there are differences in the feedback, one does not outweigh the other.

In addition, the public engagement data reported is only reflective of those who chose to answer those optional questions and may not be reflective of questionnaire responders as a whole. Respondents are told that their survey is counted even if choose not to answer any or all of the questions, and that the demographic section does not display to other survey participants – answers will only be shared with or visible to survey administrators.

### Measures of Success

In all of Metro's Have-a-Say public engagement efforts our process goals are to make sure participants:

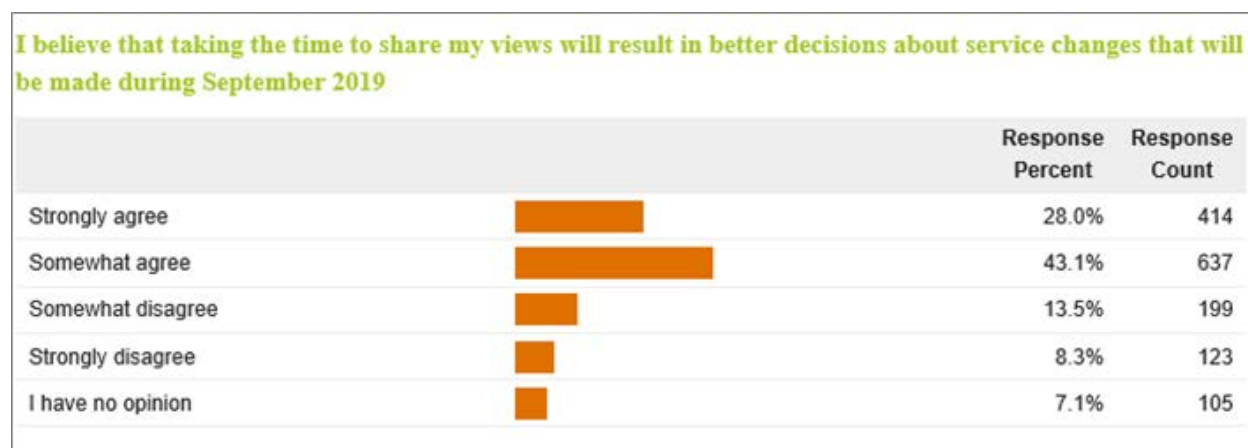
- Reflect those who will be affected by the change we are considering.
- Understand what's being planned and how it will affect them.
- Feel welcomed and have enough time to participate meaningfully.
- Are aware of and see how public input influences the decision-making process.

### Who participated?

- 3,923 visitors to the three forum sites.
- **The most common zip codes reported by survey respondents were 98034, 98033, 98052, 98028, 98072, 98011, and 98004.**

### English language online survey participants (1570 out of 1597 total participants)

- Over half were from Kirkland.
- Most used routes **255, 234, ST 540** and the majority rode the bus 5+ days a week.
- **82.9 percent** said resources provided helped them understand the proposal being considered and how changes would affect them.
- **73.9 percent** felt the amount of time provided to weigh-in in a meaningful way, once they were notified was adequate.



Of English language forum respondents providing demographic information:

- **30.5 percent** identified as Black/African American, Asian-American/Pacific Islander, or Hispanic/Latino
- **93.2 percent** identified English as the primary language spoken at home.
- About **12 percent** had annual household incomes <\$55,000.
- About **50 percent** were between 25 - 44 years old.
- Majority were not disabled; **80.8 percent** of survey takers on the English forum reported they did not have a disability.
- The forum was relatively **evenly split by gender**, 46.4 percent identified as female, 4.2 as male, 1.1 percent as other, and 6.4 percent elected not to say.

The 3 notification methods cited most effective:

- 28.4 percent Metro email or text alert
- 27.4 percent Facebook
- 24.7 percent Poster at a bus stop

### **Spanish language online survey participants (12 out of 1597 total participants)**

Spanish language forum participants answered fewer of the demographic questions, but for those questions answered here is what we learned:

- Over half were from Kirkland and Redmond.
- Most used routes **234, 235, 255, ST 545** and 45.5 percent rode the bus 5+ days a week.

Of the respondents providing demographic information:

- 18.2 percent reported having no access to a personal vehicle.
- 90.9 percent identified as Spanish, Hispanic, Latino (Mexican, Mexican-American, Chicano or Latino).
- 54.5 percent indicated Spanish was the primary language spoken at home.
- About 60 percent noted annual household incomes of \$55,000 –\$140,000.
- 72.8 percent were between 35 - 54 years old.
- 16.7 percent reported having a disability.

The notification methods cited as most effective:

- 60 percent Facebook
- 30 percent poster at a bus stop
- 20 percent a brochure given to them at a transit center or bus stop

### **Spanish CISC community conversation participants (20 comments and 22 total participants)**

For those who answered demographic questions at our in-person conversations with CISC, here is what we learned:

- **6 out of 20** participants were from **Bothell** zip codes 98011, 98021 and 98012.
- Most used routes **234, 235, 248, and 255**.
- **15.8 percent** rode the bus 5+ days a week, 5.3 percent rode 3-4 days a week, 26.3 percent rode 1-2 days a week, 21.1 percent rode less than once a week, and **31.6** reported never.

Of the respondents providing demographic information:

- **5.9 percent** reported having no access to a personal vehicle.
- **94.1 percent** identified as Hispanic or Latino.
- **75 percent reported they had a household size of four people.**
- **73.7 percent** indicated Spanish was the primary language spoken at home.
- About **33.3 percent** noted annual household income <\$25,000 and 38.9 reported household incomes between \$55,000 - \$150,000.
- **70.6 percent** were between **25 - 54 years old.**
- **71.4 percent** reported not having a disability.

The notification methods cited as most effective:

- **33.3 percent** friend or family member
- **33.3 percent** an organization they are involved with
- **22.2 percent** other
- **11.1 percent** news media

#### Chinese language online survey participants (15 out of 1597 total participants)

Chinese language forum participants also answered fewer of the demographic questions, but for those questions answered here is what we learned:

- Over **50 percent** were from Kirkland and Redmond, and one-third from Kenmore.
- Most used routes **234, 235, 255, and 245.**
- **37.5 percent** rode the bus 5+ days a week.

Of the respondents providing demographic information:

- **20 percent** reported having no access to a personal vehicle.
- **73.3 percent** identified as Asian American or Pacific Islander.
- **57.1 percent** indicated Chinese was the primary language spoken at home.
- About **46.7 percent** noted annual household incomes of \$75,000 - \$140,000.
- **66.7 percent** were between **25 - 54 years old.**
- **22.2 percent** reported having a disability.

The notification methods cited as most effective:

- **57.7 percent** Facebook
- **21.4 percent** poster at a bus stop
- **21.4 percent** news media or a neighborhood blog post

## Chinese CISC community conversation participants (62 comments and participants)

For those who answered demographic questions at our in-person conversations with CISC here is what we learned:

- **11 out of 62** participants answered this question, the majority of those who answered were from **Redmond, Bothell, and Kenmore.**
- Most used routes **234, 235, 238, 245, 248, and 255.**
- **17.5 percent** rode the bus 5+ days a week, 40.0 percent rode 3-4 days a week, 17.5 percent rode 1-2 days a week, 12.5 percent rode less than once a week, and **12.5** reported never.

## Of the respondents providing demographic information

- **26.0 percent** reported having no access to a personal vehicle.
- **95.1 percent** identified as their ethnicity as other or declined to share.
- **Two people was the most common household size, as reported by 35.2 percent, while the second most reported answer was three people (14.8 percent).**
- **100 percent** indicated Chinese was the primary language spoken at home.
- About **30.3 percent** noted annual household income <\$15,000 and 2.3 reported household incomes between \$35,000 - \$50,000, while 65.1 percent declined to share.
- **34.5 percent** were between **55 - 64 years old**, and **60 percent were 65 years or older.**
- **Many** reported having a disability.

**If you have a disability, please indicate what kind (check all that apply)**

	Response Percent	Response Count
Mobility	55.6%	15
Vision	40.7%	11
Hearing	37.0%	10
Cognitive	11.1%	3
I would rather not say.	7.4%	2
I do not have a disability.	22.2%	6
Other	7.4%	2

The notification methods cited as most effective:

- **27.9 percent** friend or family member
- **25.6 percent** an organization they are involved with
- **23.3 percent** poster at a bus stop
- **16.3 percent** handout provided at a transit center or bus stop



## Sounding Board Recommendation

### **Getting to consensus, position and anticipated action**

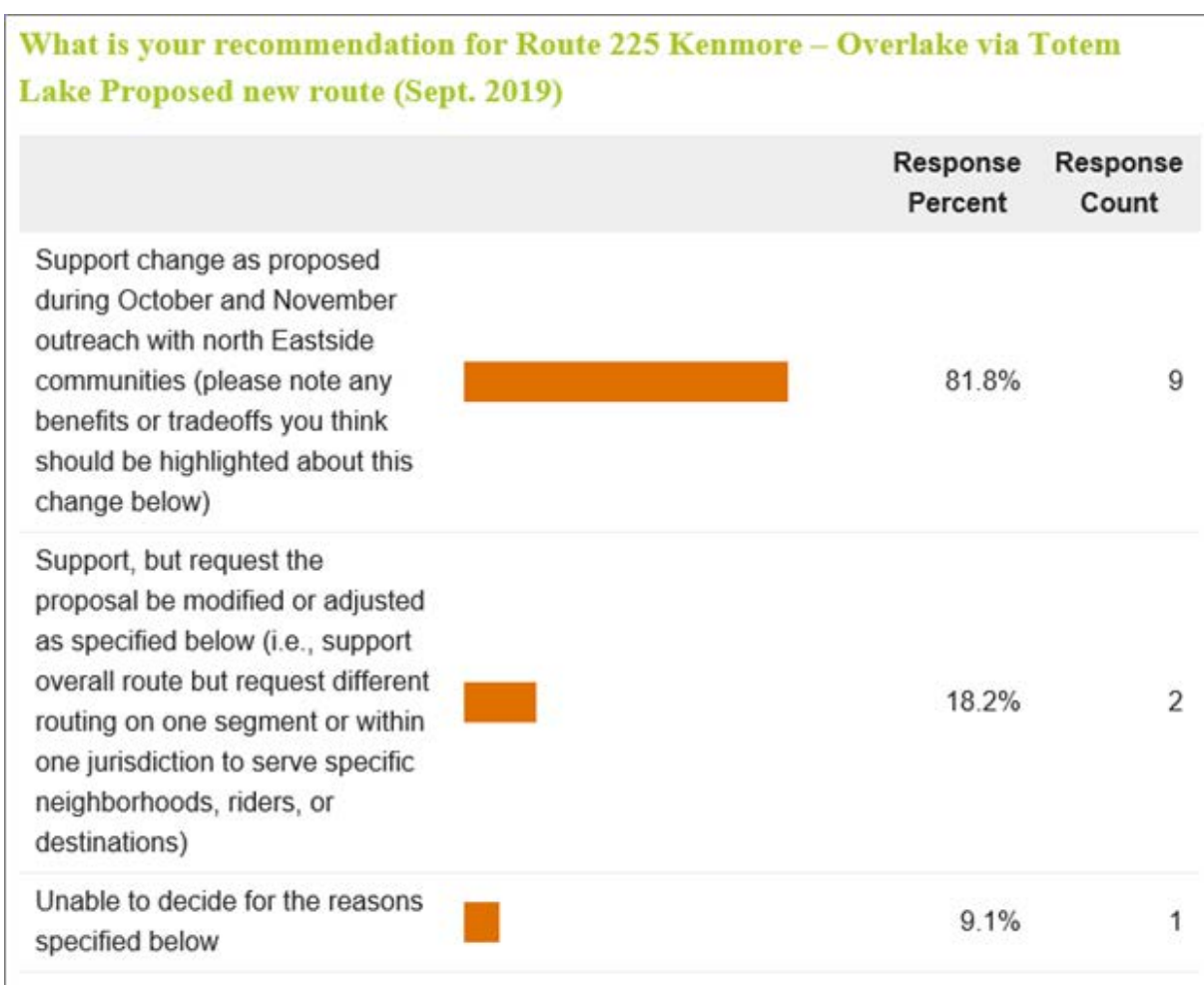
The changes occurring in March of 2019 presented an opportunity for King County Metro Transit and Sound Transit to redesign transit service not only within the north Eastside, but also addressing routes that cross Lake Washington on SR520. Metro, in particular, looked to leverage the fast, frequent, and reliable Link service to free resources that would otherwise duplicate that service or be less efficiently used to operate fixed-route bus service on surface streets in the downtown Seattle core once the transit tunnel ends bus operations. The service hours saved would be reinvested in local north Eastside service to create a more frequent and intelligible network of connecting routes with more efficiently travel times and more service throughout the week, at night and on weekends. The NEMP community Mobility Board was tasked to inform planning of and evaluate that redesigned network and its refinements via a seven-month process in 2018. The Board includes 18-members official; though, not all members attended each meeting many provided feedback via one-to-one conversations with staff. At the conclusion of the engagement process, 11 of the original 18 board members participated in evaluating the proposal

The Board chiefly favors changes that create a network of increased frequency and reliability while enhancing connections between neighborhoods and local amenities, commercial centers, and places of employment. A large number of transit riders routes will be affected under these revisions and some will benefit from more convenient or more frequent service. New proposed fixed-route and flexible service options will sometimes requires transfers for trips that were once one-seat rides; the Board noted that the benefits from improved frequency and reliability outweigh the challenge of losing some direct routes. However, the trade-off means that facilitating fast synchronized transfers will be highly important.

In addition, the Board commented on the vital importance to adequately prepare riders of all ages and abilities for any adopted changes, and suggested Metro undertake an extensive marketing and public education campaign. The Board has also reinforced recommendations for changes to infrastructure at the Montlake Triangle to improve the transfer experience, and was satisfied with the plan achieved via partnership with other organizations to implement these improvements.

The NEMP Mobility Board recognizes the efforts of the Metro and Sound Transit planners, and jurisdictional staff partners of the many north Eastside cities affected by this project. In addition, the Board highlighted the value of feedback and participation from stakeholders, employers, community groups, and individuals that brought this proposal forward. Board members felt positively about the extensive effort undertaken to inform the public of the opportunity to improve, expand, and revise mobility services for north Eastside communities, and were pleased with the work done to gather, evaluate, and respond to public input in the final design.

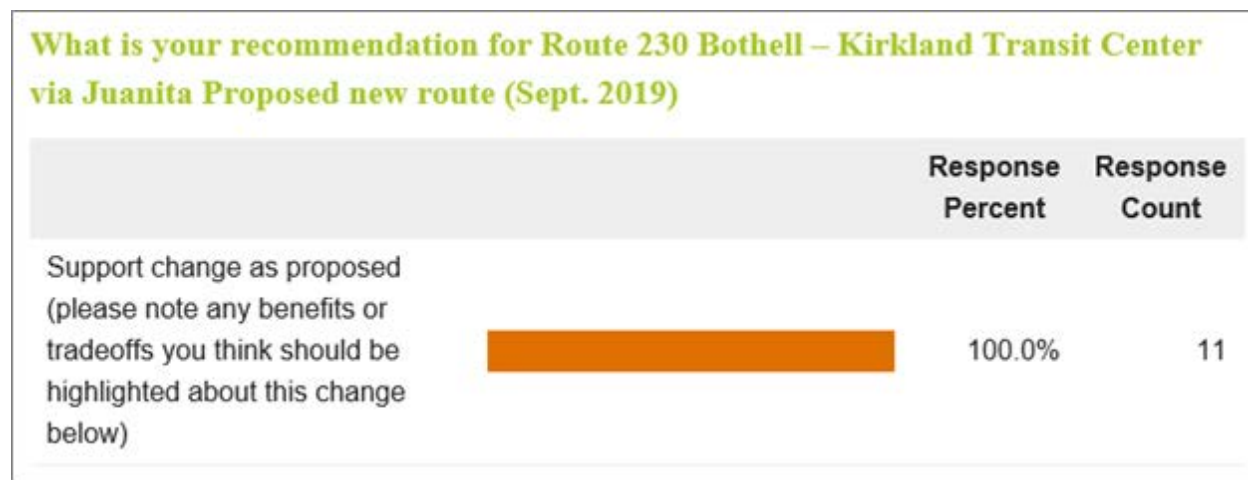
**The following summarizes and reflects the Board's observations and recommendations regarding the proposed restructure.**



*“Support as shown during outreach: The connections to Bastyr and St. Edwards could have been a benefit. Connections through to Overlake with high frequency is a good*

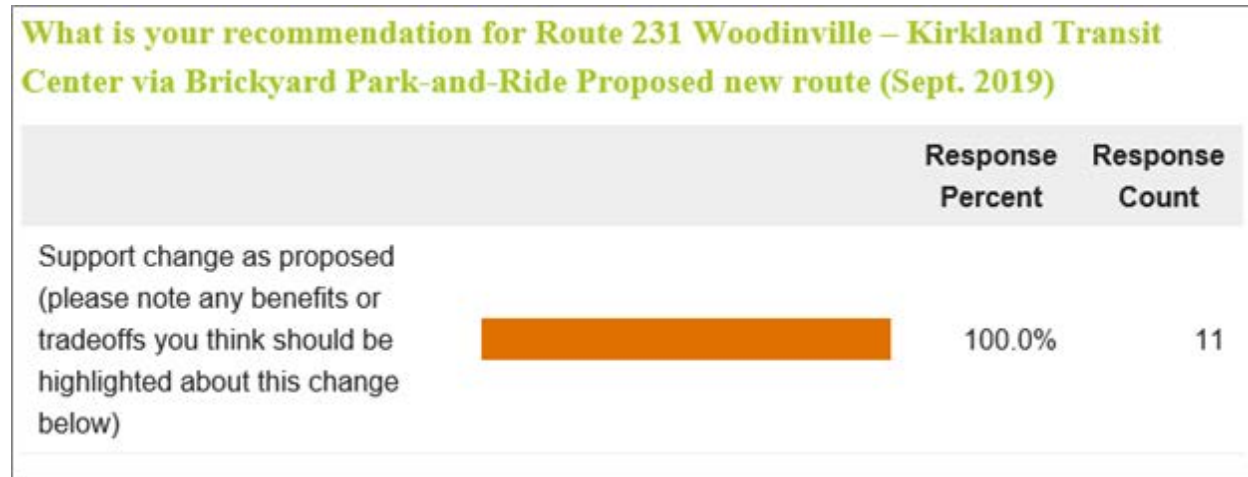
*thing. Benefits connections to BRT on 522, 405, and Light Rail in Overlake. Support with modification: I would support this [alignment in Kenmore to serve Inglemoor High School as being considered post outreach] with changes from Kenmore City Council.”*

For this option the board prefers and supports the alignment serving stops along Juanita Drive and Bastyr rather than the existing alignment traveled by routes 234 and 244. Metro will recommend the existing alignment but has committed to performance manage service and revising the option to change if the route does not perform to necessary service levels.



*“Love this route! Streamlined service connects UW Bothell and Juanita and Kirkland. Deletes longer and less reliable route 238. Connects Juanita to future 522 BRT. Downside is only 1 connection to future BRT.”*

*“Population and employment concentrations are well served under this proposal.”*



*“New connection to Woodinville from eastside, good connection to BRT on 405”*

**What is your recommendation for Route 234 Current: Kenmore – Kirkland – Bellevue Proposed: Delete and replace with routes 225, 230, 231, and 250 and Community Ride (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	100.0%	11

*“The 225 is a better replacement for this route.”*


*“Benefits: make service available to potential riders, improve coverage in the area.*

*Tradeoff: cause anxiety and inconvenience for the current riders who rely on the existing route. “*


**What is your recommendation for Route 235 Current: Totem Lake – Kirkland – Bellevue Proposed: Delete and replace with routes 239 and 250 (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	100.0%	10

**What is your recommendation for Route 236 Current: Woodinville – Kingsgate – Totem Lake – Kirkland Proposed: Delete and replace with routes 230, 231, and 930 and Community Ride (Sept. 2019)**



	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	 100.0%	11

**What is your recommendation for Route 238 Current: Woodinville – Bothell – Juanita – Totem Lake – Kirkland Transit Center Proposed: Delete and replace with routes 225, 230, 231, 239 and 250 (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	 100.0%	11



**What is your recommendation for Route 239 UW Bothell – Kirkland Transit Center via Kingsgate and Totem Lake Proposed new route (Sept. 2019)**

		Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)		81.8%	9
Support, but request the proposal be modified or adjusted as specified below		18.2%	2

*“Confirm synchronized transfers for residents to 255. I expect 230 to be more popular, provides connections between future 522 and 405 BRT.”*

*“Would need to address solution for safe travel for Lake Washington HS students to and from the bus stop for this new route. Possibility of shuttle service was mentioned previously by NEMP Board”*

**What is your recommendation for Route 243 Current: Overlake – Redmond – Bothell – Kenmore Proposed: Delete and replace with additional service on DART Route 930 (Sept. 2019)**

		Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)		100.0%	11

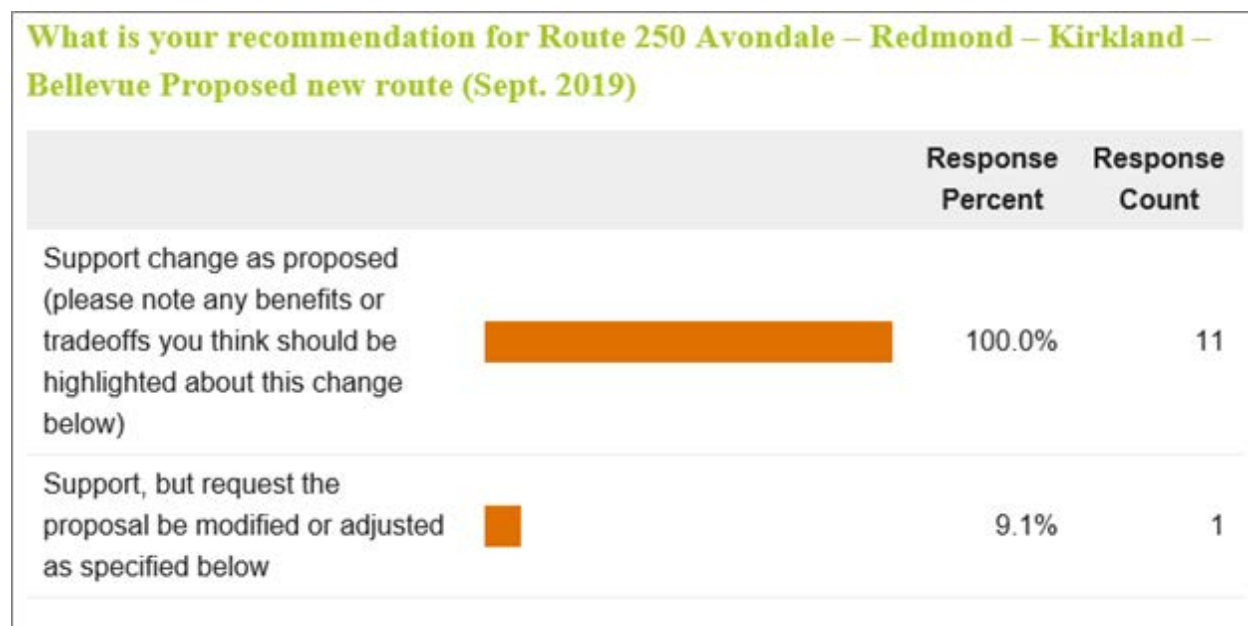
**What is your recommendation for Route 244 Current: Kenmore – Totem Lake – Overlake Proposed: Delete and replace with new Route 225 and additional service on DART Route 930 (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	100.0%	11

**What is your recommendation for Route 248 Current: Avondale – Redmond – Kirkland Proposed: Delete and replace with new Route 250 (Sept. 2019) Rider options • Between Avondale, Bear Creek, Redmond and Kirkland, use new frequent Route 250**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	100.0%	11

*“Support as is but also support looking at how to make it more reliable given the traffic conditions in the area”*

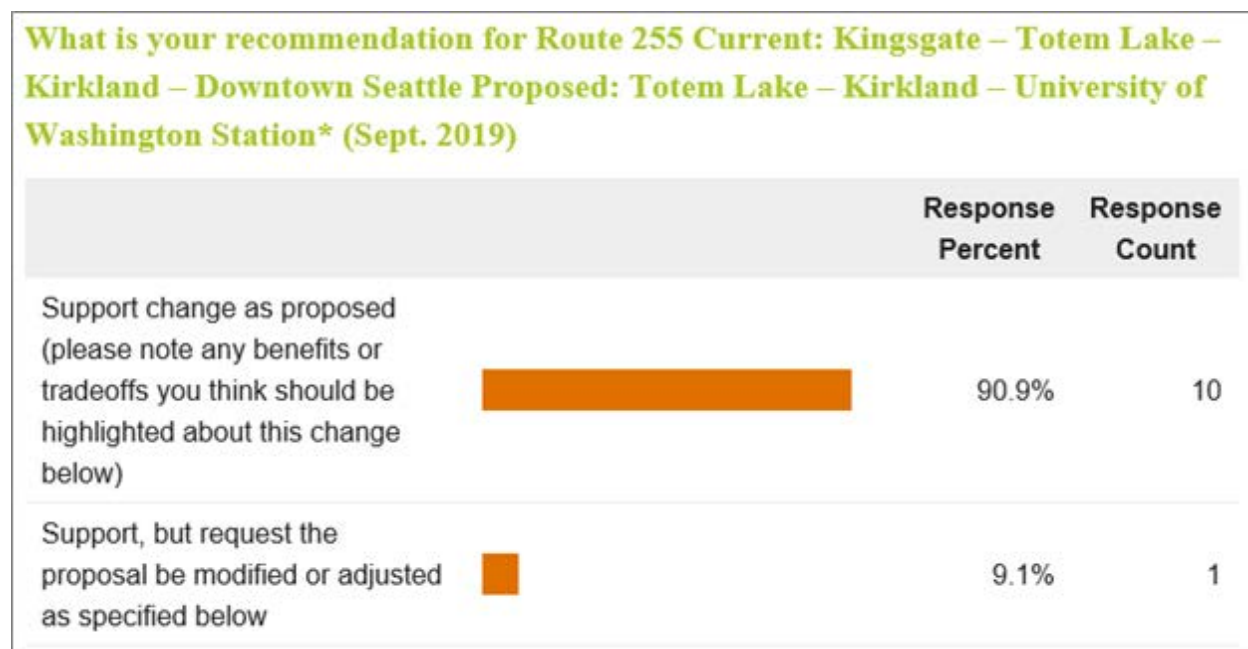


*“Requires HOV on 85th in Kirkland. Should have all trips up Avondale.”*

*“Need future project to have a dedicated land for bus service (congested road at 85th / Redmond Way).”*

*“Love increased frequency; concerned about reliability on 85th and Northrup. Kirkland needs to make transit priority corridors.”*





*“Love the frequency and reliability. Requires Montlake 520 exit HOV.”*

*“Loss of 1 seat ride is sad, but ST544 and improved Montlake transfers will help. It may help to provide assistants at the stop to help people with transfers.”*

*“Montlake Bridge will still be a hurdle (small space -- high volume of traffic).*

*-- Dedicated bus lane point to point.*

*-- Must coordinate with Link light rail to minimize wait times.”*

*”Benefits: later service on weekends is great! Linking to light rail is great! No sitting in traffic with light rail vs. bus and light rail is super comfortable.*

*Tradeoffs: have to make a connection now -- light rail connection and UW is time consuming -- need to go WAY down escalators. ”*

*”Making the HOV lane from 520 to UW Station is critically important.”*

*”Benefits: night and weekend frequency, reliability with UW Link.*

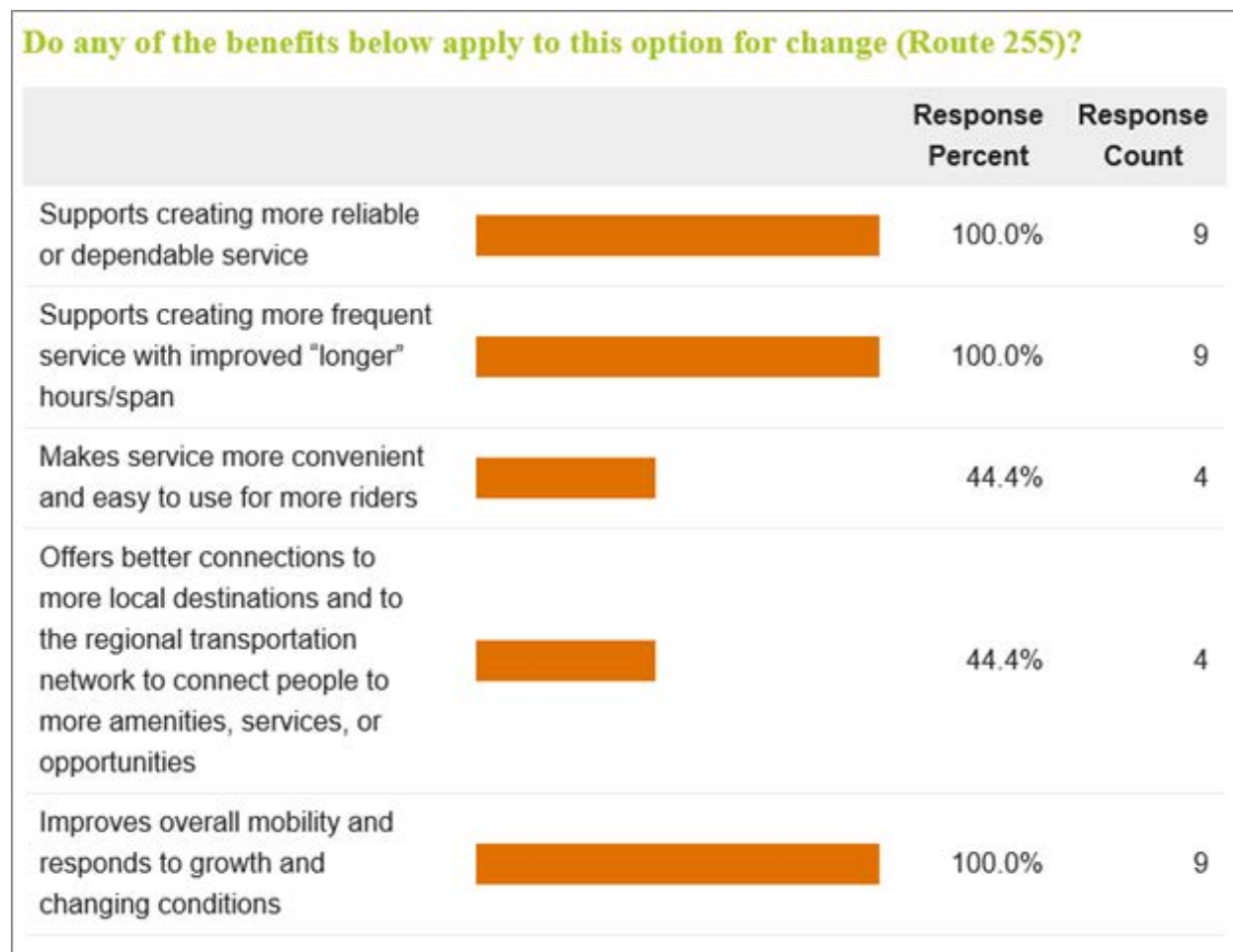
*Keep HOV exit on Montlake to maintain speed and reliability.”*

*“Just do it! Keep the heat on WSDOT regarding HOV Montlake exit ramp and on Sound Transit regarding station escalators.”*


*“Need to pressure WSDOT to keep/maintain HOV exit to the UW. Conduct a heavy pre-implementation campaign to educate riders.”*

*“Tradeoffs: additional stress for riders to make transfers at UW Seattle when comparing to them being able to get to downtown Seattle with a direct bus right now.”*


*“While an option to take Route 255 to downtown Seattle then to U of Washington is there, I think the transfer at Evergreen Point Station onto Route 542 should be more strongly encouraged to save riders time wasted and potential hassle.”*



**What is your recommendation for Route 277 Current: Juanita – Totem Lake – Houghton – University District Proposed: Delete and replace with revised Route 255 (Sept. 2019)**






	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	 100.0%	11



**What is your recommendation for ST Express Route 540 Current: Kirkland Transit Center – University District Proposed: Delete and replace with new ST Express Route 544 (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	 100.0%	10

*“Benefits: Connections to South Lake Union, eases the loss of Route 255 to downtown/Yale stop”*

*“The Route 544 makes more sense, wish there were service hours/buses to get to South Lake Union on weekends too.”*

<b>Do any of the benefits below apply to this option for change (Route ST 540)?</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Supports creating more reliable or dependable service		50.0%	2
Supports creating more frequent service with improved "longer" hours/span		50.0%	2
Makes service more convenient and easy to use for more riders		25.0%	1
Offers better connections to more local destinations and to the regional transportation network to connect people to more amenities, services, or opportunities		50.0%	2
Improves overall mobility and responds to growth and changing conditions		75.0%	3

<b>What is your recommendation for ST Express Route 541 Current: Overlake – University District Proposed: Delete and replace with ST Express Route 542 and new ST Express Route 544 (Sept. 2019)</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)		100.0%	11
Support, but request the proposal be modified or adjusted as specified below		9.1%	1

*“Concerned about the transfer, 541 seems redundant with 542.”*

*“Tradeoffs: more transfers for riders, additional stress for current riders in adapting to the new changes.”*

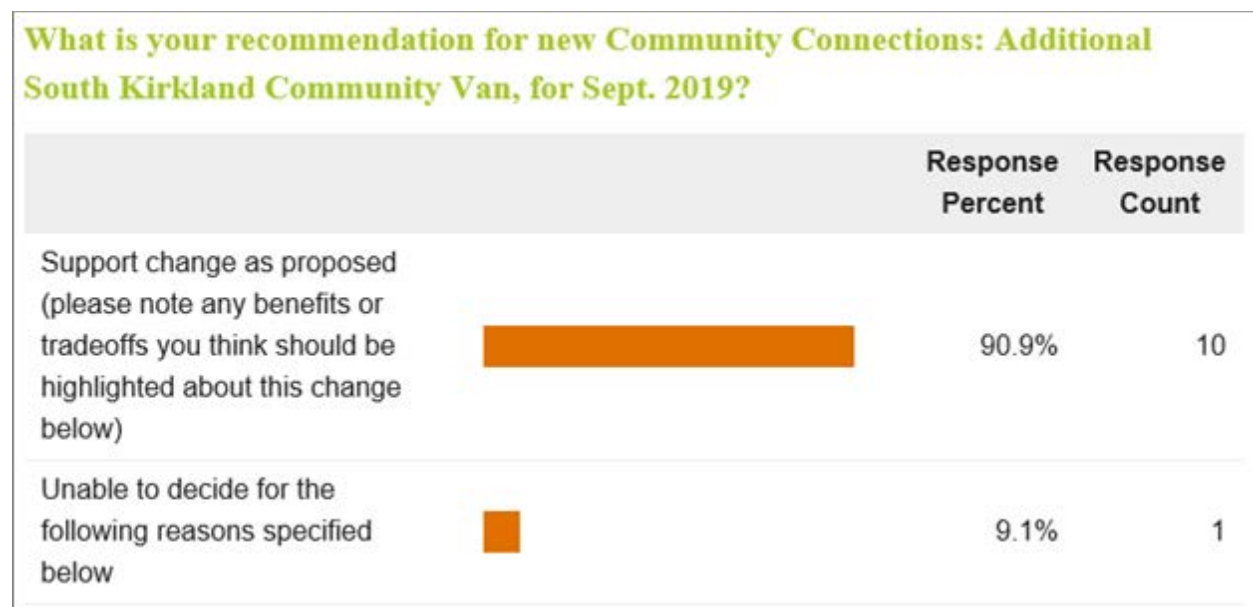
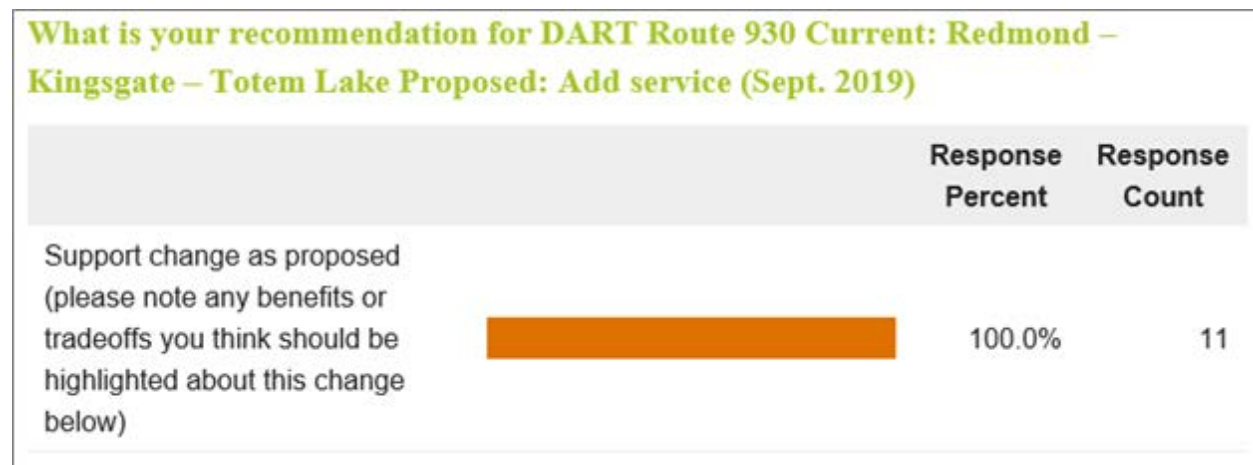
**What is your recommendation for ST Express Route 544 Overlake Park-and-Ride – South Kirkland Park-and-Ride – South Lake Union Proposed new peak-period-only route (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	100.0%	11

**What is your recommendation for ST Express Route 545 Bear Creek Park-and-Ride – Redmond – downtown Seattle Proposed: Revise to no longer serve Capitol Hill stop at Bellevue Avenue and Olive Way (Sept. 2019)**

	Response Percent	Response Count
Support change as proposed (please note any benefits or tradeoffs you think should be highlighted about this change below)	100.0%	9





*“Provide training and outreach.”*

*“Love use of ORCA card for this service.”*

*“Benefit: all work with your ORCA card, flexibility.”*

*“Benefit of better flexibility and connections, also ORCA card use.”*

*“This seems speculative to me, but I favor experimenting.”*

*“More outreach work needs to be done among non-English populations to make this service more available to them.”*

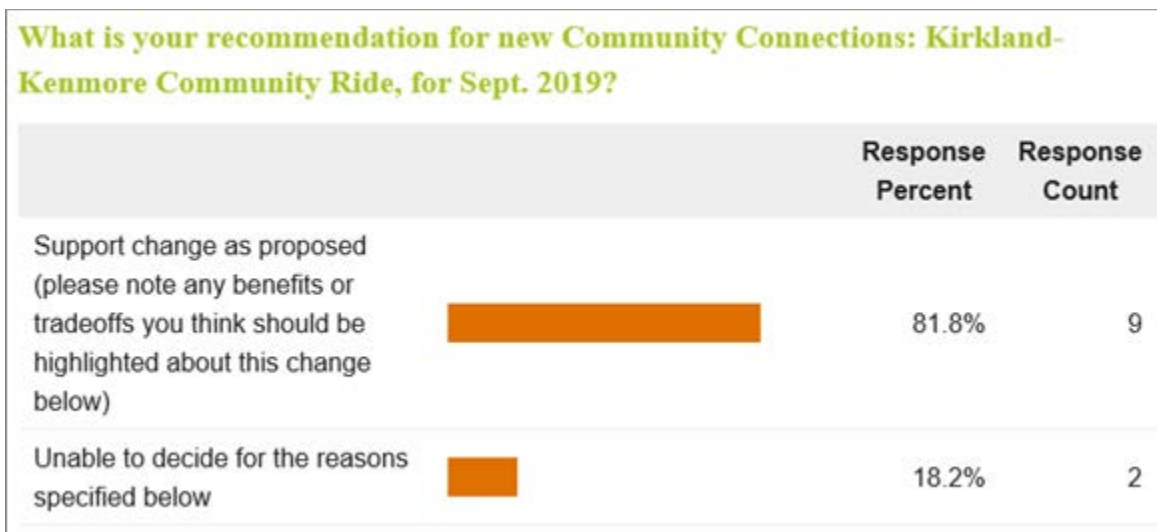
*“Not very familiar with service in this area.”*



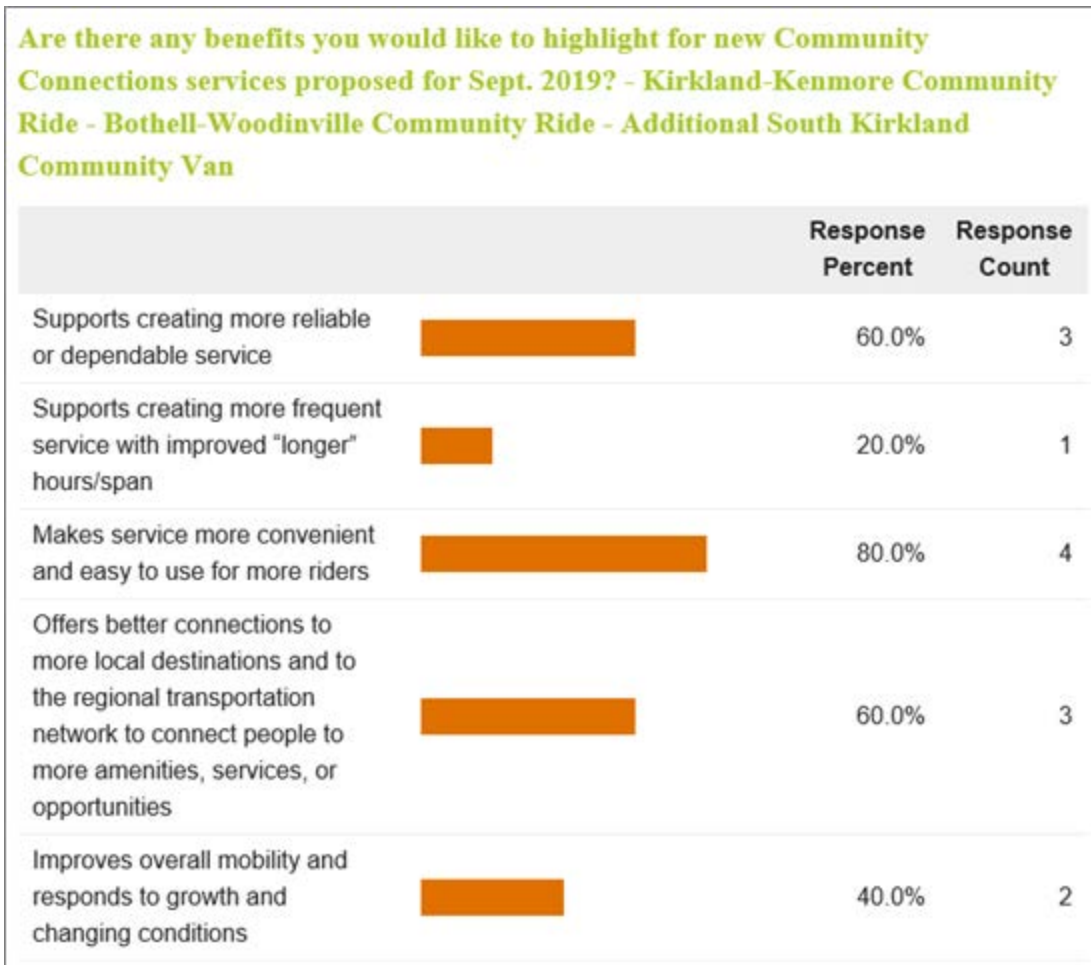
*“Love use of ORCA card for this service. Great idea to shape the route to look like a bottle of wine [serves Woodinville wine country].”*

*“Benefit: all work with your ORCA card, flexibility and connections.”*

*“Communication issues need to be addressed for non-English speakers who have limited tech skills.”*



*“More outreach work needs to be done among non-English populations to make this service more available to them.”*





**Based on the information you have heard about the proposed changes for September 2019, to what degree do you agree or disagree that the needs from the community were addressed?**



**Access to local destinations**

		Response Percent	Response Count
Strongly Agree		90.9%	10
Somewhat Agree		9.1%	1




**Availability at both traditional & non-traditional hours**











		Response Percent	Response Count
Strongly Agree		81.8%	9
Somewhat Agree		18.2%	2

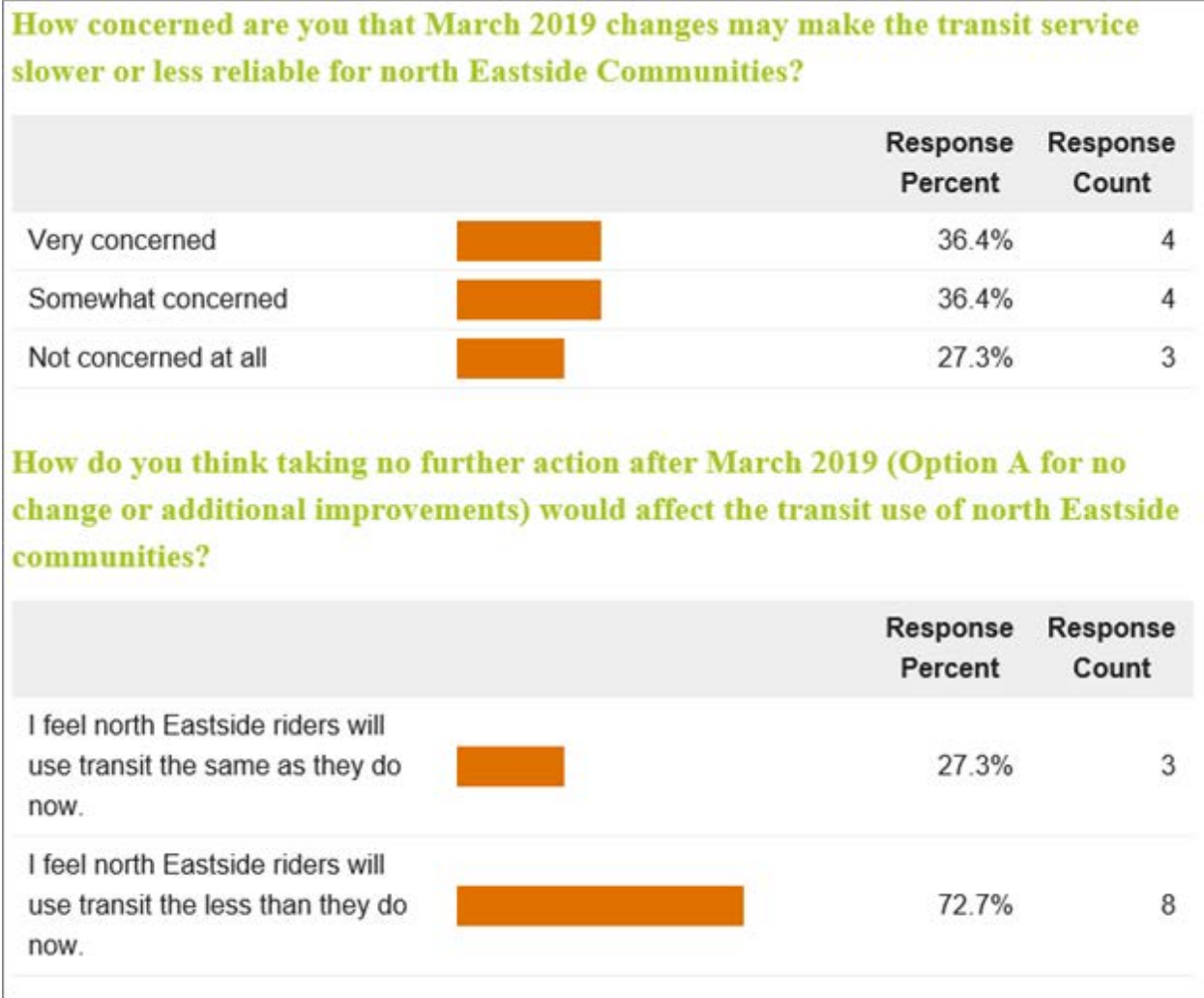
**Convenience & ease of use**

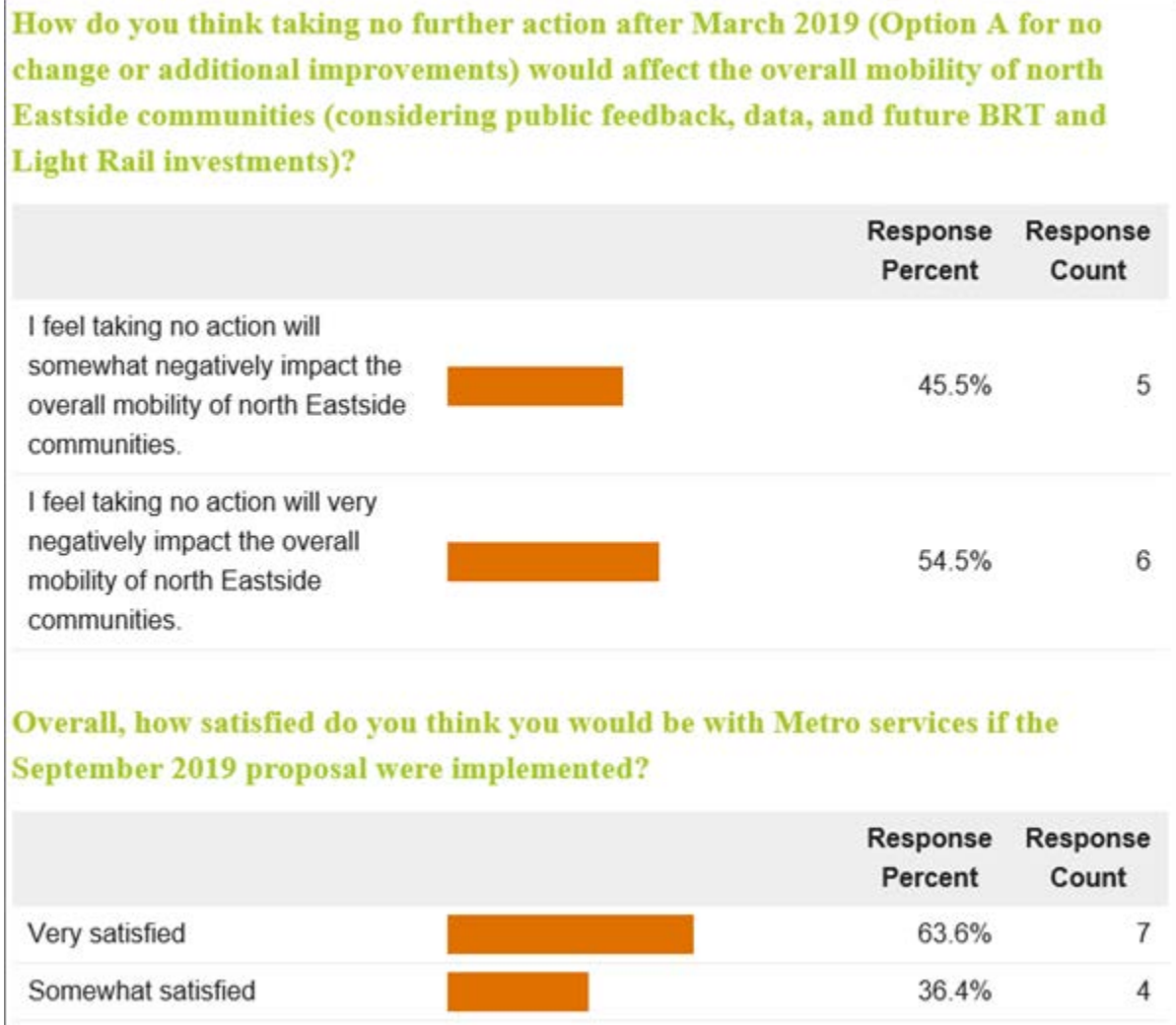
		Response Percent	Response Count
Strongly Agree		54.5%	6
Somewhat Agree		45.5%	5

**Reliability/dependability of the service**

		Response Percent	Response Count
Strongly Agree		63.6%	7
Somewhat Agree		27.3%	3
Neutral		9.1%	1

Reliability/dependability of the service			
		Response Percent	Response Count
Strongly Agree		63.6%	7
Somewhat Agree		27.3%	3
Neutral		9.1%	1
Are convenient for riders of different ages and abilities			
		Response Percent	Response Count
Strongly Agree		54.5%	6
Somewhat Agree		36.4%	4
Somewhat Disagree		9.1%	1
Make the most of future transit investments like BRT and Link Light Rail			
		Response Percent	Response Count
Strongly Agree		81.8%	9
Somewhat Agree		18.2%	2
Improve transfers and connections to and within the north Eastside			
		Response Percent	Response Count
Strongly Agree		72.7%	8
Somewhat Agree		27.3%	3





**Is there anything else you would like to share about the September 2019 proposal or the project in general?**

*“HOV needed on 520 Montlake exit and 85th in Kirkland.”*

*“Phenomenal outreach!”*

*“Very organized and detailed.”*

*“I like that the proposal takes into consideration the fact that people need transit options at all times of the day, 7-days a week and transit is becoming less stuck on the 9-5 workday schedule.”*

*“Place emphasis on:*

- Improving connections from points within the Eastside communities.*
- Connections to South Lake Union.*
- Aim for enhanced reliability as traffic grows in downtown Seattle and the Eastside.*
- Troubles if/with doing nothing.”*

*“This is a very carefully planned and thoughtful set of changes. I unreservedly recommend approval.”*

*“Teaching people how to transfer is critical to success and a proper media blitz using all media and social media outlets is important.”*

*“Consider how to make it more inclusive and accessible for non-English speaking riders and potential riders. Option A (for no change after March 2019) will have greater negatives for future transit use.”*

**Position and anticipated action**

A consensus letter with formal recommendation will be submitted by the North Eastside Mobility Project community Mobility Board. The Board plans to support Option B in favor of change and will present the letter of recommendation to Metro and the King County Council for review in March of 2018 and anticipates a vote on the action the following month in April.



# **Renton-Kent-Auburn Area Mobility Plan**

## **Public Engagement Report**

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Prepared by  
King County Metro Communications  
January 2020

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## Executive Summary

### Context

King County Metro Transit (Metro) is working to connect Renton, Kent, Auburn and the surrounding areas with high-quality, frequent, and reliable bus service. As part of this effort, starting in March of 2019, Metro worked with a local Mobility Board made up of community members, community stakeholders, community-based organizations (CBOs), and jurisdictional partners to develop the Renton-Kent-Auburn Area Mobility Plan (AMP).

The Area Mobility Plan represents a major service network revision for the area. This plan serves the communities within Renton, Kent, Auburn and surrounding areas and is in support of the preparation for the RapidRide I Line coming in 2023. The resulting changes will improve the places people can get to by transit, and at more times of day, throughout the project area.

Metro conducted an extensive, three-phase community engagement process between March 2019 and December 2019. The process included exploring and identifying needs, opportunities, and gaps in service, as well as an evaluation of possible options to revise, integrate, and connect the cities of Renton, Kent, Auburn, Covington, Algona, Pacific and the surrounding areas.

The result of the Renton-Kent-Auburn Area Mobility Plan will be a network of service that was developed in partnership with the local community and will increase local bus service; add fast, frequent, and reliable bus rapid transit service through the RapidRide I Line; and provide additional fixed-route and flexible services. In addition, this service change will upgrade the current Route 180, between Auburn Station and Kent Station, and combine it with the current Route 169, from Kent Station to Renton, in preparation for RapidRide I Line starting in 2023. The revised network will also expand options for those who travel midday, in the evening, and/or weekends, particularly for local travel.

While the network structure has not changed substantially in over a decade, Renton, Kent, Auburn, Covington, Algona, and Pacific have seen significant demographic changes, increasing density, evolving travel patterns, and continued issues with transit service performance.

- South King County has seen dramatic population growth in recent decades. Between 1990 and 2018, Kent, Renton, and Auburn grew by 240%, 150%, and 147% respectively. Covington has increased by 54% since 2000 and Pacific grew by 56% since 1990.
- South King County has a disproportionately high concentration of people of color, limited English-speaking populations, and low-income households as well as a disproportionately low number of “quality of life” indicators and equitable outcomes.

- There is approximately a 10-year gap in life expectancy between areas of south King County and north and east King County.

As is shown in the table below, the project area is more diverse and has higher proportions of these population groups than King County as a whole.

	<b>King County</b>	<b>Project Area</b>
<b>People of Color</b>	<b>39%</b>	<b>47%</b>
<b>Low Income People</b>	<b>22%</b>	<b>28%</b>
<b>People with Limited English speaking</b>	<b>11%</b>	<b>14%</b>
<i>American Community Survey, 2013 – 2017 estimates</i>		

There is also a need to restructure and rebalance service in this area; project routes vastly fluctuate between low performing or high performing, and the project area's peak commuter routes have significant and increasing reliability issues.

Therefore, Metro's public engagement for this project centered on prioritized populations identified in King County's Equity & Social Justice Strategic Plan (ESJ): including people of color, people with low or no income, and limited English-speaking populations. Additionally, Metro also prioritized people with disabilities and seniors for this project.

## **Equity and Social Justice Approach**

The Renton-Kent-Auburn Area Mobility Plan engagement efforts were consistent with King County's Equity and Social Justice (ESJ) Strategic Plan and Metro's Strategic Plan commitment to Public Engagement and Transparency, by promoting robust public engagement that informs, involves, and empowers people and communities.

This commitment centers on:

- Building partnerships with community-based organizations (CBOs), jurisdictions and other community-based assets;
- Developing processes for decision-making that involve and center historically marginalized populations, such as people with low or no income, students, youth, seniors, people of color, people with disabilities, limited English-speaking populations and others with limited transportation options;
- Compensation for Mobility Board members who gave their time, talent, and effort throughout the process.

Engagement efforts were guided by ESJ's *Theory of Change*, specifically "creating inclusive processes and including people early, continuously and meaningfully."

Engagement strategies and activities were shaped by King County's Pro-Equity Policy Agenda section on *Transportation and Mobility*, which is to "...create broader and more meaningful access to transportation through improved engagement with communities and provide translations into many languages, as we prepare to offer service that connects more neighborhoods with high capacity transit. In every public engagement effort, Metro Transit seeks to engage a representative group of people who reflect the bus riding population in the affected project area in each phase of outreach, including race, ethnicity, income, age, disability, and language spoken at home."

Metro defines equity as a system of fairness, providing full and equal access to opportunities, power, and resources. Metro, like King County as a whole, is leading with racial justice, because historical and racial inequities continue to affect all of us, and our region's ability to thrive. These values influenced the goals, objectives, strategies and activities for the engagement plan.

The Renton-Kent-Auburn Area Mobility Plan engagement efforts centered equity through collaboration and shared decision-making by:

- 1) Striving for a Mobility Board made up of community stakeholders – with people of color, with low or no income, with disabilities, and/or are limited English-speaking in the majority.
- 2) Through relationship building with community-based organizations and community stakeholders, Metro's engagement efforts prioritized those events, institutions, and community-based organizations led by and for people of color, with low or no income, with disabilities, and limited English-speaking populations.
- 3) Through these relationships and collaborations, Metro learned about the best engagement practices for communities experiencing historic and current underinvestment or inequities in the project area.

When stakeholders were asked about preferred engagement strategies, several key themes emerged – and strategies and activities were designed to address them. This included:

**Meet people where they are at:**

- We should not assume community members can attend in-person meetings. It is important to go to places that community members already visit, such as shopping centers or community centers.

**Partner with interpreters and translate materials:**

- Beyond providing materials in relevant languages, King County should provide interpreters for presentations to communities who speak languages other than English or for those who cannot read.

**Engage with leaders and individuals to spread information by word of mouth:**

- Fear and mistrust of government agencies, language barriers, and

personal preference all lead community members to prefer to get information via word of mouth from friends, family members, and trusted community leaders.

**Provide incentives for community members to visit booths and events:**

- People from all backgrounds and ages are more likely to visit events or booths if they receive something, such as food or giveaways.

**Use social media to engage youth:**

- CBOs often use social media to effectively engage youth, although social media is not as effective in engaging adults.

The Renton-Kent-Auburn Area Mobility Plan also de-emphasized the influence of online survey input and placed emphasized value on direct rider input, individuals, CBOs, the Mobility Board, and stakeholder conversations. In the first round of engagement, the online survey respondents were not as reflective as the community or project demographics. Therefore, online survey results were considered as one input in an overall engagement phase alongside additional input from stakeholder interviews, interviews with community organizations, intercept/onboard surveys, and individual conversations. The project tracked and documented the demographics of who was engaged, their feedback, and what was and isn't incorporated into project concepts and decision-making.

## **Metro Connects**

METRO CONNECTS shows a long-range vision for this area with both increased frequency on existing routes and service on new corridors to connect new or growing regional destinations.

The Renton-Kent-Auburn Area Mobility Plan will be the second project to be implemented from the Regional Project Schedule. The Area Mobility Plan will address changing mobility needs in the area and be informed by the vision laid out in METRO CONNECTS, in addition to Metro's Service Guidelines and community and stakeholder input.

## **Project Area**

The Renton-Kent-Auburn Area Mobility Plan project spans approximately 18 miles from north to south between Renton and Pacific and approximately 17 miles from northwest to southeast between Burien to Maple Valley.

The transit corridor passes through many neighborhoods and connects to and from housing, jobs, schools, public services, and transit. This area currently includes 27 bus routes (both King County Metro and Pierce Transit) as well as connections to Sound Transit's Sounder train and Link light rail.

## Demographics and Languages

The cities of Renton, Kent, and Auburn are some of the most demographically diverse communities in the County. Metro is committed to improving transit access and mobility for people of color, people who are low-income, and people who have limited English speaking. Metro is working to build an inclusive community that values the needs, priorities and contributions of people who have been un(der)served.

The following demographic analysis is based on 2017 data from the 2013-2017 American Community Survey accessed through [King County's Census Viewer](#) (updated February 2019).

For the 112 census tracts included in the RKAAMP study area:

- The average percentage of **people of color** is **46.55%** (range: 9.08% - 80.10%).
- The average percentage of **foreign-born individuals** is **23.82%** (range: 3.46% - 60.08%).
- The average **median household income** is **\$73,425.57**.
- The average percentage of the **population below 200 percent of the federal poverty line** is **9.76%**.
- The average percentage of individuals indicating they **speak English “less than very well”** is **12.42%** (range: 0.47% - 36.74%).
- The average percentage of **Spanish speakers** is **9.34%** (range: 0.26% - 34.99%).
- The average percentage of **Vietnamese speakers** is **2.46%** (range: 0% - 12.82%).
- The average percentage of **Chinese speakers** is **1.66%** (range: 0% - 8.89%).
- The average percentage of **Russian speakers** is **1.07%** (range: 0% - 9.83%).
- The average percentage of **African language speakers** is **2.18%** (range: 0% - 18.31%). We will further specify languages by asking key community stakeholders during the initial round of interviews.

The average percentage of individuals **indicating they speak another language not listed is 28.07%** (range: 2.16% – 58.78%). (Korean, King County's other language of interest, were omitted from this analysis as the average fell below 1%).

## Project Goals

The goals of the planning effort included preparing for RapidRide I Line service, responding to changing mobility needs, and improving mobility and access for people who are communities experiencing historic and current underinvestment or inequities.

- Deliver an upgraded, integrated mobility network with fixed-route and flexible services.
- Deliver a new frequent route between Renton, Kent, and Auburn that will be upgraded to the RapidRide I Line in 2023.
- Increase performance, reliability, and accessibility of the transit system.

- Improve transit access to opportunity and determinants of equity for people of color, those with low or no income, and limited English-speaking populations.
- Ensure equity in County practices through a public engagement process that informs, involves, and empowers historically underrepresented people and communities.

## Public Feedback Summary

### Engagement Outcomes Overview

Metro values input from communities experiencing historic and current underinvestment or inequities, including those affected by racism, bias, poverty, limited-English proficiency, disability, and/or immigration status. We reached out to a diverse range of community members and stakeholders from identified priority populations using approaches that intended to provide participants with meaningful ways to engage and influence the decision-making process.



#### **What We Heard: Overall Key Themes and Needs**

**Through public input from stakeholders, mobility board, and the general public through interviews, surveys, at events, and at community meetings**

- Support for faster, more frequent bus service.
- Interest in more bus service throughout the day, into the evening, and on weekends.
- Provide a range of transit options including RapidRide service and more flexible options that meet the needs of the communities served.
- Serve community amenities and services such as shopping centers, transit centers, medical centers, schools, and residential areas.
- Continue to lead with equity and prioritize serving communities who have been communities experiencing historic and current underinvestment or inequities.

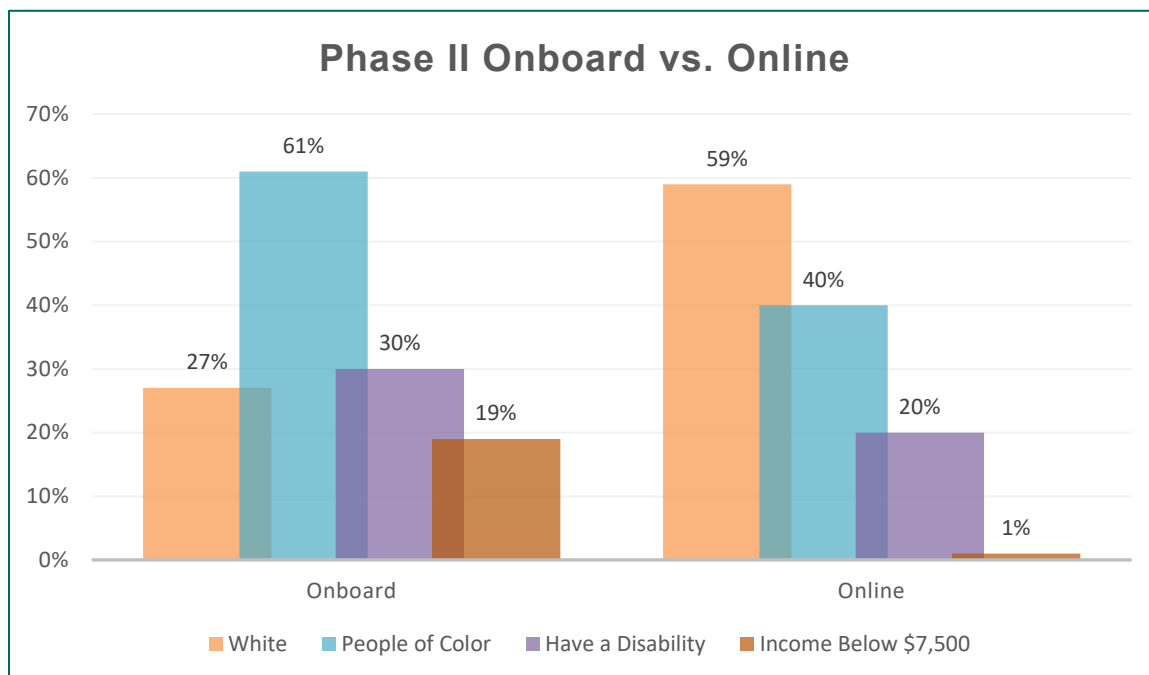
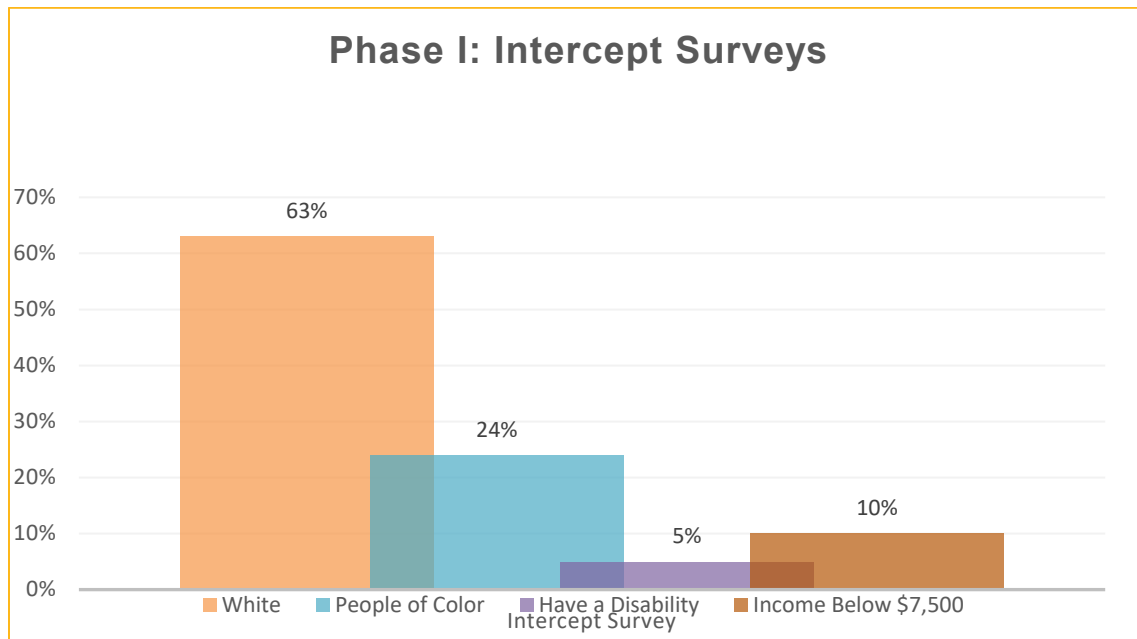
## Community Stakeholders Engaged



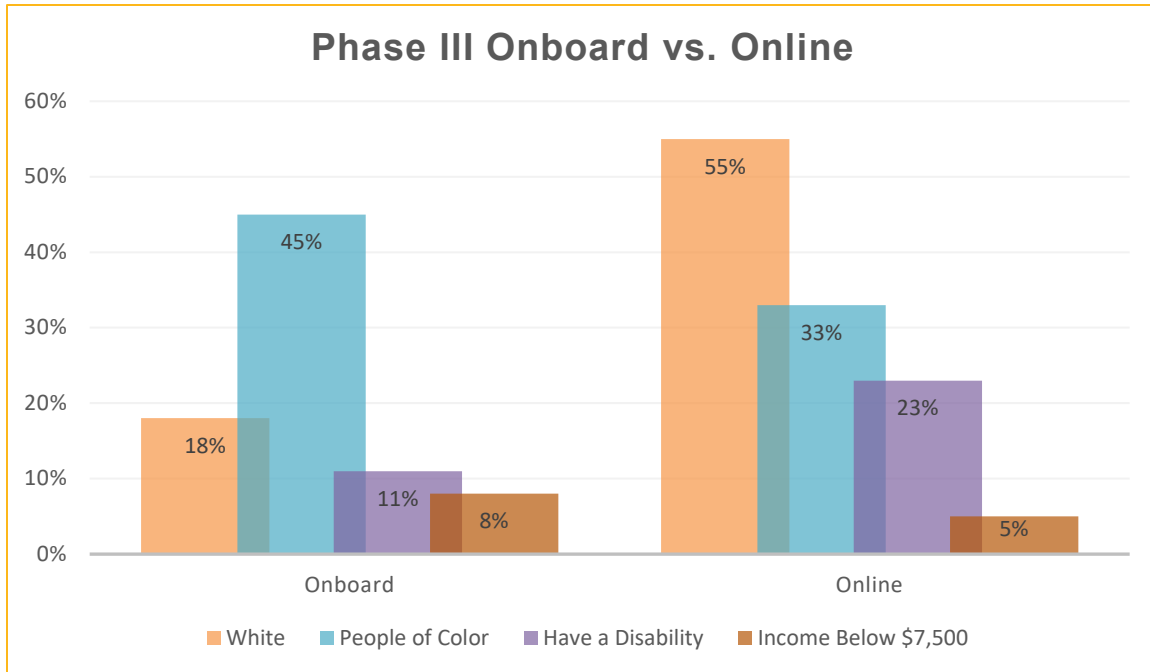
## Engagement Methods Deployed



## Input From Priority Populations

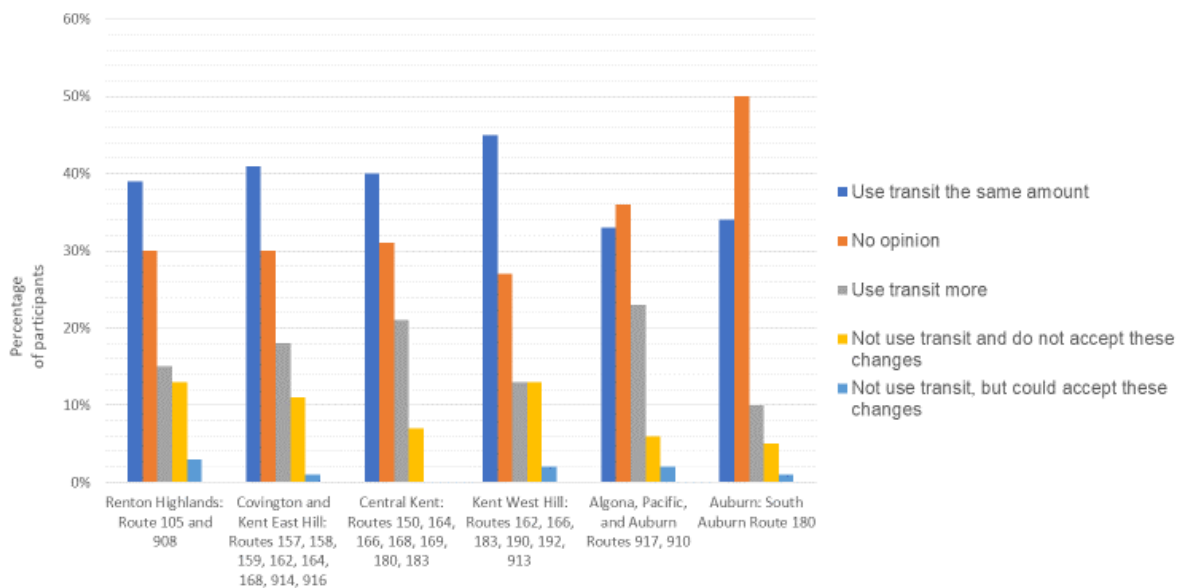






## Public Response To The Proposed Network Change

Overall, respondents will use transit at the same amount with the proposed final network.



## Engagement Plan and Activities

### Public Engagement Approach



Using Metro’s “**Have a Say**” public involvement approach, Metro focused on listening to the mobility needs, learning about barriers and opportunities, being informed by hyper local communities about changing conditions that pose mobility challenges, and exploring benefits and tradeoffs of future mobility options with community members and stakeholders. We worked to achieve equitable distribution of resources, and fair opportunity for all to influence decisions.

Metro sought to achieve the following goals:

#### **Customized**

How many phases, what we asked, and how we asked were tailored to the size and scope of the potential changes and who might be affected.

- We used qualitative and quantitative data to inform the types of stakeholders to engage and appropriate methods to use.
- Where possible, we partnered with community-based organizations, social service providers, local jurisdictions, and transportation agencies to expand our reach.

#### **Equitable**

We strove to inform and hear from all communities that might be affected in an equitable manner to improve determinants of equity through our work.

- Demonstrated process equity to create outcomes that achieve distributional equity and cross-generational equity.
- Ensured all stakeholders, particularly historically un(der)served and limited English-speaking populations, are afforded equitable consideration and meaningful opportunities to participate.
- Ensured people who will be affected can influence and help shape the final service change proposal and the public outreach process itself.

#### **Informative**

Information was clear, understandable, and accessible to all.

- Ensured project communities, stakeholders, and project partners understood the scope of the project and opportunities to participate and influence outcomes.
- Followed clear writing standards, and translate where needed.

#### **Transparent**

We described our input, planning, and decision-making process.

- Communicated the vision of METRO CONNECTS, our guiding vision for mobility.
- Appointed a Mobility Board (community advisory group) that is reflective of those

who will be affected by the changes being considered and helped shape what was shared with the public and how at each stage.

- Demonstrated that community input is valued – reported back about what was heard and how input shaped the direction of the project and informed key decisions.
- Worked with the community to explore options to mitigate any potentially undesired impacts, and discover how to support riders through change.
- Provided guidance based on outreach and engagement to tailor other related project elements and needs (i.e., rider education and marketing).

## **Public Engagement Goals**

The public engagement goals for the Renton-Kent-Auburn Area Mobility Plan included:

- Conducting a grassroots, inclusive, and accessible engagement process that builds and maintains community support;
- Develops confidence in the public process;
- Further promotes the credibility of the Renton-Kent-Auburn Area Mobility Plan and the RapidRide Expansion Program.

**Objective:** Ensure all stakeholders, particularly communities experiencing historic and current underinvestment or inequities and limited English-speaking communities, have demographic representation, receive equitable levels of engagement, and are afforded equitable consideration. This was done by:

- 1) Engaging with area community-based organizations, schools, businesses, and faith-based organizations for stakeholder input, collaboration on community events, assisting with outreach and advertising to local community members.
- 2) Engaging a diverse Mobility Board. The Mobility Board members included representative members of the communities who then helped to develop and review concepts and ideas for the Renton-Kent-Auburn Area Mobility Plan and the I Line alignment.
- 3) Engaging a Partner Review Board made up of local jurisdictional staff, representatives from area businesses, as well as leaders of educational institutions, and community-based organizations, who then helped review technical concepts for the Renton-Kent-Auburn Area Mobility Plan and the I Line alignment.

**Outcome:** Project area priority populations, stakeholders, Mobility Board members and partners were able to influence project decisions and outcomes.

- Metro was able to gain valuable insights, opinions, and feedback about proposed changes throughout the process by supporting and developing an understanding of the scope and nature of the project, providing multiple channels for participation, and opportunities to give input on potential concepts.
- Metro worked to bridge communication barriers with individuals who cannot speak, understand, read, or write English fluently and/or address the communication needs for those with cognitive, vision, hearing, and/or speech

impairments/disabilities in order to gain consistent feedback and input from communities experiencing historic and current underinvestment or inequities.

- Metro can recommend a preferred network concept, because it was directly influenced by the needs, feedback, and desired outcomes of the priority populations in the local communities, because of utilizing a decision matrix that centered equity, public input, and service design best practices in assessing concepts.

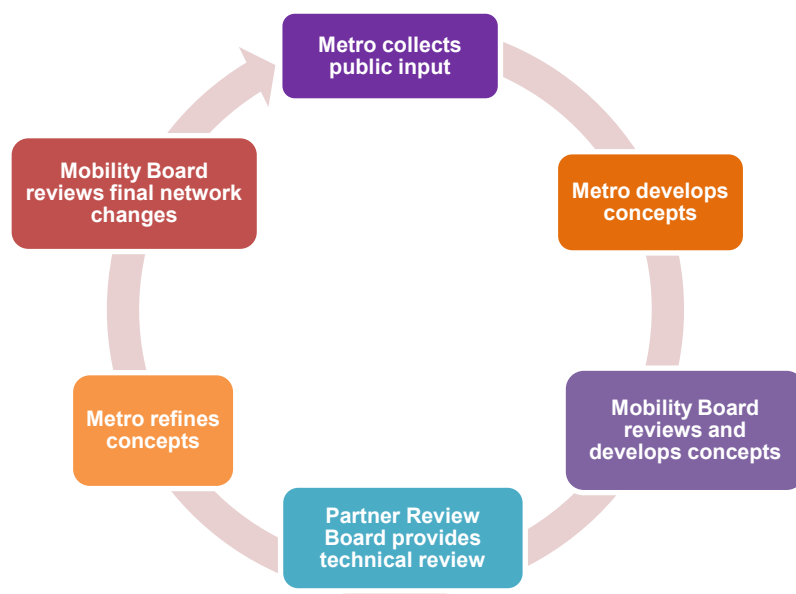
## Outreach and Engagement Tactics

Engagement tactics changed and evolved throughout the course of the project based on community feedback about the best way for Metro to engage and work with them. Outreach tools focused on distributing information to the public and engagement tools focused on collecting input to influence decisions and outcomes.

Tools for sharing information	Tools for collecting input
<ul style="list-style-type: none"> <li>• Press releases before major opportunities for input (survey)</li> <li>• Drafted and distributed communications printed materials, such as fact sheets, flyers, and folios</li> <li>• Posters distributed to community-based organizations</li> <li>• Worked with transit educators to get information out</li> <li>• Metro blog posts</li> <li>• Social media posts translated into Russian, Spanish, Simplified Chinese, and Vietnamese</li> <li>• I Line/AMP website updates</li> <li>• Postcards</li> <li>• Paid media advertisements</li> <li>• Rider alerts</li> <li>• Regular emails to CBOs and individuals who signed up for project updates during Phase I</li> <li>• Dedicated Renton-Kent-Auburn Area Mobility Plan webpage with proposed route maps</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder interviews with community-based organizations, schools, businesses, and faith-based organizations</li> <li>• Mobility Board, composed of community members in project area</li> <li>• Partner Review Board, composed of jurisdictional agencies and CBO leaders</li> <li>• One-on-one surveying and discussions at neighborhood events, libraries, and at local community asset locations</li> <li>• Online survey</li> <li>• Conducted onboard engagement, particularly in priority census track areas</li> <li>• In-language transit educators conducted intercept surveys at bus stop locations in project area</li> </ul>

Language and cultural tools for sharing information	Language and cultural tools for collecting input
<ul style="list-style-type: none"> <li>Translating printed materials for all community engagement events into Spanish, Vietnamese, Russian, and Simplified Chinese. We also translated materials into Ukrainian, Somali, Arabic, and Amharic at the request of community partners.</li> <li>Translating online materials and surveys, into Spanish, Vietnamese, Russian, and Simplified Chinese in Phases 1 and 2</li> <li>In Phase 3, materials and surveys were also translated into Ukrainian and Somali</li> <li>CBOs sending out language relevant information to their constituents about online surveys and other opportunities to provide feedback</li> <li>For Phase 3, onboard surveys were also translated into Spanish</li> <li>Social media posts translated into Russian, Spanish, Simplified Chinese, and Vietnamese</li> </ul>	<ul style="list-style-type: none"> <li>Identifying additional local CBOs that are led by/for people of color, those with disabilities and other prioritized populations</li> <li>Engagement at local cultural community events, including in person surveying, one-on-one discussions</li> <li>Mobility Board meetings were held in accessible locations, included translated materials, text, presentations, and language translators as well as accessible printed materials for members with a vision and/or cognitive disability</li> <li>Bilingual staff members and translation needs as requested at community meetings were provided and improved information accessibility was gained by engaging with community in community</li> <li>In-language transit educators at bus stop locations in project area with intercept survey</li> </ul>

## Stakeholders and Partners



## **Community Organizations**

The Renton-Kent-Auburn Area Mobility Plan engaged with 18 community organizations through stakeholder interviews to hear about mobility needs and respond to service concepts. This approach respected the needs for relationship building and the limited capacity of these organizations to lead engagement activities for a transit project. The project helped King County Metro build and sustain relationships with community organizations in south King County for future projects and ongoing input into planning and decision-making. The Renton-Kent-Auburn Area Mobility Plan also engaged with an additional 10 community organizations in phases II and III.

## **Stakeholder Advisory Groups**

The project team formed two advisory groups, a Mobility Board and a Partner Review Board, designed to ensure that community members, local community-based organizations (CBOs), and local government partners stayed engaged and informed, and had a mechanism to participate in discussions and provide input as the project team developed service design options, refined proposed routes, and selected preferred concepts.

### **Mobility Board**

Mobility Board members included representative members of the communities who helped develop and review concepts and ideas for the Renton-Kent-Auburn Area Mobility Plan and the I Line alignment. Metro engaged in an equity-driven, strategic recruitment process to form a diverse board to work alongside planners in developing concepts for service changes.

The project team used in-person engagement, launched a survey on the project website, and worked with community-based organizations to recruit members.

To support an equitable model, Mobility Board meetings were designed to be accessible to all communities and included childcare as requested, meals, interpreters, and transportation support to and from meetings. Mobility Board members were compensated hourly and engaged in only a few, intensive workshops. The workshops involved discussion of needs and priorities, review and revision of draft concepts for change, and review of the final network proposal.

### **Partner Review Board**

Metro gathered jurisdictional partners, regionally focused community organizations, and major institutions in the project's Partner Review Board. The purpose of the Partner Review Board was to review (a) feedback from the Mobility Board, (b) solution alternatives, and (c) the Mobility Board's recommended service network changes. Partner Review Board meetings intentionally followed the Mobility Board in order to concentrate decision-making power in the Mobility Board.

Partner Review Board members included jurisdictional staff, representatives from area businesses, as well as leaders of educational institutions, and community-based organizations. This group provided a technical review of the changes developed by the Mobility Board. The Partner Review Board met during phases one, two, and three.

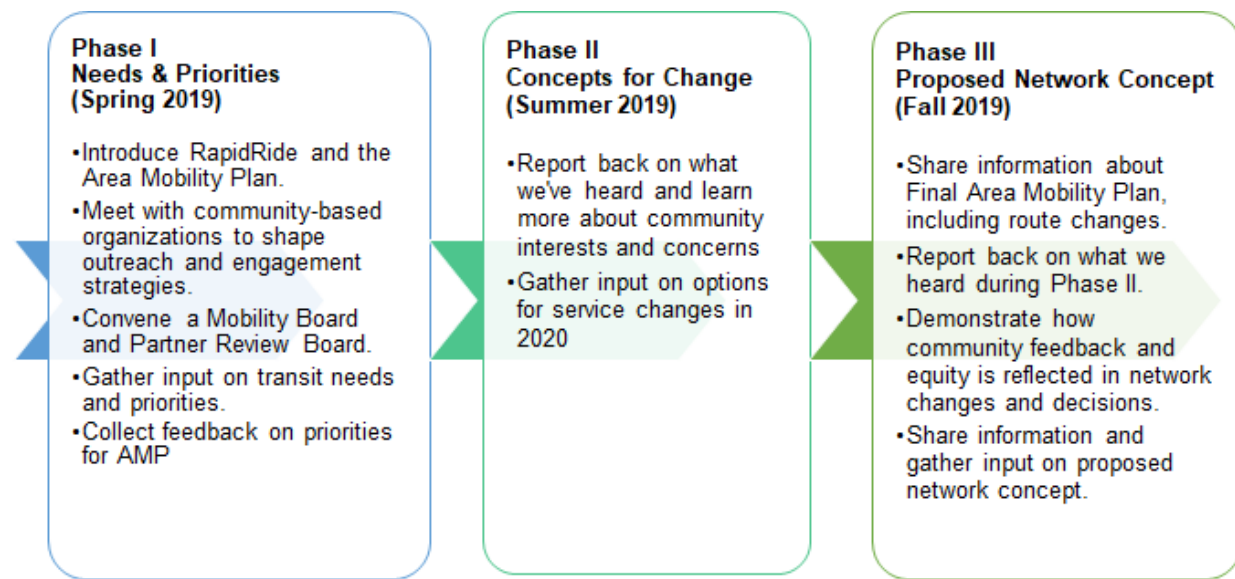
## **Key Project Messages**

The Renton-Kent-Auburn Area Mobility Plan emphasized the following key messages in engaging stakeholders and community members:

- Improve transit access and mobility for people of color, low-income people, and people with limited English speaking.
  - Lead with equity in planning, engagement, and decision-making.
- Re-balance service resources to increase network efficiency and invest in equity priority areas.
- Develop an integrated network of complementary mobility services.
  - Deliver a network of RapidRide, fixed-route transit, dial-a-ride transit, and flexible mobility services that are coordinated with high-capacity rail service in the project area.
- Create a single route from Renton to Kent to Auburn to be upgraded to the RapidRide I Line.
- Identify needs and priorities to inform future project area service network investments.

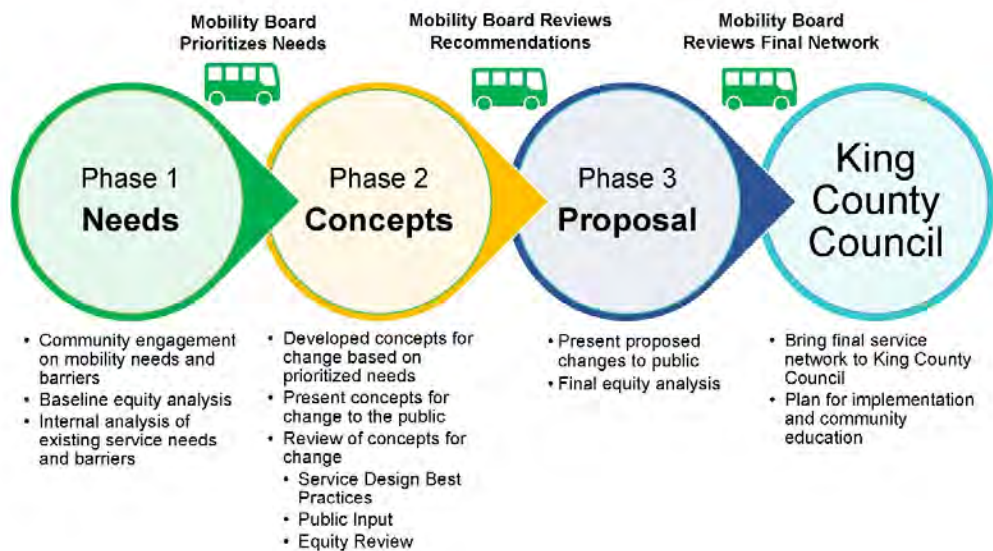
## **Timeline**

The Renton-Kent-Auburn Area Mobility Plan launched in early 2019 with services planned for implementation with Metro's September 2020 service change.



## Engagement Phases

The Renton-Kent-Auburn Area Mobility Plan also piloted a flexible and phased planning process. This allowed for concept development to be influenced by ongoing equity analysis inputs and engagement findings, stakeholder conversations, and the co-creation of a service network with the Mobility Board. This model de-emphasized survey feedback and led with input from traditionally underrepresented populations.



## Phase I Engagement

Project Phase: Needs & Priorities  
 Outreach Phase: Exploring Options and Priorities  
 March 2019 – May 2019

Phase I was focused on listening, learning, and building a mutual understanding to develop shared goals. During the first phase of community engagement, Metro focused on creating relationships with community-based organizations (CBOs) in south King County, introduced the project to community members, and gathered feedback on needs and priorities for transit service.

- Inform the community about the project scope and vision.
- Learn about community priorities.
- Begin conversations about any related service restructuring or expected transit integration and explore potential tradeoffs.
- Develop recommendations for preferred concepts.

The project was introduced to internal and external stakeholders. The project team learned about existing conditions, issues, and needs through analysis, equity review, local jurisdiction coordination, and community engagement. This phase concluded with



an intensive workshop with the Mobility Board to discuss needs and priorities across the project area and possible solutions.

### Community & Stakeholder Engagement

- Learn about community priorities through community organization interviews and Needs Assessment survey.
- Build relationships with local jurisdictions, community organizations, and major stakeholders.
- Inform the community about the project scope and vision.
- Begin conversations about any related service restructuring or expected transit integration, explore potential tradeoffs.
- Engage Mobility Board in developing concept ideas and priorities.

### Equity

- Provide equity analysis of the current baseline service network.

### Government Relations

- Introduce local jurisdictions to project and begin to build relationships.
- Hold technical workshops for primary jurisdictions.
- Brief King County Councilmembers on project background and goals.



## What We Heard: Key Themes and Responses

### From Stakeholder Interviews

Interviewees shared a variety of feedback about how people in their communities use transit, barriers to using transit, opportunities to encourage people to ride the bus, and strategies to better engage people in transit planning. Several key themes emerged.

- Interviewees agreed on the importance of listening to people.
  - Several people said their community members are concerned public outreach efforts “check a box” and do not actively engage the community in decision-making, which dissuades them from engaging.
- Most interviewees agreed that meeting people where they already are is more effective than asking them to attend a special meeting.
- Many interviewees had heard of RapidRide, but several interviewees said that many community members that they serve are unfamiliar with RapidRide
- Transit transfers are confusing to navigate, especially for people who don’t speak English as a first language or have visual challenges.
- People lack information about how to use transit.
- Transit takes too much time.

- Service schedules need to consider shift worker needs.

### **From the Mobility Board**

- Provide a range of transit options to meet the diverse needs of these communities.
- Offer more frequent service operating later, earlier, and on weekends.
- Serve areas that are currently hard to access, including providing more east-west connections.
- Move station locations closer to destinations.
- Consider shorter, more frequent routes.
- Prioritize serving schools, community and senior centers, childcare, residential areas—especially low-income housing and shopping centers.
- Consider late-night service to places with shift workers, including the Muckleshoot Casino and manufacturing business in the Renton Industrial Valley.
- Prioritize equity focus areas.

### **Renton's Top Needs:**

- Provide more service frequency and longer span.
- Add more frequent service and better transit access to the Highlands
- Fill service gaps with more coverage.
- Improve East-West connections.
- Increase direct connections between important destinations with decentralized service.

### **Kent's Top Needs:**

- Increase the frequency and span of service to better meet community needs, including routes operating later, earlier and on weekends.
- Improve coverage/distribution of service throughout Kent and create new connections to jobs, regional transit, and hard-to-reach community assets.
- Improve service quality for more on-time and less crowded service.
- Improve East-West connections.
- Better align service to match demand to reduce overcrowding and duplication of service.

### **Auburn's Top Needs:**

- Add service south of Auburn station, especially to Algona Pacific.
- Provide more weekend and late-night service, especially for shift workers in Pacific and Muckleshoot Casino.
- Establish a network of service not centralized on Auburn Station.
- Serve key destinations including Work Source, Green River College, late-night jobs, shopping areas, YMCA, Rec Center, and Senior Center.

### **From Online and Intercept Survey Respondents**

While many were satisfied, improving transit timing and reducing cost would encourage respondents to take transit more.

- Some (40%) respondents were satisfied with their routes and about a quarter (26%) were neutral.
- Overall, timing presents the biggest opportunity for growth and addressing transit time would resolve barriers for most travelers.

Respondents want safe and frequent service that is nearby. They are particularly interested in traveling to schools, medical institutions, malls, and transit centers.

- Overall, respondents reported issues near where they live (East of SR-167 in Renton, Kent, and Auburn).
  - Timing of service is a common concern.
  - Requests for safety improvements were also top of mind for several respondents.
  - Near the I-5 corridor, respondents discussed the need for more bus service near their home or destination.
- Generally, people prefer to use transit in many of the same locations.

	Shopping/ Entertainment	Education	Medical	Employment	Transit
Renton Landing	X				X
Renton Technical College		X		X	
Renton Transit Center	X				X
Westfield Southcenter Mall	X			X	
Valley Medical Center			X	X	
Tukwila Sounder Station				X	X
Sea-Tac Airport				X	X
Angle Lake Station					X
SR-167 and 212 <sup>th</sup>	X				
Kent Sounder Station	X				X
Covington Library	X				
Green River Community College	X	X			
The Outlet Collection	X				
Auburn Station					X



## Qualitative Activities

## Mobility Board

Metro convened and facilitated the first meeting of the Mobility Board—a group of people from communities in south King County—to discuss transit needs and provide feedback on the potential I Line route alignment and service changes for the Renton-Kent-Auburn Area Mobility Plan. Mobility Board members built an understanding of transit services, rider types, and service planning best practices for application in the Renton, Kent, Auburn sub-areas. Mobility Board members reviewed and prioritized needs per sub-area in line with Mobility Plan goals and equity focus.



## Stakeholder interviews with community-based organizations

- Metro conducted 18 interviews on behalf of the Renton-Kent-Auburn Area Mobility Plan and I Line Project during April and May 2019.
- Metro's purpose was to introduce the Mobility Plan and RapidRide I Line to community-based organizations (CBOs) in the project area, establish a constructive and ongoing dialogue between Metro and these CBOs, inform future public engagement for these studies, especially with communities experiencing historic and current underinvestment or inequities, and gather information to inform the Mobility Plan and I Line design concepts.



## Community Events

<b>Operations and Maintenance Facility Open House</b> Federal Way Performing Arts Center	<b>Tuesday, March 12</b>	<b>South King County region</b>
<b>South King County Mobility Coalition</b> Renton DSHS/CSO, Seahawks Room 500 SW 7th St, Renton, 98057	<b>Thursday, March 14</b>	<b>South King County region</b>
<b>Free museum day!</b>	<b>Saturday, March 16</b>	<b>Renton</b>

Renton History Museum		
<b>Sound Transit Operations and Maintenance Facility</b> South Open House, Highline College	<b>Wednesday, March 20</b>	<b>South King County region</b>
<b>Tabling at Kent Senior Center</b> 600 E Smith St, Kent, WA 98030	<b>Monday, March 25</b>	<b>Kent</b>
<b>Tabling at Auburn Senior Center</b> 808 9 <sup>th</sup> St SE, Auburn, WA 98002	<b>Wednesday, March 27</b>	<b>Auburn</b>
<b>Renton Area Non-Profits Unite</b> Renton Chamber of Commerce 625 S. 4th St., 98057	<b>Wednesday, March 27</b>	<b>Renton</b>
<b>Tabling at Harrison House Senior Housing Complex (KCHA)</b> Harrison House	<b>Friday, March 29</b>	<b>Kent</b>

### In-language outreach at bus stops

- Metro's transit educators helped people complete paper surveys at bus stops.

### Community or jurisdictional partners hosted events and briefings

- Metro met with city councils, jurisdictions, and other groups to introduce the project and provide initial feedback on the outreach approach and project phases
- Kent: Presentation at Kent Cultural Communities Board

Kent City Council	2/4/2019
Kent Economic and Community Development Committee	2/11/2019
Auburn City Council	2/25/2019
Kent Public Works Committee	3/4/2019
Kent Economic and Community Development Committee	3/11/2019
Auburn TAB	3/12/2019
Kent City Council	5/21/2019
Kirkland Transportation Commission	5/22/2019



### Quantitative Activities

The project team surveyed community members to help identify project needs and I Line route alignment.

- A total of 840 people answered questions on the intercept survey.
- Intercept survey locations March 2019:
  - Monday 18th: 7am-10am - Burien Transit Center
  - Tuesday 19th: 7am-10am - Renton Transit Center
  - Wednesday 20th: 7am-10am - Kent Station
  - Tuesday 19th: 3:30pm to 6:30pm - Auburn Station
  - Thursday 21st: 11am to 2pm - S 240th St/26th PI S – Highline College Des Moines
  - Tuesday 26th 11am to 3pm - 104th Ave SE/SE 253rd PI – Kent East Hill

- Wednesday 27th: 11am to 2pm - SE 320th St/122nd Ave SE - Green River College

### Survey Demographics

Generally, most people who provided demographics information were like the demographic estimates for the region. Looking at data from the 2016 ACS survey pulled from the EPA's EJ Screener ([ejscreen.epa.gov/mapper](https://ejscreen.epa.gov/mapper)):

- The percentages of people of color (POC) are comparable for the geographic area in this survey (37.2%).
- Speakers of languages other than English are under-represented, which is common with online surveys (92% English speakers)
- Household income is generally comparable for the region in this survey, though respondents with very low income are under-represented, which is common with online surveys.
  - About 5% of respondents under the age of 65 stated they have a disability, which is comparable for King County.
- Most people surveyed live East of SR-167 in Renton, Kent or Auburn.

Of the 41% (347 respondents) who chose to answer questions about their race or ethnicity:

- 62.8% identified as White or Caucasian.
- 23.5% identified as Person of Color.

### See Exhibit A Intercept Survey Results

#### Notification Methods



Press releases to local media



Targeted media releases to ethnic media



Information posted on the King County Metro I Line website, Facebook, and blog



City newsletter



Tabling at community locations



#### Rider Alerts

March 11, 2019

- **6,282** subscribers of Routes 153, 158, 190, 105, 148, 150, 157, 159, 164, 166, 168, 169, 180, 181, 183, 186, 192

- **Flyers/Posters**



## Phase II Engagement

Project Phase: Draft Service Network

Outreach Phase: Advancing Preferred Concepts

June 2019 – September 2019

Developed preliminary concepts for service changes that responded to the needs identified during the first phase of community engagement – provide network concepts that showcased possibilities for the future service. The project team developed concepts for change based on the input from the Mobility Board. This includes route concepts based in the input from equity-focused engagement on needs and priorities across the project area.

Provided an opportunity for community to review and provide feedback on network change options for Renton-Kent-Auburn Area Mobility Plan along with continuing to amplify community concerns and interests to Metro. Based on feedback from Phase I, during Phase II, Metro engaged with community members at existing community events, provided translated materials at outreach events and online, and continued to build relationships with CBOs.

- Reflect on outcomes and feedback from Phase 1 engagement.
- Present updated concepts.
- Explain how designs evolved and what influenced the updated concepts.
- Discuss solutions to concerns posed by community members and address perceived negative outcomes.
- Seek feedback to further refine and optimize concepts.
- Identify opportunities for further changes that would improve the proposal or mitigate negative impacts prior to finalizing the preferred concept.



## Community & Stakeholder Engagement

- Convene first Partner Review Board meeting with local jurisdictions, major institutions, and community organizations to review input from Mobility Board.
- Reflect on outcomes and feedback from Phase I engagement.
- Develop a plan for targeted, equitable engagement in Phase II to seek feedback to further refine and optimize concepts.
- Explain how designs evolved and what influenced the updated concepts.
- If needed, develop and distribute a survey to further refine priorities or needs.
- Check in with Mobility Board members over the summer. At the conclusion of this phase, review and finalize the draft service network with the Mobility Board.

## Equity

- Develop concept based on input from equity-focused outreach on needs and priorities.
- Conduct equity analysis of draft network.
- Revise outreach and engagement strategy based on community feedback.

## Government Relations

- As needed, provide project briefings and updates at local jurisdiction councils.
- Bring draft service network to local jurisdictions for comments and review.



### What We Heard: Key Themes and Responses

The public was provided opportunities to review and provide feedback on network change options for Renton-Kent-Auburn Area Mobility Plan. This also provided another opportunity for the public to continue to amplify concerns and interests to Metro.

## From the Mobility Board

### Renton

- The Mobility Board was very excited and supportive of the changes to the fixed-route network. Particularly, they liked the changes to routes 105 and 906, because of the Sounder connection and increase in frequency and hours on both routes. The reception for Rout 148 was supportive, because of the move to 116th where the new school is being built.
- The Mobility Board provided feedback on flexible service in the Renton Highlands, stating a preference for a service focused on serving the western part of the Highlands and providing a connection to the landing and downtown.

### Kent

- Mobility Board members were supportive of changes in pathways on the West Hill and excited about investments in local services, but they did not support the presented consolidation of the peak services.



- The Mobility Board members did not believe it was equitable to have to choose between investments for local travel and commute travel, and they would like Metro to propose a more balanced solution.

### **Auburn**

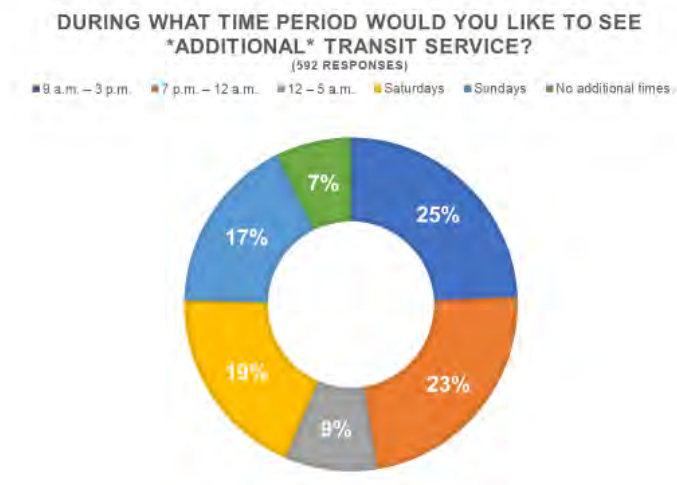
- Mobility Board members were most excited about the route 910/917 consolidation with the addition of service to Algona-Pacific, the outlet mall, and YMCA. The proposed changes to Route 180 to serve the senior center, schools, and Auburn library were enthusiastically supported.
- Generally, Mobility Board members agreed with the proposed service changes for Auburn.

### **From Online and Onboard and Community Event Surveys**

Comments from the variety of surveys administered via online, onboard, and at community events uncovered five issue areas commonly repeated, frequency, hours of service/days of service, particularly weekend service, safety including at transit/bus stops and pedestrian, request for expanded local area service, and connections to other transit and direct connections to Seattle.

<b>Key themes</b>	<b>Example of Feedback Regarding Proposed Options</b>
<b>Frequency</b>	<p>“Please note that frequency and who we are servicing is critical here. If the revised routing helps more people, great!”</p> <p>More frequency for route 908</p> <p>“102 reliability has deteriorated greatly over the past 5 years due to his no-shows and cancelled runs. I subscribe to Metro Transit alerts via text and e-mail but find notices about cancelled runs are not sent half the time. Or notices are sent far too late for me to walk to and catch a 148. Additional 102 runs in morning and evening (1 each) would help. Or reliable shuttle to/from light rail to Fairwood. In evenings, it would be helpful for such shuttle to run until at least 7pm.”</p>
<b>Hours/Days of Service</b>	<p>Earlier Mornings, Sunday service, Later evenings</p> <p>Greater frequency on Sunday routes for 917</p> <p>Sunday service and more than one hour</p>
<b>Safety</b>	<p>“Night security at transit center (Renton)”</p> <p>"Have bus stops NOT right after intersection - it blocks the way Too much trash at stops and homeless occupying stops On Canyon Road - it's a bad idea"</p>
<b>Expand Service (in the local area)</b>	<p>“I live at 140th and Renton Maple Valley Road. There is no transit up the hill to Fairwood where most of our shopping, bank etc. is located.”</p>

	<p>"101/102 is often very crowded. Thanks for running more buses. But a RR Renton to Seattle that runs night owl hours would be great for early/late shift workers priced out of Seattle"</p>
<b>Connection</b>	<p>"We need better connections to Sounder and Link light rail."</p> <p>"Love the bus to Sounder options, with the limited parking available at the Sounder station"</p> <p>"Yes, downtown Renton to Renton highlands would be lovely. Right now it's very hit or miss and you wait forever in the evenings."</p> <p>"I want more connections to Link light rail so that I can go downtown easily without driving On 108th and 208th in North Kent there is a lot of new development and housing going in, prime stop for a RR stop "</p>



## Qualitative Activities

### Mobility Board

Convened on September 19, 2019

- Metro re-convened and facilitated the Mobility Board to provide feedback on the I Line route alignment concept and service change concepts for the Renton-Kent-Auburn Area Mobility Plan.
- Mobility Board reviewed the proposed service concepts and changes by subarea.
- Members provided feedback from on how well the concepts align with priority needs by subarea.
- Members advised on specific subarea changes where Metro's technical analysis did not result in a clear priority change.
- Mobility Board members from each subarea group provided a report out on their discussions, guided by the following prompts:

- What themes came up in your conversation?
- Where were places of agreement or disagreement? What service changes are you most excited about?

### Partner Review Board

Convened on October 2, 2019

- Provide the Partner Review Board with an understanding of the Renton-Kent-Auburn Area Mobility Plan.
- Provide the Partner Review Board with Metro's understanding of transportation mobility needs and priorities for the Rent-Kent-Auburn area, identified through engagement and technical analysis. These needs include a proposed pathway for a single route between Renton, Kent, and Auburn, that will be upgraded to the Rapid Ride I Line in 2023.
- Partner Review Board provided feedback to Metro on whether concept alternatives meet identified transportation mobility needs and issues that need to be considered in building a transit service network in the Renton-Kent-Auburn area.

### Direct comment via email and phone

- Responded directly to approximately 12 customers via email or phone.



### Community Events

Event	Date	Engagement Style	Community
Kent Cornucopia Days	7/13/19 & 7/14/19	Tabling	Kent
Orca To-Go tabling	7/15/19	Tabling	Renton
Auburn Community Picnic	7/16/19	Tabling	Auburn
Kent East Hill Farmers Market	7/20/19	Tabling	Kent
Orca To-Go tabling	7/23/19	Materials shared with Orca To-Go tabling team	Kent
Renton River Days	7/27/19 & 7/28/19	Tabling	Renton
Orca To-Go tabling	8/1/19	Materials shared with Orca To-Go tabling team	Auburn
Cascade Block Party (KYFS)	8/2/19	Tabling	Kent
Algona Family Fun Days	8/3/19	Tabling	Algona
Auburn Fest	8/10/19	Tabling	Auburn
Valli Kee Block Party (KYFS)	8/16/19	Tabling	Kent

Birch Creek Block Party (KYFS)	8/24/19	Tabling	Kent
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Figure 1: Metro Booth at Kent Cornucopia Days with maps, info sheets and comment cards



Figure 2: Renton River Days: Map Board asking folks to place dots on where they would like to go via Metro

### Community or jurisdictional partners hosted events and briefings

Presentation to El Centro de la Raza senior leadership team	7/31/19	Presentation and discussion	Regional
Refugee Forum of King County	8/15/19	Presentation and discussion	Renton
Briefing with Mayor Hill, City of Algona	8/15/19	Briefing and discussion	Algona
PAEP senior luncheon Pilipino American Empowerment Program - Filipino American Community of Puget Sound	8/22/19	Presentation and discussion	Algona
King County Mobility Coalition	8/20/19	Project Update Presentation	Kirkland
World Relief Seattle	8/29/19	Project Update and discussion with staff	Kent

Auburn Transportation Advisory Board	6/11/2019
Kent Mayor Dana Ralph	6/11/2019
King County Councilmember Dave Upthegrove	6/13/2019
Auburn City Council	7/8/2019
Kent City Council	7/16/2019
Renton Committee of the Whole	8/12/2019
Briefing with Mayor Hill, City of Algona	8/15/2019



## Quantitative Activities

### On board survey

Conducted over 40 hours of onboard survey outreach with one-on-one conversations

- 189 surveys completed across 9 routes: Routes 164/168/169; Route 906/148; Route 180 South; Route 180 North; Route 917; Routes 914/916; and Routes 908

### Demographics Snapshot

- 27% White vs. 61% POC
- 19% with incomes below \$7,500
- 30% identified as having a disability

Route	Location	Survey Question
Route 908	Depart Renton Transit Center, 8:48 AM	Renton Highlands travel needs
Route 917	Depart: Auburn Station, 6:08 AM	Algona/Pacific travel needs
Route 917	Depart: Auburn Station, 1:16PM	Algona/Pacific travel needs
Route 906	Depart: Southcenter, 6:23AM	Fairwood peak, Benson Hill
Route 906	Depart: Southcenter, 12:23PM	Fairwood peak, Benson Hill
Route 914/916	On-board – depart Kent Station, 9AM on Rt. 914	Kent East Hill travel needs, Kent East Hill pathways
Route 914/916	On-board – depart Kent Station, 9AM on Rt. 914	Kent East Hill travel needs, Kent East Hill pathways
Route 168	On-board, from Kent Station to Maple Valley and back	Peak network, Kent East Hill pathways
Route 180	On-board: Depart Burien Transit Center, 12:25PM	Kent – Industrial Valley and Central
Route 180	On-board: Auburn Station to White River Junction, depart 6:59AM	Auburn – Route 180 Options
Route 180	On-board: depart Auburn Station to White River Junction, 3:00PM	Auburn – Route 180 options

### Online Survey

733 respondents (open for 20 days)

### Demographics Snapshot

- 59% White vs. 40% POC
- 1% with incomes below \$7,500



- 20% identified as having a disability

## See Exhibit B Phase II Online Survey Results

## See Exhibit C On Board Survey Example Route 906/148

### Notification Methods



Press release



Ethnic Media Ads



Tabling at  
community events



Bus stops signs



Emails to  
community  
partner/CBOs



### Rider Alerts

Subscribers of Metro Route/Riders were invited participate and provide input, feedback, comments, and suggestions on the proposed concepts.

August 13, 2019

- **2,853** subscribers of Routes 169, 180
- **6,836** subscribers of Routes 153, 158, 190, 101, 102, 105, 148, 150, 157, 159, 164, 166, 168, 181, 183, 186, 192

### Bus Signs/Flyers/Posters

**RAPIDRIDE** have a **say**

**Help us shape RapidRide I Line service**  
 Visit our online open house from July 31 to August 15 at [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

**Ayúdenos a dar forma al servicio de RapidRide I Line**  
 Visite nuestra casa abierta en línea del 31 de julio al 15 de agosto en [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

**Hãy giúp chúng tôi hoàn thiện dịch vụ xe buýt RapidRide tuyến I Line**  
 Vui lòng vào diễn đàn trực tuyến của chúng tôi từ ngày 31 tháng 7 đến ngày 15 tháng 8 tại [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

**请帮助我们塑造 RapidRide I Line 服务**  
 请于 7 月 31 日至 8 月 15 日期间访问我们在线开放日的网站 [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

**Примите участие в формировании дополнительной автобусной линии RapidRide I Line**  
 Посетите наш онлайн Дом открытых дверей с 31 Июля по 15 Августа (2019) [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

**King County METRO** 206-263-9768 (Relay 711) [HaveASay@kingcounty.gov](mailto:HaveASay@kingcounty.gov) [www.kingcounty.gov/HaveASay](http://www.kingcounty.gov/HaveASay)

**RAPIDRIDE**

**Help us plan service in South King County**  
 King County Metro is seeking to connect Renton, Kent, Auburn, and surrounding areas with fast, frequent, and reliable bus service to meet your mobility needs - and we want your input!  
 To learn more, take our surveys, comment online and sign up for project updates at: [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)

**I Line coming in 2023** **Service changes coming in 2020**

**This summer...**  
 We are collecting feedback about where community members want to see the existing RapidRide I Line service changes throughout South King County. This includes possible route changes and adjustments to existing bus stops in Renton, Kent, Auburn, and the surrounding areas.  
 We're working to develop a local Mobility Plan to better serve the region.

**These routes are under consideration for deletion or reconfiguration:** 182, 157, 158, 159, 152, 906, 940, 913

**These routes are under consideration for additional service frequency:** 101, 805, 164, 166, 186

**These routes are under consideration for routing changes:** 140, 146, 148, 160, 180, 181, 183, 906, 934, 935, 937

**These areas are under consideration for a new flexible service:** Renton Highlands, Renton Hill, Kent East Hill, and Auburn/Pacific

**Give us your feedback by visiting [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)**

**Learn more by visiting [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)**  
 For more information, call 206-263-9768  
 Or visit this site: [www.kingcounty.gov/HaveASay](http://www.kingcounty.gov/HaveASay)  
 Get more transit information: [www.kingcounty.gov/metro](http://www.kingcounty.gov/metro)  
 206-263-9768, 206-263-9768, 206-263-9768

**Questions? Contact:**  
 Bethyn Austin, RapidRide Communications and Engagement Manager  
 206-263-9768 [bethyn.austin@kingcounty.gov](mailto:bethyn.austin@kingcounty.gov)

**King County METRO**



### Media/Social Media Engagement

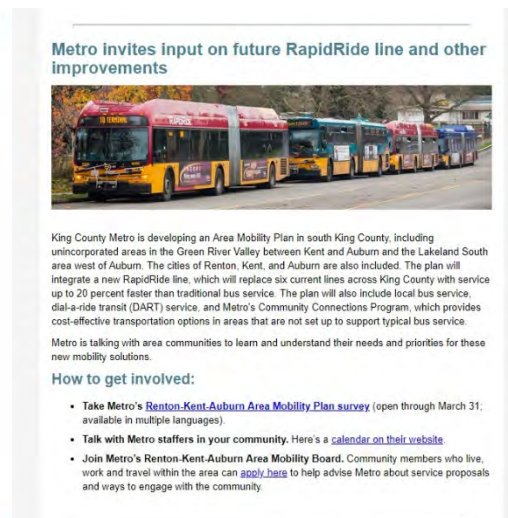
### Metro Produced Media

[Metro Blog post March](#) and [Facebook](#) and Twitter postings and in language Spanish social media postings



## Local Media Coverage

[The Urbanist April](#), [Auburn Reporter](#), [Renton Reporter March](#), [King County Unincorporated Newsletter April](#), [Seattle Transit Blog August](#)



## Phase III Engagement

Project Phase: Final Service Network  
Outreach Phase: Present Final Concept  
September 2019 –December 2019

- Summarize the previous phases of engagement and project development.
- Review how community input and priorities influenced concept development and final plan.

- Inform community members and stakeholders about next steps to finalizing the Area Mobility Plan.

The project team incorporated feedback from Phase II's targeted outreach and the Mobility Board workshop to develop a final network proposal. The network was shared for broad public input through online survey and targeted onboard survey as well as dedicated webpage with the proposed route information and maps.

#### Community & Stakeholder Engagement

- Present final concept to the public and measure support for service network concept and meeting the priorities and overall goals of the project.
- Informed community members and stakeholders about final proposed network.
- Summarized the previous phases of engagement and project development.
- Reviewed how community input and priorities influenced concept development and final plan.
- Informed community members and stakeholders about next steps to finalizing the Area Mobility Plan.
- CBOs want to continue building lasting relationships and, in some cases, more formal partnerships with Metro.

#### Equity

- Provided equity impact analysis on the final service network, for comparison to the existing and draft networks.
- Summarized equity inputs and impacts with each component and change in final service network.
- Produced final engagement summary with reporting on who was reached and not reached.

#### Government Relations

- Briefed King County Councilmembers on final proposed network and ordinance.
- Provided local jurisdiction staff and elected briefings, as desired.
- The Renton, Kent, Auburn, and Tukwila City Councils provided letters of support and expressed appreciation for the engagement to the community.

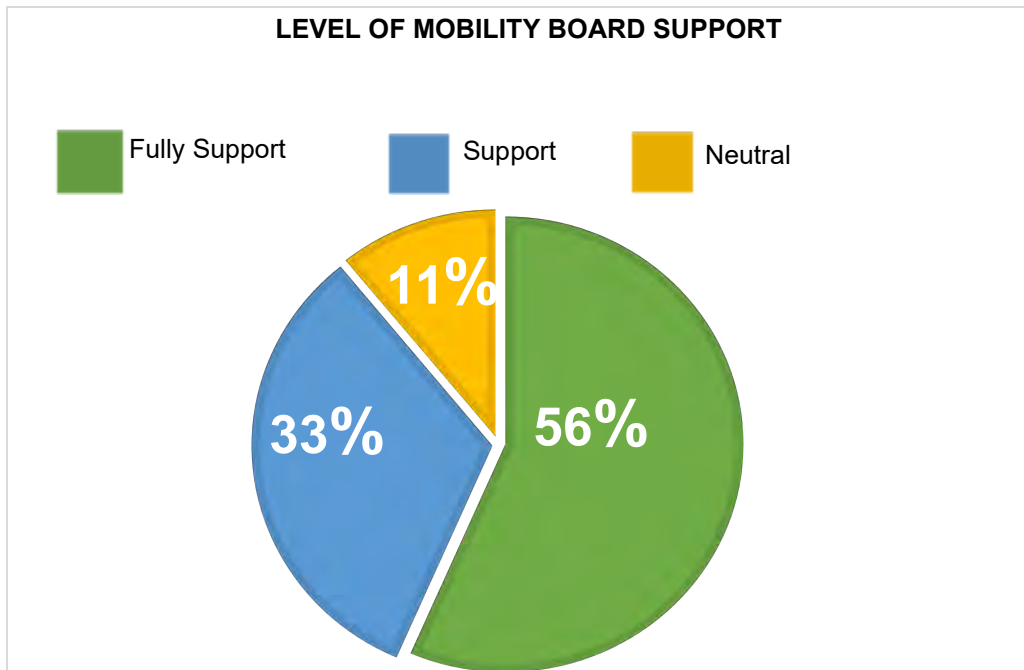


### **What We Heard: Key Themes and Responses**

#### **Mobility Board Members Feedback from Review of Final Proposed Concepts by Subarea**

The Mobility Board members recommend the King County Council adopt the full proposal for Metro's Fall 2020 service change for the network changes associated with Renton-Kent- Auburn Area Mobility Plan.





## **Renton**

### **What changes are you most excited for?**

- Connections to more community assets such as the new community center.
- Expanding the span of service of Route 105.
- Community Ride in the Renton Highlands.
- Expanding the span of service of Route 906.

### **What is not addressed with this change that should be a focus in the future?**

- Give Route 102 trips that truncate at S. Renton Park and Ride a different route number than Route 102 trips that go to Fairwood.
- We would like Community Ride services to expand to cover St. Vincent de Paul.
- The education center in Renton near the airport is still not served.
- More service south of Seattle.
- No real East-West Valley service.
- More weekend services.
- Service to Federal Way.
- Service to Tukwila link station is needed from areas further south than the F-Line.
- Add longer weekend hours on Route 906 in the future.
- For Route 105, change the 15 min windows to start at 2:30 pm – peak hours.
- Ensure strong education on changes & new services.

### **Level of Support**

- Eight Mobility Board members marked “I love this. I will champion this.”
- Four Mobility Board members marked the line between “I love this. I will champion this.” And “I am fine with this.”
- Five Mobility Board members marked “I am fine with this.”

## **Kent**

### **What changes are you most excited for?**

- Adding service on Sundays.
- I Line: 15 min North-South service connecting to 15 min East-West service.
- Route 166/169 and I Line create great frequent East-West and North-South connections.
- People in the Kent Industrial Valley get more options and service that will feed into future light rail.
- I line serves Valley Medical.
- One-seat rides on Routes 164/166 and 168/180.
- New proposal is responsive to some of the changes recommended last time.
- Everything! Very good! Perfect!

### **What is not addressed with this change that should be a focus in the future?**

- Concern about loss of peak service in Covington, but it feels like a fair trade off.
- There are still community assets that are lacking in transit coverage (Kent high schools, the YMCA community center, boys and girls club, etc.).
- Security at Kent Station.
- When light rail serves Federal Way, more changes to lines, it will be faster into downtown Seattle.
- Crosswalks at the station and on Benson Road.
- DMV and other locations south of Meeker need to be served, may be a good flexible service, consider adding a deviation area to Route 914/916.
- Kentridge High School students can be served by Route 157 if trip times are adjusted.
- Need more and better education on changes to 914/916, and how to use DART/flexible services.
- Consider Kent station as a mobility hub – so all routes can connect.
- For Route 162, 10 trips in peak periods does not seem like enough.
- Use the Lake Meridian Park-and-Ride as more of a transfer point location to connect with services for the folks who live east of Lake Meridian Park-and-Ride.

### **Level of Support**

- Ten Mobility Board members marked “I love this. I will champion this.”
- Six Mobility Board members marked “I am fine with this.”
- One Mobility Board member marked “I see minor issues, but I can support this.”

## **Auburn**

### **What changes are you most excited for?**

- Increased frequency.
- Frequent connection between Auburn station and Walmart.
- Doubling frequency of Route 917 serving Algona-Pacific (need weekend service).
- Education about how to use Algona-Pacific flexible service.

- Community van/ADA van available (free car and free gas, YMCA home for coordinator).
- Work source center & DSHS served by Rapid Ride Station.
- Route 917 30-minute frequency increase, better service to Auburn.
- Reallocate Route 910 resources to higher frequency elsewhere.

**What is not addressed with this change that should be a focus in the future?**

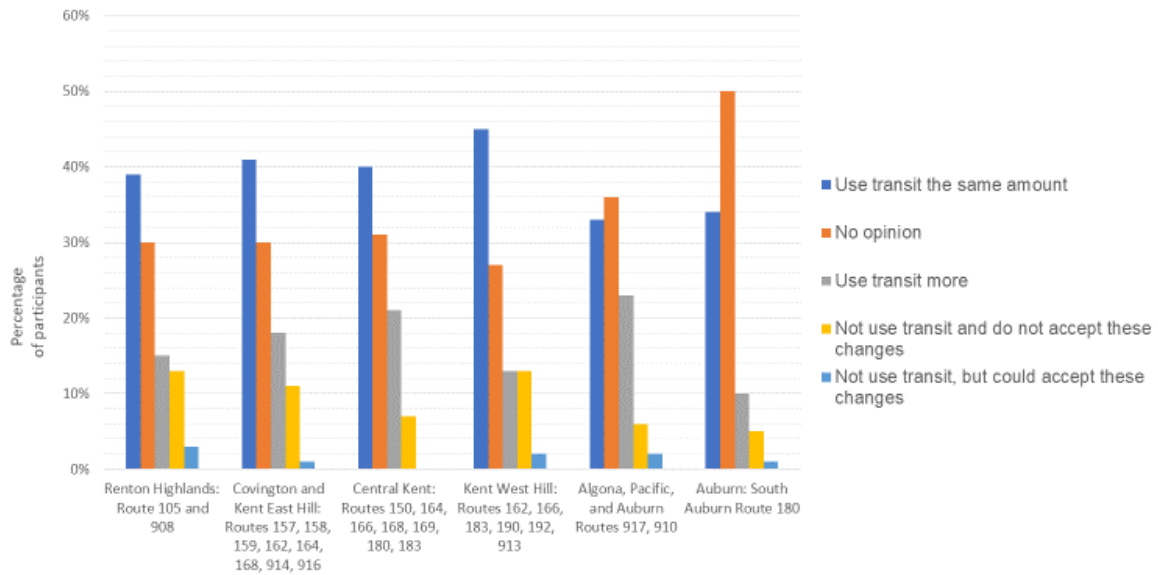
- New Route 180 south tail (new Route 184) and 181 pathways that better serve Auburn schools, library and senior center is not included in this proposed network and service change.
- City of Auburn should prioritize street and signal improvements needed to support new Route 184 and 181 pathways.
- Top priority for 2022 - City of Auburn changes needed for Route 184 to service students going to library and senior citizens to senior center.
- Auburn and Algona-Pacific need for Sunday service. Weekend needs are very important. Wherever DART service currently exists weekend service, including Sunday, should be offered.
- Route 915 needs to run on Sunday.
- Ensure new Route 181 pathway continues to connect high school students to Green River College with pedestrian and stop improvements on 8th.
- Need better connection between Auburn and Pierce County. Very difficult to get to Tacoma, despite it being relatively close to Auburn.
- Safe streets are integral for transit riders and pedestrian safety (lighting and ADA accessibility).
- Route 181 only route heading to Federal Way TC when 578 does not go to Seattle via FWTC due to Sounder heading to Seattle in the morning. Improved 181 frequency would be beneficial during these times as it is the only option.
- Route 181 to Federal Way- keep service going to FWTC 7 days a week.
- Route 917 needs hourly Sunday service.
- Senior housing and housing services (Health Point), Lowe's, restaurant – quicker/faster direct. Route 181 change would provide this.
- Access to more jobs

**Level of Support**

- Eight Mobility Board members marked "I love this. I will champion this."
- Five Mobility Board members marked "I am fine with this."
- Four Mobility Board members marked "I see minor issues but can support this."

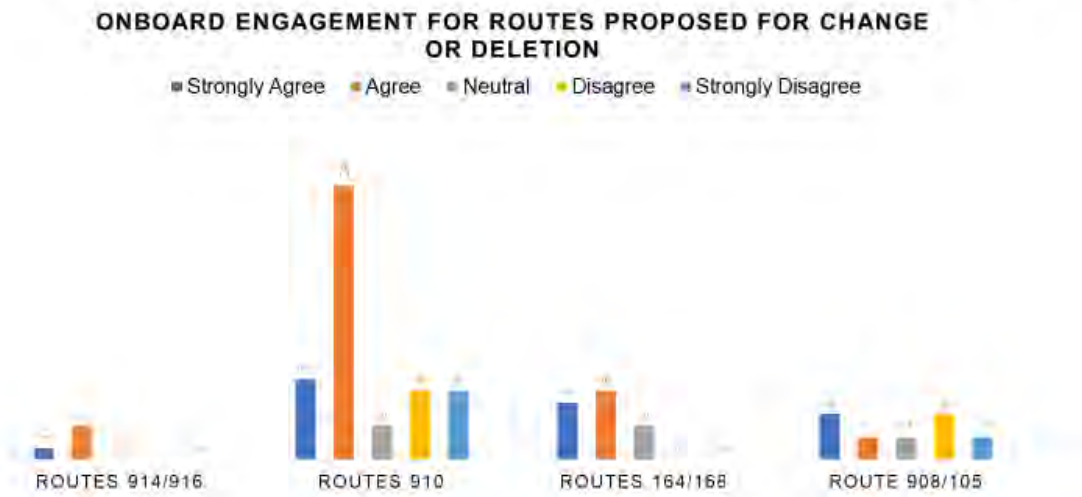
**From Online and Onboard Surveys**

Online survey participants were provided the proposed network route by route and were asked how these route changes affect their use of transit. Majority reported they would use the same amount or had no opinion followed by those that reported they would use more transit.



Onboard survey participants were provided the proposed routes proposed for change or deletion and were asked about their agreement with or not.

## Do you agree or disagree with the proposed change?



## Examples of Impact of Public Input on Proposed Service Changes

What We Heard	What Changed
Riders on the Kent Kangley need a one seat ride to downtown Seattle	Extend proposed peak-only Route 162 to Lake Meridian Park & Ride

Route 102 and 148 riders prefer Route 102 service	Maintain Route 102 trips into Fairwood
Route 190 could be re-oriented to serve all Route 192 riders	Re-orient Route 190 to serve Route 192 riders on Military Road; Put proposed Route 162 on faster pathway



## Qualitative Activities

### Mobility Board

November 19, 2019 at the Kent Campus of Green River College

Shared Metro's final proposed network for the Fall 2020 service change with the Mobility Board.

- Documented feedback from the Mobility Board on the proposed set of changes.
- Shared next steps and process leading toward King County Council for review and approval.
- Discussed opportunities for Mobility Board members to stay involved and informed.

### Partner Review Board

Reviewed the final network proposal based on Mobility Board recommendations  
December 5, 2019 at the Kent Campus of Green River College.

- Prepared for the next steps in finalizing the proposal and bringing it to the King County Council for review and approval.
- Provided input on possible speed & reliability and access to transit projects, and ideas for the project's Implementation Outreach and Communications Plan.
- Reflected on the process and shared feedback to inform future Partner Review Boards.

### Direct comments via email and phone

- Responded directly to approximately 6 customers via email or phone.



## Community Events

Event	Format	Audience	Reach
Halloween Harvest Festival & Les Gove Park Trunk or Treat	Tabling	Auburn community and families	800+ youth and families
Outlet Collection Día de los Muertos	Tabling	Auburn community and families	150 youth and families
Tabling at Kent YMCA	Tabling	Youth and families in the Kent area	51 visitors

Tabling at Renton Highlands Library	Tabling	Community members in the Renton Highlands area	10 visitors
Tabling at Kent Library	Tabling	Community members in the Kent area	7 visitors
Kent Parks Teen Center Community Dinner	Tabling	Kent community and families	60 booth visitors and families
Tabling at Benson Plaza Fred Meyer	Tabling	Benson Hill community members	30 booth visitors

### Community or jurisdictional partners hosted events and briefings

Nov. 6, 2019	Presentation/Briefing at South King County Forum on Homelessness	Kent Library	30 meeting attendees
Nov. 13, 2019	Presentation/Briefing at Renton CTR Quarterly Network Meeting	Renton	25 meeting attendees
Nov. 14, 2019	Presentation/Briefing at South King County Mobility Coalition	Renton	14 meeting attendees
Nov. 14, 2019	Presentation and focus group for Green River College International student group	Auburn Campus	25 attendees
Nov. 15, 2019	Presentation/Briefing at Renton Housing meeting of service providers	Renton	30 meeting attendees
Nov. 18, 2019	Renton City Council Committee of the Whole	Renton	The Council and City Administrator shared their enthusiasm for RKAAMP & I Line and thanked city and Metro staff for their work.
Nov. 25, 2019	Auburn City Council Study Session	Auburn	Councilmembers praised the community engagement approach and continuous coordination with city staff.
Dec. 3, 2019	Kent City Council	Kent	Councilmembers were interested in understanding if I Line station locations would help to facilitate east-west connection, which Metro confirmed in the RKAAMP presentation. The Council was generally supportive of Metro's work.



### Quantitative Activities

#### On Board Bus Engagement Surveys

160 onboard engagement

- Route 180 – 23 total riders and drivers
- Route 169 – 54 total riders and drivers
- Route 164/168 – 21 total riders and drivers
- Route 914/916 – 5 total riders and drivers
- Route 910 – 42 total riders and drivers
- Route 908 – 15 total riders and drivers

#### Online Engagement Surveys

806 online survey respondents

- 739 respondents from the October – November 2019 survey
- 67 respondents from the November – December 2019 Routes 190 and 192 survey

**See Exhibit D Onboard Survey Example Route 910**

**See Exhibit E Phase III Online Survey Results**

**See Exhibit F Online 190/192 Survey Results**

### Notification Methods



**Press release**



**Ethnic Media Ads**



**Tabling at  
community events**



**Bus stops signs**



**Emails to  
community  
partner/CBOs**



### Rider Alerts

Subscribers of Metro Route/Riders were invited participate and provide input, feedback, comments, and suggestions on the proposed concepts.

<b>10/23/2019</b>	<b>10/28/2019</b>	<b>12/17/2019</b>
2,247 subscribers of Route 105 1,179 subscribers of Route 952 1,592 subscribers of Route 908 2,482 subscribers of Route 102 1,269 subscribers of Route 906 1,961 subscribers of Route 148	2,649 subscribers of Routes 157, 158, and 159 2,103 subscribers of Route 164 2,204 subscribers of Route 168 1,585 subscribers of Routes 914, 916 4,173 subscribers of Routes 150, 166, 169, and 183 2,414 subscribers of Route 180 1,987 subscribers of Route 192 1,634 subscribers of Routes 917, 913 1,589 subscribers of Route 913	2,252 subscribers of Route 190 and Route 192 alerted

**Bus stop “Have a Say” survey/info signs** at over 40 stops for various routes across the area – including Renton Transit Center, Kent Transit Center, Auburn Transit Center, Redondo Heights, Star Lake, and Kent Des Moines Park and Rides



**have a say**

## Proposed Route Changes are Coming. Tell us what you think.

**Metro is proposing to**

**Add service frequency to routes:** 105, 148, 164, 166, 168, 183, 906, 917 and 180 (from Auburn Station to Kent Station)

**Restructure these routes with new route numbers:** 158, 159, 169, 180, 186, 192, 910, 916, and 917

**Make pathway changes to routes:** 102, 148, 166, 168, 181, 906, and 915

**Delete these routes:** 908, 913, and 952

**New flexible service may also be added in these areas:** Renton Highlands, Benson Hill, and Algonia/Pacific

**Take the Survey by Nov. 10, 2019**  
 English, Español, русский, 中文, Tiếng Việt, Українська, Somali  
[kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)

**King County METRO**  
[HaveASay.kingcounty.gov](http://HaveASay.kingcounty.gov)  
[www.kingcounty.gov/metro/iline](http://www.kingcounty.gov/metro/iline)

**have a say**

## Proposed Changes for Routes 190 & 192. Tell us what you think.

**Metro is proposing to consolidate service for Routes 190 and 192**

**Proposed changes**

**Pathway**

- Route 192 will be extended to Redondo Heights Park and Ride. This change allows for the continued service on Military Road.

**Consolidate trips**

- Route 190 will be reduced to four trips in the morning and four trips in the afternoon.
- Route 192 will continue to have four trips in the morning and four trips in the afternoon.

**Hours of Service**

- Earlier start time for Route 190

**What would not change**

**Pathway**

- Route 190 will continue the same pathway as it does today.
- The same number of morning trips would be operating (8 total) from Redondo Heights Park & Ride to Downtown Seattle.
- Travel times are expected to be the same on either Route 190 or 192.
- No stops will be losing service.

**Take the survey by Dec. 27, 2019**  
[kingcounty.gov/metro/routes-190-192](http://kingcounty.gov/metro/routes-190-192)

**King County METRO**  
[HaveASay.kingcounty.gov](http://HaveASay.kingcounty.gov)  
[www.kingcounty.gov/metro/routes-190-192](http://www.kingcounty.gov/metro/routes-190-192)

## Flyers/Posters

### RAPIDRIDE

#### Service changes are coming to South King County

**King County Metro is working to connect Renton, Kent, Auburn, and surrounding areas with fast, frequent, and reliable bus service to meet your mobility needs – and we want your input!**

**To learn more, take our survey, comment online and sign up for project updates at: [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)**

**This fall...**

We're sharing information about RapidRide I Line and proposed service changes in South King County, including:

- The proposed I Line route and station locations.
- Roadway and intersection improvements to help the bus move better and stay on-time.
- Projects to make it easier to walk, roll, and bike to the bus.
- We developed an Area Mobility Plan to better serve the region. The plan includes route changes in Renton, Kent, Auburn, Algonia, Pacific, Covington, Maple Valley, Tukwila and unincorporated King County.

**Metro is proposing to add service frequency to these routes:** 105, 148, 164, 166, 168, 183, 906, 917 and 180 (from Auburn Station to Kent Station)

**We're proposing pathway changes to routes:** 102, 148, 166, 168, 181, 906, and 915

**We are restructuring these routes and they will have new route numbers:** 158, 159, 169, 180, 186, 192, 910, 916, and 917

**We are proposing to delete these routes:** 908, 913, and 952

**We are also considering adding new flexible service in these areas:** Renton Highlands, Benson Hill, and Algonia/Pacific

**Questions? Contact**  
 Robyn Austin | RapidRide Communications and Engagement Manager  
 206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)

**Learn more by visiting [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).**  
 Para obtener más información, visite [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)  
 Để biết thêm chi tiết, vui lòng liên hệ số điện thoại: 206-553-3000  
 Для более подробной информации, позвоните по телефону: 206-553-3000  
 欲了解更多信息，請致電：206-553-3000

**King County METRO**

### RAPIDRIDE

#### Cambios de servicio llegan al sur del condado de King

**King County Metro está trabajando para conectar Renton, Kent, Auburn y las áreas circundantes con servicio de autobuses rápidos, frecuentes y confiable para satisfacer sus necesidades de movilidad, y queremos su opinión!**

**Para obtener más información, complete nuestra encuesta, comente en línea e insíscrbase para recibir actualizaciones del proyecto en: [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)**

**Este otoño...**

Estamos compartiendo información sobre RapidRide I Line y los cambios de servicio propuestos en el sur del condado de King, que incluyen:

- La ruta propuesta de I Line y las ubicaciones de las estaciones.
- Mejoras en la carretera y las intersecciones para ayudar al autobús a moverse más rápido y mantenerse a tiempo.
- Proyectos para que sea más fácil caminar, rodar y andar en bicicleta al autobús.
- Desarrollamos un plan de movilidad de área para servir mejor a la región. El plan incluye cambios de ruta en Renton, Kent, Auburn, Algonia, Pacific, Covington, Maple Valley, Tukwila y partes del condado de King no incorporados.

**Metro propone agregar frecuencia de servicio a estas rutas:** 105, 148, 164, 166, 168, 183, 906, 917, y 180 (del Auburn Station y Kent Station)

**Estamos proponiendo cambios a las rutas en las rutas:** 102, 148, 166, 168, 181, 906, y 915

**Estamos reestructurando estas rutas y tendrán nuevos números de ruta:** 158, 159, 169, 180, 186, 192, 910, 916, y 917

**Proponemos eliminar estas rutas:** 908, 913 y 952

**También estamos considerando agregar un nuevo servicio flexible en estas áreas:** Renton Highlands, Benson Hill, y Algonia/Pacific

**¿Tiene preguntas? Contacta**  
 Robyn Austin | RapidRide Administradora de Comunicaciones  
 206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)

**Aprenda más visitando [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).**  
 Para obtener más información, visite [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)  
 Để biết thêm chi tiết, vui lòng liên hệ số điện thoại: 206-553-3000  
 Для более подробной информации, позвоните по телефону: 206-553-3000  
 欲了解更多信息，請致電：206-553-3000

**King County METRO**




## Media/Social Media/Paid Ads Engagement

Metro Produced Media: Press release [Metro Blog](#) post, [Metro Blog post March](#), and [Facebook](#) and Twitter postings



# Renton-Kent-Auburn Area Mobility Plan Public Engagement Report – Outreach Plan and Activities

44


**King County Metro Transit**  
 October 28

Like Page


...

✓ Renton/Kent/Auburn residents: Transit service changes are coming to your communities, and King County Metro wants to know what you think regarding three different topics:

1. A NEW BUS BASE: Do you have thoughts as to how a bus base would impact your community? Chime in here: <http://www.kingcounty.gov/metro/bases/skc-survey>

2. CHANGES TO BUS SERVICE: Want to have a say on how and where your transit service changes? Click here: <https://publicinput.com/RKAAMP3>

... See More



**King County Metro Transit**  
 Transportation Service

Send Message

Boost Again

Boosted on Oct 28, 2019  
 By Mark Thie

Completed

People Reached	484	Messaging Conversations	1
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View Results

Bill Juárez, Robin Ballestrasse and 5 others

3 Comments 5 Shares

### Performance for Your Post

3,304 People Reached

32 Likes, Comments & Shares

18 Likes	7 On Post	11 On Shares
8 Comments	7 On Post	1 On Shares
6 Shares	5 On Post	1 On Shares

99 Post Clicks

12 Photo Views	26 Link Clicks	61 Other Clicks
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#### NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Insights activity is reported in the Pacific time zone. Ads activity is reported in the time zone of your ad account.

## Local Media Coverage

[The Urbanist](#), Oct; [Auburn Reporter](#); [Renton Reporter Sept](#); [Renton Reporter, Nov](#); [Renton Reporter, December](#); [Kent Reporter, October](#); and [Seattle Transit Blog, November](#)


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King County Metro has been working to develop a proposal for future transit options to better connect Renton, Kent, Auburn and surrounding areas; and identifying potential sites for a new bus base, which will house and maintain 250 all-electric buses by 2030. COURTESY PHOTO: King County Metro

## Better transit service and a new bus base

Residents invited to have a say on Metro's upcoming investments in South King County

Monday, October 21, 2019 5:12pm **NEWS**

Starting Monday, Oct. 21, South King County residents are invited to provide feedback through surveys and other channels on potential bus base sites in the area under consideration and proposed transit options.

Topics include future RapidRide I Line service; bus routes that may see changes to their frequency or to their route; and areas that could receive a flexible new service to better serve more people in lower-density areas. These long-term investments in historically underserved South King County communities will offer better connections and access to jobs, school, and childcare.

**New bus base locations**

King County Metro recently announced its intention to build a new bus base in South King County to house and maintain 250 all-electric buses as early



We choose Wesley.  
Learn Why.

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**PUBLIC TRANSIT CHANGES**

## 2020 brings changes for Renton commuters

Metro, Sound Transit and more are working on updates, new routes

By Haley Austbin  
Monday, November 18, 2019 5:02pm **NEWS**

What's Renton transit going to look like in 2020? Here's the latest from King County Metro, Sound Transit and Washington State Department of Transportation (WSDOT).

King County Metro improved some Renton routes in September. The next changes will be a result of the Renton, Kent and Auburn Area Mobility Plan (RKAAMP) scheduled to start in fall 2020. Before the changes the final plan will be released in spring 2020.

In the draft RKAAMP, Metro adds frequency to routes 105, 148, 164, 166, 168, 183, 906 and 180, including improvements to nighttime and weekend service times. Those start next year, with the overall plan to have a new RapidRide line along the three cities starting 2023. RapidRide I Line will replace Route 160 to create all day, one-bus ride connection between Renton, Kent and Auburn.

Size: 300x250

Organization	Region	Community Represented
<b>Ethiopian Community</b> 8323 Rainier Ave S, Seattle, WA	South King County	Ethiopian community, primarily in Seattle.
<b>Renton Inclusion Task Force</b> 1055 S Grady Way Renton, WA	Renton	Renton community.
<b>Muslim Housing Services</b> 6727 Rainier Ave S #26 Seattle, WA	King County	Low-income communities in King County, specifically immigrants and refugees from East Africa and the Middle East.
<b>Kent Senior Center</b> 600 E Smith St. Kent, WA	Kent	Older individuals in Kent and surrounding area.
<b>Kent Cultural Community Board</b> 220 4th Ave. S. Kent, WA	Kent	Representatives from a diversity of communities in Kent.
<b>Lighthouse for the Blind</b> 4711, 2501 S Plum St. Seattle, WA	King County	People with visual impairments in Seattle and surrounding area.
<b>Renton YWCA</b> 1010 S 2nd St. Renton, WA	Renton	People experiencing homelessness in Renton and low-income women of color.
<b>Nexus Youth and Family Services</b> 1000 Auburn Way S. Auburn, WA	Auburn	Homeless youth and families in Auburn and the South King County community.

<b>Renton Area Youth and Family Services</b> 1025 S Third St. Renton, WA	Renton	Renton area youth and families
<b>South King County Mobility Coalition</b> Bellevue Hopelink 14812 Main St., Bellevue, WA	South King County	South King County community members with mobility barriers, including older adults, youth, persons with disabilities, limited English speakers, veterans and low-income individuals.
<b>Auburn Senior Center</b> 808 Ninth St. Auburn, WA	Auburn	Older individuals in Auburn and surrounding areas.
<b>City of Kent Adaptive Recreation</b> 525 Fourth Ave. N. Kent, WA	Kent	Kent community members with disabilities.
<b>Catholic Community Services (South King County)</b> 1229 W Smith St. Kent, WA	South King County	Low-income populations and people experiencing homelessness in South King County
<b>Kent Youth &amp; Family Services</b> 232 2nd Ave. S #201 Kent, WA	Kent	Youth and families in Kent and surrounding area.
<b>Refugee Women's Alliance</b> 4008 Martin Luther King Jr Way S Seattle, WA	King County	Refugee and immigrant women and children
<b>Asian Counseling and Referral Service</b> 1501 Fourth Ave., Suite 550 Seattle, WA	King County	Asian communities in the King County region
<b>Living Well Kent</b> 515 W Harrison St. Suite #208, Kent, WA	Kent	Underserved communities in Kent
<b>Mother Africa</b> 1209 Central Ave. S Suite 123, Kent, WA	Kent	African and Middle Eastern communities in Kent and South King County
<b>Filipino American Community of Puget Sound</b>	Algona	PAEP: Pilipino American Empowerment Program for Seniors
<b>United Territories of Pacific Islanders Alliance</b> UTOPIA Seattle 205 E Meeker St. Kent, WA 98032	Kent	QTPI-led CBO for LGBTQ+ Queer and Trans Pacific Islander, Samoa, and Native Hawaiian youth, adults, elders, and families in Washington.
<b>Dawn: Rising for domestic peace</b> 221 W. Gowe Street Kent, WA 98032-5809	Kent	DAWN shelters and empowers survivors of domestic abuse in South King County and helps to keep us all safe by educating our community to respond to and prevent violence.
<b>Open Doors for Multicultural Families</b>	Kent	For families with members with developmental/intellectual disabilities and special health care needs

<b>Alliance of People with disAbilities</b> 1120 E Terrace St Seattle WA 98122	Auburn	the Independent Living Center for King County, Washington State.
<b>Entre Hermos</b> 1621 S Jackson St. Suite 202 Seattle, WA 98144	Seattle	Promotes the health and well-being of the Latino Gay, Lesbian, Bisexual, Transgender, and questioning community in a culturally appropriate environment
<b>World Relief</b> 841 Central Ave N #C106, Kent, WA 98032	Kent	Support refugees and immigrants in the King County Area.

## Partner Review Board

The purpose of the PRB is to review (a) feedback from the Mobility Board<sup>1</sup>, (b) solution alternatives, and (c) Metro's proposed service network changes. This will include the mobility needs and tradeoffs that the Mobility Board identifies for the Renton-Kent-Auburn Area Mobility Plan, and solutions to address those needs. The PRB will identify additional needs, solution concept benefits and trade-offs, and potential equity impacts to help Metro develop a socially equitable Area Mobility Plan.

## Criteria for Partner Review Board Membership

King County Metro is seeking representation on the Partner Review Board from the following entities:

- Jurisdictions in the project area.
- Nonprofit organizations that serve multiple jurisdictions in the project area.
- Major institutions.

Partner Review Board Members	Affiliation (alphabetical by affiliation)
Cecile Malik	City of Auburn
Dennis Millard	Auburn School District
Kelton Parker	City of Covington
April Delchamps	City of Kent
Vangie Garcia	City of Renton
Florendo Cabudol	City of Seatac
Jaimie Reavis	City of Tukwila
George Frasier	Green River College
Kinder Garcha	Kent School District
Zoe Mullendore	King County Council
Jason Kennedy	Pierce Transit
Adrian Down	Port of Seattle
Gerald Bradford	Renton Technical College
William Chow	Sound Transit

## Mobility Board

The diverse group of 27 Mobility Board members represented a range of mobility needs, rider types, and familiarity with the project area.



- Members included native English, Somali, and Spanish speakers, and bilingual speakers who speak Somali, French, Spanish, Arabic, or Farsi.
- They represented many rider types, including seniors, students, and people with disabilities.
- Board members lived and/or worked in Renton, Kent, Auburn, and Covington. Some members were also affiliated with surrounding areas such as Covington, Burien, Tukwila, Seattle, and SeaTac.

<b>Mobility Board Members (alphabetical by first name)</b>	
1. Aalijah Fulton	15. Husham Azeez
2. Afeworki Ghebreiyesus	16. Jani Medeiros
3. Alexandra Clark	17. Joseph Habimana Maradona
4. Ariana Rojas-Manriquez	18. Kevin Berg
5. Ayaan Hassan	19. Linet Madeja-Bravo
6. Brian Bonner	20. Loina Romero
7. Crista Shaw	21. Nancy Knipp
8. Daniel Nicholson	22. Reza Sakhi
9. Gabriella Berg	23. Richard Ahsiu
10. Graciela Ayometzi	24. Raymond Johnson
11. Hala Tiba	25. Roger Arnold
12. Halimo Olad	26. Sattar Murad
13. Harold Batson Jr	27. Zaynab Mazban
14. Hoda Abdullahi	

**Demographics:** (based on optional survey responses and in person conversation)

<b>Description</b>	<b>Mobility Board Makeup</b>
Age range	14-71
Language groups	<ul style="list-style-type: none"> <li>• Native English speakers</li> <li>• Native Spanish speakers</li> <li>• Native Somali speakers</li> <li>• Bilingual speakers (English and Somali, French, Spanish, Arabic, Farsi)</li> </ul>
Annual household income range	\$6,000-140,000
Rider types	<ul style="list-style-type: none"> <li>• Commuters (majority)</li> <li>• Off-peak and shift workers (minority)</li> <li>• Seniors (5 participants)</li> <li>• Persons with disabilities (3 participants: visual, mobile, and/or speech impairments)</li> <li>• Youth/students (6 participants)</li> </ul>
Personal and professional interests	<ul style="list-style-type: none"> <li>• Providing resources to low income families</li> <li>• Providing resources to refugees and immigrants</li> <li>• Access to education</li> <li>• Leadership and community organizing</li> <li>• Inclusive engagement</li> <li>• Access to affordable transportation</li> <li>• Access to medical services</li> <li>• Access to entertainment</li> </ul>

Geographic areas and subareas	<ul style="list-style-type: none"> <li>• Renton <ul style="list-style-type: none"> <li>○ downtown Renton</li> <li>○ Maplewood</li> <li>○ Benson Hill</li> <li>○ Renton Highlands</li> </ul> </li> <li>• Kent <ul style="list-style-type: none"> <li>○ Kent East Hill</li> </ul> </li> <li>• Auburn <ul style="list-style-type: none"> <li>○ downtown Auburn</li> <li>○ Lea Hill</li> </ul> </li> <li>• Covington/Timberlane</li> <li>• Burien</li> <li>• Seattle</li> <li>• Tukwila</li> <li>• Seatac</li> </ul>
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## Implementation

### Community & Stakeholder Engagement

May 2020 – September 2020

- Conduct outreach in multiple languages to inform riders and communities about changes.
- If needed, provide support and resources to educate communities about new mobility services.
- Provide outreach materials, rider alerts, and signage in multiple languages.
- Inform community-based organizations engaged in planning process about upcoming changes.
- Provide compensation to community-based organizations to support and engage in language and cultural outreach.

## Exhibits

- Exhibit A Intercept Survey Results
- Exhibit B Phase II Online Survey Results
- Exhibit C Phase II On Board Survey Example Route 906/148
- Exhibit D Phase III Onboard Survey Example Route 910
- Exhibit E Phase III Online Survey Results
- Exhibit F Online 190/192 Survey Results
- Exhibit G Mobility Board Summaries
- Exhibit H Partner Review Board Summaries

## **Exhibit A Intercept Survey Results**



### **Intercept survey locations March 2019**

- Monday 18th: 7am-10am - Burien Transit Center
- Tuesday 19th: 7am-10am - Renton Transit Center
- Wednesday 20th: 7am-10am - Kent Station
- Tuesday 19th: 3:30pm to 6:30pm - Auburn Station
- Thursday 21st: 11am to 2pm - S 240th St/26th Pl S – Highline College Des Moines
- Tuesday 26th 11am to 3pm - 104th Ave SE/SE 253rd Pl – Kent East Hill
- Wednesday 27th: 11am to 2pm - SE 320th St/122nd Ave SE - Green River College

### **What is your home zip code?**

- Not enough answers to be useful

### **Which best describes you?**

114: Current user of public transportation

0: Likely future transit rider

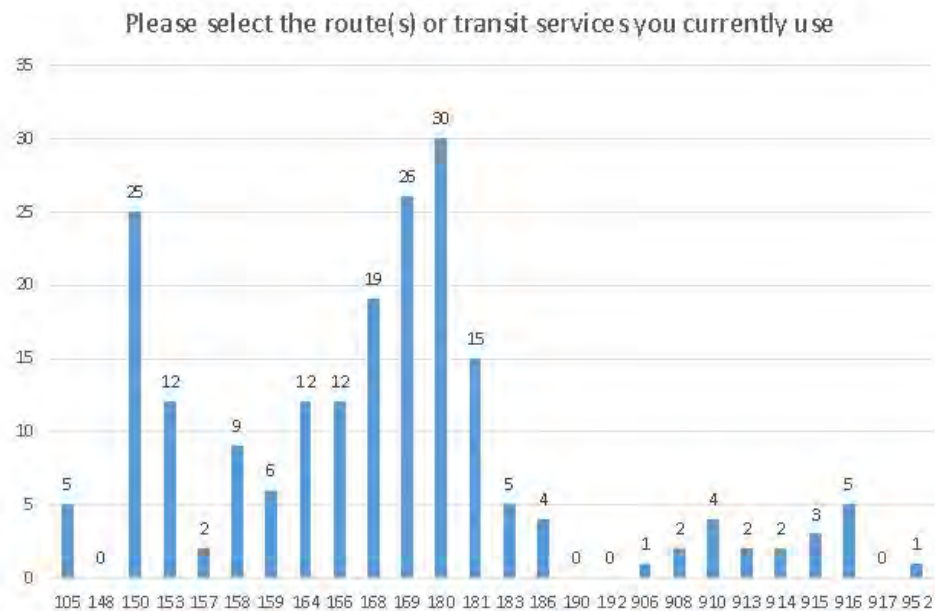
0: Other interested community member (e.g., resident, work in the area, business owner, social service provider, etc.)

### **How many people in your household (including yourself) use transit at least once per week?**

Average: 2.3



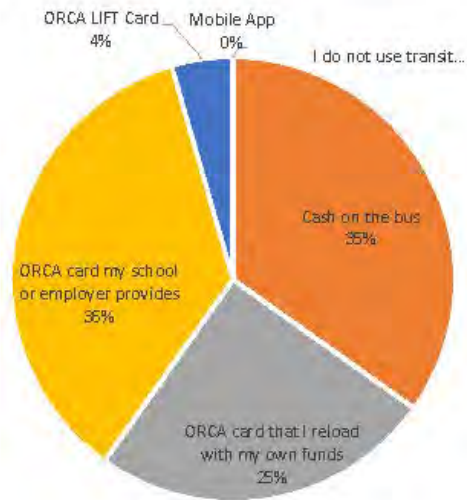
Please select the route(s) or transit services you currently use.



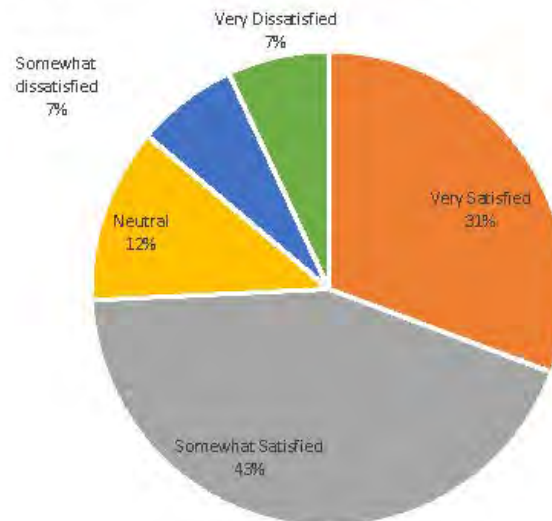




When you ride transit, how do you most often pay your fare?

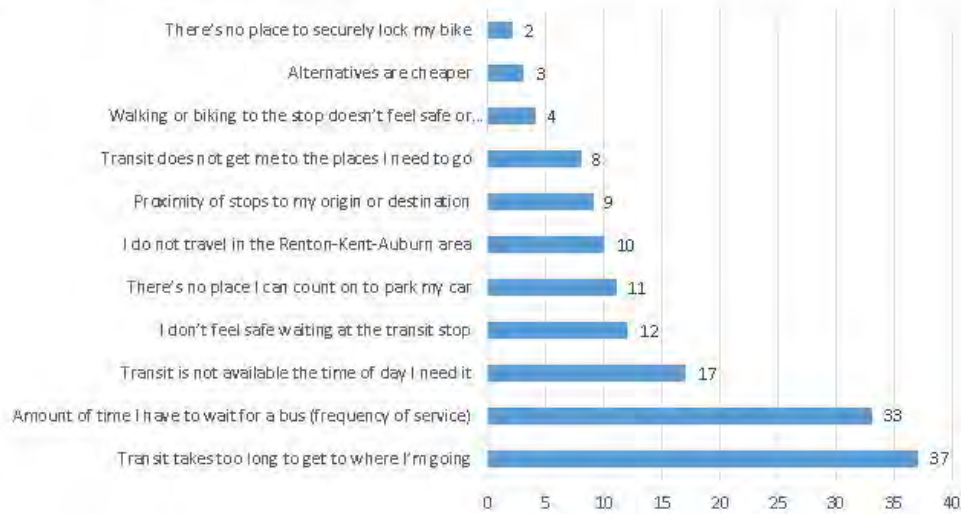


How satisfied are you with service on the routes you take today?

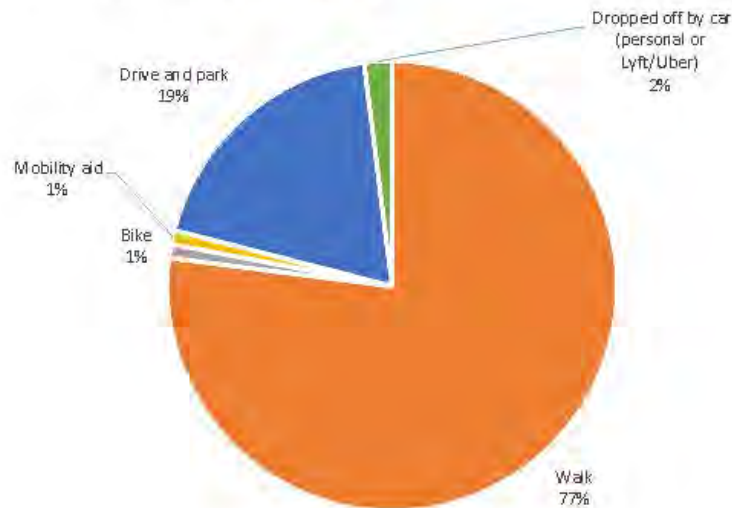




**If you travel in the Renton-Kent-Auburn area, please tell us what are the biggest barriers to you taking transit for those trips? (check all that apply)**

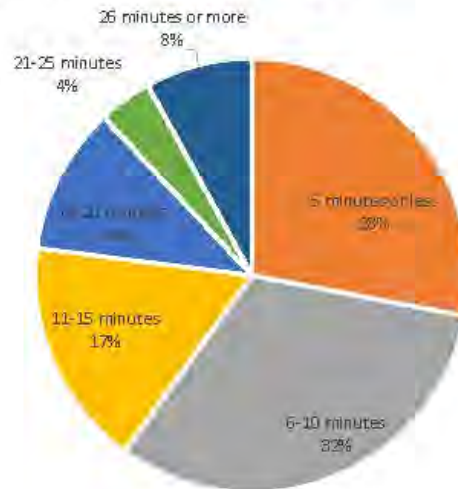


**How do you usually travel to your transit stop?**





**How long does it usually take to travel to your transit stop?**



**Where areas or destinations would you like to go, using transit in the Renton-Kent-Auburn area?**

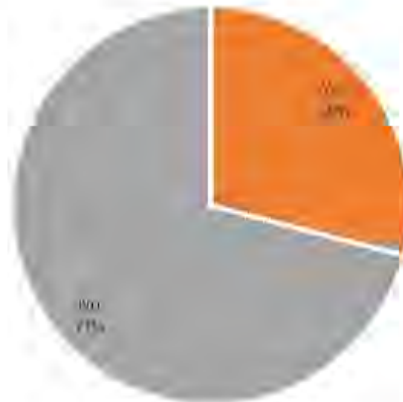
- Downtown Renton
- Downtown Renton
- Kent Station; Doctor appointments; Shopping
- Auburn Transit Center
- Live in Seattle but enjoy going to Kent for business and food. Happy about the current service but more weekend service would be good
- Kent-Auburn - I go to Green River School
- Renton
- The 180 should come every 15 minutes. It is usually full
- Stops along 37th st in N Auburn
- Super Mall, Seattle, Amazon
- I only commute to and from work
- Auburn TC to take the sounder
- Currently transit takes me everywhere I go
- Walmart in Auburn
- Walmart
- Deeper into South Auburn
- It would be nicer to take less buses to get to school
- Wish the 907 would come back to do BIKDIA to Enumclaw - Dart no so good
- Seattle



- Mostly just work and back
- Issaquah
- I go from home to work and major shopping areas
- Renton to Skyway
- Fairwood
- Sammamish, Federal Way, straight to the U District transit center. 167 does this but barely runs and is unreliable
- Renton Highlands
- Something more direct to Factoria
- Renton Transit Center
- More express bus to Seattle
- South Center
- Renton Walmart; Kent Station
- I would like an earlier morning Saturday and Sunday route that connects to my commute from SeaTac. I would like a later Sunday bus
- Auburn
- Mount Rainier; boone Lake
- Downtown Seattle faster when the train isn't running
- Any regular route that went to/from Kent station and up Rieten Rd. It is difficult walk and a route that I could take to/from the train would stop at the top of the hill would prevent the need to carpool
- Further into Seattle so we don't have to switch routes
- Seattle
- Covington (272nd Street) Kent (132nd st)
- Downtown Seattle
- Airport
- More options to downtown Seattle
- I already go to the areas I need to easily using bus, sounder and light rail
- Burien; Seattle; Renton



**Do you ever change your bus stop because of safety concerns or other conditions at the stop?**



**What improvements could Metro make to help you take transit more often?**

- Make the 168 faster. It should not take that long
- Sometimes the bus doesn't stop and it is too long for me to wait
- Make the bus cleaner and nicer to ride. People bring food on the bus and the bus driver doesn't care. They should not be allowed on the bus. If people don't pay on the bus it is not fare for other people. They should not be allowed to ride if they do not pay.
- Increase pick up times
- Need a bus stop at Dianon RD SE and Thomas near Brookside Grocery
- Buses could be cleaner
- More frequent bus. Keep waiting sometimes the driver misses me and doesn't stop
- Bus on time
- More places to reload Orca card
- Faster service, have blinking lights so the bus won't miss us even when the bus is not crowded
- Cheaper bus fare
- More security
- Stops need cover from weather and seating
- Make shorter routes if possible
- 150 route stops need shelter and seating
- Real time bus information
- Pick up garbage
- Keep the 164 from Green River to Kent on Sunday
- Better connections to popular routes



- 186 and 915 need to come more often. It is ridiculous that this is a once an hour bus. When I do come from Renton or Kent to catch the 915 but I usually miss it and have to stand and wait a whole hour for another one
- Reliability of transit -my bus never showed up today. OneBusAway showed it was 2 minutes out but it never came and is not shown being late. Lack of parking to park and ride
- better route connections; the schedule has them connecting within 3 minutes but the first bus is usually 5-8 minutes late
- More frequent buses and at later times
- Better lighting at stops, bigger busses, more routes and quicker frequency
- In the morning the bus is a bit late I take the bus from Auburn Station to my home when I get out of work. I think the 5:53 should wait a bit more at the station because the train arrives at that time
- I take the 186 from Auburn to Enumclaw and if the train is late the driver doesn't wait
- The 180 service is late everyday and I end up paying another fare
- Bus drivers is over whelmed and rude
- The Enumclaw TC is muddy
- Cleaner safer stops. I suppose if transit workers checked the stops more often to make sure they were clean and safe. People staying at a stops all day
- Promptness; more times available; later availability
- More accurate apps for phone. Some routes might need security
- Time management - Schedule of the bus
- More comfortable DART buses
- More seating at the bus stops
- More parking at Auburn Sounder station
- More frequent routes like the A line
- More service between Auburn-Enumclaw route on weekends
- Hire more drivers
- Get here on time or at their scheduled time
- More bus better service reliability on time important not late. People who ride the bus is very noisy and fighting
- It would be nice if I didn't have to walk another 10 minutes just to cross road to get to bus stop. I could walk to another stop and not have to cross the road but those stops confuse me on times; routes don't want to get lost. Id rather go to Burien TC where I know & transfer then to Tukwila TC
- More frequency
- Lights at more stops; stop request flashers for night stops; more buses
- They can be cleaner
- Make more stops in the community
- Metro should arrange the connection for passengers. For instance 105&153. If 105 arrives at TC a few minutes late I miss the 153 and need to wait about another half an hour
- More officers present at larger transit centers because they get dangerous after dark. Need more parking

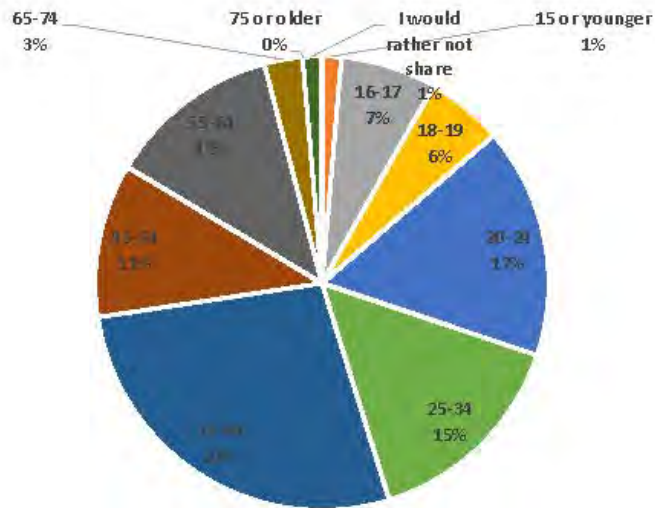


- frequency of service on local stops
- More frequent stops 105
- More transit service; more stops
- I already ride everyday
- bus on time
- To be more clean
- Express Burien to Kent
- Have the bus wait longer
- More early morning buses on Saturday and Sunday. Later service on Sunday evenings in the Kent Valley Area
- Make more efficient routes especially in Auburn
- Very satisfied
- Everything is good
- Incentives and rewards for riding
- Cleaner buses, double check certain passengers coming on, reduce prices for monthly passes
- Offer more times on my route
- Parking at Kent station and Tukwila Link station
- Have Sounder train on weekends
- Less crowded more often
- More train routes, more trains during non rush hour
- More options; less canceled trains
- None
- Be more on time
- More buses on Sundays especially later in the day. Buses leaving Seattle later in the evening on Sundays can be annoying with the extensive wait times and worries you are going to miss the last bus and be stranded
- The 150 should be replaced by a more direct Kent-Seattle Route. The 180 is also too circuitous
- More trains to Seattle
- Make the DART buses more reliable. I can not rely on the 913 in the AM but the PM is less predicable. Bus shelters can get sketchy too. Needles and garbage
- When I take route 150 I feel unsafe. There has been times where I have heard loud conversations where profanity is included. The bus driver doesn't do anything or say anything. I wish there was a sign on the bus that said no loud conversations on phone. The things I have heard are just not right. People are loud and not considerate of others.
- Metro's trip planner has not been able to find my destination or help me know which bus gets me there

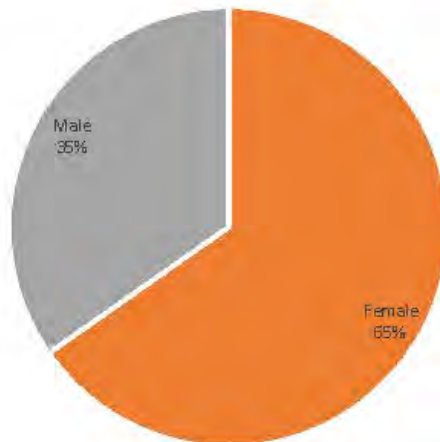


**OPTIONAL DEMOGRAPHIC INFORMATION**

**What is your age?**



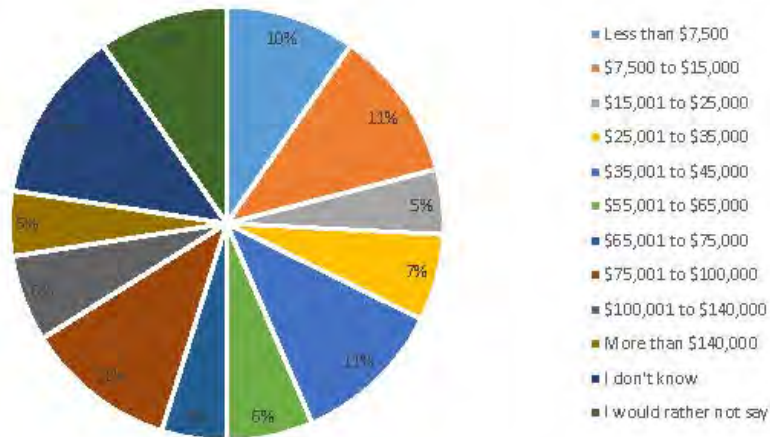
**How do you identify?**



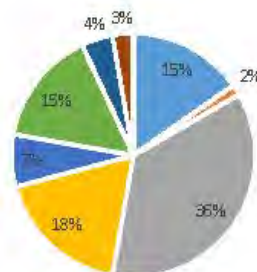




What is your annual household income?



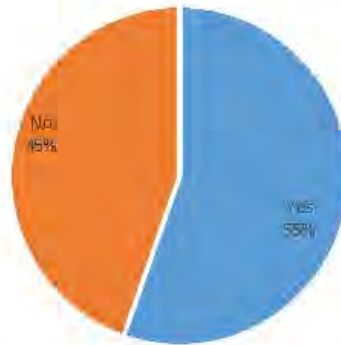
How do you identify?



- Asian American
- American Indian/Alaska Native
- White or Caucasian
- Spanish, Hispanic, Latino (Mexican, Mexican American, Chicano, or Latino)
- Pacific Islander or Native Hawaiian
- Black or African American
- Multiple ethnicities
- I would rather not say



Do you have access to a working vehicle to get where you need to go?

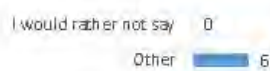


How many people, including yourself, live in your household?

Average: 3.6



What is the primary language you speak at home?



## Exhibit B Phase II Online Survey Results

1/7/2020

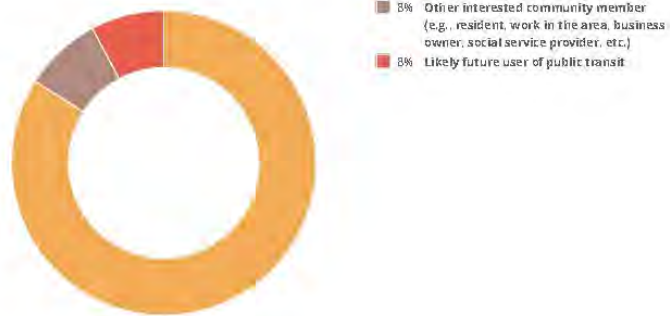
King County, WA - Report Creation

### Renton-Kent-Auburn Area Mobility Plan Transit Options Copy

#### Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
3,748	733	20,636	904

#### Which best describes you?



644 respondents

1/7/2020

King County, WA - Report Creation

Please select the route(s) or public transit services you currently use.

44%	Link Light Rail	271 ✓
31%	Sounder Train	190 ✓
27%	150	169 ✓
24%	102	146 ✓
14%	Other public transit	88 ✓
14%	158	86 ✓
13%	180	80 ✓
12%	169	77 ✓
11%	148	69 ✓
11%	159	65 ✓
8%	168	50 ✓
8%	157	48 ✓
7%	181	44 ✓
7%	I do not use transit	41 ✓
5%	164	39 ✓
5%	192	37 ✓
5%	906	35 ✓
5%	166	34 ✓
4%	183	27 ✓
4%	105	26 ✓
4%	190	26 ✓
4%	Pierce Transit	25 ✓

1/7/2020

King County, WA - Report Creation

14%	153	24 ✓
2%	186	14 ✓
2%	913	14 ✓
2%	914	14 ✓
2%	916	13 ✓
2%	910	12 ✓
2%	915	10 ✓
2%	917	10 ✓
1%	908	9 ✓
1%	952	6 ✓
1%	Vanpool	6 ✓
0%	Access	3 ✓

When you ride transit, how do you most often pay your fare?

59%	ORCA card my school or employer provides	343 ✓
39%	ORCA card that I reload with my own funds	228 ✓
7%	Cash on the bus	42 ✓
3%	ORCA LIFT card	19 ✓
2%	I do not use transit	11 ✓
1%	Mobile app	8 ✓

1/7/2020

King County, WA - Report Creation  
 When do you travel?

82%	5 - 9 a.m.	496 ✓
79%	3 - 7 p.m.	479 ✓
31%	9 a.m. - 3 p.m.	190 ✓
21%	7 p.m. - 12 a.m.	127 ✓
6%	12 - 5 a.m.	35 ✓

What day(s) do you travel? (Select all that apply)

98%	Weekdays	595 ✓
38%	Saturdays	230 ✓
29%	Sundays	175 ✓

Thinking about the route(s) you typically take, what other days would you like to see **additional** transit service? (Select all that apply)

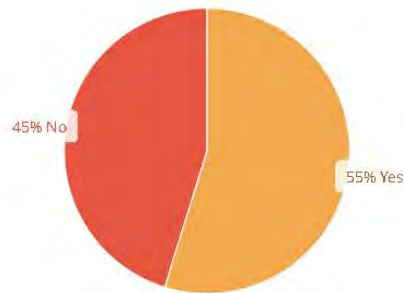
50%	Saturdays	298 ✓
44%	Sundays	262 ✓
44%	Weekdays	261 ✓
23%	No additional days	136 ✓
2%	I do not use transit.	14 ✓

During what time period would you like to see **additional** transit service?

48%	9 a.m. - 3 p.m.	283 ✓
46%	7 p.m. - 12 a.m.	270 ✓
37%	Saturdays	221 ✓
34%	Sundays	201 ✓
18%	12 - 5 a.m.	104 ✓
14%	No additional times.	85 ✓

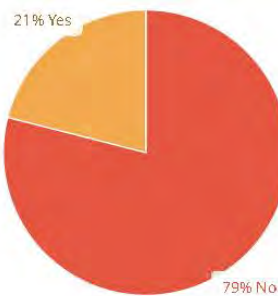
1/7/2020

King County, WA - Report Creation  
 Do you travel in the Renton area?



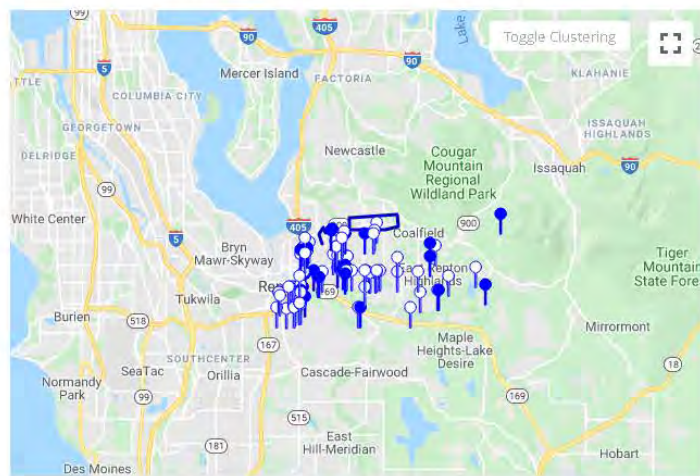
595 respondents

Do you travel in the Renton Highlands area?



585 respondents

For people who travel to or from the Renton Highlands, what are the major destinations in this area? [Drop up to five pins on a map]



Map data ©2020 Google

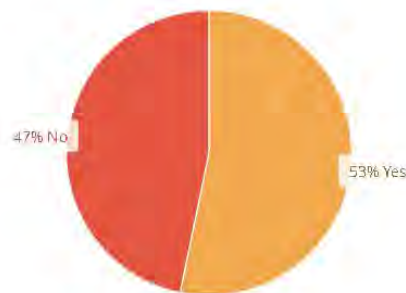
1/7/2020

King County, WA - Report Creation

Do you currently use route 908? If not, what prevents you from using this service? (Select all that apply)

72%	I don't travel in the area.	359 ✓
13%	Transit doesn't get me to the places I need to go	63 ✓
12%	Transit takes too long to get to where I'm going	59 ✓
11%	Amount of time I have to wait for a bus (frequency of service)	55 ✓
8%	Transit isn't available the time of day I need it	42 ✓
8%	Proximity of stops to my origin or destination	39 ✓
6%	There's no place I can rely on to park my car	31 ✓
4%	I don't feel safe waiting at the transit stop	19 ✓
3%	I currently use route 908	17 ✓
1%	Walking or biking to the stop doesn't feel safe or comfortable for me	7 ✓
1%	Alternatives are cheaper	5 ✓

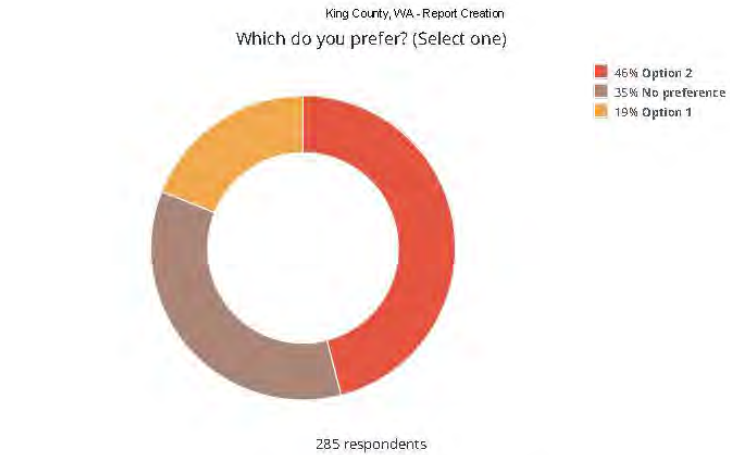
Do you travel in the Fairwood area?



308 respondents

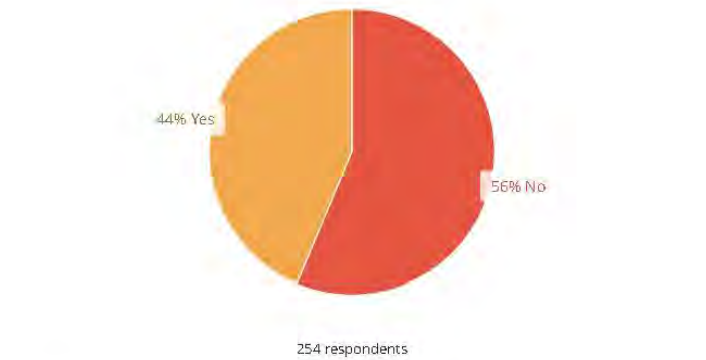


1/7/2020



Loading more report objects...

Both Option 1 and Option 2 show proposed routing changes to local routes 906 and 148.  
Do these proposed pathways meet your travel needs?



Why?

45%	Other	100 ✓
32%	Available where I need it	71 ✓
29%	Gets me to my destination quickly	64 ✓
25%	Available when I need it	55 ✓

1/7/2020

King County, WA - Report Creation  
 Other (please specify)

I love on Grant Ave off Puget Drive. No stops for 908 available close to me. Would love the 102 to go from P&R directly onto I5 and skip going through Skyway.

4 months ago

102 is my lifeline to work in Eastgate. Morning route is 102 to 566 to 271. Evening route is 217 to 102. A change I would like to see is another 102 leaving Seattle at 6:30 p.m. Because of traffic on I-90 I sometimes miss the last 102.

4 months ago

Que sea más accesible más para que pasen con más frecuencia

4 months ago

Service through the neighborhood has been a godsend for us with busy teens needing transportation. Bypassing the Tiffany Park neighborhood would leave many without convenient transportation. With the new neighborhood, there will be even more need for the 148 to go through the current route.

4 months ago

More parking spots at Intl Blvd station or a commuter to/from cascade/fairwood to intl blvd station. I love taking public transit but it is difficult as the 102 hardly shows up when it is supposed to. Also the times are not very convenient later in the day or the weekends. An express bus from that area to Seattle would also be amazing.

4 months ago

906 obviously should be connected to the airport and the airport light rail. It's almost there. So many more people would use it. I would use it. Employees from VMC would be able to connect to the light rail and rapid ride A.

4 months ago

STOP TERMINATING BUSES IN DOWNTOWN RENTON! PEOPLE FROM BENSON HILL AND VALLEY MEDICAL NEED TO TRAVEL NORTH TO HIGHLANDS, BELLEVUE, ISSAQUAH, AND SEATTLE OF COURSE. People in Newcastle and Renton Highlands are in the VMC hospital tax district, yet they have no access to the hospital by bus. They must transfer buses in DT Renton. Stop terminating buses in DT Renton, it's not a destination. Terminate Bellevue, Seattle, and Newcastle buses at VMC or on Benson Hill somewhere, NOT in congested DT Renton. Use Main ave to bypass all of DT Renton mess and have a stop at Renton City hall.

4 months ago

2 Agree

906 is the most direct route from my job in the North Kent area (via Southcenter - 150 Bus to 906) to home in the Fairwood West subdivision by Lindbergh HS. Changing the route of 906 to stay on Petrovitsky would make my walk home a mile+. The 148 isn't useful in the morning/afternoon due to routing and time.

4 months ago

I need to take the 158 bus route. It makes my life easier

4 months ago

Please do not change the 102

4 months ago

The 102 currently is the only route that gets me from my home to work at downtown Seattle without any transfers and quickly in under an hour. Changing this route would fundamentally alter my morning and afternoon commute but over 45 minutes. I strongly urge you to reconsider any changes to the current route.

4 months ago

I rely on the 180 to get to work at the shelter. With being disabled it is nice to have a bus stop that is close

4 months ago

I would like 190 and 192 scheduled better, they are departing only few minutes apart.

4 months ago

1/7/2020	King County, WA - Report Creation
I live near Lake Kathleen and usually take route 111 (sometimes 101 or 143). Am planning to move near Black Diamond (10 minutes away from Four Corners) within the next year. Why aren't either of those areas/routes represented on this survey?	4 months ago
more express buses like 143	4 months ago 1 Agree
more express buses like 143 to and from renton	4 months ago 1 Agree
More express buses like 143 to and from renyon	4 months ago
An express bus from Fairwood to downtown would be most appreciated. I rarely take the 102 to work because I need to plan almost 2 hours from door to door (each way), so I only use it in emergencies (no car, unable to carpool).	4 months ago 1 Agree
Increasing the number of 102 busses (the full route, Fairwood to Downtown Seattle and back) would be ideal.	4 months ago 1 Agree
Having bus 180 not stop at the shelter is doing a disservice to those that need to get to the shelter that have no car. County helping county should be a priority.	4 months ago
Need to expand 102 service. more in AM and PM.	4 months ago 1 Agree
I like the 148 route and weekday schedule as is. Would like the same frequency of stops on Saturday.	4 months ago
From Fairwood, I want to go down 140th to Maple Valley Hwy to Bellevue. Also, I want to be able to go from Fairwood on the 148 to the airport or to the Sounder at Tukwila directly w/o a transfer or a transfer of only 15 min max wait time..	4 months ago 2 Agree
Increase frequency of bus route 167 to UW and off peak hours. Increase parking at Tukwila train station, the Landing, Renton Transit Center.	4 months ago
Not available	4 months ago
NOT available where I need it	4 months ago
The 192 to first hill is always standing room only by the time it arrives at Tukwila. It is a commuter bus, so the number of passengers is consistent, so please add more busses to this route. And parking at park and rides are woefully insufficient!	4 months ago
There used to be a route on 108th to downtown and that was taken away. Would like a downtown express from Renton east hill.	4 months ago
The proposed route 906 revision to reach the sounder station won't get the ridership they want. It is a peak only trip that goes by the mall first? For commuters to Seattle? Why add 15 minutes to this route. The F line goes by the mall already!	4 months ago

1/7/2020

King County, WA - Report Creation

I would have to walk 2 or 3 miles to catch a bus. Or drive 5 or 6 miles to a park and ride where I can't find parking.

3 months ago

Neither option is a step in the right direction. The proposed drop in service bypassing Tiffany Park means walking a half mile to catch a bus. Also, they are building 92 more homes in Tiffany Park, so more folks are going to need space at a park and ride lot. Most lots are full at 6AM so this proposal means more folks driving alone to work.

4 months ago

I live near Tiffany Park.

3 months ago

Add parking garages for more spaces

3 months ago

Need earlier 102 route on Friday starting by 230 pm. Need parking garages to allow more parking opportunities.

3 months ago

I am concerned about some fellow passengers who cannot drive either for impaired or physical disabilities. These people get off in SODO. Taking the train would really impact their commute. Bus transfers from King Street Station would be very difficult for them. Same for those who work further north in the downtown area. And what if the bus runs late? It will be late for work if I miss that train. I work on first hill and begin at 6:15 AM. Furthermore, a coworker takes the Sounder from Auburn and she states it is already early, or is standing room only.

4 months ago

1 Agree

Don't utilize this

4 months ago

The service change cutting 102 to Fairwood routes a year or so ago already cut our transit options. The Sounder only runs during peak hours. Is there a plan to work with Sound Transit to expand their services? If not, changing the 102 to this station does not help those who need to travel during the middle of the day/late evenings.

4 months ago

3 Agree

I take the 102 from S. Renton Park and ride. I have to drive there because there are no routes to that P&R. The parking lot fills up early and sometimes I have to drive in due to lack of parking.

4 months ago

I'm not a commuter, so anything that provides more frequent options from Fairwood to a place that provides a good connection to other destinations would be an improvement.

4 months ago

1 Agree

This bus does not run 906 often enough or late enough. As well as 148 does not run late enough. A person has to get the bus in Renton to get to fairwood no later than like 9pm. A movie theatre doesn't get out till 9 and kids or I would have no way home. Then if you wasn't to go to southern area its every hour but only till like 6:15 pm and no Sundays. It's ridiculous, I had to move because of bus service

3 months ago

2 Agree

Do NOT add buses to Fairwood. There are already enough going in front of my house bringing in kids that throw their trash all over my yard. My mother stays with us 3x a week and can't sleep because of the noise from constant buses. On average I see 3 people get off at the stop in front of my house in an entire day. Pointless to add more when not many people use it. Inconvenience. They speed also and I've nearly been hit multiple times trying to back out of my driveway because they block the view around the corner. NO MORE BUS ADDITIONS

4 months ago

I indicated I favored option 2 - but option 2 only works for me (saves me time) if there are sounder trains running later in the AM and later in the PM (e.g. leaving Tukwila between 9 and 10 AM and arriving Tukwila between 6:30 and 7:30 or 8 PM. Also need more space at Renton and Tukwila park and rides.

4 months ago

1 Agree

1/7/2020

King County, WA - Report Creation

I need the 102 at off-peak hours  
 4 months ago

I do not have a car and I depend on the 102 bus route to get to work. Taking the 148 to the 101 would add on average one half hour to each of my commutes. I can not see trying to catch the sounder being an better. The way the 906 Route is scheduled I usually end up with a 45 minute wait to get up the hill. Fairwood has a large number of Apartment and Condo complexes which could have more riders if the buses ran more frequently and later at night. There is a woman who gets on at my stop who is usually on the first bus in and last bus out (she would comment but she is on vacation out of the country) and the way the 906 is structured I usually end up with a 45 minute wait at southcenter to get up the hill. I would love for the bus to run later at night so I could enjoy things downtown be able to get home. Another woman who gets on at my stop is usually on the first bus in morning and last bus out at night (she would comment but is currently on vacation out of the country). The Fairwood area has a large number of apartment and condo complexes which could result in more riders if the buses ran more frequently and later at night.  
 4 months ago 3 Agree

Increased Frequency of the 906 route. I currently don't ride it as the times are too restrictive.  
 4 months ago 1 Agree

More express buses to downtown Seattle  
 4 months ago 1 Agree

I live at 140th and Renton Maple Valley Road. There is no transit up the hill to Fairwood where most of our shopping bank etc is located.  
 4 months ago 2 Agree

What about the folks who live in BETWEEN the Renton highlands and Fairwood? Those that live along the Maple Valley Hwy need faster, reliable service as well. Currently, only the 143 serves this corridor and it is frequently late in the afternoon commute.  
 4 months ago 2 Agree

Many 102 Riders from the Fairwood area often drive to the Renton Park & Ride in the morning, because the 102 is so unreliable. If this continues to be a problem with no bus to transport from Fairwood, then, all the parking places will start to fill up faster, causing a shortage of places to park. Is Metro considering building more parking areas in the South King County area.  
 4 months ago 3 Agree

102 is an express bus. These other options would add to a already long commute. Keep the 102!!!!  
 4 months ago

Need more service routes to 140th and hey 169 during peak hours  
 4 months ago 1 Agree

148 through Tiffany Park would be bad to lose. Lots of kids.  
 4 months ago 4 Agree

I need to get from Renton to Issaquah. Why is there not a route down State route 900?  
 4 months ago 3 Agree

102 needs far more frequent service, and should go back to only being the full route, instead of half of the routes being the 101 but still named 102, for some reason. This just adds confusion and frustration. I don't want to take 2 or 3 buses. The 102 gets me all the way to work and back home. It just needs increased service, and maybe fewer stops in between.  
 4 months ago 3 Agree

My biggest concern is service for the 917 in the Lakeland Hills area of Auburn. Basically many residents within this neighborhood including myself and my family use this route, need this route and are stuck without it. With that being said, I'm not even discussing those who live further into Lakeland and walk anywhere from a quarter mile to a mile up hill or downhill to catch this service.  
 4 months ago

1/7/2020

King County, WA - Report Creation

102 needs to have increased service and changed back to complete route rather than half of them being the 101 route, but still named 102, for some reason. This is confusing as hell and makes no sense. I don't want to take 2 or 3 buses. The 102 takes me all the way to and from work.  
 4 months ago

Express bus from Fairwood to downtown would be HUGE improvement

4 months ago

6 Agree

Please consider service to Tukwila light rail. Parking there sucks, but the light rail service is preferred over the sounder train (runs later and on weekends)

4 months ago

7 Agree

I do not travel in this area

1 months ago

I do not travel in this area.

4 months ago

Please employ more proactive drivers for route 169.

4 months ago

I'm legally blind and cannot drive, so I don't have the option of driving to a P&R etc. Therefore, I need service to remain in the Fairwood area (near 140th and Petrovitsky) and to run as often as possible.

3 months ago

2 Agree

I live along the Puget Dr SE portion of the route. For option 1, with no additional frequency to 148 and no change to 102, this does not benefit me. For option 2, I am forced to choose the lesser of two evils. Removing the 102 means that I need to transfer. From experience of needing to transfer (because of missed buses that don't come frequently), this often makes my commute longer. But at least with option 2 having additional 148 frequency, I have a wider timeframe to get to and from home. I'd like more options/proposals. If I could have additional frequency for the 102 Fairwood to take me home in the afternoon or if I had a route that takes me to the Sounder train or light rail, I'd entertain those options more than these two.

4 months ago

1 Agree

I don't use transit in this area

4 months ago

Thank you for allowing input

4 months ago

I like the idea of increased frequency for new 148 route. It needs to include weekends...especially if the 906 no longer serves 168th.

3 months ago

2 Agree

Moving the 906 away from 168th entirely would mean no bus service to Southcenter without a half mile walk.

4 months ago

1 Agree

Do not eliminate express routes 158 and 159 in Kent. The Sounder train have to many issues like breakdown and accidents on the rail.

4 months ago

The direct bus saves all the hassle to transfer. Can the 102 route made shorter so it takes the freeway after or before the Renton P&R stop.

4 months ago

I would like to see more transit center buses that feed into Link Light rail

4 months ago

2 Agree

1/7/2020

King County, WA - Report Creation

Traffic can easily delay connecting to Sounder; Valley Med traffic is horrible and creates huge delays. Also this means 2 transfers, at Sndr at BOTH ends! This disturbs comfort and sleep. Falling asleep on smooth Sndr & missing stop is fatal, w

4 months ago

2 Agree

Any plans of transportation from fairwood to Tukwila light rail station? I got in 2 car accidents and hit as pedestrian all trying to get to tukwila

4 months ago

1 Agree

Any plans on transport from Fairwood to light rail station?

4 months ago

6 Agree

I would like to see increased available parking at the Park-and-Ride w/ no charges.

1 months ago

2 Agree

Replacing the 102 with a bus to the Sounder is less efficient for me. The 102 travels by my workplace downtown, whereas the Sounder would drop me nearly a mile away, meaning I would have to make 2 transfers (to the Sounder and then another bus) to get to work. There is no way this would be more efficient / save me time, and if it is implemented I will likely choose to pay for parking downtown and start driving to work.

1 months ago

1 Agree

With the previous 101 reroute between the Renton Transit Center and the South P&R has added an additional 10-15 minutes to my commute (even more so on Tuesday during the city's Farmer's Market). The 102 is much quicker, bypassing the downtown Renton corridor. I feel that by making it more difficult, people are being forced to take the rapid line routes or the Sounder and Light Rail. I agree with one comment that the 102 should not make any stops between the South P&R and Spokane Street.

4 months ago

Current route 102 needs an express option from the park and ride directly into Seattle. Let the 101 stop at the stops on MLK and the 102 Express pass them. Ridership from fairwood is strong and we can support an express bus. In addition, we should not be asked to transfer buses or transfer to the sounder.

8 months ago

5 Agree

A better connection to the Sounder Train and Light Rail from Benson Hill would be great. There was an express directly to Seattle when I moved in the area, then a week later it was eliminated. Very frustrating that my commute went from 45 minutes to between an hour and a half to two hours.

4 months ago

1 Agree

I ride the 102 both ways. Not liking the idea of having to change buses at the P&R (i.e. from the 148 to the 101). This will make my commute take longer, not shorter.

7 months ago

2 Agree

Agree with Mark M and Mahfuz.

8 months ago

Express 143 from Maple valley to Seattle is needed. Route takes too long with so many stops.

4 months ago

2 Agree

102 shouldn't be making any stops between the SRP&R and Spokane street.

9 months ago

5 Agree

There are currently no bus lines that run directly from Renton to Kent, which makes my commute far longer than it needs to be.

8 months ago

102 needs to have later and more frequent services.

4 months ago

9 Agree

I don't use them.

4 months ago

1/7/2020

King County, WA - Report Creation

I usually drive around the Renton area

4 months ago

Is there enough capacity on Sounder Trains to absorb the additional early morning ridership out of the Fairwood area at the Tukwila station. Also the concerned about the time coordination between the 906 and Sounder schedule could make the commute much longer. Is there enough Sounder capacity in the afternoon and evening to absorb the additional Fairwood ridership and what would the coordination be like if the 906 was used. Would it really wait for the train to arrive before leaving, I have had mostly terrible experiences relying on the coordination between bus service routes.

4 months ago

use the public transportation to get around and sometimes commute,all around king county like the fairwood library or the businesses in Kent. I lived in the Renton Highlands for almost 20 years and now live in downtown Renton. Your commuter parking grady park n ride, tukwila station, angle lake are horrible to non existent, you won't get ridership by not providing a way to park near the most workable routes, especially I or another rider misses the last fast tracked method of transportation. I missed an important doctor appointment because I had planned using Link and half the parking spots are gone and no alternative. Taking a rapid line does not work because it takes 30 minutes or more to get there. I also am not a fan of your master plan of re-routing buses originating at the renton transit center because parking issues. Lake street, north of Safeway is ALWAYS empty and if putting up a flashing walk sign in order to get across the the street is so expensive then use less money on pretty art work. Other people might use it besides drivers might use it to get across safely too....What a concept. Older people and people who are disabled moved to be near the renton transit center. To phase it out or make it less vital (as I have heard is in the "master plan" is a very bad idea and a diservice to the people you serve

4 months ago

102 reliability has deteriorated greatly over the past 5 yrs due to his no-shows and cancelled runs. I subscribe to Metro Transit alerts via text and e-mail but find notices about cancelled runs are not sent half the time. Or notices are sent far too late for me to walk to and catch a 148. Additional 102 runs in morning and evening (1 each) would help. Or reliable shuttle to/from light rail to Fairwood. In evenings, it would be helpful for such shuttle to run until at least 7pm.

4 months ago

6 Agree

The new route for 148 goes by Lindbergh HS and Renton Park Elementary on 128th Ave SE and Cascade Elementary on 116th Ave SE. During school drop-off and pick-up time, those roads are already very busy, so the buses there are more likely to be both delayed and cause more delays for others. The only thing I like about either of these options is possibility of more frequent runs of 148 in the later parts of the day. Every hour on evenings and weekends means finding other means of transportation, even if I would've preferred to use the bus.

4 months ago

2 Agree

So happy this is being reviewed ! I really want to use transit but the 102 is long, crowded and limited. Would love other options to get to Seattle asap. Or even more options to get to link or sounder. Thank you!!!

4 months ago

6 Agree

Please get better and more frequent service to Maple Valley.

4 months ago

4 Agree

Route 102 takes a long time to get to Seattle. It mirrors the 101 from the South Renton Park n ride. It should be a direct route to Seattle after it leaves the South Renton Park n ride. If you are going to start charging for parking at the park n rides, where parking is limited and then having people transfer buses, not many people will ride the bus because why? It costs the same to drive and park.

4 months ago

6 Agree

Not Available when I need it

4 months ago

I need to get to Bellevue fast from Auburn

4 months ago

1 Agree

102 does not have enough later in morning service or enough end of peak service, need a route after 8:30 to seattle and a route after 6:00pm from Seattle to Fairwood

4 months ago

11 Agree



1/7/2020

King County, WA - Report Creation

Option 2 is better because it provide more frequent runs!

4 months ago

4 Agree

Bring VIA to areas East of 176th Ave to accomandate underserved areas towards 196th ave SE & SE Petrovitsky

4 months ago

We need #MoreBuses that will go out to 196th Avenue Southeast and SE Petoivitsky Rd. too. If Services were further Southeast, I believe more people would get out of the cars and on public transit.

4 months ago

1 Agree

Proposed timetables would be great. The 148 running only every hour after 7 is a pain on nights I stay late to work in Redmond. Catching a connection to the 566 in the morning usually ends in despair with the 102.

4 months ago

5 Agree

Another idea is to change 102 to an express bus. Love the idea of direct service to Sounder

4 months ago

7 Agree

The changes to rt 148 completely reroute it from the elementary school I work at (Tiffany park) and mean I would have to walk nearly s mile from the nearest bus stop

4 months ago

2 Agree

My only significant concern is the 180 restructured as a rapid ride going thru KENT. If it goes up Kent East hill at James St it will be useless most of the time. It needs to go up what we call Smith St

4 months ago

1 Agree

Is there a park and ride on maple valley highway? Or a bus that can connect me from the 143 to get to Fairwood?

4 months ago

1 Agree

Need express bus from fairwood to downtown then I think alot more people would take transit from fairwood plus with more frequency.

4 months ago

11 Agree

The changes to 148 will make it so it doesn't go by my son's school (Tiffany Park) any longer and we will have further to walk. He attends a special program there and I take him on the city bus.

4 months ago

It would be nice to be able to get to the Tukwila area easier from Auburn.. specifically for when the sounder isn't running. The 150 is consistently overcrowded, late, and unreliable.

4 months ago

We need 111 bus route added as Rapid ride because thousands of working populations moved in Renton Highlands to work downtown Seattle. The only available bus in Renton Highlands goes through Kennydale Neighborhood and Newcastle!

4 months ago

2 Agree

This would be super helpful. Since the transit tunnel has closed for bus use, my commute has dramatically increased. Not only is the first stop a much longer walk from my work, but it seems getting through on the streets takes so much longer.

4 months ago

2 Agree

Having the 102 running later (like 10am in Seattle / 8pm leaving Seattle) would increase my use. I gave up on the 102 due to the long commute times to Fairwood.

4 months ago

7 Agree

My two main issues are: 1. Service between downtown renton/sounder/light rail has too many detours and stops on the way there, and 2. service to/from fairwood doesn't cover many suburbs.

4 months ago

4 Agree

No bus comes close to 192nd and 140th. Still will need to drive to park and ride for bus.

4 months ago

1 Agree

## Exhibit C Phase II On Board Survey Example Route 906/148

**What is your age?**

☐ 15 or younger ☐ 20-24 ☐ 45-54 ☐ 75 or older

☐ 16-17 ☐ 25-34 ☐ 55-64 ☐ I would rather not share

☐ 18-19 ☐ 35-44 ☐ 65-74

**Please select the route(s) or transit services you currently use. Check all that apply.**

☐ 101 ☐ 153 ☐ 166 ☐ 183 ☐ 908 ☐ 916 ☐ Sounder train

☐ 102 ☐ 157 ☐ 168 ☐ 186 ☐ 910 ☐ 917 ☐ Pierce Transit

☐ 105 ☐ 158 ☐ 169 ☐ 190 ☐ 913 ☐ 952 ☐ Link light rail

☐ 148 ☐ 159 ☐ 180 ☐ 192 ☐ 914 ☐ Access ☐ Other public transit Please specify \_\_\_\_\_

☐ 150 ☐ 164 ☐ 181 ☐ 906 ☐ 915 ☐ Vanpool \_\_\_\_\_

**Additional Comments**

### Routes 906/148 Transit Survey



Thank you for taking the time to fill out this survey, your opinion will help shape routes and service. Please respond by placing a mark in the bubble or fill in the blank where indicated. You can also take this survey online at [kingcounty.gov/metro/online](https://kingcounty.gov/metro/online)

**Route 906/148:** Metro is considering changes to routes in the Fairwood area so that Metro can offer all-day services for Fairwood. We will be asking you about different proposed changes to routes 906 and 148.

#### Which best describes you? Check one

- ☐ Frequent rider on this route (3x or more per week) ☐ Moderate rider on this route (1-2x a week) ☐ Occasional rider on this route (less than 1x week) ☐ First time rider on this route

#### When do you generally travel on transit? Check all that apply

- ☐ 5am-9am ☐ 3pm-7pm ☐ 12am-5am
- ☐ 9am-3pm ☐ 7pm-12am

#### What day(s) do you generally travel on transit? Check all that apply

- ☐ Weekdays ☐ Saturdays ☐ Sundays

#### Do you have any barriers to taking this route? Check all that apply

- ☐ This route takes too long to get to where I'm going ☐ Proximity of stops to my origin or destination ☐ There's no place I can count on to park my car
- ☐ This route does not get me to the places I need to go ☐ I don't feel safe waiting at the transit stop ☐ Alternatives are cheaper
- ☐ This route is not available the time of day I need it ☐ Walking or biking to the stop doesn't feel safe or comfortable for me ☐ I rarely travel in the area
- ☐ Amount of time I must wait for the bus (frequency of service) ☐ Other – write in: \_\_\_\_\_

Metro is considering changes to routes in the Fairwood area so that Metro can offer all-day services for Fairwood. Both scenarios propose changes to routes 906 and 148. We want to know your 1st choice and why.

**Option 1:** Maintains current peak-only service on Route 102 and restructures local routes 148 and 906 pathways.



**Option 2:** Maintains peak services only on Route 102 but creates a coordinated connection/transfer between Fairwood and Sounder service. The route 148 and 906 would be restructured.

With this coordinated transfer to Sounder, the trip from downtown Seattle to Fairwood would be up to 20 minutes faster for riders than the current trip. The trip from Royal Hills to downtown Seattle would be about five minutes faster for riders than the current trip. This would be by taking the restructured Route 148 to Fairwood then transferring to Route 906, and connecting to Sounder.

Overall, do either of these proposed route changes meet your travel needs?

- ☐ Yes ☐ No

Which option is your 1st choice? Check one

- ☐ Option 1 ☐ Option 2

Why? Check all that apply

- ☐ Available where I need it ☐ Gets me to my destination quickly ☐ Available when I need it ☐ Other/Please specify \_\_\_\_\_

**OPTIONAL: Demographics** King County wants to make sure everyone is heard and served. We would appreciate this information, but it is not required.

#### How do you identify? Check all that apply

- ☐ Asian American, East Asian, or Southeast Asian ☐ Native Hawaiian or Pacific Islander
- ☐ Black, African American, Afro-Caribbean ☐ White/Caucasian
- ☐ Latino/a, Latinx, Hispanic ☐ Multiple ethnicities
- ☐ Middle Eastern or North African ☐ Race/ethnicities not listed here
- ☐ Native American/Alaska Native ☐ I would rather not say

#### What is the primary language you speak at home? Check all that apply

- ☐ English ☐ Chinese/Mandarin ☐ Russian ☐ Ukrainian
- ☐ American Sign Language ☐ French ☐ Somali ☐ Vietnamese
- ☐ Amharic ☐ Korean ☐ Spanish ☐ Other language
- ☐ Arabic ☐ Oromo ☐ Tagalog ☐ I would rather not say
- ☐ Cantonese ☐ Punjabi ☐ Tigrinya

#### How many people, including yourself, live in your household?

- ☐ 1 ☐ 3
- ☐ 2 ☐ 4 or more

#### What is your annual household income?

- ☐ Less than \$7,500 ☐ \$35,001 to \$45,000 ☐ \$100,001 to \$140,000
- ☐ \$7,500 to \$15,000 ☐ \$55,001 to \$65,000 ☐ More than \$140,000
- ☐ \$15,001 to \$25,000 ☐ \$65,001 to \$75,000 ☐ I don't know
- ☐ \$25,001 to \$35,000 ☐ \$75,001 to \$100,000 ☐ I would rather not say

#### If you have a disability, please indicate what kind. Check all that apply:

- ☐ A condition that limits basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying ☐ Blindness or have serious difficulty seeing when wearing glasses ☐ Limited ability to care for yourself
- ☐ Physical, mental, or emotional condition that limits learning, remembering, or concentrating ☐ Deafness or have a serious hearing difficulty ☐ I would rather not say

**Exhibit D Phase III Onboard Survey Example Route 910**

## Route 910 Transit Survey



Thank you for taking the time to fill out this survey, your opinion will help shape routes and service. Please respond by placing a mark in the bubble or fill in the blank where indicated. You can also take this survey online at [kingcounty.gov/metro/line](http://kingcounty.gov/metro/line)

### Route 910

#### What we heard the need is:

- Need more service south of Auburn station, especially to Algonia and Pacific
- Need for connections to Walmart and Outlet Collection

#### What's in the proposal: Delete Route 910 and increase service on Route 917 and Route 180

- Currently, Route 910 has very low ridership and duplicates the proposed frequent transit service on Auburn Way (existing Route 180, future RapidRide I Line)
- The highest ridership segment of Route 910 is the connection from Auburn Station to Walmart and this area would still be served by Routes 181 and 917
- The deletion of Route 910 would allow Metro to increase service on Route 180 on Auburn Way and would improve connection from Auburn Station to North Auburn
- The deletion of Route 910 would allow Metro to increase service on Route 917 and would improve connection from Auburn Station to Walmart

#### Improve service on Route 917

- This would operate on new pathway to the Outlet Collection and would improve access to Walmart
- This would increase frequency
- Improving reliability, by removing low ridership segment between Pacific and White River junction.

#### Creation of the route that would become the RapidRide I Line in 2023

- Route 169 and portion of Route 180 between Auburn Station and Kent Station would be combined to create a single frequent route between Renton, Kent, and Auburn
- This would increase in the frequency on Route 180 between Kent and Auburn, from the current every 30 minutes to every 15 minutes all day, to match the frequent service levels of Route 169
- In 2023, this Route would be upgraded into the RapidRide I Line
- Split existing Route 180 at Auburn Station would maintain service from Auburn Station to White River Junction

#### 1. Do you agree or disagree with the proposed change? Please circle your choice.

Strongly Agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly Disagree

#### 2. How would these changes affect your use of transit? Check one

- ☐ I would use transit **more** than I do now  
☐ I would use transit the **same** amount as I do now  
☐ I would not use transit, but **could** accept these changes  
☐ I would not use transit and **do not** accept these changes  
☐ I have no opinion

**Bus Stop Locations:** Route 910's corridor would be served by a more frequent Route 180 on Auburn Way, and with more frequent service between Auburn Station and Walmart on Routes 917 and 181. 90% of Route 910 riders would either have service at the old stop or be 1 to 2 blocks from these routes. However, 10% of riders would need to use stops up to 4 blocks from the old stops such as 10th St NE, D St NE, and the I St NE & NE 32nd stops.

#### 3. Please rate your ability to access these new stops. Please circle your choice.

Excellent
 Good
 Fair
 Poor
 Bad



**OPTIONAL: Demographics**  
 King County wants to make sure everyone is heard and served. The following demographic questions help us ensure that we're hearing from a representative sample of the whole community. We would appreciate this information, but it is not required.

**What is your age?**

<input type="checkbox"/> 15 or younger	<input type="checkbox"/> 25-34	<input type="checkbox"/> 65-74
<input type="checkbox"/> 16-17	<input type="checkbox"/> 35-44	<input type="checkbox"/> 75 or older
<input type="checkbox"/> 18-19	<input type="checkbox"/> 45-54	<input type="checkbox"/> I would rather not share
<input type="checkbox"/> 20-24	<input type="checkbox"/> 55-64	

**What is your annual household income?**

<input type="checkbox"/> Less than \$7,500	<input type="checkbox"/> \$55,001 to \$65,000	<input type="checkbox"/> More than \$140,000
<input type="checkbox"/> \$7,500 to \$15,000	<input type="checkbox"/> \$65,001 to \$75,000	<input type="checkbox"/> I don't know
<input type="checkbox"/> \$15,001 to \$25,000	<input type="checkbox"/> \$75,001 to \$100,000	<input type="checkbox"/> I would rather not say
<input type="checkbox"/> \$25,001 to \$35,000	<input type="checkbox"/> \$100,001 to	
<input type="checkbox"/> \$35,001 to \$45,000	<input type="checkbox"/> \$140,000	

**How do you identify? Please select all that apply.**

<input type="checkbox"/> Asian American, East Asian, or Southeast Asian	<input type="checkbox"/> Native Hawaiian or Pacific Islander
<input type="checkbox"/> Black, African American, Afro-Caribbean	<input type="checkbox"/> White/Caucasian
<input type="checkbox"/> Latino/a, Latinx, Hispanic	<input type="checkbox"/> Multiple ethnicities
<input type="checkbox"/> Middle Eastern or North African	<input type="checkbox"/> Race/ethnicities not listed here
<input type="checkbox"/> Native American/Alaska Native	<input type="checkbox"/> I would rather not say

**What is the primary language you speak at home?**

<input type="checkbox"/> English	<input type="checkbox"/> Spanish	<input type="checkbox"/> French
<input type="checkbox"/> American Sign Language	<input type="checkbox"/> Chinese/Mandarin	<input type="checkbox"/> Punjabi
<input type="checkbox"/> Amharic	<input type="checkbox"/> Cantonese	<input type="checkbox"/> Other language not listed here
<input type="checkbox"/> Arabic	<input type="checkbox"/> Oromo	
<input type="checkbox"/> Korean	<input type="checkbox"/> Tagalog	
<input type="checkbox"/> Russian	<input type="checkbox"/> Tigrinya	<input type="checkbox"/> I would rather not say
<input type="checkbox"/> Somali	<input type="checkbox"/> Ukrainian	
	<input type="checkbox"/> Vietnamese	

**If you have a disability, please indicate what kind (check all that apply):**

☐ A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying

☐ Blindness or have serious difficulty seeing when wearing glasses

☐ Deafness or have a serious hearing difficulty

☐ Limited ability to care for yourself

☐ Physical, mental, or emotional condition that limits learning, remembering, or concentrating

☐ None of these

**How many people, including yourself, live in your household?**

☐ 1

☐ 2

☐ 3

☐ 4

**Which best describes you? (Check one)**

☐ Current user of public transportation

☐ Likely future transit rider

☐ Other interested community member (e.g., resident, work in the area, business owner, social service provider, etc.)

**Additional Comments**

## Exhibit E Phase III Online Survey Results

1/7/2020

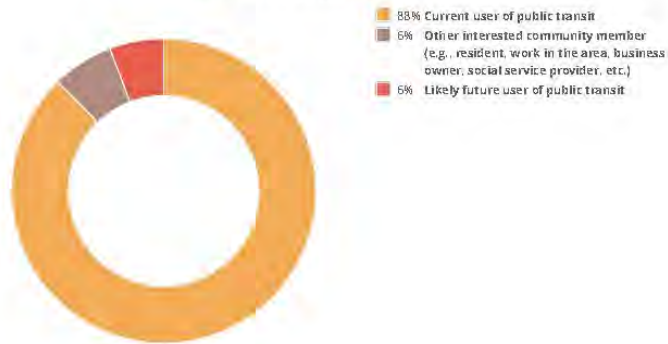
King County, WA - Report Creation

### Renton-Kent-Auburn Area Mobility Plan Phase 3

#### Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS	SUBSCRIBERS
2,870	739	19,087	259	30

#### \* Which best describes you?



711 respondents

1/7/2020

King County, WA - Report Creation

Please select the route(s) or public transit services you currently use.

33%	Link Light Rail	212 ✓
33%	Sounder Train	207 ✓
32%	150	203 ✓
22%	180	139 ✓
19%	102	120 ✓
19%	158	119 ✓
17%	169	109 ✓
14%	159	92 ✓
14%	168	91 ✓
12%	181	79 ✓
11%	Other public transit	72 ✓
11%	148	71 ✓
10%	164	64 ✓
10%	952	62 ✓
8%	166	52 ✓
8%	183	50 ✓
7%	913	46 ✓
7%	157	44 ✓
7%	906	42 ✓
7%	Pierce Transit	42 ✓
6%	153	41 ✓
5%	I do not use transit	35 ✓



1/7/2020

King County, WA - Report Creation

6%	192	35 ✓
5%	105	29 ✓
4%	910	27 ✓
3%	908	22 ✓
3%	916	22 ✓
3%	917	22 ✓
3%	914	21 ✓
3%	186	19 ✓
2%	190	14 ✓
2%	915	14 ✓
1%	Vanpool	6 ✓
0%	Access	3 ✓

When you ride transit, how do you most often pay your fare?

49%	ORCA card my school or employer provides	303 ✓
44%	ORCA card that I reload with my own funds	268 ✓
9%	Cash on the bus	53 ✓
4%	ORCA LIFT card	26 ✓
3%	I do not use transit	20 ✓
2%	Mobile app	15 ✓



1/7/2020

King County, WA - Report Creation  
 When do you travel?

85%	5 - 9 a.m.	511 ✓
80%	3 - 7 p.m.	484 ✓
33%	9 a.m. - 3 p.m.	196 ✓
23%	7 p.m. - 12 a.m.	137 ✓
6%	12 - 5 a.m.	38 ✓

What day(s) do you travel? (Select all that apply)

98%	Weekdays	587 ✓
39%	Saturdays	236 ✓
32%	Sundays	189 ✓

Thinking about the route(s) you typically take, what other days would you like to see **additional** transit service? (Select all that apply)

45%	Weekdays	262 ✓
42%	Saturdays	247 ✓
42%	Sundays	245 ✓
28%	No additional days	152 ✓
3%	I do not use transit.	16 ✓

Loading more report objects...

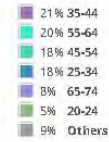
1/7/2020

King County, WA - Report Creation

During what time period would you like to see **additional** transit service?



What is your age?



603 respondents

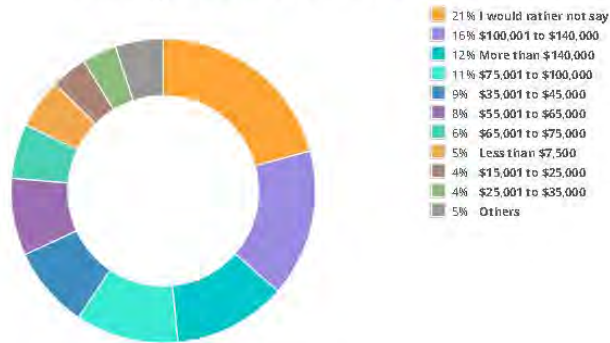
What is your race/ethnicity?



592 respondents

1/7/2020

King County, WA - Report Creation  
 What is your annual household income?



549 respondents

What is the primary language you speak at home?



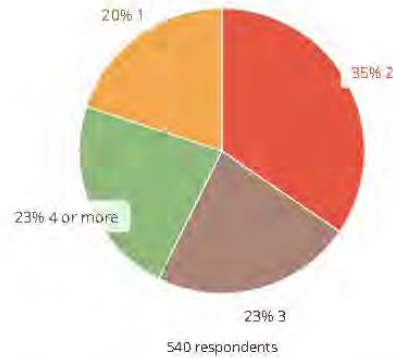
555 respondents

If you have a disability, please indicate what kind (check all that apply):

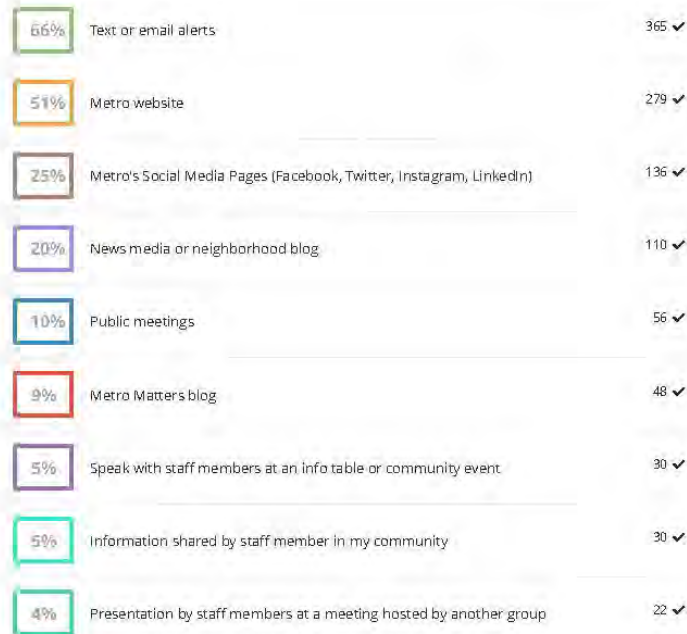
81%	None of these	417 ✓
10%	A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying	50 ✓
8%	Physical, mental, or emotional condition that limits learning, remembering, or concentrating	43 ✓
2%	Deafness or have a serious hearing difficulty	11 ✓
2%	Blindness or have serious difficulty seeing when wearing glasses	9 ✓
1%	Limited ability to care for yourself	4 ✓

1/7/2020

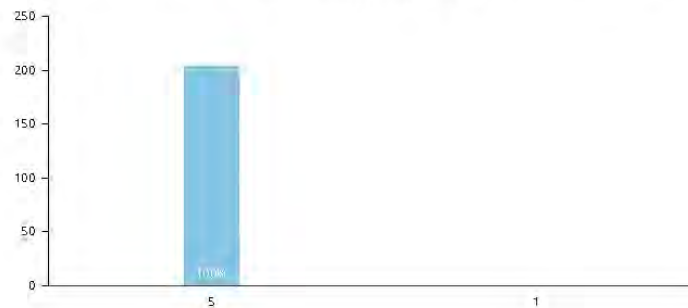
King County, WA - Report Creation  
 How many people, including yourself, live in your household?



How would you like to stay informed about this project and opportunities to provide feedback? (check all that apply)



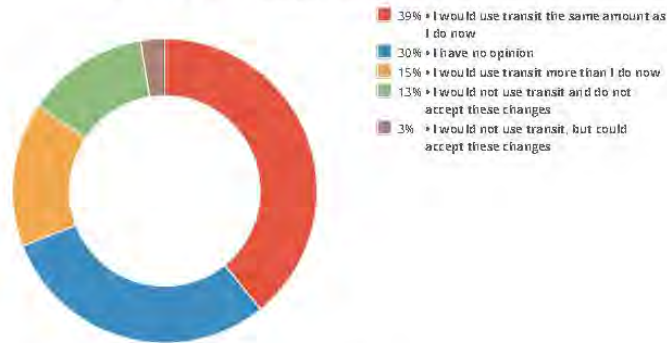
1. Did we meet the needs with this proposal? Please rate on a scale of 1 (Strongly disagree ) to 5 (Strongly agree)



1/7/2020

King County, WA - Report Creation

2. How would these changes affect your use of transit?



314 respondents

1. How likely would you be to use Community Ride at the following levels?

	Likely	Maybe	Not likely
Three or more days a week	15% Likely	18% Maybe	66% Not likely
Once or twice a week	15% Likely	19% Maybe	66% Not likely
Less than once a week	12% Likely	27% Maybe	60% Not likely
Never	41% Likely	15% Maybe	43% Not likely

196 respondents

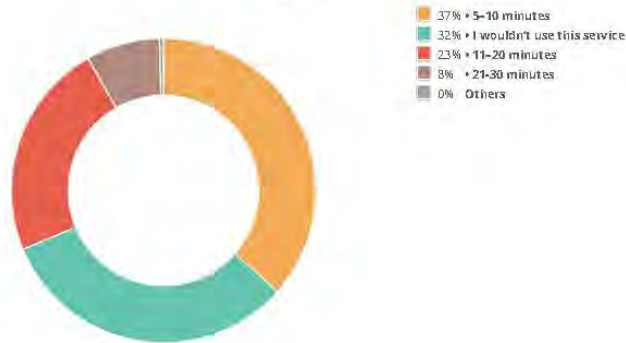
2. What do you like about Community Ride concept? (select up to 3)

41%	• Getting to destinations in the service area without having to transfer	86 ✓
32%	• It would cost the same as regular bus service	67 ✓
27%	• Being able to book recurring trips in advance	57 ✓
26%	• Sharing rides is good for the environment	54 ✓
25%	• Getting where I want to go without driving alone	52 ✓
21%	• I don't like anything about Community Ride	45 ✓
15%	Other	32 ✓
14%	• The service is accessible for people who use mobility aids	30 ✓
6%	• Socializing with my neighbors and friends and meeting new people while riding	13 ✓

1/7/2020

King County, WA - Report Creation

3. How long would you be willing to wait for a Community Ride vehicle to pick you up? (select one)



230 respondents

4. What concerns do you have about Community Ride? (select up to three)



6. Which Community Van Network services would you use? (pick all that apply)



1/7/2020

King County, WA - Report Creation

5. How likely would you be to use Community Van Network at the following levels? (select up to 3)

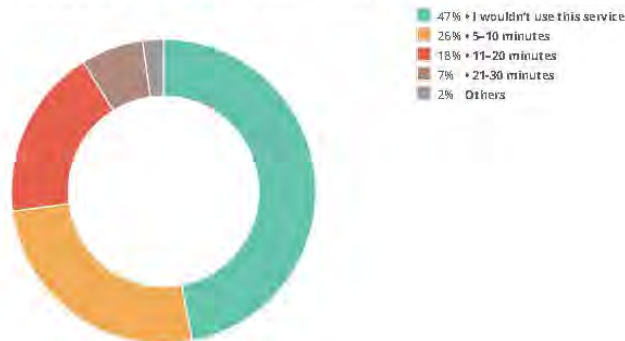
	Likely	Maybe	Not likely
Three or more days a week	8% Likely	12% Maybe	80% Not likely
Once or twice a week	7% Likely	13% Maybe	79% Not likely
Less than once a week	5% Likely	17% Maybe	78% Not likely
Never	51% Likely	12% Maybe	36% Not likely

173 respondents

7. What do you like about the Community Van Network?

41%	• Nothing about the Community Van network sounds good to me	72 ✓
24%	• Saves on the cost of transportation	42 ✓
24%	• I can travel to destinations that may not be easy to reach by transit	42 ✓
16%	• Evening and weekend trips	29 ✓
15%	• Reliable recurring trips	26 ✓
14%	• Other	24 ✓
11%	• The Community Transportation Coordinator would coordinate the trip and find the volunteer driver	20 ✓
8%	• I can request an accessible van.	14 ✓
6%	• I can participate in this service using a language I am comfortable speaking	10 ✓

8. How long would you be willing to wait for a Community Van to pick you up? (select one)



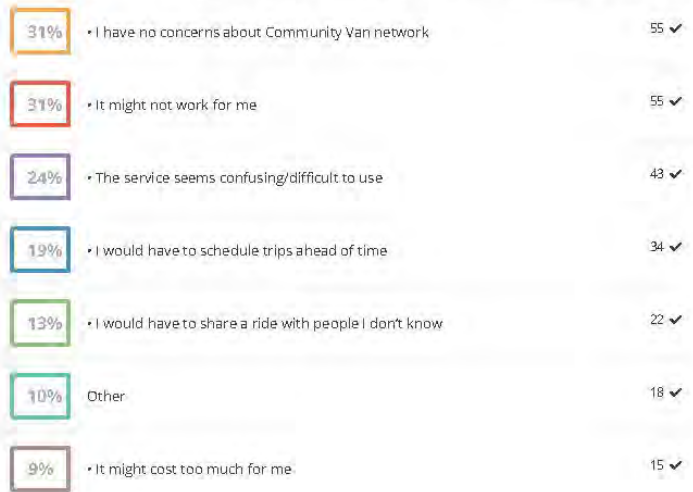
181 respondents



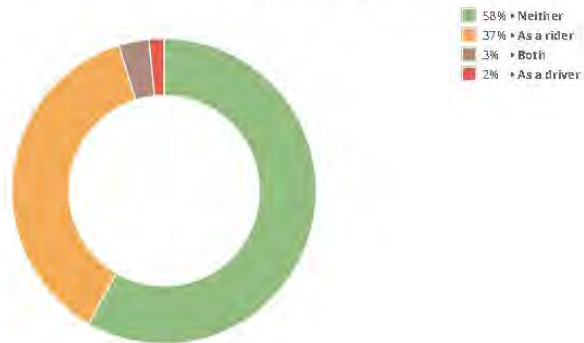
1/7/2020

King County, WA - Report Creation

9. What concerns you about the Community Van network? (select up to 3)



10. If you were to use Community Van Network, how would you likely use this service?



187 respondents



1/7/2020

King County, WA - Report Creation

### 5. Do you have other ideas for how to improve transit in this area?

Add more 102 direct to Seattle trips. Don't get rid of them! I don't want to have to take 2 buses to/from work.

2 months ago

23 Agree

Please we need direct express service from fairwood to downtown Seattle. DO NOT cancel 102. Riders do not want to waist time transferring and there is not enough to parking at the park and ride. Instead of canceling the route 102 you should consider improving the service to Seattle.

2 months ago

20 Agree

Changing 102 to end at the park and ride is inconvenient for people who live in the Fairwood area who need to commute to downtown Seattle. I do not like this option.

2 months ago

18 Agree

DO NOT ELIMINATE the one-seat ride between Fairwood and downtown Seattle during peak periods currently provided by Route 102.

2 months ago

13 Agree

You need to add more 102 routes that go from Fairwood to the South Renton park n ride to downtown Seattle and not mirror the 101 up 900. The last stop for the 102 should be the same as the 143 and then straight to Seattle up 900. I would not suggest the 102 get on the freeway in Renton as it backs up trying to get from 405 to I-5 so no time savings there. You should also build a multi-story parking garage at the South Renton park n ride to accommodate and encourage riders to use the bus. Thank you.

2 months ago

13 Agree

I totally agree with the multi level garage idea. Every comment opportunity I get, I comment on the lack of parking and suggest multi levels, as this would really help! Burien has one, but consider Renton and Tukwila's park and rides. Kent would have a huge one if they built one there across from Showare as would Light Rail in Tukwila. More parking = more riders. How does Metro not get that part? We pay enough in taxes and Orca cards so this should be at the top of their list!

2 months ago

1 Agree

Disclaimer: I don't work for metro or sound transit.

That's a great idea. In fact sound transit is going to or has already purchased a nearby car lot and they will be working on the new transit center there to accommodate the new BRT line from Renton to Everett (which also explains why they are considering cutting the 952). I'm going to guess they'll have a parking facility here as well as at the existing lot.

2 months ago

Change the 102 to an express to/from Seattle where it still services Fairwood and the South Renton Park & Ride, but then doesn't stop again until Spokane Street. Connecting to the Sounder only saves time if you work in the vicinity of King Street Station and of the train is not delayed or cancelled (which has been happening more and more frequently).

2 months ago

13 Agree

The 102 needs to run later in the afternoon - evening than it currently does.

2 months ago

12 Agree

102 needs run both ways all day. 148 needs bigger coach and more frequent runs. 148 or 102 needs to run later in to the evening. Needs to connect better with 101 route.

2 months ago

11 Agree

So frustrating that the one seat ride to downtown Seattle from Fairwood (102) is being eliminated in the proposal! I shouldn't have to take a bus to the train, take the train to Seattle and then another bus to my work! This would be the reality for many of the Fairwood riders and not what we need. We need an option from Fairwood to the South Renton Park and Ride, continuing as an express to downtown Seattle (not making all the stops after the park and ride). This would greatly shorten the commute and since the 101 makes the stops after the park and ride, it wouldn't impact those riders. The current proposal does not work for the many, fare paying Fairwood customers!

2 months ago

10 Agree

I don't know why anything needs to be changed. We pick up a lot of people in the cascade area and down. There are enough getting on in Fairwood area on the 102 route. Why change what works? We have disabled people both mentally and physically that use it to get to Sodo and you are eliminating that! I don't get it!

2 months ago

10 Agree

1/7/2020

King County, WA - Report Creation

I'm really concerned about changing the service routes of the 102 and 148. I live in the Shadow Hawk community off the proposed cut off area of the 148. (Dead end of 116th) there are already not enough options and now you're cutting my only option down that street and cutting the 102 that is the only back up if I'm lucky to catch it during peak times. I already have to walk a good distance to my home from the 148 or 102 stops and now you might cut it all together?? How is anyone, especially all the elderly people living down this steep hill on a dead end street supposed to get out? Please don't do this. Please increase the frequency during peak times, don't make cuts!

2 months ago

10 Agree

KEEP 102 GOING TO FAIRWOOD with 1 bus service from Downtown Seattle, it's the ONLY effective way for many to get home and NOT stand around waiting for bus, especially with WINTER and RAIN coming soon.

2 months ago

9 Agree

The Fairwood 906 to Sounder proposal no longer serves all of Fairwood like the 102 currently does.

In the morning, instead of routing Fairwood riders to the Sounder train, why not route them, using the same 102 route through Fairwood, to the South Renton park n ride to catch the 101 or 102 there into Seattle. Roughly same commute time and only 1 transfer. The Sounder train routing will add additional time (even though in prior communication it was stated that it would save time) plus require two additional transfers to get where most people need to get to in SEA.

The evening commute is also has the same 2 additional transfers plus the commute through the valley and up the hill that the 906 currently takes is terrible. Grady Way and up the current 102 route is better.

Not very happy about this commuting change.

Bottom line I would prefer no change to the 102 commute between Fairwood and Seattle, but if you have to make a change then "a shuttle" between the Renton Park n Ride and Fairwood is much better than this Sounder train idea.

2 months ago

9 Agree

The morning 148 route would need to run on a 20 minute or less frequency to adequately transfer to ST 566. The current 102 and 148 are offset just enough that a one minute delay in these routes can cause riders to have to wait up to 30 minutes for the next 566 or 560.

2 months ago

7 Agree

and the rush hour buses are frequently late

2 months ago

3 Agree

Make route 102 an express. Transferring to the sounder would not save time. The sounder doesn't go far enough downtown. I like the idea of the 906 connecting to the sounder but please don't cut 102 short.

2 months ago

6 Agree

Add more 102 to Seattle trips and still service the Fairwood area.

2 months ago

4 Agree

Add more 150 trips

2 months ago

3 Agree

I live in Renton highlands now not fair wood but I can say from my time living in fairwood that changing the 906 to connect to sounder would NOT save time over the 102 because there is almost always 10+ minute delays on carr road, which would not produce the expected time savings.

I do have good service on the 240 and 105 so I'm not sure what's in it for me on the community ride concepts but I do think it would be beneficial for those who are not on a bus line. I actually think it would also be useful in fairwood.

2 months ago

3 Agree

I would like to see more benches at bus stops. I am 80 years old and many buses do not have places to sit.

2 months ago

2 Agree

1/7/2020

King County, WA - Report Creation

Stop forcing all the Seattle commuters to take the Sounder train to Seattle. Don't try to improve your service to Seattle by shoving all your passengers onto a different transit provider. Why does Metro keep trying to have paying customers use Sound Transit instead of Metro?

2 months ago

2 Agree

Please keep busses running through the Fairwood residential area for people who cannot reach 148 or 906 origination points

2 months ago

2 Agree

Change the 102 bus to service Fairwood and woodside. Then designate as an express route to downtown.

2 months ago

2 Agree

Transit between downtown Renton and the landing needs to be increased and improved. If there is going to be a water taxi that leaves from Gene Coulon, riders need a way to get to/from.

2 months ago

2 Agree

I became very concerned when I heard the I-Line will cause the 952 route to be deleted. This route has been running for decades from Renton to Boeing Everett, providing unmatched convenience flexibility and lower carbon footprint. Vanpools do not work for my schedule the way that a bus does. PLEASE KEEP THE 952!!

2 months ago

2 Agree

I do not understand the decision to delete route 952 service. This route has been consistently and heavily utilized in the last 20 years or more. You have a consistent customer base that has used this service to avoid adding more traffic to an otherwise overburdened roadway. The only option left is to use vanpools, but consider the amount of vanpools required to fill the void left by eliminating the 952 route. Please reconsider.

2 months ago

2 Agree

It would be a huge burden to remove route 952 from the list of commuting options. This route primarily serves Boeing employees, like myself, who live south of Seattle - and is one of the only public transportation options reliably available from the Kent/Burien/Normandy Park area to Everett. Although van pools are available, they are not as assessable or reliable as a bus. Recently Boeing supported the building of the Seaway Bus Stop as a means to accommodate public transportation commuting, and additionally promotes use of this service through cost incentives. As a regular rider of this route (and a registered voter - who regularly supports mass transit initiatives) I am very concerned and do not support removing route 952.

2 months ago

2 Agree

To get the homeless people to pay or not ride.

2 months ago

1 Agree

Bring more routes to SE Auburn

2 months ago

1 Agree

Add more 102 direct to Seattle trips, don't get rid of them! I don't want to have to take 2 buses to/from work.

Instead of rerouting 906 to Sounder, have it stop at Tukwila light rail.

2 months ago

1 Agree

Being that I live in Fairwood and it drops me off 4 minutes away from my house, canceling it would be very inconvenient for me, and all the others who live in this area as well, specially if they work downtown. That would make things harder not easier and I don't like that idea. Don't cancel it. Make the service more frequent in the mornings and evenings, with shorter arrival times in between.

2 months ago

1 Agree

Taking away the 102 route in Fairwood would force me to take 3 busses one-way to get to work, increasing my travel time substantially. I do not drive due to a medical condition, so I depend on transit service running in Fairwood. The 148 currently runs in the Fairwood neighborhood every hour 6:15 am, 7:15 am, and 8:15 am respectively and does not connect at the Renton Park and Ride. To get Seattle, where I work, I would have to transfer to the 148 then a 102/101 or take the 906 to the 150. During the afternoon commute, I would not be able to catch a 906 that travels through the Fairwood neighborhood in time, leaving me the only option of taking the 148 and walking 30 min to my home. Please do not cut the 102 route in Fairwood.

2 months ago

1 Agree

1/7/2020

King County, WA - Report Creation

Why the effort to provide this survey in 93 different languages? Quit pandering to those who won't make the effort to learn basic English communication skills! My family got tutoring and searched for other free language instruction resources when we moved here. You're wasting money and other resources on that effort which should be spent elsewhere.

2 months ago

1 Agree

Please add more frequent 150 service to/from downtown during peak hours. But if you want people to ride transit, you have to supply more parking. That part of commuting is a nightmare unless you work early. Some of us do not and then we have no parking.

2 months ago

1 Agree

First off, we really need to keep the 952 route to Everett. There are no equivalent transit alternatives and dropping the route will result in more cars on the road at peak travel times. This would seem to be in conflict with Metro's goal of reducing congestion. Yes, it is a long route and there are no riders on the return trip to help defray the cost. Sometimes, that's the way it is. Maybe a fare increase would be in order. Personally, I would rather have one professional driver on the road instead of 40+ people half asleep.

Thank you-

2 months ago

1 Agree

Why are you proposing to drop the 952 bus service? I commute to Boeing from Bellevue and without the 952 Bus I will most likely drive every day to Boeing Everett. Car Pooling is not an option because I often work extra hours. The several 952 bus times gives me the flexibility I want.

2 months ago

1 Agree

The choices given are not working for me or my family. We need more direct feeder lines to Angle Lake or Tukwila from Kent E Hill. Currently commute time is excessive- I have, each way, a couple walks plus three buses to get to work from Kent E Hill by Kentridge HS to Angle Lake. My spouse drives alone to Seattle because parking at Angle Lake/Tukwila light rail is not available at needed times. My child gets to the UW by bus only with car drop off, since there are no parking to catch public transit.

2 months ago

1 Agree

Save route 952 and return it to its former route around the Everett Boeing plant. Eliminate the Everett Seaway Transit Center stop for route 952. (The change to dropping everyone off at the Seaway Transit Center has increased my daily travel time by over 90 minutes). If route 952 is canceled I will no longer use any form of public transportation and will have to resort to driving alone. Vanpools and carpools do not provide needed flexibility and additional transfers would increase the travel time to unacceptable levels. KEEP ROUTE 952 and RETURN IT TO ITS FORMER ROUTE around the Everett Boeing plant!

2 months ago

1 Agree

I wish that there was a reasonably direct route between Renton (perhaps the Renton Transit Center) and light rail.

2 months ago

1 Agree

Direct, express service from Renton Highlands to downtown Seattle would likely be a HUGE seller – why does this never even seem to be on your radar? Express service from \*anywhere\* in Renton to downtown Seattle at times \*other than\* 6-8am and 4-6pm M-F would likely be a HUGE seller, but never even seems to be on your radar (in other words, service outside the "peak" hours into which you currently force people to travel – maybe if you didn't force the peak hours, traffic overall could be spread over a longer timeframe and not be such a cluster - and I mean cluster in ever sense of the word...).

2 months ago

1 Agree

I concur completely with this comment: The morning 148 route would need to run on a 20 minute or less frequency to adequately transfer to ST 566. The current 102 and 148 are offset just enough that a one minute delay in these routes can cause riders to have to wait up to 30 minutes for the next 566 or 560.

2 months ago

1 Agree

Please do not remove 962 bus service. I have used this route for many years and it serves the South King County and Eastside and have many riders. This route is still relevant for Boeing employees instead of driving in cars. I suggest you have Sound Transit take over if KC Metro does want this route.

2 months ago

1 Agree

Correction: Route 952, not 962

2 months ago

1/7/2020

King County, WA - Report Creation

If you are going to combine these routes (essentially the proposal) you need to be consistent with giving everyone access to the south end. 192 does not go down the busway. People currently riding 190 may need to take 192 due to timing and need access to busway.

one month ago

The 180 needs a few more routes on the weekends. Every Sunday I'm late for work because of the time the first bus runs.

one month ago

Please don't remove the Dart route 913. It's a simple route to a lot of building that hardly have any other access to public transportation. I've been riding it for 2 yrs. It gets me to my train on time. If I had to walk further to another bus, I'd most likely miss the last train of the day and would have to wait for someone to drive 40 miles to pick me up.

one month ago

Please leave routes 102 and 148 as is. It would be too inconvenient to switch buses three times to get to the downtown location.

one month ago

Please don't replace the 102 with service to the sounder train. The train station by the stadiums isn't very convenient to most people's work and would cause an additional transfer for most. Also, I love the idea of building a large parking garage at Rainier and Grady. I don't use the south Renton P&R because there isn't a garage and it fills up so this is needed!

one month ago

N/a

one month ago

The 240 and 105 are the only buses that run on sunset and Duvall in the highlands I believe they both should run more or add more service buses

one month ago

How about an express bus to Seattle?! And Expanded ! service of 102 especially during non commuter times. Finding a parking spot in the Park'n Ride after 6am is sometimes impossible! I'd much rather catch a bus near my home than drive into Renton proper and hope to find a parking place.

one month ago

I would love a bus that goes south between Sunset and NE 4th. It takes me 30 minutes to walk to the 240 stop at Sunset and Duvall so that I can get to Bellevue.

one month ago

Issaquah needs to have a Renton route. I take the bus everyday and it takes 2 hours at best to get there. Also having routes to and from the casino or shuttles are something I hear about a lot.

2 months ago

Keep the 102!! I don't want to have to ride two buses or a train to get to Seattle to work! Whose garbage idea was this? Some days I had to wait for the 102 for 2-3 buses before I could get on because they were so packed to get to the Renton Park and Ride. And sometimes I had to wait for 45mins to an hour for the 148 transfer in the snow and rain if I couldn't get on the 148. This is just punishing us poor people who live far away from Seattle who are trying to get to work. So terrible!

2 months ago

I live in Renton off the Maple Valley Road near the Maplewood Golf course. Your survey and services don't address the absence of service down Hwy 169. You might want to evaluate the 2-3 mile gridlock that occurs every day on Hwy 169, both coming into and going out of Renton. There is absolutely no service that one can use to get to Fairwood for example without going into downtown Renton, and then the buses in are few. Fairwood is only about 10 minutes from my house, but the bus trip, the times of which are not convenient takes over 1 hour. The traffic is getting worse on 169 in the mornings and evenings and during the day. What about air quality for those who live here? I would like a study to be done at peak hours to check for pollution.

2 months ago

Make the 165 available in Sunday's

2 months ago

1/7/2020

King County, WA - Report Creation

It would be great if the bus 164 can increase the frequencies of the 164 Bus from 30-minute service to 15-minute service

2 months ago



2 months ago

No

2 months ago

Take your own car. Save our money.

2 months ago

It would be nice if they had a bus that ran on Talbot Road to downtown Seattle because I usually have to transfer from the 169 to the 102 and most time especially when it is cold it makes it hard to stand out in the cold for 20 to 25 minutes.

2 months ago

Please leave the 158/159 intact. It's a heavily used service route that many of us depend on.

2 months ago

You didn't mention the 114, 111, and 240. These are the routes I use daily. We need more capacity on the 114. Either additional runs or higher capacity buses. Also, a 114 leaving downtown after 6:00 pm would be helpful. The 240 is unreliable in the evenings from Eastgate to Renton. I avoid the 105 at night for safety issues, preferring to take the 554 to the 240, rather than the 101 to the 105 when commuting from Seattle in the evening.

2 months ago

Later service and more service for 148 on weekends is CRUCIAL.

2 months ago

I use bus 952 daily travel to and from work and it's very important to me having this route. If this route cancel would be a challenge for me getting to/from work, currently has 4 bus each way so it would be good to keep a least 2 bus each way. Keep the 1st 2 route to and from early morning and early afternoon pickup. please continue the route. Thank you!

2 months ago

Keep the 908 we need it in our neighborhood. The 105 is too busy and smelly. The 908 is perfect for the elderly disabled and people who need a nice safe calm ride home. Nobody wants to have to scheduled a ride everytime they need one. We want to just show up at the stop and get on no fuss. If anything you need to add rides to the 908. Why does it start at 8:30 near vuemont but most people need to be at work at 9. It should star at 7am and end at 6 or 7pm then maybe ridership would increase for the times it's really needed. KEEP THE 908!

2 months ago

Keeping to time and schedule is key. Better lighting at bus stops would make it easier for both drivers and passengers waiting.

2 months ago

I have mobility issues due to spinal injury and I go to the Kaiser Permanente clinic. I don't use a phone due to constant threats, how do I use the proposed service?

2 months ago

The changes you plan to make will ruin my commute. I take 5 buses every day. To get to work I take the 102 to Renton, the 566 to Bellevue, and the 271 to Eastgate. To get home I take the 217 to Seattle and the 102 to Fairwood. Please keep the 102 as it is now. It is a very popular route.

2 months ago

1/7/2020

King County, WA - Report Creation

The problems I experience are getting to Seattle and Bellevue from the Renton Highlands. I would happily take a bus or light rail.

I either have to go Southeast to the Renton Transit Center for a Sound bus (which they are moving further away to a less convenient area), or I have to take the 240 which doesn't have stops accessible by sidewalks, and can be full during my morning/afternoon commute. If I drive, I-405 and Coal Creek are bumper to bumper all the way to Factoria.

Moving the downtown Renton Transit Center will be a huge mistake.

2 months ago

Your list of disabilities did not include all that make driving, other personal transportation, an issue. I am epileptic and cannot drive legally (and morally) because having a seizure would make me unavailable to take care of myself (but only during the time of the seizure). I did not get the impression from your list that my disability would fit into your categories.

2 months ago

there is nothing wrong with this service of the 908 you have many elderly and wheelchair accessible people as well as middle aged residents who use this service bring groceries home or using it to connect with other metro buses at the Renton transit we live on a big hill that hurts when walking down or up this 908 bus service has been the reason I've stayed in this area called the highlands and Andrew has been our bus driver for the past five years when an elderly person coming from Kaiser permeate gets on the bus he is so kind and friendly. Why are you taking away the very thing we need in the neighborhood to get back and forth to work and the grocery store the 105 is nice but you have to walk 30 minutes to catch this bus and with the 908 less that 0.1 minute walk...

2 months ago

You need more late night service and weekend service that goes down Maple Valley Highway. I live in Maple Valley Highway and I have to walk 30min to the transit center and I work until 12midnight at Boeing in Renton. I have no option to ride the bus home, so I rode my bike. Sometimes I have to work until 2am. We need more even shift transportation! Also going to the grocery stores and trying to carrying stuff from the transit center for 30min is really hard!! We need more service as noted above. I choose to not have a car for many positive reasons and it would be nice to have some more services!!

2 months ago

Keep the 952. I am disabled and it works quite well for me.

2 months ago

Change all of the 102 routes that start or end at the South Renton Park & Ride and have them become complete 102 routes with starting in Seattle or Fairwood, and ending in Fairwood or Seattle. Change the scheduled times for the 148 so that those would be 15 minutes in between each 102 that goes up to Fairwood or down from Fairwood. Do not eliminate 102 routes as many are almost completely full by the time I get on at Puget Drive. The South Renton Park & Ride does not have enough parking spots and not everyone has the option to drive. I have epilepsy, so like many who live in the Cascade & Fairwood area do not have the option to drive. Please do not take away 102 routes from up the hill!

2 months ago

Please do not delete the 102 Fairwood to Seattle. I will have to drive my vehicle as opposed to riding the 906 so the Sounder, then getting on another bus once off the Sounder to get to the financial district. That would mean 3 different methods of transportation versus one. Why would you leave so many riders on the 102 dumped out into needing 3 methods of transportation to get to work? Ride the 102 and ask us in person if we agree with this plan. I think you will find a lot of people shocked to know of these plans. Many people tell me that riding the train is not dependable because of unexpected delays and because of the train shutting down and then they may be stranded on the train for hours. This 102 rider will add to the traffic congestion by riding in my own vehicle if you make this change.

2 months ago

I don't use transit in this area.

2 months ago

You didn't ask any questions about the 952 which is a unique service in that it serves more than the South end and is a great option for south end residents to head North to Snohomish county. Other options double the commute time.

2 months ago

1/7/2020

King County, WA - Report Creation

I dont take renton transportation  
 2 months ago

Keep route 952..  
 2 months ago

Fixed Van Schedule, Connect to the Main Bus stop (Southcenter,P/R) r Light rail station  
 2 months ago

Add early 158 bus before 5 AM  
 2 months ago

Get bus from kent to sandpoint or uw area especially during the week. Mornings and evenings  
 2 months ago

More 917 buses and to operate on Sunday too.  
 2 months ago

More 917 busses and to run on sundays too that will be good and early morning start also a frequent time will help on weekdays.  
 2 months ago

Na  
 2 months ago

How about Kent. A bus going down 132nd between 208th & 240th  
 2 months ago

The 157 route is very limited and doesn't come as often as hoped (4 busses in the morning, 4 in the afternoon, 90% of the time, I have to schedule my time around it. Which isn't very great for people who are always on the move.  
 2 months ago

No short/small buses on 158/159 routes. Too many ppl are left to stand. This includes both directions, northbound & southbound.  
 2 months ago

n/a - This is not my area  
 2 months ago

I need the 157 or I will no longer be able to get to work in Seattle. Alternate routes take too long and are too difficult with my disability.  
 2 months ago

I would love better connection between Fairwood and Sounder or light rail stations, but time of service must be stated. I have to figure out if/when I might get stranded someplace and what my options are (been burned before). Evening service on 102, back to Fairwood needs to run later (more trips). Current last trip leaves Seattle before 6pm, I need 6:30 and/or 7pm departure.  
 2 months ago

Carpool as much as possible!!  
 2 months ago

Park & ride along maple valley Highway.  
 2 months ago



1/7/2020

King County, WA - Report Creation

There should be service to/from Kaiser (formerly Group Health). Whichever service is enacted, the service should be clearly explained. There should be info from Metro at Kaiser Permanente (Highlands location).

Because of the infrequency of bus 908 I have taken a bus from work to home and stopped to get my car. I have also taken a bus from work to Renton and then taken Uber/Lyft to get to Kaiser.  
 2 months ago

make rout 148 run every 15-20 mints..  
 2 months ago

Having a direct bus through fairwood via the 102 was a major factor in the decision to buy my house. I rely on that route to take me to Seattle. The 906 would not have enough space for everyone forced to ride it to the sounder. Additionally, the sounder gets packed and tends to run late. The 102 as it currently runs works well for my commute and I enjoy being able to from home to the office fairly directly. I rarely experience reliability issues with the 102 (except when the coaches break down, but that's no different from any other route). Catching the 101 from the park and ride is usually not an option since the lot fills up fast and early.

2 months ago

Increase trips to route 101. More dependable services and all day service monday thru Sunday.  
 2 months ago

I don't like the idea of putting the 148 that goes to the Renton Park and Ride on 168th st instead of the 906 that goes to Southcenter. Moving the 906 to stay on Petrovsky is cutting off connection to all of Cascade area other than walking a very far distance to get on and off it. It would add an additional 15-20 minutes to my commute each way and for anyone else that works or shops at the mall. I do agree that the 906 needs to run more often and later for its always late and always packed. But with this new change many high schoolers that take the 906 to the mall to hang out will instead be in the streets causing trouble.

2 months ago

Please increase 102 service. Adding a transfer (from the 148) is not a solution for 102 riders. That option already exists for the 148-101. Transfers add delay, uncertainty, unpleasantness, and other risks to the commute.

2 months ago

Missing service from the Woodside community to the Sounder train. People from that neighborhood have to walk a minimum of 1 mile to the nearest bus stop.

2 months ago

I am currently taking the bus 240 early in the morning to get to work. This route is very inconsistent in arriving on time, because it changes drivers during the week. It arrives late sometimes. Then I would be late for my next connection bus almost every morning. Not good. Also, why do Kent people are so privileged??? They get the 567 and 566 routes, while Renton riders get 566 and the slow 560 route? Most of the time the Kent people would pile up on the 566 bus, and by the time it gets to Renton, the riders would have to stand up with no seat to sit. Can you do something about it? Thank you. And now you want to delete route 908, what else do you plan to take away from us, and give them all to the Kent people?

2 months ago

My one thought is that Metro might get more usage and more information with public meetings in schools and libraries because low-income people frequent those establishments and their employers rarely pay for bus transportation. I know that when I was working full-time and riding daily every change Metro made increased my commute time by at least 10 minutes.

2 months ago

Have the civil engineering work on the traffic lights! They are awful! The worst ever from wherever I've lived including Seattle. Wait times awful. Traffic flow awful!

2 months ago

Daytime trips down maple Valley Highway

2 months ago

The two routes I take to and from work are the 148 and the 102. You are eliminating the most convenient parts of those two routes for me so I would be forced to transfer buses and also make a significant walk up/down a dark hill. Please don't make these two routes less accessible!

2 months ago

1/7/2020

King County, WA - Report Creation

Please don't shorten the 102, it cuts at least a half hour from my commute in the afternoon (which is already over an hour). This changes would make my commute significantly worse. Why would you force people to change from a one-bus commute to a two-bus commute?

2 months ago

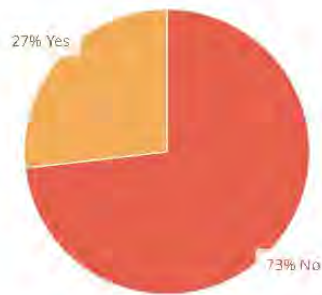
We need more direct routes to Renton Park n ride.

2 months ago

Donot delete route 952.

2 months ago

Do you travel to the Benson Hill area?

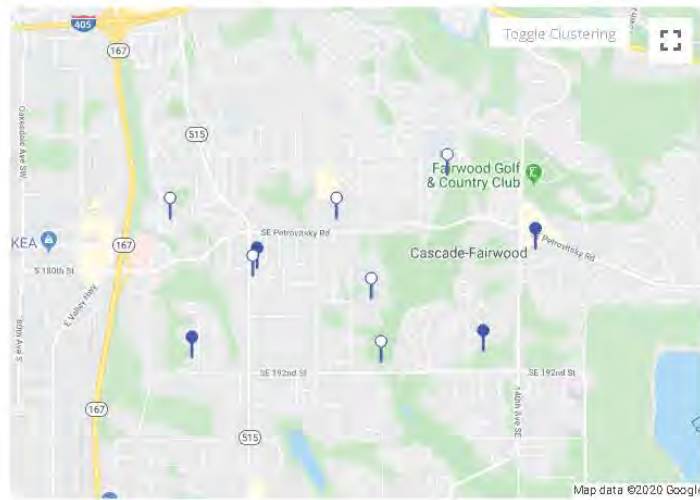


231 respondents

1/7/2020

King County, WA - Report Creation

For people who travel to or from Benson Hill, what are the major destinations in this area? [Drop up to five pins on a map]



- Grocery

2 months ago

1 Agree
- Fred Meyer

2 months ago

1 Agree
- shopping mall

2 months ago

1 Agree
- Covington

one month ago
- Add a park and ride in the Fairwood/Benson area and make some of the 102 buses Express to downtown. I don't see taking the 148 or 906 to the Tukwila Sounder Station to 5th and Jackson, Then catch another bus to work. Then reverse that to go home. Going home last Wednesday, our bus waited to get through the light at Petrovitsky and 128th for 30 minutes. Only 2 cars make it through that light. Traffic was backed up to Lindberg High School. The 102 is usually full by the time it gets to the Renton Park and Ride. You lost a lot of riders because the Isles were packed with people like sardines in a can, no seats available. If you had a park and ride in Fairwood and added more buses, maybe you would get those people back.

2 months ago
- There are places I could go later but no bus service

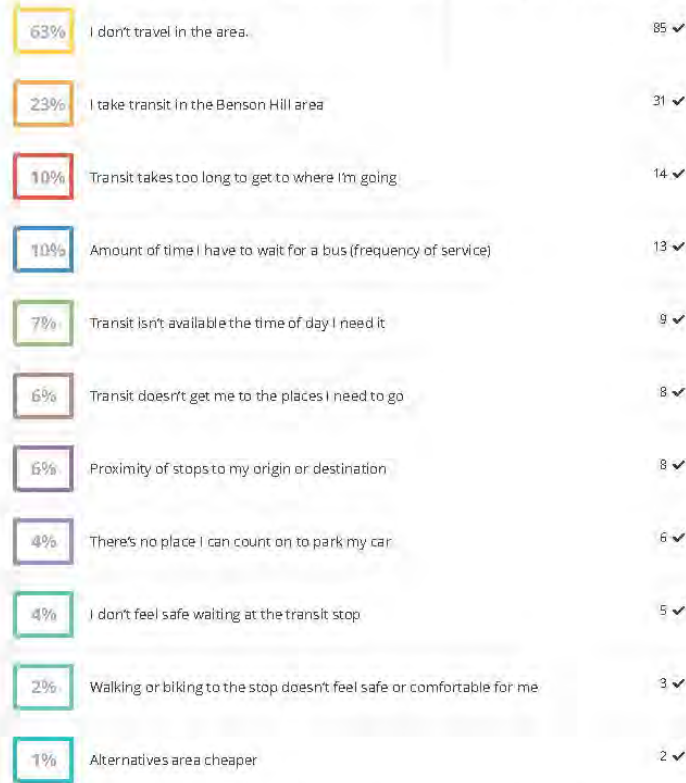
2 months ago
- Would be nice to get service in my area

2 months ago

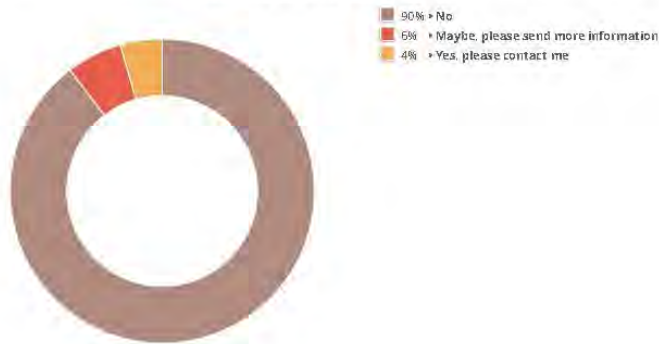
1/7/2020

King County, WA - Report Creation

Do you take transit in the Benson Hill Area? If not, what prevents you from using transit?



4. Would you be interested in being a part of a short term transit advisory group (1-3 meetings over next few months) for Benson Hill neighborhood to help Metro develop mobility options for the area?



135 respondents

5. If yes or maybe, please provide your contact information.

No data to display...

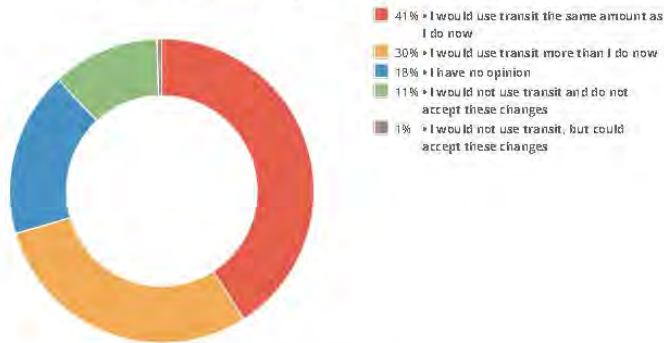
1. Did we meet the needs with this proposal?  
 Please rate on a scale of 1 (Strongly disagree) to 5 (Strongly agree)

Average

1/7/2020

King County, WA - Report Creation

2. How would these changes affect your use of transit?



193 respondents

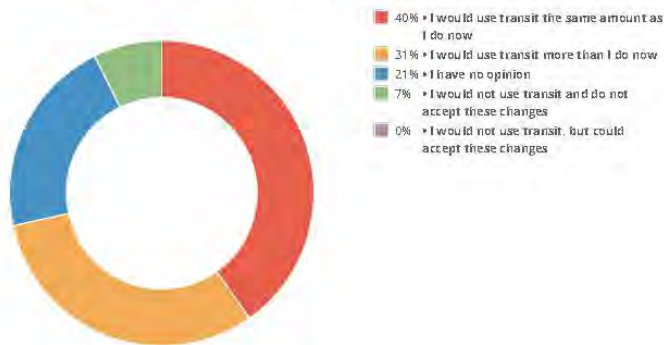
1. Did we meet the needs with this proposal?  
Please rate on a scale of 1 (Strongly disagree ) to 5 (Strongly agree)

Average

1

5

2. How would these changes affect your use of transit?



179 respondents

1. Did we meet the needs with this proposal?  
Please rate on a scale of 1 (Strongly disagree ) to 5 (Strongly agree)

Average

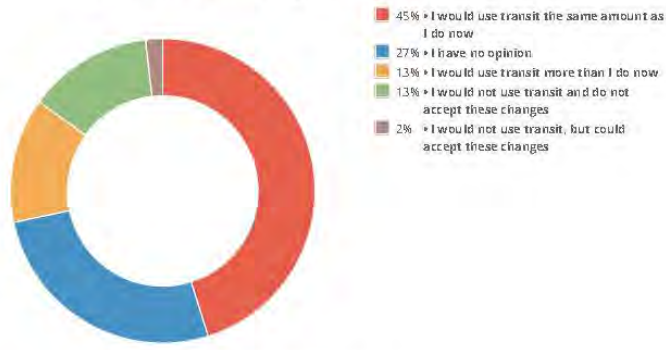
1

5

1/7/2020

King County, WA - Report Creation

2. How would these changes affect your use of transit?



166 respondents

1/7/2020

King County, WA - Report Creation

### 3. Do you have other ideas for how to improve transit in this area?

When a majority of the riders are commuters, eliminating the 158 and 159 doesn't help commuters, and would actually increase commute time, and doesn't help one-seat ride connections. By making all the routes go to Kent Station, you're putting all the responsibility on Sound Transit to get commuters to Seattle.

2 months ago

8 Agree

I think eliminating 158,159 is a big mistake given all the new apartments along Meeker in Kent. Unless the 162 will be running every 5 minutes all day I don't see this as an improvement.

2 months ago

8 Agree

There is no benefit to the rider for changes to the 158, 159, & 192. The proposed changes will make things very difficult for the riders on the East Hill & 192 route. The 194 needs to be reinstated so there is service to the Kent-Des Moines Park & Ride during the day.

2 months ago

6 Agree

I agree with this assessment. Canceling the 192 is just is an awful idea.

2 months ago

3 Agree

Eliminating 158 & 159 is a mistake. Those buses are crowded, if you're making them into a single route (162), they had better be pretty frequent, and they need to have the long, articulated coaches.

I'm sick of Metro proposing changes that force Seattle commuters to ride the Sounder train. Don't try to improve your service to Seattle by shoving all your passengers onto a different transit provider. Why does Metro keep trying to have paying customers use Sound Transit instead of Metro?

2 months ago

5 Agree

They are basically taking 158, 159, & 192 the same route. These will be VERY crowded indeed! She

2 months ago

4 Agree

There is no EXPRESS from Kent to Seattle, Sounder and it is notoriously late and/or cancelled. They cannot handle the volume of trains. The most reliable is the bus 158&9 now to be obliterated! Not sure what the game is, but 158 & 159 going downtown Seattle is always full with no seats every bus, every morning! How we are going to transport all the gardeners, cooks, nannies and other laborers from the South to work downtown?

2 months ago

5 Agree

A necessary part of the transit experience involves being a pedestrian, and being a pedestrian in Kent is not good. Un-signalized crosswalks, missing (unmarked) crosswalks, missing sidewalks. There are crucial areas of downtown Kent which are either only dangerously connected, or simply not connected at all with marked crosswalks. Anecdotally, improved transit access to the sounder would help a lot of people. Parking is limited, and nearby residential neighborhoods (North Park, Mill Creek) are starting to clamp down on commuters parking there.

2 months ago

5 Agree

Eliminating Route 192 is a mistake. We need options at the Kent Des Moines Park and Ride that aren't ENTIRELY FULL by the time they get to the freeway station on Kent-Des Moines Highway before it enters I-5 to downtown. The 158 and 159 are already so full by the time they arrive, I can never get a seat from the Kent Des Moines Park and Ride. This is unfair. I shouldn't have to stand because Metro doesn't want to add more routes. I'm fit and healthy, BTW, but who wants to stand on the freeway - it's unsafe and hazardous when the bus has to brake quickly due to traffic incidents. I agree with another commenter below that, unless the 162 runs every 5 minutes that this will not be any improvement whatsoever. The buses are already overcrowded and standing after a long day of work is also not fun. If I wanted to do that, I'd take the Light Rail.

2 months ago

4 Agree

Add more bus stops to Route 168 in Maple Valley area.

2 months ago

4 Agree

There is a single line 157 (peak only) across N of Kent from Panther Lake (within Kent city limit). Need more direct feeder line across the valley to light rail station, all day.

2 months ago

4 Agree

#150 bus add another bus inbetween 1st bus and 2nd bus since there is an hour between these , need something 1/2 between them

2 months ago

4 Agree

1/7/2020

King County, WA - Report Creation

#### Express Covington to Seattle

2 months ago

4 Agree

Although Route 913 may have low ridership at certain times, it is always well occupied when I ride it at 8:02 am from Monday to Friday and also in the evening times between 5:25pm and 6:20pm. Please consider keeping the times during which the ridership is high for the 913 bus.

2 months ago

3 Agree

I'm working at 76th Avenue South. Route 913 is the one can be a connection with Sounder train to and from Seattle for me.

2 months ago

1 Agree

Do not eliminate the 913. For some of us, the way to get to Kent Station is via 913.

2 months ago

3 Agree

As a student commuting to and from UW, the one route that I have been relying on is the 913 route, which runs right into my neighborhood without me having to take another bus that is on the busier road outside of Riverview. I have relied on this route ever since middle school and it has been very safe and reliable for me!

2 months ago

3 Agree

Restructuring 158 and 159 doesn't add any value. More frequent bus services are needed on this route. There are at least two new apartment construction I know of on this route which going to add more commuters on this route. Considering parking situation in Kent station this is the hassle free way to get to downtown Seattle. Please add more service.

2 months ago

3 Agree

Metro routes 158 and 159 must NOT be eliminated. As a long-time (30+ year) rider on route 158, I have witnessed steady or increased ridership, even though it is a peak time commuter route. The Lake Meridian P&R is unsafe, prone to frequent thefts and vandalism, and would not provide enough parking for all the riders otherwise forced to abandon their short walk to a bus stop for a frustrating and unnecessary drive to the P&R.

2 months ago

3 Agree

157 has a history of cancelling route. The rumor is that this happens because there is not enough bus drivers. Please address that problem.

2 months ago

3 Agree

Keep the 192 and 166 as they are.

2 months ago

3 Agree

157 desperately needs larger buses. Sometimes I've been unable to board for lack of disabled seating area.

2 months ago

3 Agree

No information is give about the run times of the 162 which will be the only other option available to anyone who gets stuck at Kent Station when Sound Transit has train issues. This leaves the 150 as the only other back up. But due to it's routing through Tukwila, is an inconvenient way to get to Seattle for anyone who needs a more direct commute.

2 months ago

3 Agree

158 should not be eliminated or changed. This route is the only connection residents have east of 156th Ave and 256th St. Removing this route would increase walking distance and decrease roofer safety, especially during dark winter months.

952 should not be eliminated due to the number of people going from South to North for Boeing. This route also represents a faster option for destinations along 405. If costs need to be reduced, consideration should be given to using shorter buses while departures are greater than 2 daily. If departures are equal to two, then extended buses should be used.

2 months ago

3 Agree

I ride the 913 bus in the mornings and evenings every day between the Lakes and Kent Station. I hope that some route covers the Lakes -> Kent Station / Sounder commute if 913 doesn't. I would consider keeping the most popular times for the 913 rather than completely eliminating it.

2 months ago

2 Agree



1/7/2020

King County, WA - Report Creation

Please do not delete route 913, I work at center point and this is the most convenient bus to work  
 2 months ago 2 Agree

The 192 is an essential commuter bus to and from downtown Seattle. If it becomes the new 162, what happens to that commuter route?  
 2 months ago 2 Agree

I could not agree more. I have taken the 192 to downtown Seattle M-F for over 20 years. The 162 seems like a seriously flawed idea - one that will be overcrowded and simply too full by the time it reaches the Kent Des Moines Park and Ride. I do not want to stand on the freeway - it's dangerous!  
 2 months ago 2 Agree

I agree! I've taken the 192 to downtown M-F for over 20 years and it's always my essential, go-to bus line for commuting to downtown on a daily basis. The 158 and 159 are always way too full by the time they reach the Kent Des Moines Park and Ride - who wants to stand on a bus on the freeway? It's dangerous!  
 2 months ago

Eliminating the 159 is not ideal. These changes would increase the commute time significantly for most riders, please just add a new route.  
 2 months ago 2 Agree

strongly disagree that 158 should be changed. Need access east on 240th pasted 515  
 2 months ago 2 Agree

Hooray for all day and Sat-Sun service on the new 164 along 240th and 132nd!  
 2 months ago 2 Agree

Not enough information is given about what exactly is being done to the 914 & 916 to make them more useful.  
 2 months ago 2 Agree

Please do not eliminate route 952. This is a vital commuting option for people who live south of Seattle and work in Everett. If cost savings must be taken, please consider reducing the frequency of pick up/drop off times before completely eliminating the route.  
 2 months ago 2 Agree

Unless the frequency is going to increase significantly (I mean significant like 10 min intervals), eliminating 158, 159, and 192 is a horrible mistake. By the time the proposed 162 gets to the Kent-Des Moines P&R it will be full and standing room only during commute hours, leaving too many people left with a standing room option only.  
 2 months ago 1 Agree

Even with increasing the frequency of the 162 route, would the number be that different from the total frequency between the 158 and 159 routes? What is gained. Will the 162 get riders to Seattle at 605am as the first 158 off Kent East Hill? The 158 has been running for at least 25+ years. Now that I am a senior citizen, it will be more inconvenient getting to the Meridian P&R, either walking over a mile (at 5am in the dark) or trying to catch a bus to transfer to the park and ride. Another comment was made on the #2 question. I had to select that I would still use transit; HOWEVER, that makes it sound like I approve and would still use regardless of changes. I would still use transit, BUT it will be more inconvenient and more time will add to my commute. Please retain 158. The 159 already runs down Kent Kangley but the 162 does eliminate those riders further east of 132nd SE. Please keep the one ride 158 express to Seattle.  
 2 months ago 1 Agree

Do NOT eliminate the 192 or the new route # from going to downtown Seattle. Being able to leave the KDM park and ride and have the first stop in Seattle is invaluable to everyone that rides this bus, route.  
 2 months ago 1 Agree

Please keep 913. It's the route for commuters in my neighborhood to get to Kent station and transfer to get to Seattle. It is also the route for high school students who miss their school bus  
 2 months ago 1 Agree

1/7/2020

King County, WA - Report Creation

168 and the 180 is always late they need be on time  
 8 months ago

1 Agree

YES!!! The 180 is always around 10 minutes late on my way home from work making me miss my connection.  
 2 months ago

increase the service for 164, and not change its route  
 2 months ago

1 Agree

I'm very unhappy that route 192 is being discontinued. It is my most reliable option and has seats available every day. You are replacing it with the 158 (call it whatever you want, it's roughly the same route), which is notoriously late (Sometimes often 30 minutes or more) and often can't take passengers by the time it gets to the Kent-Des Moines P&R where I board. And when it can take passengers, many times it is standing room only, which I am physically unable to do. So, essentially you are taking my reliable transit and forcing me into unreliable transit. I do not agree with this plan.  
 2 months ago

1 Agree

150 realignment makes trip to Kent station much slower, 157 should be bi-directional during peak hours to actually serve industrial valley.  
 8 months ago

1 Agree

I like the route 192 for safety reasons as you do not have to cross the dangerously busy Kent-Des Moines Road, especially on the fall/winter months and evening when dark.  
 2 months ago

1 Agree

Your #2 question of change impact leaves off a very important response option - "I would use transit, but would have to make transit modifications. For example...I take 158, 159 to Downtown Seattle at SE 272nd & 137th Ave SE and walk to the this stop from home. With the proposal of 158 & 159 STARTING at Lake Meridian P&R, do I now take another bus by my house just to get to the park & ride to pick up my busses?? You're leaving no option for the folks that live along 272nd (Kent Kangle) and can't drive to the park & ride to get downtown without transfers, or taking the Sounder (with another bus 164/168 that is now on that street). In turn, Sounder is more expensive to ride from Kent than the bus. I currently am on a one seat ride and have plenty of options along 272nd to get to Downtown via bus, or Sounder if I choose. You're locking folks that live along 272nd toward Covington into only 1 service location and bus option. That is not more beneficial to that area of town commuting to Downtown!

Additionally, Lake Meridian Park & Ride is very small. You are now proposing everyone that lives along the 132/272 corridor would need to use that park & ride to catch any route to downtown, funneling 3 bus routes of cars to park now?! Whereas, with the street stops, folks walk. You have not solved the current parking problems at the park rides, this will exacerbate the issues here!  
 2 months ago

1 Agree

As long as the 192 runs along Military Road to the Kent/Des Moines Park & Ride and into I-5, I am happy. If it is possible to stagger the times the 158, the 159 and the 192 leave the Kent/Des Moines freeway stop heading north to Seattle in the morning, that would be a welcome improvement. Thank you!  
 2 months ago

1 Agree

Keep routes 158, 159 and 192. Riders that get on at the Kent-Des Moines P&R frequently have to stand. Merging these routes into one new route would cause more riders to have to stand all the way into Seattle. Taking the Sounder train into Seattle does not work well for riders using the Kent-Des Moines P&R heading into downtown Seattle.  
 one month ago

The 913 is the only bus serving our neighborhood. Deleting it will be a huge inconvenience.  
 one month ago

913 is the only reliable bus service in the lakes area. Transfer time to Kent station on other lines is much longer and does not align with train times.  
 2 months ago

Please keep the 913, or a viable alternative that goes through the Lakes. Thanks!  
 2 months ago

1/7/2020

King County, WA - Report Creation

Personally, I have no concerns as long as the revised 166 route goes between Kent Station and The Lakes with at least the same frequency as the 913 currently does.

2 months ago

add the bus service

2 months ago

increase the frequency of the 164 bus

2 months ago

I along with several employees use route 913 throughout the week and it cause great problems to not only our business, but several other if our route 913 were to be ended, iwork off of fourth ave and 228th

2 months ago

Put a restroom and heated waiting area

2 months ago

Eliminating the 913 creates a big gap with no service in the industrial area just north of Kent Station that isn't being covered by the proposed reroutes. I'm referring to the area around 4th and 228th. Guess a group of us will go back to driving. Thanks for that.

2 months ago

Don't stop servicing the neighborhood behind Lake Meridian! I live over a mile away from the park and ride, so I would basically never be able to go to work because I wouldn't be able to get anywhere that time of day!! Please keep the 158 as it is!!!!

2 months ago

Metro obviously does not care about commuters. I currently us the 192 and 190 daily. in the morning the 192 picks up commuters all along Military Road, not just north of Reith Road. In fact, the majority of riders are south of Reith Road. In reading through all this material, who ever is providing "advice" on these projects does not ride Metro and does not really understand the needs of commuters!

2 months ago

With regardless to the 183 and 166, more options for travel between federal way and Kent/Covington would be awesome.

2 months ago

It would be nice to have later service from Renton Boeing to Kent and Auburn as well as faster and more frequent weekend service between the cities, as well as more service that goes to Ikea on the weekends!! The 153 is a great route and would be appreciated through at least Sat!

2 months ago

I would like to see the 157 have a route between the first one out of Kent and the second one (there is an hour between), and then add an earlier one in the afternoon coming home. Right now (the first one is 4:20 (at 2nd and Pike).

2 months ago

I would like to see the 157 add a route in the morning between the 5:15 and 6:15 route, and would like to see an earlier one in the evening back to Kent, starting at 3:50.

2 months ago

Just have buses stay in local areas and terminate at Kent Station to ride Sounder and have a bus route created from Kent Station direct to Seattle

2 months ago

Why not just merge the 190 with the 192, just have the 190 get on the freeway at Kent-DesMoines freeway on ramp instead of the 272nd freeway on ramp. There are riders who are between 272nd and Reith road.

2 months ago

Why not just merge the 192 with the 190, having the 190 go down Military Road and get on the freeway at Kent-Des Moines Park and Ride. There are people who get on the 192 from 272nd down to Reith Road.

2 months ago

1/7/2020

King County, WA - Report Creation

I would like to know via text when early morning bus is not running from Federal Way to Kent.  
 2 months ago

Still don't understand why the old Kent park and ride lot adjacent to highway 167 was abandoned since a freeway stop could've been constructed on 167 to facilitate passenger load and unload from express routes using 167 to go from Auburn or Federal Way to Kent, Renton, Bellevue etc. Local routes could then connect passengers to other places in the Kent area.  
 2 months ago

Add more service to Seattle and back on 157. Lots of people commute to Seattle  
 2 months ago

It seems to me that no real gains are being made. If the desire is to get more people using public transportation, this proposed changes still leaves most potential user a long walk to a bus. This translates to driving then parking to where you can board a bus. We need for short routes to fill in by circulating through the neighborhoods so that people have no need to drive in order to access a bus or train. We need to service the neighborhoods!!  
 2 months ago

Very true about the pedestrian problems, that is one reason I do not use transit in Kent.  
 2 months ago

Route 150 should have all-day times from 6am until 9pm  
 2 months ago

There needs to be a bus to Seattle that goes out the freeway, & does not take an hour & 10 min like the 150 does.  
 2 months ago

DART availability on 132nd Ave SE from SE 240th St to the Fairwood area.  
 2 months ago

Yes a bus route on 132nd between 208th & 240th. I have to drive to catch a bus so easier to just drive down to Kent Station. And have it synced with Sounder trains & Sam 158 buses  
 2 months ago

Create route that will extend up SE 256th and go by Kentwood high school to serve the communities in this area. I like the idea of an express from Covington to Seattle  
 2 months ago

#157 KEEP the same route, add a bus between 1st and 2nd bus which now is an hour apart.  
 2 months ago

An express bus that leave Kent Station before 5 AM would be nice  
 2 months ago

I would be more inclined to have a route that has more options for getting to Kent Station to use the Sounder Train. Its unfortunate that the closest bus route to me is 1/2 mile.  
 2 months ago

A slightly earlier 157. I currently catch this bus at 6:41 AM, which barely gets me to work on time most days.  
 2 months ago

You want ideal transit for this region? Get a commuter rail that can utilize the BNSF Railway from Ravensdale to Auburn. There was a study conducted in August 2010 and at the time they didn't have the foresight to see that this region is continually growing. What good are your buses if they're continually delayed by all the single commuter cars? Most people are not going to abandon their cars unless mass transit saves them more time. Time is a valuable commodity.  
 2 months ago

1/7/2020

King County, WA - Report Creation

180 more frequent to connect with Lite Link and then connection with 168 at Kent Station more frequent. Would give a better option of Kent/Covington to Seattle after hours instead of waiting for the 150 which is normally at least a 90 to 120 minute commute.  
 2 months ago

These proposed changes effectively reduce my available bus options to get between Kent Station and home from 3 to 1 and would now include 20 to 30 minutes of walking (To get to I Line/169). There is not enough information given on what the 914 and 916 will become. If they continue to be a dart based service running 1 way, they are effectively useless for anyone trying to get to Kent station from a majority of 256th that used to be covered by the 168. These changes also reduce the number of options for anyone who get stuck at Kent station due to sounder issues (Which are quite frequent.) from 3 down to 2. The 150 or the 162 (Again no frequency information given here.) are the only options. The 150 and the 158/159 have a tendency to fill fast once trains start getting canceled. The 150 always takes too long to get to a highway, and the 158/159 weren't frequent enough to be useful usually being just missed. (Running at about an 1hr for both, usually both arriving at the same time making any spacing useless.)  
 2 months ago

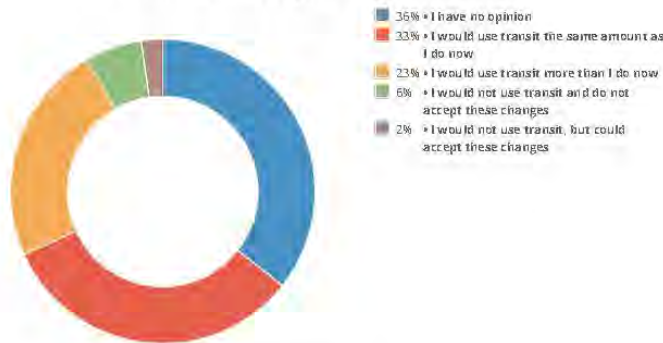
I am surprised at these changes, please keep the 158. Eliminating both the 158 and 159 off of Kent East Hill is inconvenient. I felt from the start of these surveys that riders were being forced or urged to take the Sounder. Taking routes off residential roads force more vehicle traffic to and from the P&R lots. I feel these proposals will increase my travel time to Seattle from the Kent East Hill. It is hard enough allowing the time and spending over an hour on the bus now. The one ride, no transfers, is very convenient. Every time a transfer is made, a rider has to deal with the possibility of standing and getting on an overcrowded bus. Case in point, the first Sounder northbound was not running this morning. The train riders were able to get on the 158 and cross the valley to I-5 with a fairly express trip into downtown. But regular 158 riders were forced to stand a few times. I would rather have the first two 158 runs kept and possibly eliminating later runs if there is less ridership on those.  
 2 months ago

We have lots of Boeing employees that travel from Auburn to Everett Boeing Monday thru Friday. I will suggest that at least you need to keep running two buses (instead of four) during those days.  
 2 months ago

1. Did we meet the needs with this proposal?  
 Please rate on a scale of 1 (Strongly disagree ) to 5 (Strongly agree)

Average

2. How would these changes affect your use of transit?



132 respondents

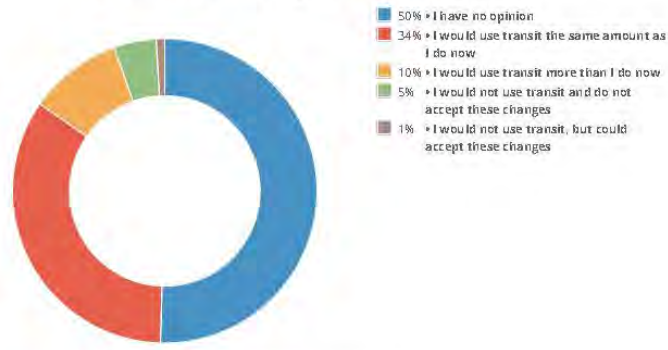
Did we meet the needs with this proposal?  
 Please rate on a scale of 1 (Strongly disagree ) to 5 (Strongly agree)

Average

1/7/2020

King County, WA - Report Creation

2. How would these changes affect your use of transit?



111 respondents

1/7/2020

King County, WA - Report Creation

### 5. Do you have other ideas for how to improve transit in this area?

We have lots of Boeing employees that travel from Auburn to Everett Boeing Monday thru Friday. I will suggest that at least you need to keep running two buses (instead of four) during those days.  
 2 months ago 3 Agree

Please don't delete route 952. It's a vital and reliable route for residents who commute from south King County suburbs to Everett.  
 2 months ago 3 Agree

I hate DART!!! No arrival real time info at all in any app and I never know when the bus comes! Please delete 915 and turn all trips into 186. And Sunday trips please!!!  
 2 months ago 3 Agree

Since 180 is shorter now, can you extend it to Algona/Pacific, or Lakeland Hills to make off-peak service there?  
 2 months ago 2 Agree

Lets the 917 running on Sundays  
 2 months ago 1 Agree

We Need more 917 service Daily.  
 And especially to OPERATE on SUNDAY,  
 BETWEEN Algona, Pacific and Auburn, and more frequently on weekdays.  
 2 months ago 1 Agree

I use the 913 daily. It is the only reliable transit to and from Kent Station. Please do not cancel this service.  
 (one month ago)

N/A  
 (one month ago)

In order to access the Tukwila Souner/Amtrak station to catch Amtrak trains, we need better bus connections to the station - currently there is only the rapid ride F bus. We need north-south buses to serve the station on days and times when the Sounder trains are not running. I live in Auburn, and it now takes three trains to get to the station. With the proposed changes to route 180, it will now take four buses to get there - this is nonsense! There are a quarter of a million people living in Kent and Auburn, and there should be better connections to the Amtrak trains in Tukwila. Also, even to get from where I live in southeast Auburn, it will take three buses just to get to Southcenter Mall. Several years ago, one bus (route 150) would allow this trip to be completed. Then the 150 was broken up and two buses were required, and now you are proposing three buses.  
 (one month ago)

Late night routes to muckleshoot would help  
 2 months ago

More trips between Auburn Park and Ride and Auburn Station.  
 2 months ago

A proper (non-DART), frequent bus through the Algona-Pacific area to the Auburn transit center would cut down on a LOT of my current frustrations with my commute.  
 2 months ago

We need the 917 on Sundays BADLY for us who rely on the bus and only get Sundays off it is a pain to have to walk either a mile to Albertsons or a mile to Wal-Mart and have to carry all my groceries home due to the bus not running.  
 2 months ago

I think that the 917 should go from auburn station to Wal-Mart the follow current path to white river junction. Then when coming from white river to transit center during non-peak times detour over to the YMCA. These changes would allow people with disabilities to access Wal-Mart easier than walking from 15th street, and also able to get to YMCA via one bus rather than 2 or having to walk. Also there should be two 917 buses. Most of the time during peak times the bus is delayed which makes the rider late or makes it so the drivers are not abke to take a break.  
 2 months ago

1/7/2020

King County, WA - Report Creation

Make the 180 more frequent  
 2 months ago

Quit spending our tax dollars on transit.  
 2 months ago

No  
 2 months ago

Why are you doing these drastic changes if you place all the people onto the 169 there won't be any room to sit down  
 2 months ago

We need more then the 180 to go to Auburn on the weekends and late night!  
 2 months ago

Why have you forgotten North Auburn in your plan? There is new housing, and new apartment housing in North Auburn and it looks like you have not considered the growing population at all by eliminating bus 910. Perhaps it should be improved here instead. Not everyone lives on or near Auburn Way. Please check it out.  
 2 months ago

route 910 stops near senior housing on NE 10th and is the only bus that goes to the YMCA. How would the 917 cover those areas?  
 2 months ago

Boeing received many billions from the state to retain jobs here (yet it continues to lay off workers and transfer jobs out of state). Why aren't they promoting the use of public transit? I say that since I am an employee (quite embarrassing given all the truth about lack of ethics and integrity re the 737 MAX flying coffins they produced). There's no service directly to the Auburn facility.  
 2 months ago

Please increase frequency of 915/186 and add real-time location services so riders can see whether the bus is running early or late. In addition, timed stops would be helpful so that the bus does not run early. I am concerned that the 915 would not be able to accommodate the number of riders in the morning from 7am to 9am.  
 2 months ago

The 917 route would help all in the Algonia/Pacific area if it ran on Sunday! Even every couple hours  
 2 months ago

The frequency of 181 needs to be increased.  
 2 months ago

Please keep our 952 bus in service, train more bus drivers and increase bus services between 5:30am - 5:30pm between AUB P&R and EVT Seaway TC. Currently, there are no buses available between 8am-2pm.  
 2 months ago



1/7/2020

King County, WA - Report Creation

1. How likely would you be to use Community Van at the following levels?

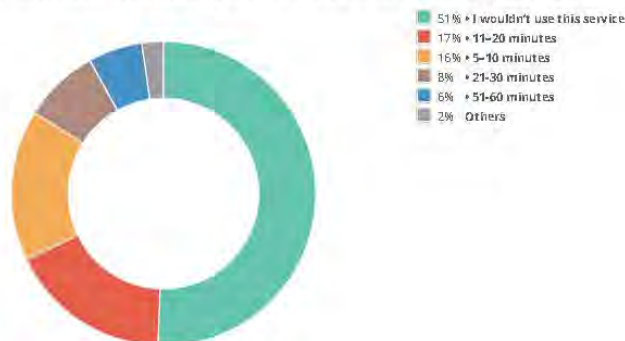
	Likely	Maybe	Not likely
Three or more days a week	10% Likely	7% Maybe	82% Not likely
Once or twice a week	13% Likely	14% Maybe	73% Not likely
Less than once a week	8% Likely	14% Maybe	78% Not likely
Never	59% Likely	8% Maybe	33% Not likely

78 respondents

2. What appeals to you about Community Van? select all that apply

40%	• Nothing about Community Van appeals to me.	33 ✓
28%	• I could travel to destinations that may not be easy to reach by transit.	23 ✓
18%	• I could save on transportation costs.	15 ✓
17%	• I could take evening and weekend trips.	14 ✓
16%	• I could take day time and weekday trips.	13 ✓
13%	• I could take recurring trips.	11 ✓
10%	• The Community Transportation Coordinator would coordinate the trip and find a volunteer driver.	8 ✓
9%	• I could take my bike on a Community Van.	7 ✓
7%	• Other (please specify)	6 ✓
5%	• I can request an accessible van.	4 ✓

3. How long would you be willing to wait for a Community Van to pick you up?

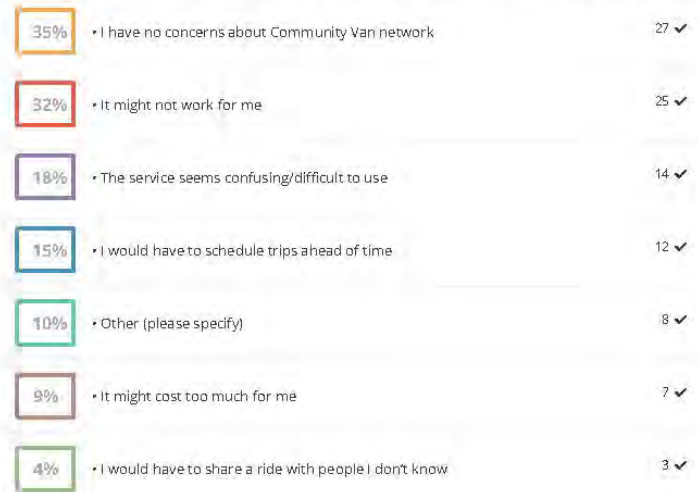


87 respondents

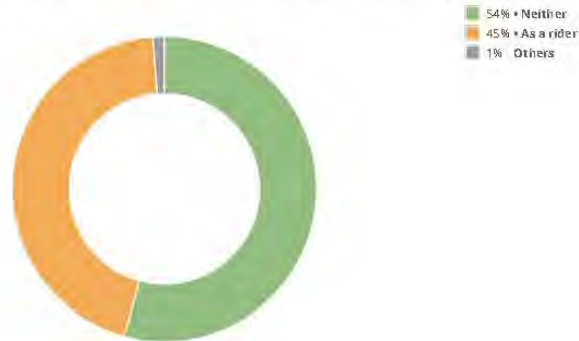
1/7/2020

King County, WA - Report Creation

4. What concerns you about the Community Van? select all that apply



5. If you were to use Community Van, how would you likely use this service?



83 respondents

1/7/2020

King County, WA - Report Creation

6. Do you have other ideas for how to improve transit in this area?

I have never used a community van so I am not sure how it would work for me.

2 months ago

 Agree

N/A.

One month ago

If you are able to make the community van request for day of and only one rider would be nice. What it sounds like to be is that the rude van would only run when there is 3 or more riders. It would be very convenient to be able to make a Sunday trip

2 months ago

Get more public cross town transportation instead of concentrating on only the main arterials. Too many folks have to depend on cars to get out of their neighborhoods to even find a bus stop. Is that why you keep discontinuing the DART buses in North Auburn that provides that function?

2 months ago

Cutting 952 service is a mistake. 10 - 15 years ago, there were several routes from King County to Boeing Everett (948, 949, 952, 954) which have gradually been eliminated. Now only one route exists for those who cannot drive due to physical impairment.

2 months ago

Sunday service

2 months ago

Leave the bus routes the same

2 months ago

More buses available like the 952 from AUB P&R to Seaway TC between 5:30am-5:30PM. Could be smaller buses used between 8am-2pm but definitely need this service route to stay, for the community.

2 months ago

Would you be interested one or more of the following options as an alternative to the route 952?

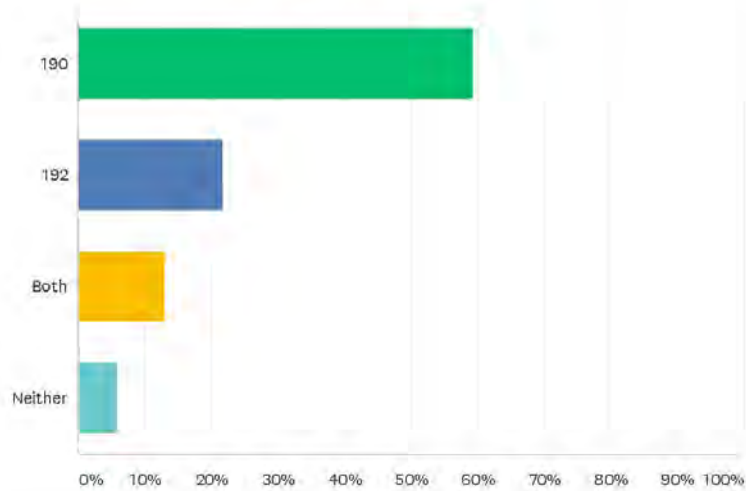
 84%	None of these	71 ✓
 9%	Vanpool	8 ✓
 8%	Other	7 ✓
 2%	Carpool	2 ✓

## Exhibit F Phase III Online 190/192 Survey Results

Have a Say: Proposed Changes for Routes 190 and 192

### Q1 Which route do you typically ride?

Answered: 69 Skipped: 0

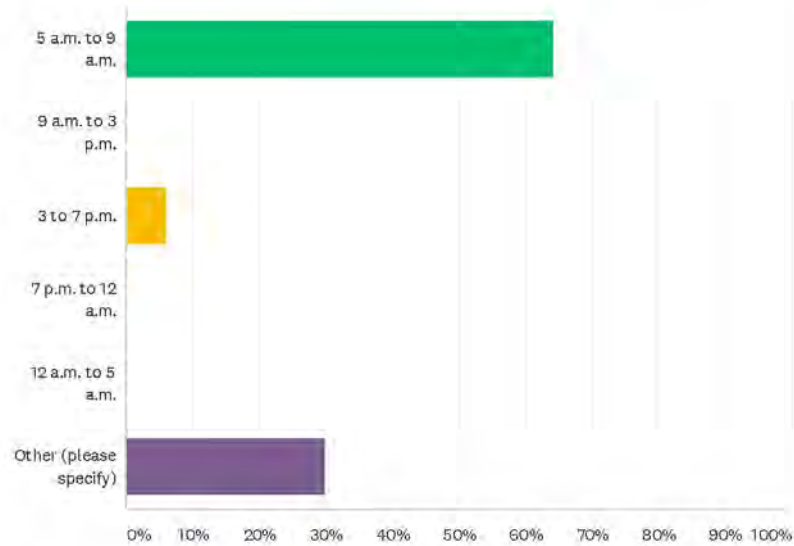


ANSWER CHOICES	RESPONSES	
190	59.42%	41
192	21.74%	15
Both	13.04%	9
Neither	5.80%	4
TOTAL		69

Have a Say: Proposed Changes for Routes 190 and 192

Q2 When do you typically travel by transit?

Answered: 67 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 a.m. to 9 a.m.	64.18%	43
9 a.m. to 3 p.m.	0.00%	0
3 to 7 p.m.	5.97%	4
7 p.m. to 12 a.m.	0.00%	0
12 a.m. to 5 a.m.	0.00%	0
Other (please specify)	29.85%	20
TOTAL		67

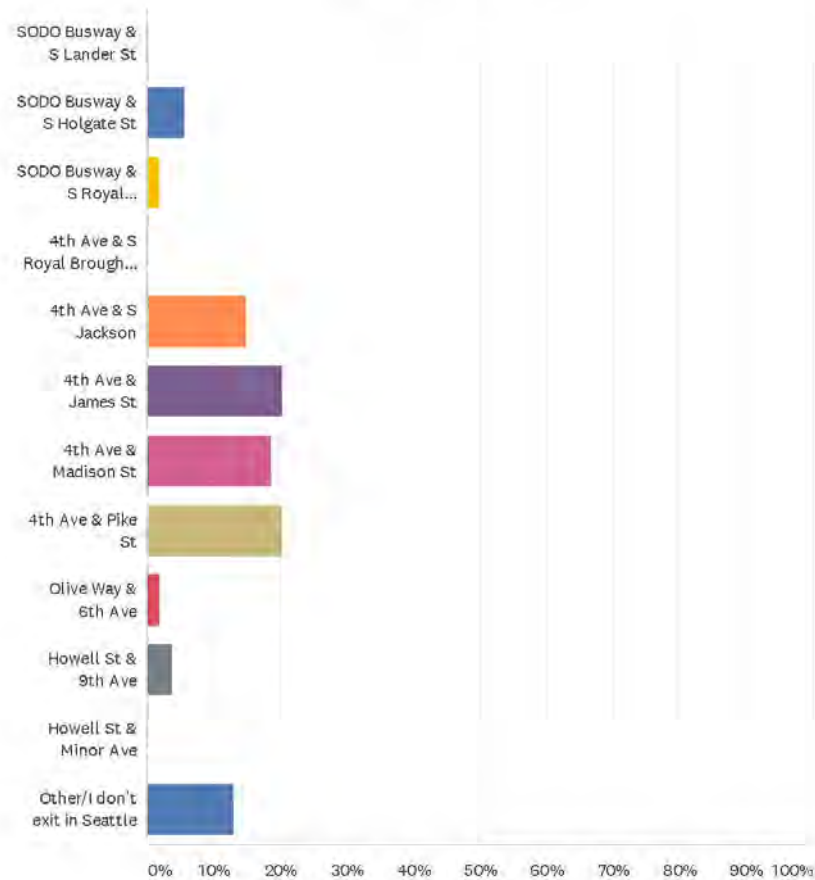
Have a Say: Proposed Changes for Routes 190 and 192

#	OTHER (PLEASE SPECIFY)	DATE
1	6-8am and 4-6 pm	1/7/2020 2:43 PM
2	5-9am and 3-7pm	12/29/2019 10:28 AM
3	6am to 7am and 3pm to 5pm	12/27/2019 6:07 PM
4	5am-7am AND 3pm-7pm	12/27/2019 5:57 AM
5	Morning 5 to 9 and evening 4 to 7	12/23/2019 10:08 PM
6	random	12/23/2019 10:56 AM
7	5AM in the morning, I travel back home and catch the 5:47PM bus home	12/20/2019 8:26 PM
8	3am - 9 am and 3pm - 7 pm	12/19/2019 8:23 PM
9	I take 177 at 4:50 a.m. to Intl District and home I take 192 exit 272nd Military Road I park at the church on the corner	12/19/2019 8:30 AM
10	5-9am, AND 3-7pm	12/17/2019 7:56 PM
11	morning and night 5am-9am and 3 to 7 pm	12/17/2019 4:08 PM
12	5-9a and 3-7p	12/17/2019 4:01 PM
13	6:00AM -4:00PM	12/17/2019 3:57 PM
14	5am-9am. and 3-7pm	12/17/2019 3:31 PM
15	I travel from 6:30 a.m. to 5:00 p.m. Monday thru Friday	12/17/2019 3:16 PM
16	5-9 am and 3-7 pm	12/17/2019 3:13 PM
17	I take the 190 in the timeframes: 5am - 9am and 3pm- 7pm, Monday - Friday	12/17/2019 3:09 PM
18	There should be an option to check more than one time period.	12/17/2019 3:04 PM
19	Transit dependent; all times	12/17/2019 2:59 PM
20	I use the 7:30AM at Starlake P&R to get to work and the 5:01pm at 2nd & Pike to get home	12/17/2019 2:59 PM

Have a Say: Proposed Changes for Routes 190 and 192

Q3 If you ride Route 190 and exit in Seattle, what stop do you typically use?

Answered: 54 Skipped: 15



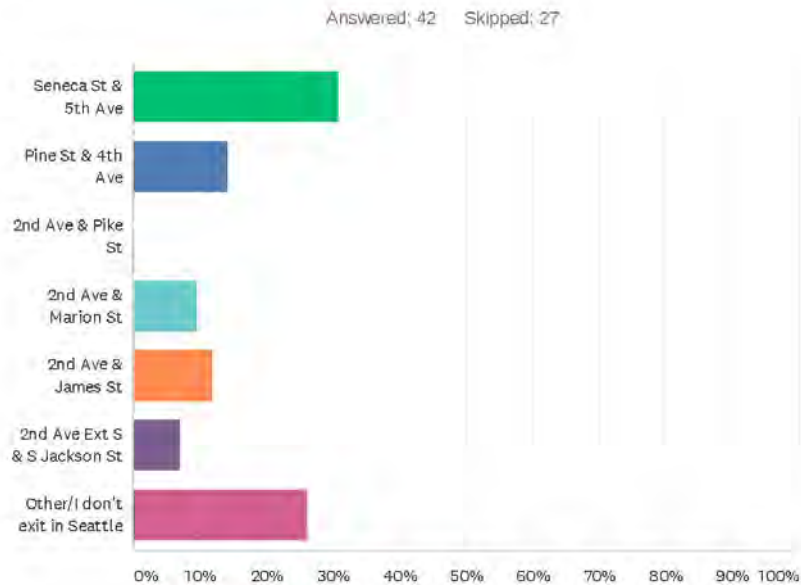
Have a Say: Proposed Changes for Routes 190 and 192

ANSWER CHOICES	RESPONSES	
SODO Busway & S Lander St	0.00%	0
SODO Busway & S Holgate St	5.56%	3
SODO Busway & S Royal Brougham Way	1.85%	1
4th Ave & S Royal Brougham Way	0.00%	0
4th Ave & S Jackson	14.81%	8
4th Ave & James St	20.37%	11
4th Ave & Madison St	18.52%	10
4th Ave & Pike St	20.37%	11
Olive Way & 6th Ave	1.85%	1
Howell St & 9th Ave	3.70%	2
Howell St & Minor Ave	0.00%	0
Other/I don't exit in Seattle	12.96%	7
TOTAL		54



Have a Say: Proposed Changes for Routes 190 and 192

**Q4 If you ride Route 192 and exit in Seattle, what stop do you typically use?**

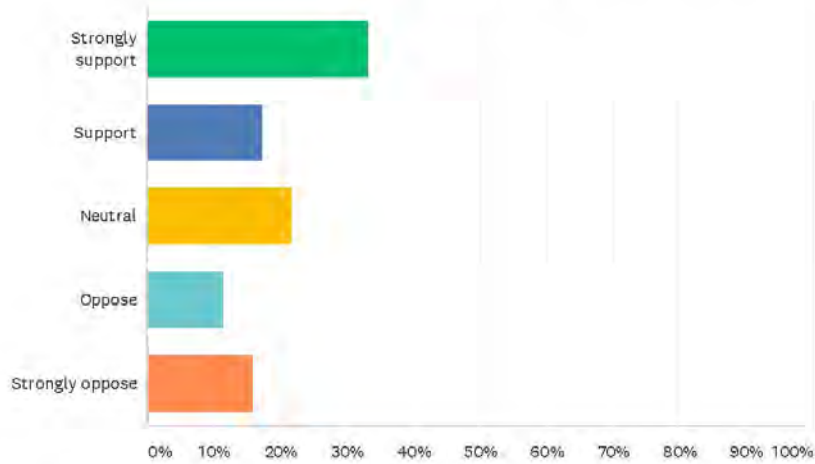


ANSWER CHOICES	RESPONSES	
Seneca St & 5th Ave	30.95%	13
Pine St & 4th Ave	14.29%	6
2nd Ave & Pike St	0.00%	0
2nd Ave & Marion St	9.52%	4
2nd Ave & James St	11.90%	5
2nd Ave Ext S & S Jackson St	7.14%	3
Other/I don't exit in Seattle	26.19%	11
TOTAL		42

Have a Say: Proposed Changes for Routes 190 and 192

Q5 Please rate your support for Proposal A.

Answered: 69 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly support	33.33%	23
Support	17.39%	12
Neutral	21.74%	15
Oppose	11.59%	8
Strongly oppose	15.94%	11
TOTAL		69

Have a Say: Proposed Changes for Routes 190 and 192

#	WHY	DATE
1	Attempting to get on I-5 at that intersection is horrible with tons of traffic. Traveling down military will also assure those individuals would be able to get picked up especially those with disabilities. 190 going South at 430pm is horrible because many get off at 430pm. A few mins later would make a world of difference.	1/7/2020 4:50 PM
2	Please do not decrease the amount of service on Rt 190. It is the only way I have to get to work in a reasonable amount of time.	1/7/2020 2:43 PM
3	Concern about decrease in 190 morning runs. Where are all the riders currently parking at Star Lake P&R going to find parking? Kent-Des Moines P&R is already always full and the Redondo P&R do not have enough spots to handle all the cars at Star Lake.	12/27/2019 6:07 PM
4	Keeps to the present route! Keeps first ride on the 190	12/27/2019 5:57 AM
5	It would give me more options.	12/23/2019 10:08 PM
6	I ride 190 both morning and evening. I go from Redondo Heights P&R to my job at One Union Square. I leave work at five and return to Redondo Heights P&R on the 190. Five days a week.	12/21/2019 12:40 PM
7	This supports a lot of riders way to transport to work with these original planned out stops.	12/20/2019 8:26 PM
8	This will lead to slow downs and more time having to be put into commuting.	12/19/2019 12:07 PM
9	I support any and all Kent routes. Why can we have endless bus service tot he East side and you continually cut south routes.	12/19/2019 11:04 AM
10	No change should be made	12/19/2019 9:53 AM
11	Why is there changes to the route? We need don't need this.	12/19/2019 7:13 AM
12	There is not enough bus routes in Federal Way to Seattle.	12/19/2019 6:44 AM
13	Still not enough trips. If you're going to close the Star Lake P&R, what is our alternative P&R -- go all the way to Redondo Hts.?	12/18/2019 4:03 PM
14	Current bus route takes long	12/18/2019 1:05 PM
15	I am a 190 rider. Everyone in Kent and federal way has to go to park and ride. Dash point road and military road are both highways and yet there are no downtown Seattle buses on dash point hwy. our buses are packed no room from combining everyone especially if you are cutting routes!!! As it is southWest King County has the least options. I have been taking pictures of the south county buses from Jackson coming in and out Of town with people standing now. Going to share disparity with media. How will combining them help us? Once again the low income ethic majority get the worse services and cuts while the east side buses I photograph are frequent and 1/2 empty. The 5 min deviation is a joke. Often it is 30 min on military road between 272 and desmoines park and ride. ride the 192 at rush hour in the morning round trip and at 5 round trip.	12/18/2019 8:04 AM
16	192 on military is much much slower.	12/18/2019 7:33 AM
17	I like the 192 specifically because it enters into the parking lot so the option of not having to cross the incredibly dangerous Kent-Des Moines Road is there. That is just so terrible, especially in the dark. Would hope if 190/192 were combined the bus size would always be an articulated bus size.	12/18/2019 7:26 AM
18	This doesn't make any sense. There is no way that this merge can happen. PLEASE KEEP EVERYTHING HOW IT IS NOW. BUS COMMUTES ARE ALREADY 45 minutes for 190. It makes NO SENSE to change anything.	12/18/2019 7:06 AM
19	Will it be easy to tell which one goes down Military and which does not? Going down Military is a bit slower.	12/18/2019 6:59 AM
20	Same route	12/17/2019 9:25 PM
21	I support an earlier 190 route. Not sure about reducing the number of trips though.	12/17/2019 4:13 PM
22	As long as Route 192 continues on Military Road from Star Lake to the Kent-Des Moines Park & Ride, I am happy.	12/17/2019 3:53 PM

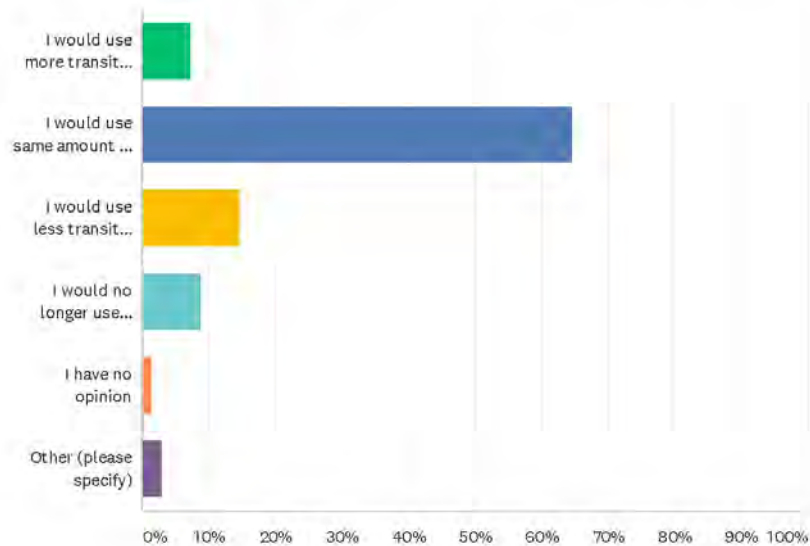
Have a Say: Proposed Changes for Routes 190 and 192

23	It fits my needs.	12/17/2019 3:31 PM
24	extended service to Redondo w/limited change	12/17/2019 3:17 PM
25	Because it is the best proposal. I believe its untrue that it would only take 5 minutes to stop in Kent-Desmoines. The driver has to get off the freeway, pick up the people and that will take 5 minutes alone and no telling how the ridership would go up at Kent Desmoines.	12/17/2019 3:16 PM
26	192 is not a reasonable option to reach my work location in Pioneer Square. This option cuts my available busses in half. If I miss one departure due to traffic getting to the park and ride I would have to wait 30 minutes! Or take 192 and transfer which would take as much if not more time.	12/17/2019 3:13 PM
27	Redondo Park is ok with extensions of 192	12/17/2019 3:11 PM
28	We need more options in bus routes not less for the people in the Des Moines area. As of right now the only real bus trip into Seattle that is somewhat efficient and quick is the 190. As of right now, route 190 buses are often cancelled or don't show and the buses do not run on time in the afternoons. I also have an issue with the bus sizes offered for the 190. We need bigger buses and not smaller ones where people are crammed on and don't have a sit. This happens often when buses do not show. I refuse to take the 192 because the trip is too slow. I already spend close to an hour on the bus with the 190 and the 192 would be even longer. Don't let there be an accident on Military Road. The people want a straight shot into Seattle with minimal stops. Proposal A is ridiculous and I hate the fact that it comes across as being told by Metro and Transit what the route will be. I need to get to work on time like everyone else and this would force me to drive into the city more.	12/17/2019 3:09 PM
29	I need service on Military Road as I do not have transportation to the Kent DesMoines P-R. I realize that I can another bus there, but I've been taking this route for 8+ years, as many of my neighbors do as well. Please, Please, Please do not discontinue service on Military Road!!!!	12/17/2019 3:04 PM
30	I don't believe this is the best alternative. It is more of a make everyone unhappy by trying to accommodate everyone with a proposal thst takes away a little from everyone.	12/17/2019 3:02 PM
31	There's limited number of bus travel to Redondo height and with the cut, it might effect late commuters	12/17/2019 3:02 PM
32	It's not a bad idea, but my options getting to work in the morning are already slim. Reducing the AM 190 trips to four would mean earlier start times for me.	12/17/2019 2:57 PM
33	Only 4-morning trips for 190 is not enough. For example, the last morning 190 bus was completely full this morning. I do not want to see what it would look like with 4 fewer trips. I understand that the 192 is now going to Redondo would replace the 4 lost 190 routes but the 190 will be the more popular route as it makes fewer stops. What about extended evening hours? The last 190 from Belltown is at 5:30. What are you supposed to do if you have to work past 5:30?	12/17/2019 2:57 PM
34	I take the 192 and get on and off at the Kent Des Moines P&R and it appears that not much would change with that route.	12/17/2019 2:55 PM
35	Create alternate travel issues during inclement weather.	12/17/2019 2:51 PM
36	not much benefit to change; more consolidation would yield shorter waits.	12/16/2019 10:20 AM

Have a Say: Proposed Changes for Routes 190 and 192

Q6 How would Proposal A affect your use of transit?

Answered: 68 Skipped: 1



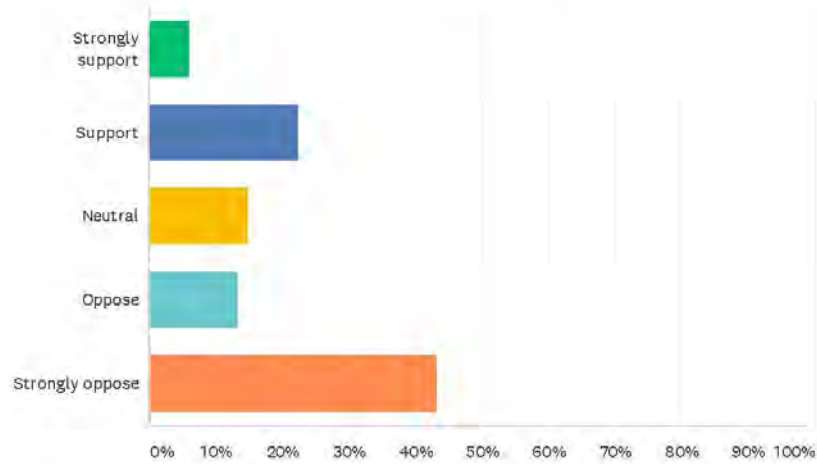
ANSWER CHOICES		RESPONSES	
I would use more transit than I do now		7.35%	5
I would use same amount of transit as I do now		64.71%	44
I would use less transit than I do now		14.71%	10
I would no longer use transit		8.82%	6
I have no opinion		1.47%	1
Other (please specify)		2.94%	2
TOTAL			68

#	OTHER (PLEASE SPECIFY)	DATE
1	I read the Park N Ride eliminated March 2020 where are you proposing we park? In the past parking at the church has resulted in multiple car break ins	12/19/2019 8:30 AM
2	Depends	12/17/2019 3:09 PM

Have a Say: Proposed Changes for Routes 190 and 192

Q7 Please rate your support for Proposal B.

Answered: 67 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly support	5.97%	4
Support	22.39%	15
Neutral	14.93%	10
Oppose	13.43%	9
Strongly oppose	43.28%	29
TOTAL		67



Have a Say: Proposed Changes for Routes 190 and 192

#	WHY	DATE
1	Getting onto the freeway at that entrance has tons of traffic then merging back would be even worse. Plus we'd leave out all the people here needing transportation on Military Rd.	1/7/2020 4:50 PM
2	Route 190 routinely runs 30-45 minutes behind schedule in the afternoon. Rerouting would slow things down even further. It already takes at least 2 hours for me to get home most nights.	1/7/2020 2:43 PM
3	I like the potential morning commute, but no mention of the return trip from Seattle which I believe drops off 190 riders at Kent-Des Moines I-5 freeway exit. This is a further walk to get to the park and ride with less street lighting and crossing under the I-5 overpass. Not feeling very safe.	12/29/2019 10:28 AM
4	Additional stop will make me late to work unless the earlier start time is early enough to recover time for the additional stop.	12/27/2019 5:57 AM
5	Commute will take much longer because of the stop at Kent-Des Moines. Current route for 190 keeps the bus on the HOV lane when it enters the freeway from 272nd. With the new change it would stay on the right most lane to take the next exit which has a lot of traffic congestion.	12/23/2019 10:08 PM
6	Because I live south of Redondo Heights P&R and do not wish to have walk further than I already do. Also, transfers can lead to MISSED transfers.	12/21/2019 12:40 PM
7	It would effect the time I make it to work and I would not be able go to work anymore, the routes for both sides of town should stay separate and accomodate their time also	12/20/2019 8:26 PM
8	Adding 3 routes works but what about parking issues at Kent Des Moines park and ride? It already fills very very early. It's also hard to enter and exit during rush hours.	12/19/2019 11:04 AM
9	Too much time bus	12/19/2019 9:53 AM
10	Why is there changes to the route? We need don't need this.	12/19/2019 7:13 AM
11	It would make my commute longer and I'd need to take two buses. I only take one now & catch it on Military Road.	12/19/2019 7:02 AM
12	There is not enough bus routes in Federal Way to Seattle.	12/19/2019 6:44 AM
13	Just need to remember that people still catch the 192 between S 272nd and Kent-Des Moines road	12/18/2019 6:28 PM
14	Same as A.	12/18/2019 4:03 PM
15	There are already so many buses that travel through this way.	12/18/2019 1:05 PM
16	Keep the frequency of 190	12/18/2019 8:24 AM
17	As long as they have a 5:25-530 departure	12/18/2019 8:04 AM
18	Why earlier start time, they are all plenty early already, nobody takes the bus at 4am	12/18/2019 7:33 AM
19	I hate crossing that dangerously busy, high-speed road with traffic coming from all different directions. Prefer to make it home in one piece and see my loved ones. I can't even believe there could not be more 192 trips into the park and ride. To me, that's what using a park and ride should be all about—convenience and safety.	12/18/2019 7:26 AM
20	This doesn't make any sense. There is no way that this merge can happen. PLEASE KEEP EVERYTHING HOW IT IS NOW. BUS COMMUTES ARE ALREADY 45 minutes for 190. It makes NO SENSE to change anything.	12/18/2019 7:06 AM
21	This would be a consistent route and wouldn't add too much time.	12/18/2019 6:59 AM
22	Run time for 190 to Seattle is already slow due to traffic.	12/17/2019 9:25 PM
23	This would make 190 a slower ride.	12/17/2019 4:13 PM
24	Since my kids and I use the Kent-Des Moines P&R, an increase in AM trips would be welcomed.	12/17/2019 4:01 PM
25	It is not convenient for me to drive to Kent Desmoines park and ride	12/17/2019 3:57 PM
26	See answer to the "Why" re proposal A.	12/17/2019 3:53 PM

Have a Say: Proposed Changes for Routes 190 and 192

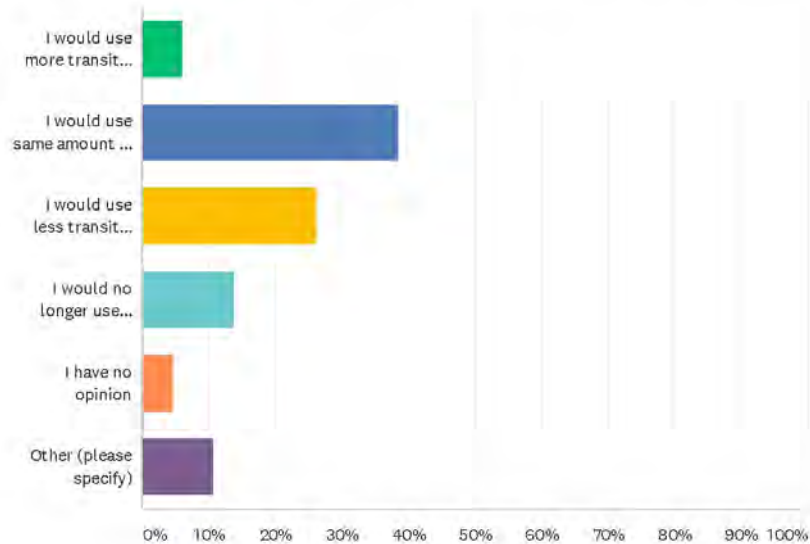
27	Need this part of military road services due to the fact to many transfers in such a short ride. Combine every other route to continue using military road, 4 on military road and 4 on the freeway stops. Problem solved.	12/17/2019 3:49 PM
28	It fits my needs. Benefit of not going on Military road is nice.	12/17/2019 3:31 PM
29	continued service at the kent/des moines park n ride	12/17/2019 3:17 PM
30	I like proposal A.	12/17/2019 3:16 PM
31	It takes more time to get to work	12/17/2019 3:14 PM
32	Less overall impact to my commute time if a particular departure is missed or the bus doesn't show up.	12/17/2019 3:13 PM
33	You say that this would only add 5 extra minutes to the commute but that is not true. With the way traffic is in Federal Way, Kent, Des Moines and Tukwila on any given day the traffic can be horrendous. Although I prefer this option over proposal A, I am still not happy with the potential change. Metro can't even get right the system that they have right now and now you want to possibly change it. This is poor customer service. We need a public meeting for people to voice their opinions and speak their mind and give real in person feedback!!	12/17/2019 3:09 PM
34	Helping people along Military road get better service is worth the sacrifice of taking the buss off I-5. Traffic on both Military and I-5 is variable from day to day anyway and I see that as the biggest issue with the change.	12/17/2019 3:04 PM
35	This would absolutely change my ability to access express serve to Seattle. I commute with many people who access bus service on Military Road. Please do not discontinue the 192!	12/17/2019 3:04 PM
36	Early start for 1st trip, all trips are same, dont have to figure out alternative depending on when you are traveling.	12/17/2019 3:02 PM
37	More service overall.	12/17/2019 2:59 PM
38	Don't take away a bus line! That's a terrible inconvenience to people, even if it doesn't affect me.	12/17/2019 2:57 PM
39	Better than Proposal A as it does not decrease the number of 190 buses but would add additional travel time to my commute	12/17/2019 2:57 PM
40	It eliminates the 192 and I can't tell if it would go into the Park & Ride or just stop at the freeway station.	12/17/2019 2:55 PM



Have a Say: Proposed Changes for Routes 190 and 192

Q8 How would Proposal B affect your use of transit?

Answered: 65 Skipped: 4



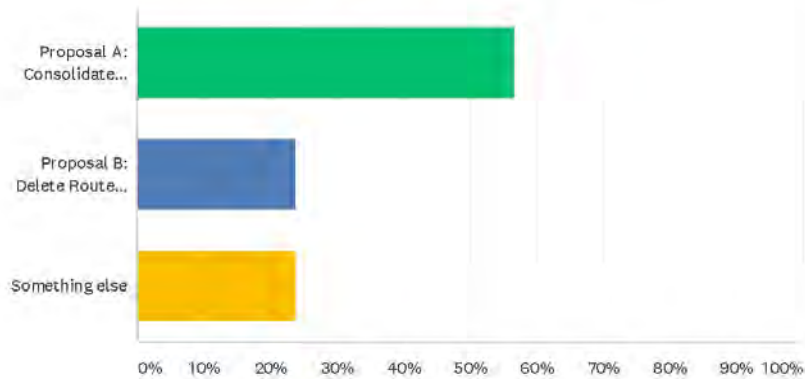
ANSWER CHOICES		RESPONSES	
I would use more transit than I do now		6.15%	4
I would use same amount of transit as I do now		38.46%	25
I would use less transit than I do now		26.15%	17
I would no longer use transit		13.85%	9
I have no opinion		4.62%	3
Other (please specify)		10.77%	7
TOTAL			65

#	OTHER (PLEASE SPECIFY)	DATE
1	I would have to take a different, less convenient way home, probably on a different route.	1/7/2020 2:43 PM
2	The 190 return trip to kent-does moines p&r is a concern	12/29/2019 10:28 AM
3	I would have no choice for transit any longer	12/20/2019 8:26 PM
4	I would avoid the Kent Des Moines park and ride situation	12/19/2019 11:04 AM
5	I would use light rail instead.	12/18/2019 7:26 AM
6	I would be greatly inconvenienced.	12/17/2019 3:53 PM
7	Depends	12/17/2019 3:09 PM

Have a Say: Proposed Changes for Routes 190 and 192

Q9 Which proposal do you prefer?

Answered: 67 Skipped: 2



ANSWER CHOICES	RESPONSES	
Proposal A: Consolidate Routes 190 & 192	56.72%	38
Proposal B: Delete Route 192 & minor deviation for Route 190	23.88%	16
Something else	23.88%	16
Total Respondents: 67		

Have a Say: Proposed Changes for Routes 190 and 192

#	SOMETHING ELSE	DATE
1	N	12/19/2019 8:46 PM
2	No changes	12/19/2019 12:07 PM
3	Do not make changes	12/19/2019 9:53 AM
4	Don't eliminate the parking space at the Star Lake Park N Ride	12/19/2019 8:30 AM
5	Why is there changes to the route? We need don't need this.	12/19/2019 7:13 AM
6	Keep the bus routes the same or add even more travel times for the 190 route.	12/19/2019 6:44 AM
7	You are closing my park n ride and having me drive further to a park n ride that will have changes to the schedule times, which has not been disclosed. I have specific hours I must be at work and at times work late, I need to be able to depend on my transit	12/18/2019 4:38 PM
8	Re-route 178 to stop at Star Lake P&R.	12/18/2019 4:03 PM
9	I would expect more buses for the 190 and 192 stop. Consolidation does not improve time. Deleting and making 190 have to take deviation would cause a long bus ride home. Rides on rainy days are already almost 1 hour long. Rides to and from Seattle on a normal day is already 45 minutes long. Adding more routes and trying to consolidate would not improve or better the commute for people who live in Federal Way.	12/18/2019 1:05 PM
10	No changes	12/18/2019 7:34 AM
11	Neither, both the Kent park and ride and traveling on military add significant time to the trip, especially in the afternoon	12/18/2019 7:33 AM
12	MAKE NO CHANGES. WE DON'T HAVE A LIGHT RAIL STATION IN FEDERAL WAY. SO WHY MAKE CHANGES NOW?	12/18/2019 7:06 AM
13	I like it the way it is now.	12/17/2019 3:17 PM
14	We need more routes to Seattle for the residents of Des Moines. More and more people are moving south and therefore the people commuting into Seattle is growing. Taking away options is a way to increase people not using transportation and hoping in their cars which is something I thought Metro wanted to avoid. We need to keep 8 routes with the 190 and have the option of parking at Redondo or Star Lake. The buses need to come more frequently in the afternoons and before 3pm. We need the bigger buses and consistently (something we rarely get). The 192 route to me is pointless and takes too much time. It would be great if we had a 190 express bus that was more of a straight shot to and from Seattle. I do not support either proposals. Metro and transit needs to come up with other options, options that include the public opinion. Why do we not get a public meeting so that people can hear the opinions from the residents who leave in or near Des Moines? What are you afraid of?	12/17/2019 3:09 PM
15	Where would it go in downtown Seattle? Would there be any local service serving the stops along military between the Fwy stops....?	12/17/2019 2:59 PM
16	Leave the routes as they are!	12/17/2019 2:59 PM

Have a Say: Proposed Changes for Routes 190 and 192

Q10 Do you have other ideas for how to improve transit in this area?

Answered: 39 Skipped: 0

Have a Say: Proposed Changes for Routes 190 and 192

#	RESPONSES	DATE
1	Plan A would be the best option for all. Make south bound pick up at 2nd and James 435pm. Also more times if possible.	1/7/2020 4:50 PM
2	Kent is poorly connected to the rest of King County and the greater Seattle area. No matter where I want to go--Renton, Downtown, Bellevue, etc, it always takes at least 2 transfers and at least an hour, even if the location is only 15 minutes away by car. Please give us more direct routes and more frequent service.	1/7/2020 2:43 PM
3	Need more parking spots if Star Lake is closing.	12/27/2019 6:07 PM
4	more buses make a route from Kirkland transit center through Bellevue through Newcastle through Renton through Southcenter through Seatac then end at Kent park and ride so the east and south side are connected	12/23/2019 10:56 AM
5	N	12/19/2019 8:46 PM
6	none	12/19/2019 8:30 AM
7	Why is there changes to the route? We need don't need this.	12/19/2019 7:13 AM
8	Keep the bus routes the same or add even more travel times for the 190 route.	12/19/2019 6:44 AM
9	More trips on the 190. I live halfway between Star Lake and the Federal Way Transit Center, and I have to choose FWTC because both 179 and 577 serve it and serve it often. Also they run during the day at non-peak times on those days when I leave work early. Alas, the parking lot fills up by 8 AM so I can't use transit at all when I need to go downtown later than that.	12/18/2019 4:03 PM
10	Provide more bus trips just like how people who live north have it.	12/18/2019 1:05 PM
11	Dow Constantine asked people of king county to move from driving to taking the bus and try to change hours from 9-5. We did both!! so option A would create so many drivers on I5 that need to be At Work at 6:40. We have no way to return home midday if we are sick or have dr appt. we have no way to get home if we have to work past 5:15pm last bus 5:30. if anything I would do option B and extend service.	12/18/2019 8:04 AM
12	Keep the buses on the freeway, barely anyone boards on military	12/18/2019 7:33 AM
13	It's a congested mess in our area. While one option if transportation is being expanded, other options get eliminated. Not sure we come out ahead that way.	12/18/2019 7:26 AM
14	GIVE 190 BUS USERS LONG BUSES	12/18/2019 7:06 AM
15	Make traffic light favors bus go to I5. For 192, less stop on Military Rd, For 190, more articulated bus.	12/17/2019 9:25 PM
16	Would like to keep the same amount of rides.	12/17/2019 4:13 PM
17	How about improve security in the K-DM P&R? My car has been broken into 3x.	12/17/2019 4:01 PM
18	Stagger the a.m. departure times for Routes 158, 159 & 192 so they don't all arrive at the Kent-Des Moines Park & Ride at exactly the same time so that if one misses any of these buses, one can catch a later-arriving bus and therefore get to work on time	12/17/2019 3:53 PM
19	For either proposal please ensure all departures use the longer buses if you are combining routes!! They will be crowded	12/17/2019 3:13 PM
20	Give us long buses. We've been stuck with short buses lately and people are left standing all the time especially for 190 (on the way to seattle from federal way)	12/17/2019 3:11 PM
21	See my comment from question 9.	12/17/2019 3:09 PM
22	Please do not discontinue the 192!	12/17/2019 3:04 PM
23	Please extend route in the evening from 5:45 to 6:30pm	12/17/2019 3:02 PM
24	Serve the surface street stops w/local service.	12/17/2019 2:59 PM
25	Leave the routes like they currently are!!! Don't mess with them!	12/17/2019 2:59 PM
26	Ensure big buses only, and crack down on those who miss their route start times	12/17/2019 2:57 PM

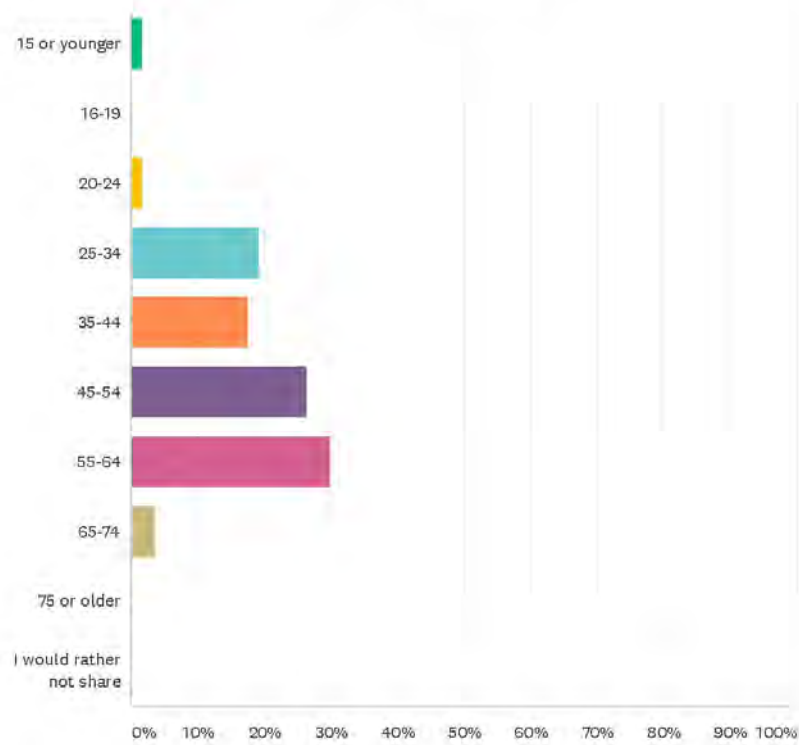
Have a Say: Proposed Changes for Routes 190 and 192

27	This is already a very long commute with very limited time services. An option that reduces the travel time and later evening bus routes would be greatly appreciated.	12/17/2019 2:57 PM
28	I can't think of anything. You guys do a good job of getting people to work day after day. Thank you!	12/17/2019 2:55 PM
29	A two-way all-day local route should connect Kent TC and the Angle Lake Link station. A consolidated Route 190.2 could use in Seneca ramp inbound AND the Spring bus lane outbound for better speed. Link serves the SODO busway.	12/16/2019 10:20 AM

Have a Say: Proposed Changes for Routes 190 and 192

Q11 What is your age?

Answered: 57 Skipped: 12

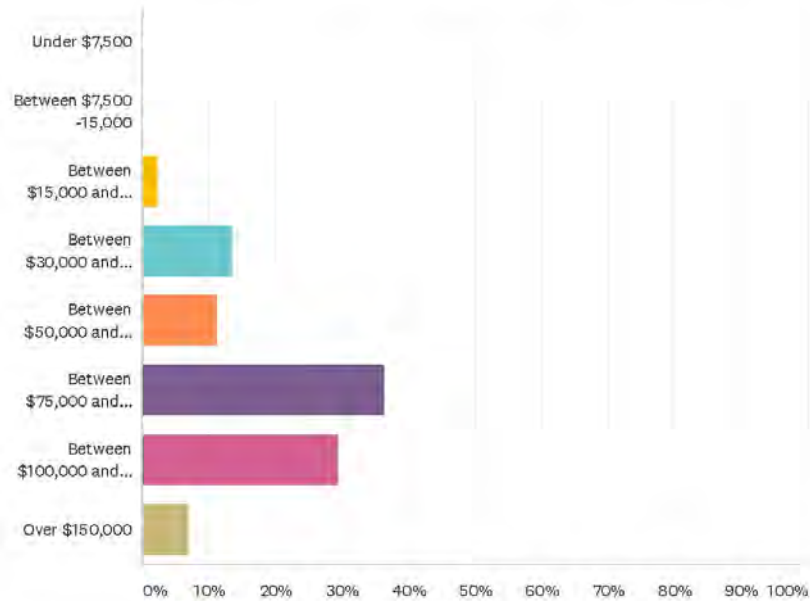


ANSWER CHOICES	RESPONSES	
15 or younger	1.75%	1
16-19	0.00%	0
20-24	1.75%	1
25-34	19.30%	11
35-44	17.54%	10
45-54	26.32%	15
55-64	29.82%	17
65-74	3.51%	2
75 or older	0.00%	0
I would rather not share	0.00%	0
<b>TOTAL</b>		<b>57</b>

Have a Say: Proposed Changes for Routes 190 and 192

Q12 What is your annual household income?

Answered: 44 Skipped: 25



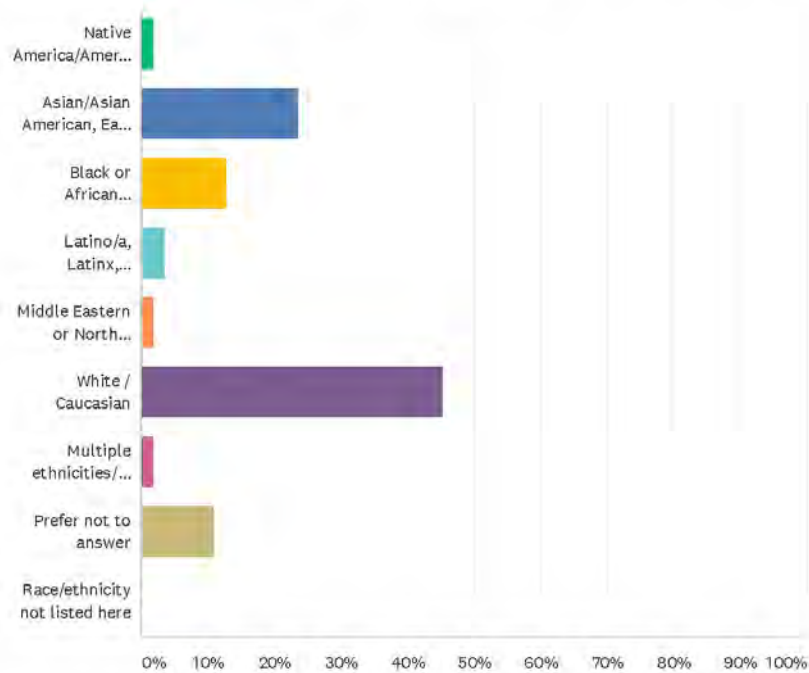
ANSWER CHOICES	RESPONSES	
Under \$7,500	0.00%	0
Between \$7,500 -15,000	0.00%	0
Between \$15,000 and \$29,999	2.27%	1
Between \$30,000 and \$49,999	13.64%	6
Between \$50,000 and \$74,999	11.36%	5
Between \$75,000 and \$99,999	36.36%	16
Between \$100,000 and \$150,000	29.55%	13
Over \$150,000	6.82%	3
TOTAL		44



Have a Say: Proposed Changes for Routes 190 and 192

Q13 What is your ethnicity? (Please select all that apply.)

Answered: 55 Skipped: 14



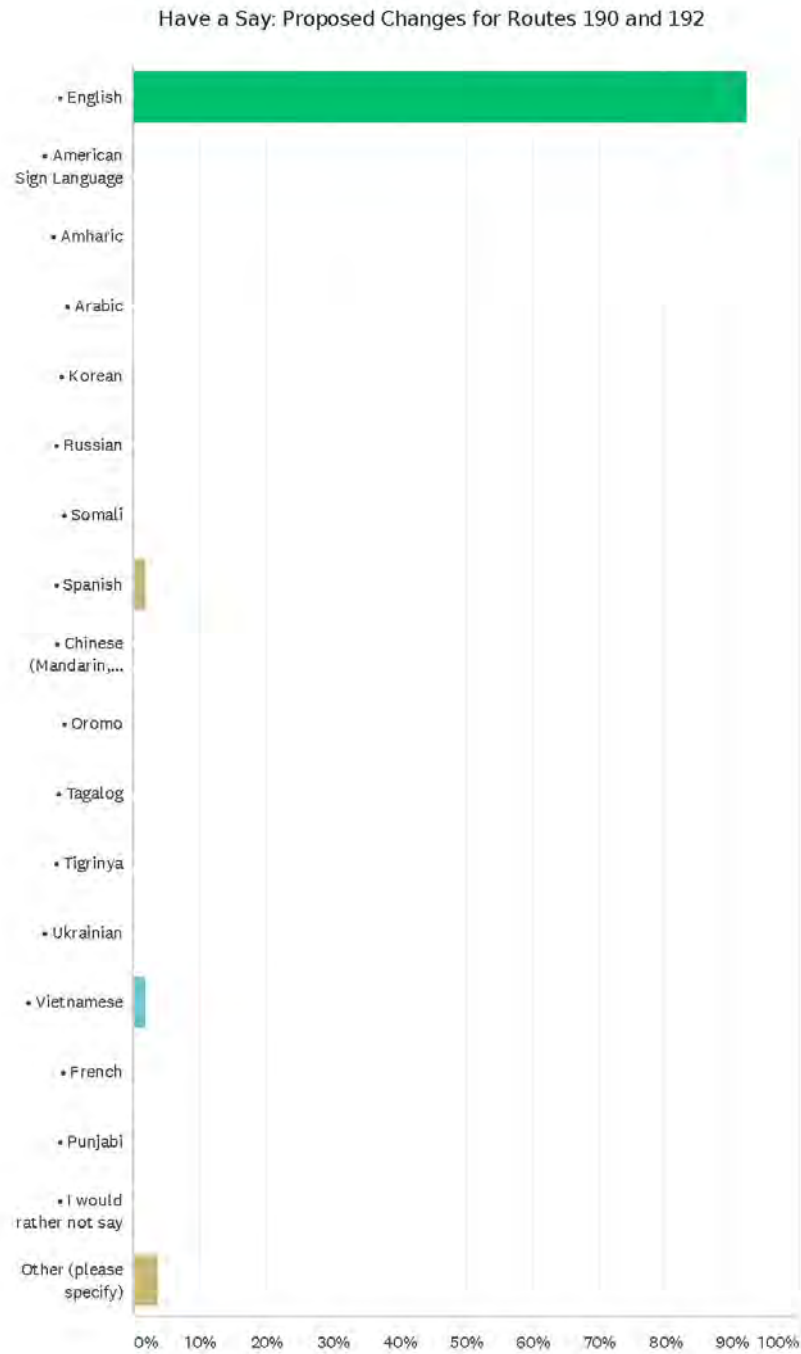
ANSWER CHOICES		RESPONSES	
Native America/American Indian or Alaskan Native		1.82%	1
Asian/Asian American, East Asian, or Southeast Asian		23.64%	13
Black or African American, Afro-Caribbean		12.73%	7
Latino/a, Latinx, Hispanic		3.64%	2
Middle Eastern or North African		1.82%	1
White / Caucasian		45.45%	25
Multiple ethnicities/BI-racial		1.82%	1
Prefer not to answer		10.91%	6
Race/ethnicity not listed here		0.00%	0
Total Respondents: 55			

#	RACE/ETHNICITY NOT LISTED HERE	DATE
There are no responses.		

Have a Say: Proposed Changes for Routes 190 and 192

Q14 What is the primary language you speak at home?

Answered: 52 Skipped: 17



Have a Say: Proposed Changes for Routes 190 and 192

ANSWER CHOICES		RESPONSES
• English	92.31%	48
• American Sign Language	0.00%	0
• Amharic	0.00%	0
• Arabic	0.00%	0
• Korean	0.00%	0
• Russian	0.00%	0
• Somali	0.00%	0
• Spanish	1.92%	1
• Chinese (Mandarin, Cantonese, etc.)	0.00%	0
• Oromo	0.00%	0
• Tagalog	0.00%	0
• Tigrinya	0.00%	0
• Ukrainian	0.00%	0
• Vietnamese	1.92%	1
• French	0.00%	0
• Punjabi	0.00%	0
• I would rather not say	0.00%	0
Other (please specify)	3.85%	2
TOTAL		52

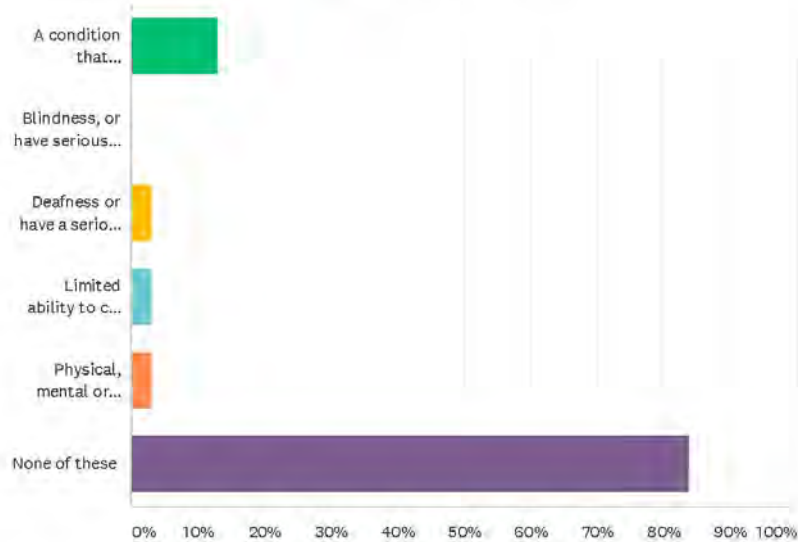
  

#	OTHER (PLEASE SPECIFY)	DATE
1	Farsi	12/23/2019 10:56 AM
2	Telugu	12/18/2019 8:24 AM

Have a Say: Proposed Changes for Routes 190 and 192

Q15 If you have a disability, please indicate what kind (check all that apply)

Answered: 31 Skipped: 38

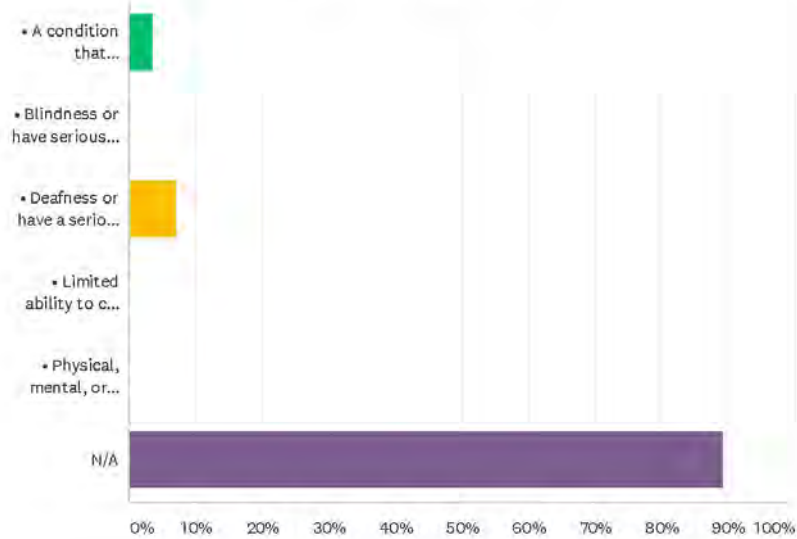


ANSWER CHOICES	RESPONSES	
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting or carrying	12.90%	4
Blindness, or have serious difficulty seeing when wearing glasses	0.00%	0
Deafness or have a serious hearing difficulty	3.23%	1
Limited ability to care for yourself	3.23%	1
Physical, mental or emotional condition that limits learning, remembering or concentrating	3.23%	1
None of these	83.87%	26
Total Respondents: 31		

Have a Say: Proposed Changes for Routes 190 and 192

**Q16 SKIP**

Answered: 28 Skipped: 41

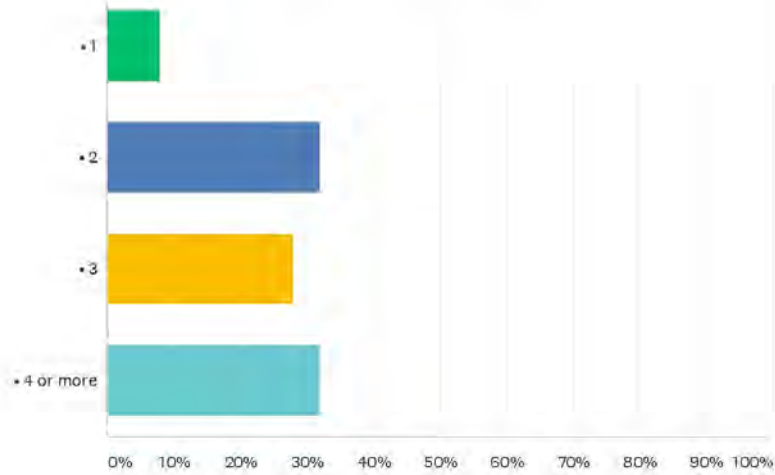


ANSWER CHOICES	RESPONSES	
• A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying	3.57%	1
• Blindness or have serious difficulty seeing when wearing glasses	0.00%	0
• Deafness or have a serious hearing difficulty	7.14%	2
• Limited ability to care for yourself	0.00%	0
• Physical, mental, or emotional condition that limits learning, remembering, or concentrating	0.00%	0
N/A	89.29%	25
<b>TOTAL</b>		<b>28</b>

Have a Say: Proposed Changes for Routes 190 and 192

Q17 How many people, including yourself, live in your household?

Answered: 50 Skipped: 19



ANSWER CHOICES	RESPONSES	
1	8.00%	4
2	32.00%	16
3	28.00%	14
4 or more	32.00%	16
TOTAL		50

## **Exhibit G Mobility Board Summaries**

Renton-Kent-Auburn Area Mobility Plan 2019

### **Mobility Board Summaries**

Exhibit G



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**To Name of Participant:** [FIRST AND LAST NAME]  
**From:** Triangle Associates on behalf of King County Metro  
**Date:** 5/21/19  
**Subject:** Letter of Agreement for Receiving Participation Stipends

Dear Renton-Kent-Auburn Mobility Board Member,

Thank you for participating on the King County Metro Renton-Kent-Auburn Area Mobility Plan Mobility Board. Mobility Board members will work with King County Metro service staff to make recommendations for the project scope, which includes identifying and prioritizing mobility needs and transit solutions in the Renton-Kent-Auburn area, changes to existing transit routes and services, trade-offs, and network concepts. Your expertise and perspective will help this group be successful.

[Triangle Associates](#) is a policy facilitation company that King County Metro contracted with to facilitate the Renton-Kent-Auburn Area Mobility Plan Mobility Board. As part of these facilitation duties, Triangle will be providing financial stipends to participants on the Mobility Board.

This letter is intended to describe the purpose of the Mobility Board and details of receiving stipends for participating on the Mobility Board. Signing this letter acknowledges your understanding of your role on the Mobility Board and your agreement with the terms of these participation stipends.

**Project Background:** The Renton-Kent-Auburn Area Mobility Plan (Area Mobility Plan) will map out future transit options for Renton, Kent, Auburn and surrounding areas. This planning process will integrate the new RapidRide I Line, other fixed-route and dial-a-ride transit (DART) buses and Metro's Community Connections Program, which could include cost-efficient transportation options in areas that don't have the infrastructure, density, or land use to support regular, fixed-route bus service. The Area Mobility Plan will deliver an updated, integrated mobility network in September 2020, including a new route from Renton to Kent to Auburn that will be upgraded to the I Line in 2023.

The Renton-Kent-Auburn Area Mobility Plan will:

- **Deliver an integrated network** of RapidRide, fixed-route transit, dial-a-ride transit, and flexible mobility services that are coordinated with high-capacity rail service in the project area.
- Create a single route from Renton to Kent to Auburn to be upgraded to the **RapidRide I Line** in 2023.
- **Improve transit access** for historically underserved populations.
- Identify needs and priorities to inform **future service network investments** in South King County.

**Charge of the Mobility Board:** The Mobility Board is important to King County Metro's approach to equitable planning. Mobility Board members represent their community's interests, as transit riders and community members, and contribute to the project team's understanding and prioritization of current and future community needs as they relate to the proposed project.

The Mobility Board is charged with providing insight and advice on:

- Reviewing and providing feedback on the Area Mobility Plan, including the I Line alignment. The Board may provide insight and advice on:
  - Barriers to transit use and mobility priorities.
  - Changes to existing routes and services.
  - A final mobility network.
- Collaboratively engage with other Mobility Board members and the project team to understand project barriers and priorities.
- Represent their community's interests and concerns and act as a liaison to their respective communities regarding the Board's work and outcomes.

**Decision Making:** While the Mobility Board is charged with advising the project team on project needs and priorities and concepts for improvements, the responsibility for making final decisions rests with King County Metro. Final decisions will take into consideration the contributions of the Mobility and Advisory Board members, as well as other community input, available budget, statutory requirements, feasibility, and other factors.

**Responsibilities:** Mobility Board members will:

- Participate in at least three meetings between May 2019 and November 2019.
- Review background materials in advance of meetings.
- Engage in positive, productive communication with other members, the facilitator, and project staff, recognizing that others' input is legitimate.
- Review and provide comments on provided materials.
- Find opportunities for agreement whenever possible.
- Not represent themselves as speaking for the entire group unless directed to do so (for example, when soliciting feedback from constituents.)
- Not represent themselves as speaking for King County Metro under any circumstances. (This working rule in no way restricts individual Mobility Board members, in their capacity as community members, from interacting with elected officials, the media, or community organizations.)

**Payment Details:**

Task	Hours	Hourly Rate	Sub-Total
Meeting 1 on May 30	3.5	\$50	\$175
Meeting 2 on June 1	6	\$50	\$300
Meeting 3 on [date] (if known)	2	\$50	\$100
Meeting 4 on [date] (if known)	2	\$50	\$100

TOTAL \$675

If receiving over \$600.00 in stipends, please submit a W-9 form to Triangle Associates: Mishu Pham-Whipple; [mishupw@triangleassociates.com](mailto:mishupw@triangleassociates.com); 206-962-6417.

**Payment Procedures:** At the end of each meeting, participants will sign a document affirming their participation in the meeting and the completion of their meeting responsibilities. Signing this document will function as an invoice for Triangle to process. Triangle will then send a check to the meeting participants via mail.

If you have any questions about receiving stipends for your involvement on the Mobility Board, please contact Mishu Pham-Whipple; [mishupw@triangleassociates.com](mailto:mishupw@triangleassociates.com); 206-962-6417.

Signature of Triangle Representative

\_\_\_\_\_ Date: \_\_\_\_\_

Signature of Meeting Participant

\_\_\_\_\_ Date: \_\_\_\_\_

Printed Name of Triangle Representative

\_\_\_\_\_

Printed Name of Meeting Participant

\_\_\_\_\_





## RapidRide I Line and Renton Kent Auburn Area Mobility Plan

### Summaries of Mobility Board Meetings held on May 30 and June 1, 2019

#### KC Metro Renton Kent Auburn Area Mobility Plan

#### Summaries of Mobility Board Meetings held on May 30 and June 1, 2019

##### RKAAMP Mobility Board Key Outcomes

---

A diverse group of 27 members came together to for the Renton-Kent-Auburn Area Mobility Plan Mobility Board representing a range of mobility needs, rider types, and familiarity with the project area

- Of the 27 members, there were native English, Somali, and Spanish speakers, as well as bilingual speakers who spoke Somali, French, Spanish, Arabic, or Farsi
- Perspectives of all rider types were represented, including seniors, students, and riders with disabilities.
- Board members live and/or work in Renton, Kent or Auburn. Some were affiliated with surrounding areas such as Covington, Burien, Tukwila, Seattle, and SeaTac.

Mobility Board members built an understanding of transit services, rider types, and service planning best practices for application in the Renton, Kent, Auburn sub-areas

Mobility Board members reviewed and **prioritized needs per sub-area** in line with Mobility Plan goals and equity focus.

##### Renton Top Needs:

- More service frequency and longer span
- More frequent service and better transit access to the Highlands
- Fill service gaps with more coverage
- East-west connections are difficult
- Direct connections between important destinations with decentralized service

##### Kent Top Needs:

- Increase the frequency and span of service to better meet community needs, including routes operating later, earlier and on weekends

## **RAPIDRIDE**

- Improve coverage/distribution of service throughout Kent and create new connections to jobs, regional transit, and hard-to-reach community assets
- Improve service quality for more on-time and less crowded service
- Improve east/west connections
- Better align service to match demand to reduce overcrowding and duplication of service

### Auburn Top Needs:

- Service south of Auburn station, especially to Algonia Pacific
- Provide more weekend and late-night service, especially for shift workers in Pacific and Muckleshoot Casino
- Establish a network of service not centralized on Auburn Station
- Serve key destinations including Work Source, Green River College, late-night jobs, shopping areas, YMCA, Rec Center, and Senior Center

Mobility Board members **identified initial solutions and tradeoffs for further study by Metro** to best meet the priority needs of the Renton, Kent, Auburn communities. Key solutions and Mobility Board preferences include:

### Renton Solutions:

- Create more frequent and longer span of service to the Renton Highlands
- Replace Route 908 with flexible service
- Create more direct access between destinations
- Consolidate Routes 908 and 105 for better frequency
- E/W connection to Link light rail could replace Route 102 for better reliability
- Reorient Route 148 to 116th and 128th
- Straighten 906 pathway

### Kent Top Needs:

- Rapid Ride I Line alignment on Canyon
- Better align service with demand to reduce overcrowding and make best use of service resources
- Reduce duplication of Routes 164, 169, 168
- Connect and create more E/W services
- Create a Kent East Hill circulator
- Fill network gaps where there's currently no service
- Increase span and frequency of service to the bus runs when people need it
- Decentralize service to create a network providing more coverage to community destinations
- Better connections between service providers, including new mobility services
- Pilot and educate community members and service providers about community van/bus share for weekly local trips
- Work with the City of Kent to improve sidewalks and street crossings to transit stops

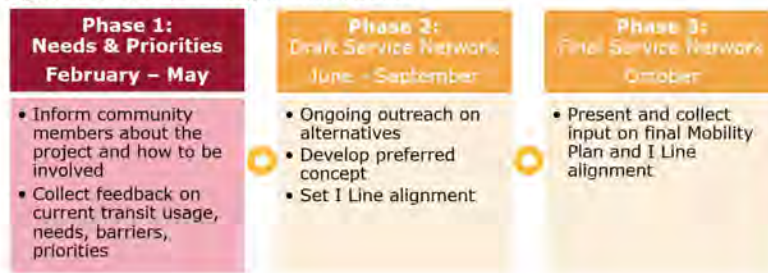
## RAPIDRIDE

### Auburn Top Needs:

- Create a fast, frequent east-west connection along 8th St NE between Hospital to Senior Housing/Park-and-Ride to Auburn Station/Rapid Ride I Line to Green River College
- Maintain Route 181 service to the high school, senior center, library but supplement with frequent east-west connection to Green River College
- Keep Rapid Ride I Line on Auburn Way; Ensure Rapid Ride stations serve important local destinations
- Create an Auburn-Algona-Pacific circulator loop
- Simplify service along the 186/915 corridor with more frequent service on weekends connecting Auburn to Enumclaw and the Muckleshoot Casino
- Establish a network of service not centralized on Auburn Station creating more coverage with N/S and E/W corridors; intersections/transfer points become mini-hubs outside of Auburn Station
- Make park-and-rides a part of the transit network
- Add transit service along Military Road

Next steps for the Mobility Board include ongoing communication and outreach through the summer as Metro studies initial concepts for the Mobility Plan. The Mobility Board will reconvene in mid-September 2019 to review the initial concepts for the Mobility Plan.

**Figure 1: Area Mobility Plan Process**





## RAPIDRIDE

### Part 1: Service Planning Orientation

**Figure 2: Part 1 Agenda**

**Part 1: Service Planning Orientation**

Thursday, May 30<sup>th</sup> | 4:30 pm – 8:00 pm

Kent Senior Activities Center Room 8

**Meeting Outcomes**

- Mobility Board members understand the purpose of the Renton Kent Auburn Area Mobility Plan and their role in shaping the results.
- Mobility Board members build an understanding of King County Metro’s services, riders, and best practices for creating solutions to meet community needs and project goals.

Time	Agenda Item	Materials
4:30 PM	Welcome & Introductions	<ul style="list-style-type: none"> <li>• Agenda</li> </ul>
5:00 PM	Mobility Board Charter	<ul style="list-style-type: none"> <li>• Letter of Agreement</li> </ul>
5:15 PM	What is Metro? Overview: Renton-Kent-Auburn Area Mobility Plan & Rapid Ride I-line	<ul style="list-style-type: none"> <li>• Project Overview PPT</li> </ul>
5:45 PM	Quick Break	Dinner provided
6:00 PM	Service Planning Orientation	<ul style="list-style-type: none"> <li>• Service Planning Orientation PPT</li> </ul>
6:30 PM	Service Types and Types of Riders Activity	<ul style="list-style-type: none"> <li>• Transit Persona Cards</li> </ul>
7:00 PM	Transit Planning Best Practices	<ul style="list-style-type: none"> <li>• Mobility Plan Goals and Transit Planning Best Practices</li> </ul>
7:15 PM	Design Your Own Transit Network Activity	<ul style="list-style-type: none"> <li>• Network Maps</li> </ul>
7:45 PM	Board Member Report Out	
8:00 PM	Adjourn	

### Welcome and Introductions

Chris O’Claire, King County Metro welcomed the Mobility Board and shared that Metro is eager to receive input from the Renton-Kent-Auburn Area Mobility Board. Robyn Austin, King County Metro, reminded participants that the Mobility Board is intended to be a stakeholder group that

## RAPIDRIDE

represents the interests and demographics of people that use Metro's services in the project area. The Mobility Board will provide input to Metro on the communities' mobility needs and priorities and help community members stay informed about the project (see Appendix A for Mobility Board demographics).

Robyn then led a round of introductions in which members shared why they were interested in being on the Mobility Board (see Appendix B for a list of attendees).

### Introduction to Metro and Project Overview

Robyn shared that the outcome of the Renton-Kent-Auburn Area Mobility Plan will be an updated, integrated mobility network comprised of various transit services to meet community needs, including RapidRide, fixed route transit, dial-a-ride transit, and flexible mobility services coordinated with commuter rail service in the project area. The Mobility Plan will also identify needs and priorities to inform future transit investments in South King County.

While the Mobility Board is charged with advising the Metro on needs, priorities, and concepts for improvements documented in the Mobility Plan, the responsibility for making final decisions rests with King County Metro and ultimately the King County Council. Final decisions will take into consideration the contributions of the Mobility and Partner Review Boards, as well as other community input, available budget, statutory requirements, feasibility, and other factors.

After receiving questions from Board members, Robyn made the following clarifications:

- The Sounder routes will not be affected by the Mobility Plan
- The I Line will begin in Renton. Route 180 will be affected and is a topic of discussion for the Mobility Board to consider.
- Fare prices will not increase with the new Rapid Ride.

### Service Planning Orientation

Ted Day, King County Metro, gave a presentation to introduce the Mobility Board to the varying needs of different types of riders Metro service planners must consider when developing a transit network. Diverse communities need diverse services.

After receiving questions from Board members, Ted made the following clarifications:

- Sound Transit will be funding the new Kent Transit Center (Kent Station) but King County Metro will be working closely with the agency to ensure smooth transitions between services.

Types of Riders

Rider Types	Mobility Needs
Commuters	<ul style="list-style-type: none"> <li>• Peak-period (5-9 am, 3-7 pm) travel to major employment hubs</li> <li>• Connections to regional public transportation options (Link, Sounder)</li> <li>• "Guaranteed-ride-home" services</li> </ul>
Off-peak and shift workers	<ul style="list-style-type: none"> <li>• All-day connections to and from major employment hubs</li> <li>• "Guaranteed-ride-home" services</li> </ul>
Seniors	<ul style="list-style-type: none"> <li>• All-day access to public services, appointments, and other daytime travel needs</li> <li>• Paratransit service</li> <li>• ADA-compliant passenger facilities</li> </ul>
Persons with Disabilities	<ul style="list-style-type: none"> <li>• Paratransit service</li> <li>• ADA-compliant passenger facilities</li> </ul>
Youth	<ul style="list-style-type: none"> <li>• Service meeting the needs of school schedules</li> <li>• Connections to public services (parks, libraries, community centers, etc.)</li> </ul>

Figure 3: Rider

## **RAPIDRIDE**

- The Mobility Plan recommendations will include potential changes to routes coming off the hill in Kent and at Kent Station. Adjustments to these routes will be a topic for Mobility Board discussion.
- Service on Sundays will be a topic for the Mobility Board to weigh in on.
- Reliability of service will certainly be a consideration when developing the network.
- Service can be difficult to predict due to traffic, riders getting on at different speeds, and some operators not adhering to schedules as well as others.
- Metro customer service operators are trained on all Metro services and will know to connect users to a community shuttle, if it is an option suiting the customer's needs and location.
- Riders who carry groceries from food banks, for example, can use the Community Van service. However, Community Van is not a service currently available in South King County.

### **Service Types and Types of Riders Activity**

Ted then introduced an activity where the Mobility Board divided into small groups for an activity to determine which transit service types are most appropriate for hypothetical transit rider personas. The goal of this activity was to help Mobility Board members understand the types of services and riders Metro considers when creating solutions to meet community needs. Example persona provided below:

Scenario 2	16-year-old student who attends Auburn High School. Most days after school she goes to the Auburn Library to study. On the weekends, she and her friends like to attend Mariner games at T-Mobile Park.
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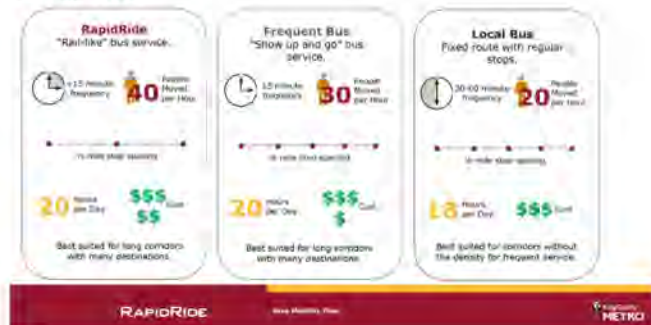
#### Transit Service Types:

- Y RapidRide
- Y Frequent Bus
- Y Local Bus
- Y Express Bus
- Y Flexible Services



## RAPIDRIDE

**Figure 4: Service**  
**Service Types**



Mobility Board members noted that personas have varying amounts of flexibility and many possible service types that could meet their needs. The number of service types a persona uses depends their array of mobility needs. This activity reinforced the notion that diverse communities need diverse mobility services and options.

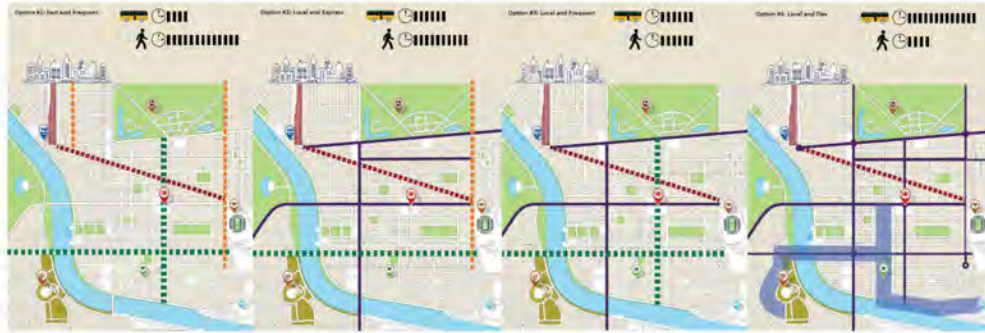
### Transit Planning Best Practices: Design Your Own Transit Network Activity

Ted provided an overview of transit planning best practices that guide Metro's decision making to provide efficient and reliable service. A breakout group activity in which groups were tasked with prioritizing their top two of four transit networks based on community needs followed. Each example transit network model represented a different combination of transit services to meet needs differently, allowing participants to discuss tradeoffs and how to best serve the community overall.

Groups noticed right away that no example network was perfect and that tradeoffs between destinations, time on transit, and time walking made it difficult to address all transit needs. They tended to prioritize a combination of Option 2: Local and Express service, Option 3: Local and Frequent, and Option 4: Local and Flex service. Options 2, 3, and 4 were valued because of their local service, which reduced the time users had to spend walking to their final destination. Option 2 was valued by groups because it had the most balance of services over the geographic area and was therefore likely to serve the most types of riders well. Other groups prioritized Option 3 because of they found the balance of time spent on transit and time spent walking to/from transit palatable. Some groups placed a high priority on Option 4 because it was the only network that directly reached three important destinations: the hospital, the grocery store, and the industrial area. Through the report out of the various groups' preferences, some participants acknowledged that there was no right answer and requested hybrids or modifications to the networks in order to be satisfied. Overall, participants recognized that

## RAPIDRIDE

designing an appropriate network depends greatly on the needs of the riders the network is serving and that service planners must take many factors into consideration when designing a transit network.



**Figure 5: Design Your Own Network**

### Next Steps

Robyn concluded the day by thanking Board members for their time and diligent participation. She encouraged participants to fill out comment cards to recommend areas of improvement for the next Mobility Board meeting on the following Saturday.

## RAPIDRIDE

### Part 2: Prioritization of Needs, Tradeoffs, and Solutions

**Figure 6: Part 2 Agenda**

**Part 2: Prioritization of Needs, Tradeoffs and Solutions**

Saturday, June 1<sup>st</sup> | 9:00 am – 3:00 pm

Kent Senior Activities Center Room 8

**Meeting Outcomes**

- Mobility Board members understand needs expressed by the community and prioritize needs based on project goals.
- Mobility Board members apply understanding of Metro’s services and community needs to recommend solutions for further study.

Time	Agenda Item	Materials
9:00 AM	Welcome Recap of Workshop Part 1 Agenda Overview	<ul style="list-style-type: none"> <li>• Agenda</li> </ul>
9:30 AM	Overall Themes: What we’ve heard so far (Natalie) Prioritization of Needs: Introduction	<ul style="list-style-type: none"> <li>• What We’ve Heard PPT</li> <li>• Sub-Area One Pagers</li> </ul>
10:00 AM	Prioritization of Needs: Small Group Breakouts <ul style="list-style-type: none"> <li>– Table A: Renton/Industrial Valley</li> <li>– Table B: Kent/East-West Connections</li> <li>– Table C: Auburn/Algona-Pacific</li> </ul>	<ul style="list-style-type: none"> <li>• Project Area Map (3 per sub-area)</li> <li>• Mobility Plan Goals and Transit Planning Best Practices</li> <li>• Needs Assessment Cards</li> </ul>
12:00 PM	Lunch	Lunch provided
12:30 PM	Prioritization of Needs: Report Back	
1:00 PM	Tradeoffs and Solutions: Introduction	
1:15 PM	Tradeoffs and Solutions: Small Group Breakouts <ul style="list-style-type: none"> <li>– Table A: Renton/Industrial Valley</li> <li>– Table B: Kent/East-West Connections</li> <li>– Table C: Auburn/Algona-Pacific</li> </ul>	<ul style="list-style-type: none"> <li>• Mobility Plan Goals and Transit Planning Best Practices</li> </ul>
2:45 PM	Tradeoffs and Solutions: Report Back	
3:00 PM	Adjourn	



## **RAPIDRIDE**

### **Welcome**

Robyn welcomed the group and shared the purpose of the day's workshop: The Mobility Board will apply their knowledge of transit service types, riders, and best practices to the mobility needs expressed by the Renton, Kent, Auburn community to recommend solutions for further study by Metro. The Saturday workshop focused on prioritizing community needs based on project goals.

### **Outreach to Date: What We've Heard So Far**

Robyn provided an overview of the outreach Metro has conducted to date around the Renton-Kent-Auburn Area Mobility Plan. Based on over 800 Needs Assessment Surveys and over a dozen community organization interviews, Metro has collected quantitative and qualitative data and identified several barriers to transit use, as well as several improvements that would encourage more transit use.

Key themes from the 840 survey respondents include:

- Top 3 barriers to current transit use:
  - "Transit takes too long to get to where I'm going"
  - "Amount of time I have to wait for a bus"
  - "Transit is not available at the time of day I need it"
- Top 3 improvements that would encourage more transit use
  - "How long it takes to get to my destination"
  - "How often the bus comes throughout the day"
  - "The days and times the bus runs"

Key takeaways from the 18 community organization interviews include:

- Transit transfers are confusing to navigate, especially for people who don't speak English as a first language or have visual challenges
- There is a lack of information about how to use transit
- Transit takes too much time
- Service schedules need to consider shift worker needs

After receiving questions from Board members, Robyn made the following clarifications:

- The Mobility Plan outreach approach consists of surveys, one-on-one outreach to Community Based Organizations (CBOs), outreach at community events this summer, and the Mobility and Advisory Board.
- Metro is identifying CBOs to meet with by beginning with ones Metro has preexisting relationships with and taking recommendations from those of who else to meet with.

## **RAPIDRIDE**

- Facilities issues such as lighting, garbage, and having ample space for boarding are common issues raised by riders.
- Transit access to CBO locations are certainly a consideration when developing the transit network and is informed by Mobility Board feedback.

### **Prioritization of Needs: Small Group Breakouts**

Robyn shared that King County, as documented in the Equity and Social Justice Strategic Plan, is committed to improving transit access and mobility for people of color, low-income people, and people with limited English proficiency. She also shared that the goals of the Mobility Plan are to:

- Improve equitable transit access
- Increase network efficiency and invest in equity priority areas
- Develop a network of mobility services
- Create a single route from Renton to Kent to Auburn to be upgraded to the RapidRide I Line

Ted then introduced the Needs Prioritization Activity in which groups reflected on the various needs of the communities based on Renton, Kent, Auburn sub-areas and discussed transit service needs that most align with the goals of the mobility plan. Discussions were supported by quantitative and qualitative data from the Needs Assessment Surveys and maps of the sub-areas.

#### **Renton Top Needs:**

- More service frequency and longer span
- More frequent service and better transit access to the Highlands
- Fill service gaps with more coverage, especially in the Highlands and Benson Hill
- Create shorter, more frequent routes to enhance reliability
- Buses take too long, both wait times and too many transfers requires to reach destination
- Provide more transit access to childcare, schools, jobs, and service/resource centers
- Workers in the Industrial Valley need better transit reliability
- East-west connections are difficult, especially south of F Line
- Direct connections between important destinations with decentralized service
- Key Renton destinations and connections include Renton Technical College, PacMed, Elections Center, Food Bank on Columbia, grocery stores and a connection between Renton Highlands and the airport or Angle Lake

#### **Kent Top Needs:**



## **RAPIDRIDE**

- Run service when people need it: Increase the frequency and span of service to better meet community needs, including routes operating later, earlier and on weekends
- Improve coverage/distribution of service throughout Kent and create new connections to jobs, regional transit (Sonder and Link) and hard-to-reach community assets like schools and DMV with a focus on equity
- Key Kent destinations and connections include DMV/DOL, Link stations, Highline College, food banks, high schools, Industrial Valley, new YMCA on 248th/104th, Kent Center of Hope, Islamic Center of Kent, and World Relief
- Improve service quality for more on-time and less crowded service
- Improve east/west connections
- Better align service to match demand to reduce overcrowding and duplication of service
- Improve customer information for real-time arrival information, weather alerts, and multilingual guides on how to use the system and routes serving popular destinations

### **Auburn Top Needs:**

- Service south of Auburn station, especially to Algonia Pacific
- Provide more weekend and late-night service, especially for shift workers in Pacific and Muckleshoot Casino
- Establish a network of service not centralized on Auburn Station
- Key Auburn destinations include late-night jobs, high schools and middle schools, Green River College, YMCA, Rec Center, Senior Center, Work Source, DSHS, shopping areas (Walmart and the outlets), and low-income residential areas
- Improve stops with shelters, lighting and multilingual system/schedule information

### **Tradeoffs and Solutions: Small Group Breakouts**

After spending the morning discussing the top needs of each sub-area, the breakout groups spent the afternoon discussing what transit services would best align with those needs. Ted kicked off the afternoon discussion by orienting the group to each sub-area map and one-pager highlighting the current services that are not doing a good job meeting community needs. These under-performing services present the opportunity to reallocate service to better meet community needs. The purpose of the afternoon breakout activity was to discuss how current service is or is not aligned with each area's priority needs, what service types could best meet these needs, and where existing services could be reallocated to better meet the priority needs. Through this exercise, groups also discussed tradeoffs required to meet potentially conflicting needs.

### **Renton Solutions:**

- Create more frequent and longer span of service to the Renton Highlands

## **RAPIDRIDE**

- Replace Route 908 with flexible service
- Create more direct access between destinations
- Consolidate Routes 908 and 105 for better frequency
- E/W connection to Link light rail could replace Route 102 for better reliability
- Reorient Route 148 to 116th and 128th
- Straighten 906 pathway
- Improved transit information sharing; partner with service provider for multilingual education on transit services, routes, and how to use the system
- Improve wheelchair access to the bus with street/sidewalk improvements, and driver training

### **Kent Solutions:**

- Rapid Ride I Line alignment on James
- Better align service with demand to reduce overcrowding and make best use of service resources
- Reduce duplication of Routes 164, 169, 168
- Connect and create more E/W services
- Create a Kent East Hill circulator
- Fill network gaps where there's currently no service
- Increase span and frequency of service to the bus runs when people need it
- Decentralize service to create a network providing more coverage to community destinations
- Better connections between service providers, including new mobility services
- Pilot and educate community members and service providers about community van/bus share for weekly local trips
- Work with the City of Kent to improve sidewalks and street crossings to transit stops
- Improve financial access to transit with reduced fare options, longer transfers, and enabling transfers between Metro and Sound Transit services
- Create a more user-friendly customer information app for real-time arrival information, delays and weather alters
- Provide multilingual education and information at stops for how to use transit, where it goes and when it runs.
- Increase the sense of safety at Kent station and improve lighting at stops throughout Kent

### **Auburn Solutions:**

- Create a fast, frequent east-west connection along 8th St NE between Hospital > Senior Housing/Park-and-Ride > Auburn Station/Rapid Ride I Line > Green River College

## **RAPIDRIDE**

- Maintain Route 181 service to the high school, senior center, and library but supplement with frequent east-west connection noted above
- Keep Rapid Ride I Line on Auburn Way
- Ensure Rapid Ride stations serve important local destinations such as the Fred Meyer, Work Source and Cascade Middle School
- Create an Auburn-Algona-Pacific circulator loop
- Simplify service along the 186/915 corridor with more frequent service on weekends connecting Auburn to Enumclaw and the Muckleshoot Casino
- Establish a network of services not centralized on Auburn Station creating more coverage with N/S and E/W corridors; intersections/transfer points become mini-hubs outside of Auburn Station
- Make park-and-rides a part of the transit network
- Add transit service along Military Road

### **Next Steps**

Robyn shared that the next Mobility Board meeting will be in mid-September. At that meeting, Board members will review and provide feedback on the proposed network. She also shared that Metro will be conducting outreach at community events over the summer and will be in touch in mid-July to share initial concepts for the Mobility Plan. She reminded the Mobility Board that their last meeting will be in late fall and the Renton-Kent-Auburn Area Mobility Plan process will conclude following the King County Council's approval in December 2019.

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**Appendix A: Mobility Board Demographics** (based on optional survey responses and in person conversation)

Description	Mobility Board Makeup
Age range	14-71
Language groups	<ul style="list-style-type: none"> <li>• Native English speakers</li> <li>• Native Spanish speakers</li> <li>• Native Somali speakers</li> <li>• Bilingual speakers (English and Somali, French, Spanish, Arabic, Farsi)</li> </ul>
Annual household income range	\$6,000-140,000
Rider types	<ul style="list-style-type: none"> <li>• Commuters (majority)</li> <li>• Off-peak and shift workers (minority)</li> <li>• Seniors (5 participants)</li> <li>• Persons with disabilities (3 participants: visual, mobile, and/or speech impairments)</li> <li>• Youth/students (6 participants)</li> </ul>
Personal and professional interests	<ul style="list-style-type: none"> <li>• Providing resources to low income families</li> <li>• Providing resources to refugees and immigrants</li> <li>• Access to education</li> <li>• Leadership and community organizing</li> <li>• Inclusive engagement</li> <li>• Access to affordable transportation</li> <li>• Access to medical services</li> <li>• Access to entertainment</li> </ul>
Geographic areas and subareas	<ul style="list-style-type: none"> <li>• Renton                             <ul style="list-style-type: none"> <li>◻ downtown Renton</li> <li>◻ Maplewood</li> <li>◻ Benson Hill</li> <li>◻ Renton Highlands</li> </ul> </li> <li>• Kent                             <ul style="list-style-type: none"> <li>◻ Kent East Hill</li> </ul> </li> <li>• Auburn                             <ul style="list-style-type: none"> <li>◻ downtown Auburn</li> <li>◻ Lea Hill</li> </ul> </li> <li>• Covington/Timberlane</li> <li>• Burien</li> <li>• Seattle</li> <li>• Tukwila</li> <li>• Seatac</li> </ul>



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### Appendix B: Attendees

Mobility Board Members (alphabetical by first name)	
1. Aalijah Fulton	15. Husham Azeez
2. Afeworki Ghebreiyesus	16. Jani Medeiros
3. Alexandra Clark	17. Joseph Habimana Maradona
4. Ariana Rojas-Manriquez	18. Kevin Berg
5. Ayaan Hassan	19. Linet Madeja-Bravo
6. Brian Bonner	20. Loina Romero
7. Crista Shaw (opted out of compensation)	21. Nancy Knipp
8. Daniel Nicholson	22. Reza Sakhi
9. Gabriella Berg	23. Richard Ahsiu
10. Graciela Ayometzi	24. Raymond Johnson
11. Hala Tiba	25. Roger Arnold
12. Halimo Olad	26. Sattar Murad
13. Harold Batson Jr	27. Zaynab Mazban
14. Hoda Abdullahi	
Staff (Alphabetical by first name)	Affiliation
Corey Holder	King County Metro
Chris O’Claire	King County Metro
DeAnna Martin	King County Metro
Gracie Geremia	PRR
Gregory Mcknight	King County Metro
Jeremy Fichter	King County Metro
Lauren Squires	Nelson\Nygaard Consulting Associates
Mishu Pham-Whipple	Triangle Associates
Natalie Westerberg	King County Metro
Nicole Aguirre	King County Metro

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Robyn Austin	King County Metro
Ryan Miller	King County Metro
Ted Day	King County Metro

## RAPIDRIDE

### RapidRide I Line and Renton Kent Auburn Area Mobility Plan

#### Summary of Mobility Board Meeting: September 19, 2019

##### RKAAMP MOBILITY BOARD KEY OUTCOMES

On Thursday, September 19th from 6-8PM, the Renton-Kent-Auburn Area Mobility Plan (RKAAMP) Mobility Board reconvened to review and provide input on proposed service concepts for further development in the Renton, Kent, Auburn subarea.

The RKAAMP Mobility Board is a diverse group of 27 members representing a range of mobility needs, transit rider types, and familiarity with the project area.

- Of the 27 members, there were native English, Somali, and Spanish speakers, as well as bilingual members who spoke Somali, French, Spanish, Arabic, or Farsi.
- Perspectives of all rider types were represented, including seniors, students, and riders with disabilities.
- Board members live and/or work in Renton, Kent, or Auburn. Some were affiliated with surrounding areas such as Covington, Burien, Tukwila, Seattle, and SeaTac.

The meeting on September 19<sup>th</sup> was the third meeting of the RKAAMP Mobility Board. At this meeting, Mobility Board members reviewed the results of Metro's summer outreach and how community input, equity, and technical analysis shaped the proposed service concepts. The purpose of the meeting was to gather input and feedback from Mobility Board members on how well Metro's proposed service concepts addressed the prioritized needs for the Renton, Kent, Auburn subareas. Prioritized needs were identified by the RKAAMP Mobility Board in previous meetings.

##### Renton Feedback on Proposed Service Concepts:

- The Mobility Board gave a very excited and supportive response to the changes on 105 and 906, because the Sounder connection and increase in frequency and hours on both routes.
- The response to 148 route changes was supportive because of the move to 116<sup>th</sup> where the new school is being built. The Mobility Board expressed an interest in ensuring a flexible service in Benson Hill is accessible to the parts of the neighborhood losing service on the 148.

##### Kent Feedback on Proposed Service Concepts:

- Mobility Board members were supportive of changes to alignments in Central Kent and the Kent West Hill. They were happy to see new east-west connections, more direct pathways, and increased local service levels. They recommended not deviating Route 150 onto Meeker and Smith, because it would add additional travel time along very congested

## **RAPIDRIDE**

corridors. However, they did support the alignment of Route 150 on 64<sup>th</sup> Ave S to cover a higher ridership segment of the former Route 180 pathway and create a new transfer hub.

- The Mobility Board did not support the concepts for the restructure of the peak services. Although the Mobility Board was glad to see increased evening and weekend service, particularly the addition of Sunday service on Route 164, they did not believe it was equitable to take resources from peak riders on the East Hill to fund this investment. Additionally, increasing peak-period service on local routes to meet Sounder departures is not a solution that would work for all riders, due to the additional cost burden and the potential 3-seat ride to reach destinations in downtown Seattle. Metro committed to taking their feedback and presenting a revised concept that balances resources on peak and local services. This proposal maintains two one-seat ride options from Kent East Hill to Downtown Seattle.
- The Mobility Board did not commit to supporting the Route 914/916 consolidation due to lack of familiarity with the service, and they advised Metro to conduct more community engagement.

### **Auburn Feedback on Proposed Service Concepts:**

- Mobility Board members were enthusiastically supportive of the changes to the Route 180 pathway to serve community assets including the library, schools, and senior center.
- Consolidation of Routes 910 and 917 and the accompanying pathway changes address key needs expressed by the Mobility Board: more service to Walmart and the Outlets and more service overall for Algonia-Pacific. The Mobility Board supported the elimination of Route 910 due to low ridership and allocation of those resources elsewhere. Longer span of service and weekend service serving the outlet mall and Auburn YMCA are high priorities. Board members supported the new route and felt it would better serve Algonia and Pacific.
- Changes to the Route 181 pathway creates a new RapidRide I Line/Route 181 transfer point outside of Auburn Station center, a specific request of the Mobility Board. The proposed service concept for Route 181 provides faster service to Green River College. It also serves the medical center and senior housing along A Street, locations that RapidRide will not cover. Several members were also enthusiastic about a new transfer point to route 181 north of Auburn Station, citing improved travel time between Lea Hill/Green River College and Kent.

The RKAAMP Mobility Board will reconvene in mid-November 2019 to review the final concepts for the Mobility Plan.



## RAPIDRIDE

### Meeting 3 Agenda: Review of Proposed Service Concepts

Thursday, September 19 | 6:00 pm – 8:00 pm

Kent Senior Activities Center Room 9

#### Meeting Outcomes

- Mobility Board members understand the results of summer outreach and how input shaped the proposed service concepts.
- Mobility Board members provide input on the proposed service concepts for further adjustments as needed.

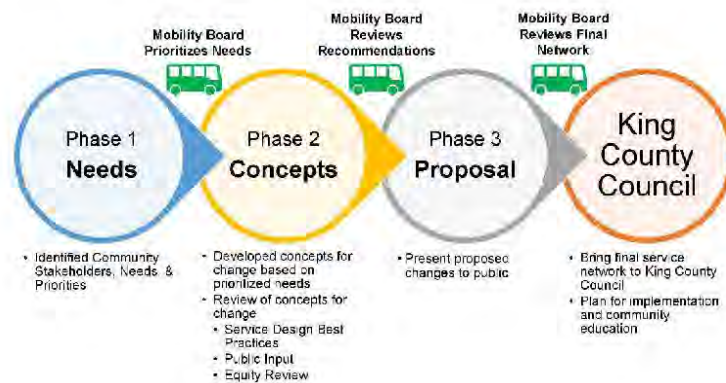
Time	Agenda Item	Materials
5:45 PM	Dinner	
6:00 PM	<b>Welcome Back &amp; Introductions (10 min)</b>	▪ Agenda
6:10 PM	<b>Where We Left Off and Overview of Summer Outreach (10 min)</b> <ul style="list-style-type: none"> <li>▪ Review the process and timeline</li> <li>▪ Summer outreach findings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Welcome Back PPT</li> <li>▪ Mobility Board Meeting Pt. 1 and 2 Meeting Summaries</li> </ul>
6:20 PM	<b>Big Picture Proposed Network Changes (10 min)</b> <ul style="list-style-type: none"> <li>▪ Introduce the types of network changes</li> </ul>	▪ Toolbox of Solutions graphic
10 min	Break	
6:40 PM	<b>Proposed Service Concepts by Subarea (50 min)</b> <ul style="list-style-type: none"> <li>▪ Review the details of how concepts were developed from needs</li> <li>▪ Gather feedback on proposed changes and further adjustments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proposed Service Concept discussion guide/one-pager per subarea</li> <li>▪ Subarea network map</li> </ul>
7:30 PM	<b>Subarea Group Report Out (20 min)</b>	
7:50 PM	<b>Announcements and Next Steps</b> <ul style="list-style-type: none"> <li>▪ Next meeting in November</li> </ul>	
8:00 PM	Adjourn	

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### Welcome and Introductions

Robyn Austin, King County Metro, welcomed the Mobility Board and reminded participants that the Mobility Board is intended to be a stakeholder group that represents the interests and demographics of people that use Metro's services in the project area (see Appendix A for Mobility Board demographics, see Appendix B for a list of attendees). Robyn reviewed the Renton-Kent-Auburn Area Mobility Plan (RKAAMP) process leading up to Council adoption in Spring 2020. She reminded the Mobility Board that their input and prioritized needs from their previous meeting were used to inform the development of the proposed service concepts. Figure 1 depicts the phases and timeline for the development of the Renton-Kent-Auburn Area Mobility Plan.

Figure 1 Area Mobility Plan Process



Gunner Scott, King County Metro, introduced himself as a Communications Specialist and newest staff member on the RKAAMP project. He reviewed the outreach conducted over the Summer, which consisted of online surveys, on-board surveys, engagement at community events, and a meeting with the Partner Review Board. Key themes from engagement on the proposed network changes include:

- Frequency
- Hours/Days of Service
- Safety
- Expand Service (in the local area)
- Connection

Gunner concluded that the multifaceted outreach approach affirmed the priorities and recommendations the Mobility Board had provided at their previous meeting.

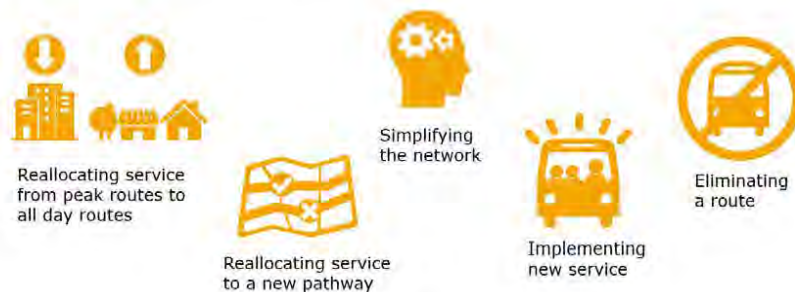
## RAPIDRIDE

### Overview of Proposed Network Changes

Natalie Westberg, King County Metro, described the types of service changes that were used to address priority needs in developing proposed service concepts. Types of service changes include:

- Reallocating service from peak to all-day
- Reallocating service to a new pathway
- Simplify the network
- New service, including flexible service
- Eliminating a route

Figure 2 Types of Service Changes



Natalie described Metro’s service concept development process that resulted in the proposed service concepts before the Mobility Board for review. Using priority needs identified by the Mobility Board and community outreach, Metro developed service concept alternatives and analyzed them based on service design technical analysis, an equity analysis, and public input. The proposed service concepts for Mobility Board review are the concepts that aligned best with the technical and equity analyses and public input.

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Figure 3 Service Concept Development Process

How did we make recommendations?

	Service Design	Equity	Public Input
	Does this option meet our service design best practices?	Does this option meet our goal to improve transit access and mobility for people of color, low-income people, and people with limited English proficiency?	Does this option address the Mobility Board's prioritized needs?  How did the public respond to this option at community events, on-board surveys, and online surveys?
Option 1			
Option 2			

	Diseño de servicio	Equidad	Participación del público
Service Option	¿Esta opción cumple con nuestras mejores prácticas en el diseño de servicios?	¿Esta opción cumple con nuestro objetivo de mejorar el acceso y la movilidad para las personas de color, personas de bajos ingresos y personas con un conocimiento limitado del idioma inglés?	¿Este objetivo cubre las necesidades priorizadas por la Junta de Movilidad? ¿Cómo respondió el público a este concepto en eventos de la comunidad, encuestas a bordo y encuestas en línea?
Option 1			
Option 2			

	Naqshada Adeega	Sinaanta	Talladda Dadweynaha
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## RAPIDRIDE

Service Option	Ikhtiyaarkan ma daboolan naqshada adeegyadeena ugu dhaqan wanaagsan?	Ikhtiyaarkaan ma buuxinaya hadafkeena si aan kor ugu qaadno marinka gaadiidka iyo dhaqdhaqaaqa dadka midabka, dadka dhaqaalaha yar, iyo dadka leh aqoonta yar ee Ingiriiska?	Hadafkaan wax ma qabanaya baahiyada ay mudnaanta ay siiyeen Guddiga Dhaqdhaqaaqa? Sidee dadweynaha ugu jawaab celiyaan firkadahan community events, xog ururinta raabkan saaran, iyo xog ururinada online-ka?
Option 1			
Option 2			

### Proposed Service Concepts by Subarea: Small Group Breakouts

Natalie shared the goals of the subarea small group breakout discussions:

- Review of the proposed service concepts and changes by subarea
- Gain feedback from Mobility Board members on how well the concepts align with priority needs by subarea
- Advise on specific subarea changes where Metro's technical analysis did not result in a clear priority change

Natalie reminded the Mobility Board that their role is to represent the broader needs of the area rather than personal interests. Metro service planners began the subarea small group discussions with an overview of the proposed concepts. The subarea groups then discussed the proposed changes, guided by the subarea-specific discussion questions below.

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### Renton Proposed Service Concepts and Discussion

The Renton subarea breakout group focused on the following service concepts with a special focus on the areas, types of trips, and potential barriers to be addressed in developing flexible service concepts for the Renton Highlands and Benson Hill. Key changes in Renton's proposed service concepts are noted in Figure 4.

Overall, Mobility Board were enthusiastic about the fixed route service changes, and they provided guidance on where we should focus flexible service for the Renton Highlands. The Mobility Board felt that additional outreach was needed in Benson Hill to understand the needs for flexible service.

Figure 4 Renton Proposed Service Concepts and Network Changes

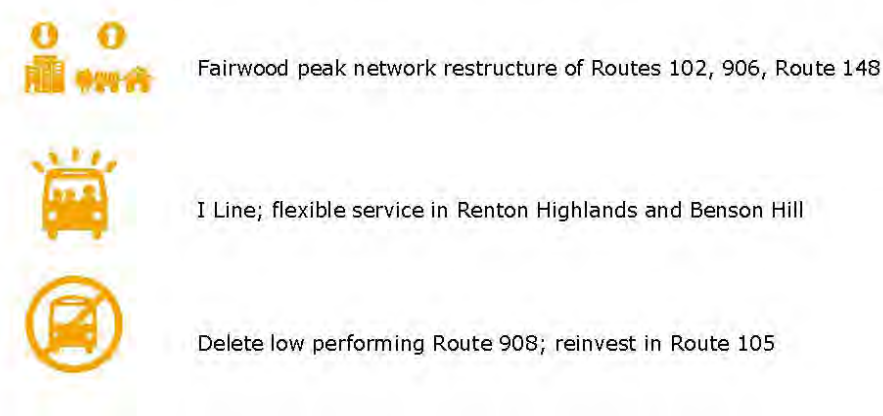


Figure 5 Renton Prioritized Needs and Proposed Network Changes

	<b>Proposed Changes</b>				
Mobility Board: Renton Prioritized Needs	<b>Flexible service in Renton Highlands</b>	<b>Flexible service in Benson Hill</b>	Fairwood peak network restructure	Elimination of Route 908, investment in additional peak period Route 105 frequency	I Line
More service frequency and longer span		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

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More frequent service and better transit access to the Highlands	X			X	
Fill service gaps with more coverage	X	X	X		
Improve east-west connections	X	X	X	X	X
Direct connections between important community assets	X	X	X		

*Yellow columns indicate subarea change concepts where additional Mobility Board feedback is needed. These concepts were the focus of subarea breakout discussions.*

### Key Discussion Questions and Responses: Renton Highlands

*What geographic area and types of trips should we prioritize in the Renton Highlands for a flexible service pilot?*

- Library
- Salvation Army
- Airport
- Area income level
- May not use service
- Duvall needs service
- Many options are needed to get to downtown

*What could be barriers to using a new flexible service in this area?*

- Education about what flexible service is and how to use it. Reaching out to immigrant communities and those who do not speak English about the service and how to use it.
- Ongoing marketing and education, not just one and done.

*Are you aware of community groups or gathering places where we could engage people in the Renton Highlands?*

- New library
- The service area should cover the route to Duvall and the QFC

### Key Discussion Questions and Responses: Benson Hill

*What geographic area and types of trips should we prioritize in the Benson Hill for a flexible service pilot?*

- Mobility Board did not feel they had the expertise to provide that information.
- Possibly getting to Sounder train

*What could be barriers to using a new flexible service in this area?*

- Similar to Highlands concerns



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*Are you aware of community groups or gathering places where we could engage people in the Benson Hill?*

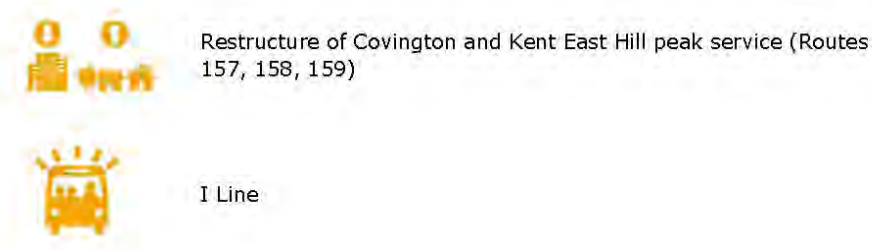
- Mobility Board did not feel they had the expertise to provide that information.

### Kent Proposed Service Concepts and Discussion

The Kent subarea breakout group focused on the following service concepts with a special focus on alignment changes in Central Kent, the proposed Route 914/916 consolidation, and the East Hill local and commuter services. Key changes in Kent's proposed service concepts are noted in Figure 6.

- Central Kent Pathways: Mobility Board members were supportive of changes to alignments in Central Kent and the Kent West Hill. They were happy to see new east-west connections, more direct pathways, and increased local service levels. They recommended not deviating Route 150 onto Meeker and Smith, because it would add additional travel time along very congested corridors. However, they did support the alignment of Route 150 on 64<sup>th</sup> Ave S to cover a higher ridership segment of the former Route 180 pathway and create a new transfer hub.
- Restructure of Covington and Kent East Hill peak service: The Mobility Board did not support the concepts for the restructure of the peak services. Although the Mobility Board was glad to see increased evening and weekend service, particularly the addition of Sunday service on Route 164, they did not believe it was equitable to take resources from peak riders on the East Hill to fund this investment. Additionally, increasing peak-period service on local routes to meet Sounder departures is not a solution that would work for all riders, due to the additional cost burden and the potential 3-seat ride to reach destinations in downtown Seattle. Metro committed to taking their feedback and presenting a revised concept that better balances resources on peak and local services.
- Routes 914/916: The Mobility Board did not commit to supporting the Route 914/916 consolidation due to lack of familiarity with the service. They advised Metro to conduct more community engagement.

Figure 6 Kent Proposed Service Concepts and Network Changes





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Kent East Hill pathways (Routes 164 and 168), Central Kent pathways (Routes 150, 166, 180, 183), Routes 914/916

Figure 7 Kent Prioritized Needs and Proposed Network Changes

	Proposed Changes				
<b>Mobility Board: Kent Prioritized Needs</b>	<b>Central Kent pathways</b>	<b>Route 914/916</b>	Peak network restructure	Kent East Hill pathways	I Line
Increase frequency and span of service, more weekend, early morning, and late-night service			<b>X</b>	<b>X</b>	<b>X</b>
Improve coverage of service throughout Kent - create new connections	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Improve service quality for more on-time and less crowded service		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Improve east-west connections	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Align service to match demand (reduce duplication)	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	

### Key Discussion Questions and Responses: Central Kent Pathways

*Should Metro prioritize coverage of community assets and creating transfer opportunities outside of Kent Station or more direct service from the Kent West Hill and Industrial Valley to Kent Station?*

- Route 150 is an important connection to Seattle and should not be deviated onto Meeker and Smith, because the corridor is congested, unreliable, and will add travel time to a route that is already very long. Deviating to serve Meeker and Smith would likely add 10 minutes of travel time.

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- However, service on Meeker and Smith is important, and the Mobility Board supports coverage by Route 166 even though it is not the route's most direct pathway to Kent Station.
- The Mobility Board supports deviating Route 150 onto 64<sup>th</sup> Ave to preserve boardings in that area, because the estimated travel time increase is minimal. This also allows Route 150 to serve the transfer hub at 64<sup>th</sup> Ave & James St.

### Key Discussion Questions and Responses: Routes 914 & 916

*Does the proposed consolidation of the Route 914 and 916 pathways on the Kent East Hill provide adequate coverage of key community assets? Does this change make the service more attractive?*

- DART routes are confusing and require more outreach and education to increase ridership.
- Additional outreach is needed to determine if the proposed consolidation meets the needs of current riders.

### Other Feedback:

- Taking resources from the peak services to invest in local weekend service is not equitable. This community needs both. Other routes and services need to be included in this restructure. Wealthy areas in King County are getting more and better service. Service to East Side (King County) is more frequent than is needed. Additional service should instead be invested in routes from south King County to Seattle. Transferring to Sounder is not an appropriate solution for all riders because of events on Sounder, limited capacity on Sounder, the additional cost burden of transferring, and the potential 3-seat ride to get to destinations in downtown Seattle.
- Students need to get to education from this area.
- ORCA Card transfers to Sound Transit need to be equitable with bus transfers.
- Adding Sunday service to Route 164 is a community priority.
- Low income housing is being added on Meeker, and these residents need an affordable and fast one-seat ride to downtown Seattle.

### Auburn Proposed Changes and Discussion

The Auburn subarea breakout group focused on the following service concepts with a special focus on the consolidation of Routes 910 and 917 and development of a flexible service concept for Algona-Pacific. Key changes in Auburn's proposed service concepts are noted in Figure 8.

- Mobility Board members were enthusiastically supportive of the changes to the Route 180 pathway to serve community assets including the library, schools, and the senior center. Previously, Access was the only option serving these locations.
- Changes to the Route 181 pathway creates a new RapidRide I Line/Route 181 transfer point outside of Auburn Station center, a specific request of the Mobility Board. The proposed service concept for Route 181 provides faster service to Green River College.

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This route also serves the medical center and senior housing along A Street, locations that RapidRide will not cover.

- Consolidation of Routes 910 and 917, and the accompanying pathway changes, address key needs expressed by the Mobility Board: more service to Walmart and the Outlets and more service overall for Algona-Pacific. The Mobility Board supported the elimination of Route 910 due to low ridership and allocation of those resources elsewhere. Longer span of service and weekend service serving the outlet mall and Auburn YMCA are high priorities.

Figure 8 Auburn Proposed Service Concepts and Network Changes



New pathways on Routes 180 and 181, consolidate Routes 910 and 917



I Line and Algona-Pacific flexible service



Combine Routes 186 and 915, consolidate Routes 910 and 917

Figure 9 Auburn Prioritized Needs and Proposed Network Changes

	Proposed Changes					
<b>Mobility Board: Auburn Prioritized Needs</b>	<b>Combine Route 910 and 917 resources to create a more efficient service.</b>	<b>Flexible service in Algona- Pacific.</b>	Change Route 180 pathways to connect South Auburn to more community assets, create more transfer points.	Change Route 181 pathways to serve more community assets, create more transfer points.	Combine service on Routes 915 and 186 to offer one all day route.	I Line
<b>Service south of Auburn station, especially to Algona Pacific</b>	<b>X</b>	<b>X</b>	<b>X</b>			



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Provide more weekend and late-night service	X	X			X	X
Establish a network of service not centralized on Auburn Station	X	X	X	X	X	X
Create shorter, more frequent routes to enhance reliability	X		X	X		

### Key Discussion Questions and Responses: Algona-Pacific Flexible Service

- What type of trips or geographic areas should we prioritize in Algona-Pacific?
- What could be potential barriers to using a new flexible service in this area?
- Are there any key community destinations that are would not be served by a new combined 910/917 route?
  - Auburn senior and recreation centers
  - Warehouse jobs
  - YMCA
  - Lakeland Hills

Are there community groups, organizations, or gathering places that would be ideal for helping promote awareness of and/or help organize users for a new flexible service?

- Auburn Food Bank – Executive Director is an important potential partner and understands community engagement needs
- YMCA
- Coordinate with Hyde Shuttle service

### Other Feedback:

- Current Route 180 provides an important transit connection to SeaTac. Mobility Board members cited the importance of the Kent to Burien transit connection provided by the new route that will be separate from the 180 (new route number TBD). RapidRide I Line will replace the northern segment of Route 180 connecting to Kent. Riders then transfer from RapidRide to this new route to access Burien and SeaTac.

### Subarea Group Report Out

To wrap up the breakout discussions, Mobility Board members from each subarea group provided a report out on their discussions, guided by the following prompts: What themes came

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up in your conversation? Where were there places of agreement or disagreement? What service changes are you most excited about?

- **Renton**
  - The Mobility Board was very excited and supportive of the changes to the fixed-route network. In particular, they liked the changes to routes 105 and 906, because of the Sounder connection and increase in frequency and hours on both routes. The reception for the 148 was supportive, because of the move to 116<sup>th</sup> where the new school is being built.
  - The Mobility Board provided feedback on flexible service in the Renton Highlands, stating a preference for a service focused on serving the western part of the Highlands and providing a connection to the Landing and Downtown.
- **Kent**
  - Mobility Board members were supportive of changes in pathways on the West Hill and excited about investments in local services, but they did not support the presented consolidation of the peak services. The Mobility Board members did not believe it was equitable to have to choose between investments for local travel and commute travel, and they would like Metro to propose a more balanced solution.
- **Auburn**
  - Mobility Board members were most excited about the route 910/917 consolidation with the addition of service to Algona-Pacific, the outlet mall, and YMCA. The proposed changes to Route 180 to serve the senior center, schools, and Auburn library were enthusiastically supported. Generally, Mobility Board members agreed with the proposed service changes for Auburn.

### **Next Steps**

Robyn concluded the meeting noting that the proposed service concepts that were well-received and supported by the Mobility Board will move forward, while other concepts, specifically in the Kent subarea, will be reworked following the meeting for further review by the Mobility Board. Additional outreach, particularly in Benson Hill and Algona-Pacific, will also be conducted during October and November 2019.

The next Mobility Board meeting will be on Tuesday, November 19. At that meeting, Mobility Board members will review the updated proposed network. Some Mobility Board members recommended reserving more meeting rooms if breakout groups were expected for the next meeting.

Robyn reminded the Mobility Board that the Renton-Kent-Auburn Area Mobility Plan process will conclude following the King County Council's approval in Spring 2020. She encouraged Mobility Board members to attend the County Council meeting to share their perspective on the Mobility Board process and proposed Mobility Plan.

## RAPIDRIDE

**Appendix A: Mobility Board Demographics** (based on optional survey responses and in person conversation)

Description	Mobility Board Makeup
Age range	14-71
Language groups	<ul style="list-style-type: none"> <li>• Native English speakers</li> <li>• Native Spanish speakers</li> <li>• Native Somali speakers</li> <li>• Bilingual speakers (English and Somali, French, Spanish, Arabic, Farsi)</li> </ul>
Annual household income range	\$6,000-140,000
Rider types	<ul style="list-style-type: none"> <li>• Commuters (majority)</li> <li>• Off-peak and shift workers (minority)</li> <li>• Seniors (5 participants)</li> <li>• Persons with disabilities (3 participants: visual, mobile, and/or speech impairments)</li> <li>• Youth/students (6 participants)</li> </ul>
Personal and professional interests	<ul style="list-style-type: none"> <li>• Providing resources to low income families</li> <li>• Providing resources to refugees and immigrants</li> <li>• Access to education</li> <li>• Leadership and community organizing</li> <li>• Inclusive engagement</li> <li>• Access to affordable transportation</li> <li>• Access to medical services</li> <li>• Access to entertainment</li> </ul>
Geographic areas and subareas	<ul style="list-style-type: none"> <li>• Renton <ul style="list-style-type: none"> <li>◦ downtown Renton</li> <li>◦ Maplewood</li> <li>◦ Benson Hill</li> <li>◦ Renton Highlands</li> </ul> </li> <li>• Kent <ul style="list-style-type: none"> <li>◦ Kent East Hill</li> </ul> </li> <li>• Auburn <ul style="list-style-type: none"> <li>◦ downtown Auburn</li> <li>◦ Lea Hill</li> </ul> </li> <li>• Covington/Timberlane</li> <li>• Burien</li> <li>• Seattle</li> <li>• Tukwila</li> <li>• Seatac</li> </ul>

### Appendix B: Attendees

## RAPIDRIDE

Mobility Board Members (alphabetical by first name)	
1. Aalijah Fulton	14. Husham Azeez
2. Afeworki Ghebreiyesus	15. Jani Medeiros
3. Alexandra Clark	16. Joseph Habimana Maradona
4. Ariana Rojas-Manriquez	17. Kevin Berg
5. Ayaan Hassan	18. Linet Madeja-Bravo
6. Brian Bonner	19. Loina Romero
7. Crista Shaw (opted out of compensation)	20. Nancy Knipp
8. Daniel Nicholson	21. Reza Sakhi
9. Gabriella Berg	22. Richard Ahsiu
10. Graciela Ayometzi	23. Raymond Johnson
11. Hala Tiba	24. Roger Arnold
12. Harold Batson Jr	25. Sattar Murad
13. Hoda Abdullahi	
Staff (Alphabetical by first name)	Affiliation
Corey Holder	King County Metro
Gunner Scott	King County Metro
Jeremy Fichter	King County Metro
Lauren Squires	Nelson\Nygaard Consulting Associates
Mishu Pham-Whipple	Triangle Associates
Natalie Westberg	King County Metro
Nicole Aguirre	King County Metro
Robyn Austin	King County Metro
Ryan Miller	King County Metro



## RAPIDRIDE

### RapidRide I Line and Renton Kent Auburn Area Mobility Plan

#### MOBILITY BOARD MEETING SUMMARY: NOVEMBER 19 , 2019

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On Thursday, November 19th from 6-8PM, the Renton-Kent-Auburn Area Mobility Plan (RKAAMP) Mobility Board reconvened to review Metro's final proposed network for the Fall 2020 service change.

The RKAAMP Mobility Board is a diverse group of 27 members representing a range of mobility needs, transit rider types, and familiarity with the subareas along the RapidRide I Line alignment.

- Of the 27 members, there were native English, Somali, and Spanish speakers, as well as bilingual members who spoke Somali, French, Spanish, Arabic, or Farsi.
- Perspectives of seniors, students, and riders with disabilities were represented.
- Board members live and/or work in Renton, Kent, or Auburn. Some were affiliated with surrounding areas such as Covington, Burien, Tukwila, Seattle, and SeaTac.

The meeting on November 19<sup>th</sup> was the fourth and final meeting of the RKAAMP Mobility Board. At this meeting, Mobility Board members reviewed the final proposed network and associated service changes, discussed changes they were most excited about and their level of support for the proposed changes overall, as well as the priority needs not addressed in the proposed network that should be the focus of future service changes. Overall, Mobility Board members responses to the changes were positive and supportive. Some had concerns about aspects of the network changes such as not reaching particular community assets, the confusion changes may cause to riders, the need for even longer and more frequent service, and the need for street improvements to accommodate new Metro services.

Below is are highlights of the feedback received for each of the sub-areas.

#### Feedback on Proposed Renton Service Changes:

- Overall, Mobility Board members were supportive of the proposed service changes for Renton.
- Expanding Route 105 service in the morning and frequency during peak periods was received positively as it addresses the community-identified need for more service on the Highlands.
- Simplifying Route 148 will ensure that multifamily housing is served and connected to the new Renton community center.
- Increasing service on Route 906 was well received by the mobility board as it improves east-west connectivity and provides a new peak-hour connection to Sounder. The group was interested in seeing more weekend service on this route.



## **RAPIDRIDE**

### **Feedback on Proposed Kent Service Changes:**

- Overall, Mobility Board members were supportive of the proposed service changes for Kent.
- Mobility Board members were supportive of changes to transit pathways that created new east-west connections and more direct pathways. The Mobility Board was also supportive of the peak-network restructure, believing the impacts were minimal and the savings were appropriately reinvested into increase local service levels in terms of frequency, span of service, and coverage.

### **Feedback on Proposed Auburn Service Changes:**

- Overall, Mobility Board members were supportive of the proposed service changes for Auburn.
- Consolidation of Routes 910 and 917 and the accompanying pathway changes address key needs expressed by the Mobility Board: more service to Walmart and the Outlets and more service overall for Algona-Pacific. The Mobility Board supported the elimination of Route 910 due to low ridership and allocation of those resources elsewhere. Longer span of service and weekend service serving the Outlets and Auburn YMCA are high priorities. Board members supported the new route and felt it would better serve Algona and Pacific.
- Mobility Board members were disappointed that the City of Auburn could not accommodate the necessary street and signal improvements to accommodate the new Route 180 pathway to serve the library, schools, recreation center, and senior center. They were also disappointed that the necessary improvements could not be accommodated for Route 181 that would have better served the 10<sup>th</sup>/8<sup>th</sup> pathway for Senior Housing, Fred Meyer, and other nearby services, as well as the new transfer point it would have provided for the I Line. Mobility Board members recommend that the City of Auburn prioritize these infrastructure investments in partnership with Metro in the near-term to support transit speed and reliability, pedestrian safety, and Ada access along the proposed new route 184 and 181 pathways.

This meeting summary reflects the format of the Mobility Board meeting with 1) an introduction and process review; 2) a review of the final proposed concepts in small groups with break out group discussions followed by a review of the feedback as a whole group; 3) a group reflection of the Mobility Board process, next steps, and how to stay involved.

## RAPIDRIDE

### Meeting 4 Agenda: Review of Final Proposed Network

Tuesday, November 19 | 6:00 pm – 8:00 pm

Green River College – Kent Campus Room 322/323

#### Meeting Outcomes

- Share Metro's final proposed network for the Fall 2020 service change with the Mobility Board
- Document feedback from the Mobility Board on the proposed set of changes
- Share next steps and process leading toward King County Council for review and approval
- Discuss opportunities for Mobility Board members to stay involved and informed

Time	Agenda Item	Materials
5:45 PM	Dinner	
6:00 PM	<b>Welcome Back, Introductions &amp; Where We Left Off (15 min)</b> <ul style="list-style-type: none"> <li>• Review the process and timeline</li> </ul>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Process Overview PPT</li> <li>▪ Mobility Board Meeting 3 Summary</li> </ul>
6:15 PM	<b>Review Final Proposed Service Concepts by Subarea (60 min)</b> <ul style="list-style-type: none"> <li>• Review final proposed service concepts in each subarea                             <ul style="list-style-type: none"> <li>◦ Alternate subarea overview (15 min)</li> <li>◦ Alternate subarea overview (15 min)</li> <li>◦ Deep dive based on subarea expertise (30 min)                                     <ul style="list-style-type: none"> <li>▪ What's changed since our last meeting?</li> <li>▪ Synthesis of Mobility Board Level of Support and concerns</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Level of Support Board per subarea</li> <li>• Subarea one-pagers</li> <li>• Subarea network map</li> </ul>
7:15 PM	<b>Mobility Board Report Out (15 mins)</b> <ul style="list-style-type: none"> <li>• Summary of level of support, concerns, and future needs to be addressed by subarea</li> </ul>	
7:30 PM	<b>Closing Exercise and Next Steps</b> <ul style="list-style-type: none"> <li>• <b>Takeaways from the process:</b> <ul style="list-style-type: none"> <li>◦ What is one thing you learned or were surprised by in being a part of the group and this process?</li> </ul> </li> </ul>	

## RAPIDRIDE

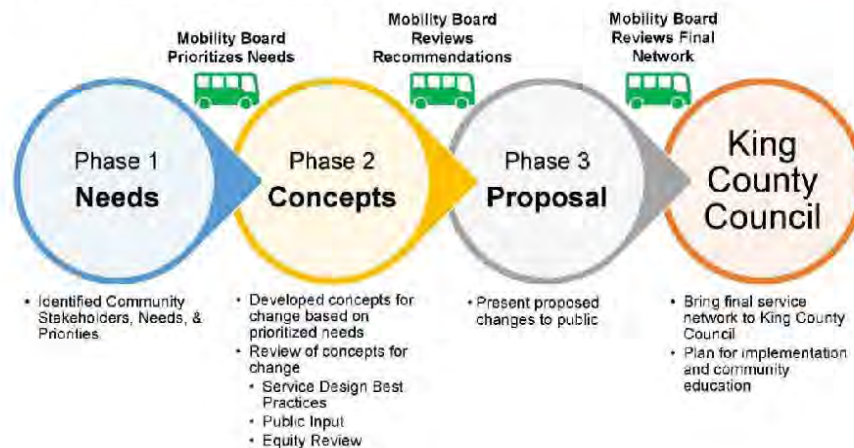
	<ul style="list-style-type: none"> <li>How would you describe this process to someone in your community in 2-3 words?</li> <li>Would you recommend this experience to someone else in your community?</li> </ul> <ul style="list-style-type: none"> <li>Next Step: King County Council meeting in Spring 2020</li> </ul>	
8:00 PM	Adjourn and Thank You Celebration!	

### Welcome, Introductions, and Where we Left Off

Robyn Austin, Rapid Ride Engagement Lead at King County Metro, welcomed the Mobility Board to their fourth and final meeting and reminded participants that the Mobility Board's responsibility is to represent the interests and demographics of people that use Metro's services in the Renton, Kent, Auburn area (see Appendix A for Mobility Board demographics, see Appendix B for a list of attendees). Robyn reviewed the Area Mobility Plan process (see Figure 1) nearing completion.

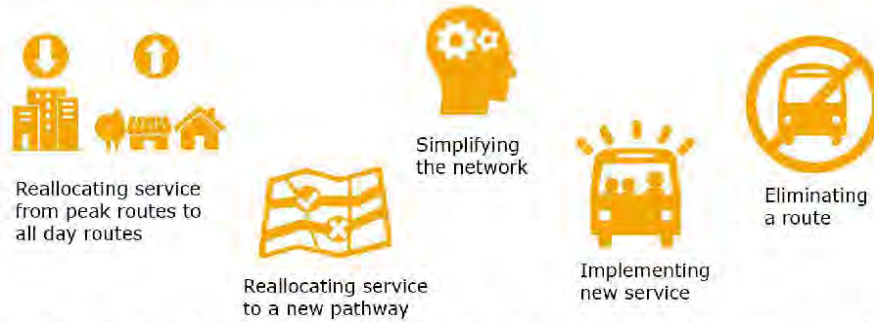
Chris O'Claire, Mobility Division Director at King County Metro thanked Mobility Board members for their commitment to this process and their communities. She noted that although Metro is still evaluating the impacts of the recently passed Initiative 976, King County Metro is committed to funding the proposed network for the Fall 2020 service change in Renton, Kent, and Auburn.

Figure 1 Area Mobility Plan Process



## RAPIDRIDE

Figure 2 Types of Service Changes



Gunner Scott, King County Metro Communications Specialist, provided an overview of the types of changes in the Area Mobility Plan, including:

- Reallocating service from peak to all-day allowing people to get to more places, even on the weekends
- Creating a new or adapting an existing route pathway to connect more community assets
- Simplifying the network to create more direct routes
- Adding new service, including flexible service to serve areas where a fixed route is not effective
- Eliminating a route to free up resources to increase span or frequency of service elsewhere

Gunner introduced the small group breakouts where each group began by spending 15 minutes each reviewing the service changes in the two subareas outside of their subarea of expertise. Breakout sessions concluded with each group spending 30 minutes reviewing the final network and proposed changes in their subarea of expertise and summarizing broader Mobility Board feedback on the changes in their subarea. Each group discussed the changes they were excited about, the issues and priority needs not addressed with this proposal, and the Mobility Board's overall level of support for the final network and proposed changes. Mobility Board members indicated their level of support for the Fall 2020 service change by placing dots along a spectrum ranging from "I love this. I will champion this." to "I am fine with this." to "I do not support this." The results of this exercise are depicted in Figure 5, Figure 8, and Figure 11.



## RAPIDRIDE

### Review of Final Proposed Concepts by Subarea: Small Group Breakouts

#### Renton Proposed Service Changes and Discussion

Figure 3 Renton Proposed Service Concepts and Network Changes

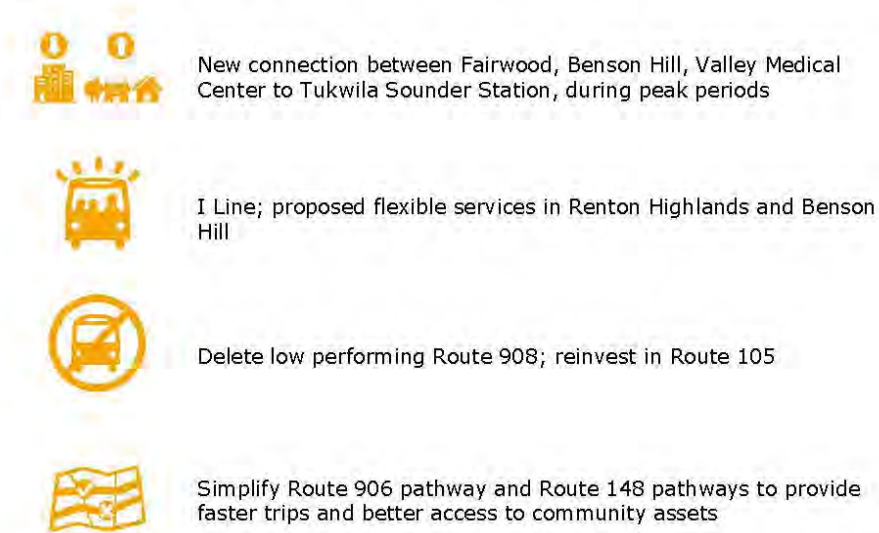


Figure 4 Renton Prioritized Needs and Proposed Network Changes

	Proposed Changes					
Mobility Board: Renton Prioritized Needs	Flexible service in Renton Highlands	Flexible service in Benson Hill	New connection between Fairwood, Benson Hill, Valley Medical Center to Tukwila Sounder Station, during peak periods	Elimination of Route 908, investment in additional peak period Route 105 frequency	Simplify Route 906 pathway and Route 148 pathways	I Line

## RAPIDRIDE

More service frequency and longer span		X	X	X		X
More frequent service and better transit access to the Highlands	X			X		
Fill service gaps with more coverage	X	X	X		X	
Improve east-west connections	X	X	X	X	X	X
Direct connections between important community assets	X	X	X		X	

Figure 5 Level of Support for Renton Subarea Proposed Changes

**Renton Kent Auburn Area Mobility Plan**

Place a sticker in the column to indicate your level of support for the proposed service change.  
 Ponga una pegatina en la columna para indicar su nivel de soporte para el cambio de servicio propuesto.

 I love this, I will champion this. Me encanta esto, lo apoyaré para todo.	 I'm fine with this. Estoy bien con esto.	 I see minor issues, but can support this. Veo problemas menores, pero puedo apoyar esto.	 I see major issues, may not support this. Veo problemas grandes, es posible que no vaya a apoyar esto.	 I do not support this. No apoyaré esto.
(Blue dot stickers)	(Blue dot stickers)			

What changes are you most excited about?  
 ¿Cuáles cambios se entusiasman más?

What are we not addressing with this change that we need to focus on in the future?  
 ¿Hay algo que no estamos abordando con este cambio que debemos enfatizar en el futuro?

**RAPIDRIDE** **AREA MOBILITY PLAN** **King County METRO**

## **RAPIDRIDE**

### **Renton: What changes are you most excited for?**

- Connections to more community assets such as the new community center
- Expanding the span of service of Route 105
- Community Ride in the Renton Highlands
- Expanding the span of service of Route 906

### **Renton: What is not addressed with this change that should be a focus in the future?**

- Give route 102 trips that truncate at S. Renton Park and Ride a different route number than 102 trips that go to Fairwood
- We would like Community Ride services to expand to cover St. Vincent de Paul
- The education center in Renton near the airport is still not served
- More service south of Seattle
- No real East/West Valley service
- More weekend services
- Service to Federal Way
- Service to Tukwila link station is needed from areas further south than the F-Line
- Add longer weekend hours on Route 906 in the future
- Route 105 change the 15 min windows to start at 2:30 pm – peak hours
- Ensure strong education on changes & new services

### **Renton: Level of Support**

- 8 Mobility Board members marked "I love this. I will champion this."
- 4 Mobility Board members marked the line between "I love this. I will champion this." And I am fine with this."
- 5 Mobility Board members marked "I am fine with this."

## RAPIDRIDE

### Kent Proposed Service Concepts and Discussion

Figure 6 Kent Proposed Service Concepts and Network Changes



Restructure of Covington and Kent East Hill peak service (Routes 158, 159)

Restructure of Kent West Hill peak service (Routes 190, 192)



I Line



Kent East Hill pathways (Routes 164 and 168; Routes 914/916),  
 Central Kent pathways (Routes 150, 166, 180, 183)

Figure 7 Kent Prioritized Needs and Proposed Network Changes

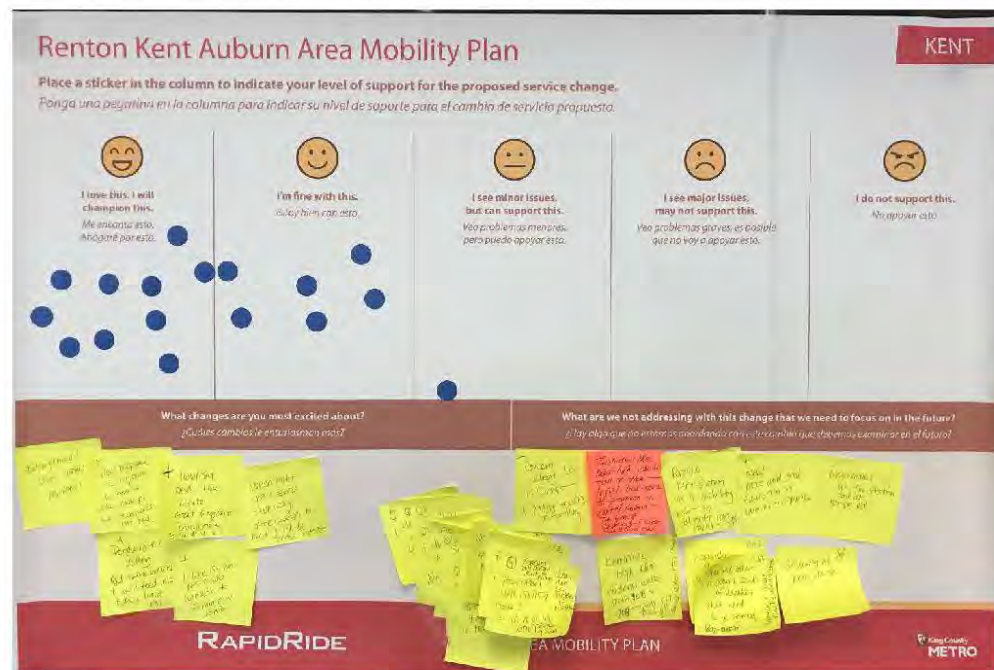
	Proposed Changes				
<b>Mobility Board: Kent Prioritized Needs</b>	Central Kent pathways	Kent West Hill peak network restructure	Kent East Hill peak network restructure	Kent East Hill Pathways	I Line
Increase frequency and span of service, more weekend, early morning, and late- night service		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Improve coverage of service throughout Kent - create new connections	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	
Improve service quality for more on-time and less crowded service		<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>



## RAPIDRIDE

Improve east-west connections	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
Align service to match demand (reduce duplication)	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	

Figure 8 Level of Support for Kent Subarea Changes



### Kent: What changes are you most excited for?

- Adding service on Sundays
- I Line: 15 min North-South service connecting to 15 min East-West service
- Route 166/169 and I Line create great frequent East-West and North-South connections
- People in the Kent Industrial Valley get more options and service that will feed into future light rail.
- I line serves Valley Medical
- One-seat rides on Routes 164/166 and 168/180

## **RAPIDRIDE**

- New proposal is responsive to some of the changes recommended last time
- Everything! Very good! Perfect!

**Kent: What is not addressed with this change that should be a focus in the future?**

- Concern about loss of peak service in Covington, but it feels like a fair trade off
- There are still community assets that are lacking in transit coverage (Kent high schools, the YMCA community center, boys and girls club, etc.).
- Security at Kent Station
- When light rail serves Federal Way, more changes to lines, it will be faster into downtown Seattle
- Crosswalks at the station and on Benson Road
- DMV and other locations south of Meeker need to be served, may be a good flexible service, consider adding a deviation area to Route 914/916
- Kentridge High School students can be served by Route 157 if trip times are adjusted.
- Need more and better education on changes to 914/916, and how to use DART/flexible services
- Consider Kent station as a mobility hub – so all routes can connect
- For Route 162, 10 trips in peak periods does not seem like enough
- Use the Lake Meridian P&R as more of a transfer point location to connect with services for the folks who live east of Lake Meridian P&R

**Kent: Level of Support**

- 10 Mobility Board members marked "I love this. I will champion this."
- 6 Mobility Board members marked "I am fine with this."
- 1 Mobility Board member marked "I see minor issues but I can support this."

## RAPIDRIDE

### Auburn Proposed Service Concepts and Discussion

Figure 9 Auburn Proposed Service Concepts and Network Changes



Route 910 and 917 restructure (delete Route 910, provide more frequent Route 917 service)



I Line and Algona-Pacific flexible service



Combine Routes 186 and 915

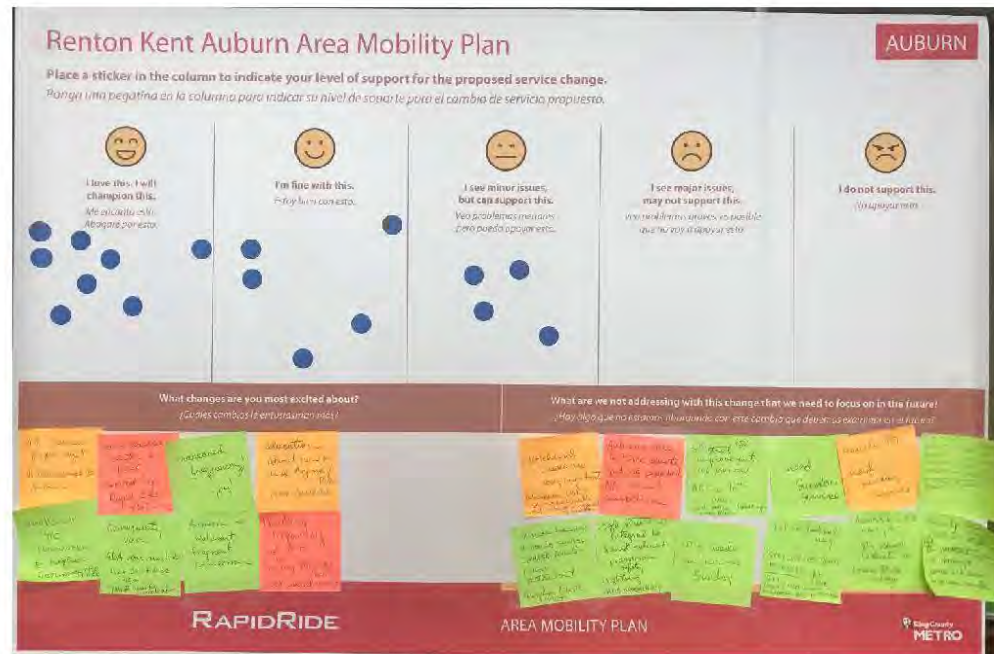
Figure 10 Auburn Prioritized Needs and Proposed Network Changes

	Proposed Changes			
<b>Mobility Board: Auburn Prioritized Needs</b>	Community Van flexible service in Algona-Pacific.	Delete Route 910, add service to Route 917	Combine service on Routes 915 and 186 to offer one all day route.	I Line
Service south of Auburn station, especially to Algona Pacific	<b>X</b>	<b>X</b>		
Provide more weekend and late- night service	<b>X</b>		<b>X</b>	<b>X</b>
Establish a network of service not centralized on Auburn Station	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
Create shorter, more frequent routes to enhance reliability		<b>X</b>		



## RAPIDRIDE

Figure 11 Level of Support for Auburn Subarea Changes



Auburn: What changes are you most excited for?

- Increased frequency
- Frequent connection between Auburn station and Walmart
- Doubling frequency of Route 917 serving Algona-Pacific (need weekend service)
- Education about how to use Algona-Pacific flexible service
- Community van/ADA van available (Free car and free gas, YMCA home for coordinator)
- Work source center & DSHS served by Rapid Ride Station
- Route 917 30-minute frequency increase, better service to Auburn
- Reallocate Route 910 resources to higher frequency elsewhere

Auburn: What is not addressed with this change that should be a focus in the future?

- New Route 180 south tail (new Route 184) and 181 pathways that better serve Auburn schools, library and senior center is not included in this proposed network and service change.
- City of Auburn should prioritize street and signal improvements needed to support new Route 184 and 181 pathways

## **RAPIDRIDE**

- Top priority for 2022 - City of Auburn changes needed for Route 184 to service students going to library and senior citizens to senior center.
- Auburn and Algonia-Pacific need for Sunday service. Weekend needs are very important. Wherever DART service currently exists weekend service, including Sunday, should be offered.
- Route 915 needs to run on Sunday
- Ensure new Route 181 pathway continues to connect high school students to Green River College with pedestrian and stop improvements on 8<sup>th</sup>.
- Need better connection between Auburn and Pierce County. Very difficult to get to Tacoma, despite it being relatively close to Auburn.
- Safe streets are integral for transit riders and pedestrian safety (lighting and ADA accessibility)
- Route 181 only route heading to Federal Way TC when 578 does not go to Seattle via FWTC due to Sounder heading to Seattle in the morning. Improved 181 frequency would be beneficial during these times as it is the only option.
- Route 181 to Federal Way- keep service going to FWTC 7 days a week
- Route 917 needs hourly Sunday service
- Senior housing and housing services (Health Point), Lowe's, restaurant - quicker/faster direct. Route 181 change would provide this.
- Access to more jobs

### **Auburn: Level of Support**

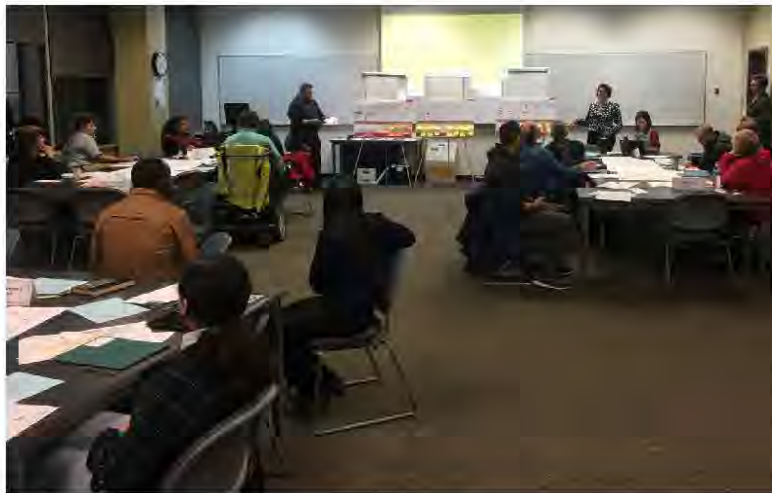
- 8 Mobility Board members marked "I love this. I will champion this."
- 5 Mobility Board members marked "I am fine with this."
- 4 Mobility Board members marked "I see minor issues but can support this."

## **RAPIDRIDE**

### **Mobility Board Level of Support**

To wrap up the breakout discussions, Robyn reviewed the Mobility Board's level of support for each of the three subareas. The dots on the "Level of Support Boards" placed by Mobility Board members indicated that they were generally supportive of the service changes in the Renton, Kent, and Auburn subareas. She noted that some Mobility Board members saw minor issues with elements of the service changes, which Metro will examine following the meeting. She added that the I Line and Area Mobility Plan is an approximately \$100 million investment in transit speed and reliability in the Renton-Kent-Auburn area. Metro recognizes that this Area Mobility Plan does not solve all the needs of the community, and that any unmet needs will be provided as a list to the King County Council for consideration when money and resources become available.

Figure 12 Mobility Board review of "Level of Support" Boards by subarea



### **Closing Exercise and Next Steps**

Gunner reminded the Mobility Board that the Renton-Kent-Auburn Area Mobility Plan process will conclude following the King County Council's approval, likely in March 2020. He encouraged Mobility Board members to attend the County Council meeting to share their perspective on the Mobility Board process and proposed Mobility Plan and offered support and coaching to those interested in engaging the County Council, regardless of the Mobility Board members' level of support for the plan. Gunner then invited Mobility Board members to reflect on the Mobility Board process and whether they would recommend this experience to someone else in their community. Responses from Mobility Board members included:



## RAPIDRIDE

- This was a great learning experience. Metro listened to our input and made sure it was documented. I would encourage everyone to volunteer for a similar experience. -Kent based Mobility Board member
- I gained a wider perspective, understanding, and appreciation for what goes on behind the scenes in transit planning. -Renton based Mobility Board member
- I learned a lot about public transportation. The most important thing for me was that these changes are not just for our benefit today, but that these decisions are for the future and our kids. Public transportation is for all community members so it is great to see what we're making for our community. -Auburn based Mobility Board member
- I'm thankful that you understand our concerns about accessing employment and education, wanting to help people that need services, and wanting to help us return home to our families. -Auburn based Mobility Board member
- I'm impressed with how much the Metro team has tried to be inclusive in this process. It was a good experience for me to be in this setting with other community members and Metro staff. I anticipate the need for getting more information to communities and addressing the intersectionality of public infrastructure. -Kent based Mobility Board member

King County Metro staff thanked the Mobility Board for being a kind, caring, and fun group that made their jobs easier, as well as for the Mobility Board's time, commitment, and input to help shape the Area Mobility Plan.

*Figure 13 Mobility Board members, Metro staff, and the consultant team at the fourth and final Mobility Board meeting*





## RAPIDRIDE

**Appendix A: Mobility Board Demographics** (based on optional survey responses and in person conversation)

Description	Mobility Board Makeup
Age range	14-71
Language groups	<ul style="list-style-type: none"> <li>• Native English speakers</li> <li>• Native Spanish speakers</li> <li>• Native Somali speakers</li> <li>• Bilingual speakers (English and Somali, French, Spanish, Arabic, Farsi)</li> </ul>
Annual household income range	\$6,000-140,000
Rider types	<ul style="list-style-type: none"> <li>• Commuters (majority)</li> <li>• Off-peak and shift workers (minority)</li> <li>• Seniors (5 participants)</li> <li>• Persons with disabilities (3 participants: visual, mobile, and/or speech impairments)</li> <li>• Youth/students (6 participants)</li> </ul>
Personal and professional interests	<ul style="list-style-type: none"> <li>• Providing resources to low income families</li> <li>• Providing resources to refugees and immigrants</li> <li>• Access to education</li> <li>• Leadership and community organizing</li> <li>• Inclusive engagement</li> <li>• Access to affordable transportation</li> <li>• Access to medical services</li> <li>• Access to entertainment</li> </ul>
Geographic areas and subareas	<ul style="list-style-type: none"> <li>• Renton               <ul style="list-style-type: none"> <li>◦ downtown Renton</li> <li>◦ Maplewood</li> <li>◦ Benson Hill</li> <li>◦ Renton Highlands</li> </ul> </li> <li>• Kent               <ul style="list-style-type: none"> <li>◦ Kent East Hill</li> </ul> </li> <li>• Auburn               <ul style="list-style-type: none"> <li>◦ downtown Auburn</li> <li>◦ Lea Hill</li> </ul> </li> <li>• Covington/Timberlane</li> <li>• Burien</li> <li>• Seattle</li> <li>• Tukwila</li> <li>• Seatac</li> </ul>

## RAPIDRIDE

### Appendix B: Attendees

Mobility Board Members (alphabetical by first name)	
Afeworki Ghebreiyesus	Husham Azeez
Alexandra Clark	Joseph Habimana Maradona
Ariana Rojas-Manriquez	Loina Romero
Brian Bonner	Nancy Knipp
Crista Shaw (opted out of compensation)	Raymond Johnson
Daniel Nicholson	Reza Sakhi
Graciela Ayometzi	Richard Ahsiu
Hala Tiba	Roger Arnold
Harold Batson Jr	
Staff (Alphabetical by first name)	Affiliation
Corey Holder	King County Metro
DeAnna Martin	King County Metro
Gunner Scott	King County Metro
Jeremy Fichter	King County Metro
Lauren Squires	Nelson\Nygaard Consulting Associates
Mishu Pham-Whipple	Triangle Associates
Natalie Westberg	King County Metro
Nicole Aguirre	King County Metro
Robyn Austin	King County Metro
Ryan Miller	King County Metro

## **Exhibit H Partner Review Board Summaries**

Renton-Kent-Auburn Area Mobility Plan 2019

# **Partner Review Board Summaries**

Exhibit H

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**King County Metro Renton-Kent-Auburn Area Mobility Plan**  
**Purpose, Expectations, and Membership Criteria for the Partner Review Board**  
Final v. 6-12-19

*Below is an overview of the purpose, expectations and membership criteria for King County Metro's (Metro) Partner Review Board (PRB) for the Renton-Kent-Auburn Area Mobility Plan.*

**Renton Kent Auburn Area Mobility Plan Goals**

The goals of the Renton Kent Auburn Area Mobility Plan are to:

- Improve equitable transit access
- Increase network efficiency and invest in equity priority areas
- Develop a network of mobility services
- Create a single route from Renton to Kent to Auburn to be upgraded to the RapidRide I Line

**Purpose of Partner Review Board**

The purpose of the PRB is to review (a) feedback from the Mobility Board<sup>1</sup>, (b) solution alternatives, and (c) Metro's proposed service network changes. This will include the mobility needs and tradeoffs that the Mobility Board identifies for the Renton-Kent-Auburn Area Mobility Plan, and solutions to address those needs. The PRB will identify additional needs, solution concept benefits and trade-offs, and potential equity impacts to help Metro develop a socially-equitable Area Mobility Plan.

**Expectations of Partner Review Board**

- The PRB will have a regional focus on Renton, Kent, Auburn, and surrounding areas.
- The PRB will review potential service changes and flag needed coordination items, but Metro will follow up, as needed, with individual jurisdictions regarding technical issues that affect single jurisdictions.
- The PRB will meet two to four times in 2019, potentially including one online meeting.
- The PRB is an advisory group to Metro, but Metro is responsible for recommending a final set of changes to the King County Council.

**Criteria for Partner Review Board Membership**

King County Metro is seeking representation on the Partner Review Board from the following entities:

- Jurisdictions in the project area
- Nonprofit organizations that serve multiple jurisdictions in the project area
- Major institutions

King County Metro is *not* seeking representation on the Partner Review Board from the following entities:

- Community Based Organizations that Metro has already engaged through interviews
- Employers<sup>2</sup>

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<sup>1</sup> The Mobility Board is comprised of community members that will be affected by the Renton-Kent-Auburn Area Mobility Plan.

<sup>2</sup> Some major employers (Valley Medical Center, Green River College, etc.) will be included on the Partner Review Board because they are major institutions and community assets.



## RapidRide I Line and Renton Kent Auburn Area Mobility Plan

### Summary of Partner Review Board Meeting held on July 17, 2019

#### Welcome and Introductions

---

Natalie Westberg, King County Metro (Metro), welcomed the group and led a round of introductions (see Appendix A for a list of attendees). She then reviewed the goals for the meeting which were to:

- Provide the Partner Review Board (PRB) with an understanding of the Renton-Kent-Auburn Area Mobility Plan.
- Provide the PRB with an understanding of transportation mobility needs and priorities for the Rent-Kent-Auburn area, identified through engagement and technical analysis. These needs include a proposed pathway for a single route between Renton, Kent, and Auburn, that will be upgraded to the Rapid Ride I Line in 2023.
- Feedback to Metro on whether concept alternatives meet identified transportation mobility needs and issues that need to be considered in building a transit service network in the Renton-Kent-Auburn area.

#### Partner Review Board: Purpose and Expectations

Robyn Austin, King County Metro, shared that the purpose of the Partner Review Board is to:

- Review feedback from the Mobility Board
- Review the concepts developed by Metro
- Provide input on whether the concepts addressed the Mobility Board's needs
- Identify any needs not previously identified
- Identify fatal flaws with concepts
- Identify specific areas of coordination

She reminded the Partner Review Board to try to maintain a regional focus in their discussion and to table issues that affect single jurisdictions, which Metro will follow up on individually following the meeting. The PRB is expected to meet 2-4 times in 2019.

While the Mobility Board and Partner Review Board are involved in advising Metro on needs, priorities, and concepts for improvements documented in the Mobility Plan, the responsibility for making final decisions rests with King County Metro and ultimately the King County Council. Final decisions will take into consideration the contributions of the Mobility and Partner Review Boards, as well as other community input, available budget, statutory requirements, feasibility,



## **RAPIDRIDE**

and other factors.

### **Renton-Kent-Auburn Area Mobility Plan Project Overview**

Natalie Westberg, King County Metro, shared that the outcome of the Renton-Kent-Auburn Area Mobility Plan will be an updated, integrated mobility network comprised of various transit services to meet community needs, including RapidRide, fixed route transit, and flexible mobility services coordinated with commuter rail service in the project area. To do this, resources will be reallocated to redesign routes, add new routes, and implement pilot projects. The Renton-Kent-Auburn corridor today serves over 6,000 riders daily. However, there is currently not a single route that serves the entire corridor. The updated mobility network will provide a single route to the growing number of riders on that corridor. The Mobility Plan will also identify needs and priorities to inform future transit investments in South King County.

Natalie reviewed Metro's goals for the Mobility Plan Project, which are to:

- Increase network efficiency
- Invest in equity priority areas
- Create a network of mobility services

She also reviewed the project timeline, which is broken up into three phases, followed by implementation:

- Phase 1: Needs and Priorities (March-May 2019) – Needs identified through community outreach (all needs documented)
- Phase 2: Network Building (June-September 2019) – Concept development. Survey available at the end of July for feedback on concepts
- Phase 3: Finalize Plan (September-November 2019) – Review draft and final network concepts
- Implementation - Network changes in September 2020 and I Line service beginning in 2023

### **Phase 1: Needs and Priorities**

Robyn provided an overview of the community outreach conducted in Phase 1 of the project, which included a Needs Assessment survey (both paper and online), interviews with Community Based Organizations across the County, tabling at community events, outreach at bus stops and transfer stations, media releases, advertisements, and the convening of the Mobility Board. Through this multifaceted approach, Metro was able to collect qualitative and quantitative data. The Mobility Board was a significant source of community input due to its diverse membership in terms of age, race, income, physical abilities, and geographic area. The 27-member Board was highly engaged over a two-day workshop where they received training on service planning and identified mobility needs of their communities. Mobility Board members were compensated for their time and expertise. The report of the Mobility Board's workshop will be distributed to the Partner Review Board in the follow up materials.



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### **Phase 2: Network Building**

Natalie directed table groups, who were arranged by geographic area, to begin breakout group discussions and provide focused feedback to the service planners at each table.

#### Renton

##### *Areas of needed coordination:*

- Renton Technical College:
  - AM and early PM service on Rt 105
  - Direct connection between college and transit center
  - Community meeting at the college to engage Rt 908 riders
  - Offer subsidized ORCA passes, particularly for low income students
- Phase 2 outreach can be done in conjunction with Sunset Neighborhood Park events
- Promoting ORCA, especially for riders who will need to transfer between Metro and Sound Transit services
- Fred Meyer would be a good location to reach Benson Hill residents

##### *Areas where more information is needed:*

- Interest in serving Oakdale industrial area

##### *Benefits/tradeoffs:*

- RT 148 will serve a new community center on 116<sup>th</sup>
- Negative feedback expected from riders who want to maintain one seat ride to Seattle, however the long travel time to Seattle is a common complaint from Renton riders
- Southcenter Parkway is congested and slow because it has many destinations

#### Kent and East-West Connections

##### *Areas of needed coordination:*

- Kent School District: school access and needed flexible service connections
- Providing a connection for Port of Seattle employees who live in Covington and Maple Valley
- There could be construction impacts from the Gateway Project

##### *Areas where more information is needed:*

- What types of riders use Rt 913

##### *Benefits/tradeoffs:*

- Rts 157, 158, 159 are duplicative
- The Sounder train connection
  - Support for investing in more all-day connections over duplicative peak service
  - Offer earlier service but can be congested

## **RAPIDRIDE**

- Large disruptions if there are maintenance issues – need to develop a flexible contingency plan
- Option 1 for Kent East Hill:
  - 256<sup>th</sup> and Canyon has a tricky convergence point and needs to take into consideration the future RapidRide
  - 260<sup>th</sup> deviation serves the community assets and diverse populations, possible speed and reliability improvement to avoid congested intersection
  - 248<sup>th</sup> reaches the new YMCA and provides better access to Kent East Hill
  - 240<sup>th</sup> has nice trail connection
- Option 2 for Kent East Hill:
  - YMCA to RapidRide transfer
- Kent Kangley has terrible parking congestion, low reliability
- Support for deviation of Kent Kangley route onto SE 260<sup>th</sup> St
- Lake Meridian Park and Ride has low ridership and is not a priority all-day destination, preference for the Kent East Hill pathway options that reach more community assets
- Flexible first/last mile connection to Kent schools
- East-west connections near the Lake Pointe development
- Service would extend into Covington to improve east-west connections
- Route 166: Possible construction impacts when Veterans will be extended to I-5.

### Auburn, Algona, and Pacific

#### *Areas of needed coordination:*

- G. Frasier, Green River College
  - Cities and Schools Organization as venue for Algona and Pacific outreach
  - Input on Rt 180 from other colleagues
- D. Millard, Auburn School District
  - Auburn School District after school programs are at Auburn Library and would be best supported by Rt 180 Option 2
- Question: How to support high school students and seniors if service shifts away from them?

#### *Areas where more information is needed:*

- The origins and destinations of riders on routes
- Crime hotspots and safety concerns
- Whether flexible or fixed service is appropriate in Algona and Pacific
- Whether ridership is low in areas due to low frequency of service or due to low demand

#### *Benefits/tradeoffs:*

- Alternative Rt 180 saves time but is the same number of transfers

## RAPIDRIDE

### Phase 2: Outreach Plan

Robyn provided an overview of Metro's summer outreach, which includes a similar outreach approach to the Needs Assessment outreach conducted in Phase 1, but also includes an online open house and presence at a variety of community events. She asked that partners support Metro's outreach by sharing outreach information in their communication channels.

### Next Steps

Natalie shared that Metro will distribute the PowerPoint and maps used today, as well as the Mobility Board report, summer outreach flyer, and the public survey for feedback on the alternatives. The next Partner Review Board meeting will be in early October, after the Mobility Board meeting on September 19 in which Board members will review and provide feedback on the proposed network. Metro service planners will follow up with individual partners on areas of coordination in the meantime.

### Appendix A: Attendees

Partner Review Board Members	Affiliation (alphabetical by affiliation)
Cecile Malik	City of Auburn
Dennis Millard	Auburn School District
Kelton Parker	City of Covington
April Delchamps	City of Kent
Vangie Garcia	City of Renton
Florendo Cabudol	City of Seatac
Jaimie Reavis	City of Tukwila
George Frasier	Green River College
Kinder Garcha	Kent School District
Zoe Mullendore	King County Council
Jason Kennedy	Pierce Transit
Adrian Down	Port of Seattle
Gerald Bradford	Renton Technical College
William Chow	Sound Transit
Staff	Affiliation (alphabetical by affiliation)
Corey Holder	King County Metro
Gregory Mcknight	King County Metro
Jeremy Fichter	King County Metro

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Natalie Westerberg	King County Metro
Nicole Aguirre	King County Metro
Robyn Austin	King County Metro
Ryan Miller	King County Metro
Sophie Glass	Triangle Associates
Mishu Pham-Whipple	Triangle Associates



## RapidRide I Line and Renton Kent Auburn Area Mobility Plan

### Summary of Partner Review Board Meeting held on October 2, 2019

#### Welcome and Introductions

---

Natalie Westberg, King County Metro (Metro), welcomed the group and led a round of introductions (see Appendix A for a list of attendees). She then reviewed the goals for the second Partner Review Board (PRB) meeting which were to:

- Provide the PRB with an understanding of the Renton-Kent-Auburn Area Mobility Plan.
- Provide the PRB with an understanding of transportation mobility needs and priorities for the Rent-Kent-Auburn area, identified through engagement and technical analysis. These needs include a proposed pathway for a single route between Renton, Kent, and Auburn, that will be upgraded to the Rapid Ride I Line in 2023.
- Feedback to Metro on whether concept alternatives meet identified transportation mobility needs and issues that need to be considered in building a transit service network in the Renton-Kent-Auburn area.

Natalie then reviewed Metro's goals for the Mobility Plan Project, which are to:

- Increase network efficiency
- Invest in equity priority areas
- Create a network of mobility services

The outcome of the Renton-Kent-Auburn Area Mobility Plan will be an updated, integrated mobility network comprised of various transit services to meet community needs, including RapidRide, fixed route transit, and flexible mobility services coordinated with commuter rail service in the project area. The project underwent an equity impact review to help inform decisions around the network. She reminded the Partner Review Board to try to maintain a regional focus in their discussion, rather than focusing on issues that affect single jurisdictions, which Metro will follow up on individually after the meeting.

She also reviewed the project timeline, which is broken up into three phases, followed by implementation:

- Phase 1: Needs and Priorities (March-May 2019) – Needs identified through community outreach (all needs documented through external outreach and the Mobility Board)
- Phase 2: Network Building (June-September 2019) – Development of solution concepts and dissemination of concept preference survey.

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- Phase 3: Finalize Plan (September-November 2019) – Review draft and final network concepts.
- Complete proposal (December 2019) and review by King County Council (spring 2020)
- Implementation - Network changes in September 2020 and I Line service beginning in 2023.

### **Phase 2: Engagement**

Gunner Scott, King County Metro, provided an overview of the community outreach conducted in Phase 2 of the project, which included an online survey, on-board surveys on select routes, outreach at community meetings and events. Through this multifaceted approach, Metro was able to collect qualitative and quantitative data. Key themes from the outreach were the importance of:

- Frequency (e.g. shorter wait times for service)
- Hours/Days of Service (e.g. Sunday service)
- Safety (e.g. security at transit centers)
- Expand Service (e.g. service in local areas, not just main arterials)
- Connection (e.g. connection to Sounder and Link Light Rail services)

### **Proposed Network**

Natalie described Metro's service concept development process that resulted in the proposed service concepts. Using priority needs identified by the Mobility Board and community outreach, Metro developed service concept alternatives and analyzed them based on service design technical analysis, an equity analysis, and public input. The proposed service concepts are the concepts that aligned best with the technical and equity analyses, and public input. Types of service changes include:

- Reallocating service from peak to all-day
- Reallocating service to new pathway
- Simplify the network
- New service, including flexible service
- Eliminating a route

### **Phase 3: Network Finalization**

Natalie then directed table groups, who were arranged by geographic area, to begin breakout group discussions and provide focused feedback to the service planners at each table. Below are results of brainstorm sessions related to the impacts, technical coordination, and focused outreach associated with the proposed network changes by subarea.



## RAPIDRIDE

### Renton

**Impacts:** What are some of the major impacts associated with the proposed changes? Who will be impacted by these changes? How can Metro reach these people to inform them about these impacts?

#### WHO IS IMPACTED

- Tiffany Park
- Renton Transit Center
- Meadowdale High School
- Library near Renton Highlands

#### HOW TO REACH THEM

- Elena from City of Renton
- Vangie Garcia from City of Renton
- Neighborhood liaison from City of Renton

**Technical Coordination:** What are some technical issues that might arise from these proposed changes? Who are the jurisdictional contacts to resolve or mitigate these issues?

#### TOPIC AREA

- Benson Hill and Tiffany Park, School Pool for new charter school
- Maintain RT 102 frequency
- Highlight that flexible service is the same price as fixed route
- Have flexible service support Renton Technical College, satellite campuses, Park and Rides, and Renton Transit Center
- Safety concerns at Renton Transit Center and future Grady Station – greater police presence, better lighting, more events downtown
- Fairwood Center – Could be unincorporated area, meet with local services

#### BEST CONTACT

- Elena from City of Renton
- Onboard surveys message, remind of Community Connections services
- Vangie Garcia from City of Renton
- King County Local Services

**Focused Outreach:** Metro would like to conduct focused outreach in Benson Hill and in the Renton Highlands. Do you have any contacts in these areas?

- Church at 116<sup>th</sup>
- Northern Puget Drive
- Benson Hill elementary school PTA



## RAPIDRIDE

### Kent

**Impacts:** What are some of the major impacts associated with the proposed changes? Who will be impacted by these changes? How can Metro reach these people to inform them about these impacts?

WHO IS IMPACTED	HOW TO REACH THEM
-Jurisdictions, elected officials, planners (eligibility for transportation money)	-Lauren Craig (Metro)
-Auburn park and ride users and Sounder connections	-Follow up with Covington
-Covington residents	-Covington residents Facebook Group
-Current 913 riders	-Onboard surveys message shift in service not elimination, remind of Kent Industrial Valley Community Connections services
-Sounder riders interested in taking transit to connect to Sounder	- Work with Sound Transit on outreach to Sounder riders
-Kent industrial valley employees	-Danielle Butsick, City of Kent planner, is working with a land-use consultant team on "Rally the Valley" project
-Foodbank clients in Covington near Route 168 on 180 <sup>th</sup> and se 262 <sup>nd</sup> pl.	-Outreach at food bank. Route 168 riders to the food bank will have better service
-Students have Orca cards but are unable to utilize transit and Running Start students in South King County	-Penny Lara (Metro)

**Technical Coordination:** What are some technical issues that might arise from these proposed changes? Who are the jurisdictional contacts to resolve or mitigate these issues?

TOPIC AREA	BEST CONTACT
-Pavement markings (need to know a year in advance)	-April, City of Kent
-Bus shelters & related infrastructure	-Covington, ongoing coordination

**Focused Outreach:** Metro would like to conduct focused outreach in Kent East Hill. Do you have any contacts in these areas?

- Green River College –data sharing and potential student shuttle
- Letters of support from jurisdictions/councils
- Local newspapers, posters with QR codes
- Easy-to-understand route changes graphics

## RAPIDRIDE

### Requested follow up from Metro:

- The number of residents losing transit service
- Data and visuals to describe network changes

### Auburn, Algonia, and Pacific

**Impacts:** What are some of the major impacts associated with the proposed changes? Who will be impacted by these changes? How can Metro reach these people to inform them about these impacts?

WHO IS IMPACTED	HOW TO REACH THEM
-Aviation students at Green River Collage (GRC)	-Cindy Rapier (GRC)
-International students at host families	-Cindy Rapier (GRC)
-910 riders (northern) (low-income transit dependent)	-Bus drivers could potentially conduct outreach
-Outlet collection shoppers	
-Running Start students	-Dennis Grad (to Heidi) & Cindy Rapier
-Pacific senior center	-Jim Morgan
-Pacific Commercial Employment	-Jim Morgan
-Day shelter	-Dennis Grad/Cindy Rapier
-McKinney Vento	-Dennis Grad/Cindy Rapier
-Foodbank	-Dennis Grad/Cindy Rapier
-Muckleshoot tribal members	-Phillip James
-Rail riders	-Tina Lee
-Lakeland hills riders	-Homeowner Associations
-Senior Living	-Various

**Technical Coordination:** What are some technical issues that might arise from these proposed changes? Who are the jurisdictional contacts to resolve or mitigate these issues?

TOPIC AREA	BEST CONTACT
-Left turn on 12 <sup>th</sup> & M N. bound (back up) then to signal (light)	-James Webb & Cecile Malik(Joe Field test)
-Street widening for bus to turn on SR 164	-Joe Welsh
-8 <sup>th</sup> & M -There is no left signal	-James Webb
-10 <sup>th</sup> & A -Signal Change?	-Cecile Malik
-Tribes shuttle signage (Muckleshoot Tribal Transportation)	-Phillip James and James Webb
-Pacific Senior Center	
-Railroad	
-W. Side of A street- No sidewalk	-Cecile Malik and Joe Welsh
-DART connection from 917 to 180 commute shuttles Sounders Coordination	-Joe Welsh
-Hyde Shuttle	

## RAPIDRIDE

-Federal Way/James/181 = Safety, White  
river Junction

-Auburn community response team/officers,  
Auburn App (police), Metro App

**Focused Outreach:** Metro would like to conduct focused outreach in Algona/Pacific. Do you have any contacts in these areas?

- Organizations on I street.
- Pacific Days (summer)
- Farmers Market (summer)
- Auburn Schools
- Pacific Parks Board (3<sup>rd</sup> Tuesdays)
- Green River Technical College Fairs and staff faculty lists
- Valley Cities

### Next Steps

Gunner shared that the Metro website will be reformatted to organize projects by region to be easier for users to navigate and find engagement opportunities. Additionally, a survey will be disseminated to understand how the community's needs were met by the network changes from Oct 21, 2019 – November 6, 2019.

Natalie shared that Metro will distribute the PowerPoint and maps used at the meeting, as well as other relevant data, handouts, and talking points to support presentations to stakeholders. The next Partner Review Board meeting will be Thursday, December 5, after the Mobility Board meeting on November 19, in which Mobility Board members will have a final review of the proposed network. Metro service planners will follow up with individual partners on areas of coordination in the meantime.

While the Mobility Board and Partner Review Board are involved in advising Metro on needs, priorities, and concepts for improvements documented in the Mobility Plan, the responsibility for making final decisions rests with King County Metro and ultimately the King County Council. Final decisions will take into consideration the contributions of the Mobility and Partner Review Boards, as well as other community input, available budget, statutory requirements, feasibility, and other factors.

She added that flexible service does not need to be in proposal package to King County Council, Metro will continue engagement for flexible services into 2020. Planning work in South King County will also continue in preparation for the opening of the Federal Way Link Extension and I-405 Stride BRT.

## RAPIDRIDE

### Appendix A: Attendees

Partner Review Board Members	Affiliation (alphabetical by affiliation)
Dennis Grad	Auburn School District
Cecile Malik	City of Auburn
James Webb	City of Auburn
Joe Welsh	City of Auburn
Ann Mueller	City of Covington
Bob Lindskov	City of Covington
April Delchamps	City of Kent
Jenny Kreifels	City of Pacific
Vangie Garcia	City of Renton
David Tomporowski	City of Seatac
Emilee Findley	Green River College
Suzanne Johnson	Green River College
Phillip James	Muckleshoot Transportation
Mark Davilla	Pierce Transit
Tina Lee	Pierce Transit
William Chow	Sound Transit
David Lynch	South King County Mobility Coalition
Regina Dove	Transportation Choices Coalition
Staff	Affiliation (alphabetical by affiliation)
Corey Holder	King County Metro
Gregory Mcknight	King County Metro
Gunner Scott	King County Metro
Jeremy Fichter	King County Metro
Natalie Westberg	King County Metro
Nicole Aguirre	King County Metro
Ryan Miller	King County Metro
Sophie Glass	Triangle Associates
Mishu Pham-Whipple	Triangle Associates



## **RapidRide I Line and Renton Kent Auburn Area Mobility Plan**

### **Draft Summary of Partner Review Board Meeting held on December 5, 2019**

#### **Welcome and Introductions**

---

Natalie Westberg, King County Metro (Metro), welcomed the group and led a round of introductions (see Appendix A for a list of attendees). She then reviewed the goals for the third Partner Review Board (PRB) meeting which were to:

- Review the final network proposal based on Mobility Board recommendations
- Prepare for the next steps in finalizing the proposal and bringing it to the King County Council for review and approval
- Provide input on possible speed & reliability and access to transit projects, and ideas for the project's Implementation Outreach and Communications Plan
- Reflect on the process and share feedback to inform future Partner Review Boards

Natalie then reviewed Metro's goals for the Mobility Plan, which are to:

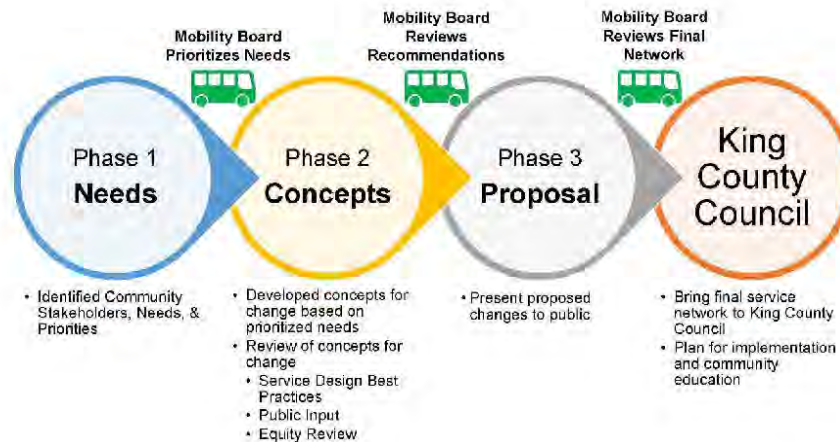
- Increase network efficiency and invest in equity priority areas
- Improve equitable transit access
- Develop a network of mobility services
- Create a single route from Renton to Kent to Auburn to be upgrade to the RapidRide I Line

The outcome of the Renton-Kent-Auburn Area Mobility Plan will be an updated, integrated mobility network comprised of various transit services to meet community needs, including RapidRide, fixed route transit, and flexible mobility services coordinated with commuter rail service in the project area. She also reviewed the project timeline, which is broken up into three phases, followed by implementation:

- Phase 1: Needs and Priorities (March-May 2019) – Needs identified through community outreach (all needs documented through external outreach and the Mobility Board)
- Phase 2: Network Building (June-September 2019) – Development of solution concepts and dissemination of concept preference survey.
- Phase 3: Finalize Plan (September-November 2019) – Review draft and final network concepts.
- Complete proposal (December 2019) and review by King County Council (spring 2020)
- Implementation - Network changes in September 2020 and I Line service beginning in 2023.



## RAPIDRIDE



### Where We Left Off

Gunner Scott, King County Metro, provided an overview of the community outreach conducted in Phase 3 of the project, which included an online survey, on-board surveys on eight routes, outreach at community meetings and events, as well as one-on-one conversations via email. Through this multifaceted approach, Metro was able to collect qualitative and quantitative data.

Gunner also provided an update on Initiative 976, which is held up in the State Supreme Court until the Court determines whether the initiative was constitutional. King County Metro has begun some exploration of the implications of the Initiative on the agency but is waiting to see the court ruling before doing a deeper analysis.

Gunner reviewed Metro's process to develop the proposed service concepts. Using priority needs identified by the Mobility Board and community outreach, Metro developed service concept alternatives and analyzed them based on service design technical analysis, an equity analysis, and public input. He noted that priority census tracts (areas with higher populations of people of color, low income, and/or limited English proficiency) are a focus of the improved transit services. The types of service changes being proposed are:

- Reallocating service from peak to all-day routes
- Reallocating service to a new pathway
- Simplifying the network
- Implementing new service
- Eliminating a route
- Adding service

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He also shared that at the last Mobility Board meeting, members provided positive feedback on the process and to the overall proposed network since the network changes are rooted in community input. At the meeting, Metro received feedback that the network changes are going to enhance their communities.

Natalie wrapped up the review session by noting the South King County service change highlights:

- 2019: Metro invested service hours in Routes 101, 105, 107, 150, 164, 183, and 906.
- 2020: Metro will invest additional service hours and an updated network through the Area Mobility Plan.
- 2022: Metro will begin planning work for an I-405 BRT service restructure (2024) and a Federal Way Link extension restructure.
- 2023: Metro will begin service on the RapidRide I Line.
- 2024: I-405 Bus Rapid Transit (BRT) and Federal Way Link will begin service, with associated Metro restructures.

With the I-405 BRT and Federal Way Link restructure, Metro is planning to reach out to partners for a similar process again in the future.

Gregory Mcknight, King County Metro, provided a project update on the development of the I-Line. He noted that today, there are six Rapid Ride Lines that exist, while there are seven more being planned. For the I-Line, the planning and preliminary engineering phases are near complete, meaning that Metro is now beginning to identify potential station locations. Metro is working on a Rapid Ride brand refresh since the service is now 10 years old. Metro is also working with jurisdictional partners on street improvements related to safety and access such as sidewalks, crosswalks, lighting, and more along the I-Line route. As the project moves into the design phase, Metro is determining how to spend the \$120 million allotted to the project. The project is at risk of being impacted by Initiative 976, as some of the federal funding received for the project requires a “local match,” which Metro may struggle to raise due to the fiscal restrictions of the Initiative.

### **Final Proposed Network Changes**

Metro service planners provided an overview of the network changes in each subarea.

#### Renton - Ryan Miller, Metro

Ryan reviewed the Prioritized Mobility Needs:

- More frequent transit service in the Renton Highlands
- Fill service gaps in Renton Highlands and Benson Hill
- Provide better access to community assets
- East-west connections are difficult
- Buses take too long

New Sounder connection and added service highlights:



## **RAPIDRIDE**

- New connection to all Sounder trains from Fairwood, Benson Hill, Valley Medical Center, and the Industrial Valley
- Increased morning, midday, and evening frequency and later trips in Fairwood and Benson Hill, and the Renton Industrial Valley
- More direct pathway

### Benson Hill highlights:

- More direct pathway to better serve community assets, including new community center, and housing along 116<sup>th</sup> Ave SE
- Ongoing engagement and planning for Benson Hill flexible service

### Renton Highlands highlights:

- More investment in Route 105 to provide 15-minute peak period service
- Invest resources from low-performing Route 908 into Route 105
- Ongoing engagement and planning for Renton Highlands flexible service

### Kent – Nicole Aguirre, Metro

#### Nicole reviewed the Prioritized Mobility Needs:

- Improve distribution of service in Kent, create new connections
- Improve east-west connections
- Increase frequency and span of service
- Improve service quality
- Align service to match demand and reduce duplication

#### Central Kent and Kent Industrial Valley highlights:

- More night and weekend service
- More frequent weekend service
- New all-day service network in the Kent Industrial Valley
  - A partner raised the concern of getting working students to employment. He asked about the times service extensions to routes going to the Kent Industrial Valley. Nicole responded that the realignment of Route 180 which provides East-West connections will run about 22 hours a day and Route 150 runs early into the morning, for example.
- New connection points west of Kent Station and one-seat ride connections
- Consolidation of peak commuter routes

#### Kent East Hill highlights:

- Better distribution of all-day service
- New one-seat ride service
- More night and weekend service
- New Sunday service
- Better connections to Sounder
- Consolidation of peak commuter service
- Improved pathway for Routes 914/916

## **RAPIDRIDE**

### Auburn, Algona, and Pacific – Corey Holder, Metro

Corey reviewed the Prioritized Mobility Needs:

- Service south of Auburn station
- Provide more weekend and late-night service
- Create shorter, frequent, reliable routes in Auburn
- Establish a network of service in Auburn

New Route 184 highlights:

- Maintain service from Auburn Station to South Auburn
- This short route will provide more reliable service

More frequent connections highlights:

- More frequent service from Auburn to Walmart/Outlet Collection, Algona, and Pacific
  - A partner noted that the deleted route served an Albertson's grocery store. Corey shared that the ridership on that route was very low and that riders tend to travel farther to go to Walmart because it is more affordable.
- Better connection to jobs in Algona and Pacific area
- New Sunday service to Lea Hill and Green River College
- Consolidate a peak-only route and a midday route to a single, all-day route between Enumclaw and Auburn

Route 910 Corridor highlights:

- Route 910 resources will be invested in providing more frequent service for a majority of Route 910 riders
  - A partner noted that the Auburn food bank will now receive more frequent service.
- New frequent service on Auburn Way
- More frequent service to Outlet Collection from Auburn Station
- Lots of support for proposal in online engagement

### **Breakout Groups: Final Proposed Service Concepts by Subarea**

Natalie then directed table groups, which were arranged by subarea, to begin breakout group discussions and provide feedback to the service planners at each table. Below are results of brainstorm sessions related to potential additional improvements to enhance mobility, outreach strategies, and any other need that should be addressed.

### Renton

1. What are known congestion issue areas that we should consider for Speed & Reliability improvements?
  - 7<sup>th</sup> St. limited Right of Way (ROW), lots of access points, very congested

## **RAPIDRIDE**

- Traffic near the 405/Burger King junction and Renton Technical College, N 33<sup>rd</sup>
2. What are known access to transit problem areas? Area there existing CIP projects that we could partner on?
- Look at improvements to shared Route 148 and future Route 160/RapidRide I stops at E. Valley Highway and SW 43<sup>rd</sup> (stop numbers #60370 and #59358) to create a more appealing transfer point
  - 168<sup>th</sup> crossing issues, ADA improvements
  - New Tech School along Bronson near Park lake Renton
  - Look at Renton Transit Access Study's recommendations
  - Access to transit barriers along Andover Park W.
  - Carr and 108<sup>th</sup> Access to Transit issues, crossings at 106<sup>th</sup>
  - Safer crossings on 116<sup>th</sup> (Renton)
  - 116<sup>th</sup> access to transit in CIP crossings
3. What else should we take into consideration as we work towards a Communications Plan?
- Local churches
  - Form letter to send out
  - Offer presentation
  - Flyer for newsletter inserts
  - Newsletter insert page
  - South King County Mobility Coalition engagement with other providers
  - Senior housing next to south center (906 service increase)
  - Some CTR businesses – Andover Park
  - NextDoor
  - Social media - Facebook groups
  - Renton Technical College presentation
  - Renton library poster boards
  - Renton School District – Get info out through Renton School District
4. Are there any other coordination needs?
- N/A
5. What changes are you most excited about? What changes best align with your agency's priorities?
- Metro can work with Hopelink and other partners to talk about all services (ex. Medicare trips, Hyde Shuttle)
  - Faster connections to Sounder
  - Later Route 906 service for shift workers



## **RAPIDRIDE**

6. What other needs should be addressed?

- Black river employment area
- Skyway Service's limited frequency issues
- Benson Hill flexible service
- East – west service improving

### **Kent**

1. What are known congestion issue areas that we should consider for Speed & Reliability improvements?

- Right of Way and signals (feasibility analysis is in progress)
- Kent-Kangley congestion (Metro recently installed Speed & Reliability improvements)
- Park and Rides- how can we better connect Sounder and satellite park and rides? (Kent Station Construction)
- Kent Station, Bay Assignments
- Impacts of highway 167 congestion

2. What are known access to transit problem areas? Are there existing CIP projects that we could partner on?

- Lack of sidewalks
- Lake Meridian Park and Ride
- Amazon warehouse

3. What else should we take into consideration as we work towards a Communications Plan?

- Audio announcements on routes
- Street teams
- Rider alerts
- Service Based Organization engagement
- Coordination with street events and other community events

4. Are there any other coordination needs?

- Meet with Sounder team about Kent Station
- Interaction with other speed and reliability projects

5. What changes are you most excited about? What changes best align with your agency's priorities?

- Sounder connections
- Increasing service for priority census tracts

6. What other needs should be addressed?

- Route 162 riders going opposite of peak direction (deadhead opportunity trips).

## **RAPIDRIDE**

### **Auburn, Algona, and Pacific**

1. What are known congestion issue areas that we should consider for Speed & Reliability improvements?
  - Intersection near Auburn Library, perhaps make a roundabout
2. What are known access to transit problem areas? Are there existing CIP projects that we could partner on?
  - N/A
3. What else should we take into consideration as we work towards a Communications Plan?
  - Tribal social media (App) – Muckleshoot Tribal Transportation (MTT)
  - Tribal hotspots-MTT
  - Tribal Drivers/Safety Officers-MTT
  - Weekly newsletters – Green River College
  - Bimonthly newsletter for host families associated with Green River College
  - Focus groups associated with Green River College
  - Flyers at food bank
  - Outreach at high schools
  - Computer screens on high school campus
  - App
  - Social media
  - On board announcements
  - Agency email list
  - Partner communications
  - Senior center newsletter
  - Library
  - City halls
4. Are there any other coordination needs?
  - N/A
5. What changes are you most excited about? What changes best align with your agency's priorities?
  - Frequency
  - Enumclaw single route
  - Weekend Service
  - Seniors and students
  - Algona-Pacific route used by low-income riders
6. What other needs should be addressed?
  - Frequency of Route 181

## **RAPIDRIDE**

- Green River College connection to Fred Meyer
- Signal at 12<sup>th</sup> and M Street
- Pedestrian improvement from Auburn Park and Ride

### **Next Steps**

Natalie shared that Metro will take the feedback received during this meeting to develop an approach for speed and reliability projects, as well as the Outreach and Communications Plan. As Metro moves into the implementation of the of the network changes, Metro will continue to need jurisdictional support on tasks such as:

- Locating new layover or expanding capacity of existing layover areas
- Relocating and installing new bus stops and shelters
- Coordination with our Speed & Reliability Team on possible improvements to enhance the reliability of pathways
- Coordination on possible access to transit partnerships to improve mobility and access to transit

She noted that some partners have developed letters of support to the King County Council and that an example letter would be distributed in the follow up in case other partner jurisdictions were interested in also submitting letters.

### **Reflection and Wrap Up**

Sophie Glass, Triangle Associates, led a discussion to gather feedback for Metro to consider when developing another Partner Review Board in the future. Below are Partner Review Board members' comments and recommendations related to process, content, and relationships.

#### Process:

- Having the public design the network and then have the network reviewed by the Partner Review Board was an effective, equitable approach.
- The approach allows for more informed decisions by Metro and increases the likelihood that decisions resonate with communities.
- It is good to see Metro invest resources into the Mobility Board.
- Compensation of Mobility Board members allowed the Board to have members who otherwise wouldn't participate.
- The approach was a good model to involve the community, help them get to the table, and honor their time.

#### Content:

- The level of information was great, but it was difficult to have internal agency colleagues who weren't at the meeting provide input or understand the materials. Consider making materials more digestible and less technical so they are easier to share.

## **RAPIDRIDE**

- Consider having area-specific information such as ridership data available as part of the meeting materials.
- Consider having a follow-up meeting after changes have been implemented to evaluate the effects of the network changes as a group.
- Consider providing more information on why specific network changes were made.
- Consider relating this process to the Metro Connects process. This will help elected officials see how the processes relate to each other.

### Relationships:

- The meetings felt productive and the objectives were met.
- The sub-area table structure allowed local partners to get to know each other.
- Consider having two distinct sessions within a meeting. One session focused on the partners' most relevant sub-area and then a second session in which partners can free float to other sub-areas.

Natalie closed the meeting by sharing that the next Partner Review Board meeting will be in spring 2020 and will be focused on community engagement and communicating the network changes to the public. Because of the specific focus of the meeting, jurisdictions may want to consider sending representatives with expertise in community engagement. Metro will include the Concept Development Report, Speed and Reliability Guidelines, an example letter of support addressed to King County Council, and network maps in the meeting follow up.



## RAPIDRIDE

### Appendix A: Attendees

Partner Review Board Members	Affiliation (alphabetical by affiliation)
Jim Morgan	City of Pacific
Vangie Garcia	City of Renton
David Tomporowski	City of Seatac
Chris Andree	City of Tukwila
Cyndi Rapier	Green River College
Suzanne Johnson	Green River College
Phillip James	Muckleshoot Transportation
Tina Lee	Pierce Transit
Hunter Maltas	Renton School District
Gerald Bradford	Renton Technical College
William Chow	Sound Transit
Staff	Affiliation (alphabetical by affiliation)
Corey Holder	King County Metro
Gregory Mcknight	King County Metro
Gunner Scott	King County Metro
Jeremy Fichter	King County Metro
Natalie Westberg	King County Metro
Nicole Aguirre	King County Metro
Ryan Miller	King County Metro
Sophie Glass	Triangle Associates
Mishu Pham-Whipple	Triangle Associates



# North Link Mobility Plan

## Public Engagement Report

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Prepared by

King County Metro Partnerships & Engagement

January 2021

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## Executive Summary

### Context

The Project area provides a vital mobility pathway for those who live and work in King County to access family-wage jobs and essential goods and services in Northgate and Downtown Seattle. Public transportation is an important service that contributes to a community's overall health if it is designed to meet the needs of its most vulnerable users. Metro recognizes this reality and is dedicated to improving access to transit and providing excellent public transportation for all communities, but especially for historically un(der)served populations<sup>1</sup> who are disproportionately impacted by transit inequities.

With the construction of three new Link light rail stations in North King County, Metro has a wonderful opportunity to take proactive and meaningful steps towards improving mobility in the project area in an equitable and community-driven way. The integration of Metro's current bus service options with Link light rail will offer current and future Metro customers fast, frequent, and reliable connections to jobs, education, and other opportunities and will advance more equitable outcomes for all.

Informed by King County's Equity and Social (ESJ) Strategic Plan and the Mobility Framework, the North Link Connections Mobility Project prioritized outreach and engagement with those whose voices have traditionally not been included or considered in the decisions that end up affecting them disproportionately. By engaging and collaborating with those with the greatest need to develop a transit network, Metro can provide service to get the most folks to what and whom they care about.

The North Link Connections Mobility Project's community engagement process was guided by project goals (improve transit access and mobility; ensure an equitable engagement process; support equitable transit-oriented development), the County's ESJ Strategic Plan, and to be flexible and responsive to community needs. Metro staff have prepared a service network recommendation to the Executive for consideration and approval by the King County Council. Metro expects to implement the recommendation in 2021 in conjunction with Sound Transit's Link light rail station openings.

While the impact of the COVID-19 pandemic did not significantly affect the timeline of North Link, it impacted the method and strategies of engagement. As COVID-19 will have a lasting impact on Metro services and operations and our agency is working on the process of recovering and rebuilding to address the complex, cross-divisional

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<sup>1</sup> People of color, people with low- to no-income, people with limited English proficiency, immigrants and refugees, youth and seniors, people with mobility and visual disability, and any and all intersections of the aforementioned identities. Also referenced as "un(der)served communities".

issues, the North Link team worked and will continue to work closely with other projects and teams to ensure that the engagement and communication with the various communities was and will be streamlined and coordinated.

The North Link team centered equity, public input, and service design best practices in decision making and recommendations for a preferred network concept. Metro staff will continue building relationships with historically underrepresented groups. That includes people affected by racism, bias, poverty, linguistic diversity, disability, or immigration. Metro is committed to conduct a grassroots, inclusive, and accessible public engagement process while navigating the limitations of the new reality of social distancing and public health guidance.

## **Equity and Social Justice Approach**

The project area was defined by routes that may have potential for significant pathway, frequency, and/or span changes resulting from this project. The recommended changes are based on community feedback and alignment with stated project goals and project budget. The routes included in the project were identified because they currently serve at least one of the three new Link stations that will open in 2021, are currently scheduled in connection with a route serving at least one of the new stations, have substantial potential ridership overlap with routes that serve the future stations, or operate within one half mile of one of the three new Link stations.

The majority of planning effort and engagement was focused on the neighborhoods served by those routes. Potential changes were considered to Metro services in the following jurisdictions with varying levels of impact: Bothell, Kenmore, Lake Forest Park, Seattle, Shoreline, and Woodinville. The project area includes 89 tracts, including seven tracts considered priority tracts for equitable engagement and outcomes. They are identified in Figure 1. Priority tracts are those within the project area with a King County Equity Score of four or greater, which is a county-wide metric assessing concentration of historically underserved populations by census tract. This includes linguistically diverse individuals, people of color, and lower income individuals. Priority tracts were areas for focused evaluation, engagement, and equity review. The indicators used to define priority populations and those who face institutional barriers to service are rooted in the King County Equity and Social Justice Strategic Plan and The Determinants of Equity. King County explores the 13 determinants and subsequent indicators, people of color, low-income individuals, and linguistically diverse individuals persistently face institutional barriers to opportunity.

The North Link Connections project area referred to generally as “north King County” includes north Seattle neighborhoods (i.e. University District, Wallingford, Sand Point, Wedgewood, part of Ballard, Greenwood/Green Lake, Lake City, Roosevelt, Maple Leaf, etc.), Bothell, Kenmore, Lake Forest Park, Shoreline, and Woodinville. It can also be defined by the Metro routes within this proposal.



According to the American Community Survey 2015 dataset, the following languages are spoken by greater than 5% of the population of a census tract (over the age of 5

years old) in the project area. The listed languages and categories of languages are defined by the American Community Survey.

- Spanish
- Chinese (e.g., Mandarin, Cantonese, and Toishanese)
- Arabic
- African languages (e.g., Somali, Amharic, Tigrinya, and Oromo)
- Hindi
- Korean
- Vietnamese
- Other Asian Languages (e.g., Laotian, Thai, Khmer)
- Tagalog

These data informed the engagement team’s overall decisions related to translation of marketing, outreach, and engagement materials. Other considerations Metro considered were the languages spoken by Mobility Board members, Community Based Organizations (CBOS) with whom Metro partnered, events attended, and similar factors. Additionally, community research was conducted to form a holistic understanding of translation needs. This included conversations with CBOs that provide services to historically underserved populations in the study area. This the additional language information, Russian language needs also informed the project’s translation and interpretation.

## Planning and Engagement Goals

Goal 1. Build authentic and lasting relationships with historically un(der)served populations in project area.	
Strategy	Tactics
<ul style="list-style-type: none"> <li>• Engage in equitable community-driven service network concept development</li> <li>• Develop transparent outreach/engagement (OE) and decision-making process</li> <li>• Inform the communities who reside and use transit in the North Seattle/North King County area about engagement opportunities</li> <li>• Focus majority of time and resources engaging with historically un(der)served populations</li> <li>• Spend the majority of stakeholder engagement period connecting with organizations who are historically underrepresented in regional transit conversations. This includes reaching out to 30+ Community Based Organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly communicated how and why changes to network were selected, proposed, and recommended citing community feedback, Service Planning guidelines, King County ESJ Strategic Plan</li> <li>• Proactively shared information and engagement opportunities in a variety of ways (transcreated written, illustrative, word of mouth, social media)</li> <li>• Went to the community <ul style="list-style-type: none"> <li>- Attended pre-arranged meetings/events</li> <li>- Partnered with Public Transit Educators to assist in outreach to immigrant/refugee/people of color and English Language Learning</li> </ul> </li> </ul>



<p>(CBOs) and places of worship focused on serving immigrant/refugee/people of color, low income, youth, homelessness, and LGBTQIA communities.</p>	<p>communities</p> <ul style="list-style-type: none"> <li>• Updated and followed up with council staff, community groups and individuals, and other partners</li> <li>• Recruited members of Mobility Board from historically disadvantaged populations</li> <li>• Contracted with local CBOs to host listening sessions in their communities to communicate changes and ask for feedback</li> </ul>
<p><b>Goal 2. Final changes are designed in partnership with historically un(der)served communities in order to build a strong transit network that links transit and development, and increases access and mobility especially for people of color, people with low- to no-income, people with linguistic diversity, immigrants and refugees, people with limited mobility, and any intersections of the aforementioned identities.</b></p>	
Strategy	Tactics
<ul style="list-style-type: none"> <li>• Conduct community-led decision making</li> <li>• Continue connecting with organizations who are historically underrepresented in regional transit conversations. This includes reaching out to 30+ Community Based Organizations (CBOs) and places of worship focused on serving immigrant/refugee/people of color, low income, youth, homelessness, and LGBTQIA communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Transcreated/Translated outreach and engagement materials into project area languages</li> <li>• Conducted in-language engagement - e.g. in-person focus groups, surveys, translated online surveys with these populations to provide for their participation in the process</li> <li>• In addition to an American Community Survey 2015 dataset analysis, conducted community research to better understand language needs in the study area. This research included conversations with community-based organizations that provide services to historically underserved populations in the study area in order to gather recommendations for languages to consider not mentioned in area studies. These specific recommendations and how they inform the communications approach are documented in the ordinance package.</li> <li>• Developed universal OE materials as needed</li> <li>• Convened and facilitated virtual Mobility Board workshops</li> <li>• Conducted stakeholder interviews</li> <li>• Attended virtual community meetings at a diversity of accessible locations pending</li> </ul>

	<p>COVID-19 updates</p> <ul style="list-style-type: none"> <li>• Developed a variety of methods of engagement</li> <li>• Provided a variety of spaces for engagement</li> </ul>
<b>Goal 3. Broader affected communities understand the service concept goals, Metro's goals related to equitable outcomes, and how the service concept helps Metro advance equitable outcomes in the project area</b>	
<b>Strategy</b>	<b>Tactics</b>
<ul style="list-style-type: none"> <li>• Share and make visible the equitable and inclusive community-driven service network concept development</li> <li>• Develop transparent engagement and decision-making process</li> <li>• Inform and promote opportunities for the communities that reside and use transit in the North Seattle/North King County area to participate and give input.</li> <li>• Use print and digital communications to inform historically advantaged populations about changes being considered and opportunities to provide input</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively shared information and engagement opportunities in a variety of ways so they are open to the general public</li> <li>• Promoted opportunities to participate via media and social media</li> <li>• Provided content that could be shared via project area stakeholders and partners to promote participation</li> <li>• Attended virtual pre-arranged meetings/events (request to be added to agenda)</li> <li>• Updated and followed up with council staff, community groups and individuals, and other partners</li> </ul>

## Engagement Outcomes Overview

Metro values input from communities experiencing historic and current underinvestment or inequities, including those affected by racism, bias, poverty, linguistic diversity, disability, and/or immigration status. Metro reached out to a diverse range of community members and stakeholders from identified priority populations using approaches that intended to provide participants with meaningful ways to engage and influence the decision-making process.

### Summary of engagement activities

Group	Description, desired outcomes	Activities
<b>Mobility Board</b>	Metro recruited community members from priority populations who live, work, or travel in the area to help Metro develop bus service changes and new mobility options as well as advise on ways Metro can engage with the	<ul style="list-style-type: none"> <li>• Recruited 12 Mobility Board members</li> <li>• Facilitated 8 Mobility Board meetings or workshops</li> </ul>

	community. Participants were compensated for their work.	
<b>Partner Review Board</b>	Board included representatives from jurisdictions and major institutions in the project area, leaders of community-based organizations, and representatives from partner transit agencies to review and provide comment on service concepts developed by the Mobility Board and Metro and provided guidance on both engagement opportunities and implementation plans.	<ul style="list-style-type: none"> <li>Recruited 20 Partner Review Board Members</li> <li>Facilitated 5 Partner Review Board meetings</li> <li>Hosted 10 events in partnership with partners</li> <li>10 letters of support for project written.</li> </ul>
<b>CBO Partnerships</b>	Metro contracted with local community-based organizations (CBOs) to host listening sessions/focus groups in their communities to share changes being considered and ask for feedback on service concepts.	<ul style="list-style-type: none"> <li>Hopelink - engaged over 50 food bank visitors</li> <li>University District Food Bank - conducted 4 focus groups, engaged 50+ clients</li> </ul>
<b>Metro Bus Operators</b>	Operators felt included and valued and aware of how their feedback is reflected in the draft service network concept and were compensated for their time spent in participating.	Engaged 100 operators through tabling events and two focus groups.
<b>General Public</b>	<ul style="list-style-type: none"> <li>Metro and Partners coordinated a unified effort to engage public about network concept.</li> <li>Public felt included, valued, and aware of how their feedback is reflected in the draft service network concept.</li> </ul>	<ul style="list-style-type: none"> <li>20+ hours of on-board engagement</li> <li>Sent 241,768 transit alerts</li> <li>Made engagement accessible in 6 languages (Arabic, traditional Chinese, Korean, Russian, Spanish, Vietnamese)</li> <li>Facilitated virtual Open house/town halls: reaching 1000+ participants</li> <li>Mailed : 1,500 postcards</li> <li>Distributed rack cards: 6,000 <ul style="list-style-type: none"> <li>3,000 English</li> <li>2,000 Spanish</li> <li>100 Chinese</li> <li>100 Vietnamese</li> <li>100 Arabic</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>○ 100 Korean</li> <li>○ 100 Russian</li> <li>● Community open houses/town halls: 1000+, attendees</li> </ul>
<b>Stakeholder Groups</b>	<ul style="list-style-type: none"> <li>● Metro and Partners coordinated a unified effort to engage public about network concept.</li> <li>● Stakeholders felt included and valued and aware of how their feedback is reflected in the draft service network concept.</li> </ul>	30 community-based organizations were invited to participate in all events and were provided customized information based on community. They were also updated throughout the process through emails, phone calls, and meetings as needed.
<b>Jurisdictional and Council</b>	<ul style="list-style-type: none"> <li>● Jurisdictions and Council Members will feel included and valued and aware of how their feedback is reflected in the draft service network concept.</li> <li>● Metro will partner with their respective offices to engage with their constituent/resident network and channels to ensure they are engaged in providing feedback on the proposed concept.</li> </ul>	<ul style="list-style-type: none"> <li>● Attended 95 community &amp; jurisdictional partners hosted events and briefings.</li> <li>● 5 Letters of support written by all jurisdictions in the project area.</li> </ul>
<b>Business/Institution</b>	<ul style="list-style-type: none"> <li>● Businesses felt included and valued and aware of how their feedback is reflected in the draft service network concept.</li> <li>● Metro will partner with businesses to engage with their employee/customer network and channels to ensure they are engaged in providing feedback on the proposed concept.</li> </ul>	<ul style="list-style-type: none"> <li>● 3 + meetings held</li> <li>● Businesses &amp; Institutions invited to participate in Partner Review Board</li> </ul>
<b>Online</b>	General public felt included and valued and aware of how their feedback is reflected in the draft service network concept.	Webpage viewed 20,000+, times
<b>Media</b>	<ul style="list-style-type: none"> <li>● Promotions were a key part of connecting with the community and driving them to participate at meetings and in surveys, featuring the trusted Link Connections umbrella brand and #Bus2Link.</li> <li>● General public felt included and aware of how their feedback is reflected in the draft service network concept.</li> </ul>	<ul style="list-style-type: none"> <li>● 20+ unique tweets from Metro or partners</li> <li>● 4 media briefings, 2 ethnic media briefings</li> <li>● 3 joint County announcements</li> </ul>

	<ul style="list-style-type: none"> <li>Metro use different methods of media to ensure that public is informed on project and have ample opportunities and venues to provide their feedback.</li> </ul>	
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## Key feedback themes by phase and how it shaped our decision-making

Phase 1 Key Themes	Summary of Concepts in Phase 2
Improve east-west and crosstown connections	East-west service along several major corridors, including N 80 <sup>th</sup> St, NE 75 <sup>th</sup> St, NE 45 <sup>th</sup> St, Greenwood to Lake City
Service connections should be close together and understandable to customers	Improve connections at light rail stations, creating hubs around stations for bus-to-bus and bus-to-rail transfers
Improve weekend service and span of service(especially later at night)	Improve service to First Hill, U-District on nights and weekends, many shift workers around campus and hospitals; access to places of worship &community centers on weekends
Travel times that are better and/or more consistent than they are today	Connecting routes to light rail at Northgate and Roosevelt Stations to provide faster and more consistent travel times; shortening some routes to reduce variability of bus travel times
Improve connections to hospitals/medical facilities (Northgate, UW, First Hill, Seattle Children's)	Provide east-west connection to Seattle Children's Hospital, improve direct service to First Hill
Improve connection to South Lake Union/job centers	New service to South Lake Union, Northgate job center, connections to Aurora Village

Phase 2 Key Themes	Examples of Proposed Changes in Phase 3
Transfers should be between frequent services where possible, especially during midday, night, and weekends	Increased span of service on Route 74; Weekend service added on Route 31; Revised connection of Route 75 between Northgate Station and Lake City; improved frequency on Shoreline local routes
Improve transit connections to/from major community assets and important destinations (Urban Centers, Hospitals, Universities, etc.)	New Routes 322 and 361 connecting First Hill and SLU, Routes 31 & 32 extension to Seattle Children's Hospital
Provide fast and reliable bus connections to Link light rail so travel times are better than or similar to what's experienced today	Connecting Routes 301 and 304 to Northgate Station
Improve east-west and crosstown connections	Routes 31 & 32 extension to Seattle Children's Hospital, Route 74 and New Route 79 in NE Seattle
Provide reliable service all-day and especially during the busiest times of day	Connecting SR522 service to Link for improved travel time reliability
Provide transit connections that are safe, convenient, and easy to understand for all riders	Improved connections at U-District Station via NE 43rd St

## Engagement Plan and Activities

### Public Engagement Approach



Using Metro’s “**Have a Say**” public involvement approach, Metro focused on listening to the mobility needs, learning about barriers and opportunities, being informed by hyper local communities about changing conditions that pose mobility challenges, and exploring benefits and tradeoffs of future mobility options with community members and

stakeholders. We worked to achieve equitable distribution of resources, and fair opportunity for all to influence decisions.

On all engagement efforts, Metro seeks to achieve the following goals:

#### Customized

The number of phases of engagement, what we asked, and how we asked were tailored to the size and scope of the potential changes and who might be affected.

- We use qualitative and quantitative data to inform the types of stakeholders to engage and appropriate methods to use.
- Where possible, we partner with community-based organizations, social service providers, local jurisdictions, and transportation agencies to expand our reach.

#### Equitable

We strive to inform and hear from all communities that might be affected in an equitable manner to improve determinants of equity through our work.

- Demonstrate process equity to create outcomes that achieve distributional equity and cross-generational equity.
- Ensure all stakeholders, particularly historically un(der)served and limited English-speaking populations, are afforded equitable consideration and meaningful opportunities to participate.
- Ensure people who will be affected can influence and help shape the final service change proposal and the public outreach process itself.

#### Informative

Information is clear, understandable, and accessible to all.

- Ensure project communities, stakeholders, and project partners understood the scope of the project and opportunities to participate and influence outcomes.
- Follow clear writing standards and translated where needed.

## **Transparent**

We described our input, planning, and decision-making process.

- Communicate the vision of METRO CONNECTS, our guiding vision for mobility.
- Appoint a Mobility Board (community advisory group) that is reflective of those who will be affected by the changes being considered and helped shape what was shared with the public and how at each stage.
- Demonstrate that community input is valued – reported back about what was heard and how input shaped the direction of the project and informed key decisions.
- Work with the community to explore options to mitigate any potentially undesired impacts and discover how to support riders through change.
- Provide guidance based on outreach and engagement to tailor other related project elements and needs (e.g., rider education and marketing).

## **North Link Mobility Plan Engagement Goals**

The public engagement goals for the North Link Mobility Connections Project included:

- Ensuring an equitable engagement process
- Improving transit access and mobility
- Supporting Equitable transit-oriented development

**Objective:** Ensure all stakeholders, particularly communities experiencing historic and current underinvestment or inequities and linguistically diverse communities, have demographic representation, receive equitable levels of engagement, and are afforded equitable consideration. This was done by:

- Engaging with area community-based organizations, schools, businesses, and faith-based organizations for stakeholder input, collaboration on community events, assisting with outreach and advertising to local community members.
- Engaging a diverse Mobility Board. The Mobility Board members included representative members of the communities who then helped to develop and review concepts and ideas for the North Link Connections Mobility Project.
- Engaging a Partner Review Board made up of local jurisdictional staff, representatives from area businesses, as well as leaders of educational institutions, and community-based organizations, who then helped review technical concepts for the North Link Mobility Connections.



**Outcome:** Project area priority populations, stakeholders, Mobility Board members and partners were able to influence project decisions and outcomes.

- Metro was able to gain valuable insights, opinions, and feedback about proposed changes throughout the process by supporting and developing an understanding of the scope and nature of the project, providing multiple channels for participation, and opportunities to give input on potential concepts.
- Metro worked to bridge communication barriers with individuals who cannot speak, understand, read, or write English fluently and/or address the communication needs for those with cognitive, vision, hearing, and/or speech impairments/disabilities in order to gain consistent feedback and input from communities experiencing historic and current underinvestment or inequities.
- Metro can recommend a preferred network concept, because it was directly influenced by the needs, feedback, and desired outcomes of the priority populations in the local communities, because of utilizing a decision matrix that centered equity, public input, and service design best practices in assessing concepts.

## Outreach and Engagement Tactics

Engagement tactics changed and evolved throughout the course of the project based on community feedback about the best way for Metro to engage and work with them. Outreach tools focused on distributing information to the public and engagement tools focused on collecting input to influence decisions and outcomes.

Tools for sharing information	Tools for collecting input
<ul style="list-style-type: none"> <li>• Press releases before major opportunities for input (survey)</li> <li>• Drafted and distributed communications printed materials such as fact sheets, flyers, and folios</li> <li>• Posters distributed to community-based organizations</li> <li>• Got information out through transit educators</li> <li>• Metro blog posts</li> <li>• Social media posts translated into Arabic, traditional Chinese, Korean, Russian, Spanish, Vietnamese</li> <li>• Webpage updates</li> <li>• Postcards</li> <li>• Paid media advertisements</li> <li>• Have A Say alerts</li> <li>• Regular emails to CBOs and individuals who signed up for project updates during Phase 1</li> <li>• Dedicated North Link webpage with proposed route maps</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder interviews with community-based organizations, schools, businesses, and faith-based organizations</li> <li>• Mobility Board, composed of community members in project area</li> <li>• Partner Review Board, composed of jurisdictional agencies and CBO leaders</li> <li>• One-on-one surveying and discussions at neighborhood events, libraries, and at local community asset locations</li> <li>• Online survey</li> <li>• Conducted onboard engagement, particularly in priority census track areas</li> <li>• In-language transit educators conducted intercept surveys at bus stop locations in project area</li> <li>• Focus groups with Metro bus operators who are experienced in project area routes</li> </ul>

Language, cultural tools for sharing information	Language, cultural tools for collecting input
<ul style="list-style-type: none"> <li>Translated printed materials for all community engagement events into Arabic, traditional Chinese Korean, Russian, Spanish, Vietnamese</li> <li>We also translated materials into Amharic and Ukrainian at the request of community partners</li> <li>Translated online materials and surveys, into 6 languages in Phases 1, 2, and 3</li> <li>CBOs sent out language relevant information to their constituents about online surveys and other opportunities to provide feedback</li> <li>Translated social media posts into 6 languages</li> </ul>	<ul style="list-style-type: none"> <li>Identified additional local CBOs that are led by/for people of color, those with disabilities and other prioritized populations</li> <li>Conducted engagement at local cultural community events, including in person surveying, one-on-one discussions</li> <li>Held Mobility Board meetings in accessible locations; included translated materials, text, presentations, and language translators as well as accessible printed materials for members with a vision and/or cognitive disability</li> <li>Provided bilingual staff members and addressed translation needs as requested at community meetings resulting in improved information accessibility by engaging with community in community</li> <li>Provided interpretation at all virtual meetings and town halls</li> </ul>

## Stakeholders and Partners

Below is a summary of how stakeholders and partners were engaged throughout the project timeline.

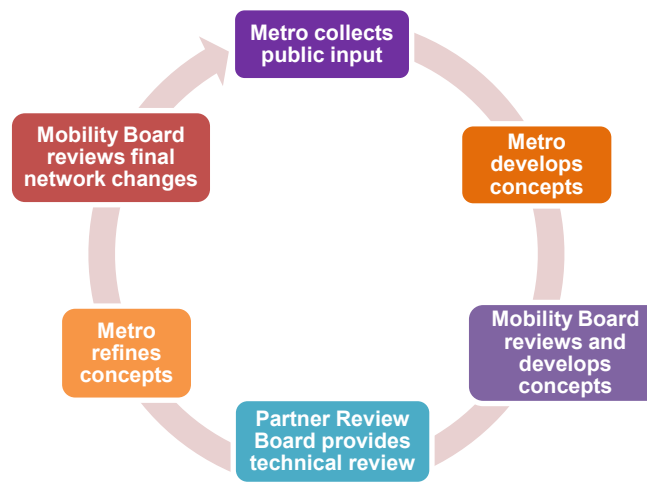


Image text: Metro collects public input, Metro develops concepts, Mobility Board reviews and develops concepts, Partner Review Board provides technical review, Metro refines concepts, Mobility Board reviews final network changes.

## **Community Organizations**

The North Link Mobility Connections Mobility Project team engaged with 30 community-based organizations by conducting stakeholder interviews to discuss community mobility needs and solicit feedback in response to service concepts. The North Link team conducted these stakeholder interviews in a variety of ways including in-person at the CBO location, over the phone, virtually, and via e-mail. This approach respected the need for relationship building and the limited capacity of these organizations to be able to manage engagement activities for a transit project. The project provided an opportunity for Metro Transit to build and foster relationships with community organizations in north King County that will facilitate further engagement for future projects and improve further community-centered decision-making.

In addition to the numerous stakeholder interviews with community-based organizations, Metro Transit partnered with three CBOs to support targeted and community-specific engagement activities. Metro Transit partnered with Hopelink, the University District Food Bank, and the Korean Community Service Center (KCSC). The CBO partnerships were an excellent means for continuous engagement throughout the project's lifetime.

The partnerships with Hopelink and the U-District Food Bank were each supported with a Memorandum of Understanding to ensure CBO staff were paid for their time and expertise. The partnership with the Korean Community Service Center (KCSC) was facilitated through North Link Mobility Board member Joomi Kim who was able to serve as a liaison between the North Link Connections engagement team and the KCSC client base. Unfortunately, due to COVID-19 restrictions, engagement with KCSC was interrupted.

## **Stakeholder Advisory Groups**

The project team formed two advisory groups, a Mobility Board and a Partner Review Board, designed to ensure that community members, local CBOs, and local government partners stayed engaged and informed, and had a mechanism to participate in discussions and provide input as the project team developed service design options, refined proposed routes, and selected preferred concepts.

### **Mobility Board**

Metro recruited members to be part of our Mobility Board for the North Link Connections Mobility Project. Metro looked for community members who live, work, or travel in the area to help Metro develop bus service changes and new mobility options as well as advise on ways Metro can engage with the community. The primary role of the board was to co-create and develop the concept proposal with Metro staff.

Metro aimed to convene a Mobility Board that equitably represented groups of people who have historically been largely left out of decision-making conversations related to transit and who are disproportionately affected by these decisions. These groups of people include Black, Indigenous, and People of Color; people with physical and/or cognitive disabilities; people with low- to no-income; people experiencing homelessness or housing insecurity; immigrants and/or refugees; and English language learners or who are multilingual. Metro recognized that people can have multiple identities from which they experience both privilege and oppression, and we encouraged those who identify as coming from multiple un(der)served groups to apply to serve on the North Link Connections Mobility Board.

### **Candidate Criteria**

- Lives, works, or travels within affected communities (including but not limited to north Seattle, U-District, Shoreline, Bothell, Kenmore, and Lake Forest Park)
- Transit rider (bus service, rail, Water Taxi, Accessible Services, Community Van, VanPool, VanShare, etc.) or potential transit rider
- Non-agency / non-elected
- Contributes to demographic diversity
- Able to draw connections between racial equity, transportation issues, and access to opportunities

### **Members**

Mobility Board members represent diverse communities and backgrounds including Latinx, Muslim, South Asian, LGBTQ, disabled, Korean, API, Iraqi, and African American communities. The members represent working professionals, students, and those with no- to low-income. Some have experience with homelessness and access issues. Some are avid transit riders and others are new to public transportation.

Board Member	Formal Affiliations	Geographic Area
<b>Aracelly Salazar</b>	None reported	Lake Forest Park/Kenmore/Bothell
<b>Andres Arjona</b>	None reported	Lake Forest Park/U District/Kenmore/Bothell
<b>Samir Junejo</b>	None reported	Shoreline
<b>Cassandra Armstrong</b>	43rd LD Democrats, Seattle Public Schools, King County Young Democrats	U District
<b>Joomi Kim</b>	Korean Community Center	Shoreline
<b>Claudia Lawrence</b>	Seattle Against Slavery	North Seattle area

<b>Janice Tufte</b>	Omar Farooq Masjid, The Bosnian Mosque, King County Libraries. Healthcare for the Homeless HCHN Seattle- King County I serve on the Consumer Advisory Board, Governing Council, Chair of the Program Evaluation Committee and also am on the HCHN Executive Committee.	Northgate/Lake City/Aurora Village/Shoreline/Lake Forest Park
<b>Preston Sahabu</b>	University of Washington, Nathan Hale High School	U District/Lake City
<b>Andrew Sang</b>	UW U-Pass Student Advisory Board	U District/Lake City/Ravenna
<b>Christina Sargent</b>	None reported	Lake City/Northgate
<b>Mohammad Akmoosh</b>	Iraqi Community in Washington State	North King County area
<b>Cheryl Harrison</b>	Metro Transit Advisory Commission	Lake City

## Partner Review Board

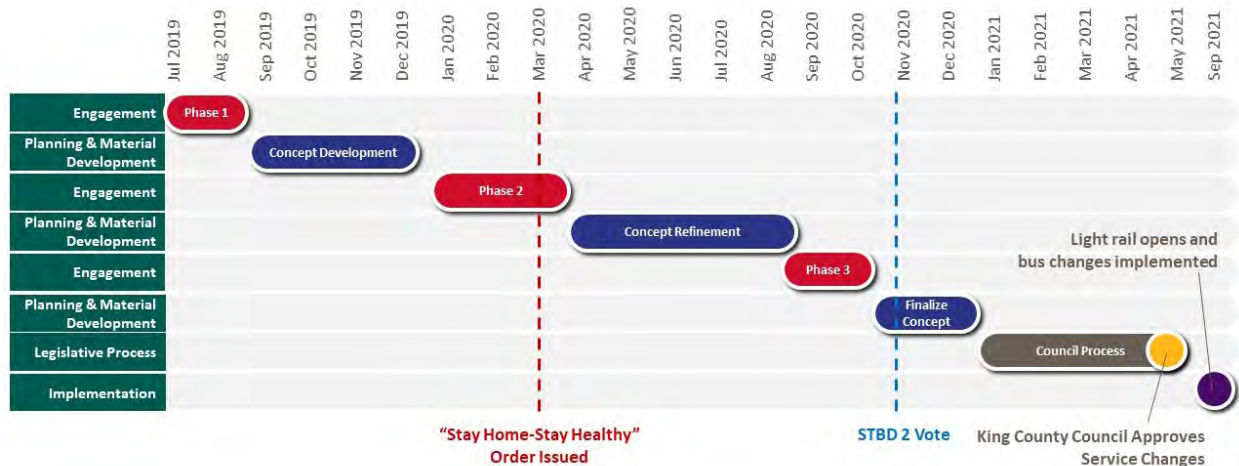
In addition to Metro’s individual engagement with project partners and stakeholders, this team served as a concept review board of external stakeholders. The board included representatives from jurisdictions and major institutions in the project area, leaders of community-based organizations, and representatives from partner transit agencies. The Partner Review Board’s primary role was to review and provide comment on service concepts developed by the Mobility Board and Metro and provide guidance on both engagement opportunities and implementation plans to ultimately result in successful adoption and implementation of the service change. The Partner Review Board provided an opportunity to engage with other project partners and take a more holistic view of the project as the sum of these many parts.

## Members

Partner Agencies	CBOs	Institutions	Jurisdictions
<ul style="list-style-type: none"> <li>• WSDOT</li> <li>• Sound Transit</li> <li>• Community Transit</li> <li>• SDOT</li> </ul>	<ul style="list-style-type: none"> <li>• King County Immigrant &amp; Refugee Commission</li> <li>• City of Seattle Immigrant and Refugee Commission</li> <li>• Transportation Choices Coalition</li> <li>• Hope Link/North King County Mobility Coalition</li> <li>• U District Partnership</li> <li>• Solid Ground</li> <li>• Literacy Source</li> <li>• Sierra Club</li> </ul>	<ul style="list-style-type: none"> <li>• UW Seattle</li> <li>• UW Bothell</li> <li>• Seattle Children’s</li> <li>• North Seattle Community College</li> <li>• Shoreline Community College</li> </ul>	<ul style="list-style-type: none"> <li>• City of Seattle</li> <li>• City of Kenmore</li> <li>• City of Shoreline</li> <li>• City of Bothell</li> <li>• City of Lake Forest Park</li> </ul>

## Timeline

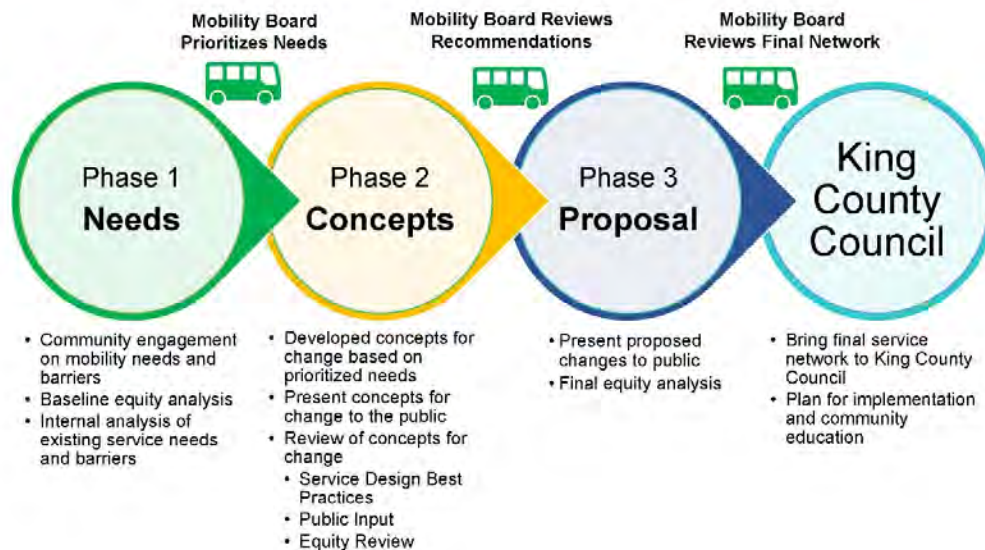
The North Link Mobility Connections Project launched in Summer 2019 with services planned for implementation with Metro's September 2021 service change.





## Engagement Phases

The North Link Mobility Connections Project also piloted a flexible and phased planning process. This allowed for concept development to be influenced by ongoing equity analysis inputs and engagement findings, stakeholder conversations, and the co-creation of a service network with the Mobility Board. This model de-emphasized survey feedback and led with input from traditionally underrepresented populations.



### Phase 1 Engagement

Project Phase: Needs & Priorities

Outreach Phase: Exploring Options and Priorities

July 2019-September 2019

#### What are the needs, priorities, and opportunities to improve?

Phase 1 was focused on listening, learning, and building relationships and a mutual understanding to develop shared goals. During the first phase of community engagement, Metro focused on creating relationships with community-based organizations (CBOs) in north King County, introduced the project to community members, and gathered feedback on needs and priorities for transit service. Staff worked to:

- Inform the community about the project scope and vision.
- Learn about community priorities.
- Begin conversations about any related service restructuring or expected transit integration and explore potential tradeoffs.



- Develop recommendations for preferred concepts.

The project was introduced to internal and external stakeholders. The project team learned about existing conditions, issues, and needs through analysis, equity review, local jurisdiction coordination, and community engagement. This phase concluded with an intensive workshop with the Mobility Board to discuss needs and priorities across the project area and possible solutions.

### Community & Stakeholder Engagement

- Learn about community priorities through community organization interviews, interactive mapping .
- Build relationships with local jurisdictions, community organizations, and major stakeholders.
- Inform the community about the project scope and vision.
- Begin conversations about any related service restructuring or expected transit integration, explore potential tradeoffs.
- Engage Mobility Board in developing concept ideas and priorities.

### Equity

- Provide equity analysis of the current baseline service network.

### Government Relations

- Introduce local jurisdictions to project and begin to build relationships.
- Hold technical workshops for primary jurisdictions.
- Brief King County Councilmembers on project background and goals.

### **How we listened to community**

#### ***North Link Connections Mobility Board***

In August 2019, Metro staff finished recruitment of and contracting with twelve community members to serve on the North Link Connections Mobility Board. The Board was convened for two evening meetings at the Lake City Community Center and one full-day network planning workshop at the Bitter Lake Community Center. In these meetings and workshops, Mobility Board members participated in community building, introduced to the project and its goals, provided a foundation and introduction to transit service planning, provided feedback related to transit needs and priorities, and collaborated in the development of a draft transit network.



Image description: North Link Connection Mobility Project Mobility Board members at their first workshop, Lake City Community Center.



Image description: Metro staff Dave VanderZee guides Mobility Board members Cheryl, Christina, and Preston through a service planning exercise. All four of them are seated at a table, with Dave on one side facing the camera, and on the other side of the table the three Board members' backs are to the camera.



Image description: Mohammed, Aracelly, and Samir stand in front of blue table and share highlights from their transit discussion.

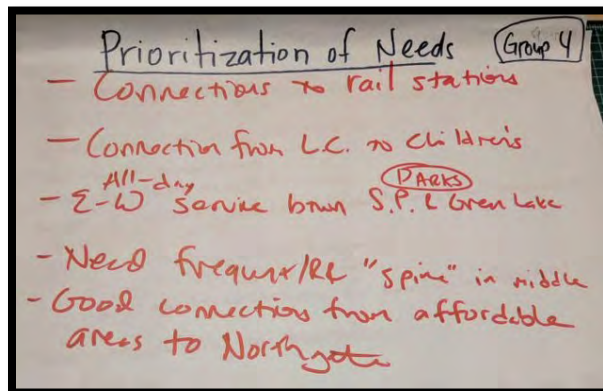


Image description: Example of some of the notes taken at workshop related to transit needs and priorities. It shows a list of a prioritization of needs: connections to rail stations, connection from Lake City to Children's, All day east to west service between parks and Green Lake, Need frequent "spine" in middle, and good connections from affordable areas to Northgate.



Image description: Notated map of north Seattle and suggestions for transit connections with colored arrows and notes.

### ***North Link Connections Partner Review Board***

Metro convened the first Partner Review Board meeting where community agreements were established for how the agencies and organizations present should work together. They included being present and engaged, coming prepared, being conscious of how one shows up to the meeting and how one takes up space, looking for opportunities for success (and reframing challenges), problem solving, lifting up the voices not at the table, and showing up for community.

### ***Community Conversations***

Staff and Mobility board members held a total of 62 conversations – one-on-one or at community events and meetings. They used a conversation guide to collect feedback.

### ***Community-Based Organization Engagement***

Hopelink, a community-based organization partner, conducted in-person surveys with 48 visitors to their Shoreline food bank location.

Respondents indicated they preferred more frequent bus service, with 34 respondents rating 11-15 minutes bus frequency the highest among the choices 5-10 minutes, 11-15 minutes, 16-20 minutes, and 21-30 minutes. Only 31% of the respondents indicated a willingness to take up to three buses (two transfers) to reach their destination; 69% would only consider taking the bus if they had one or zero transfers (two or one bus) to reach their destination.

Even though the majority of the Hopelink survey respondents indicated a dislike for journeys that require more than one transfer, 75% of the respondents would consider taking the bus if they are able to connect to Link light rail. While that information is somewhat at odds with their transfer preference, it does align with other feedback we heard from the public that travel time is prioritized above number of transfers.

Highlights from Hopelink engagement:

- “My commute by car is about 25 minutes. I would consider using public transit really only if my commute was similar. Turning a 50-minute round trip commute into 2 hours (1 hour each way) would not entice me to use public transit. However, if light rail got me to work within, say 10 minutes of my commute by car, I might be willing to try it.”
- “I work 3.5 miles from my residence. I need to walk about 1/2 mile to catch a bus that will require a transfer to get to my workplace. If I can drive to work in 10-15 minutes versus taking two buses that take me 45-60 minutes to arrive at work, there is no contest about which option I prefer.”
- “I have to cross the Snohomish county line to get home from work and go to most appointment[s] so I can’t bus to work, leave for a medical appointment and return to work by using the buses. It takes too long.”



### ***Community or jurisdictional partner-hosted events and briefings***

Metro met with city councils, jurisdictions, and other groups to introduce the project and provide initial feedback on the outreach approach and project phases. (See Exhibit B for complete list.)

### ***Stakeholder interviews***

Metro conducted stakeholder interviews with staff from the following organizations to gather feedback to inform the proposal creation.

#### **U-District Partnership**

UDP aims to foster and sustain a vibrant, diverse and health neighborhood for the common good. They focus on fostering urban vitality, economic development and providing a clean and safe neighborhood for the people they serve. They provide services to individual groups and convene them, but they don't advocate for specific design plans or where buses should go on the streets. They see themselves as a grassroots organization for folks who are transit oriented. In the past they pushed for a campaign to put buses on Brooklyn Street and pushing Sound Transit to change design.

#### **Iraqi Community Center of Washington**

Their community consists mostly of folks from Iraq and Syria, but they have some Algerian and Egyptians. They offer translation services, senior programing, after school programming, case management, early learning, support for folks experiencing homelessness, and transit education.

They partner with Hopelink to have a satellite site up north for families. They often take their clients to Seattle and teach them how to use transit and help with ORCA card enrollment and loading.

They offer monthly workshops on the school system and navigating transit and housing systems.

#### **U-District Food Bank**

University District Food Bank operates a walk-in food bank four-days a week to individuals and families from across Northeast Seattle. They offer food and toiletries, baby formula and diapers, pet food, and connections to important community resources to residents of zip codes 98102, 98103, 98105, 98112, 98115, and 98125. Customers may visit once per week during any of our open hours. They also provide additional support through home deliveries and other offsite programs. University Food Bank acts as a Hub of service for communities.

They refer folks to other services and ORCA LIFT. They hold a job fair readiness program with HopeLink and were part of the District Let's Go program to get RFP to provide ORCA vouchers.

### Korean Community Service Center

The Korean Community Service Center is a non-profit organization founded by volunteers in 1983. KCSC strives for the betterment of the Korean Community as a whole, as well as surrounding communities by providing community and social services for the Korean American population in the state of Washington. KCSC is committed to empowering educating and inspiring Korean American youth and families through counseling, education, and other services. KCSC provides bilingual and cultural services to Korean families.

Services provided are: Individual and Family Counseling, Pro Bono Legal Counseling, Parenting Classes, Youth Leadership Programs, Immigrant Assistant Services, Translation Services, and Information and Assistance Services.

### Coptic Orthodox Community in Washington State

There is a large Coptic community in the North King County and Snohomish County area. Roughly around 3,000 individuals between both churches. A lot of the congregation are newcomers who rely heavily on governmental assistance and the church provides them with navigation services as well as spiritual services. The church has two locations in Lynnwood and one in Kirkland. Both are near the freeway. Congregants travel from all parts of the state for services as well. Some of the seniors use Access or DART to get to weekly church services or Sunday service.

### Additional informal community-based organization and stakeholder conversations

Community engagement staff conducted informal conversations with representatives from various organizations who did not speak on behalf of the organization formally but shared their personal experience and the clientele they served.

- Denise Louie Education Center
- ACRS
- Community Psychiatric Clinic
- Lake City Collective
- Transit Advisory Board
- Transit Advisory Commission
- Ravenna and Lake City Neighborhood Alliance

General themes across community-based organization and stakeholder conversations were related to reliability, span of service, safety, fares, and crosstown connections (east-west). Transit education and wayfinding was also an important issue. A lot of people rely on the I-5 Corridor to get to and from direct service locations located in the south part of King County even though they live in the north. Layover space is a concern in Lake City specifically.

### **General Public**

Metro launched a **project webpage** on July 1, 2019. The project webpage included an **embedded interactive Google map and public comment form** for visitors to drop pins and indicate areas of concern, route-specific transit needs, and network priorities. This tool also encouraged respondents to engage with other comments they encountered, whether to agree or disagree and enter into a dialogue. The form received over 400 comments and the tool was visited over 4,000 times.

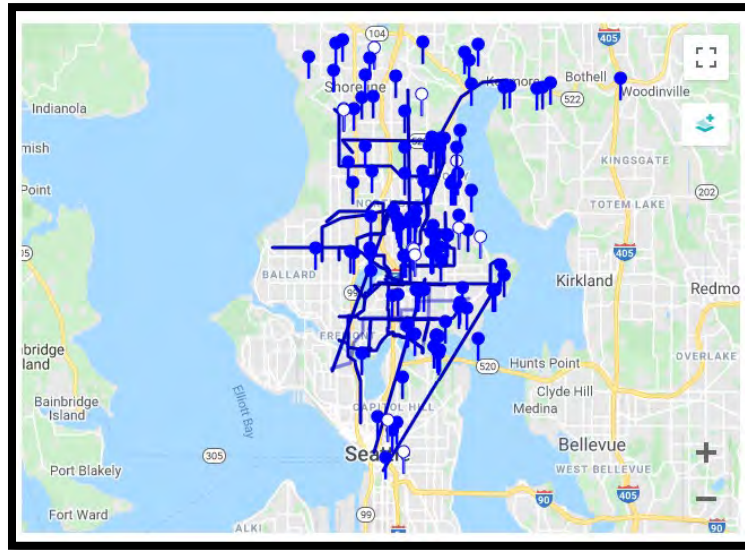
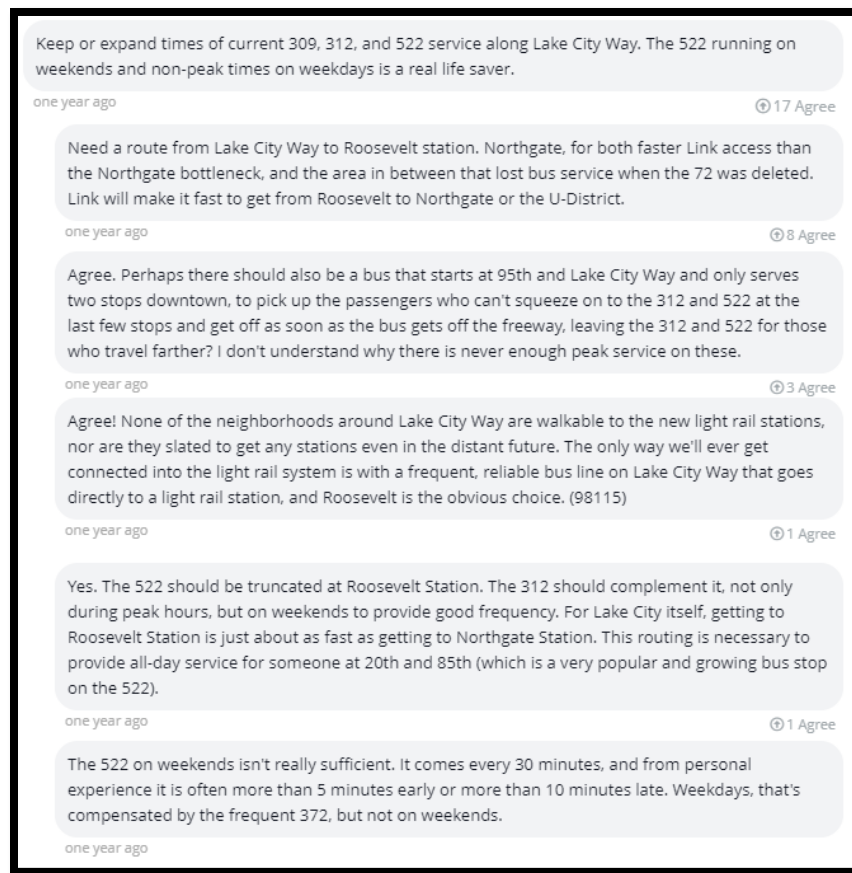


Image description: Google map of north King County with hundreds of blue pins indicating routes or locations in the project area that have corresponding feedback.





Imagine description: Screenshot of some comments and conversation among respondents.

## How we responded to Phase 1 feedback in Phase 2

There were many common concerns and priorities across stakeholder and community groups, the general public, and our Mobility and Partner Review Boards. The following table describes those key themes and how they were addressed as Metro launched the second phase of engagement which sought feedback on concepts for changes to bus service.

Key Theme	Summary of Concepts in Phase 2
Improve east-west and crosstown connections	East-west service along several major corridors, including N 80 <sup>th</sup> St, NE 75 <sup>th</sup> St, NE 45 <sup>th</sup> St, Greenwood to Lake City
Service connections should be close together and understandable to customers	Improve connections at light rail stations, creating hubs around stations for bus-to-bus and bus-to-rail transfers
Improve weekend service and span of service(especially later at night)	Improve service to First Hill, U-District on nights and weekends, many shift workers around campus and hospitals; access to places of worship & community

	centers on weekends
Travel times that are better and/or more consistent than they are today	Connecting routes to light rail at Northgate and Roosevelt Stations to provide faster and more consistent travel times; shortening some routes to reduce variability of bus travel times
Improve connections to hospitals/medical facilities (Northgate, UW, First Hill, Seattle Children's)	Provide east-west connection to Seattle Children's Hospital, improve direct service to First Hill
Improve connection to South Lake Union/job centers	New service to South Lake Union, Northgate job center, connections to Aurora Village

## Phase 2 Engagement

Project Phase: Draft Service Network  
Outreach Phase: Advancing Preferred Concepts  
January 2020 – March 2020

### **Feedback gathering on draft network. Understanding of trade-offs. What did we miss? What did we get right?**

In between engagement Phases 1 and 2, the project team developed preliminary concepts for service changes in partnership with the Mobility Board that responded to the needs identified during the first phase of community engagement and, specifically, the input from priority populations across the project area. These concepts showcased possibilities for the future service.

In Phase 2 of engagement, the community was invited to review and provide feedback on network change concepts for the project area. In addition, the community had the opportunity to amplify community concerns and interests to Metro. Based on feedback about the engagement process itself from phase one, during phase two, Metro engaged with community members at existing community events, provided translated materials at outreach events and online, and continued to build relationships with CBOs. The goals of the engagement in phase two were to:

- Reflect on outcomes and feedback from Phase 1 engagement.
- Present updated concepts.
- Explain how designs evolved and what influenced the updated concepts.
- Discuss solutions to concerns posed by community members and address perceived negative outcomes.
- Seek feedback to further refine and optimize concepts.
- Identify opportunities for further changes that would improve the proposal or mitigate negative impacts prior to finalizing the preferred concept.

### Community & Stakeholder Engagement Activities

- Reconvened Partner Review Board meeting with local jurisdictions, major institutions, and community organizations to review input from Mobility Board.

- Reflected on outcomes and feedback from Phase I engagement.
- Developed a plan for targeted, equitable engagement in Phase II to seek feedback to further refine and optimize concepts.
- Explained how designs evolved and what influenced the updated concepts.
- Developed and distributed a survey to further refine priorities or needs.
- Checked in with Mobility Board members over the summer. At the conclusion of this phase, review and finalize the draft service network with the Mobility Board.

### Equity

- Developed concept based on input from equity-focused outreach on needs and priorities.
- Conducted equity analysis of draft network.
- Revised outreach and engagement strategy based on community feedback.

### Government Relations

- As needed, provided project briefings and updates at local jurisdiction councils.
- Brought the draft service network to local jurisdictions for comments and review.

### **How we listened to community**

Metro provided the community opportunities to review and provide feedback on network change concepts for the project area. Engagement opportunities also provided another opportunity for the public to continue to amplify concerns and interests to Metro. Below is a summary of the key themes heard:

- If a current one-seat ride changes into a two- or three-seat ride and transfers increase overall, they must be quick and easy to make and understand, friendly transfer environment.
- Support for connections between neighborhoods west of I-5 and neighborhoods east of I-5 (e.g. route 61 connection between Lake City and Green Lake)
- Concern related to accessing inner University of Washington campus via bus.
- Continued support for improving connections to and from emerging job centers (e.g. South Lake Union, Interbay)

- Improve night and weekend service to access schools and hospitals (shift workers at University of Washington, First Hill, Seattle Children’s Hospital)

### ***Mobility Board***

Metro re-convened and facilitated the Mobility Board on December 11, 2019 and March 3, 2020 to provide feedback on the network concepts. At these meetings members:

- Reviewed the proposed service concepts and changes by subarea
- Provided feedback from on how well the concepts align with priority needs by subarea
- Advised on specific subarea changes where Metro’s technical analysis did not result in a clear priority change
- Worked in geographic area groups to provide a report out on their discussions, guided by the following prompts:
  - What themes came up in your conversation?
  - Where were places of agreement or disagreement? What service changes are you most excited about?

### ***Partner Review Board***

Metro convened the Partner Review Board on December 12, 2019 and February 21, 2020. In these meetings, staff provided the Partner Review Board the opportunity to:

- Understand the North Link Mobility Plan
- Understand the transportation mobility needs and priorities for the North Link area, identified through engagement and technical analysis.
- Provide feedback to Metro on whether concept alternatives meet identified transportation mobility needs and issues that need to be considered in building a transit service network in North Link Mobility Project area.

### ***Community-Based Organization Engagement***

The University District (U-D) Food Bank designed and facilitated four in-person focus groups with a total of 37 participants. The U-D Food Bank was able to recruit visitors to their food bank as well as others in their community with whom they have established relationships. While we did not receive complete demographic data from the participants, all focus group participants did have low- to no-income (most having a yearly household income of 25k or less).

The focus groups aimed to understand the participants’ use of transit (before COVID-related service reductions) including what routes they regularly ride, what their transfer

experience is like, how/if they pay for transit, and how they felt about the first round of network changes.

Key takeaways from this engagement include the following:

- Concern accessing transit for senior and disabled riders.
- Crosstown connections should be improved.
- Weekend service should be improved.
- Positive reaction to changes to the Routes 23, 31, 44, 45, 49, 61, 67, 70, 79.

Memorable quotes:

- “75 connection from heart of Lake City to Northgate it is removes but 61 exactly replaces it and it’s more convenient because it takes me to north Seattle college where I teach.”
- “Cross city buses would be helpful sometimes to get in the 26 is good because it cuts through neighborhoods and it picks up a lot of the neighborhood people.”
- “I think this is great for the 70 and the 49, there is the 45 along there. The changes are great because I currently must walk and now, I wouldn’t have to. Yeah, I have a question for the Link. Its extending next year. I am excited that I came to this group to eat potato chips and hear the news about the station that’s opening right by my house! So good! I’m stoked on it!”
- “I find that the only thing that really bothers me is the bus on the weekends and that is when it has a restricted schedule which sucks.”

Additionally, the focus group participants provided feedback and asked questions which cannot necessarily be addressed by this project’s scope but should be highlighted. They include the following.

- Customer information tools like trip planning are challenging to access.
- Cost to use transit is inconsistent depending on what type of fare media a rider uses.
- The transfer window should be extended to account for the average increase in transfers for the rider.

### **General Public**

In addition to targeted stakeholder and community-based organization engagement and engagement with our Mobility and Partner Review Boards, Metro also published an **online survey translated in the six languages** in order to inform the general public in the project area about the first draft of the network changes, to collect their feedback on those changes, and to inform them of the other ways they are able to share their feedback.

The survey was **open for five weeks and received over 6,000 comments from almost 5,000 respondents**. It was divided into five areas which were then sorted into three broader geographies to facilitate analysis:

- NE Seattle / First Hill & South Lake Union (areas 1, 2, & 5)
- U-District / Green Lake / Wallingford / Fremont (areas 1 & 2)
- Northgate / Shoreline / First Hill & South Lake Union (areas 3 & 4)

The survey solicited tolerance of Phase 2 concepts for change in five areas. The survey gave context to the public by sharing that the maps shared below were based on the feedback from the community and the guidance from our Mobility Board. A general map was shared of the proposed ideas for how buses could move in and out of the area when the U District, Roosevelt, and Northgate Station Link light rail stations open to meet the needs identified by the community in the first phase of engagement. Then, the survey was divided up in the five areas below and there was a brief explanation of the proposed changes, their tradeoffs, and tailored questions for this set of changes.

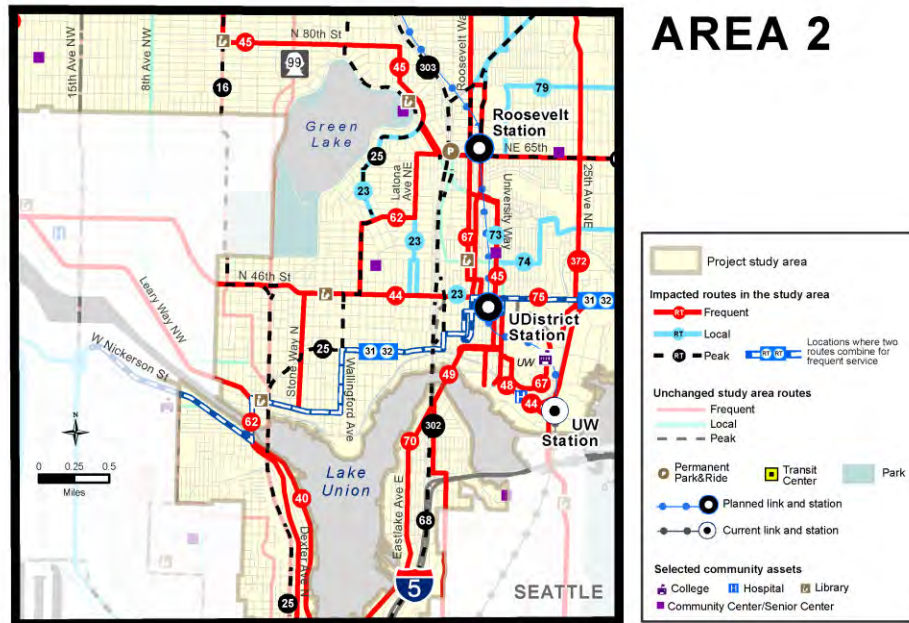
The project area was broken into five subareas:

- **Area 1:** Buses to/from northeast Seattle connect at Roosevelt Station and University District Station

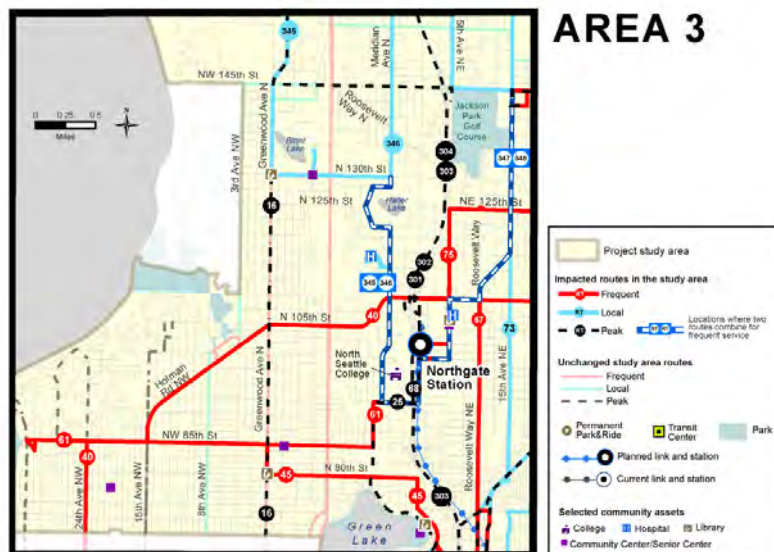


- **Area 2:** Buses to/from Wallingford and Green Lake neighborhoods would connect at Roosevelt Station and University District Station



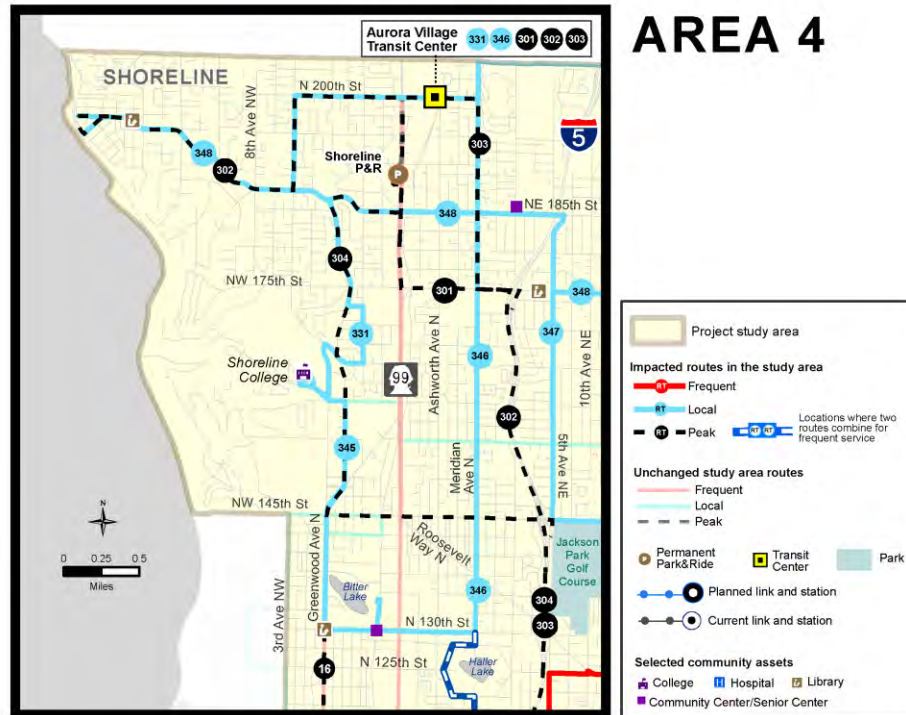


- **Area 3:** East to west service connects at Northgate Station.



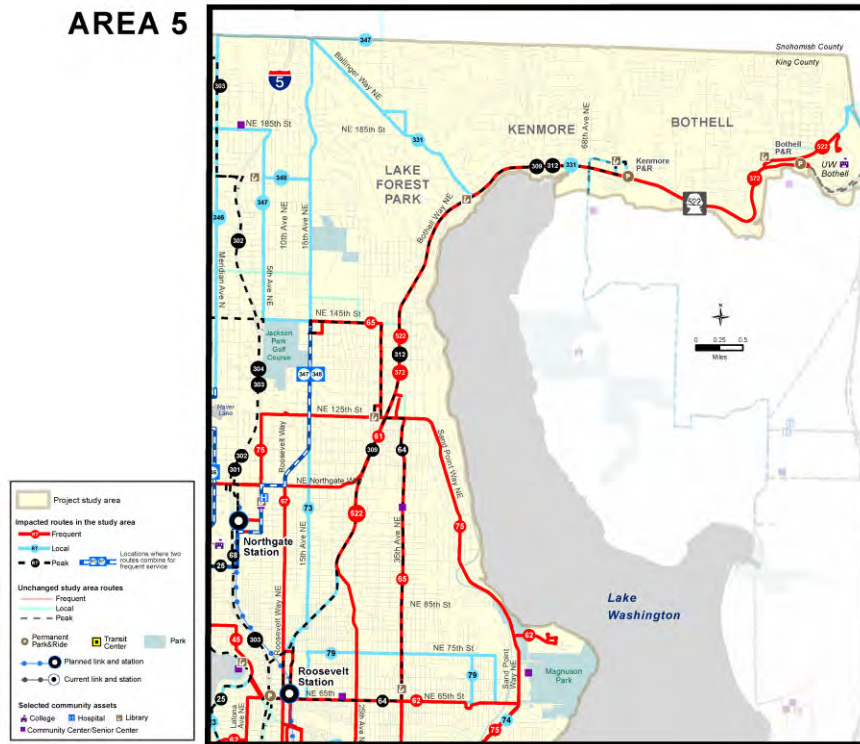


- **Area 4:** Buses from Shoreline and north Seattle that currently (pre-COVID) go to downtown Seattle are directed to Northgate Station instead (to transfer to Link light rail).



- **Area 5:** Direct Lake City, Sound Transit route 522, and Maple Leaf service to Roosevelt Station

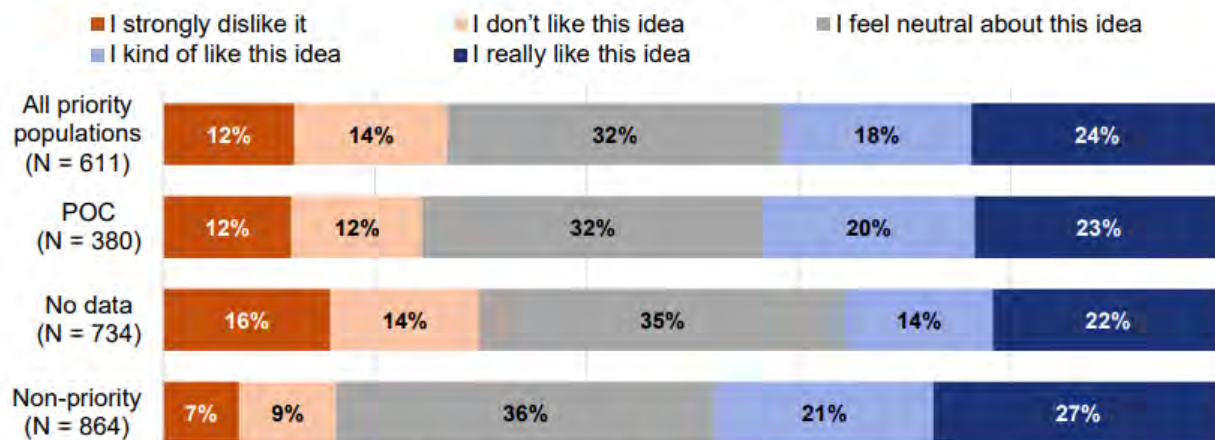
## AREA 5



## NE Seattle / First Hill & South Lake Union (areas 1, 2 & 5)

### Area 1. “How do you feel about this idea?”

Base: all respondents to area 1



\*Priority population = Community of color, low-income, and/or have a disability.

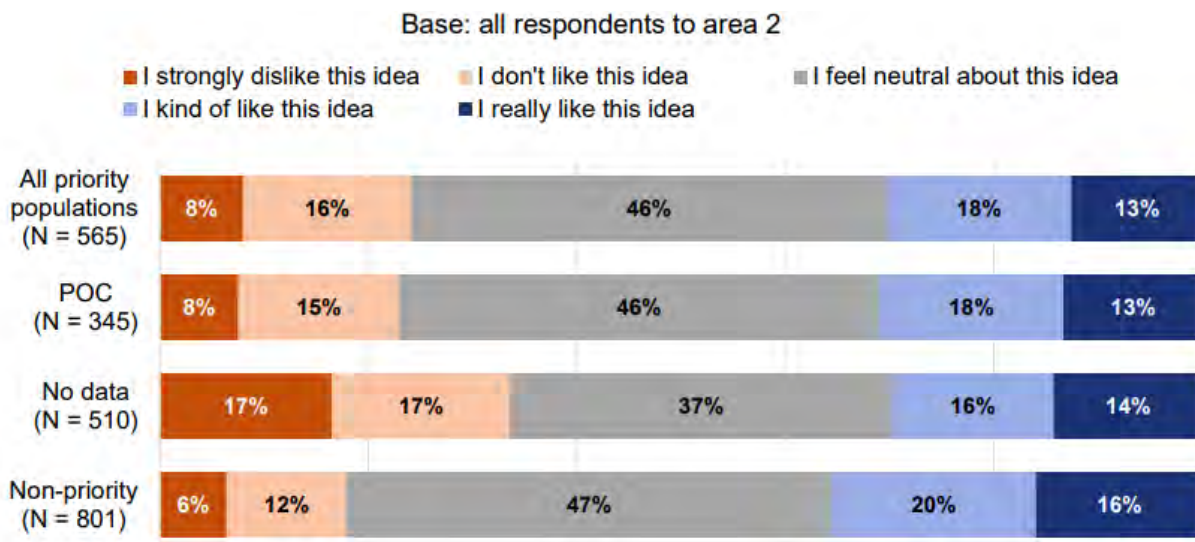
Forty-two percent of priority participants like the changes in **Area 1**. There was a roughly even split of priority respondents who were neutral about (32%) and dislike (28%) the idea. The top concern among both priority participants (58%) and non-priority

participants (60%) is that service will be less convenient. The second largest concern is longer travel time. This is a concern for both priority participants (38%) and non-priority participants (43%).

Priority population qualitative feedback highlight:

- “I’m very concerned about bus service to elementary schools. These plans are very driven by working commuters. Children who live within one mile of their elementary school do not get yellow bus service. Many people, like me, take my kids to school on Metro to View Ridge Elementary and continue on to work. Reducing public service to public schools is concerning and will make a terrible impact on youth. I don’t know how I’m going to get my kids to school and then get to work by relying on the 65 and/or 79 and then the light rails. This does not serve the public at all. I’d like to be reassured that buses will route to elementary schools. I also believe that public schools should have their fare waived if metro is the only option for them. One mile away is a very large distance. Too much risk to make little elementary school kids walk to school.”

*Area 2. “How do you feel about this idea?”*



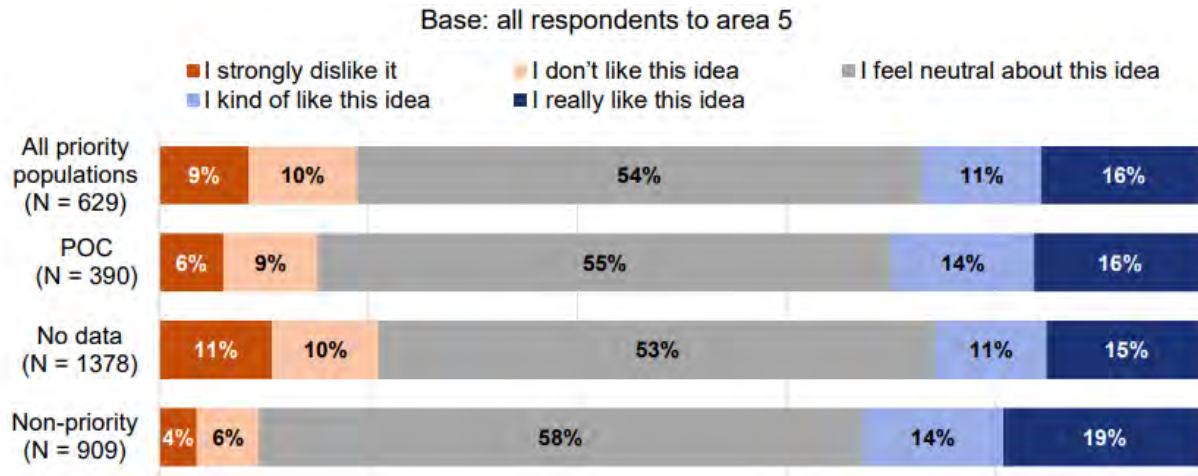
\*Priority population = Community of color, low-income, and/or have a disability.

Most priority respondents (46%) were neutral about the changes for **Area 2**. Thirty-one percent liked the idea and 24% disliked it. The top three concerns for the priority participants were less convenient service (70%), the lack of transit in the area (49%), and longer travel times (37%). These are also the top three concerns for non-priority participants.

Priority population qualitative feedback highlight:

- “I’m concerned about service in Wallingford along Route 26 that goes toward downtown. The 26 provides service to areas in between Route 62 (and also faster service to downtown) and routes in the U District.”

*Area 5. “How do you feel about this idea?”*



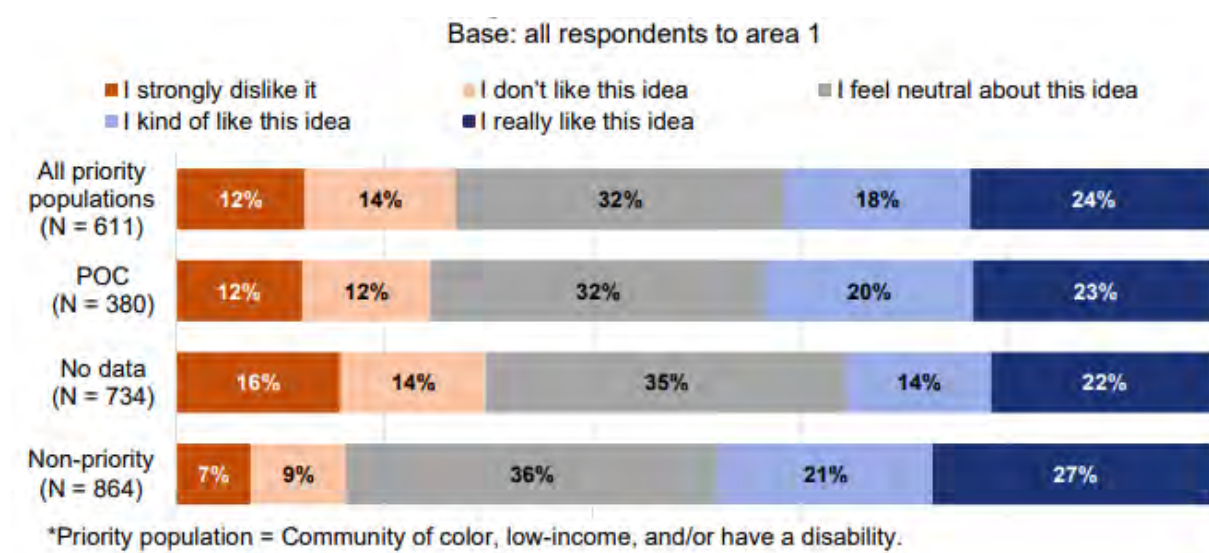
\*Priority population = Community of color, low-income, and/or have a disability.

Most priority respondents (54%) were neutral about the changes for **Area 5**. 27% liked the idea and 19% disliked it. The top concern for priority participants is a 46% tie between longer travel times and less convenient service, yet 21% said that they think service will be more convenient.



## U-District / Green Lake / Wallingford / Fremont (areas 1 & 2)

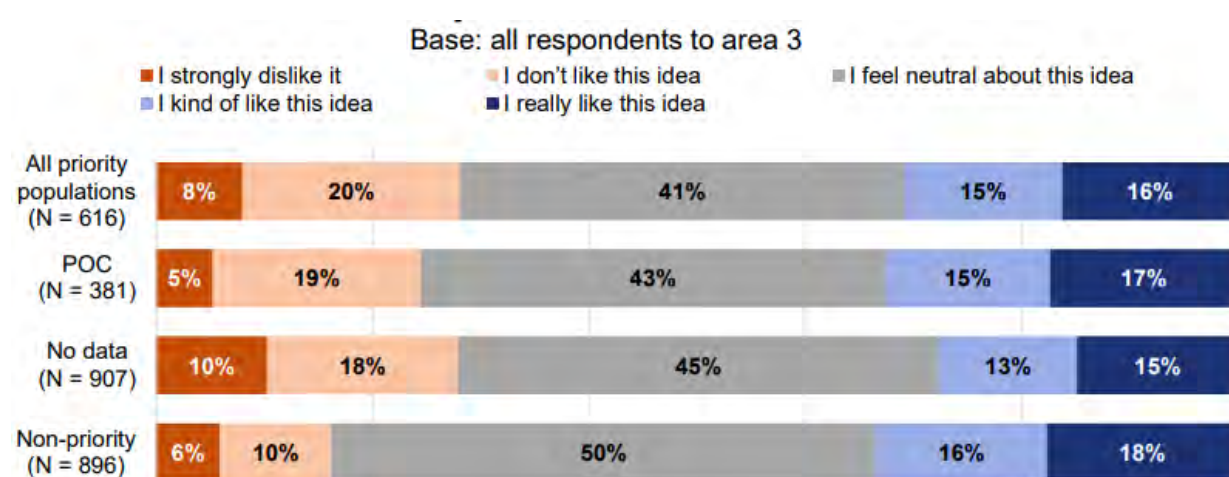
### Area 1. “How do you feel about this idea?”



Forty-two percent of priority participants like the changes in **Area 1**. There was a roughly even split of priority respondents who were neutral about (32%) and dislike (28%) the idea. The top concern among both priority participants (58%) and non-priority participants (60%) is that service will be less convenient. The second largest concern is longer travel time. This is a concern for both priority participants (38%) and non-priority participants (43%).

## Northgate / Shoreline / First Hill & South Lake Union (areas 3 & 4)

### Area 3. “How do you feel about this idea?”

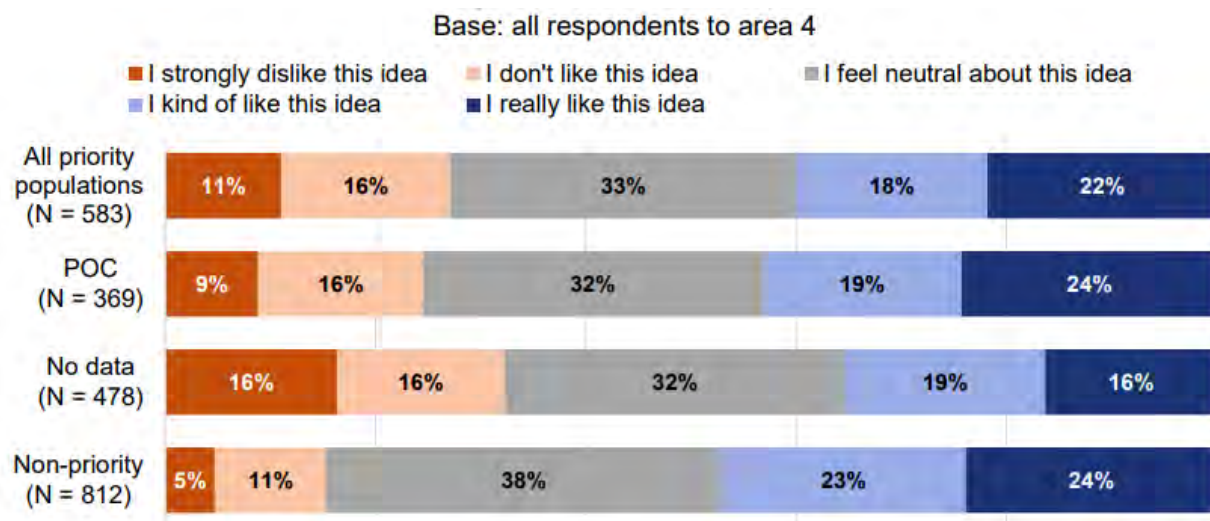


Forty-one percent of priority participants felt neutral about the changes in **Area 3**. There was a roughly even split of priority respondents who dislike (28%) and like (31%) the idea. Priority participants were most concerned about lack of convenient service (54%), lack of transit/proposed extend transit (38%), and longer travel times (37%).

Priority population qualitative feedback highlight:

- “I love the little tweak to the 40's route, to meet the other Northgate Way routes at 5th. It's such a small thing but it should make a big difference to east-west connections. The 61 is pretty sweet too.”

#### Area 4. “How do you feel about this idea?”



Priority population responses were mixed and somewhat positive about the changes for Area 4. 40% liked the idea, 33% were neutral, and 27% disliked it. The top concerns for priority participants are longer travel times (42%), less convenient service (38%), and transferring (25%).

#### Neighborhood Council presentations

In addition to briefing and having dialogue with city staff from Shoreline, Bothell, Kenmore, and Lake Forest Park, Metro staff attended eleven neighborhood councils around north Seattle to inform neighborhood community leaders about the project, learn more about their transit needs and priorities, and listen to how they feel about the first proposal of the transit network. They are listed below.

Neighborhood Group	Concerns	Priorities/Positive feedback
Greenwood	Fare payment inconsistencies, transit education, transfers and connections, and transfer environment especially for riders with mobility needs.	Direct connection to Northgate that opens up more connections to other parts of the county including downtown Seattle and SeaTac Airport, improved east-west

		connections, improved bus service to job centers and hospitals
Haller Lake	<ul style="list-style-type: none"> <li>The connection to Northgate Station on routes 345 and 346 will not be as direct as possible due to traveling by North Seattle College.</li> <li>East-west service along N 130<sup>th</sup> St.</li> </ul>	Improved frequency to Northgate Station during peak periods to make connecting to Link light rail
Cedar Park	Transfers for those with mobility needs	New route 61 – easier to travel west of I-5
Matthews Beach	<ul style="list-style-type: none"> <li>Transit connections to Northgate are indirect due to having to travel through Lake City.</li> <li>Loss of connection to the center of the UW Campus and the UW Medical Center.</li> </ul>	Connections to Link light rail will make traveling to south County a lot easier
Meadowbrook	<ul style="list-style-type: none"> <li>There is no direct connection to Northgate from the middle of the Meadowbrook community.</li> <li>Outside of peak periods, the only direct connection to Link from 35th Ave NE is in the U. District and not at Roosevelt or Northgate.</li> </ul>	<ul style="list-style-type: none"> <li>New route 61 – easier to travel west of I-5</li> <li>Improved frequency on Route 522 allows riders to connect to Link light rail and get to downtown Seattle more easily.</li> </ul>
Victory Heights	Canceled due to COVID	
Laurelhurst	Canceled due to COVID	
Maple Leaf	Canceled due to COVID	
Northeast District Council	Canceled due to COVID	
Northgate	Canceled due to COVID	
University District	Canceled due to COVID	

### ***University of Washington Transit Open House***

The University of Washington Seattle provided a venue and marketing for a transit open house on March 4, 2020 to inform the neighborhood and university community (students, staff, faculty) of the proposed changes and engage directly with the public.





### How we responded to Phase 2 feedback in Phase 3

The themes below are based on the community feedback we heard in phase two that helped shape the revisions for the proposed revisions for phase three.

Key Theme	Examples of Proposed Changes in Phase 3
Transfers should be between frequent services where possible, especially during midday, night, and weekends	Increased span of service on Route 74; Weekend service added on Route 31; Revised connection of Route 75 between Northgate Station and Lake City; improved frequency on Shoreline local routes
Improve transit connections to/from major community assets and important destinations (Urban Centers, Hospitals, Universities, etc.)	New Routes 322 and 361 connecting First Hill and SLU, Routes 31 & 32 extension to Seattle Children's Hospital
Provide fast and reliable bus connections to Link light rail so travel times are better than or similar to what's experienced today	Connecting Routes 301 and 304 to Northgate Station
Improve east-west and crosstown connections	Routes 31 & 32 extension to Seattle Children's Hospital, Route 74 and New Route 79 in NE Seattle
Provide reliable service all-day and especially during the busiest times of day	Connecting SR522 service to Link for improved travel time reliability
Provide transit connections that are safe, convenient, and easy to understand for all riders	Improved connections at U-District Station via NE 43rd St

(See Exhibit B for a complete list of partners engaged in Phase 2.)

## **Phase 3 Engagement**

Project Phase: Final Service Network

Outreach Phase: Refine Service Network Concept

September 2020 – November 2020

### **Address any unresolved issues and unanswered questions**

In phase three of engagement, the community was invited to review and provide feedback on a proposed network for the project area. In addition, the community had the opportunity to amplify community concerns and interests to Metro. Based on feedback about the engagement process itself from phase two, during phase three, Metro engaged with community members at existing community events, provided translated materials at outreach events and online, and continued to build relationships with CBOs. The goals of the engagement in phase three were to:

- Reflect on outcomes and feedback from Phase 2 engagement.
- Present updated concepts.
- Explain how designs evolved and what influenced the updated concepts.
- Discuss solutions to concerns posed by community members and address perceived negative outcomes.
- Seek feedback to further refine and optimize concepts.
- Identify opportunities for further changes that would improve the proposal or mitigate negative impacts prior to finalizing the preferred concept.

### Community & Stakeholder Engagement Activities

- Reconvened Partner Review Board meeting with local jurisdictions, major institutions, and community organizations to review input from Mobility Board.
- Reflected on outcomes and feedback from Phase I engagement.
- Developed a plan for targeted, equitable engagement in Phase II to seek feedback to further refine and optimize concepts.
- Explained how designs evolved and what influenced the updated concepts.
- Developed and distributed a survey to further refine priorities or needs.
- Checked in with Mobility Board members. At the conclusion of this phase, review and finalize the draft service network with the Mobility Board.

### Equity

- Developed concept based on input from equity-focused outreach on needs and priorities.

- Conducted equity analysis of draft network.
- Revised outreach and engagement strategy based on community feedback.

### Government Relations

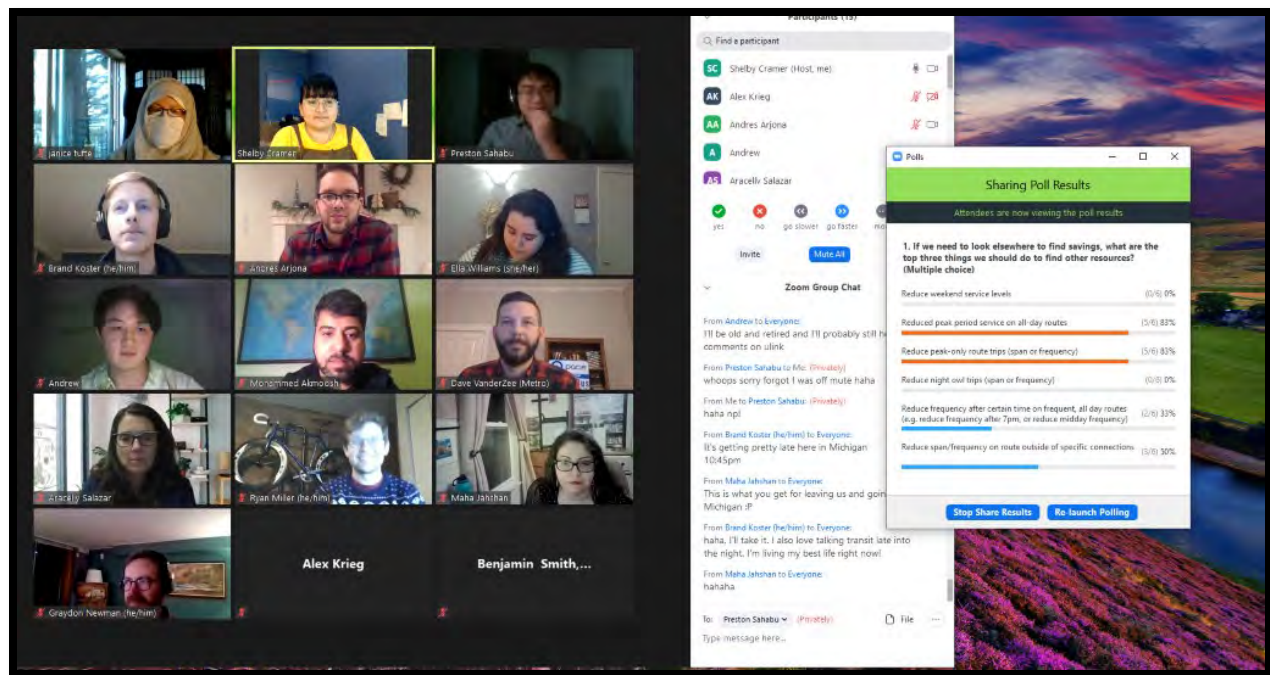
- As needed, provided project briefings and updates at local jurisdiction councils.
- Brought the draft service network to local jurisdictions for comments and review.

### **How we listened to community**

#### ***Mobility Board***

Metro convened the Mobility Board virtually on August 5, 2020 and December 17, 2020. In these meetings, staff:

- Shared Metro's final proposed network for the Fall 2021 service change with the Mobility Board.
- Documented feedback from the Mobility Board on the proposed set of changes.
- Discussed unresolved issues: proposed changes to the Route 26 and the Route 61.
- Shared next steps and process leading toward King County Council for review and approval.
- Discussed opportunities for Mobility Board members to stay involved and informed.



### **Partner Review Board**

Metro convened the Partner Review Board virtually on September 3, 2020 and January 12, 2021. In these meetings, participants:

- Reviewed the final network proposal based on Mobility Board recommendations.
- Prepared for the next steps in finalizing the proposal and bringing it to the King County Council for review and approval.
- Provided input on possible speed & reliability and access to transit projects, and ideas for the project's Implementation Outreach and Communications Plan.
- Reflected on the process and shared feedback to inform future Partner Review Boards.

### **Virtual Town Hall**

The North Link team partnered with Councilmember Dembowski, Councilmember Zahilay, and Councilmember Kohl-Welles to host a transit-focused town hall that discussed the North Link Connections project. Over 1,000 multilingual mailers were sent out to inform residents of north King County and the Councilmembers' districts about the event, and over 600 people attended. There was live English closed captioning, and translation and interpretation were offered in seven languages: Arabic, Amharic, traditional Chinese, Korean, Russian, Spanish, and English.



## دار البلدية الافتراضية

**14 أكتوبر الساعة 6:00 مساءً**

هناك ثلاث محطات للسكك الحديدية الخفيفة ستأتي إلى بفرصة لتحسين Metro شمال سياتل العام القادم وستتمتع في Metro وترغب King County. جودة انتقالك في شمال سماع تعقيباتك على شبكة النقل العام للاستمرار في تحسين أثناء Metro النقل في منطقتنا. سنناقش أيضًا كيف تتأقلم جائحة كوفيد-19.



Councilmember  
Girmay Zahilay



Councilmember  
Rod Dembowski



Councilmember  
Jeanne Kohl-Welles



وسيشمل خدمات الترجمة الفورية Zoom سينعقد اجتماع دار البلدية عبر

## 가상 타운홀

**10월 14일 저녁 6시**

내년 북부 시애틀까지 새로운 경전철 정차역이 3곳 추가 되면서, Metro는 King County 북부로의 이동을 개선할 수 있게 되었습니다. Metro는 지역의 대중교통을 지속적으로 개선하기 위해 대중교통 네트워크에 대한 귀하의 피드백을 듣고자 합니다. 또한, Metro가 COVID-19 팬데믹에 어떻게 적응할 것인지에 대해서도 논의할 예정입니다.



Councilmember  
Girmay Zahilay



Councilmember  
Rod Dembowski



Councilmember  
Jeanne Kohl-Welles



타운홀 논의는 Zoom을 통해 진행되며 통역 서비스도 제공됩니다.

### General Public

There were 2,635 respondents of the final North Link Connection Mobility Project survey, 759 of whom identified as being in one or more of the priority populations.

Forty five percent regularly ride Link light rail, 30% Route 41, 20% Route 40, and 20% Sound Transit Route 522. (Respondents were able to mark more than one route they regularly ride.)

Priority populations include those who identify as Black, Indigenous, or a Person of Color; as disabled or having a disability; having a household income of less than

\$75,000 per year; primarily speaking an language other than English; and/or those who are experiencing homelessness or are unhoused.

When considering taking transit, the features most important to riders who identified being part of a priority population ranked between 1 and 5, with 1 being the most important and 5 being the least important, are charted below.

### Ranked prioritization of transit features



Image text: 89% Frequent Service, rank 2.09; 84% Close to my home or other destination, rank 2.35; 85% Fewest transfers, rank 2.71; 79% Travel times, rank 2.75; 71% Cost, rank 4.59

For all survey respondents, the only difference in this question was the travel time was more important than the number of transfers a person might have to take to get to their destination (ranking of 2.65 for travel time and 2.70 for fewest transfers).

Additionally, for respondents who identified as disabled or having a disability (n=132), frequent service was still the highest ranked feature of transit (rank 2.14, 91% of respondents chose this is their top priority of the features listed).

Due to the number of routes and changes being proposed in this final iteration of the north King County Metro transit network, the survey and much of the other engagement was divided into geographies. Accordingly, the following highlights are separated into geographies.

#### Shoreline/north Seattle peak

Fifty-seven percent of those within a priority population who provided feedback for this geography (n=311) agreed that changes proposed for the Shoreline/north Seattle peak service does provide fast and reliable bus connections to Link so that travel times are

better than or similar to what is experienced today (pre-COVID), and 30% supported the changes proposed to the routes 16 and 373 (n=234). Another third (32%) of the respondents did not support the changes to the route 16 because it removes the direct connection between the University District and Greenwood Avenue North. This does align with how fewer transfers are prioritized above travel time for priority populations.

#### Shoreline local service

For Shoreline local service, respondents within a priority population indicated that they support the changes to the Route 40 (59%) whereas 53% of all survey respondents indicated they support the changes to the Route 40. Forty percent of those priority population respondents (n=202) support the change to the route 40 because they value the travel time to get to Northgate Station in order to make other connections either to Link light rail or to other fixed route options. For all survey respondents who answered questions for this geography (n=447), they supported the change for the same reason.

Many comments related to this topic also shared their desire for increased frequency which corresponds to overall transit priorities: “More frequency would help because it takes so long to get from Shoreline to Northgate. Sometimes it’s 30 minutes and that’s just too long with all of the stops.”

While more than half of the respondents within a priority population supported the changes to the route 40, slightly more thought the route could be further improved. Below is a table of the routes within this geography (Shoreline local service) that respondents thought could be further improved. (Note: respondents could select more than one route that should be improved.)



*Routes in the Shoreline local service that could still be improved*



image text: 60% indicated the route 40 can still be improved, 28% the route 347, 25% the route 348, 25% the route 345, 23% the route 346, 13% the route 330, 12% the route 63, 12% the route 331

SR-522, Kenmore, Bothell, Lake Forest Park, Lake City

For this area, 65% of respondents within a priority population (n=418) indicated no opinion on the removal of the Route 61 from the Phase 3 network due to maintaining Route 45 to Loyal Heights. Eight percent did not support this change. These data align with those from all survey respondents (66%, 7% respectively) with an *n* of 963. While the majority of all survey respondents indicated no opinion on this change, there was disappointment from several Mobility Board members when the removal of the Route 61 was presented to them. Many did concede that the Route 45 continuing to Loyal Heights was an acceptable compromise.

The replacement of the Route 41 between Northgate Transit Center (NTC) and downtown Seattle with Link light rail was a consistent topic of tension throughout the project. As the project went on, however, familiarity and tolerance of the idea of transferring to Link light rail to get to/from downtown Seattle from/to Northgate Transit Center grew among the public. In interactions between Metro staff and members of the public at the start of engagement, many were vocal about their dependence on the Route 41 and insistence that its path from NTC to downtown Seattle be maintained. In the final phase of engagement, support of and indifference to the replacement grew. Of those respondents within a priority population (n=466) 69% indicated support or

indifference to this change. Support was due to the proposed change in the Route 75's pathway which would provide an all-day connection between Lake City and Northgate Station.

While there is significant support for the proposed changes in this area for Routes 41, 312, and ST 522, respondents also indicated the need for further improvement. Below is the breakdown for priority population respondents.

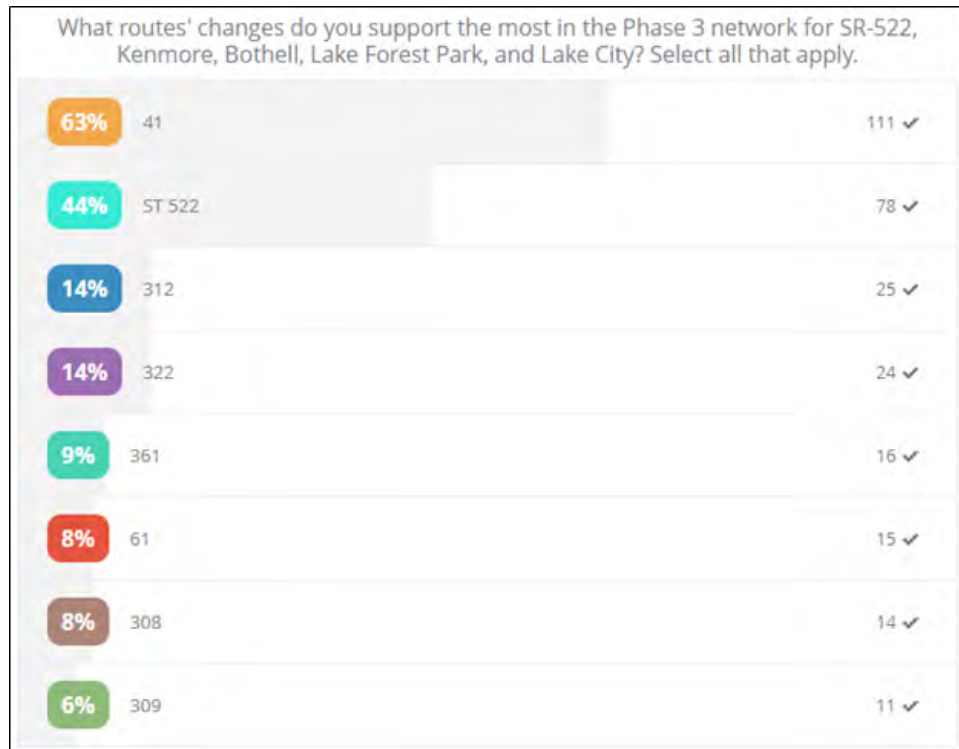


Image text: Chart title says "What routes' changes do you support the most in the Phase 3 network for SR-522, Kenmore, Bothell, Lake Forest Park, and Lake City? Select all that apply." Sixty-three percent indicated the Route 41, 44% ST 522, 14% Route 312, 14% Route 322, 9% Route 361, 8% Route 61, 8% Route 308, and 6% Route 309.

### Northeast Seattle, Wedgwood, Sand Point

For this area, the Phase 2 network included a shift of the Route 62 in the Tangletown area of Wallingford. The Phase 3 proposal was to reverse that change due to changes needed to pavement conditions along portions of N/NE 56<sup>th</sup> St and NE 65<sup>th</sup> St. Fifty-six percent of priority population respondents (n=470) and 59% of all respondents had no opinion on this change.

Another shift back to its existing pathway in this area was for the Route 67 and its through-route partner, Route 65. Eighty-three percent of priority population respondents indicated that they either support this change to the Routes 67 and 65 or they indicated no opinion.

In this area, 45% of priority population respondents supported the changes proposed to the Route 75, 33% the Route 62, and 30% the Route 65 (respondents were able to select more than one route). Frequencies for many routes was still unknown at the time of this survey, so many comments related to routing like, “Less milk run roads to take.”

There were some respondents who did share their needs regarding frequency as well as , like, “Please run these buses more often during midday. Routing is good, but they don’t run often enough” and “Higher frequency during work week as 62 touches upon a lot of white-collar neighborhoods. I am in favor of eliminating the connections to View Ridge as a trade-off.”

### U-District, Wallingford, Green Lake

Community feedback gathered during Phase 2 indicated little support for the proposed Routes 23 and 25. In response to this feedback, the Phase 3 network proposal removed Routes 23 and 25 and replaced with a revised Route 26 which serves Northgate, Green Lake, Tangletown, and U-District Station. Twenty-seven percent of the 448 priority population respondents supported this amendment and 47% had no opinion.

A comment in support of this change to the Route 26: “I live right next to a 26 stop and have to go to UW everyday for work, as well as the train when I need to go downtown or to the airport, so I very much support this change.”

A comment opposed to the revised Route 26: “I very much oppose changing 26 not connecting with Aurora and then downtown. It serves via a stop on Aurora the Seattle Center with all its theaters and also the hockey arena.”

In Phase 2 there was also concern about the removal of Routes 31, 32, and 75 from Stevens Way NE in the University of Washington campus. In response to this feedback, Phase 3 proposed to disconnect the Routes 31 and 32 from the Route 75, so the Route 75 could connect with the Route 45 and travel through campus. Seventy-five percent of respondents within a priority population (n=380) indicated support of this change or no opinion.

Though the majority of all respondents indicated either support for or indifference to all of the proposed changes within this area, many of the comments for this area related to traffic implications of the transit changes, travel time for commuters, neighborhood transit, and the transfer experience. The following are a sample of comments:

*“Buses still get stuck in traffic despite the minor changes”*

*“Neighborhood connectivity is more important than connecting to the link stations!”*

*“Still an issue with the non-improvement in transit ride times from Wallingford to South Lake Union.”*

*“Increase bus capacity and number of buses serving this route. Pre-pandemic it was always super busy and packed and often skipped pick-ups due to overcrowded buses on the route. During the pandemic it is still busy.”*

*“I include walking time in total transit time. Metro’s estimated walking times are appropriate for fairly good walkers, but I often can’t go this quickly. I’m not so disabled that Access is an appropriate option for me. I can’t see how transferring from the 26 to light rail to another bus line to get to Belltown is going to be faster or more convenient than the current route.”*

## Exhibits

### **A. Surveys**

Full survey questions and results are available upon request as a .CSV file

## B. Community Partners

### Stakeholder list

Organization	Populations Served
<b>Immigrant/Refugee/PoC (People of Color)/Seniors</b>	
Literacy Source (Partner Review Board)	English Language Learners (ELL)/Immigrant/Refugee
Interim CDA	Seniors/PoC/Immigrant/Refugee/Low-income
ACRS	Seniors/PoC/Immigrant/Refugee/Low-income
International Community Health Services (ICHS)	Seniors/PoC/Immigrant/Refugee/Low-income
United Indians of All Tribes Foundation	Seniors/Native/American Indian
Immigrant and Refugee Comm - King County	ELL/Immigrant/Refugee
Immigrant and Refugee Comm - City of Seattle (Partner Review Board)	ELL/Immigrant/Refugee
Eritrean Cultural Civic Center	East African
Washington Immigrant Solidarity Network	ELL/Immigrant/Refugee
African Women Business Alliance	African Women
Arab Center of Washington	Middle Eastern
Immigrant Families Advocacy Project (UW)	ELL/Immigrant/Refugee
Korean Community Service Center	ELL/Immigrant/Refugee
Muslim Community Resource Center & Muslim Housing Services	General
Iraqi Community Center of Seattle	Middle Eastern
UW Asian/Pacific American Law Student Association	Asian Pacific Islander
Somali Health Board	Somali Community
UW Chinese American Law Students Association	Asian Pacific Islander
Aljaya Senior Living in Thornton Place (North Seattle)	Seniors in North Seattle
Shoreline Lake Forest Park Senior Center	Seniors in Shoreline/Lake Forest Park
Hope Eritrean Social Services	East African
Indians in Seattle Group (Bothell, Kenmore, Seattle)	South Asian
<b>Places of Worship</b>	
Indonesian Presbyterian Church	Indonesian Community
Seattle Mennonite Church	General
Bethel Ethiopian Church of Seattle	East African
Lake Forest Park Presbyterian Church	Lake Forest Community
University Lutheran Church	General
Idris Mosque	Muslim Community in North King County
Muslim Association of Puget Sound (MAPS)	Muslim Community in East King County
St Matthew Parish (Roosevelt Latinx Church)	Latinx Population
Intercommunity Peace & Justice Center	General/Latinx Community
Seattle Onnuri Church	Korean community in Lake Forest Park
St Mary's Coptic Orthodox Church & St George's Coptic Orthodox Church	Egyptian and East African communities
Prince o Peace Church, Bethell Lutheran Church, Shoreline United	Shoreline Community
Kenmore Bothell Interfaith Group <ul style="list-style-type: none"> <li>Bahai of Snohomish County</li> <li>Bothell United Methodist church</li> </ul>	Kenmore and Bothell Communities

Project Name Public Engagement Report – Exhibits  
**King County Metro Transit**

<ul style="list-style-type: none"> <li>• Catacomb Churches</li> <li>• Christian Family Fellowship</li> <li>• Church of Jesus Christ Latter Day saints</li> <li>• Emmanuel Presbyterian Church</li> <li>• First Church of Christ</li> <li>• First Lutheran Church of Bothell</li> <li>• Islamic Center of Bothell</li> <li>• Northlake Lutheran Church</li> <li>• NorthShore Community Church</li> <li>• Sikh Centre of Seattle</li> <li>• St. Brendan Catholic Church)</li> </ul>	
<b>General/Homelessness/LGBTQ+/Advocacy</b>	
Puget Sound Sage	Transit Equity for Low-income/POC/General
Treehouse	Foster Youth- King County
Seattle GoodWill	King County/Snohomish
Transportation Choices Coalition	General
Solid Ground (Partner Review Board)	Low-income/POC
North Helpline	People experiencing homelessness/low-income
YouthCare	LGBTQIA+ youth/youth experiencing homelessness
Sound Generations	Senior services in King County
Wonderland Child & Family Generations	Special Needs Children Services (based in Shoreline)
Aurora Commons	General
Friends of Youth	Youth
Mary's Place North	Low-income/people experiencing homelessness
Northgate Tent Town	People experiencing homelessness
Children's Home Society	Children and Families
Roots Young Adult Shelter	Youth experiencing homelessness
Lutheran Community Services NW	Low income/Immigrant/Refugee
Community Psychiatric Clinic	Low income/mental health
Catholic Community Services NW	Low income/Immigrant/Refugee
Hopelink/North King County Mobility Coalition	Seniors/disability community/low-income
Outdoors for All	General
Urban Hands	General
Low Income Housing Alliance	Low Income
Mom's Rising	Mothers and Children
Abused Deaf Women's Advocacy Services	Survivors/disability community
WorkSource North Seattle	General
Sierra Club (Partner Review Board Member)	North King County
U District Partnership (Partner Review Board Member)	U District
ReVisioning Northgate	Northgate
Senior Centers <ul style="list-style-type: none"> <li>• Lake Forest Park</li> <li>• Montlake Terrace</li> <li>• Edmonds</li> <li>• NorthShore</li> <li>• Shoreline</li> <li>• Kenmore</li> </ul>	Seniors in North King County



• Bothell	
AARP Seattle Chapter	Seniors
Compass Housing/King County Housing Authority	Shoreline
Sierra Club	Greater Seattle area
North Urban Human Services Alliance (NUHSA)	Social and health services in North King County
<b>Neighborhood Groups/Advisory Boards</b>	
King County Transit Advisory Commission	Transit riders in King County
Lake City Neighborhood, Alliance, Lake City Collective, Lake City Community Center, Build Lake City Community Center	Lake City Neighborhood
Seattle Transportation Advisory Board	Transit riders in Seattle
Northgate Community Center and Neighborhood Council	Northgate Neighborhood
Ukrainian Association, Indian Association, Prince of Peace	Shoreline
Mercer Corridor Stakeholder Group	South Lake Union
D5 Stakeholder Neighborhood Group	D5 Neighborhood Group
Facebook: POC Shoreline Group & Bothell Community Group	Shoreline and Bothell Neighborhoods
Northwest District Council	Northwest Seattle
Greenwood Neighborhood Council	Greenwood Neighborhood
Northeast District Council	Northeast Seattle
Squire Park Neighborhood Council	Central Seattle Neighborhood
Laurelhurst Neighborhood Council	Laurelhurst Neighborhood
Maple Leaf Neighborhood Council	Maple Leaf Neighborhood
Roosevelt Neighborhood Council	Roosevelt Neighborhood
Fremont Community Council	Fremont Neighborhood
Greenways Group	General Seattle
U District Neighborhood Council	U District Neighborhood
Pinehurst Neighborhood Council	Pinehurst Neighborhood
Haller Lake Neighborhood Council	Haller Lake Neighborhood
<b>Unions</b>	
SEIU 925	UW service workers, Admin workers
SEIU 1199	UW healthcare
Teamsters	General
WFSE	Classified Workers at North Seattle College
SEIU 775	Health Care Workers
<b>Institutions</b>	
Shoreline Community College	Shoreline
North Seattle College	North Seattle
UW Bothell/Cascadia College (Student Engagement & Activities) (Partner Review Board)	Bothell and East King County
UW Seattle (LGBTQ Center, Office of Minority Affairs, Women's Center, GEAR UP program) (Partner Review Board)	General
Schools Districts (Seattle, Northshore, Shoreline, Lake Washington)	Varies
King County Libraries & Seattle Libraries	Varies

Seattle Housing Authority & King County Housing Authority	Varies
<b>Major Employers</b>	
Seattle Children's Hospital (Partner Review Board Member)	North Seattle/General
Amazon	General Seattle Area
Microsoft	East King County/General
Boeing	General Puget Sound Region
<b>Government Agencies</b>	
Seattle Department of Transportation (Partner Review Board)	Seattle
Sound Transit (Partner Review Board)	General Puget Sound Region
Community Transit (Partner Review Board)	Snohomish County
City of Shoreline (Partner Review Board)	Shoreline
City of Bothell (Partner Review Board)	Bothell
City of Lake Forest Park (Partner Review Board)	Lake Forest Park
City of Kenmore (Partner Review Board)	Kenmore
Port of Seattle (Partner Review Board)	General King County

## **Mobility Board Community & Stakeholder Engagement**

Mobility Board members during each phase of the project engaged with their local communities. This included hosting 1-1 sessions to explain proposal, share the survey and project materials with community members. In phases one and two some of the community members tabled at local events as well.

## **Community-Based Organization (CBOs) Partnerships**

Metro contracted with two local CBOs to host listening sessions/focus groups in their communities to communicate changes and ask for feedback on service concepts. The CBOs convened focus groups and conducted in-person surveys in the beginning of Phase 2. The CBO contacts also planned further in-person engagement activities like focus groups, community conversations, and surveys to gather feedback on the Phase 3 network; however, halfway through Phase 2 engagement, there were County- and state-wide gathering restrictions due to the COVID-19 pandemic and CBOs halted non-essential in-person interactions.

Metro contracted with:

- Hopelink serving North King County low-income and immigrant populations
- U District Food Bank serving low-income populations and people experiencing homelessness

Reports created and data collected by Hopelink and the University District Food Bank are available upon request.

## **Community Meetings and Events**

### **Metro Bus Operators**

- North Base Focus Group and Tabling at Base
- Ryerson Base Tabling at Base

### **General Public/Community Groups**

- North King County Mobility Coalition
- King County Transit Advisory Commission
- Seattle Transit Advisory Board
- Iraqi Community Center of Washington
- Literacy Source Maple Leaf Neighborhood Council
- Seattle Transit Advisory Board
- Haller Lake Neighborhood Council
- NE Seattle Neighborhood Council
- D5 Community Meeting
- Greenwood Neighborhood Council
- Pinehurst Neighborhood Council
- Laurelhurst Neighborhood Council
- Green Lake Neighborhood Council
- Roosevelt Neighborhood Council
- Victory Heights Neighborhood Council
- Revitalizing Northgate
- Aljoya Community
- Lake City Neighborhood Council
- Greenways Community Group
- Mercer Corridor Group
- Squire Park Neighborhood Council
- Fremont Neighborhood Council
- East Lake City Collaborative
- City of Seattle Immigrant and Refugee Commission
- King County Immigrant and Refugee Commission
- Korean Community Service Center
- Coptic Orthodox Community in Washington State
- Lake City Neighborhood Alliance
- Denise Louise Education Center
- ACRS
- Community Psychiatric Clinic

### **Stakeholder Group Meetings and Presentations**

- U District Partnership Board Meetings
- UW Seattle Transportation Committee Meeting

- UW Transportation Open House
- Virtual Open House for UW Community
- Lunch & Learn with Seattle Children's Staff
- Seattle Children's Staff Meetings
- UW Bothell/Cascadia Staff Presentation
- University District Food Bank
- Shoreline Community College
- Seattle Colleges Virtual Open House for Shoreline Community College
- Virtual Open House for Shoreline Neighborhoods with City of Shoreline

### **Jurisdictional and Council Meetings and Presentations**

- King County Councilmember Dembowski
- King County Councilmember Kohl-Welles
- King County Councilmember Zahilay
- King County Councilmember Balducci
- King County Councilmember Upthegrove
- King County Councilmember McDermott
- King County Councilmember Lambert
- King County Central Staff Meetings
- City of Seattle Councilmember Strauss
- City of Seattle Councilmember Juarez
- City of Seattle Councilmember Pederson
- City of Seattle Councilmember Lewis
- SDOT, WSDOT, ST, CT Coordination Meetings
- City of Bothell
- City of Kenmore
- City of Lake Forest Park
- City of Shoreline
- Port of Seattle

### **Tabling Events and Public Meetings**

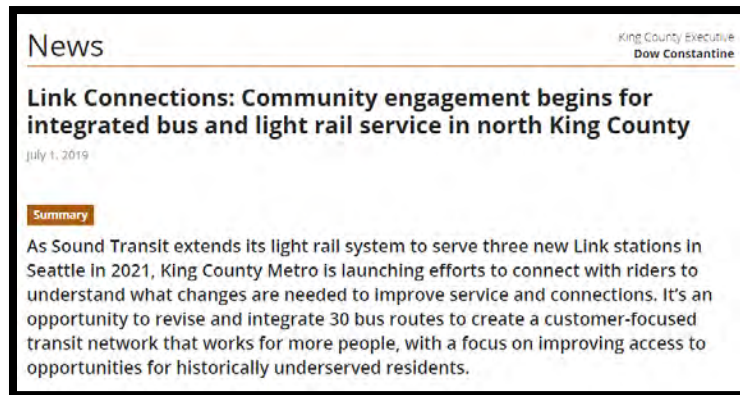
- LGBTQ+ North Seattle Housing Fair
- Maple Leaf Summer Social
- Arab Festival of Seattle Picnic
- Seattle Arab Festival
- Celebrate Shoreline
- Magnuson Community Resource Fair
- Lake City Farmers Market
- Lake City Community Senior Meal
- University District Farmers Market
- SDOT Open House for 43rd Street Electrification
- Street teaming at Bus stops

- Virtual Town Hall with CM Dembowski, Kohl-Welles, and Zahilay
- Virtual Open House for Northgate Station
- Virtual Open House for Roosevelt Station
- Virtual Open House for U District Station

## C. Sample Notifications by Phase

### Phase 1

#### *Media Release and Briefing*



#### *Social Media*

- 7/1/2019 - Twitter - Executive Constantine



- 7/2/2019 – Twitter



Impressions: 9,981  
Engagements: 170  
Link clicks: 24

- 7/12/2019 – Twitter





Impressions: 5,392  
Engagements: 96  
Link clicks: 3

## Rack card

### التغيير قادم، نحتاج إلى مساعدتك!

ثلاث محطات سلك جديد  
خفيفة في الطريق للتشغيل  
وستتمتع Metro بفرصة  
تحسين جودة انتقالك في  
شمال مقاطعة King

المدن المشمولة: Bothell، Kenmore و Lake  
Woodinville و Shoreline و Seattle و Forest Park

الطرق المتأثرة:  
26, 31, 32, 41, 45, 62, 63, 64, 65, 67, 71, 73, 74, 75, 76, 77, 78, 301, 303, 304, 308, 309, 312, 316, 330, 345, 346, 347, 355, 372, 373

• تعقد شركة Metro مناقشات مع المنظمات حول احتياجات النقل صيف 2019

• وستساعد المنظمات شركة Metro في اتخاذ القرارات في خريف 2019

• وإكمال الخطط في ربيع 2020

• ودخول التغييرات حيز التنفيذ في 2021

لمزيد من المعلومات يرجى الاتصال بـ  
Maha Jahshan  
mjahshan@kingcounty.gov; 206-263-2456  
Shelby Cramer  
scramer@kingcounty.gov; 206-263-1109  
[www.kingcounty.gov/metro/northlink](http://www.kingcounty.gov/metro/northlink)

King County METRO Moving forward together SOUNDTRANSIT

### Change is Coming & We Need Your Help!

There are three new light rail stations coming and Metro has the opportunity to improve how you travel in north King County

Cities involved: Bothell, Kenmore, Lake Forest Park, Seattle, Shoreline, and Woodinville

Affected routes: 26, 31, 32, 41, 45, 62, 63, 64, 65, 67, 71, 73, 74, 75, 76, 77, 78, 301, 303, 304, 308, 309, 312, 316, 330, 345, 346, 347, 355, 372, 373

**Summer 2019** Metro talks with communities about transit needs.

**Fall 2019** Communities will help Metro make decisions

**Spring 2020** Finalize plans

**2021** Changes take effect

For more information, please contact  
Maha Jahshan  
mjahshan@kingcounty.gov; 206-263-2456  
Shelby Cramer  
scramer@kingcounty.gov; 206-263-1109  
[www.kingcounty.gov/metro/northlink](http://www.kingcounty.gov/metro/northlink)

King County METRO Moving forward together SOUNDTRANSIT

## Phase 2

### Media Release and Briefing

## Transportation news

### Link Connections: Proposals for bus and light rail integration in north King County driven by community guidance

January 22, 2020

**Summary**

As Sound Transit extends its light rail system to serve three new Link stations in 2021 (U District, Roosevelt, and Northgate), King County Metro is releasing initial proposals for updating bus service to integrate with the new stations. These concepts were created with the help of a community-based Mobility Board, and broader public feedback on service needs and priorities.

Department of Transportation

## Social Media

- 1/23/2020 - Twitter - Councilmember Kohl-Welles




- 1/22/2020 - Twitter




Impressions: 18,242  
Engagements: 942  
Link clicks: 459

- 1/27/2020 – Twitter



 **King County Metro** @kcmetrobus

Survey: Live in North Seattle, UDistrict, Shoreline, Bothell, Kenmore or Lake Forest Park?  
Ride these ? 26, 31, 32, 40, 41, 44, 45, 48, 49, 62, 63, 64, 65, 67, 70, 71, 73, 74, 75, 76, 77, 78, 301, 303, 304, 308, 309, 312, 316, 345, 346, 347, 348, 355, 372, 373, ST 522  
[#bus2link](#)



8:40 AM · Jan 27, 2020 · Twitter for iPhone

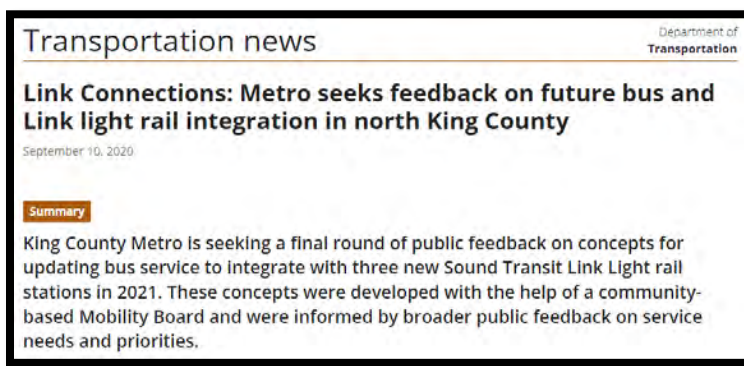
 View Tweet activity

11 Retweets 18 Likes

Impressions: 19,664  
Engagements: 69

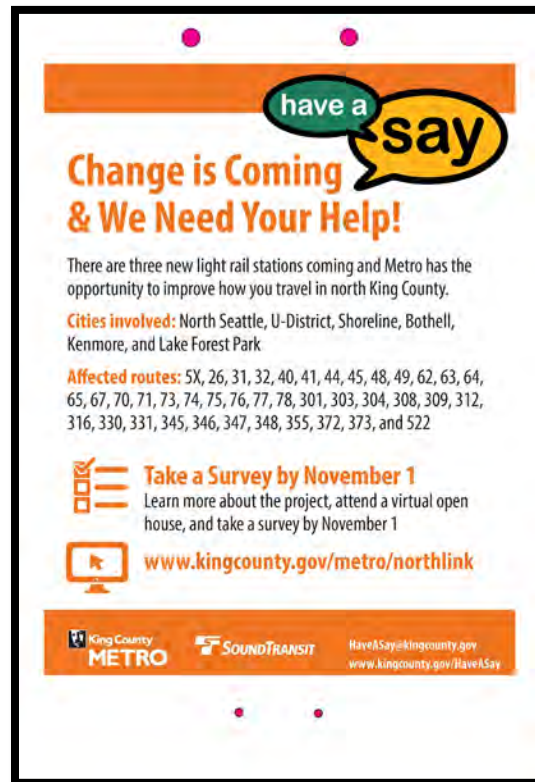
## Phase3

### Media Release and Briefing



### ***Bus stop “Have a Say” survey/info signs***

Have A Say bus stop signs were posted at over 30 stops for routes with high ridership and at transit hubs like the Northgate Transit Center.



### ***Multilingual mailer/postcard***

A mailer translated into the six project area languages (Arabic, traditional Chinese, English, Korean, Spanish, and Vietnamese) was mailed to 2,000 project area residents to inform them of the opportunities to share their feedback regarding proposed network changes.

## Change is Coming & We Need Your Help!



There are three new light rail stations coming and Metro has the opportunity to improve how you travel in north King County.

**Cities involved:** North Seattle, U-District, Shoreline, Bothell, Kenmore, and Lake Forest Park

**Affected routes:** 5X, 26, 31, 32, 40, 41, 44, 45, 48, 49, 62, 63, 64, 65, 67, 70, 71, 73, 74, 75, 76, 77, 78, 301, 303, 304, 308, 309, 312, 316, 330, 331, 345, 346, 347, 348, 355, 372, 373, and 522

**Changes take effect in 2021**

 **Take a Survey by November 1**  
Learn more about the project, attend a virtual open house, and take a survey by November 1

 [www.kingcounty.gov/metro/northlink](http://www.kingcounty.gov/metro/northlink)






## www.kingcounty.gov/metro/northlink

**¡El cambio se acerca y necesitamos tu ayuda!**  
Obtén más información acerca del proyecto y participa en una encuesta antes del 1 de noviembre

**變更即將來臨，我們需要您的協助！**  
詳細瞭解此項目並參加調查 截至 1 月 11 日

**다가오는 변화에 여러분의 도움이 필요합니다!**  
프로젝트 상세 정보를 확인하고 1월 11일까지 설문 조사에 참여하세요

**Sắp Có Thay Đổi & Chúng Tôi Cần Sự Giúp Đỡ Của Quý Vị!**  
Hãy tìm hiểu thêm về dự án & thực hiện khảo sát trước ngày 11 tháng 1

التغيير قادم، ونحن في حاجة إلى مساعدتك  
تعرف على المزيد حول المشروع وشارك في استطلاع الرأي بحلول  
11 من نوفمبر



KSC-TR-0824  
201 S Jackson St  
Seattle, WA 98104-3856

PRSR STD  
US POSTAGE  
**PAID**  
Seattle, WA  
Permit No 6966

### Social Media

- 10/26/20 – Twitter





Impressions: 5,346  
Engagements: 22  
Link clicks: 6

- 10/26/20 – Facebook



Reach: 789  
Engagements: 7

- 10/26/20 – Facebook (Spanish)



Reach: 580  
Engagements: 1

- 10/26/20 – Facebook (Chinese)



Reach: 789  
Engagements: 7

- 10/26/20 – Facebook (Vietnamese)



Reach: 719  
Engagements: 0

- 10/27/20 – Sharing the Facebook event – Facebook

Project Name Public Engagement Report – Exhibits  
**King County Metro Transit**



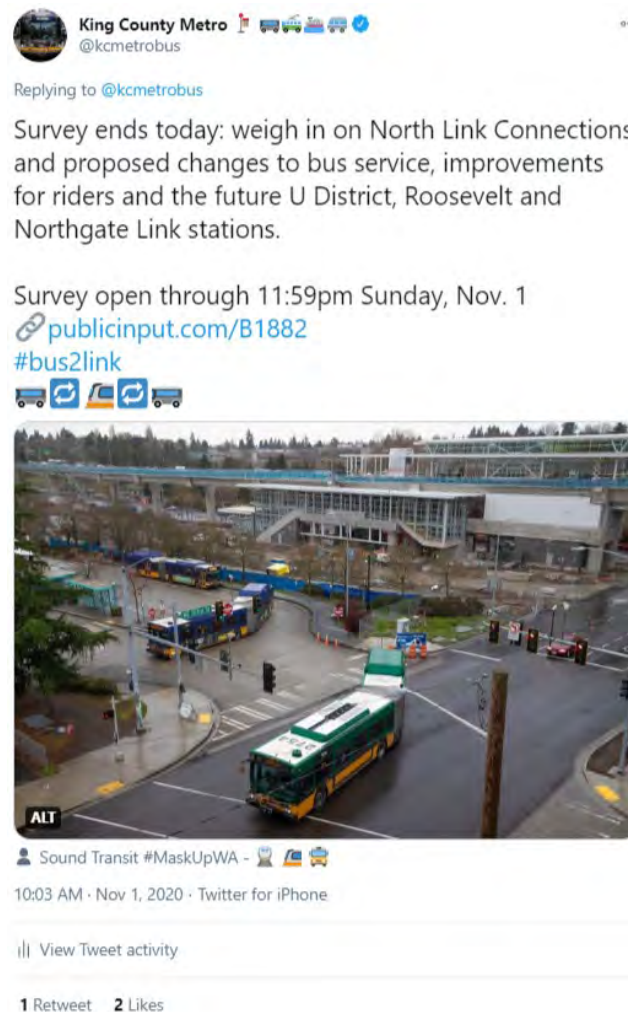
Reach: 481  
Engagements: 1

- 10/28/20 – Survey Reminder – Facebook



Reach: 1,357  
Engagements: 18

- 11/1/20 – Twitter



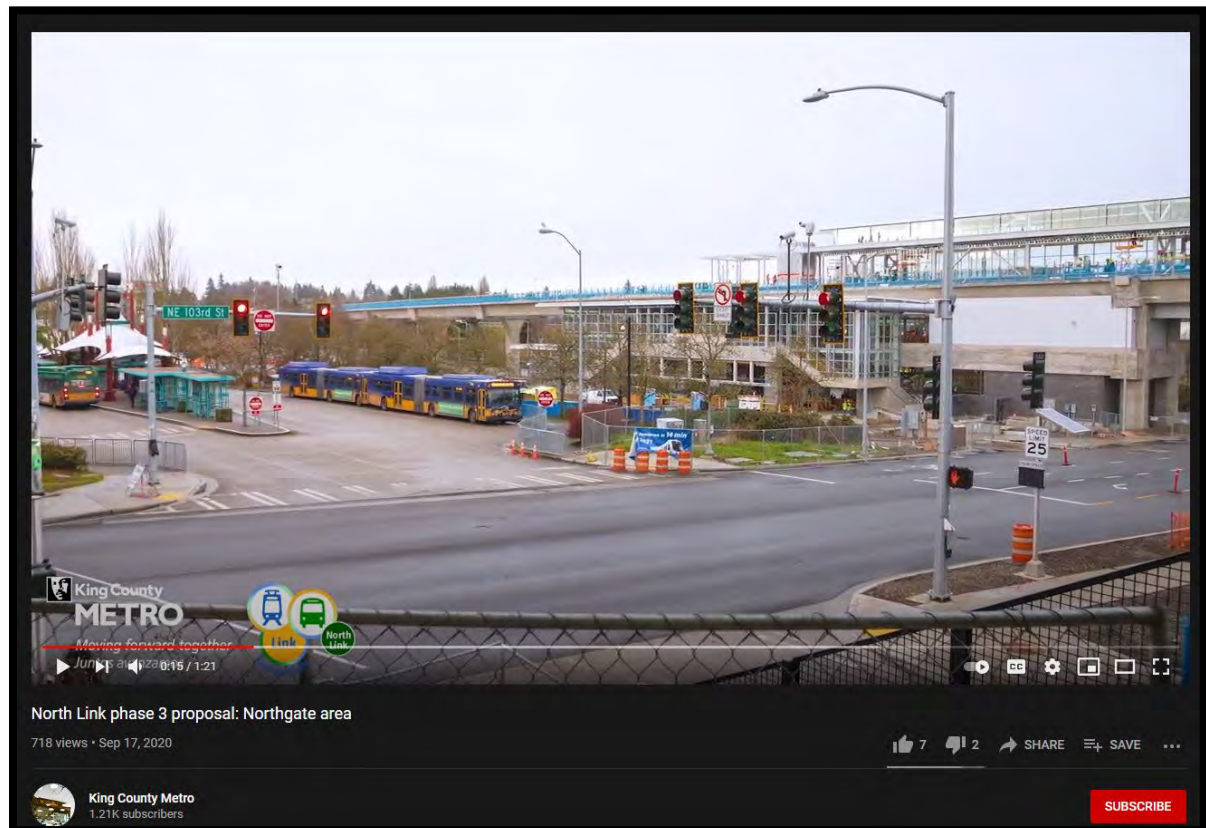
Impressions: 2,942  
Engagements: 39  
Link clicks: 16

- North Link Connections: Roosevelt Station live town hall, Facebook broadcast
  - Post Reach – 883
  - Reactions, Comments & Shares – 14
  - Peak live viewers – 11
- North Link Connections: Northgate Station live town hall, Facebook broadcast
  - Post Reach – 611
  - Reactions, Comments & Shares – 6
  - Peak live viewers – 10

### **YouTube Videos**

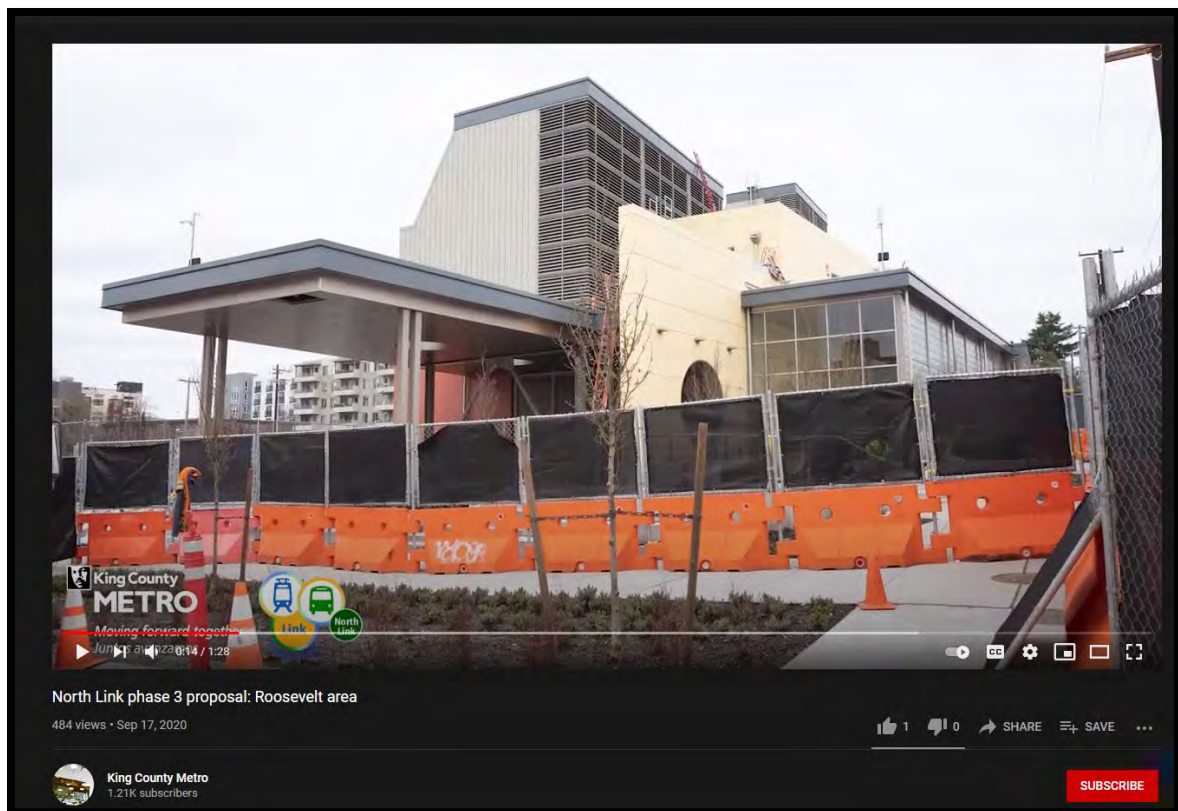
COVID-related public gathering restrictions and community feedback prompted the creation of three YouTube videos. Although there were a number of virtual open houses to learn about the proposed changes and to share feedback, the videos offered the public an opportunity to hear directly from Metro service planners about the project and about each new Link light rail station specifically that was not tied to a date and time and did not expire.

[Northgate Station Area North Link Proposal Overview](#) (718 views)

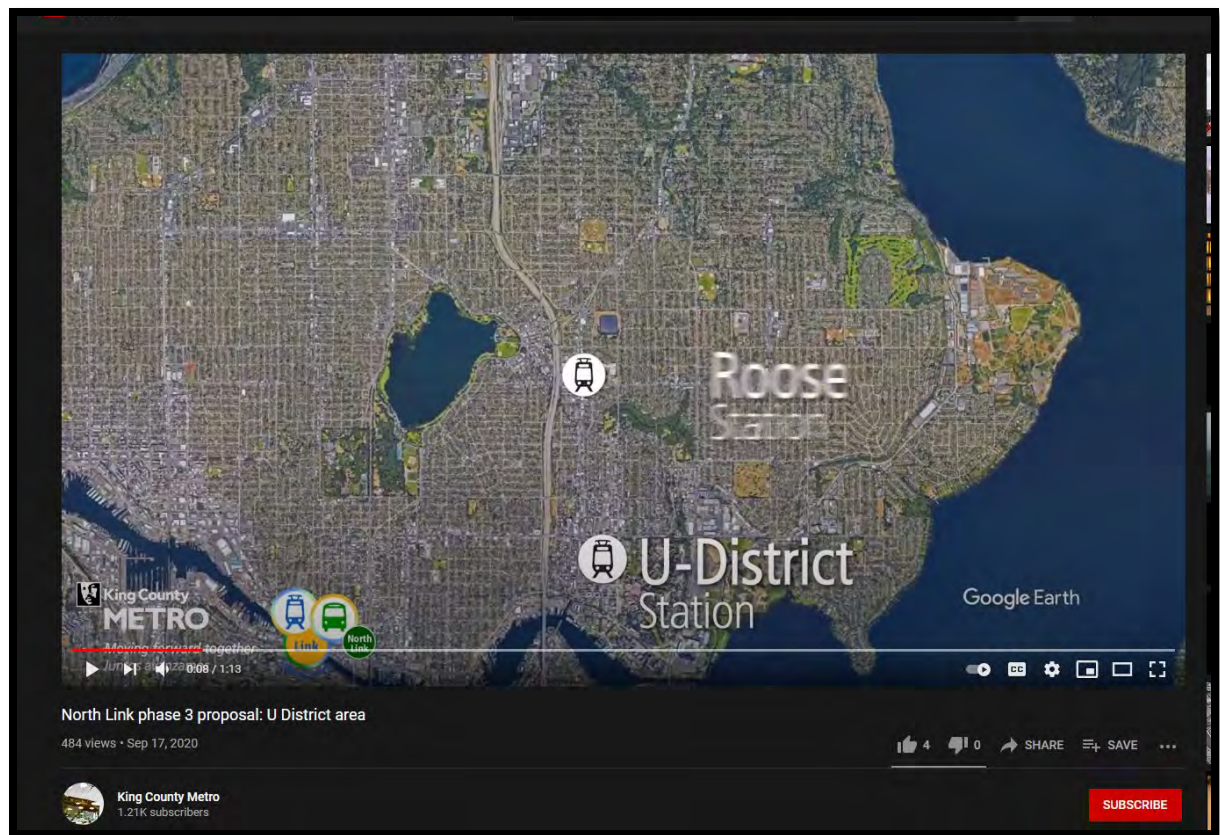


[Roosevelt Station Area North Link Proposal Overview](#) (484 views)





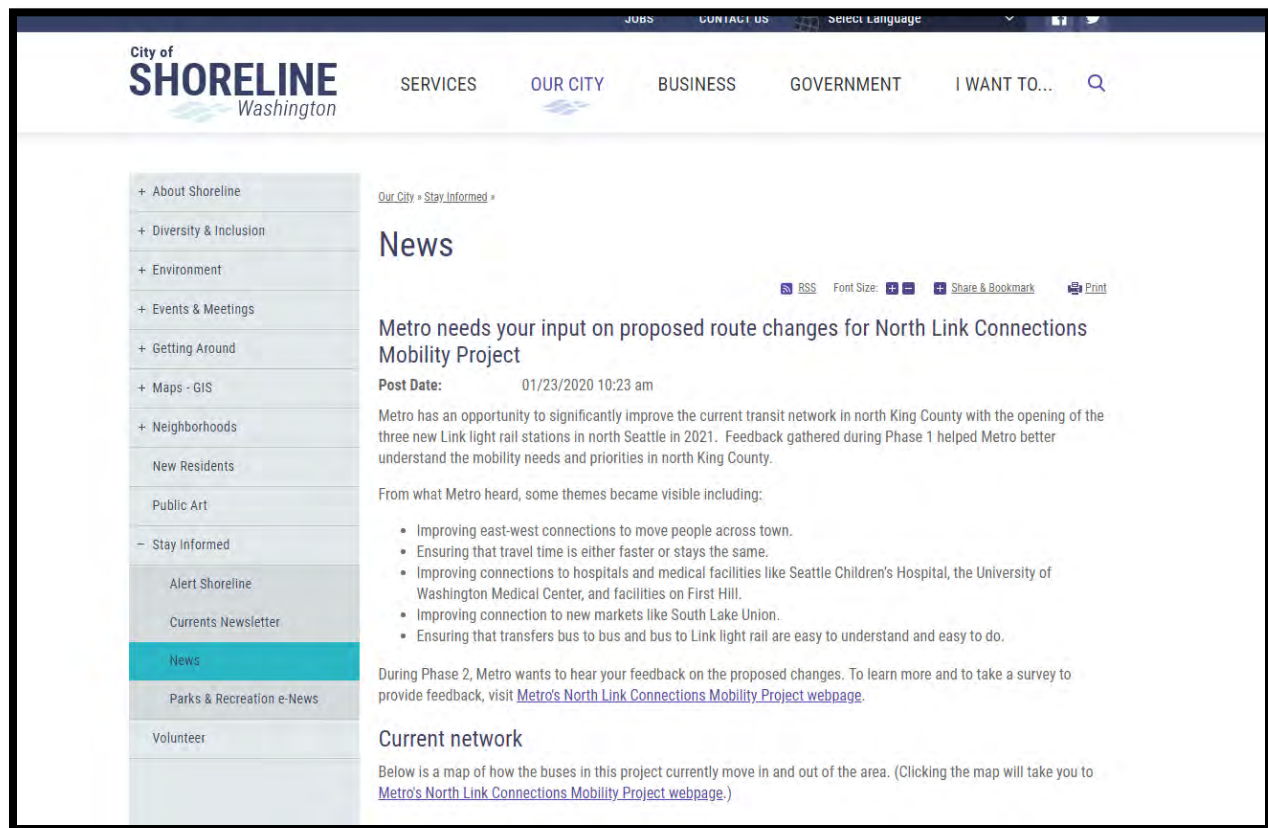
[U District Station Area North Link Proposal Overview](#) (484 views)



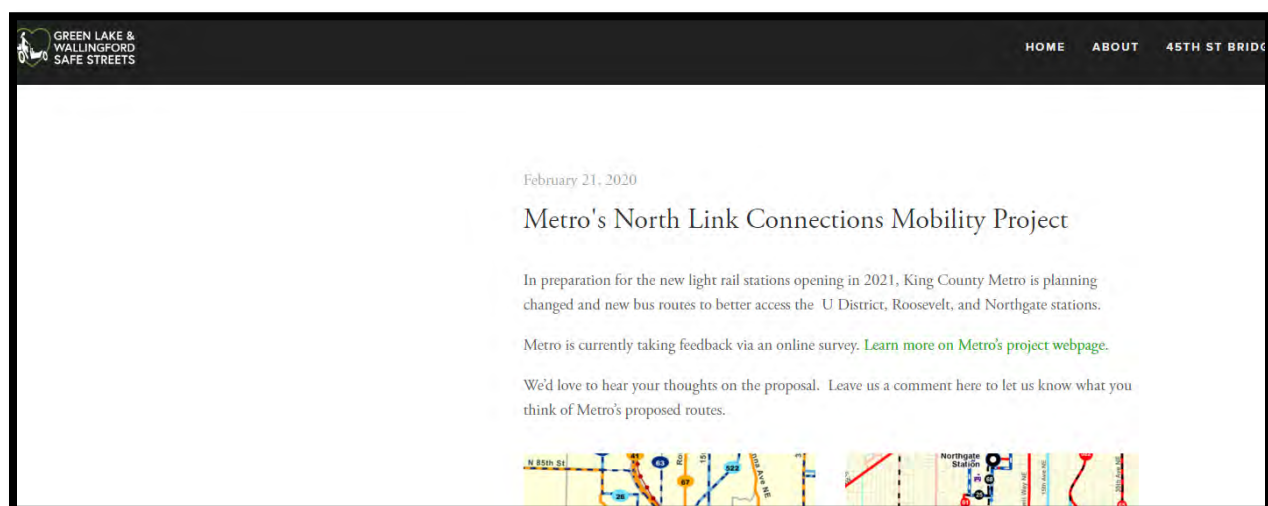


## D. Local Media Coverage

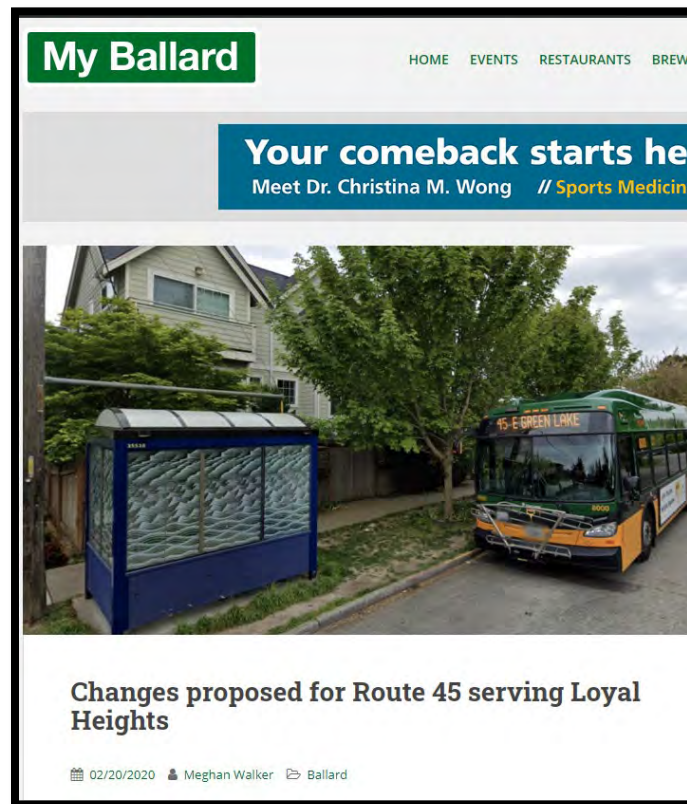
### [City of Shoreline](#)



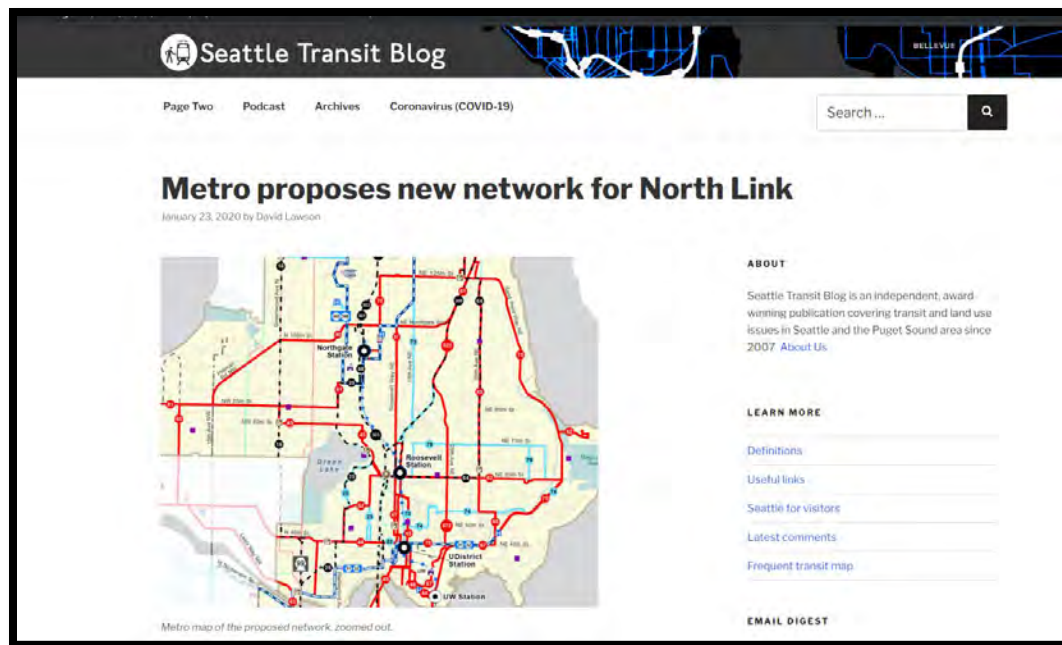
### [Green Lake & Wallingford Safe Streets Blog](#)



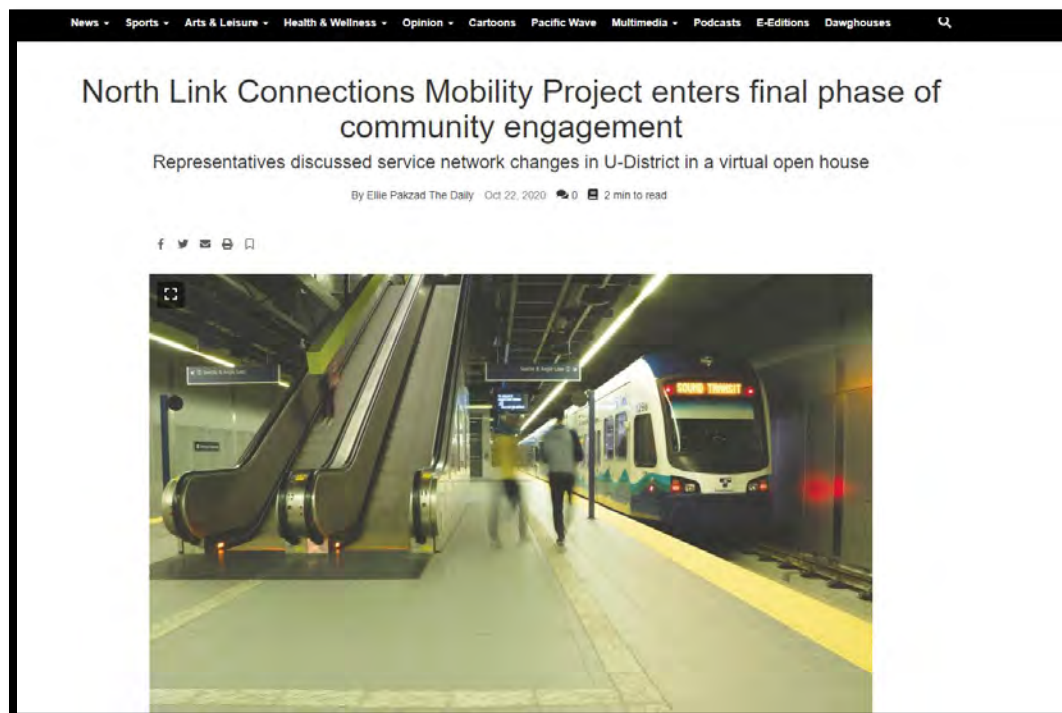
[My Ballard](#) article



[Seattle Transit Blog](#)



[University of Washington - The Daily](#)



## E. Examples of Print and Digital Ads

- Korean Weekly Ad



- Spanish North Link Open House Digital Ad



- Instagram Spanish Ad





## **Appendix N: Title VI Analysis of Suspension and Resumption of Fare Collection**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

Title VI Equity Analysis of Suspension and Resumption of Fare Collection  
King County Metro  
July, 2021

The following are the results of King County Metro's Title VI equity analysis of the seven-month suspension and eventual resumption of fare collection in 2020 in response to the COVID-19 pandemic pursuant to FTA's Title VI circular FTA C 4702.1B.

King County Metro's Methodology for Fare Equity Analysis<sup>1</sup>

To determine whether a proposed fare change would have a discriminatory impact on the basis of race, color or national origin, Metro first determines if the proposal would change the fare structure or would change fares by fare payment method. If the proposal involves an equal fare increase across all adult fare categories and an equal increase across all fare payment methods, then this fare change would not have a disparate impact requiring further analysis. Any proposal that involves a change to the fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders.

A fare change that results in a differential percentage change of greater than 10 percent by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, a surcharge on cash fare payment compared to ORCA smart card fare payment of 10 percent or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden. If the average fare increase for minority riders is five percentage points or more higher than the average fare increase for non-minority riders, then the fare change would be determined to have a disparate impact. Similarly, if the average fare increase for low-income riders is five percentage points or more higher than the average fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden.

Context

King County Metro's fare structure has evolved over the past few years to reduce impacts on Title VI protected populations and guard against disproportionate burdens on riders with lower incomes. In 2015, Metro created its current base fare structure, including new low-income fares. In 2017, fares were simplified to include a single fare across all routes, eliminating zone based fares and peak period charges. For each of these changes, Metro conducted a Fare Equity Analysis and found that the changes were compliant with Title VI.

In March 2020, Metro suspended the collection of all fares to protect operators and passengers from exposure to COVID-19. Because fares were eliminated for all riders on all routes throughout the system, no disparate impact on protected populations occurred, nor was there a disproportionate burden on low income riders pursuant to the methodology by which Metro conducts fare equity analyses in accordance with Title VI.

Resumption of Fare Collection

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<sup>1</sup> 2019 King County Metro Transit Title VI Program Report, p. 49 (2019-RPT0084)



Fare collection resumed on all routes in October 2020, when it was determined that adequate safety measures were in place and passenger capacity was lowered to 12 riders on 40-foot buses and 18 people on 60-foot buses. Rates of fare were the same as they were prior to the suspension of fare collection. Fare enforcement did not resume and paper transfers for cash riders became self-serviced instead of provided by the operator.

Metro conducted a multi-faceted external communications campaign to alert riders to the resumption of fare collection. Channels utilized included television, broadcast radio, YouTube, and other forms of social media. The communications campaign featured materials in English, Chinese (traditional), Chinese (simplified), Korean, Somali, Spanish, and Vietnamese. Engagement related to the resumption of fare collection was also conducted with transit agency partners, human service providers, and business partners.

When comparing ridership from the last week of September to the first week of October 2020 (one week prior to and after the resumption of fare collection), routes in South King County – which has more routes that serve areas with higher proportions of riders with low incomes – saw a decrease in ridership that was statistically similar to the decrease in the rest of the County:

	<b>Ridership in Last Week of September 2020</b>	<b>Ridership in First Week of October 2020</b>	<b>% Change</b>
East King County	69,102	66,140	-4.3%
Seattle/Shoreline	615,432	571,262	-7.2%
South King County	258,777	245,437	-5.2%
Countywide	943,310	882,839	-6.4%

Metro uses a combination of American Community Survey data and boarding data to designate routes as low-income or minority. First, census tracts in King County are identified as low-income, where a greater percentage of the population has a household income of less than 200 percent of the federal poverty level than the countywide average based on the latest American Community Survey 5-year estimates. Second, each route's proportion of inbound boardings that happen in low-income tracts is compared to the systemwide average of boardings in low-income tracts. Routes above the systemwide average are designated as low-income routes.

The same process is repeated to define minority routes, which indicate a tract with a higher percentage of residents defined as any classification other than "White - Not Hispanic than the countywide average.

The following table compares ridership from September to October 2020 among low-income routes, minority routes, and routes that are neither low-income nor minority. The change in ridership is within 0.1 percentage points across all three route types, indicating that the resumption of fare collection did not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

Route Type	Ridership in Last Week of September 2020	Ridership in First Week of October 2020	% Change
Minority	537,207	503,144	-6.3%
Low-Income	506,289	474,044	-6.4%
Non-Minority/Low-Income	376,422	352,190	-6.4%

#### Mitigations for Priority Populations

As was the case before the suspension and resumption of fare collection, Metro provides multiple reduced fare options for riders for whom the cost of the fare may be a barrier. These include:

- **ORCA LIFT.** Available to riders with a gross household income of no more than 200 percent of the federal poverty level, an ORCA LIFT card permits the cardholder to pay a fare of \$1.50 on Metro buses, an approximately 45% discount on the regular adult fare of \$2.75.
- **Subsidized Annual Pass.** Available to residents of who are at or below 80 percent of the federal poverty level and are enrolled in one of six state benefit programs, a subsidized annual pass allows a rider to ride fare-free.
- **ORCA Youth.** Available to youth ages 6-18 (riders 5 and under ride free), an ORCA Youth card permits the cardholder to pay a fare of \$1.50 on Metro buses, an approximately 45% discount on the regular adult fare of \$2.75.
- **Human Services Bus Ticket Program.** The Human Services Bus Ticket Program provides subsidized bus tickets to eligible human service agencies serving persons who are homeless and/or low income.

#### Conclusion

The analysis above shows limited difference in ridership just before and after the resumption of fare collection between County regions and low-income routes, minority routes, and routes that are neither low-income nor minority. Based on that analysis, as well as Metro's continued efforts to advertise and enroll riders in reduced fare options for riders for whom cost may be a barrier, Metro concludes that the resumption of fare collection at pre-pandemic rates did not result in a disparate impact on minority riders or disproportion burden low income riders.

## **Appendix O: Title VI Analysis of Paid Permit Parking Program**

### **2022 King County Metro Transit Title VI Program Report**

July 2019–June 2022 Report to the Federal Transit Administration in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

06/14/2019

## Title VI Equity Analysis

### King County Metro Paid Permit Parking Program

#### Introduction

King County Metro (Metro) is expanding its current parking permit program to include paid permits for single-occupancy vehicles (SOVs) in addition to the free permits for high occupancy vehicles (HOVs – with two or more occupants per vehicle) currently offered at Metro park and ride facilities.

Currently, transit customers who wish to drive and park a vehicle to access fixed-route transit, or join a carpool or vanpool are faced with very crowded conditions at many of Metro's park and ride facilities. Travelers who have schedule flexibility arrive earlier and earlier to find a space, resulting in crowding on early transit runs serving the most popular park and ride lots. Transit customers who are unable to arrive earlier may be prevented from accessing their nearest park and ride facility altogether. Metro facilities are also used by non-transit customers, which is prohibited by policy but difficult to enforce without a mechanism for transit customer validation, which the permit program provides.

King County is proposing this new, fee-based parking permit program to help achieve six parking management objectives adopted by the King County Council in fall 2018 (Ordinance #18837):

- Encourage use of transit
- Increase ridership in the region
- Spread peak-of-peak demand for transit
- Increase use of carpooling
- Improve access to transit parking for low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders
- Cover program costs

Ordinance #18837 also granted the general authority for Metro to charge for use of its park and ride facilities, but specified that pricing and other permit program elements be established through a public rulemaking process overseen by Metro's General Manager.

The permit program, as proposed, would be implemented at lots consistently at or above 90% occupancy. Lots currently identified for permit implementation are: Issaquah Highlands Park & Ride, Redmond Park & Ride, Northgate Transit Center Park & Ride, South Kirkland Park & Ride, Tukwila Park & Ride, Aurora Village Park & Ride, Kenmore Park & Ride, Bear Creek Park & Ride, Bothell Park & Ride, and Shoreline Park & Ride.

During the weekday morning peak travel periods a portion of the parking in participating lots - not to exceed 50% of the total capacity - would be designated for permit parking. Transit customers could apply for a free HOV permit, or paid SOV permit. A valid HOV or SOV permit would allow transit customers access to these reserved parking areas anytime during the morning peak. All other parking in participating lots would be available at all times for free on a first-come, first served basis for general transit parking; at the end of the morning peak and on weekends, unused permitted spaces would become available for general transit parking as well.

## Metro Policy

Although parking permit fees are not considered transit fares requiring a service and fare equity (SAFE) analysis when changed, Metro has opted to perform the equivalent of a SAFE analysis to understand the equity effects of the program's proposed pricing approach.

Because permit fees, even under a strictly opt-in program as proposed, would impose an additional cost on a specific group of transit riders, for the purposes of this analysis Metro is considering the impact of the total cost change to affected riders by comparing the cost of a monthly transit pass alone, with the combined cost of a monthly transit pass plus monthly permit fees. If any disparate impact on minority populations, or disproportionate burden on low-income populations is found, Metro will consider steps to avoid, minimize, or mitigate adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

In Metro's 2015 Service Guidelines, Metro defines these impacts as follows:

*A disparate impact "...results in adverse effects that are significantly greater for minority populations than for non-minority populations."*

*A disproportionate burden "...results in adverse effects that are significantly greater for low-income populations than for non-low-income populations"*

*(<http://metro.kingcounty.gov/planning/pdf/2011-21/2015/metro-service-guidelines-042816.pdf>, page 33, Ordinance 18301)*

These definitions are derived from Federal Transit Administration (FTA) Circular 4702.1B, which outlines the requirements and guidelines under Title VI of the 1964 Civil Rights Act for transit agencies that receive federal funding to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.

## Definitions & Data Sources

The share of park and ride users identified as low-income or minority in this analysis is drawn from a license plate survey conducted by Metro in 2017. Metro estimated the number of low income and minority individuals using household income and race statistics from the 2017 American Community Survey for census tracts where vehicles observed using the facility were registered, weighted by the

number of vehicles originating in each of those tracts. For the purposes of this analysis, low-income is defined as at or below 200% of the federal poverty level, as shown in Table 1 below.

**Table 1. Low income definition**

<b>Persons in family/household</b>	<b>Federal Poverty guideline</b>	<b>200% poverty level (Metro Low Income Definition)</b>
1	\$11,770	\$23,540
2	\$15,930	\$31,860
3	\$20,090	\$40,180
4	\$24,250	\$48,500
5	\$28,410	\$56,820
6	\$32,570	\$65,140
7	\$36,730	\$73,460
8	\$40,890	\$81,780

## Demographic analysis

Table 2 compares the percentage of park and ride users who are minority or low-income (i.e. those who would potentially face a disparate impact or disproportionate burden by the introduction of fee-based parking permits) with the percentage of all residents in King County who are minority or low-income.

**Table 2. Permit fee impacts on minority and low income riders vs. all riders**

	<b>King County</b>	<b>King County Park and Ride Users</b>
% minority	33%	21%
% low-income	22%	15%

The percentages of Metro park and ride users who are minority or low-income are lower than the percentage of King County Residents who are minority and low-income. Thus, based on an analysis of the demographic composition of potentially impacted transit customers (per standard Title VI analysis methodology), the introduction of paid permits has no disparate impacts on minority populations or disproportionate burden on low-income populations.

However to further analyze the distributional impacts of financial burden, Metro next examined the difference in total cost impact on low-income vs. non-low-income riders *within* the population of parking users.

## Fee Change Proposal

A review of market data showed that public and private parking operators of parking facilities in the immediate vicinity of high-demand transit parking facilities in the region have an average monthly rate of \$90. From this starting point, Metro adjusted up or down on a per-facility basis, taking into account lot occupancy, level of transit service and location within a transit corridor. The result is a three-tiered permit pricing proposal with monthly rates at \$60/month, \$90/month or \$120/month. These rates are considered in the equity analysis below. To represent the full cost of transit use, permit costs are added to the cost of a monthly bus pass for full-fare adult passengers, and for low-income adult passengers (using ORCA LIFT, Metro's low-income fare).

**Table 3. Differential impact on low-income riders of pricing permits at \$60/month, \$90/month and \$120/month**

Customer	Current (without paid permit parking)			With \$60/month paid permit parking			Change
	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Percent change in total transit costs
Full fare	\$99	NA	\$99	\$99	\$60	\$159	61%
Low-income (LIFT) fare	\$54	NA	\$54	\$54	\$60	\$114	111%

Customer	Current (without paid permit parking)			With \$90/month paid permit parking			Change
	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Percent change in total transit costs
Full fare	\$99	NA	\$99	\$99	\$90	\$189	91%
Low-income (LIFT) fare	\$54	NA	\$54	\$54	\$90	\$144	167%



Customer	Current (without paid permit parking)			With \$120/month paid permit parking			Change
	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Percent change in total transit costs
Full fare	\$99	NA	\$99	\$99	\$120	\$219	121%
Low-income (LIFT) fare	\$54	NA	\$54	\$54	\$120	\$174	222%

The cost of a monthly transit pass is lower for low-income customers who qualify for discounted transit fares under the ORCA-LIFT program available to riders with annual household income at or below 200% of federal poverty level. As a result, applying an additional cost for a permit fee to both low-income and non-low-income riders results in a higher percentage increase in overall cost of transit use for low-income riders/parking users than for non-low-income riders/parking users, potentially creating a disproportionate burden on the low-income riders.

### Avoiding the disproportionate burden

This disproportionate burden (in percentage terms) of a parking fee on low-income riders can be avoided if the pricing for parking permits includes a discount for low-income riders equal to or greater than the percentage discount they receive for transit passes. Thus, Metro is proposing a \$20 flat parking permit fee for low-income customers (shown in the table below) which, depending on location is discounted between 67% and 83% from the full priced permit of \$60-\$120; this exceeds the discount low-income riders receive for transit passes.

Table 4. Equalizing the impacts on low-income riders with low-income permit pricing discount

Customer	Current (without paid permit parking)			With \$60/month standard and \$20/month discounted paid permit parking			Change
	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Percent change in total transit costs
Full fare	\$99	NA	\$99	\$99	\$60	\$159	61%
Low-income (LIFT) fare	\$54	NA	\$54	\$54	\$20	\$74	37%

Customer	Current (without paid permit parking)			With \$90/month standard and \$20/month discounted paid permit parking			Change
	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Percent change in total transit costs
Full fare	\$99	NA	\$99	\$99	\$90	\$189	91%
Low-income (LIFT) fare	\$54	NA	\$54	\$54	\$20	\$74	37%

Customer	Current (without paid permit parking)			With \$120/month standard and \$20/month discounted paid permit parking			Change
	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Monthly transit pass	Monthly permit fee	Total monthly transit cost	Percent change in total transit costs
Full fare	\$99	NA	\$99	\$99	\$120	\$219	121%
Low-income (LIFT) fare	\$54	NA	\$54	\$54	\$20	\$74	37%

To fully avoid any disproportionate burden on low-income populations, Metro's pricing proposal includes the \$20 flat price for low-income customers described above. In addition, the enabling legislation adopted by the King County Council in fall 2018 anticipates that Metro may work to adjust prices in the future, but specifies that low-income customers may purchase permits at a rate discounted at least 70% from the prices charged to full-fare transit customers.

## Conclusion

The proposal to make available fee-based paid parking permits to single-occupancy users of Metro park and ride facilities, including pricing discounts for low-income customers, creates no disparate impacts on minority populations nor disproportionate burdens on low-income populations.