



# **Metro Night Owl Bus Service**

Public Engagement Report

**King County Department of Transportation Communications**

**January 2017**

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## Executive Summary

King County Metro and the Seattle Department of Transportation's (SDOT) partnered to reach out stakeholders and the public to help shape the proposed Metro Transit Night Owl proposal. The following report describes Metro and SDOT's outreach, what we heard and how that input shaped the final proposal.

Outreach was done in two phases; the first phase took place from April 13 to May 5, 2016 and the second phase took place September 4 to September 30, 2016. The goal of the first phase was to learn more about who uses Night Owl service, how riders are using the service, how it meets or doesn't meet riders' needs, and how it could be improved. That information helped shape a draft service proposal that was taken out during the second phase of outreach for feedback that then shaped the final service proposal.

### How we let people know they could participate

Metro and SDOT informed riders, stakeholders and the public about the opportunity to participate in the outreach in a variety of different ways including online and electronic communications; media outreach including ethnic media; printed multilingual materials on buses and at bus stops; social media including Spanish-language Facebook ads targeted at Spanish-speakers; and in-person outreach at stakeholder group meetings and on buses late at night /early in the morning.

### Methods of gathering input

We gathered input through in-person discussions at stakeholder meetings and riding buses late at night/early in the morning; online and paper surveys in English, Spanish, and Chinese (for Phase II), and phone calls or emails received.

### Audiences

Communications methods were designed to reach audiences that include people who currently use late-night bus service or those who might use late-night bus service if it worked for their needs. This included workers in health care, service industry, airport and other industries; people who use it to get to/from social, night life, arts, or entertainment; neighborhoods served by late-night routes; business owners; and homeless and transit-dependent people. (Full stakeholder list, Appendix A.)

### Equity and Social Justice

Late-night bus service serves many different audiences included transit-dependent populations who may rely on our service for transportation to and from late-shift jobs; people who have limited-English proficiency; and people experiencing homelessness.

Printed and electronic materials, surveys were translated into Spanish and Chinese (during Phase II). Media outreach included ethnic media and we purchased social media ads in Spanish on Facebook. We receive more than 60 survey responses and Spanish and 18 survey responses in Chinese during Phase II outreach.

We also worked closely with organizations that serve and advocate for people experiencing homelessness who may ride the buses late at night both to get to and from destinations and services, as well as for shelter or sleep. The Seattle/King County Coalition on Homelessness was a partner throughout the process and staff met regularly with them for input on late-night service, outreach and our draft proposal.

## **What we heard in the outreach**

**87 percent of survey respondents said providing more late-night service was very or somewhat important:** There is a great deal of interest in seeing more late-night service, to more places, for more hours of the night, and with more frequency.

**90 percent said that the late-night/early morning connection between downtown Seattle and Sea-Tac Airport was very or somewhat important:** Riders want late-night transit to Sea-Tac Airport for both work and travel and there was a lot of support for Metro's proposal to provide bus service after light rail stops operating at 1am.

**79 percent support deleting the 80-series Night Owl routes and replacing them with service on all day routes that serve the same neighborhoods:** Many people said they found the 80-series routes to be confusing because they are not like any of Metro's all-day routes that riders are familiar with. We heard support for deleting Routes 82, 83, and 84, and replacing them with late-night service on other all-day routes that serve the same areas. We heard that this would make the late-night system easier to understand and use.

**86 percent support the proposed changes to the downtown transfer times:** Currently all late-night routes meet-up at Third Avenue and Pike Street at 2:15 a.m. and 3:30 a.m. and park for 5-10 minutes to allow passengers to transfer. The proposal to change this so that routes arrive about every 20-30 minutes received support. This will provide more transfer opportunities, allow our transit police to provide more responsive service, and creates efficiencies in the system by eliminating the 5-10 minute delay for riders.

**A small percentage of people are concerned about loss of service with the deletion of the 80-series routes.** The replacement service for the 80-series doesn't match up exactly with the 80-series routes, so there are some minor losses in coverage. Stops in these areas were shown to have extremely low numbers of boardings and alightings.

**A very small percentage of respondents think late-night service is not a high priority.**

**A very small percentage of respondents have concerns about noise from buses operating late at night.**

The following report provides additional detail about the outreach, what we heard, and how it shaped the proposal.

## Outreach Plan and Activities

### Overview- goals and timeline

Our outreach was done in two phases; the first phase took place from April 13 to May 5, 2016 and the second phase took place September 4 to September 30, 2016. The goal of the first phase was to learn more about who uses Night Owl service, how riders are using the service, how it meets or doesn't meet riders' needs, and how it could be improved. That information helped shape a proposal that was taken out during the second phase of outreach for feedback that then shaped the final proposal.

#### Phase I Outreach Goals

- Collect information about current late night rider origins and destinations
- Collect feedback about the strengths and the weaknesses of the current late night transit service
- Identify potential new late night origins and destinations based on input from riders, stakeholders and the public
- Engage with key stakeholders including homeless support organizations

#### Phase II Outreach Goals

- Get feedback from stakeholders on the service change proposal
- Engage with key stakeholders groups representing people who currently use night owl service or who could potentially use it, including homeless support organizations
- Use the feedback on the proposed changes to develop the final proposal

### Phase I Notifications- How we let people know about the opportunity to participate

#### Website

Information about Metro's late-night bus service went live on Wed, April 13. It provided information about Metro's outreach, a list of the current late-night routes, a map of the late-night service network, links to the online survey, link to sign up to receive project updates, staff email and phone contact information. The URL for the website is: <http://metro.kingcounty.gov/programs-projects/late-night/>. The website had 2,853 visitors between April 13 and May 6, 2016.

### **Press release**

A press release was sent to a broad list of media contacts including ethnic media on April 13. The press release is available in Appendix B.

### **One-page handout**

A printed one-page handout was created with information about the outreach, a map of the currently late-night service network and how to provide feedback. The handout is available in Appendix C.

### **Social Media**

Information was posted on the King County Metro Facebook page, the Metro Have-a-Say Facebook Page and Twitter and the Metro Matters blog to encourage followers to visit the webpage and take the online survey.

### **Transit Alert**

A Metro Transit Alert was sent on April 13, 2016 to subscribers of the 40+ routes that provide service between midnight and 5:00 a.m. The alert was sent to 36,076 subscribers with 13,157 people who opened the message and 1,560 people who clicked on the link.

### **On-bus Outreach**

King County Metro and SDOT staff rode the buses during the early-morning hours of May 5 to talk with riders, let them know about the opportunity to provide feedback, and gather feedback. See more information in the next section.

### **Stakeholder Outreach and Briefings**

Metro and SDOT staff reached out to a number of stakeholder groups and coalitions to inform them about the opportunity to participate in the outreach, request that they share the information with their constituents, and offered to provide more information at a briefing or at one of their regular meetings. See more information in the next section.

## **Phase I Feedback methods- how people shared their opinions**

### **Online Survey**

The online survey asks current riders about how they use late-night bus service, what is working well and what could be improved. Around 2,900 survey responses. It includes questions to get input from people who do not currently use bus service, but who might use

it if it met their transportation needs. The survey was open from April 13, 2016 through May 4, 2016. A summary of themes in the survey responses is included in this report.

## **Stakeholder Outreach**

Metro reached out to a targeted list of stakeholder groups and coalitions that represent transit-dependent people, unions and employers in industries with second and third-shift workers, restaurant and bar association and hotel association to let them know about the outreach and offer to attend a meeting to provide a briefing. Metro also engaged with the Seattle/King County Coalition on Homelessness prior to beginning outreach for input on the outreach process. Below is a list of briefings that were requested and provided during Phase I outreach.

### **Stakeholder Briefings**

Metro staff briefed the following groups about the outreach:

- Seattle/King County Coalition on Homelessness on April 21, 2016
- Single Adults Advocacy Committee on April 14, 2016
- South King County Mobility Coalition on May 12, 2016
- King County Mobility Coalition on May 19, 2016
- Seattle Transit Advisory Board on May 25, 2016
- King County Metro Transit Advisory Commission on April 19, 2016

## **On-bus Outreach**

King County Metro and SDOT staff rode the buses during late-night hours on the morning of May 5 to talk with riders on-board buses about the outreach, pass out information and paper surveys, and observe how riders are currently using the service. Staff will also talk to operators to receive input. On bus outreach notes available in Appendix D.

## **Phase II Notifications- How we let people know about the opportunity to participate**

### **Website**

Information about Metro's Night Owl draft service change proposal went live on October 4, 2016. It provided information about the proposal, a map comparing the current network to the proposed, a link to the online survey, link to sign up to receive project updates, staff email and phone contact information. The URL for the website is: <http://metro.kingcounty.gov/programs-projects/late-night/> . The website had 94 visitors between October 4, 2016 and October 30, 2016.

### **Press release**

The press release that included quotes from Rebecca Saldaña, Executive Director of Puget Sound Sage and Alison Eisinger, Executive Director of the Seattle/King County Coalition on

Homelessness and Tim Lennon, Executive Director of the Vera Project. It was sent to a broad list of media contacts including ethnic media on October 4, 2016. The press release is available in Appendix B.

### **One-page handout**

A printed one-page handout was created in English, Spanish and Chinese with information about the proposal, a map of the current and proposed Night Owl service networks, and how to provide feedback. It was distributed to stakeholder contacts with the request to share with their constituents. The handout is available in Appendix C.

### **Social Media and Spanish-language Facebook Ads**

Information was posted on the King County Metro Facebook page, the Metro Have-a-Say Facebook Page and Twitter to encourage followers to visit the webpage and take the online survey. Spanish-language Facebook ads were purchased and targeted to Spanish-speakers to encourage them to take the survey.

### **Transit Alert**

A Metro Transit Alert was sent on October 4, 2016 to subscribers of the thirteen routes that would be impacted by the service change proposal. The alert was sent to 26,000 subscribers with 5,300 recipients opening the message, 585 of whom clicked on the link.

## **Phase II Feedback methods- how people shared their opinions**

### **Online Survey**

The online survey asked people to provide feedback about each feature of the draft concept and included demographic information. More than 1,900 people took the survey in English, 64 people took the Spanish-language version of the survey and 18 people took the Chinese-language version of the survey. The survey remained open through October 30, 2016. A summary of themes in the survey responses is included in this report and additional detail in Appendix E.

### **Stakeholder Outreach**

Metro reached out to several stakeholder groups that represent transit-dependent people, unions and employers in industries with second and third-shift workers, restaurant and bar association and hotel association to let them know about the outreach and offer to attend a meeting to provide a briefing. Metro continued to engage with the Seattle/King County Coalition on Homelessness for input on the proposal and outreach process. Below is a list of briefings that were requested and provided during Phase II outreach.

### **Stakeholder Briefings**

Metro staff briefed the following groups and agencies about the outreach:



- Seattle/King County Coalition on Homelessness staff on September 20, 2016
- Seattle/King County Coalition on Homelessness members on October 20, 2016
- King County Department of Community and Human Services on September 28, 2016
- King County Mobility Coalition on October 27, 2016
- Seattle Transit Advisory Board on September 28, 2016
- Transit Riders Union on October 6, 2016
- Port of Seattle, Sea-Tac Airport on October 7, 2016
- SEIU 6 on October 8, 2018
- Metro Transit Advisory Commission on November 15, 2016

### **On-bus Outreach**

King County Metro and SDOT staff rode the buses during late-night hours on the morning of October 25, 2016 to talk with riders on-board buses about proposed changes, ask for their feedback, and pass out the one-page handout with information about where to find more information of and take the survey. Notes from on-bus outreach is available in Appendix D.

## **Public Feedback Summary Phase I**

### **Phase 1 Outreach: who we heard from in the online survey**

- We heard from respondents in a range of age categories. The highest representation was from 25 to 34 years old (28 percent).
- About 19 percent of survey respondents reported some kind of disability.
- 74 percent of survey respondents are White/Caucasian; 8 percent are Asian-American; 7 percent are multiple ethnicities; 4 percent are African-America; 5 percent are Hispanic; 2 percent are American Indian or Alaska Native.
- 94 percent reported English as their primary language.
- 31 percent reported that they do not have a vehicle for personal use.
- We heard from respondents reporting a variety of incomes. The income range with the highest number of responses reported is \$75,001-\$100,000.

### **How online survey respondents currently use late-night bus service**

- Close to 60 percent of those who took the survey currently use transit between midnight and 5AM
  - Of those, 10 percent say they use it almost every night.
- Getting to and from social activities, the airport, and work are the primary purposes of using late-night bus service for survey respondents.

- For those using it to get to or from work, hospital, bar and food service, office and technology, university and education, airport, theater and entertainment were the most commonly reported type of business, (in that order).
- Around 8 percent of online survey respondents reported that they use the service to either get to or from housing or social services or for sleep.
- Close to 60 percent say they use late-night bus service on both weekdays and weekends.
- Routes that are most commonly used by late-night riders:
  - C-line / D-line / E-line / 49 / 48 / 44 / 40 / 10 / 8 / 2 / 11 / 70
- Around 50 percent of riders transfer to or from another route.
- Most Interest in seeing late-night service on the following routes:
  - 255 / ST 545/ 41 / 40 / D-line / E-line
- Respondents who don't currently use late-night service are most interested in service for social reasons, for getting to and from the airport, and getting to or from work.

### **Major themes in the Phase I feedback and how it shaped the draft proposal**

- Overwhelmingly we heard that there is interest in late-night service on both light rail and bus to more places and with higher frequency to get to and from jobs, night life and social activities, and Sea-Tac Airport, shopping, medical and human services and more.
  - The draft proposal would provide hourly all-night service on the C Line, D Line, and E Line. (These routes have all-night service today, but not at the hourly level.) It would provide two more late-night round trips each on routes 3, 5, 11, 62, 70, and 120, and additional service on Route 124 to Sea-Tac Airport.
- Late-night service between Sea-Tac airport and Seattle is important for workers and travelers.
  - The proposal would provide night transit service between downtown Seattle and Sea-Tac Airport after Link stops operating at night. It would extend some trips on Route 124 to Sea-Tac Airport between approximately 1 a.m. and approximately 3:30 a.m. when Link light rail isn't running. This would remove the need to transfer between Route 124 and the A Line to get to the airport.
- We hear that late-night transit service should be easier to understand and information about late-night transit service should be improved. Many said they found the 80-series routes to be confusing.

- The proposal would replace routes 82, 83, and 84 which provide service only late at night and have special routing, with service on routes that operate all day to most of the same destinations.
- Many expressed concerns about safety and security both on-board buses and waiting at stops at night. Many said they like to see Metro Transit Police at the stops at Third Avenue and Pike Street and wanted to see more public safety presence.
  - Currently all Night Owl routes meet-up at Third Avenue and Pike Street at 2:15 a.m. and 3:30 a.m. With this proposal, Night Owl routes would serve Third Avenue and Pike Street about every 20-30 minutes instead. This has the benefits of providing more transfer opportunities and will allow our transit police to provide service in a way that is more efficient and responsive.

## **Public Feedback Summary Phase II**

### **Who we heard from in the online survey during Phase II outreach**

- We heard from respondents in a range of age categories. The highest representation was from 25 to 34 years old (28 percent)
- About 17 percent reported some kind of disability (mobility, vision, hearing, cognitive, or other)
- 74 percent of respondents are White/Caucasian; 8 percent are Asian-American; 7 percent are multiple ethnicities; 4 percent are African-American; 5 percent are Hispanic; 2 percent are American Indian or Alaska Native
- 94 percent reported English their primary language
- 31 percent reported that they do not have a vehicle for personal use
- We heard from respondents reporting a variety of incomes. The income range with the highest number of responses reported is \$75,001-\$100,000.

### **What we heard during Phase II outreach and how it shaped the proposal**

**There is overwhelming support for the four key changes within the proposal:** expanding Night Owl service to more of Metro's all-day frequent service network; adding Night Owl service between downtown Seattle and Sea-Tac Airport; deleting routes 82, 83, and 84 and increasing Night Owl service on neighboring routes; changing the times for transferring between buses in downtown Seattle.

- 87 percent of survey respondents said providing more late-night service was very important or somewhat important
- 90 percent said that the late-night/early morning connection between downtown Seattle and Sea-Tac Airport was very important or somewhat important
- 79 percent support deleting the 80 series routes and replacing them with service on all day routes that serve the same neighborhoods (11 percent don't like it but could live with it; 1 percent don't like it at all)
- 86 percent support the proposed changes to the downtown transfer times (8 percent don't like it, but could live with it; 5 percent don't like it at all)

**How this feedback shaped the proposal:** Given that the large majority of feedback about the Night Owl service change concept was supportive, Metro has kept these features as part of the final service change proposal. We heard that people like the idea of more transit late at night and early in the morning; that the proposal would make the Night Owl service network easier to understand; that the service would better meet riders' transit needs in particular for workers and students; that it better serves the needs of the community by supporting night life, arts, and businesses; and that the changes to the downtown pulse would increase safety.

**Other themes heard in the feedback:** While the large majority of respondents were supportive of the proposal there are a few common concerns that we heard, described below along with Metro's response to these concerns.

1. **People want even more late-night service.** Many people wanted Metro to provide service to other areas that currently do not have late-night service and would not have Night Owl service in this proposal. Areas commonly listed include Northgate, Lake City, and cities on the Eastside, and south King County. Respondents were asked to prioritize routes where they would like Metro to add late-night service if more resources became available. The top five priorities include the following:
  1. Route 41 (downtown Seattle/Northgate/Lake City)
  2. Route 44 (UW/Ballard)
  3. Route 8 (Mt. Baker/CD/Capitol Hill/Queen Anne)
  4. Route 40 (downtown Seattle/Ballard/Northgate)
  5. Route 49 (UW/Capitol Hill/Downtown)
- The Night Owl service proposal is focused on improving the late-night network by deleting the confusing 80-series routes and replacing them with service on all-day routes that provide similar coverage. Other service investments were made possible

by finding ways to improve the efficiency of the current network and through small service hour investments to improve the current network.

- SDOT identified additional resources to make investments in the Night Owl network beyond what was presented in the draft proposal that will provide service to many of the highest priority destinations. These additions will include two additional Night Owl trips each on Route 65 between Lake City and the University District and Route 67 between Northgate, the University District and Seattle Children's Hospital.

**2. Concerns about loss of service on 80-series routes.** In the proposal Routes 82, 83, and 84 would be deleted and new late-night trips would be added on other routes that serve the same areas. The service concept provides a close match to the 80-series routes, however some sections of the routes are not covered by the replacement route.

- **Route 82:** 4 percent of respondents were concerned about loss of service north of Greenlake
  - **Route 83:** 11 percent of respondents were concerned about loss of service in northeast Seattle
  - **Route 84:** 6 percent of respondents were concerned about loss of service in the Capitol Hill and Central District areas.
- The additional service hour investments from SDOT on Routes 65 and 67 will provide new Night Owl service to northeast Seattle neighborhoods which will address the concern about the loss of service with the deletion of Route 83.
  - The stops at the Night Owl routes that would no longer be served were shown to have extremely low numbers of boardings and alightings, nevertheless some survey respondents expressed concerns about this perceived loss of service. When talking to riders on board buses late at night about the proposal most riders thought the replacement service would serve their needs.

**3. Safety concerns related to late-night service.** Concerns about safety were expressed in responses about changes to the transfer activity at Third Avenue and Pike Street (14%) and about routes E (8%), 120 (5%), C Line (3%), D Line (3%), and 11 (2%). Concerns include feeling unsafe on the bus at night, feeling unsafe waiting for the bus or walking to and from stops at night, and concerns that buses bring more crime into neighborhoods. Twenty-one percent of survey respondents said they supported the downtown transfer change because it could improve safety.

- This proposal addresses some safety concerns by making changes to the way that buses meet-up at Third Avenue and Pike Street in downtown Seattle. Currently all buses meet up at 2:15 a.m. and 3:30 a.m. With this proposal transfer times would be more staggered throughout the night, with buses coming every 20-30 minutes. One

of the advantages is that it will allow our transit police to provide service in a way that is more efficient and responsive.

- 4. Some people think Night Owl service is not a high priority.** While the vast majority of respondents support the proposal and want even more late-night transit, around 5 percent of respondents thought that replacing the 80-series routes was unnecessary because they believe the low ridership does not warrant the cost of operating the service. A similar percentage of responses to questions about individual route changes think that additional service would be unnecessary. Route 62 had the highest number of comments that said the service was unnecessary (11 percent).
  - Late-night transit provides an affordable transportation choice for late and early shift workers in a variety of sectors, people traveling to and from the airport, and people enjoying social, arts and entertainment options in Seattle and surrounding jurisdictions. It helps to support the economic development of the region by supporting employers and businesses and is an important part of a transit network that riders expect to find in a growing, major city.
  
- 5. Some people have concerns about noise when buses operate late at night in residential areas.** Around 3% of comments about the proposal overall included a concern about noise from buses operating late at night. The largest number of complaints about noise were in response to Route 62 (9%). Respondents expressed concerns that buses on residential streets can be loud and disturb residents. Many hoped Metro would use buses that are smaller, or all-electric buses that would be quieter.
  - The final proposal no longer includes additional Night Owl service on Route 62 which will address noise concerns expressed about Night Owl service by adjacent residents.

## Appendices

### Appendix A: Stakeholder Outreach List

#### Phase I Outreach:

Organization	Audience
<b>King County Mobility Coalition</b>	Transit-dependent, disabled, refugee
<b>King county Health and Human Services</b>	Transit-dependent, low-income, homeless
<b>SEIU Local 6</b>	Service industry workers, night shift workers
<b>Port Jobs</b>	Airport workers, night shift workers
<b>World Relief</b>	Refugees
<b>Seattle Hotel Association</b>	Hotel owners and employees
<b>Seattle King County Coalition on Homelessness</b>	Homeless
<b>Solid Ground</b>	Transit-dependent
<b>Children’s Hospital</b>	Healthcare workers, night shift workers
<b>SEIU Healthcare</b>	Healthcare workers, night shift workers
<b>Seattle Goodwill</b>	Transit-dependent, night shift workers
<b>Washington Restaurant Association</b>	Restaurant owners, employees

#### Phase II Outreach:

Organization	Who served
Homeless/low-income	
<b>Seattle King County Coalition on Homelessness</b>	Homeless
<b>World Relief</b>	Refugees (South)
<b>Solid Ground (operate downtown Seattle circulator bus)</b>	Low-income/ special transportation needs
<b>King County Community and Human Services</b>	Transit dependent and homeless
<b>King County Mobility Coalition</b>	Underserved, refugee, disabled
<b>Seattle Human Services Division</b>	Homeless, low-income, transit dependent
<b>King County DCHS</b>	Transit dependent
<b>Seattle Goodwill Employment and Job Training</b>	Transit-dependent, night shift workers
Employers	
<i>Airport</i>	
<b>SeaTac Airport</b>	Airport workers
<b>Port Jobs (job placement)</b>	Airport workers
<b>Port of Seattle</b>	Airport workers
<i>Health care</i>	
<b>Children’s Hospital (transportation manager)</b>	Healthcare workers
<b>Swedish Providence (transportation manager)</b>	Healthcare workers
<b>Harborview (transportation manager)</b>	Healthcare workers
<b>SEIU Healthcare 1199NW</b>	Healthcare workers
<i>Restaurant and Bar</i>	
<b>Capitol Hill Chamber of Commerce</b>	Restaurant and bar workers
<b>Selected restaurant and bar owners</b>	Restaurant and bar workers

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**King County Metro Transit**

<i>Service Industry</i>	
<b>Puget Sound Sage</b>	Low-wage workers, transit dependent, unions
<b>SEIU Local 6</b>	Service industry workers (janitors, security officers)
<b>UNITE HERE! Local 8</b>	Hospitality industry, night shift workers
<b>Seattle Hotel Association</b>	Seattle Hotel Association
<i>Technology/Business</i>	
<b>Metro Employer Transportation Partners</b>	Business, tech workers
<i>Arts/Theater</i>	
<b>Seattle Actors Guild</b>	Arts/theater workers
<b>4 Culture</b>	Arts/theater workers
<b>Seattle Office of Film and Music</b>	Arts/theater workers
<b>The Vera Project Youth Music and Theater</b>	Arts/theater workers/youth
<b>Seattle Music Commission</b>	Arts industry
Other	
<b>Seattle Neighborhood District Councils</b>	Seattle neighborhood organizations and residents
<b>DSA</b>	Downtown workers
<b>University of Washington</b>	Students, workers



## Appendix B: Handouts

### Phase I handout page 1

April 2016



## Weigh in on late-night bus service in King County

Metro provides late-night service (between midnight and 5 a.m.) on several bus routes. Together, these routes form a late-night network that hasn't been updated in several decades (see map on back).

Now, Metro and the Seattle Department of Transportation are reaching out to riders who use this service to find out whether it meets their needs and gets them where they need to go.

**Do you use late-night buses** to get to and from your job, the airport, entertainment, or for other reasons? If so, please take our survey. Tell us how you use late-night service, what's working well, and what needs to be improved. If you don't use late-night service, please tell us what types of late-night transportation might meet your needs. We're accepting comments through May 4.

Your survey responses will help us identify potential improvements to Metro's late-night service. Unfortunately, we don't have funding to add more service, but we may be able to make improvements by adjusting the hours of service or making minor routing changes. If we propose any changes in service, we'll ask the public for input on our proposal before making a recommendation.

### Have a say

- \* Learn more at <http://kingcounty.gov/metro/latenight> (or scan code at right).
  - Take our online survey through May 4
  - Sign up to receive updates about future outreach related to the late-night service network
- \* Email [tristan.cook@kingcounty.gov](mailto:tristan.cook@kingcounty.gov)
- \* Call 206-477-3842



To request this information in alternative formats, call 206-477-3842 (TTY Relay: 711).

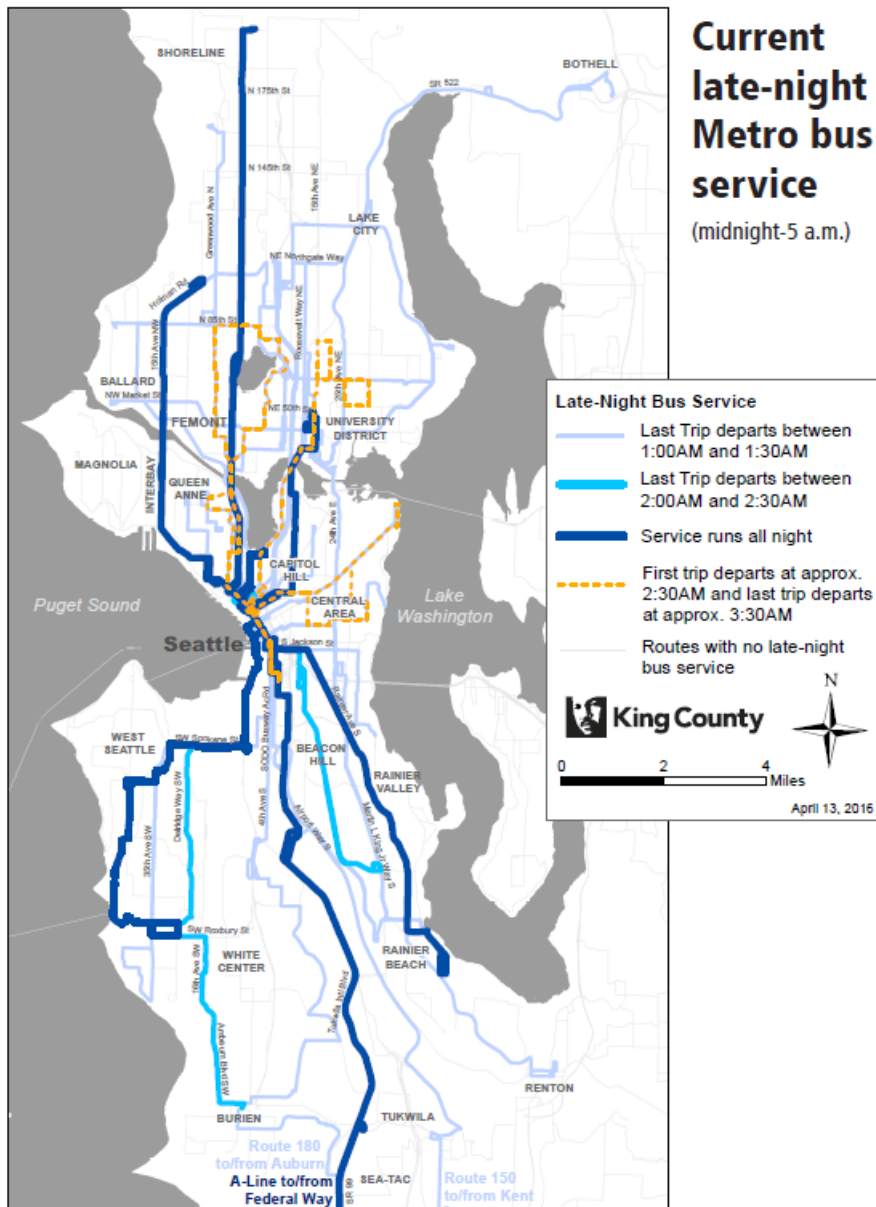
Para solicitar esta información en español, sírvase llamar al 206-263-9988 o envíe un mensaje de correo electrónico a [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)



**Contact**  
Tristan Cook  
Community Relations Planner  
[tristan.cook@kingcounty.gov](mailto:tristan.cook@kingcounty.gov)  
206-477-3842



Phase I handout page 2



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Phase II handout page 1 (English):



## Proposed expansion to Night Owl bus service

As our metropolitan region continues to grow, our need to travel 24/7 is also growing.

Today, Metro has about 40 bus routes with some level of late-night service (between midnight and 5 a.m.) throughout King County. Of these, 20 provide trips after 2 a.m. This service is funded in partnership with the Seattle Department of Transportation (SDOT).

It's been many years since we looked at how well this service is working, so Metro and SDOT reached out to riders last spring to learn more about their transit experiences between midnight and 5 a.m.

We used that feedback to create a proposal that features service on more routes, improved connections to destinations such as the airport, and added trips that would provide all-night service on many Metro routes.

Now we're asking for feedback on this proposal. Your input will help shape a final recommendation for review by the King County Council in 2017.

Metro 正在提議對深夜巴士服務進行更改。如需瞭解更多詳情並提供回饋，請致電 206-263-9784，或者發送電子郵件至 [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)，以聯繫 Metro。

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Metro propone cambios en el servicio de autobús nocturno. Para obtener más información y compartir su opinión, comuníquese con Metro al 206-263-9988 o envíe un correo electrónico a [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov).

### Have a say

- Visit [www.kingcounty.gov/metro/latenight](http://www.kingcounty.gov/metro/latenight) to...
  - Learn more
  - Take our online survey  
參加我們的在線調查  
Participa en nuestra encuesta en línea
  - Sign up to receive updates about Night Owl service
- Email [tristan.cook@kingcounty.gov](mailto:tristan.cook@kingcounty.gov)
- Call 206-477-3842

have a  
say

Tell us what you think  
by Oct. 30

To request this information in alternative formats,  
call 206-477-3842 (TTY Relay: 711).

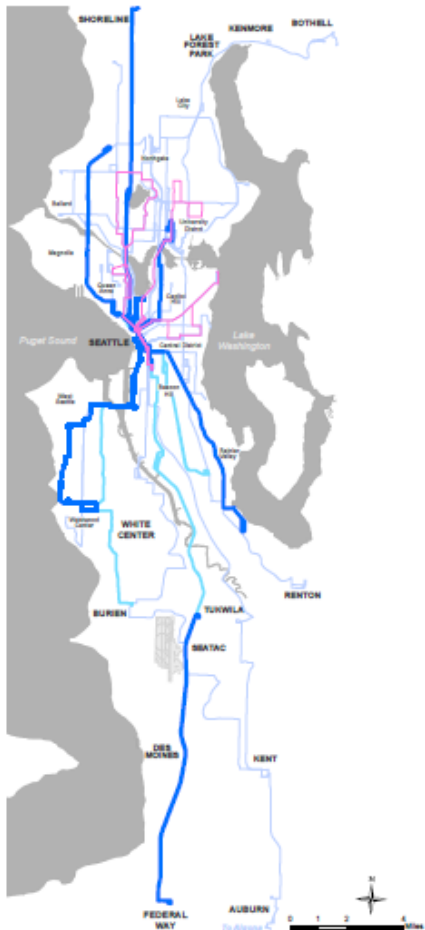
Metro waxa ay soo jeedinaysaa wax ka bedel ku iman doona adeega baska saacadaha dambe ee habeenkii shaqeeya. Si aad xog dheeraad ah u ogaato ama talo bixin u soo gudbiso, fadlan Metro kala xidhiidh lambarkan 206-263-9785 ama email u dir ciwaankan [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov).

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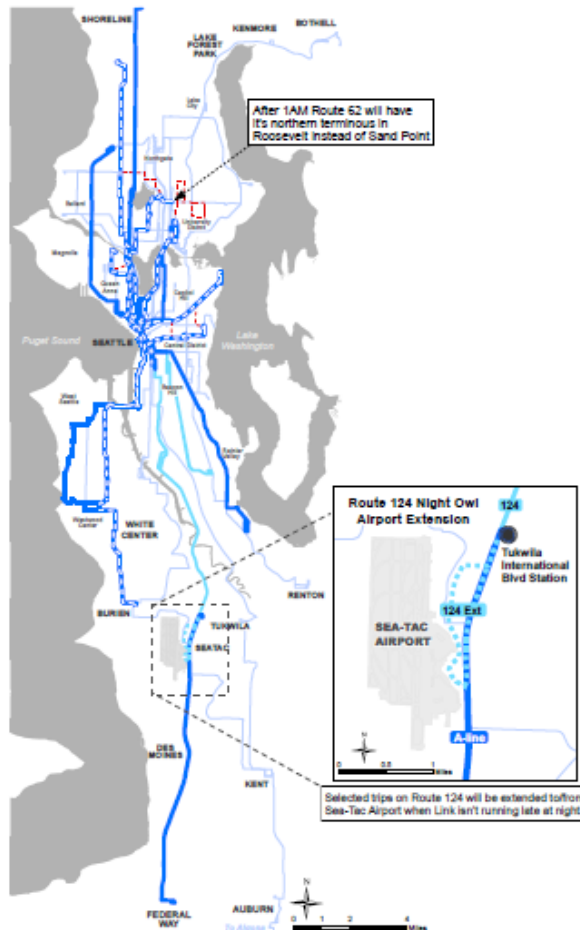
Phase II handout page 2 (English):

Current Night Owl bus service



- Routes with all-night service
- Last trip departs between 1:00 and 1:30 a.m.
- Last trip departs between 2:00 and 3:30 a.m.
- Current Night Owl routes 82, 83, and 84 (trips depart at 2:15 and 3:30 a.m. only)

Proposed Night Owl bus service



- Routes with all-night service
- Routes with added Night Owl service
- Last trip departs between 1:00 and 1:30 a.m.
- Last trip departs between 3:00 and 3:30 a.m.
- Route 124 Night Owl airport extension
- No longer served between 2:15 and 4:30 a.m.



Phase II handout page 1 (Spanish):



## Propuesta de expansión para el servicio de autobús Night Owl

A medida que nuestra región metropolitana continúa creciendo, aumenta nuestra necesidad de viajar las 24 horas del día.

Actualmente, Metro tiene alrededor de 40 líneas de autobuses con algún nivel de servicio nocturno (entre media noche y las 5 a. m.) en todo el condado de King, de las cuales 20 realizan recorridos después de las 2 a. m.

Hace muchos años que vemos lo bien que funciona este servicio, por lo que nos pusimos en contacto con los usuarios durante la pasada primavera para conocer mejor sus experiencias en el transporte público entre la medianoche y las 5 a. m.

Utilizamos esos comentarios para crear una propuesta que presenta servicios en más líneas, mejoras en las conexiones a algunos destinos como el aeropuerto y la incorporación de viajes para que se pueda brindar servicio durante toda la noche en muchas líneas Metro.

Ahora pedimos su opinión sobre esta propuesta. Su colaboración nos ayudará a darle forma a una recomendación final para la revisión del Consejo del condado de King, en 2017.

Metro 正在提議對深夜巴士服務進行更改。如需瞭解更多詳情並提供回饋，請致電 206-263-9784，或者發送電子郵件至 [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)，以聯繫 Metro。

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Metro propone cambios en el servicio de autobús nocturno. Para obtener más información y compartir su opinión, comuníquese con Metro al 206-263-9988

Expresé su  
opinión

### Expresé su opinión

- Visite [www.kingcounty.gov/metro/latenight](http://www.kingcounty.gov/metro/latenight) para...
  - Obtener más información
  - Take our online survey  
參加我們的在線調查  
Participe en nuestra encuesta en línea
  - Regístrese para recibir actualizaciones sobre el servicio de Night Owl
- Envíe un correo electrónico a [tristan.cook@kingcounty.gov](mailto:tristan.cook@kingcounty.gov)
- Llame al 206-477-3842

### Cuéntenos qué opina hasta el 30 de octubre

Para solicitar esta información en formatos alternativos, llame al 206-477-3842 (Retransmisión TTY: 711).

o envíe un correo electrónico a [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov).

Metro waxa ay soo jeedinaysaa wax ka bedel ku iman doona adeega baska saacadaha dambe ee habeenkii shaqeeya. Si aad xog dheeraad ah u ogaato ama talo bixin u soo gudbiso, fadlan Metro kala xidhiidh lambarkan 206-263-9785 ama email u dir ciwaankan [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov).

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King County  
**METRO**  
We'll Get You There

Phase II handout page 1 (Chinese):



## 關於擴建深夜巴士服務的提議

隨著大都市地區的持續發展，24小時全天候旅行的需求也在不斷增長。

現在，Metro在金縣擁有約40條巴士路線及部分的深夜服務（午夜至凌晨5點期間）。其中，有20條路線在凌晨2點後提供服務。

多年來我們一直關注著這項服務的運營效果，因此在去年春天，我們向乘客尋求幫助，了解更多關於他們在午夜至凌晨5點間的交通經歷。

我們利用他們的反饋提出了建議，其特點是在更多路線上提供服務，改進去機場等目的地的路線，在更多Metro路線上增加提供通宵服務。

現在我們正在尋求關於此提議的反饋。您的意見將有助於形成最後的提議，供2017年金縣議會審查。



### 發表您的看法

- 訪問網站 [www.kingcounty.gov/metro/latenight](http://www.kingcounty.gov/metro/latenight) to...
- 了解更多詳情
- Take our online survey  
參加我們的在線調查  
Participa en nuestra encuesta en línea
- 註冊並接收更多關於深夜巴士服務的最新消息
- 電子郵件發至 [tristan.cook@kingcounty.gov](mailto:tristan.cook@kingcounty.gov)
- 致電 206-477-3842

10月30日前告訴我們您的看法

需要此信息的其他可用格式，請致電206-477-3842 (TTY轉播：711)。

Metro 正在提議對深夜巴士服務進行更改。如需瞭解更多詳情並提供回饋，請致電 206-263-9784，或者發送電子郵件至 [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)，以聯繫 Metro。

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[community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov).

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## **Appendix C: Media Outreach**

### **Media outreach**

A press release was sent to all area media including those listed below, and a briefing was offered to several outlets.

- Seattle Transit Blog
- Seattle Times
- TV stations
- NW Asian Weekly
- Spanish media
- Real Change
- Neighborhood blogs for areas impacted
- The Stranger
- Seattle Medium
- El Rey
- Seattle Emerald

**Media Coverage:** The Night Owl press release garnered media attention from, print, television, and radio new outlets including mainstream local, and smaller community and ethnic news sources. Stories focused on the message that a growing Seattle needs good transit options around the clock.

**Story links:**

**KING5: Metro seeks public input on new late night bus service**

<http://www.king5.com/news/traffic/metro-seeks-public-input-on-new-late-night-bus-service/328924923>

**KIRO Radio/ MyNorthwest**

<http://mynorthwest.com/410937/metro-buses-expanding-to-serve-more-night-owls/>

**Seattle Times: Metro plans overhaul of overnight bus service**

<http://www.seattletimes.com/seattle-news/transportation/metro-plans-overhaul-of-overnight-bus-service/>

**KUOW: King County asks workers, homeless: want more buses after 2:00**

**a.m?** <http://kuow.org/post/king-county-asks-workers-homeless-want-more-buses-after-200-am>

**Capitol Hill Blog: Metro wants Night Owl feedback on plan to boost late-night**

**service:** <http://www.capitolhillseattle.com/2016/10/metro-wants-night-owl-feedback-on-plan-to-boost-late-night-service/>

**MyBallard: Metro seeks public input on expanding late-night bus service**

<http://www.myballard.com/2016/10/03/metro-seeks-public-input-on-expanding-late-night-bus-service/>

**Seattle Transit Blog: Metro and SDOT to Overhaul Night Owl Service**

<https://seattletransitblog.com/2016/10/04/metro-and-sdot-to-overhaul-night-owl-service/>

**International Examiner**

<http://www.iexaminer.org/2016/10/king-county-metro-transit-seeks-public-input-on-expanding-late-night-bus-service/>

**The Urbanist**

<https://www.theurbanist.org/2016/10/05/night-owl/>

**Daily Journal of Commerce**

<http://www.djc.com/news/re/12095666.html>

**KOMO News (no link available)**



## **Phase I Press Release:**

### **Use late-night bus service? Share your experience with Metro**

As we continue to grow as a metropolitan region, our need to travel 24/7 is also growing.

While there are about 50 late-night routes that help riders throughout King County get to and from jobs and entertainment, it's been many years since Metro Transit took a wide-ranging look at how well the service is working. That's why Metro is now reaching out to riders to learn more about their late-night transit experiences between midnight and 5 a.m.

Metro knows late-night bus service is essential in serving people who work night-shifts, go to the airport or take in the nightlife. But this distinct market segment has not undergone significant change for many years. So Metro is now reaching out to riders to identify how well the system is working for them.

During this round of outreach, Metro is inviting riders who use the bus overnight to take our survey. Customers will be asked about their travel habits, how they are using the service and whether they experience barriers to using late-night service. Riders who don't take the bus at night might have thoughts about other types of late-night transportation that could meet their needs.

Metro will also partner with the Seattle Department of Transportation (SDOT) to reach out to stakeholder groups, human service agencies and others to better understand employment patterns and the needs of underserved groups, in addition to talking directly with riders who use the bus during the nighttime hours. Metro will accept feedback via its survey through May 4.

When the outreach is complete, Metro and SDOT will review the customer feedback and determine next steps. The most likely outcomes would be adjusting hours of service or making minor changes to routing.

For more information about late-night transit service and to view a map of Metro's current late-night service network, visit Metro Online.

###

## **Phase II Press Release: Oct. 4, 2016**

### **Metro seeks public input on expanding late night bus service**

King County Metro Transit is planning to improve and expand “Night Owl” bus service next year for late-night riders, and seeks public input on a proposal that would offer new transit options for those getting to or from jobs, the airport and nightlife between 2 a.m. and 5 a.m.

Metro has about 40 routes with some level of late-night service throughout King County. Of these, 20 provide trips after 2 a.m., including three Night Owl routes that loop through some Seattle neighborhoods only between 2:15 a.m. and 4:30 a.m. The City of Seattle contributes funding to late-night transit operation and is a partner in this effort. Metro’s draft proposal would replace the three Night Owl routes with late-night service on regular, all-day routes that serve the same areas. The draft proposal also includes new after-hours bus service to Sea-Tac Airport for travelers and workers, for whom there currently are limited options after 1 a.m. It also includes hourly all-night service on the RapidRide C, D, and E Lines, which currently operate all night but with less than hourly frequencies.

“As Seattle grows, so does demand for safe and reliable transit at all hours,” said Metro’s Interim General Manager Rob Gannon. “This proposal will help Metro better meet the needs of our changing and growing ridership by making the first significant changes to Night Owl bus service in more than 40 years.”

The public is encouraged to review the proposal and offer comments via an online survey until Oct. 30. Public comments will help shape a final proposal, which could go before the County Council later this year. If approved, it will take effect in September 2017.

While overnight ridership represents a small portion of Metro’s total ridership, it has increased by 20 percent in the last five years. Metro conducted a first round of public outreach last spring and developed the latest proposal after hearing from more than 2,600 transit users. Among their highest priorities were better late-night transit options for:

- Workers in jobs with non-traditional work shifts such as health care and many segments of the service industry.
- Travelers and workers heading from downtown to Sea-Tac Airport after 1 a.m.
- Customers enjoying Seattle’s nightlife, including music and arts venues.
- Those who are experiencing homelessness.

“Seattle’s 24-hour economy thrives because of the workers who get up at all hours for shifts in hospitals, hotels and restaurants,” said Rebecca Saldaña, Executive Director of Puget Sound

Sage. “It’s important they have the transportation options they need, like accessible late-night bus service, so they can get to their jobs safely and affordably.”

“Late-night bus service plays a key role in making sure youth of all backgrounds have access to our music and arts programs and educational opportunities, which are often at night,” said Tim Lennon, Executive Director of The Vera Project. “Better access to late-night transit will help ensure that the future of our region’s creative scenes and workforce is an equitable one.”

“Metro has long been a good partner in helping address the needs of our most vulnerable populations,” said Alison Eisinger, Executive Director of the Seattle/King County Coalition on Homelessness. “We look forward to continuing that partnership as Metro develops this proposal for new late-night transit service that works for everyone.”

The proposal would make several changes, including:

- Replace current Night Owl routes 82, 83, and 84 with two late-night round trips – around 2 a.m. and 3 a.m. -- to each of the following routes: 3, 5, 11, 70, 62 and 120.
- Extend Route 124 all the way to Sea-Tac Airport after 1 a.m.
- Improve late-night transfer connections between buses in downtown Seattle.

Current Night Owl routes do not match daytime routes, which some riders find confusing. To improve awareness of late-night bus service, Metro will work to improve customer information related to late night service options.

Riders can take the survey via Metro’s website at [metro.kingcounty.gov/programs-projects/late-night/](http://metro.kingcounty.gov/programs-projects/late-night/). The survey is available in English, Spanish and Chinese.

## **Appendix D: On Bus Outreach Notes**

### **Phase I On-bus outreach notes**

Metro and SDOT staff rode buses between midnight and 5am on May 6, 2016 to discuss late-night bus service outreach in person with riders, get qualitative input, and provide paper copies of the survey. Staff noted observations about how the current late-night service is used, where riders are boarding and alighting buses, times and locations that the route is busier, and any other information such as the purpose of the trip for riders.

### **Common themes about what riders said they like about late-night bus service**

#### **OWL Routes 82, 83 riders:**

- Like having the Sheriff’s come on board the buses at pulses. Would like to see them more. (Route 83)
- Service is the only way they could get home from work at Fred Hutch, shift ends at 2:30 a.m. (Route 83)

- Provides a vital connection to jobs (Route 82)

**Route 124 riders:**

- One customer was very thankful that late-night transit was available. Loves that there is a timed transfer between the 124 and A-line to get home from work late at night.
- Two riders said Rt 124 works very well for them. Both were commuting to work.
- One rider, very appreciative of Metro's late night outreach efforts.
- One rider said late night service works well on #124, and also takes C Line at the end of graveyard shift. Sometimes travels to Georgetown, but lives in West Seattle.

**Common themes about what improvements riders said they want for late-night bus service?**

**OWL Routes 82, 83 riders:**

- Concern that Metro's customer service phone line is not available at that hour to get information or report an incident. (Route 83)
- One rider felt that it was unsafe on the buses and wanted to see more security and fare enforcement (Route 83)
- Some riders don't like that other riders are asleep on the bus (Route 82)

**Route 124 riders:**

- One customer said there was a lack of information about Night Owl service.
- One rider wished routes 120 and 124 would come more frequently and expressed some frustration with the pulse having an effect on the on-time performance of those trips.
- Two riders complained that the bus was purposefully kept cold in the winter time even when folks asked the operator to turn on the heat.
- One rider said 3:30am trip on #124 often 10 minutes late.

**Based on discussion and observance, what are the main purposes for riders' trips? (work, social, sleep, etc)**

**OWL Routes (82, 83):**

- The majority of riders were sleeping, a few people used the route to get to and from work, and a couple of people it was not clear what they were using it for. (Route 83)

**Route 124:**

- Half of riders boarding at Tukwila International Blvd Station inbound slept most of trip.
- One rider takes this Rt 124 trip every night from work then transfers in Georgetown to catch the last 106 trip southbound to home.
- Operator gave an anecdotal opinion that around 15% of riders were coming home from work.
- Outbound: One rider was using the Rt 124 and A-line to catch a flight at SeaTac airport.

- Outbound: A few folks mentioned they use the Rt 124 / A-line to get to the airport when they need to.

**A note from the bus operator about what they think works well or needs to be improved for late-night service in this route**

- Operator reported that it is usually packed with people, the majority are there to sleep. (Route 83)

**Phase II On-bus Outreach Notes**

**Route 82 (Downtown Seattle to Queen Anne to Green Lake to Greenwood)**

- Impact of the proposed change:
  - Overall responses to the proposed Night Owl changes were positive.
  - All riders were enthusiastic about improving Night Owl service and providing more trips where possible. Riders were interested in the idea of replacing the routes 82, 83, and 84 with Night Owl Trips on All Day routes.
- Ridership: approximately 16 riders
- Boarding Activity:
  - Most riders boarded at 3<sup>rd</sup> & Pike; 4 riders either boarded or alighted somewhere other than Downtown Seattle.
  - 2 riders who boarded in DT Seattle, alighted at 50<sup>th</sup>/Meridian (Route 62 pathway)
  - 1 rider boarded at N 65<sup>th</sup>/Phinney Ave, and alighted at the Seattle Center (Route 5 pathway)
  - 1 rider boarded in Queen Anne (Route 3 pathway) and transfers downtown to a route that gets him to Capitol Hill

**Route 83 (Downtown Seattle to University District to Maple Leaf to Ravenna)**

- Impact of the changes
  - Most riders will be unaffected by the discontinuation of Rt 83
  - One rider (boarded at a stop on 35<sup>th</sup> that would not be served by an alternate route in the proposal. He reported that his daughter also uses this route and will also be affected.
- Ridership: 15 riders
- Boarding Activity
  - Outbound
    - Most riders boarded at 3<sup>rd</sup> & Pike
    - ~2 riders boarded in U District (outbound)
  - Inbound (at or after Ravenna)
    - 1 rider boarded around 35<sup>th</sup>
    - ~2 riders boarded in U District

- ~2 riders boarded along Eastlake

## Route 84 (Downtown Seattle to Madison Park to Madrona)

Impact of the change:

- Riders who spoke to staff were supportive of the change and thought that additional service on all-day routes would provide them with good alternatives.
- Ridership: Approximately 12 riders
- Boarding Activity:
  - Most riders boarded at 3<sup>rd</sup> & Pike; 4 riders either boarded or alighted somewhere other than Downtown Seattle.
  - 2 riders boarded in Capitol Hill or on Madison Street and alighted at Madison Park (Route 11)
  - 1 rider boarded in the Central District and alighted near Harborview (Route 3)

## Appendix E: Phase II Survey Results Full Summary

1. **Respondents think it's important to provide more late-night service:** 87 percent said more late-night service was very important or somewhat important
2. **Respondents think it's important to provide late-night service to Sea-Tac Airport:** 90 percent said service between downtown Seattle and Sea-Tac Airport was very important or somewhat important
3. **A majority of respondents support deleting 80 series routes and replacing service on all day routes that serve the same neighborhoods:** 63 percent like the change; 9 percent don't like it but could live with it; 8 percent don't like it at all

### Summary of open-ended responses about deleting the 80-series routes:

#### Top reasons for supporting the change:

- 39% Easier to understand
- 14% Will work better for rider
- 11% Will provide more service
- 5% Good for workers
- 4% Would serve many people's needs

#### Top reasons for not supporting:

- 9% Proposal doesn't include late-night service to other areas
  - 7% Northeast Seattle/UW
  - 3% South King County
  - 2 % Capitol Hill/ Central District
  - 1% Northgate
  - 1% South/West Seattle
- 5% Night Owl service is unnecessary
- 3% Safety/security concerns
- 3% Noise concerns (buses driving through residential areas)

**4. A majority of respondents support the proposed changes to the downtown “pulse” transfer times**

72 percent like this change; 7 percent don't like it, but could live with it; 5 percent don't like it at all

**Top reasons for supporting the change:**

- 30% Reduces delays
- 21% Safer
- 19% More service
- 11% Easier to transfer
- 6% Easier to understand

**Top reasons for not supporting:**

- 14% Safety/security concern
- 12% Wait is too long
- 5% Unnecessary

**Respondents were overwhelmingly supportive of the proposed routes changes**

Between 84 to 94 percent of respondents who had an opinion said they liked the proposed change. An overview of the top reasons why

**Route 3 (88% support)**

**Top reasons for supporting:**

- 19% would provide more service
- 12% would work better for me
- 5% support the transit needs of the community
- 4% serves the needs of more people
- 4% good for workers and students

3% easier to understand

**Top reasons for not supporting:**

- 5% want service in other areas
- 4% unnecessary
- 2% loss of service concern
- 1% noise concerns

**Route 5 (91% support)**

**Top reasons for supporting:**

- 20% would provide more service
- 22% would work better for me
- 10% supports the transit needs of the community
- 11% serves the needs of more people
- 8% good for workers and students
- 4% easier to understand

**Top reasons for not supporting:**

- 5% unnecessary
- 2% want service in other areas
- 1% Northgate/Lake City
- 2% noise concern
- 1.5% concern about homeless riders

**Route 11 (93% support)**

**Top reasons for supporting the change:**

- 19% would provide more service
- 18% supports the transit needs of the community
- 17% would work better for me
- 15% serves the needs of more people
- 10% good for workers
- 3% easier to understand

**Top reasons for not supporting:**

- 5% unnecessary
- 2% want service in other areas
- 2% noise concerns
- 1.5% concern about homeless riders

**Route 62 (84% support)**

**Top reasons for supporting the change:**

16% would provide more service  
15% would work better for me  
7% supports the transit needs of the community  
7% serves the needs of more people  
4% good for workers  
3% easier to understand

**Top reasons for not supporting:**

11% unnecessary  
9% noise concerns  
6% want service in other areas  
6% lost service concern

- 6% NE Seattle/UW
- 1% Northgate
- 1% Sand Point

1% concern about homeless riders

**Route 70 (94% support)**

**Top reasons for supporting the change:**

18% would provide more service  
17% would provide more service  
16% would work better for me  
16% good for workers/students  
10% supports the transit needs of the community  
2% easier to understand

**Top reasons for not supporting:**

3% unnecessary  
3% want service in other areas  
2% lost service concern

- 2% NE Seattle/UW
- 1% Northgate

1% noise concern

**Route 82 (86% support)**

**Top reasons for supporting the change:**

37% easier to understand  
14% would work better for me  
11% would provide more service  
6% supports the transit needs of the community  
2% good for workers/students

**Top reasons for not supporting:**

6% unnecessary  
4% want service in other areas  
4% lost service concern

- 1% NE Seattle/UW

4% noise concerns

**Route 83 (84% support)**

**Top reasons for supporting the change:**

30% easier to understand  
11% would work better for me  
11% would provide more service  
5% supports the transit needs of the community  
2% good for workers/students

**Top reasons for not supporting:**

11% lost service concern

- 10% NE Seattle/UW

6% want service in other areas  
4% unnecessary  
1% concern about homeless riders

**Route 84 (87% support)**

**Top reasons for supporting the change:**

36% easier to understand  
13% would provide more service



9% would work better for me  
4% supports the transit needs of the community  
2% good for workers/students

**Route 120 (91% support)**

**Top reasons for supporting the change:**

20% would provide more service  
19% would work better for me  
15% would serve the needs of many people  
12% good for workers/students  
7% supports the transit needs of the community

**Route 124 (94% support)**

**Top reasons for supporting the change:**

65% would provide late-night airport access  
21% would work better for me  
6% would serve the transit needs of my community  
10% good for workers  
1% easier to understand

**RapidRide C (92% support)**

**Top reasons for supporting the change:**

26% would provide more service  
16% would work better for me  
14% would better serve the transit needs of my community  
8% good for workers  
5% easier to understand

**RapidRide D (94% support)**

**Top reasons for supporting the change:**

26% would provide more service  
24% would work better for me  
28% would better serve transit needs of my community  
9% easier to understand  
3% good for workers

**RapidRide E (93% support)**

**Top reasons for supporting the change:**

23% would provide more service  
25% would work better for me

**Top reasons for not supporting:**

6% lost service concern  
    4% Capitol Hill/ Central District  
3% want service in other areas  
4% unnecessary

4% easier to understand

**Top reasons for not supporting:**

5% safety concern  
3% want service in other areas  
4% unnecessary  
2% concern about homeless riders

**Top reasons for not supporting:**

3% want service in other areas  
2% unnecessary

**Top reasons for not supporting:**

7% unnecessary  
4% wait is too long  
3% safety concern  
3% concern/complaint about homeless riders  
2% want service in other areas

**Top reasons for not supporting:**

5% unnecessary  
5% wait is too long  
3% safety concern  
4% concern/complaint about homeless riders  
3% want service in other areas

17% would better serve transit needs of my community  
10% good for workers

Night Owl Bus Service Public Engagement Report  
**King County Metro Transit**

5% easier to understand

**Top reasons for not supporting:**

2% unnecessary

7% wait is too long

8% safety concern

3% concern/complaint about homeless riders