



2019 King County Metro Transit Title VI Program Report

2017-2019 Report to the Federal Transit Administration
in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for
Federal Transit Administration Recipients*

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Metro Transit Department
Finance and Administration
201 S Jackson St
Seattle, WA 98104

Contact: John Resha, john.resha@kingcounty.gov

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Introduction

King County Metro Transit (Metro) prepared this report on our Title VI program to comply with requirements of the Federal Transit Administration (FTA). The FTA requires that transit agencies receiving federal funds submit a Title VI program report every three years. This report covers July 2016 through June 2019. The dates have been aligned with the process for expected King County Council review and approval to ensure this report is submitted to the FTA by the October 1 deadline.

The FTA's authority to require this program stems from the Civil Rights Act of 1964 and subsequent regulations. As stated in circular FTA C 4702.1B, which provides guidance and instructions for complying with Title VI regulations, the purposes of the Title VI program are:

- a. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- b. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- c. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Circular FTA C 4702.1B includes a checklist of items that are to be included in the Title VI program. In general, this report is organized in the order of that checklist.

King County Metro Transit Department

King County Metro Transit is part of King County, Washington. Metro is the largest public transportation agency in the Puget Sound region. We deliver more than 130 million rides per year through a variety of mobility options, including:

- **Fixed-route services**, including bus, rail (operated under contract to Sound Transit), streetcar (operated under contract to the City of Seattle), and water taxi.
- **Contracted services** that are provided by contractor agencies on Metro's behalf, such as Dial-A-Ride-Transit and Access paratransit.
- **Shared and connected services**, such as vanpool, vanshare, rideshare, community-based shuttles, and first-mile/last-mile services.

As of January 1, 2019, Metro became a stand-alone department within King County government (Ordinance 18777). Prior to that time, Metro was a division of the County's Department of Transportation.

As part of its transition from a division to a department, Metro reasserted its commitment to equity in mobility through its business plan. Metro is committed to reducing historic disparities and addressing transportation barriers as described in King County's Equity and Social Justice Strategic Plan, which is discussed below. This includes but is not limited to planning, developing, and delivering mobility solutions that provide access to opportunities for people with low or no incomes, people of color, seniors, people with limited English proficiency, immigrants and refugees, people with disabilities, and those who commute during non-peak travel periods or who live or work in rural areas.

King County Population Growth and Demographics

King County has grown rapidly for much of the last decade. Since 2010, the county's population has increased from 1,931,249 people (as of the 2010 Census) to 2,233,163 people (as of the 2018 American Community Survey estimate).

The makeup of the population has also changed. King County has become increasingly racially and ethnically diverse, although much of the diversity is concentrated in particular areas within the county.

The percentage of white residents in King County decreased between 2000 and 2018. During this period, nearly every minority category saw gains, particularly Asian and Hispanic populations. Asian residents accounted for approximately 17 percent of the population of King County in 2018, up from 10.8 percent in 2000. The Hispanic population grew to nine percent of the King County population in 2018, up from 5.5 percent in 2000.

In addition, a steadily increasing proportion of King County residents are foreign-born. In fact, much of the county's overall population increase in recent years can be attributed to foreign-born residents. In 2000, 15.4 percent of King County residents were born in another country. As of 2017, this had grown to 23.6 percent. More than half the foreign-born residents of King County originate from Asia and one-fifth from the Americas. In King County, the most common countries of origin are China including Taiwan and Hong Kong (71,342 residents, as of 2017), India (62,021), and Mexico (57,840).

This increasing diversity in race and ethnicity, the increasing number of foreign-born residents, some of whom may have limited English proficiency, as well as King County's commitment to the overall health and strength of the region, has led King County to develop and implement a number of policies and programs based on ensuring equity and social justice for all residents of the county.

Equity and Social Justice in Plans and Policies

Metro and its parent government body, King County, have a deep and long-standing commitment to the principles embodied in Title VI of the Civil Rights Act of 1964. This commitment has been affirmed and expanded in County plans and policies adopted in recent years. As set out in the foundational documents described below, Metro is committed not only to nondiscrimination but also to actively promoting equity and social justice in the services we provide.

Equity and Social Justice Ordinance

King County's Equity and Social Justice Ordinance (Ordinance 16948) requires that county programs and services promote equity and social justice. The ordinance calls for county agencies to examine the causes of racial disparities and inequities and to create conditions for all individuals and communities to reach their full potential. Research has shown that where people live, the color of their skin, and how much money they have can affect their access to opportunities, including but not limited to education, health care, economic and other opportunities. The lack of these opportunities in turn has an impact on health, quality of life and even life expectancy.

King County's Office of Equity and Social Justice is leading ongoing work to highlight the roots of inequities and move toward solutions, and has developed King County's Equity and Social Justice Strategic Plan, 2016-2022, which is a blueprint for action and change that will guide King County's pro-equity policy direction, decision-making, planning, operations and services, and workplace practices in order to advance equity and social justice within King County's government and its partnership with communities. Metro plays a key role in promoting equity and social justice as the primary provider of public transportation services countywide. More information is available at <http://www.kingcounty.gov/elected/executive/equity-social-justice.aspx>.

In addition to the Equity and Social Justice Strategic Plan, key policies and ongoing efforts to advance equity and social justice include the King County Strategic Plan; King County Comprehensive Plan; King County Metro Strategic Plan and Service Guidelines; Executive Order on Written Translation Services; King County’s language assistance plan requirements; and Metro’s Partnership to Achieve Comprehensive Equity (PACE), as well as other Metro-specific efforts.

King County Equity and Social Justice Strategic Plan, 2016-2022

The King County Equity and Social Justice (ESJ) Strategic Plan envisions a county where all people have equitable opportunities to thrive. It is based around four strategies: invest upstream and where needs are greatest; invest in community partnerships; invest in employees; and invest with accountable and transparent leadership. The plan provides direction for how King County will use these four strategies within the areas of leadership, operations and services; plans, policies and budgets; workplace and workforce; community partnerships; communication and education; and facility and system improvements. The plan’s goal areas are aligned with King County’s biennial budget process and aim to build the county’s capacity to advance equity and social justice using the concept of adaptive management.

The ESJ Strategic Plan includes a section that outlines a pro-equity policy agenda for Transportation & Mobility based on four approaches:

1. Ensure that we get the most service out of every dollar and that the system responds to the transportation needs of the community.
2. Build an intentional equity focus into the delivery of transportation services.
3. Develop alternative services to respond to the specific needs of those who live in communities that do not support traditional service (e.g., rural communities).
4. 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.

More information is available at <https://kingcounty.gov/elected/executive/equity-social-justice/strategic-plan.aspx>.

King County Strategic Plan

The King County Strategic Plan establishes “equitable and fair” as a guiding principle that is intended to address the root causes of inequities to provide equal access to opportunities for all. This principle is reflected in the draft mobility goal to: “Deliver a safe, reliable, and seamless network of transportation options to get people and goods where they need to go, when they need to get there.” Draft mobility objectives are:

- Increase integration between transportation modes and all service providers.
- Preserve and optimize the mobility system.
- Ensure the safety and security for customers and employees using the mobility network.
- Provide more equitable mobility access and reduce historic gaps.

More information is available at <https://www.kingcounty.gov/depts/executive/performance-strategy-budget/performance-strategy/Strategic-Planning/2015-strategic-plan-update.aspx>.

King County Comprehensive Plan

Another policy document Metro relies on for guidance is the King County Comprehensive Plan, which provides policy direction on growth management and land use, as well as regional services including transit. The 2016 Comprehensive Plan, which was amended in 2017 and 2018, includes policies on public

participation in planning, stating that, “King County shall actively solicit public participation from a wide variety of sources in its planning processes” (Policies RP-101, 102, 103). The plan also includes a section on addressing health, equity, and social and environmental justice.

The transportation chapter of the plan states that King County should “seek to ensure that its system of transportation services and facilities serves the mobility needs of disadvantaged communities and people with limited transportation options, including people of color, low income communities, people with limited English proficiency, immigrant and refugee populations, students, youth, seniors, and people with disabilities.” (Policy T-101a) More information is available at https://www.kingcounty.gov/~media/depts/executive/performance-strategy-budget/regional-planning/Comp%20Plan/2018_Update_to_King_County_Comprehensive_Plan.ashx?la=en.

Executive Order on Written Translation Process

King County is dedicated to providing all residents fair and equal access to services, opportunities and protection. Noting that a substantial number of people in King County have limited English proficiency, King County Executive Dow Constantine issued an executive order on translation of public communication materials in October 2010. This executive order requires County agencies, including Metro, to translate public communication materials and vital documents into Spanish as soon as feasible within available resources, and into other commonly spoken non-English languages according to a tier map of languages that is updated regularly and is based on five different data sources of the languages spoken by limited-English-proficient people in the county.¹ The executive order provides for the use of alternative forms of language assistance, such as interpretation services, when they are more effective or practical. More information is available at <http://www.kingcounty.gov/exec/styleguide/translation.aspx>.

King County requirement for Language Assistance Plans

In 2018, the King County Council added a new section to the King County Code (K.C.C. 2.15.030, added by Ordinance 18665), which requires King County and all its contractors to provide free and prompt interpretation and translation services to limited-English-proficient persons. The new section of the Code also requires King County agencies and offices to develop language assistance plans² that identify which vital documents and public communication materials are to be translated for use by limited-English-proficient persons. The language assistance plans also include identification of agency or office provisions for translation of web pages, automated telephonic greetings, automated telephonic voice messages, and informational signage. The threshold for the translation of vital documents and public communication materials is based on the top six languages identified by the tier map of languages maintained by the King County Executive’s Office.

Strategic Plan for Public Transportation and Metro Service Guidelines

Metro’s Strategic Plan incorporates equity and social justice by echoing the goals and principles of the King County Strategic Plan and by including more specific strategies related to transit and transportation services. The *Strategic Plan for Public Transportation 2011-2021*, which includes Metro’s Service Guidelines, was adopted by the King County Council in July 2011 and updated in 2016 (Ordinance 18301). The Strategic Plan and Service Guidelines are available at <http://metro.kingcounty.gov/planning/strategic-plan/>. The Service Guidelines are also included in Appendix E.

¹ The tier map of languages is described in more detail in Appendix C.

² The King County Code definition of a language assistance plan is different from that defined by Title VI. The Title VI requirements are used for the Language Assistance Plan that is described later in this report and that can be found in Appendix C.

Metro’s Strategic Plan includes the following goals and strategies that promote nondiscrimination and full and fair access to services and participation in decision-making processes:

Goal 2: Human Potential. Provide equitable opportunities for people from all areas of King County to access the public transportation system.

Objective 2.1: Provide public transportation products and services that add value throughout King County and that facilitate access to jobs, education, and other destinations.

Strategy 2.1.1: Design and offer a variety of public transportation products and services appropriate to different markets and mobility needs.

Strategy 2.1.2: Provide travel opportunities and supporting amenities for historically disadvantaged populations, such as low-income people, students, youth, seniors, people of color, people with disabilities, and others with limited transportation options.

Strategy 2.1.3: Provide products and services that are designed to provide geographic value in all parts of King County.

Strategy 2.1.4: In areas that are not well-served by fixed-route service or where geographic coverage service gaps exist, seek to complement or “right-size” transportation service by working with partners to develop an extensive range of alternative services to serve the general public.

Goal 7: Public Engagement and Transparency. Promote robust public engagement that informs, involves, and empowers people and communities.

Objective 7.1: Empower people to play an active role in shaping Metro’s products and services.

Strategy 7.1.1: Engage the public in the planning process and improve customer outreach.

Objective 7.2: Increase customer and public access to understandable, accurate and transparent information.

Strategy 7.2.1: Communicate service change concepts, the decision-making process, and public transportation information in language that is accessible and easy to understand.

Goal 8: Quality Workforce. Develop and empower Metro’s most valuable asset, its employees.

Objective 8.1: Attract and recruit quality employees.

Strategy 8.1.2: Promote equity, social justice and transparency in hiring and recruiting activities.

Service Guidelines

Metro’s strategic plan also incorporates Service Guidelines that include social equity as one of three priorities that Metro considers in the service planning process.

These guidelines define a process by which Metro annually reviews and establishes target service levels for transit corridors. The process assigns scores that are based on indicators of productivity, social equity, and geographic value. The social equity score, which represents 25 percent of the total score, is based on the percentage of people boarding in a census tract that has a low-income or minority population higher than the countywide average. The total score, which also includes scores for productivity and geographic value, establishes a preliminary target service level for each corridor. The preliminary target service level may be adjusted upward to accommodate current ridership. A corridor that is below its final target service level is identified as a service investment priority. The overall result is that, other factors being equal,

investments in routes that serve low-income or minority populations will be prioritized over routes that do not serve low-income or minority populations.

Metro reviews its efforts towards implementing its strategic plan in periodic progress reports. It does the same for its Service Guidelines in an annual report. In addition to monitoring and measuring progress towards implementation, these reports provide an opportunity to update and improve Metro's commitments towards these goals and policies, such as the 2016 revision to the Service Guidelines to strengthen consideration of social equity in the annual analysis.

METRO CONNECTS

Metro's long-range plan, METRO CONNECTS, was adopted in January 2017 (Ordinance 18449). METRO CONNECTS defines an aspirational vision for a 70 percent increase in bus service hours by 2040 and the supporting capital infrastructure needed to accommodate regionally forecasted growth.

The plan includes a target for higher access (1/2 mile) to frequent transit service for people of color and low-income people than the population as a whole. It describes how Metro incorporates social equity principles into the planning and design of accessible and fixed-route services, passenger facilities, and technology, noting that concentration of households of color and low-income households was included as a prioritization criteria for the selection of RapidRide (bus rapid transit) lines. Specifically, METRO CONNECTS envisions a transit system in which, by 2040, 77 percent of people of color and 87 percent of low-income people within King County live near frequent transit service. METRO CONNECTS is available at: <http://www.kcmetrovision.org/>.

Recent Notable Achievements

Metro actively follows the guidance and requirements of King County's plans and policies described above, as well as the Title VI statute and regulations. The following represent a few major notable programs Metro has implemented over the past few years to promote fair and equal access to Metro's services and activities for all people in our service area, including minority populations and people who have limited English proficiency or low incomes:

- *Service increases.* The service changes documented in this program report represent an overall increase in transit service in the region, including an investment of more than 100,000 hours in Priority 3 needs identified by Metro's adopted Service Guidelines. (Priority 3 investments are those made to strengthen Metro's All-Day and Peak-Only Network in corridors connecting centers). These service additions include substantial investments to bring new, frequent service to several key routes serving South King County, which has higher concentrations of low-income, minority, and LEP populations. In addition, Metro was able to work with the City of Seattle to direct Seattle voter-approved transit funding to support several routes in South Seattle (an area of Seattle with higher concentrations of low-income, minority, and LEP populations) and several routes that also serve areas just outside Seattle with higher concentrations of priority populations.
- *ORCA LIFT reduced fare program.* ORCA LIFT provides a flat \$1.50 fare for riders with household income below 200 percent of the federal poverty level. ORCA LIFT was created in response to a desire to make transit more affordable and accessible to low-income individuals. A key to this program's success is Metro's partnership with King County's public health department and a broad network of human service agencies.

As of the end of the first quarter of 2019, there were 58,687 valid ORCA LIFT cards. Of ORCA LIFT cards issued during the first quarter of 2019, 22 percent were issued to Black or African American riders (who make up about 6 percent of the overall county population) and 13 percent were issued to people using a language other than English (compared with an estimated 10.7 percent of the county population with limited English proficiency). Top languages were Spanish (4.8 percent), Chinese (1.7 percent), Amharic (0.7 percent) and Tigrinya (0.6 percent). More

information about how to enroll in ORCA LIFT is available at <https://kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/lift.aspx>. The web site is available in English and Spanish. Metro has prepared printed enrollment materials in 14 languages. These materials are available at the 127 enrollment locations around the county. A 2019 first quarter update on the ORCA LIFT program can be found in Appendix H.

- *Provision of tickets to human services agencies.* Each year, 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 the 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. More information is available at <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/bus-ticket-program.aspx>.
- *Fare simplification.* In fall 2017, the King County Council approved a fare simplification ordinance (Ordinance 18608) that set a \$2.75 flat fare for full-fare adult riders during all hours of the day and across all areas of the county, for implementation in July 2018. The goal was to make fares easier to understand and pay, reduce travel time by speeding up boarding, and increase access and affordability for some riders. ORCA LIFT (low-income), youth, senior, and disabled fares remained unchanged. Since the new, simplified fare could affect some riders in a negative way, Metro also increased the subsidy available to human services agencies for ticket purchases from \$3.6 million to \$4 million a year, eliminated the \$3 ORCA card fee for Regional Reduced Fare Permits (available to seniors over age 65 and people with disabilities), and has been working to develop a new income-based fare program, which will be implemented in 2020. More information is available at <https://www.kingcounty.gov/depts/transportation/metro/fares-orca.aspx>.
- *Changes to fare enforcement.* Metro's RapidRide (bus rapid transit) allows off-board fare payment and all-door boarding, and is therefore supported by a fare enforcement program. Fare enforcement officers check a random sample of passengers for payment. In 2016, they checked approximately 1.4 percent of RapidRide ridership. In response to findings from the King County Auditor that fare enforcement was having negative impacts on people in need, particularly people facing housing instability or homelessness, Metro developed a new fare enforcement process, which was adopted by the King County Council in 2018 (Ordinance 18789). The new process replaced citations processed through the criminal justice system with an alternative resolution process that relies on warnings, reduced fees, and multiple ways to address infractions, including enrolling in ORCA LIFT (low-income fare program) or performing community service.
- *Continued language outreach efforts.* Metro continues to expand translation of informational documents for riders, with a focus on the languages used by the largest groups in King County. Through the King County Mobility Coalition, Metro also provides 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. Working with the Mobility Coalition, 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. More information is available at <http://metro.kingcounty.gov/advisory-groups/mobility-coalition/>.
- *Partnership to Achieve Comprehensive Equity (PACE).* Facing concerns about equity and racial discrimination among employees, Metro, Amalgamated Transit Union Local 587, and Professional and Technical Employees Local 17 launched the Partnership to Achieve Comprehensive Equity (PACE). PACE aims to build and enhance the processes, tools, and standards for embracing diversity and ensuring equal opportunity for all Metro employees. With

full support of King County leadership, the partnership continues to support the building and maintenance of a work culture characterized by inclusion, fairness, and comprehensive equity. While this effort was originally aimed at internal employees rather than customers, it is indicative of the overall commitment of King County and Metro leaders to equity and social justice and is currently geared toward positively impacting both the customer and employee experience. PACE was nationally recognized by the National Public Employer Labor Relations Association (NPERLA) as demonstrating innovative leadership in public sector labor relations.

This report provides more information about these and the many other steps Metro has taken to comply with Title VI requirements and to move toward King County's vision of a fair and equitable King County where all have an opportunity to thrive and reach their full potential.

SECTION I: General Reporting Requirements

Title VI Notice to the Public

Metro uses a variety of means to notify the public that we comply with the requirements of Title VI and related statutes and regulations.

Placards displaying this notice, as well as information about how to file a complaint if a person believes Metro has discriminated against them, are posted inside all buses, as well as at Metro's pass sales office. The notice is translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese. The notice in the pass sales office includes all of the languages. For reasons of space, the notices posted within individual bus coaches contain half of the languages, and these placards are displayed on Metro coaches. The wording of the notice follows:

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

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.

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

A similar notice of Title VI obligations and remedies is provided to customers of Metro's Access paratransit service.

Metro has also posted a Title VI notice in English and Spanish on our website (<https://kingcounty.gov/depts/transportation/metro/about/civil-rights.aspx>):

“Civil Rights – Title VI

Metro operates its programs without regard to race, color, national origin, religion, sex, sexual orientation, marital status, age or disability in accordance with applicable law.

King County is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. To request additional information on King County's Title VI nondiscrimination requirements, call us at 206-263-2446 (TTY 711).”

In addition, the following notification is posted in English and Spanish on the King County website (<https://kingcounty.gov/elected/executive/equity-social-justice/civil-rights/title-six.aspx>):

“Title VI of the Civil Rights Act of 1964 states:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

King County Title VI Policy Statement

King County assures that no person shall on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 as amended, and the Civil Right Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance.

King County further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event King County distributes federal aid funds to another governmental entity or other sub-recipient, King County will include Title VI language in all written agreements and will monitor for compliance.

King County’s Office of the Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other King County responsibilities as required by 23 CFR 200 and 49 CFR 21.

Dow Constantine
King County Executive
May 28, 2010”

Title VI Complaint Procedures and Form

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Metro Transit may file a Title VI complaint by completing and submitting the official Title VI Complaint Form provided on Metro’s website or the website of the King County Office of Civil Rights.

To constitute an official Title VI complaint, the complainant must submit a written, signed complaint utilizing the official Title VI form alleging discrimination by an employee of Metro. A Title VI Complaint Form may be submitted by the complainant directly to Metro or to the King County Office of Civil Rights or the FTA.

The King County Civil Rights Program’s online complaint form is available at <https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights/civil-rights-complaint-form.aspx>.

In addition, King County Metro has downloadable complaint forms in English and Spanish at its website: <https://kingcounty.gov/depts/transportation/metro/about/civil-rights.aspx>.

A copy of the English version of the complaint form can be found in Appendix A.

When Metro receives a customer complaint (via phone, email, social media, or any other means of communication (including in writing to Metro’s Department Director, 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104) alleging an act or failure to act that may ultimately be filed as an Official Title VI complaint, the complainant will be informed that:

- a. In order to preserve evidence and swiftly address the issues alleged in the complaint, Metro will immediately begin the process of investigating the complaint under the oversight of Metro’s Office of EEO/Equity & Inclusion; and
- b. Following the investigation, Metro will issue a written response to the complainant summarizing the allegations and stating the findings. As appropriate, the written response may also describe any corrective action taken; and
- c. Regardless of Metro’s findings and any corrective actions taken by Metro, the complainant has 180 days from the date of the incident to file a formal Title VI complaint and that right may only be exercised through completing, signing and submitting an official Title VI Complaint form found on the Metro website (which Metro will also offer to send electronically or via mail); and
- d. If the complainant chooses to exercise the option of filing a formal Title VI complaint, once the official complaint form is completed, signed and received, jurisdiction for investigating the Official Title VI complaint will transfer to the County’s Office of Civil Rights and that program’s procedures will govern.

As a department within a multi-purpose government, as well as a direct recipient and sub-recipient of federal funds, Metro coordinates closely with King County’s Office of Civil Rights, as well as partner agencies, to ensure that our processes for receiving, tracking, and investigating Title VI complaints are aligned and fulfill all Title VI requirements.

Title VI Investigations, Complaints, and Lawsuits

One civil rights complaint was filed since Metro’s 2016 Title VI program was submitted. That complaint was dismissed. The complaint and actions taken are listed in Table 1.

**Table 1
King County Office of Civil Rights - Complaints and Actions Taken**

Metro/Public Accommodation Complaints				
	Date filed	Summary/Allegations (include basis of complaint: race, color, or national origin)	Status – April 15, 2019	Action(s) Taken
1. KCPA 16-01-01 Collins v. DOT- Transit Division	11-7-16 Amended 3-3-17	Adverse treatment by driver- Basis: race (African-American) and gender (Female) on two occasions (different drivers)	File closed 7-12-17	No reasonable cause finding 6-12-17

Public Participation Plan

King County, broadly, and Metro, specifically, have a number of policies and plans that establish expectations for how Metro engages minority and limited-English-proficient (LEP) populations in our public engagement and outreach processes. These policies and plans reflect the principle that all those affected by a decision should be involved in shaping it.

- The **King County Strategic Plan** seeks to ensure that King County government operates efficiently and effectively and is accountable to the public. Specifically, the Strategic Plan commits to “deliver consistent, responsive, equitable, high-quality services to residents, cities, and districts.”
- **Metro’s Strategic Plan for Public Transportation 2011-2021** includes a goal on public engagement and transparency that states: “Promote robust public engagement that informs, involves, and empowers people and communities.” Objectives and strategies within that goal area commit that Metro will:
 - Empower people to play an active role in shaping Metro’s products and services. (Objective 7.1)
 - Engage the public in the planning process and improve customer outreach. (Strategy 7.1.1)
 - Increase customer and public access to understandable, accurate and transparent information. (Objective 7.2)
 - Communicate service change concepts, the decision-making process, and public transportation information in language that is accessible and easy to understand. (Strategy 7.2.1)

Metro’s strategic plan makes a commitment to targeting historically underrepresented populations, and states, “Metro considers equity and social justice in its decision-making process, particularly for people of color, low-income communities, and people with limited English proficiency, and people with other communication barriers consistent with King County’s Equity and Social Justice Ordinance, Executive Order on Translation, and federal law.”

- **King County’s Equity and Social Justice (ESJ) Strategic Plan** makes a number of commitments related to public participation. These include:
 - “Build community capacity as a strategy to foster full and equitable civic participation.” (Community Partnerships goal area, Invest upstream and where needs are greatest strategy area)
 - “Invest in community-based partnerships that will steadily inform the County’s decision-making and foster full and equitable civic participation.” (Theory of Change)
 - “Support increased capacity for engagement and participation of community partners, and target more grassroots agencies, networks and interested consumers in planning and implementation.” (Pro-Equity Policy Agenda, Health & Human Services)
 - “County and department-level policies explicitly include equity and social justice as a principle and have community participation from the start.” (Plans, Policies & Budgets goal area, minimum standards)

As noted above, the Transportation & Mobility section of the ESJ Strategic Plan states that Metro Transit should “create broader and more meaningful access to transportation through improved engagement with communities.” (Pro-Equity Policy Agenda, Transportation & Mobility)

- **The County’s Executive Order on Translation** directs all agencies of the County, including Metro, to ensure that communications are culturally and linguistically appropriate to the target audiences, and provides guidance for translating public communication materials.
- **The King County Code** (K.C.C. 2.15.030) requires all County agencies and offices to develop language assistance plans that identify which vital documents and public communication materials need to be translated into languages for use by LEP persons.

In the context of these policies, Metro’s ongoing and project-based public engagement methods proactively seek to engage minority and LEP populations in conversations that shape decision making.

Ongoing Engagement

Transit Advisory Commission. The Transit Advisory Commission (TAC) was established in January 2011 (Ordinance 17025). It was created from the merger of two previous advisory groups, the Transit Advisory Committee and the Accessible Services Advisory Committee.

The TAC helps Metro improve transit services, planning, and programs by advising Metro’s staff members and general manager, the King County Executive and Council, local jurisdictions, and subarea transportation boards on transit policy issues.

The commission’s role is to:

- Advise Metro on the inception and development of long-range planning efforts.
- Advise Metro, King County, local jurisdictions, and subarea transportation forums on issues essential to transit service in King County, including matters of concern to the elderly and persons with disabilities.
- Serve as a resource for transit promotion.

Commission members are appointed by the King County Executive and confirmed by the King County Council for two-year terms. The commission includes residents, business representatives, and other stakeholders concerned about transit service in the county. Most are bus riders. All live in King County, and collectively they reflect the county’s diversity. At least half are people who have disabilities, are elderly, or work with these populations.

Table 2 on page 23 displays the current demographic makeup of the Transit Advisory Commission, including the members with disabilities. Consistent with the County’s Equity and Social Justice Strategic Plan, race, language, age, disability, and gender are factors used during recruitment to assure the TAC is representative of the diversity of the county, which is Metro’s service area. Information about the TAC, including the application form, is available on Metro’s website in English and Spanish (<https://www.kingcounty.gov/depts/transportation/metro/about/advisory-groups/transit-advisory-commission.aspx>).

The TAC is invited to brief the County Council, including the Regional Transit Committee, on transit issues. The TAC designates a member to serve on each of Metro’s Sounding Boards, described below.

Access Paratransit Advisory Committee. The Access Paratransit Advisory Committee was established in November 2018 (Ordinance 18838). This new committee is intended to advise Metro and King County on issues related to Metro’s Access paratransit service.

The committee is to have at least nine members who are appointed by the King County Executive and confirmed by the King County Council for four-year terms. Members of the Access Paratransit Advisory Committee are to include Access paratransit riders, family members of Access paratransit riders, representatives of organizations that provide services to Access paratransit riders, and representatives of organizations that support LEP Access paratransit riders or potential riders.

The Access Paratransit Advisory Committee is required to provide verbal reports to the King County Council, as well as to prepare an annual report for the King County Executive and Council, beginning in August 2020, that must include:

- A review of and comment on Metro’s annual performance metrics and trends relevant to Access paratransit;
- A review of and comment on information from customer surveys distributed by Metro relevant to Access paratransit;
- A summary of areas of strength, deficiency, or priorities for improvement in the provision of Access paratransit services; and
- An overall assessment of Access paratransit service for the prior year.

The Access Paratransit Advisory Committee will replace the **Access Paratransit Task Force**, a group that was created by Metro in April 2018 to enhance the Access paratransit program by advising the agency on priorities and areas of mutual concern while developing a vision for ongoing improvements. Task Force members have indicated their willingness to continue to serve until members of the new Access Paratransit Advisory Committee can be appointed and confirmed. As of the writing of this report, members of the advisory committee are not yet in place and the task force is continuing to meet.

Project-specific Engagement

In addition to involving the public through the Transit Advisory Commission and Access Paratransit Advisory Committee, Metro initiates public engagement processes to invite the general riding and non-riding public to help shape decisions regarding new transit service, changes to existing service, reinvestments of existing service resources, and potential changes to fares and fees, in accordance with Metro’s Strategic Plan and Service Guidelines.

When developing proposals for major service changes, we design an engagement process that seeks to involve people affected by the change, including:

- Riders of affected routes
- Residents of areas around affected routes
- Community groups and neighborhood councils
- Organizations that serve underrepresented and transit-dependent populations
- Staff and elected officials from local jurisdictions
- Major institutions (e.g. University of Washington)
- Employers
- Partner transit agencies (e.g. Sound Transit)

We use information and input from community members to develop service proposals that respond to the community’s expressed needs. Service proposals often include alternatives for coverage, frequency, and span of service. Alternatives may also present variations for peak and all-day service, local and express service, and other aspects of service.

We inform and solicit input from the community through methods such as public meetings, questionnaires, conversations with community groups, social media, news releases, advertisements, and

Sounding Board meetings (see below). We involve people early in the planning process, presenting preliminary concepts and gathering input that is then used to develop proposals that are presented in a second round of outreach.

In every community engagement project, we research the demographics of those who may be affected by the change being considered. Depending on the scale and scope of the project, information from the U.S. Census, American Community Survey, local school districts, and/or targeted research with organizations serving transit-dependent populations is used to determine the best way to reach minority and LEP persons in the affected community.

We design outreach strategies to reach these populations, creatively seeking to engage those who would not otherwise learn about our process via mainstream communication channels.

A primary approach Metro takes is to partner with community-based organizations to design the most appropriate ways to engage those they serve. Other outreach efforts include:

- Distributing translated, transcreated, and large-print materials through community-based organizations, open houses and information tables.
- Hosting information tables at locations that serve minority and underrepresented populations, such as food banks, human service organizations, libraries, low-income housing, and cultural organizations.
- Working with community partners to host meetings designed in formats, locations and at times that are appropriate for LEP populations.
- Going door-to-door or boarding buses to reach people directly, using interpreters or translated materials as necessary.
- Providing information and purchasing advertising from community media and local publications.
- Posting information at key community locations serving minority and underrepresented populations.
- Using dedicated language phone lines, as needed, for people to comment or ask questions. We return phone calls using a phone-based interpreter service that helps us answer questions and solicit feedback in the caller's native language.
- Having Metro's Accessible Services staff members available at open houses to answer questions and provide support for people with disabilities.
- Arranging for interpreters (including deaf and deaf/blind) upon request, or working with community-based organizations to facilitate conversation when appropriate.

We have also presented to or partnered with a number of organizations that serve different racial and ethnic groups, people with disabilities, or people with low incomes. Some of these groups include:

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

Progresso: 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

When Metro is considering major service changes, we often complement broad public engagement with a **Sounding Board**. King County Code 2.124.010.A defines Sounding Boards as “geographically, topically or community-based groups convened for a limited time to consider specific transit topics.” Sounding Boards generally work with Metro staff members to develop proposals, review public feedback, and make advisory recommendations on transit service. A Sounding Board’s membership reflects the demographics of the area affected by the service change. Metro achieves this by using U.S. Census data to identify the minority groups in the service area, and then asks Sounding Board applicants to identify their demographic status on applications. We sometimes partner with community-based organizations to recruit potential Sounding Board members.

As an alternative to a Sounding Board, for some major service change proposals, Metro may convene a **Community Advisory Group** comprised of stakeholders and community members to provide a less formal mechanism for ongoing community engagement than a Sounding Board. Between 2016 and 2019, Metro convened Community Advisory Groups for:

- The September 2016 service change (Ordinance 18290) that 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, which is located southeast of Seattle.
- The Access Paratransit procurement process, through which Metro identified the level of service expected from an Access contractor. The Community Advisory Group convened from June 2016 through September 2017, and was formed in conjunction with the Transit Planning for All inclusive planning project. The advisory group aided in interpreting customer feedback and proposing recommendations for improvement the paratransit service. The goal was to bring customers and community members, including older adults and people with disabilities, into the service planning process for the new Access contract.
- The fare simplification proposal, which was adopted by the County Council in November 2017 (by Ordinance 18608) and which took effect in July 2018. As part of the fare simplification proposal, Metro instituted a new, adult fare structure with a \$2.75 flat fare, regardless of trip time or whether a trip crosses a geographic zone boundary. The goal was to make fares easier to understand and pay, reduce travel time by speeding up boarding, and increase access and affordability for some riders.

Between 2016 and 2019, Metro convened three different community advisory-type groups to assist with improvements to Access paratransit service:

- The Access Paratransit Community Advisory Group (CAG), as described above, met during 2016 and early 2017 to provide feedback and guidance on Access service as Metro prepared to begin a procurement process to seek a vendor for the service.
- The Access RFP Work Group met during 2017 and early 2018 to provide guidance on potential improvements to Access service to inform Metro’s procurement process to seek a vendor for the service.
- The Access Paratransit Task Force was formed in April 2018 to enhance the Access paratransit program by advising Metro on priorities and areas of mutual concern while developing a vision for ongoing improvements. (As noted above, the Access Paratransit Task Force will be replaced by the newly established Access Paratransit Advisory Committee.)

The demographic compositions of the Transit Advisory Commission, the Community Advisory Groups for the September 2016 service change and fare simplification, and the Access Paratransit RFP Work Group and Task Force are summarized in Table 2 on page 23.

The research, approach, and results of Metro’s engagement for proposed transit service changes or fare/fee changes are reported in public engagement reports that are transmitted to the King County Council. These reports also document desired public engagement goals and outcomes and how well each engagement effort met those desired goals and outcomes using metrics. For example, we compare participant demographic data with ridership data to make sure we engaged and heard from a representative group of people who would be affected by the changes being planned. The public engagement reports transmitted to Council for service, fare, or fee changes implemented between 2016 and 2019 can be found in Appendix B to this report, and are described in more detail below.

Summary of project-specific engagement

Metro conducted public engagement processes for six transit service changes that were implemented between July 2016 and June 2019; for a fare simplification proposal that was adopted in 2017 and took effect on July 1, 2018; and for a proposal to implement parking fees at Metro-owned parking lots, which was approved in 2018 but which has not been implemented as of the time this report was prepared. Public engagement reports that summarize the participation efforts for each of these initiatives can be found in Appendix B. (Title VI analyses³ and records of adoption by the King County Council can be found in Appendix F.).

In total, these efforts engaged more than 30,000 people in helping shape service changes and fares.

As this report is written, engagement efforts are underway for future service changes in several different geographic areas in King County that will be brought to the King County Council for implementation in 2020 or beyond; a new income-based fare program that will be implemented in 2020; the development of a Mobility Framework for the equitable implementation of new mobility options; and plans to provide for regional funding and coordination for the implementation of Metro’s long-range plan.

Example Projects

The following three projects highlight Metro’s efforts to meaningfully engage minority, underrepresented, and LEP populations in decision making.

³ For the proposed parking fee increase, Metro completed an Equity Impact Review in preparation for Council review of the concept. That Equity Impact Review is included in Appendix F. Within the context of the public rulemaking process for the parking fee, Metro is in the process of completing a Title VI analysis using the pricing put forth in the public rule. That Title VI analysis has not yet been completed as of the writing of this program report.

Project # 1

Service restructure in Southeast Seattle

In September 2016, Metro implemented a service change (Ordinance 18290) that 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, which is located southeast of Seattle. 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.

Community outreach and engagement for this service change began in June 2012, following the deletion of a bus route (#42) that had previously served the area. This route had been restructured several years earlier, following the opening of Sound Transit's Link light rail service to the area, and was deleted altogether in 2012 due to poor performance relative to Metro's adopted Service Guidelines.

At the time of the deletion of Route #42, a number of community members noted that, although the community had indeed seen a significant increase in transit service with the opening of light rail and subsequent bus restructure to connect people to the light rail, there were still unmet community needs that would benefit from better transit connections.

The September 2016 service change, as implemented, increased service frequency of one route (#124), increased both the service area and frequency of two routes (#106, 107), retained peak service but discontinued midday and evening trips on one route (#9X), and deleted one route (#38) since one of the expanded routes now covered this route's former alignment with better service coverage.

Outreach process

As noted above, outreach and engagement began in June 2012 with a series of conversations Metro hosted with community members and agencies to understand how people were using transit, the barriers they faced, improvements that would make it easier to use transit, how people were paying their fares, and better ways to communicate with LEP communities.

We followed that initial engagement with a survey of riders and worked with community organizations to broaden the survey's reach. That survey and public feedback on other potential Metro service changes indicated interest in extending Route #106 to downtown Seattle to create better connections between downtown Seattle, the city of Renton, and the Southeast Seattle neighborhoods between the two.

In May 2015, Metro formed a Community Advisory Group to study potential service changes in this area in more detail. The group, which included community members and stakeholders, met three times over the next several months to help shape the service change proposal, the timeline, and the outreach process.

As part of the engagement process, Metro:

- Posted information about the project and how to provide input on Metro's website;
- Shared information through the Metro Matters blog, Twitter, and Facebook;
- Posted rider alerts at bus stops;
- Mailed the rider alert and a multi-lingual handout that was available in Amharic, Cambodian/Khmer, Chinese, Hmong, Korean, Oromo, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese, to key community institutions (libraries, schools, and community centers) and asked them to share the information with community members;
- Sent email and text message alerts to subscribers of the relevant routes; and

- Contacted major employers, neighborhood councils, community-based organizations, human services and health providers, and schools to ask them to help us engage with the people they serve.

In addition, we hosted a public open house at the Filipino Community Center and attended open houses hosted by the Georgetown Community Council and Georgetown Merchants Association. We also engaged with several trusted advocates (Asian Counseling and Referral Service, Filipino Community Center, and El Centro de la Raza), community-based organizations that serve populations with limited or no English proficiency. We worked with these trusted advocates to facilitate conversations at small and large group sessions in multiple languages and to distribute paper surveys to clients receiving services.

Participation

In addition to the work of the community advisory group, we received 674 survey responses and 100 emails, phone calls, letters, and blog comments. We talked directly with 55 people at open houses and 250 through trusted advocate outreach.

Results

In the end, thanks to funding support from the City of Seattle, the King County Council was able to approve a full restructure that included the changes to the five routes described above. The restructure has improved transit connections to and through the community, meeting needs identified by community members. As part of the engagement and Title VI analysis process, one census tract was identified as having an adverse impact from the service change; however, that adverse impact was mitigated by the increased service and connections provided by the restructure.

Project #2

Service Restructure required by Light Rail Construction

In September 2018, Metro implemented a service change (Ordinance 18685) that affected seven Metro routes between downtown Seattle and points south and east due to the closure of the I-90 Rainier Avenue Freeway Station and the D2 high occupancy vehicle (HOV) roadway between I-90 and Fifth Avenue in Southeast Seattle. The bus station and HOV roadway closed permanently in September 2018 as part of the construction of Sound Transit's East Link light rail project.⁴

Because the Rainier Avenue Freeway Station provided important access to the Eastside and downtown Seattle for communities in Southeast Seattle, Metro worked with bus riders and community members to design a restructure that would provide alternate connections during light rail construction. Once light rail construction is complete, in 2023, the Rainier Avenue Freeway Station will reopen as the Judkins Park light rail station.

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 service change, as implemented, moved six of the seven affected Metro routes (#111, 114, 214, 216, 218, and 219) to the I-90 mainline to bypass the closed station while not unduly delaying passengers of

⁴ Two Sound Transit regional express bus routes were also affected by the Rainier Avenue Freeway Station closure, but their restructure was managed under the oversight of the Sound Transit board and not through Metro Transit and the King County Council.

those routes. However, in recognition of the fact that elimination of the Rainier Avenue Freeway Station would result in decreased service for riders traveling between Rainier Avenue South and destinations and jobs in East King County, the service change revised one of the routes (#212, in reverse peak direction trips) to enter and exit I-90 at Rainier Avenue, providing a replacement stop on Rainier Avenue within one-half mile of the closed station. Metro also implemented a similar change in the peak direction for Route #217, though this change did not meet the threshold (more than one-half mile distance from the replacement stop) to require action by the King County Council.

Outreach process

To help riders plan for the changes that would result from the station closure, Metro and Sound Transit partnered on a “plan ahead” outreach effort that included drop-in sessions, notifications at transit stops and centers in the corridor, and an online information center and online open house. Specific outreach methods included:

- In-person drop-in sessions and street team outreach at 11 different transit centers;
- Information for Metro operators and customer information staff so that they could answer rider questions accurately and quickly;
- Online open house, which provided information 24/7 and accepted written comments;
- Project website, which was accessible in English, Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic;
- Social media notifications and posts;
- Email updates;
- Advertisements including ethnic media;
- Fact sheets available in English, Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic;
- Contacts with 60 stakeholder organizations and agencies, followed up with a tool kit with translated resources to distribute to the community members they serve;
- Press release and earned media; and
- Community organization phone calls and tool kits.

With the Rainier Avenue Freeway Station closing, we focused outreach on riders who use this stop to travel to the Eastside and downtown Seattle, or as a connection point to routes on Rainier Avenue to other locations. Outreach was focused on making the information accessible to LEP populations and through in-language notifications and information in the following ways:

- Metro’s Transportation Demand Management team offered an “InMotion” program to residents of Beacon Hill and Rainier Valley to prepare them for the stop closure and to provide alternative solutions, including “Just One Trip” materials that were prepared in English, Spanish, and Chinese, and distributed through local community-based organizations.
- Translated fact sheets were made available online and at in-person events in Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic.
- Community based organizations and agencies serving the community were provided with a tool kit of information including translated fact sheets, a matrix of changes by routes, and a cut-and-paste email message to send to their constituents.
- Translated advertisements were placed in ethnic media publications advertising the outreach.
- Staff prioritized the soon-to-be-closed Rainier Avenue Freeway Station for in-person outreach events, which included both a drop-in session and street teams at the Freeway stops and on the surface level on Rainier Avenue.

Participation

More than 5,500 people actively engaged with outreach staff during the engagement process, including 77 comments during the online open house and 25 comments submitted through Facebook.

Results

The service restructure occurred on schedule in September 2018 so that Sound Transit could begin construction work on the new light rail line in this area. Due to the extensive engagement process, Metro did not simply route buses around the closed station, but provided two bus re-routes – one reverse-peak direction and one peak direction – that allowed for connections between Southeast Seattle and destinations on the Eastside and in downtown Seattle.

Project #3

Fare Simplification

In July 2018, Metro instituted a new, adult fare structure with a \$2.75 flat fare, regardless of trip time or whether a trip crosses a geographic zone boundary. The goal was to make fares easier to understand and pay, reduce travel time by speeding up boarding, and increase access and affordability for some riders. ORCA LIFT (low-income), youth, senior, and disabled fares remained unchanged. Since the new, simplified fare could affect some riders in a negative way, Metro also increased the amount of subsidized tickets provided to human services agencies from \$3.6 million to \$4 million a year, eliminated the \$3 fee for Regional Reduced Fare Permits (available to seniors over age 65 and people with disabilities), and has been working to develop a new income-based fare program, which will be implemented in 2020. More information on Metro fares is available at <https://www.kingcounty.gov/depts/transportation/metro/fares-orca.aspx>.

To assess the equity impacts of the fare proposal, we first estimated boardings by full-fare adult riders paying with cash, E-purse, or retail passes, on low-income, non-low-income, minority, and non-minority routes.⁵ We then compared the average fare paid by full-fare adult riders on low-income routes with non-low-income routes, and by full-fare adult riders on minority routes with non-minority routes.

Under Metro's previous fare structure, the average fare paid by full-fare adult riders (without employer provided passes) on low-income routes was slightly higher (two cents) than the average full adult fare paid by riders on non-low-income routes. Similarly, the average fare paid by full-fare adult riders on minority routes was somewhat higher (five cents) than the average full adult fare paid by riders on non-minority routes. Metro's proposal to simplify fares by implementing a \$2.75 adult flat fare for all times of day throughout King County was designed, in part, to eliminate these disparities.

To gain perspective from riders as the fare simplification proposal was developed, and to attempt to mitigate any potentially negative impacts, Metro conducted an extensive information-gathering and engagement process. At each phase, opportunities to provide feedback were promoted through print, radio, and television news; Twitter, Facebook, transit alerts, posters, street teams, and a network of stakeholders.

Outreach process

Metro began the engagement process with a preliminary online questionnaire that assessed basic information about how easily riders could understand and afford Metro's fares.

⁵ Boardings made with employer-provided Passport passes were excluded from this analysis, as were boardings by ORCA LIFT (low-income fare), youth and senior/disabled riders since these customers would not be directly affected by the proposed fare change.

We then assembled a stakeholder advisory group, briefed and interviewed interested groups, and contracted with several community-based organizations (World Relief, White Center Community Development Association, and Hopelink) to involve the general public, diverse community members, people with low incomes, LEP persons, and other populations less likely to respond to online questionnaires.

This outreach, specifically the outreach conducted through community-based organizations, engaged people speaking the following languages: Amharic, Arabic, Cambodian, Chinese, Dari, Ekironi, English, Farsi, Khmer, Mam, Pashto, Punjabi/Hindu, Russian, Samoan, Somali, Spanish, Swahili, Tagalog, Tigrinya, Turkish, Twi, Ukrainian, Urdu, and Vietnamese.

To engage local leaders, Metro also convened a Regional Fare Forum of elected officials.

After the first round of information-gathering and initial recommendations from the Regional Fare Forum, Metro developed five potential fare options for more review. These five options were narrowed to two based on public feedback and input from the stakeholder advisory group.

For the next phase of engagement, Metro asked for feedback on the two outstanding options – a \$2.75 flat fare or a \$3.00 peak period fare – through a second online questionnaire, additional street teams, and two public meetings. Employers who participate in the employee pass programs were also asked to complete an online questionnaire.

This process led Metro to the proposal for a \$2.75 flat fare, as well as for the related proposals described above to mitigate the impact of the fare change on low-income people.

Participation

During the engagement process, Metro received more than 12,000 comments, including 4,487 to the first online questionnaire and 6,500 to the second online questionnaire. More than 900 people participated in Metro's open houses, either in person or via webcast, and 311 people participated through community-based organizations.

Results

The \$2.75 flat fare was implemented beginning in July 2018. Metro continues to study options – in addition to its ORCA LIFT low-income fare and human services bus ticket program – to ensure that transit is accessible and affordable to people throughout the community. As this report is written, we are conducting an engagement process to design an income-based fare program that will be implemented beginning in 2020.

A list of provider agencies receiving human services bus tickets during 2019 to distribute to the people they serve can be found in Appendix G to this report. An ORCA LIFT report for the first quarter of 2019 can be found in Appendix H.

Membership of Committees

As described above, Metro is committed to robust engagement and participation. As part of our work to engage with the community members we serve, Metro relies on a number of permanent and ad hoc advisory committees. One of these committees, the Transit Advisory Commission, provides ongoing guidance on Metro's operations. Other committees are formed as needed to provide structured ways for community members to engage on a specific issue, such as a service change.

With each committee, we work towards membership that represents the communities we serve. We encourage people of color, those with low incomes, people with disabilities, and those with limited English proficiency to serve on committees and provide staff assistance or other support to help them serve.

Table 2 below shows the racial/ethnic breakdown of Metro’s advisory committee membership, as well as LEP members, those who have disabilities, and those who represent people with low incomes.

The Transit Advisory Commission is a permanent committee. Other work groups or advisory committees convened during the time period covered by this report were ad hoc committees whose work is complete.

**Table 2
Advisory Committee Membership**

	Transit Advisory Comm	Sept 2016 Service Change Adv Group	Fare Advisory Group	Access Paratransit Advisory Group	Access Paratransit RFP Work Group	Access Paratransit Task Force*
African American	5	0	5	4	3	3
Asian-Pacific Islander	3	4	0	1	1	4
Caucasian	8	4	13	6	10	11
Hispanic	1	1	1	0	0	0
Limited English proficiency	0	0	0	0	0	0
Person with disabilities	9	1	3	0	4	9
Low income representative	0	0	4	7	1	7

*The Access Paratransit Task Force was replaced with the new Access Paratransit Advisory Committee by Ordinance 18838 in November 2018. Members of this new Advisory Committee have not yet been appointed as of the writing of this report, and in the interim the Task Force is continuing to meet.

Language Assistance Plan

Metro has a program in place to ensure that LEP persons have access to our services and to public participation opportunities. The following is a summary of the program. The full plan is attached as Appendix C to this report.

The King County Executive’s Office has identified the areas of the county where LEP persons speaking different languages reside, as well as the non-English languages most commonly spoken in the county (Metro’s service area). We rely on these findings, which are based on five data sources, in our language assistance program.

Our practice, per County policy, is to translate public communication materials and vital documents into Spanish—by far the most commonly spoken non-English language in King County, and the language that has been identified as the Tier 1 language by the King County Executive—when translation is feasible within available resources. Most materials include the interpreter symbol and the phone number for Metro’s Customer Service, which can provide live interpretation in Spanish or other languages as needed

with the assistance of a Language Line service. In addition, most materials posted on Metro's website can be translated into multiple languages using Google Translate.

Per the King County Executive's written order on translation, materials are translated into other commonly spoken non-English languages when those are the primary language spoken by five percent or more of the target audience. We may use alternative forms of language assistance, such as partnering with community-based organizations for outreach or interpretation services, when the alternative is more effective or practical.

Available data and Metro's experience affirm that many refugees and immigrants who may have limited English proficiency rely on transit, and we offer a number of language resources to assist these customers. These include translated communication materials about Metro service, interpretation offered through Customer Services staff using a Language Line service, signage that uses widely recognized pictograph symbols, notices of Title VI obligations and remedies in nine commonly spoken languages, and multi-lingual community travel videos that are posted online and have been distributed to community-based organizations.

When Metro conducts outreach and engagement concerning proposed service changes, we provide, as needed, translated descriptions of the proposals and questionnaires, offer interpretation at public meetings, work with community-based organizations to assist us in communicating with LEP persons, and provide telephone comment lines for non-English-speakers. See Appendix C for more information.

Monitoring Subrecipient Compliance with Title VI

To ensure that all subrecipients comply with Title VI regulations, Metro's grants staff and program managers monitor the performance of subrecipients annually. The subrecipient monitoring process is summarized below. Metro will be collecting Title VI plans from all new subrecipients in 2019, and any new subrecipients would have to submit a Title VI plan at the time of contracting. Note: If a subrecipient is already a direct recipient of FTA funds, King County is not responsible for monitoring the subrecipient's Title VI compliance. A list of subrecipients can be found in Appendix D.

Grants staff:

- Complete a Risk Assessment for subrecipients prior to entering an agreement with them.
- Ensure that project agreements with subrecipients contain all required federal documents and clauses.
- Request that subrecipients provide to Metro information related to the Federal Funding Accountability and Transparency Act (FFATA) and a copy of the subrecipient's Title VI plan.
- Review the Title VI plan, if required. Review includes sample notices to the public informing them of their rights under Title VI, sample procedures on how to file a Title VI complaint, sample procedures for tracking and investigating Title VI complaints, and expectations for the subrecipient to notify King County when a Title VI complaint is received.
- File a copy of the subrecipient agreement/contract, FFATA form and Title VI plan, if available, in the Grants Office Official Subrecipient File.
- Submit FFATA information in the www.FSRS.gov website.
- Review a copy of their A-133 audit report on the State Auditor's Office website. If the subrecipient received less than \$750,000 in federal funding from all sources, a letter will be sent requesting other official financial documentation to allow review of the entity's finances.
- Review financial paperwork and communicate information to project managers. If necessary, request that project managers closely monitor the subrecipient.

Project managers:

- Maintain ongoing communication with the subrecipient and manage the subrecipient agreement or contract, as well as review and approve subrecipient invoices and the supporting documentation.
- Report on the subrecipient's progress on FTA quarterly milestone progress reports.
- Gather documents from subrecipients to ensure they are complying with Title VI, if applicable.

Project Example

City of Redmond – Go Redmond Program

The Go Redmond Program is a comprehensive program of Transportation Demand Management (TDM) strategies to increase alternative transportation options and decrease single occupant vehicle (SOV) trips within the City of Redmond. The program involves the development of educational materials, implementation of a number of marketing efforts, and sponsorship of community events, as well as the provision of incentives through employers and directly to residents. The program includes Metro's School Pool program, which has the goal of increasing formation of carpools by residents taking their children to school. All of these efforts promote the use of transit, carpools, vanpools, biking, walking and other alternatives to SOV travel.

The City of Redmond is leading this effort, with King County Metro providing some of the funding for staff efforts, educational resources and incentives through sub-grants of FTA funds. A project agreement clearly spells out the funded project elements and specifies the requirements the City must follow to ensure compliance with FTA requirements. In addition, Metro worked with the City of Redmond on a Title VI plan that was adopted by the Redmond City Council that complies with FTA requirements.

Review of Facilities Constructed

Metro did not build any storage facilities, maintenance facilities or operation centers that require a Title VI analysis during the period covered by this report.

Documentation of Governing Body Review and Approval of Title VI Program

The King County Council is required to approve this Title VI Program. Documentation of County Council action will be added as Appendix I when the approval process is completed, and will be included in the transmittal that is submitted to the FTA.

SECTION II: Requirements of Transit Providers

Service Standards and Service Policies

Metro’s service standards and service policies can be found in our adopted Service Guidelines (which were updated most recently in 2016 by Ordinance 18301). The adopted Service Guidelines are included in Appendix E.

The analyses discussed below use the adopted Service Guidelines and data from recent performance to compare minority routes and areas with non-minority routes and areas; and low-income routes and areas with non-low-income route and areas. Unless otherwise noted, the data for these comparisons comes from Metro’s spring 2018 service period, which covered March 10 through June 15, 2018. This is the most recent full service period for which the data necessary for these analyses is available.

The methodology Metro developed to identify minority and low-income routes is based on boardings in minority and low-income census tracts. Metro sent this methodology to FTA for review on March 13, 2013, and it was adopted as part of Metro’s Service Guidelines (Ordinance 18301). The methodology for designating “minority routes” follows. The “low-income” designation is based on a similar methodology.

Minority Route Methodology

Metro uses data from the U.S. Census and from automatic passenger counters (APC) to define bus routes that serve predominantly minority census tracts. Metro classifies a census tract as a minority tract if the percentage of non-white and Hispanic residents in that tract is higher than the percentage in King County as a whole.

Metro next identifies an “inbound” direction for each route. Boardings on inbound trips best reflect the residential location of riders on that route. The inbound direction is easily determined for routes serving Seattle’s central business district (CBD). If a route does not serve the Seattle CBD, the inbound direction generally is chosen as the direction to a major employment center. Using data from the APCs, Metro counts inbound passenger boardings for each route by census tract.

We next compare the percentage of each route’s inbound boardings that are in minority tracts with the percentage of all inbound boardings in minority tracts system-wide. If a route’s percentage of minority tract boardings is higher than the system average, that route is classified as a minority route. Based on the latest available APC data (2018), 49.8 percent or more of boardings on a route must be in a minority tract for that route to be classified as a minority route.

Metro does not have APC data for its Dial-A-Ride Transit (DART) service, so the number of stops in minority tracts is used to define minority DART routes. If the percentage of a DART route’s stops that are in minority tracts is higher than the system average for all routes, that DART route is defined as a minority route. DART makes up less than three percent of Metro’s service hours. In 2018, 48 percent of bus stops must be in a minority tract for a DART route to be classified as a minority route.

Vehicle Load

Metro’s load standard is defined in our Service Guidelines.

Passenger loads are averaged on a per trip basis using counts from a service change period. Trips must have average maximum loads higher than the thresholds for the 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, in which 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.

- No trip on a route should have a standing load for 20 minutes or longer.

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; or
- Adding trips.

Table 3 and Figure 1 show the average vehicle loads and load factors for Metro routes for each time period between minority and non-minority routes. Loads and load factors are lower for minority routes than for non-minority routes in the peak periods. In midday, when average loads are lower than they are in the peak periods, minority routes have slightly higher loads than non-minority routes. Despite crowding occurring on individual trips, the average loads on Metro buses are below the number of seats per bus for both minority and non-minority routes.

Table 3
Average Loads by Minority Classification, Spring 2018

	AM Peak IB		Midday IB & OB		PM Peak OB	
	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load
Minority route	0.48	30.59	0.34	20.98	0.51	31.89
Non-minority route	0.56	38.75	0.33	21.53	0.56	38.13
<i>System</i>	<i>0.52</i>	<i>34.65</i>	<i>0.33</i>	<i>21.22</i>	<i>0.53</i>	<i>34.96</i>

Key: IB = Inbound; OB = Outbound

Figure 1
Weekday Average Loads by Minority Status, Spring 2018

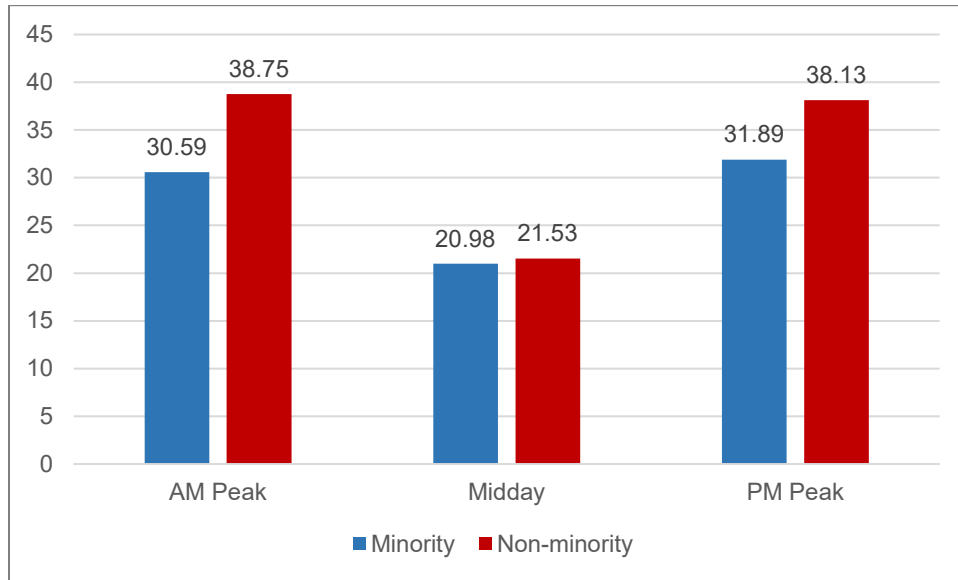


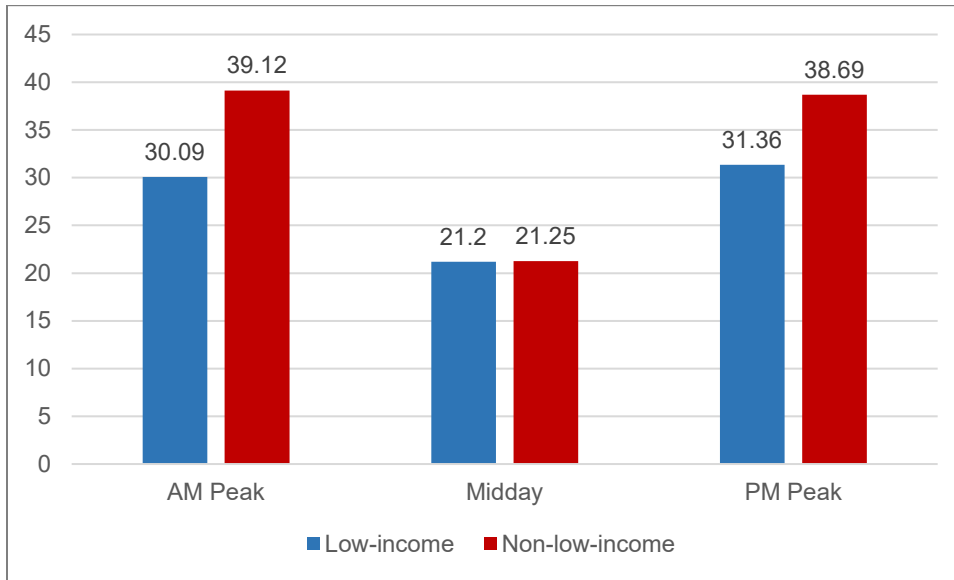
Table 4 and Figure 2 show the average vehicle loads and load factors for Metro routes for each time period between low-income and non-low-income routes. Loads and load factors are generally lower for low-income than for non-low-income routes in the peak periods, and about the same in midday. Despite crowding occurring on individual trips, the average loads on Metro buses are below the number of seats per bus for both low-income and non-low-income routes.

Table 4
Average Loads by Low-Income Classification, Spring 2018

	AM Peak IB		Midday IB & OB		PM Peak OB	
	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load
Low-income route	0.46	30.09	0.33	21.20	0.49	31.36
Non-low-income	0.58	39.12	0.33	21.25	0.58	38.69
<i>System</i>	<i>0.52</i>	<i>34.65</i>	<i>0.33</i>	<i>21.22</i>	<i>0.53</i>	<i>34.96</i>

Key: IB = Inbound; OB = Outbound

Figure 2
Weekday Average Loads by Low-Income Status, Spring 2018



Average loads within all time periods indicate significant available capacity in the Metro system. However, specific trips can be crowded even if there is capacity available on average. Based on Metro’s 2018 Service Evaluation (Motion 15319), 17 routes can be identified as needing additional trips to reduce crowding based on Metro’s loading guidelines. The addition of trips to reduce overcrowding is the first investment priority in Metro’s Service Guidelines. Routes needing trips to reduce weekday crowding are listed in Table 5. Of these routes, nine were classified as minority, five as both minority and low-income, and five as low-income only. The remaining routes were non-minority and non-low-income.

Table 5
Routes Needing Investment to Reduce Weekday Passenger Crowding, 2018 System Evaluation

Route	Minority Route	Low Income Route	Daily One-Way Trips Needed
5	NO	NO	1
14	YES	YES	1
15EX	NO	NO	2
17EX	NO	NO	1
18EX	NO	NO	1
33	NO	NO	1
50	YES	YES	2
102	YES	YES	1
111	YES	NO	1
120	YES	YES	1
123	NO	NO	1

Route	Minority Route	Low Income Route	Daily One-Way Trips Needed
216	YES	NO	1
218	YES	NO	1
219	YES	NO	1
252	NO	NO	1
301	YES	YES	1
312	NO	NO	1
C Line	NO	NO	3

Vehicle Headways

Metro’s Service Guidelines (which can be found in Appendix E) define service levels based on frequency of service. These levels are shown in Table 6:

**Table 6
Summary of Typical Service Levels by Family**

Service Level	Service Level: Frequency (minutes) & 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.

In spring 2018, average headways were similar (less than a three-minute difference) for minority and non-minority routes during most time periods on weekdays. Night-time routes had a larger difference. Average headways were five to nine minutes longer for minority routes than for non-minority routes on night routes. One reason could be that minority routes had longer spans, and service tends to be less frequent later in the night period. For example, service might be every 30 minutes until midnight and every hour after that; a route that extended until 2:00 a.m. would therefore have a worse average headway than one that ended service at midnight. Minority routes had longer average spans (operated during more hours per day). Average trips were generally similar, with minority routes having more average trips on weekdays. Table 7 shows average headways by minority classification for the Spring 2018 period.

**Table 7
Average Headways by Minority Classification, Spring 2018**

WEEKDAY	Average Headway (Minutes between Buses)					Average Span (Hours)	Average # Trips
	AM Peak	Midday	PM Peak	Evening	Night		
Minority route	20	27	21	25	35	12.9	36
Non-minority route	21	30	22	22	26	10.7	31
<i>System</i>	21	28	22	24	31	11.8	34
SATURDAY	Average Headway (Minutes between Buses)			Average Span (Hours)	Average # Trips		
	Daytime	Evening	Night				
Minority route	30	26	29	16.4	40		
Non-minority route	33	22	24	16.2	42		
<i>System</i>	31	25	27	16.3	40		
SUNDAY	Average Headway (Minutes between Buses)			Average Span (Hours)	Average # Trips		
	Daytime	Evening	Night				
Minority route	33	27	29	16.9	37		
Non-minority route	33	24	24	16.7	39		
<i>System</i>	33	26	27	216.8	38		

In spring 2018, low-income routes had generally similar or lower headways than non-low-income routes. Low-income routes had longer average spans of service and more average trips per day. Table 8 shows average headways by income classification for the Spring 2018 period.

Table 8
Average Headways by Low-Income Classification, Spring 2018

WEEKDAY	Average Headway (Minutes between Buses)					Average Span (Hours)	Average # Trips
	AM Peak	Midday	PM Peak	Evening	Night		
Low-income route	21	28	21	24	33	13.5	38
Non-Low-income	21	29	22	23	28	10.1	29
<i>System</i>	21	28	22	24			
SATURDAY	Average Headway (Minutes between Buses)			Average Span (Hours)	Average # Trips		
	Daytime	Evening	Night				
Low-income route	32	24	27	16.3	40		
Non-Low-income	30	25	26	16.4	41		
<i>System</i>	31	25	27	16.3	40		
SUNDAY	Average Headway (Minutes between Buses)			Average Span (Hours)	Average # Trips		
	Daytime	Evening	Night				
Low-income route	32	25	29	17.1	38		
Non-Low-income	34	26	24	16.4	36		
<i>System</i>	33	26	27	16.8	38		

On-Time Performance

Metro measures on-time performance for every route. “On-time” is defined as service passing a scheduled time point between one minute before and five minutes after scheduled time. Metro has a general goal of 80 percent on-time performance at the system level, with additional specific guidelines at the route level.

In spring 2018, there was little difference in on-time performance between minority and non-minority routes (Table 9), or between low-income and non-low-income routes (Table 10). Minority routes were about the same as non-minority routes on weekends, and slightly less on-time on weekdays. Low-income routes were slightly less on-time than non-low-income routes.

Table 9
Average On-Time Performance by Minority Classification, Spring 2018

WEEKDAY	% On Time	% Late	% Early
Minority route	77%	17%	6%
Non-minority route	80%	16%	4%
<i>System</i>	78%	17%	5%
SATURDAY	% On Time	% Late	% Early
Minority route	78%	15%	6%
Non-minority route	79%	15%	5%
<i>System</i>	79%	17%	6%
SUNDAY	% On Time	% Late	% Early
Minority route	81%	12%	6%
Non-minority route	81%	14%	5%
<i>System</i>	81%	13%	6%

Table 10
Average On-Time Performance by Income Classification, Spring 2018

WEEKDAY	% On Time	% Late	% Early
Low-income route	78%	16%	6%
Non-low-income route	79%	17%	4%
<i>System</i>	78%	17%	5%
SATURDAY	% On Time	% Late	% Early
Low-income route	78%	15%	7%
Non-low-income route	80%	15%	5%
<i>System</i>	79%	17%	6%
SUNDAY	% On Time	% Late	% Early
Low-income route	80%	13%	7%
Non-low-income route	83%	13%	4%
<i>System</i>	81%	13%	6%

At the route level, Metro’s Service Guidelines define routes as having schedule reliability problems based on weekday, weekday PM peak, and weekend averages, as shown in Table 11. This data helps us determine where service investments are needed.

Table 11
Lateness Threshold by Time Period (Metro Service Guidelines)

Time Period	Lateness threshold (Excludes early trips)
Weekday average	> 20%
Weekday PM peak average	> 35%
Weekend average	> 20%

Table 12 shows the 62 routes that, based on Metro’s 2018 Service Evaluation (Motion 15319), have been identified as needing service investments to improve their reliability. Investment in routes with reliability problems is the second priority in Metro’s Service Guidelines, after investment in routes with overcrowding. Of these 62 routes, 33 are minority routes and 29 are low-income routes, with 22 being both minority and low-income. Among routes needing investment to improve reliability, the proportion of minority and low-income routes is roughly equal to the number of non-minority and non-low-income routes, respectively.

Table 12
Routes Needing Investment to Improve Schedule Reliability, 2018 System Evaluation

Route	Day Needing Investment	Minority Route	Low-Income Route
1	Saturday	NO	NO
5EX	Weekday	NO	NO
5	Weekday, Saturday	NO	NO
8	Weekday, Saturday, Sunday	NO	YES

Route	Day Needing Investment	Minority Route	Low-Income Route
11	Saturday, Sunday	NO	YES
17EX	Weekday	NO	NO
18EX	Weekday	NO	NO
21	Weekday, Saturday	YES	YES
24	Weekday, Saturday	NO	NO
26EX	Weekday, Saturday	NO	NO
27	Saturday	YES	YES
28EX	Saturday, Sunday	NO	NO
33	Saturday	NO	NO
37	Weekday	NO	NO
40	Saturday, Sunday	NO	NO
56	Weekday	NO	NO
62	Weekday, Saturday, Sunday	NO	NO
63	Weekday	NO	YES
64	Weekday	NO	NO
70	Saturday	NO	YES
105	Weekday	YES	YES
106	Weekday	YES	YES
107	Weekday	YES	YES
111	Weekday	YES	NO
113	Weekday	YES	YES
114	Weekday	YES	YES
116	Weekday	NO	NO
122	Weekday	YES	NO
123	Weekday	NO	NO
124	Saturday	YES	YES
131	Weekday, Saturday	YES	YES
132	Saturday	YES	YES
143	Weekday	NO	NO
148	Saturday	YES	YES
150	Sunday	YES	YES
157	Weekday	YES	NO
158	Weekday	YES	YES
159	Weekday	YES	YES
166	Weekday	YES	YES
168	Sunday	NO	YES
169	Saturday	YES	YES
177	Weekday	YES	YES
178	Weekday	YES	YES
179	Weekday	YES	YES

Route	Day Needing Investment	Minority Route	Low-Income Route
182	Saturday	YES	YES
190	Weekday	YES	YES
192	Weekday	YES	YES
208	Weekday	NO	YES
212	Weekday	YES	NO
214	Weekday	NO	YES
216	Weekday	YES	NO
218	Weekday	YES	NO
219	Weekday	YES	NO
235	Weekday	NO	NO
236	Saturday	NO	NO
238	Sunday	NO	NO
240	Weekday	YES	NO
244	Weekday	NO	NO
249	Saturday	YES	NO
268	Weekday	YES	NO
355	Weekday	NO	NO
E Line	Weekday	YES	NO

Service Availability

Metro strives to make service available in accordance with Metro Strategic Plan Goal 2, “Provide equitable opportunities for people from all areas of King County to access the public transportation system.” Availability is measured by calculating the number of housing units within one-quarter-mile walk to a bus stop; within two miles to a permanent park-and-ride, a Sounder commuter train or Link light rail station, or a transit center with parking; or within an area served by a DART bus route. To assess equitable access, we compare the availability of service in census tracts that have a higher proportion of low-income and minority households than the county average with those tracts that do not have a higher-than-average proportion.

In 2017, according to the King County Metro Transit Strategic Plan Progress Report (Motion 15241), about two-thirds of county residents (64 percent) lived within a quarter-mile of a bus stop. That number was 65 percent for residents of minority census tracts and 71 percent for residents of low-income census tracts. In 2017, about half of all county residents lived within a half-mile of a stop with frequent bus service – a significant increase over 2015, as more service had been added in Seattle and South King County. In addition, more than three-quarters (78 percent) of jobs in King County were within a quarter-mile of a bus stop in 2017. Approximately 80 percent of bus stops were wheelchair accessible, as were all of Metro’s buses.

Vehicle Assignment

Metro’s fleet includes diesel, hybrid, and trolley buses ranging from 30-foot buses to 60-foot articulated buses. As of the end of 2018, the average fleet age was 6.7 years old, down from 10.5 years old in 2015. The average fleet age declined in 2016, 2017, and 2018 as new trolley buses and new 40-foot and 60-foot

hybrid fleets entered service. Vehicle assignment is based on a variety of factors such as ridership, route characteristics, maintenance and operating base capacity, and grouping of similar fleets by location.

Table 13 shows the average age of buses based on the fall 2018 schedule period in relation to the minority route classification. On all days of the week, the vehicles used on minority routes were newer on average than those used on non-minority routes.

Table 13
Average Assigned Vehicle Age by Minority Classification, Fall 2018

Minority Classification	Average Assigned Vehicle Age		
	Weekday	Saturday	Sunday
Minority route	6.5	6.2	5.8
Non-minority route	8.5	6.4	6.3
<i>System</i>	7.5	6.3	6.1

Table 14 shows the average age of buses in relation to the low-income route classification. Vehicles on low-income routes had lower average age on weekdays, but slightly higher on weekends.

Table 14
Average Assigned Vehicle Age by Income Classification, Fall 2018

Income Classification	Average Assigned Vehicle Age		
	Weekday	Saturday	Sunday
Low-income route	7.0	6.5	6.2
Non-low-income route	8.1	6.0	5.9
<i>System</i>	7.5	6.3	6.1

Distribution of Transit Amenities

Stops

Metro provides a variety of amenities at bus stops. Our Service Guidelines set standards for bus stop spacing and bus shelters, noting that 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. Bus stop spacing guidelines are listed in Table 15, below. These guidelines exclude segments of a route where riders cannot access service, such as on limited-access roads or freeways.

Table 15
Bus Stop Spacing Guidelines (Service Guidelines)

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

Bus Shelters

The Service Guidelines also note that 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. Special consideration is given to areas where high numbers of transfers are expected, where waiting times for riders may be longer, or where

stops are close to facilities such as schools, medical centers, or senior centers. Other considerations include the physical constraints of bus sites, preferences of adjacent property owners, and construction costs. Thresholds for shelters are shown in Table 16.

**Table 16
Amenity Thresholds for Bus Shelters (Service Guidelines)**

Type of Route	Weekday Boardings	Level of Amenity
RapidRide*	150+	Station
RapidRide*	50-149	Enhanced stop
RapidRide*	Less than 50	Standard stop
Regular Route in City of Seattle	50	Standard shelter and bench
Regular Route outside Seattle	25	Standard shelter and bench

*For RapidRide, stations have shelters, benches, real-time bus arrival signs and ORCA readers; enhanced stops have small shelters and benches; standard stops have blade markers.

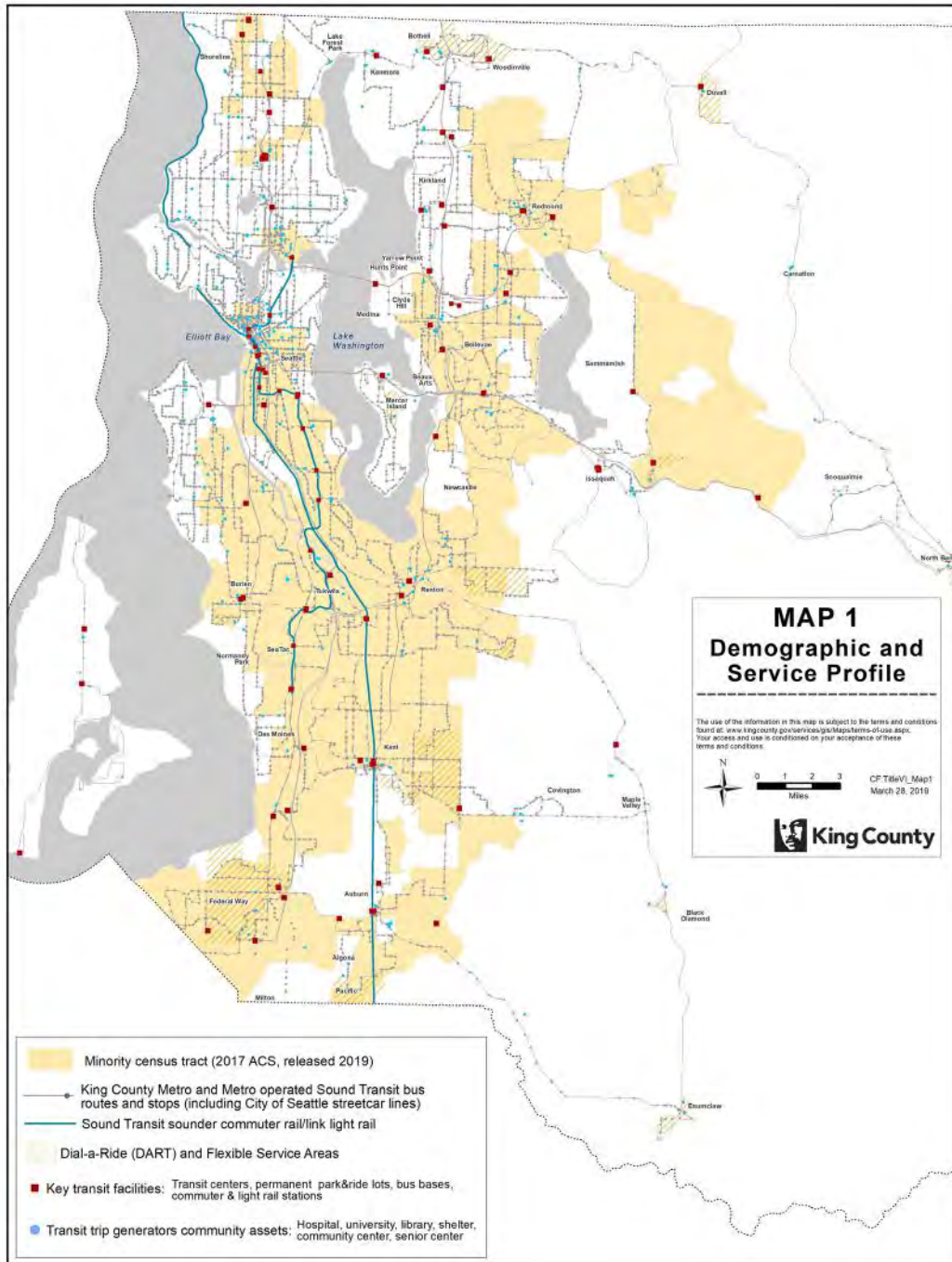
The distribution of transit amenities by income and minority classification is summarized in Table 17. In all cases, census tracts classified as low-income or minority have higher percentages of an amenity or are within three percentage points of census tracts classified as non-low-income or non-minority.

**Table 17
Passenger Amenities at Bus Stops in Low-Income and Minority Tracts, Fall 2018**

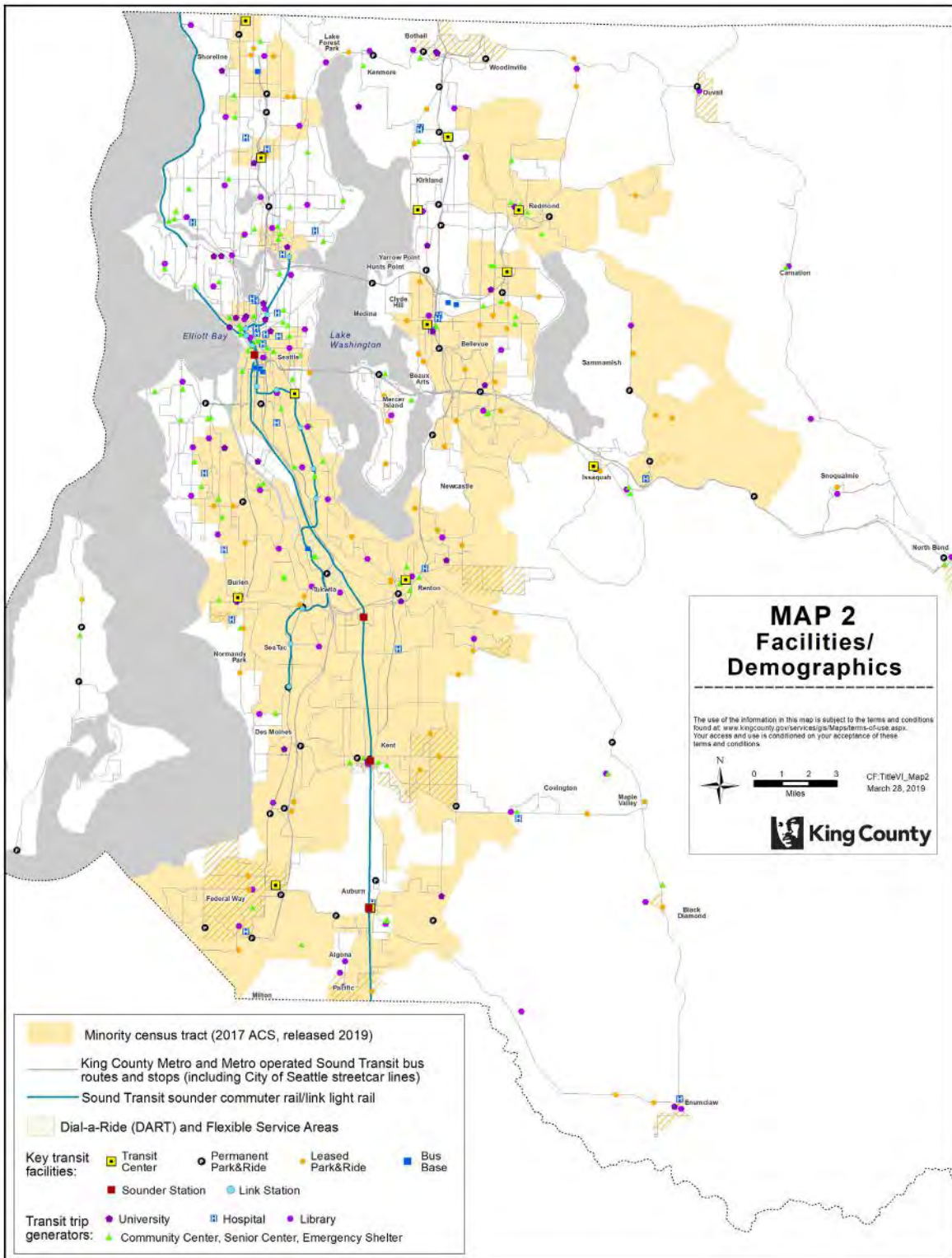
Amenity	Low Income	Non-Low Income	Minority	Non-Minority	All Zones
% Wheelchair accessible	85%	81%	84%	82%	83%
% With benches	8%	10%	8%	10%	9%
% With information signs	4%	2%	3%	2%	3%
% With schedule holders	39%	36%	37%	39%	38%
% With real-time information	1%	1%	1%	1%	1%
% With shelters	28%	19%	26%	21%	23%
% With lighting	16%	11%	16%	11%	14%
Number of Zones	3,467	4,017	3,683	3,801	7,484

Demographics and Service Profile Maps and Charts

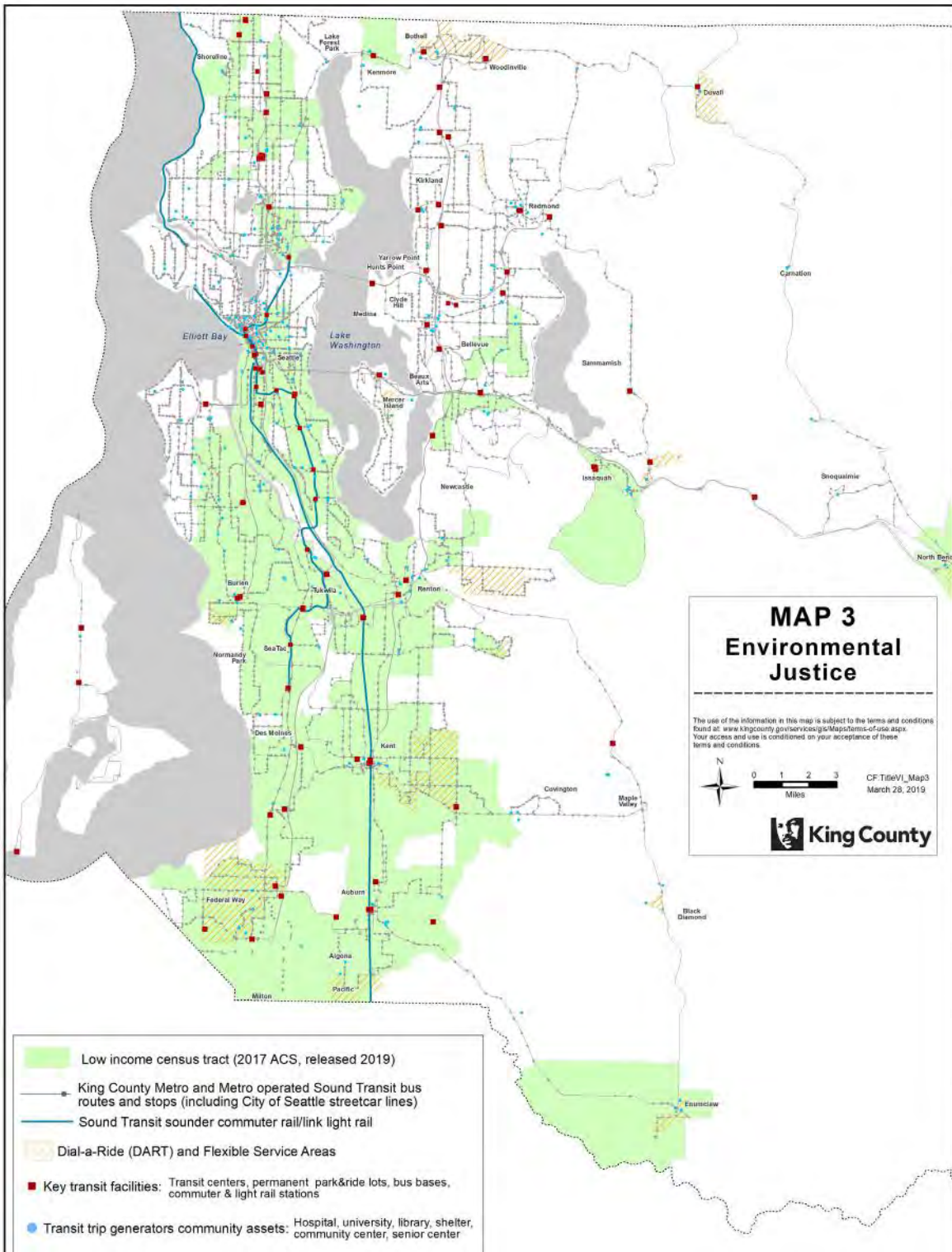
Map 1 is the base map showing minority census tracts based on 2017 American Community Survey data, which was released in 2019. Metro routes are shown along with bus stops and key transit facilities. Sound Transit and Seattle Streetcar routes operated by Metro and are also shown so that the map shows a complete picture of service provided.



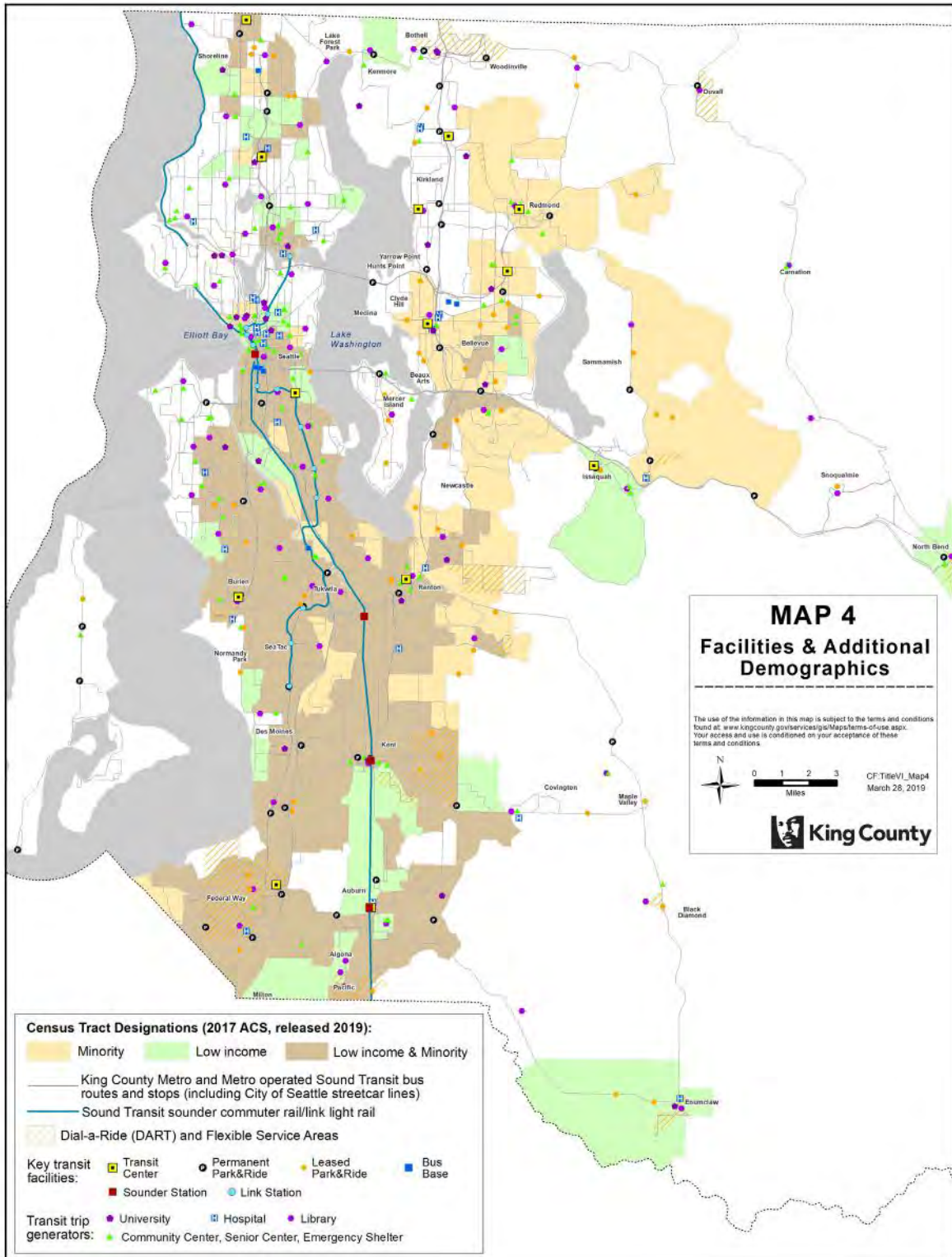
Map 2 shows both demographics and facilities. The facilities include bus bases, transit centers, Sounder and Link stations, and park-and-ride facilities. Major generators of transit ridership are also included. Bus stops are omitted from this map so the other facilities are visible.



Map 3 shows transit routes and facilities as well as low-income census tracts (those in which the percentage of people living in poverty is greater than the county average percentage). This map includes all Metro-operated routes, service stops, and facilities.



Map 4 shows the overlap between minority and low-income areas. Metro facilities and routes operated by Metro as well as minority and low-income census tracts are shown.



Demographic Ridership and Travel Patterns Collected by Surveys

King County and Metro conduct several types of customer surveys.

With a few exceptions over the past 25 years, Metro has conducted an annual telephone survey of residents in King County to measure market share, gather information on special topics, transit usage, customer satisfaction, gauge ridership barriers and identify demographic and commute characteristics of riders and non-riders.

In 2018 we began surveying residents on an ongoing basis using address-based sampling. Respondents can participate online or by telephone. The survey is available in English, Spanish, Mandarin, Cantonese, Vietnamese, and Somali.

Table 18 summarizes responses from 2018. As the survey responses show, minority riders are more likely to use public transit for most or all of their transportation needs (44 percent of minority riders, compared with 26 percent of non-minority riders), are about equally likely to use transit to/from work (53 percent minority, compared with 54 percent non-minority), and are more likely to use transit for shopping/errands (28 percent compared with 22 percent), medical appointments (20 percent compared with 14 percent), to/from school (12 percent compared with five percent), and for all trips (nine percent compared with four percent).

Table 18
Comparison of Minority to Non-minority Responses
2018 Rider/Non Rider Survey
For those that use transit

Question	All Riders 1,220n	Minority 401n	Non- Minority 763n
Number of one-way trips in the last 30 days			
1 to 10	53%	50%	55%
11 to 20	13%	16%	12%
21 to 30	9%	10%	9%
31 to 40	14%	14%	14%
41 to 50	7%	6%	7%
51 to 60	2%	2%	2%
61+	2%	2%	2%
To what extent do you use the bus or streetcar to get around?			
Very little of your transportation needs	24%	21%	25%
Some of your transportation needs	44%	34%	48%
Most of your transportation needs	25%	31%	22%
All of your transportation needs	7%	13%	4%
Don't know	0%	1%	0%
Primary trip purpose when using transit			
To/from work	53%	53%	54%
Shopping/Errands	23%	28%	22%

Question	All Riders 1,220n	Minority 401n	Non- Minority 763n
Fun/Recreation/Social	28%	22%	32%
Medical appointments	16%	20%	14%
Special events	12%	10%	14%
Get to airport	10%	10%	11%
To/from school	7%	12%	5%
Business appointments	7%	6%	8%
To/from volunteering	5%	5%	5%
Church	2%	4%	1%
Social Services	1%	2%	1%
Jury duty	2%	2%	3%
Other appointments	1%	2%	2%
Judicial services/court	1%	1%	1%
Childcare	0%	0%	0%
Other	2%	2%	2%
Use for all trips	6%	9%	4%
No single primary purpose	5%	6%	4%

As Table 19 shows, despite significant differences in their degree of reliance on Metro and some subtle differences in their reasons for riding, both minority and non-minority riders have virtually identical ratings of Metro in terms of overall satisfaction.

Table 19
Satisfaction with Metro Transit
For those that use transit

Satisfaction with Metro	All Riders 1,220n	Minority 401n	Non- Minority 763n
Very satisfied	28%	28%	28%
Somewhat satisfied	61%	61%	61%
Somewhat dissatisfied	8%	7%	8%
Very dissatisfied	2%	2%	2%
No opinion	0%	1%	0%
Total satisfied	89%	90%	90%
Total dissatisfied	10%	9%	10%

Metro also conducts rider satisfaction surveys following major changes in service, and for proposals for new types of service. These rider satisfaction surveys include demographic information and are translated into multiple languages as appropriate for the communities served. During 2018, for example, Metro undertook surveys of rider satisfaction with the RapidRide E and F lines, the King County water taxi, and the potential concept of video monitors in bus entrances.

Public Engagement Process for Setting the Major Service Change, Disparate Impact, and Disproportionate Burden Policies

Metro's Service Guidelines, which were last updated in 2016, contain King County's policies concerning major service changes, disparate impact, and disproportionate burden. Metro developed these policies and submitted them to the King County Executive, who reviewed them and transmitted them to the King County Council for consideration and action. The Regional Transit Committee and the Council's Transportation, Economy and Environment Committee reviewed the legislation and forwarded it to the full Council. The County Council followed a public notification and participation process, held a public hearing, and then adopted the Service Guidelines via Ordinance 18301. The Service Guidelines can be found in Appendix E.

Service and Fare Equity Analyses

The following is a summary of the service and fare equity analyses Metro conducted for service or fare/fee changes implemented between July 2016 and June 2019. These include service changes that were implemented in September 2016, March 2017, September 2017, March 2018, September 2018, and March 2019; as well as a fare simplification that was implemented in July 2018; and a new parking fee, for which King County Council authorization was granted in November 2018, and which is planned for implementation during summer 2019.

Copies of the Title VI equity analyses,⁶ along with Council minutes showing adoption of each of these actions, can be found in Appendix F to this report. Public participation reports for each action can be found in Appendix B.

Service changes

The King County Council approved service changes for September 2016, March 2017, September 2017, March 2018, September 2018, and March 2019. Summary information about the service changes is shown in Table 20 below. The table identifies each service change and shows the primary affected areas and routes, the date on which the King County Council approved it, and the ordinance number.

The Council minutes recording approval of the service change ordinances are located in Appendix F, along with the Title VI equity analyses prepared for each service change. The ordinance numbers listed in Table 20 enable the reader to find the corresponding minutes. Because the equity analyses include descriptions of the service changes, and also because the ordinances can be lengthy, the ordinances are not included in Appendix F. Metro will provide them upon request, or they can be downloaded (using the ordinance number) from the King County Council's legislative archives:

https://kingcounty.gov/council/clerk/search_archive.aspx.

⁶ For the proposed parking fee increase, Metro completed an Equity Impact Review in preparation for Council review of the concept. That Equity Impact Review is included in Appendix F. Within the context of the public rulemaking process for the parking fee, Metro is in the process of completing a Title VI analysis using the pricing put forth in the public rule. That Title VI analysis has not yet been completed as of the writing of this program report.

Table 20
Summary of Adopted Service Changes, July 2016-June 2019

Service Change	Date of Council Action	Ordinance Number	Areas Affected	Routes Affected
September 2016	May 16, 2016	18290	Seattle (Southeast)	9X, 38, 106, 107, 124
			East King County	243
March 2017	September 6, 2016	18353	South King County (Renton, Maple Valley, Black Diamond, Enumclaw)	907
September 2017	March 27, 2017	18482	Seattle	82, 83, 84
			South King County (Kent, Renton)	169
			East King County (Issaquah, Sammamish, Redmond)	269
March 2018	October 9, 2017	18579	Seattle (Northeast)	74
			Seattle (Downtown, International District)	99
			South King County (Kent, Renton, Federal Way)	102, 153, 183
			East King County (Redmond)	930
September 2018	March 19, 2018	18685	I-90/Rainier Freeway Station closure (Seattle, East King County)	111, 114, 212, 214, 216, 219
			South/East King County (Bellevue, Renton)	240
			North King County, Northeast Seattle	73, 373
March 2019	September 17, 2018	18790	Montlake Freeway Station closure (Seattle, East King County)	252, 255, 257, 268, 311
			East King County (Mercer Island)	201, 204

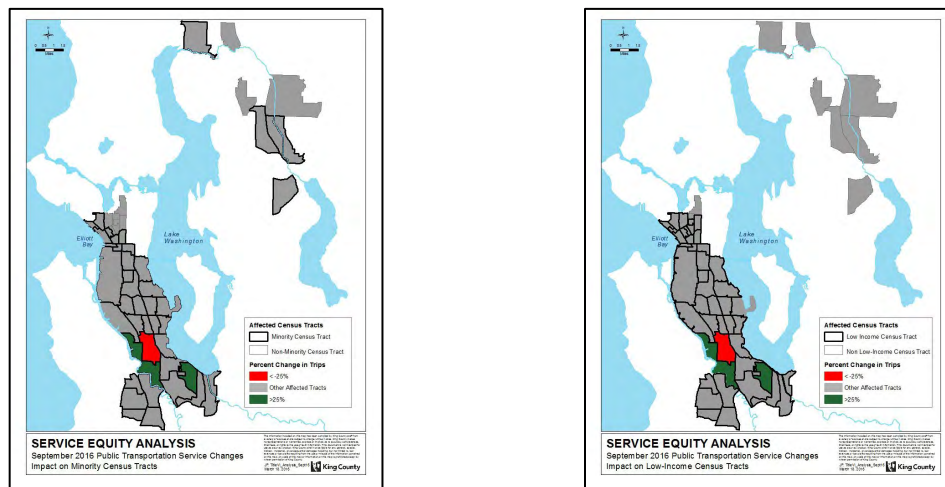
Disparate impact or disproportionate burden. An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route. Title VI of the Civil Rights Act of 1964 requires all transit agencies 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. 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 is given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

The determination as to whether proposed changes would have a disproportionate burden on low-income populations is made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. 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.

When evaluating the service changes implemented between 2016 and 2019, in most cases there were no instances of disproportionate burden or disparate impact. In the cases in which Metro identified disproportionate burden or disparate impact, these impacts were addressed as follows:

- September 2016 service change:** Adverse effects of the service change as proposed were limited to a single census tract, Tract 117, which includes South Beacon Hill and Rainier Beach Station. This tract is classified as minority and low-income. Because the only census tract with adverse effects is classified as a minority and low-income tract, the analysis indicates that there would be a disparate impact on minority populations, with a disproportionate burden on low-income populations. Figure 3 below provides a snapshot of the maps that were prepared to show the adverse effects. These maps can be seen at full size on pages F-21 and F-22 in Appendix F.

Figure 3
Service Equity Analysis Maps for September 2016 Service Change



See pages F-21 and F-22 in Appendix F

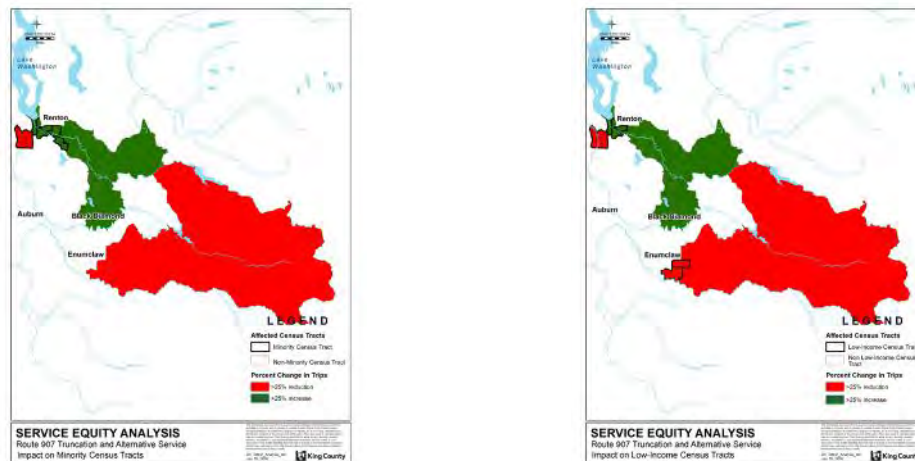
Overall, the proposed changes resulted in an estimated 30 percent reduction in the number of trips per week. However, despite the reduction in the number of trips, the changes provided new bus connections to portions of the International District from Tract 117, as well as more service between Tract 117 and Renton via Skyway. Route 106 was revised to serve this segment of Martin Luther King, Jr. Way South and upgraded to provide about the same amount of service as Route 38. Route 107 was extended to North Beacon Hill to replace service along Beacon Ave S, Carkeek Drive South currently provided by Route 106 and upgraded to provide about the same amount of service as Route 106. So, although the service change resulted in one fewer route serving Census Tract 117, the service change routing revisions and service additions ultimately resulted in about the same amount of service along Beacon Ave S, Carkeek Drive South and Martin Luther King, Jr. Way South.

- March 2017 Service Change.** Adverse effects of the service change were limited to four census tracts, Tracts 262, 313.02, 314 and 315.02, which include portions of Auburn and Enumclaw. Tract 262 is classified as both a low-income and minority census tract. Tracts 313.02 and 314 are both classified as a low-income tract only. Because tracts 262, 313.02 and 314 with adverse effects are classified as low-income tracts, the analysis indicates a disproportionate burden on low-income populations. While tract 262 is classified as a minority census tract, 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.

One census tract – Tract 262 in Renton – was identified as being adversely affected due to the proposed elimination of the Route 907 DART area in this tract. While the current service is designed to serve the DART area on up to 14 trips a day, because service in the DART area is provided on a demand-responsive basis only, service may not operate in Tract 262 on days when no demand-response deviation is requested. The proposed changes resulted in more frequent service in the adjacent tract, with proposed frequency on Route 907 increasing from every 90 minutes to every 60 minutes.

Similarly, Tracts 313.02 and 314, classified as low-income tracts, were identified as having adverse effects due to the elimination of the DART area in these tracts, as well as the elimination of the segment of Route 907 that currently serves this area on 14 trips per day. However, a replacement alternative service was proposed that would provide service to this DART area, as well as service between Black Diamond and Enumclaw. Figure 4 below provides a snapshot of the maps that were prepared to show the adverse effects. These maps can be seen at full size on pages F-57 and F-58 in Appendix F.

Figure 4
Service Equity Analysis Maps for March 2017 Service Change



See pages F-57 and F-58 in Appendix F

Despite the truncation of Route 907 in Black Diamond, the service change preserved a connection between Black Diamond and Enumclaw, and allowed for service frequency to be improved on Route 907 from every 90 minutes to every 60 minutes. The number of daily trips on weekdays increased from 14 to 18.

Alternative service for riders traveling between Black Diamond and Enumclaw was made available with the new Black Diamond-Enumclaw Demand-Responsive Transportation Service, which provides service in Census Tracts 313.02, 314 and 315.02. Alternative service for riders traveling within Enumclaw was made available on Route 915, which was extended to operate through South Enumclaw. For Tract 262, alternate service for riders in Renton traveling within the DART area was made available on Routes 101, 106, 107,169 and the RapidRide F Line, connecting with Route 907 at the Renton Transit Center.

Fare/Fee changes

Fare Simplification. Metro’s only fare change during the time period covered by this report was the implementation of a new adult fare structure with a \$2.75 flat fare, regardless of trip time or whether a trip crosses a geographic zone boundary. This new fare structure was approved by the King County Council in November 2017 (Ordinance 18608) and took effect in July 2018.

The goal of the fare simplification was to make fares easier to understand and pay, reduce travel time by speeding up boarding, and increase access and affordability for some riders. ORCA LIFT (low-income), youth, senior, and disabled fares remained unchanged. Since the new, simplified fare could affect some riders in a negative way, Metro also increased the subsidy provided to human services agencies for bus ticket purchases from \$3.6 million to \$4 million a year, eliminated the \$3 ORCA pass fee for Regional Reduced Fare Permits (available to seniors over age 65 and people with disabilities), and has been working to develop a new income-based fare program, which will be implemented in 2020.

Methodology. 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.

In the case of the fare simplification proposal, Metro first estimated boardings by full-fare adult riders paying with cash, E-purse, or retail passes, on low-income, non-low-income, minority and non-minority routes. (Boardings made with employer-provided Passport passes were excluded from this analysis, as were boardings by ORCA LIFT (low-income fare), youth and senior/disabled riders since these customers would not be directly affected by the proposed fare change.) We then calculated and compared the average fare paid by full-fare adult riders on low-income routes with non-low-income routes, and by full-fare adult riders on minority routes with non-minority routes.

Under Metro's previous fare structure, the average fare paid by full-fare adult riders (without employer provided passes) on low-income routes was slightly higher (two cents) than the average full adult fare paid by riders on non-low-income routes. Similarly, the average fare paid by full-fare adult riders on minority routes was somewhat higher (five cents) than the average full adult fare paid by riders on non-minority routes. Metro's proposal to simplify fares by implementing a \$2.75 adult flat fare for all times of day throughout King County was designed, in part, to eliminate these disparities.

The proposal to simplify fares by implementing a \$2.75 adult flat fare for all times of day throughout King County eliminated these disparities, and therefore did not result in disproportionate or disparate impacts.

Parking Fee. In November 2018, the County Council passed Ordinance 18837, which gave Metro the ability to establish permit parking fees at Metro-owned parking facilities following the County's public rulemaking procedures. The Council imposed a number of requirements on Metro prior to implementing parking fees. As a result, the fee program has not been implemented as of the writing of this report.

In early 2019, following adoption of the ordinance, Metro issued a rule to establish parking fees at the following rates:

- Single occupancy vehicle: \$60-\$90/month (\$120/month at Northgate Transit Center)
- ORCA LIFT (income-based reduced fare) holder single occupancy vehicle: \$20/month
- High occupancy vehicle: no charge

The rule states that single occupancy vehicle permit fees will be established on a per lot basis depending on factors including local market prices for paid parking, parking utilization along the transit corridor, availability of frequent transit service, and coordination with other public transit service providers that own and operate park and rides.

Methodology. Metro completed an Equity Impact Review prior to transmitting the proposed ordinance to the Council and issuing the rule regarding parking fees. To identify and evaluate affected populations, Metro used demographic data to compare each park-and ride lot being considered for inclusion in the proposed program, with demographics across the county as a whole. The analysis determined that the proposed program would not disproportionately affect communities of color, low-income communities, or LEP communities.

To evaluate how regressive fees associated with the proposed program would be, Metro defined a threshold for excessive cost burden (10 percent or more of a person's income when also considering the transit fare), and evaluated several different pricing alternatives against this threshold. Under the most regressive pricing alternative that was evaluated, Metro found that 3.1 percent of county residents would experience an excessive cost burden. Under the pricing alternative for single occupancy vehicles in the rule that was issued, 1.5 percent of county residents would experience an excessive cost burden. To mitigate these potential impacts and support equitable outcomes, the rule also included a discounted permit fee for ORCA LIFT participants (\$20/month compared with \$90/month). In addition, Metro has undertaken intensive and targeted outreach efforts in the communities around parking facilities with high proportions of minority or LEP populations. The Equity Impact Review can be found in Appendix F, and the participation plan is in Appendix B.

Within the context of the public rulemaking process for the parking fee, Metro is in the process of completing a Title VI analysis using the pricing put forth in the public rule. That Title VI analysis has not yet been completed as of the writing of this program report.

Appendix A
Title VI Complaint Form



King County

Title VI Complaint Form

Under Title VI, no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.

1. Reason for this complaint:

I (or the person on whose behalf I am filing this complaint) has been subjected to discrimination by the following King County Department, program or activity: _____

For the following reason(s): *[Check all that apply]*

Race

Color

National Origin

2. Person Filing Complaint:

Name _____

Address _____

Email _____ Phone Number: _____

Accessible Format

Requirements: Large Print Audio Tape TDD Other: _____

3. Are you filing this complaint on your own behalf? Yes* No

**If you answered "Yes" to this question, go to Section 4, below.*

If not, please provide name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party: _____

Please confirm that you have permission of the aggrieved party if you are filing on behalf of a third party:

Yes No

4. Description of Incident of Discrimination:

Date of Incident: _____ Time of Incident approximate): _____

Service/Route number _____ Location of Incident: _____
(If applicable)

Please explain what happened and why you believe you were discriminated against:

Date you became aware of the Incident (if you are filing on behalf of a third party):

Is the discrimination continuing? _____

5. Description of Other Individual(s) Involved and Witness(es):

Please describe all persons who were involved. Include the name and contact information of the person(s) who you believe discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form:

Name of Metro Operator or other King County employee involved (if known) or description:

Badge # (if known): _____

Additional Metro or other King County employees involved (if known) or description:

Badge # (if known): _____

#1 Witness Name: _____

Address _____

Phone _____

Email _____

#2 Witness Name: _____

Address _____

Phone _____

Email _____

#3 Witness Name: _____

Address _____

Phone _____

Email _____

6. Protected Class of Person Complaining (yourself or third party Complainant):

(Check all that apply for purposes of this complaint)	
	Race (specify): Check all that apply <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian, Asian American <input type="checkbox"/> Black, African American, African <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Multi-Racial (Two or more races) <input type="checkbox"/> Other Are you Hispanic or Latino/Latina/Latinx? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Color (specify):
	National Origin (which country):

7. Previous Title VI Complaints:

Have you previously filed a Title VI complaint with King County: Yes No

8. Related Complaints:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check and provide agency/court name for all that apply:

Federal Agency: _____ State Agency: _____

Federal Court: _____ State Court: _____

Local Agency: _____

9. Verification:

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

Signature _____ **Date** _____

Send your signed Title VI Complaint by e-mail to:

Civil-Rights.OCR@kingcounty.gov

Or

Mail to:

**King County Office of Civil Right (OCR)
Chinook Building
401 Fifth Avenue
Seattle, WA 98104**

Appendix B
Summaries of Public Participation Efforts

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Southeast Seattle Bus Changes

Public Engagement Report

Prepared by

King County Department of Transportation Communications

March 2016

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Executive Summary

Since June 2012, Metro has been working with community organizations and listening to transit riders and the general public to find out how Metro can help people get around better in southeast Seattle. We learned that people want better connections between downtown Seattle, Martin Luther King Jr. Way South (MLK Way) and Renton. People also said they want more convenient bus service to stores, services and the many social, health, cultural and religious activities along MLK Way.

In May 2016, Metro convened a community advisory group that met three times to advise us about a set of proposed changes to fixed-route bus service and a timeline for implementation. The advisory group did not reach consensus that the proposed changes should be adopted; rather, they said the proposal was the best possible set of changes to put forward to the community for feedback.

The proposed changes attempted to address unmet needs for people traveling between downtown Seattle, MLK Way and Renton within Metro's current service funding limits. They also took into consideration changes in transit infrastructure, such as Link light rail serving Capitol Hill and the University of Washington and First Hill Streetcar serving Capitol Hill, First Hill, the International District and Pioneer Square.

Southeast Seattle service change proposal for September 2016:

- **Revise Route 106** – Move the route to serve the Rainier Valley and the International District via MLK Jr. Way S, Rainier Avenue S, and S Jackson Street. The route would no longer serve Beacon Hill and Georgetown. A revised Route 106 buses would come more often—every 15 minutes during the day on weekdays and Saturday and every 30 minutes at night. The revised route would replace today's Route 8 (and the future Route 38).
- **Revise Route 107** –Extend the route beyond Rainier Beach through south Beacon Hill to the Beacon Hill Link light rail station. This revision would replace the segment of Route 106 that currently serves these communities. A revised Route 107 would come more often—every 15 minutes on weekdays during peak periods (northbound in the morning and southbound in the afternoon) and every 30 minutes at night.
- **Add trips to Route 124** – Increase weekday peak and evening service on Route 124 to maintain the same level of service provided today between Georgetown and downtown Seattle by the combination of routes 106 and 124.
- **Replace southern segment of Route 8 (and the future Route 38)** – Today's Route 8 will be split into two routes in March 2016. The southern part of Route 8 between Rainier Beach and Mount Baker Transit Center will become the new Route 38. The northern part of Route 8 between Mount Baker Transit Center and Seattle Center will continue to operate under its current route number and will

come more often. If the revision Route 106 and the other elements of this proposal are approved, the new Route 38 would be replaced by a revised Route 106 in September 2016.

- **Reduce Route 9X** – Decrease the route so it would operate during peak periods only. This reduction in service would help cover the cost of the proposed changes to routes 106, 107 and 124. During the day and in the evenings at non-peak times, Route 9X riders could use Route 7 and the First Hill Streetcar to travel between Rainier Valley and First Hill. Link light rail will also go to Capitol Hill, stopping near Seattle Central College.

From November 23, 2015, through January 10, 2016, Metro solicited feedback on this proposal via:

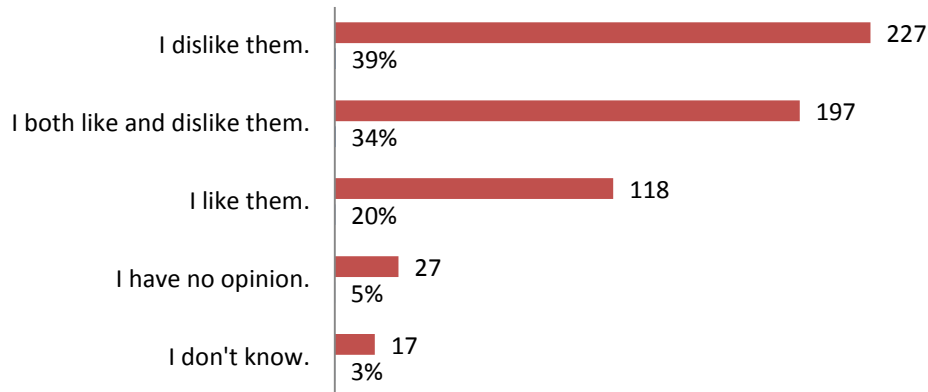
- **An online survey** –674 responses
- **Public meetings** –public open house on Dec. 9 at the Filipino Community Center with 30+ attendees, and Georgetown Community Council-hosted public information session on Dec. 15
- **Trusted advocate* outreach sessions and surveys** –feedback heard from approximately 250 people accessing services along MLK Way through face-to-face conversations and paper surveys of clients
- **Phone, email, and written correspondence** –input received from more than 100 residents as well as official letters from the Greater Duwamish District Council, Georgetown Community Council, International Community Health Services and Transit for All

We received more than 1,000 comments during this outreach period in total.

The information from our online survey results and those who took the time to call or write reveal a tradeoff in service that people find difficult to make. We heard that while people desired more convenient transit access between downtown Seattle, MLK Way, and Renton, they do not wish to see the route(s) they currently use reduced or changed. In the online survey results below, we saw a plurality of participants disliking the proposal.

* The term “trusted advocate” in this outreach process means an organization that Metro contracted with to lead engagement of its community in a public process. These “trusted advocates” have deep connections into their communities as organizers and/or advocates and have demonstrated their abilities to navigate cultural and language distances. They have the confidence of their people.

ONLINE SURVEY RESULTS
What do you think of the proposed changes?



In contrast, the results of our trusted advocate outreach indicate that a majority of those accessing services along MLK Way said proposed revisions to routes 106 and 107 would make it easier – less travel time, fewer transfers, shorter distance to walk – for them to access these services and provide new, valuable connections to communities and services between Renton and MLK Way.

The following summarizes **what people liked** about the proposal:

By route

- Increased service on a revised Route 106 through Skyway is needed.
- Increased service connecting 15th Avenue S on Beacon Hill to light rail on a revised Route 107.
- Bringing a revised Route 107 further north would be better than today's routing.
- Increased service as proposed on Route 124 is needed.

In general

- New, one-bus connection between Renton and MLK Way would be great.
- One-bus connection between MLK Way and the International District would make it easier – less travel time, fewer transfers, shorter distance to walk – for populations accessing services along MLK Way.
- Proposed Route 106 would provide better neighborhood connectivity in southeast Seattle between Renton, Rainier Beach and MLK Way.
- Proposal is supported by International Community Health Services, Transportation Choices Coalition, Puget Sound Sage, Asian Counseling and Referral Service, Filipino Community of Seattle, One America, Asian Pacific Islander Coalition Advocating Together for Healthy Communities, and Mothers for Police Accountability.

The following summarizes **what people disliked** about the proposal:

By route

- Reducing Route 9 to peak-only is a concern. The route currently operates as an express option through Rainier Valley with direct service to First Hill and Capitol Hill. Don't want to trade a quick, one-seat option for a slower, "less safe" two-seat option and no new connections.
- Riders of Route 106 who live in south Beacon Hill will need to transfer to get to downtown Seattle.
- Riders of Route 106 in Georgetown lose a connection to the Downtown Seattle Transit Tunnel and Skyway/Renton. The addition of trips to Route 124 are not an adequate replacement. In addition, Route 124 feels less safe than Route 106.
- Concern about reliability of service on proposed Route 106.
- Feedback that the proposal provides redundant service between Mount Baker Transit Center and the International District; those resources should be used to provide new or different connections.

In general

- Why create new Route 38 only to replace it six months later? Can revisions to routes 8 and 106 be made at the same time to avoid confusion?
- Criticism as to whether this proposal is consistent with Metro's Service Guidelines.
- Every community affected in this proposal has a high percentage of people of color and with low or no income; doing something to help some of these populations is coming at the expense of doing harm to others.
- With the passing of Seattle's Proposition 1, no community should see a reduction in their service, specifically Georgetown and the Rainier Avenue S corridor.
- Proposal is opposed by Georgetown Community Council and the Greater Duwamish District Council.

This report outlines Metro's approach, activities and the results of our engagement on changes proposed to routes 9X, 38, 106, 107 and 124. Ultimately, the King County Executive is forwarding an ordinance that would reduce Route 9X and extend Route 38 to the International District on weekdays only. This recommendation limits impacts of these changes to Route 9X riders only. Midday riders of Route 9X will continue to have frequent service options to get between the Rainier Valley and First Hill via service provided by Route 7 and the First Hill Streetcar, or with a connection to Link light rail that serving Capitol Hill.

Outreach Plan and Activities

Overview

Since June 2012, Metro has been working with community organizations and listening to transit riders and the general public to find out how Metro can help people get around better in southeast Seattle. We learned that people want better connections between downtown Seattle, Martin Luther King Jr. Way South (MLK Way) and Renton. People also said they want more convenient bus service to stores, services and the many social, health, cultural and religious activities along MLK Way.

Changes are being made in the transit system that affect communities across the Metro service area. Sound Transit's Link light rail began new service to Capitol Hill and the University of Washington on March 19, and Metro has changed bus routes in northeast Seattle and Capitol Hill to work better with Link starting March 26. The First Hill Streetcar is now running between Pioneer Square and Capitol Hill via the International District, Little Saigon, and First Hill. With all of these changes, Metro convened a community advisory group in May 2015 to advise us on how we might reallocate resources to take advantage of these changes and address unmet travel needs in southeast Seattle between Renton, MLK Way, and downtown Seattle.

The community advisory group helped us shape a proposal that we took to the public for feedback starting in November 2015. At first, the public comment period was scheduled to conclude at the end of December 2015. At the request of community members, we extended the public comment period to January 10, 2016. This report summarizes the feedback we received on proposed changes to routes 9X, 38, 106, 107, and 124 through the outreach process.

Background and timeline

The public engagement phase this report summarizes was preceded by four years of outreach and community engagement in southeast Seattle. This period of outreach was built upon the following outreach work including:

- **June 2012** – Route 42 was discontinued
- **Summer – Fall 2012** – Metro hosted conversations with community members and agencies to understand how people are using transit, the barriers they face, improvements that would make it easier to use transit, how people are paying their fares, and the best ways to communicate with English language learners. [Read the report](#) »
- **Fall 2013** – Metro conducted a survey of riders on Route 8 and worked with community organizations to survey other riders.

- **2013 – 2014** – We asked for public feedback on proposed Metro service reductions across the county, and received positive comments on a proposal to extend Route 106 to downtown Seattle via Martin Luther King Jr. Way S and Yesler Way.
- **2012 – 2014** – Metro met with the Transit for All working group.

This report documents the following period of outreach:

- **May – July 2015** – Metro formed a community advisory group, including representatives from Transit for All, to inform a bus change proposal for public consideration.
- **November 2015 – January 2016** – Metro solicits public feedback on the bus change proposal.

Engagement goals

The goals of our engagement were to:

- Test support for a community-generated idea to better connect Renton, MLK Way, and downtown Seattle by revising Route 106.
- Improve access to opportunity for populations and communities who need it most - building on the work of the previous four years to better understand mobility needs and transportation barriers in southeast Seattle by proposing fixed route bus changes that could address some of those barriers.
- Be transparent and clear about the timeline for this work and how it is interrelated with other recent, current and future plans and projects that affect riders in this area.
- Educate the public about ORCA and ORCA LIFT program and the increased mobility options using an ORCA card to pay your fare offers.

Notifications – how we let people know they could participate

- **Metro Have a Say Website content** – Information about the project, the proposed changes, how to provide input (including a link to an online survey), and a timeline for decision making was made available at <http://www.kingcounty.gov/metro/seseattle2015>
- **Media and social media** – The Metro Matters blog, Twitter, and Facebook were used to announce and promote opportunities to give feedback. (A history of blog posts related to our work in Southeast Seattle is available at

<https://metrofutureblog.wordpress.com/category/southeast-seattle/>) (See Appendix E for media coverage and social media statistics)

- **Rider alerts at bus stops** – Metro posted rider alerts describing the proposed changes, detailing opportunities to comment, and project contact information at stops with 50 or more daily boardings serving the affected routes. (See Appendix F for a copy of the rider alert)



- **Mailer to key community locations** – Metro mailed the rider alert and a multi-lingual handout to key locations in the community such as libraries, schools, and community centers with a request to make information available to those served by these locations.
- **E-notifications to route subscribers** – Metro sent a transit alert to email and SMS text message subscribers of routes 8, 9X, 106, 107 and 124 at the launch of the public comment period on Nov. 23, 2015, and when the comment period was extended on Dec. 22, 2015, with a reminder to participate. Approximately 5,120 individuals received these notifications resulting in a 20% open rate.
- **Outreach to stakeholders in the affected area** – At the launch of the public comment period, Metro contacted major employers, neighborhood and district community councils, community-based organizations, social/human/health service providers, and schools in the project area to inform them of the opportunity to participate and provide comment with a request to help engage those they serve.

Feedback methods – how people shared their opinions

- **Online survey** – 674 people completed an online survey to share their opinion about the changes being proposed and how those changes will affect their use of transit. (See Appendix A: Survey Questions and Answers for details.)

- **Public open house** – Metro hosted a public open house on December 9, 2015, from 6-8 p.m., at the Filipino Community Center where people could learn more and comment on the proposed changes. Approximately 30 people attended this meeting. (See Appendix D: Trusted Advocate Session and Public Meeting Notes.)



- **Phone, email, correspondence** – People called and wrote to share their views on the proposed changes. We received more than 100 comments. (See Appendix B: Emails, Phone Calls, and Letters Received.)

- **Trusted advocate outreach** – Metro invited organizations in the project area who serve populations with limited or no English proficiency to engage those they serve in learning about and commenting on the changes. Metro used a set of questions about the proposed changes as a guide to work with each organization to design a culturally-appropriate way to receive feedback from those they serve.

Participating organizations:

- Asian Counseling and Referral Service (ACRS)
- Filipino Community Center
- El Centro de la Raza

Invited organizations that did not participate:

- Lighthouse for the Blind
- Refugee Women's Alliance
- International Community Health Services
- Oromo Community Center
- Ethiopian Community Center

- **Stakeholder events by request** – Georgetown Community Council and the Georgetown Merchants Association asked Metro to attend an open house they hosted for their community from 6-8 p.m. on December 15, 2015. Metro staff also attended the Georgetown Community Council meeting on January 25 to brief attendees on the proposal, answer questions, and listen to comments.

About our Trusted Advocate Outreach

Approximately 250 people provided feedback on the proposed changes in a series of listening sessions at ACRS and the Filipino Community Center and the offering of paper surveys by El Centro de la Raza. Metro staff facilitated conversation at small and large group sessions in multiple languages at ACRS and the Filipino Community Center. El Centro de la Raza distributed paper surveys to their clients receiving social services along with a description of the proposal. (Read details of each session, participant demographics, conversation notes, and paper survey results in Appendix D.)

About our Community Advisory Group

Metro convened a community advisory group in May 2015. This group met three times between May and July 2015 to help shape the service change proposal, the timeline and the outreach process. The group was not asked to form a consensus, nor did they come to consensus that the proposed changes should be adopted. As such, they do not have any official statements or positions on the proposal. (Meeting notes and handouts are available in Appendix C.)

Southeast Seattle Community Advisory Group members:

- Dick Burkhart, former Sounding Board member and Othello neighborhood resident
- Emma Catague, Filipino Community Center
- Joanna Cullen, Squire Park Community Council and Central Area Transit Coalition
- Jeff Keever, Seattle Central College
- Peggy Martinez, Lighthouse for the Blind
- Pear Moraras, International Community Health Services
- Diane Narasaki, Asian Counseling and Referral Service
- Shefali Ranganathan, Transportation Choices Coalition
- Karen Westling, Swedish Hospital

Invited, but unable to participate in meetings:

- Rich Stolz, One America
- Neph Drummer, Seattle University
- Mahnaz Eshetu, Refugee Women's Alliance
- Rebecca Saldana, Puget Sound Sage
- Patrice Thomas, SEED Seattle

About Equity and Social Justice

Routes 8, 9X, 106, 107, and 124 operate in some of the most linguistically-diverse ZIP codes in the region. Metro invested in a combination of trusted advocate outreach, rider alerts with proposal details posted at bus stops, some translated project information,

and the use of multi-lingual phone lines to make this engagement process accessible to English language learners, seniors, people with little or no income, and those who are not electronically connected.

Trusted advocates helped us ensure we heard from people who would be directly impacted by these changes in culturally and language-appropriate ways.

We researched census tract data and took advice from community advisory group members on languages to include in translated materials accompanied by multi-lingual phone lines. The multi-lingual handout (available in Appendix F) included the following languages:

- Amharic
- Cambodian/Khmer
- Chinese
- Hmong
- Korean
- Oromo
- Somali
- Spanish
- Tagalog
- Tigrinya
- Vietnamese

Public Feedback Summary

Who we heard from

Online survey participants

More than 670 people responded to our online survey about the proposed changes.

Ninety-nine percent of respondents identified as riders of buses or light rail. The following percentage of respondents indicated they ride the affected route occasionally (less than once a week), one or two days a week, or three or more days a week:

- 52% ride Route 8
- 42% ride Route 9X
- 50% ride Route 106
- 15% ride Route 107
- 23% ride Route 124

Respondents indicated they use transit for the following reasons:

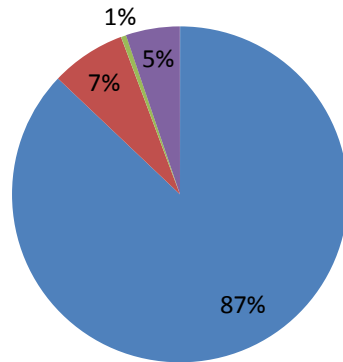
- Eight out of 10 respondents use transit to get to/from work.
- Seven out of 10 respondents use transit for fun, recreational, or social activities and for shopping or errands.
- Five out of 10 respondents use transit for medical appointments and special events.
- Two out of 10 respondents use transit to get to/from school.
- One out of 10 respondents use transit to get to/from church, look for a job, or get to/from a food bank.

The largest number of respondents (one out of three) indicate they live in the Rainier Valley (ZIP code 98118); the second largest number of respondents (one out of five) indicated they live outside of the project area by selecting “other” as their survey answer; and, the third largest number of respondents (almost one out of five) live in the Georgetown/Beacon Hill area (ZIP code 98108).

To help fulfill our goal of educating people about the advantages of using an ORCA card, we asked how people pay their fare. If a respondent indicated that they paid with cash or tickets, they were provided information about the advantages of ORCA, different types of ORCA products, and where to get them. Eight percent of respondents received this educational information.

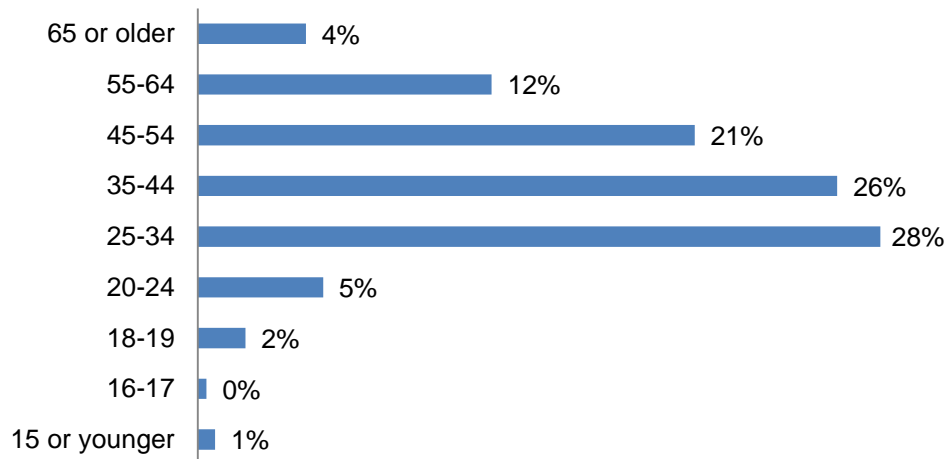
How do you usually pay for the bus or light rail?

■ ORCA ■ Cash ■ Ticket ■ Other



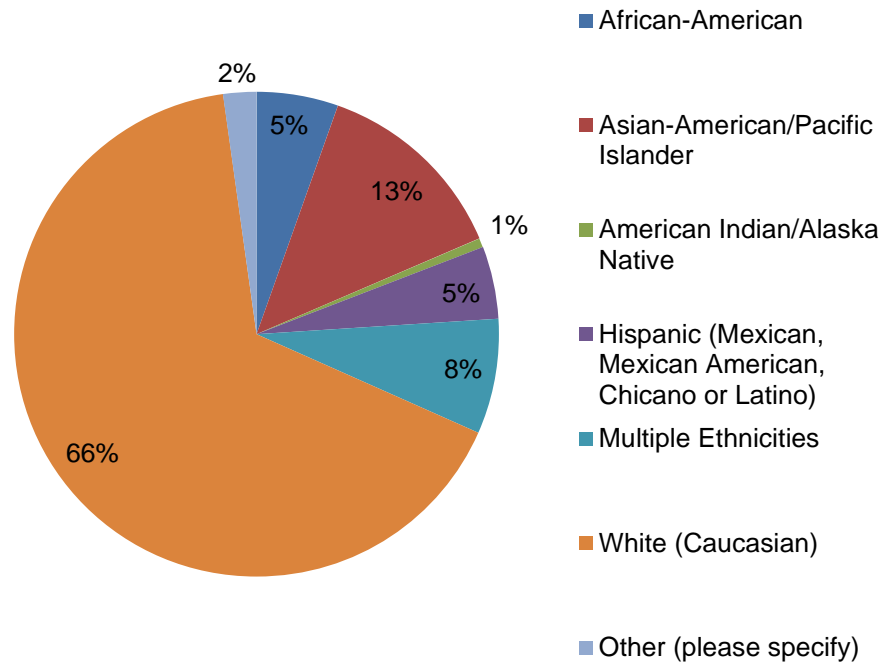
Respondents in the online survey who chose to answer demographic questions tell us they reflect the following ages, disabilities, race/ethnicities, primary languages, household incomes and transit dependency:

What is your age?



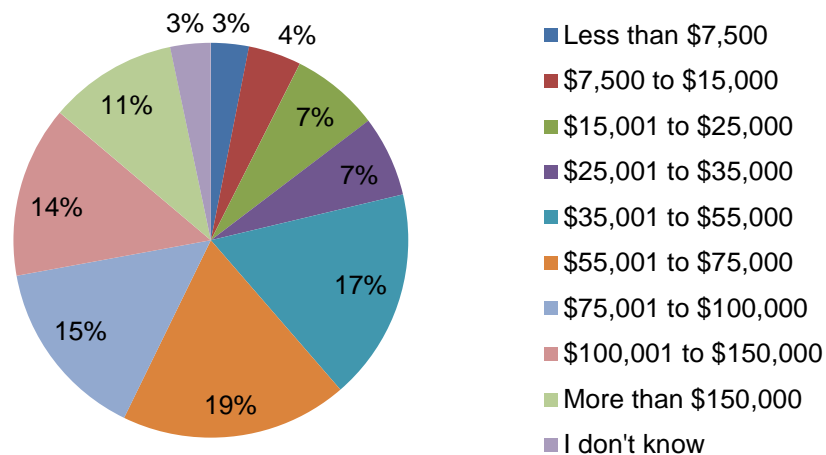
Twenty five percent indicate they have a disability (mobility, vision, hearing or cognitive).

Do you consider yourself...



Ninety three percent speak English as their primary language at home. Four percent speak Chinese (Mandarin, Cantonese, etc.). And, one percent or less speak Vietnamese, Spanish, Korean, Oromo, Tigrinya, Cambodian, Somali, or Tagalog.

What is your annual household income?



Thirty percent of respondents do not have access to a car or truck, while the other seventy percent have access to one or more.

Trusted Advocate outreach participants

Asian Counseling and Referral Service and the Filipino Community Center facilitated eight listening sessions. Metro staff were invited to help explain the proposed changes and answer questions. Agency staff facilitated and provided interpreting services for each session. These sessions engaged more than 200 people currently accessing services or attending events at either location. Sessions were facilitated in Tagalog, Mandarin, Cantonese, Vietnamese, Lao, Mien and Korean. Attendees ranged in age, although a majority were seniors.

El Centro de la Raza provided paper surveys along with a description of the proposed changes to clients receiving social and health services at their on-site clinic. We received approximately 30 completed surveys. Participants ranged in age and spoke the following languages: Spanish, English, Chinese, French and Vietnamese.

What we heard

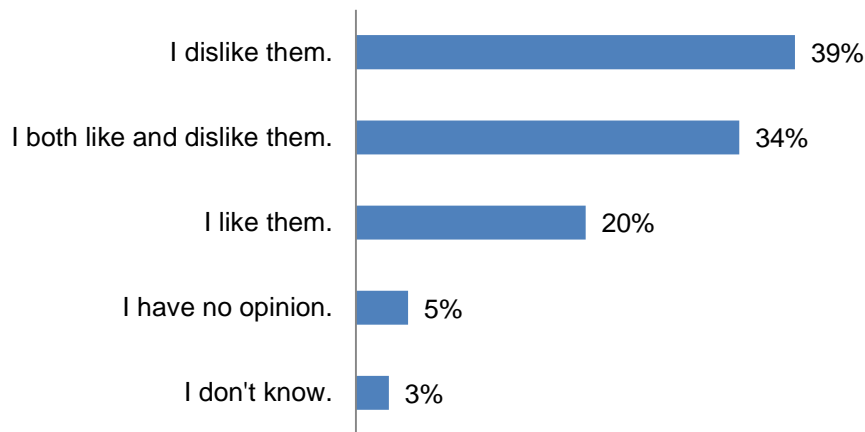
One important note about the feedback we received on this proposal relates to the change proposed to the new Route 38. At the time of outreach, the county had recently decided to split Route 8 into two routes and create new Route 38 to run between Mount Baker Transit Center and Rainier Beach as part of a bus restructure to accompany new light rail service to Capitol Hill and the University of Washington. Route 8 will be split and new Route 38 starts operating on March 26.

In the service change proposal for southeast Seattle we asked for feedback on an option to delete new Route 38 service in September of 2016 and replace it with service on a revised Route 106. Some comments and survey responses we received showed that not all people understood that the decision to split Route 8 and create new Route 38 had already been made. Comments specifically related to this are not a focus of this report.

What people think of the proposed changes

We asked outreach participants what they thought of the changes as a whole. In general, online survey participants and commenters supported the idea of providing better connections between Renton, MLK Way, and downtown Seattle. However, many current riders of routes 9X and 106 north of Rainier Beach said they were unwilling to see their bus routes reduced or changed to meet this need.

**ONLINE SURVEY:
What do you think of the proposed changes?**

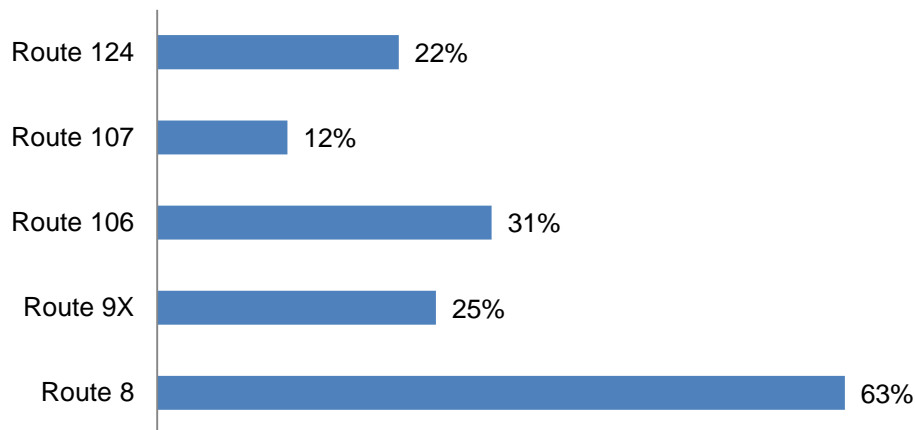


In contrast to online participants people accessing services along MLK Way and on Beacon Hill who travel from all over the county to find culturally-appropriate services shared a different perspective. They said the proposed changes to Routes 106 and 107 would make their transit use more convenient because of shorter travel times, fewer transfers and shorter distances to walk from a stop to their final destination. A majority of those we spoke with said the revised 106 and 107 in the proposal would better connect them to places where they have access to opportunity. There was a general sense – even if the changes didn’t affect the person we were speaking with – that these changes would be better for their “community.”

What people like about the proposed changes

One hundred eighteen online survey respondents liked the proposed changes. They lived in the Central Area, North Rainier and Mount Baker (ZIP code 98144), Rainier Valley (ZIP code 98118), Georgetown and Beacon Hill (ZIP code 98108), Capitol Hill and the Central Area (ZIP code 98122), and Skyway (ZIP code 98178).

ONLINE SURVEY: LIKE THE PROPOSAL
Ride the following routes occasionally or more



They told us the top destinations (mentioned ten or more times) they travel to by transit are:

- Downtown Seattle
- Capitol Hill
- University of Washington

When asked why they like the proposed changes, they us told in order of preference that these changes will:

- Improve reliability of their service
- Increase their options
- Provide them with buses that come more often
- Provide connections to new destinations and better connections to light rail

In particular, people on Beacon Hill who live along 15th Avenue South said they would appreciate more frequent connections to light rail and new connections by one bus between south and north Beacon Hill neighborhoods and businesses.

Riders using Route 106 south of Rainier Beach said they would welcome the bus coming more often. Riders on Route 124 said this route is in need of more service to address overcrowding and reliability issues.

People we spoke with at ACRS and the Filipino Community Center tell us that being able to take one bus route from Renton or the International District to reach these locations will save them time, reduce the number of buses they take to complete their trip, and reduce the distance they have to walk once they get off the bus or light rail to reach their final destination.

Their experiences and thoughts are documented in Appendix D. They describe today's reality for many historically underserved populations who rely on transit to access opportunity – such as food, jobs, training, healthcare and affordable housing. They live in the south part of the county where housing is more affordable, they travel by 2 or 3 buses to reach the lunch program or behavioral health class they participate in at ACRS, and it takes them two hours or more to make the trip. Their trip may be too long for them to make the trip within the two hour transfer window.

We heard about how participants' families are moving south. From some, we heard about how attendance at the programs they frequent has dropped since bus options between Skyway, MLK Way, and downtown Seattle were reduced.

Their stories are confirmed by the organizations that serve them and represent them in advocating for policies that make transit service more equitable.

The following organizations wrote to Metro to express their support for the service change proposal:

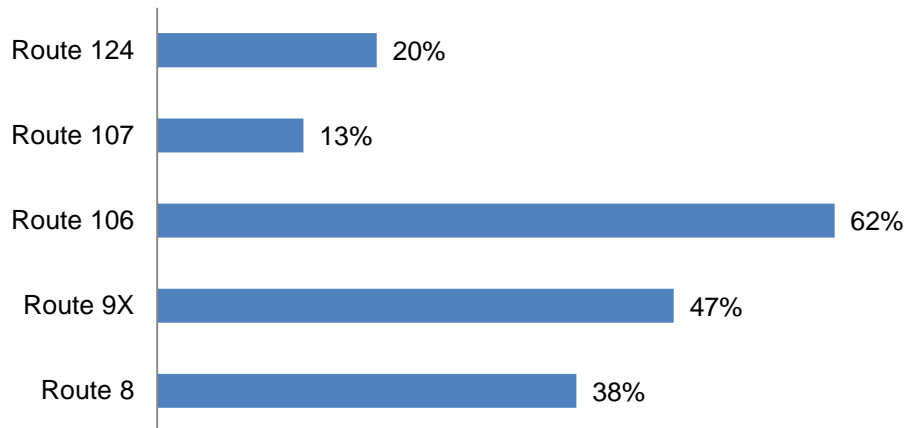
- Asian Counseling and Referral Services
- Transportation Choices Coalition
- Puget Sound Sage
- One America
- International Community Health Services
- Filipino Community of Seattle
- Mothers for Police Accountability
- Asian Pacific Islander Coalition Advocating Together for Healthy Communities

They shared data about how communities of color and people with low or no income are moving south. They shared details about the thousands of people they serve every day in the International District and along MLK Way whose access to their locations would be improved by the proposed changes.

What people dislike about the proposal

Two hundred twenty five online survey respondents told us they dislike the proposed changes. They live in Rainier Valley (ZIP code 98118), Georgetown and Beacon Hill (ZIP code 98108), Rainier Beach/Skyway (ZIP code 98178), and the Central Area (ZIP code 98144).

ONLINE SURVEY: DISLIKE THE PROPOSAL
Ride the following routes occasionally or more



They told us the top destinations (mentioned ten more times) they travel to by transit are:

- Downtown Seattle
- First Hill
- Capitol Hill
- International District
- Rainier Beach
- Georgetown
- South Lake Union

When asked why they dislike the proposed changes, we heard most frequently:

- Do not reduce Route 9X, this route needs more service not less

Following this top concern were others – listed in order from most commented on to least – where people said the proposed changes would:

- Increase the number of times I have to transfer to get where I need to go
- Make it harder to get to Georgetown
- Increase my travel time and the number of people on my bus
- Eliminate service where I need to go
- Remove my access to the downtown core/Downtown Seattle Transit Tunnel
- Duplicate other service
- Cause hardship
- Be discriminatory or create social justice issues
- Cause me to feel unsafe taking the bus or transferring between services
- Have negative impacts on seniors or people with disabilities

We heard the following concerns by route:

Route 9

- Reducing Route 9 to peak-only is a cut to valuable service needed in the Rainier Valley
- The route currently operates as an express option through Rainier Valley with direct service to First Hill and Capitol Hill, connecting employees and patients to First Hill hospitals, as well as employees and students to Seattle University and Seattle Central College at all hours of the day
- Desire not to trade a quick, one-seat option for a slower, “less safe” two-seat option and no new connections

Route 106

- Riders of Route 106 who live in south Beacon Hill will need to transfer to get to downtown Seattle
- Riders of Route 106 in Georgetown lose a connection to the Downtown Seattle Transit Tunnel and Skyway and Renton
- The addition of trips to Route 124 is not an adequate replacement for a loss of service in Georgetown
- Route 124 feels less safe than Route 106
- Concern about reliability of service on proposed Route 106

In general, people expressed the following sentiments that were not route specific:

- This proposal provides redundant service between Mount Baker Transit Center and the International District; those resources should be used to provide new or different connections
- Why create the new Route 38 only to replace it six months later? Can revisions to routes 8 and 106 be made at the same time to avoid confusion?
- Criticism as to whether this proposal is consistent with Metro’s Service Guidelines
- Every community affected in this proposal has a high percentage of people of color and with low or no income; doing something to help some of these populations is coming at the expense of doing harm to others
- With the passing of Seattle’s Proposition 1, no community should see a reduction in their service, specifically Georgetown and the Rainier Avenue South corridor

These comments were supported in letters we received from the Georgetown Community Council and the Greater Duwamish District Council, which both said they opposed the proposal. In addition to concerns about reductions in service to their communities, the two organizations said they would like to be a part of the conversation to figure out how to address every community’s needs. They are especially concerned that this proposal pits communities against each other for limited resources.

Ideas for change

Many of the people we heard from could see the value in increasing transit service and options for communities in the south part of the county to access services and activities along MLK Way. There were some who felt extending Route 106 north of the Mount Baker Transit Center on a different pathway – possibly along Yesler or Boren to South Lake Union instead of to the International District – would make these proposed changes less redundant and provide new connections that don't exist today. Others wouldn't mind reductions in Route 9X service, if there were better east-west options for Rainier Valley residents to connect with light rail service. These and other service restructure ideas were documented and shared with Metro service planners.

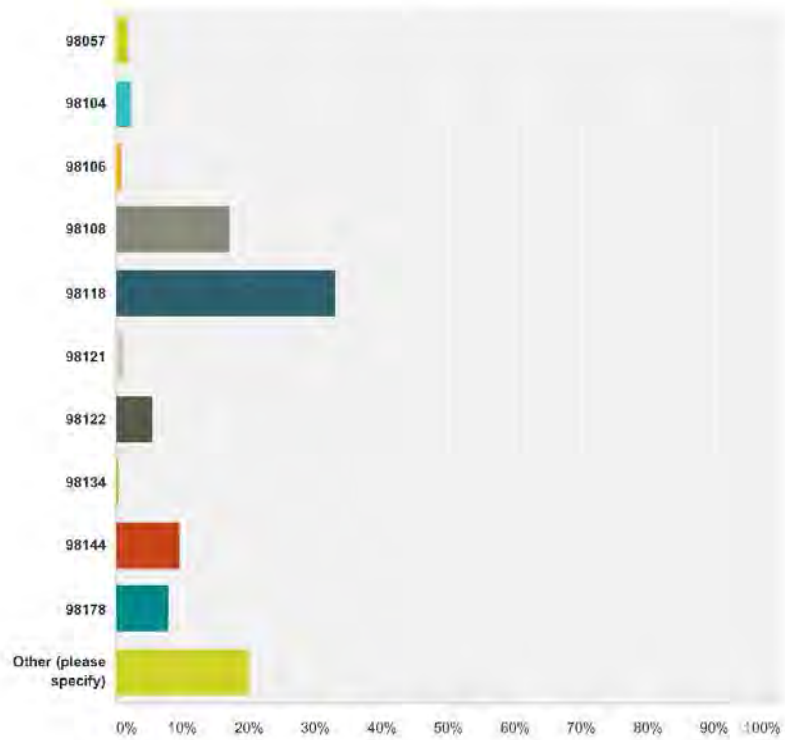
A contrast could be noted to distinguish outreach participants who felt their service should not be changed, only increased, and those who felt like improvements to the network might be warranted. The latter advocated for a longer, more inclusive, multi-phase engagement process to restructure service so all communities would have the opportunity to fully participate and more communities' needs could be taken into consideration.

Appendix A: Online Survey Questions and Results

Southeast Seattle 2015-2016 bus changes

Q1 What is the zip code where you live?

Answered: 674 Skipped: 0



Answer Choices	Responses
98057	1.78% 12
98104	2.23% 15
98106	0.89% 6
98108	17.21% 116
98118	33.09% 223
98121	1.19% 8
98122	5.49% 37
98134	0.45% 3
98144	9.64% 65
98178	8.01% 54
Other (please specify)	20.03% 135

Southeast Seattle 2015-2016 bus changes

Total		674
#	Other (please specify)	Date
1	98034	1/14/2016 5:44 PM
2	98118	1/12/2016 2:12 PM
3	98101	1/10/2016 11:40 PM
4	98020	1/9/2016 3:07 PM
5	98133	1/9/2016 12:53 PM
6	98103	1/9/2016 12:26 PM
7	98126	1/9/2016 8:15 AM
8	98109	1/9/2016 7:29 AM
9	98168	1/8/2016 3:28 PM
10	98168	1/8/2016 2:51 PM
11	98072	1/6/2016 2:15 PM
12	98109	1/6/2016 1:07 PM
13	98117	1/5/2016 3:59 PM
14	98103	1/4/2016 1:20 PM
15	98023	1/4/2016 12:31 PM
16	98112	1/4/2016 12:28 PM
17	98102	1/4/2016 9:59 AM
18	98112	1/1/2016 11:03 AM
19	98101	1/1/2016 7:45 AM
20	98105	12/30/2015 3:09 AM
21	98102	12/27/2015 6:43 PM
22	98199	12/27/2015 10:47 AM
23	98102	12/27/2015 8:54 AM
24	98056	12/25/2015 5:46 AM
25	98188	12/24/2015 7:51 AM
26	98112	12/23/2015 12:52 PM
27	98102	12/22/2015 4:54 PM
28	98199	12/22/2015 3:08 PM
29	98109	12/22/2015 1:33 PM
30	98056	12/22/2015 1:27 PM
31	98102	12/22/2015 1:13 PM
32	98104	12/22/2015 8:01 AM
33	98112	12/19/2015 12:55 PM
34	98168	12/18/2015 5:58 PM
35	98198	12/18/2015 11:53 AM
36	98103	12/17/2015 9:30 PM
37	98103	12/17/2015 6:29 AM
38	98102	12/16/2015 11:31 AM

Southeast Seattle 2015-2016 bus changes

39	98119	12/14/2015 9:03 AM
40	98101	12/12/2015 9:09 AM
41	98045	12/12/2015 8:49 AM
42	98168	12/12/2015 12:45 AM
43	98116	12/11/2015 11:11 PM
44	98102	12/11/2015 5:27 PM
45	98005	12/11/2015 4:20 PM
46	98103	12/11/2015 11:08 AM
47	98102	12/11/2015 9:55 AM
48	98029	12/11/2015 9:25 AM
49	98115	12/11/2015 7:54 AM
50	98115	12/11/2015 7:41 AM
51	98109	12/10/2015 9:40 PM
52	98134	12/10/2015 9:09 PM
53	98115	12/10/2015 3:37 PM
54	98105	12/9/2015 11:44 PM
55	98102	12/9/2015 12:02 PM
56	98103	12/9/2015 8:57 AM
57	98146	12/8/2015 11:24 PM
58	98102	12/8/2015 5:45 PM
59	98112	12/7/2015 11:22 PM
60	98102	12/7/2015 6:15 PM
61	98168	12/7/2015 5:01 PM
62	98102	12/7/2015 2:33 PM
63	98102	12/7/2015 10:18 AM
64	98103	12/7/2015 10:03 AM
65	98103	12/7/2015 9:01 AM
66	98103	12/5/2015 12:16 PM
67	98108	12/5/2015 4:20 AM
68	98168	12/4/2015 1:43 PM
69	98055	12/4/2015 1:06 PM
70	98112	12/4/2015 10:03 AM
71	98117	12/4/2015 8:56 AM
72	98284	12/4/2015 8:25 AM
73	98109	12/4/2015 8:21 AM
74	98102	12/3/2015 1:47 PM
75	98105 but work in 98118	12/3/2015 12:47 PM
76	98056	12/3/2015 11:58 AM
77	98065	12/3/2015 8:25 AM
78	98037	12/3/2015 7:19 AM
79	98118	12/2/2015 12:36 PM

Southeast Seattle 2015-2016 bus changes

80	98109	12/2/2015 9:34 AM
81	98112	11/29/2015 8:10 PM
82	98125	11/29/2015 3:22 PM
83	98032	11/29/2015 9:04 AM
84	98168	11/29/2015 7:44 AM
85	98119	11/28/2015 6:31 PM
86	98058	11/28/2015 5:50 PM
87	98119	11/28/2015 2:44 PM
88	98119	11/26/2015 10:23 AM
89	98107	11/25/2015 6:43 PM
90	98103	11/25/2015 4:05 PM
91	98112	11/25/2015 1:44 PM
92	98033	11/25/2015 9:34 AM
93	98119	11/24/2015 7:55 PM
94	98032	11/24/2015 5:30 PM
95	98133	11/24/2015 4:31 PM
96	98102	11/24/2015 3:12 PM
97	98112	11/24/2015 2:28 PM
98	98203	11/24/2015 1:58 PM
99	98112	11/24/2015 12:16 PM
100	98133	11/24/2015 10:18 AM
101	98125	11/24/2015 8:50 AM
102	98109	11/24/2015 8:22 AM
103	98102	11/24/2015 7:58 AM
104	98112	11/24/2015 7:17 AM
105	98109	11/24/2015 1:11 AM
106	98029	11/23/2015 10:24 PM
107	98107	11/23/2015 8:34 PM
108	98031	11/23/2015 6:15 PM
109	98101	11/23/2015 5:46 PM
110	98109	11/23/2015 4:26 PM
111	98115	11/23/2015 3:07 PM
112	98109	11/23/2015 2:27 PM
113	98236	11/23/2015 2:05 PM
114	98188	11/23/2015 1:41 PM
115	98103	11/23/2015 1:21 PM
116	98102	11/23/2015 1:18 PM
117	98007	11/23/2015 1:13 PM
118	98092	11/23/2015 12:53 PM
119	98109	11/23/2015 12:20 PM
120	98102	11/23/2015 12:00 PM

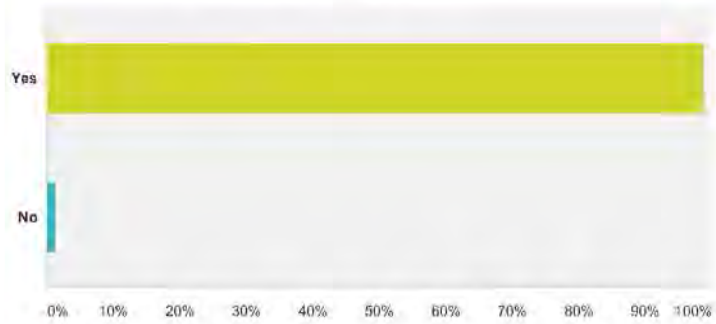
Southeast Seattle 2015-2016 bus changes

121	98102	11/23/2015 11:39 AM
122	98102	11/23/2015 11:32 AM
123	98117	11/23/2015 11:23 AM
124	98116	11/23/2015 11:15 AM
125	98112	11/23/2015 11:09 AM
126	98105-4459	11/23/2015 11:00 AM
127	98107	11/23/2015 10:48 AM
128	98112	11/23/2015 10:28 AM
129	98102	11/23/2015 9:59 AM
130	98056	11/23/2015 9:44 AM
131	98109	11/23/2015 9:36 AM
132	98199	11/23/2015 9:14 AM
133	98133	11/23/2015 9:11 AM
134	98112	11/23/2015 9:07 AM
135	98058	11/23/2015 9:05 AM

Southeast Seattle 2015-2016 bus changes

Q2 Do you currently ride buses, light rail, or trains?

Answered: 674 Skipped: 0

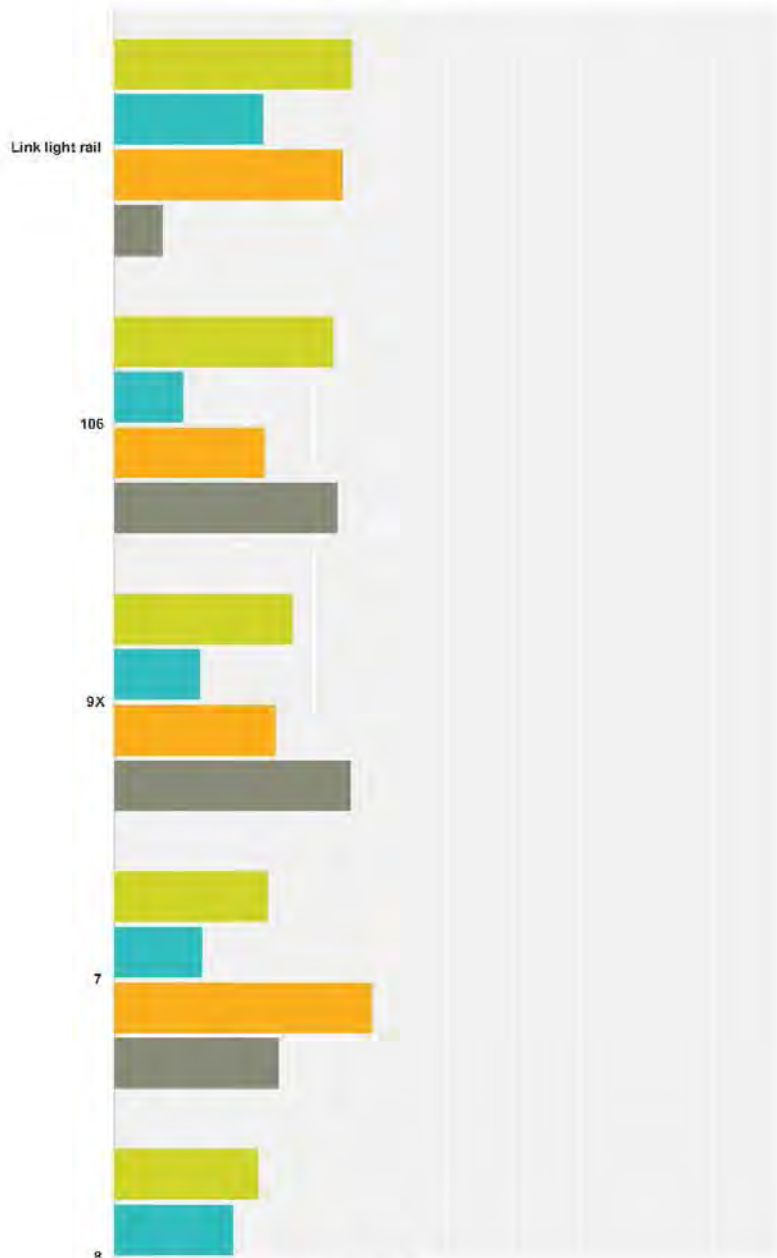


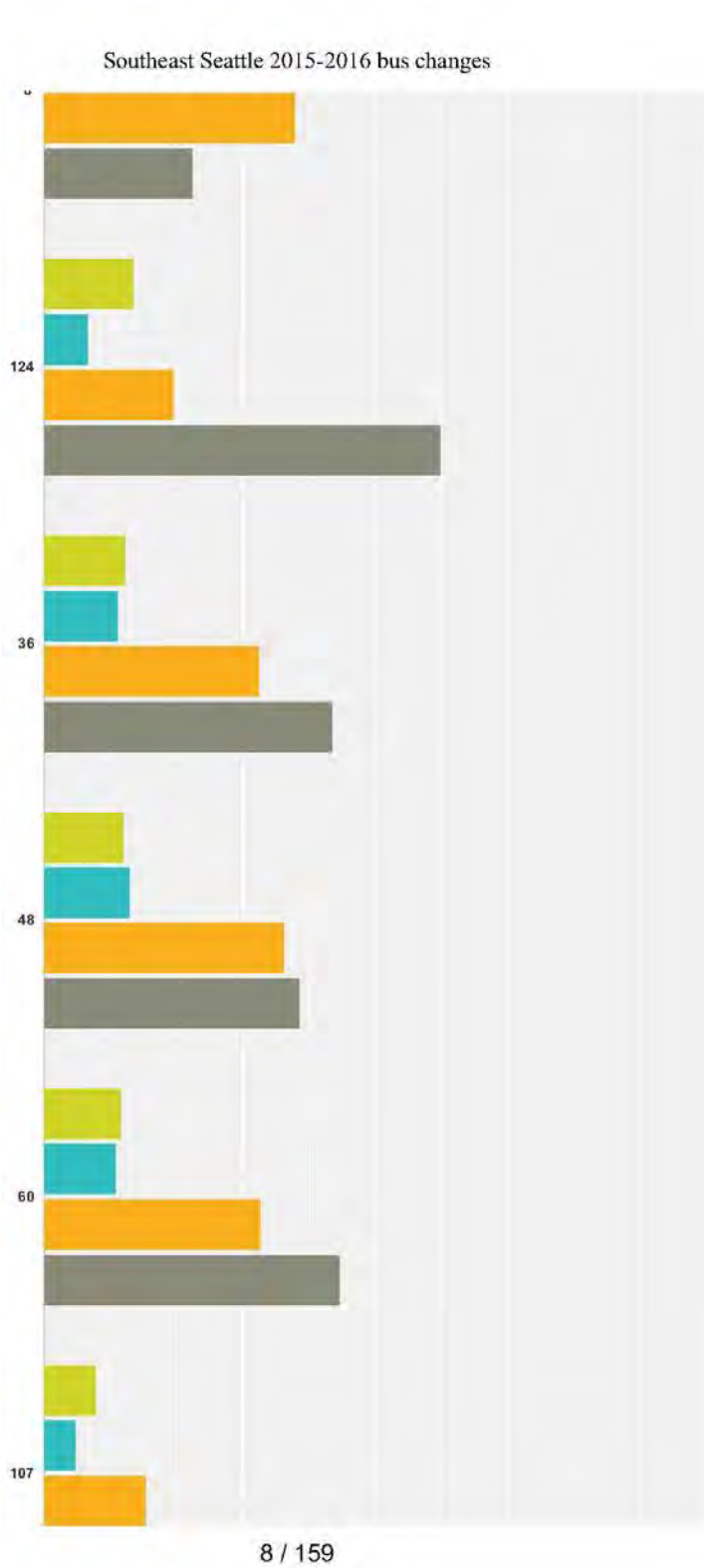
Answer Choices	Responses	
Yes	98.66%	665
No	1.34%	9
Total		674

Southeast Seattle 2015-2016 bus changes

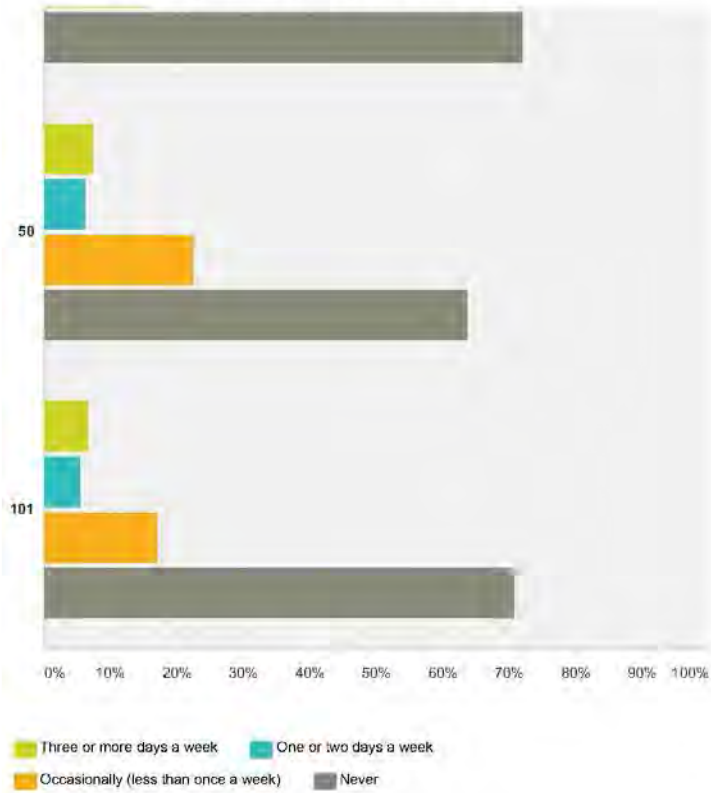
Q3 Which of the following transit routes do you ride, and how often do you ride each one?

Answered: 600 Skipped: 74





Southeast Seattle 2015-2016 bus changes



	Three or more days a week	One or two days a week	Occasionally (less than once a week)	Never	Total
Link light rail	35.88% 174	22.47% 109	34.43% 167	7.22% 35	485
106	33.04% 148	10.49% 47	22.77% 102	33.71% 151	448
9X	26.99% 105	12.85% 50	24.42% 95	35.73% 139	389
7	23.21% 91	13.27% 52	38.78% 152	24.74% 97	392
8	21.70% 87	17.96% 72	37.91% 152	22.44% 90	401
124	13.62% 47	6.67% 23	19.71% 68	60.00% 207	345
36	12.24% 42	11.37% 39	32.65% 112	43.73% 150	343
48	12.02% 41	12.90% 44	36.36% 124	38.71% 132	341
60	11.61% 41	10.76% 38	32.86% 116	44.76% 158	353

Southeast Seattle 2015-2016 bus changes

107	7.86%	4.72%	15.41%	72.01%	
	25	19	49	229	318
50	7.59%	6.33%	22.47%	63.61%	
	24	20	71	201	316
101	6.75%	5.47%	17.04%	70.74%	
	21	17	53	220	311

Southeast Seattle 2015-2016 bus changes

Q4 Please list any other transit routes you use at least once a week:

Answered: 264 Skipped: 410

#	Responses	Date
1	550	1/21/2016 6:19 PM
2	150, 71, 72, 73, 21, 131, 132	1/10/2016 11:37 PM
3	I'm a dog sitter, so it depends on whether I have a gig that week and where. I do use various other lines like C, D, E, 5, 14, 40...550, 554, and 271 if I have to go to a regular office near Eastgate.	1/10/2016 6:03 PM
4	Rapid Ride E Line	1/10/2016 5:41 PM
5	150	1/10/2016 3:57 PM
6	SLU Trolley, 40, D, C, F	1/10/2016 9:39 AM
7	D, 32	1/9/2016 11:35 PM
8	14	1/9/2016 5:20 PM
9	Sounder train 3+ days a week	1/9/2016 3:09 PM
10	2, 12, 43, 49, 71x, 72x, 73x	1/9/2016 1:05 PM
11	331, 345	1/9/2016 12:55 PM
12	5, D-line, 15x	1/9/2016 12:28 PM
13	C Line, 21/5, 14	1/9/2016 8:18 AM
14	3, 4, 5, 8, E	1/9/2016 7:31 AM
15	3/4	1/8/2016 10:07 PM
16	27,3,4,C,D,E,A,B,2,14,7	1/8/2016 7:37 PM
17	#10, #11, #12, #43, #49,	1/8/2016 7:30 PM
18	15X 70 66	1/8/2016 3:32 PM
19	14, 73	1/7/2016 4:01 PM
20	2, 14, Bus routes within tunnel	1/7/2016 9:02 AM
21	10, 11, 43, 49	1/7/2016 6:35 AM
22	70	1/6/2016 9:56 PM
23	237, 535, 532, 550	1/6/2016 2:17 PM
24	70, 217	1/6/2016 2:07 PM
25	26 or 28	1/5/2016 1:49 PM
26	2, 3, 4	1/6/2016 1:07 PM
27	D, 2, 3/4, 10/11	1/6/2016 12:09 AM
28	150--daily	1/5/2016 4:04 PM
29	28	1/5/2016 4:01 PM
30	Route 5	1/5/2016 3:55 PM
31	14	1/5/2016 3:14 PM
32	any between ID Station and Rainier-I-90 flyer stop (550, 219, etc) any using busway from ID station to Lander or Holgate (590, 106, 101, etc) any from ID station to Montlake flyer stop (554, etc)	1/5/2016 2:57 PM
33	Rapid Rides C, D, E	1/5/2016 2:01 PM

Southeast Seattle 2015-2016 bus changes

34	14	1/5/2016 11:20 AM
35	511, 512, 402	1/4/2016 3:17 PM
36	5 40 41	1/4/2016 1:26 PM
37	187, Rapid Ride A Line, F Line	1/4/2016 12:37 PM
38	43, 10	1/4/2016 12:34 PM
39	183 181	1/1/2016 8:59 PM
40	Rapid Ride C or 50	1/1/2016 1:12 PM
41	43, 10, 12	1/1/2016 11:08 AM
42	49, 70, 71, 72, 73, 83,	12/30/2015 3:15 AM
43	43, 49, 44, e, 4	12/27/2015 6:46 PM
44	n/a	12/27/2015 1:55 PM
45	3, 4, 19, 33	12/27/2015 10:50 AM
46	49, 10, 43	12/27/2015 8:57 AM
47	A lot of them	12/26/2015 7:31 AM
48	any bus to lower queen anne, 27, any 70 to uistrict from convention place	12/25/2015 6:02 PM
49	3, 4, 10, 11, 12, 43	12/25/2015 6:29 AM
50	Rapid D & C line	12/24/2015 2:14 PM
51	43, 41, 14, 27	12/24/2015 8:48 AM
52	128 f line rapid ride	12/24/2015 7:53 AM
53	12, 11, 43	12/23/2015 10:53 PM
54	I also try the 14, 27, 4,	12/23/2015 6:54 PM
55	The 70s express to UW	12/23/2015 2:24 PM
56	43, 10	12/23/2015 12:57 PM
57	12, 14	12/23/2015 9:49 AM
58	10, 43	12/22/2015 9:53 PM
59	10, 11, 49, 43, 2	12/22/2015 9:17 PM
60	Routes 101 and 102	12/22/2015 3:24 PM
61	Route 24	12/22/2015 3:14 PM
62	ACCESS	12/22/2015 2:04 PM
63	43, 49, 44	12/22/2015 1:55 PM
64	114, 111, 212, 554	12/22/2015 1:38 PM
65	2, 13, 29, 3, 4, Rapid Ride D, 10 or 11 or 49 (traveling from Capitol Hill to downtown 1-2 days/week)	12/22/2015 1:38 PM
66	14, 27, 4	12/22/2015 1:24 PM
67	43	12/22/2015 1:22 PM
68	43, 47, 49	12/22/2015 1:15 PM
69	346, 41, E Line	12/22/2015 11:07 AM
70	4	12/21/2015 10:24 AM
71	71, 72, 73	12/20/2015 2:11 AM
72	71x 72x 73x	12/19/2015 7:19 PM
73	26/26	12/19/2015 2:41 PM
74	43, 10	12/19/2015 1:00 PM

Southeast Seattle 2015-2016 bus changes

75	550 and 255	12/19/2015 9:37 AM
76	A line (5 days a week), 128 (3-4 days a week)	12/18/2015 6:04 PM
77	26 28 31 32 5 16 40 44 43 49	12/17/2015 9:33 PM
78	E Line to Shoreline	12/17/2015 2:17 PM
79	14, 43	12/17/2015 8:07 AM
80	26, 40, 28	12/17/2015 6:32 AM
81	10, 11, 49	12/16/2015 1:18 PM
82	554, 245	12/16/2015 11:44 AM
83	49	12/16/2015 11:35 AM
84	566, 560, 226, B-Line	12/15/2015 3:43 PM
85	12, 522, 511, 70, 73	12/15/2015 2:33 PM
86	D line	12/15/2015 1:15 PM
87	4, 49, 3, E	12/15/2015 2:01 AM
88	F	12/14/2015 1:42 PM
89	The 14. The 8 is actually a bus that I would use because it is near my house. HOWEVER, due to the lengthy time it takes to get to Denny/Downtown, I rarely take this bus. But it would be convenient if it were a faster route.	12/14/2015 9:53 AM
90	1, 2, 13, 29, D	12/14/2015 9:09 AM
91	111	12/13/2015 10:15 PM
92	1, 2, 4, 13, 550, 545, 250	12/13/2015 9:05 PM
93	71, 72, 73, 49	12/13/2015 6:57 PM
94	E- Line	12/13/2015 12:53 PM
95	41, 221, 554, 245, 4, 49	12/13/2015 9:46 AM
96	14	12/13/2015 2:49 AM
97	131, 132	12/12/2015 9:27 AM
98	28, 26, 40, 2, 10, 43, 49	12/12/2015 9:11 AM
99	550 214 554 522 75 ions of others.. One bus away has helped me be able to get pretty much anywhere via bus once I get downtown or the issaquah transit center. I need the 215 back! I used to commute from north bend to my job and my pottery studio in sodo & georgetown via bike and bus. No longer can do so. Losing the 215 put me back in a car after 5 + years of doing without. :(I use t	12/12/2015 9:05 AM
100	C, SLU streetcar, 55	12/11/2015 11:17 PM
101	33 and 24	12/11/2015 10:01 PM
102	E line 26/28/40 41 44 70 71/72/73/74/550	12/11/2015 7:13 PM
103	212 12 554 630	12/11/2015 4:23 PM
104	5 & 5x, 16	12/11/2015 11:10 AM
105	43/44, 120	12/11/2015 9:57 AM
106	214, 554, Sounder North, SLU Streetcar, 10, 11, 49.	12/11/2015 9:27 AM
107	41, 66, 67, 75	12/11/2015 7:56 AM
108	41, 66, 67	12/11/2015 7:43 AM
109	C/d line, 70, 2, 13, †	12/10/2015 9:44 PM
110	73	12/10/2015 6:01 PM
111	11, 14	12/10/2015 5:45 PM
112	41, 66, 67	12/10/2015 3:42 PM

Southeast Seattle 2015-2016 bus changes

113	70, 5, 16	12/10/2015 8:07 AM
114	71, 72, 73	12/9/2015 11:59 PM
115	40, Rapid Ride D Line, 5, 43,	12/9/2015 6:39 PM
116	43, 10, 12, 2	12/9/2015 4:34 PM
117	Route 98 streetcar	12/9/2015 1:37 PM
118	217, 212, 554	12/9/2015 12:46 PM
119	49, 71, 72, 73, 70, others.	12/9/2015 12:08 PM
120	lift and Cober	12/9/2015 11:33 AM
121	5, 355	12/9/2015 9:00 AM
122	131. Need more trips added. Packed full daily. Slow going north/south on 4th Ave. the 131 should be viewed as a core route and have expanded service to accommodate current ridership.	12/8/2015 11:29 PM
123	10, 11, or 49 between E. Pine & Harvard Ave. and Pine & 5th	12/8/2015 10:07 PM
124	255	12/8/2015 5:42 PM
125	2, 3, 4, 12, 49	12/8/2015 2:18 PM
126	150	12/8/2015 12:37 PM
127	66/70 to South Lake Union for work	12/7/2015 9:09 PM
128	Unfortunately the 106 and 124 are the ONLY routes that come into Georgetown. I use both of these routes to get to and from work downtown. Please do not cut either of these routes into and out of Georgetown. For many of our poorest neighbors, these are the only options they have to get to & from work, and to get to basic services. Please don't abandon them!	12/7/2015 5:38 PM
129	545, 550	12/7/2015 5:04 PM
130	43, 47	12/7/2015 2:37 PM
131	45, 47, 49	12/7/2015 10:20 AM
132	E line	12/7/2015 10:05 AM
133	E and 5	12/7/2015 9:03 AM
134	150, 168	12/7/2015 7:48 AM
135	I plan taking Link light rail more frequently after new service starts next year.	12/6/2015 7:51 PM
136	Route 36	12/6/2015 1:54 PM
137	14, and several that stop at the Freeway station.	12/5/2015 2:39 PM
138	N/A	12/5/2015 11:51 AM
139	all eastside buses that stop at the Rainier I-90 Freeway stop	12/5/2015 7:39 AM
140	10, 11, 30, 43, 47, 49, 71/72/73X, 75	12/4/2015 9:27 PM
141	70, 40, 26/28, 49	12/4/2015 7:05 PM
142	550	12/4/2015 4:32 PM
143	Route 70 and route 66 from downtown to Eastlake Ave E.	12/4/2015 3:34 PM
144	240	12/4/2015 2:53 PM
145	120, 125, 131, 132, 40, 5, 16	12/4/2015 1:52 PM
146	150	12/4/2015 1:45 PM
147	150, 148, 102, f line, 33, 24	12/4/2015 1:10 PM
148	route 41	12/4/2015 12:17 PM
149	43	12/4/2015 10:36 AM
150	49	12/4/2015 9:45 AM

Southeast Seattle 2015-2016 bus changes

151	14	12/4/2015 8:45 AM
152	A ten in Skagit County	12/4/2015 8:26 AM
153	43	12/4/2015 7:55 AM
154	The UW shuttle from Harborview to 45th & 11th because commuting to the U-District is such an absolute pain.	12/4/2015 2:28 AM
155	Sound Transit 550	12/3/2015 8:50 PM
156	47 49 10 11 43	12/3/2015 1:51 PM
157	48 from u-district to mount baker	12/3/2015 12:48 PM
158	I miss the 7X	12/3/2015 10:12 AM
159	216 and 218	12/3/2015 8:27 AM
160	Sound Transit 511, Community Transit 402, Community Transit 113	12/3/2015 7:23 AM
161	Park at lander at 0500 and take the 155 in	12/2/2015 7:14 PM
162	8	12/2/2015 5:41 PM
163	550	12/2/2015 5:39 PM
164	594, 590 Sound Transit	12/2/2015 2:25 PM
165	5, 16, 14	12/2/2015 12:42 PM
166	66, 70	12/2/2015 9:45 AM
167	70, 150	12/2/2015 7:43 AM
168	150, everyday	12/2/2015 6:39 AM
169	9 & 106	12/1/2015 8:02 PM
170	14	12/1/2015 7:54 PM
171	120	12/1/2015 7:23 PM
172	Light rail	12/1/2015 5:12 PM
173	27, 14, 2	11/30/2015 2:44 PM
174	E line, 70, 66, 120, 131, 132, 28, 40	11/30/2015 7:53 AM
175	11	11/29/2015 8:15 PM
176	#60	11/29/2015 1:04 PM
177	522	11/29/2015 10:06 AM
178	A line 183 166 914 916 150 180 49	11/29/2015 9:11 AM
179	131, 132 128	11/29/2015 9:10 AM
180	106	11/29/2015 9:02 AM
181	4	11/29/2015 8:17 AM
182	10, 11, 49, 301, E-Line, ST 511 & 512, Sounder	11/29/2015 12:16 AM
183	1, 2, 13, D line	11/28/2015 6:34 PM
184	148, 906, 169	11/28/2015 5:56 PM
185	1, 2, 29, 13	11/28/2015 2:46 PM
186	5 47 d line	11/26/2015 10:31 AM
187	43 - 2 or 3 xs week 47 - occasionally 49 turning into 7 and vice versa - 3 or more days a week	11/26/2015 9:18 AM
188	47, 49, 10, 11, 43	11/25/2015 7:52 PM
189	Route 28 Route 40 Route 44 Rapid Ride D Line	11/25/2015 6:48 PM
190	316, 64x, 2,	11/25/2015 4:08 PM
191	43, 11	11/25/2015 1:45 PM

Southeast Seattle 2015-2016 bus changes

192	24, 33	11/25/2015 9:36 AM
193	F route in Renton to connect 107 and 101 to my workplace.	11/24/2015 8:28 PM
194	2,13, 29	11/24/2015 7:59 PM
195	South Lake Union Streetcar, Route 40, RapidRide F Line, Route 71/72/73 Express, Route 43, Route 49	11/24/2015 7:49 PM
196	A line	11/24/2015 5:34 PM
197	41	11/24/2015 4:34 PM
198	49,10,11,55,C	11/24/2015 3:16 PM
199	49, 43, 10	11/24/2015 2:37 PM
200	3, 4.	11/24/2015 2:20 PM
201	EITHER 131 OR 132	11/24/2015 2:00 PM
202	43, 49, 10, 11	11/24/2015 1:45 PM
203	10, 12, 25, 43, 49	11/24/2015 12:18 PM
204	RT E to downtown to catch bus 10-11- or 12 to be drop off at SCC or head home from that area... My main concern is wheelchair people taking forever to get on or off the bus... Could ya make the exception for those whom are HC should always ride in the HC Vehicle to save time for normal people and I myself am HC but just dont take forever the way they do!!! Please find solution to solve this matter as wheelchair people or slower motion people need to ride in special bus that would suitable for them... They can take all the time they want but no normal buses and busy hrs rush need to at prompt attentive service.... Thank you!!!	11/24/2015 10:33 AM
205	3, 43	11/24/2015 10:33 AM
206	I drive to Lander or Holgate and park and catch a bus at 0500 hrs in order to get to work by 0530.	11/24/2015 9:51 AM
207	105: 2-3 times weekly or more 240: Occasionally 101: 2-4 times monthly F: 2 times monthly 169: Occasionally 166: 3+ days weekly	11/24/2015 9:31 AM
208	26, 28	11/24/2015 8:24 AM
209	43	11/24/2015 8:02 AM
210	66, 25, 70, 71, 72, 73, 255	11/24/2015 1:16 AM
211	70, 11, 12, 10	11/23/2015 11:23 PM
212	SLU Streetcar, 214, 554. I also spent a very long time commuting from Issaquah to Beacon Hill via the International District.	11/23/2015 10:26 PM
213	40 and D, 15	11/23/2015 8:38 PM
214	14, 3, 4	11/23/2015 6:57 PM
215	2, 3	11/23/2015 6:22 PM
216	168	11/23/2015 6:17 PM
217	71x/72x/73x	11/23/2015 5:35 PM
218	70,D	11/23/2015 5:30 PM
219	169	11/23/2015 5:16 PM
220	2, 13, 31, 32	11/23/2015 4:38 PM
221	5, 16	11/23/2015 3:24 PM
222	43, 271, 2	11/23/2015 3:01 PM
223	Routes 3 and 2 and 12	11/23/2015 2:43 PM
224	2, 3, 4, SLU Streetcar	11/23/2015 2:30 PM
225	70, 49.	11/23/2015 2:05 PM
226	3 and 4	11/23/2015 1:31 PM
227	5, 28, 40	11/23/2015 1:24 PM

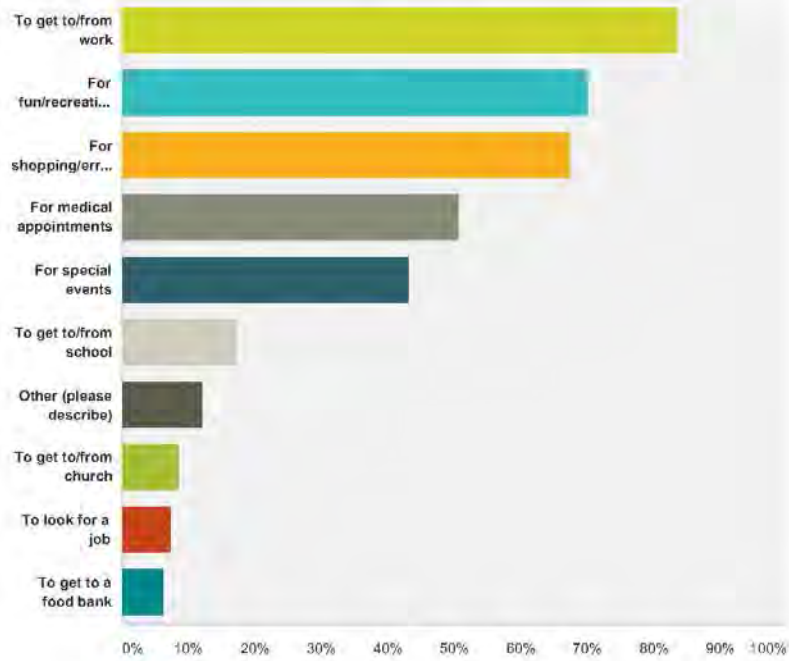
Southeast Seattle 2015-2016 bus changes

228	43, 47, 54, 5	11/23/2015 1:23 PM
229	3, 4, 14, 27	11/23/2015 1:12 PM
230	11	11/23/2015 1:01 PM
231	13, 2, RR D	11/23/2015 12:21 PM
232	60	11/23/2015 12:08 PM
233	47, 49, 43	11/23/2015 12:06 PM
234	43, 47, 49, 271, 550	11/23/2015 11:46 AM
235	21, 131, 120, 182, 180 rapid ride c and d and f also some of the sound transit which are 574, 560, 578, 577	11/23/2015 11:44 AM
236	10, 11, 43, 49	11/23/2015 11:34 AM
237	550	11/23/2015 11:31 AM
238	I also use the 49 twice a week.	11/23/2015 11:29 AM
239	D, E	11/23/2015 11:27 AM
240	18, 40, 5, E, D, 44, 192	11/23/2015 11:26 AM
241	C Line, 26, 28, 131	11/23/2015 11:19 AM
242	2, 3, 4, 10, 12, 41, 49, 75	11/23/2015 11:17 AM
243	11, 12, 43	11/23/2015 11:16 AM
244	71, 72, 73, 66, 67, 44	11/23/2015 11:06 AM
245	44, 40, 12, D, 17	11/23/2015 10:55 AM
246	169, 240, 560	11/23/2015 10:45 AM
247	554	11/23/2015 10:33 AM
248	10, 11, 43, 44, 49, D Rapid Ride	11/23/2015 10:16 AM
249	71, 72, 73, X to udist	11/23/2015 10:14 AM
250	512, 47, 49, 43	11/23/2015 10:03 AM
251	44	11/23/2015 9:49 AM
252	I use route 43 for my work communte	11/23/2015 9:44 AM
253	12, 13 and 32 and Rapid Ride D	11/23/2015 9:41 AM
254	43, 70, 71, 72, 73, Link Lightrail	11/23/2015 9:41 AM
255	71, 72, or 73 to UW	11/23/2015 9:35 AM
256	346, 41	11/23/2015 9:22 AM
257	25, 66	11/23/2015 9:22 AM
258	36, 106, Link Light Rail	11/23/2015 9:15 AM
259	14	11/23/2015 9:09 AM
260	11, 43	11/23/2015 9:09 AM
261	132	11/23/2015 9:08 AM
262	102, 906, 150	11/23/2015 9:08 AM
263	120, 3, 4, 43, 10	11/23/2015 9:08 AM
264	10, 11, 12, and 43	11/23/2015 9:08 AM

Southeast Seattle 2015-2016 bus changes

Q5 How do you use these routes? (check all that apply)

Answered: 598 Skipped: 7%



Answer Choices	Responses	
To get to/from work	83.44%	499
For fun/recreational/social	70.07%	419
For shopping/errands	67.39%	403
For medical appointments	50.67%	303
For special events	43.14%	258
To get to/from school	17.22%	103
Other (please describe)	12.04%	72
To get to/from church	8.53%	51
To look for a job	7.36%	44
To get to a food bank	6.35%	38
Total Respondents: 598		

#	Other (please describe)	Date
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Southeast Seattle 2015-2016 bus changes

1	To see family and friends	1/9/2016 11:41 AM
2	Take my son to school in the CD	1/9/2016 8:18 AM
3	Work-related travel	1/8/2016 10:07 PM
4	To Visit Family	1/8/2016 7:37 PM
5	To get to and from my Pioneer Square art studio and Georgetown yoga classroom.	1/5/2016 3:55 PM
6	to drop off/pick up kid at school to drop off/pick up kid at daycare bus stop during breaks and summer	1/5/2016 2:57 PM
7	To take children to parks and libraries - all children under 5 years old.	1/4/2016 5:56 PM
8	Volunteer work	1/4/2016 4:26 PM
9	I don't drive so Metro is my car.	1/4/2016 1:26 PM
10	Gym	12/30/2015 3:15 AM
11	I volunteer with several non-profit groups	12/27/2015 1:55 PM
12	I use these routes for everything in my life. I am disabled and chronically ill and work small odd jobs in different places from Capitol Hill to south Seattle when I can. I sometimes take a class at Seattle central. I need to go to dr appointments more often than work because I am sick. I can't walk far between stops and my life will get messed up if you make these changes to routes that I need. I actually need the 9 to come more often, not less. Even when there is a light rail, the light rail will not go to the places I need that the 9 currently does. Every time I have to change buses I have less energy to do my job and more chance I will be late due to transit delays. This is messed up. Bus service to this neighborhood is more important than the light rail. The new routes will not help me at all.	12/26/2015 7:31 AM
13	u district, library	12/25/2015 6:02 PM
14	to get to and from community mental health programs	12/25/2015 6:29 AM
15	I often go back and forth between BellTown and West Seattle, near the Fauntleroy Ferry, nearer to Fauntleroy Way & Rose St., and count on being able to go return directly to stop at 3rd and Bell without having to stop in the downtown area after dark. I'm not comfortable having to make transfers at Pike or Virginia, and have appreciated being able to go all the way to Bell Street & 3rd. Both Day and evening on week day's or weekends.	12/24/2015 2:14 PM
16	To visit family,	12/23/2015 2:24 PM
17	I occasionally use the bus to get to other locations such as the light rail station.	12/19/2015 10:39 AM
18	If you delete service on Beacon Ave I will probably have to quit my job because I wouldn't connect to next bus line - The E line to Shoreline not mention banking and shopping	12/17/2015 2:17 PM
19	To get where I need to go, no matter where that may be.	12/15/2015 3:43 PM
20	To connect with other transit.	12/15/2015 1:47 PM
21	To visit friends and family, to go to the park	12/15/2015 10:07 AM
22	Internship/ Capitol Hill Art Walk	12/14/2015 9:53 AM
23	How does one use their car?? That is why I use the bus.	12/12/2015 9:27 AM
24	To get to my pottery studio, visit friends, to get to clients (I am a DSHS social worker).	12/12/2015 9:05 AM
25	To volunteer	12/12/2015 12:49 AM
26	almost completely transit dependent.	12/11/2015 7:13 PM
27	To and from the gym on Capital Hill.	12/10/2015 4:10 PM
28	Access services: library, etc. Access airport and connect with long distance bus/train services (Amtrak, Bolt Bus, etc)	12/9/2015 4:59 PM
29	Childcare	12/9/2015 12:31 PM
30	To/from restaurants	12/8/2015 10:07 PM
31	I	12/8/2015 6:18 PM
32	I use these routes to connect to Link Light Rail at Beacon Hill and SODO.	12/8/2015 3:36 PM
33	First Hill elevator	12/8/2015 2:18 PM
34	work meetings	12/8/2015 11:06 AM

Southeast Seattle 2015-2016 bus changes

35	daycare	12/7/2015 9:46 AM
36	To take my daughter to school	12/7/2015 7:48 AM
37	I'm a regular transit rider.	12/6/2015 7:51 PM
38	To Downtown	12/5/2015 11:51 AM
39	I use transit and biking to navigate the city. If I'm not going to bike the entire way I use the transit system to make up the difference.	12/5/2015 9:32 AM
40	buy foods	12/4/2015 6:19 PM
41	Sometimes I attend meetings in the Central District.	12/4/2015 5:11 PM
42	To go everywhere because the 106 is closest to my house	12/4/2015 4:32 PM
43	Don't own a car, take the bus everywhere!	12/4/2015 2:17 PM
44	uw huskies games	12/4/2015 12:58 AM
45	light rail to SeaTac airport	12/3/2015 8:12 PM
46	To visit family	12/2/2015 1:35 PM
47	In combination with bike	12/1/2015 7:54 PM
48	To not have to own a car	11/29/2015 10:06 AM
49	To see the gingerbread houses downtown, just to spend the day downtown with the family and to the games Seahawks and Mariners.	11/29/2015 9:44 AM
50	The vet, appointments for my dogs!	11/29/2015 9:02 AM
51	Daycare	11/26/2015 2:32 PM
52	I have to rely on public transportation for any given facet of my life.	11/25/2015 9:46 AM
53	social events and other transportation needs--I do not drive or have access to an automobile, so transit IS my only source of transportation.	11/25/2015 7:37 AM
54	Used to get to and from meetings while at work.	11/24/2015 4:34 PM
55	to volunteer.	11/24/2015 2:20 PM
56	I sometimes take the bus to meet with friends or go to some kind of event in the downtown or other areas.	11/24/2015 1:45 PM
57	Its really important to have prompt service so we can get to places on time instead of being late which takes 10-30 minutes delay for those every wheelchair stop.... Need to be prompt service at all times!! I thanks for hearing me out.... This is really frustrate that we have to put with slow people since they aren't fast enough as we like to be there on time for work and school!!!	11/24/2015 10:33 AM
58	Visit a nursing home, homebound friends	11/24/2015 9:31 AM
59	To get to help disabled parent's residence	11/24/2015 1:16 AM
60	This is my main transportation.	11/23/2015 10:28 PM
61	To get to the Rainier Beach Light Rail stop. Also the transfer center in downtown Renton.	11/23/2015 4:31 PM
62	I use the Route 8 on a regular basis to go to Queen Anne. I pick it up on MLK and S. Henderson. I do not like the proposed change which would force me to go to Mt. Baker station and transfer to the 8. I am a senior citizen and would be greatly inconvenienced if you limit my ability to stay on one bus for such a distant destination of rainier beach to queen anne. why do you always have to mess with peoples transportation options by forcing them to make connections of what used to be a single trip.	11/23/2015 1:49 PM
63	To medical appts	11/23/2015 1:31 PM
64	I live in the city. I don't drive at all.	11/23/2015 1:12 PM
65	Drop kid at daycare	11/23/2015 1:06 PM
66	I do not have a car and use transit for every trip.	11/23/2015 12:08 PM
67	For everything I do I don't have a car right now, so I rely completely on these routes.	11/23/2015 11:44 AM
68	Visit my daughter who lives by CenturyLink Field.	11/23/2015 10:03 AM

Southeast Seattle 2015-2016 bus changes

69	To/From gym	11/23/2015 9:41 AM
70	I am retired and meet for Toastmasters twice a month in Tukwila. I meet friends for coffee at Aurora Village Starbucks. I live in Shoreline, WA	11/23/2015 9:22 AM
71	getting to restaurants.	11/23/2015 9:08 AM
72	All other errands	11/23/2015 9:08 AM

Southeast Seattle 2015-2016 bus changes

Q6 What are the most common destinations you get to using these routes? Use an address, cross streets, or specify the name of the destination. For example, type "Seattle Central College" instead of "school." For a workplace, please list the employer.

Answered: 555 Skipped: 119

Answer Choices	Responses	
Destination 1	100.00%	555
Destination 2	84.86%	471
Destination 3	63.96%	355

#	Destination 1	Date
1	Expedia Inc	1/21/2016 6:19 PM
2	cleverdale and beacon, UW, Harborview, Walmart Renton, West seattle Westwood Village	1/20/2016 2:57 PM
3	Seattle City Light (downtown)	1/12/2016 2:17 PM
4	Century Link Field	1/12/2016 9:03 AM
5	Downtown business district	1/11/2016 8:35 PM
6	4872 Rainier Ave S, Seattle, WA 98118	1/10/2016 11:45 PM
7	University of Washington	1/10/2016 11:37 PM
8	downtown!	1/10/2016 6:03 PM
9	City Light	1/10/2016 5:41 PM
10	Seattle Public Utilities	1/10/2016 5:41 PM
11	Specialty Bottle, 3434 4th Ave S.	1/10/2016 3:57 PM
12	Georgetown City Hall area	1/10/2016 11:39 AM
13	Group Health Cooperative, South Lake Union	1/10/2016 9:39 AM
14	University St	1/10/2016 8:29 AM
15	Ocean Beauty Seafoods	1/9/2016 11:35 PM
16	1st and Broad	1/9/2016 5:20 PM
17	UW SLU	1/9/2016 5:00 PM
18	South Seattle college -Georgetown campus	1/9/2016 3:09 PM
19	University of Washington	1/9/2016 1:05 PM
20	Einstein middle school	1/9/2016 12:55 PM
21	Amazon	1/9/2016 12:28 PM
22	68th and woodlawn	1/9/2016 11:41 AM
23	Avvo	1/9/2016 8:18 AM
24	Broadway and terrace	1/8/2016 10:07 PM
25	King County 2nd and Jackson	1/6/2016 7:54 PM

Southeast Seattle 2015-2016 bus changes

26	Columbia Link to Downtown	1/8/2016 7:30 PM
27	Work: Big Fish Games	1/8/2016 3:32 PM
28	Downtown Seattle	1/8/2016 2:54 PM
29	Pioneer Square Clinic (7)	1/7/2016 4:01 PM
30	Harborview medical center	1/7/2016 9:08 AM
31	419 Occidental Ave S	1/7/2016 9:02 AM
32	2nd and Jackson	1/7/2016 8:00 AM
33	3rd and Pike	1/7/2016 6:35 AM
34	Seattle Central College	1/7/2016 1:11 AM
35	Northwest Administrators	1/6/2016 9:56 PM
36	Seattle Central	1/6/2016 8:34 PM
37	downtown Seattle	1/6/2016 6:42 PM
38	4th & Madison	1/6/2016 6:28 PM
39	Columbia city	1/6/2016 6:24 PM
40	Pac-Med Center	1/6/2016 3:32 PM
41	Virginia mason mc	1/6/2016 2:54 PM
42	Bellevue Transit Center	1/6/2016 2:17 PM
43	Intermedia (eastgate)	1/6/2016 2:07 PM
44	Work, 701 Dexter Ave N	1/6/2016 1:49 PM
45	downtown core., eg: Pacific Place	1/6/2016 1:45 PM
46	Pacific Science Center	1/6/2016 10:25 AM
47	12th and Columbia	1/6/2016 12:09 AM
48	Westlake Mall	1/5/2016 6:36 PM
49	Feet First	1/5/2016 5:33 PM
50	3112 Hams Pl S, Seattle	1/5/2016 4:04 PM
51	Mount Baker Lightrail station	1/5/2016 4:01 PM
52	Nordstrom Corporate Tower - 1700 7th Avenue	1/5/2016 3:55 PM
53	rainier and edmunds	1/5/2016 3:51 PM
54	Seattle Central College	1/5/2016 3:14 PM
55	King Street Center (work)	1/5/2016 2:57 PM
56	OFC/Bartell at Harvard and Broadway	1/5/2016 2:01 PM
57	to International District Chinatown	1/5/2016 1:18 PM
58	Minor and James Medical Center	1/5/2016 11:20 AM
59	Downtown	1/5/2016 8:08 AM
60	Pioneer Square Transit Tunnel	1/4/2016 9:57 PM
61	zully, llc	1/4/2016 8:24 PM
62	Pike's Place	1/4/2016 5:56 PM
63	Downtown library	1/4/2016 4:26 PM
64	Lacy & Par	1/4/2016 3:17 PM
65	Stumptown coffee roasters	1/4/2016 2:13 PM
66	Lighthouse for the Blind Inc.	1/4/2016 1:26 PM

Southeast Seattle 2015-2016 bus changes

67	El Centro de la Raza	1/4/2016 12:51 PM
68	Dept. of Services for the Blind	1/4/2016 12:37 PM
69	Seattle Center	1/4/2016 12:34 PM
70	23rd Ave. S and Rainier	1/4/2016 11:00 AM
71	Downtown	1/4/2016 9:58 AM
72	Seattle center	1/3/2016 8:27 AM
73	school	1/1/2016 8:59 PM
74	Southwest Library (west seattle)	1/1/2016 1:12 PM
75	queen Anne	1/1/2016 11:59 AM
76	Starbucks Center - 1st & Lander	1/1/2016 11:08 AM
77	2nd and pine	1/1/2016 7:52 AM
78	Dearborn and rainier	12/30/2015 3:15 AM
79	Pioneer Square station	12/29/2015 11:42 AM
80	Chinatown	12/28/2015 5:31 PM
81	Medical Dental Building downtown	12/28/2015 5:10 PM
82	Downtown, belltown, pioneer square	12/27/2015 6:46 PM
83	Chinatown restaurants	12/27/2015 1:55 PM
84	Capital hill	12/27/2015 10:50 AM
85	Swedish Cherry Hill	12/27/2015 8:57 AM
86	Rainier and Andover	12/26/2015 7:31 AM
87	Capitol Hill	12/25/2015 6:50 PM
88	work, Paramount theater	12/25/2015 6:02 PM
89	Sound Mental Health- 1600 Olive st/ 600 Broadway	12/25/2015 6:29 AM
90	1st Ave. and Bell Street in Bell Town (nearest my resident location)	12/24/2015 2:14 PM
91	Work. (University of Washington Medical Center)	12/24/2015 8:48 AM
92	Workplace (downtown Seattle)	12/23/2015 10:53 PM
93	MLK and Jackson	12/23/2015 6:54 PM
94	University of Washington	12/23/2015 2:24 PM
95	1100 Olive way, Seattle, WA 98101	12/23/2015 12:57 PM
96	Stadium Station, King County DOT	12/23/2015 11:45 AM
97	12th, Madison, and Union.	12/23/2015 9:49 AM
98	Seattle Municipal Tower	12/23/2015 7:35 AM
99	Compass Housing	12/23/2015 12:50 AM
100	Seattle Repertory Theatre	12/22/2015 9:53 PM
101	Seattle Goodwill	12/22/2015 9:23 PM
102	Seattle Art Museum	12/22/2015 9:17 PM
103	Group Health Medical Center in Rainier Ave.	12/22/2015 8:01 PM
104	international district /tunnel station/downtown library/transfer to 255 for kirkland transfer station/transfer to uw	12/22/2015 7:03 PM
105	Downtown Seattle shopping errands	12/22/2015 5:11 PM
106	broadway & john	12/22/2015 4:56 PM
107	Seattle Central College	12/22/2015 4:50 PM

Southeast Seattle 2015-2016 bus changes

108	University of Washington	12/22/2015 3:24 PM
109	King County Metro (King Street Center)	12/22/2015 3:21 PM
110	Airlift Northwest at Boeing Field	12/22/2015 3:14 PM
111	Federal Center South (Seattle Vet Center)	12/22/2015 2:04 PM
112	University of Washington	12/22/2015 1:59 PM
113	orca k-B	12/22/2015 1:58 PM
114	Broadway & E. Denny Way	12/22/2015 1:55 PM
115	Swedish Hospital	12/22/2015 1:38 PM
116	downtown - 2nd or 3rd & Virginia - for an employer at 1st & Virginia	12/22/2015 1:38 PM
117	Seattle University	12/22/2015 1:33 PM
118	1215 Fourth Avenue, Seattle WA 98161	12/22/2015 1:27 PM
119	Belltown for work	12/22/2015 1:24 PM
120	Gates foundation	12/22/2015 1:22 PM
121	Lower Queen Anne	12/22/2015 1:15 PM
122	Ingraham HS	12/22/2015 11:07 AM
123	Fred Hutch	12/22/2015 9:10 AM
124	Harborview Medical Center	12/22/2015 6:10 AM
125	Pike Street	12/21/2015 9:03 PM
126	201 S Jackson	12/21/2015 2:01 PM
127	12th & Jackson	12/21/2015 10:24 AM
128	Seattle Central College	12/21/2015 6:42 AM
129	Virginia Mason	12/20/2015 3:20 PM
130	University of Washington health sciences	12/20/2015 1:27 PM
131	Harborview Medical Center	12/20/2015 10:27 AM
132	UW	12/20/2015 2:11 AM
133	Franklin high	12/19/2015 7:19 PM
134	Work - Dexter & Mercer	12/19/2015 2:41 PM
135	Asian Counseling and Referral Service	12/19/2015 1:00 PM
136	F5 Networks, Inc. 401 Elliott Ave 98119	12/19/2015 10:39 AM
137	VA medical	12/19/2015 10:16 AM
138	Beacon Ave & forest	12/19/2015 9:49 AM
139	Microsoft	12/19/2015 9:37 AM
140	Highline College	12/18/2015 6:04 PM
141	700 5th	12/18/2015 11:55 AM
142	University of Washington	12/17/2015 9:33 PM
143	Safety First Driving School, 14741 Aurora Ave N, Shoreline	12/17/2015 2:17 PM
144	Downtown Seattle	12/17/2015 1:36 PM
145	South Martin Luther King Way and South Orcus Street	12/17/2015 1:05 PM
146	31st Ave S and Walker	12/17/2015 8:07 AM
147	Seattle Lighthouse for the Blind	12/17/2015 6:32 AM
148	Cleveland high school	12/16/2015 6:14 PM

Southeast Seattle 2015-2016 bus changes

149	USPS at 4th and Lander	12/16/2015 4:04 PM
150	Work in Madison Valley	12/16/2015 1:18 PM
151	Work -- in South Lake Union area of Seattle	12/16/2015 12:12 PM
152	downtown Seattle	12/16/2015 11:44 AM
153	Woodcraft of Seattle	12/16/2015 11:38 AM
154	Work- Ventures, 2100 24th Ave. S. Seattle, WA 98144	12/16/2015 11:35 AM
155	Community centers	12/16/2015 10:39 AM
156	Seattle Central College	12/15/2015 10:19 PM
157	New Holly	12/15/2015 7:18 PM
158	University of Washington	12/15/2015 6:42 PM
159	3rd and Union	12/15/2015 6:38 PM
160	Home (from work) Pilgrim St	12/15/2015 5:05 PM
161	140th Place and Bel-Red road	12/15/2015 3:43 PM
162	Roanok and Lynn	12/15/2015 2:33 PM
163	Bellevue City Hall	12/15/2015 1:49 PM
164	Medical specialist near bell town.	12/15/2015 1:47 PM
165	Full life care Columbia city	12/15/2015 1:15 PM
166	Stellar pizza	12/15/2015 11:11 AM
167	harbor freight tools	12/15/2015 10:07 AM
168	Benaroya Research Institute	12/15/2015 6:42 AM
169	Downtown 3/Pike	12/15/2015 2:01 AM
170	Workplace - Nordstrom	12/14/2015 2:40 PM
171	Sound Transit	12/14/2015 1:42 PM
172	Arist Trust	12/14/2015 9:53 AM
173	5th & Yesler, Dept of Labor	12/14/2015 9:09 AM
174	Hoax Mai Vietnamese Bilingual Preschool	12/14/2015 3:23 AM
175	International District	12/13/2015 10:15 PM
176	Westlake Station	12/13/2015 9:05 PM
177	swedish medical center first hill	12/13/2015 7:22 PM
178	UW Seattle	12/13/2015 6:57 PM
179	Safeco Plaza	12/13/2015 4:28 PM
180	Work	12/13/2015 3:00 PM
181	Westlake Station	12/13/2015 12:53 PM
182	Seattle Central College	12/13/2015 9:46 AM
183	s jackson and mlk wy	12/13/2015 2:49 AM
184	1812 Madison St.	12/12/2015 8:35 PM
185	Seattle Center	12/12/2015 1:19 PM
186	city of seattle	12/12/2015 1:13 PM
187	Westlake Center	12/12/2015 10:34 AM
188	Work- Ballard	12/12/2015 9:27 AM
189	Adobe Systems.	12/12/2015 9:11 AM

Southeast Seattle 2015-2016 bus changes

190	Airport way & Holgate (HCS DSHS)	12/12/2015 9:05 AM
191	1st Ave S and King Street	12/12/2015 8:12 AM
192	Tukwila international blvd & 130th st	12/12/2015 12:49 AM
193	United States Court House	12/12/2015 12:34 AM
194	Amazon	12/11/2015 11:17 PM
195	Othello Street and Beacon Ave	12/11/2015 10:01 PM
196	Downtown Seattle	12/11/2015 7:43 PM
197	University Friends Meeting, Safeway multiple, Grocery Outlet, Northgate Mall, N Aurora and, Fremont, Trader joes, UW Roosevelt clinic or UW hospital	12/11/2015 7:13 PM
198	Capitol Hill, 12th and John or Olive and Summit	12/11/2015 7:06 PM
199	Swedish Medical center first hill	12/11/2015 4:23 PM
200	Pioneer square via international district	12/11/2015 3:19 PM
201	Downtown	12/11/2015 11:10 AM
202	Pike and 10th for work	12/11/2015 10:31 AM
203	Institute for Systems Biology	12/11/2015 9:27 AM
204	DESC	12/11/2015 9:15 AM
205	Northgate Transit Center Seattle, WA	12/11/2015 7:56 AM
206	Northgate Transit Center	12/11/2015 7:43 AM
207	Pontius ave n and republican	12/10/2015 9:44 PM
208	North Seattle College	12/10/2015 6:01 PM
209	Seattle Central College	12/10/2015 5:45 PM
210	Lighthouse for the Blind	12/10/2015 4:10 PM
211	2501 S Plum St Seattle, WA	12/10/2015 3:42 PM
212	Seattle central college	12/10/2015 3:24 PM
213	Clinic in International District	12/10/2015 3:11 PM
214	1st & Pike (downtown)	12/10/2015 2:19 PM
215	Columbia Legal Services	12/10/2015 11:38 AM
216	City of Seattle	12/10/2015 11:06 AM
217	City University of Seattle	12/10/2015 9:37 AM
218	Work in SLU, I ride the 106 to Westlake which is close to campus	12/10/2015 8:57 AM
219	Seattle Central College	12/10/2015 8:43 AM
220	Work in downtown Seattle near Pioneer Square	12/10/2015 8:17 AM
221	My sisters house- 27th and cherry	12/10/2015 8:07 AM
222	Lower Queen Anne	12/10/2015 1:06 AM
223	Pacific Market Research	12/9/2015 11:59 PM
224	Amazon offices in South Lake Union	12/9/2015 10:21 PM
225	Wild Ginger	12/9/2015 9:29 PM
226	Grand Hyatt Seattle	12/9/2015 9:19 PM
227	Internal District	12/9/2015 8:53 PM
228	Downtown Seattle	12/9/2015 8:39 PM
229	downtown	12/9/2015 8:16 PM

Southeast Seattle 2015-2016 bus changes

230	Downtown Seattle, from South Beacon Hill	12/9/2015 7:49 PM
231	3rd Ave and Pike	12/9/2015 6:39 PM
232	Columbia Public Health Clinic	12/9/2015 4:59 PM
233	Northgate	12/9/2015 4:59 PM
234	Beacon Ave S./ S Kenyon St	12/9/2015 4:55 PM
235	Seattle University	12/9/2015 3:25 PM
236	Beacon Hill Light Rail Station	12/9/2015 2:23 PM
237	Fred Hutch	12/9/2015 1:37 PM
238	Work: 3190 160th Ave SE	12/9/2015 12:46 PM
239	Belltown	12/9/2015 12:31 PM
240	Columbia City	12/9/2015 12:08 PM
241	Starbucks Center Sodo	12/9/2015 11:59 AM
242	Asian Counseling and Referral Service	12/9/2015 9:00 AM
243	12th and Yesler	12/9/2015 8:16 AM
244	Pioneer square	12/8/2015 11:29 PM
245	Broadway & E. Pike St.	12/8/2015 10:07 PM
246	3rd and James	12/8/2015 6:28 PM
247	Play Doggie Daycare-1424 11th Ave	12/8/2015 6:18 PM
248	Seattle University	12/8/2015 6:06 PM
249	International District	12/8/2015 5:42 PM
250	5th Ave and Cherry St, Seattle	12/8/2015 3:36 PM
251	Madison/Boren	12/8/2015 2:18 PM
252	Interviews	12/8/2015 12:37 PM
253	seattle central college	12/8/2015 11:19 AM
254	downtown	12/8/2015 11:06 AM
255	Boeing on East Marginal Way S	12/7/2015 11:28 PM
256	Sheraton hotel downtown	12/7/2015 10:11 PM
257	Seattle Cancer Care Alliance	12/7/2015 9:09 PM
258	Cleveland High School	12/7/2015 6:48 PM
259	Seattle Center/Whole foods on Denny/Dexter	12/7/2015 6:24 PM
260	Columbia Tower	12/7/2015 5:38 PM
261	Microsoft	12/7/2015 5:04 PM
262	Downtown	12/7/2015 2:40 PM
263	Downtown Seattle	12/7/2015 2:37 PM
264	5th Ave S & S Weller St	12/7/2015 12:52 PM
265	renton downtown	12/7/2015 12:06 PM
266	King St Center	12/7/2015 10:20 AM
267	Rainier Beach Light Rail station	12/7/2015 10:15 AM
268	Columbia Health Center, 4400 37th Ave S	12/7/2015 10:05 AM
269	Tiny Tot's Development Center 8302 1/2 Renton Ave So Seattle Wa 98116	12/7/2015 9:46 AM
270	Museum of flight	12/7/2015 9:03 AM

Southeast Seattle 2015-2016 bus changes

271	Dunlap elementary school	12/7/2015 7:48 AM
272	first and pike	12/7/2015 7:19 AM
273	Little Saigon	12/6/2015 11:34 PM
274	UW Health Sciences Building	12/6/2015 7:51 PM
275	Beacon ave S and Holden street	12/6/2015 1:54 PM
276	South Shore K-8	12/6/2015 10:57 AM
277	Seattle University	12/6/2015 8:07 AM
278	Seattle Sheraton Hotel	12/5/2015 9:40 PM
279	Seattle Central College	12/5/2015 7:03 PM
280	Horizon House	12/5/2015 2:39 PM
281	Mirabella (Work)	12/5/2015 11:51 AM
282	Costco	12/5/2015 9:32 AM
283	Harborview (work)	12/5/2015 9:27 AM
284	Public Health - Chinook Building	12/5/2015 7:39 AM
285	(106, 107) Renton: Fred Meyer, Fry's	12/4/2015 9:27 PM
286	Seattle Downtown	12/4/2015 9:17 PM
287	Broadway & Marion, Pacific NW Research Institute	12/4/2015 7:43 PM
288	Downtown Seattle	12/4/2015 7:17 PM
289	8th and Virginia	12/4/2015 7:05 PM
290	DOWNTOWN SEATTLE	12/4/2015 6:19 PM
291	Country Doctor clinic + Swedish Medical Center, First Hill	12/4/2015 5:11 PM
292	Bellevue college	12/4/2015 4:32 PM
293	Medical Dental Building	12/4/2015 3:46 PM
294	1201 S. Vale Street Seattle 98108 (work)	12/4/2015 3:35 PM
295	1616 Eastlake Ave E	12/4/2015 3:34 PM
296	Hulu	12/4/2015 3:34 PM
297	downtown	12/4/2015 3:01 PM
298	Downtown Seattle	12/4/2015 3:00 PM
299	Connect to Sound Transit in the INTL District Station	12/4/2015 2:53 PM
300	AIA Seattle	12/4/2015 2:20 PM
301	Downtown Seattle	12/4/2015 2:17 PM
302	515 Third Ave Seattle	12/4/2015 1:45 PM
303	Belltown	12/4/2015 1:18 PM
304	206 wester ave. west, seattle	12/4/2015 1:10 PM
305	Downtown Seattle	12/4/2015 12:56 PM
306	Westlake	12/4/2015 12:56 PM
307	Seattle Central College	12/4/2015 12:46 PM
308	Downtown Seattle	12/4/2015 11:39 AM
309	Pioneer Square	12/4/2015 11:17 AM
310	Seattle VA hospital (employer)	12/4/2015 11:00 AM
311	Montlake	12/4/2015 10:36 AM

Southeast Seattle 2015-2016 bus changes

312	4th and Pine	12/4/2015 9:45 AM
313	Downtown Seattle/4th and Madison - K&L Gates	12/4/2015 8:45 AM
314	Othello Light Rail	12/4/2015 8:32 AM
315	Museum of Flight	12/4/2015 8:26 AM
316	Pike Place Market	12/4/2015 8:05 AM
317	University of Washington	12/4/2015 7:55 AM
318	Work - UW @ 45th & 11th Ave NE	12/4/2015 2:28 AM
319	Medical Dental Building	12/3/2015 10:44 PM
320	international district	12/3/2015 9:56 PM
321	Pike Place Market	12/3/2015 8:50 PM
322	Swedish Medical Center, First Hill Campus	12/3/2015 8:12 PM
323	Harborview Medical Center	12/3/2015 6:25 PM
324	Beacon Ave and Monroe, which would no longer be an option from downtown any longer under proposed changes	12/3/2015 3:54 PM
325	Swedish Medical Center	12/3/2015 2:07 PM
326	Seattle Public Library Central	12/3/2015 1:51 PM
327	Home	12/3/2015 12:48 PM
328	Rainier/Henderson	12/3/2015 12:41 PM
329	4201 6th AVE S	12/3/2015 12:00 PM
330	amazon slu	12/3/2015 10:31 AM
331	Link light rail	12/3/2015 9:58 AM
332	Benaroya Research Institute/ Virginia Mason	12/3/2015 9:47 AM
333	Harborview Medical Center	12/3/2015 8:48 AM
334	Griffin Commercial Park	12/3/2015 8:27 AM
335	5628 Airport Way S	12/3/2015 8:16 AM
336	660 S Industrial Way	12/3/2015 7:23 AM
337	PTSO (work - Belltown)	12/3/2015 7:16 AM
338	Pike Place Market	12/3/2015 7:08 AM
339	pike and Broadway	12/3/2015 7:00 AM
340	I-90 exchange	12/3/2015 6:25 AM
341	Capitol Hill - Broadway Ave E & cherry	12/3/2015 12:37 AM
342	Pike and Broadway	12/2/2015 11:08 PM
343	South Lake Union (Republican and Fairview)	12/2/2015 10:20 PM
344	Seattle central college	12/2/2015 10:07 PM
345	Harborview	12/2/2015 10:01 PM
346	Harborview medical center	12/2/2015 9:56 PM
347	Beacon Hill, downtown seattle	12/2/2015 9:50 PM
348	Amazon, SLU	12/2/2015 9:41 PM
349	Westlake	12/2/2015 9:16 PM
350	King County courts (work)	12/2/2015 9:15 PM
351	seattle central	12/2/2015 9:15 PM
352	Seattle University	12/2/2015 9:10 PM

Southeast Seattle 2015-2016 bus changes

353	Broadway and Union / office	12/2/2015 9:10 PM
354	Alaskan Copper Works	12/2/2015 9:06 PM
355	Work	12/2/2015 8:42 PM
356	Virginia Mason Hospital	12/2/2015 8:41 PM
357	Harborview Medical Center	12/2/2015 8:35 PM
358	Harborview Medical Center	12/2/2015 8:32 PM
359	2nd and Broad	12/2/2015 8:28 PM
360	Harborview	12/2/2015 8:25 PM
361	Seattle VA Hospital	12/2/2015 8:24 PM
362	Seattle justice center	12/2/2015 7:14 PM
363	I-90 junction to catch a transfer to work	12/2/2015 5:59 PM
364	First Hill	12/2/2015 5:41 PM
365	Transfer at Rainier Ave and I-90 to Bellevue	12/2/2015 5:38 PM
366	Perkins Coie, LLP (1201 3rd Ave.)	12/2/2015 3:10 PM
367	Seattle central college	12/2/2015 2:48 PM
368	Beacon Hill Station	12/2/2015 2:25 PM
369	Amazon	12/2/2015 1:43 PM
370	Broadway and Union	12/2/2015 1:35 PM
371	9320 53rd ave S	12/2/2015 12:42 PM
372	Polyclinic	12/2/2015 11:57 AM
373	Wing Luke Museum (work)	12/2/2015 11:49 AM
374	doctors on first hill	12/2/2015 11:29 AM
375	downtown	12/2/2015 10:45 AM
376	Fred Hutchinson	12/2/2015 9:45 AM
377	Neighborcare Rainier Beach clinic	12/2/2015 9:36 AM
378	Catholic Community Services	12/2/2015 8:52 AM
379	DomainTools: 2211 5th Ave, Seattle 98121	12/2/2015 8:40 AM
380	Seattle University	12/2/2015 8:29 AM
381	Northwest Administrators	12/2/2015 7:43 AM
382	Zonar systems, Tukwila	12/2/2015 6:39 AM
383	Swedish 1st Hill 9x	12/1/2015 8:02 PM
384	PCC Columbia City	12/1/2015 7:23 PM
385	Downtown Seattle	12/1/2015 5:12 PM
386	Harborview Hospital	12/1/2015 3:23 PM
387	Seattle Public Library; downtown branch	12/1/2015 1:30 PM
388	Capitol Hill	11/30/2015 3:48 PM
389	Seattle Central College	11/30/2015 2:44 PM
390	Nordstrom - Employer	11/30/2015 10:30 AM
391	1836 Westlake Ave N	11/30/2015 7:53 AM
392	3131 Elliott Ave 98121, Motorola Solutions	11/29/2015 8:15 PM
393	Downtown work	11/29/2015 1:04 PM

Southeast Seattle 2015-2016 bus changes

394	work	11/29/2015 12:26 PM
395	Kimball Elementary	11/29/2015 12:22 PM
396	Grocery Outlet - MLK & Union (8)	11/29/2015 12:04 PM
397	First Hill	11/29/2015 11:46 AM
398	Downtown	11/29/2015 11:42 AM
399	Renton Civic Theatre	11/29/2015 10:54 AM
400	700 Fifth Ave	11/29/2015 10:48 AM
401	Diecut stickers 5th Michigan	11/29/2015 10:06 AM
402	Neighborcare post alley rt 106/124	11/29/2015 9:44 AM
403	Valley Cities Counseling	11/29/2015 9:11 AM
404	south seattle community college	11/29/2015 9:10 AM
405	South Seattle College	11/29/2015 9:02 AM
406	Capital Hill	11/29/2015 8:17 AM
407	Tukwila	11/29/2015 7:48 AM
408	Seattle Cancer Care Alliance	11/29/2015 7:39 AM
409	405 Olive Wy	11/29/2015 12:16 AM
410	2201 Westlake Ave, PATH	11/28/2015 6:34 PM
411	King County	11/28/2015 5:56 PM
412	South Lake Union	11/28/2015 2:46 PM
413	El Centro de la Raza	11/28/2015 2:32 PM
414	Greenwood & 85	11/26/2015 10:31 AM
415	S Hudson and Rainier Ave S, Seattle	11/26/2015 9:18 AM
416	SANCA 674 S Orcas Street	11/25/2015 7:52 PM
417	University of Washington	11/25/2015 6:48 PM
418	South Lake Union stores and restaurants	11/25/2015 4:08 PM
419	University of Washington	11/25/2015 1:45 PM
420	5110 S Medley Ct	11/25/2015 9:46 AM
421	401 Elliott Ave W	11/25/2015 9:36 AM
422	Holland America Line	11/25/2015 9:08 AM
423	downtown seattle, First Hill, the University District and Green Lake	11/25/2015 7:37 AM
424	Broadway and Thomas St	11/24/2015 9:03 PM
425	5628 airport way s	11/24/2015 8:32 PM
426	PACCAR Campus, Houser Way, Renton	11/24/2015 8:28 PM
427	Redfin headquarters (1st & Lenora)	11/24/2015 8:02 PM
428	Seattle Opera	11/24/2015 7:59 PM
429	Amazon (South Lake Union)	11/24/2015 7:49 PM
430	Seattle Goodwill	11/24/2015 5:34 PM
431	Swedish	11/24/2015 5:19 PM
432	Beacon Hill (Beacon Ave S/S Lander St)	11/24/2015 4:34 PM
433	King County Admin bldg	11/24/2015 3:55 PM
434	424 2nd ave 2, Seattle, wa 98119	11/24/2015 3:28 PM

Southeast Seattle 2015-2016 bus changes

435	15th & Republican	11/24/2015 2:37 PM
436	ATU, various locations	11/24/2015 2:20 PM
437	WEST COAST SHIP SUPPLY 6767 E MARGINAL WAY S	11/24/2015 2:00 PM
438	Seattle Central College(employer) #9	11/24/2015 1:45 PM
439	15th Ave E and Republican	11/24/2015 12:18 PM
440	Broadway/ Masison 1st Hill	11/24/2015 10:45 AM
441	from Bitter lake on 125th st to Capital Hill to Seattle Central...	11/24/2015 10:33 AM
442	University of WA, Seattle campus	11/24/2015 10:33 AM
443	Seattle Justice Center	11/24/2015 9:51 AM
444	156-Highline College	11/24/2015 9:31 AM
445	Seattle Central College	11/24/2015 8:24 AM
446	1809 7th Ave #800, Seattle, WA 98101	11/24/2015 8:02 AM
447	Ryerson Base, King County Metro. 4th & Royal Brougham...	11/24/2015 7:00 AM
448	Georgetown	11/24/2015 1:16 AM
449	Downtown Renton	11/23/2015 11:55 PM
450	Sounders games	11/23/2015 11:42 PM
451	Downtown Seattle	11/23/2015 11:27 PM
452	King St Station	11/23/2015 11:23 PM
453	Seattle Children's Hospital (private shuttle from Westlake until U-Link station opens)	11/23/2015 10:35 PM
454	Pike place market my job	11/23/2015 10:28 PM
455	Institute for Systems Biology	11/23/2015 10:26 PM
456	King County Metro	11/23/2015 10:25 PM
457	aki kurose middle school	11/23/2015 10:05 PM
458	8th & Stewart	11/23/2015 8:43 PM
459	REI Seattle/South Lake Union	11/23/2015 8:38 PM
460	downtown seattle	11/23/2015 8:24 PM
461	Rainier and Henderson	11/23/2015 8:17 PM
462	1000 Second	11/23/2015 7:48 PM
463	Swedish Cherry Hill	11/23/2015 6:57 PM
464	National Park Service, (Seattle downtown)	11/23/2015 6:49 PM
465	Horn of Africa Services	11/23/2015 6:22 PM
466	seattle	11/23/2015 6:17 PM
467	University of Washington Main Campus	11/23/2015 5:35 PM
468	rainier beach lite rail station	11/23/2015 5:30 PM
469	Valley Medical	11/23/2015 5:16 PM
470	Lander St. & California Ave.	11/23/2015 5:12 PM
471	UW Alaska Airlines Gym	11/23/2015 4:38 PM
472	see above	11/23/2015 4:31 PM
473	Seattle Central College	11/23/2015 4:01 PM
474	Pacific Place	11/23/2015 3:30 PM
475	seattle center	11/23/2015 3:24 PM

Southeast Seattle 2015-2016 bus changes

476	Harborview Medical Center	11/23/2015 3:14 PM
477	Mt Baker Link Light Rail Station	11/23/2015 3:01 PM
478	Columbia Center downtown	11/23/2015 2:43 PM
479	7th Ave and Stewart	11/23/2015 2:30 PM
480	Six Robblees Inc.	11/23/2015 2:07 PM
481	Amazon.com	11/23/2015 2:05 PM
482	Harborview Medical Center (specifically the Patricia Steel Building)	11/23/2015 1:50 PM
483	Queen Anne and Group Health on Capital Hill	11/23/2015 1:49 PM
484	OFC	11/23/2015 1:31 PM
485	Google (Fronton)	11/23/2015 1:24 PM
486	Lower Queen Anne	11/23/2015 1:23 PM
487	Work	11/23/2015 1:12 PM
488	Sound Transit	11/23/2015 1:11 PM
489	El Centro de la Raza	11/23/2015 1:06 PM
490	Westlake Center	11/23/2015 1:03 PM
491	Downtown Seattle/Westlake	11/23/2015 1:01 PM
492	Regence BlueShield (work)	11/23/2015 12:55 PM
493	international district/5th & jackson transit tunnel	11/23/2015 12:52 PM
494	Whole Foods Market	11/23/2015 12:21 PM
495	Shoes.com	11/23/2015 12:08 PM
496	Work - 2nd and Marion	11/23/2015 12:08 PM
497	Casey Family Programs (work) at 2001 8th Avenue	11/23/2015 12:06 PM
498	SEATTLE CENTER	11/23/2015 12:02 PM
499	5th and Cherry	11/23/2015 11:50 AM
500	University of Washington	11/23/2015 11:46 AM
501	9622 20th ave sw Seattle	11/23/2015 11:44 AM
502	Pike & Union	11/23/2015 11:39 AM
503	Rainier & Ferdinand	11/23/2015 11:36 AM
504	Downtown seattle	11/23/2015 11:31 AM
505	Seattle University	11/23/2015 11:29 AM
506	UW	11/23/2015 11:26 AM
507	Downtown Seattle	11/23/2015 11:23 AM
508	Columbia City	11/23/2015 11:19 AM
509	Work at Pike and Broadway	11/23/2015 11:17 AM
510	First Hill	11/23/2015 11:17 AM
511	500 4th Ave, 98104	11/23/2015 11:16 AM
512	Pioneer Tunnel Station	11/23/2015 11:10 AM
513	Home	11/23/2015 11:06 AM
514	Bloodworks Northwest	11/23/2015 10:55 AM
515	Seattle Central College	11/23/2015 10:52 AM
516	Swedish Medical Center	11/23/2015 10:50 AM

Southeast Seattle 2015-2016 bus changes

517	Westlake Tunnel (work and special events downtown)	11/23/2015 10:49 AM
518	Seattle central college	11/23/2015 10:47 AM
519	Valley General Hospital	11/23/2015 10:45 AM
520	ArenaNet (employer, near Eastgate Park-n-Ride)	11/23/2015 10:33 AM
521	5919 airport way s	11/23/2015 10:29 AM
522	Airport	11/23/2015 10:29 AM
523	University of Washington Employer	11/23/2015 10:14 AM
524	Rainier Beach Link Light Rail Station	11/23/2015 10:07 AM
525	701 5th Avenue	11/23/2015 10:04 AM
526	PEMCO in Lynnwood 19020 33rd Ave W from 501 Summit Ave E, 98102	11/23/2015 10:03 AM
527	22nd Ave & E Jefferson St	11/23/2015 9:49 AM
528	South Beacon Ave and Myrtle St	11/23/2015 9:46 AM
529	4311 11th ave NE - Roosevelt Commons building, UW	11/23/2015 9:44 AM
530	UW area	11/23/2015 9:41 AM
531	University of Washington	11/23/2015 9:41 AM
532	Rainbow Natural Remedies, 409 15th Ave, E, 98112	11/23/2015 9:36 AM
533	UW	11/23/2015 9:35 AM
534	Aurora Village	11/23/2015 9:22 AM
535	Metropolitan Park Towers	11/23/2015 9:22 AM
536	king county archives	11/23/2015 9:22 AM
537	701 5th Ave, Seattle 98104	11/23/2015 9:20 AM
538	International District	11/23/2015 9:20 AM
539	university of washington medical center	11/23/2015 9:18 AM
540	Seattle Central College	11/23/2015 9:15 AM
541	Medical Dental building	11/23/2015 9:13 AM
542	Busway and Spokane St.	11/23/2015 9:12 AM
543	Work - Amazon.com	11/23/2015 9:11 AM
544	UW	11/23/2015 9:11 AM
545	NARAL Pro-Choice Washington	11/23/2015 9:11 AM
546	Harborview Medical center	11/23/2015 9:09 AM
547	Madison and MLK	11/23/2015 9:09 AM
548	720 8th Avenue S	11/23/2015 9:09 AM
549	University of Washington	11/23/2015 9:09 AM
550	grocery stores near Othello Station, Mt Baker Station, and Beacon Hill Station	11/23/2015 9:08 AM
551	Imagenet (s 216th st and 64th avenue south)	11/23/2015 9:08 AM
552	Work	11/23/2015 9:08 AM
553	Seattle Center	11/23/2015 9:08 AM
554	Safeway	11/23/2015 9:08 AM
555	KEY TOWER 700 5TH AVE, SEATTLE WA-	11/23/2015 9:08 AM
#	Destination 2	Date
1	Rainier Ave S and S Kenny Sts	1/21/2016 6:19 PM

Southeast Seattle 2015-2016 bus changes

2	Safeway, Westlake center	1/20/2016 2:57 PM
3	shops in Columbia City and Hillman City	1/12/2016 2:17 PM
4	Key Arena	1/12/2016 9:03 AM
5	Lowe's	1/10/2016 11:46 PM
6	Capitol Hill	1/10/2016 11:37 PM
7	groceries	1/10/2016 6:03 PM
8	Volleyball nights	1/10/2016 5:41 PM
9	4th Ave S & S Jackson St	1/10/2016 3:57 PM
10	Pac Med Tower	1/10/2016 11:39 AM
11	Capitol Hill	1/10/2016 9:39 AM
12	Pike St	1/10/2016 8:29 AM
13	Downtown shopping	1/9/2016 11:35 PM
14	Downtown	1/9/2016 5:20 PM
15	Rainier ave and Dearborn	1/9/2016 5:00 PM
16	Home	1/9/2016 1:05 PM
17	Greenwood ave n	1/9/2016 12:55 PM
18	Downtown	1/9/2016 12:28 PM
19	Seattle center	1/9/2016 11:41 AM
20	Giddens School	1/9/2016 8:18 AM
21	3rd and James	1/8/2016 10:07 PM
22	First Hill 12th and Madison	1/8/2016 7:54 PM
23	Downtown to Seattle Central College	1/8/2016 7:30 PM
24	Church: Saint Spiridon Orthodox Cathedral	1/8/2016 3:32 PM
25	International District	1/8/2016 2:54 PM
26	Lakeview Free Methodist Church (73, 7)	1/7/2016 4:01 PM
27	Downtown area	1/7/2016 9:08 AM
28	23rd & Jackson	1/7/2016 9:02 AM
29	Westlake Center	1/7/2016 8:00 AM
30	Broadway and John	1/7/2016 6:35 AM
31	Jade Garden	1/7/2016 1:11 AM
32	Shopping in West Seattle	1/6/2016 8:34 PM
33	University of Washington	1/6/2016 6:42 PM
34	5th & Olive	1/6/2016 6:28 PM
35	Pac med	1/6/2016 6:24 PM
36	Seattle Center	1/6/2016 3:32 PM
37	Brickyard Road Park and Ride	1/8/2016 2:17 PM
38	13th And Massachusetts	1/6/2016 2:07 PM
39	Capitol Hill... eg: Pike & Broadway	1/6/2016 1:45 PM
40	Downtown	1/6/2016 10:25 AM
41	Magnolia Bridge	1/6/2016 12:09 AM
42	northwest film forum & SIFF theatre	1/5/2016 6:36 PM

Southeast Seattle 2015-2016 bus changes

43	University of Washington	1/5/2016 5:33 PM
44	Le Cordon Bleu Culinary College	1/5/2016 4:04 PM
45	Sunny Arms - 707 S Snoqualmie Street	1/5/2016 3:55 PM
46	Downtown Seattle for appointments	1/5/2016 3:51 PM
47	nova high school	1/5/2016 3:14 PM
48	Montlake Elementary (kid school)	1/5/2016 2:57 PM
49	Downtown Corridor	1/5/2016 2:01 PM
50	901 Boren for Doctor Apprs.	1/5/2016 11:20 AM
51	Othello station	1/5/2016 8:08 AM
52	New Holly Library	1/4/2016 9:57 PM
53	Broadway & Denry	1/4/2016 8:24 PM
54	Seattle Center	1/4/2016 5:56 PM
55	Swedish Downtown clinic	1/4/2016 4:26 PM
56	Seattle central community college	1/4/2016 2:13 PM
57	Nordgate Mall	1/4/2016 1:26 PM
58	Seattle Central Library	1/4/2016 12:51 PM
59	Chase Bank	1/4/2016 12:37 PM
60	14th and Harrison	1/4/2016 12:34 PM
61	Mt Baker Light Rail Station	1/4/2016 11:00 AM
62	Ravenna	1/4/2016 9:58 AM
63	Downtown Seattle	1/3/2016 8:27 AM
64	sporting event	1/1/2016 8:59 PM
65	190 queen anne ave n	1/1/2016 1:12 PM
66	Retail Core downtown	1/1/2016 11:08 AM
67	13th and bailey	1/1/2016 7:52 AM
68	Broadway and john	12/30/2015 3:15 AM
69	Westlake station	12/29/2015 11:42 AM
70	Westlake Mall	12/28/2015 5:31 PM
71	Little Saigon	12/27/2015 6:46 PM
72	Solanus Casey Center	12/27/2015 1:55 PM
73	SOHO stadiums	12/27/2015 10:50 AM
74	Convention Place	12/27/2015 8:57 AM
75	Dearborn and Rainier	12/26/2015 7:31 AM
76	Ballard	12/25/2015 6:50 PM
77	Home, Holly & Rainier	12/25/2015 6:02 PM
78	Harborview Medical Center	12/25/2015 6:29 AM
79	Fauntleroy Way & Rose St. in West Seattle	12/24/2015 2:14 PM
80	Downtown Seattle	12/24/2015 8:48 AM
81	downtown/entertainment	12/23/2015 10:53 PM
82	seattle central college	12/23/2015 6:54 PM
83	ICHS - International District and Holly Park Clinic	12/23/2015 2:24 PM

Southeast Seattle 2015-2016 bus changes

84	5th & Pine	12/23/2015 12:57 PM
85	University Station- Entertainment	12/23/2015 11:45 AM
86	Mt. Baker TC	12/23/2015 9:49 AM
87	Beacon Ave. & McClellan	12/23/2015 7:35 AM
88	Downtown businesses	12/23/2015 12:50 AM
89	Pacific Northwest Ballet	12/22/2015 9:53 PM
90	Renton	12/22/2015 9:23 PM
91	YMCA Downtown	12/22/2015 9:17 PM
92	Downtown Seattle	12/22/2015 8:01 PM
93	bus stop 3400+3881: VA&Beacon Hill	12/22/2015 7:03 PM
94	Group Health Capital Hill for medical appointments	12/22/2015 5:11 PM
95	fairview & denny	12/22/2015 4:56 PM
96	Group Health on Rainier Ave S.	12/22/2015 3:24 PM
97	Home (37th) Ave S & S Andover St.)	12/22/2015 3:21 PM
98	Downtown	12/22/2015 3:14 PM
99	Puget Sound Veteran's medical center	12/22/2015 2:04 PM
100	Westlake Center	12/22/2015 1:59 PM
101	community health plan of wa	12/22/2015 1:58 PM
102	University of Washington	12/22/2015 1:55 PM
103	UW	12/22/2015 1:38 PM
104	Seattle Yoga Arts on Capitol Hill	12/22/2015 1:38 PM
105	Seattle Public Library - Columbia Branch	12/22/2015 1:33 PM
106	1930 S. Lander	12/22/2015 1:27 PM
107	Group Health Capital Hill	12/22/2015 1:24 PM
108	Capitol Hill	12/22/2015 1:15 PM
109	Flora Ave S. Georgetown	12/22/2015 11:07 AM
110	4th ave and Olive Way	12/22/2015 6:10 AM
111	University Street	12/21/2015 9:03 PM
112	401 5th Ave	12/21/2015 2:01 PM
113	Georgetown (Airport Way)	12/21/2015 10:24 AM
114	Group Health	12/21/2015 6:42 AM
115	Downtown shopping	12/20/2015 3:20 PM
116	Pike place market	12/20/2015 1:27 PM
117	Downtown Seattle	12/20/2015 10:27 AM
118	Downtown, ID, Benaroya	12/20/2015 2:11 AM
119	UW	12/19/2015 7:19 PM
120	5th & Bell	12/19/2015 2:41 PM
121	Victoria Coffee in Beacon Hill	12/19/2015 1:00 PM
122	Downtown Seattle for Shopping	12/19/2015 10:39 AM
123	Downtown	12/19/2015 10:16 AM
124	Various locations downtown	12/19/2015 9:49 AM

Southeast Seattle 2015-2016 bus changes

125	Downtown	12/19/2015 9:37 AM
126	Highline Physical Therapy	12/18/2015 6:04 PM
127	Seattle Central College	12/17/2015 9:33 PM
128	Bank on Henderson	12/17/2015 2:17 PM
129	Georgetown(home)	12/17/2015 1:36 PM
130	Westlake Plaza Tunnel Station (then by foot to destinations within a few few blocks of there)	12/17/2015 1:05 PM
131	Group Health capitol hill	12/17/2015 8:07 AM
132	Group Health 15th Ave.	12/17/2015 6:32 AM
133	whole food supper market.	12/16/2015 6:14 PM
134	10819 Rustic Rd S	12/16/2015 4:04 PM
135	Westlake Center	12/16/2015 1:18 PM
136	Employer - Hopelink in Bellevue	12/16/2015 11:44 AM
137	Pioneer Square	12/16/2015 11:38 AM
138	Home- 763 Belmont Pl, E Seattle, WA 98144	12/16/2015 11:35 AM
139	Church	12/16/2015 10:39 AM
140	The Crumpet Shop	12/15/2015 10:19 PM
141	Chinatown/International District & Downtown	12/15/2015 7:18 PM
142	Renton	12/15/2015 6:42 PM
143	University Tunnel (to work)	12/15/2015 5:05 PM
144	Westlake Station	12/15/2015 3:43 PM
145	Madison Ave Grocery Stores	12/15/2015 2:33 PM
146	University Street Transit Station	12/15/2015 1:49 PM
147	Pacific Place shopping/service area	12/15/2015 1:47 PM
148	Bellevue Ave & olive way	12/15/2015 1:15 PM
149	Seattle central	12/15/2015 11:11 AM
150	us post office	12/15/2015 10:07 AM
151	Foundation CrossFit	12/15/2015 6:42 AM
152	Rainier Ave/Seward Park Ave	12/15/2015 2:01 AM
153	Shopping downtown	12/14/2015 2:40 PM
154	PCC (Columbia City)	12/14/2015 1:42 PM
155	Nordstrom	12/14/2015 9:53 AM
156	Queen Anne Trader Joe	12/14/2015 9:09 AM
157	Holy Temple Evangelistic Center	12/14/2015 3:23 AM
158	Capital Hill	12/13/2015 9:05 PM
159	seattle central college	12/13/2015 7:22 PM
160	Beacon Ave S and S Graham St	12/13/2015 6:57 PM
161	International District	12/13/2015 4:28 PM
162	Home	12/13/2015 3:00 PM
163	Aurora Village	12/13/2015 12:53 PM
164	Downtown 3/Union	12/13/2015 9:46 AM
165	3rd ave and bell st	12/13/2015 2:49 AM

Southeast Seattle 2015-2016 bus changes

166	Downtown	12/12/2015 1:19 PM
167	el centro de la raza	12/12/2015 1:13 PM
168	Sodo	12/12/2015 10:34 AM
169	My life	12/12/2015 9:27 AM
170	University and Bolyston	12/12/2015 9:11 AM
171	My pottery studio 5626 Airport way georgetown & the Fry art museum	12/12/2015 9:05 AM
172	Airport Way S and S Vale St	12/12/2015 8:12 AM
173	Tukwila lite rail	12/12/2015 12:49 AM
174	Swift Ave. and S. Warsaw Street	12/12/2015 12:34 AM
175	6th and Pike	12/11/2015 11:17 PM
176	Downtown Seattle	12/11/2015 10:01 PM
177	20th Ave S & Yester Way	12/11/2015 7:43 PM
178	Airport via light rail	12/11/2015 7:06 PM
179	Eastgate park and ride	12/11/2015 4:23 PM
180	Westlake	12/11/2015 3:19 PM
181	23rd & Aloha	12/11/2015 11:10 AM
182	downtown for fun and for work	12/11/2015 10:31 AM
183	Seattle Central College	12/11/2015 9:27 AM
184	2501 S. Plum St. Seattle, WA	12/11/2015 7:56 AM
185	2501 S. Plum St.	12/11/2015 7:43 AM
186	Aloha and Queen Anne ave	12/10/2015 9:44 PM
187	Downtown Seattle, Central Library	12/10/2015 6:01 PM
188	Broadway Market / Golds Gym	12/10/2015 4:10 PM
189	Northgate *Transit Center Seattle, WA	12/10/2015 3:42 PM
190	Home	12/10/2015 3:24 PM
191	Barrell in Downtown	12/10/2015 3:11 PM
192	1st & Denny (Queen Anne)	12/10/2015 2:19 PM
193	Garage Billiards	12/10/2015 11:38 AM
194	Swedish Medical Center	12/10/2015 11:06 AM
195	120th Pl and 69th Ave Seattle	12/10/2015 9:37 AM
196	To/From Soccer, Football, shopping and nights out	12/10/2015 8:57 AM
197	Seattle Indian Health Board (Clinic)	12/10/2015 8:43 AM
198	PCC	12/10/2015 8:17 AM
199	Airport	12/10/2015 8:07 AM
200	Capitol Hill	12/10/2015 1:06 AM
201	My bosses condo in South Lake Union	12/9/2015 10:21 PM
202	Downtown Seattle	12/9/2015 9:29 PM
203	International District	12/9/2015 9:19 PM
204	Convention Place	12/9/2015 8:53 PM
205	International District	12/9/2015 8:39 PM
206	north beacon hill	12/9/2015 8:16 PM

Southeast Seattle 2015-2016 bus changes

207	Ballard Ave Nw and 15th ave	12/9/2015 6:39 PM
208	Downtown (library, Pike Place, concert hall)	12/9/2015 4:59 PM
209	Chinatown	12/9/2015 4:59 PM
210	Westlake Park	12/9/2015 4:55 PM
211	S. Henderson St. and MLK	12/9/2015 3:25 PM
212	SoDo Light Rail Station	12/9/2015 2:23 PM
213	Medical: Minor & James	12/9/2015 12:46 PM
214	Seattle central college	12/9/2015 12:31 PM
215	Greenwood	12/9/2015 12:08 PM
216	Leola Ave S and S Charlestown St	12/9/2015 11:59 AM
217	International District/Chinatown	12/9/2015 9:00 AM
218	downtown	12/9/2015 6:16 AM
219	Burien	12/8/2015 11:29 PM
220	2nd Ave. & Pike St.	12/8/2015 10:07 PM
221	3rd and Pine	12/8/2015 6:28 PM
222	Play Doggie Daycare-2765 E. Cherry St	12/8/2015 6:18 PM
223	Kirkland Transit Center	12/8/2015 5:42 PM
224	110th NE/Sandpoint Way NE	12/8/2015 2:18 PM
225	Ocasional job	12/8/2015 12:37 PM
226	Beacon Hill	12/8/2015 11:06 AM
227	13th and Bailey	12/7/2015 11:28 PM
228	International District	12/7/2015 9:09 PM
229	International District	12/7/2015 6:48 PM
230	Green Lake	12/7/2015 6:24 PM
231	Swedish Physicians Downtown	12/7/2015 5:38 PM
232	Home in Tukwila	12/7/2015 5:04 PM
233	Columbia City	12/7/2015 2:40 PM
234	Lower Queen Anne	12/7/2015 2:37 PM
235	Beacon Ave S & S Lander St	12/7/2015 12:52 PM
236	seattle downtown	12/7/2015 12:06 PM
237	Bellevue Av E/E Harrison St	12/7/2015 10:20 AM
238	St. James Cathedral	12/7/2015 10:05 AM
239	Rainier Ave Freeway Station	12/7/2015 9:46 AM
240	4th and Pike	12/7/2015 7:48 AM
241	Filipino Community of Seattle	12/6/2015 11:34 PM
242	S Massachusetts St & 23rd Ave S	12/6/2015 7:51 PM
243	Rainier Vista Boys and Girls Club	12/6/2015 10:57 AM
244	Westlake Station	12/6/2015 8:07 AM
245	Seattle Starwood Hotel	12/5/2015 9:40 PM
246	Rainier Health and Fitness	12/5/2015 7:03 PM
247	Skyway (Home)	12/5/2015 11:51 AM

Southeast Seattle 2015-2016 bus changes

248	PCC (Columbia City)	12/5/2015 9:32 AM
249	Downtown	12/5/2015 9:27 AM
250	First Hill Medical appointments - Broadway & Minor & James	12/5/2015 7:39 AM
251	(7, 8, Link) Columbia City Historical district: restaurants, Ark Lodge Cinema, library; Capitol Hill: home near Olive & Pine	12/4/2015 9:27 PM
252	Chinatown	12/4/2015 9:17 PM
253	34th and Fremont Ave	12/4/2015 7:05 PM
254	Kimpton Hotel	12/4/2015 6:19 PM
255	Seattle First Baptist + the Central Area Senior Center	12/4/2015 5:11 PM
256	Bellevue towers	12/4/2015 4:32 PM
257	Chinatown	12/4/2015 3:45 PM
258	5425 33rd Ave S	12/4/2015 3:34 PM
259	Pike Place Market	12/4/2015 3:34 PM
260	international district	12/4/2015 3:01 PM
261	Beacon Hill (35th & Webster)	12/4/2015 3:00 PM
262	Pioneer Square	12/4/2015 2:53 PM
263	Pike Place Market	12/4/2015 2:20 PM
264	Capital Hill	12/4/2015 2:17 PM
265	bensonrd south and pugot drive, renton	12/4/2015 1:10 PM
266	Georgetown	12/4/2015 12:56 PM
267	14th & Madison	12/4/2015 12:56 PM
268	PCC	12/4/2015 12:46 PM
269	Columbia City	12/4/2015 11:39 AM
270	Downtown	12/4/2015 11:17 AM
271	Downtown	12/4/2015 11:00 AM
272	Capitol Hill	12/4/2015 10:36 AM
273	Renton	12/4/2015 9:45 AM
274	Columbia City area, MLK/Ferdinand	12/4/2015 8:45 AM
275	Capitol Hill (group health, broadway, pike/pine, etc)	12/4/2015 8:32 AM
276	Renton Ave South and 51st Ave South	12/4/2015 8:05 AM
277	Capital hill	12/4/2015 7:55 AM
278	Work/UW shuttle at Harborview	12/4/2015 2:28 AM
279	Flora Ave S and S Warsaw	12/3/2015 10:44 PM
280	downtown seattle	12/3/2015 9:56 PM
281	Downtown, for shopping, entertainment, Seattle Center...	12/3/2015 8:12 PM
282	Group Health	12/3/2015 6:25 PM
283	333 Summit Ave East	12/3/2015 1:51 PM
284	Paul Luu MD	12/3/2015 12:48 PM
285	15th AVE and E John St	12/3/2015 12:41 PM
286	Clink	12/3/2015 12:00 PM
287	downdown (core westlake area)	12/3/2015 10:31 AM

Southeast Seattle 2015-2016 bus changes

288	United Way of King County	12/3/2015 9:58 AM
289	Little Saigon in ID	12/3/2015 9:47 AM
290	Swedish medical center	12/3/2015 8:48 AM
291	Pratt Fine Arts Center	12/3/2015 8:16 AM
292	Jackson St/International District Tunnel Station	12/3/2015 7:23 AM
293	Broadway and Cherry (medical appis)	12/3/2015 7:16 AM
294	Columbia City Library	12/3/2015 7:08 AM
295	Essensial bakery in Madison park	12/3/2015 7:00 AM
296	Group Health Capitol Hill	12/3/2015 6:25 AM
297	Downtown Library	12/3/2015 12:37 AM
298	Elliott Bay Books	12/2/2015 10:20 PM
299	Capitol Hill	12/2/2015 10:07 PM
300	Renton for shopping groceries	12/2/2015 9:50 PM
301	Udistric	12/2/2015 9:16 PM
302	Pioneer square	12/2/2015 9:15 PM
303	downtown	12/2/2015 9:15 PM
304	Yeager Terrace	12/2/2015 9:10 PM
305	Swedish Family Medicine-First Hill	12/2/2015 9:06 PM
306	Shopping	12/2/2015 8:42 PM
307	Employer	12/2/2015 8:41 PM
308	Swedish Medical Center	12/2/2015 8:35 PM
309	VA Medical Center	12/2/2015 8:32 PM
310	Safeco Field	12/2/2015 8:28 PM
311	UW campus	12/2/2015 8:24 PM
312	Capitol Hill for meetings	12/2/2015 5:59 PM
313	Downtown	12/2/2015 5:41 PM
314	Columbia City	12/2/2015 5:39 PM
315	6436 Carleton Ave S	12/2/2015 3:10 PM
316	Washington State History Museum	12/2/2015 2:25 PM
317	Facebook	12/2/2015 1:43 PM
318	Seattle University	12/2/2015 1:35 PM
319	Seattle University	12/2/2015 12:42 PM
320	Red Apple Grocery Store	12/2/2015 11:57 AM
321	24th and Marion, boyfriend's house	12/2/2015 11:49 AM
322	doctors on capital hill	12/2/2015 11:29 AM
323	capitol hill	12/2/2015 10:45 AM
324	Centurylink Field	12/2/2015 9:45 AM
325	Seattle Center	12/2/2015 9:36 AM
326	Mt. Baker TC	12/2/2015 8:52 AM
327	Downtown shopping and cultural events	12/2/2015 8:40 AM
328	Othello and Rainier	12/2/2015 8:29 AM

Southeast Seattle 2015-2016 bus changes

329	Massachusetts st & 25th Ave S	12/2/2015 6:39 AM
330	UPS 6th and Industrial 106	12/1/2015 8:02 PM
331	Rainier Valley Coop. Preschool	12/1/2015 7:23 PM
332	Columbia City	12/1/2015 5:12 PM
333	UWMC	12/1/2015 3:23 PM
334	International District	12/1/2015 1:30 PM
335	Skyway	11/30/2015 3:48 PM
336	1st & Broad St	11/30/2015 2:44 PM
337	SANCA - recreation	11/30/2015 10:30 AM
338	2722 Eastlake Ave E	11/30/2015 7:53 AM
339	E John St & 24th Ave E	11/29/2015 8:15 PM
340	Seattle Central College	11/29/2015 1:04 PM
341	medical/doctor	11/29/2015 12:26 PM
342	Seattle Public library	11/29/2015 12:22 PM
343	Standard Brewery - Jackson & 25th (8, 14)	11/29/2015 12:04 PM
344	Skyway	11/29/2015 11:46 AM
345	Capitol hill	11/29/2015 11:42 AM
346	Renton Airport	11/29/2015 10:54 AM
347	Soda Station	11/29/2015 10:48 AM
348	Grocery outlet 68th Renton ave	11/29/2015 10:06 AM
349	White center Roxbury rt 60	11/29/2015 9:44 AM
350	Goodwill off Dearborne	11/29/2015 9:11 AM
351	downtown/ work	11/29/2015 9:10 AM
352	Trupanion Pet Insurance	11/29/2015 9:02 AM
353	24 hour fitness	11/29/2015 8:17 AM
354	downtown seattle	11/29/2015 7:48 AM
355	Westlake/shopping	11/29/2015 7:39 AM
356	Shoreline P&R	11/29/2015 12:16 AM
357	Broadway/John Street	11/28/2015 6:34 PM
358	Uwajimaya - Renton	11/28/2015 5:56 PM
359	PCC	11/28/2015 2:32 PM
360	Summit & republican	11/26/2015 10:31 AM
361	Summit Ave and E Denny Way, Seattle	11/26/2015 9:18 AM
362	Downtown Corridor, west lake etc.	11/25/2015 7:52 PM
363	1400 NW 56th St.	11/25/2015 6:48 PM
364	Virginia Mason Medical Center	11/25/2015 4:08 PM
365	Broadway and John	11/25/2015 1:45 PM
366	El Centro de la Raza	11/25/2015 9:46 AM
367	Safeco Field	11/25/2015 9:36 AM
368	frst hill	11/25/2015 7:37 AM
369	Westlake and Denny	11/24/2015 9:03 PM

Southeast Seattle 2015-2016 bus changes

370	10th and thistle st	11/24/2015 8:32 PM
371	Capital Hill, Seattle	11/24/2015 8:28 PM
372	Benaroya Hall	11/24/2015 7:59 PM
373	UW Medical Center	11/24/2015 7:49 PM
374	Renton City Hall	11/24/2015 4:34 PM
375	Seattle 1st Presbyterian Church	11/24/2015 2:37 PM
376	OFC	11/24/2015 2:20 PM
377	church(St. James at 9th and Madison) shopping #50, # 9, #7, #49, 43(West Seattle Junction, downtown; Rainier Safeway(at Andover)	11/24/2015 1:45 PM
378	UW	11/24/2015 12:18 PM
379	Downtown	11/24/2015 10:45 AM
380	Mostly stay on 99 North to do all the shopping which is best location to shops...	11/24/2015 10:33 AM
381	Aegis on Madison	11/24/2015 10:33 AM
382	Pike Place Market	11/24/2015 9:51 AM
383	105-groceries and medications (12th & Sunset), visiting homebound friend (Union & Tacoma), catsitting (14th & Kirkland)	11/24/2015 9:31 AM
384	Lander St and 13th Avenue, Seattle WA	11/24/2015 8:02 AM
385	Egyptian Theatre (and other Capitol Hill places), Pine & Broadway	11/24/2015 7:00 AM
386	SM-H Cap Hill, groceries	11/24/2015 1:16 AM
387	Georgetown	11/23/2015 11:55 PM
388	Uwajis	11/23/2015 11:42 PM
389	West Seattle	11/23/2015 11:27 PM
390	Pioneer Square	11/23/2015 11:23 PM
391	Home 9828 39th ave s	11/23/2015 10:28 PM
392	Seattle Central College	11/23/2015 10:26 PM
393	Airport Way & Corson	11/23/2015 8:43 PM
394	graham street area	11/23/2015 8:24 PM
395	Skyway Bowl	11/23/2015 8:17 PM
396	University Street Station	11/23/2015 7:48 PM
397	Neighborcare Rainier Beach	11/23/2015 6:57 PM
398	Rainier Vista Neighborhood House	11/23/2015 6:22 PM
399	The Boeing Company (7500 E Marginal Way)	11/23/2015 5:35 PM
400	westlake station	11/23/2015 5:30 PM
401	Downtown Renton	11/23/2015 5:16 PM
402	Cambridge St. & 39th Ave.	11/23/2015 5:12 PM
403	Group Health Medical Ctr, Capital Hill	11/23/2015 4:38 PM
404	University of Washington	11/23/2015 4:01 PM
405	5th Ave S/Weller St.	11/23/2015 3:30 PM
406	columbia city	11/23/2015 3:24 PM
407	Westlake neighborhood of downtown for shopping	11/23/2015 3:14 PM
408	SeaTac Airport	11/23/2015 3:01 PM

Southeast Seattle 2015-2016 bus changes

409	Downtown shopping	11/23/2015 2:43 PM
410	Madison and 12th Ave	11/23/2015 2:30 PM
411	Comedy Underground	11/23/2015 2:05 PM
412	Pike Place Market Medical Clinic	11/23/2015 1:31 PM
413	Virginia Mason	11/23/2015 1:24 PM
414	Downtown Seattle	11/23/2015 1:23 PM
415	Gym	11/23/2015 1:12 PM
416	Rainier Beach Link Station	11/23/2015 1:11 PM
417	Downtown Library	11/23/2015 1:06 PM
418	Pioneer Square	11/23/2015 1:03 PM
419	SeaTac Airport	11/23/2015 1:01 PM
420	Kidcentre (daycare)	11/23/2015 12:55 PM
421	capitol hill/group health	11/23/2015 12:52 PM
422	Westlake Center	11/23/2015 12:21 PM
423	Home - College and 14th	11/23/2015 12:08 PM
424	Glow Natural Health on Madison and MLK	11/23/2015 12:06 PM
425	GROUP HEALTH	11/23/2015 12:02 PM
426	Bellevue City Hall	11/23/2015 11:46 AM
427	evergreen treatment services on airport way Seattle	11/23/2015 11:44 AM
428	Columbia City businesses	11/23/2015 11:39 AM
429	13th Ave E & E John St	11/23/2015 11:36 AM
430	Cap Hill	11/23/2015 11:31 AM
431	Boeing	11/23/2015 11:26 AM
432	Walker and MLK (2100 Building)	11/23/2015 11:23 AM
433	Lowe's	11/23/2015 11:19 AM
434	The Polyclinic at 7th and Madison	11/23/2015 11:17 AM
435	Meadowbrook	11/23/2015 11:17 AM
436	Westlake Tunnel Station	11/23/2015 11:10 AM
437	Chiropractor	11/23/2015 11:06 AM
438	Group Health Capitol Hill	11/23/2015 10:55 AM
439	Downtown Seattle	11/23/2015 10:50 AM
440	School of Rock, 85th & 1st	11/23/2015 10:47 AM
441	Bellevue Transit Center	11/23/2015 10:45 AM
442	Raygun Lounge,	11/23/2015 10:33 AM
443	1501 4th Ave	11/23/2015 10:29 AM
444	SIFF	11/23/2015 10:29 AM
445	Sea-Tac Airport	11/23/2015 10:07 AM
446	80th Ave S and S 124th St	11/23/2015 10:04 AM
447	521 Stadium Place S, 98104	11/23/2015 10:03 AM
448	MLK Way & E Cherry St	11/23/2015 9:49 AM
449	VA Puget Sound health Care System Seattle	11/23/2015 9:46 AM

Southeast Seattle 2015-2016 bus changes

450	Broadway in Capitol Hill	11/23/2015 9:41 AM
451	Rainbow Natural Health Clinic	11/23/2015 9:36 AM
452	GHC-Rainier	11/23/2015 9:35 AM
453	Northgate Mall	11/23/2015 9:22 AM
454	Lower Queen Anne shopping district	11/23/2015 9:22 AM
455	downtown seattle	11/23/2015 9:22 AM
456	12601 68th Ave S, Seattle 98178	11/23/2015 9:20 AM
457	Downtown Seattle	11/23/2015 9:20 AM
458	Pike Place Market	11/23/2015 9:15 AM
459	10th & Pike	11/23/2015 9:13 AM
460	Dental/Medical appointments	11/23/2015 9:11 AM
461	UW Tower	11/23/2015 9:11 AM
462	27th and Cherry	11/23/2015 9:11 AM
463	south seattle college	11/23/2015 9:09 AM
464	Downtown	11/23/2015 9:09 AM
465	1730 22nd Ave	11/23/2015 9:09 AM
466	Boeing (CAG/Longacres)	11/23/2015 9:09 AM
467	restaurants near Othello Station and Mt Baker Station	11/23/2015 9:08 AM
468	Work	11/23/2015 9:08 AM
469	5th Avenue Theatre	11/23/2015 9:08 AM
470	Harborview	11/23/2015 9:08 AM
471	VIRGINIA MASON CLINIC	11/23/2015 9:08 AM
#	Destination 3	Date
1	to get from my home to the Rainier Beach light rail station	1/12/2016 2:17 PM
2	Seattle Public Library Central	1/12/2016 9:03 AM
3	Columbia city	1/10/2016 11:46 PM
4	SHA-Uptown, scattered clients	1/10/2016 6:03 PM
5	Broadway & John	1/10/2016 3:57 PM
6	Downtown Seattle	1/10/2016 11:39 AM
7	South Beacon Hill	1/10/2016 9:39 AM
8	International district shopping	1/9/2016 5:00 PM
9	Capitol Hill	1/9/2016 12:28 PM
10	Spuhcenter mall	1/9/2016 11:41 AM
11	35th & Avalon Way	1/9/2016 8:18 AM
12	Rainier and andover	1/8/2016 10:07 PM
13	4th and Pine	1/8/2016 7:54 PM
14	Seattle Central College to Mt Baker Link	1/8/2016 7:30 PM
15	Ballard	1/8/2016 3:32 PM
16	DESC Wall Street office (7 or 14)	1/7/2016 4:01 PM
17	3rd & Pine	1/7/2016 9:02 AM
18	Beacon Hill Link Station	1/7/2016 8:35 AM

Southeast Seattle 2015-2016 bus changes

19	Cinerama	1/7/2016 1:11 AM
20	Rainier Beach Community Center	1/6/2016 8:34 PM
21	Pine and Broadway in Capitol Hill	1/6/2016 6:42 PM
22	Pine & Broadway	1/6/2016 6:28 PM
23	First hill/downtown	1/6/2016 6:24 PM
24	Downtown Seattle	1/6/2016 3:32 PM
25	Downtown Seattle Tunnel	1/6/2016 2:17 PM
26	5th And Madison	1/6/2016 2:07 PM
27	University District (varies)	1/6/2016 1:45 PM
28	2960 4th Ave South	1/6/2016 10:25 AM
29	Pike Place Market	1/6/2016 12:09 AM
30	SIFF Uptown cinema	1/5/2016 6:36 PM
31	Columbia City	1/5/2016 5:33 PM
32	3953 S. Lucile St, Seattle	1/5/2016 4:04 PM
33	Yogasmith - 5917 Airport Way S	1/5/2016 3:55 PM
34	MLK and Madison	1/5/2016 3:51 PM
35	Broadway - work	1/5/2016 3:14 PM
36	Hotgate & E3 busway (free parking)	1/5/2016 2:57 PM
37	1010 East Alder Street	1/5/2016 2:01 PM
38	VA Medical Center	1/5/2016 11:20 AM
39	Capitol Hill	1/5/2016 8:08 AM
40	Beacon Ave & Myrtle	1/4/2016 9:57 PM
41	Republican & Pontius	1/4/2016 8:24 PM
42	Columbia City - Rainier between Edmunds and Ferdinand	1/4/2016 5:56 PM
43	Bennaroya Hall	1/4/2016 4:26 PM
44	Downtown Seattle	1/4/2016 1:26 PM
45	Capitol Hill Library	1/4/2016 12:51 PM
46	The Commons in Federal Way	1/4/2016 12:37 PM
47	Airport	1/4/2016 9:58 AM
48	Columbia City	1/3/2016 8:27 AM
49	mall	1/1/2016 8:59 PM
50	City Hall	1/1/2016 1:12 PM
51	south lake Union	1/1/2016 11:08 AM
52	12th and Jackson	1/1/2016 7:52 AM
53	Ne 50th & university way	12/30/2015 3:15 AM
54	Broadway and Pine	12/29/2015 11:42 AM
55	Rainier valley	12/27/2015 6:46 PM
56	Victoria on 15th East	12/27/2015 1:55 PM
57	Center city	12/27/2015 10:50 AM
58	Swedish First Hill	12/27/2015 8:57 AM
59	MLK and E Alder	12/26/2015 7:31 AM

Southeast Seattle 2015-2016 bus changes

60	Downtown	12/25/2015 6:50 PM
61	work #2- Neptune Theatre	12/25/2015 6:02 PM
62	UW Medical Center	12/25/2015 6:29 AM
63	Thomas and 15th in Capital Hill	12/24/2015 2:14 PM
64	Northgate, Southcenter, Broadway	12/24/2015 8:48 AM
65	Carkeek Dr S and 40th St	12/23/2015 2:24 PM
66	SeaTac Airport	12/23/2015 12:57 PM
67	Andover and Rainier	12/23/2015 9:49 AM
68	Medical appointments	12/23/2015 12:50 AM
69	Downtown Seattle	12/22/2015 9:53 PM
70	Northgate	12/22/2015 9:23 PM
71	Northwest African American Museum	12/22/2015 9:17 PM
72	international district tunnel station/transfer to uw for bus stop 9582 bookstore university way & ne 43rd st	12/22/2015 7:03 PM
73	64th and 118th Ave S.	12/22/2015 3:24 PM
74	City of Seattle (Seattle Municipal Tower)	12/22/2015 3:21 PM
75	Medical Dental Building	12/22/2015 2:04 PM
76	13th ave e & howell st	12/22/2015 1:58 PM
77	Douglass-Truth Library	12/22/2015 1:55 PM
78	Medical Dental building	12/22/2015 1:38 PM
79	various retail on Capitol Hill	12/22/2015 1:38 PM
80	Downtown Seattle	12/22/2015 1:33 PM
81	Columbia City	12/22/2015 1:27 PM
82	Downtown for activities	12/22/2015 1:24 PM
83	University District	12/22/2015 1:15 PM
84	White Center	12/22/2015 11:07 AM
85	Pine St	12/21/2015 9:03 PM
86	Broadway and John	12/21/2015 10:24 AM
87	Rainier Ave/MLK Jr Wy S	12/21/2015 6:42 AM
88	Medical appointments First Hill	12/20/2015 3:20 PM
89	World Trade Center bell town 2nd & eall	12/20/2015 1:27 PM
90	Downtown/chinatown	12/19/2015 7:19 PM
91	Westlake Center	12/19/2015 2:41 PM
92	UW Campus	12/19/2015 1:00 PM
93	International District for Shopping	12/19/2015 10:39 AM
94	Sanca seattle	12/19/2015 9:49 AM
95	Capitol hill	12/19/2015 9:37 AM
96	ACT theatre	12/18/2015 6:04 PM
97	Fremont	12/17/2015 9:33 PM
98	Renton Transit Station	12/17/2015 2:17 PM
99	Seattle Public Library, Downtown	12/17/2015 1:05 PM
100	Rainier Beach Community Center	12/17/2015 8:07 AM

Southeast Seattle 2015-2016 bus changes

101	Fred Meyer Ballard	12/17/2015 6:32 AM
102	Capitol Hill	12/16/2015 1:18 PM
103	Rainier Beach Community Center	12/16/2015 11:44 AM
104	Volunteering- Hillman City	12/16/2015 11:35 AM
105	Shopping	12/16/2015 10:39 AM
106	The Black Epicentre	12/15/2015 10:19 PM
107	Capitol Hill	12/15/2015 7:18 PM
108	Safeway (Rainier Beach)	12/15/2015 5:05 PM
109	Bellevue Transit Center	12/15/2015 3:43 PM
110	Whole foods	12/15/2015 2:33 PM
111	Renton Transit Center	12/15/2015 1:49 PM
112	Jackson Federal Building	12/15/2015 1:47 PM
113	Quest church 1401 Leary way	12/15/2015 1:15 PM
114	Planned parenthood	12/15/2015 11:11 AM
115	Katsu burger	12/15/2015 10:07 AM
116	Pine/Pike corridor	12/15/2015 6:42 AM
117	Airport Way in Georgetown	12/15/2015 2:01 AM
118	Stadium	12/14/2015 2:40 PM
119	Rainier Group Health	12/14/2015 1:42 PM
120	Broadway & Union	12/14/2015 9:53 AM
121	1st Ave N & Mercer	12/14/2015 9:09 AM
122	Safeway	12/14/2015 3:23 AM
123	Georgetown	12/13/2015 9:05 PM
124	Pine St and Bellevue Ave	12/13/2015 6:57 PM
125	Capitol Hill	12/13/2015 4:28 PM
126	Grocery	12/13/2015 3:00 PM
127	220th St & Hwy 99, Edmonds	12/13/2015 12:53 PM
128	Northgate Transit Center	12/13/2015 9:46 AM
129	denny and dexter	12/13/2015 2:49 AM
130	U District	12/12/2015 1:19 PM
131	And all that is inbetween	12/12/2015 9:27 AM
132	3rd and Bell	12/12/2015 9:11 AM
133	Shoreline Health & rehab, The Springs at Pacific Regent, Mission Healthcare at Bellevue	12/12/2015 9:05 AM
134	Rainier Beach Link Light Rail Station	12/12/2015 8:12 AM
135	Westlake shopping	12/12/2015 12:49 AM
136	1001 Madison Street	12/12/2015 12:34 AM
137	California Ave and Alaska Ave	12/11/2015 11:17 PM
138	4th and Spokane Street	12/11/2015 10:01 PM
139	Bellevue Transit Center	12/11/2015 7:43 PM
140	Northgate	12/11/2015 11:10 AM
141	SeaTac for travel	12/11/2015 10:31 AM

Southeast Seattle 2015-2016 bus changes

142	Edmonds Amtrak Station	12/11/2015 9:27 AM
143	7300 Roosevelt Way NE Seattle, WA	12/11/2015 7:56 AM
144	7300 Roosevelt Way NE	12/11/2015 7:43 AM
145	Downtown	12/10/2015 9:44 PM
146	Mapleleaf and Chinatown	12/10/2015 8:01 PM
147	Seattle Center (for multiple reasons)	12/10/2015 4:10 PM
148	7300 Roosevelt Way NE Seattle, WA	12/10/2015 3:42 PM
149	Jefferson community center	12/10/2015 3:24 PM
150	Supermarkets in International District	12/10/2015 3:11 PM
151	4th & Yesler (downtown)	12/10/2015 2:19 PM
152	Bartells Pharmacy on Rainier	12/10/2015 11:06 AM
153	Capitol Hill (9x) for medical needs	12/10/2015 8:17 AM
154	Downtown	12/10/2015 1:06 AM
155	International District	12/9/2015 9:29 PM
156	4th & Pike St.	12/9/2015 9:19 PM
157	capital hill	12/9/2015 8:16 PM
158	New-Holly Branch Library	12/9/2015 6:39 PM
159	Capitol Hill Pike/Pine corridor	12/9/2015 4:59 PM
160	Dearborn Park International School	12/9/2015 4:55 PM
161	Group Health Central Campus	12/9/2015 3:25 PM
162	University Street Station	12/9/2015 2:23 PM
163	Beacon hill	12/9/2015 12:31 PM
164	University of Washington - tower	12/9/2015 12:08 PM
165	Mt. Baker Link Light Rail Station	12/9/2015 11:59 AM
166	Group Health Capitol Hill	12/9/2015 9:00 AM
167	White center	12/8/2015 11:29 PM
168	Beacon Hill	12/8/2015 6:28 PM
169	Westlake Square	12/8/2015 2:18 PM
170	Medical appointments	12/8/2015 12:37 PM
171	Pioneer Square	12/7/2015 9:09 PM
172	Airport	12/7/2015 6:24 PM
173	Swedish Cancer Institute	12/7/2015 5:38 PM
174	Rainier Beach	12/7/2015 2:40 PM
175	15th Ave S & S Dawson St.	12/7/2015 12:52 PM
176	link light rail	12/7/2015 12:06 PM
177	Chinook Building, 5th Ave and Jefferson	12/7/2015 10:05 AM
178	King County Eastgate Public Health Clinic	12/7/2015 9:46 AM
179	Columbia City	12/6/2015 11:34 PM
180	Seattle Bouldering Project	12/6/2015 7:51 PM
181	International District Link station	12/6/2015 8:07 AM
182	Rainier Beach (Community)	12/5/2015 11:51 AM

Southeast Seattle 2015-2016 bus changes

183	Georgetown	12/5/2015 9:32 AM
184	Capitol Hill shopping & recreation- Downtown shopping & recreation	12/5/2015 7:39 AM
185	(36, Link) Beacon Hill: library	12/4/2015 9:27 PM
186	Rainier Ave and Genesee	12/4/2015 7:05 PM
187	International district	12/4/2015 6:19 PM
188	Recovery Cafe	12/4/2015 5:11 PM
189	Neighbor care	12/4/2015 4:32 PM
190	12th and John in Capitol Hill	12/4/2015 3:34 PM
191	Belltown	12/4/2015 3:34 PM
192	harborview hospital	12/4/2015 3:01 PM
193	Safeco Field	12/4/2015 2:53 PM
194	Seattle Art Museum	12/4/2015 2:20 PM
195	Georgetown	12/4/2015 2:17 PM
196	Group Health	12/4/2015 12:46 PM
197	Capitol Hill	12/4/2015 11:39 AM
198	Capitol Hill	12/4/2015 11:17 AM
199	Capitol hill	12/4/2015 11:00 AM
200	University of Washington	12/4/2015 9:45 AM
201	UW Medical Center	12/4/2015 8:45 AM
202	University district	12/4/2015 8:32 AM
203	Waters Ave & South Roxbury Street	12/4/2015 8:05 AM
204	Downtown	12/4/2015 7:55 AM
205	Downtown	12/4/2015 2:28 AM
206	SeaTac airport	12/3/2015 8:12 PM
207	Pacific Science Center	12/3/2015 1:51 PM
208	Rainier and Dearborn	12/3/2015 12:41 PM
209	Costco in Seattle	12/3/2015 9:47 AM
210	Soil Art Gallery	12/3/2015 8:16 AM
211	Alderwood Mall	12/3/2015 7:23 AM
212	Nordstrom Tower (medical appts)	12/3/2015 7:16 AM
213	Safeway on rainier	12/3/2015 7:00 AM
214	Safeway - Rainier Square Plaza	12/3/2015 12:37 AM
215	International District	12/2/2015 10:20 PM
216	West Seattle	12/2/2015 10:07 PM
217	Rainier and Broadway for shopping	12/2/2015 9:50 PM
218	Rainier beach pool	12/2/2015 9:16 PM
219	Westlake	12/2/2015 9:15 PM
220	Anywhere on Rainier Ave	12/2/2015 9:15 PM
221	The Landing in Renton	12/2/2015 9:06 PM
222	Medical Appts	12/2/2015 8:42 PM
223	Seattle Art Museum	12/2/2015 8:41 PM

Southeast Seattle 2015-2016 bus changes

224	University of Washington Medical Center	12/2/2015 8:32 PM
225	SeaTac Airport	12/2/2015 8:28 PM
226	Downtown Seattle	12/2/2015 8:24 PM
227	ID/Yesler Terrace area for meetings	12/2/2015 5:59 PM
228	Stadium	12/2/2015 5:41 PM
229	Capitol Hill	12/2/2015 5:39 PM
230	Seattle University	12/2/2015 3:10 PM
231	SODO Busway & Lander	12/2/2015 2:25 PM
232	3rd & Chery	12/2/2015 1:43 PM
233	Downtown Columbia City	12/2/2015 1:35 PM
234	Dominos Jackson st	12/2/2015 12:42 PM
235	Downtown Seattle	12/2/2015 11:57 AM
236	miscellaneous -- downtown, capitol hill, mount baker, etc.	12/2/2015 11:49 AM
237	grocery shopping at madison market	12/2/2015 11:29 AM
238	burien	12/2/2015 10:45 AM
239	Polyclinic	12/2/2015 9:45 AM
240	Youth tutoring locations	12/2/2015 8:52 AM
241	Rainier and Genessee	12/2/2015 8:29 AM
242	Virginia Mason 9 (med appts)	12/1/2015 8:02 PM
243	Group Health	12/1/2015 7:23 PM
244	Beacon Hill	12/1/2015 5:12 PM
245	Seattle Center	12/1/2015 1:30 PM
246	Renton	11/30/2015 3:48 PM
247	S Dearborn & 31st Av S	11/30/2015 2:44 PM
248	Downtown and Capitol Hill	11/30/2015 7:53 AM
249	Pine St & 5th Ave	11/29/2015 8:15 PM
250	Medical appointments	11/29/2015 1:04 PM
251	shopping	11/29/2015 12:26 PM
252	Red Apple Market	11/29/2015 12:22 PM
253	downtown Seattle* volunteering, shopping, entertainment (light rail)	11/29/2015 12:04 PM
254	Renton City Hall	11/29/2015 10:54 AM
255	Airport Way S and S Vale St	11/29/2015 10:48 AM
256	Virginia mason	11/29/2015 10:06 AM
257	Satco field and centurylink field rt 106/124	11/29/2015 9:44 AM
258	Starbucks at Broadway and Republican	11/29/2015 9:11 AM
259	Greenwood Animal Hospital	11/29/2015 9:02 AM
260	pacific place	11/29/2015 8:17 AM
261	Rainier beach	11/29/2015 7:48 AM
262	Going out in evenings/capitol hill/downtown	11/29/2015 7:39 AM
263	Broadway & E Pine St	11/29/2015 12:16 AM
264	Pike/Pine Street Downtown	11/28/2015 6:34 PM

Southeast Seattle 2015-2016 bus changes

265	Southcenter	11/28/2015 5:56 PM
266	Rainier Community Center	11/28/2015 2:32 PM
267	Seattle center west	11/26/2015 10:31 AM
268	University Way NE and NE 45th Ave, Seattle	11/26/2015 9:18 AM
269	Broadway, Capitol Hill, Madison Valley	11/25/2015 7:52 PM
270	Rainier Ave. & S. Henderson St.	11/25/2015 6:48 PM
271	Mt. Baker area	11/25/2015 4:08 PM
272	Pike Market	11/25/2015 1:45 PM
273	Rainier Ave S & S Tobin St, Renton, WA 96057	11/25/2015 9:46 AM
274	Seward Park	11/25/2015 9:36 AM
275	Most locations in the Rainier Valley and throughout King County	11/25/2015 7:37 AM
276	Westlake and Republican	11/24/2015 9:03 PM
277	ACT Theatre	11/24/2015 7:59 PM
278	Sea-Tac Airport	11/24/2015 7:49 PM
279	Seattle Indian Health Board	11/24/2015 2:37 PM
280	Seattle Central College	11/24/2015 2:20 PM
281	Medical-Group Health on 15th Ave Ea, and downtown; classes at 23rd and E. Aloha	11/24/2015 1:45 PM
282	24th Ave E and McGraw	11/24/2015 12:18 PM
283	Group Health-Capitol Hill	11/24/2015 10:33 AM
284	106-visiting friend in nursing home, visiting Georgetown	11/24/2015 9:31 AM
285	Boren St and Madison St, Seattle, wa	11/24/2015 8:02 AM
286	8th & Pine building.	11/24/2015 7:00 AM
287	Art Therapy Classes	11/24/2015 1:16 AM
288	Rainier Beach	11/23/2015 11:55 PM
289	Columbia City	11/23/2015 11:23 PM
290	Swedish cherry hill doctor	11/23/2015 10:28 PM
291	VA Hospital	11/23/2015 10:26 PM
292	Broadway & Pike	11/23/2015 8:43 PM
293	rainier beach saweway	11/23/2015 8:24 PM
294	Westlake Station	11/23/2015 7:48 PM
295	St Mary's Food Bank	11/23/2015 6:57 PM
296	15th and John, Capitol Hill	11/23/2015 6:22 PM
297	Benaroya Hall	11/23/2015 5:35 PM
298	georgetown	11/23/2015 5:30 PM
299	University St. & 4th Ave.	11/23/2015 5:12 PM
300	Downtown Seattle, 3rd & Pike	11/23/2015 4:38 PM
301	First Hill Medical Centers	11/23/2015 4:01 PM
302	Airport Way S/Corson Ave S	11/23/2015 3:50 PM
303	145th & greenwood	11/23/2015 3:24 PM
304	St. Therese at 35th and Marion	11/23/2015 3:14 PM
305	Broadway and E. John St.	11/23/2015 2:30 PM

Southeast Seattle 2015-2016 bus changes

306	Home	11/23/2015 2:05 PM
307	Central Library	11/23/2015 1:31 PM
308	Ballard Ave / Market St	11/23/2015 1:24 PM
309	Polyclinic Madison	11/23/2015 1:23 PM
310	Grocery shopping	11/23/2015 1:12 PM
311	Grocery Outlet 11656 68th Ave S	11/23/2015 1:11 PM
312	Red Apple	11/23/2015 1:06 PM
313	International District	11/23/2015 1:03 PM
314	Capitol Hill	11/23/2015 1:01 PM
315	Downtown (recreation/transfers)	11/23/2015 12:55 PM
316	seattle public library	11/23/2015 12:52 PM
317	Capitol Hill	11/23/2015 12:21 PM
318	SIFF Cinema on Queen Anne Ave	11/23/2015 12:06 PM
319	DENNY TRIANGLE	11/23/2015 12:02 PM
320	15th Ave E and E John St	11/23/2015 11:46 AM
321	35607 8th ave sw federal way	11/23/2015 11:44 AM
322	Grocery Stores	11/23/2015 11:39 AM
323	Bellevue Overlake Hosp.	11/23/2015 11:31 AM
324	Downtown	11/23/2015 11:26 AM
325	First Hill	11/23/2015 11:23 AM
326	Swedish Hospital	11/23/2015 11:17 AM
327	Rainier Valley	11/23/2015 11:17 AM
328	SeaTac Airport	11/23/2015 11:10 AM
329	Shopping at Northgate	11/23/2015 11:06 AM
330	NE 45th St, University Ave	11/23/2015 10:56 AM
331	Century Link	11/23/2015 10:50 AM
332	Museum of Flight	11/23/2015 10:45 AM
333	Century-Link Stadium	11/23/2015 10:07 AM
334	S Juneau St and Shalfer Ave S	11/23/2015 10:04 AM
335	Downtown Seattle for errands and shopping	11/23/2015 10:03 AM
336	22nd Ave & E Madison St	11/23/2015 9:49 AM
337	Downtown	11/23/2015 9:41 AM
338	Salal Credit Union	11/23/2015 9:36 AM
339	Boeing Customer Service on South 112th Street and Tukwila International Blvd.	11/23/2015 9:22 AM
340	Downtown transit corridor	11/23/2015 9:22 AM
341	capitol hill	11/23/2015 9:22 AM
342	Georgetown	11/23/2015 9:15 AM
343	Downtown library	11/23/2015 9:13 AM
344	Volunteering/Shopping	11/23/2015 9:11 AM
345	Downtown Seattle	11/23/2015 9:11 AM
346	19th and John	11/23/2015 9:11 AM

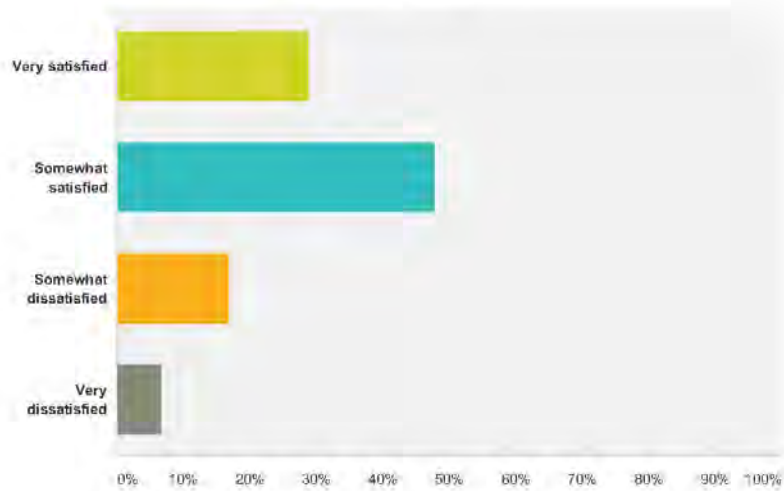
Southeast Seattle 2015-2016 bus changes

347	Grocery (various)	11/23/2015 9:09 AM
348	S Vale and Airport Way S	11/23/2015 9:09 AM
349	100 1st Ave N	11/23/2015 9:09 AM
350	Fremont	11/23/2015 9:09 AM
351	downtown	11/23/2015 9:08 AM
352	Work	11/23/2015 9:08 AM
353	15th & John	11/23/2015 9:08 AM
354	Uwmc	11/23/2015 9:08 AM
355	DOWNTOWN SEATTLE	11/23/2015 9:08 AM

Southeast Seattle 2015-2016 bus changes

Q7 Generally, how satisfied are you with the transit routes you use?

Answered: 593 Skipped: 81



Answer Choices	Responses
Very satisfied	28.84% (171)
Somewhat satisfied	47.72% (283)
Somewhat dissatisfied	16.86% (100)
Very dissatisfied	6.58% (39)
Total	593

#	Why?	Date
1	I'm mostly satisfied. But, Transit is slow up Rainier, and often slow across I-90 to Bellevue. And, I live close to the light rail tracks, but there is no stop at Graham St, so I don't use it much because the walk is long to Othello.	1/21/2016 6:19 PM
2	I am able to get to places all on one bus. If I do need to connect my wait time is very minimal. Provided its not raining.	1/20/2016 2:57 PM
3	the current 107 and 106 routes work very well for me. 107 goes right from my house (on 51st ave s) to the station. I just wish it went more frequently. I'm very excited about the proposed increase of service to 15 minute intervals during peak times for this route in particular. However, I oppose the rerouting of 106. The 106 provides a great alternative route to Rainier Beach light rail station in the event that Light Rail is closed or not running due to an accident, which has been happening more and more frequently lately. Also, the 106 provides great connection between Rainier Beach and Georgetown/ SODO and is the only bus to do so.	1/12/2016 2:17 PM
4	More frequent evening trips	1/12/2016 9:03 AM
5	Timing of routes and on-time schedule is already very poor. Extending the routes and putting the buses on already crowded thoroughfares is not an improvement.	1/11/2016 8:35 PM
6	Service on the 7 and 36 is very frequent.	1/10/2016 11:46 PM
7	I appreciate the rapid service corridor in the sodo bus way. When light rail to UW opens in March I'll be able to ride all the way to UW without getting stuck in traffic thanks to the busway and light rail.	1/10/2016 11:37 PM

Southeast Seattle 2015-2016 bus changes

8	<p>that's a very long and involved answer. it would help if you took our customer service comments more seriously and responded more quickly and substantively. We want to help make the system work better for everyone, but we need good information to do so. Customer service is more important than I think you realize. You need to get a lot more aggressive about using off-board payment and getting the city(ies) to provide dedicated lanes and signal priority. The 7 is unbearably slow, much worse than Link, yet just about HALF the daily users of Rainier Ave are 7 and 9 bus riders. You also need real time arrival information at far more stops. The ORCA website and your Trip Planner app (if not One Bus Away as well) need to show how much time we have remaining on a transfer. It's critical for poorer riders who have less of a say. You need to be electrifying far more routes--in Seattle AND the suburbs (the 8 and 9 come to mind, and 245). They're quieter and cleaner, and cheaper to operate in the long run. Will rarely works on Rapid Ride, and the C, D, and F Lines are not rapid at all. They're marginally frequent. The F Line's alignment is much too slow, circuitous, and inefficient. Having to ride it gets maddening. Rush hour commute between Columbia City and Renton takes me 55 minutes each way. Your schedules and bus stop signs need to "brand" frequent service routes like Portland. Work toward making "frequent service" mean every 10-12 minutes instead of 15. (also keep shifting from schedule management to headway management) You've made real progress but still need to improve your system maps, and post useful ones at stops that show people where they can get from that stop. The same goes for reducing inefficient one-seat ride routes and shifting away from a hub (downtown) and spoke network to a frequent grid of routes. The 8, 44, 48, and 50 are good, for example. Part of that means improving the transfer experience and stops. Where you want to create a major transfer stop, you need to offer seating, lighting, real time arrival information and other important info. ORCA readers would be good too, and those TVMs need to be in far more places--Link stations and major groceries aren't enough. Integration between ST and Metro needs help--see Mt. Baker "transit center". Or the awful wayfinding in the DSTT that leaves tourists constantly worried about being on the wrong side of the Westlake platform to catch the train. Don't give us snarky, bureaucratic answers about how you've looked, and it's adequate because it meets some cookie cutter set of secret metrics. If people are having problems and complaining, it's not adequate! Bus/train joint operations aren't fast or efficient enough either. For tourists, new Seattleites, and people new to transit, navigating the different agencies and fare structures (and media) is much too complicated. It needs to be streamlined. Use Paris as an example. Many of the text/email alerts are pretty useless too. The route is interrupted? Where? For how long? What are my alternatives? Many of your drivers don't know the network and give riders bad information, which is worse than just saying "I don't know". That actually costs riders more time and money. Live stop announcements on buses are a great belated improvement. But they need to announce transfer points as well--bus and rail (this goes back to the transfer experience and frequent grid). Some of your routes have strange or vestigial kinks in them that waste time and serve little purpose. The 8 between Yeaser and Jackson is an example, or the 16 (and others) dipping down to the 92nd St overpass. You should also push for much more progressive funding sources. Sales tax and VLF aren't very good. MVET and tolls would be.</p>	7/10/2016 6:03 PM
9	works for me!	7/10/2016 5:41 PM
10	The service is decent, but I wish the frequency was increased.	7/10/2016 3:57 PM
11	busses come often enough (could always use more), but the schedule is usually wrong. I have to show up early and wait a long time. And then the same bus comes twice in a row.	7/10/2016 11:39 AM
12	Sometimes too crowded. Some buses off schedule or bus runs missing. connections create delay and not reliable.	7/10/2016 9:39 AM
13	The routes are long and the buses are often late.	7/10/2016 8:29 AM
14	Although the 50 is not as frequent, Link, the 7, and D-line are very frequent, and reliable. Sometimes the 7 and D do bunch up.	7/9/2016 11:35 PM
15	Take too long, frequent delays.	7/9/2016 5:20 PM
16	124 is often late	7/9/2016 3:09 PM
17	The waiting time is not realistic. Sometimes they are overcrowded.	7/9/2016 1:05 PM
18	My bus drivers are always nice and timely. I can depend on the service I have.	7/9/2016 12:55 PM
19	The 8 is often late. The 7 is slow and late often. It also smells and is bumpy and sometimes unsafe. The 106 comes too infrequently	7/9/2016 11:41 AM
20	West Seattle busses get canceled at the last minute too often. Routes 7, 9, & 14 are late far too often	7/9/2016 8:18 AM
21	Slow & delayed due to non-dedicated lanes on backed up streets... Like Denny and 5th	7/9/2016 7:31 AM
22	The 9x southbound at Broadway and terrace is always late in the evening.	7/8/2016 10:07 PM
23	Route 7 take too long to get downtown. Route 50 doesn't run frequently enough to feed the light rail.	7/8/2016 7:54 PM
24	Drivers Leaving Zones When 3 or more busses behind especially after 5pm and weekends and Holidays when Complaints department is closed... Drivers question you when they're asked for Ramp once deployed should be left out til last passenger is loaded avoiding extra time it takes to put it back out and in again if someone else needs Ramp...	7/8/2016 7:37 PM

Southeast Seattle 2015-2016 bus changes

25	I really think KCM and affiliates need to do more--and more quickly--to address the needs of commuters. Seattle's traffic situation is atrocious, and I see more people trying to public transit, and are still subject to the delays that they would face if they were driving their own vehicles. Also some of us are visually impaired and cannot drive and rely on competent public transit, which Seattle definitely has the capability of providing. There need to be more bus only lanes, particularly along heavy traffic routes during peak hours; there need to be more routes and more buses running along the MLK corridor (the LINK is great AND there are a lot of commuters who live between the Othello and Columbia stations that have to walk in order to access this service); and better communication between drivers to reduce bus bunching. I hope Metro will continue to address these issues (and many others) in a more timely manner. Thank you for your hard work!	1/8/2016 7:30 PM
26	While I can generally get to where I need to go, my commute to and from work takes an hour (or more depending on traffic), the 124 bus tends to leave it's first stop 5 minutes late, getting even more behind schedule as it goes, making it so I have no certainty about getting to work on time, even with a 20 minute window. I'm glad I can get to work on just one bus, but I need more reliability.	1/8/2016 3:32 PM
27	It is a direct bus going from where I live to downtown Seattle and International District. It is convenient for people like me without a car.	1/8/2016 2:54 PM
28	It brings me right to my home	1/7/2016 9:08 AM
29	I wish there was less congestion on Jackson St and Rainier between Jackson and Mt Baker TC.	1/7/2016 8:00 AM
30	They're somewhat frequent and pretty reliable. They don't run as frequent or late as I'd like though.	1/7/2016 6:35 AM
31	5:22 AM northbound 106 is unreliable because it has a different driver almost every day. Some of these drivers are slower than others or run late, so I miss connections to the 5:51 AM route 70 to U-district. (ID station). The route 66 bus to Northgate starts by this stop, but doesn't pick up passengers here. It's too far to walk to where the 66 makes its first stop if I miss the 70. Can you have the 66 stop by ID tunnel? Route 70 gets a lot of Sounder commuters, so they end up missing the 70 if the train is late or the 70 leaves early.	1/6/2016 9:56 PM
32	The poor 7 - it could use some respect. Every other neighborhood gets shiny new Rapid Ride buses and the folks in Rainier Beach get the shaft. Sure there are connectors to link but if you live near Othello and Rainier, the 7 is really the only option. 9 is great but doesn't run enough to count.	1/6/2016 8:34 PM
33	The 9X doesn't run very often as it is and the proposal is to reduce service fairly dramatically. The 9X is a very convenient and direct route from the south end to Capitol Hill. The 7 and 48 and LINK light rail all run regularly and I have no complaints about them.	1/6/2016 6:42 PM
34	They work pretty well during the day but don't run late enough or often enough at night.	1/6/2016 6:28 PM
35	Fast, reliable, easy.	1/6/2016 2:17 PM
36	Most heavily used route is 36 which has frequent, mostly on-time service	1/6/2016 2:07 PM
37	It usually works out pretty well. The 7 and 9x come reasonably often, which is the most important factor. I wish there was a more direct route to/from Capitol Hill through the Rainier Valley later in the evening when route 9 is no longer running. If I'm in Cap Hill for a movie, dinner, or a concert I usually can't take the 9 back home again.	1/6/2016 1:45 PM
38	Reliability is often poor. Could come more often on Sundays and a bit later into the evening. The lack of First Hill-bound service on the 2/3/4 after midnight is particularly disappointing	1/6/2016 12:09 AM
39	The waits aren't terribly long even when buses are not on time.	1/5/2016 6:36 PM
40	No transit service on 23rd Ave between Rainier Ave S and S Spokane St--VERY steep hill between my house and Mt Baker Light Rail makes 1/4 mile distance to that light rail station inaccessible for me as a disabled person, which is closest transit access to my home.	1/5/2016 4:04 PM
41	Buses are rarely on time, often very full. Otherwise, I really appreciate them.	1/5/2016 3:55 PM
42	Dirty buses sometimes don't feel safe	1/5/2016 3:51 PM
43	good - always wish they came more often and had fewer stops - I'd rather walk a bit and get there faster	1/5/2016 3:14 PM
44	There are lots of transit routes going past my destinations because I've set it up that way. The glaring exception is the 48. What a mess the 23rd construction is!	1/5/2016 2:57 PM
45	Very regular, run almost all hours, gets close to my destinations and doesn't cost too much money or time in transfers	1/5/2016 2:01 PM
46	The buses provide the transportation I need.	1/5/2016 11:20 AM
47	Route 50 and 9 need to be more frequent, especially the 50. I'm often forced to drive because the walk from my home to the light rail station is unsafe..It needs to run at 10-15 min frequencies in order to funnel to the light rail reliably.	1/5/2016 8:08 AM

Southeast Seattle 2015-2016 bus changes

48	Overall they're reliable and fast. I especially prefer to maintain the 106 line's CURRENT route. We need the direct and fast connection to downtown via the bus way. Moving the 106 to MLK, Rainier & Jackson will substantially lengthen my commute length. Using the new 107 to transfer to Beacon Avenue is also not a viable option: 1) it adds time to the current commute length and 2) The light rail is already standing room only at Beacon Hill's light rail station during peak times--adding more passengers to that stop is unreasonable.	1/4/2016 9:57 PM
49	When it works, it works well! The Link and downtown routes work well. My biggest problem is with the 8 along Denny. It is always overcrowded, and during peak times, can be delayed up to an hour due to traffic. Also, peak-time D & E buses are STILL consistently overcrowded.	1/4/2016 8:24 PM
50	Difficulty getting in Seattle Center due to mass transit stopping at Westlake and having to transfer.	1/4/2016 5:56 PM
51	The light rail is efficient and comfortable, but I often have a long wait for the connecting route 50.	1/4/2016 4:26 PM
52	The 106 drops me off right in front of my building. The area I'm in is heavy in crime, break ins, etc. It's important to me to have a safe place to wait for the bus.	1/4/2016 3:17 PM
53	Gets me to where I need to go with relatively quickly and I don't have to deal with parking.	1/4/2016 2:13 PM
54	Metro gets slower and slower every year. Breaking up routes and making me transfer more is not the answer	1/4/2016 1:26 PM
55	I live close to only the 50 and the 60 - the 36 is not very accessible from 15th Ave S or west of there in mid-Beacon. The 50 and 60 do not go downtown, which is fine, I have no problem connecting with the light rail. They are fairly infrequent though and often delayed. On top of that, they are scheduled to come within a few minutes of one another throughout the day. That means there is often a 25 minute wait between buses that will take you to a light rail connection or a downtown bus connection. Then you have to wait for light rail, and then ride on it. Considering how close we are to downtown, it's fairly absurd to have it regularly take 45 minutes to get downtown. Please extend the 107 to Beacon Hill station or greatly increase the frequency and reliability on the 60.	1/4/2016 12:51 PM
56	187 comes every half hour during commuter times and now announces every stop. I wish there was an express bus to get to the Light Rail that came every 15 minutes.	1/4/2016 12:37 PM
57	the 8 bus is barely useable most of the week. It is late every single morning and afternoon during normal commute times from wednesday to friday at least, the route is far too long and should be replaced by several routes. in addition Denny is so bad that this makes the 8 bus a totally random bus where times cannot be counted on and is regularly overcrowded.	1/4/2016 12:34 PM
58	I love how quick and direct the 9X is. When I miss it and have to take the 8, it's super long down MLK from Cap Hill, but like that I don't have to transfer. I wish the 9X came every 15-20 minutes during peak times, but 30 mins is better than transferring!	1/4/2016 11:00 AM
59	The service of Metro is exceptional from direct line workers to administrative and executive personnel.	1/4/2016 9:58 AM
60	It seems the routes south of Columbia City get little care	1/3/2016 8:27 AM
61	because I want the 183 to run later at night, in the 10-10:30 and have the 183 run on Sundays. and I think the 181 should be changed into a rapidride bus	1/1/2016 8:59 PM
62	Getting to the Columbia City station on foot is a nightmare (need to cross MLK at two points to get to it and the push button light for pedestrians takes forever). Bus number 8 is late often. Sometimes doesn't show on One Bus Away. Bus 50 is too infrequent. When working evenings is too inconvenient to take it. Sometimes easier to do light rail + C Line which is a much longer distance	1/1/2016 1:12 PM
63	Get you where you need to, frequency, clean	1/1/2016 11:08 AM
64	I am very satisfied with my current routes. I'm in the minority but I live downtown and commute via the 106 bus to Georgetown. It is almost always on time, and because of the tunnel and the SODO bus way, almost never stuck in traffic or late.	1/1/2016 7:52 AM
65	Takes forever (107)	12/30/2015 9:52 PM
66	Always have to walk up big hill to 17th ave ne going home, 9x doesn't run often	12/30/2015 3:15 AM
67	Slow, service not frequent enough	12/27/2015 6:46 PM
68	They take me where I need to go and usually in a timely manner	12/27/2015 1:55 PM
69	Always a pleasant AM driver.	12/27/2015 10:50 AM
70	I can get to anywhere I need to go with ease	12/27/2015 8:67 AM

Southeast Seattle 2015-2016 bus changes

71	The 9 needs to run every day and come more often. I often need to get from Broadway and Harrison to Dearborn and Rainier or Rainier and Andover and there is no easy way to do that besides the 9. It makes it very hard to do my job when it isn't running. The 8 is essential to everywhere I go and splitting it into two routes will increase my time waiting for buses and make my life miserable. I also go places in the central district that will be difficult with the revisions. I am disabled and unable to drive but the work I do requires me to go lots of places and the access bus would make me late. This is an awful mess that will make me lose work, which I do not have very much of. I am unable to walk to the new 106 route or the other new routes. They do not help me at all. Way to screw over low income, chronically ill, disabled people who rely 100% on buses (and specifically these routes) for transportation, Metro. This sucks.	12/26/2015 7:31 AM
72	The busses are often too crowded	12/25/2015 6:50 PM
73	-Frequency good. Stop locations good. -Getting crowded on light rail. Often cannot get a seat Northbound off-peak at Alheda station due to Airport travelers (suitcases on seats) This was esp a problem when I had ankle issues and could not stand for entire trip downtown as it was not obvious that I had injury. Light rail ridership has increased significantly since I started riding Summer 2014 -#7 is too slow getting northbound through Rainier 1-90 to ID Station. can take 15 minutes for bus to get through a 1 mile stretch. #7 southbound is trolly and standard bus in evening. 2 buses often nose to tail on same route only feet apart. Should allow outbound riders to transfer to the slower bus, so the faster bus can speed ahead and fix timing frequency -Cant tell which stops #7 services downtown any more. need some signage improvements	12/25/2015 6:02 PM
74	IMPOSSIBLE. to get parking at Transit Centers or P&R unless you get there VERY early, overcrowding, environmental temperature too warm when everyone already wearing coats, lack of poor driver support and slow response time to incidents and behavior problems. Platform Security only do "their platform" and are basically direction givers with a badge	12/25/2015 6:29 AM
75	Convenient and comfortable. I only rely on public transportation to go anywhere.	12/24/2015 2:14 PM
76	Some of these routes are having a hard time staying on schedule. Though I can understand with all the construction and road work going on at the same time.	12/24/2015 8:48 AM
77	Schedule is not reliable; service could be more frequent outside of peak times (like just after 9am and 6pm)	12/23/2015 10:53 PM
78	it is usually on time going to seattle central college yet coming home is a different story it is usually late by any where from 25 minutes plus.	12/23/2015 8:54 PM
79	Each and every route reaches my desired destination with minimal transfers, and in a timely manner. The most convenient is being able to go into the downtown transit tunnels, connecting to a wide variety of places and other buses.	12/23/2015 2:24 PM
80	Destination 1, using the 8, 43 or 10 runs late quiet often west bound and east bound. Wish they were more timely	12/23/2015 12:57 PM
81	Better than driving.	12/23/2015 7:35 AM
82	Because I use the bus and light rail to get to places and with buses I use it to get to work.	12/22/2015 11:24 PM
83	The 8 was wonderful until the route was extended into Rainier Valley at which point it became wildly erratic.	12/22/2015 9:53 PM
84	the buses need to run more frequently	12/22/2015 9:23 PM
85	The 8 is not reliable. The others which I use are fine.	12/22/2015 9:17 PM
86	I'm satisfied as long as the bus arrives without delay.	12/22/2015 8:01 PM
87	36 is challenged with cable system that needs a serious upgrade. great drivers/great community	12/22/2015 7:03 PM
88	The bus stops, the travel time and routes are very convenient for me to get to my destinations. It's nice to have a choice to get downtown. I could either take the 106 or take the 60 and transfer to the light rail. I would hate to see changes made.	12/22/2015 5:11 PM
89	Buses are always completely packed in the morning and evening, and are often way off schedule. I've given up trying to take the bus home from SLU to Capitol Hill in the evening because the buses either never come, or they are so full they can't accept more passengers.	12/22/2015 4:56 PM
90	The bus is often very crowded. Creaky old bus.	12/22/2015 4:50 PM
91	To walk to the bus stop from home the 106 takes to long to get downtown to get into the tunnel to get a bus to the University of Washington. The 107 come behind my house it takes me to the link rail downtown then I need to transfer to a bus that will take me to the University District. I always miss it to get to work on time. I start work at 7:30 but I must leave by 6:05 to be on time for work. The 101 and 102 are always standing room only or the bus doesn't show up (there is no replacement) in transferring waiting for the link rail to clear the tunnel before the bus will go into the tunnel I miss my connection to the university district. It takes too long to get out of the tunnel.	12/22/2015 3:24 PM
92	Lots of options.	12/22/2015 3:21 PM

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93	Depends on the the bus driver. If they are fairly on time no problem -but when they are not I have to run 1/2 to 3/4 miles to catch bus. I am 60 yo and have a back pack and bad back and knees.Only 5 min. late or behind no problem but with the downtown crew they pick up,wheelchairs going for methadone treatment who take a long time to get on bus, and also the bus driver has to wait while they yell for them to stop-holds everyone up. Also some always say they have to look for their transfer,can't find their ORCA card and in interest of time and trouble the bus driver lets them ride for free. The same riders pull this often.	12/22/2015 3:14 PM
94	Making a transfer, especially if it involves the route 8, is very hard. The 8 is consistently late, and I'm frequently forced to miss connections such as those at Mount Baker TC with the 48.	12/22/2015 1:59 PM
95	The light rail is great, looking forward to expansion. The 8 and 9 southbound are almost always late, sometimes don't come at all.	12/22/2015 1:58 PM
96	They get me where I need to be in a convenient manner.	12/22/2015 1:55 PM
97	The reliability of the #9 route is really frustrating. It is frequen	12/22/2015 1:38 PM
98	The 9 is great because it's easy to get to and from work. I like the light rail for downtown. The 7 takes a long time but I have to ride it when the 9 isn't running. The 106 also takes a long time.	12/22/2015 1:33 PM
99	I would like more regular bus service from my home to the Rainier Beach Station. I would also like a more direct route to North Beacon Hill which is where my childcare provider is located.	12/22/2015 1:27 PM
100	Commute time buses are often crowded with standing room only The #4 has been stopped from coming south of Jefferson Sometimes the bus just does not come, even when One Bus Away says it is coming or has already come when I have been standing there the whole time	12/22/2015 1:24 PM
101	The routes take me where I need to go, but routes like the 8 can be extremely unreliable.	12/22/2015 1:15 PM
102	Reliability of service in the morning to go to work.	12/22/2015 6:10 AM
103	The buses are frequently late. The routes are long. Traffic is oftentimes congested.	12/21/2015 9:03 PM
104	Not overcrowded. Usually on time. Bus stop is very close to my house.	12/21/2015 2:01 PM
105	They go where I need to go! I go to many more places than the above 3 locations, btw.	12/21/2015 10:24 AM
106	8 is always late, 101 is always late and over crowded, the 7 has to much going on need security on it 24/7 the 106 has too many stops and is slow and late often. You should make the 101 a rapid ride it would make life alot better.	12/21/2015 6:42 AM
107	Bus routes and stops closer to my home than light rail. Like that I can get to First Hill with only one bus no transfer. Bus riders are a mix of working people, students and disabled people getting to medical appointments. Don't like overcrowded buses and could use more buses during peak hours	12/20/2015 3:20 PM
108	Takes about 2x as long to get to u district due to bus stopping every other block. Need express buses on 23rd. Same for bell town. Seattle bus stops need to be better protected. With seattle weather transit is useless 8 months of the year especially if a transfer is involved	12/20/2015 1:27 PM
109	The bus is never on time !	12/20/2015 10:27 AM
110	Direct route downtown for S Beacon Hill. Walking down to MLK Rainier Beach station is a steep hill and feels unsafe	12/20/2015 2:11 AM
111	More 106 required. Why is there a ton of unnecessary 550s when the 106 is almost filled with people everyday	12/19/2015 7:19 PM
112	All of my commutes are currently one seat rides, which makes the route fast and timings are more reliable. Transferring deters me from going to certain parts of the city unless I have to since it is a hassle and takes usually double the time. If I have to get somewhere that requires a transfer then I usually prefer using private companies like Uber or YellowCab to save the time and hassle.	12/19/2015 1:00 PM
113	Currently, my route to work at F5 is very convenient. I can get there door to door in less than an hour. However, if service on the 106 is rerouted, I will have to walk to Georgetown which takes more time and feels less safe in the early morning and evening.	12/19/2015 10:39 AM
114	36 is always late and too infrequent. I can usually walk to work faster than using the bus.	12/19/2015 10:16 AM
115	The time it takes to get downtown by bus. Crowding during peak times. Lack of east/west busses in south Seattle. Lack of service in georgetown	12/19/2015 9:49 AM
116	Metro appears to have put politics back in route planning, rather than data.	12/19/2015 9:37 AM
117	124 and 128 are always crowded and present potential safety risk. 8 is wonderful. I don't understand the proposed changes for 8 and use it to get to my primary care physician and dentist. Please make 124/128 every 20 minutes frequency	12/18/2015 6:04 PM
118	Takes too long I miss the 191 express.	12/18/2015 11:55 AM

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119	Not frequent enough, too many ghost bus (don't show up on time, then 2-3 at the same time a half hour later)	12/17/2015 9:33 PM
120	It meets my destinations to work , bank and grocery stores	12/17/2015 2:17 PM
121	The 106 is rarely on time during the morning commute, although it is clean and quick, overall I'm satisfied with the 106. The #24 on the other hand, not only is it rarely on time in the morning, but also at night, it's also messy, smelly and worst of all it's really slow. I'm extremely dissatisfied with the 124.	12/17/2015 1:36 PM
122	Seldom have to wait more than 10 -15 minutes for the next bus or train and seldom have to walk more than 10 - 15 minutes to or from link stations or bus stops and any of my destinations.	12/17/2015 1:05 PM
123	Bus times are inaccurate due to impeded traffic ex. 8 and 48 on MLK and Jackson or the 9 near I-90 station.	12/17/2015 8:07 AM
124	Close proximity to boarding	12/17/2015 6:32 AM
125	It's easy and you don't have to take another bus	12/16/2015 6:14 PM
126	I live at 10819 Rustic Rd S 98178 and I have been very dissatisfied with bus service to my neighborhood. I have a brisk 15 minute walk from my house to the bus stop at Cornell and 114th, most of which is on streets without sidewalks. I travel this distance before dawn most of the year, and the walk is treacherous. When I first moved to the area, the 107 passed a block from my house on Cornell en route to Rainier Ave. Now no bus travels the stretch of Rainier between Rainier Beach and Renton. I never would have moved to this area had I known that the single bus near my home would be rerouted so far away. It's a hardship to me every day, and I ride the bus less because of it, instead asking other people for rides or paying for relatively expensive car2go rentals to travel my last couple miles home.	12/16/2015 4:04 PM
127	The #8 is terrible.	12/16/2015 3:36 PM
128	The route 8 needs to be somehow more on time - shorter routes?	12/16/2015 1:18 PM
129	I like that the 7 and 9 are close to my house and connect to Link, which provides transit access to a lot of destinations. Low speed and reliability are an issue on the 7. Also, very much looking forward to the new articulated trolley buses, as the current fleet feels very run-down. Connecting to the Eastside at I-90 and at Eastgate Transit Center, I wish the headways were more even between ST and Metro routes serving the corridor.	12/16/2015 11:44 AM
130	The 106 doesn't come very often but I have worked my schedule so that it is not usually a problem. The 36 comes often enough but tends to get backed up or run late. It is not unusual to see two or three of them at the same time.	12/16/2015 11:38 AM
131	I used to be very satisfied with the 9x, the bus that I take twice a day to get to and from work. Since the Sept. 26th service revisions, the bus has been 3-15 minutes late every day. It is late at different times of the day, so the reason for the delay is not one driver. The 7 is often late and more often than not, I wait for a 7 and then two arrive at the same time. This seems inefficient.	12/16/2015 11:35 AM
132	Because the bus will always come	12/15/2015 10:19 PM
133	Somewhat, there are limited transit that do not go all over South Seattle. There are a lot of people who are of low-income and cannot afford their own car who are trying to go to work, school or run errands for their families. There also need to be more buses running. It is a safety issue for some folks to wait at a dark bus stop for a long period of time.	12/15/2015 7:18 PM
134	The service to and from Renton is spotty after peak hours and on weekends. The 101 time arrivals at is not consistent and peak hour trips are always standing room only. Excluding the bus-way, there are approx 9 bus stops on this route, seems the time arrivals could be less of a variable for such few stops. Also, with the 101 being the only bus to Renton, it should not be considered two zones. All stops out side the downtown core are charged as two zone -- please have a look at that decision, as the 106 goes to the same final destination and is considered one-zone. I believe many of the peak drivers are confusing the 101 with the 102 & 143 route fares.	12/15/2015 6:42 PM
135	Reliable and fast.	12/15/2015 5:05 PM
136	Many of the buses I ride tend to be late often, such as the 101. I had problems at my previous job because of this, and because even if the bus wasn't late picking me up, when we got to the transit tunnels, we'd often get stuck at one of the tunnel stations because the bus couldn't move forward until the bus(es) in front of it moved. I go to 140th Place and Bel-Red road quite often, and I take the B-Line to there, but I take the 226 back. I used to be able to do what I needed to do and get down to the stop in time to catch the 226, allowing me to get to Bellevue Transit Center in time to catch the 560 back to Renton. When the times were adjusted, it screwed that all up and I almost always miss the 560, leaving me to wait a half hour for the next one.	12/15/2015 3:43 PM
137	I can usually walk the three miles faster than a bus can pick me up and get there. And I have a walking disability, the buses need to be free in the expensive city else they limit the mobility of low income people and remove their dignity. A big failure by transit leaders to realize that and act and fund creatively.	12/15/2015 2:33 PM

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138	They have a good amount of runs and good routes that we use all the time to go to Renton and to Seattle and the current 106 route is just a couple blocks from our house. We live off of the swift Albro exit and if transit is moved to the MLK court or it will require us to walk over a mile to get to the bus. Given the nature of the current route of the bus it also is a pain tomorrow the disruptions that heavy traffic causes along the MLK Corridor - going along Airport Way in connecting across MLK towards Renton is a much better route than the proposed one currently being considered.	12/15/2015 1:49 PM
139	I wish the 106 was more frequent.	12/15/2015 1:47 PM
140	I absolutely need the 106 to get to work	12/15/2015 11:11 AM
141	The buses get me there. I especially rely on the 106, but they are frequently late or don't come often enough	12/15/2015 10:07 AM
142	Buses are not always on time specially the 9x, but I generally get to where I need to about on time.	12/15/2015 6:42 AM
143	Lots of buses, not too many transfers	12/15/2015 2:01 AM
144	It's convenient to get to and from work!	12/14/2015 7:48 PM
145	I take the bus to the light-rail. Mostly the 7 as the 9 does not come as often. To get from Rainier/Rose to Mt.Baker Light-rail station, there are over 20 bus stops. There needs to me an actual EXPRESS/RAPID bus	12/14/2015 2:40 PM
146	It is adequate but needs to be more frequent and comprehensive	12/14/2015 1:42 PM
147	Bus routes do not service the Mt Baker neighborhood that is near Lake Washington Blvd. So in order for me to catch the bus, I always have to walk .5-1 mile or pay more money to transfer between bus-light rail-bus. Most importantly I am dissatisfied with the proposition to remove some of the 9 expresses. You have already removed the 7 Express to Downtown (which has significantly impacted my commute route). Lastly, \$2.50 one way is ridiculous. I do not have a job but it costs \$5-7.00 to get around the city to buy groceries or to go to interviews when I do not have any income.	12/14/2015 9:53 AM
148	Good frequency	12/14/2015 9:09 AM
149	Sometimes the 106 is a little slow	12/14/2015 3:23 AM
150	Come late most of the time, and late for more than 10 minutes on average.	12/13/2015 10:15 PM
151	Route 8 is very unreliable, route 99 is almost unusable (unreliable and not frequent enough to be useful). Other routes are usually OK.	12/13/2015 9:05 PM
152	The 9 bus runs too infrequently.	12/13/2015 7:22 PM
153	Just to get to school and back (10 miles each way) is close to a three-hour commitment and 4-5 different buses (2 to 3 each way). It takes an hour and two transfers just to go 5 miles to Capitol Hill.	12/13/2015 6:57 PM
154	Often times buses get bunched up and then there's longer times waiting. I wish there were fewer routes arriving more frequently and reliably, even if I had to transfer.	12/13/2015 4:28 PM
155	Surprisingly, there are quick routes available that take me directly to and from where I need to go each day. But that would change with the proposed revisions.	12/13/2015 3:00 PM
156	Service isn't the best because of frequent stops, making travel time long. However, high frequency makes for shorter transfer & wait times.	12/13/2015 12:53 PM
157	Service is frequent, and I don't have to transfer. Having the 7 and 49 connected at night makes my life very easy! Thank you for keeping them linked!	12/13/2015 9:46 AM
158	there could be more of them, but I am very thankful for the transit system.	12/13/2015 2:49 AM
159	I only need to take one bus to get to my appointment and it is almost always on time.	12/12/2015 8:35 PM
160	Limited buses during peak periods. Should be more frequent. current timing would make getting to work almost 2 hours long each way. Due to this I am unable to ride the bus more often	12/12/2015 1:13 PM
161	The 106 is a lifeline for an economically and ethnically diverse rider population that relies on it every day to get from Rainier Beach to downtown Seattle.	12/12/2015 10:34 AM
162	Buses are continually being out. The city is wrought with traffic & yet the routes continue to be cut. Try riding from GT to Ray's boathouse in under 2 hours. That's more than 4 hours commuting a day.	12/12/2015 9:27 AM
163	Bus sizes on 40 don't match the passenger demand	12/12/2015 9:11 AM
164	Generally standing room only, need more buses.. Happy about the new bike racks however and most of the drivers are wonderful people.	12/12/2015 9:05 AM
165	the buses are frequently 10-20 minutes late	12/12/2015 8:12 AM
166	124 could run more often.	12/12/2015 12:49 AM

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167	Route 106 comes every half hour and I miss the bus occasionally. I was late to work. It will be better if it comes more often.	12/12/2015 12:34 AM
168	The streetcar doesn't come often enough. I can beat it from downtown to Mercer by walking unless it's arriving within 5 minutes. I never take the 8 to Capitol Hill from SLU after work because it gets stuck in such bad traffic at Denny that I can also beat it by walking - up that giant hill! And it's always stuffed to the gills. It should come more frequently.	12/11/2015 11:17 PM
169	We all ride bus #106 to and from work at least 6 days week. Please don't the routes bus #106. We all use Bus #106 because it is convenience and faster than riding the light rail. Thank you.	12/11/2015 10:01 PM
170	Some of the time things are JUST jammed. Glad for where they go but the are too crowded.	12/11/2015 7:13 PM
171	The 8 is always late, especially coming from Seattle Center. Need to fix that.	12/11/2015 7:06 PM
172	Buses are late frequently Overcrowded buses- not enough buses to Eastgate park and ride	12/11/2015 4:23 PM
173	The 5 is very crowded around peak commuting times.	12/11/2015 11:10 AM
174	The 60 is often very crowded, and is late, sometimes by 30 minutes or more.	12/11/2015 10:31 AM
175	unreliability of service, and overcrowded / standing room only buses	12/11/2015 9:57 AM
176	Reliable, on time (usually), easy to use, normally a free seat.	12/11/2015 9:27 AM
177	Utilizing the 106 or the 124 to get to work has been good. It allows for enough service to the Georgetown neighborhood and there isn't overcrowding on the line at this point.	12/11/2015 9:15 AM
178	Frequency	12/11/2015 7:56 AM
179	Frequency	12/11/2015 7:43 AM
180	Not enough bus routes serve the south lake Union area to other areas i.e. Only 2 near pontius and republican vs 5 Queen Anne and mercer. Slu trolley only has limited stops/route.	12/10/2015 9:44 PM
181	The 124 is very problematic. Chronic delays and the worst even dangerous riders in all of Seattle, even worse than the 7 or the E Line! More security would be nice. Drunk, high, profane, unwashed, loud, refusing to pay fares, you name it!! All of my neighbors in Georgetown always prefer to take the 106 over the 124 if possible, a more civilized experience.	12/10/2015 6:01 PM
182	The 9x does not run often enough. It is very difficult to get from Rainier to Capitol Hill.	12/10/2015 5:45 PM
183	ALL bus routes in the Rainier Valley are difficult because they are frequently off schedule either early or substantially late. The 9x is the worst when it comes to reliability and being in sync with gps systems.	12/10/2015 4:10 PM
184	Frequency	12/10/2015 3:42 PM
185	Because they get me to wherever I need to be in a timely manner. Are rarely over late. And are close to home	12/10/2015 3:24 PM
186	I am elderly resident living along Beacon Ave S. The only bus through Beacon Ave S, south of Myrtle St is 106. I use almost daily to go to see the doctor and do shopping in Chinatown. I don't have a car and live by myself. My English is limited. The only bus I know is 106 to take me to my usual destination.	12/10/2015 3:11 PM
187	not frequent enough	12/10/2015 2:19 PM
188	The 124 and 106 are not reliably on time, often delayed by 20 minutes or more. I can take either route between home and work but having the two options hasn't meant greater convenience because they generally arrive near each other within minutes, i.e., if I've just missed a bus it's going to be about a half hour until the next one whether that's the 106 or 124. The 60 doesn't run frequently enough or late enough, especially on weekends. If busing is going to be viable option it needs to be convenient. Depending on the bus in my neighborhood frequently means over an hour of waiting and riding just to go 5 miles or so. Metro's strategy of addressing areas of greatest need leaves a ton of people with poor busing options. All needs must be addressed by the transit system.	12/10/2015 11:38 AM
189	Fairly consistent routes but often crowded	12/10/2015 11:06 AM
190	It's one trip home, no transfers (no time spent waiting around) and safe walk from work to bus and bus to home (it's dark outside, I'm female). (106) It's also not that long, an acceptable amount of time for me for commuting. It's a quicker trip on two to work, and it's usually light outside. Also an acceptable amount of time for me for commuting. (106 & Lightrail) I use these 5 days a week. No other way to get to work. I don't want it taking longer.	12/10/2015 9:37 AM
191	106 is close to my house and takes me almost exactly where I need to go for work. The 124 would require a transfer increasing my commute time. If you drop the 106, I will drive to work instead as with a transfer will be twice the amount of time driving is.	12/10/2015 8:57 AM
192	The # 9 NEVER runs on time . It is always either late or early . The # 7 has TOO many running , needs a few more for Prentice St.	12/10/2015 8:43 AM

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193	The 50 is a great route but does not run frequently enough. If it were every 15 minutes instead of every 30, it would be much more reliable. Getting from downtown to home, it often does not show up on time or at all.	12/10/2015 8:17 AM
194	They run on time, usually. And buses are clean and safe	12/10/2015 8:07 AM
195	Hard to make connections between U District routes (71,72,73) and 101 due to frequent lateness of some. If I miss the 12:05 pm 71, the 72 due at 12:12 pm will often be delayed, sometimes longer than the 12:20 pm 73 following it. By then I'll miss the 12:41 pm 101. Then the 1:10 pm 101 that could get me to my 2 pm shift just barely on time will run slow and I'll be late. Also, I get off at 9 pm (but work on the phones, so that can be delayed). If I don't make the last 101 at 9:28 pm at the S Renton P&R, I have to walk up to past Safeway & take the 106 that takes forever to get downtown because it takes a long and winding route through Renton & Georgetown. I do like the extension of the express routes back to the U District until late at night.	12/9/2015 11:59 PM
196	I like the 106. It is a relatively fast straight route into downtown.	12/9/2015 10:21 PM
197	Both of us work in downtown. We are satisfied that 106 bus can take us to work directly	12/9/2015 9:29 PM
198	106 is the direct bus from home to work, shopping and run errands.	12/9/2015 9:19 PM
199	It is a direct from home to downtown Seattle and International District, no transfer needed.	12/9/2015 8:39 PM
200	I can walk two blocks to get to the 106. If there's no 106, I can walk a mile to get to light rail or the 36	12/9/2015 8:16 PM
201	I find it strange that coworkers from Issaquah have a shorter commute to downtown Seattle than I do from Beacon Ave. and Cloverdale.	12/9/2015 7:49 PM
202	Overcrowding, impatient bus drivers, small buses during peak hours causing overcrowding	12/9/2015 6:39 PM
203	Too many transfers or too long a route (15 min walk + 1 stop on light rail + 20 min walk) from New Holly to Columbia Public Health.	12/9/2015 4:59 PM
204	The 106 is a slow route to downtown, but at least it doesn't require a connection like the 107 & Link. If the 107 had greater frequency, that would be ideal.	12/9/2015 4:59 PM
205	The 9 in particular is increasingly unreliable, often late even at its very first stop of the day. It also tends to have the shorter buses assigned on peak routes northbound in the morning, resulting in crush loads, stops being skipped, and even longer delays. The fact that it has so many stops makes its "express" designation a complete joke.	12/9/2015 3:25 PM
206	Link light rail is great, but the bus lines are unpredictable and often overfull (particularly the 36). Many times it's not worth waiting around and I end up walking 1.5+ miles to and from the Beacon Hill Station.	12/9/2015 2:23 PM
207	I wish the 101 or 102 would directly go to the SLU.	12/9/2015 1:37 PM
208	Rainier Avenue South is begging for BRT. Routes are slow & crowded. Frequency is great during peak hours, but it should be just as frequent during many off-peak hours.	12/9/2015 12:56 PM
209	Transit gets hung up in N-bound Rainier Ave. traffic in morning commute, esp. between McClellan and Massachusetts.	12/9/2015 12:46 PM
210	Need more number 8 and 60 36 is good but often late	12/9/2015 12:31 PM
211	Buses often run infrequently (every 30 minutes) or are very late (no bus comes for 45 minutes and then three buses come at the same time), making transit times very lengthy and inconvenient.	12/9/2015 12:08 PM
212	Transfers at Mt Baker transit center for rides north are cumbersome. Should be more accessible from the light rail station	12/9/2015 11:59 AM
213	Feel very unsafe walking to and from Mount Baker light rail station Light rail is slow through the tunnel	12/9/2015 9:00 AM
214	I have choices	12/9/2015 8:16 AM
215	Reliability. Also, frequency. Speed of trip is slow going due to a high number of stops along the route.	12/8/2015 11:29 PM
216	Link is great. It is more reliable than buses and runs more frequently. The Mt. Baker transit center is a good place to transfer between Link and a number of bus routes, but it would be better if the transit center was directly adjacent to the light rail station.	12/8/2015 10:07 PM
217	They work, but they're not evenly spaced and pick up in different places downtown.	12/8/2015 6:28 PM
218	The 9x (my usual route) is always on time and runs me more or less door to door from Rainier and S Lucile to Capitol Hill. The 8 (my other less frequent route) is almost always very late. I can wait a half hour for one at E Cherry and MLK then two turn up at the same time. I refer to the 8 as the 16 for this reason.	12/8/2015 6:18 PM
219	The 107 is the only way in and out of my neighborhood and it's often late, causing me to miss the 9 route.	12/8/2015 6:06 PM

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220	Timeliness and cleanliness	12/8/2015 5:42 PM
221	Route 60 runs far too infrequently and is much too unreliable of a route to be an effective last-mile connection to and from the Beacon Hill light rail station. What should be a 30 minute commute becomes a 45-50 minute commute from downtown Seattle in having to wait 15 minutes for a 60 at the Beacon Hill light rail station to go the last mile down 15th Ave S. The 60 is chronically late in bad weather, when it is especially needed (the last mile is unwalkable). As more light rail service is coming on board, and Metro continues to reroute service to/from light rail stations, the area of West Jefferson Park and north Georgetown continues to have service that fails to fully leverage the light rail investment in our neighborhood.	12/8/2015 3:36 PM
222	I can get most places with 2 or fewer transfers.	12/8/2015 12:37 PM
223	the 9 express could come more frequently the local stops do not have proper shelters greater connection to Renton (transit center/fred meyer/the Landing) would be great	12/8/2015 11:18 AM
224	it is convinient	12/8/2015 11:06 AM
225	They are slow and take circuitous routes.	12/7/2015 11:28 PM
226	The 106 comes pretty frequently during the work day and provides a mean of transportation to work while helping me save money, gas and the environment. However, the 106 can be a little slow at times and I would like to see more frequent 106 buses running. Sometimes, the 106 is delayed. I catch the light rail when I need to (it runs more frequently) but it is also 15 minutes from my house. The walk from my house to the light rail station (Othello) is not very safe and the streets are not well-lit. I would prefer to catch the 106.	12/7/2015 9:09 PM
227	The 8 IS ALWAYS LATE!!!!!!! SOMETIMES VERY LATE!!!! The 48 is a little late. The light rail to the airport is better than the buses to airport and usually on time.	12/7/2015 6:24 PM
228	The buses are already too crowded and too few & far between. You continue to cut the number of routes, as well as how often the two remaining routes run for Georgetown. Many elderly and lower income people are suffering because of this.	12/7/2015 5:38 PM
229	Routes 106 and 124 are redundant for travelling between Georgetown and SODO, but they run simultaneously, so if I miss one, I miss both.	12/7/2015 5:04 PM
230	Low frequency relative to actual service needed. Lack of dedicated bus lanes especially on Denny and (Pine/Pike Slow boarding	12/7/2015 2:37 PM
231	The 60 bus doesn't run often enough. This can mean a significant wait leaving early in the morning at 6:00am to 6:30am, or leaving afternoon 06:15pm to 07:30pm.	12/7/2015 12:52 PM
232	Lack of frequency, on time performance	12/7/2015 10:20 AM
233	Would love to be able to take the 107 to Georgetown	12/7/2015 10:15 AM
234	There is not a bus route and/or stop on Renton Ave So between MLK Jr Wy and South Cloverdale Street	12/7/2015 9:46 AM
235	Route 124 is old, slow, late, crowded, and infrequent. Something must be done to improve this route.	12/7/2015 9:03 AM
236	They're usually on time for the most part and buses are newer and clean.	12/7/2015 7:48 AM
237	I love how light rail is separate from traffic, as traffic gets worse in downtown Seattle and parking is horrifically expensive, I really appreciate how easy it is to take light rail. I would take more buses if they ran frequently along MLK so I could do more shopping.	12/7/2015 7:19 AM
238	8 is very unreliable. Transfers are lengthy and inconvenient. I have to take 2 buses to get from MLK to International District.	12/6/2015 11:34 PM
239	The current construction on 23rd Ave S is overwhelmingly disruptive. Also, the 8 bus is unreliable.	12/6/2015 7:51 PM
240	Would like more frequent routes for beacon ave s.	12/6/2015 1:54 PM
241	Fast	12/6/2015 10:57 AM
242	Very happy using Link light rail (due to reliability of using dedicated routes). Not very happy with delays that occur when taking the bus.	12/6/2015 8:07 AM
243	To get to work everyday	12/5/2015 9:40 PM

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244	The 9X is incredibly overcrowded in the morning. Even waiting for the following bus when the first one is full, making myself late for work. I sometimes choose to take one of the buses at the Freeway stop at I-90 & Rainier but that does not leave me in a location convenient to my job on first hill. In the evenings I generally take the 14 home, but that is really overcrowded at peak times, hard to even stand on the bus. The new busses seem to have even less seating and it's more difficult to find a good standing spot where it's easy to hold on for the long, bumpy swerving journey home. It's like there is know one on the staff of metro who understands basic queuing theory or demand scheduling.	12/5/2015 2:39 PM
245	The time in between buses is too long of a wait. If I miss a bus, I have to wait half an hour. I have to leave for work an hour earlier than needed just to make sure a bus isn't canceled and I am late for work. The 106 route is great because it goes through all the communities, downtown where a lot of jobs are and it passes by residential area. Please do not shorten the route by stopping it at International district. There are a lot of people who uses the 106 to get from their residential home to the downtown area where they work. It would be a shame to go from having to take one bus from home to work and vice versa to having to take multiple transits to get to their location. I am one of those who can just take one transit (106) from Skyway to the Conventional Station (last stop 106).	12/5/2015 11:51 AM
246	Most of the time everything is on-time and seems to be functioning in a timely matter. At rush hours the 36 and 7 routes can get extremely backed up on themselves leading to long waits with 'clumps' of two to three busses in a row.	12/5/2015 9:32 AM
247	106 could be more consistent. Gotta walk 3/4 mi to get to the 36 stop (I live south of Myrtle).	12/5/2015 9:27 AM
248	Rainier Avenue is so clogged in the AM that the #7 buses run in a train - 2-3 at once cascading effect to crowded first bus and empty second and third bus - I've made several calls and complaints as this happened after you got rid of the 7 express. I can take any 7 so no conflict of interest, but the train effect started after the 7 express was discontinued. Because of the train effect I've started riding the #9 to get to Jackson where I can catch a #14 or #36. The #9 is always crowded and standing room only as so many students and "workers" need to get to that area it serves. It is needed during the day as the population in this area ride the bus for transportation to medical appointments as well. I am a home owner and pay high property taxes to support transportation and am upset that after I voted on the city initiative to provide more bus service within the city and especially to the south end, the city would even CONSIDER less service!!! Once again the south end gets screwed!	12/5/2015 7:39 AM
249	The routes get me around but I wish they were more frequent. Chicago and San Francisco have 10-minute daytime minimums, 20 minute evening. I wish the 106 were more frequent from Rainier Beach to Renton so I could take Link to Renton easier rather than having to take the 104 or the 106 from downtown, but the current schedule risks a 25-minute wait in Rainier Beach.	12/4/2015 9:27 PM
250	Love it in the AM. It is chronically late in the PM	12/4/2015 7:43 PM
251	It is not easy to get to light rail in the morning since I live a mile away and we don't have safe, well lit and activated streets (with sidewalks, bike lanes etc) to/from Columbia city station if you live south of the station. Plus, the bus connection isn't clearly timed with light rail. The 9x is critical for some connection but a connection directly to the cc station would be easier. Replacing the 9x with streetcar+the 7 is taking a fast route and making it incredibly slow. Both the 7 and the streetcar are slow. We should be increasing rapid connections not cutting them. Cutting the 7x has already been a huge problem.	12/4/2015 7:17 PM
252	only one 106 that I can take with 15 minutes	12/4/2015 6:19 PM
253	I strongly oppose any change in the #8 route! It would be a hardship for me to have to transfer to get to my destinations. I am disabled, 69, on a limited income and I don't own a car. I think this is economic, class and racial discrimination against people who live in the Rainier Valley. You would give a long convenient route to people who live in Mt. Baker and north (!!!"&&@#@#) and require us to transfer after a short ride. (Of course, it wouldn't be a problem if we stayed south of Franklin) IS, right?) I was angry when the 42 and 48 were taken away (I have lived in my house for 25 years) but I have adapted my life to use the #8. I rarely take the light rail because it is 1/2 mile from my house. The Light Rail project was an abusive imposition on our neighborhoods and businesses. The first thing that was done was to cut down all of our beautiful old trees!!!!!! And there are few stations on MLK. We need a station at Graham. Airport passengers routinely fill up the aisles and seats with their luggage. I am an outspoken person, so I always speak up and announce that I need a seat. I can't tell you how many obnoxious conversations I have had with airport travelers who don't want to move their bags. Pushing the red button for help is useless, I have found. AND the people I have heard complaining about the number of stops between downtown and their f-ing airport!!!!!! Most of us in the valley take planes rarely if ever, and the Light Rail is----actually, something I consciously avoid riding, talking about, and even thinking about. I'm SO GLAD you asked for my comments. GO AHEAD and screw up the #8. I'll put it on the list, but a lot of us feel like Madame DeFarge... You have no idea how angry poor people and people of color are. But gee, I have a good night's sleep. You have the job, and the money and the power. Just remember-- one way or another, like common bread, the common people will rise. You actually CANT build enough jails to put us all in. "Thanks" for this opportunity to speak my piece. Of course, no justice means no peace...	12/4/2015 5:11 PM
254	They could come more frequent but it's the only route new my home without walking 13 minutes to the 36 or to the train	12/4/2015 4:32 PM

Southeast Seattle 2015-2016 bus changes

255	106 is direct from South Beacon Hill. South Beacon Hill has had direct bus to downtown for 45 years. This should not be replaced by 107 to Light Rail only.	12/4/2015 3:46 PM
256	Reasonably frequent and on schedule.	12/4/2015 3:35 PM
257	It takes 50-60 minutes each way to commute to my work, which is less than 7 miles away, or to get to social activities in Capitol Hill, which is even closer. The light rail is great but because it ends at Westlake, I must transfer in a bus to get to work on Eastlake and the traffic around Mercer makes any transit option very slow. In general, I do not like the overall strategy of reducing bus lines to force transfers to the light rail because having to make a transfer lengthens the commute such that it will be always faster to drive. I also often need to get to Ballard and it takes 1.5-2 hours by public transit, which makes public transit not an option.	12/4/2015 3:34 PM
258	Gets me where I need to go. Is usually late, but predictably so.	12/4/2015 3:34 PM
259	The problem is that I would use the link rail preferably, as I feel unsafe on the buses, but I am right in the middle of Othello and Columbia city and it is too far for me to walk alone from my house to either of the stations. There should be a station at graham as was initially proposed. You have no idea how dangerous walking these streets is for an elderly woman alone!	12/4/2015 3:01 PM
260	There are only 2 buses that go directly downtown from Georgetown and they are almost always late.	12/4/2015 2:20 PM
261	Drivers don't pay attention, skip stops and pull away when people are still trying to get on/disembark. Also, overall traffic in the city keeps buses from being as timely as they could be.	12/4/2015 2:17 PM
262	They arrive fairly often. They can be a bit crowded though	12/4/2015 1:45 PM
263	The 106 goes directly to the tunnel through Georgetown, which avoids a lot of bad traffic. Downside is that at off peak hours, it comes every half an hour. Either off peak hours should be a wider window or buses should come more often.	12/4/2015 1:16 PM
264	Needs to be more consistently on time and should have increased frequency. Light rail specifically is extremely overcrowded at peak commuting times. The system has allegedly been designed for three cars, and for some reason this is not being utilized to alleviate the problems.	12/4/2015 12:56 PM
265	Reliability on buses needs to be better, and all routes need better night service.	12/4/2015 12:56 PM
266	Not frequent or reliable.	12/4/2015 12:46 PM
267	Need better link to Capital Hill; traffic on Rainier and through the I-District slows the 7 down too much	12/4/2015 11:39 AM
268	The 60 takes WAY too long to get to Capitol Hill. Needs fewer stops.	12/4/2015 11:17 AM
269	My closest bus the 106 does not run with much frequency.	12/4/2015 11:00 AM
270	everything usually works, as scheduled.	12/4/2015 10:36 AM
271	The 48 bus is always delayed and frequently bunched with empty buses	12/4/2015 10:18 AM
272	The route gets me where I need to be but routes down Beacon Ave S always seem to get delayed. No all the time but atleast 4 out of the 7 days out of the week.	12/4/2015 9:45 AM
273	Many delays on the route 8, and walk far from the light rail station if the 8 is not there.	12/4/2015 9:29 AM
274	The connection to Link at Mt. Baker is horrible. Bus service is generally okay.	12/4/2015 8:45 AM
275	Route 50 is not frequent enough or reliable to get surrounding communities to the light rail. 9X, likewise, is not frequent enough and needs additional service into the evening on weeknights, and weekend service.	12/4/2015 8:32 AM
276	King County Metro 124 works just fine. Please be careful about tinkering with it any more. It's the direct line to Museum of Flight.	12/4/2015 8:26 AM
277	I currently love the routes they take and the need for minimal transfers. No one wants to transfer if they don't have to and right now, it is easy to get many places without doing so. The proposed route changes will require a need to transfer more, since it will disrupt a lot of regularities in peoples' routes. The 106 is especially being asked to change drastically and it is not fair to residents and people who rely on it without having to transfer. Same is true for cutting the 8 service in half and requiring a transfer to get the rest of the way down south. This is not fair to the people down south. The only thing I hate is route changes and threats to decrease our service. It was terrible when they cut the 7 Express and now it feels like more of our reliable routes are being threatened once again. It doesn't feel like we are being helped, but punished for living in South Seattle.	12/4/2015 8:05 AM
278	The buses pile up (usually 2-3 at a time) and are unpredictable. These are very heavily used routes and buses are often very full. Instead of cutting the 9x spread out the 7 time zones a bit so that there isn't a back log	12/4/2015 7:55 AM

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279	My in-city commute is 2-3x longer than most of my co-workers' suburb-to-city commute. Seattle Public Schools won't bus my 13yo daughter from 39th & Orca to Mercer and instead offered an Orca card, but there's NO DIRECT ROUTE by bus so I have to DRIVE her to school and come up with after-school care near school because she can't get home.	12/4/2015 2:28 AM
280	#36 too often passengers carry garbage/recycling cans on board bus. hazardous materials filthy environment 4 both kids & seniors. too many junkies haul bags of empty soda cans to earn few dimes on a dollar, sinks up whole bus especially new buses has windows sealed/locked tight.	12/4/2015 12:58 AM
281	NB 124 and 106 don't share stops, but arrival timing makes it difficult to catch one if I miss the other. NB 106 is frequently very late. If NB 106 is early, it does not wait at any Georgetown stop.	12/3/2015 10:44 PM
282	bus is always late, bus doesn't show up, no express bus during peak to downtown or coming home, and between buses way too long of time. it should come every 10 minutes like the rapidrid.	12/3/2015 9:56 PM
283	I live in Rainier Beach (RB), south of Safeway, I work at First Hill Swedish Medical Center. Most of my hours are from noon to 8:30pm. I enjoy riding 9X going to work, but getting back, #9 is not running anymore, so I have to take #60 to Jackson and then take #1 to Rainier Beach. The other alternative is to walk from Broadway to Jackson and take #7 to RB. This is unsafe at night because Boren street is not well lit. Another alternative is to take #3 or #4 to downtown and take #7 to RB. This route takes too long. I have tried ride share and van pool for many years, still trying, but with my work hours I couldn't find a match. Thousands of workers are at First Hill neighborhood. Majority of the bus riders come from zip code 98118. Most do not have the 9am-5pm work schedule. I hear many of them considering driving. I voted for every proposal on the ballot to improve public transport. I was hoping that #9X will have extended hours, may be till 10pm. With this reduction in 9X's service hours, I myself might have to consider using my car for commute. I hope you will reconsider your decision in this regard. Thank you.	12/3/2015 8:12 PM
284	The 7 is always crowded at peak times and regularly not on time.	12/3/2015 6:25 PM
285	The way it is currently, I can avoid climbing the hill from MLK up to Beacon Ave. Once proposed change goes into effect, I will have to do a transfer onto the 107, which will increase hassle and commute time for me.	12/3/2015 3:54 PM
286	I have missed the bus, when the driver doesn't slow down to see that someone is waiting close by but not at the stop. When I say the driver doesn't slow down, I mean doesn't even pull over to the stop and make sure nobody is waiting.	12/3/2015 2:07 PM
287	infrequent service, loss of service, having to cross the street to get to the stop, transfers are not timed right from one route to the next - bus his stop at 8:50, bus left at 8:49	12/3/2015 1:51 PM
288	The east/west connections are HORRIBLE!! This is true all over the city, but I live in Hillman City and I cannot easily take transit to get to Georgetown, Beacon Hill or the Museum of Flight. I think it is absurd that from my home I can walk to the Museum of Flight in an hour and a half, and taking the bus takes at least an hour - it is a 15 minute drive. I have two small children and over 2 hours on the bus round trip, isn't an option for us, so we end up driving, which is really annoying. A better east/west connection would greatly increase our ability to use the bus. Perhaps something that runs on Orcas from Seward Park to Georgetown, maybe even out into South SODO.	12/3/2015 12:41 PM
289	It's direct and get's me where I need to go without having to do out of the way transfers.	12/3/2015 12:00 PM
290	the 106 is a great bus, quick access downtown via the tunnel, the 124 seems to take longer as its over street	12/3/2015 10:31 AM
291	The frequency is nice, though I wish there were more Express options.	12/3/2015 10:12 AM
292	The 106 is not reliable during rush hour.	12/3/2015 9:58 AM
293	Route 9X goes exactly where I need to go, and gets there quickly.	12/3/2015 8:48 AM
294	Because I get to and from work and the buses are on schedule most of the time.	12/3/2015 8:27 AM
295	the 106 is the only route transversing Southeast Seattle - going from my neighborhood of Rainier Beach to my work in Georgetown. And it runs close to schedule. the 7 is constantly slow and backed up.	12/3/2015 8:16 AM
296	Timeliness and frequency could be improved, as well as general cleanliness.	12/3/2015 7:23 AM
297	Light rail is fast and reliable. 9x is good for getting to First Hill when I need to rather than driving and paying for parking. 7 or 9x are good for connecting to light rail if I can't walk to the train stop and since there is no parking near light rail.	12/3/2015 7:16 AM
298	The Rainier and MLK busses can be infrequent and/or late - I know it's a challenge for poor/working class folks who rely on them for work/school. Otherwise I would be very satisfied.	12/3/2015 7:08 AM
299	I don't feel that the 9 runs often enough	12/3/2015 7:00 AM

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300	The 9X should operate less than 15 minutes apart especially between peak commute times and should run all day as well as on weekends. Metro already took the 7X away and now is proposing another cut to the 9X. Interesting that this is all happening in the Rainier Valley and Seattle City Council wants citizens to reduce car use. We are a family that choose to give up our car for a variety of reasons. The 8 should be considerably more reliable, it is frequently behind schedule. The cuts and reduction in service will impact our commute time, and ability to travel in a timely manner.	12/3/2015 6:25 AM
301	More 9X are needed. 7S are slowed by too many stops and often get backed up behind the other. Until Rainier gets a dedicated bus lane or Graham&MLK gets an in-fill Lightrail station, the 9X is ONLY efficient mass transit in and out of neighborhoods not within walking distance of light rail.	12/3/2015 12:37 AM
302	Buses are slow and undependable	12/2/2015 11:08 PM
303	I can pretty easily get into downtown, international district, and capital hill. It's a bit more complicated to get to south lake union (for work), university district, Fremont, or Ballard, and requires at least one transfer, but it's doable.	12/2/2015 10:20 PM
304	An express bus to downtown would be nice.	12/2/2015 10:07 PM
305	Buses run on time and it is quick and convenient to get to work.	12/2/2015 10:01 PM
306	It's a great route but the evening trip home runs late frequently.	12/2/2015 9:56 PM
307	The 7 can be very dirty.	12/2/2015 9:50 PM
308	no transferring, reasonable walk time/distance on either end	12/2/2015 9:41 PM
309	Crazy ppl on the bus.	12/2/2015 9:16 PM
310	The #9 doesn't run as frequently as I would like to use it regularly for work, it is often full and late, yet it is the only route that gets people from the south end to the CD and Capitol Hill without having to go downtown and transfer or walk	12/2/2015 9:15 PM
311	Not enough 7 and 9 busses	12/2/2015 9:15 PM
312	The route 7 has good frequency but is incredibly slow. The route 9X is faster but has poor frequency during off-peak times, which is often when I am traveling.	12/2/2015 9:10 PM
313	The express times are always listed as 25 minutes from my house, and it always takes over an hour. There's always a lot of traffic, and 25 minutes is the time it would take if there was absolutely zero traffic. I know it's going to take longer, but why not be more honest in the timetable, rather than the bus always feeling like it's running late?	12/2/2015 9:10 PM
314	Frequent service to get me where I need to go	12/2/2015 9:06 PM
315	Because I know the times and the routes to get to my destinations on time.	12/2/2015 8:42 PM
316	The 9X frequently hits very heavy traffic on Broadway and is usually 15-30 minutes late. It does not go south frequently enough in the afternoon. Please don't reduce the frequency even further!	12/2/2015 8:41 PM
317	The 9X route is very important to a large number of south Seattle commuters. The current rate/number of buses is adequate, but reducing will create a burden on these individuals. Please keep 9X running at its regular intervals.	12/2/2015 8:32 PM
318	I am very satisfied with the 106, and satisfied with the 124 when I take it into downtown in the morning. I am very unsatisfied when I take the 124 south from Downtown in the afternoon. The 124 is chronically late, overcrowded, and slow, especially when compared to the 106.	12/2/2015 8:28 PM
319	It's been helpful the 9x is more frequent times. I use the 0618 and the last bus around 1940. It gets me to and from work at good times. I can also use the 7 but then walk up to first hill which is not convenient. Please don't change the 9x's times!	12/2/2015 8:25 PM
320	Buses are frequent enough in most cases. However, I have to transfer in order to travel almost anywhere, which requires standing in the cold/dark and possibly missing connections when buses are late.	12/2/2015 8:24 PM
321	It is hard for me to walk up the hills up to 5th. And sometimes I need to be at work by 0530.	12/2/2015 7:14 PM
322	The 7 suffers from some of the worst reliability I've seen on Metro -- even worse than the 26 sometimes. It's constantly clogged in bumper to bumper traffic and delayed along the way. However, I prefer the 7 because it is within the walkshed of my house and the light rail is not. There are no good east/west connections to the light rail stations and the 7/9X I can both access with a short walk from my home. This is especially important during the rainier months and when walking to/from transit or waiting for transit at night.	12/2/2015 5:59 PM
323	9x is unreliable. I would like it more if I could count ON it to be ON time	12/2/2015 5:41 PM
324	I have 3 different bus routes that serve my home address. I am able to choose alternate routes to suit multiple destinations and alternate routes for various schedules.	12/2/2015 3:10 PM
325	Please don't change the 9X!	12/2/2015 2:48 PM

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326	Well it's relatively easy to get to work from home, but I would say I would like either the 36 or 60 to come up 15th rather than both using Beacon so it would be easier to get to the bus stop. Also it's difficult to get down on Rainier in certain areas of Beacon Hill using public transportation, it would be nice if more buses served the Beacon Hill station.	12/2/2015 2:25 PM
327	It is a quick and convenient way to get downtown	12/2/2015 1:43 PM
328	There are always issues, busses missing busses being late or waaaaay over packed. Understandable and normal. But coming from rainier beach and all the terminals, I really don't appreciate it when a bus driver just leaves late	12/2/2015 12:42 PM
329	Georgetown needs more buses that run regularly. My job starts at 5 am, the first bus is not scheduled to come to Georgetown until 5:45, but it does not always come on time or at all. Having only 2 buses for an option is not very good because sometimes they don't come at all	12/2/2015 11:57 AM
330	#9 is a great route, but it's not frequent enough during the day, and doesn't continue into the evening -- very frustrating. #7 is frequent but often supercrowded, late, etc. Both of these busses get clogged up in traffic, especially I-90 bound traffic headed northbound on Rainier in the mornings. Getting downtown from my house (Hillman City) is pretty easy, but getting anywhere else (CO, where my boyfriend lives, or Capitol Hill/Ballard/UDistrict, where I like to go for music, social events, etc.) takes way too long.	12/2/2015 11:49 AM
331	I am never left waiting too long in the cold weather, and they all get me close to where I need to go.	12/2/2015 11:29 AM
332	Most of them work fairly well. Coming home from work is the annoying bit, where the 7 can run late. But, using OneBusAway app, I can usually anticipate this and take alternatives.	12/2/2015 9:45 AM
333	I can take one bus from close to home all the way to work and back.	12/2/2015 9:36 AM
334	The 8 bus is very erratic and the buses that are around 8:20/8:30 are so packed with high school students going to school that some buses won't even stop because they are so full. More frequent and timely mlk stops is my recommendation	12/2/2015 8:52 AM
335	Metro's deletion of the 7x has had a very large negative impact on my commute times, in most instances, doubled the time. The HORRIFIC back up on Rainier Ave S means that the local 7 is stuck in gridlock and takes over 30 minutes to get from McClendon to 190. I currently have to take 2 buses to get from Hillman City to Belltown. It would be ridiculous to take 2 buses and light rail and even if I did so, it would not save any time given transfer times and the distances. I can drive in less than half the time the bus takes but the cost for parking is prohibitive. Bring back the 7x or give us a BRT down RAS!!!!	12/2/2015 8:40 AM
336	At peak hours the 9X bus is always extremely overcrowded and usually running late both north and south bound due to traffic but also the overloading of the bus causes a lot of delays with people getting on and off.	12/2/2015 8:29 AM
337	106 doesn't come often enough during weekends, route 70 is usually standing room only and running behind schedule in the afternoon (I get off work at 4 PM, but the bus often doesn't come until 4:10 PM or later). This is poorly timed with when I get off work.	12/2/2015 7:43 AM
338	There are a lot of routes near my house that can get me to several major transfer centers. Makes getting around the city without a car easy.	12/2/2015 6:39 AM
339	The 9 is such that if my spouse gets held late at work, she has no way home but to walk to light rail in the tunnel. It turns a 30 minute bus ride into a 2 hour ordeal on unsafe streets (Walking Henderson after dark). While traffic drops off on the 9 at the tail end of rush hour, the route serves a high concentration of shift work, medical employment, etc. where unforeseen circumstances keep employees later than scheduled. For that reason my wife often drives and pays \$15 to park.	12/1/2015 8:02 PM
340	The 50 and 60 run infrequently and are very late quite often, the 36 is up a hill and hard to walk to.	12/1/2015 7:23 PM
341	It's fast, stressfree, and frequent.	12/1/2015 5:12 PM
342	The 9 and 48 are always delayed by 5-30 minutes	12/1/2015 3:23 PM
343	I would like to have more frequent, easy downtown service	12/1/2015 1:30 PM
344	Frequency	11/30/2015 3:48 PM
345	I love the 106 and it's convenience relative to my house and activities Downtown and in Georgetown. My only complaint is late buses in the morning and very full buses.	11/30/2015 10:30 AM
346	It regularly takes 45-60 mins and 2 buses to get to both of the addresses listed above from my starting location. Getting anywhere in Seattle proper from Burien, South Park, and Georgetown means leaving at least 90 mins before you want to arrive at a Seattle destination.	11/30/2015 7:53 AM
347	I ride the 8 most often. It's usually 5-10 minutes late going westbound in the mornings, but eastbound in the evenings it can be 30 - 45 minutes late. It's sometimes faster for me to walk the three miles home from Lower Queen Anne to Madison Valley. I usually end up walking rather than pay \$2.75 for such a slow, unreliable trip.	11/29/2015 8:15 PM

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348	Timing of schedule	11/29/2015 1:04 PM
349	They allow me to sustain myself. Without the 106 my transit time to and from work would go from one hour to three.	11/29/2015 12:26 PM
350	I'm very satisfied with Link Light Rail, but the buses are not as reliably on time.	11/29/2015 12:22 PM
351	Frequency, distance from home (.6 mi), drivers.	11/29/2015 12:04 PM
352	There are only a few potential destinations from Georgetown (where I live) which only rarely are places I actually need to go. I would ride the bus way more if this was not the case. As soon as you start talking transfer, an huge undocumented time lag becomes part of the travel time, and is therefore impractical, so I am forced to drive in order to stay somewhat productive.	11/29/2015 11:42 AM
353	One bus, no transfers, frequent service.	11/29/2015 10:54 AM
354	Frequent service	11/29/2015 10:48 AM
355	I just moved to this area counting on the bus to get to and from work.	11/29/2015 10:06 AM
356	The 106/124 get me down town right were I need to go. I ride the 106 a lot as a kid I wish it came to Georgetown back then. I love the fact the 106 comes to Georgetown.	11/29/2015 9:44 AM
357	For the 183 it stops running to early and has no Sunday service The 180 is either always late or standing room only For the 166 it because on Sunday its once an hour and stops running around 6:40 pm out of kent station, but about 10:00 pm out of Burien	11/29/2015 9:11 AM
358	The 124 bus route is usually late by up to 10 minutes on a regular basis. It is scheduled to arrive at 5:12am. I try not to rely on this bus for my morning commute. I take the 106 bus route at 5:02am to make it to work by 6:00am. On the weekends there are no bus routes serving the Georgetown neighborhood as early as 5am. On weekdays there are few options to get to work by 6am. I would like to see more early morning options prior to 6am to allow me to commute to work on time.	11/29/2015 9:10 AM
359	I start work at 4 am, I have to take a cab everyday. The 1st bus to arrive in Georgetown is at 5:30 in the morning, most days it is late. We need earlier buses and more frequent ones scheduled and more options. Please keep both the 124, 106 and 60	11/29/2015 9:02 AM
360	The 124 is no on time. On "One Bus Away" app, it's just not accurate. If I walk down to Airport Way, the 106 is way more timely. I don't really take the bus that often to work anymore because I have to leave way early then if I drove in and looked for parking in Cap Hill and walk down.	11/29/2015 7:39 AM
361	Most of my buses are becoming more unreliable because of traffic and lack of right-of-way.	11/29/2015 12:16 AM
362	They get me where I need to go, but they frequently run very late and not at all on schedule.	11/28/2015 6:34 PM
363	could use more frequency in my area	11/28/2015 5:56 PM
364	Courteous operators Convenient and clean stops Clean coaches	11/28/2015 2:46 PM
365	I am only close to the 50 and 60 and they come infrequently, are not very reliable through much of the day and do not go downtown.	11/28/2015 2:32 PM
366	Want 1 more bus stop (like the old one) at west end of route 8 because of all the disabled/retirement housing off west mercer	11/26/2015 10:31 AM
367	I have no car and can only get around by bus. According to your plan #8 would be #38 and then would be #106, (Revise Route 106 -- to go MLK Jr. Way South, Rainier Avenue South, and South Jackson Street to the International District. Route 106 buses would come more often.) So #8 would no longer go through Capital Hill to Seattle Center. Deceptive way to state your plan and it is not a good plan.	11/26/2015 9:18 AM
368	All bus service is frequently late, unreliable, and overcrowded. Buses running through downtown have been HORRIBLE this fall -- 15 to 30 minute delays, several buses in a row coming by so crowded that no one can get on board -- it is AWFUL!!!	11/25/2015 7:52 PM
369	They are frequent ENOUGH during the time periods in which I need to use them.	11/25/2015 6:48 PM
370	I think the only reliable method of transportation for me has been the light rail and the bus #7 and #36. For every other bus route, it feels like the busses don't pass often enough or are unreliable in regards to the time frames that are given. For example, the 106 only passes a little more frequently (every 12-15 minutes) during peak hours but it will pass every 35-50 minutes otherwise. Just last night, I missed the 106 by a minute because it arrived 2 minutes early and the next one was not going to be getting there for another 30 minutes and I needed to pick up my little cousin. I ended up having to catch a Lyft, a ride I can definitely not afford, but one that I needed to take since there were no other bus routes around that I could possibly take instead and the weather was pretty bad.	11/25/2015 9:46 AM

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371	Getting downtown is very convenient on light rail. Route 8 is both unreliable, and it doesn't go places I can't get to easily otherwise. Route 50 is too infrequent, and too indirect in its path to West Seattle. If it didn't detour through Sodo I'd take it all the time.	11/25/2015 9:36 AM
372	it gets me where I need to go with no problems.	11/25/2015 7:37 AM
373	Low frequency on route 50 and high wait times for route 8 in the evenings. On the other hand, the Light Rail service is quite good. Poor/slow connectivity to the Amazon SLU campus is also a pain point.	11/24/2015 9:03 PM
374	The 60 especially is often very late and fairly unpredictable.	11/24/2015 8:32 PM
375	I miss the 110 which went all the way to my work. F goes pretty close. 107 towards Renton is great, but towards Seattle is a medium-long walk from my house. 107 could be more frequent to get to the train stop at Rainier Beach.	11/24/2015 8:28 PM
376	Dependable, mostly on time (except for the 8), safe	11/24/2015 7:59 PM
377	There is no crosstown route using Boren between Mount Baker, First Hill, and SLU. This is a huge gap in the network, especially at peaks and leads to long downtown detours for many involved. Serve on S Jackson is slower than ever with the addition of the streetcar stops, and most daily riders would avoid it if the transfer between Route 7 and Link at Mount Baker was less time consuming and sinuous...	11/24/2015 7:49 PM
378	Having to transfer from the light rail to the 7/9 at Mt Baker is not always convenient due to I-90 traffic. I sometimes try to get to work from 5th and Jackson, but I've had the 7 be late several times..	11/24/2015 5:34 PM
379	Convenient to my house, just a little unpredictable as to timing.	11/24/2015 3:55 PM
380	Direct route, and frequent services	11/24/2015 3:28 PM
381	Broadway is very congested because of the trolley and bike lanes.	11/24/2015 3:16 PM
382	They run frequently & usually on-time. The #60 takes me to within a couple blocks of my church and directly to the corner of the medical clinic to see my Dr.	11/24/2015 2:37 PM
383	There is not enough service after rush hour so it's hard to get back home from anywhere later in the evening. There is no room for carrying groceries.	11/24/2015 2:20 PM
384	I'm very satisfied with the 9 as it is efficient and takes care of a large population of employees from the hospitals on 1st Hill, and employees and students from Seattle University and Seattle Central College. It would be a shame to make it a peak hour only route. Very dissatisfied when I have to take the # 7. What a zoo. I only take it if I'm bored and want an experience.	11/24/2015 1:45 PM
385	Frequency is good - Traffic sucks - # 9 bus, I use frequently is often delayed on Broadway	11/24/2015 10:45 AM
386	I love the express bus route but dont care for the wheelchair people to delay or take forever!! Also homeless need to have special restriction since they smell so bad... For some people with MCS or other breathing issue can be choke up and make em sick... Just hope for clean healthy and speed up service to be more attentive... Thanks again!!! Happy Holidays!!!	11/24/2015 10:33 AM
387	Having the 48 come north on MLK past Powell Barnett Park has been very helpful. It would help if it headed south on MLK as well. Also, I look forward to the 8 being more dependable.	11/24/2015 10:33 AM
388	I just wish that there was some way to get up the hill from 3rd to 5th w/out the hills. I've had back surgery and am overweight, have bad knees...yadda yadda and it honestly is quite hard on me...I usually catch the 124 early, as it drops off on 4th - but still have to walk up a hill, and catching the 124 is quite difficult now that it's stop in front of the old south precinct, on 13th and bailey has been taken away and is used only for the 106 -- who on earth thought that was a good idea???? and so now I have to cross airport way at 06:30 hrs in the morning...with no crosswalk to catch the 124!! I wish that a committee of your planners would go out there on the west side early and try to cross over to the east side to catch the bus. It is just past the curve, and all the "south end" commuters drive very fast and do not stop. You might rethink your bus stop planning. As we all learned along time ago, ideas aren't necessarily the same in theory as they are in actuality.	11/24/2015 9:51 AM
389	Generally very satisfied. However, I do not understand why the 105 was removed from the stop in front of 130 Main Ave S; it's where I get off with my groceries at the door of my building, as opposed to walking home from the transit center with 40+ lbs of groceries. One reason I moved to this building was because of that stop, which makes it more practical to shop in the Highlands than downtown Renton. All the people in that building are 62+ (I'm 72) and/or disabled. Sometimes drivers will stop there anyway, sometimes not.	11/24/2015 9:31 AM
390	8 doesn't come consistently and frequently enough. If you miss the connection because your initial bus was late or slow, you have to wait a very long time for another 8 to come, and you'll be late to work.	11/24/2015 8:24 AM
391	Getting downtown from Capitol Hill is convenient, but there are no good routes across First Hill from north of downtown for access to my doctors appointments	11/24/2015 8:02 AM

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392	I realize the ridership would be low, but it would be nice if the 9 express ran later. Taking the 49/7 at night takes forever.	11/24/2015 7:00 AM
393	You keep messing with and threatening to change the basic routes people with disabilities and low-income use the most!	11/24/2015 11:16 AM
394	I can pick up a bus a block from home.	11/23/2015 11:55 PM
395	The route is on my street.	11/23/2015 11:42 PM
396	Why are you creating a route that will be deleted 6 months later? The council needs to approve these changes to take place at once.	11/23/2015 11:27 PM
397	Great buses with drivers that care about customers.	11/23/2015 11:23 PM
398	The 7 takes forever to get from anywhere south of Columbia City to the Light Rail in Mount Baker because of frequent stops and the traffic revision. Walking or biking in the dark a mile to the Columbia City or Othello station mornings and evenings is not an option because of safety. The 7 express is a saving grace, and so is the 9 express for anyone living in the Hillman City area trying to connect to light rail.	11/23/2015 10:35 PM
399	I get to downtown in 35 minutes, I work 6 days a week. The stop is close to the my house. I only have to pay one once and if you guys change this I will have to pay twice to get home or add at least 30 minutes to my trips. The link and metro don't have connection if you have transfer.	11/23/2015 10:28 PM
400	Frequency has improved, but reliability is still bad. A route scheduled every ten minutes turns into two buses in a row every 20 minutes.	11/23/2015 8:43 PM
401	I live in Ballard, I can take the 15 or D to Lower Queen Anne and transfer to 8 to take me to my building across from REI. But most of the time the 8 never comes and the reader board starts over. On many occasions I have walked the 2 miles along the route on Denny and never see a bus. I am about to spend the money to get a spot downtown so I can drive.	11/23/2015 8:38 PM
402	Because I wish there was a graham street light rail stop, more efficient bus service along the mlk corridor between mount baker TC and rainier beach Safeway area, and better link to bus transfers.	11/23/2015 8:24 PM
403	It's easy to transfer to another bus when I have medical appointments or going shopping	11/23/2015 8:17 PM
404	The only issues I've had are with catching the bus in the morning, if the 106 would come on time or more often, I wouldn't have to worry about being late to work at least once or twice a week.	11/23/2015 7:48 PM
405	The connections are pretty random. It would really help to return the #4 to the S Walker St connection to the #7 for Swedish Cherry Hill. Or the #9 at Jefferson to the 3 & 4.	11/23/2015 6:57 PM
406	Need more Bus Routé 107 scheduled between 5:00-7:00 p.m.	11/23/2015 6:49 PM
407	Late busses, lack of shelters to stand under	11/23/2015 6:22 PM
408	missed connections	11/23/2015 6:17 PM
409	The route 60 is not very frequent on Beacon Hill. It connects to Link, so I hope that it can at least have a 15-minute frequency all day.	11/23/2015 5:35 PM
410	106 and 107 do not come often enough late at night	11/23/2015 5:30 PM
411	Need a bus zone closer to the walking trail at Cedar River down town Renton. Im disabled and cant always walk the distance after i get off bus. Then after walking not always able to walk back to get the bus back to transit center to catch bus home.	11/23/2015 5:16 PM
412	Buses go from my house to work. Only have to transfer once.	11/23/2015 5:12 PM
413	Unless traffic is unusually backed up, I get to my destinations on time, although I always leave extra time for travel. There is a bus stop near our condo, so is very convenient. We can usually get anyplace in the city with no more than 2 transfers. I usually feel safe riding at night after an event. Always use transit to get to major sports venues. Bus drivers are usually very helpful if I have a question or need stop help. Love going to airport with one bus and light rail.	11/23/2015 4:38 PM
414	It takes too long to get to the Rainier Beach Light Rail station.	11/23/2015 4:31 PM
415	Different southbound boarding locations for Georgetown routes in downtown Seattle.	11/23/2015 3:30 PM
416	Late buses/ missing buses	11/23/2015 3:24 PM

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417	The 8 gets my kids to and from school at St. Therese. It is essentially a direct route from Rainier Beach to the Madrona neighborhood with no need for a transfer. The 9 gets myself and others to First Hill; there are many hospital employees who take this bus, even at odd times, to get to work on First Hill--with no need to transfer. The Light Rail gets my family and I to downtown for shopping or special events, and out to the airport with no need to transfer. Not having to transfer is key to satisfaction in using the bus over driving.	11/23/2015 3:14 PM
418	Would like to see more frequency and more reliability, but otherwise the routes work well for me.	11/23/2015 3:01 PM
419	The #3 sometimes does not arrive (westbound at MLK Way and Cherry) at the 7:30 AM stop time. Very annoying. The number 12 eastbound passes waiting people by during afternoon rush hour (5:30 PM +/-) when it appears to be full (6th and Madison stop) - it empties out shortly after - annoying to be passed by. The #5 and 2 do not depart downtown eastbound with great frequency in the evenings - creepy to wait after 8:00 PM.	11/23/2015 2:43 PM
420	Not frequent enough, do not run late enough into the evenings on the weekend (we need service until and after 2:00 a.m.)	11/23/2015 2:30 PM
421	I would prefer link light rail, but the stops are too far from my work, even though the tracks go right next to our building. The 124 makes a lot of stops, has larger gaps between runs, and can be inconsistent compared to it's scheduled arrival/departure time.	11/23/2015 2:07 PM
422	Traffic can cause unreliability but otherwise routes are good.	11/23/2015 2:05 PM
423	I take the light rail from Tukwila. If I get off at the Mt Baker Station I can take the 9 straight to the building I work at. And in the evening, it picks up right in front of my building to go back to the Mt Baker Station. I have found that I can shave time off of my commute by doing this versus having to take the train downtown, get off at the Pioneer Station and then taking the 3/4 up First Hill (and vice versa). It would be hard for me on the days I have to be at work at 9:30 and am not off until 6 if the 1 wasn't running. Also, this bus is always full with students, professionals, and other people that may be going to medical clinics/hospitals nearby. It's hard to imagine that a bus that is always full when I get on it may not be running when I need it.	11/23/2015 1:50 PM
424	I like to use the 8 because I pick it up in Rainier Beach and don't have to transfer from one bus to another in order to go to Group Health or to my other frequent destination in Queen Anne.	11/23/2015 1:49 PM
425	On time and convenient	11/23/2015 1:31 PM
426	Not nearly frequent enough; no direct access from my home in Greenwood to 34th/Fremont.	11/23/2015 1:24 PM
427	(a) Frequency (b) Slow boarding due to inadequate fare collection (c) Slow boarding due to people leaving the bus from the front door (d) Lack of dedicated bus lanes, buses stuck in traffic	11/23/2015 1:23 PM
428	The 48 has the meanest drivers who are even meaner now that they don't know where they are driving. I love that the 3 and 4 come frequently, but sometimes there is a glut where a bunch of buses come one after the other. I know that is usually because of forces outside the driver's control, but it seems like it is more likely to happen when it is cold, rainy and I have to go to the bathroom.	11/23/2015 1:12 PM
429	I really like the 101. It's almost always on-time and it's 25 minutes even in traffic. I take the 101 to work. I have to take the 106 home at night because the 101 is too full and passes me up. The 106 is almost always late. The length of the trip through Georgetown, Beacon Hill, Rainier, Skyway to Renton makes this trip from Int'l District to Renton 62 minutes. That's a long trip when it's only 12-15 miles from Int'l. District to Renton. I would love to see this route trimmed to make it shorter and more timely. My biggest concern is I'm already passed up by the 101 and really don't want to be by the 106 too due to overcrowding since it will be replacing routes.	11/23/2015 1:11 PM
430	50 and 60 are unreliable and infrequent	11/23/2015 1:06 PM
431	Recent changes to bus routes have made it harder to get around the neighborhood. It's easier for me to go to downtown or Pioneer Square or the 10 than it is to get from Ohelmo to ACRS - or from Columbia City to South Beacon Hill.	11/23/2015 1:03 PM
432	All could be more frequent	11/23/2015 1:01 PM
433	Link is reliable and frequent (and expanding)	11/23/2015 12:55 PM
434	they are easy to use, convenient, and simple routes.	11/23/2015 12:52 PM
435	The revision of the 8 will be a huge help with reliability because of traffic on Denny. Mt Baker Transit Station is not very inviting, the plans to remake that intersection into a better neighborhood will make a big difference.	11/23/2015 12:39 PM
436	Frequent Delays on the #8	11/23/2015 12:21 PM
437	Nothing gets me within less than 5 blocks.	11/23/2015 12:08 PM
438	I wish there was a way to get from Beacon Hill to West Seattle without going through downtown - there is very little east-west bus service going over Beacon Hill.	11/23/2015 12:08 PM

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439	Route 8 is an extremely convenient route for me as I live in Capitol Hill and use it to travel to Madison Valley, work in South Lake Union, and various places in Lower Queen Anne. However, it is so unreliable, particularly at commute times, I cannot count on it to get me to work on time so most days I walk. Time in between buses is very long, it never arrives on time, and often it is so crowded that I have to stand or can't get on the bus at all.	11/23/2015 12:06 PM
440	It seems some #8 runs go AWOL. Otherwise service is fine.	11/23/2015 12:02 PM
441	It's hard to know when it will come; it doesn't seem to be able to follow a schedule. That makes it hard to plan. It doesn't coordinate well with Link schedule. I can take Link from downtown to Rainier Beach but then get home often requires me to wait at MLK & Henderson for up to 40 minutes (see previous paragraph about following the schedule.) It takes too long to get downtown.	11/23/2015 11:50 AM
442	Very high frequencies, not too crowded, straight and fast routes	11/23/2015 11:46 AM
443	They are pretty much always available when needed except the ones to federal way to Tacoma don't run as often once an hour isn't fun if you miss the bus(182)	11/23/2015 11:44 AM
444	The 8 has been really useful for getting me from the Rainier valley (mostly Columbia City) to Capitol Hill. I like the one-seat ride but it's slow, infrequent, and sometimes unreliable. Looking forward to more frequency (Light Rail to Capitol Hill) and reliability.	11/23/2015 11:36 AM
445	Frequency is still inadequate throughout much of the network.	11/23/2015 11:34 AM
446	Route 7 is Horribly slow and unreliable. You are planning to cut back route 9 which is a way to cut a long walk to the light rail.	11/23/2015 11:31 AM
447	The 9X is no longer consistently on time either in the morning or in the afternoons. A 30 minute bus ride is consistently 1 hour+. It also doesn't have enough space for high commuter times. Additionally, the bus stops running too early and does not run on the weekends. This is the only connection to Capitol Hill that South Seattle has. The light rail is too far from my house to be a consistent viable alternative.	11/23/2015 11:29 AM
448	Need more buses and need more stops, so there is less walking	11/23/2015 11:26 AM
449	The 8 is often late in both directions, and the 7 and the 9X get stuck in heavy traffic thanks to the I-5 ramps on Rainier.	11/23/2015 11:23 AM
450	Service is scattershot. Sometimes it's frequent, other times it's every 30 minutes.	11/23/2015 11:19 AM
451	too long of a commute, stops are not convenient, no park n ride by ohhello light rail.	11/23/2015 11:18 AM
452	From my home to get to Pike and Broadway I have to take two buses or walk three-quarters of a mile or so. Currently I park-and-ride near my son's daycare so I can take the 9 and pick him up after work (my husband drops him off). If the 8 ran more reliably I could take that (though there is still a pretty good walk from the 8 to my work), but I'm still in a bit of a pickle when it comes to taking the 9, picking my son up from daycare, and then getting home (we would have to take the 50 and the 8 unless we wanted to walk a mile or so, which we have done). My commute RT would be fine once the light rail comes to Capitol Hill — and the streetcar finally opens, BUT picking up my son (less than a 5-minute drive from my house) takes two buses and potentially a half-hour to get home. I am actually going to pay for parking on Capitol Hill to make this easier, but I really wish there was a way to do all of this in a reasonable way with transit. (Or biking+transit, but my bike is too big to park in the bike lockers, because it's long to hold my son). I LOVE transit and hate that because my family expanded, I can no longer reasonably take the bus or train. The bus drivers have also been pretty unwilling to accommodate his (small, umbrella) stroller so I'm very hesitant to do a bus+stroller operation.	11/23/2015 11:17 AM
453	Because for the most part Metro does an adequate job servicing where I need to go..., although on some route we still have 30 min frequency that would be nice to have 15 min freq.	11/23/2015 11:17 AM
454	The routes are frequent, but very slow. My two mile commute is only slightly faster by bus compared to walking. Taking the bus requires a transfer, and can be done in 25 minutes if everything happens perfectly. Walking takes 35 minutes. That means if there is any sort of delay, walking becomes faster and more reliable. And route 8 is often delayed. This shouldn't be the case in such a dense urban area.	11/23/2015 11:16 AM
455	When riding the 106 - I don't always feel safe	11/23/2015 11:10 AM
456	No matter where I go, it almost always means 2 buses I must take to get there..	11/23/2015 11:06 AM
457	Usually means a three bus trip. What I can drive in a car in 25 minutes takes 1 1/4 -1 1/2 hours by bus.	11/23/2015 10:55 AM
458	Buses are often late	11/23/2015 10:50 AM
459	I live near 106 route and can take it to light rail or stay on to get downtown.	11/23/2015 10:49 AM
460	Need to come oftener.	11/23/2015 10:45 AM

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461	Timing of the arrivals of the 7 or 9x with the arrival of the eastbound 554 are tricky, and sometimes I'm stuck waiting for a half an hour. But that's also a super-complicated node (two freeways PLUS major thoroughfares) so I'm not mad.	11/23/2015 10:33 AM
462	It gets me to where I want to go	11/23/2015 10:29 AM
463	Number 48 transfer stop at Mt. Baker on the opposite side of Rainier is ridiculous. It can take 6 or 7 minutes to make the left at McClellan and circle around to the stop then I have to wait again to cross Rainier. Many of us run across against the light at Rainier to catch a 7, 9 or light rail. Express routes from Udist to downtown for my transfer to light rail to Columbia City is also terrible in the evenings when the traffic is very heavy and the first stop in downtown is not until Convention Place. It can often take 20 minutes JUST to get from REI to the stop because of blocked intersections. Maddening! Riders should be allowed to get off and walk. I realize that the light rail will be extended to JWW stadium in 2016.	11/23/2015 10:14 AM
464	106 and 107 to/from light rail tend to have long headways and arrive close to each other in time.	11/23/2015 10:07 AM
465	I mainly commute to and from work via Link Light Rail between Rainier Beach station and Pioneer Square station. Pros: a train comes every 5-7 minutes in the morning; the trip generally hasn't any interruptions of service in the AM; the train gets us into town very quickly; the trains are kept clean and in good repair; they are well-lit and feel safe; fares are checked with regularity. Cons: the trains tend to be bogged-down by bus backups when leaving downtown, which causes them to be very packed; backups cause the trains to be less frequent in the PM...although this may change if the 106 is no longer travelling through the bus tunnel, which is what it looks like in the proposal. When the light rail has a service interruption or is not running, I do take the 106, but that is a VERY long commute-at least an hour.	11/23/2015 10:04 AM
466	Timing between buses is unpredictable for the commute to work each morning. Also, the #47 used to be the #14 which took me from my home to my daughter's home even when I visited late in the evening. Now I need to walk late at night when I want to visit her.	11/23/2015 10:03 AM
467	Both 8 & 48 are unreliable	11/23/2015 9:49 AM
468	Renton Transit Center is only 2 miles from my house making the commute easy. The 106 from Renton is a good route to S. Beacon Ave and Myrtle and the 36 is good for getting to the VA and lets us off directly behind the VA hospital.	11/23/2015 9:46 AM
469	Minimal walking to/from bus, frequent enough rides, and no transfer needed.	11/23/2015 9:44 AM
470	Downtown stop at Pike and 3rd still not comfortable and safe. Terminating buses should use another stop for discharge only.....Routes themselves are ok and I especially like and need the 32...	11/23/2015 9:41 AM
471	I spend about 3 hrs/day commuting on public transportation from where I live (very south Seattle, still in the city) to one of the biggest employers in the area.	11/23/2015 9:41 AM
472	They currently go where I want them to go, but if I return home from work after 8PM, I have to get off and wait for another bus. I think it's absurd and ridiculous that it's so difficult to get from the south end of Seattle to Capitol Hill by public transportation.	11/23/2015 9:36 AM
473	always late and makes me miss my connection	11/23/2015 9:35 AM
474	Drivers are generally pleasant and bus is on time.	11/23/2015 9:22 AM
475	The #8 is consistently late, but not consistently enough that I can plan on it. Typically the route is 15 minutes late in the morning, which means that I need to catch an even earlier bus to arrive on time. It's usually 7+ minutes late at night, which results in packed buses. There's also frequent fights on the bus, which have caused me to start taking a bus downtown and using buses on the Third Ave transit corridor, as they are less prone to containing fighting.	11/23/2015 9:22 AM
476	I like having the choice of choosing a bus that will go on the busway and into the tunnel, or on the surface streets.	11/23/2015 9:22 AM
477	The 101 is too crowded. The ride on the 106 is too long.	11/23/2015 9:20 AM
478	The bus doesn't come often enough.	11/23/2015 9:20 AM
479	The clientele is ... questionable on these routes, and the buses don't always smell very good.	11/23/2015 9:15 AM
480	They work pretty well during the day but don't come often enough late nights	11/23/2015 9:13 AM
481	Drops me off 1 block away from work	11/23/2015 9:12 AM
482	9 gets me directly from my home to Medical/Dental appointments on Capitol Hill. Light rail takes me to work every day and to my volunteer position. 8 becomes my route from work to Capitol Hill when I need it.	11/23/2015 9:11 AM
483	They take so long. I also have to transfer a lot. Especially when going to UW. The light rail station still calls for me to walk almost a mile to get there so I don't think I would take the bus just to take the light rail.	11/23/2015 9:11 AM
484	With exception to light rail, busses are less reliable. I have had them not stop, not arrive, say they had already arrived when they hadn't. This doesn't help with planning my day.	11/23/2015 9:09 AM

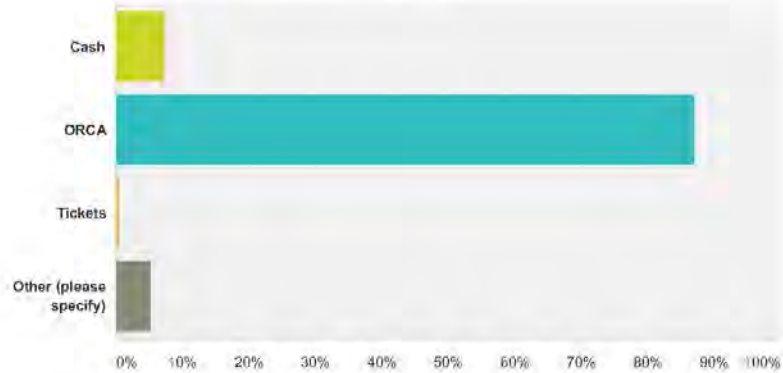
Southeast Seattle 2015-2016 bus changes

485	I love light rail, but am dissatisfied with poor connections to Renton and SODO.	11/23/2015 9:09 AM
486	Generally get me where I want to go, often crowded.	11/23/2015 9:09 AM
487	Schedule improvements on the 43/48 and 11, streamlining of 8 through CD	11/23/2015 9:09 AM
488	Routes are often significantly late therefore encouraging me to take other routes to get where I need to go because they tend to do a better job of it.	11/23/2015 9:08 AM
489	It gets me to where I need to get to	11/23/2015 9:08 AM
490	Route 8, the bus I most frequently take, is often very late and overcrowded.	11/23/2015 9:08 AM

Southeast Seattle 2015-2016 bus changes

Q8 How do you usually pay for the bus or light rail?

Answered: 596 Skipped: 78



Answer Choices	Responses	
Cash	7.21%	43
ORCA	87.08%	519
Tickets	0.50%	3
Other (please specify)	5.20%	31
Total		596

#	Other (please specify)	Date
1	Cash on bus debit card on light rail	1/5/2016 6:36 PM
2	King County work pass	1/5/2016 2:57 PM
3	Reduced fare orca card (disabled)	12/26/2015 7:31 AM
4	orca for me, cash for my child	12/22/2015 1:58 PM
5	orca plus cash depending on time of day	12/22/2015 11:08 AM
6	Husky Card	12/22/2015 6:10 AM
7	U Pass	12/20/2015 2:11 AM
8	U Pass	12/17/2015 9:33 PM
9	Tickets and cash	12/10/2015 3:25 PM
10	U-PASS	12/9/2015 12:08 PM
11	Employer-provided pass	12/7/2015 10:05 AM
12	U-PASS	12/6/2015 7:53 PM
13	King County employee for 27 years	12/5/2015 7:39 AM
14	UPass	12/4/2015 2:28 AM
15	Upass	12/2/2015 9:56 PM

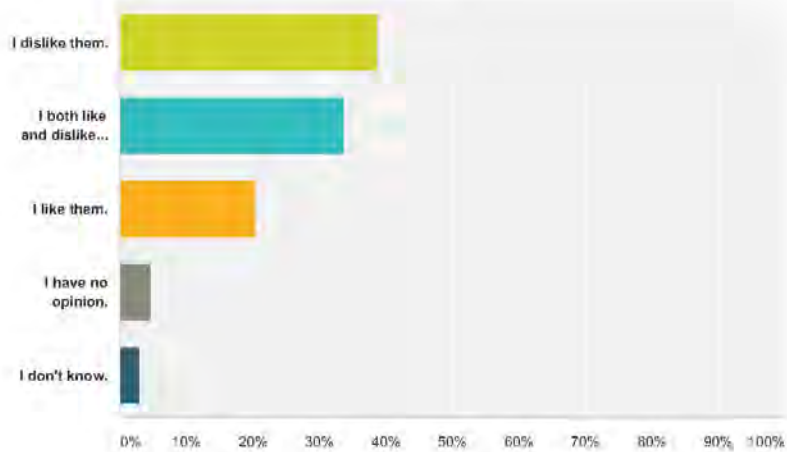
Southeast Seattle 2015-2016 bus changes

16	Husky card	12/1/2015 3:23 PM
17	BOTH ORCA & light rail	11/29/2015 12:05 PM
18	Regional orca disabled pass	11/26/2015 10:32 AM
19	King County employee pass	11/24/2015 3:55 PM
20	U-Pass	11/24/2015 10:33 AM
21	Reduced pass	11/23/2015 5:17 PM
22	U-pass	11/23/2015 3:14 PM
23	Bus pass on Husky card	11/23/2015 1:51 PM
24	My office provides us with an ORCA pass	11/23/2015 12:09 PM
25	King County employee	11/23/2015 11:10 AM
26	UPass	11/23/2015 10:15 AM
27	UW Pass	11/23/2015 9:45 AM
28	U-Pass	11/23/2015 9:35 AM
29	Senior Reduced Fare ORCA	11/23/2015 9:23 AM
30	UPass	11/23/2015 9:12 AM
31	husky card	11/23/2015 9:09 AM

Southeast Seattle 2015-2016 bus changes

Q9 What do you think of the proposed changes?

Answered: 588 Skipped: 08



Answer Choices	Responses
I dislike them.	38.61% 227
I both like and dislike them.	33.67% 198
I like them.	20.24% 119
I have no opinion.	4.59% 27
I don't know.	2.89% 17
Total	588

#	Why?	Date
1	I like the goal. But I think limiting the 9 bus to peak hours is a bad idea. Don't we want Cap Hill to Rainier Valley connection? And a Rainier Ave express bus all the time?	1/21/2016 6:21 PM
2	I love that there are more frequent/ reliable connections between upper rainier beach/ Skyway and the link light rail station. I also love more frequent service along MLK way, but not at the expense of service to Georgetown from Rainier Beach/ South Beacon Hill.	1/12/2016 2:22 PM
3	Don't change the 106, no direct downtown access for 107, and does not reach Georgetown at all.	1/12/2016 9:08 AM
4	Bus transfers and rerouted onto already packed streets? I might as well drive. The light rail is of no help as it's already completely full by Pioneer Square and of no use to me.	1/11/2016 8:39 PM
5	Service hours will be wasted sending the 106 to the ID. Instead use those hours to boost service in Georgetown and provide 15 minute service on nights and Sundays along MLK.	1/10/2016 11:49 PM
6	Adding trips to 124 is good. Reducing service to Georgetown and the Sodo busway is bad.	1/10/2016 11:41 PM
7	GOOD: better connections between Renton and Rainier Valley, more frequent 106 & 107, 107 extension to Beacon Hill station; BAD: reducing the 9?!? Make it more frequent, 106 duplicating Link north of Mt. Baker, wiping out the reliability benefits of splitting the 8 by merging the 38 into 106, scheduling based on assumption that people live in Renton and work in Seattle when many do the reverse.	1/10/2016 6:08 PM

Southeast Seattle 2015-2016 bus changes

8	would make my commute too long. No fast or express bus service to my destination.	1/10/2016 5:47 PM
9	more service is great, but this is just moving service around. Getting to/from Georgetown will be worse. Getting to/from the light rail station will be better.	1/10/2016 11:40 AM
10	Deletes direct route that serves Georgetown, Downtown and Home.	1/10/2016 9:46 AM
11	increased travel time, the hassle of having to transfer to another bus or train	1/10/2016 8:37 AM
12	New Route 38 will provide local service on MLK Jr way, but rerouting the 106 via Jackson duplicates an efficient route, and reduces service in Georgetown. The 107 revision helps feed LINK better.	1/9/2016 11:40 PM
13	I like dividing the 8 into 2 routes. It's always running late in the morning. I dislike reducing the 9. It runs so infrequently now, it's the only current route that goes to my gym without going through downtown.	1/9/2016 5:04 PM
14	Would like more trips on 124	1/9/2016 3:10 PM
15	I do not take these busses, but I believe everyone should have easy access to busses to help with traffic flow and to ease people's travels who may not have a car	1/9/2016 12:56 PM
16	The 8 is ALWAYS late and I think shortening the route will help	1/9/2016 12:28 PM
17	Many people use the 9x, especially since the 48 route does not go all the way south anymore. The 7 being the sole service on Rainier has created congestion on that route.	1/9/2016 11:43 AM
18	The stop at Dearborn and Rainier is extremely busy. 9 & 7 are often crushed and a backlog of people waiting for a bus that has openings a bus with openings grows quickly. I'm afraid any reduction in 9 will exacerbate the issue on 7 - which, again, is not reliable in the first place	1/9/2016 8:22 AM
19	Please run 107 on Rainier Ave instead of Taylor Ave NW. Metro isn't cleaning up the graffiti & vandalism at existing Metro stops.	1/9/2016 6:15 AM
20	I don't ride these routes	1/8/2016 7:55 PM
21	Leave the 8 route Alone it's not Broken... One and Done	1/8/2016 7:48 PM
22	I think the Route 38 should continue indefinitely, and I think MLK, between Mt Baker LINK and Rainier Beach LINK, would benefit from two bus routes serving this high-traffic corridor. If Rainier Ave S has the #7 and #9X, it stands to reason that MLK needs the same support to get commuters where they need to be in a similar manner. Also, the #7 is notorious for being chronically late and prone to severe bus bunching. More support needs to be provided to that high-traffic corridor, especially as the population in Southeast Seattle continues to grow.	1/8/2016 7:38 PM
23	The only one that would affect me is the 124. It needs more frequent buses specifically during peak hours.	1/8/2016 3:54 PM
24	There is no direct bus on South Beacon Hill Avenue to downtown and Chinatown except 106. It needs to walk at least 20 minutes to catch light rail on MLK. It is really inconvenient for people catch the bus to work and come home late at night. MLK has Bus#8 and Light Rail to downtown, it is not necessary to change #106 route.	1/8/2016 2:57 PM
25	I am unsure about the changes to 106 would affect 7	1/7/2016 4:03 PM
26	Now I'll have to take two buses to get home	1/7/2016 9:09 AM
27	Route 106 extension is duplicative - from Mt Baker to ID riders can take 7/Link, already very well used routes. I believe the money could be used better on MLK.	1/7/2016 9:05 AM
28	Reduction in Georgetown bus service seems counterproductive to coverage expansion in a growing neighborhood, and Route 106 is a duplication that would be better served by improving Route 7	1/7/2016 1:15 AM
29	Will 107 go through bus tunnel? I need to be able to transfer to 86 or 70 to get to my job in Eastlake.	1/6/2016 9:57 PM
30	Seems like we are losing single seat service and having to transfer more.	1/6/2016 8:36 PM
31	I dislike the proposal to reduce service on the 9X. I have no strong opinion on the other proposals as they are to routes I do not use.	1/6/2016 6:43 PM
32	We don't need another downtown route in the Rainier Valley, especially coming at the expense of daytime Georgetown service, which in fact is on your short list of routes needing improvement. The 9 is one of the only buses in the area fast enough to compete with driving. Dropping it to peak only to pay for overservice on North Rainier and Jackson is not a good deal.	1/6/2016 6:31 PM
33	Will have to transfer	1/6/2016 3:41 PM
34	Route 106 is severing its connection to Georgetown, an area that needs more connections to downtown, not less.	1/6/2016 2:17 PM

Southeast Seattle 2015-2016 bus changes

35	Most of these routes I don't typically use. Reducing the 9x is probably the biggest negative effect as I wish it operated longer hours, not shorter.	1/6/2016 1:47 PM
36	In your comments, we'd suggest effusive praise and support for: More frequent and reliable local service on MLK Way. More frequent and reliable connections between Renton, Skyway, Rainier Beach, and Mount Baker. New local connections between Rainier Beach Station and Beacon Hill Station. We'd suggest criticism of: Reducing Georgetown service during an environment of revenue growth, especially when multiple routes serving Georgetown are close to the top of the queue for service investments to meet target service levels. Extending Route 106 from Mount Baker to the International District via Jackson St, which would spend over \$2m per year to duplicate an ultra-frequent Route 7 that is not targeted for frequency or overcrowding investments, ahead of 51 other corridors already targeted for investment. We'd suggest the following alternatives: Use the service hours from the proposed 106 extension to fund frequent night and weekend service on MLK Way, preferably to match Link's frequency. Maintain at least current levels of service between Georgetown and Downtown Seattle. Work with SDOJ to accelerate plans to improve Mount Baker and identify short-term improvements that could improve the transfer environment between Link and Routes 7, 8, 9, 14, and 106. Work to get rid of paper transfers and simultaneously reduce or eliminate the cost of obtaining ORCA cards, to eliminate any fare-related aversion to transferring to Link.	1/6/2016 1:08 PM
37	Removing 106 onto MLK is a good idea, but extending it to the ID along Jackson St is not. Better would be to run it to Jackson, then along Boren and Fairview through First Hill to SLU. Alternatively combine the 106 with the current 9X and send the route up Broadway. At the very least, sending the 106 down Jackson is duplicating route 42, which is totally unneeded.	1/6/2016 12:12 AM
38	because like increased frequency, but don't like additional transfers	1/5/2016 6:42 PM
39	Removing 106 from Georgetown in particular seems ill planned.	1/5/2016 4:05 PM
40	Bus 124 is dangerous and often full of belligerent people at all hours of the day. Tunnel bus access via 106 offers a safer, faster, sheltered route for women walking at night.	1/5/2016 3:57 PM
41	9X is important to me!	1/5/2016 3:14 PM
42	I think you should add service to 9X, not take it away. Anyone compares the #7 local to the #9X has not ridden them! They are in two separate universes. That's just nuts.	1/5/2016 2:58 PM
43	Increases transfers and transit time for people in Georgetown and South Beacon Hill	1/5/2016 2:03 PM
44	I would not be able to take the 106 and go directly to the International District from South Beacon Hill	1/5/2016 1:19 PM
45	I would not be able to get to my appointments.	1/5/2016 11:20 AM
46	Revising the 8/38 for a few months then switching to the 106 is confusing and a sneaky way to actually reduce transit options in the current 106 service area. Shame on Metro for this inequitable proposal. I especially prefer to maintain the 106 line's CURRENT route. We need the direct and fast connection to downtown via the bus way. Moving the 106 to MLK, Rainier & Jackson will substantially lengthen my commute length. Using the new 107 to transfer to Beacon Avenue is also not a viable option: 1) it adds time to the current commute length and 2) The light rail is already standing room only at Beacon Hill's light rail station during peak times--adding more passengers to that stop is unreasonable.	1/4/2016 10:00 PM
47	I think it is necessary to wait longer after the First Hill Streetcar and University Link open before beginning go cut bus routes that are redundant with those new services. These exact changes implemented in June/July would be excellent.	1/4/2016 8:28 PM
48	You are eliminating georgetown from Rainier Beach via 1 bus, so they would take Georgetown off my availability and cut them off from us on the south side. The 107 route sounds great because it pisses off my asshole neighbors who can't figure out how to read a marquee.	1/4/2016 5:57 PM
49	I rarely use these routes.	1/4/2016 4:30 PM
50	Revising the 106 will put me on an overcrowded bus full of Meth Addicts enroute to the treatment center.	1/4/2016 3:18 PM
51	I do not want route 106 to be a split route	1/4/2016 2:14 PM
52	I like that the 8 will be different routes, but it mostly seems easier for the driver, not necessarily any different for the rider... right? Also, I just wanted to advocate to NOT decrease the 9X. I appreciate that it goes up Broadway and all the way down Rainier, this is not very inclusive of me, but the 9 is just a more pleasant bus to be on as a rider, versus the 7 (which inevitably smells, has garbage and rider drama.) I DO appreciate sending funding to lines that benefit communities of color and lower income families. Therefore, take the 9X if needed, I just like to have it.	1/4/2016 2:09 PM
53	route 9 should run all the time. Route 106 and 107 will become even slower under this proposal.	1/4/2016 1:31 PM
54	I don't use those routes.	1/4/2016 12:38 PM
55	Anything that can help the 8 would be appreciated.	1/4/2016 12:35 PM

Southeast Seattle 2015-2016 bus changes

56	I lose direct access to downtown and so do my neighbors.	1/4/2016 9:59 AM
57	Please have a direct route from upper rainier beach to the light rail and downtown.	1/3/2016 8:29 AM
58	because I want the 183 and 181 to chaged.	1/1/2016 9:01 PM
59	I take bus 8 from mlk/Columbian to 190 queen anne ave in one shot and now I'd need to transfer and wait longer. I also take it from mlk/Columbian to group health (15th and john), will make commute longer.	1/1/2016 1:15 PM
60	We need more cross city buses that don't emigrate from downtown	1/1/2016 11:09 AM
61	I am a reverse Commuter, though the majority of my fellow riders transfer through the downtown tunnels, I live downtown and take the 106 to Georgetown. With the proposed changes, I would have to take a much slower and less reliable bus (124) that often gets stuck in traffic while my current bus (106) never does because of the Tunnel and the SODO busway. If this is the case I would likely be forced to purchase a car in order to reliably get to work in an expedient way and become one of the many single car commuters on the road.	1/1/2016 7:56 AM
62	Shortens route 9x	12/30/2015 3:15 AM
63	Route 106 is fast and convenient for those who live in Georgetown. The bus is usually full.	12/29/2015 11:42 AM
64	dangerous for seniors to cross the street to transfer to 107 and Light Rail	12/28/2015 5:31 PM
65	107 doesn't go downtown, need to transfer at dangerous places	12/28/2015 5:11 PM
66	I hate cutting the 9--expand it! 106/7 changes good. Change the 60 route, as described on stb	12/27/2015 6:48 PM
67	My concern is with the changes to route 106 since there would be no direct bus access from my home on South Beacon Hill to Downtown Seattle. This would require a transfer to light rail which will then be much more crowded.	12/27/2015 1:57 PM
68	Unsure if the 124 will continue N as the 24	12/27/2015 10:51 AM
69	I ride the 9X the most and this would really impact my commute	12/27/2015 8:58 AM
70	I need the 9 and I need the 8 to not be split into two routes. Also the revised 106 will not help me and the multiple bus transfers will be difficult for me due to my disabilities. This will make me more homebound.	12/26/2015 7:35 AM
71	Having lived on light rail and #7 the light rail northbound is becoming increasingly crowded. the # 7 will become a better option a light rail ridership will take all students to U-dist from airport	12/25/2015 6:04 PM
72	Some of us, eventually we chose where we live and get our services along the bus route	12/25/2015 6:30 AM
73	Each of the proposed routes, except #124 don't impact me. However, what I'd like to say about #124, a route that I've had to use to get to an appointment or a place to go to on the weekend nearer the end of the route on the south end, my hope is that there would not be any interruptions of how often it runs.	12/24/2015 2:22 PM
74	It's inconvenient all always having to transfer from one route to another. If I have a destination and can take one bus I would prefer to do that. This just make the trip take longer. Especially in bad weather. The reduced #9E & #8 would be real bad. Bad enough we lost the #42 & the #106 no longer uses the I-5.	12/24/2015 8:53 AM
75	Improve reliability of #8, while maintaining services bwn MBTC and Seattle Center	12/23/2015 10:55 PM
76	I would hope that this will help with the long wait time for the 8 during the rush hours of the day.	12/23/2015 6:57 PM
77	Lack of connection to downtown transit tunnel (as 106 has now), would require me to make more transfers and make my daily commute longer	12/23/2015 2:26 PM
78	I sometimes utilize the 9, and like when they are available	12/23/2015 12:58 PM
79	The 9 should still have some off-peak runs, as it runs close to the First Hill hospitals.	12/23/2015 9:49 AM
80	More frequent buses and a new route on 15th.	12/23/2015 7:36 AM
81	Because then it would make it harder for me to get to work and places I need to get to:	12/22/2015 11:25 PM
82	I like the proposed changes to the 8 & have no opinion on the others..	12/22/2015 9:58 PM
83	Because I won't have to wait too long for a bus	12/22/2015 9:24 PM
84	106 bus stop 45730 swill ave s & s eddy st "throws" me into downtown but I suppose you have your reasons to remove that option....	12/22/2015 7:09 PM
85	I don't like taking the 124 downtown too many stops. I hate to see the 106 not go through Georgetown anymore.	12/22/2015 5:13 PM
86	I can only comment on the route 8 changes. I'm definitely in favor of the buses running more frequently.	12/22/2015 4:57 PM
87	Regarding 9x only. The peak hours are too limited for an already limited bus run. Example, does not run on weekends.	12/22/2015 4:53 PM

Southeast Seattle 2015-2016 bus changes

88	What about an Express 106 from MI Baker Transit to Downtown and Back	12/22/2015 3:28 PM
89	I like the direct connection from MLK to Renton, don't like Route 9X reductions	12/22/2015 3:23 PM
90	The 124 is an awful bus ride. I hate to say this but the smells often make you have to leave bus.	12/22/2015 3:15 PM
91	I'm very curious whether these route changes will serve to further sever the city between north and south. I hope that Meiro does not defund the new South End-only routes because of lack of organized community resistance due to this district's more diverse nature. Furthermore, I am personally worried about the 106-8 merger, as they are notoriously the most unreliable routes in the city from my experience. Will there be dedicated bus lanes to counteract the traffic from Renton during rush hours?	12/22/2015 2:09 PM
92	I would have to make several transfers to the VA hospital, now I only have one	12/22/2015 2:05 PM
93	splitting the 8 into two routes should help with the delays. I am looking forward to light rail to capitol hill. I hope funding more light rail expansion will be a priority going forward	12/22/2015 2:01 PM
94	I like route 8 becoming more frequent, but I would like to be able to get to locations on Rainier Ave S, from Capitol Hill without transferring buses.	12/22/2015 1:59 PM
95	I do not like the idea of adding a second transfer. Sometimes I spend more time waiting for my transfer bus than on buses.	12/22/2015 1:43 PM
96	The 8 is the only one I ride. I think splitting it will make for more reliable schedules.	12/22/2015 1:39 PM
97	The 106 change sounds good. I take the 8 to go to capitol hill so that will become two trips. I'm not sure about the 9. I worry that people who live close to Rainier and not MLK will have a harder time getting to Seattle Central.	12/22/2015 1:35 PM
98	I need a more simple and direct route to North Beacon Hill from my home in South Beacon Hill	12/22/2015 1:28 PM
99	I had to buy a car to commute to Boeing field when my Harborview nursing position (Transfer Center) moved there from Pat Steele Bldg. had commuted by bus exclusively for three years prior to the move. If there was more frequent service to Georgetown or a safer place to wait for the bus, I would gladly stop driving to work. Gladly.	12/22/2015 1:23 PM
100	Sounds like the 8 will potentially be more reliable.	12/22/2015 1:16 PM
101	the 106 is faster for me in the AM and in bad weather	12/22/2015 11:09 AM
102	Mid day local service offered by #7 is too slow an alternative for #9X.	12/22/2015 6:12 AM
103	1. the hassle of having to take 2 buses to get to work; 2. Meiro not using a less congested route to downtown Seattle, such as the busway.	12/21/2015 9:50 PM
104	People who live along Beacon Ave S. Want a bus that takes them to the international district. Many of us work downtown and the 106 provides us a direct route. This change would require us to transfer at the Beacon Hill station onto Light Rail trains that are grossly over-crowded. The proposed change hurts Asian seniors many of whom commute on the 36 and 106 each day to go to health care facilities and to do their shopping. They should not have to endure a transfer. The 106 is a great route for our neighborhood. If it's not broken, don't fix it!	12/21/2015 2:07 PM
105	No way yo get from Renton/Rainier Beach to Georgetown. Adding 124 during peak and evening doesn't cover loss of 106, and does nothing about linking Georgetown to SE seattle.	12/21/2015 10:25 AM
106	Don't like 9 change to only peak hours. Students and people riding for medical appointments need more lines. Maybe expanded peak hours?	12/20/2015 3:22 PM
107	Traffic already sucks in this city so making any major changes to transit is a big mistake. It will force me to continue to drive more.	12/20/2015 10:28 AM
108	107 change is good for S Beacon Hill as long as Link extensions open soon -- U link and Cap Hill would be quite nice to get to actually.	12/20/2015 2:12 AM
109	Route 38 is a nice addition. However changes to the 106 causes difficulty for people who lives west of the New Holly community. There are people that need to go to downtown and having one bus makes things easier which requires no change in buses	12/19/2015 7:21 PM

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110	The existing route 8 is critical for many people in S Seattle to get to jobs and services in the Seattle Center area, chopping this line in two adds an unfair burden to people living in Rainier. The previous 48 was already cut and no longer serves the community in Rainier - cutting the 8 as well is not a good solution to accessibility issues. It actually actively separates the more affluent north and central Seattle population from the south, which divides us as a community even more. Many people I know in N Seattle visit restaurants in the south by using the 8, but have also told me they wouldn't do so if the trip required a transfer. In my current commute to work in Mt. Baker from Capitol Hill, I will be directly affected by that out in having an additional 15 minutes of walking time, as opposed to a 2 min bus ride. That makes my own relatively short commute of 15 min double to 30 because of the need to handle the already entangled Mt. Baker traffic circle there. The proposed changes to the 8 is not viable to improve accessibility to MLK because it effectively cuts it off from the rest of the city by income and ethnicity. That's not good for our city! Please keep the 8 as it is. As for the 9x I also know many people who rely on this to get to work, as it is the only express ride from Capitol Hill to Rainier Valley. I strongly suggest rethinking this one too, as moving this to peak hours only would also compromise people's commute for basic services. When my husband rides this bus to work it is usually full so I can't imagine what he will do if this is cut on hours of service. His current commute would take at least double the time if he'll need to transfer, placing an extra burden on him for having a job in S Seattle.	12/19/2015 11:30 PM
111	As mentioned earlier, if 106 is rerouted I will have to walk to Georgetown to get to work. Currently, the 106 picks up 1 block from my house. Also, I am concerned that the 124 routes will only be increased during peak hours as my work often extends beyond peak hours.	12/19/2015 10:41 AM
112	We need more frequent busses in south seattle	12/19/2015 10:20 AM
113	Taking the 106 from Georgetown will leave a huge gap	12/19/2015 9:50 AM
114	Too many downtown routes. Stop underserving Georgetown.	12/19/2015 9:39 AM
115	See previous response. 124 needs to be more frequent. It's a safety issue.	12/18/2015 6:05 PM
116	Never did like 9X, slower than 49	12/17/2015 9:34 PM
117	I live on Beacon Ave and if you delete service on Beacon Ave it would affect my commute to work and basic need to banks and grocery stores	12/17/2015 2:21 PM
118	Basically, you are removing the cleanest quickest route to my home in Georgetown. The 124 is not an adequate replacement, nor is it an enjoyable commuting experience.	12/17/2015 1:39 PM
119	The only one of the bus lines that I use regularly that's going to change is Bus #8 which I generally only use along MLK south of the Mount Baker Street Transit Station.	12/17/2015 1:07 PM
120	Make all of the changes but keep the 9. The 9 is an express bus and much faster than the 7 or the 8 to get to Capitol Hill.	12/17/2015 8:09 AM
121	I only use 8 between the Lighthouse and Dexter	12/17/2015 6:34 AM
122	Sounds ok, but my neighborhood is still underserved.	12/16/2015 4:57 PM
123	Improved route 8 changes	12/16/2015 1:19 PM
124	I am not really affected by the first three. I do sometimes ride the 8, but do not think this change will affect the portion of the route much. However, I am very concerned about the proposed reductions on the 9X.	12/16/2015 12:12 PM
125	I don't mind most of the changes, in fact buses coming more often is great. However the change of the 106 means I can no longer get to work easily. I take it from the top of Beacon Hill into Georgetown for work, a trip of less than 10 minutes. The changes mean I would have to take the 36 up until it meets the 60 and transfer over, becoming a trip of at least 30 minutes if everything is on time and I can make the transfer.	12/16/2015 11:45 AM
126	Love the additional connections to the South from Rainier Valley. Don't like the reduction to the 9X and the lack of improvement to E-W connections.	12/16/2015 11:45 AM
127	I like that there will be increased service for SE Seattle, but I do not like that the 9x will be cut to peak periods only and that the frequency will be reduced. It challenge with suggesting the street car as an alternative is that I start by trips north of the street car and end then south of the the street car so that is not an alternative for me. Even if I take the street car and the 7, I would still have an increased commute time because the street car does not go as far north as the 9x.	12/16/2015 11:38 AM
128	Concerned with changes that would hinder students, elderly, and parents with small children. Metro reconsider this planning please!	12/16/2015 10:42 AM

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129	The route 9x is an extra full route, particularly at peak hours and throughout all of the weekdays. Its route is incredibly valuable, and as a bus that is already only 1 for commuters, its reduced (weekday) run times are necessary. The 106 is the only convenient way to travel from Renton/Rainier Beach/Beacon Hill to Georgetown and parts of Sodo Industrial district, which are places where many ppl from the south end work. It is also a somewhat reliable, very popular route moving from the south end/Renton & Skyway downtown. It is necessary to have more than only the 124 running through Georgetown, to downtown. The route 8 is usually running behind, but again, it is an incredibly convenient route for commuters from Rainier Beach to parts of central Seattle and downtown. The 48 has already been cut from Rainier Beach to Mt Baker, and perhaps the reason for bus backup is not due to the length of the route, but the clutter in South Lake Union itself at any hour. The bus is a long route, that should be taken into consideration and planned for, rather than cut at Mt Baker completely. Please consider.	12/15/2015 10:24 PM
130	There is limited service to Renton and this would require transferring if the 101 has issues or there is an event on the freeway. Also, the 124 is an extremely long route, any changes in service could cause an hour delay to final destination. During off peak hours, the 124 would be the only metro bus to the Industrial district.	12/15/2015 6:46 PM
131	I agree with the changes to route 106. It is a better route to connect our neighborhoods in southeast.	12/15/2015 6:40 PM
132	The proposed route change to the 106 route deletes almost every 'home' stop for those who take this route. It removes travel options from a mainly elderly, and elementary school, based group during the day and from a heavy working class rider group in the morning and evening. These are people who do not own or cannot afford to use, a car and depend heavily on the 106 running through the neighborhood they live in.	12/15/2015 5:07 PM
133	I like the proposed changes to the 106 coming more often, but I dislike the changes to where the 106 goes; it already takes forever to complete it's route. Wouldn't this increase the route time? The other bus routes I don't use, so I have no opinion about them.	12/15/2015 4:31 PM
134	Route number changes mean loss of route wisdom. Leave them the same.	12/15/2015 2:34 PM
135	Don't change the 106 route as it is - you will strand a whole population. There are a ton of kids that go to Cleveland High School that use the stop at Swift/Albro to get to and from school on the current route (it is the District's stem school so people travel farther than normal).	12/15/2015 1:51 PM
136	Please retain service along the 106 route on Albro. Walking to and from Georgetown in the dark is difficult as a female living near Cleveland HS.	12/15/2015 1:49 PM
137	It is important to support rainier valley's transit options due to the socioeconomic groups that reside there. Rainier valley needs access to resources like social services, education and after school activities. In addition, given the growth of Capitol Hill, it is important for transit between Rainier and Capitol Hill to be maintained or improved. These routes need to support more than just people who use 9x for work commute purposes during peak hours. Keeping the 9X at non peak hours supports the businesses of Capitol Hill, decreases congestion in downtown, and alleviates rider traffic in routes 7, 36, 60. We need routes to and from Capitol Hill, connecting to South Seattle, that do not run through first hill or downtown. First hill and downtown are frequently congested already. In addition, the upcoming streetcar cannot would not relieve the traffic or ridership of south Seattle-Capitol hill.	12/15/2015 1:24 PM
138	I need the 106 to get to my job in Georgetown	12/15/2015 11:13 AM
139	I use the 106 to get to and from Georgetown. If you eliminate Georgetown from the route it could take me 2 or 3 times as long to get where I'm going, and multiple buses. This would be a huge inconvenience. I'd rather have lower frequency of buses if necessary, to keep Georgetown accessible	12/15/2015 10:10 AM
140	I'm afraid that reduction of the 9x is going to make it even worse than already is as far as it being on time. If this means the service will be better because the service is being reduced then this is good news.	12/15/2015 6:43 AM
141	This is misleading, the sign on the bus stops said trips would be added to the 124 to account for the loss of the 106 in Georgetown, but here I learn that'll only be during peak and evening. Way more importantly for me, this plan eliminates service between Rainier Beach and Georgetown. I need that service. Please keep the 106 undisturbed- it connects a lot of important working-class neighborhoods.	12/15/2015 2:03 AM
142	Changing the bus routes would make it harder to get to work or wherever I'm trying to go. Also it be less convenient if I have to transfer to another route or train.	12/14/2015 7:50 PM
143	9x is suppose to be an express bus. Bus 7 takes over 20 stops to get from Rainier/Rose to Mt. Baker tunnel. I am worried about the lack of RT 9 stops	12/14/2015 2:41 PM
144	106 north of Mount Baker Station is a waste of service hours (duplicates frequent service), however frequency improvements are positive)	12/14/2015 1:44 PM
145	To reduce the 9 express to operate during peak periods will not help with commuting on the weekends. And it also will decrease the available bus routes along Rainier avenue South headed North. The only bus that will remain is the 7. And there is no 7 express. So in non peak hours, the slowest bus will be the only option for traveling Downtown during the day.	12/14/2015 9:57 AM

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146	The 8 will still go where I need to go.	12/14/2015 9:10 AM
147	The south end routes are always getting changed and my 81 year old motorists the bus and lot	12/14/2015 3:25 AM
148	If it improves route 8 reliability (on time) that would be great. More frequent route 124 would be welcome.	12/13/2015 9:07 PM
149	I don't like losing service going through Georgetown (route 106). I do like increased frequency of routes, especially for peak hours.	12/13/2015 7:02 PM
150	Turning the 106 all the way to the international district is duplicative. I'd rather have more trips on the 7. This will help prevent bunching.	12/13/2015 6:46 PM
151	It is very convenient for me to have the 9x available depending on my work hours, which aren't always peak. It will take me a lot longer to get to work during non peak hours without having that route available. I understand that metro transit needs to make ends meet somehow, but I hope the 9x route is not limited because my commute already takes enough time as it is.	12/13/2015 3:03 PM
152	124 service should be increased all day to match 106/124 service levels. Increased 107 sounds great, reduced 9 is fine. Maybe connect 38 to the 48 to the U District? These 2 parts of the 8 and 48 are not the parts that run late, so connecting them won't be a problem. I don't live on MLK so can't comment on the 106.	12/13/2015 9:51 AM
153	I just have a question if the stops are going up and down mlk w/ still? I like the route 8 I use it for different reasons and events!	12/13/2015 2:51 AM
154	I would have to transfer	12/12/2015 8:36 PM
155	As a daily 106 rider I would be concerned about longer travel times to downtown due to stoplights and traffic on MLK and Rainier. Once it gets to the ID will the bus continue to Westlake via the transit tunnel? Please please please don't take the 106 away from Renton avenue whatever you do - it is a crucial resource for Rainier Beach and that is the best arterial for our community	12/12/2015 10:38 AM
156	Georgetown loses service	12/12/2015 9:12 AM
157	these changes are a little confusing	12/12/2015 8:17 AM
158	I don't want to have a transfer on the 124	12/12/2015 12:50 AM
159	I cannot foresee the new route will help me at all.	12/12/2015 12:39 AM
160	Seems like people who relied on the 8 to take them to SLU/Belltown will be out of luck. I hope you found that people are using more services or working more jobs in the ID.	12/11/2015 11:19 PM
161	It will be inconvenience and will take longer to and from work because transferring from one bus to another. It is good ideas not to change 106 routes because there is so much traffics from Columbian Way to Beacon Hill Link rail station and will delay routes bus #36.	12/11/2015 10:36 PM
162	The southern half of route 8 should stay in service until Sept 2016 when route 106 will take over. It makes no sense to create route 38 for 6 months for it to be eliminated and replaced with route 106	12/11/2015 7:48 PM
163	I GET that the 9 is less productive off-peak but less crowded and fewer transfers is VERY nice. I am VERY glad the proposal is to run the 8 from the transit center to capital hill because I think that serves important things at MLK and Union. But I generally like the proposals about the 106 and 107. I have no opinion about the 124 because I do not ride it.	12/11/2015 7:16 PM
164	The 8 will continue to give me access to Capitol Hill. Otherwise I would have to go downtown or take the 14 and transfer to the Street car.	12/11/2015 7:08 PM
165	Only take 9x- takes too long along Broadway. Need more during peak	12/11/2015 4:25 PM
166	Now there will be no bus servicing my neighborhood that goes downtown/ pioneer square. This will increase an already long commute for all members of my family. With the 106 change Seattle is once again limiting access to transportation for the hard working families of Rainier beach and be on hill.	12/11/2015 3:22 PM
167	I like the idea of splitting the 8. I used to use this route often & it's arrival time was not very reliable	12/11/2015 11:13 AM
168	Rerouting the 106 will create less service to Georgetown where service is needed. The 106 is consistently utilized and the reroute will cause a redundancy with the 9x where service is not needed as much.	12/11/2015 10:31 AM
169	routing seems ok but should be flexible based on future development; service on all routes should be INCREASED not just maintained	12/11/2015 9:59 AM

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170	The 9X reductions are logical, the 8/38 split will improve reliability, and the service improvements to 107 and 124 seem good, but I am highly questioning of the 106 modification, because it would near-perfectly duplicate the link light rail service. You should either give 106 a perfectly unique routing through the valley, force a bus-light-rail reload at Rainier Beach station, or just keep the current Georgetown routing.	12/11/2015 9:32 AM
171	Rerouting the 106 out of Georgetown is a disservice to the community in terms of leaving them with only the 124 which will likely become overcrowded with this change. The 106 proposed reroute also creates a redundancy through the Mt. Baker neighborhood that is unnecessary.	12/11/2015 9:16 AM
172	Trying something different:	12/11/2015 7:57 AM
173	I have questions like would the two new route 8s run more frequently?	12/10/2015 9:45 PM
174	I'd be sad to not be able to take the 106 instead of the crappy 124. I wish Metro would just create a new bus line to service the Southeast and leave the 106 where it is.	12/10/2015 6:03 PM
175	I ride the 9x often. I need a way to get to Capitol Hill on weekends and off peak hours.	12/10/2015 5:47 PM
176	Breaking the 8 means I have to use two buses for a current route that gets me where I am going with 1 route. If the buses are not in perfect sync then it will be longer travel times and more time spent commuting or traveling from one point to another. I am very dissatisfied and upset about the 8 change. It simply makes NO SENSE what so ever. The buses are frequently full or heavily used through out the entire length of the route. Diving the route may satisfy your budgets, but it DOES NOT satisfy passenger use. I also use the 9x on a regular basis to get from Rainier Valley to Capital Hill in an efficient manner, decreasing service would be inconvenience to many. Why would you make it even harder to get between Rainier Valley and First Hill / Capital Hill, his route should be expanded NOT decreased.	12/10/2015 4:14 PM
177	The 107 and 106 help me get to work. There is no need to make the 106 switch with the 7 because travel time is longer and less efficient.	12/10/2015 3:26 PM
178	I will be difficult for a senior who has limited English skill to transfer buses. The only bus I know from home to Chinatown is 106. I won't get lost if I only need to take one bus to Chinatown.	12/10/2015 3:14 PM
179	not sure I believe we will have the same level of service to downtown from Georgetown	12/10/2015 2:20 PM
180	I'm actually not so concerned about the loss of 106 if the 124 frequency is greatly increased because departures might be better staggered on one line than with the combination of the two. But frequency must be increased. Merely replacing existing 106 service with additional 124 runs will not likely be much of an improvement, and there is nothing to suggest that late routes will be increased, which we greatly need. We do not all live 9-5 lives and everybody deserves a safe ride home regardless of the popularity of the line.	12/10/2015 11:42 AM
181	It makes my route home several different buses/stops and most likely will take longer. NO.	12/10/2015 9:41 AM
182	106 delivers me to where I need to go without transfer	12/10/2015 8:58 AM
183	I use the # 9 for going to Seattle Central . If the # 9 goes to Peak Hours only it will make it hard to get home in time to pick up my kids from their Elm. school bus and study . The # 9 during the day is FULL . You could lessen # 7 routes and even # 36 which I always see 2 back-to-back , the same with the 7 , but WAY more 36's.	12/10/2015 8:51 AM
184	Breaking up that long 106 route so it's a shorter trip for all involved makes a whole lot of sense.	12/10/2015 12:01 AM
185	Because I take the 106 from Georgetown and much prefer it to the 124	12/9/2015 10:23 PM
186	I work in the restaurant till late at night. 106 is the only direct route to take me home from downtown if I need to transfer it may be a risk that I miss the last bus in between. I don't think it is a good idea to change 106 route. A lot of people need a direct route to downtown in my neighborhood. Change route doesn't work well for us.	12/9/2015 9:35 PM
187	It cut down the only direct bus from south Beacon Hill to downtown Seattle and International District. It will be really inconvenient for the neighborhood.	12/9/2015 9:20 PM
188	A lot of people in my neighborhood rely on #106 to get to downtown Seattle daily for work. This is only DIRECT bus to downtown. It will be very inconvenient for us if we need to transfer other buses. Please do not change 106 route.	12/9/2015 8:42 PM
189	please don't take the bus off South Beacon Hill!!!!	12/9/2015 8:16 PM
190	I believe this will extend my commute time considerably.	12/9/2015 7:50 PM
191	I use the 106 to travel downtown. I use the 8 to travel from south Rainier Valley to Madison Valley. South Beacon Hill has lost the 36 route, the 32, and now the changes to the 106 will leave us without a route directly downtown.	12/9/2015 5:03 PM
192	I need a visual (map) of the changes to understand them.	12/9/2015 5:01 PM
193	Greater frequency is great, but I won't need to use the reroutes and extensions.	12/9/2015 5:01 PM

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194	What's not explained is the method by which these changes were arrived at? Like - ok, route 8 is split into 2, does that increase the 8's reliability given Denny way? How long will the average ride take, and will that ride get shorter? I'm disappointed with the explanations here.	12/9/2015 4:35 PM
195	The 9X is the bus I ride most often, and is the only direct route I know of between southeast Seattle and First Hill. For riders outside walking distance from Link light rail, it's still the fastest connection to Capitol Hill. Would be really frustrating to have it reduced even further.	12/9/2015 3:27 PM
196	Any route changes that increase service to the Beacon Hill station are improvements in my book.	12/8/2015 2:25 PM
197	I wish the 106 would go to MLK and 129th like the 101	12/9/2015 1:38 PM
198	I would hate to lose 9 direct service between home and medical. I have no strong opinion on the rest, because they would not affect my transit needs or use.	12/9/2015 12:48 PM
199	Add routes to number 8 and 9x	12/9/2015 12:32 PM
200	Because they reduce service to areas where people rely on it for transit to housing, jobs, and basic necessities.	12/9/2015 12:09 PM
201	More local options for travel to and through SE Seattle	12/9/2015 9:01 AM
202	Having the choice of using a bus that uses the tunnel means that if there are traffic jams downtown, I can get a bus that's moving.	12/9/2015 8:17 AM
203	The proposed 106 will go all the way into downtown. Why? That seems like a waste of valuable bus hours. The 7 already does exactly the same route between the Mt. Baker Transit Center and the International District. Adding service on the route (106) with a different frequency than existing route (7) will not help riders. Use the transit center to get off a 106 and wait for a more frequent 7. Leave 9X; the First Hill Streetcar will be abysmally slow. And if a rider is going to downtown, he would be much happier with a transfer to Link at MBTC. Don't waste money having 106 go downtown; increase frequency of service on 7 instead.	12/8/2015 10:12 PM
204	They would reduce my service to downtown.	12/8/2015 6:29 PM
205	I'm concerned about reducing the 9x. The number 7/streeter combo is a poor substitute because it will take so much longer. I like taking the train but it is much further for me to walk to the station than it is to hop on the 9x.	12/8/2015 6:24 PM
206	No reason to re-route the 106 through a area that already serviced not to mention it will extend travel and worsen traffic	12/8/2015 5:52 PM
207	I am intrigued by the 107 option that will provide another connection to the Beacon Hill light rail station from West Jefferson Park, but departure times should be staggered with the route 60 and 50 around 15th Ave S & S Columbian St so that we can have frequent options (every 7 minutes rather than all the buses scheduled to arrive at the same time and then leaving no service for the next 15-20 minutes, as is the current case).	12/8/2015 5:38 PM
208	Route 106, North of Mt Baker Transit Center it should run north on Boren Ave connecting points south with First Hill and then SLU. Would provide needed daily bus connection to all these markets especially connecting residences/hospitals on First Hill with SLU and Rainier Valley	12/8/2015 2:20 PM
209	These changes would make it so I cannot access my doctor without 3 transfers, or the grocery. These changes would make many daily services I need inaccessible.	12/8/2015 12:40 PM
210	I hope the 38 will have more frequent runs and addn'l stops on MLK	12/8/2015 11:19 AM
211	It focuses on more direct routes with higher frequencies.	12/7/2015 11:29 PM
212	Need faster route to get to downtown from south beacon hill which is 106. New 107 needs to transfer at beacon hill for light rail or 36. More work for other ppl	12/7/2015 10:12 PM

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213	The proposed change of 106 to the 107 does not make sense to people living in South Beacon Hill. People in S. Beacon Hill would have to catch the 107, transfer to the link light rail at Beacon Hill Station to get to downtown Seattle (a main hub for other transfers/work). There are a couple of problems with this proposal: 1.) The 107-> Beacon Light Rail Station would be highly inconvenient to commuters from S. Beacon Hill as it is creating a larger number of transfers within the day. Thus, it is prolonging the work commute time for the average S. Beacon Hiller and this will discourage them from using public transportation in the first place. 2.) Switching from 107 (Metro) to the Light Rail (Sound Transit) means S. Beacon Hillers would have to pay TWICE for their commute. Currently, it costs anywhere from \$2.50 - \$3.25 to ride one way on Metro, then it costs an additional \$2.25 to ride from Beacon Hill Station to Westlake Station. In total, it would cost anywhere from \$4.50 to \$5.75 for one way, with round trip being \$9 to \$10.50. That is an enormous price to pay and looking at the socioeconomic statuses of people in S. Seattle, we can see that most of the people who live here are low-income. If we switch from the 106->107, then we are creating an even bigger issue. 3.) Space/seal issues. If anyone has ever caught the light rail during the busy morning/afternoon commute, then it should be obvious that it gets packed. Even with the frequency of light rails, there is still an issue of a lack of space/seal. The problem that switching from the 106->107 would cause is that once the S. Beacon Hillers switch over from the 107-> the light rail, then there most likely will be no seats available. I've noticed that when I catch the light rail at Otello Station, most of the seats are gone by Columbia City Station. If S. Beacon Hillers transfer at the Beacon Hill Station, then there most likely will be a lack of seat/standing space for these commuters. This is not ideal and minimizes comfort in riding public transportation, hence going back to the problem of people not wanting to use public transportation anymore. Also, if we look at the demographic of people riding transit from S. Beacon Hill (currently using the 106), there are many 50+ elders riding and to expect these elders to be standing in a crowded light rail is unsightly and not necessary. Public transportation should serve as a better alternative to driving, but if Metro chooses to switch the 106 route to the revised 107 route, then this will no longer be the case. Many S. Seattle folks support Metro and it's efforts, but this will not be one of them. Give us back our 106. S. Beacon Hillers need a direct way of transiting to downtown Seattle without having to go through the hassles of transferring, paying a larger fee and going through inconveniences.	12/7/2015 9:41 PM
214	can't ride 106 to school next year	12/7/2015 6:49 PM
215	I've only used the 8 so I can't comment on those routes. If it makes the 8 more on time than that is a good thing.	12/7/2015 6:27 PM
216	Even if you actually do add more times to the 124, it's still not enough for people to get to & from work or medical appointments in a timely manner.	12/7/2015 5:40 PM
217	I would like increased route 124 options for less wait time.	12/7/2015 5:06 PM
218	I don't like that 9X and that route 8 are cut. This again disproportionately affects the south end service! By making these changes makes people have to transfer buses more often, which can incur wasted time, and potentially wasted fares.	12/7/2015 2:42 PM
219	Re. #8 - traffic on Denny is a major issue. Cut the current 8 at Group Health or Madison Valley.	12/7/2015 2:39 PM
220	Adding trips to the 124 but taking away 106 just seems like it negates any benefits. None of the other route changes help Beacon Hill.	12/7/2015 12:52 PM
221	107 would get me further north without transfer,good...think I would lose 106 access to georgetown, bad	12/7/2015 12:10 PM
222	less frequent service in areas, duplicate service	12/7/2015 10:21 AM
223	Would LOVE more frequent service on the 107	12/7/2015 10:17 AM
224	The one I use is 9X and mainly use it at the end of the day. The changes will not affect me.	12/7/2015 10:06 AM
225	None serve Renton Ave So between Henderson and MLK Wy So	12/7/2015 9:49 AM
226	Route 106 should no be extended to put service back in a low ridership cost center. The proposed hours for that extension should be applied to 124. 124 needs more than peak service additions. It needs more all day service and speed improvements.	12/7/2015 9:07 AM
227	I feel it will make the 106 get downtown faster. I get off on Rainier and Henderson so the rest of the route wouldn't pertain to me except on certain times I go downtown.	12/7/2015 7:49 AM
228	Seems smart for helping the 8 bus get right.	12/6/2015 7:58 PM
229	We have had 106 changes quite often. We want a bus from to take us to Chinatown. With the current proposal, we would have to make two switches. In order for us to go to Chinatown, we would have to hop on the new 107 and then change at the beacon hill station to catch another bus 36. Imagine carrying your groceries in the pouring rain and waiting for the bus. We need a bus to service beacon ave south. Not two different buses..	12/6/2015 1:59 PM
230	Why change a good thing	12/6/2015 10:58 AM

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231	I'm not too happy with the reduction of the 9X, but it shouldn't be too bad. Extending the 106 through the International District doesn't make much sense. What about having the 106 instead go up through First Hill and cutting the 9X entirely? 10 min frequencies would be better, if possible.	12/6/2015 8:11 AM
232	Because I need this place to get to work everyday	12/6/2015 9:44 PM
233	The change to the 9x would increase commute times to first hill. The change to route 8 would make it less convenient to take to light rail station because the Mt Baker Transit center is improperly located in relation to the train station.	12/6/2015 2:42 PM
234	Please do not shorten the route by stopping it at International district. There are a lot of people who uses the 106 to get from their residential home to the downtown area where they work. It would be a shame to go from having to take one bus from home to work and vice versa to having to take multiple transits to get to their location. I am one of those who can just take one transit (106) from Skyway to the Conventional Station (last stop 106). I do like if it came every 15 minutes instead of 30 but it's not a good trade off to shorten the route at International District.	12/5/2015 11:53 AM
235	I just moved from Mid-Beacon Hill to Durlap and was surprised at how many buses, with many varying destinations, serve this area (50: W. Seattle, 106: Georgetown, 8: Capitol Hill through to Seattle Center, 9X: Capitol Hill, 36 and 7 to Downtown). I am used to having to go all the way north to the city to be able to hit many of those locations. It's nice to have routes that take me from my neighborhood to other areas, equidistant from the city, without having to traipse all the way into downtown and back out again.	12/5/2015 9:37 AM
236	I live near off beacon Ave south of myrtle. This would limit my commute options.	12/5/2015 9:28 AM
237	you have to change to the streetcar and coordinate 2 schedules to get to where we only used to ride one bus; nonsensical and trying to get streetcar numbers up although there is no streetcar as not built yet. Many of the people I see going to medical appointments can't easily hop on and off buses and stand around in between waiting. this change adds time to people who don't have time to spare as usually working 2 jobs. I suspect the people who need this service the most won't hear about the change until it is a done deal. I didn't know about it and I ride every day, but am also on a neighborhood blog.	12/5/2015 7:44 AM
238	it took a long time to get good bus service to Georgetown. It's impossible to imagine why you would reduce service to Georgetown now.	12/5/2015 4:23 AM
239	I go to work from South Beacon hill to Seattle Downtown. This change will double or triple my commute time.	12/4/2015 9:25 PM
240	They assume that everyone works shift hours, that no one ever arrives at work later or leaves later, eliminating 9X service during off-peak hours makes it difficult for those that must leave work for whatever reason during the day. One is either stuck for the day or must piece together another way to get home which will likely take twice as long.	12/4/2015 7:46 PM
241	See earlier comment. Suggesting riders of 9x should use 7+streetcar is taking a fast, one seat option and asking someone to be on two slow options with a connection. Bad idea. I like the greater connectivity to community hubs and cultural centers. We also need better connectivity to light rail stop with easy pedestrian and bike access south of Columbia city station. MLK is not a safe route nor is it activated. What's the plan to build Graham street station? How will you make more connectivity in the neighborhood and quickly get people to light rail?	12/4/2015 7:21 PM
242	Adding routes to the 124 is helpful, along with splitting the 8. The 106 going through the ID seems redundant with so many other options available.	12/4/2015 7:06 PM
243	I strongly oppose any change in the #8 route! It would be a hardship for me to have to transfer to get to my destinations. I am disabled, 69, on a limited income and I don't own a car. I think this is economic, class and racial discrimination against people who live in the Rainier Valley. You would give a long convenient route to people who live in Mt. Baker and north (!!"&&@#@##) and require us to transfer after a short ride. (Of course, it wouldn't be a problem if we stayed south of Franklin HS, right?) I was angry when the 42 and 48 were taken away (I have lived in my house for 25 years) but I have adapted my life to use the #8. I rarely take the light rail because it is 1/2 mile from my house. The Light Rail project was an abusive imposition on our neighborhoods and businesses. The first thing that was done was to cut down all of our beautiful old trees!!!!!! And there are few stations on MLK. We need a station at Graham. Airport passengers routinely fill up the aisles and seats with their luggage. I am an outspoken person, so I always speak up and announce that I need a seat. I can't tell you how many obnoxious conversations I have had with airport travelers who don't want to move their bags. Pushing the red button for help is useless, I have found. AND the people I have heard complaining about the number of stops between downtown and their (ing airport!!!!!! Most of us in the valley take planes rarely if ever, and the Light Rail is----actually, something I consciously avoid riding, talking about, and even thinking about. I'm SO GLAD you asked for my comments. GO AHEAD and screw up the #8. I'll put it on the list, but a lot of us feel like Madame DeFarge... You have no idea how angry poor people and people of color are. But gee, have a good night sleep. You have the job, and the money and the power. Just remember-- one way or another, like common bread, the common people will rise. You actually CANT build enough jails to put us all in. "Thanks" for this opportunity to speak my piece. Of course, no justice means no peace...	12/4/2015 5:12 PM
244	I'm afraid it will be the bus from going through my neighborhood.	12/4/2015 4:33 PM

Southeast Seattle 2015-2016 bus changes

245	Do not like 107 going to South Beacon Hill. It is unsafe to wait for the bus after getting off the Light Rail at night. Senior citizens would find it difficult and unsafe to have to transfer.	12/4/2015 3:48 PM
246	Georgetown needs more public transportation options, not fewer.	12/4/2015 3:37 PM
247	I don't believe you will be able to maintain the level of service currently provided by the 106 and 124. Also, I like having multiple options because both of these routes are FREQUENTLY late.	12/4/2015 3:36 PM
248	I will be unable to use the 8 to go from my house at MLK and Orcas. I will have to use light rail to Mt Baker and then make a transfer which will lengthen my commute time.	12/4/2015 3:35 PM
249	Because I don't have to walk as far to get home from the bus stop on windy/rainy days. No access to Myrtle Way from 35th Ave. No transferring unless the bus goes down due to mechanical failure or snow. The buses don't stink and are not muggy and as noisy as the 36. And what are the folks and kids going to do to get to Cleveland High School and Skyway? Cancel it, or rewrite it, or bring back the 32 Express that will go further south than the 107 is expected to go.	12/4/2015 3:02 PM
250	It does not help me at all	12/4/2015 3:02 PM
251	I take the 106, my stop on Swift Ave is being removed.	12/4/2015 2:54 PM
252	The 106 goes straight from Georgetown through the tunnel and is much faster than the 124 route.	12/4/2015 2:23 PM
253	Don't affect me at present, but could affect a lot of people.	12/4/2015 2:18 PM
254	Extending Route 106 north of the Mount Baker Transit Station is a duplication and waste of service hours, which should instead be applied to increasing all-day Route 124 frequency to 15 minutes, to mitigate for the loss of the 106 in Georgetown.	12/4/2015 1:54 PM
255	the only one that affects me would improve	12/4/2015 1:46 PM
256	The good thing about the current 106 route is it goes through Georgetown to get to the tunnel which avoids lot of bad traffic. Now the proposed change is for the 107 to go through beacon hill, where traffic is bad, in order to get to the light rail.	12/4/2015 1:19 PM
257	You have severed the Rainier View / RB connection to Georgetown.	12/4/2015 12:59 PM
258	More frequency along 15th Ave S/Swift/Beacon Ave in mid and south Beacon	12/4/2015 12:46 PM
259	Routes 8 & 9 are the link between Columbia City and Capital Hill - light rail detours through downtown and doesn't reach most of the Hill	12/4/2015 11:57 AM
260	The 106 needs to stay on Beacon Ave. I think there can be fewer stops but moving it off Beacon would cut off that part of the neighborhood from easy access to a bus. Considering the amount of elderly that rides the bus, it would be very inconvenient for them.	12/4/2015 11:19 AM
261	I live in south beacon hill. I currently most use the 106 and am nervous about changes taking longer for me to get downtown. I would appreciate better bus access to both beacon hill	12/4/2015 11:03 AM
262	A resurrected 42!? Hyper redundant service at the expense of reduced service elsewhere (like Georgetown, Capitol Hill). Please stick to your technical service planning guidelines instead of political favors.	12/4/2015 10:41 AM
263	106 extension is not necessary	12/4/2015 10:19 AM
264	Cuz some of the changes make sense but the 106 would make it to where there is no bus for anyone near my area.	12/4/2015 9:46 AM
265	why 106 all the way to downtown? the 7 already goes there. the 124 should be every 15 minutes so i could get to the museum and tukwila easier when i need to go there.	12/4/2015 9:30 AM
266	There's no reason to send the revised 106 downtown; that's duplicating Link and the 7. I occasionally use the 9X midday and don't want it to go away. You appear to be cutting service to Georgetown.	12/4/2015 8:46 AM
267	Reduction of 9X is a huge loss to those who use it. It should be expanded, not reduced!	12/4/2015 8:34 AM
268	Like more trips on 124 but will they be overcrowded?	12/4/2015 8:26 AM
269	The 8 already serves MLK perfectly and the 106 serves its areas perfectly. The propositions will ask us to transfer more and basically cut the whole reason the 106 is efficient. The 106 is the only bus that efficiently goes from downtown to Renton with no need to transfer. You are basically cutting that and asking us to be okay with it. This proposition is just a convoluted way to cut our service it would seem. It is perfect how it is. But you could stand to give us back some of our routes, like the 7 Express.	12/4/2015 8:08 AM
270	The 9x is the only direct route from the south side (using Rainier) to hospitals and capital hill. They don't run enough now and are often over loaded	12/4/2015 7:56 AM

Southeast Seattle 2015-2016 bus changes

271	As usual with south end routes, you're replacing slow-but-direct routes with less convenient, multiple-leg trips and eliminating another important commuter route - lots of Harborview staff and patients live in the Rainier Valley and you want to cut the 9X. Boo.	12/4/2015 2:32 AM
272	Stop burning money with soundtransit. metro DOES NOT have clear vision with taxpayers dollars. leave soundtransit out of equation. metro is metro, not everyone MUST ride lightrail. stuff down people's throats.	12/4/2015 1:01 AM
273	The 106 route is significantly quicker NB during commuter hours, due to using the bus tunnel. The 124 is usually delayed at / around King street.	12/3/2015 10:47 PM
274	for those who needs to go international district taking route 107 will have to transfer to link in Beacon Hill station. This will make the commute longer than now on 106. i get on Beacon Avenue south and Cloverdale and takes me less than half an hour to get to international district.	12/3/2015 10:05 PM
275	I don't like the reduction of the 9, but like other parts.	12/3/2015 8:51 PM
276	9X is crucial for me and neighbors!	12/3/2015 8:43 PM
277	Reducing the 9X would make it harder for low-income medically compromised folks to get our cities healthcare facilities. It is not ideal that someone who has mobility issues make transfer when there is a route that goes directly to the hospitals from the south end especially rainier. It is a barrier to healthcare for our most vulnerable. Reducing the 9 will also make the 7 more crowded.	12/3/2015 6:29 PM
278	Previously mentioned issues with change to Route 106, the other changes have no effect on me.	12/3/2015 3:55 PM
279	I have variable work schedule and I sometimes have hours that our outside the peak hours. My husband takes the 106, he would no longer have a bus to work. I do not feel safe on the number 7. I have only ridden the 7 on a few occasions and have had problems each time with lights and yelling.	12/3/2015 2:11 PM
280	these decisions are based on what MIGHT happen with light rail. Changes should happen after 6 months of data is collected	12/3/2015 1:53 PM
281	Do not reduce the 9x, it never comes on time anyway	12/3/2015 12:05 PM
282	On the 106, you are cutting a major link through SODO and trying to replace it by patchworking in new segments with the 124 and 107. The people you are alienating with the proposed 106 change have no need to use either of those new methods.	12/3/2015 12:02 PM
283	the 106 is so much better than the 124 for me. the tunnel greatly improves the ride	12/3/2015 10:33 AM
284	It expands services I don't use and reduced service I do. A transfer to street car will definitely extend travel time.	12/3/2015 10:14 AM
285	The 8 currently runs as much as 30 minutes late when it gets to Rainier Beach and traffic on MLK is really bad during rush hour. Sending the 106 down MLK would delay the bus on the southern end of it southbound trip more than it is already delayed, creating more unreliable service. The 8 already runs every 15 minutes and rarely meets that target. Also I pay a taxi fee for better service not worse.	12/3/2015 10:04 AM
286	These changes are fine, with the exception of decreasing route 9. The alternatives you have provided to get to first hill would be very difficult and slow. Route 9 is a very popular route and many people will be inconvenienced by this change.	12/3/2015 8:59 AM
287	I like increasing service but dislike moving off of Airport Way	12/3/2015 8:31 AM
288	No bus would go from Rainier Beach to Georgetown (currently 106 does), the 9X is always so much faster than the 7 for those living in the Southend. Why would you create a new route (38) just to replace it with an already existing route (106 - that serves the needed function of transversing the southeast, which no other bus does, except the 50 which is slow and infrequent and doesn't go to Georgetown.)	12/3/2015 8:21 AM
289	106 puts 13 people right in front of our places of business. Every 15 minutes would be great, only you will lose HALF the patrons of the bus at OUR STOP ALONE. 106 picks up in the tunnel station and is convenient. 124 picks up at Union and Second, adding 3 blocks to my walk, plus another two blocks when I get to work. Moving 106 to the other side of the freeway is the STUPIDEST idea ever. The Industrial District is already underserved and with the proposed homeless park, you will be greatly impacting those people as well.	12/3/2015 7:31 AM
290	Telling people to use the 7 instead of 9x is ridiculous. The 7 is extremely slow, and many people use the 9x to get to work. It would be a huge inconvenience for 9x riders who aren't riding during peak hours.	12/3/2015 7:20 AM
291	The 9 and the 8 allow me to get long distances quickly without changing buses.	12/3/2015 7:01 AM
292	I don't like that you have added a transfer by splitting up the 8 into 8 and 38. I also don't like that you have reduced the 9x to peak periods only. Not everyone works during rush hour (especially those on shift work) and it is a very long commute when the bus stops everywhere	12/3/2015 6:26 AM

Southeast Seattle 2015-2016 bus changes

293	9X is ONLY efficient mass transit in and out of neighborhoods not within walking distance of light rail.	12/3/2015 12:37 AM
294	Need the 9x. It's the only bus that goes up to capitol hill	12/2/2015 11:09 PM
295	This means the only real place I'll be able to get via one bus trip is downtown, anywhere else will require a bus or light rail transfer. Annoying for me but really difficult for others who depend on the 9 to get to Seattle Community College or First Hill medical. I frequently take the 9 in the morning and the bus is PACKED with college kids. In the evenings my husband and I often use the 9 to get to capitol hill in lieu of driving. Without that option, with a complicated transfer, we probably just won't go. Also I have never heard of the First Hill Streetcar.	12/2/2015 10:27 PM
296	Reducing the 9 impacts residents significantly.	12/2/2015 10:09 PM
297	The 7 sucks...	12/2/2015 10:03 PM
298	It will make it so I have to take two slower buses to get home.	12/2/2015 9:57 PM
299	dislike the idea of having to transfer for a trip that was originally straight through.	12/2/2015 9:43 PM
300	The 9x runs along Rainier in Hillman City. This is not near the light rail, and therefore, the light rail and First Hill streetcar are not helpful alternatives, as proposed above. This would be a huge hardship for the Rainier Ave public transportation south of Columbia City.	12/2/2015 9:25 PM
301	I use the 9 most of the time for convince & it would be a pain if that route was changed	12/2/2015 9:18 PM
302	First, I am a HUGE Metro supporter and very thankful for the service you provide, which is excellent the vast majority of the time in my experience. That said, I am very upset about the proposed reduction to the Route 9X. The Route 7 is already overcrowded and slow, and this will likely make it worse. Many of my neighbors work in the First Hill medical facilities and work odd hours to keep these facilities staffed for our city, and they rely on the 9X for off-peak service. Please please do not cut it.	12/2/2015 9:16 PM
303	I dislike the decrease service to the number 9 which already feels too limited	12/2/2015 9:16 PM
304	class is not only during g peak hrs.	12/2/2015 9:15 PM
305	I don't always travel at peak times to work. My hours aren't always 9-5. But I won't ride the 9 unless it's express- it just takes too long to justify.	12/2/2015 9:11 PM
306	Like the 9X for convenience to Swedish Hospital if an emergency arises and for my son's and my doctor since we don't own a car.	12/2/2015 9:10 PM
307	The 9X is already crowded and backed up in traffic in the mornings and afternoons! I use it to commute to and from work daily. I don't have a light rail stop nearby so it is my only commute option to work.	12/2/2015 8:42 PM
308	I use the 9 X early at 6:20am and leave work from the hospital at 1:40.	12/2/2015 8:36 PM
309	The 9X route is very important and shouldn't be reduced.	12/2/2015 8:33 PM
310	I dislike rerouting the 106 from Georgetown, but understand why it may be necessary. However, I am skeptical that simply adding more 124s will solve the serious problems the route has getting through downtown in the afternoon.	12/2/2015 8:29 PM
311	I ride the 9 and dint want times changed	12/2/2015 8:26 PM
312	9x is a useful route for commuters. 8->38 means another transfer, waiting in dark/cold, crossing the street, and possibly missing connections, just like 7->48. No good!	12/2/2015 8:26 PM
313	Would like to see 124 starting a little earlier, but I get that not a lot of people start work earlier than 0600	12/2/2015 7:16 PM
314	The 9X is one of only two routes that run on Rainier any more. It's much more reliable than the 7 and is the only way to get to First Hill without a transfer which increases trip time dramatically due to service delays, traffic, missed-matched connections, and slow boardings.	12/2/2015 6:02 PM
315	The 106 stops in the basement of my work building and I would loose that connection.	12/2/2015 3:12 PM
316	I dislike the change to the 9X.	12/2/2015 2:49 PM
317	Love the 106 revision!	12/2/2015 2:25 PM
318	You are ruining transit for Georgetown	12/2/2015 1:45 PM
319	Route #9 is a key route to capitol hill from the south end and it is fast the light rail has too many stops which will greatly lengthen travel time.	12/2/2015 1:37 PM
320	PLEASE DO NOT MAKE THE 9 RUN ANY LESS THAN IT ALREADY DOES PLEASEEEEEEEEE!!!! also the 8 is fine and the 106 is fine, if the 106 doesn't go through soda what will we don't need two busses on rainier/mlk.	12/2/2015 12:43 PM

Southeast Seattle 2015-2016 bus changes

321	Taking away routes is not usefull, please only add routes, buses and times, do not take away what so many people rely on	12/2/2015 11:59 AM
322	sounds like changes to 106, 107, and 124 won't affect me much. The #9 is a great route, please do not make it less frequent. In fact I would love it if you would extend it into the evening so my teenaged daughter can use it to get back and forth to capitol hill in the evenings -- going through downtown/pioneer square/D on the 7 takes forever and she is frequently harassed en route. If you make route 8 stop at the mount baker transit center instead of going on down MLK, that will make the connection to the 7 less efficient. Any transfer that goes through the MBTC adds time and results in missed connections, in my experience. Please don't reduce the 9, and please don't make the 7 to 8 connection any worse.	12/2/2015 11:55 AM
323	I think the 9x is fine the way it is. I ride it to my dr. appts.	12/2/2015 11:30 AM
324	Reducing the 9X to peak hours means that going to medical appointments at First Hill will require transferring.	12/2/2015 9:46 AM
325	splitting the route 8 will increase reliability but means I have to transfer. As a person with a disability and in the winter this is often unpleasant.	12/2/2015 9:39 AM
326	The 9x is the only way to move with any speed down RAS since you removed the 7x. BRT or 7x is a necessity during ALL operational hours and since you have no plan to do this simple thing, the 9x should be kept for all day service. To have to transfer between SO MANY modes of transit is costly, time consuming and ridiculous.	12/2/2015 8:42 AM
327	Do not Reduce 9X!!! It is already overcrowded! And the alternatives you suggest will make the commute awful for anyone on Rainier south of Columbia City! You cannot and SHOULD NOT pay for new service by cutting other service! We have voted for so much transit funding! Pay for it with that!	12/2/2015 8:32 AM
328	I'd prefer more frequent service better coordinated with other routes. If transferring, often the schedules only allow 5 minutes or less between buses. If the bus I'm on gets stuck in traffic, I then miss the other bus and have to wait 20 minutes or more for the next one.	12/2/2015 7:46 AM
329	The #7 is not safe for my spouse. I would not be able to ride from Rainier Beach to UPS. We would stop using transit to go to work, altogether. The Rainier Valley suffers from a lack of employment outside of retail and restaurants. Why further separate the poorest, least educated part of the City from east/west connections to living wage jobs?	12/1/2015 8:05 PM
330	Will make getting between Rainier Valley and Capitol hill more difficult and time consuming	12/1/2015 7:56 PM
331	They would improve my access to light rail alot, and sending the 106 through Rainier Valley is a good idea.	12/1/2015 7:25 PM
332	reducing 9x concerns me, as it is one of few routes that serves upper rainier beach.	12/1/2015 5:13 PM
333	Not sure if it will make it harder to get from Columbia city to Harborview.	12/1/2015 3:25 PM
334	The 106 would not go to Georgetown.	11/30/2015 3:49 PM
335	I like the increased frequency in buses coming. However this will split the commute downtown from south beacon hill into 2 rides - 107 to Light Rail or 107 to 36. Will riders who use transfers be able to transfer onto Link? The ride time on the 36 from mid Beacon Hill is less efficient than the Link.	11/30/2015 12:58 PM
336	Adding more buses along the routes will help, but I'm tired of service cuts and route adjustments that are more confusing than helpful.	11/30/2015 7:55 AM
337	In general I like the changes, particularly the splitting of the 8 / 38 and the revisions of the 106 and 107. However, I dislike that the 106 will duplicate Link and the 7 from Mount Baker TC to the International District. It should either end at Mount Baker (to reduce costs) or continue north to First Hill and then either to South Lake Union or Capitol Hill.	11/29/2015 8:19 PM
338	Just like it the way that it is, seems to be working well now	11/29/2015 1:07 PM
339	I feel like its helpful for the #8 to be split up so it will run on time but will the 38 follow the old 106 route? how am I to get to work, my medical appointments and sustain myself?	11/29/2015 12:28 PM
340	Route 106 currently serves Georgetown and SODO. I'd need to see a map to understand if the proposed changes would continue to work for these communities.	11/29/2015 12:27 PM
341	Of these routes, I ride the #8 the most, by far. Breaking the route in two segments should cut down on late busses.	11/29/2015 12:07 PM
342	All these route changes refer to moving towards downtown (center of town), Georgetown residents are just as likely to be going south, (easier less crowded services).	11/29/2015 11:50 AM
343	Keeping nominally similar service is better than nothing, but still unsatisfactory.	11/29/2015 11:48 AM
344	We need more transit along airport way and Georgetown/Allentown neighborhood not just Beacon where light	11/29/2015 11:26 AM
345	It will ruin my trips to Renton, Particularly to City Hall.	11/29/2015 10:57 AM
346	Please do not reroute the 106 out of Georgetown. I ride this bus every day to work.	11/29/2015 10:48 AM

Southeast Seattle 2015-2016 bus changes

347	I think there needs to be a school bus, in the morning it takes forever to get to Georgetown from skyway	11/29/2015 10:10 AM
348	The 106 is fine how it is now. The 124 will be super packed to go to work and back if the 106 is rerouted	11/29/2015 9:46 AM
349	The 106 will have severe reliability issues and be too long	11/29/2015 9:14 AM
350	I would like to see the 106 stay in Georgetown. I rely heavily on the 502am service as my only viable option to get to work on time.	11/29/2015 9:13 AM
351	If the 124 does not come then I have no options. Having both the 124 or 106 is great, if one bus doesn't come then I have another bus to rely on. I would like to keep my job, please don't make me get fired by taking my 106 bus away. The 124 is unreliable. Bus drivers don't want the 124 route because that is a long route with many transients.	11/29/2015 9:06 AM
352	It won't be the same level of service. Are you trying to just remove buses from the tunnel. The tunnel made the route safe and faster. We will never get fast on time service in Georgetown, by design. We have no Light rail for our neighborhood. The 106 is the only reliable bus right now. You are taking the only reliable bus that runs right now in a neighborhood that most city entities write off the map. You are trying to reduce ridership in an area that has so many limited choices. Shame on you.	11/29/2015 7:46 AM
353	106 will no longer serve downtown, Georgetown or work centers on Airport Way S.	11/29/2015 12:20 AM
354	Changing a route only to change it again seems excessive and confusing.	11/28/2015 6:35 PM
355	I like everything except 106 from Mt Baker to ID - the 7 does that well. All I need is better access from Renton to Link.	11/28/2015 5:59 PM
356	I like that the 107 would give me another connection to Light Rail. It would be ideal if a bus that connected to LR came at least every 10 minutes on the west side of Beacon Hill since you have to transfer to get downtown.	11/28/2015 2:53 PM
357	In hopes of better service	11/26/2015 10:34 AM
358	I have no car and can only get around by bus. According to your plan #8 would be #38 and then would be #106. (Revise Route 106 - to go MLK Jr. Way South, Rainier Avenue South, and South Jackson Street to the International District. Route 106 buses would come more often.) So #8 would no longer go through Capital Hill to Seattle Center. Deceptive way to state your plan and it is not a good plan.	11/26/2015 9:22 AM
359	Planned changes to route 106 are terrible. You are taking away much needed service on Airport Way to duplicate service on Rainier Ave that's already covered by the light rail and other bus routes! That makes no sense. The 124 is horribly unreliable compared to the 106, and you're not really even expanding that service enough to make up for the loss of the 106.	11/25/2015 7:57 PM
360	Route 9X should retain its all day frequency, and route 106 would be detrimentally affected by a slog through the International District	11/25/2015 6:51 PM
361	First Hill needs connections to adjacent neighborhoods	11/25/2015 4:08 PM
362	Like the idea of times being added to 106/107/124 having more times about the people that needs to go from renton/skyway/rainier to georgetown (106)? (I'm assuming 106 will no longer go into the tunnel stations?) I'm personally more into the idea of adding express service to 124 then anything else.	11/25/2015 3:25 PM
363	I do wish there was a way to still get to Columbia City directly on the R.	11/25/2015 1:46 PM
364	I am afraid that the rainier beach heading to renton routes are not being fully considered. It is especially disconcerting because some of the people that need the bus routes on the south end are getting the short end of the deal. Please take into consideration that because of gentrification more and more of the low income population has been pushed further and further south and still have to travel to and from Seattle for a long distance. So, it is not only important to have reliable and faster routes heading further north into Seattle, but also more reliable and more options heading toward the South end.	11/25/2015 9:55 AM
365	There are some changes I would make to these proposals to make them better.	11/25/2015 7:38 AM
366	I find higher frequency bus routes (such as 7.5 or 10 minutes) to be much more compelling than 15 minutes or slower. I could buy a car instead of waiting around for the bus. Don't waste my time on waiting please.	11/24/2015 9:09 PM
367	Increased frequency of 107.	11/24/2015 8:30 PM
368	Cutting off the southern end of the 8 route, will help it to be on time by the time it gets to South Lake Union.	11/24/2015 8:01 PM
369	Most of the changes are good except the 9X reduction and the 106 extension between Mount Baker and the International District. What should be done instead is to run the new 106 via Boren to First Hill and South Lake Union, using these new hours and deleting the 9x in the process. Depending on how many hours this would require, using Mercer St. to access the Bill and Melinda Gates Foundation/Seattle Center-Uptown would be a great, much needed alternative connection to Route 8 as well.	11/24/2015 7:51 PM

Southeast Seattle 2015-2016 bus changes

370	I used to live at south beacon hill, so route 106 was the only way I could get to my old high school, but now I live in Federal Way. One concern I have is about the service from Dearborn to Broadway.	11/24/2015 5:37 PM
371	I need to use it during workweek	11/24/2015 5:20 PM
372	Could the 106 and 9 be combined?	11/24/2015 4:35 PM
373	More frequent service for the 106; faster to downtown.	11/24/2015 3:56 PM
374	route 8 will become two routes, this will add a transfer to my commute which will lengthen it significantly	11/24/2015 3:29 PM
375	There is reduced service between Capitol Hill and South Seattle, as I understand it.	11/24/2015 3:18 PM
376	I rarely go to South Seattle, except occasionally to Beacon Hill to see my Dr.	11/24/2015 2:40 PM
377	Some of the routes I don't ride, so I don't know about them. But the 9x goes from First Hill to Columbia City. Are we supposed to use the trolley now? Also, in general, can we have more service on these at night? Safety getting home at night is a big priority for many.	11/24/2015 2:26 PM
378	I have to take 2 buses to get to and from work. If the #9 changes to a peak only bus, I will have to take 3 buses one of which is a number #7 which stops at every stop and is much slower than the #9.	11/24/2015 1:49 PM
379	I rely on the #9 - You cutting service would hurt	11/24/2015 10:45 AM
380	The 8 should become more reliable.	11/24/2015 10:34 AM
381	not enough information regarding the 124 - where would it's stop be? still outside of the tunnel? how long would it take to get in?	11/24/2015 9:53 AM
382	Beacon Hill is currently only connected to downtown and capitol hill. I have things to do in CD and Mt Baker.	11/24/2015 9:46 AM
383	106 coming ofriner would be terrific! Other routes do not affect me.	11/24/2015 9:32 AM
384	Doesn't affect me	11/24/2015 8:50 AM
385	Overall, better access to Renton is great, but I don't like that the 9 is being cut, I'd like more service on Boren Ave, extending all the way to SLU	11/24/2015 8:04 AM
386	Please do not reduce the 9. It is extremely convenient to use to get to Capitol Hill and is much more reliable than the 7 in the middle of the day.	11/24/2015 7:02 AM
387	I don't understand how southern Route 8 will become new Route 38 in 2016 and then would be deleted six months later.	11/24/2015 2:18 AM
388	8 would not change to mental health and stores; entertainment/ 9 everything ends at Madison, street car is not reasonable since it's just adding more congestion to Broadway	11/24/2015 1:20 AM
389	Bus service is being taken off Renton Avenue?	11/23/2015 11:56 PM
390	The descriptors aren't clear to me	11/23/2015 11:43 PM
391	The new 38 is great. However, creating shadow service along LINK line with 106 shows every aspect of being a TERRIBLE transit agency with TERRIBLE stewardship of public MONEY responding to TERRIBLE political leadership. The idea of re-instating this line is simply unconscionable. Do not waste our money on service we already have at higher quality. There is nothing meritorious about this.	11/23/2015 11:29 PM
392	They need to be implemented when the other route 8 changes take place.	11/23/2015 11:28 PM
393	9 express should run more than peak hours.	11/23/2015 10:36 PM
394	I believe I will have to pay more for the same services you are giving me now. I shouldn't have take two bus or pay more if I want to take the rail and metro.	11/23/2015 10:34 PM
395	A useless resurrection of route 42, a historic disaster, and too much of a duplication of Link's service down MLK way. Truncate the 106 at Rainier Beach station and force a bus-light-rail reload. That saves you tons of money for the same service. Otherwise, I like it all.	11/23/2015 10:31 PM
396	These changes are wholly unnecessary. The last thing we need is bringing a defacto route 42 back. Increase service between Renton and the Rainier Valley as asked, but there's no need to change the 106 so radically, outside of adding frequency on it's current routing.	11/23/2015 10:28 PM
397	why waste all these hours from mt baker to downtown? transfer to link, transfers would be easier with a new 106 that came more often.	11/23/2015 10:08 PM
398	seems like some of this is duplicating existing service without filling any real gaps	11/23/2015 8:46 PM

Southeast Seattle 2015-2016 bus changes

399	I hope the 8 shows up	11/23/2015 8:38 PM
400	Beacuse they will improve current bus service.	11/23/2015 8:28 PM
401	It's hard to say until I ride the routes. If it takes longer to get to my destination I'll loom for the quicker way. I tend to stay away from light rail stations due to the crime	11/23/2015 8:20 PM
402	106-4 doesn't need to come more often during the day, just more often during the peak times	11/23/2015 7:49 PM
403	Rainier Ave S is horribly congested, and the 9 is the fastest way along it. MLK is uphill, and 10 blocks away from my residence on Rainier.	11/23/2015 7:00 PM
404	Route 8 should NOT be cut in half. It is the only route that connects Rainier Beach to central Seattle, especially the downtown area and Seattle Center, without needing a transfer. Transfers are difficult for most people, but are absolutely horrible for people with small children, disabled people, and elderly people. This route change would most impact low-income people of color who use this route to get to and from work.	11/23/2015 6:24 PM
405	Why is the 106 following the light rail? This is competition! According to earlier changes, no route is allowed to compete with the light rail, isn't this why the route 194 was deleted? Or is the plan to delete the route 106 within two months after the change?	11/23/2015 6:19 PM
406	It appears to provide better, more frequent connections to Link. I see the 107 helping connect the west side of Beacon Hill with Link.	11/23/2015 5:36 PM
407	you have eliminated the 106 route through georgetown	11/23/2015 5:31 PM
408	We need a bus that would go from skyway over to Allen Town to the Tukwila Recreation Center	11/23/2015 5:20 PM
409	It doesn't seem as if there is a direct way to get downtown from South Beacon Hill by riding the bus.	11/23/2015 5:15 PM
410	8, won't effect my part of the route, looks helpful to SE portion	11/23/2015 4:40 PM
411	I don't see Rainier Beach Light Rail station mentioned. This is a somewhat scary neighborhood and we need easy quick access to light rail and buses.	11/23/2015 4:33 PM
412	I like everything other than the 106. I am concerned about over service Mount Baker to Downtown. Could the 106 run up Boren instead?	11/23/2015 4:01 PM
413	Reduced off-peak service to/from Georgetown	11/23/2015 3:31 PM
414	I voted for the additional property tax and car tab fees with the understanding that this would maintain bus service. I will be extremely unhappy if the primary routes my family and I use are changed or reduced.	11/23/2015 3:15 PM
415	I would like to continue to see a route that connects Capitol Hill and/or the Central District to SE Seattle, without requiring a transfer at Mt. Baker. I understand the efficiencies gained by cutting the line at Mt. Baker, but the 48 is already terminating there, and now the other N-S route through the CD will also end there? It's a net loss in connectivity for Central Seattle. Also, for the 106, I'd prefer to see more frequency with fewer routes along the MLK corridor- having multiple routes overlapping such a long distance is confusing and will not achieve the ridership and accessibility that one route (the 7) run more often could achieve. Please keep the system as simple as possible while maintaining necessary coverage- the proposed change to the 106 doesn't increase access in any significant way, yet complicates and reduces efficiency over that corridor. I hope you can find a simpler solution.	11/23/2015 3:12 PM
416	I want access to the Mt. Baker Link light rail station. This is the only public transit choice near my residence.	11/23/2015 2:44 PM
417	Replication of light rail service, removal of service from Georgetown	11/23/2015 2:30 PM
418	Don't like the reduction of route 9x service. Also why separate the 8 line to the 8 and 38 if you're just going to retire route 38 with altered 106 service?	11/23/2015 2:06 PM
419	I am worried about the reduction in Route 9x, its always so crowded, its hard to imagine reduced service not impacting that. I think additional service for the 124 would be good. Times when there are issues in the tunnel and I need another option to get to Tukwila Light Rail station I always have felt it was too much time between buses during peak times.	11/23/2015 1:56 PM
420	If you change the Route 8 I will have to transfer to go to Group Health in Capital Hill or to Queen Anne. This is inconvenient and harmful to me particularly in inclement weather. I am a senior citizen.	11/23/2015 1:51 PM
421	I like the extra service on the 124. I like that the 9X's service hours are being reused more productively. I like the merger of the 38 and 106. I dislike that the new 106 duplicates the 7 and Link to the ID. I would prefer to see the 106 terminate at Mount Baker, or else extended along Boren to First Hill and SLU, rather than duplicating the 7 to downtown.	11/23/2015 1:40 PM
422	Route 8 needs much bigger improvements. Split at Madison Valley rather. Reroute off Denny Way where possible on bus lanes	11/23/2015 1:27 PM

Southeast Seattle 2015-2016 bus changes

423	My main concern is the overcrowding route 106 might have. Other than that I like them.	11/23/2015 1:16 PM
424	Reducing the 9x is not a good move. Everytime I take it, it is an articulated bus and it is packed. Replacing the 38 with the 106 would really mess up a lot of people who catch the 8 to get from the Central District to Rainier Beach where they work or go to school.	11/23/2015 1:15 PM
425	I really like having 107 as another option to get to light rail	11/23/2015 1:07 PM
426	The additional service is good, but it shouldn't come at the expense of another route. No need to cut Route 9X. Just add more service without taking anything away.	11/23/2015 1:04 PM
427	Route 8 is a great bus. Why break it up on the southern portion to another route?	11/23/2015 1:01 PM
428	Doesn't this bring back the old Route 42, which was the worst-performing route in the entire Metro system, under a new designation? Why are we duplicating service already provided by the faster more reliable Link????	11/23/2015 12:57 PM
429	I go from South Beacon hill to Int District, so now I would have to transfer with the 107, or walk down the hill to take the 106. More frequent service would be a little bit nice.	11/23/2015 12:57 PM
430	i like more frequent 106 buses and dislike the breaking up of the 8, that breaking up of the 8 is inconvenient and complicates an already smooth trip.	11/23/2015 12:54 PM
431	It connects places in a more intuitive way, especially with the coming new light rail station on capitol hill.	11/23/2015 12:42 PM
432	I don't want route 9 cut	11/23/2015 12:09 PM
433	Route 8 is notoriously unreliable, but splitting it will still leave the problem of traveling through traffic on Denny.	11/23/2015 12:07 PM
434	106 won't go downtown. The proposal doesn't state the estimated time between stops but I expect the new route will take even longer than the current. More stops probably also will result in even less predictability and less ability to stay on schedule. More buses that don't come.	11/23/2015 11:52 AM
435	with the 124 as long as it doesn't get taken away cus I use this bus a lot then I don't mind extra stops on the route	11/23/2015 11:45 AM
436	I rely on the 9X, and many 98118 residents do not work "normal" 9-5 hours and would not be served by your "peak hours"	11/23/2015 11:40 AM
437	Mt Baker seems like a weird place to split the 8, but...okay.	11/23/2015 11:36 AM
438	The Renton-Skyway-MLK connection is fantastic, but the extension to the ID is unnecessary and wasteful. Why not reinvest those resources to run between MLK-Renton more frequently?	11/23/2015 11:35 AM
439	Cutting route forces more trips on rte 7, which is a horrible bus due to being slow. Rte 9 drops off near light rail saving a long walk	11/23/2015 11:33 AM
440	I like the idea of splitting route 8; it is overcrowded and never on time, so this is a good idea. Reducing the 9X is not realistic. There is no other connection between South Seattle and Capitol Hill. It already does not run often enough, so reducing the frequency will add to the problem. The street car and the light rail are not realistic alternatives given their locations.	11/23/2015 11:32 AM
441	It will speed up my travel to have more buses, and shorter routes.	11/23/2015 11:29 AM
442	Increase number of buses, and number of stops.	11/23/2015 11:28 AM
443	I really like the idea of splitting up the 8 into separate routes, and it would be very handy for me if it would arrive frequently enough to make the connection to the light rail for me. I'm worried about reducing the 9x; in my opinion it doesn't run early enough as it is. I often ride the first 9x of the day and it's PACKED, and the 3:45 9x leaving from Pike/Broadway very frequently is at crush loads; I can't imagine how much more they would be full later in the commute hours. I definitely would be concerned about reducing the 9 before the streetcar is operational; since there has been no public ETA on that it makes me nervous!	11/23/2015 11:20 AM
444	the 106 shouldn't go downtown. should cross First Hill as FH needs more N-S service ... maybe down Boren to SLU all day every day. Could completely replace the 9 and the 60 could take over the 9's Aloha St layover	11/23/2015 11:19 AM
445	This should make route 8 more reliable.	11/23/2015 11:17 AM
446	More options of destinations directly from my home	11/23/2015 11:11 AM
447	The route 9X should be in service during off peak times, because of people trying to get to work on Capitol Hill Do Not wat to have to go thru downtown on the #7.	11/23/2015 11:10 AM
448	My only route of interest is 8. I prefer the predictability of shorter routes.	11/23/2015 10:57 AM
449	I need direct route to SCCC	11/23/2015 10:53 AM

Southeast Seattle 2015-2016 bus changes

450	Don't want 9X reduced	11/23/2015 10:51 AM
451	I live very close to Rainier & Orca so it's very convenient to hop on the 9x to go to Seattle Central, and my classes are during the off hours.	11/23/2015 10:50 AM
452	Seems as though the 106 is being re-routed off of Renton Ave S?	11/23/2015 10:49 AM
453	124 should run every 15 minutes	11/23/2015 10:46 AM
454	I really like the 9x and find it useful and it will be a shame not to be able to make use of it in the evenings (it'll stop running before I am off work, most nights.) I'm not sure I fully understand the changes to route 8/38 -- are the changes to Revise route 106 exclusive of replacing southern Route 8? or would there be some weird transitional period? Also, how would these impact youth traveling to and from school?	11/23/2015 10:36 AM
455	Keep the 106 on Airport Way, South	11/23/2015 10:30 AM
456	Beter headways on 106/107	11/23/2015 10:07 AM
457	If the 8 becomes more frequent that will be helpful.	11/23/2015 10:04 AM
458	I mostly like this ideas because of the proposed increased frequency of 106 and 107, which is much needed. I am not sure that 9x should be reduced, however.	11/23/2015 9:52 AM
459	past experience with breaking up routes to supposedly make them more reliable/run on time that haven't particularly done either	11/23/2015 9:51 AM
460	The changes add more options for my commute.	11/23/2015 9:47 AM
461	that 8 is almost never on time and buses bunch up, too long a route, should have been split a long time ago	11/23/2015 9:43 AM
462	they don't make sense - no mention if 106/107 will still go to Renton/Skyway/Rainier View area's	11/23/2015 9:40 AM
463	The 8, with an already scanty service schedule, is one of the only direct ways to get to Capital Hill from the Columbia City/Rainier Valley area. This change would require a bus change every time. WHY?!!!!	11/23/2015 9:38 AM
464	Increased service is good but is not when I use the 124.	11/23/2015 9:26 AM
465	I think the main and obvious need is for bus service to Renton via Rainier Ave S along the lake. Extend the 7 or reroute the 107 along this route. Also, why so little interaction with light rail? These proposed changes have extensive runs parallel to the rail without touching it very often. Bring the routes down off Beacon to Otello Station and back up.	11/23/2015 9:25 AM
466	I will miss the option of the 106 - usually it is a more pleasant ride than the 124 because the 124 goes past the methadone clinic and there can be some tough people going there.	11/23/2015 9:25 AM
467	Having buses arrive more often is always a plus.	11/23/2015 9:23 AM
468	If 107 were to replace a segment of 106 on south Beacon Hill, there won't be a bus that goes directly from my house to Downtown Seattle/International District. I will have to make a transfer, which takes more time on commute.	11/23/2015 9:21 AM
469	If you take 106 and make it serve MLK Way, what bus will connect this neighborhood to the Georgetown/Boeing/Soda District?? As far as I know, nothing would connect those neighborhoods and that's unacceptable. It also seems to somewhat double the Link pathway, and seems very unnecessary.	11/23/2015 9:17 AM
470	Rerouting the 106 duplicates light rail for most of its route. Replacing the 9 with a transfer to the infrequent streetcar is an awful choice.	11/23/2015 9:16 AM
471	the 9 is a safe and reliable and fast way to get to cap hill instead of transferring.	11/23/2015 9:15 AM
472	The new route for 106 does not go into town, is longer, more stops and expectable to disoriented people.	11/23/2015 9:14 AM
473	because the 106 is fairly fast (only option) getting to my neighborhood. the 7 blys used to be the milk run. i will likely not use it after and drive. the 9x is very useful and fast, one of the fastest ways to get to work. better than light rail.	11/23/2015 9:13 AM
474	I will have to discontinue taking the bus. I would have to transfer to another bus to get to work and it would double my commute time.	11/23/2015 9:13 AM
475	Worried about reduction in 9. It's the only direct route from South Seattle to Capitol Hill.	11/23/2015 9:12 AM
476	Reducing Route 9 is disappointing - I use this route during the day. Splitting Route 8 will make my trips to the Central District even longer and more of a hassle than they already are.	11/23/2015 9:12 AM
477	Beter service in the rainier valley. Doesn't affect me too much except that you'd likely need a bigger bus on the 107 and would affect the schedule of the 148 (no through routing??). But that's not a concern here.	11/23/2015 9:11 AM
478	Need 9 for medical appts, disabled fare less. You already made enough money, and don't not fix stops for cold weather.	11/23/2015 9:11 AM

Southeast Seattle 2015-2016 bus changes

479	Adding an extension to downtown on new route 106 defeats the purpose for which it was split off from route 8 -- improved reliability -- and wastes service hours reinventing the flat tire of the old route 42, which was the lowest-performing route in Seattle.	11/23/2015 9:10 AM
480	I fully support the split of the 8/38 at Mount Baker. Both sides of the route will see major schedule reliability benefits.	11/23/2015 9:10 AM
481	I have no opinion yet.	11/23/2015 9:08 AM

Southeast Seattle 2015-2016 bus changes

Q10 Is there anything else you'd like to tell us about? For example, comments about these proposed changes or your ideas for improving bus service in your community.

Answers: 374 Skipped: 300

#	Responses	Date
1	Use the service hours from the proposed 106 extension to fund frequent night and weekend service on MLK Way, preferably to match Link's frequency. Maintain at least current levels of service between Georgetown and Downtown Seattle. Work with SDOT to accelerate plans to improve Mount Baker and identify short-term improvements that could improve the transfer environment between Link and Routes 7, 8, 9, 14, and 106. Work to get rid of paper transfers and simultaneously reduce or eliminate the cost of obtaining ORCA cards, to eliminate any fare-related aversion to transferring to Link.	1/12/2016 2:22 PM
2	Please end paper transfers and add a discount for paying with ORCA. Georgetown deserves better service to Downtown than is provided today and instead this plan makes it worse. Abandon the proposal to extend service on MLK to the ID.	1/10/2016 11:55 PM
3	Eliminate paper transfers!	1/10/2016 11:42 PM
4	You need to take advantage of the First Hill streetcar opening on Broadway to create a new Frequent Service corridor on densely populated First Hill. For virtually no more service hours, you can shift the 9 off Broadway to share the 60's routing between Broadway/Madison and 12th/Jackson. Then coordinate their schedules so they combine for frequent service in that segment. That leaves plenty of good transfers and spreads frequent service to more places--actually fulfilling the FHSC promise of connecting First Hill to Link frequently. Especially after the loss of the 7X, cutting the 9 back to peak-only is an awful idea. If anything, you should improve its frequency and/or span of service--I'd ride it more often. The First Hill medical area is a key destination, the Rainier/90 stop is a key transfer point (there's that frequent grid again), and the 9 is a lifesaver given the slow speed of the 7. Truncating the 9 at Jackson and forcing a transfer to/from the streetcar wouldn't make sense as the 9 covers the whole Broadway retail area, while the streetcar ends at Denny. More service on the 9, 106, and 107--and a 107 extension to Beacon Hill--would be wonderful. But I think there are better ways to fund it like Seattle's Prop. 1 or savings from more aggressive restructures.	1/10/2016 6:25 PM
5	Why is there no express service to Skyway??? S. Seattle? 7 express used to be nice to have.	1/10/2016 5:48 PM
6	I like the 106 going to beacon hill and onto the busway. Not going to MLK and Rainier.	1/10/2016 5:43 PM
7	Please look at making the 107 modification swing down Albro and up Lucille to connect Georgetown, instead of just 15th. Freeway is a barrier.	1/10/2016 9:49 AM
8	I like the convenience of riding one bus from home to work without having to transfer to another bus or the Light Rail. I don't want to inhale toxic fumes from vehicles' exhaust while waiting to transfer to another bus. Peak hour traffic on the stretch of road from Mount Baker Tunnel Station on Rainier Ave S to the International District is a nightmare. The Route 106 should take a less congested route, such as one that uses the E3 Busway. I understand people want more convenient bus service to stores, services and the many social, health, cultural, and religious activities along Martin Luther King Jr Wy S (MLK), but people who work downtown Seattle should not be inconvenienced and punished for wanting to get to work on time and without the hassle of transferring to another bus. Recommendation: Split the Route 106 in two: During peak hours (Mon.-Fri. 6:00 a.m. - 9:30 a.m. and 3:00 p.m. - 6:30 p.m.), Metro should operate a faster Route 106 to downtown Seattle, using the E3 busway. During off peak times, Metro can operate the Route 106 on the proposed route. This is a win for commuters and a win for the people who want more convenient bus service to stores, services and the many social, health, cultural, and religious activities along Martin Luther King Jr Wy S (MLK).	1/10/2016 8:44 AM
9	I wish you didn't push through changes to the route 10 without doing a decent comment time. There's a lot of business that are along that route that people in north capitol hill frequent. Another ridiculous short sided metro mistake.	1/9/2016 5:07 PM
10	Students who attend Seattle Central and live in zip code 98118 depend on bus 9 to get to school. Especially because it's express and goes directly in front of the school. This bus needs to run more often as of right now. Please keeps these students in mind when deciding to cut these services. Otherwise these students will have to take train, and then 48 to get to school adding to their comments. Or they have to take 7 and then 60, when reducing service to bus 9, please think about the amount of time it will take to get to school.	1/9/2016 4:04 PM

Southeast Seattle 2015-2016 bus changes

11	The 7 buses are old, bumpy, smelly, and sometimes unsafe due to some of the passengers. They are the sole means of transportation south of mlk on rainier, besides the 9x. They are in dire need of new buses and more buses so they can arrive on time. The 8 is often late on mlk. It is the sole means of bus transportation on mlk. The light rail stations on mlk are far apart, sometimes a 20-25min walk. Disabled and elderly cannot make it. Or people with small children or heavy loads. It is essential that the 8 be frequent and on time to serve this community along mlk.	1/9/2016 11:48 AM
12	Can we get an inner peninsula route for West Seattle? Something that only serves Alki to Burien? It would greatly improve my family's quality of life.	1/9/2016 8:24 AM
13	The 8 needs to come off Denny or get some dedicated lanes or lights	1/9/2016 7:32 AM
14	Please route 107 on Rainier Ave instead of Taylor Ave NW. There is too much graffiti, littering, vandalism & criminal activity associated with Metro stops along the Taylor Ave NW neighborhood that Metro does nothing to prevent or clean up.	1/9/2016 6:19 AM
15	Make the 50 route be more of a feeder, running as often as the light rail. Split it in two. One feeder to west Seattle the other in south Seattle, it isn't helpful at the pace it runs.	1/8/2016 7:56 PM
16	Get rid of all the Busses with Steps... Let Disabled Persons And Seniors have requested Stops in Downtown Town area if bus stops not where you need to go or if anywhere else where the stops are moved for Construction to Temporary Locations causing hardships for disabled and Senior persons this being similar to the "Current Night Stop"	1/8/2016 7:51 PM
17	I would like to see more support for folks with strollers and folks using wheelchairs and other walking aids. Too often I see passengers sitting in the front of the bus refusing to give up seats for these individuals, and also the drivers not taking more initiative to remind passengers to make room in the front of the bus. This is unacceptable, and there should be more reminders (signage in multiple languages, recording in multiple languages) that these populations have priority seating in the front of the bus. Also, having more signage and recording in multiple languages in general would make more sense. Buses in San Francisco have messages in English, Spanish, and Mandarin. We need to have messages in these languages and probably Somali and Arabic too. Please do more to meet the needs of your non-English speaking riders. These folks need representation too! Also, I hope this survey is available in more languages than English...	1/8/2016 7:44 PM
18	The 124 is inconsistent. It does not depart it's first stop on time, and I cannot think of a reason for this aside from it being the fault of the drivers. I leave for work at 6:45 in the morning when there is next to no traffic. My bus should not be arriving ten minutes late. Certainly, more frequent buses during peak hours would be helpful as would an express 124 that has limited stops between Tukwila and downtown. However, if the current buses would run on time, that would be a huge help.	1/8/2016 3:37 PM
19	More direct bus from South Beacon Hill area to downtown Seattle. Do not change Bus 106 Route.	1/8/2016 2:58 PM
20	Continue to update fleet so older buses can be retired.	1/7/2016 4:06 PM
21	People who live on the south side of MLK will have to take two buses now. How is this proposal benefiting people in the Holly park area?	1/7/2016 9:11 AM
22	Instead of 106 extension, use the hours for frequent night and weekend service on MLK. Make Link transfers smoother by encouraging ORCA use (cheaper cards, discount for area transfers?) and work with SDOJ to create a better physical environment, at Mt. Baker specifically.	1/7/2016 9:07 AM
23	If you put the 106 on MLK please terminate it at Mt Baker Transit Center. People going downtown can transfer to Link. The section between Mt Baker and the ID is the most congested, unreliable section of the route of the 7. Take the money that would be spent on the 106 between Mt Baker and the ID and increase frequency along MLK. Also, more education and ORCA availability to make transferring between Link and Metro more "friendly" for riders.	1/7/2016 8:05 AM
24	I like the new connectivity between Rainier Beach and Beacon Hill. The increased frequency on MLK and SE Seattle in general is great. I'm concerned that Georgetown will see a reduction in service. This is particularly worrisome considering the growth that Georgetown is experiencing right now and I'm a strong advocate for, at the very least, preserving the current level of service there. I also definitely don't like the needless extension of the 106 from Mount Baker to the ID. Metro finally got rid of the 42 a few years ago, which was a great improvement, and now it's basically coming back. There's absolutely no reason to spend money on this segment ahead of so many other places in Seattle that need it.	1/7/2016 6:40 AM
25	Use the service hours from the proposed 106 extension to fund frequent night and weekend service on MLK Way, preferably to match Link's frequency. Maintain at least current levels of service between Georgetown and Downtown Seattle. Work with SDOJ to accelerate plans to improve Mount Baker and identify short-term improvements that could improve the transfer environment between Link and Routes 7, 8, 9, 14, and 106. Work to get rid of paper transfers and simultaneously reduce or eliminate the cost of obtaining ORCA cards, to eliminate any fare-related aversion to transferring to Link.	1/7/2016 1:16 AM

Southeast Seattle 2015-2016 bus changes

26	1. More frequent service in South Seattle, 30 minute service is inadequate if you have to transfer. Buses are so poorly timed that if you get stuck in traffic on the first bus, you often miss the connection by just a few minutes and have to wait 1/2 hour for the next one. 2. Larger buses on southbound route 70 during peak hours. Buses are usually standing room only. Most people on the route are commuters from places like Amazon, SCCC, or Northwest Administrators, so bus ridership is fairly consistent every day and should be able to anticipate need for larger buses. 3. Post service change information and rider etiquette signs in languages other than English and Spanish only. Most of the routes I use have a lot of Asian immigrants, whom I find are really bad about things like blocking the aisles, taking up multiple seats, talking too loudly on phones, etc.	1/6/2016 10:03 PM
27	Nice to see SE Seattle getting some attention. The 7 is still a major lifeline down here and should run more often. What's it take to get express service along the length of Rainier? It's a high ridership route with a larger percentage of low income riders than many routes. Let's make it easier for folks to get north south on rainier.	1/6/2016 8:39 PM
28	The transfer point at Mt Baker desperately needs improvement, especially with the 8 and 38 being split. It shouldn't take 5 minutes to transfer from light rail to a local bus!	1/6/2016 8:33 PM
29	Georgetown is a budding neighborhood, and a decrease in bus service will make it even less desirable. It is already inconvenient to travel here from the downtown tunnel.	1/6/2016 2:18 PM
30	Keep more frequent connections to Georgetown from other S. Seattle areas.	1/6/2016 1:50 PM
31	It often feels like to get to anywhere North of my neighborhood I have to go through downtown, even though that's often not my final destination. I might take the bus more often between Columbia City and Capitol Hill more often, for example, if I didn't have to take the LINK or 7 through downtown to get there.	1/6/2016 1:48 PM
32	Follow Seattle Transit Blog's recommendations and stop planning in a bubble. In your comments, we'd suggest: effusive praise and support for: More frequent and reliable local service on MLK Way More frequent and reliable connections between Renton, Skyway, Rainier Beach, and Mount Baker New local connections between Rainier Beach Station and Beacon Hill Station We'd suggest criticism of: Reducing Georgetown service during an environment of revenue growth, especially when multiple routes serving Georgetown are close to the top of the queue for service investments to meet target service levels. Extending Route 106 from Mount Baker to the International District via Jackson St, which would spend over \$2m per year to duplicate an ultra-frequent Route 7 that is not targeted for frequency or overcrowding investments, ahead of 51 other corridors already targeted for investment. We'd suggest the following alternatives: Use the service hours from the proposed 106 extension to fund frequent night and weekend service on MLK Way, preferably to match Link's frequency Maintain at least current levels of service between Georgetown and Downtown Seattle Work with SDOT to accelerate plans to improve Mount Baker and identify short-term improvements that could improve the transfer environment between Link and Routes 7, 8, 9, 14, and 106 Work to get rid of paper transfers and simultaneously reduce or eliminate the cost of obtaining ORCA cards, to eliminate any fare-related aversion to transferring to Link.	1/6/2016 1:09 PM
33	Frequency and short connection times are extremely important when choosing to ride public transit	1/6/2016 10:30 AM
34	no	1/5/2016 6:42 PM
35	transit stops should have better lighting and Beacon Hill light rail needs to get the wayfinding. The bus stops with shelters should have maps of the area showing the connections and how to access information online. Metro should promote the app Moovit. It is really easy to use and links with light rail, bus, ferry.	1/5/2016 5:36 PM
36	Please don't remove 106 through Georgetown. I use it nearly every day and it's important to help me get to and from my job safely.	1/5/2016 3:58 PM
37	What you are doing to express bus service along Rainier is criminal. Stop it! Also, do more to keep bus stops and pathways to bus stops in the SE clean and unobstructed.	1/5/2016 2:59 PM
38	106 should not have to run through MLK. It would cut off those who take it from South Beacon Hill and Georgetown to International District. Harder for the elderly and minorities who does not speak up to have them transfer to Light Rail on MLK	1/5/2016 1:21 PM
39	Please keep 9x service and increase it if possible, into the evening and weekend. And consider more frequent 50.	1/5/2016 8:10 AM
40	I would like to use public transportation and have express on Rainier Ave to downtown in 20 minutes. This bus would operate frequently during rush hour and be fast stopping at a few designations. Also/or more #50 to the light rail during rush hour - every 12 minutes.	1/5/2016 7:50 AM
41	1) Maintain current 106 route. 2) Split 8 into north (8) and south (38) permanently--good idea. But ENSURE every single 8 and 38 have 1-2 minute layover so we do not miss the 8/38 transfer, otherwise you have not improved upon the current 8 situation. 3) Extend 107 to Downtown, or at least one of the light rail stations north of Rainier Beach. 4) Maintain current 9 route & service periods.	1/4/2016 10:05 PM

Southeast Seattle 2015-2016 bus changes

42	I think there should be better bus service connecting northern Belltown to South Lake Union. Adding a route along 1st that connects Belltown, Queen Anne, and SLU would really help. Also, I think the route and stop locations of the 99 should be re-assessed.	1/4/2016 8:32 PM
43	Keep 106 going to Georgetown OR re-route one to go from Rainier Beach to Georgetown. It should NOT take 2 busses to get there.	1/4/2016 5:56 PM
44	I would like to have a circulation bus through the Seward Park neighbourhood that connects quickly and efficiently to light rail stations at Columbia City and Othello/Graham.	1/4/2016 4:51 PM
45	I just heard about this from a coworker. I can't believe that Metro would just abandon the entire SoDo business district when the 106 is the only SAFE bus to our places of business. Our stop alone fills the bus! Where the heck are we supposed to sit on the 124?????	1/4/2016 3:20 PM
46	I find that the 106 is already often full has trouble staying on schedule even in off peak hours. It is the quickest bus down for my neighbors and I. It is the only way bus route that services SoDo/georgetown from my house where many of my neighbors and roomates work.	1/4/2016 2:16 PM
47	At least you guys finally figured out that having route 8 going to Rainier beach was a dumb idea. It only took you three or four years to figure it out.	1/4/2016 1:33 PM
48	I would definitely like an express bus from Federal Way Transit Center to and from the Light Rail every 15 minutes.	1/4/2016 12:39 PM
49	Please see my previous emails. Also barring that, I am wondering about the methodology for the sampling of the demographics associated with all these areas and whether methods to assess age, race, ethnicity, language, income and other variables were employed in the decision-making and if cost is the primary reason for these changes what other remedies were employed prior to making the decision to remove the various routes or reduce them. Please respond to stephenbamford@yahoo.com with information regarding the methods that were employed.	1/4/2016 10:02 AM
50	Please have more express from upper rainier beach to light rail and downtown	1/3/2016 8:30 AM
51	I think the 183 should run in till 10:30 on weekdays and Saturdays and run in till 8 on Sundays, And I think the 181 and 180 should changed into Rapidrides G and H. And I also want the dart bus 903 to run in till 10 on weekdays and Saturdays and 7 on Sundays....you guys should turn the twin lakes P&R into a transit center	1/1/2016 9:05 PM
52	More bus frequency and reliability (#8) and better access to light rail (wayfinding, better and more efficient pedestrian access and signage in other languages in the Southeast stations). Some people don't ride light rail because they do not know how to pay (no orca card)	1/1/2016 1:17 PM
53	I understand the need for some of the proposed route changes, but removing reliable and well loved bus routes in order to meet those needs only limits the transit system and in my case would lower ridership. Please keep the 106 in its current route, I have faith in the King County Metro, and with transit systems in general and would hate to loose that because the system removed a vital link to my work.	1/1/2016 7:59 AM
54	Do not get rid of the 106 through Beacon Hill and Georgetown	12/28/2015 5:32 PM
55	do not change 106, we don't want the 107, too dangerous for elderly who can't navigate the system with Light Rail	12/28/2015 5:12 PM
56	Tell ST to build link with more stops. Make better connections between link and buses	12/27/2015 6:49 PM
57	I am particularly concerned about the elderly riders who use the 106 having to transfer to light rail. This change does nothing to improve service for them or for anyone living on the south end of Beacon Hill.	12/27/2015 1:59 PM
58	Yes, recent proposal of having the 24 extend to Ballard. Please revisit for HS student safety	12/27/2015 10:52 AM
59	Don't screw over low income disabled people. Don't reduce route 9. Make it a regular route that operates every day, but maybe not always express. Don't split route 8 into two routes. These routes are essential. I live at Othello between mlk and rainier and use them to get everywhere. It is already difficult and this will make it much harder for me as a disabled person.	12/26/2015 7:38 AM
60	As light rail gets more crowded for event, traveler, school traffic & new South population growth Metro will need better local bus so locals can travel easier. Need better cross town, I see lots of center North-South routes, Need more east-west. 50 to west Seattle is only east-west from south Seattle. #9 is only NE-SE route and is only peak weekday #27 does not go all the way to Seward park (and does not connect comfortably to be walked to the the #50-- I tried -- painful) #8 travels E Madison valley to SE Seattle (sort of) I find it difficult to find routes to capitol hill & Georgetown without a complicated transfer. And impossible to get to parts of mid lake Washington (Jesch) from S Seattle by bus.	12/25/2015 6:18 PM
61	If you want people to commute make it easier, on us with comfortable buses like sound transit for the longer rides(101) and on the drivers who have to put up with a lot of crap both from us and you	12/25/2015 6:36 AM
62	I recognize that the D & C lines aren't included in this survey, and perhaps its past due for any comments on them, however, I would like to propose having Bell Street to also be a transfer point, to please consider this, which would be greatly appreciated. Thank you.	12/24/2015 2:24 PM

Southeast Seattle 2015-2016 bus changes

63	Trying to use the #50 to catch the light rail is hard because it doesn't run often enough	12/24/2015 8:55 AM
64	Keep the #8 on John St, not Madison	12/23/2015 10:55 PM
65	I use the 106 daily to get to school and work and run errands, where I get off at the numerous transit tunnel stops (as the link light rail is far walking distance), so cutting that would be difficult on me and well as some members of my family using the same routes. If possible, having the 107 going through the tunnels would immensely help our commute.	12/23/2015 2:32 PM
66	Keep the 9	12/23/2015 12:59 PM
67	Enhancements to main bus zones, i.e. better lighting, cleanliness (MLK SB and Rainier Ave NB next to pedestrian overpass).	12/23/2015 11:51 AM
68	More shelters, seating for elderly/disabled, lighting at bus stops, One Bus Away tracking at stops/shelters (for those of us who don't have smart phones). Thank you.	12/23/2015 7:40 AM
69	right now the buses are too crowded, you need to add more buses on Rainier Ave.	12/22/2015 9:25 PM
70	i believe you are committed to serving the common man and i respect your mission and your intentions...	12/22/2015 7:12 PM
71	I appreciate the bus service. The drivers are usually nice and the bus is mostly on time. The buses used on this route are very old. Would like to see the continue as-is. Would also like to see it electrified / converted to trolley.	12/22/2015 5:03 PM
72	No reason to run 106 downtown. 9X is extremely useful and popular, please don't reduce it. Consider converting some route 7 trips to 9X trips.	12/22/2015 3:41 PM
73	Add an Express bus for those of us that needs to get to work on time and don't like getting there at start time. The bus rides are too long, they have cause more people to get in their cars. The decrease in lanes is also making the traffic bad for buses and cars. On MLK there is no place for car to pull over for Fire trucks or Aid cars something needs to change.	12/22/2015 3:34 PM
74	The riders of the 124 can not be helped with some of their problems so best to have more runs so you don't get stuck by one of them with the coughing,snoring,smells of ETOH,etc.	12/22/2015 3:16 PM
75	the #9 frequently is full, so full bus drivers refuse to let any more folks on.The idea you are cutting some of those trips is really concerning.	12/22/2015 2:37 PM
76	Increased connection between the southern suburbs and S. Seattle is a must. It seems like Georgetown and in fact all east-west travel in the South End is severely limited by bus. Is there any solution to that problem? General reliability problems also greatly affect commuters and transfer riders.	12/22/2015 2:12 PM
77	More light rail!	12/22/2015 2:01 PM
78	It would be nice if the 29 schedule was realistic. Also, when posting real-time arrival info at bus stops, please indicated "scheduled" vs. "real time" arrival times. It is very frustrating to be waiting at a bus stop (e.g., 3rd & Virginia northbound) and see "DUE" suddenly change to "10 minutes" with no explanation (and no bus route serving the stop when "DUE"). I am only guessing that is because if the electronic sign is going off the theoretical schedule, not the actual location of the next bus.	12/22/2015 1:46 PM
79	Expand light rail services as one transportation priority	12/22/2015 1:25 PM
80	8 is extremely unreliable currently. Would really appreciate anything that adds more buses to the route or makes more reliable (eg proposed split). Thanks!	12/22/2015 1:23 PM
81	Something ought to be done to sort out the overcrowding on the 8 during peak commuting hours on Denny Way. Maybe Amazon could just move away?	12/22/2015 1:16 PM
82	Thank you Georgetown has lost the 130 and the 132 to BURIEN where there are grocery stores, Drs, Etc	12/22/2015 11:11 AM
83	Keep 9X service unchanged...please	12/22/2015 6:12 AM
84	Are Metro routes becoming shorter? the 38, The new short 48... if saving money is a concern, those are 2 routes which could easily be hooked up. Everyone on MLK wants to go somewhere besides Mt Baker- either downtown, the CD, or the U District. Connecting those two routes would take care of two of those.	12/21/2015 10:27 AM
85	Make 101 a Rapid Ride bus and do something about the 7 it is dangerous for riders and the bus driver too.	12/21/2015 6:43 AM
86	Redoing routes to fit growing and changing community is good. Rainier Valley and Beach area continues to need frequent efficient trips to First Hill to get employees to major medical centers, kids to Seattle Central, people to medical appointments & shopping for Asians in International District	12/20/2015 3:29 PM

Southeast Seattle 2015-2016 bus changes

87	Public transit should serve the low income community but also needs to be "worth it" to working people. That means more comfortable buses and express buses for routes like the 48. Nobody wants to ride a bus that's always behind schedule because it has to stop and kneel for a wheelchair every 2 blocks. Paid ridership will increase when bus is a service worth paying for. Right now it's not.	12/20/2015 11:31 PM
88	More 106 and less 550/150?	12/19/2015 7:22 PM
89	Please consider the practical experience of people who depend on bus lines- increasing the amount of buses or lines may not necessarily be the solution to accessibility issues. A major factor that impacts a low income person's ability to get services and job access is convenience, just like everyone else. If a ride takes 15 min without a transfer, a regular rider will know that they should plan for 45 min with a transfer, just because of the nature of late or overcrowded buses. For example, increasing the time a person has to buffer to make it in time for a doctor's appointment would force that person to take time off, and, if you're an hourly worker like me, you feel that loss in your monthly paycheck. These changes can have serious ramifications, please rethink your process around these changes to S. Seattle buses.	12/19/2015 1:41 PM
90	It would be nice to have more options for getting to the light rail from where I live.	12/19/2015 10:41 AM
91	More bus lines and more frequent.	12/19/2015 10:20 AM
92	Stop route planning by kowtowing to the group that complains the most. The results are always bad. Stick to route planning guidelines, instead of surveys that bypass ESL riders.	12/19/2015 9:44 AM
93	I will not repeat myself. But a wheelchair securement policy based in the laws of physics and with an understanding of different designs of chairs would be wonderful.	12/18/2015 6:08 PM
94	We need an express bus light rail sucks	12/18/2015 11:57 AM
95	Tapping card to use the light rail to get on and off is stupid if I have a U Pass. Stop being jerks.	12/17/2015 9:35 PM
96	Please don't make any changes to the current 106 route. I don't know how I will get work, bank, grocery store, library and Renton Transit Center	12/17/2015 2:23 PM
97	Why are you doing this? You are moving the 106 to follow the light rail. Why would people ride the 106 along that route? They wouldn't, they would ride the light rail. You're basically taking the cleanest, shortest, quickest route from Georgetown to Downtown and moving it to a well established light rail route? This doesn't serve the general public. You leave Georgetown with 1 route downtown, the slow, smelly, dirty 124. No thank you, I'd rather drive.	12/17/2015 1:43 PM
98	A concrete opening date for the new rail systems in Seattle.	12/17/2015 8:10 AM
99	Please don't make any change for 106 route.	12/16/2015 6:20 PM
100	Thank you! Transportation is SO important!	12/16/2015 1:19 PM
101	I am concerned by this idea that having the light rail in SE Seattle somehow negates the need for good bus service there. If the bus connections were better, it might be different. But, the #50 does not run nearly as often as the light rail. So, if I took the light rail to Columbia City Station, the wait for the #50 could be up to an hour. I do not consider this a viable option. In the past few years, the two bus routes that provided direct service between my neighborhood and downtown (the #34 and #39) have both been discontinued. I sometimes took the #7X, which was not quite as convenient, but at least allowed me to go from downtown to my neighborhood (with only a short walk once I got off the bus) without having to transfer. Now you are proposing cutting back on the 9X, which is my last convenient way to get from my end of town to close to downtown without having to transfer. I feel like my neighborhood has really been shortchanged with many of the decisions that Metro has made in the past few years. I am a huge proponent of public transportation, but am currently (honestly) feeling like I need to move because my neighborhood is so ill-served by it.	12/16/2015 12:24 PM
102	Living on Beacon Hill I have only ever had the 36 and 106. I would not be as apposed to the changes if there was something that could get me from South Beacon Hill (Van Asselt park area) to Georgetown. This way my family and I can still get to our jobs.	12/16/2015 11:50 AM
103	Generally really like the proposal. However, please don't reduce the 9X. Even though it is not the highest ridership route, it adds some resiliency to the Rainier Ave corridor which helps due to speed and reliability issues on the 7. Also, if there is any way to look at improving East-West connections, I would love to see a proposal for that. The 50 is a very convoluted route! Finally, I have heard some push back on the extension of 106 to ID. I think it is an idea with some merit, but I wonder if some of the buses could serve an alternate destination on the north tail. E.g. if two-thirds of the buses went up to the CD or First Hill and one-third went to ID, that would really improve connections to the North, especially if the 9X will be reduced. Thank you!	12/16/2015 11:48 AM

Southeast Seattle 2015-2016 bus changes

104	Yes, the link that is listed on the posters about the service changes does not work /seattle2015. This is a barrier for people to provide feedback. I also think that reducing buses that connect different parts of the city discourages people from going to different neighborhoods. For example, the 8 connects people from the more affluent Queen Anne to the lower income Rainier Valley. If this bus is cut up, it will also sever some of that connection between these areas by making them less accessible by public transportation.	12/16/2015 11:42 AM
105	Planning needs to be revived in consideration of those who have only the bus for transportation. Please think all of this over.	12/16/2015 10:45 AM
106	The routes 106, 9x, 8, and 107 ought to stay as they are!! The 124 running more frequently will benefit riders from Tukwila and through Georgetown, which is important and should be kept. Bus routes that are more than just convenient for ppl living in south Seattle like the 106 which offer access to hard to reach parts of Seattle (south beacon hill through Georgetown) are very important also. All of these routes are very frequented by bus riders from 98118.	12/15/2015 10:27 PM
107	More frequent stops in communities with limited buses like to (i.e. West Seattle, South Park, White Center, etc.	12/15/2015 7:26 PM
108	A 20 minute between bus arrivals should be considered. Again, the 101 and 106 are the only buses to Seattle from Renton, during off-peak hours. And as a reminder, many riders pay per ride and can't afford to ride the Link Light Rail, so the buses on MLK and Rainier are still very much main transportation vehicles. MLK and Rainier have the same issue of limited service during off peak hours. Also, is there any consideration for extending the amount of time a transfer is valid? With the distance and traffic, one-way is typically 60 minutes, round trip is 120 - leaving 30 minutes to transfer or run an errand.	12/15/2015 6:52 PM
109	In order to maintain mobility for many elderly and employed peoples along the current 106 route SOME buss needs to go along Beacon Ave S. If you remove the 106 it may be necessary to have a new route implemented to service this area.	12/15/2015 5:09 PM
110	The 101 is a much preferred route to the 106, making the 101 run later than 22:50 at night would be a greatly appreciated change. I used to work in downtown Seattle, and my girlfriend still does. The last thing we want to do after working all night is to take a bus that A) takes a long time to get from downtown to Renton transit center and B) have to wait for an hour for the next bus to come because we missed the bus. Also, adding Wi-Fi to all buses would be helpful. I know the rapid ride buses have Wi-Fi; the rides are fairly short most of the time. Putting Wi-Fi on buses with longer travel times would be a much appreciated convenience as it offers students, laptop/tablet users, career people, and the general public access to the internet that might be the difference between getting an assignment in versus missing a due date. It would give people the opportunity to make last-minute changes to things, and so much more.	12/15/2015 4:43 PM
111	Route numbers are changed too much. The correct stops are hard to find downtown. Cars create too much congestion for buses. Bus service is a lot worse than 10 or 20 years ago.	12/15/2015 2:36 PM
112	Our household uses the 106 route to go both ways: into downtown Seattle as well as into downtown Renton. Subbing service to southwest beacon hill with increased frequency thru Georgetown decreases connectivity along the entire route.	12/15/2015 2:27 PM
113	DO NOT CHANGE THE CURRENT 106 ROUTE & SCHEDULE!!!!	12/15/2015 1:52 PM
114	I hope you'll continue to have a bus line to Georgetown. My livelihood depends on it.	12/15/2015 11:15 AM
115	Service to Georgetown via the 106 also provides my friends and family with transportation to work and groceries in rainier beach. Please consider improvements to the 106 that will increase access to Georgetown rather than removing it. Thank you!	12/15/2015 10:30 AM
116	Please keep 106 how it is.	12/15/2015 9:31 AM
117	Adding more frequent times to the route 106	12/14/2015 7:52 PM
118	A more useful change for me would be routing the 101 to Rainier beach station and making it more frequent. No longer serving downtown should save enough hours to do this and extend operating hours.	12/14/2015 1:46 PM
119	I support the ideas to improve the transportation from South/SouthEast Seattle to Downtown Seattle. A friend of mine lived in Hillman City and recently moved back to Capitol Hill because there were very few busses that went to her neighborhood (Orcas & 46th) and she did not feel safe walking alone from the light rail on MLK to her home. Significantly decreasing the 9xpress (and the complete removal of the 7 express) is hindering the efficient accessibility to some neighborhoods in SouthEast Seattle. There is no perfect solution- I am aware. But, please keep in mind- outside of "peak hours" is your proposition a remarkable solution for someone to quickly travel home? Can they get to/from work without travelling 45-1 hour one way?	12/14/2015 10:02 AM
120	Keep the routes as they are now and add more buses or have them run more frequently.	12/14/2015 3:26 AM
121	Cell repeaters for major carriers and/or Wi-Fi in tunnels should be a given. Reader boards (like Rapid-Ride) showing arriving buses in tunnels would PARTLY remove the need for enabling phones to check routes.	12/13/2015 9:09 PM

Southeast Seattle 2015-2016 bus changes

122	Let's expedite Move Seattle funding for speeding up the 7!	12/13/2015 6:47 PM
123	I currently feel like my needs are being met by metro transit. However, I expect transit in Seattle with all its flaws to improve, not become worse.	12/13/2015 3:03 PM
124	There are many people who rely on the 106 in Georgetown & Skyway and want to reach employment centers in SODO and downtown. The proposed changes takes all of this away and duplicates service along Rainier Ave with the 7.	12/13/2015 12:54 PM
125	Keep the 7 and 49 connected at night! Also, Prentice Street service- when the 7 express got deleted, the resulting gap in Prentice service was never filled; there is a 90-minute gap during both peaks where no buses go to Prentice. This is when that service is most used. Please re-add it! Thank you!	12/13/2015 9:52 AM
126	I feel like there are way less buses than when I first moved here in 2010. I love the metro transit and I hope it doesn't change to much, nor put up the price for the bus.	12/13/2015 2:54 AM
127	Bus service to and from skyway is terrible, makes it almost impossible for a working parent to use the service frequently	12/12/2015 11:15 PM
128	Please retain 106 service on Renton Avenue	12/12/2015 10:40 AM
129	May I please have the 215 back?	12/12/2015 9:06 AM
130	if the result is more frequent, better service, that would be a good thing for this community. I am concerned about access to downtown and Georgetown mostly because that is where I work and it already takes so long to get there when it is so geographically close.	12/12/2015 8:18 AM
131	Transfers make the trip nearly in-doable. Keep the 124 as an uninterrupted trip	12/12/2015 12:50 AM
132	Bus route that goes through Beacon Hill shall come every 15 minutes and go all the way to downtown Seattle.	12/12/2015 12:42 AM
133	The 8 needs help between Seattle Center and Capitol Hill. It doesn't serve the growing population of commuters in SLU well.	12/11/2015 11:20 PM
134	Changing bus 106 routes will added more traffics to Beacon Avenue which we have now with bus routes #36. Please reconsider not to change bus #106 routes. Thanks.	12/11/2015 10:51 PM
135	Metro needs to get serious and hire testers not just rely on volunteers for its website update. I think it is a HUGE drag to lose the detailed stop info that a lot of blind people like in the latest revision of the trip planner.	12/11/2015 7:17 PM
136	Somehow you need to get the buses running on a better schedule. I took the 14 the other night. I checked One Bus away and it was on time. By the time I got to the bus stop it was 7 minutes late. And that's the 14 that starts near where I live.	12/11/2015 7:09 PM
137	Need a DIRECT bus from Eastside to first hill Or improve the times of 630 going back to Mercer island- first run is late and should start at 3:30 pm More buses to the Eastgate park and ride during 5 pm-6:30 pm- overcrowded buses where they have skip stops b/c no more room Get rid of the stop of 12 bus going downtown during peak times- it takes twice as long if it goes to stop at 9 th and Madison and is at a standstill trying to get to the stop- takes 10 min or more to go two blocks!!! Same for 9x on Broadway- two blocks can take 10 min or more!!!	12/11/2015 4:31 PM
138	These are not improvements.	12/11/2015 3:22 PM
139	I would LOVE to see the university village shopping are better connected by buses. I would love to bus there from downtown or the U district more easily & traffic around there is bad.	12/11/2015 11:14 AM
140	route "L8" needs soooo much more service and reliability, more than this plan seems to provide	12/11/2015 10:00 AM
141	My understanding is that these proposed changes are coming from politicians, not transit planners. It would be a poor choice to not utilize the knowledge of transit planners just to appease politicians.	12/11/2015 9:17 AM
142	I'd like to see bus stops feel safer-more lighting for example.	12/10/2015 9:47 PM
143	I would love to see the signal timing adjusted in the Tunnel so that buses are not waiting needlessly behind the almighty Light Rail. Signaling TOO slow.	12/10/2015 6:05 PM
144	More direct service from Rainier to Capitol Hill.	12/10/2015 5:48 PM
145	You are justifying expanding Beacon Hill service on the heels of cutting Rainier Valley North - Southbound services. This plan has not been thought through and may look good from an city planner perspective, but it does NOT make sense from a rider / user perspective. Chopping up services like the 8 is a ridiculous and antiquated model. Spoke and Hub models are not always the best. You have a good line in place, LEAVE IT ALONE!	12/10/2015 4:16 PM

Southeast Seattle 2015-2016 bus changes

146	Why is there a sudden need to change routes that are working and are easy a effective? I always use the 7 and 9 on their current routes and never gave a problem with them being late or timely. Same with the 106. It's current route is the fastest way to Chinatown from skyway or Rainier beach. It's also the bus that helps get me to my doctor appointments on time and is close to home Same with the 107. Changing these routes will cause problem to people who really need and use them. Especially students. Please don't change them.	12/10/2015 3:33 PM
147	I hope do not change the 106 route. It will be difficult for senior like me not understand the language well, and need to find the transfer buses.	12/10/2015 3:16 PM
148	Georgetown keeps getting cuts in service and it sucks. I assume you look at ridership, but it's a bit of a chicken and egg mentality. The more you cut, the less ridership you will see because we'll all drive. I believe that is NOT what you're hoping to have happen in the City.	12/10/2015 2:21 PM
149	What data do you have that suggests these changes would be better than what is currently available?	12/10/2015 9:44 AM
150	Improved service for the 101, especially for the people who live out in Skyway. Hopefully that 106 change comes at least close to them, because a lot of them are people like me without a car, with no service to downtown after 9:30 pm at night. Then on Sun, morning the 9:08 am is the first route and there's a woman who gets off her shift and ends up waiting in the tunnel 3 hours to go home. Some drivers don't know their route & don't believe her when she says it is the first 101 she can transfer to and want her to pay again. I feel like these people are forgotten when it comes to bus service.	12/10/2015 12:06 AM
151	The 124 is a much slower ride into downtown from Georgetown. I hope you reconsider changing the 106 route. I really like the 106.	12/9/2015 10:25 PM
152	Not sure why 106 need to change route to MLK since there are light rail and #8 buses to downtown Seattle, 106 is the ONLY route to downtown for the zip 98108 and 98118	12/9/2015 9:36 PM
153	I am requested to be at work before 8am daily. If no direct bus route (106) from home to work, it will be unreliable to get to work on time by transfer bus. People in my neighborhood use bus #106 to work in downtown. I always see full buses in the peak time. No sure why it need to be changed.	12/9/2015 9:24 PM
154	Proposed changes affect many people in my community that use 106 to get to work.	12/9/2015 8:54 PM
155	Need more direct buses from South Beacon Hill to downtown Seattle. A lot of resident rely on buses to go to work. The proposed change doesn't seem practical to us. Time to get to work is unpredictable if we have to transfer and many people taking 106 do not have flexible work time like myself.	12/9/2015 8:46 PM
156	I believe Southeast Seattle receives fewer transit services than north Seattle. There is the light rail, the thinking goes, but having to take a bus to the light rail doesn't help riders who have mobility issues, are traveling with kids, etc. Those changes Metro are suggesting are a great start, but not rerouting #106. A direct busline along Beacon Avenue to and from downtown Seattle is a vital link for my community.	12/9/2015 7:54 PM
157	Some routes need the longer buses during peak hours.	12/9/2015 6:41 PM
158	Please reconsider the changes in south Beacon Hill. The proposed lack of a direct route downtown, as the 106 currently provides, will make me use Metro less often.	12/9/2015 5:05 PM
159	This survey needs to be available in multiple languages. Light rail needs to be extended south of the airport.	12/9/2015 5:03 PM
160	#1 issue for route 87 Avoiding waiting in line to get onto I-5, when it doesn't get onto I-5. Especially the stops near westlake, fairview, and stewart. My answer? Move the bus stops or change how you expect a bus to get to a stop. If the bus merely had a stop a block off of denny none of the traffic would be there, and it could zip along during rush hour. Going up to John st would be a huge improvement, even with the stop signs. Another issue for routes in general: there is little to no effort by metro to actually communicate if it's route has changed. The 43 regularly has this weird route that doesn't include going downtown, and it's just called 43?! That's a different route! Call it the 43x or anything else. Many people get burned by this. Relying on the driver to make an announcement is like saying that it's acceptable that a plane that was listed it was landing in dallas landed in las vegas instead, because it was announced while none of the sign-age was changed. Last rant, and thank you so much for reading this far; communicate when the "next" bus is coming. OneBusAway has gotten a lot worse since the change to GPS from wheel turn (which is understandable, gps data is extremely hard to normalize). Buses are regularly 15+ minutes off of the timing information via the app. I can't make appointments unless I leave 1+ hours before the appointment, just due to a lack of scheduling or expected arrivals. Stop publishing schedules, and start publishing bus frequencies. Attempt to meet those frequencies instead of schedules. Throw out the GPS, wheel turn produced much better estimates.	12/9/2015 4:43 PM
161	It seems like the bus routes that serve Beacon Hill are often quite long and wind through other densely populated neighborhoods with high traffic (especially on the north side of the routes—First Hill for the 60 and the International District for the 36). As a result, any traffic fluctuations, road construction, or route closures totally disrupt the system and make it very difficult to commute back and forth between Beacon Hill and downtown. Adding routes that are shorter and more segmented could help the bottlenecks that seem to be happening more and more frequently.	12/9/2015 2:29 PM

Southeast Seattle 2015-2016 bus changes

162	It's still a bummer that I live .5 miles from the light rail but there is no way to access it by transit.	12/9/2015 1:39 PM
163	Please consider working with SDOT to implement morning peak flow improvements NB Rainier: 1. Enable park and ride and drop off development at Rainier Valley light rail stations. With proper pricing, this could help reduce traffic demand. 2. Create variable center lane between McClellan and Massachusetts. Yes, this could require costly electronic signage and sign structures. Hear me out, though: During morning peak: a. Center lane: NB general traffic. No left turns on this segment. Traffic directed to left turn routing via side streets. b. 2nd lane transit/HOV 3. Curb lane right turn only and channels to EB I-90 on-ramp. Upshot: Provides flow advantage to transit, prompting more transit use, further reducing traffic demand. Thanks.	12/9/2015 12:55 PM
164	More benches at stops please	12/9/2015 12:33 PM
165	It seems these reductions of service are being proposed to push people into using the light rail. However, the light rail does not serve all the areas that would experience reductions and the light rail makes many fewer stops, making the areas in between stops much less accessible. These cuts will make it harder for people who rely on public transit to access affordable housing, jobs, and basic life necessities, with the overall impact of having a negative effect on the residents of Seattle, especially marginalized communities.	12/9/2015 12:13 PM
166	bus priority lanes on rainier would make commuting more efficient. Bottleneck at McClellan and Rainier and also I-90 and Rainier should be looked at and improved for north flowing traffic.	12/9/2015 12:01 PM
167	I do not think the route 9 should have a reduction in service. It sounds like it will add more trip time for people who commute during non peak hours.	12/9/2015 11:39 AM
168	If you discontinue the 106 along Airport Way and through the tunnel, it will be important to find a way to keep the busses moving when there are traffic events that stall surface street traffic. If the 124 is increased in frequency to make up for the absence of the 106, could some of those busses alternate to the busway?	12/9/2015 8:19 AM
169	The 131 is a popular route and riders are frustrated by the number of stops along the route. Since there are no express options from highland park/eastern portion of white center/burien to Seattle, we are stuck with a long, winding route that suffers from poor reliability and frequency.	12/8/2015 11:32 PM
170	I don't object to anything except cutting the 106 from Georgetown without replacing it.	12/8/2015 6:30 PM
171	On the whole, Metro does a wonderful job and your drivers are great.	12/8/2015 6:25 PM
172	There are a lot of people who use the 9 route off peak hours, so I'm not sure if reducing that route is the best idea.	12/8/2015 6:08 PM
173	West Beacon Hill needs more frequent service to connect to light rail. As University and Capitol Hill station areas are undergoing reroutes to provide better connections to those neighborhoods, Beacon Hill should have the same level of service. West Jefferson Park does not benefit from the frequent 36 route which travels south east down Beacon Ave. An every 15 minute connection from the light rail station at peak time (and dropping to every 30 min after 6:30) is an unacceptable level of service for residents living a mile from the light rail station. The proposed 107 reroute could mitigate this issue for our area, as long as it is not scheduled at the same general arrival/departure times as the 60, which is currently the issue for the 50 and 60 in my area (both arrive within minutes, and leave a void in service for the next 20 minutes).	12/8/2015 3:42 PM
174	the part of the 106 north of Mt Baker TC is a complete waste of duplicative service ... Link is right there as is the 7. Running the 106 up Boren across First Hill to SLU would be so much better and would be a new route/service not currently duplicated anywhere	12/8/2015 2:21 PM
175	The changes you wish to make to the 106 are crippling. I rely heavily on this route as it is	12/8/2015 12:41 PM
176	when will there be a rapid ride route on Rainier Ave? (connecting to Auburn and downtown Seattle?)	12/8/2015 11:22 AM
177	Instead of removing the off-peak 9, how about having it terminate at Mount Baker instead? Then riders could switch to light rail or the new 106 to continue south.	12/7/2015 11:34 PM
178	I think I covered the topic pretty extensively for the rerouting of the 106. However, I'll be more than happy to discuss the other bus route changes if need be. You can contact me at 206-383-6652, or wendy.k17@yahoo.com.	12/7/2015 9:55 PM
179	Traffic flow and the traffic lights need to improve to keep the buses closer to the schedule FOR ALL ROUTES. THE 8 ISN'T THE ONLY ROUTE THATS ALWAYS LATE.	12/7/2015 6:30 PM
180	I would like to see up to date route schedules posted at stops, and detailed route maps also, a generic map with no detail of outskirts stops does not help when I'm leaving downtown.	12/7/2015 5:09 PM
181	While it is a great and democratic thing to listen to people's opinions, it looks like Metro has been paying attention to many particular interests, rather than having the collective good in mind. There were radical changes from his initial proposal. Neighborhoods like Summit will be left with the infrequent 47 service. How are you addressing that issue without having people walking uphill a minimum of 4 blocks to get to the Light Rail?	12/7/2015 2:44 PM
182	It would be great if the 60 bus ran more frequently along 15th ave.	12/7/2015 12:56 PM

Southeast Seattle 2015-2016 bus changes

183	Terminate 106 at Mt Baker Station	12/7/2015 10:22 AM
184	Thank you!	12/7/2015 10:17 AM
185	Fix the damn bus tracker. It's bad enough my bus is always late, the least you could do is have the smart phone app accurately tell me when it will arrive. And I don't mean the waste of money KCM app, I mean work with Sound Transit on OneBusAway.	12/7/2015 9:09 AM
186	Don't let a few transit bloggers influence important community decisions. Transit riders in Rainier Valley and Georgetown who are impacted should have influence.	12/6/2015 11:37 PM
187	Keep up the good work.	12/6/2015 7:58 PM
188	You have to understand the demographics of beacon hill. They are a majority of immigrants who do not speak English and live in beacon hill because of the ease of the transportation. If you put split 107 and 106, it will not make it easier for the people of south beacon hill to get around. It will only make it harder as they now have to catch two buses. The reason you won't get much feed back is because they can't articulate it. There was a bus (back about 5 years ago) that would service beacon ave south and we would not have to transfer. Please do not change the existing route. If you must, provide a bus from Chinatown to beacon ave south with out making any transfers.	12/6/2015 2:05 PM
189	You already took away the 42 for the 8 now you want to take away the 8???	12/6/2015 10:58 AM
190	Improve access to the new Link stations (Capitol Hill and UW).	12/6/2015 8:12 AM
191	PLEASE DONT CHANGE IT I NEED TO GET TO WORK LIKE THIS!!	12/6/2015 9:45 PM
192	I'd like to keep the current 106 route but more frequent buses. Every 30 minutes is a long wait for a bus that has continual riders. The 106 is a stable route for kids who go to school since it passes by many educational establishments, library and community centers. It's also a valuable transit for adults who go from their house to work or social gatherings in the downtown area.	12/5/2015 11:57 AM
193	My main concern is the changes that remove inter-community transit options. There seems to be a push to make all routes go into downtown in order to transfer to buses that, then, go back into the radial neighborhoods. This spoke and axle model makes sense for those traveling across the city, but if one wishes to go a neighborhood or two laterally it will take over an hour to get downtown and transfer to another bus that heads back out. Bus routes like the 50, 74/30, 8, etc., routes that allow movement around the city (somewhat literally), are fabulous for the neighborhoods they serve and these proposed changes all remove lateral city movement in favor of axial movement. Also with traffic already as bad as it is, especially at peak hours, putting more routes onto the streets with the worst traffic (Rainier Ave S.) seems like the wrong approach. Rainier Avenue may be the most direct route from mid-south Seattle into the core, but at peak times it is most assuredly not the fastest.	12/5/2015 9:53 AM
194	I wish a beacon Ave bus (i.e. The 36) went south of myrtle.	12/5/2015 9:30 AM
195	Keep the number 8 and add back the 7 express or fix the schedules so we don't have a train of buses. The south end needs more service not less, the rationale is that we have light rail. I'm too far to walk to the station as are many other people, and the light rail is more crowded than ever and doesn't go to the areas the bus serves. We voted for more service for the "workers and people who actually ride the bus", not less. This looks like a "bail and switch" to me. The criticism around the new city transportation package was it was too vague and not specific. Now I understand and wish I had not voted for it - aside from the steep increase in my property taxes. It is time to think of the people who actually ride the buses. Why not do surveys on the buses when people are riding them. Why not ask people when they are riding the bus how they feel and what the impact would be by cutting or reducing the route? Why? Because you don't want data and information that goes against what you have already decided to do.	12/5/2015 7:49 AM
196	Keep the 106. It's very unsafe to walk from the 124 route at night to Carlton where I live	12/5/2015 4:24 AM
197	Keep the proposed 106 south of Mt Baker Station, but either terminate it at Mt Baker or reroute it on Boren to SLU. The proposal north of Mt Baker is too duplicative with the ultra-frequent 7 and is less useful than the 9X. The 107 proposal is good. I've heard conflicting things about how much service Georgetown would get: it needs to be minimum replace all the lost 106 runs.	12/4/2015 9:33 PM
198	A good start would be having transit planning done by people who actually use the system, i.e. ride the busses to get to work, appointments, etc. As it stands, it would seem that major decisions affecting the commutes of thousands are being made by someone in some office with a pencil and a map. If planners had to feel the stress of being late for an appointment or had to stand out in the rain and wind under badly designed shelter waiting for a late bus, decisions about street design, busses vs. trolleys, placement of bike lanes and parking might be more rational. An extreme example of bizarre transit planning is Broadway.	12/4/2015 7:57 PM
199	More clear and easy connectivity to columbia city station from south of the station (between othello and cc) (getting dropped at the transit center +waiting to cross rainier adds a lot of time onto the commute, esp if one misses the light rail and has to wait the full time for another train). More ped/biking infrastructure and activated streets for routes to/from bus and light rail and schools. Figure out orca connection to car2go.	12/4/2015 7:23 PM

Southeast Seattle 2015-2016 bus changes

200	if 106 get change, no buses will come	12/4/2015 6:21 PM
201	I strongly oppose any change in the #8 route! It would be a hardship for me to have to transfer to get to my destinations. I am disabled, 69, on a limited income and I don't own a car. I think this is economic, class and racial discrimination against people who live in the Rainier Valley. You would give a long convenient route to people who live in Mt. Baker and north (!!!**&@@##) and require us to transfer after a short ride. (Of course, it wouldn't be a problem if we stayed south of Franklin HS, right?) I was angry when the 42 and 48 were taken away (I have lived in my house for 25 years) but I have adapted my life to use the #8. I rarely take the light rail because it is 1/2 mile from my house. The Light Rail project was an abusive imposition on our neighborhoods and businesses. The first thing that was done was to cut down all of our beautiful old trees!!!!!! And there are few stations on MLK. We need a station at Graham. Airport passengers routinely fill up the aisles and seats with their luggage. I am an outspoken person, so I always speak up and announce that I need a seat. I can't tell you how many obnoxious conversations I have had with airport travelers who don't want to move their bags. Pushing the red button for help is useless, I have found. AND the people I have heard complaining about the number of stops between downtown and their (ing airport!!!!!! Most of us in the valley take planes rarely if ever, and the Light Rail is----actually, something I consciously avoid riding, talking about, and even thinking about. I'm SO GLAD you asked for my comments. GO AHEAD and screw up the #8. I'll put it on the list, but a lot of us feel like Madame DeFarge... You have no idea how angry poor people and people of color are. But gee, have a good night sleep. You have the job, and the money and the power. Just remember-- one way or another, like common bread, the common people will rise. You actually CANT build enough jails to put us all in. *Thanks* for this opportunity to speak my piece. Of course, no justice means no peace...	12/4/2015 5:12 PM
202	You can add another bus to replace the 106 if this proposal does go through. Also a clarification since the map does not really explain your plan.	12/4/2015 4:35 PM
203	This was offered before the vote came to increase funding for Metro. Now that you have your money, we want to keep the 106 through South Beacon Hill.	12/4/2015 3:49 PM
204	Passage of Prop. 1 in 2014 was supposed to prevent precisely these reductions in services. Metro should be increasing options for Seattle's underserved communities, not cutting them.	12/4/2015 3:41 PM
205	The traffic around Mercer completely impedes transit use in that area. We need more service at Eastlake Ave near South Lake Union. We need to keep bus access from South Columbia city and Mid-Beacon Hill to downtown.	12/4/2015 3:38 PM
206	Why take the 106 away from Georgetown?!	12/4/2015 3:36 PM
207	Aren't the buses already (supposed to be) coming every 15 minutes? They're (the early morning buses) usually pretty late, or they drive right past you.	12/4/2015 3:06 PM
208	please have security on the busses at night and reinstitute the idea of a light rail at Graham	12/4/2015 3:03 PM
209	Make buses and One Bus Away communicate better.	12/4/2015 2:18 PM
210	Apply the existing Service Planning Guidelines. They call for Route 124 to have 15-minute service, while the corridors between Mount Baker Transit Center and the international district are few served by multiple transit options.	12/4/2015 1:55 PM
211	Increase parking! Any day we don't carpool to transit and take light rail or the bus is due to a lack of parking at local park and rides or the transit center. We've had to find neighboring cities to park just to ride the bus, which pretty much defeats the purpose.	12/4/2015 1:47 PM
212	I would like the 106 route to stay the same, but increase the frequency of the buses.	12/4/2015 1:20 PM
213	Extend the schedule of service for the 148 in Renton.	12/4/2015 1:12 PM
214	It is a complete waste of money to provide yet another route to downtown from the Rainier Valley. As a former Georgetown resident, taking away service from Airport Way is extremely shortsighted, especially when Prop 1 just passed. Leave the 106 as is, and extend the new 38 to Renton instead.	12/4/2015 12:58 PM
215	no	12/4/2015 12:18 PM
216	Route 7 needs to be improved so there are fewer delays and bunching	12/4/2015 11:57 AM
217	Please keep the 106 on Beacon.	12/4/2015 11:20 AM
218	Use your professional planners and technical guidelines instead of this recent corrupted (small "c") process of back room, politically based "adjustments." I am losing faith in Metro.	12/4/2015 10:44 AM
219	i like the 106 and 8 going together, easier to visit friend in renton and Transfer from the light rail line. another bus route that goes between east and west is important too for the Rainier valley.	12/4/2015 9:31 AM
220	There needs to be more background information presented. Why is this even being proposed? What is the ridership and destination of current routes and riders? The 42 went away several years ago because no one rode it. There's no reason to bring it back with the revised 106. Fix the Mt. Baker transfer situation. It is horrible. Create better Link connections overall. Not everything needs to go downtown.	12/4/2015 8:48 AM

Southeast Seattle 2015-2016 bus changes

221	Increased connectivity/linkage to the light rail will only happen with more frequent service for the 50.	12/4/2015 8:35 AM
222	Please keep serving The Museum of Flight with Route 124. Thanks.	12/4/2015 8:27 AM
223	These revisions make it feel like you are trying to cut south Seattle off from Downtown. That is the backwards way to go. You need to make the service to downtown and other parts of Seattle more accessible not less. These changes completely cut off people like me who rely on the public transit system to move me throughout the city of Seattle. Cutting off our easier access to the western parts of the city is just not fair or helpful to anyone who truly tries to make their livelihood entirely in the city alone.	12/4/2015 8:12 AM
224	The service to the south end is poorly planned and monitored. Sadly it appears to reflect negatively on the populations served.	12/4/2015 7:58 AM
225	I appreciate that you're trying to expand options in the south end, I just think cutting the 9X would be a loss to south end commuters.	12/4/2015 2:35 AM
226	Go ahead spend taxpayers blood/sweat dollars with new coaches and bike lanes, filthy morons hard at work. Keep dedicated bus service running, stop removing service routes where LINK intersects. not everyone MUST ride LINK, where is choice you promise o??	12/4/2015 1:03 AM
227	Have a small bus goes down to Rainier Beach light rail station for those live in South Beacon Hill. When outside is dark, it is unsafe to walk more than three blocks. Martin Luther King Jr Way is famous for crimes.	12/3/2015 10:14 PM
228	We need need need buses!	12/3/2015 8:43 PM
229	Please don't reduce a route that allows people to reach our hospitals. I'm a nurse in a clinic at Harborview and see first hand the barriers that transportation issues causes. Missed appointments lead to people waiting until they have emergencies to present, emergencies that could have been prevented. A reduction of the 9x will exacerbate this.	12/3/2015 6:33 PM
230	I would like to take the bus more. I find that if I have a meeting that I drive in because I am not sure I can get home on the bus. I don't think cutting routes is helpful. I want to feel safe getting on and off the bus. I want to know that the bus is reliable.	12/3/2015 2:13 PM
231	put a transit station above the Capital Hill Light Rail station. A place where the Street Car, local buses, and light rail all meet at the same place. This would make transfers easier. No street crossings needed to get on the next leg of the trip.	12/3/2015 1:55 PM
232	Please improve east/west connections!	12/3/2015 12:42 PM
233	Not everyone works in downtown Seattle. There is a lot of employers in SODO area. You have a bus thoroughfare that is very efficient in that area, use it.	12/3/2015 12:03 PM
234	Please bring back the 7X!	12/3/2015 10:14 AM
235	The 106 is the only bus that goes pass my house in Renton Ave S, and these proposed changes would imo substantially degrade the service during rush hour on the the southern portion of the southbound route.	12/3/2015 10:08 AM
236	If the 106 is removed there would be no direct link between Georgetown and Rainier Beach. One will have to take the light rail to Beacon Hill then take the 60. Which will increase time considerably. Also what is the point of new 106 route if there is going to be the 38. One or the other is plenty. Increasing 124 does not help those who use 106 between Georgetown and the other side of I-5.	12/3/2015 9:58 AM
237	There are many elderly people along rainier who use route 9 to get to and from medical appointments on first hill. This change would be an immense disservice to that population.	12/3/2015 9:00 AM
238	Not everyone has access to the light rail, so eliminating or reducing routes that make travel north harder seems inconsistent with a plan to make metro efficient. Rerouting the 106 to serve the same route as the 8 is not going to solve the problem of the 8, it's just going to take away a route that serves an entirely different purpose - to take riders from Rainier Beach to Beacon Hill to Georgetown to SODO to Downtown. No other bus transverses the southeast that way and eliminating that route would make it more difficult for riders to go from one side to the next. It seems like Rainier Beach is bearing the brunt of these changes - the 9X is far speedier and efficient than the 7 during the week, the 106 to downtown Seattle is also sometimes much faster than the 7 - and while there is a LINK stop in Rainier Beach, those of us on the southeast end of Rainier Beach have a 25 minute walk or multiple bus transfer to get to the stop, making it actually a longer commute. Put your focus there.	12/3/2015 8:27 AM
239	Please rethink the 106 rerouting. Your industrial district has a LOT of patrons riding this bus every day (most of them at 6th & S Industrial Way) and the proposed change will eliminate a good deal of us, inconvenience the rest, not to mention the added burden to the 124 route. 106 can barely handle our stop alone during peak periods -- combining S Industrial Way with another route will only make things worse. Every 15 minutes sounds great... until you stop to think that none of the people you are proposing to inconvenience will even get that added benefit. We'll be on the overcrowded 124... or driving our own cars... and THAT is what you are trying to avoid. Right? Thanks for listening.	12/3/2015 7:37 AM

Southeast Seattle 2015-2016 bus changes

240	Already stated the my opinion on another question. Only other thing, would be nice to have some new buses if you are going to cut services. I notice the Eastside has new ones. I commute from the BTC to work on my last leg after taking the 9 to the I-90 exchange where I pick up a Sound Transit bus.	12/3/2015 8:28 AM
241	MLK and ID are well service by multiple bus and rail options. The 7 is already overcrowded, behind schedule and hindered my too many stops. The 9X is the only efficient alternative - we cannot afford to reduce 9X service, if anything its frequency could be increased!	12/3/2015 12:42 AM
242	I need to get to Georgetown, by bus it takes 2 and over an hour to go 3 miles! This is the case to get to many places. The bus routes are inefficient.	12/2/2015 11:10 PM
243	Don't take the 9 away!! Southeast Seattle has more residents who depend on buses for everyday living (and who don't clutter up your roads with cars) and we need MORE bus service not less.	12/2/2015 10:29 PM
244	Please don't decrease the 9X. A lot of hospital employees need it outside of rush hour.	12/2/2015 9:58 PM
245	Don't cut services! The density of S. Seattle is increasing to the point where many people use the light rail, but that is only in the pockets near Columbia City/Rainier Beach where there is parking. Everyone else that can't park in those areas needs to take the bus and the #9 is the best option right now. Please don't decrease the offerings!!	12/2/2015 9:27 PM
246	Keep the 9 route	12/2/2015 9:18 PM
247	Stop cutting rainier valley, beach busses. It's gentrifying, things are changing.	12/2/2015 9:17 PM
248	Also, I don't think it sends a good message to voters in SE Seattle that their transit service will be cut just weeks after voting for the huge Prop 1.	12/2/2015 9:16 PM
249	I would suggest still keeping the 9X route because of Seattle University and because not everyone has the time to hop on the bus and then transfer to a streetcar to get to the hospital or First Hill for work or leisure. Please rethink your plan or I will be stuck for doctor visit times.	12/2/2015 9:12 PM
250	The #9 is really important to a lot of people who work up on Capital Hill/Broadway changing the route to peak hours only is going to make life really difficult for all of us!	12/2/2015 8:45 PM
251	Please don't reduce the frequency of the 9x! There are no other transit options from my area to first hill, especially until the Graham Street light rail station is built.	12/2/2015 8:43 PM
252	In addition to adding 124s, consider having 124s that originate in downtown, rather than start as 24s coming from Fremont. This would be a better replacement for the 106 during afternoon rush hours, as the issues the 124 currently have seem to start with getting stuck in traffic on Denny.	12/2/2015 8:31 PM
253	If buses must transfer through Mt. Baker Station in order to speed up bus service, PLEASE put the stations on the same side of the road! I've missed many buses when one is late and I cannot cross the street to catch it. This is terribly frustrating, unnecessary, and dangerous.	12/2/2015 8:27 PM
254	Bringing back the 124 stop at 13th and Bailey that is now only for the 106, it is very dangerous to cross airport way at any time, and the only other bus stop for me, on Bailey/ carson or Michigan is very hi key, dark and I do not feel safe there at all!!!	12/2/2015 7:18 PM
255	Need more east to west connections.	12/2/2015 6:27 PM
256	With the new light rail restructuring, it seems that the North end is keeping an inordinate number of routes while the south end is being squeezed to only use light rail. If light rail went to every neighborhood and was easily walkable across the south end, this would be fine. But it's not. There are almost no east-west connections in the Rainier Valley to get residents to the light rail station efficiently. From where I live in Hillman City, you have to walk a mile to the Columbia City station. The new Graham Station will improve this, but none of these service changes address giving people a way to get from their homes/apartments near Rainier over to MLK. It may be walkable for some, but not for all. Living in the north end, you have east-west and north-south connections to just about anywhere. In the south end, you are dependent on a transfer to get anywhere. This is inequity, plain and simple.	12/2/2015 6:05 PM
257	I am most interested about frequency during peak commuter times.	12/2/2015 3:13 PM
258	I like the proposed changes for 106!	12/2/2015 2:26 PM
259	This is the 2nd time in 6 months that route 106 has been slated to be removed. Please do not change this route.	12/2/2015 1:47 PM
260	The south end does not need anymore transit cuts. If anything it could use increased transit. Cutting transit in the south end will only make life more difficult for poor people.	12/2/2015 1:39 PM
261	The 9 is bae and needs to stay the same or run on weekends or something	12/2/2015 12:44 PM
262	Ask people what they want before you make changes.	12/2/2015 12:00 PM
263	Please reduce the bus fare, it's too high	12/2/2015 11:57 AM

Southeast Seattle 2015-2016 bus changes

264	changes to the #8 sound smart. the 9x should stay as is..it helps alot of alderinfirm people get directly to their doctor apps on pill hill.	12/2/2015 11:31 AM
265	I hope that when the Capitol Hill Light Rail opens, it takes some of the problems away that we see in the south end. Trains should have been implemented 30 years ago. The trolley lines should have never been touched. Now that we have massive growth there is a great need for trains and new bus routes. I hope all the engineers and city/federal government can implement a better mass transit. It's long overdue and quite frankly started way too late in the game. There are so many obstacles in a city that borders water. I hope all the bottle necks can be helped. This city is choking in traffic.	12/2/2015 10:52 AM
266	I work early some days and late some days that do not always coincide with peak services. I feel concerned about neighborhood safety and the amount of time I need to wait for my new bus.	12/2/2015 10:29 AM
267	BRT, 7x. It is not hard.	12/2/2015 8:42 AM
268	Increase rather than reduce 9X! many people depend on it and it is already overcrowded. I appreciate that you are trying to make other additions to Southeast Seattle and I hope you go forward with them, but DO NOT FUND THEM BY CUTTING OTHER SERVICE IN AN ALREADY UNDERSERVED AREA! The distance between Rainier and MLK is too far when you are south by Othello, Graham, etc. If you cut 9X service, people in those areas will have to take multiple buses or walk long distances through unsafe areas. I beg you not to do this!	12/2/2015 8:34 AM
269	I'd like a more direct bus between Beacon Hill and Southcenter. I currently have to either go into downtown to catch a 150 or go to RTC to get the F, which is backtracking for me compared to how the old route 39 bus went from Rainier Beach to Southcenter via I-5.	12/2/2015 7:48 AM
270	Our household would stop using transit altogether. Work commutes would be too long and not safe because of crime on the #7 bus and crime on the walk routes that substitute transit would cause. It would further degrade east/west connections, sorely lacking in for Rainier Beach residents.	12/1/2015 8:07 PM
271	Electronic reader boards at stops are very helpful	12/1/2015 7:57 PM
272	A direct route from Columbia city to UWMC would be great	12/1/2015 3:27 PM
273	more Bus Rapid Transit! Buses should not be stuck in traffic with everyone else.	12/1/2015 1:31 PM
274	These changes limit access to transit to some of the lowest income areas of the city - the 106 is key to getting to Renton, and should not have access removed from Georgetown.	11/30/2015 3:50 PM
275	My main concern is cutting up the route from South Bellevue to Downtown. My bus is significantly filled with riders from the end of Bellevue to the tunnel stations and splitting that route seems like an unnecessary disruption. I agree that bus frequency is an improvement to the area, so hopefully that can still be achieved.	11/30/2015 1:01 PM
276	Light rail will help. IMMENSELY. More buses, more often will help. Any other public transit styles are a waste of money.	11/30/2015 7:56 AM
277	The proposed changes on Capitol Hill (Link Connections) leave the 8 as the only east-west service along the John/Thomas corridor since the 43 will only run half hourly (and only during peak). This is a huge reduction in service that makes it more difficult to access Capitol Hill Station. The 8 needs significantly better frequency, especially evenings and weekends. Service only every 30 minutes in the evenings and all day on Sundays is completely unacceptable.	11/29/2015 8:22 PM
278	I believe the light rail terminal should have a station at airport way.	11/29/2015 11:52 AM
279	Given how difficult and long it takes to move through downtown to points further north I think more consideration needs to be given to moving south end residents to services and resources in the south end, Renton, Tukwila, Burien. This is our orientation now, the urban core is not as useful as it used to be.	11/29/2015 11:52 AM
280	Please maintain the direct link the 106 provides between Renton and the Living wage job-center in the Duwamish valley.	11/29/2015 10:59 AM
281	If you reroute the 106 out of Georgetown I will very rarely take the bus anymore.	11/29/2015 10:49 AM
282	The 163 needs to run till at least 10 pm in each direction because it serves neighborhoods where the next closest bus is up to almost 2 miles and it needs Sunday service 166 needs better Sunday service 160 needs bigger buses mixed in with the current units all day long 7 days a week	11/29/2015 9:23 AM
283	I would like to see the 106 bus run more frequently and at earlier scheduled times, such as 430 or 445. I have an early morning commute and myself as many of my neighbors also need to travel to downtown at the same hour.	11/29/2015 9:14 AM
284	Have the buses come before 5 am, more frequently and more routes are needed. Please keep the 106 in Georgetown. We only have the 124 which is not safe and unreliable. The 106 is safe, on time and clean. Please don't take the 106 away from Georgetown!	11/29/2015 9:08 AM

Southeast Seattle 2015-2016 bus changes

285	We need the 106,124 and the 60. They give different levels of service. Stop reducing services to a neighborhood that gets cut and reduced already. Make it pedestrian friendly. We deserve safe timely buses.	11/29/2015 7:49 AM
286	The proposed changes are a lot like the old 42. Metro eliminated the 42 for a reason. These changes are highly discombobulated and create a duplication of service along Jackson St. Please keep the 106 as it is, connecting the Rainier Valley with Georgetown and work centers along Airport Wy S.	11/29/2015 12:23 AM
287	Please extend 107 to LR station in Beacon Hill!	11/28/2015 2:33 PM
288	Like I said, just one more last stop for westbound 8	11/26/2015 10:34 AM
289	More frequent buses, more break time for drivers so they are able to be on time, and don't eliminate #8 from Seattle Center, through Capital Hill to Rainier Valley.	11/26/2015 9:23 AM
290	Suggest running the 106 up and down Boren to South Lake Union to provide good connections for First Hill residents and employees to south lake union.	11/25/2015 4:09 PM
291	One thing I always thought could shorten the commute for the 106 could also be 106X. It could possibly go straight from Rainier Ave S and S Tobin St along Rainier Ave to Rainier Ave S & S Fisher Pl	11/25/2015 11:31 AM
292	Having the 106 go downtown is needlessly duplicative and will make it much more unreliable than the 38. I think it would be much better to spend the resources in making it more frequent, or improving the connection to First Hill by running up Broadway or 12th. I'm also disappointed that Metro continues to do nothing about the 50. People have been crying out for east-west connectivity for years and the 50 corridor has a lot of potential.	11/25/2015 9:38 AM
293	Route #8/38: Extend Route #38 north of the Mt. Baker TC to 23 and Jackson/Yesler. This will provide a second route for riders between these two locations and provide a critical connection to First Hill and Broadway for riders south of the TC who use the current Route #8 as a connection to service to First Hill and Broadway. Route #9: I am adamantly opposed to this route becoming peak-hour only. Many riders in the Rainier Valley use this route all day to reach First Hill medical facilities and Broadway shopping destinations. Cutting this route will require them to take two buses (or one bus and the Streetcar, when it starts service) and will be very inconvenient. METRO received many requests for MORL service on this route--they should accommodate those requests, rather than cutting this route.	11/25/2015 7:51 AM
294	There needs to be one bus to downtown. There would be no way to get to downtown from south beacon with these changes and that's not acceptable.	11/24/2015 8:04 PM
295	Do not provide additional service on lower Jackson. There are too many services as it is. If anything, increase service on Route 14 to provide better full Jackson service. Besides, this is too duplicative with Route 7 and Link. Instead, have the new 106 run to SLU via Boren. This would dramatically improve ridership and increase connections for all, on top of this mostly-excellent proposal. Another thought is having timed express service from Mount Baker Station to Seward Park or down Rainier during peaks, so people can more easily transfer from Link Light Rail.	11/24/2015 7:54 PM
296	The 106 should not duplicate Link light rail so closely.	11/24/2015 4:36 PM
297	The seats on the newer buses are too hard. I have back problems and this aggravates it.	11/24/2015 3:19 PM
298	More routes going east-west and more night service overall.	11/24/2015 2:27 PM
299	BUSES ARE OFTEN OVER CROWDED AND LATE	11/24/2015 2:00 PM
300	1. Don't change the # 9. 2. I think you should ask for more people to pay their fares. I get fed up when I see the same people gaming the system all of the time. I own a house and have to pay taxes to support the fares of the people who don't pay.	11/24/2015 1:51 PM
301	I know it's important to have service along the entire Madison corridor. However, I think the deviation for the future 8/11 off of Thomas/John is problematic for travel time and reliability.	11/24/2015 12:19 PM
302	The number 9 has finally reached decent frequency and now you are getting rid of that. Many people commute from SE Seattle to 1st Hill and Seattle Central Community College - Cutting #9 is a bad move - does not serve the community - You can do better!	11/24/2015 10:47 AM
303	Improving sidewalk safety is also important for those of us with disabilities--Much safety considers wheelchair users but also needs to consider those of us who walk with canes. Also, the no parking bus zone needs to be long enough to allow buses to pull to the curb even when a car is parked in front of the zone.	11/24/2015 10:37 AM
304	Just continue to be quick and prompt to places to places!!! Just don't have all the time to deal with delay wheelchair customers since they are so damn slow and backward plus they sink!!! Again we pay for quick service not delay or excused!!! Thank you!!!	11/24/2015 10:36 AM
305	I think we need an every-2-hour bus, 8 am to 6 pm, Sat-Sun, down 900 from Renton to Issaquah for trailheads in the Issaquah Alps. Even 9 am, noon and 4 pm would be great.	11/24/2015 9:36 AM
306	Is there any way we could get a route from Northgate to Capitol Hill	11/24/2015 8:52 AM

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307	More frequent service at the stadium after Sounders game, pretty please!	11/24/2015 8:25 AM
308	Route 106 should replace the 9X and head up onto First Hill, operating N-S on Boren Ave to SLU. This would provide First Hill with additional all-day N-S service while also connecting SE Seattle and First Hill with South Lake Union (where a lot of First Hill residents work)	11/24/2015 8:07 AM
309	If anything, the 9 should be expanded later in the evening.	11/24/2015 7:03 AM
310	Metro seems to utterly fail and pay no attention to the need to provide safety against crime at transit centers and bus stops. Major failure!	11/24/2015 2:19 AM
311	The rich people's plan for a rapid ride on Madison is going to just make life soo much worse for the people who use that corridor. Taking away what little parking there is, adding more bus trips to cut 6 minutes!! It's a waste of money that needs to be see else where!!!!	11/24/2015 1:23 AM
312	Metro has provided sound service change ideas in the past. This is not one of them, with respect to the rainier valley bus alignment. Please don't fail our community and go back to the drawing board on this.	11/23/2015 11:30 PM
313	I don't understand why you have to change the 106. I really hope that you are having a community meeting schedule because our area has a lot of different people that might not even know that this is even happening. I very upset because I will have pay more and we just approved a very large transportation bill and now you making harder for working people to get around the city. You and sound transit have to work together so, people can get around this city and get charged twice.	11/23/2015 10:43 PM
314	Get new 7 buses. The current ones are just disgusting. It's like being a second class citizen having to ride them as compared to newer buses on other routes. It's the least favorite part if my entire day.	11/23/2015 10:37 PM
315	Again, the 106 is now needlessly duplicating the light rail. Obliterate the entirety of this new routing between downtown and Rainier Beach, and force a light rail to bus reload	11/23/2015 10:32 PM
316	There's already two tremendous options to get get from the Rainier Valley to the International District. Between the 7 and Link, there's no need to increase the number of buses moving up Rainier Ave to the ID.	11/23/2015 10:30 PM
317	plan for a new cross town route on graham st to connect future light rail station to west seattle all the way to seaward park via georgetown. reroute rt 60 to serve swift ave to rainier beach, but make it frequent. truncate rt 107 at rainier beach but make it run later at night more often.	11/23/2015 10:12 PM
318	I wish there was a graham street light rail stop , more efficient bus service along the mlk/rainier corridor between mount baker TC and rainier beach Safeway area , and hester link to bus transfers. Also I think you should have the new 106 end at the mount baker TC, and not have the route 38 appear march 2016 then quickly disappear September 2016..you should fix this by keeping the southern half of the route 8 the same till September 2016. Also DONT BRING BACK THE 42. thank you	11/23/2015 8:34 PM
319	I'd like to see more transit police on buses in the early evening / nights	11/23/2015 8:21 PM
320	I take the 106 to the Rainier Beach link station in the morning (& wish the bus would come every 10-15minutes regularly), but can't safely take the link to the 106 after work, however if the bus came more often during peak periods, then I could take the link (I just don't want to wait in Rainier Beach for 20-30minutes esp. when it is dark).	11/23/2015 7:51 PM
321	I am a 3rd-generation Seattleite. My great-grandfather was a trolley operator. We have NEVER had good east-west transit routes. That needs to be fixed. You all lump Rainier Valley as if MLK and Rainier run a block away from each other. We want more convenient connection from Rainier to Light Rail.	11/23/2015 7:03 PM
322	Route 8 should be more frequent and there should be additional busses that directly connect Rainier Beach and South Seattle with the rest of the city without needing a transfer. Transfers are extremely frustrating, particularly because the bus system in Seattle is moderately unreliable, but are horrible for people traveling with children, especially small children, people with disabilities, and elderly people. People who travel alone will also be forced to stand in the dark alone waiting for a bus to come, which is especially unsafe for women who are exponentially more likely to be assaulted. All of these conditions worsen in the cold and rain, which is the majority of Seattle's weather, as well as in major heat, which we have been facing during the recent summers. Cutting the 8 into two busses would not only require the majority of its users to include a transfer on a route that was formerly avoidable, but would also literally and symbolically disconnect South Seattle, the majority of Seattle's low-income and population of people of color, from the rest of the city even more so than it already is. The need for transfers should be MINIMIZED - there is no excuse for adding additional transfers.	11/23/2015 6:31 PM
323	More E-W connections are critical. Parts of Beacon Hill cannot easily get to the Rainier Valley with any reliability/frequency.	11/23/2015 5:36 PM
324	Have the 107 or another bus that could service Skyway to Allen Town to Tukwila Recreation Center	11/23/2015 5:21 PM

Southeast Seattle 2015-2016 bus changes

325	I find the Metro Planner more difficult to use than before the changes a few months ago. Because of the steep QA Hill, we use the north side of QA to get to SPU, then on to Ballard, Fremont or UW. That direction is no longer one of the choices, though it is the fastest & easiest for us. Estimating out the times can be much harder than before. We use One Bus Away a lot. Perhaps more bus service to get across the city west to east? North/south service is really good. Thank you for asking. When you place ads that cover the outside windows, it can be very hard to see where the stops are, so please consider your riders, especially in inclement weather seasons.	11/23/2015 4:52 PM
326	If there aren't traffic issues, could the 106 be rerouted on Boren. It would provide a very convenient new cross-town route.	11/23/2015 4:08 PM
327	The 9 needs to run all day. Hospital employees and Seattle Central college students take this bus all day long. The 8 is an excellent cross town bus that connects the Central District to Rainier Beach. There is no other direct bus service that provides this.	11/23/2015 3:17 PM
328	Keep it simple whenever possible- overlaying routes for minimal gain is not recommended. If routes are cut for efficiency (such as at Mt. Baker), and all routes connecting there gain frequency, then I see the change as worthwhile. But long stretches of overlapping routes (particularly with frequencies that can't be well spaced), should be avoided.	11/23/2015 3:15 PM
329	How about a "hub" at 23rd & Cherry or 23rd & Union from which express busses would travel to and from downtown. The bulk of people benefiting from the Madison express are in Cap Hill area (not Madison Park) therefore partially wasted resource. Buses are heavily used in Central Area.	11/23/2015 2:47 PM
330	Run bus service past bar close on the weekend.	11/23/2015 2:31 PM
331	Figuring out how to run more routes through later hours would greatly reduce drunk driving.	11/23/2015 2:06 PM
332	For the 9 I think running until 10 instead of 9:30 in the mornings, and running until 7 instead of 6:30 might work better based on the number of people I always see on the bus. The advantage of just getting on one bus to get to your destination (the 9) versus having to transfer from a bus to the trolley (the proposed plan) seems like too much. And for me it would be two transfers since I take the light rail as well. I see a lot of people that stay on all the way to Broadway from the south end.	11/23/2015 2:00 PM
333	Stop messing with existing bus routes. You do what's convenient for you, not what should be convenient for your riders. Please stop enforcing your agenda on the ridership and maintain long-standing routes.	11/23/2015 1:52 PM
334	I think it's long past time to have bus service on Boren/Rainier between Mt Baker and SLU. This would add a key connection that is very difficult in today's network, and it would take a lot of pressure off routes like the 9, 12, and 60. I also think that Metro should seriously consider replacing the 9/36/49/60 with a single route that runs between the U-District and Othello. This new route could run very frequently (every 10 minutes all day, more during peak). It would connect with many Link stations, making it easy to get downtown. Combined with a Boren route, this would dramatically increase the number of destinations that people could reach on the east side of I-5 without having to transfer downtown.	11/23/2015 1:43 PM
335	Implement an ORCA only fare system. No fare collection on buses. Strictly enforce exit from rear door (except disabled)	11/23/2015 1:29 PM
336	Please look at the number of blocks and the terrain between stops for the routes 3,4 and 48. There are more than a few blocks up hill for some of these routes. For example: on the 48, there is a stop on 23rd and Cherry, then another a block away on 23rd and Jefferson. This is FLAT land. But the next southbound stop is on Yesler. That is partially uphill and 5 blocks between stops. We don't need door to door service, but walking several blocks uphill with groceries and kids is hard. Might as well drive.	11/23/2015 1:21 PM
337	Can the Rapid Ride F replace the 106 to get more service to the highlands 7 days a week?	11/23/2015 1:19 PM
338	Since the west side of beacon hill north of Lucille does not have a route that goes downtown, another connection to light rail is very important.	11/23/2015 1:08 PM
339	We need more buses to connect to major destinations within our community. And we need bus routes designed by community residents, not by bureaucrats, and certainly not by white men who work for Amazon and live somewhere else.	11/23/2015 1:05 PM
340	Please don't waste money on tons of duplicate service. I used to be a transit rider who was routinely frustrated by the bunching of multiple routes along the same street (i.e. 242/255/S1540/S1545 across 520; 48/43/S1540 through U District) with different headways. We have link. It's fast. It's efficient. Let's use that as our exclusive route through the Rainier Valley. No need for duplicate service!!!	11/23/2015 1:00 PM
341	If the 106 goes on Rainier and to the ID I wonder if there will be as much need for the 7 to go downtown. If the transfer experience is improved at Mt Baker Station, future planning efforts might consider breaking up the 7 so that an express service covers the length of the route and a local service goes between Mt Baker Station and Rainier Beach. That would help get folks who don't live near light rail into downtown faster, while still offering local service.	11/23/2015 12:46 PM

Southeast Seattle 2015-2016 bus changes

342	Don't cut route 9. There are only 2 lines where we are at.	11/23/2015 12:09 PM
343	9x midday service would be appreciated, but not absolutely necessary.	11/23/2015 11:50 AM
344	I almost daily see 2 7 buses trailing one another stop to stop, perhaps the 7 could be more efficient to save money.	11/23/2015 11:41 AM
345	Options to improve this proposal include: • 10 minute frequency between Renton-Mt Baker instead of extending Route 106 to the ID • Fully deleting Route 9 and extending the proposed 106 up to First Hill or South Lake Union instead.	11/23/2015 11:35 AM
346	You have made bus service to Southern Seward Park/Rainier Beach worse over the years.	11/23/2015 11:34 AM
347	My bus got me to work on time for the first time in two months on Friday, and I was completely surprised. This shouldn't be happening. If the ride is going to be consistently twice as long as expected, schedules should be updated accordingly.	11/23/2015 11:33 AM
348	There are always people smoking vapes on the buses, a lot of them smoking pot in them. Can you please get that to stop?	11/23/2015 11:30 AM
349	More double buses at peak times to reduce overcrowding, and stricter enforcement of capacity limits of passengers.	11/23/2015 11:30 AM
350	I question why the 106 is being extended to the International District. The Rainier/Jackson corridor is already served by the frequent 7. End the 106 at Mount Baker station (where passengers can transfer to get to Link to the International District or the 7) and use those service hours to improve Sunday frequency on the 106 (30 minutes is a joke) or add even more frequency to the 7.	11/23/2015 11:28 AM
351	We "really" need more east/west bus routes in our community. There aren't any between Columbian/Alaskan Way and Othello Street, and it's a huge disservice to the residents there, especially ones who live on the Orcas or Graham hills. They are meaty hills and I know my neighbors don't use transit because it's too much of a burden to get up and down those hills on foot to reach a bus.	11/23/2015 11:22 AM
352	Route 8 should go directly from Madison Valley to the Capitol Hill Light Rail Station via John St. It should not zig zag from Madison & 19th Ave to 19th & Thomas St.	11/23/2015 11:20 AM
353	First Hill needs more North-South service. What isn't needed is more service from Mt Baker to Downtown as the 7 and Link do a perfectly good job as is. Route the 106 onto First Hill on Boren Ave to SLU giving Boren all day bus svc and connecting SLU to First Hill where many workers currently reside.	11/23/2015 11:20 AM
354	Nothing comes to mind at this time	11/23/2015 11:12 AM
355	Restore service to west Ballard. It is an 11 block walk to the nearest bus stop, either 40 or 44, OK in good weather, pretty crummy in the rain.	11/23/2015 10:59 AM
356	Please keep the 9x as is! Thank you!	11/23/2015 10:50 AM
357	Route 169 to Kent run every 15 minutes during the day.	11/23/2015 10:47 AM
358	Move the transfer stop of southbound Rt 48 for light rail to west side of Rainier!	11/23/2015 10:18 AM
359	Please make sure the 9x operates in both directions in the AM and PM.	11/23/2015 10:11 AM
360	I appreciate that the #47 was reestablished. I use that route everyday to start my daily commute, but I get home to late to use it coming home.	11/23/2015 10:05 AM
361	There is no mention if 106/107 will still go to Renton. We need this option because the only grocery store in S. Seattle is Safeway and we need more options and the 101 doesn't run early/late enough on weekends for those who work weekends and is way too far to walk daily	11/23/2015 9:47 AM
362	Run long buses on Sundays and Holidays since they only run every 30 minutes.	11/23/2015 9:44 AM
363	I'm so disappointed with Seattle's public transportation. The prices keep going up, while the service is reduced. To keep up with paying my bills, the car is my only choice, which is sad. I'd rather not drive my car in the city.	11/23/2015 9:40 AM
364	East-West service to the light rail stations should be the priority in this area, I cannot understand why there are so many routes that continue to run parallel to them. North-South should be the priority to the east of Skyway where the rail begins turning west, but in the rest of the valley, run the routes back and forth across Othello, Beach, Columbia City, etc.	11/23/2015 9:28 AM
365	As a Senior I miss not having a place to sit at Third and Pike while I wait for the bus.	11/23/2015 9:28 AM
366	If 107 has to replace 106, at least extend it to Downtown Seattle.	11/23/2015 9:23 AM
367	Bring back the Express 7 and keep the 106 route the same. Why change something that doesn't need to be changed.	11/23/2015 9:20 AM
368	Instead of deleting the 9 off peak, I'd rather reroute north end of the 7 to serve this corridor, possibly on Boren rather than Broadway. Unless the streetcar comes every 5 minutes, it's not worth changing bus service to connect to.	11/23/2015 9:19 AM

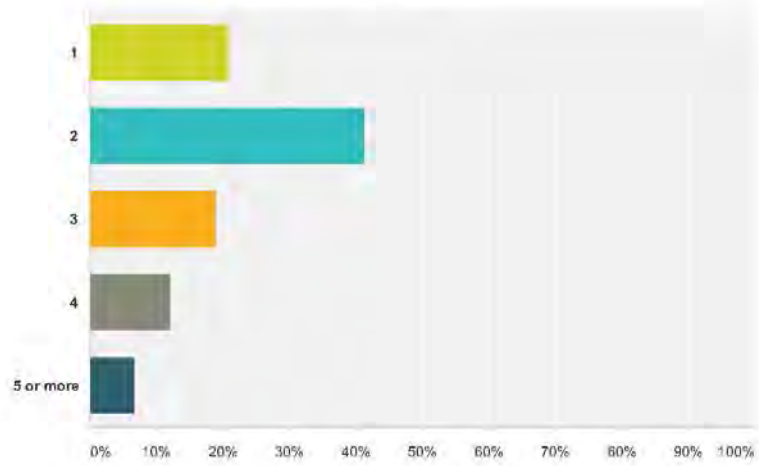
Southeast Seattle 2015-2016 bus changes

369	Route 9's reduction is what concerns me most. It's a reliable and straightforward way for me to get to Broadway and cap hill. It's safer and cleaner. Also when 7 and 9 are operating I choose the 9 because it's cleaner and faster. I don't fear for my safety when I'm on the 9 or have to smell booze and body odor. The 7 busses are always disgusting. Why do people in the north end get cleaner and newer busses? Don't reduce 9!	11/23/2015 9:17 AM
370	I will discontinue taking a Metro bus altogether and will drive to work instead if these changes are made. I can park for free under the Spokane St viaduct and it will take me a LOT LESS time.	11/23/2015 9:15 AM
371	Make the 106 more reliable.	11/23/2015 9:13 AM
372	Again, worried about the 9 - only direct route from South Seattle to Capitol Hill.	11/23/2015 9:12 AM
373	I would prefer to see frequency on the new route 106 improved to 10 minutes all day, rather than use those hours to lengthen the route into downtown.	11/23/2015 9:11 AM
374	You seem to forget that disable and eldy people ride thses buses and you do not.	11/23/2015 9:09 AM

Southeast Seattle 2015-2016 bus changes

Q11 How many people, including yourself, live in your household?

Answered: 573 Skipped: 101

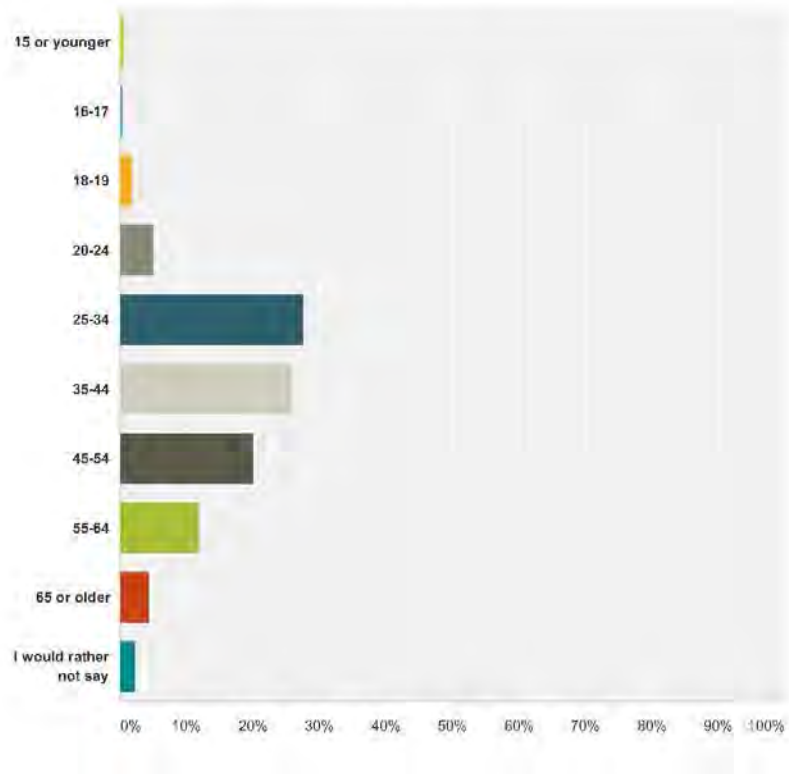


Answer Choices	Responses	
1	20.94%	120
2	41.36%	237
3	19.02%	109
4	12.04%	69
5 or more	6.63%	38
Total		573

Southeast Seattle 2015-2016 bus changes

Q12 What is your age?

Answered: 573 Skipped: 101

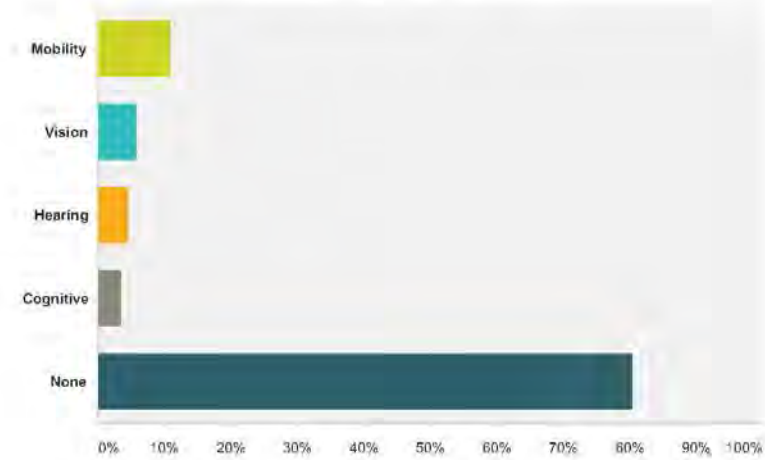


Answer Choices	Responses	
15 or younger	0.70%	4
16-17	0.35%	2
18-19	1.92%	11
20-24	5.06%	29
25-34	27.57%	158
35-44	25.83%	148
45-54	20.07%	115
55-64	11.87%	68
65 or older	4.36%	25
I would rather not say	2.27%	13
Total		573

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Q13 If you have a disability, please indicate what kind. (check all that apply)

Answered: 365 Skipped: 309



Answer Choices	Responses
Mobility	10.96% 40
Vision	5.75% 21
Hearing	4.66% 17
Cognitive	3.56% 13
None	80.27% 293

Total Respondents: 365

#	Other (please specify)	Date
1	MOBILITY WITHOUT NEED OF CANE,CRUTCHES, WALKER or Wheelchair Etc Assistance Devices...	1/8/2016 7:57 PM
2	My husband does have mobility disability	1/5/2016 7:51 AM
3	Invisible disability that sometimes impacts any of the above:	1/4/2016 8:33 PM
4	But I DONT take the back disability. I can still work with stand-up desk,etc.	12/22/2015 3:18 PM
5	mental health	12/22/2015 2:00 PM
6	My mom needs to be able the bus to Madison. She is frail and should not transfer if possible.	12/22/2015 11:13 AM
7	Lupus	12/18/2015 11:58 AM
8	Extreme Social Anxiety Disorder	12/17/2015 1:10 PM
9	I wear glasses.	12/15/2015 7:27 PM
10	Chronic pain and fatigue	12/15/2015 10:34 AM
11	endless supply of interperate opinions.	12/11/2015 7:18 PM
12	Arthritis. Do not require assistance, just more convenient transportation in cold, rainy weather.	12/4/2015 3:11 PM

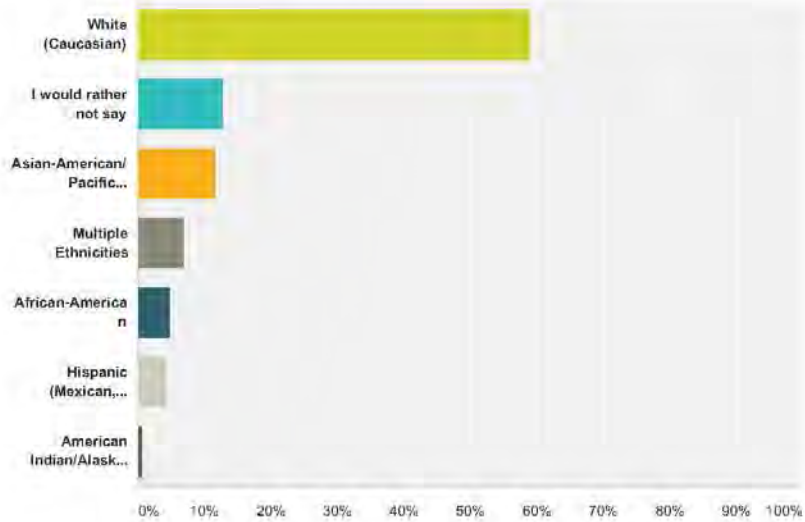
Southeast Seattle 2015-2016 bus changes

13	Chronic medical	12/4/2015 7:58 AM
14	Hip problem prevents long/rigorous walking, hence my issue with proposed change to route 106	12/3/2015 3:57 PM
15	None of your business	12/3/2015 12:06 PM
16	Cardiac patient with reduced heart function	12/2/2015 9:44 PM
17	mental	12/2/2015 11:32 AM
18	mental health	12/2/2015 10:29 AM
19	Mental health	12/2/2015 8:54 AM
20	I have a young child & frequently travel with multiple children. While parenting isn't a disability, it does change how I navigate our transportation system. A 1/2 mile walk is a different challenge when I'm bringing kids to school than when I'm walking alone.	11/29/2015 12:29 PM
21	Some of the above	11/26/2015 10:36 AM
22	slight mobility	11/26/2015 9:24 AM
23	fatigue	11/24/2015 10:38 AM
24	Cannot afford a car.	11/24/2015 9:39 AM
25	I would rather not say.	11/23/2015 1:01 PM
26	Kidney failure	11/23/2015 11:11 AM

Southeast Seattle 2015-2016 bus changes

Q14 Do you consider yourself...

Answered: 556 Skipped: 118



Answer Choices	Responses
White (Caucasian)	58.99% 328
I would rather not say	12.77% 71
Asian-American/Pacific Islander	11.69% 65
Multiple Ethnicities	6.83% 38
African-American	4.86% 27
Hispanic (Mexican, Mexican American, Chicano or Latino)	4.32% 24
American Indian/Alaska Native	0.54% 3
Total	556

#	Other (please specify)	Date
1	Black	12/24/2015 8:56 AM
2	Irish	12/22/2015 3:18 PM
3	Asian and White	12/16/2015 11:43 AM
4	it doesn't matter! What difference does it make. I'm sure my black, white, asian, latino neighbors feel the same way..	12/4/2015 3:11 PM
5	White Native American mix..	11/29/2015 11:53 AM
6	Jewish	11/26/2015 9:24 AM
7	Terran	11/24/2015 4:36 PM
8	1/2 indian, 1/2 white --	11/24/2015 9:54 AM
9	Black- West Indian	11/23/2015 5:23 PM

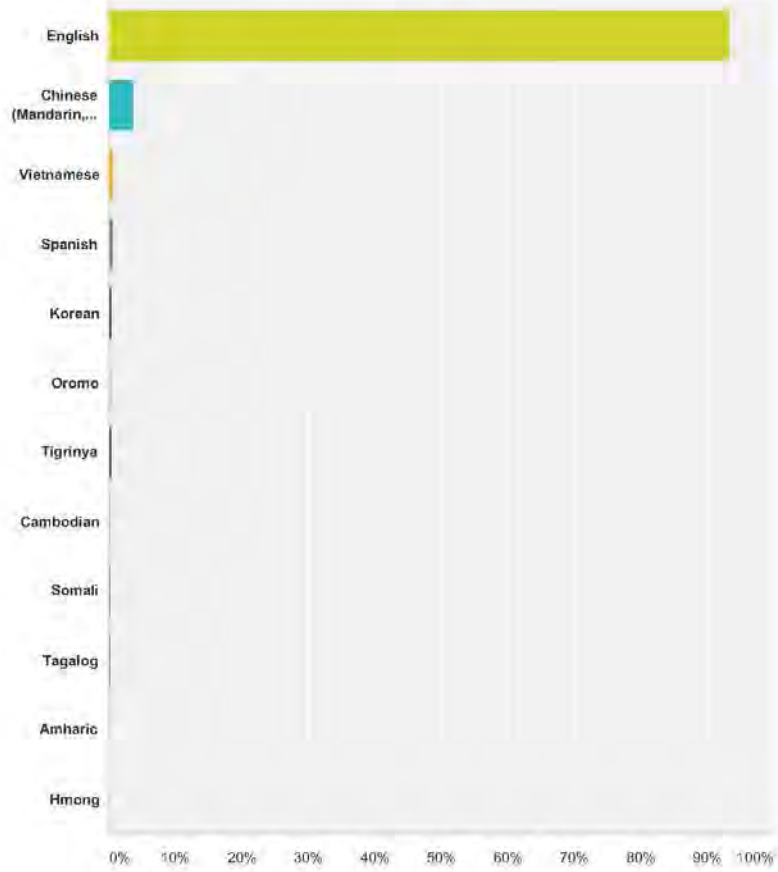
Southeast Seattle 2015-2016 bus changes

10	White/Hispanic	11/23/2015 10:38 AM
11	Asian/Hispanic/White	11/23/2015 9:24 AM

Southeast Seattle 2015-2016 bus changes

Q15 What is the primary language you speak at home?

Answered: 855 Skipped: 119



Answer Choices	Responses	
English	93.33%	518
Chinese (Mandarin, Cantonese, etc.)	3.78%	21
Vietnamese	0.72%	4
Spanish	0.54%	3
Korean	0.36%	2
Oromo	0.36%	2
Tigrinya	0.36%	2

Southeast Seattle 2015-2016 bus changes

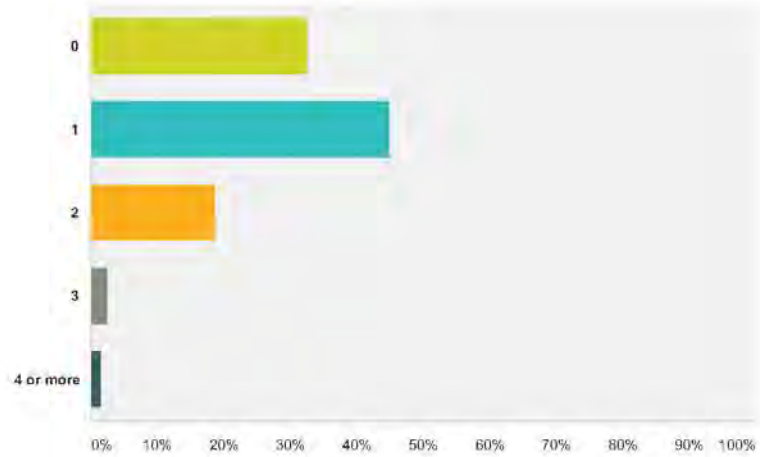
Cambodian	0.18%	↑
Somali	0.18%	↑
Tagalog	0.18%	↑
Amharic	0.00%	↓
Hmong	0.00%	↓
Total		555

#	Other (please specify)	Date
1	Japanese.	1/10/2016 5:49 PM
2	Swahili as well	1/9/2016 4:04 PM
3	Cajun	1/4/2016 5:58 PM
4	Both English and Japanese	12/22/2015 8:08 PM
5	Japanese	12/19/2015 10:42 AM
6	Cham	12/15/2015 7:27 PM
7	ASL AND ENGLISH	12/9/2015 12:34 PM
8	Household Income? REALLY?!	12/4/2015 3:11 PM
9	Stop asking.	12/1/2015 8:06 PM
10	German	11/24/2015 3:57 PM
11	I speak Spanish and English	11/23/2015 10:45 PM
12	Japanese	11/23/2015 9:19 AM

Southeast Seattle 2015-2016 bus changes

Q16 How many cars or trucks, in working condition, do you have available for personal use?

Answered: 564 Skipped: 110

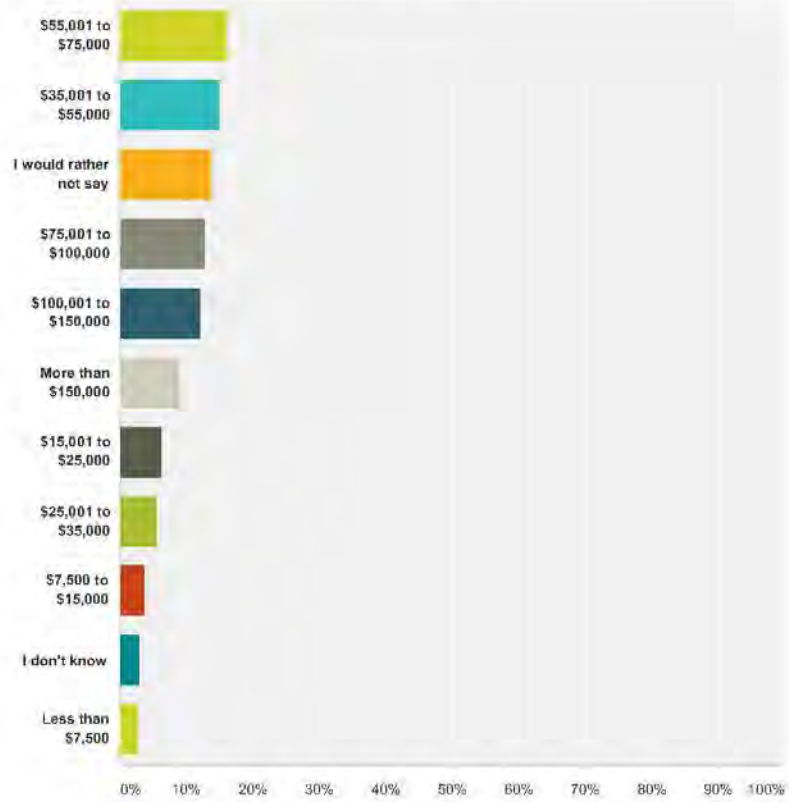


Answer Choices	Responses	
0	32.62%	184
1	44.86%	253
2	18.62%	105
3	2.48%	14
4 or more	1.42%	8
Total		564

Southeast Seattle 2015-2016 bus changes

Q17 What is your annual household income?

Answered: 862 Skipped: 112



Answer Choices	Responses	Count
\$55,001 to \$75,000	16.01%	90
\$35,001 to \$55,000	14.95%	84
I would rather not say	13.88%	78
\$75,001 to \$100,000	12.81%	72
\$100,001 to \$150,000	12.10%	68
More than \$150,000	9.07%	51
\$15,001 to \$25,000	6.23%	36
\$25,001 to \$35,000	5.69%	32
\$7,500 to \$15,000	3.74%	21

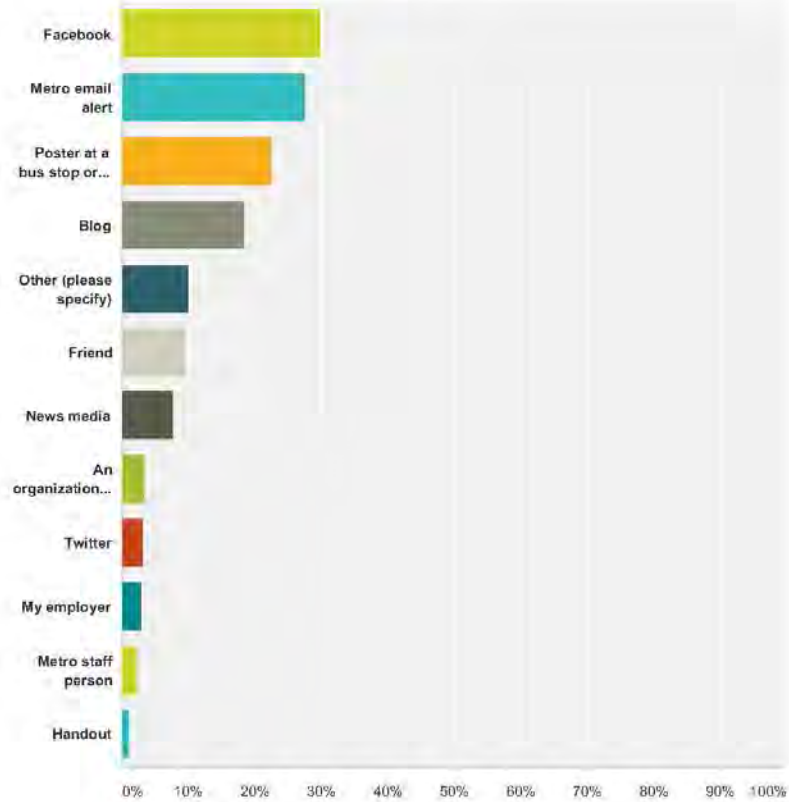
Southeast Seattle 2015-2016 bus changes

I don't know	2.85%	50
Less than \$7,500	2.67%	50
Total		562

Southeast Seattle 2015-2016 bus changes

Q18 How did you hear about these proposed changes?

Answered: 506 Skipped: 106



Answer Choices	Responses
Facebook	29.93% 170
Metro email alert	27.64% 157
Poster at a bus stop or other public place	22.54% 128
Blog	18.31% 104
Other (please specify)	10.04% 57
Friend	9.68% 56
News media	7.75% 44
An organization I'm involved with	3.35% 19
Twitter	3.17% 18

Southeast Seattle 2015-2016 bus changes

My employer	2.99%	17
Metro staff person	2.29%	13
Handout	1.06%	6
Total Respondents: 568		

#	Other (please specify)	Date
1	TRANSIT RIDERS UNION	1/8/2016 8:03 PM
2	Email for this survey	1/8/2016 7:58 PM
3	Posted at bus stop	1/7/2016 9:13 AM
4	http://www.seattletransitblog.com/	1/7/2016 1:19 AM
5	Nextdoor app/website	1/6/2016 8:42 PM
6	Seattle Transit Blog	1/6/2016 2:19 PM
7	nextdoor.com	1/6/2016 1:49 PM
8	Seattle Transit Blog	1/6/2016 1:09 PM
9	A posting on Nextdoor from a neighbor	1/6/2016 10:32 AM
10	Nextdoor	1/5/2016 5:38 PM
11	NextDoor	1/5/2016 3:02 PM
12	Nextdoor	1/4/2016 10:07 PM
13	Neighbors at the bar	1/4/2016 5:59 PM
14	coworker who saw a sign in the international district, I don't even GO there. I never would have seen it.	1/4/2016 3:22 PM
15	It	1/4/2016 2:17 PM
16	email list serve	1/4/2016 1:40 PM
17	The Washington Council of the Blind ListServ	1/4/2016 12:44 PM
18	Nextdoor website (neighborhood blog)	12/27/2015 2:02 PM
19	This survey	12/23/2015 10:58 PM
20	Neighborhood last minute	12/22/2015 11:17 AM
21	Next door & a neighbors e-mail	12/20/2015 3:32 PM
22	Beacon Hill, Seattle Facebook page.	12/19/2015 10:43 AM
23	Community	12/16/2015 12:00 PM
24	Email from local community coalition	12/15/2015 7:29 PM
25	My girlfriend.	12/15/2015 4:47 PM
26	No comment	12/15/2015 9:34 AM
27	Next Door	12/14/2015 2:42 PM
28	Nextdoor.com for my neighborhood of Georgetown/South Park/Beacon Hill.	12/10/2015 6:08 PM
29	Nextdoor & Georgetown Yahoo Group	12/10/2015 2:23 PM
30	Nextdoor website - neighborhood notice	12/10/2015 9:10 AM
31	Georgetown community mailing list and Nextdoor.com	12/9/2015 10:32 PM
32	Seattle reddit.	12/9/2015 4:45 PM
33	the Transit Riders Union	12/8/2015 11:25 AM
34	Nextdoor app	12/6/2015 11:01 AM

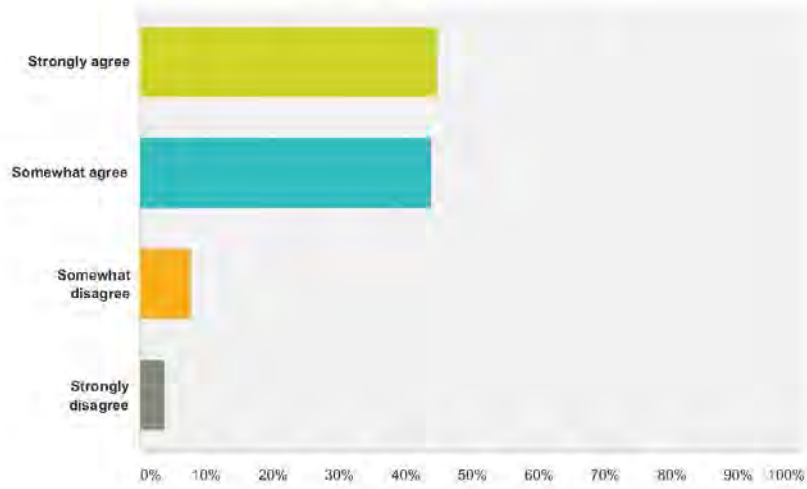
Southeast Seattle 2015-2016 bus changes

35	Posting on Next Door web site.	12/5/2015 2:44 PM
36	Another bus rider told me. When I heard, I did a Google search and a search of the Metro site to find out more. I found nothing. A Twitter feed confirmed the rumor. It was only this evening at the bus stop that I saw a posted notice. Trying to get real info on what was happening was not as easy as it should be. This change affects people lives. Information about it should not be so hard to come by.	12/4/2015 8:04 PM
37	Nextdoor.com	12/4/2015 3:40 PM
38	Next Door website	12/4/2015 11:21 AM
39	Seattle Transit Blog	12/4/2015 8:28 AM
40	neighborhood group	12/3/2015 10:34 AM
41	Hillman City-Brighton Facebook Group	12/3/2015 12:49 AM
42	Seattle Transit Blog Seattle Subway group	12/2/2015 5:43 PM
43	Someone posted in a Beacon Hill Group	12/2/2015 2:29 PM
44	My partner.	11/30/2015 7:58 AM
45	I saw this on a community Facebook page. I have seen no outreach directly from Metro or any other agency.	11/29/2015 12:34 PM
46	email from Metro	11/29/2015 12:11 PM
47	seattletransitblog.com	11/29/2015 12:24 AM
48	Seattle Transit Blog	11/24/2015 4:39 PM
49	Metro text message	11/24/2015 2:43 PM
50	Seattle Transit Blog	11/23/2015 12:17 PM
51	I am an ETC for my worksite and work with Commute Seattle frequently.	11/23/2015 12:09 PM
52	Metro king county text alerts	11/23/2015 11:47 AM
53	Transit Alert via iMessage / SMS	11/23/2015 11:22 AM
54	Metro Text Message Alert	11/23/2015 9:48 AM
55	Text alert.	11/23/2015 9:17 AM
56	Metro text alerts,	11/23/2015 9:13 AM
57	This invitation	11/23/2015 9:12 AM

Southeast Seattle 2015-2016 bus changes

Q19 The notice, advertisement, and/or invitation to learn more and share your thoughts was clear and welcoming.

Answered: 544 Skipped: 130

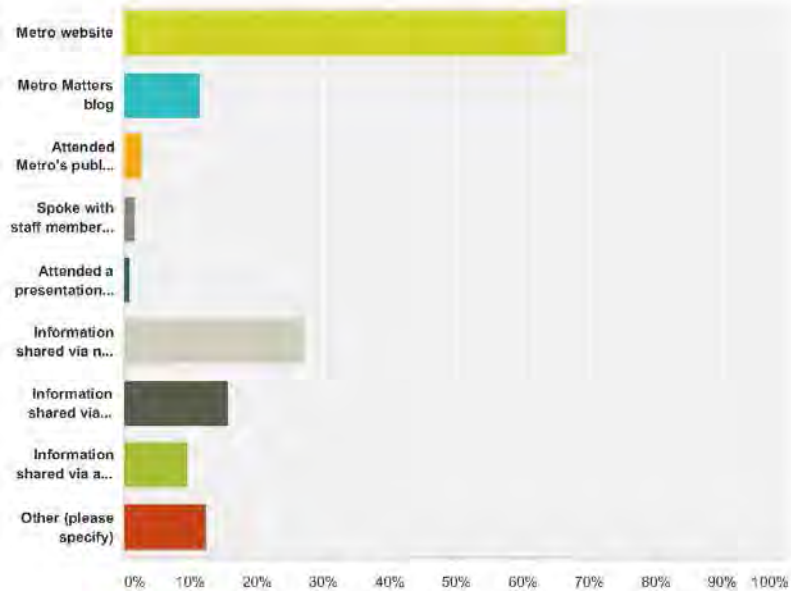


Answer Choices	Responses	
Strongly agree	44.87%	243
Somewhat agree	43.93%	239
Somewhat disagree	7.72%	42
Strongly disagree	3.68%	20
Total		544

Southeast Seattle 2015-2016 bus changes

Q20 What resources did you use to understand the bus changes Metro is considering?

Answered: 536 Skipped: 138



Answer Choices	Responses
Metro website	66.60% 357
Metro Matters blog	11.57% 62
Attended Metro's public meeting	2.61% 14
Spoke with staff members on the phone, by email, or at a community event	1.68% 9
Attended a presentation by staff members at a meeting hosted by another group	0.75% 4
Information shared via news media or neighborhood blog	27.24% 146
Information shared via email listserv or other online forum	15.67% 84
Information shared via a group I am involved with	9.70% 52
Other (please specify)	12.31% 66
Total Respondents: 536	

#	Other (please specify)	Date
1	Metro Facebook	1/9/2016 4:06 PM
2	The notice on Facebook	1/9/2016 11:51 AM

Southeast Seattle 2015-2016 bus changes

3	The information provided on this survey	1/9/2016 8:26 AM
4	Internet Search	1/8/2016 8:03 PM
5	Google maps	1/8/2016 3:45 PM
6	http://www.seattletransitblog.com/	1/7/2016 1:19 AM
7	Seattle Transit Blog	1/6/2016 12:13 AM
8	Information in this questionnaire	1/5/2016 3:02 PM
9	This survey is the first I read the details	1/1/2016 1:25 PM
10	Alliance of People with disAbilities	12/26/2015 7:44 AM
11	reading and rereading	12/25/2015 6:43 AM
12	This survey	12/23/2015 10:58 PM
13	reading the proposal in the emails	12/23/2015 7:02 PM
14	the email	12/22/2015 2:42 PM
15	I saw the signs on the bus routes but didn't understand them until this email with the survey attached.	12/22/2015 1:38 PM
16	seattle transit blog	12/22/2015 1:19 PM
17	Friends involved in public transportation orgs	12/19/2015 9:52 AM
18	Still not clear on the 8 vs 38.	12/18/2015 6:10 PM
19	read the survey	12/17/2015 9:36 PM
20	Bus stop posters/maps, speaking w a friend Metro operator	12/15/2015 10:29 PM
21	Poster at a buss stop	12/15/2015 7:01 PM
22	Info on buses	12/12/2015 9:08 AM
23	Faxebook	12/12/2015 12:52 AM
24	I am knowledgeable about transit routes	12/11/2015 8:01 AM
25	Need family member to translate	12/9/2015 9:25 PM
26	Did not know of public meetings; I would be likely to have attended if I had known.	12/9/2015 5:08 PM
27	1st hand experience	12/8/2015 5:55 PM
28	The sign posted at my stop	12/8/2015 12:43 PM
29	employer	12/8/2015 11:08 AM
30	Seattle Transit Blog	12/6/2015 8:14 AM
31	Metro posters	12/5/2015 9:50 PM
32	The poster at the bus stop was clear enough	12/5/2015 9:56 AM
33	Info from community leaders	12/4/2015 7:25 PM
34	I have 25 years of experience riding the bus in South Seattle, and I read the announcement of proposed changes carefully. I was hoping you had given up the idea of "improving" the #8 route.	12/4/2015 5:15 PM
35	seattletransitblog.com	12/4/2015 3:39 PM
36	Seattle Transit Blog	12/4/2015 2:24 PM
37	Seattle Transit Blog	12/4/2015 8:28 AM
38	Info on poster	12/4/2015 2:39 AM
39	capital hill blog	12/3/2015 1:56 PM
40	Flyer	12/3/2015 12:06 PM
41	king county metro transit (Facebook)	12/2/2015 10:16 PM
42	This survey was the first place where I read of the differences proposed.	12/2/2015 9:29 PM

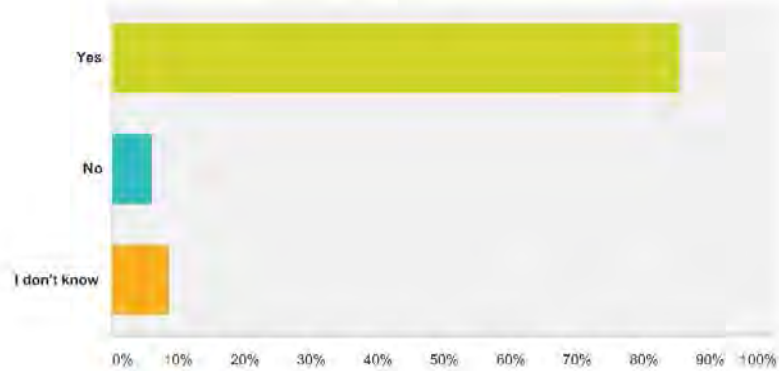
Southeast Seattle 2015-2016 bus changes

43	This survey	12/2/2015 11:58 AM
44	Read the poster at the stop.	12/2/2015 6:41 AM
45	This survey's explanations.	12/1/2015 8:11 PM
46	google maps	11/29/2015 12:34 PM
47	Facebook - Metro +	11/29/2015 12:11 PM
48	This survey	11/29/2015 11:06 AM
49	Neighbor	11/29/2015 9:10 AM
50	seattletransitblog.com	11/29/2015 12:24 AM
51	Rider alerts, printed or emailed	11/26/2015 10:39 AM
52	I ride the buses you are proposing to cut every single day. The 106 is my most important transportation.	11/25/2015 7:59 PM
53	the email from Deanna Martin	11/25/2015 7:53 AM
54	Seattle Transit Blog	11/24/2015 9:14 PM
55	Only from the metro alert and this survey.	11/24/2015 8:32 PM
56	Im a retired Metro Driver with many Metro friends. Im always informed on changes to come	11/23/2015 5:30 PM
57	This survey	11/23/2015 4:35 PM
58	Seattle Transit Blog	11/23/2015 1:31 PM
59	I'm knowledgeable about the routes	11/23/2015 12:50 PM
60	Seattle Transit Blog	11/23/2015 12:17 PM
61	general seattle transit knowledge	11/23/2015 11:22 AM
62	uh, dang, I just used the changes discussed in the survey itself. I didn't know there was homework!	11/23/2015 10:38 AM
63	My experiences	11/23/2015 10:06 AM
64	Im very bus oriented since I dont drive	11/23/2015 9:46 AM
65	from this survey	11/23/2015 9:17 AM
66	This invitation	11/23/2015 9:12 AM

Southeast Seattle 2015-2016 bus changes

Q21 Did these resources help you understand the proposal being considered and how these changes would affect you?

Answered: 543 Skipped: 131



Answer Choices	Responses	
Yes	85.45%	464
No	6.08%	33
I don't know	8.47%	46
Total		543

#	Why?	Date
1	Confusing what you mean by the 8 being split up since I only ride part of the route and I'm unfamiliar with the anchors	1/9/2016 7:33 AM
2	It was challenging to find visuals.	1/8/2016 7:47 PM
3	Because I understand the impact of the change to me based on the description of the change.	1/5/2016 3:02 PM
4	But it took A LOT of studying to really internalize the significant changes and their ramifications.	1/4/2016 10:07 PM
5	I hear comments from people who use those routes.	1/4/2016 12:44 PM
6	It afforded me the opportunity to see what's proposed. However, many in the neighborhood lack the resources to be able to track these proposals.	1/4/2016 10:14 AM
7	Proposal was clearly presented	12/27/2015 2:02 PM
8	They explained it to me	12/26/2015 7:44 AM
9	I have to really study it and maybe take the initiative to talk to someone. Sometimes in the end it doesn't matter if I took the time or effort because, you will do what you do	12/25/2015 6:43 AM
10	it doesn't say how this is going to better the service that is going on now.	12/23/2015 7:02 PM
11	pretty sketchy but i have a vague idea of the upcoming changes	12/22/2015 7:18 PM
12	Seemed pretty straightforward.	12/22/2015 3:19 PM
13	Poorly written	12/18/2015 6:10 PM
14	difficult for me to get to school it	12/16/2015 6:27 PM

Southeast Seattle 2015-2016 bus changes

15	All the details are made clear.	12/16/2015 11:51 AM
16	I ride the bus daily, use the the routes in question daily and are dependent on these routes for school, work and recreation.	12/15/2015 7:01 PM
17	It was fairly self-explanatory	12/15/2015 4:47 PM
18	I understand the nature of the proposals but the public outreach is abysmal-I did not know about tonight's meeting in Georgetown until this afternoon and will not be able to attend. I wish there would be a broader announcement and more actual postings along the route to let people know when advance when these meetings will take place because you're not going to hear from me tonight and I would otherwise be sure to be there.	12/15/2015 1:55 PM
19	But, maps could use a modern update and be clearer.	12/13/2015 1:01 PM
20	changes in my route	12/13/2015 2:57 AM
21	I am confuse of these changes and not know if it will work for me.	12/12/2015 12:50 AM
22	I don't know because I have not kept up with changes around the U district when link opens to there.	12/11/2015 7:22 PM
23	My English is limited.	12/10/2015 3:18 PM
24	There are no real specifics described in the proposal. People operate on schedules and we need to know exactly how this would impact us. What times of departures are being proposed? Show us a proposed route schedule next to the current one so we can actually understand the difference. It's possible I would support the proposal if I had any real idea of what it entails. Specifics would avoid a reactionary response to proposed changes	12/10/2015 11:47 AM
25	The maps helped.	12/10/2015 9:46 AM
26	A map of the proposed revisions clearly identified the proposed routes and the routes they would replace or revise.	12/10/2015 1:10 AM
27	They didn't explain rationale or effect. Horribly unfinished work by the metro.	12/9/2015 4:45 PM
28	By not having a proposed schedule, I do not know if the end result will be every 7 minute frequency (or will remain every 15 minute or later as is the status quo).	12/8/2015 3:46 PM
29	was there a map available? w/ stop locations and interval timing? didn't see it	12/8/2015 11:25 AM
30	It clearly illustrates the before & after.	12/7/2015 11:36 PM
31	It clearly explained the proposed route	12/7/2015 7:53 AM
32	They seem written clearly.	12/6/2015 8:07 PM
33	Because I need to get to work in this route in the current place	12/5/2015 9:50 PM
34	I didn't understand that the 106 is being cut short in route just by looking at the poster since it just shows a map and it's pretty hard to read but when I went on the website, it clearly states what the poster lacked in information.	12/5/2015 12:00 PM
35	It would have helped to have route maps along with the narration.	12/4/2015 7:25 PM
36	I'm not really sure which bus stops are you taking out.	12/4/2015 4:37 PM
37	from my understanding transportation will no longer be a straight shot. I will either catch a 36 or train, stand out in the rain/cold or just catch the train and walk up the hill from the train at Othello, and either shortcut through the muddy City ROW, or out up through the culdesac on 35th Ave that turns into a dark, over grown, muddy, unlit train made by rain runoff and folks trying short cut to their prospective homes and destinations, or walk up to 34th Ave. and walk over to Webster and make my way back down to 35th Ave and then head back north to my home; or just get my exercise and much needed excitement and walk all of the way to Beacon and walk south to Webster, east to 35th, and back north to my home. OR, I can just ride the train all the way to Henderson, transfer to the 107, and head north back to Webster, and down to 35th, and home where I can dry myself off thoroughly. Go to bed, and get myself ready for transportation for the next 9.5 months of liquid sunshine.	12/4/2015 3:33 PM
38	The map is a bit confusing to understand without a bulleted narrative.	12/4/2015 1:02 PM
39	The information offered by Metro was clear as to the changes being proposed, but not the reasons why.	12/4/2015 8:51 AM
40	I really don't see the positives in these changes. Even though it is attempted to look like they might be, that is thinly veiled and these changes seem inconvenient at best.	12/4/2015 8:17 AM
41	I'm not sure how to feel about my bus routes being cut to help improve another route I don't take.	12/2/2015 9:12 PM
42	Easy to understand	12/2/2015 8:51 PM
43	Still unclear why 8->38->106. What a pain.	12/2/2015 8:29 PM

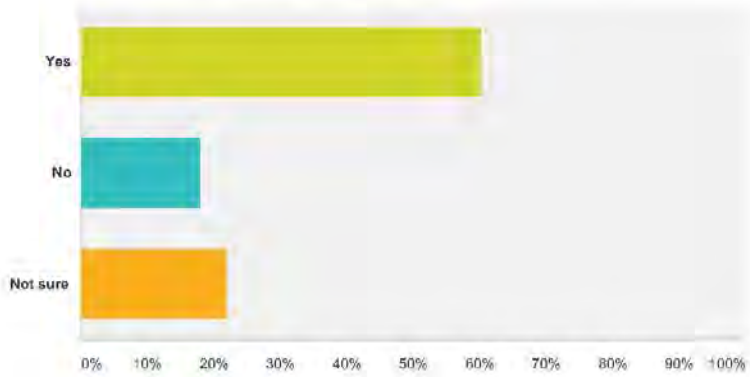
Southeast Seattle 2015-2016 bus changes

44	A bus that I ride frequently will no longer be available.	12/2/2015 3:17 PM
45	Often the impact of the changes are not completely clear until they are implemented therefore it is difficult to consider how these changes will affect me..	12/2/2015 1:41 PM
46	service times/frequencies not discussed	12/2/2015 10:30 AM
47	Maps were hard to read because they don't show street names.	12/2/2015 7:57 AM
48	mainly because I searched them out	12/1/2015 8:01 PM
49	I can't find a map of the proposed changes to the 106.	11/29/2015 12:34 PM
50	I'm already well versed in the transit system	11/29/2015 12:11 PM
51	We still don't get any contact with Metro staff? I'm lucky I read the little post on a Facebook page. YOU are taking away bus service. You should have the decency to go to the community you are taking services from in this proposal. Instead, you will have some meeting that will be far away from the community you are impacting. You are having the meeting in the community you will be adding too. The population that uses the bus the most in Georgetown don't have computers. We DONT have a library. We can't just walk down and hope to look up metro info to see what is going to change. If you are effecting a community by taking away services, you need to tell them. The 124 doesn't give the level of timely service or safety. You are not giving the same level of service by adding a larger 124 route.	11/29/2015 8:06 AM
52	The wording on what will happen to the 8 is confusing and a little hard to follow. What would the 8 be called from Seattle Center going towards Rainer Beach for example? There is no mention of that direction.	11/28/2015 6:38 PM
53	Ya dont know if ya dont read em	11/26/2015 10:39 AM
54	They are not clearly stated, for ex, #8 into #38, and then #106.	11/26/2015 9:27 AM
55	The information was both informative and comprehensive.	11/25/2015 6:56 PM
56	I went to KCMetro.org and could not find information about these changes.	11/25/2015 4:13 PM
57	Great overview and comments threads.	11/24/2015 9:14 PM
58	I didn't know what was being considered before.	11/24/2015 7:56 PM
59	Very thorough detail of what was going on.	11/23/2015 11:32 PM
60	I don't like these changes, I will add more time or have to pay more money for the same service you give me.	11/23/2015 10:52 PM
61	it had a map.	11/23/2015 8:38 PM
62	Clearly written	11/23/2015 8:25 PM
63	This survey should have been more informative with maps.	11/23/2015 4:35 PM
64	I don't find anything about changing the 8 to be helpful.	11/23/2015 1:57 PM
65	I tried to find info on Metro's website, but couldn't find it. The map of route changes on STB was too small. I was hoping to find a bigger map. Maps are easier for me to understand than the descriptions on the survey.	11/23/2015 12:17 PM
66	I was unable to find out how long it would take to get downtown on the new route..	11/23/2015 11:54 AM
67	Unsure of re-route changes for 106	11/23/2015 10:52 AM
68	not clear enough	11/23/2015 9:49 AM
69	It was hard to envision the changes, maps of the proposed change would be far more useful.	11/23/2015 9:30 AM
70	if the 106 will run up mlk, I dislike the idea, that's all.	11/23/2015 9:17 AM

Southeast Seattle 2015-2016 bus changes

Q22 Do you feel you were notified in time to provide meaningful feedback in Metro's decision-making process?

Answered: 548 Skipped: 126

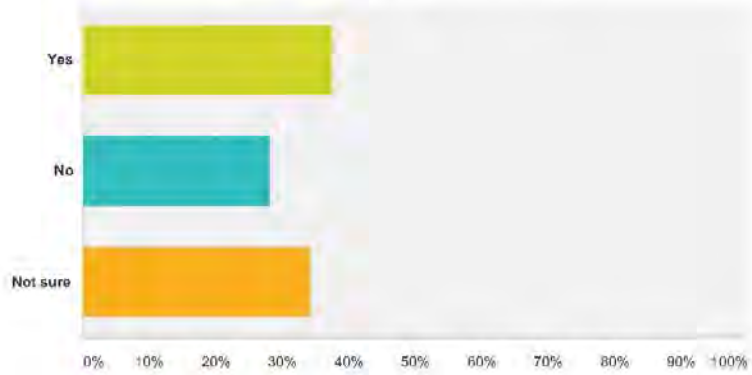


Answer Choices	Responses	
Yes	60.22%	360
No	17.88%	98
Not sure	21.90%	120
Total		548

Southeast Seattle 2015-2016 bus changes

Q23 Regardless of how you feel about the proposed changes, do you see how public feedback helped shape this proposal?

Answered: 547 Skipped: 127



Answer Choices	Responses	
Yes	37.66%	206
No	28.15%	154
Not sure	34.19%	187
Total		547

Southeast Seattle 2015-2016 bus changes

Q24 Please share any additional feedback you have about our outreach.

Answered: 127 Skipped: 547

#	Responses	Date
1	Maps of the proposed routes would be REALLY helpful.	1/12/2016 2:23 PM
2	It might be helpful if you publicized some aggregate numbers on the public comments you get. Percentage responding different ways to multiple choice questions for example. I hear this was driven by people who basically want to resurrect the 42, but I've seen no data to support or refute that.	1/10/2016 6:29 PM
3	I know this is a waste of time and effort cause Metro Transit will do whatever it wants to no matter what The People Say or Do this is just a Total Joke wasting time.	1/8/2016 8:03 PM
4	I have seen Metro outreach on buses in the past gathering info about ridership in particular areas, and which routes riders use in their daily commutes. I use transit every day and I haven't heard or seen any representatives on the buses that are being effected by these changes....	1/8/2016 7:47 PM
5	Haven't seen outcome from public discussion	1/7/2016 9:08 AM
6	Need maps to more clearly show how routes are changing. Also, post service change signs in languages other than English. When Metro changes routes due to restructures or weather, I often see immigrants waiting at the wrong stops because they can't understand the service messages and don't know where they're supposed to go instead. Why does Metro have the schedules and other service information available in Spanish but not in Asian languages despite the fact some areas of Seattle (ex: Beacon Hill) have far more Asian immigrants than Spanish speaking ones?	1/6/2016 10:09 PM
7	It seems like this proposal is not wholly consistent with your own service guidelines, and shows why political interests should not rule the day.	1/6/2016 6:35 PM
8	Thank you for providing the opportunity to really discuss and accept feedback for these changes.	1/6/2016 2:19 PM
9	I live in the middle of these routes, and I'm very heavy user of transit, and yet I found out about this survey in a very roundabout manner. I find that troubling.	1/5/2016 8:02 PM
10	Your outreach may be ok for English speaking riders. But for those who are minorities and don't read or speak English, they may not have known about these changes or know how to voice their concerns for losing their bus routes.	1/5/2016 1:28 PM
11	It's sad but I don't think transit cares what the public or riders care about or want.	1/5/2016 11:24 AM
12	Piss off my neighbors who I don't like - change the 107.	1/4/2016 5:59 PM
13	Public comment is a sham. You have already made up your minds to do these things. Why else would you say things like "In March route 8 WILL be split into two routes"? Will denotes that your decision is already done and what the public has to say is of no significance.	1/4/2016 1:40 PM
14	Really appreciate having every stop announced. If I miss my stop, it means waking on a road in the dark with no sidewalks.	1/4/2016 12:44 PM
15	Thank you for your efforts to bring good and reliable transportation to all members of our community and beyond. Considering the traffic debacle created by the positioning of our otherwise wonderful sporting stadiums, energy issues, global warming and pollution, your efforts to bring better solutions to traffic flow problems are essential to our community's overall well-being, financially, ecologically and health-wise.	1/4/2016 10:14 AM
16	Relying on surveys for public input leaves out people with disabilities, people who don't have access to computers, as well as many of the 20% foreign born residents in our city that also may not have access to Internet or to materials in English or who may not trust government or public process. Kiosks with tables in public places as well as paper surveys should be made available at libraries, clinics, community centers, schools. Thanks.	1/1/2016 1:25 PM
17	n/a	12/27/2015 2:02 PM
18	People put money into light rail and buses get cut as a result. But the light rail is a luxury and doesn't stop many places or take many people to work or medical appointments or to friends houses. For low income folks and disabled folks the bus service is always more important. I am angry that this happens and it is always those with the least resources and transportation options who are the most impacted by these decisions.	12/26/2015 7:44 AM

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19	I think its vially important to give people options. Thank you for reaching out to the community, and efforts to making a constructive difference.	12/24/2015 2:28 PM
20	36 is a noble run with a noble minorities population, i hope these changes improve the services for these peoples. hope the cable system can transition with elegance into the 21st century	12/22/2015 7:18 PM
21	This survey was entirely devoid of pictures, which would've helped illustrate better the changes.	12/22/2015 2:14 PM
22	I worry about reaching out to everyone in the community. Many non-English speakers live in the community and will be affected by these changes. Were there surveys and info in various languages and were community programs aware of these changes? Also, what about the high-school kids that have to take Metro to school? Is this only going to adults that ride the bus?	12/22/2015 1:38 PM
23	You should post some sort of signs in the transit tunnel and at bus stops	12/22/2015 1:31 PM
24	I know that you've already made the decision, but the substantial reduction of service on route 43 seems like a terrible idea. That route connects so many of us the live / work in the montlake area to downtown and the u district. Please reconsider your revision to service on that route.	12/22/2015 1:19 PM
25	The Rainier Valley has 106 7, 9 plus has tons of amenities. Happy for that neighborhood. We gave to travel to our amenities using two or more transfers	12/22/2015 11:17 AM
26	I'm concerned that when proposed changes are publicized, it indicates the changes are set and Metro is only going thru the motions so they can say they sought public input, just like lane changes made to Rainier Ave.	12/22/2015 6:16 AM
27	I do not see how moving the 106 to a route already served by the 8 makes anyone it less confused.	12/21/2015 2:10 PM
28	Thank you for asking for feedback.	12/21/2015 10:28 AM
29	Very important to engage riders in route changes. I would not want to live in my neighborhood if it had poor transit.	12/20/2015 3:32 PM
30	I feel like this survey is going to be ignored. at the end it's the ones with authority makes the decision and i think the minorities at the southern part of seattle doesn't make much of a difference as compared to the northern part of seattle. I feel a lot of white privilege, and especially in the education system.	12/19/2015 7:28 PM
31	I would suggest, especially along the affected bus lines, that you list these changes on posters in the bus itself. Also along MLK the posters should be on different languages, since so many people that depend on those buses can't read English.	12/19/2015 1:45 PM
32	Public feedback drives bad decisions. Stop it..	12/19/2015 9:47 AM
33	Please don't change Route 106	12/17/2015 2:26 PM
34	It's going to be difficult for some people to get to school and work because the routes change	12/16/2015 6:27 PM
35	Please ensure the message of change is given to all. Reach out through school, day cares, seniors. Public transportation is important!!	12/16/2015 12:00 PM
36	It was very hard to find information on when these changes would be taking place and a way for me to send my feedback. It was also difficult to understand exactly what changes were going to be made.	12/16/2015 11:54 AM
37	I'm encouraged by the update on feedback just posted to the blog. It seems that you have been listening to the community. I think with some minor tweaks, this proposal will really help serve the mobility needs of Southeast Seattle. Thank you!!	12/16/2015 11:51 AM
38	The call to action on the posters should be larger and have correct information! The text with the information on the survey was very small and the link to the survey did not work. It took me four visits to the website to find this survey!	12/16/2015 11:45 AM
39	The changes that have been made have primarily been for peak hour usages. Off-peak service has continued to decline. On average, during off peak hours, one way trips are 45 to 90 minutes, with in King County. The transfers use on average 10 to 20 minute of the trip. Also, some of the two zone fare charging location don't seem consistent, for example -- Renton (101), Federal Way (197), Renton (167 from U-district). The two-zone fare seems based on time and preferred riders -- pay to play attitude?	12/15/2015 7:01 PM
40	Thank you for taking into consideration the different situations that people go through in their daily lives.	12/15/2015 4:47 PM
41	I just know I end up walking a lot more now instead of riding the bus.	12/15/2015 2:37 PM
42	The final three questions give the appearance that this survey serves to check a box and has no real impact on final decisions.	12/15/2015 2:31 PM
43	DO NOT CHANGE THE CURRENT 106 ROUTE CONFIGURATION!!!!!!!!!!	12/15/2015 1:55 PM
44	No comment	12/15/2015 9:34 AM

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45	I don't see the extension of the 106 replacing the old route 42 representative of public feedback.	12/14/2015 1:49 PM
46	Many people do not use Facebook. The older community that still holds onto their homes in Seattle, may not use social media. How about posting this information near bus stops throughout the city? Or hire someone to speak about the propositions in the areas that will be effected? Put a banner up in South Seattle and tell people to go online to share their voice!	12/14/2015 10:06 AM
47	I don't know if this is the first email sent on these proposals or not.	12/14/2015 3:29 AM
48	These changes are mind-boggling. Why duplicate service with the 7 and cutout downtown from the routing of the 106? This does not make any sense what so ever.	12/13/2015 1:01 PM
49	I hope you listen	12/13/2015 2:57 AM
50	There are a lot of different nationalities riding the bus and do not know about the upcoming change because they do not speak English and do not have the email notice. These peoples have not voice their concerns.	12/12/2015 12:50 AM
51	I don't think public feedback shaped the proposal to reroute the 106. My understanding is that it's politician feedback and that doesn't seem the best way to plan reroutes. Listen to the transit planners and do not reroute the 106.	12/11/2015 9:19 AM
52	I do not believe that public concern has been addressed with the 8 or 9x.	12/10/2015 4:18 PM
53	You should use the media (TV, Internet, etc) to tell everyone about the changes trying to be forced. Not just a few select people.	12/10/2015 3:36 PM
54	Should provide post with different languages to the neighborhood. A lot of people in this neighborhood has limited English skill.	12/10/2015 3:18 PM
55	I had no idea about this change and found out a day after a neighborhood meeting. Is there a way to receive push notifications only for routes that may impact me on the website or app?	12/10/2015 9:10 AM
56	According to the blog I read extra service is being added to already well served Capitol Hill to pander to some politician, and that disgusts me.	12/9/2015 10:32 PM
57	I was not asked for feedback or got information about a change being considered, so I don't know where feedback was gathered to form the proposal.	12/9/2015 8:57 PM
58	I appreciate Metro's effort to listen to and engage the community.	12/9/2015 7:56 PM
59	I really appreciate the email, because the sign was too detailed and busy to read while at the bus stop. The sign, of course was necessary as a way to alert all riders. Using the email for those on lists for the affected routes is a natural that makes sense.	12/9/2015 12:57 PM
60	I will miss the 106 option on Airport Way if you change the route.	12/9/2015 8:21 AM
61	Metro's service changes should be driven by neighborhood feedback and comprehensive planning, and Seattle Prop 1 funding to buy service should not be subject to King County councilmember decisions.	12/8/2015 3:46 PM
62	I saw a map of the revised routes on the poster at a station, I did not see that revised route map on this website, a link to that map was not obvious.	12/7/2015 5:12 PM
63	If by "public feedback" you mean a bunch of people that a public meetings raise their voices, than Yes; Their opinions definitely helped shape the needed changes in Capitol Hill.	12/7/2015 2:47 PM
64	I appreciate Metro asking for our feedback instead of just making the change.	12/7/2015 7:53 AM
65	I would have liked links to the background information informing each of the changes instead of just reading the results of the decisions that were made. I don't know where to go to read more about the data/meetings/comments that informed each of the decisions. This is key to making decisions, especially when I have friends that are negatively impacted by some of these options.	12/7/2015 7:23 AM
66	Thanks for this opportunity to provide feedback.	12/6/2015 8:07 PM
67	I think the "train has left the station". I've seen this same process over and over with the Parks Department and their "neighborhood process". The city will do what it wants regardless of what is good for the people - it looks cooler to have a colored streetcar in the middle of the street blocking already clogged traffic so buses or cars and for that matter bikes can't get by - I've been watching the empty streetcars go by recently on the trial runs. Yes, they look cool and make the city look fun and progressive, but the logistics and reality of what moves people around remains to be seen if this is a good idea. I see forcing the people in the south end to change buses to the streetcar to get to Capitol and First Hill as a ruse to get ridership up on the streetcars before they've started to run to "prove" what a great idea this was to do.	12/5/2015 7:57 AM
68	I am not sure that Metro cares a lot about public feedback.	12/4/2015 8:04 PM

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69	I strongly oppose any change in the #8 route! It would be a hardship for me to have to transfer to get to my destinations. I am disabled, 69, on a limited income and I don't own a car. I think this is economic, class and racial discrimination against people who live in the Rainier Valley. You would give a long convenient route to people who live in Mt. Baker and north (!!"&@#@#) and require us to transfer after a short ride. (Of course, it wouldn't be a problem if we stayed south of Franklin HS, right?) I was angry when the 42 and 48 were taken away (I have lived in my house for 25 years) but I have adapted my life to use the #8. I rarely take the light rail because it is 1/2 mile from my house. The Light Rail project was an abusive imposition on our neighborhoods and businesses. The first thing that was done was to cut down all of our beautiful old trees!!!!!! And there are few stations on MLK. We need a station at Graham. Airport passengers routinely fill up the aisles and seats with their luggage. I am an outspoken person, so I always speak up and announce that I need a seat. I can't tell you how many obnoxious conversations I have had with airport travelers who don't want to move their bags. Pushing the red button for help is useless, I have found. AND the people I have heard complaining about the number of stops between downtown and their f---ing airport!!!!!! Most of us in the valley take planes rarely if ever, and the Light Rail is----actually, something I consciously avoid riding, talking about, and even thinking about. I'm SO GLAD you asked for my comments. GO AHEAD and screw up the #8. I'll put it on the list, but a lot of us feel like Madame DeFarge... You have no idea how angry poor people and people of color are. But gee, have a good night sleep. You have the job, and the money and the power. Just remember-- one way or another, like common bread, the common people will rise. You actually CAN'T build enough jails to put us all in. "Thanks" for this opportunity to speak my piece. Of course, no justice means no peace...	12/4/2015 5:15 PM
70	A list of the bus stops that the 106 will not stop at anymore.	12/4/2015 4:37 PM
71	Without the Seattle Transit Blog we would've been left standing on the curb waiting for a bus that wasn't coming.	12/4/2015 3:44 PM
72	I believe more people are just going to start driving. Bus driver rudeness, tardiness, passenger rudeness, noise level, route changes, rise in bus fare and taxes for this... The Link Light Rail is awesome! I'm all for it, I take it home from the airport when I travel, I love it, it is inconvenient for work however, that's why I loved the 32 (another straight shot, no longer running due to the route being discontinued), and now your going to discontinue the 106. SMH	12/4/2015 3:33 PM
73	You're re-implementing things that have been proven not to work and removing things that do because the only input you're actually listening to is that made by planning developers who don't represent your ridership. Once again, Metro is creating problems where there aren't any and will likely expect voters to sort it out for them when the problems snowball. Good job.	12/4/2015 2:24 PM
74	I wish planners would stop caving to politicians and make decisions on transit service based on established guidelines, just like Metro said they would a few years ago.	12/4/2015 1:00 PM
75	Ugh, it seems like a couple of loudmouths who represent a handful of people have a hugely disproportional influence on Metro's routing outcomes. The decision process should be guided by the scientific process and not emotion or bullying. Lately, it seems like the network is being treated like someone's personal Lego set.	12/4/2015 10:52 AM
76	Don't move 106 to MLK you'll be missing the huge residential area that is Beacon Ave S.	12/4/2015 9:50 AM
77	Where did this proposal even come from? It seems to be answering a question nobody is asking. You need to do a better origin-destination study first and design a transit network based on that. This proposal is just throwing spaghetti at the wall.	12/4/2015 8:51 AM
78	Please keep in mind Route 124 serves The Museum of Flight and helps move tourists around Seattle. As such, rider experience matters. Thanks.	12/4/2015 8:28 AM
79	As much as it seems like you do ask for people's opinions it is hard to believe if they are listened to or not. I suppose time will tell. If I see these changes go into effect I will feel we were not listened to, as every single person I have spoken with regarding this issue, is against it.	12/4/2015 8:17 AM
80	Be transparent about the results and how they are being used on the decision making process	12/4/2015 8:00 AM
81	It seems like the decisions have already been made. I suspect that community feedback has been solicited for the purpose of appeasing us rather than giving us meaningful input into the outcomes.	12/4/2015 2:39 AM
82	Lots of Chinese takes route 106 and can't read or speak English to provide the feedback. I suggest you buy an ad in the local Chinese newspaper. A Chinese web site for them to provide feedback would be great.	12/3/2015 10:24 PM
83	Please don't cut the 9x, it's a slap in the face to our low-income, compromised health neighbors who rely on this route to get to and from our largest hospitals.	12/3/2015 6:35 PM
84	I would be fine with this change if route 107 ran farther north into the tunnels downtown	12/3/2015 3:59 PM
85	Actually listen to what people who ride metro everyday think. This is outrageous.	12/3/2015 12:08 PM
86	You are going to be hurting people that ride for work and actually pay for the system.	12/3/2015 12:06 PM

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87	You gave us NINE days before the meeting to organize! If the people affected by the proposed change had been notified earlier, you could have saved the money printing up the posters. We don't want this change. We can't afford this change. We will fight this change.	12/3/2015 7:41 AM
88	My neighborhood Facebook group is lucky that there are members who keep tabs on this stuff some that the rest of us can be alerted. Otherwise, I don't know if I would have heard about many changes. I recommend having a Metro representative become a member of these neighborhood groups, if for no other reason than to provide links and general updates.	12/3/2015 12:49 AM
89	Don't take away the 9!!!!!!	12/2/2015 10:30 PM
90	Changes are going to happen to our bus service because of the Light Rail and it is inconvenient to change the routes to make people take the Light Rail! I would have to walk 1 1/2 miles to get to the Light Rail and in my neighborhood, that is too dangerous for someone my age. Please don't change the 9 route!	12/2/2015 8:51 PM
91	I found out about this 3rd hand from a fellow Georgetown resident. Some direct outreach from Metro to the Georgetown community would have been appreciated. I am on the Georgetown Community Council board, so I am pretty certain that no direct outreach was ever initiated. If it hadn't been for my neighbor letting people know, I would never have found this survey.	12/2/2015 8:35 PM
92	I'm surprised I didn't hear of this anywhere else except on a facebook group. Shame on you for not spreading the word of this comment period!!! I am at Beacon Hill Station EVERYDAY and it would have been nice to have at least one sign up for commenting or even anything about the proposed changes! Plus I follow King County Metro on twitter, regularly follow the Stranger, Seattle PI, etc - so where exactly did you even try to post that there was a comment period?	12/2/2015 2:29 PM
93	More could have been done to notify communities affected by these changes. Especially communities that are being negatively affected.	12/2/2015 1:50 PM
94	I've been in Seattle for 30 years and I'm worried that we won't be able to get everything we need to make this city livable as far as mass transit goes. Mostly because we started these transit projects 30 years late. I hope to God that all the right people and agencies can make Seattle a better place to live. We are choking on too many cars and the quality of life has dropped significantly. So much of this was the decision to sell our trolley lines and replace them with buses. This happened in so many cities. We need to start looking like other parts of the world when it comes to trains. We have a long way to go till we even get close to what other cities are doing about moving people around. I didn't own a car till I was 40 and have relied on mass transit for years. I still use it frequently and have used in other parts of the world. Lets hope more federal funding comes in to all our cities for this. We are long overdue. Our infrastructure is suffering greatly and transportation issues are at the top of the list.	12/2/2015 11:03 AM
95	I speak English, but I've noticed many of the signs about proposed service changes are only written in English despite the fact that many people who use the 106 bus are immigrants who speak languages other than English. I'm not sure you're reaching a representative sample of the people most affected by these proposals.	12/2/2015 7:51 AM
96	The 106 is packed in the morning. It is 1/4 to 1/2 full late into the evening through SODO and Georgetown. It is not at all clear that there is market data or public demand for these changes. Use data and market research to maximize the most customers per \$1 spent.	12/1/2015 8:11 PM
97	I'm not sure the public feedback will help- cuts and changes have been made to services regardless of whom it affected previously.	11/30/2015 7:58 AM
98	Please visit people where they already gather: bus stops/transit stations, faith-based organizations, gyms, community centers, schools, libraries, etc. Translate materials appropriately and accurately and provide tear-off surveys for people to complete and leave at the place they found them. Engage community leaders and work with the Dept of Neighborhoods translators and outreach specialists. When planning events, staff them with people who live in the community and understand the issues. Engage the Disability Commission, Women's Commission, Pedestrian Advisory Commission, etc and specifically request that they reach out to their constituents for feedback. This survey isn't going to get great response before 12/23. This is a busy season--school is out, people are taking vacations, etc. Please extend the survey until after the New Year so there's time for better outreach.	11/29/2015 12:34 PM
99	I hope that rider feedback is considered.	11/29/2015 12:11 PM
100	With all of the changes the city government is making to the road system in Seattle, the number of people depending on public transit is going to increase disproportionately to projected population increases.	11/29/2015 11:58 AM
101	Don't cut bus service between the jobs in the Duwamish valley and Renton.	11/29/2015 11:06 AM
102	Our neighborhood (Georgetown) was not notified about these changes and they will negatively impact our transit options.	11/29/2015 10:50 AM

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103	Who spoke to the community of Georgetown? Very few people know about this change. This is the saddest outreach I have seen by far for this community. It shows how little Metro values its riders in Georgetown. We don't have enough population to count is what you are saying to this community. We deserve timely and safe bus service too.	11/29/2015 8:06 AM
104	Keep the 106 as is.	11/29/2015 12:24 AM
105	You do not make it clear that our feedback will have an impact on what you do.	11/26/2015 9:27 AM
106	A solution to the somewhat difficult transfer between bus and light rail at Mount Baker transit center would be beneficial. And I have safety concerns at some transit locales, especially the Rainier Beach light rail station.	11/25/2015 6:56 PM
107	So far, so good. Thank you for coming up with proposals to improve connections in our communities.	11/24/2015 7:56 PM
108	I wish Metro will listen to public comment and not just doing outreach just to show Metro has done the survey but don't take account of the survey because decision was technically already made	11/24/2015 5:26 PM
109	It's not clear how this proposal was designed given the latest direction from the King County Executive to have the transit agencies coordinate services. This proposal seems to duplicate Link light rail.	11/24/2015 4:39 PM
110	I have seen in the past, Metro will have these types of surveys - but I believe they do it to appease people. I suspect the decisions have already been made. I also wonder what percentage of people making these decisions are actual frequent users of Metro.	11/24/2015 10:50 AM
111	Thank you for not cutting the 8 off at the new cap hill station. Will there be a link stop at Convention Place? The tunnel is very congested during rush hour and would therefore be a prime target for attack... something to consider	11/24/2015 1:28 AM
112	I just really hope you have metro meeting with our area because of our different cultures and languages. Many people that take the 106, speak other language, and I hope you are reaching out so they know this might happen.	11/23/2015 10:52 PM
113	The outreach is fine, but please, stop caving to such tiny interest groups when it comes to restructuring service. Majority rules, right? Screw 'em, do what's best for all riders.	11/23/2015 10:33 PM
114	Please don't mess this service restructure up.	11/23/2015 8:38 PM
115	The route 101 running later at night heading towards downtown Seattle would be great.	11/23/2015 8:25 PM
116	Get off your computers, out of your cars, and walk the talk.	11/23/2015 7:06 PM
117	If i see a route that will go from Skyway to Allen Town Tukwilla Recreation Center, or a bus that will take me from Renton Transit Center that will have a closer stop near Cedar River Walking Trail then i will feel my input was taken and implemented.	11/23/2015 5:30 PM
118	when light rail came to rainier beach you altered bus routes that forced people to ride the light rail, which most often meant transferring when the former routes were full trip options. It leaves me to wonder for whom you are making these changes. I don't believe it's for the convenience of the riders but rather it is for the convenience of the transportation agencies, which should be concerned with meeting the needs of the ridership.	11/23/2015 1:57 PM
119	I still don't feel like Metro is listening to the public. We got new buses that NOBODY likes because the seats are too small and there are not enough of them. All these proposals are being made that we feel someone just pulled out their but and said that the public had input. Do people making the decisions even ride the bus? Please molest the service in the Northend to the extent of the Southend. The Northend is getting MORE service, while the Southend is getting coconut shell service... move this here for now, then take it away and replace it with something else that is not as good where people have to transfer more often and stand in bad weather with little or no shelter.	11/23/2015 1:28 PM
120	Thank you for considering my feedback.	11/23/2015 1:21 PM
121	Metro needs to let riders and community members shape how the bus network looks and operates, rather than deciding these things themselves and hoping we go along with it.	11/23/2015 1:06 PM
122	This neighborhood got the crown jewel of transit in King County: Link. No need to give them multiple, duplicate, bus routes when other neighborhoods throughout King County have a lower level of service.	11/23/2015 11:03 PM
123	I think its good to solicit feedback. I think you could better describe the route of the 107 and be explicit that it connects Cleveland High School and Beacon Hill Station. That corridor is heavily used by the kids at that school.	11/23/2015 12:50 PM
124	Smoking of pot should not be allowed on the bus.	11/23/2015 11:34 AM
125	I think more explanation is needed as to why Metro is considering bringing back the unproductive 42 route and undoing the reliability improvement on route 38/106. I would have also liked to have multiple options, so I could "vote" for improved all-day frequency on route 38/106 over the option being offered.	11/23/2015 9:21 AM
126	Get cleaner busses. And have more patrol people at bus stops at night. Women shouldn't have to fear for their safety. Improve bus shelter lighting as well.	11/23/2015 9:21 AM

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127	You've probably already made your decision, this is just a token effort to make end-users feel like they had a say-so.	11/23/2015 9:18 AM
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Southeast Seattle 2015-2016 bus changes

Q25 Your email:

Answered: 221 Skipped: 483

#	Responses	Date
1	Sasha.schofer@gmail.com	1/21/2016 6:23 PM
2	2009skills@gmail.com	1/20/2016 3:00 PM
3	mpinch@gmail.com	1/12/2016 2:23 PM
4	peter77@gmail.com	1/12/2016 9:11 AM
5	jon.morgan.1999@owu.edu	1/10/2016 6:29 PM
6	emerald445@msn.com	1/10/2016 5:45 PM
7	metro@christophertaylor.info	1/10/2016 4:08 PM
8	pwiring@acm.org	1/10/2016 9:53 AM
9	anthonybanchemo@earthlink.net	1/9/2016 11:42 PM
10	Siefancito@gmail.com	1/9/2016 5:23 PM
11	Walkerjschwartz@gmail.com	1/9/2016 8:26 AM
12	Jessica.emerson@gmail.com	1/8/2016 7:58 PM
13	mynameisaurien@gmail.com	1/8/2016 7:47 PM
14	Williamdangelo200@gmail.com	1/7/2016 9:13 AM
15	melonhead901@gmail.com	1/7/2016 9:08 AM
16	thanks4thinking@gmail.com	1/7/2016 1:19 AM
17	brianbaldwin7@live.com	1/6/2016 2:58 PM
18	malmanwa@mac.com	1/6/2016 2:08 PM
19	wesleyhodgson@gmail.com	1/6/2016 1:49 PM
20	devin.alexander.hollingsworth@gmail.com	1/5/2016 6:46 PM
21	mighlyquinn@yahoo.com	1/5/2016 5:38 PM
22	carpejugulum@gmail.com	1/5/2016 3:59 PM
23	pam.wrenn@gmail.com	1/5/2016 3:02 PM
24	pixelsbyl@gmail.com	1/5/2016 2:05 PM
25	charlajal@msn.com	1/5/2016 7:52 AM
26	kevinhaag@gmail.com	1/4/2016 10:07 PM
27	brentandabiwedding@gmail.com	1/4/2016 6:00 PM
28	dancharlson@mindspring.com	1/4/2016 4:36 PM
29	Chriscloud09@gmail.com	1/4/2016 2:17 PM
30	gaylenfloy@gmail.com	1/4/2016 12:45 PM
31	stephenbamford@yahoo.com	1/4/2016 10:14 AM
32	Crystalahdaniels@live.com	1/3/2016 8:32 AM
33	Pohagan@gmail.com	1/1/2016 11:11 AM
34	cherylcobbs@msn.com	12/27/2015 2:02 PM
35	Ryan.jalley@gmail.com	12/26/2015 7:44 AM

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36	abronow@gmail.com	12/25/2015 6:53 PM
37	nykw@hotmail.com	12/25/2015 6:21 PM
38	iknit2.marin@gmail.com	12/25/2015 6:44 AM
39	mindofunly@gmail.com	12/24/2015 2:28 PM
40	missbookworm95@gmail.com	12/23/2015 2:34 PM
41	wmatsumura@gmail.com	12/23/2015 1:01 PM
42	yo@danieallinice.com	12/22/2015 9:20 PM
43	makoport@msn.com	12/22/2015 8:13 PM
44	thome.james@gmail.com	12/22/2015 7:19 PM
45	rapoza@q.com	12/22/2015 5:15 PM
46	dkangas@gmail.com	12/22/2015 5:04 PM
47	lionsbutterflies@yahoo.com	12/22/2015 3:38 PM
48	annchamp@hotmail.com	12/22/2015 3:20 PM
49	donguyen713@gmail.com	12/22/2015 2:14 PM
50	pavlina7027@gmail.com	12/22/2015 2:09 PM
51	rsynoldk@seattleu.edu	12/22/2015 1:39 PM
52	jpire-williams@rmlaw.com	12/22/2015 1:31 PM
53	vrosarioaria2@msn.com	12/22/2015 11:18 AM
54	Kiteemormee@hotmail.com	12/21/2015 2:10 PM
55	Jcollej@hotmail.com	12/20/2015 3:32 PM
56	Crajan85@gmail.com	12/19/2015 1:45 PM
57	.joycaldordero@gmail.com	12/17/2015 2:27 PM
58	geyerfy01@gmail.com	12/17/2015 1:11 PM
59	eckohing@outlook.com	12/16/2015 1:20 PM
60	kitten@greenronin.com	12/16/2015 11:54 AM
61	jfmorrisonwriters@gmail.com	12/16/2015 11:51 AM
62	anjalienglund@gmail.com	12/16/2015 11:45 AM
63	ali.hunt26@gmail.com	12/15/2015 4:48 PM
64	jamestrefry@hotmail.com	12/15/2015 1:55 PM
65	ntorreschinn@gmail.com	12/15/2015 6:46 AM
66	tonyma60@yahoo.com	12/14/2015 8:05 PM
67	kneecole360@gmail.com	12/14/2015 2:42 PM
68	Perirhoden@yahoo.com	12/14/2015 10:06 AM
69	w9llinotry@hotmail.com	12/14/2015 3:29 AM
70	yupinq@msn.com	12/13/2015 10:17 PM
71	firewall.bsd@gmail.com	12/13/2015 7:25 PM
72	palliboo17@gmail.com	12/12/2015 1:16 PM
73	Peter.Gauts@pbjs.com	12/12/2015 10:41 AM
74	Foxglove379@hotmail.com	12/12/2015 9:08 AM
75	Heidiwaters@gmail.com	12/12/2015 12:52 AM
76	curford_2000@yahoo.com	12/12/2015 12:51 AM

Southeast Seattle 2015-2016 bus changes

77	Maggiemstar@hotmail.com	12/11/2015 10:59 PM
78	voyagemark@hotmail.com	12/11/2015 7:11 PM
79	johngardineriv@me.com	12/11/2015 9:34 AM
80	lauren.nichols63@gmail.com	12/11/2015 9:20 AM
81	luxvoluptas@yahoo.com	12/10/2015 8:08 PM
82	anonymospace@yahoo.com	12/10/2015 11:47 AM
83	bpmcguire@gmail.com	12/10/2015 9:10 AM
84	kgirshfeld@gmail.com	12/10/2015 8:54 AM
85	Sheila.fisher1@gmail.com	12/9/2015 10:32 PM
86	mimilabby@gmail.com	12/9/2015 8:19 PM
87	doughgirl808@aol.com	12/9/2015 7:56 PM
88	pahdree@gmail.com	12/9/2015 5:08 PM
89	rpolich@gmail.com	12/9/2015 2:31 PM
90	Christabel.fowler@gmail.com	12/9/2015 1:41 PM
91	ldaltose@netzero.com	12/9/2015 12:58 PM
92	Willingtoigh14@yahoo.com	12/9/2015 12:37 PM
93	videorodeo@gmail.com	12/9/2015 12:14 PM
94	alonso.alvarado@gmail.com	12/9/2015 12:03 PM
95	Benvaron@gmail.com	12/8/2015 11:34 PM
96	Superwench25@gmail.com	12/8/2015 6:29 PM
97	Oscar_Love@msn.com	12/8/2015 5:56 PM
98	tedrcastro@gmail.com	12/8/2015 3:47 PM
99	Aquablood@gmail.com	12/8/2015 12:43 PM
100	nusty505@yahoo.com	12/7/2015 11:37 PM
101	wendy.li17@yahoo.com	12/7/2015 9:57 PM
102	jentehe@yahoo.com	12/7/2015 6:51 PM
103	lauren.vlas@gmail.com	12/7/2015 10:18 AM
104	mrwilson2016@gmail.com	12/7/2015 9:53 AM
105	Monkeesplace@gmail.com	12/7/2015 7:54 AM
106	mgbpjosh@gmail.com	12/6/2015 8:07 PM
107	Bloobloos@gmail.com	12/6/2015 2:09 PM
108	rburkes7@gmail.com	12/6/2015 11:01 AM
109	zhaojinglin@hotmail.com	12/5/2015 9:50 PM
110	chaldro@gmail.com	12/5/2015 9:56 AM
111	Prince.chef@gmail.com	12/5/2015 9:34 AM
112	jlb250@hotmail.com	12/5/2015 7:57 AM
113	Sn58.sudha@gmail.com	12/4/2015 7:25 PM
114	Monzesm@gmail.com	12/4/2015 4:38 PM
115	traceyannday@gmail.com	12/4/2015 3:40 PM
116	heyarleen@gmail.com	12/4/2015 3:35 PM
117	angie.hughes1@gmail.com	12/4/2015 3:05 PM

Southeast Seattle 2015-2016 bus changes

118	diazjoel78@gmail.com	12/4/2015 1:15 PM
119	davy7734@yahoo.com	12/4/2015 12:21 PM
120	max.hensley@gmail.com	12/4/2015 11:58 AM
121	becky.gelder@gmail.com	12/4/2015 11:21 AM
122	Rebekah.clinger@gmail.com	12/4/2015 11:06 AM
123	damonholzer@netscape.net	12/4/2015 10:53 AM
124	growlenoise@gmail.com	12/4/2015 8:28 AM
125	grantmgr@gmail.com	12/4/2015 2:39 AM
126	kyle.heenk@gmail.com	12/3/2015 10:50 PM
127	devrodand@gmail.com	12/3/2015 3:59 PM
128	pocketdoom@gmail.com	12/3/2015 1:56 PM
129	n.morrisonwinlers@gmail.com	12/3/2015 12:44 PM
130	Nope @noway.com	12/3/2015 12:09 PM
131	danmahon2@yahoo.com	12/3/2015 10:34 AM
132	Louaile@gmail.com	12/3/2015 10:10 AM
133	chenjanice@gmail.com	12/3/2015 10:00 AM
134	sherrylynnebaker@gmail.com	12/3/2015 7:41 AM
135	chans85@yahoo.com	12/3/2015 6:31 AM
136	lanbrucebell@gmail.com	12/3/2015 12:49 AM
137	ndickson@gmail.com	12/2/2015 10:30 PM
138	halimomai@gmail.com	12/2/2015 10:16 PM
139	clementasi@gmail.com	12/2/2015 9:29 PM
140	Gojusmia33@hotmail.com	12/2/2015 9:20 PM
141	d.g.moser@gmail.com	12/2/2015 9:16 PM
142	NathansMom2B@aol.com	12/2/2015 9:15 PM
143	Kilsooksin@gmail.com	12/2/2015 8:38 PM
144	matpearsall@outlook.com	12/2/2015 8:35 PM
145	Mackenzie.Jm@gmail.com	12/2/2015 6:29 PM
146	alcapn@hotmail.com	12/2/2015 3:18 PM
147	srkodiak@gmail.com	12/2/2015 2:30 PM
148	mike.mjwarner@gmail.com	12/2/2015 1:50 PM
149	evagdiva@gmail.com	12/2/2015 12:45 PM
150	chaotic.bird@gmail.com	12/2/2015 11:34 AM
151	mtsoman@gmail.com	12/2/2015 11:03 AM
152	phirayam@yahoo.com	12/2/2015 9:47 AM
153	cb_cox@hotmail.com	12/2/2015 8:44 AM
154	stephaniekuehner@gmail.com	12/2/2015 8:38 AM
155	dyakiyfi@comcast.net	12/2/2015 7:51 AM
156	neale@rothingham.info	12/1/2015 8:11 PM
157	rodneypfi@aol.com	12/1/2015 8:01 PM
158	Jennak@gmail.com	12/1/2015 3:28 PM

Southeast Seattle 2015-2016 bus changes

159	emily.lyndh@gmail.com	12/1/2015 1:32 PM
160	sawertz@yahoo.com	11/30/2015 1:02 PM
161	jerry0716@mindspring.com	11/29/2015 1:11 PM
162	melissajonas@yahoo.com	11/29/2015 12:34 PM
163	n_ford@msn.com	11/29/2015 12:11 PM
164	bridgidpnh@gmail.com	11/29/2015 11:59 AM
165	marlinimbach@gmail.com	11/29/2015 11:54 AM
166	Dlpress75@comcast.net	11/29/2015 11:28 AM
167	industrialbiker@comcast.net	11/29/2015 10:51 AM
168	Jasonpotts74@gmail.com	11/29/2015 10:13 AM
169	scottishawk@gmail.com	11/29/2015 9:25 AM
170	vafacundo@gmail.com	11/29/2015 9:17 AM
171	K.welker09@gmail.com	11/29/2015 8:07 AM
172	mcaple1985@gmail.com	11/28/2015 6:38 PM
173	Adrienne.w@earthlink.net	11/26/2015 9:28 AM
174	andrea.kretchmer@gmail.com	11/25/2015 1:49 PM
175	montesdeoca21@gmail.com	11/25/2015 11:33 AM
176	jbwa2@yahoo.com	11/25/2015 7:53 AM
177	greg.briggs@gmail.com	11/24/2015 9:14 PM
178	richb000@yahoo.com	11/24/2015 8:33 PM
179	Krysintate@gmail.com	11/24/2015 8:05 PM
180	jasonm.cb@msn.com	11/24/2015 3:20 PM
181	maryedwards1964@msn.com	11/24/2015 10:39 AM
182	hammerquist@gmail.com	11/24/2015 8:09 AM
183	tedmcintyre@msn.com	11/24/2015 7:04 AM
184	sacharoff@gmail.com	11/23/2015 11:57 PM
185	Kayita90@gmail	11/23/2015 10:52 PM
186	johngardineriv@me.com	11/23/2015 10:34 PM
187	dickerson1080@hotmail.com	11/23/2015 8:40 PM
188	teresahermans@gmail.com	11/23/2015 8:25 PM
189	ankarin@gmail.com	11/23/2015 7:06 PM
190	helenahanson54@yahoo.com	11/23/2015 5:31 PM
191	ansenio6@gmail.com	11/23/2015 5:19 PM
192	bobmeter@laol.com (We're already on your list.)	11/23/2015 4:53 PM
193	janshortpollard@gmail.com	11/23/2015 4:36 PM
194	codekaren@yahoo.com	11/23/2015 2:48 PM
195	black_jack_davie@yahoo.com	11/23/2015 2:08 PM
196	chrysenap@msn.com	11/23/2015 2:02 PM
197	iherealjackchow@gmail.com	11/23/2015 1:58 PM
198	deanmchee@hotmail.com	11/23/2015 1:33 PM
199	yvettemalia@gmail.com	11/23/2015 1:21 PM

Southeast Seattle 2015-2016 bus changes

200	harkingbuddhas@gmail.com	11/23/2015 12:55 PM
201	maurentxaxler@yahoo.com	11/23/2015 11:54 AM
202	amberstierbinsky@gmail.com	11/23/2015 11:48 AM
203	fred963931957@gmail.com	11/23/2015 11:34 AM
204	kristin.paige.noblin@gmail.com	11/23/2015 11:34 AM
205	tonrix@gmail.com	11/23/2015 11:23 AM
206	gordon@wa98104.us	11/23/2015 11:22 AM
207	lla14655@yahoo.com	11/23/2015 11:13 AM
208	lisa.fox@kingcounty.gov	11/23/2015 11:13 AM
209	alandross@gmail.com	11/23/2015 10:52 AM
210	josh.diaz@gmail.com	11/23/2015 10:39 AM
211	paulajmcardle58@gmail.com	11/23/2015 10:20 AM
212	ward.cassels@va.gov	11/23/2015 9:49 AM
213	imhotjohnr@hotmail.com	11/23/2015 9:31 AM
214	eunice.yu7@gmail.com	11/23/2015 9:24 AM
215	mrrhil49@yahoo.com	11/23/2015 9:24 AM
216	annb_98178@yahoo.com	11/23/2015 9:23 AM
217	dilepr777@yahoo.com	11/23/2015 9:23 AM
218	breni_white@hotmail.com	11/23/2015 9:21 AM
219	hpeoples@uw.edu	11/23/2015 9:21 AM
220	mtoniquespivey@yahoo.com	11/23/2015 9:13 AM
221	Slyfieljj@gmail.com	11/23/2015 9:12 AM

Appendix B: Emails, Phone Calls, and Letters Received

Comment
<p>Hi DeAnna,</p> <p>I have some additional comments about the proposal for Route 107. I've heard from several people on south Beacon Hill who are opposed to the new routing and the loss of direct service to downtown Seattle. If Metro decides to move Route 107 to south Beacon Hill, I think a better destination for Route 107 would be SODO Station via Airport Way and Georgetown instead of Beacon Hill Station. From Rainier Beach, this proposed routing for the new 107 would follow the current 106 route to SODO and terminate at SODO Station. This routing would likely use a similar number of service hours as the proposed routing to Beacon Hill Station. But at SODO Station riders could transfer to Link, 101, 102, 150 or several other routes for the short trip to downtown Seattle. At Beacon Hill Station the transfer to Link is more complicated and there is only the 36 for a street-level transfer to downtown. Also, the 36 is often full and it can be a long trip from BHS to downtown on the 36. SODO Station offers many more connections for south Beacon Hill riders and doesn't duplicate the service offered by Route 60. Thanks again for reading.</p> <p>Dan</p>
<p>Hi - don't change the route. Getting regular bus service in Georgetown is tough enough. I commute regularly to Redmond; and every rush hour bus seems full. Making my ride home longer makes me want to drive ☹️. Please consider ADDING routes to serve Georgetown-to-downtown!</p> <p>Thank you, Scott Rice</p>
<p>(Part 1 of 4) Dear King County Transportation Staff,</p> <p>Thank you for the opportunity to comment on the southeast Seattle bus route restructure proposal.</p> <p>First, so it doesn't get lost, I would like to register my opposition to having proposed route 106 run between Mt Baker Station and the International District, and to request that the number of people opposing this extension be acknowledged in the public summary of feedback. Route 38 was split off from route 8 in order to bring some reliability to the route. Adding that extension to downtown will take away the reliability improvement, and make the route worse for everyone not traveling north of Mt Baker Station.</p> <p>The proposal also appears to be in violation of the Service Guidelines, which help ensure that Metro's limited funds are invested where they will be most impactful. We already know that the old route 42 had more protagonists than regular riders, so why re-invent the flat tire?</p> <p>I am fully supportive of the portion of the proposal for combining soon-to-exist route 38 with the portion of route 106 between Rainier Beach Station and Renton Transit Center. I hope that part happens.</p> <p>Moreover, I hope that, if route 9 service hours are reinvested in route 106, that route 106 be raised to 10-minute frequency for as much of the week as that freed-up money can fund. Route 8 was originally supposed to be a good connector for people living on MLK but too far from Link station. With hours taken from it to fund route 42, that did not happen. It can finally happen now. Unlike ruining the route by running it into gridlock, having a 10-minute-headway version of route 106 running from Renton TC through Skyway and along MLK to Mt Baker Station would be a major improvement in the southeast Seattle transit grid. I would like the summary of public feedback to acknowledge the number of commenters calling for this particular routing, both with and without an additional frequency boost.</p>

(Part 2 of 4) I am also fully supportive of the proposal to run route 107 along the path of current route 106 between Rainier Beach Station up to Albro Pl, and then continue along 15th Ave S to Beacon Hill Station. Ever since Seattle Public Schools started abandoning the yellow bus program for higher grades, there has been a need for a bus route from south Beacon Hill to Cleveland High School. This Safe Path to School should certainly trump one Georgetown's desire for an occasional one-seat ride to Renton, or for hypothetical employees of his for same one-seat ride.

That said, it should be noted that the proposal reduces Georgetown service, during a period of Metro growth, while, ironically, three routes serving Georgetown (60, 124, and 131) are in the top seven of the queue in the 2015 Service Guidelines Report to bring them up to targeted service levels. To make Georgetown whole for at least not reducing service would require a frequency upgrade on route 124, to no more than 20-minute headway. If it gets at least that level of investment, then there will be 6 buses per hour, in each direction, serving the Georgetown residential area, and heading in the direction of downtown, perhaps with close-to-10-minute spacing if the schedulers can make it happen, when route 60 is taken into account. Even without route 60, having three 124's per hour headed south is better than having to guess whether to wait in the DSTT or at street level for half-hourly 106's and 124's.

I happen to be a frequent rider on route 60, and it is my preferred path for coming home from downtown, due to its excellent reliability (mostly from not going through downtown), especially at night. Beacon Hill Station is one of the safest and most inviting places to transfer in the county.

Route 124 did have 15-minute frequency after the post-Link-opening route restructure. But then, the South Park Bridge closed, hobbling ridership. After the bridge re-opened the frequency was never restored.

(Part 3 of 4) On the topic of transfers, there will be those along the northern part of route 106 between RBS and Albro who will point out the net increase of travel time from having to transfer to get downtown. That's why Metro should invest more frequency in proposed route 107, to get it to 20-minute headway for as much of the time as possible, to make up for that increase in trip time. Indeed, any time a route is truncated to serve a station instead of going downtown, a frequency investment should occur to make up for the transfer penalty, and then advertised so that people don't abandon the route before trying it, as happened with route 50. Look at the proposal Sound Transit just put out, to have all its express routes that become duplicative with Link be truncated at various stations, and then have frequency matching Link on those bus routes. This proposal was just made available at the ST Executive Committee meeting last Thursday, and was covered in the Seattle Transit Blog.

Some will complain about Link not accepting paper transfers. For those who cannot afford a \$5 ORCA card, that is why the ORCA LIFT card is free. If someone qualifies for LIFT, but doesn't get it, they are already throwing away money. In this particular case, they also have the option to transfer to frequent route 36 at Beacon Hill Station to get downtown. In the case of proposed route 106, they also have the option of transferring to frequent route 7 to head downtown.

Last point on this proposal: The only thing forcing anyone to walk to Asian Counseling and Referral Service's MLK office is the unreliability and lack of frequency on the route that serves that portion of MLK. A new route 106, timed to pick up at Mt Baker Station shortly after each southbound Link train and each southbound route 7 run arrives, should put an end to that complaint.

(Part 4 of 4) A note on restructures in general: One of the huge mistakes people make in these restructures is to focus on the maps, rather than other measures like reliability, frequency, trip time, etc. You may have noticed that Reg Newsom had a lot to say about the maps, in his efforts to preserve his own one-seat rides, but had very little to say about anything but the maps. The fruits of his labor was that the Capitol Hill restructure was wrecked.

The southeast Seattle restructure should move forward, without route 106 going between Mt Baker Station and the International District, but with more frequency on routes 106, 107, and 124.

Thanks again for the input opportunity. I look forward to a full summary of the various repeated points of view (not just what was said at the one meeting I could not attend), and to Metro implementing a version of the restructure that gives taxpayers and riders the most bang for the buck. Good luck on getting Metro management to do right by the ridership!

Best,
Brent White

(Part 1 of 2) Dear Ms. Martin

Thank you for the opportunity to provide comments on the proposed SE Seattle restructures. We are a group of social justice, immigrant and refugee, and transportation advocates writing to you in strong support of this proposal.

First, we want to commend Metro for working collaboratively with our SE Seattle transit coalition including organizations such as Transportation Choices Coalition, Puget Sound Sage, OneAmerica, Asian Counseling and Referral Services (ACRS), Filipino Community of Seattle, Asian Pacific Islander Coalition Advocating Together for Healthy Communities, Mothers for Police Accountability, InterIm CDA, El Centro De La Raza and many others to develop a solution that addressed community needs and service gaps.

This coalition has spent nearly two years in partnership with Metro exploring a range of options to connect transit-dependent communities in the Rainier Valley. These efforts have resulted in robust community feedback including comprehensive surveys completed by 300+ ACRS clients, community group meetings, and one-on-one meetings. Metro staff has brought many creative ideas to the table including shuttles, vans and even the Center Park bus as we explored ways to bridge service gaps for this transit-dependent community.

This brings us to the current proposal on the table. We appreciate Metro's effort to consider this restructure in collaboration with neighborhood groups and major employers including Swedish and Virginia Mason. We want to be clear that we do not support an outcome which results in cutting service in one neighborhood to serve another and we commend Metro's effort to seek robust feedback from impacted transit riders on the proposed restructure.

This restructure will benefit riders in SE Seattle especially older riders, limited English speakers, people with mobility issues and other bus riders for whom Link just didn't work as well to connect to services and destinations in the Rainier Valley.

(Part 2 of 2) These transit-dependent riders rely heavily on local bus service: for some it is the 2nd or 3rd transit connection as they access food banks, meal programs, English language classes and more at community organizations on MLK Jr. Way.

At a time that transit ridership is growing and more people need choices, we should be adding bus service and making transit a frequent and reliable connection to jobs, schools and opportunity. We urge you to adopt this proposal and work to develop solutions that benefit all communities who use transit to get where they need to go.

If you have questions or need more information, please feel free to contact Shefali Ranganathan, Executive Director, Transportation Choices Coalition at Shefali@transportationchoices.org or 206-329-2336.

Thank you for your consideration.

Diane Narasaki
Executive Director
Asian Counseling and Referral Services

Elaine Ishihara
Asian Pacific Islander Coalition Advocating Together for Healthy Communities

Sheila Burrus
Executive Director
Filipino Community of Seattle

Rev. Harriet Walden
Mothers for Police Accountability

Rich Stolz
Executive Director
OneAmerica

Rebecca Saldana
Executive Director
Puget Sound Sage

Shefali Ranganathan
Executive Director
Transportation Choices Coalition

(Part 1 of 2) Dear DeAnna:

This letter is in response to Metro's proposed changes to routes 8 (new Route 38), 9 Express, 106, 107, and 124 that would improve the connections between Southeast Seattle and Renton and other areas south of the city, which was released on November 23, 2015. International Community Health Services (ICHS) has reviewed the proposed changes, and appreciates the opportunity to share our comments.

ICHS, founded in 1973, is a non-profit community health center offering affordable primary medical and dental care, acupuncture, laboratory, pharmacy, behavioral health, Women, Infant and Children (WIC), and health education services. As an important part of the health and human services safety net, ICHS is committed to improving the health and wellness of underserved communities. ICHS advocates for and provides affordable and in-language health care, in addition to advocating for and emphasizing the importance of addressing the social determinants of health, which include access to jobs, housing and economic opportunity. ICHS' four full-service medical and dental clinics—located in Seattle's Chinatown/International District and Holly Park neighborhoods; and in the cities of Bellevue and Shoreline—serve over 21,000 patients in nearly 50 languages and dialects annually.

ICHS applauds Metro's commitment to address the social determinants of health by responding to the access needs of Southeast Seattle and Renton residents. Metro's proposed route changes will potentially have a significant impact on the way ICHS' patients access their care at ICHS, particularly at our sites located in Seattle. Approximately 43% of all ICHS patients served last year resided in the Southeast Seattle and Renton zip codes of 98144, 98118, 98108, and 98178 (over 9,200 unduplicated patients total). Between 2010 and 2014 the number of patients ICHS served from these zip codes has grown faster than our overall patient population – 15.3% compared to 14.8%, respectively. (cont'd)

Part 2 of 2) We expect this population to continue to grow quickly as low-income residents move southward due to rising costs of living in Seattle.

The proposed revisions to route 106 will provide a new stop along MLK Jr. Way by the Othello Station, which is a mere 0.1 miles from our Holly Park clinic site. Additionally, the proposed revisions increase service and frequencies to routes 124 and 106 that stop at the International District Station which is 0.3 miles from our International District clinic site. Moreover, in 2011 ICHS opened a satellite medical clinic at Asian Counseling and Referral Service which is located on MLK Jr. Way on the proposed revised route 106. It is clear that Metro's proposed revisions to routes 106, 107, and 124 will not only provide new direct connections for ICHS patients residing in the aforementioned zip codes to culturally and linguistically appropriate services offered at ICHS, but also to jobs and other economic opportunities concentrated in Downtown Seattle. ICHS urges the King County Council to approve these route changes.

Thank you for the opportunity to comment on the proposed changes to Metro routes in Southeast Seattle. Should you have any questions, please contact Sunshine Monastrial, ICHS' Planning, Development, and Evaluation Supervisor at sunshinem@ichs.com or (206) 788-3659.

Sincerely,
Teresita Batayola
Chief Executive Officer
International Community Health Services

DeAnna,

Thank you so much for the quick response. Just out of curiosity, was it considered to extend the routing of the 107 north of the Beacon Hill Station via Beacon Ave S. and Holgate and into the ID/downtown via 6th? Or even Busway? It could then make a right on Charles, a right onto Maynard to get onto Airport way and could perhaps layover somewhere around Atlantic Base. It could then make a right onto Massachusetts and a left to get back onto 6th to complete the loop. I saw a lot of comments on Neighborhood discussion boards about connecting Chinese communities and how changes to the 106 would affect that link. This would also technically get people downtown on one bus with stops at stadium station and very close to the ID. Anyway, it was just a thought, and always wondered why there was no transit service that ran down Beacon Ave into Sodo.

Thanks again,
Daniel

Hi there. I'm calling to comment on proposed changes to the Route 106 bus. It's proposed that it will not be coming down Beacon Hill and going through Georgetown, but going down MLK and then going up to the Beacon Hill light rail station. I use the 106 bus a lot and know a lot of people in my neighborhood who do use it. One of the nice things about it is that it connects us over to Georgetown and it connects down to Renton. So those of us who live up on Beacon Hill and throughout that area won't have access to those communities. I wish that you would not change the 106. Keep it the way that it is please. We have so many buses that go north and south - this is one of the only ones that I know of, at least for me, that goes at a bit of an angle or a little bit east and west. I think it's useful because of that. If I had any requests for changes, it would be that there be lighter buses going by because they go right by my house and it rattles the windows and cracks the walls - especially on Sundays when the bus is empty and the bus goes by it's very noisy. It's not ideal to live along that bus route. But, at the same time, it's a useful bus. So please don't change the 106 bus from the way it is right now. My name is Jeff Cook and my number is XXX-XXX-XXXX. Thank you.

The Seattle Rainier Valley, Beacon Hill routes.

Cut two miles off the South Bound routes.

End the South bound Tunnel Routes at the Stadium Station including the route 124.

That can reduce delays downtown and in the tunnel.

And cut a mile off of routes 7 and 36 to 5th Ave and Jackson St. Which would reduce traffic congestion downtown.

Change the amount of stops on Jackson from every two blocks to every three blocks by combing stops move two stops over a block with a new stop between old stops.

The money and time saved can be used for other routes

Shorter routes means that routes can change drivers at the base which would cut delays and help keep traffic moving.

Have the route 9 end at the Mount Baker Transit Center and replace the route 49 to the U Distribution for a Direct Bus service to the U District.

When the tunnel from Downtown to Capital Hill is running

The plan extension of route 107 will only be more costly. Just extend Route 107 to the Rainier Beach Station

Cut Two miles off the Routes 7and 36 to end at Jackson St at the Union Station or King Street Station.

The Super long routes that go all over don't work in the real world.

There are routes that that have frequent service to neighborhoods with low ridership.

Split the Route 50 into multiple Routes.

Have a separate Route from the VA Hospital on Beacon Hill to Rainier Beach and Serve the last section of the route 7 to precinct St instead of the Route 7.

Hello,

I felt it was important for me to write concerning the proposed changes to route 9x in Seattle. First off, I completed a survey on this route a couple months or so ago when they were being distributed on the bus, so I have also contributed my feedback in that manner. I ride this route twice a day, once in the morning between 6:45 and 7:30, and once in the evening/afternoon, between 4:15 to 6:00, depending on when I leave work. I pay for my rides by purchasing a monthly Orca bus pass.

Here are my concerns and questions, regarding this route: -On my way home while I am waiting for the number 9(x), at the I-90 overpass stop (headed to Capitol Hill), the number 7 comes VERY often. Too often in my opinion. That bus never completely full, and there are usually two that come right after each other. This to me seems like a waste of resources and route, why not propose changes to the number 7 if this route is not used to its capacity? I usually see 2 to 3 number 7 busses come in the time I am waiting for the number 9. So usually at least one of the number sevens stop, and no one needs to get off or on because one had just come by moments earlier. One time, the number 9 was VERY late, and I'm not exaggerating when I tell you that FIVE number seven busses came in the time I was waiting for the number 9. FIVE. How does that make sense? I'm sick of seeing multiple number seven busses come and go, with no need for that many. It's depressing and frustrating for us number 9 riders, and yet OUR route is the one being proposed to have less runs? That doesn't seem right. I would propose lessening the number seven route by at least one bus....again, this route/bus is NEVER full.

If anyone read this, I appreciate your time. Again, I would suggest reducing the number 7, and if not adding route/times/busses to the number 9x, in the LEAST, please do not reduce it.

Thank you again,

-Kendra

To Whom It May Concern,

The proposed changes to Route 8 (specifically, ending it at Mt. Baker) introduce a situation where there is no longer any way for someone living South of Mt. Baker to get to (a) S. Lake Union, (b) the Seattle Center, or (c) the Group Health Main campus and Hospital on 16th and Thomas, without changing buses.

The creation of an addition bus change means additional delays and an increase in overall commute and transit times. The change also increases the number of changes from 1 to 2 that everyone living on the Route 50 (people in Seward Park) have to undertake to get to S. Lake Union, the Seattle Center, or Group Health. This is extremely unfortunate and adds additional inconvenience and isolation to these areas.

Since many of Seattle's new jobs and development are being created in the S. Lake Union area, and the Group Health Hospital is an important connection point, it would be nice those areas could remain connected to the neighborhoods in Seattle South of Mt. Baker transit center.

These problems with the deletion of the Southern segment of Route 8 could be alleviated by either of the following:

- a) Don't delete this area of Route 8, rather reduce the schedule and/or modify it
- a) Modifying the 9X to travel West on Thomas/Denny, reconnecting both Group Health and S. Lake Union
- b) Extending the 7 to travel further North and 3rd & Pike (note: does not connect to Group Health)

Thanks,

Ian

I am writing regarding the proposed changes to the 106 route. I know that I am writing past the deadline for comments, but I'd only recently seen the proposed changes. I hope you will consider my comments anyway.

I use the 106 regularly to commute between NewHolly and Georgetown, and to my regular medical appointments in Renton. Moving this route to replace the proposed Route 38 will not only make my travel to Georgetown nearly impossible by bus and significantly complicate my travel to Renton, but it will remove all bus service from south Beacon Avenue below Myrtle St. The 106 was rerouted to cover this area after the 36 was rerouted down Myrtle/Othello to serve the Light Rail station.

I urge you to retain the 106 routing through Georgetown and south Beacon Hill, and to keep the proposed route 38. Thank you very much!

Sincerely,

Kay Lutz

I'd like the 106 route to remain how it is. You know, I don't want to see any changes on it. I've been riding this bus for a long time and I like it the way it is. I can get to my appointments and everything. I can get right to downtown. It's a good route. I like it the way it is. Thank you. Bye bye.

Hi, I ride Metro buses number 8 and number 9. And, I think what you are going to do to the number 8 and the number 9 is crazy. You're going to split the 8 so that it's two buses instead of one. Making it two buses to get from one destination to the next destination making me have a 20-40 minute layover which seems really stupid. Please don't change the number 8! And, please don't stop or change the number 9 because it's what I use to get to my volunteer work everyday and it's very helpful to only have to ride one bus to get to the mental health center that I volunteer at. Thank you very much. My number is xxx-xxx-xxxx. My name is Colette.

Hi, I'm a Metro bus rider and I'm really upset with you guys that you are going to monkey with the 8, and the 9, and the 106, and the 107, and the 124. Um, I don't think you should monkey them. They work fine the way they are. Please don't screw them up. I am a person with a disability and that's going to be really... if you do away those services, it's going to be really hard for people like me who have trouble walking and are blind to get to things. And, it's going to make our trips even more complicated. So please don't complicate things, please. Think of us, the handicapped people, or uniquely abled people in the world. I know you're going to add on more light rail to Capitol Hill and other places, but sometimes the light rail doesn't go where we need to go. Thank you. Oh, my name's Sheri.

I have lived in South Beacon Hill for 16 years. I am writing to ask that you retain route 106 from South Beacon Hill to downtown, rather than reduce service to bus South Beacon Hill residents to the Beacon Hill Link stop. The non-stop service to downtown is a very important route for residents of South Beacon Hill.

Ms. Martin,

Your name and contact information was listed in a neighborhood blog as the contact to express our views on an upcoming service change at Metro.

As I understand it, many of the current RT106 riders are fixed income elderly, many also use mobility aids such as canes, walkers or wheelchairs. I am retired, and on a fixed income as well. I seldom used Metro when I lived in Ballard and watched as the service was degraded with the explanation that service must follow growth. I smell the same equestrian odor again coming from Metro. I can understand the desire to use the coaches to put riders at a rail station, but at what expense?

The Rainier Beach light rail station is a very dangerous place to be anytime and to think that a Metro representative suggested that it would actually be quicker for anyone who lives near Benefits Park to use a new 107 to Light Rail route is insensitive to reality. The added expense to ride Sound Transit to reach the same location is an illogical response to the goal of serving the community.

When Metro pleaded for more taxes to fund their services, and when it was noted that increased tax revenue due to a recovering economy during the time between preparing the request and the election when it could be decided upon negated the need for the total amount they were seeking; there was a deafening silence from Metro. Now that the taxation efforts have passed, the services are planned to be cut, changed, curtailed, as if the increase was not passed.

The Route 106 should be left as is.

Please include my input into the decision making process in an effort to prevent potential injuries while transferring, robberies while waiting, and increased expenditure by riders on fixed incomes.

Thank You,
Larry Williams

(Part 1 of 2) Dear Ms. Martin and Ms. Kraczyk:

Thank you for your kind attention to this matter of Seattle's and King County's plans to eliminate Bus 106 for South Beacon Hill residents. While I understand the importance for the transit authority to attempt to cut costs and to operate within budgets, I would appreciate your reading of my concerns for such a move.

First, it is my understanding Georgetown and South Beacon Hill residents voted overwhelmingly to expand funding for mass transit services because of the dependence our neighborhoods have on your services.

Second, we also wonder about the methodology employed to come to this decision by King County Transportation and Seattle Transit. I would like to know the methods that were employed. Would you please let me and others know?

Third, were demographics such as education levels, income levels, the make up of the general population in these areas, considerations for the number of people who consider English as a second language, ages and the ramifications for children, aged and people with disabilities considered?

Fourth, if these were considered, would you please, as a matter of public information, inform us if all people in these affected neighborhoods were notified with sensitivity to the demographics mentioned and in manners both personal and with respect to their understandings of the English language?

Fifth what other methods for cost saving, short of removing services altogether, were reviewed by the King County and Seattle transit authorities?

In human terms, for people who are challenged in their understandings of these proposed changes, and people who are perhaps less affluent in demographic terms perhaps than other neighborhoods will surely be more affected than folks in other areas, demographically. Please don't get me wrong. I do not wish for other areas to suffer reductions in services, nor do I wish our neighborhoods to suffer the proposed fate proposed by the authorities.

(Part 2 of 2) King County and Seattle, in considering the great installation of sports stadiums in our area created incredible issues that remain to be resolved on I - 5. This in no way disparages these wonderful stadiums. However the crowding of I - 5 has had obvious ramifications for traffic flow in our city. One remedy for this is the very cause for which you work, mass transit, and the encouragement of life-affirming and healthy transit, like cycling and walking for which our area receives national and international recognition. Cutting mass transit in any area would be considered regressive and going against the fine principles you and others have established for the well-being of the citizenry.

Should you have questions or wish to gather more information, please feel free to contact me and I will do my best to be of assistance.

Sincerely,
Stephen Bamford

Deanna,

I am one of the persons directly affected by the proposal to eliminate S. Industrial Way from the 106 route and although I've already answered the survey, I would like to address the following:

The web link given on the signs posted about the proposed change is incorrect. The link leads nowhere. I'm pretty upset by the proposed changes, so I diligently searched the metro site until I found the survey, but it wasn't easy.

What the sign says the link is:
kingcounty.gov/metro/seseattle2015

Actual Link:
<http://metro.kingcounty.gov/programs-projects/se-seattle/proposal.html>

Because of the difficulty, I worry that a lot of people who otherwise would have voiced their opinion may have just given up... and our stop (42187) is simply too important to local businesses (there are SEVERAL) to allow a typo on the part of King County Metro, to stifle our voices.

Another concern is that the signs weren't posted at the stops that would be directly affected by the proposed changes. There were 12 people at our stop who hadn't heard about the proposed changes and were dismayed at the possibility of losing their bus stop. That was just the one run. When you consider this bus runs every 30 minutes... that's a lot of people and their businesses who will be inconvenienced daily by the changes. A lot of people. We can't all fit on the 124 route. Our stop alone fills more than half the bus!

I would appreciate it if the signs were corrected, then posted at all the stops affected, and the deadline for the survey extended to allow everyone involved to have their say.

If our company can help any way in printing up corrected signs or set up a mailing that would target businesses on the route that could be affected, please let us know. We depend on Metro to get us HERE, every morning.

Thank you for your time and consideration,
Sherry Baker

Hi Deanna,

I am writing regarding the Southeast Seattle proposal, specifically for changes concerning the Beacon Hill neighborhood. I'm in favor of changes that provide increased connections to the Beacon Hill light rail station, and as I live on the west side along 15th Ave S, I've endured years of subpar service from the frequently late and infrequently scheduled route 60. It is incredibly frustrating to get to the Red Apple from downtown in only 12 minutes, yet consistently wait 15 or more minutes for a connection to go the last mile, turning what should be a 25 minute commute to a typical 40 minutes or worse. As changes are being made around Seattle to better service the Montlake and Capitol Hill neighborhoods to their new stations, the west Jefferson Park area should get the same level of service. I'm highly in favor of the proposal to route the 107 to service the 15th Ave S corridor, but only if the schedule is staggered with the schedule of the 60 to ensure every 7 minute service during peak hours.

I have read comments on Beacon Hill's Next Door site from concerned residents regarding the loss of direct downtown service for Southeast Beacon Hill residents, and how this would affect the elderly and disabled who rely on their current routes. Currently, my area of Beacon Hill has no direct-to-downtown bus service, however I would strongly prefer more frequent connections to light rail. Should the reroute proposal as it is currently drafted fail, the west Jefferson Park area still desperately needs increased service via a separate route from the 60. Adding more 60 service to congested First Hill, Broadway, and 12th & Jackson areas will do nothing more than jam streets further and result in bus-clustering along the route for us downstream. In

the rain (when we can't walk the last mile home), the 60 is frequently 20-30 minutes behind schedule.

As-is, the frequency is every 30 minutes or worse after 6:30 pm, which is unacceptable for what is still considered rush hour/commuting time for many folks. As our only connection to the light rail, we deserve much better out of our multi-billion dollar investments. Our area has received no meaningful increase in service from last year's Prop 1 vote, and neighborhoods adjacent to the Light Rail should have at least as frequent service as being proposed (or currently provided) for neighborhoods about to receive Light Rail or Rapidride.

Thank you for your consideration, and please let me know if there is any further information you would like. I look forward to the results of the public comment period on the SE reroute proposal and trust it will bring SE Seattle satisfactory service.

Sincerely,
Ted Castro

MLK way has too many stops there are stops almost on every block.
Reduce the amount stops on The along MLK way by half by combing stops
Move Two over a block to make into one stop

On Rainier Ave at the Southbound stop at the light rail station on Rainier Ave is too close to the stop at Rainier and MLK Wy the two stops are less than a block from each other
Metro can save a lot time and money by spending the stops out.
Don't need a stop on each block.

Hi,

I recently saw a sign at my usual bus stop that there is a proposal to create routes 106 and 107 while cutting route 9. Please do not cut route 9. The buses that come are too full already with students traveling to Seattle University, and I work by Swedish Hospital off of Broadway. Sometimes the 9 passes by me without stopping because the busses are so full already. If anything, please increase the number of 9 buses but please please please DO NOT reduce them.

Thanks,

Jessica Wang

Please do not reduce services on route 9-there aren't many buses that bypass downtown from First Hill to catch connecting Eastside bus from the rainier freeway station. I was going to complain there isn't enough of these buses during peak hours. I have to wait sometimes 30 min when I miss the first bus (I get off at 3:30pm and that is when it stops at my stop and I miss it most of the time).

Unless the street cars will be starting SOON????

Thanks,
Nancy

I am very concerned about changes to the 106 route. I ride to the Renton TC and back whenever I'm called in to work at King County Elections. I take the 106 all the way to the Renton Transit Center and transfer to the Rapid Ride to get to work. If you change the 106 southbound as you plan to change the route northbound, it would make it more inconvenient for me since the way the 106 is running now is working perfectly for me. I honestly hope you'll seriously keep this in mind while you make your plans. Also, I depend on the 8 bus to get me all the way to Capital Hill for my Oncological and Eye appointments and like the 106, the way the 8 is running now is working for me and is most convenient. I need to know if I'll still be able to get to work in Renton on the 106 and to Capital Hill on the 8. I don't ride Link because it doesn't go where I need to go and it's less convenient for me than catching the bus which by the way is from Beacon Avenue. I live west of Beacon Avenue and all I have to do is walk up a small incline from my house and then walk a few blocks to my bus stop.

On days I have appointments over at Group Health on Capital Hill, I take the 106 to MIK Jr. Way S and S Henderson and walk to the bus stop where I catch the 8 and it I ride it all the way to the stop that's practically across the street from it. Please consider this when you plan your changes. Try to put yourselves in the bus rider's shoes or better yet, ride the bus to work every so often to get yourself acquainted with us bus riders situation.

your description of revisions to route 106 (or any others) are useless without a graphic representation. the written description could mean anything, with no beginning or ending to the proposed reroute.

The route 9 should not service 12th and Jackson northbound to Capitol Hill at the same time as the route 60. In other words, separate their service times to allow more flexibility in getting to Harborview and Capitol Hill.

I don't think Route 8 should be split in two. That's bringing another bus (Route 38) onto the roads which is questionable considering the fact that metro had many, many issues with finance management in the recent past which resulted in the cutting, or reduction of bus service between 2014 & 2015. In reality, it sent many people into a bit of a frenzy wondering if they will make it to work on time.

A side note; the early 178 bus has had some issues with not showing up and metro found it wise to notify riders about 5-minutes(at times) before the next bus would arrive which means they could not find someone to cover this route. Or maybe the driver could not show up, or there was no driver and metro felt it was ok to stress out working adults who were thus stranded in Federal Way at the Park and Ride. All-in-all notifications for rider alerts in general should be a bit more direct and not let minute. Give people plenty of time to readjust their mornings for carpool or another alternative bus to get them to work on time.

I would like to know what the point of the Route 8/38 split is for, please let me know.

-Phelicity Thompson

I think it is very important to know how many people the change in the #9 will affect. Metro said that the #9 will operate during peak hours only. Many of our ESL and international students use this bus other than peak times. In fact, I often use it on my way home from work at various times. I have found the use of this bus very heavy between the times of 11 and 2. The #9 buses at these times are often double buses and they are packed.

I really hope Metro will think more about this particular change.

Michele Quinn

Does that mean that rider needs to get off 8 and switch to 38 at mt. Baker?

Good morning,

I'm a student that has lived out of Southeast Seattle for nearly 20 years, including having to accept the deletion of the 42 route. Unfortunately, with the way Metro has set up their services to be taken up by the First Hill Streetcar and the Link Light Rail, it was inevitable that they'd remove the 9X route and replace portions of it with the already burdened 7 and 106 routes.

I'm a little concerned about accessibility to Airport Way from Southeast Seattle. Due to the fact that it's known to be a fairly dangerous neighborhood, with very limited accessibility to a secure place to hold packages, people often have to have their packages kept at the distribution center for either UPS or FedEx. Am I reading the proposal right, that the 106 will no longer be serving that area, taken over entirely by the 124, where you'd have to connect with it at... some point?

I'm also concerned about the time it'll take to get to school in the first place. Often times, during peak hours, it can take upwards of 45 minutes to an hour, just to ride the bus around 8 miles from Rainier Ave S & S Henderson St to Seattle Central via Rainier Ave S and Broadway. How would these new changes affect the time our students need to set aside for transit to and from school?

Thank you so much for being the liaison for stakeholders of Seattle Central, Jeff! I personally appreciate anyone who can help be the voice for our students.

-- Bonn

Hello-

I wanted to reach out and express my concern about the service reduction of the #9. This route is the one I take to work each day and walk a mile to and from. It is already frequently late, over packed, and irregular outside of peak hours. It appears now the plan is to reduce trips? Please hear my feedback that there should INCREASED trips on the #9 not reduced trips. It is also concerning that this route would be reduced given that so many people of lower socio-economic status that who may need to travel outside of peak hours for work or family reasons. Please reconsider this reduction.

Thank you
Aric Lane

The proposed route 106 does not make sense, lots of people in take bus to work in the industry area(UPS, K2, lots of companies) . Please do not change the route, which would cause too much inconvenience for the people work in this area.

Thanks,
Leo

You cannot be seriously considering taking away the bus service on south beacon hill!

you know how many timid people take the 106 on Beacon right now? you expect us to go down to MLK, perilous in the winter, and crime ridden besides? It would change a 5 minute walk to the bus stop to a 20 minute walk, a mile, up and down a steep hill.
seriously?

We already have lots of service on MLK. we need a bus on Beacon Avenue!!!!

Dear Ms. Martin,

I am writing to voice my opposition to the proposed Route 106 change. As an employee at the Boeing plant in Renton and a resident of Beacon Hill this change would have a huge negative impact on my ability to be at work on time.

Thanks for listening.

Best Regards,
Matt Shaffer

Hello Deanna,

This past summer I bought my first home in South Beacon Hill. A primary reason for this purchase was an easy commute downtown via the 106 bus line. If this bus route is altered and rerouted to MLK, then the closest bus stop to downtown would be at least a mile away from my house, which would add 20 minutes of walking to my every day commute each way. My other alternative would be driving to work every day which would not only cost me thousands of dollars a year; but since I would not be the only one forced to this option, would also increase traffic on Beacon Hill and I-5.

I understand that the proposed route 107 implies that anyone going into downtown now has to transfer to the light rail. However, anyone who pays in cash will now have to pay two separate fares just to get downtown, which is completely unfair to the lower-income and elderly families who depend more than anyone on public transportation.

I implore you not to allow Route 106 to be taken off of Beacon Avenue where hundreds of people depend on this bus every day, and give MLK another bus line on top of Route 8 and the light rail.

Thank you for your time and consideration.

Adam Minton

Hi,

I'm writing to you as a concern customer about route 106 being revised. My father (70 years old) has been using the Metro system for the past 20 years. He doesn't drive and moves very slowly due to injuries. He is now retired and solely relies on route 106 to transport him to the international district everyday. It is his only mode of transportation and his only way to not be trapped in a house. If route 106 gets revised, it would make his daily trip to international district for senior social events more difficult. The hardship would discourage him to stay active and social. Please reconsider this plan. Thank you.

Mary Chiu

Replacing the 38 with a much longer 106 reverses all the reliability advantages of splitting the 8 into two routes, at least northbound. I like the 107 extension, but I also must say I use the 9 at various times of day and find it very handy. I don't want it cut, especially after we lost the 7X.

I'd like to see the bus routes taken off of Carleton Ave s. It is a terrible idea to have the bus run down a residential street on the far end of the neighborhood. The bus traffic should be routed via wider, more centralized streets for improved access and appropriate street use.

Sincerely,
Joanne Tilley - Georgetown resident.

Leave the 9X alone.

<p>Please reconsider taking the 106 off our Georgetown bus options. I take it rather than the 124 as it has the tunnel option which 124 does not</p>
<p>Mary Atwood Georgetown</p>
<p>Yes, I just read on my bus shelter that you were thinking of changing my bus, the 106, it's route. And, I just wanted to place my vote that I am not in favor of that. My name is Ray Harris and I am not in favor of you changing the 106 bus route. Keep it the same. Thank you very much.</p>
<p>Hello DeAnna, this is Mary Rodgers and I'm calling concerning the changes to routes in southeast Seattle. I think you all have a very good plan coming up for route 8, 106 and a couple of others. I just saw it today for the first time. I think it's really quite doable. One of the better plans I believe. Thank you and hopefully you'll keep on doing us these kinds of favors. Bye.</p>
<p>Hello, I'm calling about the new bus changes that are posted on the bus stop regarding the 8, the 9X, 106, 107, and 124. Um, it said that the Route 8 would stop running down MLK and only run from Mount Baker to the Seattle Center and I find that to be very problematic. The bus 8 is an essential bus for a lot of people along MLK and the 8 runs late quite often so if people are trying to travel two miles from where the bus comes to their destination and now they have to jump off one bus and wait for another bus is very time consuming. And, it also leads to people becoming bitchy in the morning because everyone's buses are late and it's an all around shit show. So I will attend the meeting on Dec. 9. I hope that people will understand that the 8 bus is very essential to the south end and helps connect a lot of people from the south end to their jobs. Anyway it won't hurt to have the 106 coming down that route because it doesn't hurt to have two buses coming down that way which makes it convenient for everybody. Anyway, hopefully this gets heard and I will attend the meeting on Wednesday.</p>
<p>I don't agree on the changes to routes 106 and 107. There's a lot of people that catch the 106 from beacon to Georgetown to get to work. I think the route should be the same. Also the 107 route should also stay the same because there's no point of it going to the beacon hill station if the light rail goes there. The 9 route "hopefully" will keep running at all times. It goes by the hospitals and colleges. If u want to change a route change the 101 to run later going downtown.</p>
<p>The 23rd Ave loop needs to be deleted it slows down service. There is already frequent service along 23rd Ave on the Route 48. Just run the Route 8 on MLK Way only That would cut ten minutes off travel time.</p>
<p>I am pleased I will be able to connect with the 106 and 107 SB from the light rail stations to Renton. While I don't yet go to Renton often, this will encourage me to do so without driving a car.</p> <p>I am also pleased there will be a Rapid Ride connection from Renton to Southcenter (is that RR F?)</p> <p>It would be nice to have the #9 schedule extend into the midday, as that provides a direct connection to the 1st Hill medical facilities. (I can probably live without a transfer to the streetcar).</p>

Hi there,

Writing as a south end resident concerned about the proposed changes to routes on the table...my household takes the bus downtown to work every day, as do so many in Beacon Hill, and these changes would be super disruptive and challenging for a community already spending a long time commuting, for whom the light rail line is over a mile away (and there is no east-west service to it).

Please

- Keep 9x going throughout the work day -- it's the only express route that goes from downtown to Rainier Beach
- Keep the 8 as it is - don't cut it into 2 lines. Cutting it in half would double ride times for southend users!
- Keep the 106 as is as well -- sooo many people use it to get directly downtown to service, shopping, employment, government... etc.

These bus routes need to be most accessible to people who depend on them most for transportation, not just to commuters who have other transportation options available to them economically but who choose to commute. Increased ride times takes a serious toll on economically disadvantaged riders, concentrated (with these proposed changes) in the south end!

Thank you,
Emily Paddison

Hello Ms. Martin,

I am writing to express my concern about the proposed changes to route 106.

Many people rely on this bus route to get from South Beacon Hill to work; removing the route would cause undue inconvenience for people living in the area. There would be no straight commuter route to the city, only a ride requiring transfers or a long walk to the light rail. For those who have physical limitations, neither of these options suffices. For those of us who love where we live but need to work downtown, it will be cause immense inconvenience and probably a longer commute. Although I am in support of a 106 that comes more frequently, I would be displeased if this happened at the cost of the full route.

Thank you,
Krystin Morgan

Dear Deanna Martin,

I have lived in Georgetown for over 20 years and my family has been here for 5 generation. We have always had bad metro service here, recently in the last 7 years things have improved greatly with the neighborhood growing popularity and more residents moving in, I would like to thank you for the positive Metro revisions that benefit Georgetown and connecting neighborhoods.

I see there is a proposal to remove 106 from Georgetown and make the 124 more frequent. The 124 is a very long route that does not have a regular driver. It wouldn't matter how often the 124 comes, overall that is a long route that NO BUS DRIVER WANTS. That is why it is full, doesn't come and is always late, they can't find drivers for it. Majority of the time us riders are guiding the driver how and where to go because every week there is a new driver. The drivers that are regular have made transfer requests for other routes. I am writing today to explain why I do not agree with the new proposals regarding Georgetown. I rely on the 106 to get to places South of Seattle like Renton, Skyway, Kent and South Center , to go to work and Downtown Seattle.

A few years ago the 106 was routed to include Georgetown, making it a safer and reliable.

With the 106 people can take it to Grocery Outlet that accepts EBT and WIC, and sells a variety of affordable food.

Next door is Cash N Cary for those who cannot afford Costco Memberships.

132 does go there too but it drops Georgetown residents off at 4th and Michigan, making it complicated and inconvenient when walking home with big heavy grocery bags. Some people who have kids and no car rely on the 106 to go to those two stores.

124 is very unsafe. In the last 7 years it has gotten safer but it is still not a good bus to ride. It is also unreliable, the first bus scheduled to come at 5:14 am but doesn't always show up.

The first 106 arrives at 5:07 and is always on time.

Transferring to Tukwila Link station takes an hour on the 124

To whom it may concern,

As a Southend resident living along the 107 route, I think these changes look fine. Switching the 107 to go through Georgetown to Beacon and routing the 106 through MLK seems like a smart move to be.

I am not able to attend the meeting on Wednesday but just wanted to share my support.

I would also like to ask how we can get bus stop improvements. The bus stop (107) at 51st and 107th is very dark, there is no seating and seems to get substantial use. It would be nice to make it a safer stop somehow.

Thank you,
Cory Briscoe

Dear Executive Constantine,

I live in South Beacon Hill and work in downtown Seattle, using the 106 to commute and am very opposed to the proposed cuts to the current route. I know many others who take the 106 home to South Beacon Hill from work, and we all agree that the bus is critical as, the walk to the light-rail is too far from our homes.

Several years ago Metro proposed having the 107 going through South Beacon Hill and eliminating the 106. We the residents of South Seattle opposed it, voted it down in favor of the car tab funding package for Metro, once when it was brought up to the county, and then again for the city. Metro now has its funding; we want to keep our 106.

I understand South Beacon Hill has had a bus going to downtown directly now for 45 years. My work schedule and commitments vary, bringing me home at often after dark. It represents a physical danger to me to have to get off the Light Rail at Beacon Hill or Rainier Beach Station and wait for the 107. This change is very inconvenient and, most importantly, unsafe. I also worry about the safety and well being of many vulnerable and elderly residents of the neighborhood.

This is a grave injustice after Metro raised our car tab taxes and now wants to go back to a plan nobody in South Seattle wants. Please reconsider this idea immediately. Thank you.

Rebekah Clinger-Prince

Gentlemen,

Thank you for your public service in elected office. I am writing to oppose removing the 106 from Georgetown and reduction in 9x service. Both eliminate service from one of the poorest parts of the County, the Rainier Valley, to major employment centers like Georgetown, SODO, and First Hill. the former two areas have large numbers of blue collar, union, industrial centers ,with good paying jobs, that don't require post-secondary education.

One-seat service from an area with relatively high unemployment, to a major vocational employment trainer, Seattle Central Community College is severely reduced because of the elimination of the 9x from other than peak periods.

Lastly, this proposed service modification appears to shift routes from where they perform well in terms of ridership per bus, Rainier Valley, Georgetown, SODO to a route that will perform less well, and was eliminated in the past because it was redundant and had low ridership, MLK to the International District. We want a transit system that is designed to maximize objectively measurable performance, not for the reasons that, rightly or wrongly, Seattle Transit Blog suggest these modifications are being made.

Executive Constantine, you hired Fred Jarret as your Deputy, because you have a shared commitment to making government create public policy performance metrics and having government meet those metrics. This proposal pushes Metro away from that objective by restoring a previously non-performing route in terms of ridership. MLK to the I.D.

Thank you.

Hello, yes, I'm calling about the 106, 107, and 9 bus route change, which sadly I disagree with. I was told we could call this number to actually get more info on the proposal and also get more internally with the proposal if we don't agree with it. So my name is Jerrin James. Please call me back at xxx-xxx-xxxx. Thank you.

Hi, it's so muddled I'm not sure what your name is, but it says tell us what you think call this number. Hi my name is Sheri Colette-Bogan and I am reading your proposed rider alert for the Route 8 and number 9X. And, I think you should leave the 8 the way it is because I live in the south end by Othello Station and I get to ride one bus to and from Capitol Hill and Seattle Center. I would love to ride just one bus and not transfer from the 8 to the 38. That seems ridiculous. And, the 9X, it runs during the day and I ride it because I volunteer at Swedish Hospital. I am asking you, please don't change those buses. They are just fine the way they are. Thank you very much. Thank you.

Hello, I'm writing you in regards you your recent proposal affecting my neighborhood.

I live in Georgetown and I work downtown. As a resident of Georgetown I have two options when commuting to my job downtown. I can either take the 106 or the 124. I have been working downtown for several years so I have been riding these routes since the revision in 2012. The point being is that I know both of these routes extremely well. I ride both of them often. Here are my assessment of the two routes:

The 124 is:

- slow (surface roads, no busway, no tunnel)
- dirty
- In the mornings, it's usually filled with junkies going to the Evergreen Treatment Center(nothing against people trying to overcome drug abuse, but in general people coming down from heroin tend to be a little ornery)

The 106 is:

- fast (utilizes the busway and tunnel)
- clean
- usually filled with commuters heading to their job.
- on the way home, you are sheltered from the elements

The point being is that the 106 is not the same as the 124. In fact the 106 is a much better route than the 124... My neighbors and I all pick the 106 to commute unless we absolutely have to use the 124. We all choose to walk 4-10 blocks to catch the 106 rather than the one block it takes to catch the 124. It's not even close.

In your proposal, you are pulling the 106 away from Georgetown, you are basically removing the commuter bus from Georgetown and for why? The new route for the 106 follows the exact route of the link light rail. I don't get it. Link light rail is the best service Metro has right now, why remove the 106 to compete with the best service in town? It doesn't make any sense. Riding the Light rail and transferring at rainier beach is the fastest way to get to the last stop of the 106, that is the truth now, and it will be the truth when you make the changes.

I beg you to reconsider these changes, removing the commuter bus(106) from ANY location is a terrible idea. See rest of comment as an email

To Whom it May Concern,

I am writing regarding the busses that run on Carleton Ave South in Georgetown. I am in full support of moving the busses to Corson Ave S because as a resident of Georgetown the busses are a nuisance. They drive WAY too fast down Carleton Ave S, shaking our houses and causing a disturbance and safety concern. There are many small children who live on this small street and as a parent I cannot let my kids walk to the park unsupervised because of the number of busses that are speeding down the street. The streets are deteriorating and Carleton Ave S is not a street that is designed for large commercial vehicles. There are already large vehicles moving on Corson Ave S and I feel like that would be a better avenue for the Metro busses in Georgetown.

Please make the change to move the busses off Carleton Ave S.

Please let me know if you have any further questions,

Anna Howell

Yes, I was just calling to make comment on the proposed route changes to the bus number 9 express. I've been riding the number 9 for about four years now and I have noticed that there has been a decline in the service. And, as a rider of that service, I've noticed there has been an increase in ridership and I've also noticed that it's been very full, the bus service is very limited. Just the other day, I work in the medical field on First Hill, and I waited for a bus. I got off of work at 5 o'clock. I was at the stop which is around the corner and I waited for a bus for 45 minutes. There was quite a lot of us at the bus stop and we were quite unhappy about it. There's supposed to be a bus that runs around 5:10-5:15 and lately, for the last week, they have not been available. And, when the bus driver arrives, at 5:45, she says she doesn't know what happened. A lot of bus drivers are kind of without clue of what's going on with it. I live in the Renton area off of 108th Ave SE. There I don't have no bus service coming into town if I wanted to work overtime at my job or have to do something else. There's just no availability. So I hope that King County would use the proposed funding to increase bus service for Route 9 going to Broadway and heading back to Rainier Beach area. It would be greatly appreciated. Thank you for giving me the chance to comment. Have a wonderful day. God bless you.

Hi,

I write to BEG you not to reduce Route 9X service. As someone who lives on the very far end of that route (Othello and Rainier is my stop) and works in Capitol Hill this would be a devastating blow. Reducing to just peak hours would mean that I would have to take a combination of buses or buses, light rail and a long walk on any days that I work a different schedule. And the reduction WITHIN peak hours is an even worse blow. I ride the 9X every day. And every day it is late, slow, and beyond overcrowded. Yesterday morning the bus driver had to turn riders away. What we need is MORE service not less.

Yes, some people will have other options due to your proposal, but for those of us who live on the far end and east of Rainier, you are leaving us with impossible options. The light rail station is more than a mile walk from my house, and as a woman, it is not a walk I feel safe making in the dark which is when I would have to make it if you cut 9X down to peak hours and within the peak hours.

This change will affect many students as well as employees of the hospitals on First Hill and the staff and faculty at Seattle University and Seattle Central. I am pleased that you want to add more options for Southeast Seattle, but again I BEG YOU NOT to do this by sacrificing other transit options for people in that area. Cutting service to add service is not progress. It makes the lives of hardworking people even harder.

I have voted repeatedly for transit funding even though I know it leads to my rent going up—and it has gone up to barely affordable levels. Please do not make my life harder by cutting transit options and increasing my commute when I am spending hard earned money to help fund transit. Please INCREASE Route 9X service, do not cut it.

And also, your survey link is not working. I hope you will fix it so that people can have a say.

Sincerely,
Stephanie Lewis

Dear Deanna,

I live in the Georgetown neighborhood. I urge Metro to preserve all service through our community via the 106 (also the 60, 121, 124).

Also, the north bound routes 60, 121, and 124 run on a residential street (Carleton), with traffic circles, failing pavement, inadequate intersection visibility, and noise/vibration issues. These buses regularly exceed the speed limit or drive too fast for conditions. There have been incidents of damaged fire hydrants in the past, and curbs are being damaged, because the traffic circles make clearance of curbs difficult.

These buses should be rerouted one block west on Corson. Corson is already an arterial and handles freight traffic. SDOT is considering it as part of the freight master plan. It is the most appropriate route for these buses. I can provide photos and other documentation.

Thank you for listening,

Best,
John Persak

Hello Deanna,

I ride the 106 bus from south Beacon Hill to downtown every day. These changes would cause a significantly negative impact to my commute. Here are my concerns:

-Why were only riders of the 8 bus surveyed? please survey riders of the other routes to find out where they are going.

-Why would extend the 107 following the exact route of the 60 from Cleveland High School, the Beacon Hill Light Rail station is not a very useful destination and airport way is a much faster route between North renton and south beacon hill to downtown?

-Many of the riders on the 106 are going to Cleveland High School, Georgetown, and downtown. This plan breaks this connection.

- If you want to serve MLK better why not make a new route instead of making several route changes that will impact existing passengers.

Thank you for considering these comments.

Corinna Welzenbach

Spoke with a person on the phone who was upset about Route 8 being split into two routes. He was hoping it just meant that there would be two numbers, but the routes would be interlined so he wouldn't have to transfer to continue on his trip. He lives in the Central District and takes Route 8 from MLK and Union to Rainier Ave S and 51st for his dental appointments. We talked about his options after the March service change. None of these options seemed as convenient to him as being able to take the 8 all the way.

The 106 is one of the safest timely routes that travels Airport Way S. Taking this route away is an equality issue. When you look at what a community gets handed to live with in one year Georgetown IS the King County and Seattle Dumping ground. Our community gets the last the afterthought, the no room in the budget. We just agreed to tax ourselves so that you can TAKE a route away from our community. I will be writing a more detailed email. Here is just a few lovely items we have been dealing with from the county.

- 1.) A wet weather treatment that has taken a huge chunk out of commercially zoned land. No outreach to our neighbors at Martin Court (LIHI) until the community asked for it.
- 2.) Waste management, a county + city waste site, has been operating without permit, dumping hazardous waste into the Duwamish. It's all OK. They get a small fire. The community lives with its pollution.
- 3.) More freight is coming to Georgetown. We aren't the only industrial area of Seattle. We are just treated like one. You want to move freight + buses on to the same street, There are families that have to live there. Don't worry- there's more.

Residents of South Beacon Hill and riders of the 106 are very opposed to changes. We rely on the 106 to get us directly from our neighborhood to downtown. We rely greatly on the 106 as the light rail is a bit too far aware. We are very concerned that the proposed changes with the 107 + a transfer at Beacon Hill light rail station will make commutes much longer.

Thanks.

I have to say, it takes a lot to get me to add my thoughts to issues. In this case, I fully believe that reducing service on the 9x line is one of the worst ideas I have ever heard.

I live at Rainier and Dearborn. You could not pay me enough money to walk up to capitol hill from where I live - particularly in the dark mornings and evenings. I attended Seattle Central Community College for 2 years, and during that time I relied on the 9x 100%. Every time I rode that bus it was full - sometimes full to the point of being sardines in a can. We all dealt with it because its the only route that connects our neighborhood with the hill. It is a lifeline to students who are attending SCCC. It is a lifeline to people who are going to the hill for medical procedures and are unable to get there on their own.

If you're looking to sacrifice a route to pay for another, then you'll need to come up with a better solution. My neighborhood desperately needs more service, not less. You might say that we're close enough to the street car - but I ask you: would you send your senior acquaintances to walk up a steep hill in order to catch a street car? Along a dangerously busy road with a history of pedestrian accidents and fatalities? Shootings? No? Didn't think so.

My home is placed at an awkward interval between service areas. We are quickly finding ourselves without good options, and without those options we will be orphaned at the base of the hill. Please reconsider reducing the lifeline we depend on.

-Jenna Abts

The route 106 used to get directly on the freeway on Spokane Street and get off on Swift Albro/beacon, etc. Now it dilly-dallies through Georgetown, taking even longer to get downtown.

We desperately need a route that goes directly between Rainier Beach and downtown Seattle for those of us that work downtown. We have nothing. If you can ride the lightrail, great, if you can't, you're out of luck. Now the proposal to take route 106 on an even longer jaunt around town is truly going to reflect negatively on my schedule/attendance.

Please do not make route 106 EVEN MORE PAINFUL than it already is.

Hi, I have other comments I'll submit later, but I see an excellent opportunity here with the opening of the First Hill Streetcar on Broadway. Routes 9 and 60 serve similar places on First Hill. Neither is currently coordinated or through-routed with another route. And I believe they both run every 30 minutes off-peak. The notion of truncating the 9 at Jackson and forcing a transfer to the streetcar makes little sense, in part because the streetcar will end at Denny, while the 9, like the 60, continues to the north end of Broadway. But with the addition of frequent transit on the south end of Broadway, there's less need for the 9 to duplicate that segment. And for virtually no more service hours, the First Hill segment of the 9 could be shifted to match the 60's routing between 12th & Jackson and Broadway & Madison. That would create a new segment of frequent (15 minute) service. Many transfers between the 9 and streetcar would remain possible, but this would create new frequent connections between Harborview, the Madison Street corridor on First Hill, and the Capitol Hill station--unlike the streetcar. For those of us taking the 9 from Rainier Valley to Broadway, we'd have the option of transferring to the streetcar or adding 5-9 minutes per trip (based on your current Route 9 and 60 schedules) for a one-seat ride.

This seems like a change that would yield benefits far in excess of its low costs.

Thanks.

Jon Morgan
Seattle, WA

(Part 1 of 2) Spoke with Mary on the phone. She is concerned about changing the 106 so that goes along MLK and to the ID, but not all the way through downtown. Even if the frequencies are increased, reliability will be poor given the surface streets this route will be taking. She uses the 106 to commute to work downtown from just south of Rainier Beach. She is concerned about the added travel time the route will have going this pathway between her community and downtown. It will be super inconvenient for riders. She can see a lot of usage along MLK, Rainier, and in the ID. While this is good for some, it's not good for commuters looking for a fast, convenient trip to downtown. When I asked about transferring to light rail, she said that it wouldn't be that great a travel advantage early in the morning. She catches the 106 early when light rail is operating every 15 minutes. She finds the bus often beats light rail to downtown or is even with it. In the afternoon it might have a travel advantage. But, for her, it's too crowded and the lights are too bright. The lighting is physically challenging for her. She also notices a lot of people using Route 106 to get to/from Georgetown. If they have to go downtown and transfer to go south, that will be really inconvenient for them. She advocates for a Rapid Ride like service along Rainier Ave S or along the 106 routing currently proposed - an express service between Renton and downtown Seattle through Skyway with limited stops. If Route 7 and 106 were timed right in Rainier Beach, then transfers between those two services would provide more options for people. I told her we did explore taking the 106 all the way through downtown, but could not find layover space for the buses in Belltown. She encourages us to work with the developers of Convention Place to see if we can design and build bus layover space into the new development there. She finds the 9X useful and values it, but if it only operates in the peak that would be doable for her.

(Part 2 of 2 - She's concerned about Route 7 as the only option for Rainier Ave S service. There are a lot of undesirable passengers on the route and she feels for vulnerable populations who have to ride and come into contact with difficult people. She is aware of the public perception she is hearing on the bus - that Seattle voters approved tax increases to not have their bus service changed and that the improvements all seem to be going to wealthier, whiter populations. She says we will really need to work on our messaging about this, including when Route 8 is changed in March. She says people who ride the 8 south of Mount Baker Transit Center will feel like we're just trying to screw with them. People are averse to transferring, it degrades their service. She told several stories of neighbors who have bought cars as a result of past bus changes that imposed a transfer and made it more inconvenient. She thinks she might buy a car and return to driving to work if we move forward with the change to the 106. She says people see a correlation - Metro changes service, it's worse, less people ride, then the service is cut. We talked about Seattle's Rapid Ride plans, which she is thrilled to hear about. She thinks anything like this that goes to Rainier Beach should go enough south to connect the hill and Seward Park to the service. I thanked her for her feedback and asked if I could follow up with her when we know next steps. She said she would find out about it on her own as she does not want to receive emails about this project.

Overall I support all of the changes to bus routes for Southeast Seattle. I understand some of the concerns with changes to the 106 through South Beacon Hill, but overall, I think it's a wise change that will take getting used to. Perhaps it will encourage a few more people to actually purchase Orca cards if their biggest concern is having to pay for light rail in addition to bus.

I'm particularly in favor of the change to the 107. I live in mid-Beacon very close to the stop at 15th and Dakota. Although we will have a third route pass by that doesn't go downtown, it will be enormously helpful to have another all day route serve the west side of Beacon Hill and connect with light rail. I rely heavily on the 60 to get me to and from my son's daycare, grocery shopping and the light rail. The 50 which also connects to the light rail often comes within a few minutes of the 60, something I know can not be easily remedied since they only intersect for a few blocks, but there are often long waits between buses to connect to North Beacon and downtown for most of the day and weekends. It's also very difficult to get to the 36 (especially with a stroller) as it is up a steep hill and across Jefferson park, so to get downtown, it's pretty much necessary to take a bus to Lander and transfer there. So please make this change!

Thank you,
Daniel Tilton
Beacon Hill resident

Hi Deanna,

I live in south beacon hill by Benefit park, and I use seattle metro route 106 to get to work every weekday from the Cambridge and 39th Ave S bus stop to the university street tunnel station. I am very happy with the current route and the frequency of the 106 bus.

With the proposed changes, my commute time will surely be lengthened due to the transfer to the light rail at either the beacon hill stop or the rainier beach station stop. Transferring at the beacon hill light rail station, I expect will add at least 15 minutes to my commute time. While I expect that transferring through the RB light rail station is faster, I don't feel safe hanging out at MLK and Henderson.

Our neighborhood has one of the lowest walking scores out of all of Seattle. We rely on a direct bus route to downtown to help our quality of life. Please consider the impact to quality of life for our neighborhoods in low walk score areas when you make your decisions. This change will make life harder for me and my neighbors who already suffer a disproportionate burden in getting around.

Thank you,
Gabriela

Dear Deanna Martin,

I live on 37th Ave S., just off of Beacon Ave S. I take Rt 106 for easy access to downtown. I do not use the light rail because it makes my trip longer, as I have to transfer. The longest transfers are when I do take the light rail (for example from the airport) and then take the 106 to get to my house. Because the 106 comes only every 30 minutes, I often have to wait 20 minutes for the 106 to come after getting off the light rail.

I am concerned that taking the 106 off of Beacon Ave is going to make it difficult for many people to get to downtown. We will have to take the 107 down to the MLK and then transfer. It does not make any sense to change a well-used bus route. I am asking that no changes are made to the 106 and that the King County Metro puts their focus on bus routes that are not working.

--
Sonya

Deanna, what is really frustrating is that the people of my neighborhood voted to increase funding for bus service (and we ALWAYS do) but we get rewarded for that by getting our services cut? Last I knew, to take the light rail, you couldn't use a bus transfer. Has that changed? Please forward my discontent to whomever thought we would just lay here and let you guys take more away from us. South Beacon Hill is the home of a lot of people on pensions, and low income. the bus is the only way they get around. Those of us that vote continue to support your measures, but then you just take it away. it's not right. Mimi Boothby

Thanks Deanna,

Will you add one more comment to my list?

I'm concerned about the impact of increased cost to me and my neighbors who will now have to pay for bus fare and light rail fare twice per day. This doubles the commute cost for the current 106 bus riders who are generally lower income folks.

Thanks. I look forward to hearing next steps.
Gabriela

Good morning, this is Jessie Williams. My phone number is xxx-xxx-xxxx. I live at [address redacted]. I'm calling to comment on the proposed bus route changes. My comment is that the number 9 route should not be reduced. And, in fact, what we actually need on that route is more buses. It should start earlier and run later. That bus could be a really great bus for both medical staff and medical professionals, as well as students, on Capitol Hill, but it doesn't start soon enough for a lot of medical workers and it doesn't run late enough for a lot of students. So I'm not surprised that the ridership is a little spotty because it's not quite the right times for the people it could serve. I think that cutting those down could actually even make it worse. I ride the 7, I ride the Link, I ride the number 9, sometimes the 48, less frequently the 8. But, I do not support a reduction in the 9. I'd like to see it increased. Thank you.

(Part 1 of 2) Hi,

I attended the community meeting at the Filipino Community Center in early December and I would like to offer some suggestions for SE Seattle transit service. These suggestions focus on 2 big problems with Rainier Valley transit service: (1) congestion and slow transit speeds on Rainier Avenue and (2) making bus to Link transfers at Rainier Beach Station.

To improve transit service along Rainier Avenue, I would suggest returning Route 106 to its old path between Henderson St. and Othello Station. This change would allow more transit riders along the southern part of Rainier Avenue and Skyway to transfer to Link at Othello Station for a faster trip to downtown. The 106 currently offers transfers at Rainier Beach Station, but bus-to-Link transfers are more difficult at RBS and the neighborhood isn't as rider-friendly as the neighborhood around Othello Station. Because of geography and the overhead power lines, development at Rainier Beach Station will always be limited. The Othello Station neighborhood, however, is going to become a much busier neighborhood with much more future development. Metro should focus building up the Othello Station neighborhood as a transfer hub and be less reliant on transfers at RBS. Returning the 106 to its old routing and serving Othello Station would be an improvement over the current situation.

I would also suggest changing Route 60 to serve Othello Station via Swift Avenue and Myrtle Street. It might even be possible to thru-route the 106 and 60 to create one route that serves Renton, Skyway, Rainier Beach and Beacon Hill via Othello Station.

I sometimes ride Route 50 from MLK to West Seattle Junction; but on those trips, I notice that I am usually the only passenger whose trip starts in Rainier Valley and ends in West Seattle. I suggest that Metro might be able to break the 50 into 2 routes: one from Alki to SODO and the other from SODO to beyond its current terminal at Othello Station. The revised 50 could

(Part 2 of 2) also cover the Prentice loop which would allow all Route 7 buses to terminate at Rainier Beach. Riders on the Prentice loop would gain direct service to the (less-than-ideal) RBS transfer point and Route 107 would terminate somewhere in Rainier Beach and not continue to Beacon Hill.

Regarding the proposed 38 and the new, revised 106 shown at the community meeting, I would suggest keeping the 38 between Rainier Beach and Mt. Baker Station and then extending it north of MBS along Rainier Avenue (making all local stops) and connecting to the First Hill Streetcar at 14th & Washington. It seems pointless and duplicative to terminate the 106 in Pioneer Square compared to creating a better connection to the First Hill Streetcar.

If the 38 makes all local stops along Rainier Avenue (between MBS and Jackson Street), Route 7 could then follow the express-stop pattern of Route 9 on the Mt. Baker Station to Jackson Street segment. North of MBS, Route 7 would offer a faster trip to downtown Seattle but still maintain connections to 23rd Avenue and the I-90 transfer point. Metro could then eliminate Route 9 by offering riders in the south end a better connection to Link at Othello Station via Route 106 (returned to its old routing) and a faster connection to Capitol Hill via the First Hill Streetcar (if it ever starts service) along with the faster trip times between MBS and downtown Seattle.

Thanks for offering the information at the community meeting and I hope some of my suggestions will be

considered.

Dec. 22 - Thank you so much for writing back. Our community is also gravely concerned about the possibility of having to transfer to the 107 back up to the Hill at MLK and Henderson, the site of multiple shootings in the past year, well-documented in the local media. There are multiple safety and liability issues with this proposal. Please do not advance it because our community is vehemently opposed. Thank you.

Dec. 25 - Dear DeAnna, I am writing on behalf of my next door neighbor, who works on 6th Ave. S. and S. Industrial Way. She and others who have to commute to Georgetown from Beacon Hill will also lose their bus. She would have to take 3 buses to get to and from work: 107, Light Rail, then 124. My neighbor does not speak English and many like her cannot personally write in. If you send someone into any 106 bus who speak Chinese during the rush hour he/she will hear concern and anger about the cuts as the topic of conversation on these buses. The need for more service on MLK should not come at the expense of those who ride the current 106. Riders on MLK already have the Light Rail and #8 bus. If they want a bus going downtown, have the 8/38 continue downtown after the Mt. Baker Station. Please do not target the people of South Beacon Hill. Thank you again for your time.

Dec. 26 - From the meeting at the Filipino Community Center, "there is desire for a route that would connect Renton, Skyway, Rainier Beach, the MLK corridor, and the International District in downtown Seattle." I believe the solution to this is to connect the route 107 (Renton, Skyway, Rainier Beach) to the new 38 (MLK corridor), then bring the 38 all the way downtown, as planned for the 106 to do, instead of just stopping at the Mt. Baker Station. There's your new, continuous route. If necessary due to ridership, make some runs end at Rainier Beach Station. Keep the 106 as it is. Thank you.

Dec. 27 - I have a statement from one of the Metro planners, who is now retired, regarding the Route 106: "I have not followed the proposed changes in great detail, but I did see that Metro plans to make major changes to routes 106 and 107. When I last worked on changes to these routes back in 2009, I thought we had developed a good transit plan for southeast Seattle that had a good measure of public support after a thorough public process in which I participated, and in fact I recall that ridership was very good after making those changes. These routes did not need to change. My personal opinion is that what is being planned for Route 106 is being done for narrow political reasons at the King County Council level and has not had the benefit of an extensive public process. I know how much this route means to you and others in the south Beacon Hill neighborhood." Thank you.

Hey, DeAnna, Mary Juntilla. We talked yesterday for quite some time. I appreciate the chance to share my concerns with you about changes to bus routes of south Seattle. One thing I didn't say, that I intended to say, um, I'm sure you've heard it before... But, there seems to be an idea that people who usually take the 7 Prentice can simply go to the 106 route instead. And, that's unrealistic. Somebody needs to look at the elevation changes before they make decisions like that because a lot of the people I know, for example the elders who live on 64th Avenue South or 65th Avenue South, in order to get to the 106 anywhere south of Roxbury, they have a long, very steep hill. So just wanted to add that one more thing to my comments about changes to the 7 Prentice and 106. I hope you have a very wonderful Christmas.

(Part 1 of 2) Ms. Baker:

Here is how the community in the Rainier Valley hears and understands your response on behalf of Metro and the King County Executive.

What you wrote:

"In addition, our service guidelines also guide us to apply our resources to reduce barriers and increase access to opportunities for equity and social justice populations. This proposal is the outcome of a conversation with organizations providing these kinds of opportunities along the MLK corridor. "

What the community hears:

In spite of the lousy metrics for the duplicative transit on the MLK Corridor (and the fact that the current 106 and 107 provide connections from Renton to the efficient, non-duplicative, high capacity, high speed light rail that efficiently serves the corridor) that Metro acknowledges, The Executive is going to use Metro as a means of political patronage to the leadership, staffs, and boards of non-profits in the MLK Corridor under the mantra that subjective and anecdotal measures trump objective performance measures.

What you wrote:

"Finally, our service guidelines ask us to listen to riders before we make changes and to design changes with this feedback in mind. That's why we want to hear from you and the public to understand how you use the service that's out there today, what's important to you, and how we might be able to balance the needs of all riders and communities in our current funding environment."

What the community hears:

Your guidelines ask you to listen to the community. Once you have listened to the community, even if the community is very much opposed, Metro is going to do what it wanted anyway.

I am not being disrespectful to you or the County Executive or trying to be flip. I am being direct.

There is also the factor here that in a democratic system, government does not represent the will of the majority, but the majority of the people who participate in the process. Those non-profits, their boards, and staffs participate

(Part 2 of 2) vigorously and are having outsized influence here, not unlike, but via a different set of means, the wealthy with their big contributions. The broader population of the Rainier Valley has one of the lowest voter participation rates in King County. So we get the government we deserve. Social equity, would perhaps suggest listening a bit more to those under-represented masses, rather than a few squeaky wheel non-profits, who outside of this particular context, I am deeply supportive of.

Neale Frothingham

Please do not make any changes to the 106. If MLK riders want a direct route from Renton to downtown have the 38 continuous with the 107 and bring it downtown. Thank you.

please please please do not cut frequency and running times on the 9X. M wife and I both rely on this route, as do many of our neighbors in Columbia City. This will make the 7 even more crowded and slow than it already is. I am a HUGE KC Metro supporter, but please reconsider this decision. If anything the 9X needs to have expanded frequency and run times.

I believe strongly that you should keep the route 9 as is. Please do not reduce service. I rely on this route at all times of the day to get to work and vital doctors appointments. Thank you for your consideration

If there is a proposal to reduce the 9 what is the plan for those who live on the south end to get to first hill where many work at the hospitals and also those who attend Seattle Central?

Seems to me that those who are the most disenfranchised will have a more difficult time getting to their jobs and access to higher education?

I believe routes with direct access to our health care facilities, especially to Harborview where many people receive care, is vital. If their health is compromised should we expect them to make transfers if they have mobility issues?

The 7 is already a crowded unreliable route and will be worse if the 9x is reduced?

Oh no, please don't cut the 9! It doesn't run late enough as it is! The 7 is awful, it's miserably slow. It takes me an awful crawling hour to get home in the 7, and the 9 takes half as long! I don't care about the middle of the day, but when I'm in Capitol Hill after 7:30, which is often, being forced to take the 7 instead of the 9 is like a punishment. You need to extend the hours, not cut them! You keep asking us to throw tax money at you, and we keep doing it because our bus system is so awful, and all you do is CUT service??? You're making my life miserable. Please reconsider.

Sarah Voss

Please do not reduce the 9x route. It's already hard enough to get to Capitol Hill in one trip, and that's only on the weekdays. This would make getting to and from home ridiculously difficult.

Dear Metro,

I have lived in South Seattle, Rainier Beach (RB), zip code 98118, for more than 10 years. I work at Swedish Medical Center, First Hill Campus. My work hours are mostly noon-8:30pm. I walk to the stop on Henderson (about 7 blocks) take 9X to work, I do not need to transfer, it drops me off right on Broadway, where Swedish First Hill is. Going back home at 8:30pm , #9X is not in service. So, I have to either walk (which is not safe due to poor lighting on Boren) or take #60 to Jackson to catch #7 or take #3 or#4 to downtown and then catch #7. Both options take too much time, especially the downtown one.

Tens of thousands of people are employed at First Hill neighborhood. Many of them come from the 98118 zip code.

Most do not have the 9am-5pm work hours. Their hours are all over the map. now with Columbia City booming, people are looking into ways to use more of the mass transit and less of single occupancy driving. I was hoping, and it seems to me reasonable, to expand bus #9's services to at least 10pm, it doesn't have to be 9X after certain hours in the evening.

The new proposal for bus #9 is going to discourage people from using mass transit, it will make it inconvenient to commute , adds to transfer time... I am already considering going back to driving

I have tried, still trying, vanpool, carpool for years. So far, no matches.

I have, encouraged others, to vote yes to every proposal on the ballot to improve mass transit. I believe it is the way of the future for many reasons, especially the climate.

I hope you will reconsider your proposal and expand bus #9's service, instead.

Thank you.

Sincerely,
Kiyar

NO PLEASE DON'T CHANGE OUR SERVICE!!!!

I am a longtime resident of Rainier Beach and I do NOT want these changes to go into effect. They don't appear more efficient at all. MLK is NOT an easily accessible street during rush hour!!! It is packed to the brim with traffic, which is why the #8 buses that currently run down it every 15 minutes always end up stacked on top of each other. The traffic is too bad down this road and it makes the route inefficient. If you add the 106 to this it will be disastrous for the residents.

I don't know who you talked to before you came up with these ideas, but I don't really believe you surveyed the people and what we truly want/need. We need the routes to STAY THE SAME and just ADD MORE!!!! Gentrification is moving south and we need more access to Seattle NOT to Renton.

These are STILL SEATTLE bus routes!!!! Let the residents of Renton worry about more south end buses without messing up our Downtown Seattle service.

AND DON'T CHANE THE 106 ROUTE!!!!!!!!!!!! PEOPLE NEED IT TO RUN THROUGH SODO/SEATTLE AND NOT DOWN MLK!!!! THERE IS ENOUGH MLK ACCESS VIA OTHER BUSES AND THE LIGHT RAIL!!!!!!!!!!!! THE 106 IS THE ONLY BUS THAT EFFICIENTLY RUNS THROUGH DOWNTOWN/SODO/GEORGETOWN/BEACON HILL. IF YOU REMOVE IT YOU SCREW SOOOOO MANY PEOPLE!!!!!!!!!!!! WE DON'T NEED IT GOING DOWN MLK!!

Sincerely,
A Longtime Rainier Beach Resident who wants to be heard.

I am writing to PLEASE ask you not to reduce the frequency of bus line 9x. I am a Swedish Medical Center employee and I live in Hillman City. I'm an Emergency Medical Tech work odd hours in order to keep the hospitals staffed 24/7, and rely on public transportation to get to work, as there is limited parking in the First Hill area where most of the city's hospitals are.

The infrequency of 9x is already problematic, and reducing it further will create more stress for the workers striving to provide quality medical care to Seattle's residents. Bus #7 is already overfilled, and this reduction will dramatically increase this problem.

This decision disproportionally impacts the residents of South Seattle, who are already struggling financially to make ends meet, compared to our North Seattle counterparts.

Thank you for considering the impact that reducing bus 9x will have on medical workers and the lower income folks who live in South Seattle.

Best regards,

Moises Hueso

Hi,

I find it hard to believe you could be considering cuts to #9. I am a professor at Seattle University and live in Mt Baker. I use the #9 to commute to work as do many of my colleagues. Was at a faculty gathering just yesterday where we were laughing about how we could conduct faculty meetings on the #9. The fact that the #9 is an Express makes travel to this work site so much more efficient for many of us in this increasingly congested city.

Please don't cut this line - don't get rid of something that works.

Thanks,
Rachel Luft

Dear Sirs:

I would like to further express my opposition to replacing the 106 with the 107 as proposed. I would like to represent my community who may not be able to speak for themselves. There are many immigrants in my neighborhood from China living on South Beacon Hill, many of whom may not speak English or participate in the political process. But this would adversely affect our whole community.

I have never seen the 106 low in ridership. I see many senior citizens take the bus throughout the day, often with walkers, from South Beacon to Chinatown. You want to make all these people get off halfway at Beacon Hill Station, then try to figure out the crowded Light Rail, then come out of the Light Rail and wait in the inclement weather coming back?

On my bus there are also many from my neighborhood who work in Georgetown and the Industrial District. They would have to go downtown then take a bus back.

This change would be very disruptive to our community and we oppose it. Thank you.

John Hoy

I am writing to PLEASE ask you not to reduce the frequency of bus line 9x. I am a Swedish Medical Center employee and I live in Othello. Medical workers often work odd hours in order to keep the hospitals staffed 24/7, and rely on public transportation to get to work, as there is limited parking in the First Hill area where most of the city's hospitals are.

The infrequency of 9x is already problematic, and reducing it further will create more stress for the workers striving to provide quality medical care to Seattle's residents. Bus #7 is already overfilled, and this reduction will dramatically increase this problem.

This decision disproportionately impacts the residents of South Seattle, who are already struggling financially to make ends meet, compared to our North Seattle counterparts.

Thank you for considering the impact that reducing bus 9x will have on medical workers and the lower income folks who live in South Seattle.

Sincerely,

Markus Cromwell

I am writing to oppose the cuts to Route 106 and the 9x in favor of a low-ridership route along MLK to the International District. It is difficult enough as is to get around Seattle living this far south. I am also a disabled single mother who depends 100% on the Metro, specifically #9.

It doesn't make sense to cut buses in the poorest of communities. Please listen to the riders and reconsider. I thank you.

Amanda Mosiniak

I am writing to PLEASE ask you not to reduce the frequency of bus line 9x. I am a Swedish Medical Center employee and I live in Hillman City. Medical workers often work odd hours in order to keep the hospitals staffed 24/7, and rely on public transportation to get to work, as there is limited parking in the First Hill area where most of the city's hospitals are.

The infrequency of 9x is already problematic, and reducing it further will create more stress for the workers striving to provide quality medical care to Seattle's residents. Bus #7 is already overfilled, and this reduction will dramatically increase this problem.

This decision disproportionately impacts the residents of South Seattle, who are already struggling financially to make ends meet, compared to our North Seattle counterparts.

Thank you for considering the impact that reducing bus 9x will have on medical workers and the lower income folks who live in South Seattle.

Sincerely,

Laura Wood

With the proposed changes, will the 106 terminate at the International district, or will it continue to run through downtown?

Thank you,
Laura

Hello,

Thanks for the opportunity to comment on your proposed changes to routes 106 and 107. I live near 39th Ave S and S Cambridge Street by Benefit Park and i commute to the university street station downtown M-F during rush hours and late at night.

Your proposal indicates that instead of a route that takes me from my house directly to the downtown bus tunnel, I would instead ride the 107 bus to the beacon hill light rail station and use the train to get me downtown. Adding a transfer to the route is not an improvement for me.

Your rider alert indicates that routes 107 and 106 wold cone more often. Is that more frequently than those current routes run? It is not clear if the 107 that would come to 39th and Cambridge as proposed will come as frequently or more frequently than the current 106 route comes. The 106 route comes every 15 minutes. Will the 107 come just as often, or more often? I would like the 107 bus to run every 10 minutes during rush hour and run until 2 am on the weekends.

What is the comparison in travel time from the current routes to the proposal traveling from 39th and Cambridge to the university street station? Is it faster to ride the bus south to the rainier beach station or north to the beacon hill station to then traster to the university street station. If the proposed commute time is more than 45 minutes, it will impact the property values of our neighborhood.

Thanks,
Gabriela

DeAnna,

I urge you to continue all current service in Georgetown (Rts #106, 60, 121, 124). Georgetown is geographically isolated from much of the public transit infrastructure as it is and the routes we have are vital to many in the community for transportation to and from work, shopping, socializing etc...

I would also like to draw your attention to the fact that Routes 60, 121 and 124 run on a residential street that is not rated or adequate for heavy vehicles. SDOT has already made several attempts at traffic calming and truck traffic rerouting. Indeed the traffic circles/landscaping are regularly overrun, curbs and pavement are damaged etc.

As a father of two young children I find myself more often than not in conflict with the busses as they pass by the house. There is a significant noise issue at all hours and the house literally shakes when busses pass. (like pictures come off the wall shakes). Not to put too fine a point on it but it is terrifying to put a child in a car seat as the bus goes by. I'm sure the driver is aware but it is still quite intimidating. Our dog was also hit (uninjured). anyway you get the point. If its happening to me its probably a problem for others as well.

It seems to me that the existing arterial on Corson might be a better choice for keeping schedule, limiting damage and mitigating pedestrian conflict.

Thanks for your time!

Justin Howell

Hello DeAnna, my name is Larry Meadows. I'm on the Metro Have a Say website and I cannot find a way to send you an email and now I'm getting your voice mail... apparently, none of the links are working. I'm really distressed over the number 9 express being cut. I live in Columbia City and the number 9 takes me directly to all my medical care, mental health care... I live in disability housing as I've just said, and it takes me directly to Broadway, First Hill, and Capitol Hill where I access 90% of all my services. I am not thrilled about this at all. This change to peak times only - it makes a midday trip to Capitol Hill a 2-3 bus and trolley, train to trolley to bus, for something that goes just straight across the hill. I am just not thrilled. My number is xxx-xxx-xxxx and, again, my name is Larry Meadows. Wow, this is a drag. Thank you. Goodbye.

Hello, I'm just calling about the change to Route 106. Will there still be a route going from Skyway up Renton Ave S? Please call me at xxx-xxx-xxxx. [Staff] Returned this person's phone call and explained the proposed change to Route 106. She asked how to get to Georgetown from Skyway and I provided some options. She thanked me for the information and had no additional questions or comments.

The proposed changes to routes 106 and 107 do not help those commuters who rely on Route 9 X on Rainier Avenue between Rainier Beach and Franklin High School. If the changes go forward, the route 7 will be the only route to serve that stretch of Rainier going forward. There are a number of commuters, students and others who use the route 9 X on that stretch of Rainier.

That route also improves faster connections to light rail, because there are no connection to light rail for most of that section of Rainier. Part of the goals of any regional mass transit system should be to feed commuters and travelers from the neighborhoods to the mass transit backbones such as light rail. The proposed changes would lower taxes to light rail but these neighborhoods.

The proposed changes would also force students going to Seattle Central and Seattle University, and workers and other people trying to Capitol Hill, to transfer at 12 in Jackson, where they currently ride the 9x and do not have to transfer. Additionally, people traveling from Capitol Hill to the southern points with the 9x will now have to endure a transfer.

Overall the neighborhoods north of Rainier Beach such as Hillman CITY, Columbia City Genesee etc remains poorly served by Metro bus. For many in those neighborhoods, access to light rail is difficult due to the distance between the stops for light rail. This feels once again like a fix that leaves out lower income parts of Seattle, students, and workers in some of our most diverse neighborhoods.

I would urge decision makers to retain all service for the route 9 X and consider increasing service in the evenings for that route. I would also encourage decision makers to retain and enhance service for route 60 which also serves those lower income very diverse southern Seattle neighborhoods.

Thank you,
-Jeremy Ward
Seattle

Myself and my neighbors are greatly unhappy about the changes to route nine. We live on the eastern side of rainier Avenue between reindeer and Lake Washington and now we will have to have a much greater walk or bus transfer to get to Capitol Hill.

There is no longer going to be any direct up to Capitol Hill from where we live, in one of the most developing neighborhoods in all of Seattle. We will now have to take the seven, get off of the seven, walk to the closest light rail station, and then take the light rail rail up to Capitol Hill, and this is only once the light rail actually goes to Capitol Hill! And doubling that from Hillman City we will now have to change to get to Capitol Hill from the 38???

There should absolutely be some kind of direct between Hillman City and Capitol Hill, whether that means re-expanding the 9 or adding a light rail station at Orcas/Graham.

Jonathan Chiri

If the changes proposed to route 106 namely:

Revise Route 106 – would be changed to go through the Rainier Valley along MLK Jr. Way South, Rainier Avenue South, and South Jackson Street to the International District. Route 106 buses would come more often—every 15 minutes during the day on weekdays and Saturday, and every 30 minutes later at night. That's the same as the current Route 8 and the future Route 38, which the 106 would replace.

The only bus that services large parts of the Beacon Hill road will be gone. It will strand many people and force them to find cars because the bus stops would be so much of a hike. It is a terrible change. More busses will do absolutely no good if they're too far for people to get to them. The current erratic schedule is already a horrible thing to have to try to juggle, with busses towards Seattle coming at completely random times. There have been times when I have watched three busses go towards Renton while waiting for one to take me home. I am disabled, with a bad hip that makes walking a problem in cold weather. The proposed changes would have me needing to walk up a long hill.

I don't want to have to drive everywhere. I'd rather take the bus. Please don't make me have to drive. Please don't make me have to add to Seattle's traffic problem.

Been living on mlk for 5 years. been taking the 8 for 5 years. the first time i saw anything about this change to 38 was when the bus number changed at the actual but stop. Amazing!

Greetings:

I live on Rainier Ave South on 3300 block. I've a say to discuss the rider alert on bus numbers 8, 9X, and 106. I was wondering if the discussion still going on!

I ride the bus, to go to work, shop, etc. I ride 9X in front of Andover or Mt. Baker stop. The. Transfer to 106.

My challenges are:

1. The frequency of connecting one bus to the other
2. Having the flexibility of knowing if I miss one bus, I'm able to connect the other bus.
3. Are u cutting down or down sizing the above buses?

Thank you,
Ms. Abshir

Hello,

I am fine with changing the frequency of 9x to peak commuter hours but if possible, PLEASE increase the frequency of 9x to be every 10 min or so.

Best,
Clare Ortblad

Appendix C: Community Advisory Group Meeting Notes

**Southeast Seattle Community Advisory Group Meeting #1
Meeting Summary
June 4, 3-5 p.m.
Neighborhood House Community Room, 4410 29th Ave S, Seattle**

Participants: Dick Burkhart, southeast Seattle resident/former Sounding Board member; Sheila Burrus, Filipino Community Center; Joanna Cullen, Central Transit Coalition and Squire Park Community Council; Alan Garcia, Filipino Community Center; Jeff Keever, Seattle Central College; Karen Lee Kimber, Swedish Hospital; Peggy Martinez, Lighthouse for the Blind; Pear Moraras, International Community Health Services; and Diane Narasaki, Asian Counseling and Referral Service

Invited, but unable to participate: Carrie Avila-Mooney, Office of Councilmember Joe McDermott; Michelle Clark, Office of Councilmember Larry Gossett; Lauren Craig, Puget Sound Sage; Mahnaz Eshetu, Refugee Women's Alliance; and Shefali Ranganathan, Transportation Choices Coalition

Staff: DeAnna Martin, King County DOT community relations; Ref Lindmark, King County Metro Transit transportation planner; Doug Johnson and Jack Whisner, King County Metro Transit service planners; Betty Gullede-Bennett, King County DOT communications manager; and Jonathon Dong, SDOT transportation planner

Welcome, purpose, agenda and process review

DeAnna welcomed participants and reviewed the purpose of the community advisory group, which is to advise Metro on how to address:

- long-standing concerns related to getting between MLK Jr. Way South and downtown Seattle/International District by transit;
- respond to the investment of the Seattle Streetcar First Hill Line that will connect Capitol Hill and Pioneer Square via First Hill and Little Saigon;
- take advantage of changes being considered as part of the U-Link planning process

She reminded the group that at this point the commitment is to meet twice. The aim of this first meeting was to:

- get to know one another
- create a shared understanding of the impetus for change (e.g. the various reasons we are looking at change and what we hope to address) and the mobility needs in the areas we talking about
- get direction on the scope (e.g. current service we could consider), possible timelines for this process, and type and level of public outreach we would need

The next meeting will be more of a workshop to look at service design options that we should take out for public comment, as well as to provide advice on the type of public outreach Metro should plan and implement to receive public input.

DeAnna asked that people talk one at a time and let the group know they would like to speak by raising their hand or turning their nametent sideways. Since one of the advisory group members is blind, she asked that people say their names before they speak so she would know who is talking. DeAnna said that, as facilitator, she would be writing down and reflecting back what people say and sometimes asking people to share more so we can benefit more deeply from what members have to say. She asked if there were any other groundrules people needed in order to feel comfortable participating fully in the conversation. No additional groundrules were added.

Introductions

DeAnna asked people to introduce themselves by sharing their name, any affiliations they have, and the interest or service needs they'd like to see addressed in this process. The needs and interests identified include the following:

- Graham Street light rail station looking more imminent with the possibility of it being included in the ST 3 package. How would bus service best connect if this became a reality?
- Seattle Central College has thousands of employees and students coming to campus from around the county every day. They have an interest in making sure their campus is easily accessible by transit.
- The Filipino Community Center – located on Martin Luther King Jr. Way between the Columbia City and Othello light rail stops – needs good bus service. It's too far for people to walk from light rail to their location. They are planning construction of a senior housing facility and are excited about the possibility of a Graham Street light rail station.
- Swedish First Hill and Cherry Hill have thousands of employees and patients coming to these locations from around the county on a daily basis. Swedish Cherry Hill campus (former Providence) is currently submitting a new Major Institution Master Plan (MIMP) that lays out a significant expansion of the hospital at Cherry Hill. The new building would increase the campus by 1.2M square feet and almost double the number of patients and staff coming to the campus.
- Asian Counseling and Referral Service – located at Martin Luther King Jr. Way just south of South Walden Street – serves 27,000 people annually; their clients and employees speak 40+ languages; they have 200+ staff; and 500+ people coming to their facility every day for work and services; most use transit to get there. They conducted their own transportation survey in 2012 and identified 500 bus routes people are using to get to their location. Reducing the number of times people need to transfer and assuring frequent bus service to their location is a critical service need.

- International Community Health Services – recently expanded from their locations in the International District and New Holly to include Bellevue and Shoreline; many of their clients are traveling from South Seattle to these new locations.
- Lighthouse for the Blind – located on South Plum Street just off of Martin Luther King Jr. Way – has 350+ people coming to work there each day; they need accessible transportation options everywhere; more east-west service would help.

Context for change

Ref provided some background on work Metro has done in conjunction with a working group of organizations concerned about the loss of Route 42 over the last three years. (A report describing outreach that was done in the community, what Metro learned, and some of the actions taken was shared with the advisory group in advance of this meeting.) In addition to the work noted in the report, Ref added the following to the list of actions taken:

- Metro and Sound Transit have worked to improve availability and promotion of ORCA fare media.
- Metro has implemented the ORCA LIFT program. Sound Transit made the decision to accept the low income fare on Link light rail service making transfers between the two services more affordable. In addition, the City of Seattle's Prop 1 has dedicated funding to increase access to and enrollment in the ORCA LIFT program.
- Council directed Metro to form of a Service Guidelines Task Force currently meeting and working to identify changes that could be made to Metro's service guidelines for measuring route performance and productivity, determining service needs, and priorities that guide Metro's work to restructure, invest, or reduce service depending on the agency's financial state – specifically looking at how social equity is incorporated into the guidelines.

Ref added that the financial state of the organization has always been a key factor in what Metro has been able to commit to in terms of changing bus service and, for the last two years while this work has been going on, Metro had to plan to reduce bus service around the county

In the "service reduction" planning, planners put together a restructure of southeast Seattle bus service that offered a concept to shorten Route 8 and extend Route 106 north on MLK and into downtown via Jackson and Yesler. This concept would address the service need to connect MLK destinations south to Renton and north into downtown and make up for reductions to service on routes 9, 14, and 27. This concept received community support.

However, things are different now. Severe cuts have been avoided, and, with the passing of Prop 1 last November, Seattle has new money to invest in bus service in

Seattle. Routes 9, 14, and 27 are not being reduced or cut. Route 27 is being restored to all day service from Leschi, down Yesler, and into downtown at the June service change. And, routes 7, 8 and 9 will be receiving service investments from the City of Seattle this June and September.

The resources Metro has for addressing the service gap between MLK and downtown are existing bus service and the Seattle investments being made in those services.

Doug shared additional background on other changes coming soon to transportation infrastructure:

- Seattle's First Hill Streetcar will be coming online this year connecting Pioneer Square and Capitol Hill via Jackson, Yesler Terrace, and First Hill.
- Link light rail will extend to Capitol Hill and the UW at Husky Stadium next year connecting SeaTac, Tukwila, Rainier Beach, Columbia City, Mt Baker Transit Center, the International District, and downtown Seattle with these new destinations.

As part of the planning process to change bus service when Link light rail starts operating to Capitol Hill and UW, Metro is planning to split Route 8 at the Mount Baker Transit Center. The southern portion of the route would become Route 38 and operate between Rainier Beach and the Mount Baker Transit Center. The northern portion of the route would continue to be Route 8 and operate between Mount Baker Transit Center and Seattle Center via its current routing. A route map showing the change to the 8 was shared with the group.

How to move forward?

Doug offered some options for change that Metro could consider and a general timeline for when those changes could be made. The soonest any change could be made is March 2016. The next opportunity for change is September 2016. Metro is considering Route 9 to be redundant to other service within Rainier Valley and the First Hill Streetcar, therefore, the resources of this route are the most likely to be used to make changes to service. The route 9 resources could be used to extend the new Route 38 from the Mount Baker Transit Center into downtown. The more routes we consider changing, the larger the outreach effort we would need to plan, and the longer it might take. Staff in attendance wanted to be clear that depending on the scope asked for by the group, management and elected officials would have to determine how to fit this project in with other service planning efforts needed throughout the county in the coming year.

DeAnna asked the group for their reaction to this and for other ideas they might have for making changes.

Diane expressed disappointment that the concept of the 8/106 is off the table. She understood from conversations with elected officials in the past several months that it would happen with the passage of Seattle's Prop 1 last November.

The 106 extension would connect people from Renton into downtown via Yesler. This would be a great new service – as long as it could run with the same frequency of the southern portion of the 8.

DeAnna clarified that it does not have to be off the table if this group recommends that a concept like this be considered. Making a change like this likely would require looking at more routes than just the 8 and 9 to find the resources to do it.

Peggy said that many employees of the Lighthouse for the Blind live in South Seattle and would like transit service to take them on one bus to downtown. She shared that light rail is far too daunting to use for many who are blind or partially sighted.

Several members of the group thought it would be better to add something new to the network, rather than have to change the existing network. They asked whether the City of Seattle could fund it. Metro clarified that the group could ask the City of Seattle to do so.

There was a question about what the riders of Route 9 would do if that route were deleted to get to the same destinations they do today. Jeff is aware that many of Seattle Central College's students and employees use Route 9 to get to campus. He and Joanna, whose daughter uses the route to get to work on First Hill from the Rainier Valley, said that the frequency and quality of service of the First Hill Streetcar will matter if Route 9 riders would be asked to take Route 7 and transfer to the streetcar to complete their trips. If it will operate every 10 minutes, that makes the ask of 9 riders easier.

Dick asked whether RapidRide was ever considered as a candidate for Southeast Seattle. Jack answered that Route 7 is a candidate for bus rapid transit investment by the City of Seattle. Joanna expressed the concern that bus rapid transit isn't always the answer because it can create access issues when stops are consolidated. Dick also feels the current Route 8 is very useful.

DeAnna put forth a couple of choices:

- Option 1 – reduce the hours of the 9 or use all the hours to do something different along from MLK to downtown; the simpler the ideas the faster they could be implemented.
- Option 2 – providing a 8/106 option would require restructuring more service in Southeast Seattle; looking at Routes 8, 9, 106, and 107 at least and would take longer to implement.

Several group members identified that there is a need to get east-west between Rainier Ave and MLK and for local travel within the Valley.

Another member asked whether the Graham Street light rail station would help meet some of the needs. Several members concurred that it would definitely improve access to the Filipino Community Center and Hillman City.

Jeff asked whether the Route 9 will be slower once the streetcar begins operating because they will share the same pathway. Staff says this is a distinct possibility.

Outcomes

DeAnna reflected back that it seemed the group was leaning towards a larger restructure process, timed ideally for a September 2016 implementation. The group saw possibility for a restructure that could include routes 8, 9, 50, and 106. The group also felt that having light rail and the streetcar up and running would be important to understand how habits will change and to get people comfortable with being asked to change their travel patterns. They also wanted to note the importance of involving Seattle in this planning process.

A next meeting was set for June 18, 3-5 pm. DeAnna said she would confirm a meeting location, bring people who weren't able to attend up to speed, and send out a summary of the meeting.

Southeast Seattle Community Advisory Group Meeting #2 Meeting Summary June 18, 3-5 p.m.

**International Community Health Services, Vashon Room, 720 8th Avenue South,
Seattle**

Participants: Carrie Avila-Mooney, Office of Councilmember Joe McDermott; Joanna Cullen, Central Transit Coalition and Squire Park Community Council; Jeff Keever, Seattle Central College; Pear Moraras, International Community Health Services; Diane Narasaki, Asian Counseling and Referral Service; Shefali Ranganathan, Transportation Choices Coalition

Invited, but unable to participate: Dick Burkhart, southeast Seattle resident/former Sounding Board member; Sheila Burrus, Filipino Community Center; Michelle Clark, Office of Councilmember Larry Gossett; Lauren Craig, Puget Sound Sage; Mahnaz Eshetu, Refugee Women's Alliance; Alan Garcia, Filipino Community Center; Karen Lee Kimber, Swedish Hospital; Peggy Martinez, Lighthouse for the Blind

Staff: DeAnna Martin, King County DOT community relations; Ref Lindmark, King County Metro Transit transportation planner; Doug Johnson, King County Metro Transit service planners; Marty Minkoff, King County Metro Transit acting manager of service

development; Betty Gullledge-Bennett, King County DOT communications manager; and Jonathon Dong, SDOT transportation planner

Welcome, group and meeting purposes, agenda review

DeAnna welcomed participants and reviewed the purpose of the community advisory group, the advisory group process, key outcomes from the first meeting, and reviewed the agenda for the meeting with the group. She invited advisory group members and staff to introduce themselves.

Service concept – overview, discussion

Doug referenced a handout he prepared with some draft concepts for consideration. He walked through three concepts, sharing information he was able to put together related to cost and the tradeoffs or key considerations for each. (See attached handout, entitled, “Service Concepts to Provide Direct Service between MLK Jr. Way S & Downtown Seattle/International District,” for a description of this information)

Extend new Route 38 to the International District

The group asked the whether the 38 could be “live-looped” in the International District to help reduce the cost of this option, instead of having to find layover in the International District or back at base. Doug responded that this would make the route too long for our operators.

Shefali asked why Metro has decided to move forward with a split of Route 8 at Mount Baker Transit Center. Doug explained that we have data and rider feedback supporting the need to split the route in order to improve reliability and on-time performance. In this last round of public outreach, the public was asked whether they would prefer the split at 23rd and Jackson or Mount Baker Transit Center. It was clear from public comment that riders have a preference for the split at Mount Baker Transit Center. In addition, it would be operationally better to split the route there because the buses have layover space and operator amenities at the transit center.

Revise Route 106 to go to downtown Seattle via MLK and the International District, revise Route 107 to travel north on Beacon Hill to the Beacon Hill light rail station

(Note: this concept for routes 106 and 107 is similar to what was shared with the public during Metro’s service reduction outreach effort, but not exactly the same.) To Doug’s concern about there not being layover space for the 106 in downtown Seattle, Shefali pointed out that, eventually – when all buses must come out of the downtown tunnel for the increase in light rail service, we would still have an issue with layover for the 106.

Another advantage of the 106/107 changes would be that it would provide El Centro de la Raza with a direct connection to Renton.

One member asked about what types of services or destinations would be lost if the 106 didn't follow its current pathway. Doug responded that Georgetown would be the main loser of service in this concept and that 106 riders going from Renton to Georgetown would lose their direct connection. Georgetown would still have routes 124, 131/132, and 60 serving them and connecting them to downtown via routes 124 and 131/132, east-west and to Broadway via Route 60, and south to Burien via Routes 131/132.

The group was curious about who riders of Route 9 are. There was some general discussion about travel patterns on the routes. Ridership has increased since the 7X and eastside routes serving First Hill were deleted last September. There is a lot of transfer activity at the I-90 and Rainier Ave S flyer stop. Riders are mainly hospital workers and patients reaching First Hill hospitals, as well as college students attending Seattle U and Seattle Central. Doug will do more research into the ridership on this route to share at the group's next meeting.

Jonathan shared more information on the First Hill Streetcar. It will operate every 10 minutes during the peak and every 15 minutes until 1 am. Fare payment will be similar to other modes – tap with your ORCA card and a transfer is built in, paying with cash and you would pay for both modes if you transfer from a bus to the streetcar. The streetcar would not accept Metro's paper transfers – so for those without an ORCA card the trip would be more expensive as they would have to pay twice.

Joanna asked what the travel time difference would be for 106 riders heading into downtown via MLK versus its current routing. Doug said he would look into this and report back to the group.

Delete or reduce Route 9

Doug explained the resources that would become available if Route 9 were to be deleted (16,600 service hours) or reduced to peak only, operating northbound in the morning and southbound in the afternoon (10,300 service hours). These hours could be invested in the 106/107 changes to make up the difference needed to fund that concept and potentially address any layover issues.

Metro staff shared with the group that any of these choices would require a wider public outreach process that involves affected riders, communities, and stakeholders and King County Council approval. The earliest any of these changes could be implemented would be at the September 2016 service change. Working group members understood and acknowledged this.

How to move forward?

DeAnna asked the group for their general reactions to the options being presented. Diane said the 106 concept is of most interest. She believes this set of changes would be most desirable to the Transit for All working group members, but she'd like to check in with them. She'd also like more discussion with this group and the Transit for All

working group about the difference between Jackson and Dearborn routing of the 106. The benefits of Dearborn are that it would re-establish old connections to places like ICHS, the International District Community Center, Goodwill, and Uwajimaya, while keeping a connection to the IDS/5th and Jackson.

Doug also asked the group to consider whether the 106 should travel 3rd Avenue or 2nd and 4th through downtown.

Joanna wondered whether the bulk of Route 9 ridership is commuter-oriented. Doug said it was – meaning most of the ridership is traveling north in the morning commute and south in the afternoon commute.

Someone asked to clarify what the frequency would be on Route 106. Doug answered that it would be every 15 minutes, consistent with the new Route 38. Joanna wondered if this would be too much service on the route, but Doug did not seem to think it would be. She was also curious what the demand on Route 106 is to downtown. Doug said most people coming from Renton to downtown would choose the 101, not the 106.

Jeff wondered if it would be possible to shift Route 9 to 12th Avenue so it wouldn't compete with the streetcar. He hears from students that the route is frequently late – something that won't improve if the route is competing with the streetcar for space on the road. He also said he would be concerned if he worked in SODO and rode the 106 to get there.

Another person commented that it must be a good idea if ACRS and the Seattle Transit Blog support the concept.

The group wanted to learn more about the Georgetown and SODO issues and asked if there was a way to partner with the city so there's no net loss to these communities. They also wanted more discussion about the possibilities for travel between Rainier Ave S and First Hill if Route 9 were to be deleted or reduced.

Outcomes

DeAnna reflected back to the group that it seemed as though there was support for the concept to change Routes 106 and 107. Given the type of questions the group was asking, she suggested they meet again and staff take some time to do more analysis of the ridership, cost estimates, and prepare some proposals for the group to consider. Staff would also share and solicit input on a tentative approach to a public outreach process for these changes.

The group tentatively agreed to meet July 16, 3-5 pm, at the same location. Pear offered to see if the room would be available and DeAnna said she would get back in touch with the group to confirm the details.

**Southeast Seattle Community Advisory Group Meeting #3
Meeting Summary**

July 16, 3-5 p.m.

**International Community Health Services, Vashon Room, 720 8th Avenue South,
Seattle**

Participants: Emma Catague, Filipino Community Center; Joanna Cullen, Central Transit Coalition and Squire Park Community Council; Ciara McAlinden, Office of Councilmember Joe McDermott; Pear Moraras, International Community Health Services; Diane Narasaki, Asian Counseling and Referral Service; Shefali Ranganathan, Transportation Choices Coalition

Invited, but unable to participate: Dick Burkhart, southeast Seattle resident/former Sounding Board member; Sheila Burrus, Filipino Community Center; Michelle Clark, Office of Councilmember Larry Gossett; Lauren Craig, Puget Sound Sage; Mahnaz Eshetu, Refugee Women's Alliance; Alan Garcia, Filipino Community Center; Karen Westling, Swedish Hospital; Jeff Keever, Seattle Central College; Peggy Martinez, Lighthouse for the Blind

Staff: DeAnna Martin, King County DOT community relations; Ref Lindmark, King County Metro Transit transportation planner; Doug Johnson and Jack Whisner, King County Metro Transit service planners; Marty Minkoff, King County Metro Transit acting manager of service development; Betty Gulledege-Bennett, King County DOT communications manager; and Jonathon Dong, SDOT transportation planner

Welcome, group and meeting purposes, agenda review

DeAnna welcomed participants and reviewed the purpose of the community advisory group, the advisory group process, key outcomes from the second meeting, and reviewed the agenda for the meeting with the group. She invited advisory group members and staff to introduce themselves by sharing their experience of transit or most common routes they ride.

Restructure Concept – overview, discussion

Doug described the service network concept developed by the group at its previous meeting. (See attached handout, entitled, "Concept for Southeast Seattle Service Restructure: Routes 9, 38, 106 and 107," for a description of this information)

He outlined the changes and the costs associated with those changes that would be considered as part of this concept:

Revise Route 106

Route 106 would be revised to operate through the Rainier Valley along MLK Jr. Way South, Rainier Avenue South, and South Jackson Street to 5th Avenue South, adjacent

to the International District Station (IDS). Service levels on Route 106 would be improved to operate every 15 minutes daily and on Saturday and every 30 minutes later at night, to be comparable with the current Route 8 and proposed Route 38, which the 106 would replace. Doug noted that: S Dearborn Street is no longer an option for routing a bus from Rainier Ave S to the International District because of a protected bike lane SDOT is planning to install there. In addition, taking the route all the way through downtown on surface streets is also not feasible because of a lack of layover space at the north end of downtown. There would also be additional cost associated with extending the route all the way through downtown.

Revise Route 107

Route 107 would be extended further north through South Beacon Hill to the Beacon Hill Link Station at Beacon Avenue South and South Lander Street, providing replacement service for Route 106. With this change, service levels on Route 107 would be improved to operate every 15 minutes during weekday peaks (northbound AM/southbound PM) and every 30 minutes later at night, to be comparable with the Route 106, which the 107 would replace along south Beacon Hill.

Delete new Route 38

This is new route would become the south half of the current Route 8, as part of the service restructure currently under consideration through the ongoing Metro U-Link Planning Process. If approved by the King County Council, this change would take place in March 2016. As part of a future southeast Seattle restructure, Route 38 would subsequently be replaced by revised Route 106, operating through the Rainier Valley along MLK Jr. Way South.

Delete or reduce Route 9

To fund the cost of these changes, more resources than those provided by Route 38 would be needed. Reducing Route 9X to peak only service or deleting it would provide the additional resources needed.

Add peak trips on Route 124

The concept would include six to eight peak trip additions on Route 124 to mitigate for reduced service between Georgetown/SODO and downtown Seattle due to the revision of Route 106.

Meeting participants had the following questions and reactions to this concept:

- Will Route 8 definitely be split into two routes – Route 8 and 38? Staff responded that it is still a proposal and not yet decided. This concept assumes King County Council will adopt that change as part of U-Link Restructure – to be implemented in March of 2016.

- Need for additional background on Route 106... Staff noted that historically the 106 didn't go along Airport Way, it used to take the freeway.
- What about Georgetown? What routes serve them and what is their frequency? Staff shared that the other routes that serve them are Route 124 – providing north-south service between SeaTac and downtown Seattle – and Route 60 – providing east-west service between Westwood Village and Capitol Hill via Beacon Hill.
- Why has Route 9X been selected by the City of Seattle for investment? Will the City take those 3,300 service hours and take them elsewhere? Staff answered that at this point we cannot assume that City of Seattle money will be available for these changes being considered.
- How many more hours get added to 107? Approximately 10,000 service hours to bring it up to the frequency comparable to current Route 106 service provided today. (See handout.)
- There's a need for service connections: Rainier Beach with Cleveland High School is an important one. Route 60 serves the high school, but doesn't go all the way to Rainier Beach. Staff commented that in this concept, Route 107 would provide a connection between Rainier Beach and the high school.
- What do we mean by peak hours? Healthcare workers start early in the morning. It's important to make sure they have service available early morning.
- Are a lot of people transferring, or getting on and off buses, at Jackson and 12th already? Staff responded yes. These are very busy stops. In addition, the "maximum load point" for Route 9 (a.k.a. the point at which the average number of people on the bus is at its highest) occurs between Boren and Broadway – in the northbound direction during the AM commute and in the southbound direction during the PM commute.
- East-west connections to Link light rail are key. Concern was expressed about whether we may be imposing a 2-transfer trip for some during which someone would take a bus, Link light rail, then another bus.
- What will the travel time impacts be for Route 9X riders if that route goes away completely? Staff shared that, if Route 9X were deleted, riders would have the option to take Route 7 and transfer to the First Hill Streetcar or to take light rail to Capitol Hill depending on their destination. Taking Route 7 and transferring to the streetcar would add time to the trip.
- Our map(s) are confusing¹. It would be more helpful to see accurate descriptions/maps of what where the routes currently serve versus where they would be revised to serve.
- What do we know about Route 106 riders? See the handout for a short summary that describes use of Route 106.

¹ Please note: Metro has been using maps that were produced and shared with the public during our service reduction outreach effort that describe a different proposal than what is currently under discussion with this advisory group. As of this meeting, we have not yet produced corresponding maps to describe what is outlined in the attached restructure concept handout.

- One participant shared that she uses the 106 every day between Renton and Rainier Beach. Rainier Beach is the busiest because there a lot of transfers being facilitated their between buses and between buses and Link light rail.
- There are a lot of seniors are still paying cash who won't transfer so Sound Transit because of the cash paying penalty – or increased cost – to ride both Metro and Sound Transit.
- We also need to be aware that at Henderson and Cloverdale and MLK it is a dangerous transfer environment. While people are transferring there, they may be wishing they didn't have to.
- If Route 9X were deleted, could the surplus service hours be applied to operate revised Route 106 all the way through downtown? Staff responded that operating Route 106 through downtown is not feasible because of a lack of bus layover space at the north end of town.
- Concern was raised about how committed Metro is to making this happen and whether this group is wasting its time because ultimately we won't do anything. Staff responded that in order for us to make these changes happen – and by September 2016 – we need to have King County Council decide on them and to conduct public engagement on these changes in advance of their decision. Metro is committed to this process.
- Participants encouraged Metro to look to the City of Seattle for help in pulling together the ultimate proposal in a way that will minimize any negative impacts on communities or groups of riders.

There was general discussion about what Metro should ultimately propose to the public. Some participants spoke to the benefits of these revisions for places like El Centro de la Raza, Filipino Community Center, and Asian Counseling and Referral Services getting new bus connections to Renton. Other voiced concern about impacts to Georgetown and Route 9X riders. Generally, all concurred that any negative impacts should be minimized as much as possible. To this end, participants encouraged Metro to maintain Route 9X during the peak time rather than delete it completely. They felt this would better meet the ridership demands on this route.

How to engage the broader public in considering and shaping a recommendation to council?

DeAnna asked the group for their advice and recommendations in taking this concept out to the public to gather feedback. The following suggestions were made:

- Come to Lighthouse for the Blind and talk directly with employees and clients.
- Ensure focus is on face -to –face outreach at organizations in the native languages spoken by the populations served.
- Make money available to organizations to reach their people in their native languages.
- Include ORCA marketing/education.
- Do a traditional public meeting.

- Visit the Southeast District Council and local neighborhood councils; including the safety committee
- Have information for employers and institutions to distribute to employees/patients.
- Use email to notify/reach people.
- Concern that if we asked for feedback on whether to delete Route 9X entirely and what to do with extra resources would be opening a can of worms. Keep it simple.
- Gather input on origins and destinations.
- Include and use open-ended questions for gathering input.
- Let people know we're doing this because south Seattle is important; the City of Seattle and Metro care about mobility in this community; this community and its residents matter and are valued.
- Need clear/simple text to describe ORCA.
- Have community members review translations before printing.

Outcomes

DeAnna reflected back to the group their support for gathering feedback on a proposal that would keep Route 9X operating during the peak.

Betty asked the group whether meeting with agency or Executive leadership might help assure the group of Metro's commitment to move forward with this process. At minimum, Metro committed to bring the group together again before launching a public outreach effort and at the conclusion of that outreach. The group's advice and participation is sought on how to assure a meaningful outreach process in which we hear from those who would be affected by these changes.

Southeast Seattle Community Advisory Group Meeting #4

A fourth meeting for the community advisory group was scheduled for November 10, but was cancelled at the last minute because of a problem at the meeting location. In lieu of not meeting, DeAnna sent materials describing the change proposal and the outreach plan and solicited input via email. What follows is a summary of the comments and questions provided by members, as well as staff responses. These were sent back to the group prior to the launch of outreach at the end of November.

Summary of feedback, responses Sent November 16, 2015

The following captures the key concerns, questions posed, and feedback received from community advisory group members after reviewing the proposal we intend to take out for public feedback, as well as the public engagement plan itself.

It is a summary based on emails received from Dick Burkhart, Joanna Cullen, Pear Moraras, and Jeff Keever; as well as phone calls or meetings with Shefali Ranganathan and Peggy Martinez.

Staff have prepared the following responses to the questions asked.

What is the impact on productivity (ridership) of these proposals?

A detailed ridership projection analysis has not been conducted on these changes to date. However, here are some guideline-specific points to keep in mind:

Overall ridership on the current routes

In spring 2015, Route 9 attracted about 2,900 weekday rides and about 45 rides per platform hour. The ratio of rides to the sum of loads was about 1.6, implying that about 60 percent of the trips were local, internal to either the Rainier Valley or First Hill.

In spring 2015, Route 106 attracted about 5,400 weekday rides and about 40 rides per platform hour. The ratio of rides to the sum of loads was about two, implying that the load turned over and it was used for many local trips. This was partly by its 2009 design, as riders oriented to and from downtown Seattle were provided the opportunity to reach Link at South Henderson Street station.

In spring 2015 stop level data, Route 8 attracted about 10,000 weekday boardings. Of those, about 7,000 were on the March 2016 Route 8, 2,800 were on the new Route 38, and 200 were inside the Mt. Baker Transit Center, to be served by both routes.

Service needs identified by our service guidelines in the project area

Route 7 attracts the most riders per bus hour. Routes 8 and 48 are also quite strong. In March 2016, with the Link Connections service change ordinance, routes 8 and 48 will be split to improve reliability and Route 48 will run more often to reduce wait times. The U-Link changes will invest hours in high ridership routes. Improvements in reliability can attract more riders. New Route 38 will replace Route 8 between Rainier Beach and Mt. Baker. Service reliability is expected to improve south of Mt. Baker. Today, traffic congestion on Denny Way impacts the on time performance of Route 8 along MLK Jr. Way South as it is providing local service between the Link stations. Route 9 is less productive than routes 7, 8, 36, or 48.

Under the service guidelines, routes serve corridors; corridors are evaluated for potential productivity, equity, and geographic value. Under that evaluation, routes 101 and 106 service levels are below their corridors' respective target service levels. Improving the off-peak headway (minutes between scheduled trips) of Route 106 between the Renton Transit Center and Rainier Beach would meet this need.

The proposed Route 107 extension to and from the Beacon Hill Link station could attract more riders. It has several purposes:

- It reconnects north and south Beacon Hill neighborhoods; they were connected by the diesel variant of Route 36 before 2009;
- Continues the connection between Rainier Beach and Cleveland High School;
- Provides more service between 15th Avenue South, including Cleveland, and the Link station.

In general, wait time is the most important variable in attracting riders to transit. In studies, it is valued at about twice the rate of either walk or in-vehicle time.

Productivity – do we expect these changes to attract more ridership?

The revised Route 106 should be a productive route, essentially creating more local connections to Link stations from Henderson all the way to the International District Station along the route. It will also feed the new streetcar (hopefully in operation by September '16). In addition, it will maintain and increase local connections along the MLK corridor not served by Link light rail. By creating new connections from the MLK corridor north to the International District and south to Renton, it has the potential to be a very productive route with the planned frequency. It will also provide more local connections in between Link stations to communities It will be replacing the rt. 8 (south), which becomes the rt. 38 in March, which has been a productive route, so this expands the potential of that route.

However, the duplication of service by Route 106 with routes 7 and 9 between Mt. Baker and South Jackson Street and with routes 7, 14, and 36, as well as the expected First Hill Streetcar, may cause productivity to decline on the other routes.

Aren't these changes creating duplicative service along some corridors? Is that counter to the Service Guidelines?

Service design guidelines are pages SG-12 through SG-14 of the King County Metro Transit Strategic Plan for Public Transportation. Service guidelines one and four are most relevant to the Southeast Seattle project.

#1 – Network Connections

In Southeast Seattle, network connections are provided where multiple routes intersect, most prominently at Link stations. They provide opportunities for riders to reach more destinations. Examples include:

Transfer Point	Routes
Rainier Beach	7, 9, 38, 106, 107
Henderson Link Station	9, 38, 106, 107, Link
Othello Link Station	36, 38, 50, Link
Columbia City Link Station	38, 50, Link
Mt. Baker Link Station	7, 8, 9, 14, 38, 48, Link
Beacon Hill Link Station	36, 60, Link
12 th Avenue South and South Jackson Street	7, 9, 14, 36, 60, First Hill Streetcar (expected)

Rainier and I-90	7, 9, 550, 554, 111, 114, 212, 214, 216, 217, 218, 219
Capitol Hill Link Station	8, 9, 10, 11, 43, 49

#4 – Route spacing and duplication

Routes should be designed to avoid competing for the same riders. Routes should be spaced about one-half mile apart so that walk distances can be about one-quarter mile. Bus hours used on overlapping routes have opportunity cost; they cannot also be used to improve service elsewhere. Overlap examples.

Segment	Routes	Possible Rationale
MLK Jr. Way South	38 and Link	Local access v. through trips
Rainier Avenue South, between Henderson and Mt. Baker	7 and 9	Local access v. through trips
Rainier Avenue South, between Mt. Baker and South Jackson Street	7, 9, proposed 106	Route 9 for speed; Route 106 to avoid transfer at Mt. Baker
South Jackson Street, between Rainier Avenue South and IDS	7, 14, 36, First Hill Streetcar (expected), proposed 106	Route 106 to avoid transfer at Mt. Baker; downtown Seattle as common destination
Broadway	9 and First Hill Streetcar (expected)	Avoids transfer at 12 th Avenue South and South Jackson Street

What are the travel time impacts to riders of these changes?

Route 9X appears to offer a travel time advantage for riders going to First and Capitol Hills from the Rainier Valley – when compared to taking Route 7 and transferring to the First Hill Streetcar or Link light rail to complete the trip.

In this proposal, Route 9X would continue operating during the peak when a majority of riders use the service.

In the future, Link is expected to take four minutes between the Westlake and Capitol Hill stations. The total in-vehicle travel time between South Henderson Street would be 30 minutes. For comparison, Route 9X is scheduled to take 36 minutes in the a.m. peak and 38 minutes in the p.m. peak.

Route 9X also serves intra valley trips. Along Rainier Avenue South, it skips stops. At noon, the scheduled difference between routes 7 and 9X between South Graham Street and 12th Avenue South is five minutes. The First Hill Streetcar is expected to operate every 10 minutes during the peak and every 15 minutes during the off-peak. So during the day and evenings, people using Route 7 and the First Hill Streetcar can expect their trip to take 12-15 minutes longer than it does today using Route 9X.

Depending on where a rider is destined to on First or Capitol Hill, Link may be a faster option than the current Route 9X is today.

If Columbia City is considered, a key factor is that the urban village is about one-half mile from Link. Route 7 provides shorter waits than Route 9. Route 7 provides a connection with Link at Mt. Baker. In general, wait time is the most important variable in attracting riders to transit. In studies, it is valued at about twice the rate of either walk or in-vehicle time.

Also consider some of the riders these changes are designed to help who are traveling from all parts of the county to social, cultural, and medical services along MLK. Many of them already take transfer once or twice to reach their destination, then face up to a half mile walk to their final destination.

Using the trip planner to plan some trips during the day to ACRS from Renton, Federal Way, and Bellevue, the results indicate the following:

- Renton Transit Center to ACRS – 42-59 minutes, 1-2 transfers depending on the option selected.
- Federal Way Transit Center to ACRS – 58-66 minutes, 1 transfer depending on the option selected.
- BOTH options require riders to walk more than a half mile to arrive at ACRS once the rider gets off the bus
- Bellevue Transit Center to ACRS – 38 minutes, 1 transfer; nearly a half mile walk to get to the final destination.

With a revision to Route 106 we are limiting the wait time between modes and in some cases the transfer itself AND reducing the long distance these vulnerable populations have to walk to get to their final destination. In the first example, Renton to ACRS, Route 106 would provide a 1-seat option taking roughly 38 minutes and not require a half-mile walk to get to the location.

This will be a travel time benefit to thousands of transit-dependent people making this trip to reach places that provide them access to opportunity – and, make these destinations more accessible by transit to those who need it most. It's more than just a travel time benefit when today's current service poses a hardship and limits access to opportunity.

What are the anticipated rider impacts? Pros/cons of the changes being considered?

We don't know all the impacts. This is one of the primary reasons we do public outreach on changes. We can't know everything about how this will impact people, so we conduct outreach to find out.

Here's our guess about what the major impacts would be to riders of each route based on what we know about the ridership data and what we've heard from past outreach efforts:

Route 9X

- peak service is maintained on this route preserving this option for the majority of riders – approximately 59 percent of the total ridership
- the route does not currently, nor would it in the future, have weekend service
- midday riders – about 500-600 people we estimate travel through 12th and Jackson onboard Route 9X today – would have a longer trip by 12-15 minutes taking Route 7 and transferring to the First Hill Streetcar
- riders traveling to Seattle Central College, may have a faster trip via Link light rail than Route 9 provides them today
- our advisory group member from Seattle Central reports that they are comfortable with us asking for feedback on this proposal

Route 106

- Establishes a direct, local connection between Renton, MLK, and the International District – something community organizations have been advocating for during the past four years
- Most riders who use Route 106 do so for inter-local trips. People coming from Renton to downtown would have a faster choice on Route 101. There are also many riders transferring from the 106 to Link light rail at the Rainier Beach Station, which provides a faster option than staying on the route to get to downtown.
- 17 percent of riders get on or off the route in the portion that would no longer be served by this route. They would be served instead by a revised Route 107 between south and north Beacon Hill with a connection to Route 36 or Link light rail to reach downtown. Those going to/from downtown Seattle in Georgetown along Airport Way S would have added service on Route 124 to make their trip in the future.
- Brings service levels up to what our service guidelines dictate this corridor should have based on productivity, land use, geographic value, and social equity scores

Route 107

- Re-connects north and south Beacon Hill
- Creates new one-seat connection between Renton/Skyway and El Centro de la Raza
- No one loses in this change as it is purely additive – more frequent and extended service further north
- Brings service levels up to what our service guidelines dictate this corridor should have based on productivity, land use, geographic value, and social equity scores

Route 38

- Same connections would be maintained by revised Route 106 and new connections would be added
- No one loses – except for those who may be temporarily confused by the changes to Route 8 quickly followed by changes to routes 38 and 106

How does Route 60 fit in to the mix of change? Route 9X and 60 are the only routes providing a connection from Southeast Seattle to the north end of Broadway.

Routes 36, 60, and 107 would overlap between the VA and Beacon Hill Light rail station. However, they would be connecting a diversity of communities to these locations. Route 36 operates between Othello and the International District on Beacon Hill. Route 60 operates between Westwood Village in West Seattle and the north end of Broadway, connecting South Park, Georgetown, and Beacon Hill. Route 107 would be connecting Renton, Skyway, Rainier Beach, and the areas of Beacon Hill south and north of Othello.

Routes 9X and 60 would continue to provide connection to the north end of Broadway. Route 9X would only provide this connection during the peak. With routes 49 and 60 continuing to provide very frequent coverage along the north end of Broadway. People wishing to continue further north after disembarking the streetcar would have very little wait time to catch either bus.

Can we delay the split of Route 8 until September 2016 – so that a new Route 38 doesn't need to be replaced by the 106 six months after that route is created?

No, King County Council adopted the split of Route 8 and a corresponding increase in frequency on the route to take place at the March 2016 service change, along with a large package of other changes that are intertwined with this one. We acknowledge that this will be confusing to riders if, in fact, we then end up replacing the new Route 38 with the 106 service later in September. We'll be using this round of outreach to educate people about the definite change to Route 8 in March and the proposal to change service in September.

Now that the Let's Move Seattle levy passed and has funding set aside to make Route 7 a Rapid Ride line, does that make Route 9X even more redundant or duplicative in the future? Do we need to maintain any service on it?

The Let's Move Seattle levy will fund the capital improvements needed to give Route 7 a RapidRide look and feel. Route 7 already operates at near RapidRide service levels and the levy does not add service hours to increase it any further. If Route 7 with a transfer to Link light rail or the First Hill Streetcar becomes the midday and evening option for getting to First and Capitol Hills, then it operating more reliably with RapidRide corridor improvements would help to mitigate any travel time penalties these riders face if these changes are adopted. These changes would maintain peak service on Route 9X – preserving this route for the majority of riders who use it.

What is the total annual service hour investment needed for this project?

It will take approximately 38,650 annual service hours to make the proposed changes to routes 106, 107, and 124.

Can these changes be made administratively without having to go to King County Council for a vote?

No. Because some of the changes impact more than 25% of the total service hour investment in a route and/or they move a route more than a half mile from where it currently operates, public outreach is mandated by county policy.

Other verbatim feedback from Seattle Central College – specific to Link light rail and the First Hill Streetcar

- Sound Transit/Metro really needs to support Light Rail by making parking options near the Light Rail stations available. Without these parking options, riders will prefer to take the busses that are nearer to them—the Light Rail runs along MLK are not very useful to someone who lives off of Rainier unless there is a way for those folks to GET to the Light Rail. With no parking options (parking lots), people will continue to use the busses that run along Rainier.
- We feel the 1st Hill Streetcar will only be lightly used and will not only not solve any existing problems or issues, but will make traffic on Broadway and Jackson unbearably difficult for all users—including the users of the streetcar itself. To mitigate these issues we strongly urge Seattle to completely eliminate street parking along Broadway and Jackson for the entire route of the streetcar and open up these lanes to other bus and/or car traffic.

Outreach feedback

- Had hoped we could meet to understand the impacts to riders more
- Add Korean and Tagalog to the list of languages for translating materials
- Suggested survey questions
- Suggested organizations to contract with – Horn of Africa
- Lighthouse for the Blind has agreed to work with Metro as a trusted advocate outreach partner and will be hosting several sessions for employees in the first week or two of December

Appendix D: Trusted Advocate Session and Public Meeting Notes

December 9, 2015 Asian Counseling & Referral Service (ACRS) Senior Lunch Program

Process – seniors attend this twice weekly lunch program offered at ACRS. At this event, seniors were grouped by language. There were five language groups. Metro staff paired with an interpreter to ask about participants' transit use and their interest and feedback on the proposed changes. Conversation notes are grouped by language.

Participant description – Mien language group, approx. 9 participants

Conversation notes –

- All use transit, mainly buses and occasionally light rail.
- Most of them use the 106 and transfer to the 8 when they come to ACRS - 6 of the 9 live in Skyway close to Route 106.
- They are very interested in a route from Renton/Skyway to MLK and the ID - 8 of 9 would use this to go to ACRS, medical appointments, shopping, etc.
- They're not so interested in the 107 extension – hardly ever use it.
- A few do use the 9 for medical appointments on First Hill but only occasionally (also several have children who use it to go to school).
- They don't go between MLK and the Central Area/Seattle Center - don't take the 8 any further than ACRS.
- They don't go to Georgetown – the loss of the current 106 connection doesn't matter to them and would prefer that it went along MLK.
- Other suggestions for improving service included:
 - Operate 106 more frequently (were happy to learn that the proposal would do that w/15 min service)
 - Longer time for transfers – so they can use it for a round trip (most of them have regional reduced orca but not as a monthly pass or with an e purse)
 - Bring back the annual pass (Metro used to offer this until several years ago)

Participant description – Korean language group, approx. 11 participants; two-thirds women, one-third men; two-thirds have Regional Reduced Fare Permit/ORCA

Conversation notes –

- They lived in downtown, SE Seattle, West Seattle, Lake City
- All regularly use transit
- Interest in 106.8: two; where would they go: Renton Senior Center
- Interest in 107 to Beacon: four; where would they go: Red Apple, friends

- Travel between Rainier Beach and First Hill: none
- Use Route 9X: none
- Use current Route 8: all 11; Red Apple, ACRS, other shopping along MLK Jr. Way South
- Georgetown: one woman sometimes uses Route 60
- Would have to transfer to reach Jackson Square with split of Route 8 in March
- Other issues: security; two had been robbed on transit

Participant description – Vietnamese language group, approx. 12 participants; 8 women, 4 men

Conversation notes –

- All use buses and/or light rail. They use routes 7, 8, 36, 40, Link light rail, 120, 48, 60, and 106.
- Several commented that they have to use other routes since Route 42 went away.
- Four expressed interest in the change to Route 106; this would make it much easier for them to get to/from ACRS.
- Two participants who travel to ACRS from Federal Way, typically taking 3-4 buses each way, were especially excited about the prospect of only needing to take 2 buses to make the trip.
- One person who uses the 106 today with a transfer to Route 8 would be okay using the 107 to make the trip in the future.
- No one is traveling to/from Georgetown.
- Other feedback to share:
 - Bus drivers are very good, they see us and help us, they are pleasant
 - It is still too expensive for the senior monthly pass; and several would like a longer transfer window as two hours is not adequate for many of the programs and events they attend and they end up having to pay twice
- Most are using a Regional Reduced Fare Permit/ORCA card. Some are not using e-purse or monthly pass so staff reminded people that, if they do, they can transfer between buses to Link light rail without having to pay twice.

Participant description – Lao language group, approx. 9 participants; 5 women, 4 men

Conversation notes –

- Eight use the bus; four use Link light rail.
- Three use Route 7; three use Route 106; eight use Route 8.
- Those who don't use transit, don't use it because:
 - Transfers are a problem
 - They can drive in 15 minutes; bus to light rail takes an hour
 - Need a bus from Skyway to ACRS

- All had an interest in the proposed Route 106. Eight say they would use this bus in the future if these changes are made.
- They would use proposed Route 106 to get to Renton, transfer to routes 7, 8, light rail, and to get to ACRS and work.
- No one currently uses Route 107 or travels between Renton and North Beacon Hill, but could see how people would want a route that does this.
- No one travels to/from Georgetown.
- Some people are traveling between Rainier Beach and First Hill. Currently they transfer to get to Harborview. They do not use Route 9X.
- Some travel to Capitol Hill on Route 8. No one travels all the way to Seattle Center on Route 8.
- Other feedback to share:
 - People have a hard time with Link. It's too complicated. They have received tickets from fare inspectors. They would rather take the bus and pay with cash for each trip. Loading an ORCA card is difficult. They don't use credit cards and don't like to buy tickets with cash at a machine. One person uses a Regional Reduced Fare Permit/ORCA card.

**December 9, 2015
Asian Counseling & Referral Service (ACRS)
Afternoon Behavioral Health Program**

Participant description – approx. 9 participants; primary languages spoken include English, Mandarin, Lao, Tagalog, and Vietnamese; mostly men in their late 40's

Conversation notes –

- Eight participants use the bus or light rail. They use routes 131, 60, 7, 128, 36, 8, 164, 168, 150, and Link light rail.
- One participant does not have an ORCA card.
- One would have an interest in the proposed Route 106.
- One thinks the current Route 106 works okay.
- One likes the proposed Route 107.
- Two travel to First Hill. They currently use Route 60.
- One frequently uses Route 9X.
- Concern about Route 9X being peak hours only. It should run more frequently, not less. Some use it to get to ACRS from Rainier Ave S corridor at night for classes and programs.
- Almost all participants travel between MLK, the Central Area, Capitol Hill, and/or Seattle Center on Route 8. Clients are concerned about the change to Route 8 in March.
- Two participants travel to/from Georgetown.
- About three participants use light rail.

- Other feedback to share:
 - More reliable and timely service would be great. And more frequency.
 - Security and safety is a concern for several.
 - No one has issues using ORCA.

**December 9, 2015
Filipino Community Center
Metro open house**

Participant description – approximately 30 people attended the open house

Please note: attendees had the option to submit written comments. These are documented verbatim in the Appendix B of this report.

Flip chart notes –

- It seems like our taxes keep going up and service keeps getting worse.
- Generally like but des know people who ride mid-day 9X
- More 101 service
 - SR -900 crossing
 - Signal King Way Apts.
- Instead of shortening the route of the #8 bus – should be adding more routes to these bus (route 8)
- Stop changing the route 106 bus - bus route slower
 - You should adding more routes – and trips
- Stop changing the route 107 – Renton Ave 51th - just remember you will be causing a hardship for the people in Skyway that need the bus
- 106 to Othello Street via Rainier & Othello
- 9X delete
- 38 extend to First Hill
- 7 fewer stops (9X pattern btw MtBTC and 12th/Jackson)
- 107 – Beacon Hill (south) takes longer to commute to downtown/home significantly (extra 30-45 min)
 - *please don't do this to us
 - *keep original 106
- Keep original 106 or give us a similar route from South Beacon Hill to Downtown Seattle
- It is highly disruptive to catch the 107 – Beacon Hill Light Rail Station – transfer to the light rail to Downtown Seattle. It adds time & extra steps in the commute process. It affects our S. Beacon Hill community traumatically. We cannot let this happen without another route to Downtown Seattle.
- 106 – I don't want to change
 - I need one bus to downtown. It is better.
- 7/36 – coaches are bunching up (ETB)

- Also all coach stops need enforcement of no smoking
- AC & Berkley: NO SMOKING ORD.
- Route 124: Stop consolidation; speed it up
- Make buses run on schedule! Create transit priority, pedestrian priority improvements so its easier to get to/from transit.
- The system doesn't work well together – we need to learn from Portland about how different options work for different audiences/transit users.

December 15, 2015
Georgetown Community Council & Georgetown Merchants' Association
Public open house

Participant description – approx. 9-10 attendees; several members of the Community Council and the Merchants Association; a representative from City Council Member Harrell's office; others were local Georgetown riders

Conversation notes –

- No one was happy with the proposal to revise the 106. The added peak/evening trips on the 124 didn't seem to make a difference – not nearly enough to compensate for the loss of the 106.
- If the 106 and 124 were part of the proposal, why wasn't Georgetown included in the process? Why wasn't someone from the community on the working group?
- The process is happening too fast – is this so Metro can try to avoid dealing with Georgetown? Need to add more time and get more comments.
- Route 106 is the preferred route for many in Georgetown as it's faster and more reliable than the 124 – operates on the busway and the transit tunnel.
- Many feel that it is a safer route than the 124 (which has more interchanges – riders feel less safe and secure on the 124).
- Riders living in the neighborhood south of Airport Way between Corson and Ellis (directly served by the 124) will walk the extra blocks up to 13th Bailey so they can get the 106 as it is their preferred route.
- Revising the 106 will eliminate the direct connection between Georgetown and SE Seattle/South Beacon Hill/Renton – this is important for mobility and also employees from SE Seattle/Renton who work along Airport Way.
- It's great for Metro to want to help solve MLK's transit mobility problems but not at the expense of Georgetown.
- Concern about passing Prop 1 and wondering if these funds were going to routes outside of the city. Confusion about what Prop 1 funds and why Georgetown would face service changes if funding was approved to preserve service.
- The 106 provides a connection between Georgetown and Skyway/Renton. It was pointed out that there are employees who work in the restaurants and other service jobs who live south of the area and take the 106. The proposal would mean this folks lose their only transit connection. (Transferring would mean going all the way into downtown).

- Some people use the 106 to get groceries in the ID because there are no grocery stores in Georgetown.
- In general, people feel like Georgetown often gets left out as there are not enough people to be politically important. Georgetown loses out on issues of open space, sidewalks, and public services (library, community centers, etc.). They seem to feel that the proposal is another example of some other group getting their service to solve their issue at Georgetown's expense. This feeling of Georgetown not being a destination or even an origin for trips (given the small number of residents) means that people just think of getting through Georgetown, not to or from it. Equity and fairness was a concern.

**December 15 & 17, 2015
Asian Counseling & Referral Service (ACRS)
Evening Behavioral Health Program**

Participant description – approx. 28 participants total

Conversation notes –

Dec. 15 (11 participants)

- Participants take route 132, 124, 7, 8, 9x, 60, 12, 132, 105, 180, 120, 594, 35, 32, and 31.
- Some participants find it challenging to get used to change schedule, and the proposed changes appeared to be complicated to them.
- Need more routes, and not less. Increase frequency. More direct routes, and less transfer.

Dec. 17 (17 participants)

- Participants take route 8, and transfer to 2, route 9x and transfer to 2, 106 and transfer to 1, 107 and transfer to 1, and 124 and transfer to 1.
- Fares are too high, and some do not qualified for reduced fares.
- Do not feel comfortable using ORCA card, and at times, they are confused about how to transfer from bus to light rail, or vice versa.

Overlapping comments between both groups:

- Clients stop mostly at Mount Baker and take route 8 to ACRS, they want to ensure the changes will allow them to continue to have direct stop in front of ACRS.
- Do not support 9x to peak hours only, as they need to take it from Mount Baker off peak.
- They support Route 106 going from Renton, through Skyway, to Rainier Beach, along MLK, and into ID.

- Clients also expressed safety concerns riding Metro.
- Without direct stop in front of ACRS, it will be inconvenient and unsafe for them to ride metro.
- Clients also talked about route 60, and want to maintain it, and increase frequency.

**December 15, 2015
Filipino Community Center
Senior Lunch Program**

Participant description – approx. 40 attendees; mostly seniors; conversation was conducted in Tagalog

Conversation notes –

- Four participants currently drive from Renton to the center. They would look forward to taking the 106 if it were changed.
- Three participants are already using the bus and take the Hyde Shuttle from the International District to the senior lunch program at the center twice a week. They would also look forward to taking the 106 if it were changed.
- Eight participants currently use Route 106.
- When asked how many participants support the change to Route 106, 16 participants raised their hands.
- Someone clarified – would the 106 be a bus that connects from the International District to the center? Staff said yes.
- Another participant comments that they used to take Route 42. Now many people they know no longer come to the center because the 42 doesn't operate any more. Light rail is still too far from the center. Elders also don't like taking it – it's overwhelming and hard to navigate.
- Someone asked how frequent the service would be. Staff answered by explaining Route 38 in March would be the same frequency as current Route 8. If changes are made, Route 106 would be more frequent between Renton and South Henderson than it is today.
- Someone asked if fares were going up. Staff answered that there are no plans to raise fares right now.
- Someone asked whether another route could connect south and north Beacon Hill. Staff explained that this is the proposal for Route 107. The participant is concerned about people using the 106 to get downtown from south Beacon Hill. He's like Metro to consider changing Route 36 instead.
- Someone asked what routes would remain connecting Georgetown with Beacon Ave. Staff answered that Route 60 would continue to provide this connection.

**December 17, 2015
Filipino Community Center
Senior Lunch Program**

Participant description – approx. 45 attendees; mostly seniors; conversation was conducted in Tagalog

Conversation notes –

- There are many people transferring two times to get to the Filipino Community Center
- Approx. 12 people indicate they use Route 106. They use the route to get to the center from South Beacon Hill, then transfer to the 8. All would be okay using Route 107 to do the same in the future.
- No one uses Route 8 north of Mount Baker Transit Center.
- Someone asked how they will get to the center after the March service change. Staff explained that they would use Route 38 instead of the 8.
- Someone asked for an explanation of what is happening to Route 8. Staff explained the March service change and the proposal for September 2016.
- Someone asked how often the 106 would come. Staff answered it would come every 15 minutes.
- When asked who supported the proposal for Route 106, 17 participants raised their hands.
- One participant commented – thank you for doing this. It is really important for our elders. There are 85-90,000 Filipinos in the county – a lot live in South Seattle, Beacon Hill, Renton, and the International District. The change to the 106 would better connect families and people in all these communities with each other and the center.
- One participant who lives on Renton Ave S currently uses the Hyde Shuttle to get to the center. He would look forward to using Route 106 instead if these changes are adopted.
- A man from Georgetown was not happy with the proposed changes to the 106.
- The man using the Hyde Shuttle does not have an ORCA card and he expressed interest in seeing Hyde Shuttle riders get Regional Reduced Fare Permit cards.

**December 19, 2015
Filipino Community Center
Naturalization Program Holiday Party**

Participant description – approx. 30 attendees

Conversation notes –

- There were about 30 attendees: about ½ indicated that they use transit, mainly 8, 106, and 107. Some are using the 106 and 107 to transfer to the 8 to get to the Community Center. Several are coming up from Kent and one was from Auburn.
- One couple who are in West Seattle and take the 21 to the ID, then to Link to Othello Station and the 8 up to the Community Center. They liked the proposal as they would only have one transfer from the 21 to the 106 in the International District.
- Overall, those in attendance and the riders in particular seemed to be generally in favor of the proposal as it would better serve the Filipino Community Center. For some this trip would become a one seat ride on the revised 106 while for others it would make for a single, rather than multipole transfer trip.

**December 2015 – January 2016
El Centro de la Raza**

Paper surveys distributed to social service clients along with a description of the changes

Participant description – approx. 30 surveys completed

Questions and Answers

1. Do you use buses or light rail?
 - a. Yes, both – 23
 - b. Yes, buses – 5
 - c. Yes, light rail – 2

2. If so, what bus routes do you ride?

Route	No. who use
36	12
8	11
60	11
Many	7
7	6
Link	6
E Line	5
4	3
124	3
2	2
48	2

106	2
150	2
D Line	2
5	1
13	1
14	1
21	1
40	1
41	1
49	1
50	1
107	1
128	1
132	1
255	1
9X	1
A Line	1

3. For what types of trips do you use buses or light rail?

Trip Type	Response Count
Work	13
All trips	11
Appointments - e.g. medical, social service	9
Groceries/Shopping	7
School	6
Visit family/friends	5
Going downtown	2
Worship	1
Social/entertainment	1
Food Bank	1
Community Center	1
Pay bills	1

4. If you use buses or light rail, is that because you don't have a car?
- a. Yes, I don't have a car – 21
 - b. No, I do have a car – 10
 - c. Yes and no – 1

5. How do you get here to this location?
 - a. Car + bus – 1
 - b. Car + light rail – 1
 - c. Bus – 14
 - d. Bus + light rail – 1
 - e. Walk, other – 9
 - f. Car – 1
 - g. Light rail – 1
 - h. Combination – 2

6. To get here, where are you coming from?
 - a. Home – 4
 - b. Downtown Seattle – 3
 - c. Rainier Ave S – 3
 - d. White Center – 3
 - e. Beacon Hill – 3
 - f. Kirkland – 2
 - g. Skyway – 2
 - h. Work – 2
 - i. Shoreline – 1
 - j. Georgetown – 1
 - k. California – 1
 - l. Tukwila – 1
 - m. Not far – 1
 - n. Puyallup – 1
 - o. Holly Park – 1
 - p. Burien – 1

7. If you use bus/light rail to get here, how do you get to the bus stop or light rail station?
 - a. Bus – 14
 - b. Walk – 10
 - c. Drive – 1
 - How far do you have to travel to get here?
 - Not far – 6
 - 2 miles or less – 12
 - 5 to 10 miles – 2
 - 2-zone or 2 buses – 2
 - Depends – 1
 - How long does it take?
 - 10 minutes or less – 8
 - 11 to 20 minutes – 6

- 21 minutes to 1 hour – 5
 - More than 1 hour – 1
 - Depends – 1
8. How many times do you have to transfer?
- a. No transfers – 10
 - b. 1 transfer – 11
 - c. 2 transfers – 6
9. Is it difficult for you to walk or change buses?
- a. Yes – 7
 - b. No – 22
 - c. N/A – 2
10. What language(s) do you speak?
- a. English – 9
 - b. Spanish – 8
 - c. Bilingual English/Spanish – 8
 - d. Vietnamese – 1
 - e. Chinese – 1
 - f. French – 1
 - g. Many – 1
 - h. N/A – 4
11. Can you read and speak English well?
- a. Yes – 19
 - b. No – 9
 - c. N/A – 3
12. How old are you?
- a. Less than 20 – 1
 - b. 20 to 29 – 4
 - c. 30 to 39 – 7
 - d. 40 to 49 – 7
 - e. 50 to 59 – 4
 - f. 60 to 69 – 5
 - g. N/A – 3
13. How would the proposed bus changes affect you in general?
- a. Make it easier, more convenient – 10
 - b. Not sure, don't use – 11
 - c. It would take less time – 1
 - d. It would take more time – 1
 - e. Happy to help people moving south – 1

14. How would these bus changes affect your trips here?

- How many transfers would you have to make?
 - No transfers – 5
 - 1 transfer – 2
 - 2 transfers or more – 3
 - Don't know – 3
 - N/A – 12
 - Not sure or no effect – 7

- How long do you estimate your trip would take?
 - Same – 1
 - 20 minutes or less – 2
 - 20 minutes to 1 hour – 3
 - More than 1 hour – 2
 - Don't know – 3
 - N/A – 10

15. Would you like these changes to be made?

- a. Yes – 13
- b. No – 0
- c. Don't know, not sure – 7
- d. No opinion – 3
- e. N/A – 6

16. Is there anything else you would like Metro to know about how you use transit, how it could be improved or made easier, or how we can improve your access to opportunity?

- a. No – 7
- b. 2 zone fare is too expensive
- c. More places to sit at stops, more shelters at transfer points
- d. Increase the 2-hour transfer window
- e. I depend on Metro – 2
- f. Doing okay
- g. Operators should not be smoking on buses during breaks

Appendix E: Media and Social Media

Media coverage

Seattle Transit Blog - Nov. 23, 2015: Route 42, Back from the Dead?

<http://seattletransitblog.com/2015/11/23/route-42-back-from-the-dead/>

Seattle Transit Blog - Jan. 6, 2016: SE Seattle Restructure Comments Due Sunday

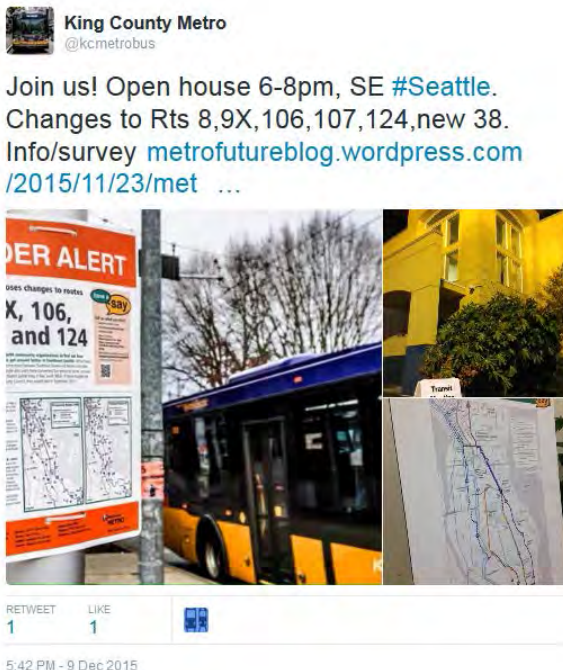
<http://seattletransitblog.com/2016/01/06/se-seattle-restructure-comments-due-sunday/>

Social media

Metro's media and social media channels were used to inform the public of Metro's proposed changes, directing people to information posted on web pages and the Metro Matters blog. Metro tweets and images helped inform riders of their comment opportunities, which in turn were shared by Metro's followers.

Metro tweets

Dec. 9 <https://twitter.com/kcmetrobus/status/674766065197387776?lang=en> linking to Metro Matters Blog post <https://metrofutureblog.wordpress.com/2015/11/23/metro-proposes-changes-to-routes-8-new-route-38-9-express-106-107-and-124/>



Impressions 4,600
Total engagements 32
Link clicks 10
Media engagements 8
Detail expands 8

Profile clicks 4
Replies 1

Dec. 8: <https://twitter.com/kcmetrobus/status/674401912750538752?lang=en>



King County Metro
@kcmetrobus

Have A Say 6-8pm, Dec. 9, in SE **#Seattle**.
Changes proposed for Routes 8, 9, 106, 107,
124, new route 38. Info/survey ow.ly/VDX26



Metro proposes changes to routes 8 (new Route 38), 9 E...
We've been working with community organizations in recent years to find out how Metro can help people get around better in Southeast Seattle. We've heard that people need better co...
metrofutureblog.wordpress.com

5:35 PM - 8 Dec 2015

Impressions 2,057
Total engagements 24
Link clicks 16
Detail expands 4
Profile clicks 2
Replies 1
Retweets 1

Dec. 8 <https://twitter.com/kcmetrobus/status/674689895911190528?lang=en>



Impressions	2,092
Total engagements	36
Media engagements	15
Link clicks	9
Detail expands	7
Profile clicks	3
Retweets	1
Likes	1

Nov. 23: <https://twitter.com/kcmetrobus/status/668868615068762112?lang=en>



King County Metro
@kcmetrobus

Better, more convenient bus service proposed for SE Seattle. Meeting info, survey, proposal metrofutureblog.wordpress.com/2015/11/23/met ...



RETWEETS 9
LIKE 1



11:07 AM - 23 Nov 2015

Impressions

3,430

Total engagements	150
Link clicks	77
Media engagements	41
Detail expands	16
Retweets	9
Profile clicks	6
Likes	1

Appendix F: Sample of Materials – Multi-Lingual Handout

Metro proposes changes to routes 8, 9X, 106, 107, and 124

We've been working with community organizations to find out how Metro can help people get around better in Southeast Seattle. You've told us that people need better connections between Southeast Seattle and Renton and other areas south of the city. People also want more convenient bus service to stores, services and the many social, health, cultural, and religious activities along Martin Luther King Jr Way South (MLK).

A lot of changes are being made in the transit system now. Sound Transit's Link light rail will begin service to Capitol Hill and the UW in early 2016, and we're changing some bus routes to work better with Link. The First Hill Streetcar will soon be running between Pioneer Square, the International District, Little Saigon, and First Hill. **With all of these changes, it's a good time to ask what you think of proposed changes suggested by members of your community.** If these changes are approved by the King County Council, they would start in September 2016.

See back for route change details



Tell us what you think

- Complete an online survey
- Email Haveasay@kingcounty.gov
- Call 206-477-3835
- Attend a meeting
Wednesday, Dec. 9, 6 – 8 pm
Filipino Community Center
5740 Martin Luther King Jr Way S, Seattle
- Find details and a link to the survey at kingcounty.gov/metro/seseattle2015

Comments due by Wed. Dec. 23, 2015

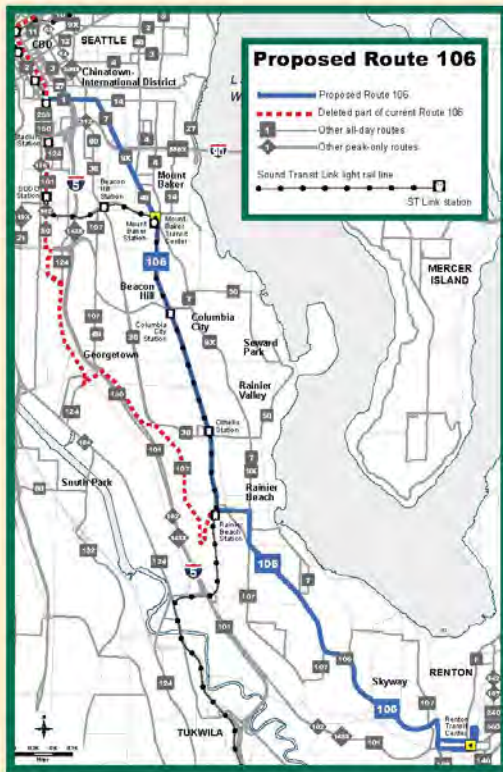


Pay with an **ORCA card**—it's fast, easy, and can save you money. Visit www.orcacard.com or call 206-553-3000. Find out if you're eligible for a reduced-fare **ORCA LIFT** card. Visit orcalift.com.



We'll Get You There

Revise Route 106 – would be changed to go through the Rainier Valley along MLK Jr. Way S, Rainier Avenue S, and S Jackson Street to the International District. Route 106 buses would come more often—every 15 minutes during the day on weekdays and Saturday, and every 30 minutes later at night. That’s the same as the current Route 8 and the future Route 38, which the 106 would replace.



Add trips to Route 124 – weekday peak and evening service on Route 124 would be increased to keep the same level of service now provided between Georgetown and downtown Seattle by the combination of Routes 106 and 124.

Replace southern Route 8/new Route 38 – in March 2016, Route 8 will become two routes. The southern part of the route, between Rainier Beach and Mount Baker Transit Center, will become new Route 38. Route 8 will continue to operate between Mount Baker

Revise Route 107 – would be extended beyond Rainier Beach, through south Beacon Hill to the Beacon Hill Link light rail station, to replace this segment of Route 106. Route 107 would come more often—every 15 minutes on weekdays during peak periods (going north in the mornings/south in the afternoons) and every 30 minutes later at night. That’s the same as the Route 106, which the 107 would replace along south Beacon Hill.



Transit Center and Seattle Center and will come more often. If the proposed changes are approved, new Route 38 would be replaced by Route 106 in September 2016.

Reduce Route 9X – would operate during peak periods only. This reduction in service would help cover the cost of changes to routes 106, 107, and 124. During the day and in the evenings, riders of Route 9X could use Route 7 and the First Hill Streetcar to go between Rainier Valley and First Hill. Link light rail will also go to Capitol Hill, stopping near Seattle Central College.



ሜትሮ በ 8፣ 9X፣ 106፣ 107፣ እና 124 መስመሮች ላይ ላውጥ ለማካሄድ ያቅዳል

የታቀደው ምን እንደሆነ ይውቁ ለና ምን እንደሚያስቡ በአውሮፓ አቆጣጠር ከታህሳስ 23 በፊት ይነገሩን። 206-477-6234 ይደውሉ ለና ስምዎን፣ የስልክ ቁጥርዎን ፣ ለና ለርስዎ የሚገኙት ጥሩ ሰዓት መቼ እንደሆነ መልዕክት ይተውሉን። ከአሰተርጓሚ ጋር መልሱን እንደውልልዎታሉን። ወይም ሊሜይል በ Haveasay@kingcounty.gov ይላኩልን።

የጥሬጥንታዊ መግለጫዎችን ለመቀየር ያቅዳል 8, 9X, 106, 107 እና 124

ጥንታዊ መግለጫዎችን በጥንቃቄ ለማስተካከል ይጠይቁ። ይዘውሉ ለና ስምዎን፣ የስልክ ቁጥርዎን ፣ ለና ለርስዎ የሚገኙት ጥሩ ሰዓት መቼ እንደሆነ መልዕክት ይተውሉን። ከአሰተርጓሚ ጋር መልሱን እንደውልልዎታሉን። ወይም ሊሜይል በ Haveasay@kingcounty.gov ይላኩልን።

Metro 计划变更路线8、9X、106、107 和 124
请在 12 月 23 日前提出建议并把您的想法告知我们。拨打 206-263-9784 (汉语) 并留下您的姓名、电话号码和联系您的合适时间。我们会在翻译的帮助下给您回电话。或者，请您发电子邮件到Haveasay@kingcounty.gov

Metro npaj siab yuav hloov cov kev 8, 9X, 106, 107, thiab 124

Saib yam uas npaj hloov thiab qhia rau peb yam uas koj xav thauwm Kaum Ob Hlis 23. Hu rau 206-477-3871 thiab tso koj lub npe, naj npawb xov tooj, thiab lub sijhawm uas yuav hu tau koj. Peb yuav hu rov qab rau koj nrog raug ib tug neeg txhais lus. Lossis, xa ib tsab ntawv email rau Haveasay@kingcounty.gov

메트로 8, 9X, 106, 107 경로의 변경 제안

제안 사항을 살펴보고 12월 23일까지 귀하의 의견을 알려주시기 바랍니다. 206-477-6232로 전화하셔서 성함, 전화번호, 원하시는 시간을 알려주시기 바랍니다. 통역 요원과 함께 전화를 드리게 됩니다. 혹은 이메일 Haveasay@kingcounty.gov로 보내주시기 바랍니다.

Metroon toora 8, 9X, 106, 107 fi 124 irratti jijjiirama geggeessuu karoora baasaa jira.

Karoorri kun maal akka tahe beektanii maal akka yaaddan akka lakkobsa Awuroophaatti Muddee 23 dura. Lakkobsa 206-477-6236 bilbiltanii, maqaa keessanii fi lakkobsa silki keessanii, isinis yoom akka argamtanii fi yeroon isiniif miqjaa'u ergaa nuu dhiiisuun nu beeksisaa. Nus nama afaan hiikuu wajjin deebi'nee isiniif bilbilla, yookiis e-meelii Haveasay@kingcounty.gov nuu ergaa.

Metro waxay soo jeedinaysay is beddelada wadooyinka 8, 9X, 106, 107, iyo 124

Hel waxaa la soo jeediyay aanaa noo soo shieeg waxaa aad u maleynaysa 23 December Wax 206-296-0850 iyo dhaaf magacaada, lambar taleefoonkaaga. iyo waxii ga waraagsan ee lagu soo wakiirko. Waxaa laguugu soo wakiirto ee furjumaan. Ama u soo dir email, Haveasay@kingcounty.gov

Metro propone cambios a las rutas 8, 9X, 106, 107, y 124

Verifique lo que se propone y díganos su opinión el día 23 de diciembre. Llame al 206-263-9988 y deje su nombre, número telefónico, y una hora apropiada para contactarlo. Lo llamaremos de vuelta con la ayuda de un intérprete. También puede enviar un correo electrónico a Haveasay@kingcounty.gov.

Ang Metro ay nagpapanukala ng mga pagbabago sa mga ruta 8, 9X, 106, 107, at 124

Alamin tung ano ang pinapanukala at sabihin sa amin ang inyong paliagay sa Disyembre 23. Tumawag sa 206-206-477-3869 at iwanan ang inyong pangalan, numero ng telepono, at mainam na oras para tawagan kayo. Tatawagan namin kayong muli na may interpreter. O, magpadala ng email sa Haveasay@kingcounty.gov

ሜትሮ መስመራት 8፣ 9X፣ 106፣ 107፣ 124 ገምግም ማድረግ ለማድረግ

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Metro đề xuất thay đổi đối với các tuyến đường 8, 9X, 106, 107 và 124

Hãy tìm ra điều gì được đề xuất và nói cho chúng tôi suy nghĩ của quý vị trước ngày 23 tháng 12. Hãy gọi tới số 206-263-9785 và để lại tên, số điện thoại của quý vị cũng như thời gian thích hợp để liên hệ với quý vị. Chúng tôi sẽ gọi lại cho quý vị thông qua một người phiên dịch. Hoặc hãy gửi email tới Haveasay@kingcounty.gov.



Southeast King County was identified as a candidate for Alternative Services in the King County Metro Transit Five-Year Implementation Plan for Alternatives to Traditional Transit Service Delivery adopted in September 2012. Community outreach began to the Southeast King County area in May 2015 with the formation of a working group to guide the community outreach process. The following jurisdictions and groups participated on the working group:

- Auburn School District
- City of Auburn
- City of Black Diamond
- City of Covington
- City of Enumclaw
- City of Maple Valley
- City of Renton
- Greater Maple Valley Community Center
- South County Mobility Coalition
- Office of Councilmember Reagan Dunn

Findings from community outreach were

- General satisfaction (~70%) with existing service
- Lack of evening and weekend service
- Lack of parking is barrier for commuters
- Very little transit use between Enumclaw and Black Diamond
- Very few route deviations requested in Enumclaw and Renton
- Reliability could be improved

To address these findings, Metro staff and the working group developed these solutions:

- **Fixed Route, Dial-a-Ride (DART) and Demand-responsive Transit Service Changes** to address lack of evening service and reliability issues. Changes on routes 186 and 915 were implemented in September 2015 and March 2016. Changes on Route 907 are proposed for March 2017 along with the introduction of a new demand-responsive transportation service between Black Diamond and Enumclaw. This new service will maintain the connection for riders traveling between these two communities and operate as a DART-style service without the fixed route portion. It will be available weekdays between 6:30 a.m. and 4:30 p.m. which mirrors Route 907's current availability. The service is expected to begin operating by February 20, 2017 and, in order to meet that start date, the County issued an Invitation to Bid on May 19, 2016. Bids were due June 30, 2016 and review is underway.
- **Emergency Ride Home Program** to address lack of evening service and reliability issues.
- **Commuter Rideshare Promotion** to address lack of parking at park-and-rides.
- **Community Van** to address lack of evening service and the need for non-commute trips.

As these solutions are implemented, they will be monitored for potential adjustment.



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

Phase II Outreach:

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

<i>Service Industry</i>	
Puget Sound Sage	Low-wage workers, transit dependent, unions
SEIU Local 6	Service industry workers (janitors, security officers)
UNITE HERE! Local 8	Hospitality industry, night shift workers
Seattle Hotel Association	Seattle Hotel Association
<i>Technology/Business</i>	
Metro Employer Transportation Partners	Business, tech workers
<i>Arts/Theater</i>	
Seattle Actors Guild	Arts/theater workers
4 Culture	Arts/theater workers
Seattle Office of Film and Music	Arts/theater workers
The Vera Project Youth Music and Theater	Arts/theater workers/youth
Seattle Music Commission	Arts industry
Other	
Seattle Neighborhood District Councils	Seattle neighborhood organizations and residents
DSA	Downtown workers
University of Washington	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
- * Call 206-477-3842



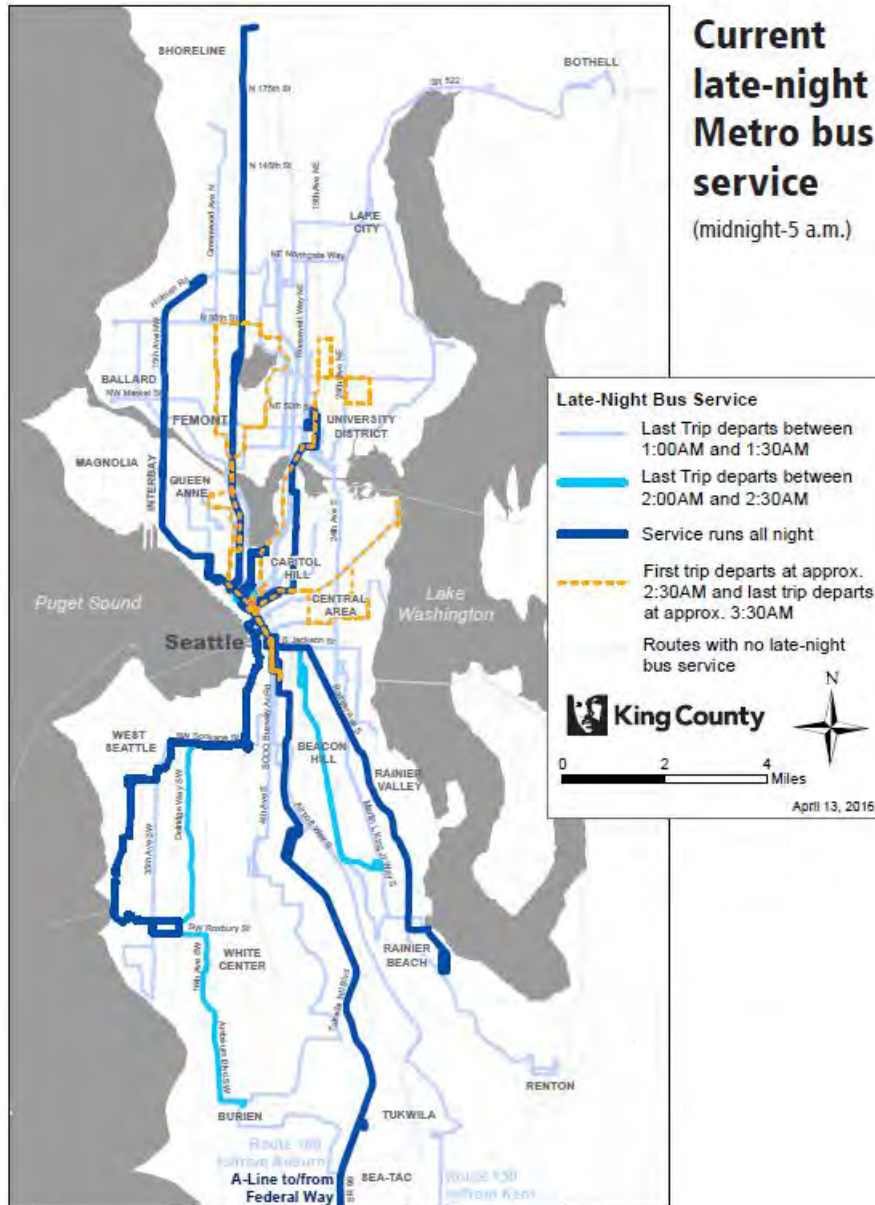
To request this information in alternative formats, call 206-477-3842 (TTY Relay: 711).

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



Contact
Tristan Cook
Community Relations Planner
tristan.cook@kingcounty.gov
206-477-3842

Phase I handout page 2



Current late-night Metro bus service
 (midnight-5 a.m.)

Late-Night Bus Service

- Last Trip departs between 1:00AM and 1:30AM
- Last Trip departs between 2:00AM and 2:30AM
- Service runs all night
- First trip departs at approx. 2:30AM and last trip departs at approx. 3:30AM
- Routes with no late-night bus service

King County

0 2 4 Miles

April 13, 2016

The information included on this map has been compiled by King County staff from a variety of sources and is subject to change without notice. King County makes no representations or warranties, express or implied, as to accuracy, completeness, timeliness, or rights to the use of such information. This document is not intended for use as a survey product. King County shall not be liable for any general, special, indirect, incidental, or consequential damages including, but not limited to, lost revenues or lost profits resulting from the use or reliance of the information contained on this map. Any sale of this map or information on this map is prohibited except by written permission of King County.

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.

Have a say

- Visit 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
- Call 206-477-3842

Tell us what you think by Oct. 30

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

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.

Metro đang đề xuất các thay đổi với dịch vụ xe buýt đêm muộn. Để tìm hiểu thêm và đưa ra phản hồi, vui lòng liên hệ với Metro theo số 206-263-9785 hoặc gửi email tới địa chỉ community.relations@kingcounty.gov.



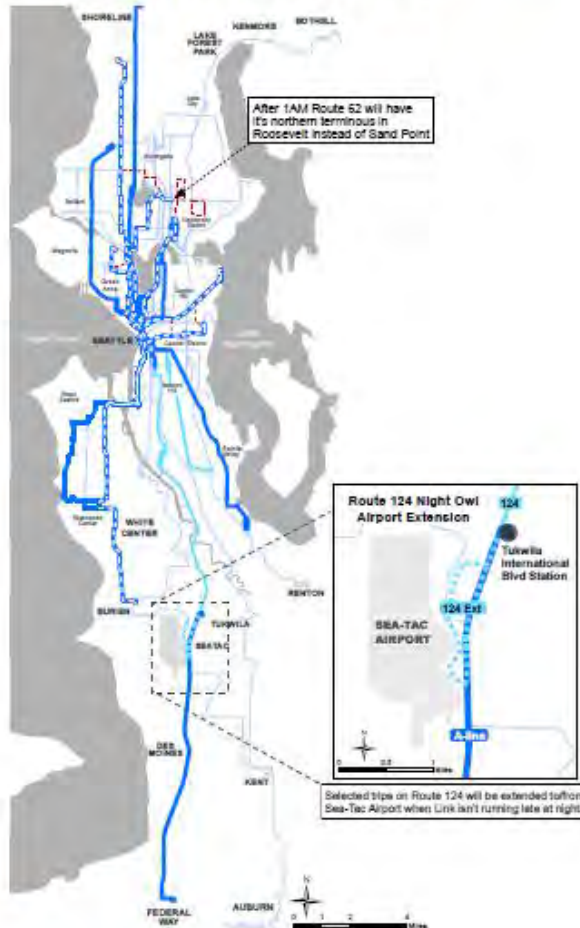
Phase II handout page 2 (English):

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，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 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
- 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.

Metro waxa ay soo jeedinaysaa wax ka bedel ku iman doona adeega baska saacadaha dambe ee habeenkii shaqeyya. 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.

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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 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
- 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，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.

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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/. 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 will 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 3rd & Pike; 4 riders either boarded or alighted somewhere other than Downtown Seattle.
 - 2 riders who boarded in DT Seattle, alighted at 50th/Meridian (Route 62 pathway)
 - 1 rider boarded at N 65th/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 35th 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 3rd & Pike
 - ~2 riders boarded in U District (outbound)
 - Inbound (at or after Ravenna)
 - 1 rider boarded around 35th
 - ~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 3rd & 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

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

Route 99 Service Changes

Public Engagement Report

June 30 – July 16, 2017

Prepared by

King County Department of Transportation Communications

July 2017

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Overview

Our outreach for the Route 99 service change was designed to inform riders and area residents and businesses that the bus route would be re-routed off of First Avenue due to street car construction and then deleted, and to engage the community to tell us about their ideas and priorities for future waterfront transit service after street car and waterfront service is complete.

This report summarizes our key outreach activities and the results of our online survey.

The sign features a large graphic with the text "have a say" inside two overlapping speech bubbles, one green and one yellow. Below this, the main heading reads "Route 99 is leaving First Avenue" in bold black text, followed by "What do you think?" in orange. The sign is divided into two columns of text. The left column explains the construction timeline and the proposed route change. The right column provides the survey date and a QR code. At the bottom, there are contact details for King County METRO in multiple languages.

have a say

Route 99 is leaving First Avenue
What do you think?

In late summer or early fall, Seattle will begin construction on First Avenue for the new Center City Connector Streetcar.

When that happens, Route 99 will move to Third Avenue (northbound) and Second Avenue (southbound). Metro is proposing to delete this route in March 2018.

In 2020, the new streetcar will start serving First Avenue and Metro will look at ways to improve transit service in the area.

Have a say
Please take our survey by Sunday, July 16
www.peakdemocracy.com/5191

如果要索取本資訊的中文版，請致電 206-263-9784 或發電郵給 communityrelations@kingcounty.gov。

206-477-6232번으로 전화하거나 community_relations@kingcounty.gov로 이메일을 보내시면 이 정보를 한국어로 받으실 수 있습니다.

Si aad u weyddiisato inaad ku hesho macluumaadkan Af-Soomaali, fadlan wac 206-296-0850 ama iimayl u dir communityrelations@kingcounty.gov.

Para solicitar esta información en Español, sírvase llamar al 206-263-9988 o envíe un mensaje de correo electrónico a communityrelations@kingcounty.gov.

Để có các thông tin này bằng tiếng Việt, xin gọi số 206-263-9785 hoặc gửi điện thư đến communityrelations@kingcounty.gov.

King County METRO

206-263-9768 (TTY Relay 711)
HaveASay@kingcounty.gov
www.kingcounty.gov/HaveASay

Notification sign posted at Route 99 bus stops

Notifications – how we let people know they could participate

Route subscriber notification

We sent email and text messages to approximately 1,977 subscribers who had requested information about Metro route 99 through email or text message.

Bus Stop Signs

Metro posted signs at Route 99 bus stops to notify riders about the upcoming change and the opportunity to provide feedback and share their ideas about the future of transit service along the waterfront once construction is complete.

Media coverage

Articles appeared in the Urbanist online news (*Route 99 To Leave First Ave As Streetcar Construction Ramps Up*, July 7, 2017) and appeared in the Seattle Transit Blog news roundup (*Metro killing Route 99, wants your feedback*, July, 6 2017) with a link to the survey.



TRANSIT | TRANSPORTATION

Route 99 To Leave First Ave As Streetcar Construction Ramps Up

By Ryan Packer @typewriteralley On July 7, 2017



King County Metro may finally be putting Route 99 out to pasture. The long-beleaguered and much maligned bus line that replaced the former Pioneer Square Waterfront Streetcar line is being headed toward retirement to make...

King County Metro Transit
July 9 at 7:10am

The deadline is July 16 for this online survey on moving Route 99 after the summer tourist season, to make room for construction of the new Center City Connector Streetcar by the Seattle Department of Transportation. When construction begins, Route 99 will move to Third Avenue for northbound trips and Second Avenue for southbound trips.

Route 99 is leaving First Avenue
Route 99, which serves First Avenue in downtown Seattle, will be relocated later this summer or early this fall when the Seattle Department of Transportation begins construction on the new Center C...

METROFUTUREBLDG.WORDPRESS.COM

Like Comment Share

6

Chronological

1 share

China Davis ok don't mind it.
Like Reply July 10 at 4:51pm

Brian Bradford Seems like there will be no bus service within 1/4 mile of the ferry terminal.
Like Reply July 11 at 9:04am

Casey Schenk Frequent route 62. 1stMarion stop, at the end of the

Metro Matters Blog Post

Metro posted a summary of the proposed changes and map and encouraged readers to take the online survey to provide feedback.

Social media

Metro shared news about Route 99 on Twitter and Facebook driving visits to the blog post and online survey to increase participation. The City of Issaquah had a Facebook post and several community members “liked” the news and shared comments.

Emails to community stakeholders

Metro emailed information to neighborhood councils, businesses, organizations and agencies located within or serving the Route 99 service area. The message included an attached flyer and links to the online information and survey with a request to forward the information to their organization’s contacts.

Feedback methods – how people shared their opinions

Online survey

During the outreach period (June 30-July 16, 2017), 80 people completed the online survey using the Peak Democracy online engagement tool. (see Appendix).

HOME INFO PROFILE SIGN OUT HELP TOOLS

Admin Mode is On Turn Off | OTH 2 Welcome Trist

308 What do you think about the future of transit service near the downtown Seattle waterfront.

Introduction Feedback Your Response Outcome Edit

Introduction

Route 99 is leaving First Avenue

Transit service along First Avenue near the downtown Seattle waterfront will change in the near term with projects like the removal of the Alaskan Way Viaduct and the City of Seattle's Center City Connector Streetcar beginning construction soon.

Streetcar construction is slated to begin late this summer or early this fall and Route 99 will move to Third Avenue (northbound) and Second Avenue (southbound). **Metro is proposing to delete this route next March.** There are many alternative bus routes on Third Avenue for riders to choose from, and the new streetcar is scheduled to begin serving First Avenue in 2020.

We considered moving Route 99 to Western Avenue instead of Third Avenue, but found that road conditions on Western Avenue would not support bus operations.

New Belltown stops proposed

To help riders who would be affected by lost service in Belltown, Metro is proposing to add a new pair of bus stops for Route 29 at Broad Street and the intersections of First Avenue and Second Avenue. These would connect to service between Belltown and Pioneer Square.

Please share your comments about the changes to Route 99 and your ideas for the future of transit service in this area in this survey.

Edit this Introduction

Responses






80 responses »

Online survey results

Who we heard from and where they go

We first asked survey respondents how frequently they use Route 99. Their responses are charted below.

How frequently do you travel along First Avenue and near the downtown Seattle waterfront?

		Response Percent	Response Count
Multiple times per week		54.1%	20
Once per week		5.4%	2
Multiple times per month		8.1%	3
A few times per year		29.7%	11
Rarely or never		2.7%	1

We asked survey respondents to tell us what destinations they visit most often in the area. Up to five responses were allowed per respondent.

	Top Destinations for Route 99 Riders	# of Responses
1	Pike Place Market	37
2	Waterfront	25
3	Pioneer Square	24
4	Ferry Terminals incl: Water Taxi, Clipper	19
5	Olympic Sculpture Park	16
6	Belltown	15
7	Downtown (CBD)	15
8	International District	11
9	Western Avenue	9
10	Restaurants/local clubs	8
11	Stadiums	8
12	Seattle Art Museum	7
13	Harborsteps	6
14	Sounder/bus/train connections	6
15	Aquarium	5
	Total	211

When asked about their most common destinations when riding Route 99, many respondents mentioned Pike Place Market (37), the waterfront (25), Pioneer Square (24), Terminals for Ferry, Water Taxi and Clipper (19), the Olympic Sculpture Park (16), and the Belltown (15), Downtown/Central Business District (15), and International District (11) neighborhoods.

Responses with feedback about changes to Route 99

First, we asked people to provide their feedback about the proposed service change for Route 99. Of the 70 responses to this question 34 percent were supportive of the change and 66 percent expressed concerns about the proposal.

A few examples of comment in support of the proposed service change are below.

“Given that much of the route will be replaced by the central connector streetcar, deleting this route would not be a bad idea since there would otherwise be redundant service.”

“Fine to delete this route, it's not frequent enough to be useful given the many nearby alternatives.”

“I support the deletion because there's so much construction on Alaskan Way that running a 30 min bus along 1st Ave has become pointless.”

Of those who expressed concerns 30 percent said they were concerned that it would be challenging for people with disabilities and seniors to walk up or down the hills when traveling to and from transit service on First or Third Avenues. Other responses expressed concern about loss of service for residents (16 percent) and tourists (12 percent). And 12 percent wanted to see the waterfront streetcar return.

A few examples of concerns expressed in the survey responses are below.

“There is a sore lack of public facilities linking the waterfront district to the core of downtown especially with the uphill inclines. 99 helped connect this to some extent and moving the routes eastwards is not purposeful as many routes already serve those streets. What we need is something on western ave or alaskan way, until the 1st avenue streetcar is operational.”

“I would really love to keep this route! I take it daily to work from my apartment, and there are no other options that are as fast.”

“Route 99 was awesome when it went along the waterfront and was a free bus.”

Responses with comments about the future of waterfront transit service

Second, we asked people to share their thoughts and ideas about the future of transit service in the area. This question was asked to help inform Metro and other transit providers as further consideration is made to future transit service once the Center City Connector Streetcar and Alaskan Way construction is complete.

	Comment about future service in the waterfront area	# of Responses	
1	Provide transit service on Alaskan Way for waterfront access	25	29%
2	Streetcar service concern	12	14%
3	East-west service up/down hills	11	13%
4	Provide north-south connections (Queen Anne, Belltown, International District, Pioneer Square, SODO Stadiums)	8	9%
5	Circulator/shuttle bus	6	7%
6	Transit priority/lane or grade separation	5	6%
7	Interim service prior to streetcar	5	6%
8	Ferry and Water Taxi connections	3	4%
9	More transit service and priority to mitigate loss of viaduct	3	4%
10	Prioritize bike/pedestrian, transit, over cars	2	2%
11	Western Ave service	2	2%
12	Connections to Ferry/Water Taxi	2	2%
13	Connections to Link	1	1%
	Total	85	

The most number of comments (29 percent) were about providing service on the future Alaskan Way for direct waterfront access with some suggesting that smaller buses or shuttles with more flexible routing may serve the area well. There were several comments (14 percent) expressing concerns about the speed and reliability of the future street car service on First Avenue, or other concerns. Around 13 percent of comments were related to providing east-west service from the Alaskan Way to get people up and down hills to destinations further east was. Many people felt that there needs to be priority for transit, bicycle, and pedestrian access along the water front including transit priority lanes. Connections to other modes of transit including Washington State Ferry, Water Taxi, and Link light rail were also mentioned.

Appendix 1: Notifications and feedback

Metro Matters Blog Post



Posted on June 30, 2017 by Metro Matters | Learn

← Previous Next →

Route 99 is leaving First Avenue

Route 99, which serves First Avenue in downtown Seattle, will be relocated later this summer or early this fall when the Seattle Department of Transportation begins construction on the new Center City Connector Streetcar.

A popular route for visitors during the summer, Route 99 currently travels along First Avenue between Broad Street and South Jackson Street, and along South Jackson Street between First Avenue and Interstate 5. During the summer, it runs seven days a week, all day long. The rest of the year it runs only during peak commute hours.

When construction begins, Route 99 will move to Third Avenue for northbound trips and Second Avenue for southbound trips.

Metro is proposing to eliminate the route next March. There are many alternative bus routes on Third Avenue for riders to choose from, and the new streetcar is scheduled to begin serving First Avenue in 2020. Metro will consider ideas for future transit service in the area at that time.

We invite riders and stakeholders to take this [online survey](#) and tell us your thoughts on this proposed change and other ideas for future transit service in the area. The deadline is July 16.



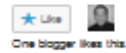
Blog post continued

New Belltown stops proposed

To help riders who would be affected by lost service in Belltown, Metro is proposing to add a new pair of stops on Broad Street at the intersections of First Avenue and Second Avenue. These would connect to service between Belltown and Pioneer Square.

Metro invites riders to share their feedback and ideas for future transit service in the area through an [online survey](#), open through July 16.

SHARE THIS:





RELATED


- [Alaskan Way bus stops to close, long-term service revisions during seawall project](#)
In "Construction Reroutes"
- [Construction, events to reroute buses this weekend, and long-term for Route 16](#)
In "News"
- [New Blanchard bus lane to improve travel times for riders](#)

This entry was posted in [Uncategorized](#) by [Metro Matters Team](#). [Bookmark the permalink.](#)

THOUGHTS ON "ROUTE 69 BLENDING FIRST AVENUE"

- 

Anonymous on July 5, 2017 at 7:10 pm said: [Edit](#)
We need a plan to bring back the waterfront streetcar.
- 

Alex Sanbury on July 7, 2017 at 12:23 pm said: [Edit](#)
The waterfront streetcar would be perfect for the redesigned waterfront once the viaduct is gone. Much of the old streetcar infrastructure is still present (tracks and stations), so it would not take as much investment to reinstate it as building a new line on Alaska Way would.
- 

Del N. on July 7, 2017 at 1:39 pm said: [Edit](#)
I don't understand why Metro is not reusing the old structures of the Waterfront Streetcar instead of building the glass and steel shelters. They look very historic, which tourists really like.

Social media

Twitter



King County Metro   @kcmetrobus · Jul 3

Transit Alert Update - Rt 99 continues to be rerouted off S Jackson St between 2 Av S & 1 Av S until 7/31; bit.ly/2oRghwG.



King County Metro   @kcmetrobus

Following

Survey: Route 99 is leaving First Avenue later this year. Share your feedback & ideas for future transit service



Route 99 is leaving First Avenue

Route 99, which serves First Avenue in downtown Seattle, will be relocated later this summer or early this fall when the Seattle Department of Transportation begins construction on the new ... metrofutureblog.wordpress.com

5:13 PM - 5 Jul 2017

2 Retweets 1 Like



2



1



Facebook



King County Metro Transit
July 9 at 7:10am

The deadline is July 16 for this online survey on moving Route 99 after the summer tourist season, to make room for construction of the new Center City Connector Streetcar by the Seattle Department of Transportation. When construction begins, Route 99 will move to Third Avenue for northbound trips and Second Avenue for southbound trips.

Legend:
- Current Route 99 (Red line)
- Alternative Bus Routes (Green line)
- Added Bus Stops (Blue circle)
- Existing Streetcar (Yellow line)
- Center City Connector (Yellow dotted line)

Route 99 is leaving First Avenue
Route 99, which serves First Avenue in downtown Seattle, will be relocated later this summer or early this fall when the Seattle Department of Transportation begins construction on the new Center C...

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1 share

China Davis ok don,t mind it;
Like Reply July 10 at 4:51pm

Brian Bradford Seems like there will be no bus service within 1/4 mile of the ferry terminal.
Like Reply July 11 at 9:04am

Casey Schenk Frequent route 62. 1st/Marion stop, at the end of the pedestrian walkway
Like Reply 2 July 12 at 5:09pm

Transit alert

The following bulletin was sent to 1,977 people who subscribe to receive alerts and information about Route 99 in email or text message format. A total of 257 people opened the notification to read it and about 40 clicked on the links to the blog post or survey.



Metro bus Route 99, which serves First Avenue in downtown Seattle, will move late this summer or early this fall when Seattle begins construction on First Avenue for the new Center City Connector Streetcar.

When construction begins, [Route 99 will move](#) to Third Avenue (northbound) and Second Avenue (southbound). **Metro is proposing to delete this route in March 2018.**

There are many alternative bus routes on Third Avenue for riders to choose from, and the new streetcar is scheduled to begin serving First Avenue in 2020. Metro will consider ideas for future service in the area at that time.

Metro is asking riders for feedback and their ideas for future transit service in the area through an [online survey](#), open through July 16.



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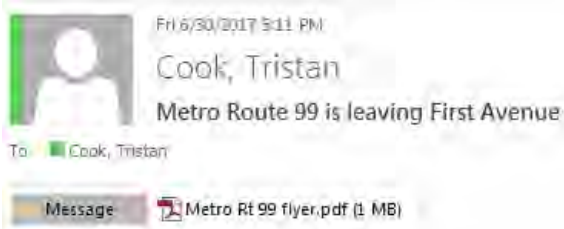
Stakeholder Emails

Stakeholder Contacts

Emails were sent to the following stakeholders to notify them about the opportunity to weigh in and request to share the information within their organization members and contacts.

- Neighborhood District Councils
 - Queen Anne Community Council
 - Belltown Community Council
 - Alliance for Pioneer Square
 - Pike Place Market Preservation and Development Authority
- Business Associations
 - Queen Anne Chamber of Commerce
 - Belltown Business Association
 - Pioneer Square Alliance
 - Pioneer Square Preservation District
 - Chinatown International District Business Improvement Area
 - Downtown Seattle Association
- Other
 - Waterfront Seattle Steering Committee
 - Commute Seattle
 - Solid Ground (low-income shuttle service in downtown)
 - King County Water Taxi
 - Washington State Ferry

Email sent to stakeholders



Dear Community Stakeholder,

Metro bus [Route 99](#), which serves First Avenue in downtown Seattle, will move late this summer or early this fall when Seattle begins construction on First Avenue for the new Center City Connector Streetcar.

Today, the route goes along First Avenue between Broad Street and S. Jackson Street, and along S. Jackson Street between First Avenue and I-5. In summer it runs seven days a week, all day long. The rest of the year it runs only during peak commute hours.

When construction begins, [Route 99 will move](#) to Third Avenue (northbound) and Second Avenue (southbound).

Metro is proposing to delete this route in March 2018. There are many alternative bus routes on Third Avenue for riders to choose from, and the new streetcar is scheduled to begin serving First Avenue in 2020. Metro will consider ideas for future transit service in the area at that time. We considered moving Route 99 to Western Avenue instead of Third Avenue, but found that road conditions on Western Avenue would not support bus service.

New Belltown stops proposed

To help riders who would be affected by lost service in Belltown, Metro is proposing to add a new pair of bus stops for Route 29 at Broad Street and the intersections of First Avenue and Second Avenue. These would connect to service between Belltown and Pioneer Square.

Metro is reaching out to riders and stakeholders provide feedback to Metro and share their ideas for future transit service in the area through an [online survey](#), open through July 16. Please consider forwarding this information and the attached flyer to your community contacts to let them know about the opportunity to weigh in.

If you have questions or comments or would like to discuss these changes further, please contact me.

Sincerely,

Tristan Cook
Community Relations Planner
King County Department of Transportation
206-477-3842 (desk)
206-858-2329 (cell)
tristan.cook@kingcounty.gov

Appendix 2: Media coverage

The Urbanist, July 7 2017

The Urbanist
Examining urban policy to improve cities and quality of life.

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TRANSIT TRANSPORTATION

Route 99 To Leave First Ave As Streetcar Construction Ramps Up

By Ryan Packer @typewriteralley On July 7, 2017



King County Metro may finally be putting Route 99 out to pasture. The long-beleaguered and much maligned bus line that replaced the George Benson Waterfront Streetcar line appears headed toward retirement in March. But before it does, it has one last stop to make. Metro is proposing to move the bus line from First Avenue to a couplet on Second and Third Avenues. The route change is being proposed in order to avoid construction impacts related to the Center City Connector, a streetcar corridor on First Avenue that will link the First Hill and South Lake Union Streetcar lines.

In a way, the route change is a bit of déjà vu because the 99 was instituted as a direct result of the George Benson line temporarily—and then permanently—being shut down due to construction of the Seattle Art Museum's Olympic Sculpture Park (the streetcar barn, located on what is now sculpture park grounds was demolished and never replaced). Eventually, poor ridership on the streetcar's-would-be replacement, coupled with construction related to the seawall and SR-99 tunnel projects, led to the route being pushed to First Avenue, first as a couplet with Alaskan Way and then finally to First entirely. And now with a new streetcar project—two blocks east and up a hill from the old waterfront line—the route once again finds itself moving, but this move will be its last.



ROUTE 99 WOULD TEMPORARILY MOVE TO SECOND AND THIRD AVENUES. (KING COUNTY)

Currently, the 99 has somewhat limited service. While it operates daily during the the summer with half-hourly frequencies all day long, it goes into near-hibernation the rest of the year with only peak-hour service on weekdays. Metro's proposal entails sending the bus line northbound on Third Avenue and southbound on Second Avenue between S Jackson St and Broad Street. The northern tail of the route would be significantly modified to accommodate the overall routing change.

But the biggest change would be route elimination in March 2018—a full two years before the Center City Connector even gets going. Moving the 99 over to Second and Third Avenues is a way for Metro to wean 99 riders off of the bare-bones transit service that Metro provides on the corridor.

While the route consistently has struggled as a streetcar replacement, the waterfront deserves quality transit. Route 99's eastward moves only leaves the waterfront as a less accessible place despite boasting major public and tourist attractions, significant employment, and even a substantial level of population. In fact, Seattle currently welcomes thousands of cruise ship visitors per year to Pier 66 and yet does not provide any bus service to avoid those passengers embarking on day trips in Seattle having to call a taxi or walk all the way Downtown to frequent transit. The future streetcar service on First Avenue may indeed prove to be successful in attracting Downtown riders, but it will do little as a stand-in for direct waterfront service. Ideas for a gondola to connect the waterfront with the rest of Downtown remain far off.

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THE SCOPE OF THE WATERFRONT SEATTLE PROJECT AREA. NOTE THAT MUCH OF THE WATERFRONT IS SIGNIFICANTLY LOWER THAN DOWNTOWN, PARTICULARLY EAST OF WESTERN AVENUE. (CITY OF SEATTLE)

Remember, too, that a significant waterfront promenade and open space investment will be made by the city in short order. With this, new development will be spurred along it turning warehouses and destitute surface parking lots to lively and thriving places. The hard-to-service corridor, therefore, deserves a valuable transit connection to points north and south Downtown that do not require a hike up to First Avenue. It would be unwise to relegate local transit use to the most nimble.

Metro is taking public comment on its proposal through July 16th. Let them know that their proposal is misguided and that they should rethink how the waterfront could best be served by transit directly. The lack of bus service is one more reason we're setting our new waterfront up for an antiquated future, but we can plan a new path.

Seattle Transit Blog

July 6, 2017

News Roundup: With the Pontoons

July 6, 2017 at 7:02 am By Martin H. Duke



- [Cascades derails in Steilacoom](#); no serious injuries, no obvious cause.
- Metro [killing Route 99](#), wants your feedback.
- [\\$50m federal grant](#) (\$) arrives for City Center Connector.
- Remarkably, [Seattle's population growth](#) (\$) exceeded the rest of King County in absolute terms. We're doing something right!
- [I-90 Link construction](#) begins with the pontoons.
- SDOT rolls out [regulatory framework for private bikeshare](#).
- Seattle government proposes [minor streamlining](#) of the design review process.
- [Instant feedback](#) for Clallam Transit's "Strait Shot" (background [here](#))
- Pullman wants to [build up, not out](#).
- Checking in on the [car tab revision](#).
- [How Andrew Cuomo broke the NYC Subway](#).
- [Wilderness adventures](#) accessible by transit.
- The US is [way behind](#) building High Speed Rail.

This is an open thread.

Appendix 3: Survey comments

The following includes all open-ended comments received through the online survey

If you have comments about the upcoming re-route and proposed deletion of Route 99, please share them here.

The current route is my perfect commute bus. I'm so sad it might be leaving. There isn't another good connection between the 2 neighborhoods without doing a good deal of walking.

No. 99 is the only ride up first. I have this path every work day.

I believe Rte. 99 was a replacement for the Waterfront Streetcar, and wish like many others that the Waterfront Streetcar could be revived along its historic route.

I don't think you should delete this line as it helps people get to the Victoria Clipper and other places along first as there really is no bus that goes on 1st. Also going on Western would be Super ideal, what about using the train tracks where the old Trolley use to run on back in the early 90's?

I am very concerned about transit efficiency from West Seattle.

The waterfront is a key destination for residents and tourists and needs good access by walk, bike and transit. It is a steep hill to get down from 2nd and 3rd to the waterfront, and people with luggage will face a long walk to the ferry and cruise ship terminals. Therefore Metro should keep the 99 on its current route until the streetcar opens.

I think the reroute is a disservice to the waterfront. The deletion of the route is a huge mistake. Half the people the board or deboard from the Elliott & Broad stop are disabled or unable to make the climb up to 1st street. The climb to 1st street is 8 stories in 2 blocks of walking. I have a hard time, my mother with arthritis had to stop twice on each block to make the climb when we wanted to go north. The waterfront is not served by Metro busses and I question if King Metro realizes how much they are causing those with disabilities not to be able to visit the waterfront or those that work there have to go with way more expensive modes of transportation. There is also the development at Elliott and Broad that was approved with reduced parking because of the Route 99 busses, now the route is going away is the city and county going to reevaluate the building permit issued?

Eliminating Rte 99 would be pretty awful for folks who commute to and from the ferries.

The planned re-route and proposed deletion of Route 99 leave commuters and visitors to the north waterfront area high and dry. Bus service on 1st or 2nd or 3rd doesn't work because many people are not physically able to climb the Broad Street hill. With hundreds of workers in this area (Just Pier 70, Port of Seattle, and Zullily probably account for at least 1000 commuters) and the Sculpture Park, there needs to be a transit option at the foot of Broad Street.

Want this route!

The current 99 has obvious issues. I like the idea of the couplet along 2nd/3rd, though I think it could be better in terms of accessibility - details in the next answer. (This part of the Center City connector plan seems silly to me since it skips Belltown entirely. Though I suppose the bus couplet could be shortened to just cover Belltown, and future streetcar plans might actually cover the many residents and destinations north of Pike/Pine.)

Have you considered the needs to people with disabilities tat rely on the bus in order to get up the hills. Even moving to Broad between 1st and 2nd will not help these folks.

99 is my primary route from West Seattle to Downtown. The new 99 tunnel will not allow traffic to exit between the stadiums and Seattle Center, forcing all downtown traffic on to the surface streets. I am concerned that the surface streets will not be able to absorb the traffic heading into the downtown core.

The 99 has been helpful when trying to get from Spring/Madison area of 1st Ave to King Street Station or the International District on bad weather days or when it hasn't been easy to go up the hill to 3rd Ave. If Route 99 is rerouted to 2nd/3rd Avenues - I doubt I will use it as there are plenty other routes to choose from along those corridors that run more frequently. The route being moved/cancelled will also probably mean I will not visit the International District as often after work.

I am completely opposed to deleting of bus 99 of 1st and using 3rd of 2nd Avenues instead because of the hills between 3rd Ave and 1st. It's difficult to negotiate the hills doing down to 1st. This plan fails to consider that those who are disabled and those who have health issues make their way through Seattle. Ask a person with asthma how this alternative works. Ask someone with a cane. Ask someone with a knee brace. Tell them to take 3rd Ave instead of 1st.

Please don't! The west side of Belltown is challenging to time with busses. It's an extra 10-20 minutes to get up to third

Please do not delete Route 99, it is the only reasonable connection from Belltown and the waterfront to Pioneer Square. It connects major neighborhoods and alternative routes are located uphill, difficult for anyone with limited mobility and 5 blocks from the waterfront, which is down a steep hill. Route 99 was awesome when it went along the waterfront and was a free bus.

I would really love to keep this route! I take it daily to work from my apartment, and there are no other options that are as fast.

First avenue is more convenient rather than walking a few blocks.

I am very unhappy to hear about the deletion of Route 99. We live on Bainbridge Island and walk on the ferry to visit Seattle, relying on Metro Transit to get us around the downtown. We are not frequent users of Route 99 during most of the year because of the limited hours on weekdays and no service on weekends. I always look forward to summer when the service is expanded, making possible visits to various locations. Mobility issues make it difficult for us to walk distances, especially uphill or downhill. We would be using 99 more throughout the year if the service was more frequent.

I rarely used 99 because of its low frequency and rather erratic schedule. I used transit in 3rd very frequently even when going to a destination on 1st.

Should have kept the George Benson streetcar

Very disappointed I use the 99 everyday. At least put the southbound on 2nd avenue

Route 62 should not be on 1st Avenue at all; it degrades reliability.

Would not affect me much but concerned about those with mobility impairments. How are we going to make sure they get served?

I don't know

I don't understand why you would delete the one bus that goes down to the waterfront and first ave. As someone who frequents the 99, I know there's not a lot of people who ride this route. However, it is a lifesaver to get from the ID/Chinatown station to Elliott and Broad, especially in the winter. The 99 is also never on time, which may also be why there is low ridership. It disappears off the Trip Planner app without showing up, so I don't know if it actually will, or if it's just so late it ran out of the buffer room. I know there's a lot of traffic on Elliott and 1st, but if the bus is always late, perhaps the schedule itself should be adjusted during peak times. It could be a more reliable bus that way. Instead of 6:17, have it be like, 6:25. It usually doesn't show up until after that time anyway. (Elliott and Broad stop.) The closest bus is 4 blocks up/down hill on 3rd and Cedar. Now with the closing of the 3rd and Cedar stop, the 99 is my only option. I don't particularly enjoy walking up hill in the snow, or the pouring rain, or even when it's sweltering out.

If you get rid of the 99, you're completely stranding the thousands of people who work down there everyday who have to walk up steep hills to the nearest stop. The Belltown waterfront needs love too.

There is a sore lack of public facilities linking the waterfront district to the core of downtown especially with the uphill inclines. 99 helped connect this to some extent and moving the routes eastwards is not purposeful as many routes already serve those streets. What we need is something on western ave or alaskan way, until the 1st avenue streetcar is operational.

the replacement MUST have dedicated lane or its useless

99 should be re-re-routed to the waterfront. Thousands of people pass through this area every day, many are tourists on foot. I provide pedicab services to many of them.

Given that much of the route will be replaced by the central connector streetcar, deleting this route would not be a bad idea since there would otherwise be redundant service.

The waterfront needs service!!! Please do not delete route 99 -- it is the only route that operates at the bottom of the hill. As a person with asthma who relies on public transit, I often find myself avoiding visiting the waterfront -- which I adore -- because I cannot handle climbing up the hill to the 3rd Avenue stops. I know I am not the only one with a disability that makes it difficult to climb up the steep downtown hills. Moving transit to 3rd will hurt the very people who rely on transit the most.

Move the route to Alaskan Way -- it's going to be a major bus conduit in the future, best to get people thinking about it -- or kill it now. Don't drag it out, and don't add a poorly-performing route to crowded 2nd and 3rd avenues. Spend the money elsewhere!

Deleting the route sounds like the right thing to do. It was rarely useful to get around.

Delete it... it's unreliable, sits in traffic, and is rarely better than walking.

its already hard/ dangerous to bike on broad street, but this is the best east west connection from the waterfront trail into downtown, belltown, and denny triangle. how do the stops interact with the planned bike lane wesrbound and shared lane east bound? coordinate with the bike plan please!!

Just as useless as its always been. The frequency is just too low to be useful to me. Span of service is also difficult to make use of.

Fine to delete this route, it's not frequent enough to be useful given the many nearby alternatives.

There should be some route that goes from one end of downtown to the other. It's fine if it's along 3rd avenue (probably faster than 1st anyway). Not all trips are commuting from work to home. Sometimes I just need to make a point to point trip downtown, and that's difficult because all of the forms of transit branch off and go into different neighborhoods rather than following 3rd from end to end.

I ride this route daily, I'm not sure how moving the route will be beneficial - as there are a number of routes on 3rd already. I ride from the International District to Wall St. Moving this route and adding stops further North are not helpful. Why wouldn't the waterfront be an option? Transportation is lacking in the North/West side of the city (near the waterfront)

I support the deletion because there's so much construction on Alaskan Way that running a 30 min bus along 1st Ave has become pointless.

The 99 offers a much needed way up the hill from Elliott Avenue to 1st Avenue for those with reduced mobility. My experience is people are less likely to travel if they have to walk up the very steep hill to 3rd Avenue when the service is reduced in the winter months.

To make Seattle a more walkable city we need ways up and down the hills, and the 99 is currently the only solution for this part of Belltown.

The portion of Belltown between 3rd and Alaskan Way an astonishingly small amount of transit service, the 99 currently offers an important link for the area.

This is also the only service anywhere close to the Victoria Clipper, leading to higher traffic in the area when ships come in and reduced access for tourists for their tourist sailings.

The waterfront is painfully underserved by public transport and I am aghast that there is a proposal to delete the single bus route that goes anywhere near - it is bad enough that it is a reduced service in winter. Though the journey from Alaskan Way or Elliott Avenue up to 3rd only looks like it is a few blocks and an easy walk, it is an incredibly steep hill that is challenging enough on it's own for a fit person, let alone if you have to carry something or have any mobility issues.

The waterfront is an extremely busy and popular area with tourist attractions running the length from the sculpture park down to the aquarium and the market as well as restaurants and other businesses and homes. It deserves reliable and accessible TO ALL PEOPLE transportation that easily connects to the downtown areas and attractions.

It is becoming increasingly difficult to navigate this city by public transport and we are turning more and more to cars, which is the exact opposite of the direction this should be moving in.

99 was always pretty slow due to the traffic congestion on 1st (cars and people), and it was also infrequent. I enjoyed riding it in the colder, wetter months or the very hot months, but honestly I won't miss it too much :)

I am OK with the deletion IF it means we are also deleting a lane for cars downtown, as well. I know people think this is "extreme," but please ban cars from certain streets in downtown Seattle. We don't need them there and we need downtown to be a "bus only" zone. Cars are unnecessary, selfish hogs of land. I would honestly prefer that people be forcibly removed from their vehicles and that they be forced to ride the bus. Almost nobody has an exception to this.

The current Route 99 doesn't serve any of the transportation needs I have along the waterfront as it is too difficult to get to it from much of the waterfront.

The frequency is terrible, so most of the time it is faster to walk.

I'm very disappointed. From Western Avenue it's quite a hike uphill to get all the way to Third Avenue to commute to the International District for work. The buses traveling along Third are nearly always stuffed to the gills. And Third Avenue is overrun by transients, drug-users and illicit activity. As a woman, I avoid Third Avenue as much as I can. I'm glad buses won't be traveling down Western, because the street is already extremely noisy and traffic stays heavy.

There are multiple redundant bus routes available to riders in the route 99 corridor and if removing one bus line from the area during the upcoming construction projects, then it would seem silly not to make things more efficient and free-up the space for other routes. Also, 3rd Ave should be BUS ONLY from 6am-7pm every day.

I have no concerns about deleting this route

Go ahead and delete it, provides very little functionality.

Metro needs to share a definitive plan for transit on the waterfront. Not a "vision," not "ideas," but a solid plan for how transit will serve the waterfront destinations once the viaduct comes down, and until that time. I realize that Metro has been avoiding the area because of construction, but that ignores the needs of the elderly, disabled and tired tourists who need to get from the Waterfront to the 3rd Ave transit services. On a map it's only three blocks, but it's a very, very steep climb.

Why not reroute to waterfront? 3rd is silly as there are so many buses already on 3rd as well as light rail. This will leave a 3 year gap along 1st and Alaskan Way.

Route 99 should be deleted. No new stops should be added to other routes.

I use route 99 from King Street (5th and Jackson) to Elliott five days a week as a part of my commute to work on the Seattle Waterfront. Currently there is no other bus service to Elliott. Deleting this route would make it difficult for myself and the many tourists that use this route as a destination to the Waterfront. With the re-route I will have to find another bus that comes close to the waterfront - however, in order to catch a bus from the waterfront to King Street station, I will have to walk up several blocks to 3rd and Cedar. King County Metro should consider a trolley from King Street station (5th and Jackson) to the waterfront area. Also the 99 bus the last month has been very inconsistent - either not showing up at scheduled time or very late.

Extremely frustrated that over the past 10 years Metro has continued to reduce accessibility to Alaskan Way (from Pier 50 to Pier 70) for workers, residents and tourists/visitors. Now you plan to move the bus from Elliott & 1st Avenue to 2nd & 3rd Avenues - a 3-4 block increase - on a steep hill!! Do you not realize that people of all ages visit, work and/or live on Alaskan Way?

The lack of transit along 1st Ave (especially the south end of downtown and Pioneer Square) is ridiculous. Take out the parking and add transit only lanes.

Please delete this underperforming route. It's a relic of the historic streetcar.

Sounds great! Please consider deleting the route this fall--we can always use more service on 3rd Ave and this route is highly unproductive during rush hour as it gets stuck on 1st Ave without any type of transit priority. Adding the additional bus stops in Belltown should be a priority and can be accomplished in a few months at most. Implement prior to route deletion so people can begin using the new stop option.

Do people actually commute on the 99? If they do, fine, add a stop to the 29, since it's a hill going up to Third. Otherwise, I am loathe to add stops to an express bus.

Bring back service along Alaskan Way. Helps tourists and residents in buildings below 1st Ave.

Bring back the waterfront streetcar

Restore Alaskan Way service
Route 99 is the only one-seat ride from the ID to the heart of Pioneer Square (avoids the homeless activity near the transit tunnel station) and Belltown waterfront area. It also is the closest connection to the ferry terminal--that hill up to 3rd Ave is pretty steep.
Quit moving transit away from the waterfront. Significant numbers of tourists use the waterfront (esp. during the warm months) and Metro has progressively made it harder for them to visit Seattle and move between the waterfront and downtown attractions.
The streetcar has become so inefficient between Capitol Hill and Pioneer Square, I wonder if this streetcar on First Ave will ever work. Deleting Route 99 will make it more inconvenient and will not help. I'm sorry to read that the proposed bus route along Western Ave will not work because of bus stops. So please do not take away Route 99.
I work on the waterfront near Broad St and so I like having the 99 as an option. Walking to/from Broad and work is doable but difficult with the hills. The 99 service used to be excellent, especially in the summer, but the service has gotten bad in the last couple of years.
Delete!!!
Make it happen, good choice until new street car comes on line
Please keep something running along 1st during the interim! It's too far for some of us to walk uphill to Third, or even downhill! This means nothing goes near the waterfront!
Also, please keep the 62 on First!
Everyone isn't able to climb the steep hills! Please consider those with walking difficulties.

What are your ideas for the future of transit service in this area?

I really don't think streetcars are a better solution than buses. If you're going to do anything other than buses it should be grade-separated, or I see little point in the endeavor. I think continued focus on light rail expansion will create the greatest benefit.

I'm wondering how slow the street car will be. The other street cars take forever.

I love metro. It is great. I am only missing more options for 1st Ave

Give transit, pedestrian and bicycle access greater priority over cars--limit more the places that cars can go, and require special licensing/fees for non-commercial vehicles if they wish to utilize downtown Seattle streets. Do stubborn drivers a favor and help them transition to sensible options!

I think you should try to get transit on Western Ave

Preserve exclusive bus lanes to serve routes that will no longer be able to travel along Hwy 99;

Enhance West Seattle water taxi service (higher frequency, expanded bus shuttles in West Seattle) in order to mitigate effects of Hwy 99 removal

A bus loop that serves the Link stations at either end of the waterfront and waterfront destinations makes a lot of sense. Even when the streetcar opens you shouldn't have to go all the way to Pioneer Square to backtrack along the waterfront.

Route 99 would work find running up Elliott to Western then down to Jackson once some of the construction is finished, it's almost done and would be a great route. I would love to have the bus run along Alaskan Way once the seawall is finished. Right now it's obvious King Metro refuses to work on anything along the waterfront and that is causing even more issues for everyone that lives there and those that was to go there but have reduced flexibility of travel that depend on busses or transit for disabled riders.

More transit stops near the ferries.

Have at least one bus that drops down to Elliot or Alaskan Way on Broad Street, then climbs back up. It's fine to run expect people to make connections on 1st, 2nd, or 3rd, but you can't expect people to climb the hill to get there.

I'd really like to see transit along 1st Ave or even closer to the waterfront. It should either (1) come "uphill" similar to the north end of today's 99, or (2) be a couplet so that there's a bus option to the hill climb. This should be all-day (i.e. for making the area accessible to local residents and tourists, rather than work commuting. Even better if late-night). I'd love to see this route implemented by smaller/faster vehicles (similar to hotel coaches? electric ones maybe?) that would be less limited by geography and less susceptible to traffic issues.

And yes, I'd love to see the Waterfront Streetcar revived :-). The waterfront has always seemed incomplete to me without it.

I wish you would return to the original route 99 on Elliott Ave. Bus went up Cedar, down 2nd..... What about running the Bus along Alaska way---up broad and down 2nd and third. Make that the loop.

I would like to see light rail in West Seattle

It would be nice to see the Waterfront have some public transit or at least near it until the streetcar is completed on 1st Ave.

Shuttles should run often on the street, particularly up and down the hills. Elevators must be available to get from the street to the platform in the tunnel and those elevators must not smell like piss. It's disgusting. Also, elevator locations must be clearly labeled. I recently had to negotiate the tunnel and had a hard time finding an elevator. Finally, I found an elevator and it was closed. The directions were very confusing as to how to use an alternate elevator; the directions didn't even have a map showing the location of the alternate elevator. This area's transit system does NOT care about those with disabilities -- those who rely on mass transit the most to get around. The first question on all transit changes must be how does this affect those with disabilities.

Something that goes from the stadiums to the Denny/1st connection

We need transit along the entire waterfront, not just between the ferry terminal and King Street. Belltown needs to be better connected, I live in one of the most urban areas in the city yet use my car way too often because transit service doesn't do a good job connecting Belltown with the rest of the City.

Prefer bus but will most likely walk to work after 99 is discontinued. Third avenue is not a safe street.

There needs to be some kind of regular service " before 2020! " for people to be able to get to places on 1st Avenue and in Pioneer Square. Bus 62 does not operate as conveniently as 99 for getting to the Pioneer Square area. We would also like to see service along the waterfront itself.

I would love to see bus service through Belltown on 1st Avenue. Maybe move route 1/13 to 1st Avenue once construction is done or consider extending the streetcar to Seattle Center.

streetcars and less SOVs

I don't see the streetcar as a practical everyday commuting method; but I admittedly don't use them today

Seattle should not build the CCC streetcar. Instead, it should provide bus lanes and together with Metro shift routes to 1st Avenue so that the One Center City transit capacity crisis is solved cost-effectively. See recent Human Transit post on Providence.<http://humantransit.org/2017/06/providences-downtown-connector-a-streetcar-transformed-into-useful-transit.html>

More accessibility

Stop pushing the streetcars. They're objectively worse in every way except for capacity when compared with buses, and they can't even move out of the way of obstacles. Let real data and pragmatism triumph over rail bias. We can do everything streetcars do with trolleys. For example, we can build elevated loading platforms, string trolley wire, give TSP, and dedicate lanes without having to put down bicyclist killing rails.

I did like the idea of just making it a smaller bus instead of a full size one if you are worried about money. Perhaps like the Mercer Island shuttle that stops at the ID. Just a shuttle bus for the waterfront area and the ID that can still use the bus lanes. There needs to be *something* that goes down by the waterfront. If not for the locals, for the tourists. Everyone drives down there because there is no reliable bus service.

Also, please don't get rid of the 99 during the construction. That's 3 years of no bus service to the waterfront. Please add something in the interim.

buses, trains, streetcars are useless unless they are separated from general traffic. please keep this at the front of the idea line for any future transit projects

Return transit service to the waterfront. A full size bus might not be the best option - smaller shuttles with more flexible routing could serve the waterfront along Alaskan Way and Western Ave and adjust to changes in the streetscape as construction continues in this area.

Putting money towards reinstating the Waterfront Streetcar would be of great benefit to the area. The Waterfront Streetcar would be a perfect addition to the redesigned Alaska Way and would help bring more people to the historic waterfront. Much of the old streetcar infrastructure is still present (some track and stations). It would take some work, but it would make the waterfront a much livelier place and easier to get to without a car.

Provide consistent bus service at the bottom of the hill, either on 1st or Western. I stopped using the 99 because I thought it was gone, not realizing that it barely runs outside of summertime. I strongly believe the low ridership is from a lack of information about the route, not from a lack of interested riders. Locals matter -- the waterfront should not be inaccessible outside of the summer cruise season. It is hard enough to access with service as it is, especially for those with mobility issues.

The tram is going to be a boon to 1st avenue, eventually; this still leaves movement along the true waterfront, alaskan way, and the tram route as designed won't serve belltown. (Sigh, someday. To dream...) Alaskan way needs a limited, special service designed specifically for visitors that strongly mimic the old benson line: don't use normal buses (buy those trolley-like ones), run the route on alaskan way with only terminal stops on Jackson (at the old stop!) and western or broad, make it free-ride and run it every summer. Get the tourism commission to help promote its partners along the way (market, ivars, aquarium, sculpture park, etc). It may have to stop during the viaduct teardown, but that's something worth waiting for.

This route is one of the primary corridors of tourism activity in the city: cater this service to those who have come from out of town.

For the same cost, fewer routes with more frequent service would be more simple/understandable and easy to use, for me.

It must have signal priority so it's not sitting in traffic.

99 has low ridership and is a legacy route from the defunct trolly. just end it and put resources elsewhere.

The streetcar will be great when it runs down first... it would be even better if an additional line ran down 1st through Belltown to Seattle Center.

Failing that, moving one or two bus lines to 1st with center boarding to share platforms with the streetcar seems like a good idea...

Consider expanding transit only periods on 3rd ave.

If you extend the D into the ID or extend the 14 up to Seattle center it would be fine. Just don't make me transfer to go less than 2 miles.

My other gripe is buses changing numbers as they pass through downtown. There may actually be a way to take the route I'm describing, but it's impossible to figure out with all of the number changes.

Have a bus run along the waterfront while the work on 1st is being conducted - 3 years is a long time to get service from the International District along the waterfront..... too long!

Introduce a route that starts/ends at Colman Dock and goes to Westlake Center and beyond, similar to the former route 16.

Or operate a summer-only route from King Street Station to Colman Dock (via Alaskan Way) to Westlake center to Seattle Center.

I support the Center City Streetcar project and would like its construction to be expedited if at all possible/cost-effective. It would be nice to have another northeast-southwest bus route in the Belltown area that reaches 1st or Western ave, similar to the 12.

If you wish to frequent the waterfront at the Broad Street end of the, when the 99 is not in service you have a very steep hill to walk up, which is challenging for many people.

The area is astonishingly under-resourced with transit options for such a major tourist area. There is no connection between the Stadiums, Pioneer Square, the Aquarium, the Olympic Sculpture Park and the Seattle Center. You either have to drive or suffer Ride The Ducks.

The other major issue is the lack of East/West transport. To get from Belltown to more eastern areas of Seattle, involves much walking or multiple bus trips. This discourages spur of the moment journeys, requiring advance planning (or again, driving).

Seattle's geography discourages walking in several areas, well planned transit options can mitigate this instead of driving people to cars, at the moment there are few options.

Some method of frequent public transport that runs along the waterfront (be it streetcar, bus, trolley, whatever) with a few points of easy transfers into the downtown area. It would be nice if it also connected to the Seattle Center (straight up broad from Alaskan) to connect it to another major tourist and entertainment destination. It is pretty nuts that access to these top destinations is so frustrating and limited.

Streetcar with signal priority and priority lanes would be great.

My ideas are simple: ban cars from the entire downtown Seattle area and instead dedicate the public streets to pedestrian, cyclist and transit usage ONLY. Alternatively, if this is too "extreme," then perhaps we can find a good middle ground and work on a congestion tax of somewhere around \$5,000 per day that somebody chooses to drive their car alone to downtown. See? I can compromise a little.

I am an occasional visitor from Portland, so my tourist transit needs may not coincide with needs of residents.

Transportation along 1st Avenue needs to be considered a separate transportation need than along the waterfront. It is 4 blocks away, and separated by several busy roads.

Once highway 99 is gone will there be a safe way to get across Western at the terrible crosswalk at Bell Street? The Bell Street pedestrian bridge could be useful if it weren't for having to cross a freeway on-ramp.

It would be really nice to see transit service actually along the waterfront. A restoration of the old streetcar route would be nice as that was separate from the highway lanes for the length of the waterfront and it was only one lane wide in most places so it didn't need much space. It would be good to see this go north to the new pedestrian bridge at Thomas street since the pedestrian bridge at Olympic Sculpture Park closes really early in the day during the winter months, so that at 4:30 pm it isn't possible to get across the railroad line and get to bus stops if there is a long freight train at Broad Street.

If the Waterfront isn't possible then Western to Elliott would be good for bus service if the streets can be made to accept buses, as long as there are more safe places to get across Alaskan Way than there are now.

If the frequency can't be improved over what is possible now, then it would be good to have the schedules coincide with arrival and departures of other transportation in the area, especially the ferries (state, water taxi AND Victoria Clipper as the Clipper is at the far north end and is quite a long way from transit on 1st).

Belltown needs transit service from the northwest corner of the neighborhood during the period of Connector streetcar construction. First/Second and Broad is still a bit of a hike from Western and Elliott, but I'm glad you're adding those stops to Route 29.

3rd Ave should be BUS ONLY from 6am-7pm every day.

Build the Center City Connector, and a spur down 1st through Belltown to Seattle Center to connect with eventual light rail station

We need transit on Alaskan Way. Operate it between the Pioneer Square transit hub (King Street station and ID/Chinatown station) and the Seattle Center. Run frequent service (at least every 15 minutes, 7 days a week) using maneuverable community shuttle/DART style vans during the remainder of the construction and create something more iconic for the future. I heard the idea of jitney's floated... but it might be nice to have just smaller battery operated buses. This is important... partner with waterfront business to fund the service.

worry that streetcar will kill pioneer square trees. Would like something on waterfront. Streetcar not reliable, I occasionally take streetcar but can't plan on it. Doesn't accurately work with onebusaway.

The Center City Connector should take care of most transit needs near the waterfront. Connections to routes going uphill should be prioritized because walking uphill can be very difficult. Closer bus stops to the ferry terminal would also be helpful to improve ADA access.

<p>Please consider reinstating a route along the central waterfront to serve the businesses and visitors to the area, even during construction. It's difficult to send visitors to the buses, as they're several blocks uphill with other barriers.</p>
<p>Put a street car on Alaskan Way!</p>
<p>Whatever transit goes in to 1st Ave, it MUST have dedicated lanes or it's basically useless due to the congestions caused by the stadiums.</p>
<p>Streetcar on 1st Ave, bus route along waterfront when new Alaskan Way arterial is opened.</p>
<p>Don't agree to limit bus use with non-profits without public input. We're all appalled the Alliance for Pioneer Square could push around KCM and none of us were asked about it. The only way I travel is on foot, by bike or on transit--I don't own a car. Please be more forceful in defending transit access. We should look at an Alaskan-only route from WS to Belltown/ferries and into SLU maybe come the viaduct removal. Accessing the Victoria Clipper and, I imagine, the cruise terminal, is always difficult with luggage and for tourists to get into downtown.</p>
<p>Restore the Waterfront Trolley Line.</p>
<p>Bring back the waterfront streetcar</p>
<p>Streetcar on Alaskan Way</p>
<p>The streetcar will be a huge improvement, but it needs to run FREQUENTLY. Like every few minutes peak and better than ten minutes weekends.</p>
<p>Trunk service from Chinatown to Elliott/15th</p>
<p>Restore the George Benson Line Waterfront Streetcar vintage trolley service. Bus route 99 is a poor substitute for the historical Waterfront Streetcar service. Once the viaduct is finally removed there will be even greater demand for easy waterfront transit. The new Center City Connector Streetcar is not a substitute for the Waterfront Streetcar and will not provide sufficient access to the waterfront.</p>
<p>Is there anyway to work or find solutions on having a route on Western Avenue? But please don't take away Route 99 until we see how this streetcar on First Ave will work.</p>
<p>More options for bus service even after the streetcar service starts. Again, getting up to First and Second Ave with the hills is difficult</p>
<p>New street car should be every 15 minutes from 9a.m. to 7p.m. then every 30 minutes until end of service</p>
<p>We need buses on First before the streetcar comes. We need something to go to the waterfront. I can't believe you're moving buses again--I for one am finding it harder and harder to get around the city.</p>
<p>I think we always need easy access connecting Belltown, waterfront and pioneer square.</p>

I-90 Service Changes September 2018

Public Engagement Report

King County Department of Transportation Communications

February 2018

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Outreach Overview

King County Metro and Sound Transit partnered to provide early notification to transit users about the planned changes to service when construction begins for the Judkins Park light rail station in late 2018. The following report describes how we notified riders, the key messages in the communications, and the feedback that we received.

Project Background

Construction of the new Judkins Park Link Station requires closure of the Rainier Freeway Station and the I-90 bus ramp that connects buses to the downtown tunnel and the ramp that enters/exits I-90 at the intersection at Seattle Blvd. S./5th Ave. S./S. Dearborn St. Most routes that currently serve the Rainier Freeway Station will bypass the area and no longer use the I-90 bus ramps that connects buses to the either the downtown tunnel or the intersection at Seattle Blvd. S./5th Ave. S./S. Dearborn St. beginning in September 2018. Service changes will be necessary to continue serving customers who use those routes to get to jobs, education, services and recreation around Seattle and the Eastside.

Since the Rainier Freeway Station provides important access to the Eastside and Downtown Seattle for communities in the Rainier Valley, Metro and Sound Transit determined that bus routes need to change when construction starts to maintain service to the Rainier Valley area. When East Link opens in 2023, the Rainier Freeway Station will re-open as the Judkins Park Station.

Outreach Goals

To ensure minimal impact to the public as a result of major changes, it is crucial to inform them early of upcoming changes, so that both awareness and support are fostered. Early notification also allows time for messages to be shared and for people to plan alternatives to their normal routine. Strategic public outreach was planned and completed to ensure an equitable and effective engagement process and to set community expectations.

Outreach goals for I-90 service changes included:

- Meet riders “where they are” to increase awareness and participation.
- Provide outreach opportunities that are accessible to ESJ populations especially people for whom English is a second language including refugees and immigrants, and other transit-dependent populations including low-income and disabled people.
- Focus efforts on the Rainer Freeway Station closure to build awareness in potentially transit-dependent community.
- Inform existing customers of the reasons for changes, timeline, constraints for options, and alternatives available.

Key audiences

The outreach effort for I-90 service changes was bus focused, targeting riders who take Sound Transit and King County Metro buses that currently stop at the Rainier Freeway Station. This effort also prioritized riders who initiate travel from the Rainier Valley. This area is demographically diverse, including a higher minority make-up (51%) than the state (29%) and national (37%) averages. The community has high numbers of people who were born in another county and there are significant percentages of the populations from whom English is a second language.

Key audiences for this outreach effort include, but are not limited to:

- Riders on Metro routes 7, 9, 106, 111, 114, 212, 214, 216, 217, 218 and 219; and Sound Transit routes 550 and 554.
- Traditionally under-represented populations, and transit dependent people.
- Neighborhood, social service agencies and organizations representing ESJ populations in the Rainier Valley

Outreach methods and tools

To help riders plan for changes to transit service, Metro partnered with Sound Transit for a “plan ahead” outreach effort that included drop-in sessions, notifications at transit stops and centers in the corridor, and a comprehensive online information center/open house. Through numerous notification methods, thousands of people across the corridor were notified of opportunities to engage. Over 5,500 people actively engaged with outreach staff during this time both in person or online.

The project outreach team used several public outreach and notification methods to maximize awareness of the project and invite the public to attend drop-in sessions and visit the online open house. The outreach methods included:

- In-person drop-in sessions and street team outreach
- Online open house
- Project website
- Social media notifications and posts
- Email updates
- Advertisements including ethnic media
- Press release and earned media
- Community organization phone calls and tool kits

In-person outreach

In total ten in-person events were held at eleven different transit centers between Seattle and Issaquah. Three of these in-person events were drop-in sessions held from 3:30 to 7:00 p.m. and the other seven events were street team events held between 2:30 and 6:00 p.m. to distribute flyers to bus riders who will experience service changes in September.

The drop-in sessions consisted of a pop-up booth at key transit centers with generalized project information and detailed maps showing bus routes that will experience service changes. Attendees were encouraged to share feedback and ask questions. During street team outreach, informational flyers were distributed to notify riders of the changes they can expect.

Translated fact sheets were available in Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic at these events.

<u>Event</u>	<u>Date</u>	<u>Location</u>
Street Team	Tuesday, January 9	Eastgate Freeway Station
Street Team	Wednesday, January 10	Issaquah Transit Center
Street Team	Thursday, January 11	Mercer Island Transit Center
Street Team	Tuesday, January 16	Rainier Freeway Station
Street Team	Wednesday, January 17	Bellevue Transit Center
Drop-in session	Thursday, January 18	Issaquah Transit Center
Drop-in session	Tuesday, January 23	Bellevue Transit Center
Street Team	Wednesday, January 24	Downtown Seattle Transit Tunnel – All stops
Drop-in session	Thursday, January 25	Rainier Freeway Station
Street Team	Tuesday, January 30	Issaquah Highlands Park and Ride

Online open house

Riders and stakeholders could visit an online open house on their own time 24/7 to learn more information about service changes and what to expect when the Rainier Freeway Station closes. The Online Open House accepted comments from January 8 – February 16, 2018. The website will remain open through September in order to continue to provide customers with information about the service change and help them plan their journeys. The Online Open House is at <https://i90servicechanges.participate.online/>.

Press release and earned media

Metro and Sound Transit issued a joint news release, “Bus routes using I-90 to change in September due to East Link construction; riders encouraged to plan ahead,” on January 8, 2018 to announce bus service changes beginning in September 2018.

The project earned media attention from three sources. Media outlets that reported on or directly referenced the project and the online open house included local news television and community blogs focused on transportation and urban planning.

Seattle Transit Blog: <https://seattletransitblog.com/2018/01/19/90-bus-routes-changing-september/>

Sammamish Patch: <https://patch.com/washington/sammamish/i-90-bus-routes-will-undergo-big-change-soon>

Mercer Island Reporter: <https://www.mi-reporter.com/news/metro-transit-needs-feedback-on-possible-route-changes-to-i-90-buses/>

Online and print advertisements

Display ads advertising in-person drop-in sessions and the online open house were published in eight daily, weekly or monthly print publications from early January to early February 2018. Online advertisements linking to the online open house also appeared in thirteen online newspapers from January to February 2018. Many of the print and online ads were translated in the primary language of the publications to better communicate the project information and public engagement opportunities.

Community stakeholder phone calls, emails, and tool kit

Metro and Sound Transit targeted 60 stakeholder organizations and agencies to reach out to about I-90 service changes. Stakeholders were contacted by phone and through email. They were also sent a tool kit with translated resources to help them easily distribute information about service changes to the communities they serve.

Project website

Public announcement of the service changes coming to buses that travel on I-90 and the invitation to the in-person drop-in sessions and online open house were posted on the project website (soundtransit.org/i90buschanges) eleven days prior to the first drop-in session. Translated information was available in Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic.

Metro Matters Blog

Metro [posted](#) on the blog on January 9, 2018 notifying readers about the upcoming change and upcoming opportunities to learn more and provide comments through in-person and online outreach.

Social media notifications and posts

Social media announcements on Metro and Sound Transit Facebook and Twitter pages publicized the upcoming I-90 service changes and public engagement activities. Posts on informed followers of upcoming bus changes and directed them to the online open house for more information.

The notifications received 3,256 clicks and engagements from nearly 108,400 impressions. The feeds also included direct links to the online open house, where online visitors reviewed information about service changes and provided their feedback. They were also provided the opportunity to sign up for an email subscription for future project updates.

Electronic notifications

Metro sent electronic updates (emails and text messages) to approximately 7,300 people who subscribe to receive updates about the routes included in this project. Sound Transit sent an electronic East Link Extension project update to the project listserv of approximately 3,445 recipients, to their All Aboard Commute Trip Reduction Newsletter which was sent to a listserv of (approximately 104 recipients) on January 18, 2018. Lastly, an announcement about the SIP amendment being published online was sent to the service planning listserv of approximately 2800 recipients.

Translated Fact Sheets

Co-branded, translated fact sheets were available in Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic. They were passed out at in-person events, distributed to community stakeholders, and available on line.

Operator and Customer Service communications

Metro operators were notified about the change through the Operations Bulletin and Metro customer information staff were provided with project information. As front line staff frequently interacting with the public it was important that they be able to answer questions and provide accurate information.

Summary of Comments received

A total of 77 narrative comments were received during the online open house and 25 narrative comments were received in response to Facebook advertisements. Staff also

took note of questions and comments they received during in-person events. Overall, themes heard across the corridor included:

Familiarity with the project

- During outreach riders commented that they'd already heard about bus service changes.
- Appreciation for having information well in advance of September changes and understanding of service changes coming.

Bus frequency

- Request for increase in the number of buses traveling from the Rainier Valley to the Eastside during peak hours.
- Concern that there are not enough 554 buses.
- Concern about the increase in travel time for surface street buses.
- Expressed need to prioritize access for buses entering and exiting I-90.
- Appreciation for not making too many drastic changes to the 212 or the 550.

Outreach and information availability

- Questions about how the 550 bus route will access the I-90 tunnel.
- Call for Metro and Sound Transit to send out more information.
- Appreciation for having information about upcoming changes well in advance of September changes.
- Interest in how the project will impact the I-90 bike trail.

Access to Rainier Freeway Station

- Expressed need to clarify the timeline of the Rainier Freeway Station closure.
- Concern that the 550 will no longer stop in the Rainier Valley, the perspective being that most people who catch the bus at the Rainier Freeway Station ride the 550 bus.
- Concern about access to bus stops at Rainier Avenue S and S Charles St. due to steep hills, uneven sidewalks and dangerous crosswalks.

Origin of comments

- Over half of all written feedback came from bus route 550 and 554 riders.
- Additional written feedback came from King County Metro routes 111, 114, 212, 214, 216, 217, 218 and 219 riders.
- Most feedback came from people who ride a bus impacted by service changes and/or who are interested in the East Link project.

- The majority of people who submitted feedback understood how their bus route will change based on the materials provided in the online open house.

Equity and Social Justice

With the Rainier Freeways Station closing, Metro and Sound Transit focused outreach on riders who use this stop to travel to the Eastside and downtown Seattle, or as a connection point to routes on Rainier Ave to other locations. Outreach was focused on making the information accessible to ESJ populations and through in-language notifications and information in the following ways:

- Translated fact sheets were available online and at in-person events in Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic.
- Community based organizations and agencies serving ESJ populations were provided with a tool kit of information including translated fact sheets, a matrix of changes by routes, and a cut-and-paste email message to send to their constituents.
- Translated advertisements in ethnic media publications advertising the outreach
- Prioritized the Rainier Freeway Station for in-person outreach events which included both a drop-in session and street teams at the Freeway stops and on the surface level on Rainier Ave.

Appendices

Appendix A: Press Release

Bus routes using I-90 to change in September due to East Link construction; riders encouraged to plan ahead

Jan 8, 2018

Sound Transit and King County Metro begin public outreach to educate riders about upcoming changes

Sound Transit and King County Metro today kicked off a month of public outreach to inform Eastside bus commuters and people who ride buses that stop at the Rainier Freeway Station about changes to their routes starting September 2018 as a result of East Link construction. Opportunities to learn about the changes include an online open house and in-person drop-in sessions throughout the month of January.

Current Rainier Freeway Station bus stops are located over Rainier Avenue alongside I-90 in each direction. Buses pull to the side to serve the stops and then continue along I-90 without having to exit the freeway. These stops will be closed as part of the construction of the East Link light rail extension, and will become the Judkins Park Station when East Link begins operating in 2023. During construction the following routes will be affected:

- Sound Transit routes 550 and 554
- King County Metro routes 111, 114, 212, 214, 216, 217, 218 and 219

While these routes will continue to serve downtown Seattle, they will either bypass the Rainier Freeway Station or serve stops at different locations on Rainier Avenue. Routes that serve Rainier Avenue from the Eastside will exit I-90 at Rainier, and continue downtown via surface streets. There will be no changes to bus routing on the Eastside.

Riders are encouraged to learn about changes to their routes early and to plan ahead for impacts to their routines. Details are available through the online open house at <https://i90servicechanges.participate.online/>.

Additionally, drop-in sessions are scheduled at the Issaquah Transit Center on Jan. 18; the Bellevue Transit Center on Jan. 23; and the Rainier Freeway station on Jan. 25. All drop-in sessions run from 3:30 – 7 p.m. Sound Transit and King County Metro representatives will be available to provide information and answer questions. Details about these sessions are available on the open house website.

Sound Transit is simultaneously working to extend light rail northward, southward and eastward, opening new stations every few years to form a 116-mile regional system by 2041. Other upcoming transit expansions include the 2024 launch of bus rapid transit on I-405 and SR-522, major expansions to Sounder south line service that include longer platforms and trains, and service extensions to Joint Base Lewis-McChord and DuPont. Information on upcoming Sound Transit system expansions is available at <https://www.soundtransit.org/Projects-and-Plans/system-expansion>.

Appendix B: Stakeholder List


Stakeholders
City of Bellevue
City of Issaquah
City of Mercer Island
City of Sammamish
Community Transit
Pierce Transit
SDOT
TransManage
Cascade Bicycle Club
Lighthouse for the Blind
Feet First
ACRS
American Red Cross
Bellevue College
Casa Latina
Chinatown-International District Business Improvement Area (CIDBIA)
Commute Seattle
Friends of Little Saigon
Hiawatha BD
Interim Community Development Association

International District/ Chinatown Community Center
Judkins Park Community Council
NW African American Museum
NW African American Museum
Rainier Valley Food Bank
Seattle Chinatown International District Preservation and Development Authority (SCIDpda)
Southeast District Council
T-Mobile
T-Mobile
23rd Ave Action Community Team
BikeWorks
Center Park (SHA residence)
Central Area Neighborhoods District Council
Chong Wa Benevolent Association
Columbia Branch Library
East African Community Services
Ethiopian Community Center
Filipino Community Center
Got Green
Horn of Africa Services
Muslim Housing Services
El Centro de la Raza
Puget Sound Sage
SHA Rainier Vista
Rainier Beach Community Empoerment Coalition
Holly Park Medical & Dental Clinic
MLK Business Association
Rainier Vista - Boys and Girls Club
Southeast Youth and Family Services
Vietnamese American Economic Development Association
Refugee Women's Aliance
Hopelink
Rainier Beach Community Center
Rainier Beach Merchants Association
Rainier Chamber of Commerce
Rainier Neighborhood Greenways

Rainier Valley Community Development Fund
Rainier Valley Historical Society
Somali Community Services of Seattle
Southeast Effective Development (SEED)

Appendix C: Online Open House

Select Language ▼
Powered by Translate
Online Open House: January 9 - February 16, 2018




Welcome
Overview
Rainier Freeway Station
Sound Transit 554
Sound Transit 550
Metro routes
Thank You ↻

Welcome

ESPAÑOL
SOMALI
한국어
普通话
TIẾNG VIỆT
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РУССКИЙ
عبرع



Service changes are coming to bus routes that travel on I-90. Beginning in September 2018 Sound Transit will start a new phase of construction on East Link, a project to bring light rail across Lake Washington. This online open house is part of our early outreach to inform you about route changes and how your ride may be impacted. Click through the tabbed pages above to find out more.

How to use this online open house

- Visit the tabbed pages to learn more about what's happening
- You can visit the site as many times as you wish
- Take notes as you go through the tabbed pages by using the comment field below
- Look for the pages with the comment bubble to know where you can share feedback
- Share this site with others who may be interested in the project

If you need information translated select your language using the "Select Language" bar at the top of this page. If your language is not available, please contact 1-800-201-4900/TTY Relay: 711 or email accessibility@soundtransit.org for alternative formats.

Upcoming events

I-90 Service Changes Public Hearing
 Thursday, March 1, 2018 12 - 1 p.m.
 Ruth Fisher Board Room
 401 S Jackson St., Seattle, WA 98104
[Add to Calendar](#)

Completed events

Issaquah Transit Center Drop-In session
 Thurs., January 18, 2018 | 3:30 – 7 p.m.
 Find us on the platform!

Bellevue Transit Center Drop-In session
 Tues., January 23, 2018 | 3:30 – 7 p.m.
 Find us on the platform!

Rainier Freeway Station Drop-in session
 Thurs., January 25, 2018 | 3:30 – 7 p.m.
 Find us at street level!

Appendix D: Project Website

SOUNDTRANSIT
 RIDE THE WAVE

Mobile Site | About Sound Transit | Submit Feedback | Search Sound Transit site

Schedules | Fares & Passes | Rider Guide | Trip Planner | Maps | Contact Us | The Platform | **Projects & Plans**

Home | Projects & Plans | Service planning | I-90 Service Changes

Projects & Plans

- Find a project
- Developing regional transit
- In your community
- Contact Project & Plans
- Choosing routes
- History: what voters approved
- How it's built
- Lifecycle of a typical project
- Service planning
 - Service Implementation Plan
 - Link Connections SR 520 project
 - I-90 Service Changes**
 - I-90 Service Changes Document Library
 - System expansion map
 - Taxing districts
 - The Board's role

I-90 Service Changes

ESPAÑOL | SOMALI | 한국어 | 普通话 | TIẾNG VIỆT | АНГЛЫ | РУССКИЙ | العربية

To request accommodations for persons with disabilities or for information in alternative formats, call 1-800-201-4900 / TTY Relay 711 or email accessibility@soundtransit.org.

Introduction

As part of East Link light rail construction, the Rainier Freeway station at I-90 will close for five years beginning in September 2018. It will reopen as Judkins Park Link Station in 2023. Most bus routes that currently serve the Rainier Freeway Station will bypass the area, but Routes 554, 217, and select Route 212 trips will serve new stops on Rainier Avenue South subject to board approval. The transit-only roadway that connects the Rainier Freeway Station to Downtown Seattle will also close, leading to modest increases in travel time. Metro and Sound Transit will invest in lane and signal improvements to help with bus traffic flow.

Find out more by visiting our online open house at 90servicechanges.participate.online

Impacted routes

- Sound Transit route 550
- Sound Transit route 554
- King County Metro routes 111, 114, 212, 214, 216, 217, 218 & 219

Stay Informed

Keep up to date on the latest changes by joining our Service Planning email list at soundtransit.org/subscribe

Online open house

Plan ahead and learn more about these changes at our online open house at 90servicechanges.participate.online

Drop-in sessions

We will host three drop-in sessions where you can speak with staff about these changes and learn more about the project.

Issaquah Transit Center Drop-in session

Thurs., January 18, 2018 | 3:30 – 7 p.m.

Bellevue Transit Center Drop-in session

Tues., January 23, 2018 | 3:30 – 7 p.m.

Rainier Freeway Station Drop-in session

Thurs., January 25, 2018 | 3:30 – 7 p.m.

Contact Us

Alex Ko | Customer Outreach Specialist
servicechanges@soundtransit.org | 206-903-7269

Tristan Cook | Metro Community Relations Planner
tristan.cook@kingcounty.gov | 206-477-3642

See Also

[Document Library](#)


Key Terms

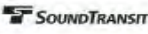

We would like to make sure you understand the following key terms that are critical to understanding the route changes described here.

Reverse Peak Direction - During peak hours most riders travel in one direction. More riders travel into Seattle in the morning, and back to the Eastside in the

Appendix E: Fact Sheets

Translated in Spanish, Somali, Chinese, Vietnamese, Korean, Arabic, Russian, and Amharic. (available upon request)



I-90 Service Changes

East Link Construction

What's happening:
 As part of East Link light rail construction, the Rainier Freeway station at I-90 will close for five years beginning in September 2018. It will reopen as Judkins Park Link Station in 2023. Most bus routes that currently serve the Rainier Freeway Station will bypass the area, but Routes 554, 217, and select Route 212 trips will serve new stops on Rainier Avenue South subject to board approval. Metro and Sound Transit will invest in lane and signal improvements to help with bus traffic flow.

Changes by route:


Route 550
 Route 550 will bypass Rainier Avenue South and will access the Downtown Seattle Transit Tunnel via the I-90 mainline. No changes on the Eastside.

Route 554
 Route 554 will serve a pair of bus stops at Rainier Avenue South and South Charles Street and will access Downtown Seattle via Rainier Avenue South and South Dearborn Street. No changes on the Eastside.


Routes 111, 114, 212, 214, 216, 218 & 219
 These peak-only routes will bypass Rainier Avenue South and will access Downtown Seattle via the I-90 mainline and 4th Avenue South. No changes on the Eastside.

Route 217 and Select Route 212 Trips
 Route 217 and "reverse peak" Route 212 trips will serve a pair of bus stops at Rainier Avenue South and South Charles Street and will access Downtown Seattle via Rainier Avenue South and South Dearborn Street. These trips operate eastbound during the weekday AM peak, and westbound in the weekday PM peak.


Route 550



Route 554



Metro route



The end result
 When East Link opens in 2023, commuters will enjoy traffic-free 20-minute trips between Downtown Seattle and Downtown Bellevue. The expansion of light rail and bus service on the Eastside will be a game changer for our rapidly growing community. We thank you for your patience during the challenging construction period.

Stay informed
 Keep up to date on the latest changes by joining our Service Planning email list at soundtransit.org/subscribe.

Online Open House:
 Plan ahead and learn more about these changes at our online open house at 90servicechanges.participate.online.

Webpage:
 View the latest documents and project updates on our webpage at soundtransit.org/90buschanges.

Talk to us:
 Visit our online open house or webpage for more information about drop-in sessions at transit centers across the region.

To request accommodations for persons with disabilities or for information in alternative formats, call 1-800-201-4900 / TTY @ relay 711 or email accessibility@soundtransit.org.

Contact us
 Alex Ko | Customer Outreach Specialist
servicechanges@soundtransit.org | 206-903-7269

Tristan Cook | Community Relations Planner
tristan.cook@kingcounty.gov | 206-477-3842

Mercer Island Routes 201 and 204 Public Engagement Report



Prepared by

King County Metro

UPDATED: June, 2018

PROJECT DESCRIPTION

This project's objective was to propose changes to bus service on Mercer Island - deleting low-performance Route 201 and reinvesting service hours into Route 204 or other mobility services.

PROJECT BACKGROUND

Route 201 service operates two a.m. trips from south Mercer Island to Mercer Island Park and Ride, where riders can connect to routes to travel to downtown Seattle among other destinations and one p.m. return trip with daily ridership averaging nine passengers (3 riders per trip). Route 201 averages less than 10 daily rides. Route 204 operates 18 northbound weekday trips on Mercer Island and 17 southbound trips with 30 minutes headways. The daily ridership for Route 204 averages nearly 200 daily rides. Both transit riders and members of the community have inquired about the possibility of adding weekend service on Mercer Island and specifically on Route 204.

The City of Mercer Island started a 6-month pilot project in 2018 to subsidize the cost of rideshare services to help alleviate capacity limitations at their park & ride facility. They are in contact with Metro about possible collaboration to incorporate a longer lasting 1st mile/last mile solution to connect constituents with public transit in the future. This service relates to the proposal because it could provide an alternative for the riders of Route 201.

Based on service guidelines established by the King County Council that measure route productivity along with expressed community interest to add weekend service, King County Metro conducted a public process in June, 2018 to collect feedback on the proposal. Based on the evidence collected, Metro plans to develop a final proposal for any suggested changes to service with an implementation horizon of March, 2019.

ROUTES WITHIN THE STUDY AREA

201 – Mercer Village Center, Mercer Island Park & Ride

204 – Mercer Village Center, Mercer Island Park & Ride

Outreach Activities and Summary Results

Overview

Purpose of public involvement: To gather input from customers about the concept of deleting Route 201 and reinvesting those service hours in Route 204 to provide service on Saturdays.

Feedback will be used to shape a proposal that will be transmitted to King County Council for consideration and, if approved, implemented in March 2019.

Minimum Translation requirement: Chinese (one census block with >5% who speak Chinese)

Methods of gathering input

- Online survey
- Street team/ Intercept survey
- Jurisdiction discussion

Communication methods

Ways we let people know about the opportunity to provide feedback on the concept (see attachments)

- Rack card
- Rider Alert/bus stop sign
- Transit Alert to 201 and 204 subscribers
- Media outreach/local blogs
- Twitter
- Blog
- City of Mercer Island communication channels
- Metro webpage

Outreach Plan and Activities

SUMMARY FINDINGS

We were very pleased with the volume of feedback and commentary received. One hundred customers responded to the online survey and the detailed outreach tactics yielded us the opportunity to share this information with several hundred additional Mercer Island constituents. Overall, public response demonstrated a high level of support for this proposal. When asked if they support or oppose the deletion of Route 201 if it resulted in adding Saturday service to Route 204, more than 75% of respondents strongly or somewhat supported the proposal with less than 20% being opposed or somewhat opposed. When asked ONLY about their thoughts regarding the route deletion (without a corollary benefit), 42% favored the decision, 30% opposed it and 27% felt neutral toward the idea. When it came to rider composition, we asked respondents which bus routes they frequent. The highest percentage of respondents, 30%, said they ride Route 204. The next highest volume of riders take ST Express Route 550 (which includes 201 and 204 riders). Only five percent of the 100 respondents indicated they frequent Route 201.

Overview

The public involvement approach was to use community based activities, locations, and channels to reach the broad public. Equity and social justice (ESJ) considerations, outlined below, provided guidance and direction that shaped the outreach approach. Due to ESJ considerations the public involvement methods included:

- Translation to Chinese for all key project materials and opportunities
- Utilization of an online open house that provided the option to translate the survey into over 100 languages
- Notification and invitation to provide feedback provided to the Mercer Island community focused on channels that reach all, but also specifically connect to youth, non-white, and more transit dependent populations.
- Notification and invitation also focused on the most frequented transit access points, or major urban centers to ensure visibility to riders and non-riders.
- Canvassing at a major free community event was utilized to reach the community in their own back yard.

Equity and social justice considerations

The project area is identified as the City of Mercer Island by virtue of municipal jurisdiction, transit routes, transportation network connections, communities and populations, and geographic containment.

All project area census tracts exceed King County's median household income by notable margins, and by comparison to countywide averages, Mercer Island has very few residents below 200% of the Federal Poverty Level; therefore, specific low-income focused engagement methods would not be considered a necessity as other tactics would also reach low income populations in the project area.

Youth representation in the project area was generally within 5% of the King County average of 20.9%, with the exception of Census tract 024602 which was nearly 10% over the county average; for this reason, outreach methods that reach people 17 years and under are suggested. Mercer Island does not show a significant population of seniors compared to King County as a whole, particularly seniors

utilizing public transit as a mode of travel, therefore broad engagement of the community would meet the needs for inviting participation from the senior population in the project area.

Mercer Island is not particularly racially diverse, and the white population is within 5% of the King County average in every project area census tract. Aside from Asian populations, there are no other non-white racial or ethnic groups in the project area meeting or exceeding 5.00%. Among Asians, representation exceeds 15% in each tract (within a close margin of the King County average), and the most prevalent group represented is Chinese.

Translation of materials is also suggested for Chinese based on population representation near or over 5% in many of the census tracts.

Mercer Island is not a transit reliant or dependent community based on available vehicles per household. By comparison to King County as a whole where 9.9% of households do not have access to a vehicle, the Mercer Island project area census tracts show 3 tracts with 100% of households having 1 or more vehicles, and the remaining two tracts having only 1.3, and 1.9 zero vehicle households

King County demographic characteristics and indicators

Source unless otherwise cited: American Factfinder, US Census Data, 2016 ACS 5-year estimates

<p>City of Mercer Island population: 24,467 people</p> <p>Median Household Income \$78,800.00</p> <p>Percent below 200% of Federal Poverty Level: 23.1%</p> <p>Foreign Born: 21.55%</p> <p>Vehicles available (indicating level of reliance on transit)</p> <p>None: 9.9%</p> <p>1 or More: 90.1%</p> <p>Age</p> <p>17 years and under: 23.9%</p> <p>18 to 64 years: 55.8%</p> <p>65 years and over: 20.3%</p> <p>County averages for languages spoken (data from King County ESJ website maps 2006-2010)</p> <p>Spanish 6.3%</p> <p>Russian: 1.0%</p> <p>Korean: 1.3%</p> <p>Vietnamese: 1.8%</p> <p>African Languages: 1.4%</p> <p>Chinese: 3.1%</p>	<p>Race</p> <p>White: 75.8%</p> <p>Black or African American: 1.8%</p> <p>American Indian and Alaska Native: 0.0%</p> <p>Cherokee tribal grouping: 0.0%</p> <p>Chippewa tribal grouping: 0.0%</p> <p>Navajo tribal grouping: 0.0%</p> <p>Sioux tribal grouping: 0.0%</p> <p>Asian: 18.5%</p> <p>Asian Indian: 2.8%</p> <p>Chinese: 7.6%</p> <p>Filipino: 0.3%</p> <p>Japanese: 3.4%</p> <p>Korean: 1.1%</p> <p>Vietnamese: 1.0%</p> <p>Other Asian: 2.3%</p> <p>Native Hawaiian and Other Pacific Islander: 0.2%</p> <p>Native Hawaiian: 0.0%</p> <p>Guamanian or Chamorro: 0.0%</p> <p>Samoan: 0.0%</p> <p>Other Pacific Islander: 0.2%</p> <p>Some other race: 0.2%</p> <p>Two or more races: 3.5%</p> <p>White and Black or African American: 0.2%</p> <p>White and American Indian and Alaska Native: 0.1%</p> <p>White and Asian: 2.9%</p> <p>Black or African American and American Indian and Alaska Native: 0.0%</p>
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Demographic characteristics & indicators by project area census tracts

	<p>Source: King County Census Viewer Mapping Tool</p> <p>Census Tract 024300 Median Household Income \$106,725.00 Percent below 200% of Federal Poverty Level: 13.52%</p> <p>Age 17 years and under: 19.47% 18 to 64 years: 0.65% 65 years and over: 0.27%</p> <p>Foreign Born: 20.17%</p> <p>Race represented White: 70.29% Black or African American: 3.27% Asian: 21.88% Multiple Races: 3.47% Hispanic or Latino: 1.81%</p> <p>Languages represented Spanish 1.50% Russian: 1.47% Korean: 0.73% Vietnamese: 0.24% African Languages: 0.82% Chinese: 6.51%</p> <p>Household vehicles available (2012-2016 ACS 5-Year Est.) None: 1.3% 1 or more: 98.7%</p>
<p>Median Household Income Census Tract 024601 \$162,355.00 Percent below 200% of Federal Poverty Level: 4.12%</p> <p>Age 17 years and under: 25.35% 18 to 64 years: 1.07% 65 years and over: 0.47%</p> <p>Foreign Born: 13.40%</p> <p>Race represented White: 76.95% Asian: 16.14% American Indian or Native Alaskan: 0.02% Native Hawaiian or Pacific Islander: 1.11% Multiple Races: 4.25% Hispanic or Latino: 2.94%</p> <p>Languages represented Spanish 1.48% Russian: 0.41% Vietnamese: 0.17% Chinese: 1.59%</p> <p>Household vehicles available (2012-2016 ACS 5-Year Est.) None: 0%</p>	<p>Census Tract 024400 Median Household Income \$81,250.00 Percent below 200% of Federal Poverty Level: 10.08%</p> <p>Age 17 years and under: 20.76% 18 to 64 years: 2.10% 65 years and over: 0.81%</p> <p>Foreign Born: 19.26%</p> <p>Race represented White: 72.50% Black or African American: 2.36% Asian: 16.30% Multiple Races: 2.36% Hispanic or Latino: 7.68%</p> <p>Languages represented Spanish 1.50% Russian: 1.91% Korean: 1.35% Chinese: 5.88%</p> <p>Household vehicles available (2012-2016 ACS 5-Year Est.) None: 1.9% 1 or more: 98.1%</p>

<p>1 or more: 100%</p>	<p>Census Tract 024500 Median Household Income \$172,333.00 Percent below 200% of Federal Poverty Level: 6.08%</p>
<p>Census Tract 024602 Median Household Income \$190,972.00 Percent below 200% of Federal Poverty Level: 6.95%</p>	<p>Age 17 years and under: 26.47% 18 to 64 years: 1.05% 65 years and over: 0.35%</p>
<p>Age 17 years and under: 30.68% 18 to 64 years: 1.40% 65 years and over: 0.42%</p>	<p>Foreign Born: 18.01%</p>
<p>Foreign Born: 18.63%</p>	<p>Race represented White: 74.42% Black or African American: 1.47% Asian: 15.64% Multiple Races: 4.88% Hispanic or Latino: 2.23%</p>
<p>Race represented White: 77.39% Black or African American: 0.86% Asian: 19.16% Multiple Races: 0.61% Hispanic or Latino: 4.41%</p>	<p>Languages represented Spanish 2.39% Russian: 0.34% Korean: 0.84% Vietnamese: 2.01% African Languages: 0.84% Chinese: 4.64%</p>
<p>Languages represented Spanish 1.23% Korean: 0.40% Chinese: 4.30%</p>	<p>Household vehicles available (2012-2016 ACS 5-Year Est.) None: 0% 1 or more: 100%</p>
<p>Household vehicles available (2012-2016 ACS 5-Year Est.) None: 0% 1 or more: 100%</p>	<p>Household vehicles available (2012-2016 ACS 5-Year Est.) None: 0% 1 or more: 100%</p>

Notifications—how we let people know they could participate

Bus stop signs in English and Chinese



Metro may delete Route 201 and add Saturday service to Route 204.

Please take our survey by June 24.

Metro可能停運201號線，增加204號線的週六服務。

請在6月24日前參加我們的調查。



www.kingcounty.gov/metro/routes-201-204



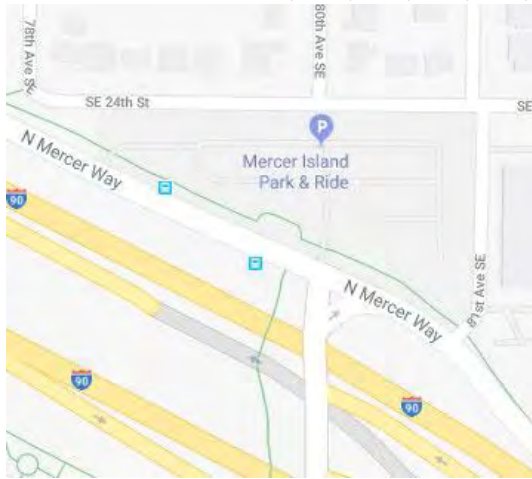
206-263-9768 (TTY Relay 711)
 HaveASay@kingcounty.gov
www.kingcounty.gov/HaveASay

Signs placed at busiest Mercer Island bus stops:

N Mercer Way at 80th Ave SE

Zone serves:

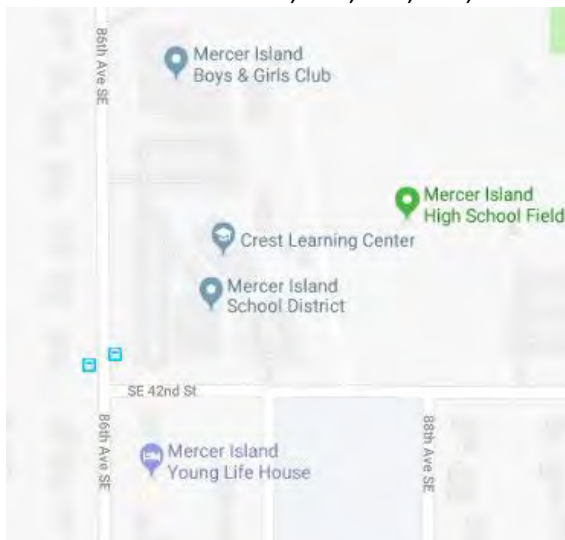
- Mercer Island Park & Ride and adjacent residential neighborhoods
- **Bus routes:** 201, 204, 216, 550, 554, 630, 892, 989



86th Ave SE at SE 42nd

Zone serves:

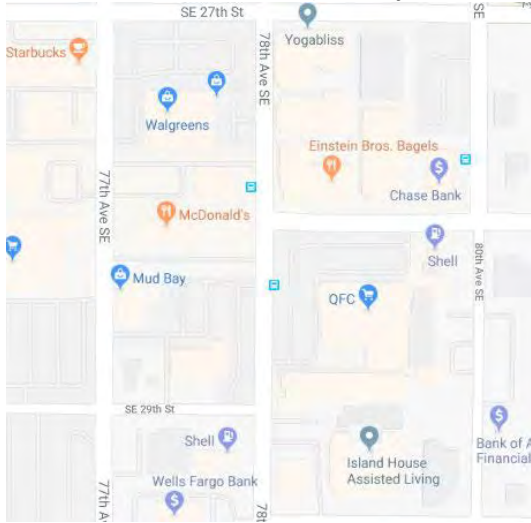
- Adjacent residential neighborhoods, Mercer Island Boys & Girls Club, Mercer Island High School, Crest Learning Center, Mercer Island Young Life House, St. Monica School, St. Monica Catholic Church, First Island Capital
- **Bus routes:** 204, 630, 891, 892, 894



78th Ave SE at SE 28th

Zone serves:

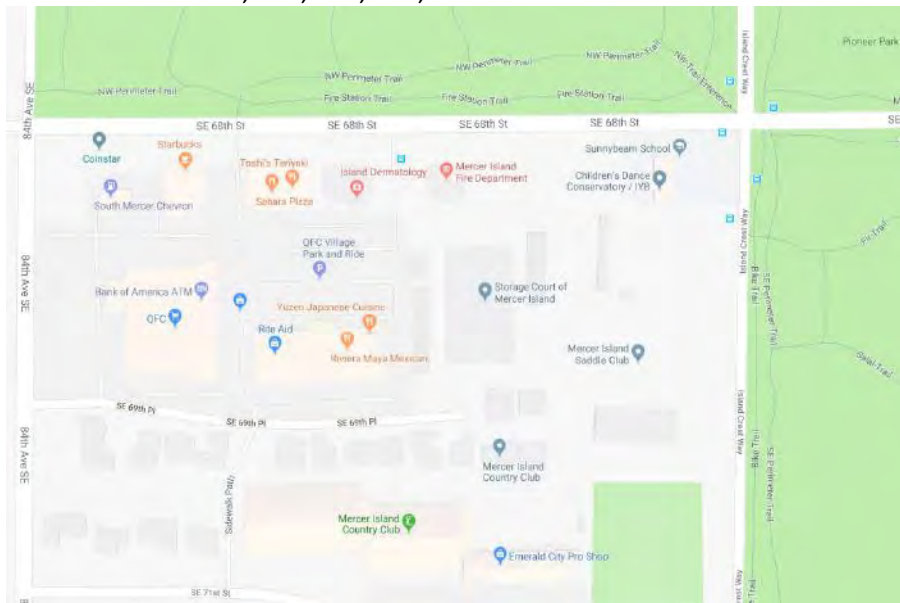
- Downtown Mercer Island business district, and adjacent residential neighborhoods
- **Bus routes:** 201, 204 (and adjacent transfers to routes 630, 892)



Mercer Village Shopping Center at SE 68th (adjacent to 84th Ave SE) and Island Crest Way at SE 68th

Zones serve:

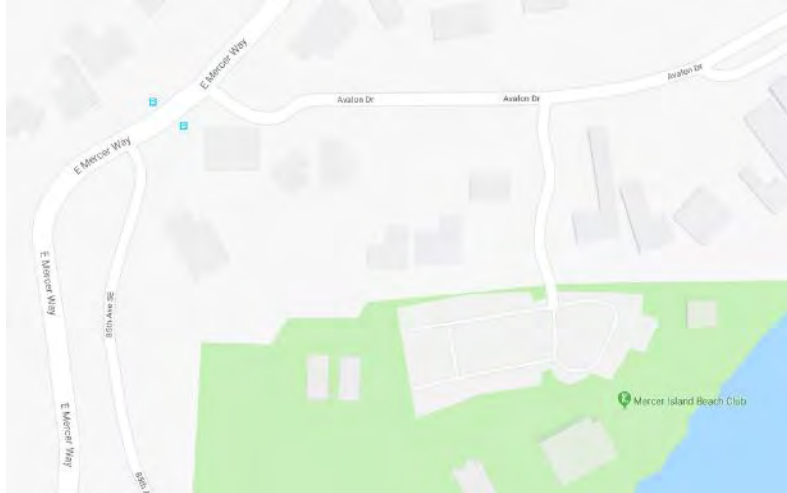
- Adjacent residential neighborhoods, Mercer Island Village Shopping Center businesses, Mercer Island Country Club, Mercer Island Fire Department, Mercer Island Saddle Club, Pioneer Park, Children's Dance Conservatory/IYB, Sunnybeam School
- **Bus routes:** 201, 204, 630, 891, 894



East Mercer Way at Avalon Drive

Zones serves:

- Mercer Island Village Beach Club, adjacent residential neighborhoods
- **Bus routes:** 201, 204



78th Ave SE at SE 40th St

Zones serves:

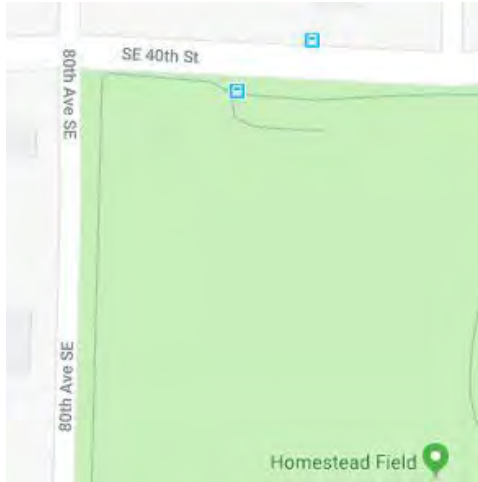
- Adjacent residential neighborhoods
- **Bus routes:** 201, 204, 891, 892



80th Ave SE at SE 40th St

Zone serves:

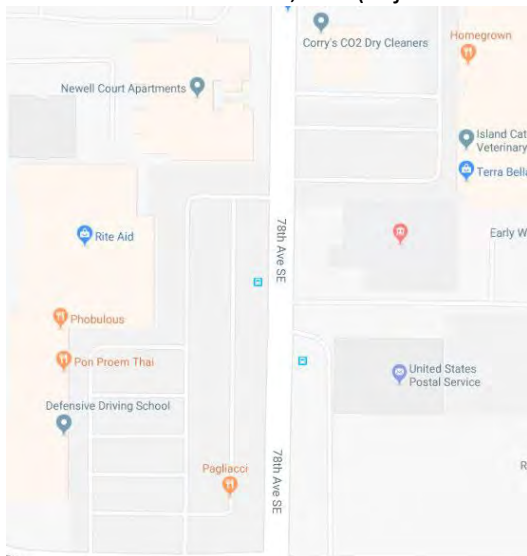
- Residential neighborhood and Homestead Park and Playfield
- **Bus routes:** 204, 892



78th Ave SE at SE 31th St

Zone serves:

- Residential neighborhood, Mercer Island Post Office, Downtown Mercer Island Business District
- **Bus routes:** 201, 204 (adjacent transfer to 891, 892)



Canvassing at the Mercer Island Farmers Market



Metro considers changes to Mercer Island bus service

Should we delete Route 201 and add Saturday service to Route 204?

Very few people are riding Route 201—so few that the route doesn't meet our minimum ridership requirements for bus service. At the same time, Mercer Island doesn't have any Saturday bus service. So we propose to delete Route 201, and all of the stops it serves, next spring. We could then use some of its resources to create Saturday service on Route 204.

Alternative options for Route 201 riders

Mobility options for Route 201 riders after the service is deleted would include ridesharing (VanPool, Carpool) and using a first-mile/last-mile pilot program that provides rides via Uber and Lyft.

What do you think?

How would these proposed changes affect you? Please take our online survey by June 24.



Contact us
communityrelations@kingcounty.gov
206-263-9770



www.kingcounty.gov/metro/routes-201-204



Metro considers changes to Mercer Island bus service



- Route 201 (peak only)
- Route 204 (all day)
- Permanent Park & Ride
- Loaded Park & Ride

To request this document in an alternative format, please call 206-477-6679 (TTY Relay: 711)



Metro考慮調整Mercer Island公車服務

我們是否應該停運201號線，增加204號線的週六服務？

搭乘201號線的人很少，以至這條線路達不到我們公車服務的最低乘客人數要求。同時，Mercer Island週六卻沒有公車服務，所以我們提議在明年春季停運201號線以及它的所有車站，然後我們可以使用省下的一些資源開始204號線的週六服務。

201號線乘客的替代選擇

停運後201號線乘客的出行選擇，包括共乘（輪型車共乘、汽車共乘），以及透過Uber和Lyft來提供客運服務的跟一英里/最後一英里試點計畫。（計畫詳情請見<http://bit.ly/mercer-island-rideshare-pilot>。）

您有何想法？

這些提議的變更對您有何影響？請在5月24日前參加我們的線上調查。



聯繫我們
communityrelations@kingcounty.gov
206-263-9770



www.kingcounty.gov/metro/routes-201-204



Metro考慮調整Mercer Island公車服務



- 201 號線 (僅高峰時段)
- 204 號線 (全天)
- 永久停車換乘站
- 租用停車換乘站



[Mercer Island Farmers Market](https://www.mifarmersmarket.org) <https://www.mifarmersmarket.org>

The Mercer Island Farmers Market is a 501(c)3 non-profit. The farmers market is located on Mercer Island, Washington. It operates Sundays, June to October, 10 am - 3 pm.

- An average of 2-3,000 customers per Market

Location

On the north end of Mercerdale Park.

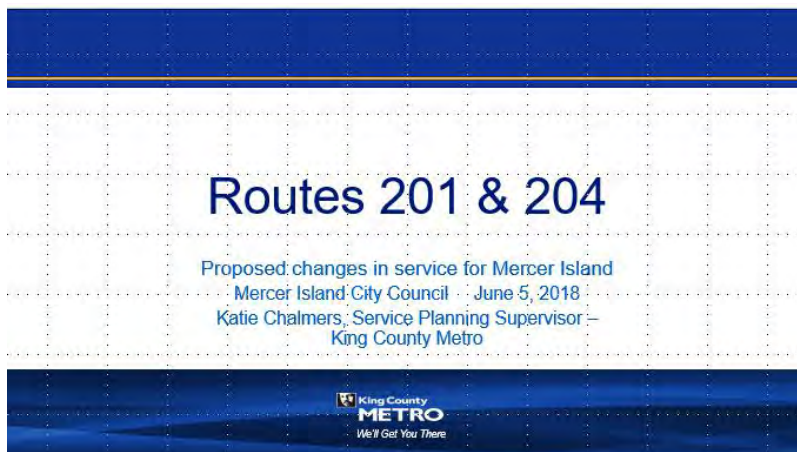


7700 SE 32nd St,
Mercer Island WA,
98040





Communicating with Mercer Island Public Officials

In addition to preparatory conversations with Assistant City Manager Kirsten Taylor, prior to executing the proposal and outreach, King County Metro service planning members also prepared formal briefings for Mercer Island policymakers and King County Councilmember Claudia Balducci. A copy of the presentation materials is enclosed.




PROJECT DESCRIPTION & OVERVIEW



- ❖ This project proposes discontinuing the low-performing Route 201
- ❖ In response to community requests for weekend coverage, 201 service hours could be converted to add Saturday trips on Route 204.
- ❖ In addition, we'll also explore converting the 204 fleet to more flexible DART vehicles
- ❖ STUDY AREA: Mercer Island west to downtown Seattle
- ❖ IMPLEMENTATION HORIZON: March, 2019

201/204 Route Map

- ❖ PROPOSED TIMELINE:
 - ❖ May & ongoing – Brief elected officials and confer with City staff
 - ❖ June – Public outreach/survey
 - ❖ Mid July – Complete public engagement report and prepare final proposal
 - ❖ Aug – Sept – King County Council ordinance deliberations



Notification to local media and social media

Direct email contact with mainstream media

- Mercer Island Reporter
- Mercer Island Patch community news outlet


Information shared via Facebook direct message with community bloggers, influencers, business organization and school district groups, news media and library, and newsletter owners for cross promotion:


- Mercer Island School District
- Mercer Island PTA Council
- Living on Mercer Island Blog
- Mercer Island Chamber of Commerce
- The Mercer Island Distorter
- Mercer Island Reporter

Fri 6/13/2018 6:31 PM

Franklin, Jenna
Mercer Island - Metro considers changes to bus routes 201 and 204

To: Franklin, Jenna
 Bcc: imbaingarten@soundsublishing.com; jbs@patch.com

 201-204-Flyer-English.pdf 1 MB

 201-204-Flyer-Chinese.pdf 1 MB

Metro considers changes to bus routes 201 and 204 on Mercer Island

Should we delete Route 201 and add Saturday service to Route 204?

[Take our survey \(open through June 24\)](#)

So few people are riding Route 201 that the route doesn't meet our minimum requirements for bus service. At the same time, Mercer Island has no bus service on Saturday. So we propose to delete Route 201, and all of the stops it serves, next spring. We could then use some of its resources to create Saturday service on Route 204.

Alternative options for Route 201 riders

If we delete Route 201, its riders could use [ridesharing](#) (VanPool, Carpool) or use a first-mile/last-mile [pilot program](#) that provides rides via Uber and Lyft.

What do you think?

How would these proposed changes affect you? [Please take our online survey by June 24.](#)

Direct link: <http://bit.ly/Routes201and204>

- Mercer Island Patch community news outlet
- Mercer Island Boys & Girls Club
- Mercer Island Library
- My Mercer Island
- I (Heart) Mercer Island



Listserv alerts by email and text to area transit riders

Over 5,300 alerts sent on two occasions to Mercer Island bus service subscribers (King County Metro Transit kcmetro-alerts@subscriptions.kingcounty.gov)

Alert 1

Subject: Survey: Metro considers changes to Mercer Island bus routes 201 and 204
Sent: 06/13/2018 01:53 PM PDT
Sent By: jfranklin@kingcounty.gov
Sent To: Subscribers of Community Shuttle Route 630, Route 201, Route 204, ST 550, ST 554, School Custom Bus Route 891, School Custom Bus Route 892, or School Custom Bus Route 894,

Metrics and Analytics

Email Bulletin Delivered		Text Message Delivered	
3,289	Recipients	2,033	Recipients
3,233	Delivered	1,947	Delivered
708	Opened	86	Bounced or Failed
21.9%	Unique Opens		
56	Bounced or Failed		
0	Unsubscribed		

Link URL

Link URL	Unique Clicks	Total Clicks
https://www.opentownhall.com/6347	36	45
http://bit.ly/mercer-island-rideshare-pilot	17	20
http://bit.ly/Routes201and204	12	12
http://www.kingcounty.gov/metro	1	1
https://www.kingcounty.gov/depts/transportation/metro/travel-options/rid...	1	1
https://public.govdelivery.com/accounts/WAKING/subscriber/edit?preferenc...	1	1
https://insights.govdelivery.com/Communications/Subscriber_Help_Center	0	0
https://content.govdelivery.com/accounts/WAKING/bulletins/1f6eb08?reqfro...	0	0

Content

Metro considers changes to bus routes 201 and 204 on Mercer Island
Should we delete Route 201 and add Saturday service to Route 204?

[Take our survey \(open through June 24\)](#)

So few people are riding Route 201 that the route doesn't meet our minimum requirements for bus service. At the same time, Mercer Island has no bus service on Saturday. So we propose to delete Route 201, and all of the stops it serves, next spring. We could then use some of its resources to create Saturday service on Route 204.

Alternative options for Route 201 riders

if we delete Route 201, its riders could use [ridesharing](#) (VanPool, Carpool) or use a first-mile/last-mile [pilot program](#) that provides rides via Uber and Lyft.

What do you think?

How would these proposed changes affect you? [Please take our online survey by June 24.](#)

Direct link: <http://bit.ly/Routes201and204>

Contact us: community.relations@kingcounty.gov



www.kingcounty.gov/metro

Manage your subscriptions:

- Update your [preferences or unsubscribe](#)

Questions about this service? Visit [Help](#)

Alert 2

Subject: Mercer Island bus service survey closing 6/24, proposed changes to routes 201 and 204
Sent: 06/22/2018 12:03 PM PDT
Sent By: jfranklin@kingcounty.gov
Sent To: Subscribers of Community Shuttle Route 630, Route 201, Route 204, ST 550, ST 554, School Custom Bus Route 891, School Custom Bus Route 892, or School Custom Bus Route 894,

Metrics and Analytics

Email Bulletin Delivered		Text Message Delivered	
3,295	Recipients	2,026	Recipients
3,236	Delivered	1,938	Delivered
513	Opened	88	Bounced or Failed
15.9%	Unique Opens		
59	Bounced or Failed		
0	Unsubscribed		

Link URL

Link URL	Unique Clicks	Total Clicks
https://www.opentownhall.com/6347	14	22
http://bit.ly/mercer-island-rideshare-pilot	6	7
http://bit.ly/Routes201and204	4	5
https://www.kingcounty.gov/depts/transportation/metro/travel-options/rid...	2	3
http://www.kingcounty.gov/metro	1	1
https://public.govdelivery.com/accounts/WAKING/subscriber/edit?preferenc...	1	1
https://insights.govdelivery.com/Communications/Subscriber_Help_Center	0	0
https://content.govdelivery.com/accounts/WAKING/bulletins/1f94f1a?reqfro...	0	0

Content

Proposal to delete Route 201 and add Saturday service to Route 204 on Mercer Island
Tell us what you think about deleting Route 201 and adding Saturday service to Route 204?

[Take our survey \(closing June 24\)](#)

So few people are riding Route 201 that the route doesn't meet our minimum requirements for bus service. At the same time, Mercer Island has no bus service on Saturday. So we propose to delete Route 201, and all of the stops it serves, next spring. We could then use some of its resources to create Saturday service on Route 204.

Alternative options for Route 201 riders

if we delete Route 201, its riders could use [ridesharing](#) (VanPool, Carpool) or use a first-mile/last-mile [pilot program](#) that provides rides via Uber and Lyft.

What do you think?

How would these proposed changes affect you? [Please take our online survey by June 24.](#)

Direct link: <http://bit.ly/Routes201and204>

Contact us: community.relations@kingcounty.gov



www.kingcounty.gov/metro

Manage your subscriptions:

- Update your [preferences or unsubscribe](#)
- Questions about this service? Visit [Help](#)

Public Feedback Analysis

We invited project area communities to provide feedback by phone, email, and via an online survey. All of those who participated provided input via the online survey tool. The informational forum and online survey invited people to share feedback and have a say about proposed changes to Mercer Island Routes 201 and 204. The forum received 156 visitors, and 100 people (47 registered, and 53 unregistered) participated by answering questions and sharing input on the proposal to delete route 201 and add Saturday service to route 204.

Introduction

Welcome to the Mercer Island rider survey for routes 201 and 204



How to participate | 如何參與

1. Set your preferred language if it is not english
 - To set your preferred language select the **set language** button at the bottom left of your browsing window
 - 使用網頁左下角的按鈕選擇您的語言
2. Select **take the survey** below
 - Decide if you would like to participate as a registered or unregistered (anonymous) participant -- all answers are read and considered equally.
 - Learn about proposed changes to bus service service on Mercer Island
 - Help us learn about your needs and priorities by answering survey questions
 - Tell us what you think, your comments are shared with Metro staff to help inform decisions
 - This survey takes approximately 5 to 10 minutes to complete

Let us know if you have questions or need assistance: community_relations@kingcounty.gov

If discontinuing route 201 meant that Metro could add Saturday service on Mercer Island on Route 204, how much would you support discontinuing route 201?

		Response Percent	Response Count
Strongly oppose		9.5%	9
Somewhat oppose		8.4%	8
Neutral, or no opinion		7.4%	7
Somewhat support		15.8%	15
Strongly support		58.9%	56

What do you think about the proposal to discontinue route 201?

		Response Percent	Response Count
I don't like it at all, or strongly oppose		17.9%	17
I don't like it, or somewhat oppose		12.6%	12
I am neutral, or have no opinion		27.4%	26
I like it, or somewhat support		14.7%	14
I like it a lot, or strongly support		27.4%	26

Because Mercer Island is an affluent community, with an average income that significantly exceeds King County averages and almost all homes have access to one or more personal vehicles, household income and transit dependence was not as critical a factor in participation as regular use or desired future use of transit. Based on comment or answers to survey questions, the majority of participants indicated they were Mercer Island residents, or Mercer Island was a regular origin or destination accessed with some regularity by public transit. The majority of people participating in the survey indicated they use the bus 5-days a week or more as their primary mode of travel.








During a typical week, how many days do you use each of the following modes of travel?

Bus





		Response Percent	Response Count
1		13.8%	13
2		11.7%	11
3		9.6%	9
4		12.8%	12
5		34.0%	32
6		3.2%	3
7		7.4%	7

Other frequently used modes were ride services like Uber and Lyft, driving alone, walking, and some use of bicycles. The survey response rate shows the bulk of respondents are transit users rather than drivers, or populations primarily preferring other modes of travel to transit.








Carpool/vanpool (drive or ride in a vehicle with others)

		Response Percent	Response Count
1		3.2%	3
2		4.3%	4
3		6.4%	6
4		3.2%	3
5		5.3%	5
6		2.1%	2
7		1.1%	1

Ride service (Uber, Lyft, etc.)









		Response Percent	Response Count
1		12.8%	12
2		10.6%	10
3		3.2%	3
4		1.1%	1

Drive alone

		Response Percent	Response Count
1		10.6%	10
2		11.7%	11
3		5.3%	5
4		7.4%	7
5		12.8%	12
6		1.1%	1
7		5.3%	5










In addition, the majority of respondents indicated little use of route 201, and a preference for route 204, ST550, or some other route.

If you ride the bus, which routes do you use?

		Response Percent	Response Count
201		5.2%	5
204		31.3%	30
216		1.0%	1
ST 550		27.1%	26
ST 554		7.3%	7
630		6.3%	6
I don't ride the bus		1.0%	1
Other		20.8%	20




Survey participants also mainly represent peak hour commuters with ORCA cards who get to transit by walking; also, based on park and ride utilization and survey data, it is evident many people on Mercer Island drive to the Mercer Island Park-and-Ride.

Which scenario best describes how you reach public transportation on Mercer Island?





		Response Percent	Response Count
Walk to a bus stop near home/work		51.1%	48
Walk to the Mercer Island Park-and-Ride		5.3%	5
Bike to a bus stop near home/work		1.1%	1
Use a ride service (Uber, Lyft, etc.) to get to a bus stop near home/work		2.1%	2
Get dropped off at a bus stop near my home/work		5.3%	5
Get dropped off at the Mercer Island Park-and-Ride		5.3%	5
Carpool to the Mercer Island Park-and-Ride		2.1%	2
Drive alone to Mercer Island Park-and-Ride		18.1%	17
Other		9.6%	9

There was not a nominal, but not largely significant interest in added bike facilities at the park-and-ride, and only 1 respondent indicated they reach public transit on Mercer Island by bicycle.






If bike parking were available, would you leave your personal bike at a park-and-ride?

		Response Percent	Response Count
Yes		26.7%	24
No		48.9%	44
I don't know		24.4%	22

How do you usually pay your fare?






		Response Percent	Response Count
ORCA card		87.2%	82
Paper ticket		1.1%	1
Cash		10.6%	10
Other		1.1%	1

When on weekdays (M-F) do you commonly use or need access to Metro services (bus, VanPool, VanShare, etc.)? (Mark all that apply)

		Response Percent	Response Count
6 a.m. – 9 a.m.		80.5%	70
9 a.m. – 3 p.m.		40.2%	35
3 p.m. – 6 p.m.		66.7%	58
6 p.m. – 10 p.m.		40.2%	35
Other		3.4%	3

In regards to desired weekend service, most indicated a need during off-peak hours.

When on weekends (Sat-Sun) do you use or need access to Metro services (bus, VanPool, VanShare, etc.)? (Mark all that apply)

		Response Percent	Response Count
6 a.m. – 9 a.m.		22.2%	18
9 a.m. – 3 p.m.		88.9%	72
3 p.m. – 6 p.m.		58.0%	47
6 p.m. – 10 p.m.		43.2%	35
Other		9.9%	8

The survey invited open comment throughout, and here is some of what we heard

Would you like to tell us more about the proposal to discontinue Route 201? (optional)

1. My only concern is that without any 201 service, it becomes impossible (or very difficult) to reach any of the shoreline parks on Mercer Island via bus. I also realize this is probably a small amount of the already small ridership though.
2. This should qualify as a rural route & have a lower bus size & ridership expectations!
3. Our son is disabled, but is quite comfortable riding the bus. We as a family would take the bus more often as an alternative to driving to the MI town center, however there is no weekend service. It tends to be a cycle. When it is not available, less people even think about taking the bus around Mercer Island. Then ridership goes down in general.
4. It is hard to go to the north end and south end without a license and I would definitely pay more to have it on Saturdays
5. I like it a lot, or strongly support
6. YES DISCONTINUE IT. WE NEED WEEKEND SERVICE!!!
7. Alternatively you could reroute 201 to where most people actually work, South lake Union.
8. Although I don't like seeing reduction in bus service, especially since Mercer Island does not have that much within the Island, it does seem to make sense to allocate the 201 resources towards something that might be used more. It may be wiser to revise instead of delete the 201 however to better serve island residents.
9. I have no use for the 201. I wonder whether most 201 users know that Mercer Village is a P&R lot.

Would you like to tell us more about adding Saturday service to Route 204? (optional)

1. In our household, we've wanted this for a long time. It feels silly not having the bus as an option on weekends as that's when we're not working and we spend the most time and do the most things on Mercer Island. We would happily not drive to shop and visit family here.
2. Suburban routes cannot compete with urban routes for ridership, but public transit is needed!

3. I saw a woman who was stranded and not a native English speaker stranded at the South End of Mercer Island because she thought there was bus service on a Saturday. If bus service was promoted I think more people would ride. I also have a teen who doesn't have a driver's license and would like to see her be able to have access to the Town Center.
4. It would help me a lot and I would pay more
5. I think this would be especially helpful for our elderly population.
6. It would be nice to not only get Saturday service, but to get 204 service that runs later at night past 7pm on Fridays and Saturdays.
7. Weekend service on the 204 would be tremendous for our family, and it has been sorely missed since it was cut. I would love to see those hours restored. We would use it to reach the library and downtown, and my daughter could use it to get to work instead of relying on a parent for a ride.

Care to share additional information about your use of the Rideshare Pilot Program on Mercer Island? (Optional)

1. Dear God why don't you just actually spend money on adding more metro options
2. Uber and Lift are not as safe for minors and disabled persons. We need on island bus service and service that connects to off island service
3. I love this service and personally will be sad to see it go after July 31st.
4. I have used it only once. It was a bit of a wait to get a driver, about 15 minutes

Please use this space to share any additional comments about this proposal:

1. Gives the disabled people on the island much more mobility
2. 100% support adding weekend service of 204 to Mercer Island. When I need to catch the ST 550 on the weekends I have to have a family member drive me to the north end of the island. It's very inconvenient.
3. I like speeding up the route from south end to north end.
4. I would take the bus if it didn't require a transfer downtown
5. Maybe the 201 route should just be revised instead of eliminated. For a short period it may be worth trying to make it an express to either downtown Seattle or Bellevue. I believe it could be a more popular route if more people knew about it and if it offered faster service downtown. The 201 covers a large portion of the

island that otherwise does not have transit options, but I think most of the people that live along the route simply don't know of its existence. A larger promotional campaign would certainly be beneficial to boosting ridership. Instead of cutting service altogether, see what can be done to make the 201 more viable, such as adding more than the single evening run.

6. Thank you for soliciting feedback. I hope the agency lets the 201 ridership data do the talking.

Respectfully re-submitted June 27, 2018,

Grace Carlson, Eastside Service Planner - King County Metro

Metro Fare Review

Public Engagement Report

Prepared by

King County Department of Transportation Communications

June 2017



**Department of Transportation
Metro Transit Division**

King Street Center, KSC-TR-0415

201 S Jackson St

Seattle, WA 98104

206-553-3000 TTY Relay: 711

www.kingcounty.gov/metro

Alternative Formats Available
206-477-3832 TTY Relay: 711

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Executive Summary

While considering options for fare simplification, Metro conducted an intensive public engagement process between March and June 2017. The purpose was to involve those who could be affected by fare changes and those who interact with our fare payment system. We asked them to help shape fare simplification and longer-term work program goals:

- Coordinate with regional partners and prepare for Next Generation ORCA
- Improve safety for operators and customers
- Speed up operations
- Increase affordability and advance equity and social justice

This outreach informed Metro's recommendation to simplify its adult fare structure by moving to a \$2.75 flat fare, regardless of trip time or whether a trip crosses a zone boundary. In addition to making fares easier for customers to use and understand, this change would help Metro achieve the goals of its work program.

Metro recruited and facilitated a stakeholder advisory group, briefed and interviewed interested groups, conducted two rounds of feedback gathering from the general public, and contracted with community-based organizations to involve the general public, diverse community members, people with low incomes, English language learners, and other populations less likely to respond to online questionnaires. In total, we received more than 12,000 comments either directly in face-to-face outreach activities or through online questionnaires.

At each phase of public outreach, opportunities to give feedback were promoted through print, radio, and television news; Twitter, Facebook, transit alerts, coach posters, street teams, and a network of stakeholders.

First phase of public engagement: how is fare payment working now, what we should prioritize moving forward

From March 23 through April 7, we solicited input in our first online questionnaire and received important feedback:

- One-third of the 4,487 responses indicate that survey responders find it difficult or very difficult to understand Metro's fares.
- Eighty percent indicated the cost to ride is currently affordable.

- Responses from survey responders who indicated they pay their fare with cash said they do so because of infrequent use of our services, ease of paying with cash, lack of desire to pay the card fee, and lack of convenient locations to find or load an ORCA card.
- In addition to simplification, responses indicated that survey responders want us to prioritize improving affordability for low-income customers, increasing ridership, speeding board, and improving safety for customers and operators.

Five initial fare change options developed in response to feedback

Using public feedback from the online questionnaire, stakeholder advisory group, and briefings with interested groups; our policy guidelines; and recommendations from a Regional Fare Forum of elected officials who serve on the ORCA joint board facilitated last fall, we developed five initial fare change options:

- \$2.50 flat fare
- \$2.75 flat fare
- Local and express fares
- Peak fare—low
- Peak fare—high

No changes were considered for youth, seniors, people with disabilities, or people who qualify for ORCA LIFT¹.

We gathered input from our stakeholder advisory group on the five initial options. The input and additional analysis helped us narrow these options down to two adult fare change options that we took to the public for feedback in a second phase of engagement.

Second phase of public engagement: feedback on two adult fare change options

In our second phase of engagement, we asked the public for input on the \$2.75 flat fare and a \$3 peak-period fare through another online questionnaire. Between April 19 and May 5, we solicited input via an online questionnaire, street teams, and two public meetings on the two options. We also invited employers who participate in employee pass programs to complete an online questionnaire.

¹ Children 6 years old or younger are not required to pay a fare; youth ages 7 to 18 qualify for a youth fare. People ages 65 and older qualify for a Regional Reduced Fare Permit, or senior fare. People with a disability certified by a medical professional qualify for a Regional Reduced Fare Permit, or disabled fare. People who are 200% or below the federal poverty level qualify for ORCA LIFT.

The questionnaire was completed nearly 6,500 times. Eighty percent of responses indicated survey responders like the \$2.75 flat fare option (strongly or somewhat agree), compared with 28 percent of responses indicating survey responders liked the \$3 peak/\$2.50 off-peak options. Our employer questionnaire garnered 183 responses; 67 percent thought a \$2.75 flat fare would make it easier to manage their transportation benefit account with Metro. In addition, feedback we received from people served by the community-based organizations we contracted with indicated a slight preference for a single, flat fare which was considered easier to understand. Taken together, these responses provided considerable support for Metro's recommendation to move with the \$2.75 flat fare option.

Continued briefings with interested groups, additional meetings with our stakeholder advisory group, and input received from outreach conducted by contracted community-based organizations provided input into additional research and other actions Metro is and will be taking over the next two years. These actions include making sure those who qualify for ORCA LIFT can easily become eligible and take advantage of the discount; improving our Human Services Ticket Program; and exploring Passport transit pass options that will make resources colleges and low income housing developments put towards subsidizing transit passes for students and residents go further. We are also committed to conducting more research to better understand the needs of people with no or very low income.

Next steps

Metro will reconvene our stakeholder advisory group later this summer to provide final details about what is being transmitted from the King County Executive to King County Council. We may continue to solicit input and assistance from stakeholder advisory group members, the community-based organizations we contracted with, and the general public as we conduct additional research and pilot programs that are planned for the next two years. As part of additional research, we will look more deeply where applicable at survey response data from this outreach by race, income, and primary language spoken at home to see if any distinctions in needs or preferences can be identified and further explored.

Outreach Plan and Activities

Overview

After the initiation of the Next Generation ORCA project and recommendations from elected officials representing ORCA agencies on a Regional Fare Forum, Metro began to develop a fares work plan for 2017-2018 that will include both work related to preparation for Next Generation ORCA and a more comprehensive assessment of a broader range of fare issues.

Through this work plan, Metro aims to:

- Simplify fares for customers
- Coordinate with regional partners and prepare for Next Generation ORCA
- Improve safety for operators and customers
- Speed up operations
- Increase affordability and advance equity and social justice

In the short-term, Metro focused on the first goal: to simplify fares. Direction from King County elected officials who participated in a Regional Fare Forum in fall 2016 was to look specifically at eliminating Metro's zone and peak surcharges. Eliminating these surcharges and simplifying Metro's fare structure would help bring Metro more in line with other ORCA participating agencies and would reduce the cost and complexity of designing the next iteration of ORCA.

We designed our engagement effort to:

1. Get input from stakeholders and the public on their preferences for simplifying Metro's fares to inform an ordinance on fare change options and inform additional, longer-term fare work program areas of focus that would increase ORCA usage and access to transit.
2. Build an understanding among stakeholders and the public about the tradeoffs of various fare structures and key influencers (such as technology, agency policies and goals, regional coordination opportunities and constraints, and customer data) that inform the options under consideration.

Metro facilitated two rounds of public feedback and a stakeholder advisory group, and contracted with community-based organizations to engage with populations unlikely to participate in our online questionnaires or Metro-hosted meetings. We conducted these activities between February and June 2017. In total, we received more than 12,000 comments on our priorities and fare change options. Who we engaged, how we engaged them, and what we learned are documented in this report.

Who we wanted to hear from

- Transit riders, including riders who pay with ORCA, Regional Reduced Fare Permits, ORCA LIFT, and cash; young people and older adults; students; Vanpool riders and drivers, and people who use Access paratransit
- Transit advocacy groups
- Schools, colleges, and universities
- Employers
- Transit operators
- Community-based organizations and groups that serve people who use transit
- Elected officials and local jurisdictions throughout King County

Methods for gathering feedback

- **Stakeholder Interviews** – We began our work and will continue it over the next two years through a series of stakeholder interviews with organizations or groups who have an interest in or serve people who use Metro services. The interviews are designed to build awareness of this effort; gather input on desired outcomes for fares and an accessible, easy-to-use fare payment system that increases access to transit; and understand the current perceived barriers to those goals. Interviewees will be invited to comment on any specific proposals.
- **Stakeholder Workshops** – We convened a group of 20 to 24 representatives from different organizations who reflect all types of transit users, including young people, older adults, people with disabilities, schools/colleges /universities, employers, and people with low or no income. This group met three times, serving in an advisory capacity and not making any formal recommendations or decisions. (See [Exhibit A](#) for a list of advisory group members and meeting summaries.)
- **Stakeholder Briefings** – We visited with 13 groups, including the county’s transportation subarea boards and mobility coalitions comprising elected officials, jurisdiction representatives, and social service providers. We briefed stakeholders on the process, sought their input on our two-year work plan, and solicited their help to engage those they represent in giving feedback through our online questionnaires and public meetings. (See [Exhibit A](#) for a schedule of briefings that were conducted.)
- **Contracted Community-Based Organization Outreach** – We contracted with three organizations that serve populations unlikely to otherwise engage in Metro’s public process. Metro provided questions and ideas for collecting feedback. The organizations gathered input in ways they determined would be

most effective, and provided documentation about their process and results to Metro. Organizations selected for this work met the following criteria:

- Primary work is provision of services to communities of color, communities with low English proficiency, low-income communities, and disabled communities
- Non-profit organization or public entity
- Represent a broad geographic and language distribution in King County
- Ability and willingness to conduct outreach to community members on behalf of Metro

(See [Exhibit D](#) for the engagement guide and questions provided to community-based organizations, as well as reports from each organization. Raw questionnaire data is available upon request.)

- **Online engagement** – We conducted two online questionnaires for the general public. The first, in late March through early April, gathered feedback on rider priorities for fare payment and ways in which current fares and the fare payment system address these priorities. The second, conducted in late April through early May, was designed to share fare-change options, solicit input on a preferred option, and gain insight on additional work Metro should consider to mitigate any adverse impacts of fare changes being considered.

We conducted one online questionnaire for employers who purchase passes for their employees to take public transportation. This questionnaire sought feedback on a preferred fare change option and potential effects of the options being considered on employer purchases and program administration. (See [Exhibit C](#) for the questions asked. Raw questionnaire data is available upon request.)

Please note: our questionnaires were not professionally administered customer research surveys. Results shared in this report reflects the views of a self-selected group of people and may not be a statistically valid representation of Metro ridership or King County constituents as a whole.

- **Public meetings** – During the second phase of outreach, Metro hosted one in-person open house and one live-streamed online meeting designed for the public to learn about the fare options being considered, ask questions, and comment. More than 900 people participated in these meetings live or watched the online meeting after the event. ([Watch a recording of the live-streamed public meeting online.](#))

How we let people know about their opportunities to participate

During both phases of engagement:

- **A project website** (<http://kingcounty.gov/depts/transportation/metro/programs-projects/fare-review.aspx>) outlining Metro's planning and decision making process and inviting people to provide feedback. The website was visited more than 8,400 times.
- **Media and social media** – news releases and social media posts to the Metro Matters blog, Facebook, and Twitter accounts were distributed at the launch of each of the two questionnaires. Social media posts reached 2,800 Facebook and 100,000 Twitter followers, generating 21,000 impressions and 207 clicks on links to the questionnaire. (See [Exhibit B](#) for a list of media coverage and social media metrics.)
- **Transit alerts** – sent at the launch of each questionnaire to encourage riders to provide feedback. Alerts were sent to more than 57,000 subscribers and were both opened by 29 percent of recipients with a click rate of 9 percent.

During the second phase of engagement only:

- **Coach posters** – posters were placed on all buses indicating the two options and inviting people to provide feedback online, by phone or email, or at public meetings.
- **Street teams** – Metro staff visited the Bellevue, Renton, and Northgate Transit Centers at midday to distribute flyers, answer questions, and solicit input from riders. We reached nearly 1,000 riders at these events.
- **Flyers** – 1,200 flyers were distributed at all customer service locations and by Downtown Seattle Transit Tunnel ambassadors.
- **E-notifications** – emails were distributed to stakeholder and interest groups, including organizations that serve populations dependent on transit, at the launch of each of the two questionnaires with a request that they spread the word about opportunities to participate.

Timeline

- **February** – Stakeholder interviews began; stakeholders recruited to participate in advisory group workshops
- **March** – Stakeholder interviews continued; facilitated first stakeholder workshop (March 2); solicited input via first online questionnaire (March 23 – April 7); began stakeholder briefings

- **April** – Facilitated second stakeholder workshop (April 4); community-based organizations began outreach; solicited input via second online questionnaire and two public meetings on two adult fare change options (April 19 – May 5); continued stakeholder briefings
- **May** – Facilitated third stakeholder workshop (May 18); continued and completed stakeholder briefings; continued community-based organization outreach
- **June** – Summarized public feedback, collected summaries/reports from community-based organizations

Public Feedback Summary

What we heard from stakeholders

We invited more than 20 organizations to provide feedback to Metro to help shape Metro's two-year fares work program and short-term fare simplification options. Members met in three workshops over the course of the engagement effort.

Workshop 1: How should fare change options be evaluated

Participants received an overview of the work program effort, goals, and basic information about Metro's current fares and fare programs. Participants offered feedback on barriers that certain populations face and issues Metro should take into consideration as we plan changes, including:

- Equitable consideration of college students who no longer qualify for a youth fare and might not qualify for ORCA LIFT.
- Shared concern for balancing fare recovery with service needs and an understanding that service will suffer if fares are too deeply discounted.
- Affordable housing, as well as the fixed income of some of our most vulnerable populations, are interrelated with transportation affordability.
- For some people with very low or no income, the ORCA LIFT fare may still be too high. The card replacement fee and minimum load value are also barriers to ORCA adoption and use.

Participants also helped identify criteria by which any fare change options should be considered:

- Increases market share among all rider groups
- Equity
- Safety
- Assures or improves service quality
- Affordability
- Integration
- Simple, ease of understanding
- Responsive to public feedback/preference

Workshop 2: Help narrow down adult fare change options

Participants were introduced to Metro's current efforts to increase affordable access to ORCA and transit. Staff then provided an overview of five adult fare change ideas weighed against the criteria shaped by the group and by public feedback gathered in the first online questionnaire.

Participants shared their initial thoughts on each idea, then allocated sticky dots to their preferred fare options. The options were ranked as follows:

1. Option B – flat fare \$2.75
2. Option A – flat fare \$2.50
3. Option E – peak fare high \$3.00
4. Option C – local fare \$2.50, express fare \$3.25
5. Option D – peak fare low \$2.75

Overall, participants expressed concern about how fare changes would affect those just above the income qualifying level for ORCA LIFT, as well as middle income families and low wage earners who have moved away from Seattle to find affordable housing.

Workshop 3: Final comments on fare change options, pilots/research

In this workshop, staff described the analysis they did after the second workshop to narrow down five adult fare change options to the two that were shared for public feedback in the second phase of outreach. They also provided further analysis on both of the final options based on questions and input from the group. Participants had a final opportunity to comment on the two options. Then, staff reviewed Metro's plans to improve affordable access to transit.

Participants expressed support for a pilot program to test the use of ORCA fare media in the Human Services Ticket Program. Several members expressed concern that the needs of college students still weren't fully accounted for. Members said they would like Metro to explore the possibility of a college student fare.

Participants were invited to share any additional thoughts about what Metro should research in more depth over the next two-year work program. They provided several suggestions and ideas for building better awareness of ORCA LIFT and reducing barriers to ORCA use, such as transcreating ORCA LIFT materials, allowing human service ticket providers the option of mailing tickets to program participants in advance of coming into an organization, and providing pass holders to ORCA LIFT enrollers to distribute with ORCA LIFT cards to help prevent card loss.

Workshop participants, agendas, materials, and summaries are available on the project website. Workshop summaries are also included in [Exhibit A](#).

What we heard from the general public

In this section, we are sharing results from the two online questionnaires conducted during our public engagement effort. This does not reflect feedback received from people who participated in community-based organization outreach documented later in this report. As a reminder, these questionnaires were completed by a self-selected group of people and may not be a statistically valid representation of Metro ridership or

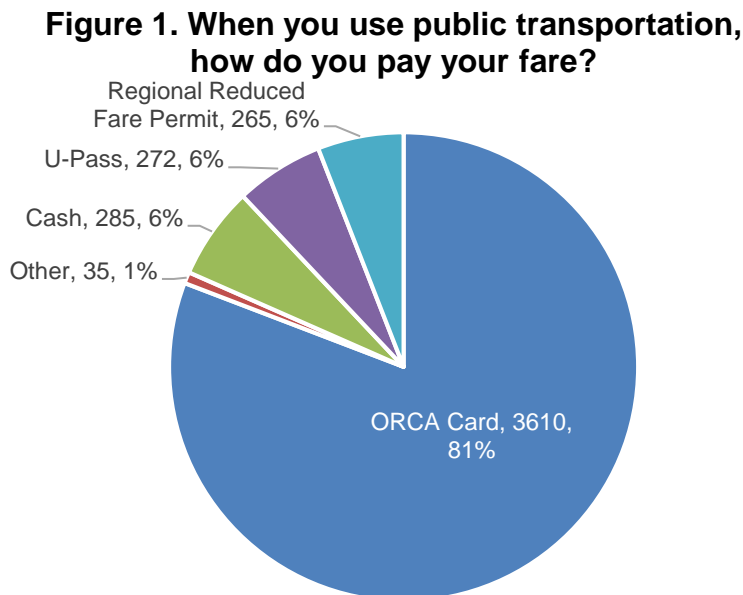
King County constituents as a whole. In addition, we structure online questionnaires to accept multiple responses from the same IP address so assure that people responding in public locations like libraries or at work or multiple people within a household where there is only one computer have the opportunity to respond. It is possible that one person could have taken the survey more than once.

First questionnaire: How well does our current fare system work, where should we focus improvements

The first online questionnaire was open from March 23 through April 7. We asked about respondents' use of transit, how they pay their fares today, their awareness of fare discounts, how Metro is doing at meeting its policy goals, and how they would prioritize Metro's various fare policies to inform Metro's planning effort. (See [Exhibit C](#) for a set of the questions asked. Full questionnaire data is available upon request.) **At the close of the questionnaire, we had a total of 4,487 questionnaire responses.**

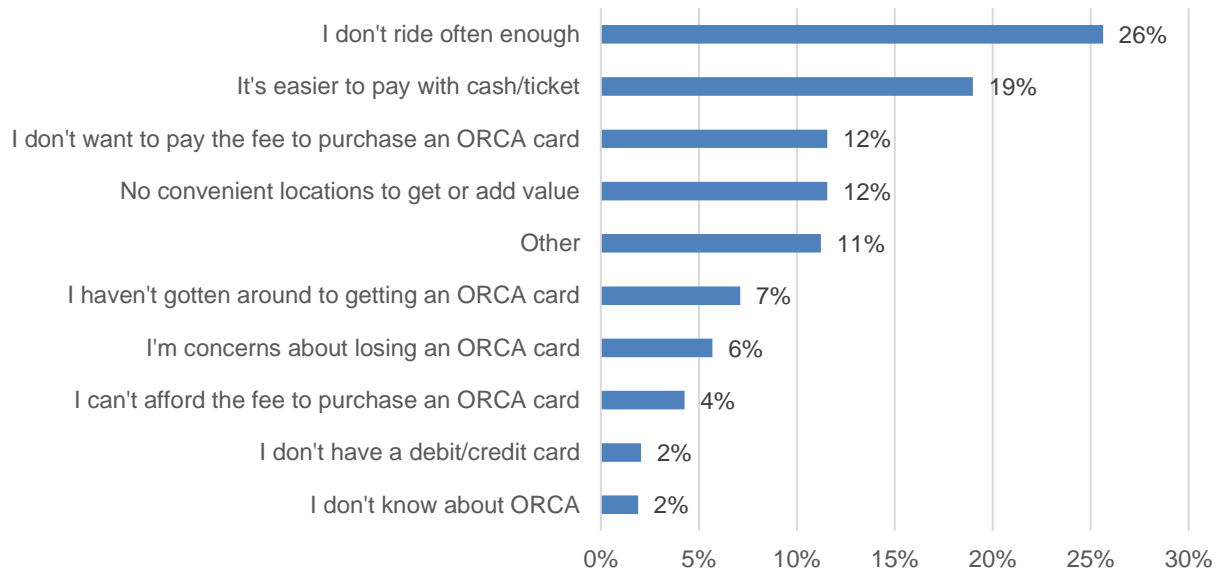
One-third of all responses indicate that those who took the questionnaire find it difficult or very difficult to understand Metro's fares.

Figure 1 shows that more than 80 percent of responses indicate questionnaire respondents currently pay their fare with an ORCA card.



Of these 81 percent who with ORCA, 53 percent pay for their own monthly pass or E-purse. We asked respondents who pay with cash, even if they hold an ORCA card, why they choose cash. See Figure 2 for the results.

Figure 2. Why do you pay your fare with cash?

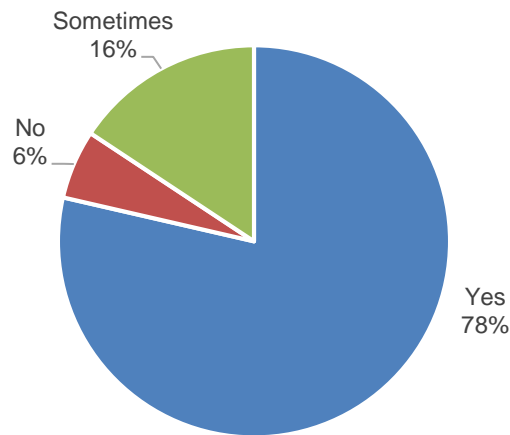


Those who chose “other” indicated the following reasons:

- Don't know enough about ORCA or the benefits of using it, or it's too difficult to understand
- Paying with cash gets them more value—a paper transfer lasts longer, sometimes travel 2-zones with a 1-zone fare, etc.
- Cash is liquid
- Lost their ORCA card or “lost” their money due to infrequent use
- Ride Access not often enough to buy a monthly pass

Figure 3 shows how respondents answered a question about whether they find the cost to ride affordable.

Figure 3. Is the cost to ride affordable for you?



Nearly one-fourth of responses indicate questionnaire responders find the cost to ride unaffordable to them some or all of the time. Their reasons why:

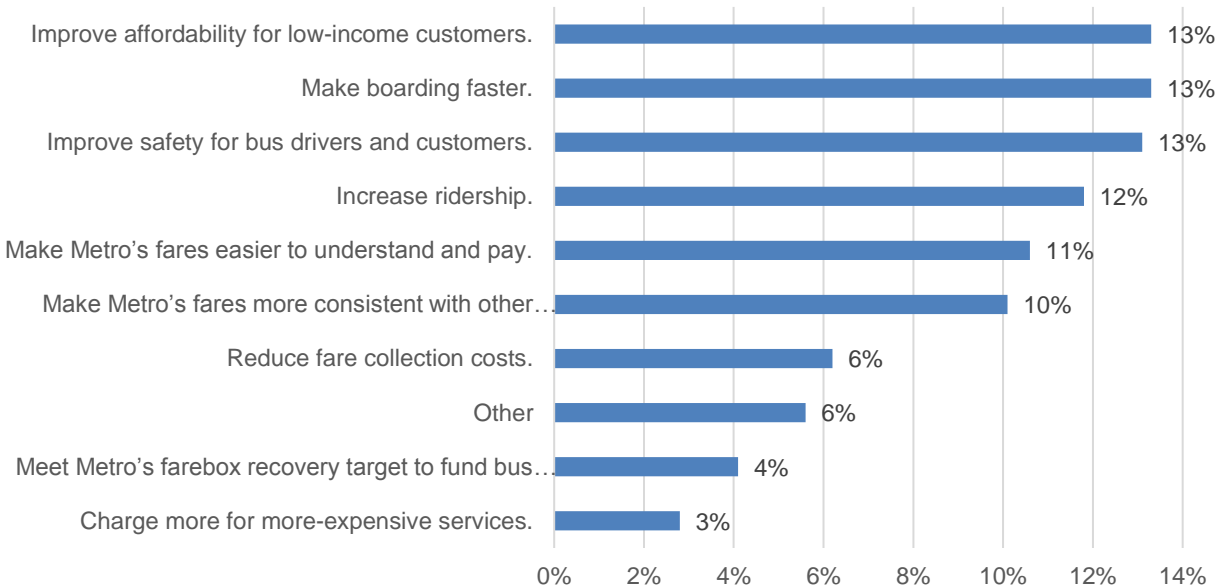
- They travel long distances across county lines, using different modes, or use services that charge a distance-based fare.
- Fares have gone up too much in recent years and they find the fares too expensive.
- Other options, such as driving, are cheaper and faster.
- They have low incomes—includes those who have families, earn minimum wage, feel a monthly pass is too much to spend at once, or are college students, artists, unemployed, youth during the summer, or seasonal workers.
- Their employer pays for their pass, but they could not afford it on their own.

Of the 930 responses that indicated the fare is unaffordable some or all of the time, nearly one-third are somewhat or very unaware of ORCA LIFT.

About 13 percent of the responses are from questionnaire responders who are ORCA LIFT eligible. This was determined by answers to questions of household size and household income to establish whether a responder is at 200% or below the federal poverty level. Please note there were optional questions and not all responders chose to answer them. Of those 574 responses, only 16 percent are using ORCA LIFT to pay their fare.

Figure 4 shows how respondents ranked the importance of Metro’s fare policies:

Figure 4. Which of these policies do you think are most important?



There were more than 3,000 responses to the question, **“What one thing would you do to improve Metro’s fare payment system?”** In a random sample of 400 responses, the top 10 ideas in order of the number of times mentioned were:

- Simplify fare payment and make it easier to understand—including requests for a flat fare; elimination of zone and peak surcharges; simpler monthly pass options; confusion about various fare products, ways to purchase and use fare media
- Provide more locations to pay fares, including off-board payment options.
- Standardize the fare across agencies, including adding ferries and the monorail to the group of ORCA agencies.
- Eliminate cash payment.
- Make it easier for people with low income, seniors, and youth to get and use ORCA cards.
- Improve the ORCA website and TVM’s – concerns were expressed about the website’s poor user-interface and improvements were suggested to make the website and TVMs more user-friendly.
- Improve fare-related signs, marketing, and communications.
- Make transit free or reduce the fare for certain groups.
- Eliminate transfers.

- Don't change anything, the system is fine as is.

Other top-mentioned ideas that will be addressed in Next Generation ORCA include:

- Having e-purse loaded and available immediately after purchase.
- Ability to use a mobile app to reload ORCA, purchase E-purse or passes, and pay the fare with a smart phone.
- Have more ways to pay fares – via credit card or Apple or Google pay (this will be possible indirectly by adding value to an ORCA account through a mobile app or online).
- Fix “losing” value on ORCA card due to inactivity.
- Provide for “real time” ORCA value updates.

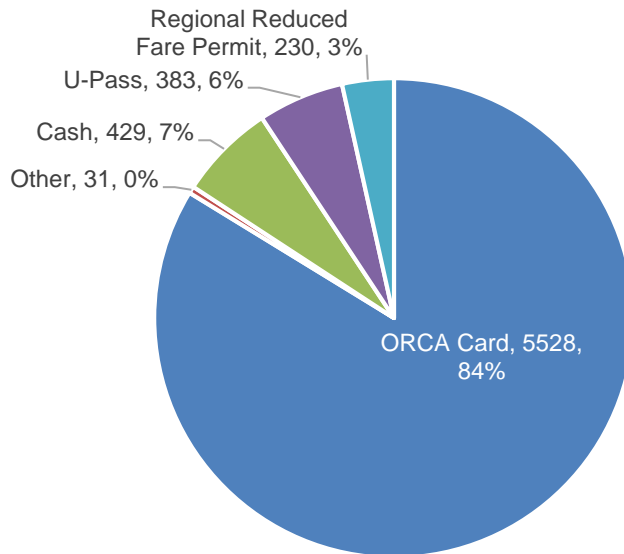
There were some creative ideas to speed up boarding or rethink Metro's fare structure entirely, including moving to “proof of payment” rather than having everyone pay a fare as they board the bus; daily fare capping so that once a person has traveled a certain amount for the day, they wouldn't be charged more than a certain amount; making fares entirely income-based; and making fares entirely distance-based regardless of mode.

Second questionnaire: What do people think about two adult fare-change options?

The second online questionnaire was open from April 19 through May 5. We sought input on two adult fare change options—a \$2.75 flat fare and a \$2.50 off-peak/\$3 peak fare. We also asked what might help mitigate any negative impacts of either fare option if it were enacted. (See [Exhibit C](#) for the complete set of questions we asked in this questionnaire.) **We had 6,656 responses to the questionnaire.**

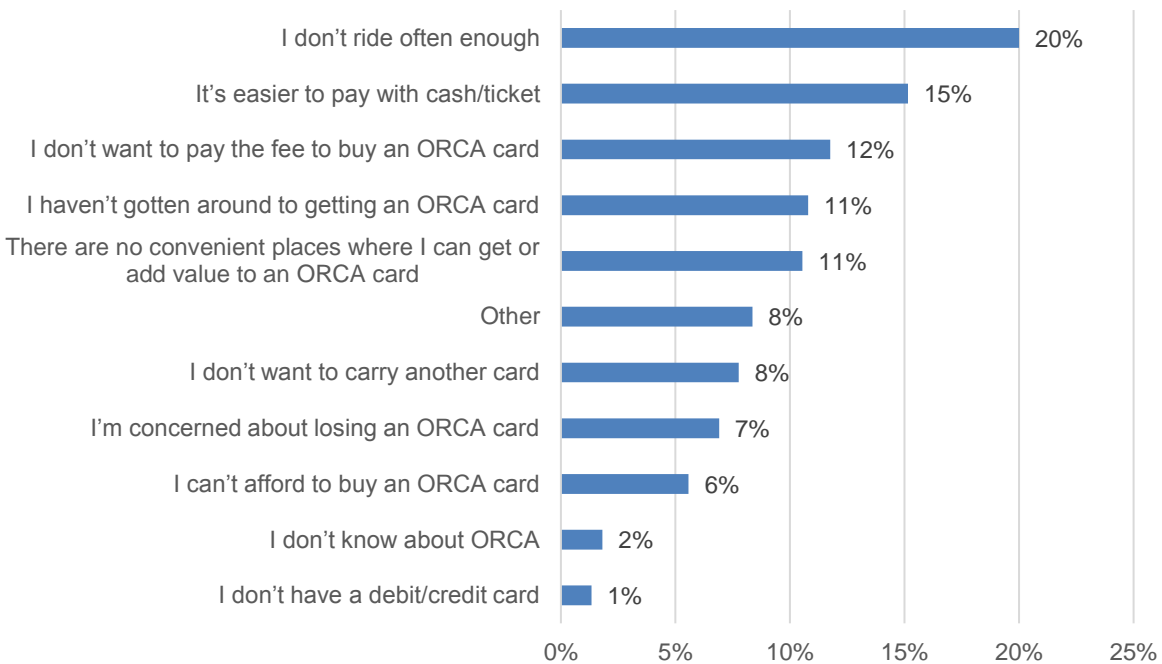
Similar to the first questionnaire, Figure 5 shows that more than 80 percent of responses were from questionnaire responders who use ORCA to pay their fare.

Figure 5. When you use public transportation, how do you pay your fare?



Of those 84 percent who pay with ORCA, 56 percent pay for their own monthly pass or E-purse. We asked respondents who pay with cash why they don't use ORCA. See Figure 6 for the results.

Figure 6. Why don't you use an ORCA card?



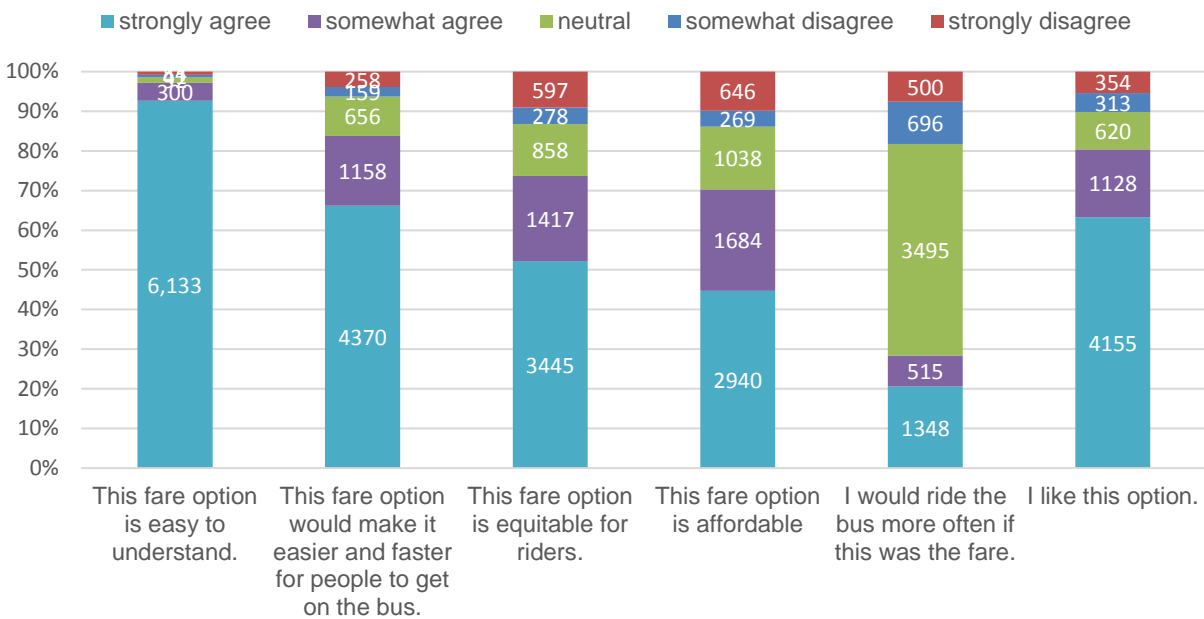
As determined by how responders answered optional demographic questions about their household size and annual household income, about 18 percent of the responses to the second questionnaire are from questionnaire responders who are ORCA LIFT eligible. Of those 1,177 responses, only 16 percent use ORCA LIFT to pay their fare.

We asked questionnaire respondents to indicate whether they agree or disagree with the following statements about the two adult fare options:

- This fare option is easy to understand.
- This fare option would make it easier and faster for people to get on the bus.
- This fare option is equitable for riders.
- This fare option is affordable.
- I would ride the bus more often if this was the fare.
- I like this option.

Figure 7 shows indicates how questionnaire responders feel about the \$2.75 Flat Fare option.

Figure 7. About the \$2.75 Flat Fare



- 97 percent strongly or somewhat agree that this option is easy to understand.
- 84 percent strongly or somewhat agree that this fare would make it easier and faster for people to get on the bus.
- 70 percent strongly or somewhat agree that this option is affordable.
- 80 percent strongly or somewhat agree that they like this option.

Slightly more than 300 responses were from questionnaire responders who somewhat or strongly disagreed that the \$2.75 flat fare would be affordable. Figure 8 shows how they would allocate resources to keep transit affordable in the following ways:

Figure 8. How would you keep transit affordable?

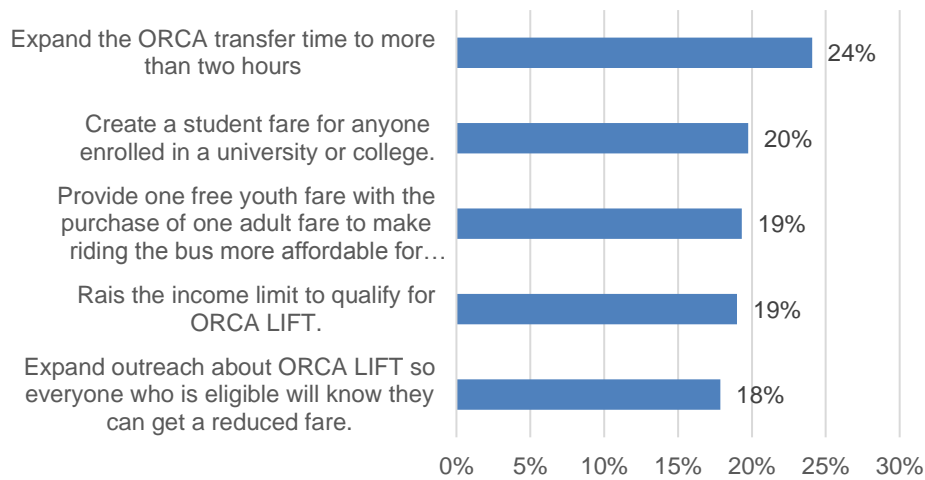
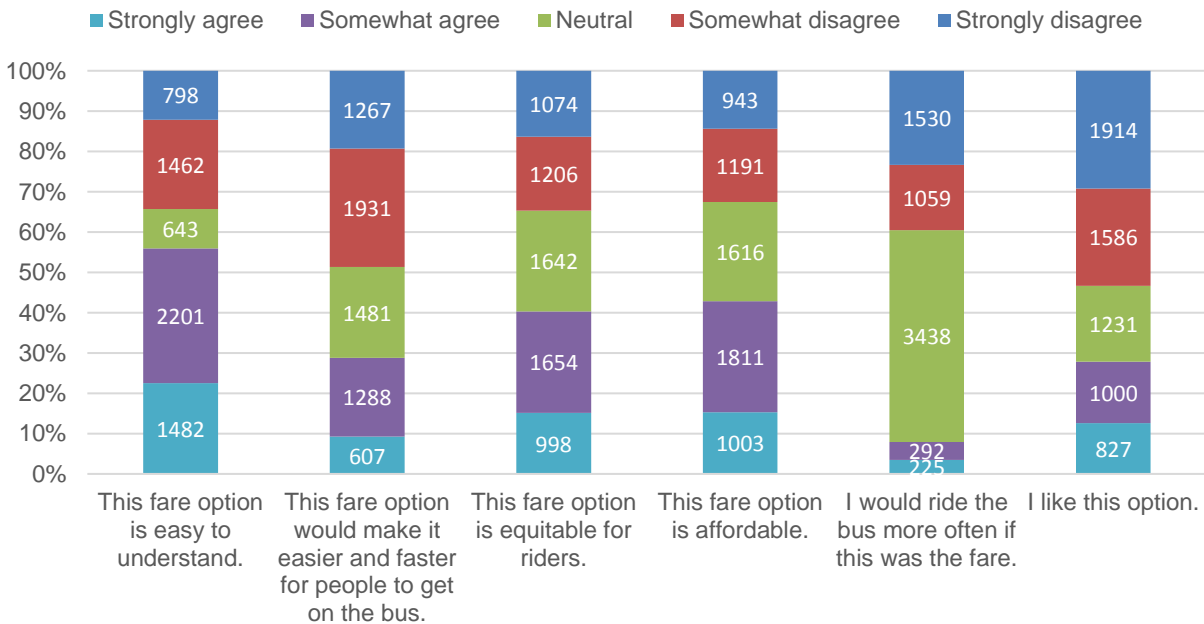


Figure 9 shows how respondents feel about the \$2.50 off-peak/\$3.00 peak Fare option.

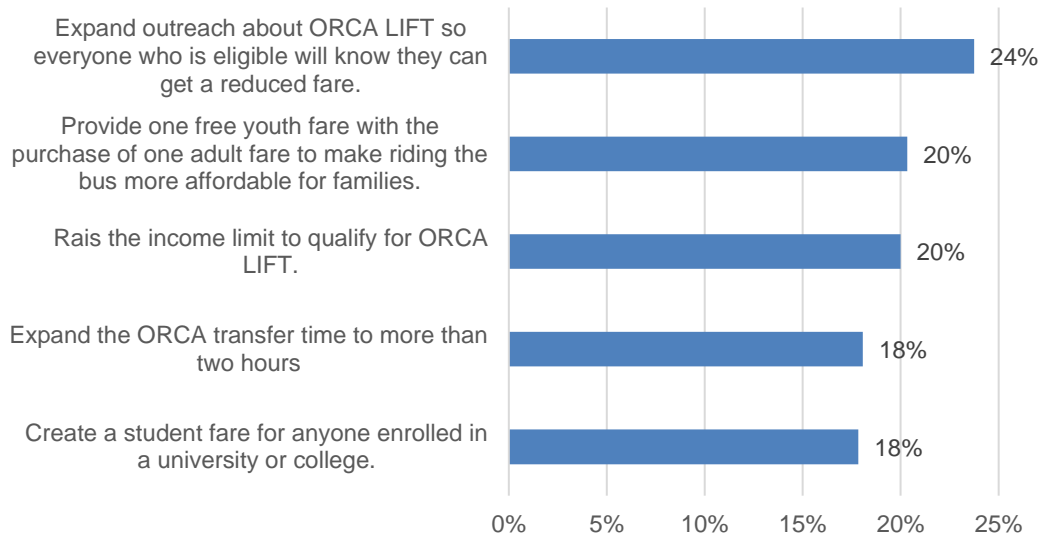
Figure 9. About the \$2.50 off-peak / \$3 peak fare



- 56 percent strongly or somewhat agree that this option is easy to understand.
- 29 percent strongly or somewhat agree that this fare would make it easier and faster for people to get on the bus.
- 43 percent strongly or somewhat agree that this option is affordable.
- 28 percent strongly or somewhat agree that they like this option.

Nearly 500 responses indicate that questionnaire responders somewhat or strongly disagreed that the \$2.50 off-peak/\$3 peak fare would be affordable. Figure 10 shows how they would allocate resources to keep transit affordable in the following ways:

Figure 10. How would you keep transit affordable?



We also asked respondents for other ideas to make ORCA and transit more accessible and affordable. We grouped answers into themes from those who strongly or somewhat disagreed that the fare option being proposed was affordable. Their ideas ranked in order of number of times mentioned include:

- **Reduce fares** – people offered other flat-fare amounts as well as reduced options for special user groups such as college students, those on low-income routes, youth, event-goers, low income, and seniors.
- **Improve service** – people had many ideas that expressed a desire to have better value for the fare paid, including increasing service frequency and span, investing in bus infrastructure and rider amenities, reducing overcrowding, improving reliability, and improving customer service and service quality.
- **Create disincentives for cash payment, incentives for ORCA payment** – people suggested offering different types of pass options (day, week, month, and annual), giving bulk discounts for number of trips or length of pass, and capping fares (daily or monthly) so riders aren't unfairly charged because they didn't buy the correct pass product; have a higher cash fare or lower ORCA fare; eliminate transfers; or stop accepting cash payments altogether.
- **Free fares, fund transit through different revenues** – whether for certain groups of riders—such as low income, seniors, youth, or disabled—or for all

riders, many people suggested that public transportation should be free for everyone and funded through other revenues.

- **Current fare, cost of living is too expensive** – some people are concerned that the current fares are already too expensive and, combined with increased cost of living regionally, shouldn't be raised any more.
- **Eliminate or reduce ORCA card fee, distribute free cards more liberally** – some people feel the benefit of getting ORCA cards into people's hands outweighs the cost to do it. They perceive the card fee as an unnecessary barrier to ORCA use and adoption.
- **Increase places people can purchase and load ORCA cards**, making it easier to get and use one.
- **Consider other fare structures** – people recommended charging fares by distance, income, or location of the service.
- **Make it easier to pay by cash or credit/debit** – improve transfer technology, make other agencies accept cash transfers, and provide ways for people to purchase tickets for the bus with cash.
- **Improve communication and technology at stops and at large** so people eligible for ORCA LIFT know about it and can get it; people know what the fare is and how to pay; and know easily how much money is left on their ORCA card.
- **Accept the same fare and fare media on all modes** – people expressed frustration at the difficulty and expense when they use multiple modes to travel.

In addition to questionnaire responses, Metro received comments from people in email and by phone, as well as two formal letters from the Seattle Transit Advisory Board and Transportation Choices Coalition. Comments from the general public expressed support for one fare change option over another, provided ideas to speed up boarding or create incentives ORCA use and transit ridership, and documented concerns about any changes to the senior or disabled fare. (Comments and letters are available upon request.)

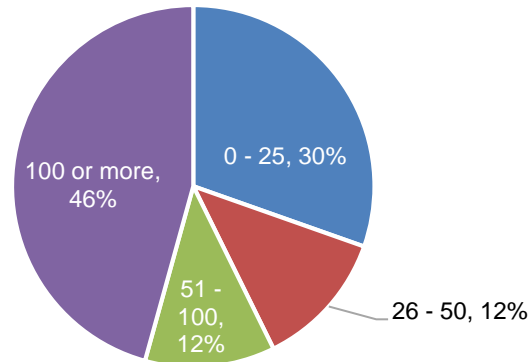
What we heard from employers

We invited ORCA employer representatives to participate in a questionnaire to provide feedback on the two adult fare change options Metro considered with the general public. Out of 3,600 invited, we received 141 responses to the questionnaire.

Who we heard from

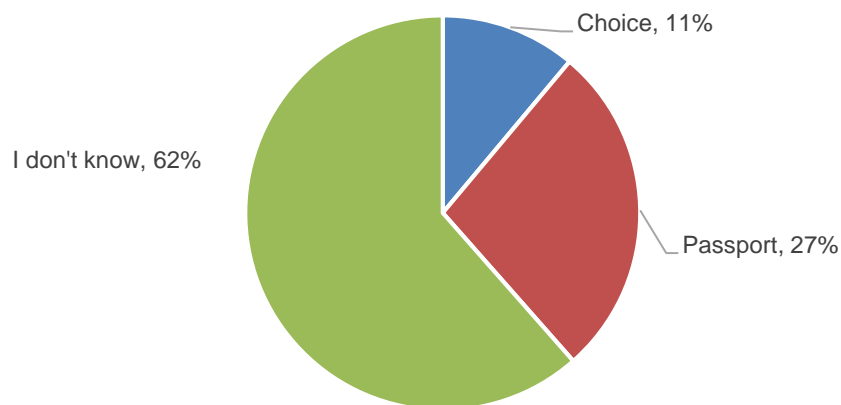
Figure 11 shows demonstrates the size of the organizations we heard from.

Figure 11. How many employees does your organization provide a transportation benefit to?



There are two types of employer accounts: Passport and Choice. Employers that have Passport accounts provide employees with an ORCA card that offers unlimited rides. Employers that have Choice accounts purchase ORCA card on which employees can load retail pass products and e-purse. Employees who work for Choice account employers contribute in varying levels depending on the employers benefit program to the product that is loaded on their card through payroll deduction. Figure 12 shows the type of employer account held by the employer representatives that responded.

Figure 12. What type of ORCA employer account do you have?



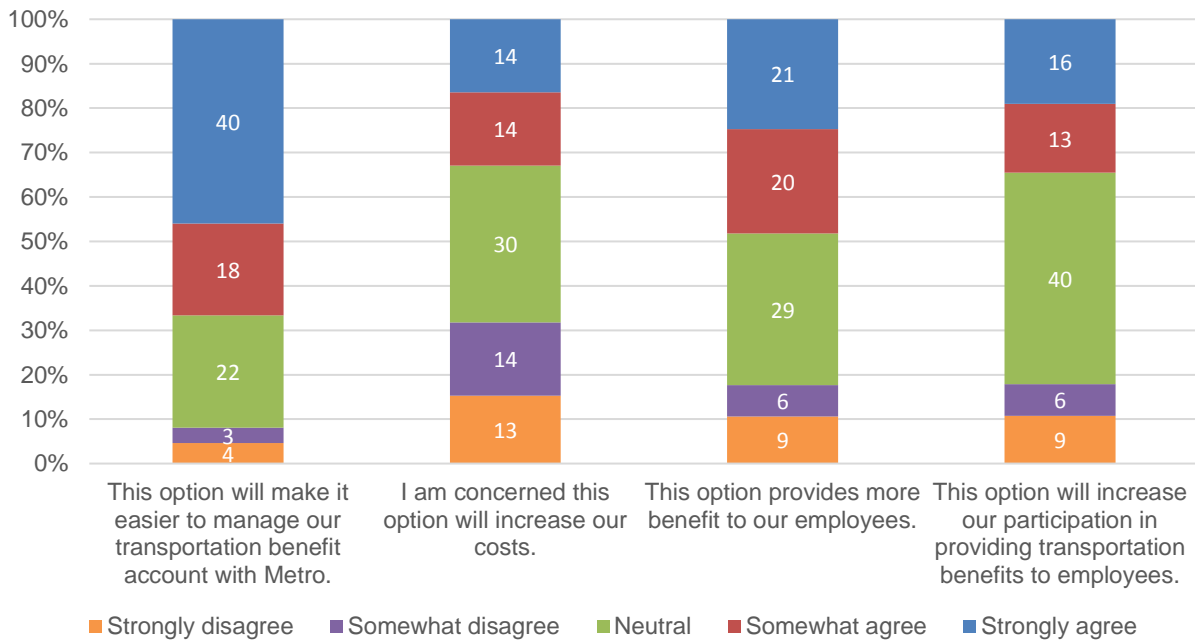
About the \$2.75 flat fare option

Sixty-seven percent of responses indicate questionnaire responders strongly agree or somewhat agree that this option will make it easier to manage their transportation benefit account with Metro.

- 32 percent are concerned this option will increase their costs.
- 49 percent think this option provides more benefit to their employees.
- 34 percent think this option will increase their participation in providing transportation benefits to employees.

Figure 13 shows results for all statements responders were asked to indicate their level of agreement.

Figure 13. Please indicate whether you agree or disagree with the following statements on the single adult fare of \$2.75 (\$99 monthly pass) option:



About the \$2.50 off-peak/\$3 peak fare option

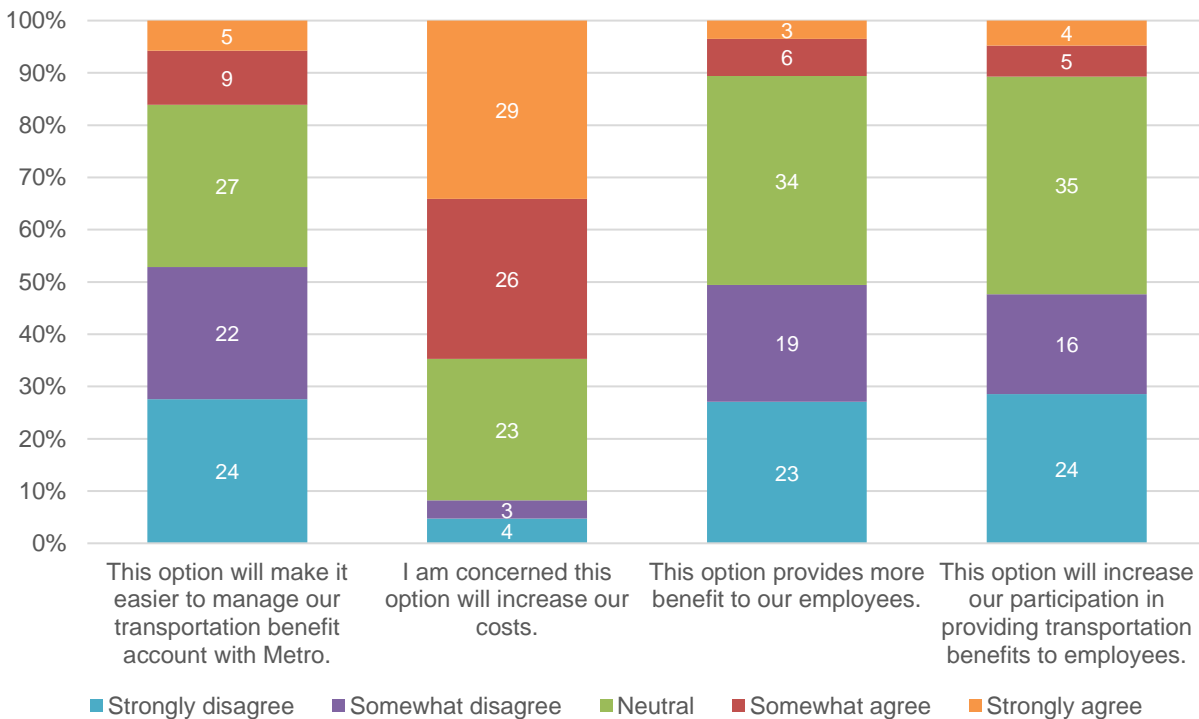
Sixteen percent strongly agree or somewhat agree that this option will make it easier to manage their transportation benefit.

- 65 percent are concerned this option will increase their costs.
- 11 percent think this option will provide more benefit to their employees.

- 11 percent think this option will increase their participation in providing transportation benefits to employees.

Figure 14 shows results for all statements responders were asked to indicate their level of agreement.

Figure 14. Please indicate whether you agree or disagree with the following statements on the single adult fare of \$2.50 (\$99 monthly pass) with the peak period adult fare of \$3 (\$108 monthly pass) option:



Thirty-six people responded to the question, “If you could do one thing to improve your experience as an ORCA employer account, what would you do?” We categorized the responses as follows:

- 17 percent would like better volume discounts
- 14 percent recommended administrative changes be made that would make it easier to manage their account, such as:
 - Making auto-renew available – especially for employees who choose a monthly pass option
 - Making it easier to purchase monthly or annual passes
 - Making it easier to order month-to-month

- Making it easier to transfer funds from old to new cards
- 14 percent would like more options such as:
 - The ability to provide a benefit to part time employees
 - Other payment options – both for the employer and for the bus rider (e.g. stop using plastic cards)
- 14 percent said nothing needs to be improved.
- 11 percent would like the web interface for account management improved or other online tools available for easier account management.
- The following comments were made by less than 8 percent of respondents:
 - Concerns about a fare increase
 - Concern about the difficulty of implementing a fare change from an employer account perspective
 - Preference for one option or the other
 - Support for fare simplification
 - Request for more sharing of data so employers can make better decisions about pass purchases.

What we heard from people served by community-based organizations

Metro contracted with three community-based organizations (World Relief, White Center Community Development Association, and Hopelink) to gather input from populations unlikely to participate in our online questionnaires. Their work was not contracted to be statistically valid customer research. As such, the results reflected here are not a statistically valid representation of Metro ridership or King County constituents as a whole.

They collectively reached 311 participants. Ages, languages spoken, race and ethnicity, and incomes vary greatly across questionnaire audiences. For example, World Relief's questionnaire participants largely reported being unemployed, while some from WCCDA and Hopelink reported annual household incomes of over \$60,000, and as high as \$150,000. Similarly, an overwhelming majority of WCCDA's questionnaire participants are under the age of 18: of the 172 respondents, 132 are 18 years of age or under (77 percent), with a median age of 16. On the other hand, more than half of Hopelink's participants are over the age of 40 (61 percent).

Qualitative and quantitative data reveal the themes and concerns of both frequent and infrequent users of Metro services. WCCDA's results in particular reveal notable themes expressed by the youth who participated in WCCDA's outreach. Major themes:

- **About two-thirds of all participants use transit;** of those who ride public transit, most use it 1 or 2 times per week. More than one-third of participants said they *never* use public transit (weighed heavily by WCCDA participants' young age)
- The most common reasons participants choose to drive a car, rather than use public transit are:
 - Driving is easier and more convenient, practical, and flexible.
 - Driving is faster, and buses are not timely.
 - Lack of service and long travel distances in rural areas in eastern and southern King County.
- Suggestions for improving transit include:
 - **Routing and service** – greater frequency, longer service hours, and improved timeliness of buses—particularly express and commuter routes.
 - **Payment and expenses** – affordability and fare increase concerns, complex fare systems, accessibility of payment options; in particular, numerous WCCDA respondents desire free or discounted fares for youth and students.

Major themes concerning participants' fare payment practices include:

- Just **over half (52 percent) of all participants questionnaired use cash to pay their fare**, while just under one-third (30 percent) use an ORCA card—again, this is weighed heavily by responses from participants who *never* use transit.
- The most common themes regarding paying fares with cash:
 - **Cash is seen as the easiest and most convenient payment method.** For numerous respondents, cash is the only payment method to which they have access.
 - **65 percent of participants do not own an ORCA card**, but many indicated that obtaining one would help them move away from using cash as payment. Numerous respondents expressed confusion or hesitance about obtaining an ORCA card, unaware of how or where to obtain or refill cards.
 - **Many participants identified financial barriers to acquiring an ORCA card**, deterred by the upfront costs, lack of any price advantage, and

difficulty of refilling; similarly, respondents also favored bulk daily, weekly, or monthly passes, offered at a discount for frequent riders.

Overall, questionnaire participants reached by all three organizations are comfortable with technology:

- 49 percent of respondents rate their comfort with technology to pay their transit fares at a score of 7 or higher (out of 10, the most comfortable)
- **80 percent of participants own a smartphone**, and 60 percent use their phone to get information about transit.
- Among those who use their phone to get information about transit, at least 67 percent use Google Maps and/or OneBusAway apps (43 percent rely on one or the other).

Due to different questionnaire administration methods and varying levels of detail among the organizations, results for barriers to fare payment and reduced fare options are limited. Not including World Relief data (which was not provided or specified), 15 percent of respondents say they face barriers paying their transit fare; this value would likely be slightly higher if World Relief participants were included. Hopelink also told Metro that the wording of questions about barriers may have been difficult for questionnaire takers to understand. They suggested that in future research, Metro should transcreate questionnaire questions so they are easily understood in culturally and language relevant ways.

World Relief provided feedback regarding participants' awareness of reduced fare programs and opinions on the fare-change options:

- 60 percent of World Relief participants knew about low-income fare discounts; among them, 77 percent believed they qualified, though 65 percent did not know how to access these benefits or participate in these programs.
- To make these programs more accessible, respondents suggested expanding advertising of benefits via web advertisements, Facebook, information sessions, and e-mail notifications (considered better than physical mail, as participants move frequently).
- **A single, flat fare regardless of peak hours or zones is slightly more popular and considered easier to understand** than the Off-Peak/Peak Fare option. According to World Relief, a majority of respondents agree that it would make the bus more affordable and time-efficient, making them more likely to ride:
 - 70 percent of respondents either strongly or somewhat agree that the Flat fare option is easy to understand, compared with 52 percent for the Off-Peak/Peak Fare option.

- 35 percent of respondents strongly like the Flat Fare option, compared with 33 percent for the Off-Peak/Peak Fare option. Alternatively, twice as many respondents strongly dislike the Off-Peak/Peak Fare option (15 percent strongly dislike the Off-Peak/Peak Fare compared to 8 percent who strongly dislike the Flat Fare option).

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.

To help gauge how well we accomplished these goals, we ask a series of process questions in our online questionnaires. We also compare demographic data collected from outreach participants to rider questionnaire results. This has its limitations. Our public engagement efforts are not designed to be statistically valid customer research so we are comparing results from a self-selected group of people to data that was collected from a statistically valid customer research process. 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.

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.

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.

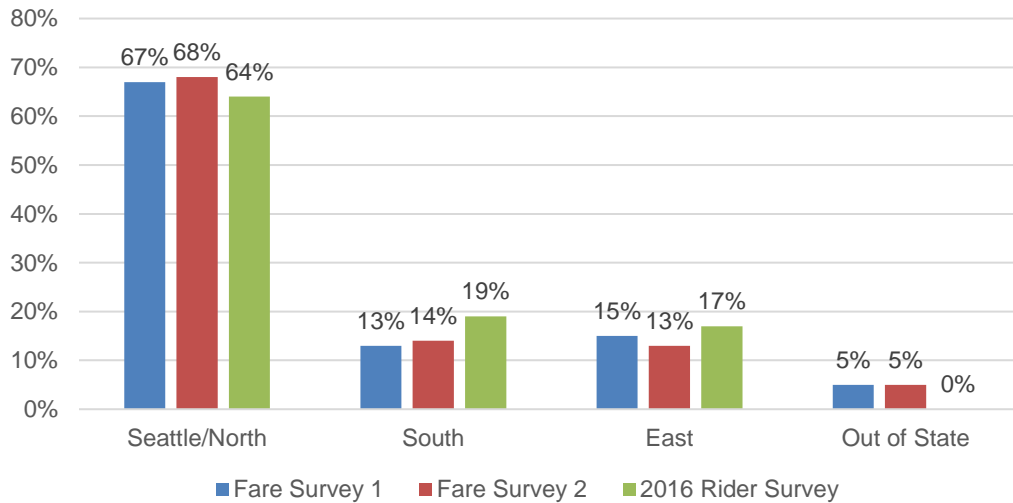
Did we hear from people who reflect those affected?

Demographic data provided by fare questionnaire respondents shown here and are compared to the rider questionnaire, which is a statistically significant representation of Metro ridership. It is important to note that both of Metro's fare questionnaires were online and reflect the input from a self-selected group of people who chose to take the questionnaire. Metro's annual rider questionnaire is conducted by phone and is statistically valid customer research.

In terms of participation from around King County, the Rider Questionnaire tracks ridership by the following regions: Seattle/North, South, and East King County. In our online questionnaire, we asked responders for their. We mapped the zip code

responses from those who chose to provide it to the areas captured in the Rider Questionnaire to produce Figure 15.

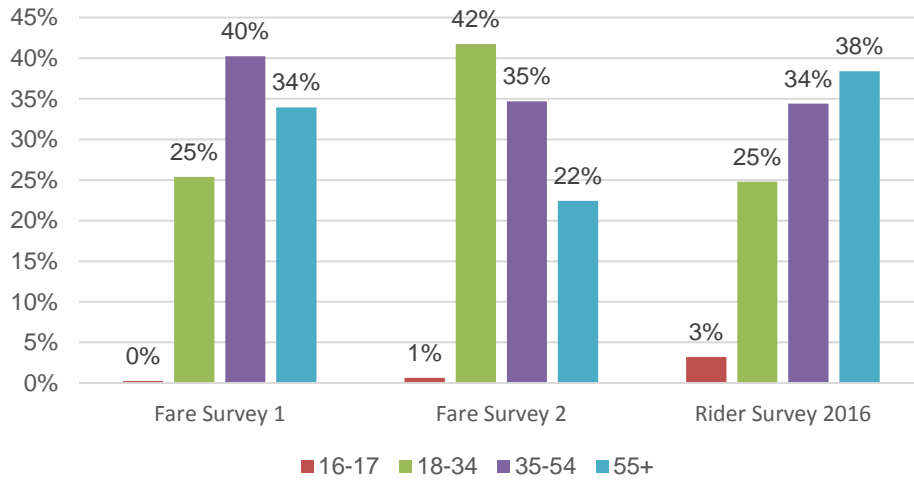
Figure 15. Participation by subarea



Participation from around the county in our online questionnaires is consistent with ridership percentages in subareas of the county as reflected in the rider.

Figure 16 shows that, in terms of age, a higher percentage of people ages 35-54 and a lower number of people 55 and older participated in the second fare questionnaire compared to the rider questionnaire. This may be because the second questionnaire sought input on adult fare changes and no changes were being considered for the senior fare.

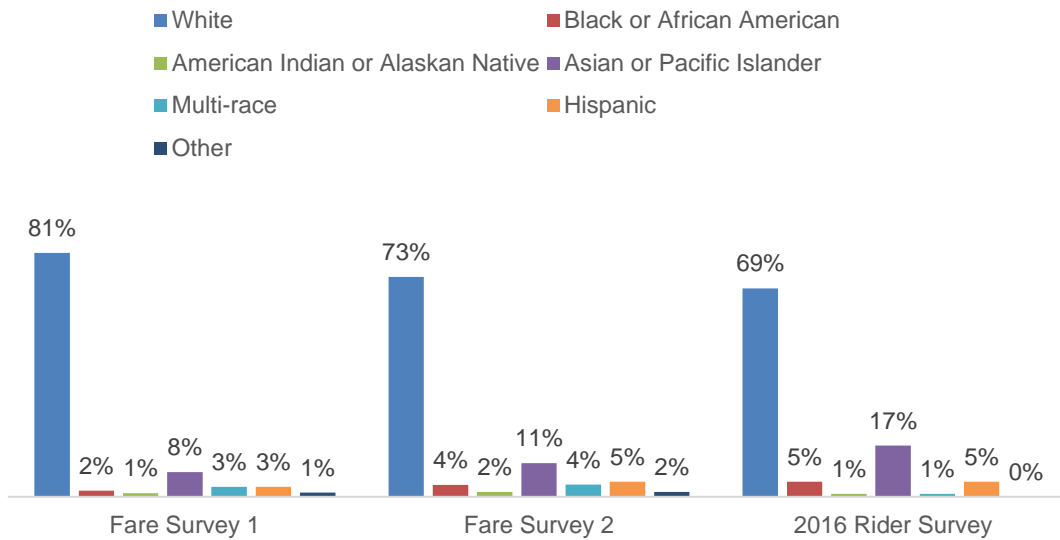
Figure 16. Age



Race/Ethnicity

Figure 17 shows that, while the first fare questionnaire had a higher percentage of white participants and a lower percentage of people of color, the second questionnaire’s participation rates came closer to reflecting the demographics of Metro’s ridership as captured in the rider questionnaire.

Figure 17. Race/Ethnicity



Primary Language

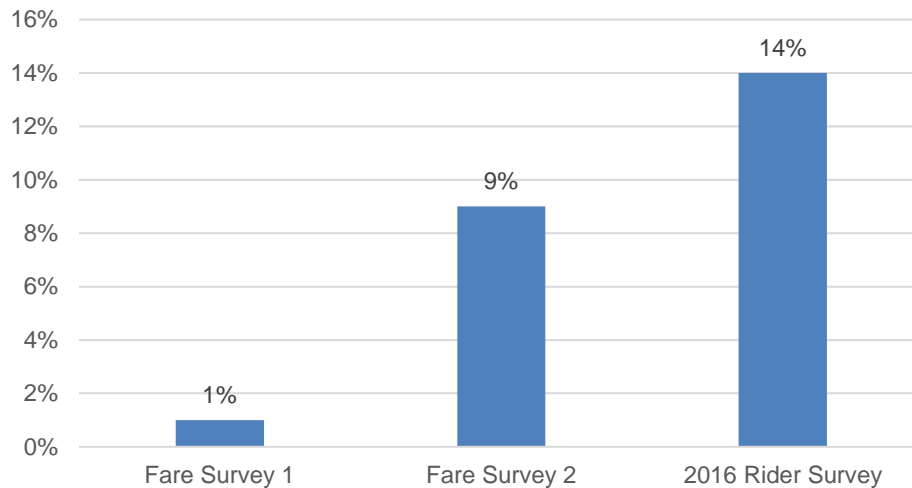
The rider questionnaire does not track language spoken at home; however, we heard from a number of language groups during the course of this outreach. More than 90 percent of our online questionnaire takers speak English as their primary language at home. Census data suggests that about 26 percent of people in King County speak a language other than English at home. Spanish, Chinese, Vietnamese, Korean, Russian, African languages, Tagalog, and other languages made up the 3 to 5 percent of other online questionnaire takers.

In our outreach with community-based organizations we engaged more than 300 people who speak the following languages:

- Amharic
- Arabic
- Cambodian
- Chinese
- Dari
- Ekirondi
- English
- Farsi
- Khmer
- Mam
- Pashto
- Punjabi/Hindu
- Russian
- Samoan
- Somali
- Spanish
- Swahili
- Tagalog
- Tigrinya
- Turkish
- Twi
- Ukrainian
- Urdu
- Vietnamese

Figure 18 shows that we did not hear from people with disabilities in the same proportion as our ridership. This could be because we recently completed a yearlong public engagement effort with riders with disabilities in which we asked questions about fare payment. We also did not consider any changes to the Regional Reduced Fare Permit or Access paratransit fares.

Figure 18. Yes, I have a disability.



Household Income

In this engagement effort, we were most interested to understand feedback and fare payment practices among people who qualify for ORCA LIFT. This will help us understand barriers people face to our existing discounts, and specific concerns or barriers faced by people who are just above the ORCA LIFT income qualification as we develop more research and pilot programs.

Eligibility for ORCA LIFT is determined by household size and annual household income. By asking both questions—what is your household size, then is your income above or below a certain amount—we were able to determine and analyze results from participants who are “low income.”

Thirteen percent of the first questionnaire respondents would qualify for ORCA LIFT. Eighteen percent of the second questionnaire respondents would qualify for ORCA LIFT. Census data indicates that about 24 percent of King County residents are below 200 percent of the federal poverty level and would qualify for ORCA LIFT.

Participants in our community-based organization outreach were primarily people with low or no income.

Was information about participation clear and welcoming?

- First questionnaire – 97 percent yes
- Second questionnaire – 95 percent yes

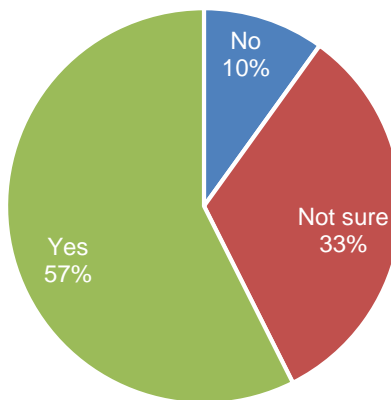
Were participants notified in time to provide meaningful feedback?

- First questionnaire – 95 percent yes
- Second questionnaire – 85 percent yes

Did participants see how input shaped decision making?

The second questionnaire built on feedback received during the first phase of engagement. In the second questionnaire, Figure 18 shows participants answers to the question: “Regardless of how you feel about the adult fare change options, do you see how public input shaped these choices?”

Figure 18. Regardless of how you feel about the adult fare change options, do you see how public input shaped these choices?



Exhibits

Exhibit A – Stakeholder Engagement

Fare Review Stakeholder Advisory Group Members

Ezra Basom	Metro Transit bus driver
Kendle Bjelland	Commute Seattle
Cliff Cawthon	Rainier Beach Action Coalition
Hillary Coleman	Seattle-King County Coalition on Homelessness
Anne Eskridge	University of Washington, Transportation Services
Juan Flores	Rainier Beach Action Coalition
Augusta DeVries	Bellevue Downtown Association/TransManage
Hope Drumond	Alliance of People with disAbilities
Gail Gustavson	International Community Health Services
Daniel Heldring	Microsoft
Kimberly Heymann	Alliance of People with disAbilities
Jeff Kever	Seattle Central College
Claire McDaniel	Sound Generations
Aaron Morrow	King County Transit Advisory Commission
Daphne Pie	Public Health – Seattle King County
Janelle Rothfolk	Catholic Community Services of King County
Hester Serebrin	Transportation Choices Coalition
Arielle Washington	Urban League of Metropolitan Seattle
Katie Wilson	Transit Riders Union

Fare Review Advisory Group Workshop #1

Meeting Summary

March 2, 2017

Washington Hall, the Lodge Meeting Room

153 14th Ave, Seattle

1:00 p.m. to 3:30 p.m.

Participants

- Aaron Morrow, King County Transit Advisory Commission
- Anne Eskridge, University of Washington, Transportation Services
- Arielle Washington, Urban League of Metropolitan Seattle
- August DeVries, Bellevue Downtown Association/TransManage
- Claire McDaniel, Sound Generations
- Daphne Pie, Public Health – Seattle King County
- Hester Serebrin, Transportation Choices Coalition
- Hope Drumond, Alliance of People with disAbilities
- Janelle Rothfolk, Catholic Community Services of King County
- Katie Wilson, Transit Riders Union
- Kimberly Heymann, Alliance of People with disAbilities

Absent

- Gail Gustavson, International Community Health Services
- Gregory Davis, Rainier Beach Action Coalition
- Jeff Aumell, Microsoft
- Jeff Keever, Seattle Central College
- Kendle Bjelland, Commute Seattle

Welcome and opening remarks: Fares Work Program purpose and goals

Chris O'Claire, Manager of Strategic Planning and Analysis at King County Metro, welcomed participants and observers to the meeting. She provided an overview of Metro's Fare Work Program being planned with input from the advisory group and the public, including the purpose and goals of Metro's work related to fares. (See page 2 "Purpose" and page 3 "Goals" in meeting slides.)

Introductions

DeAnna Martin, Community Relations Planner at King County Department of Transportation and meeting facilitator, introduced staff and asked participants to introduce themselves sharing their name; any affiliations they'd like the group to be aware of; and if/when they ride transit how they pay their fare.

Meeting agenda and purpose, role of advisory group, timeline, and scope

DeAnna when on to review the meeting purposes, which were to:

- Introduce participants to each other and the process; the advisory group's charter, scope, and timeline.
- Build and deepen awareness about Metro's existing fares, fare payment system, and known and unknown issues that need to be addressed in the short or long term.
- Solicit input on criteria by which fare changes considered in the short-term should be analyzed and prioritized.

She reviewed the role of the advisory group and a work program outline for the meetings of the group. (See page 6 "Role of this Group" and page 7 "Timeline" in meeting slides.) She invited participants to practice King County's Guidelines for Multicultural Interactions during each meeting and asked participants to acknowledge their commitment to these guidelines. (See handout.)

Briana Lovell, Transportation Planner and program manager at King County Metro, provided an overview of the Fare Work Program's scope of work and how advisory group feedback would shape the scope. (See pages 8-9 "Scope of our Work" in meeting slides.)

One participant asked whether the pilot program ideas in the short-term would go to King County Council in June. Staff answered that, if they need council adoption, they would, but there are many things Metro can do without council approval.

Another participant asked when would zone and peak surcharge changes go into effect. Staff responded that the changes may go into effect in 2019 or later as they would be tied to the implementation of the next generation of ORCA.

Existing Conditions: background on Metro fares

Briana oriented the group to background on Metro's fares. (See pages 10-13 on "Existing Conditions" in the meeting slides for details.) She focused on some high level details from a larger and more in-depth handout distributed to the group. (See handout.)

As she presented, participants provided the following comments and questions:

- Q: What part of revenues for Metro do fares make up? If there are reductions in that, does service get sacrificed? A: Metro has a fare recovery policy target of 30% - meaning that 30% of the operating cost of the service should be recuperated by fares, and a floor of 25%. Vanpool has a 100% fare recovery. Access Transportation has no fare recovery mandate.
- Concern was expressed that the impact of a service "reduction" if revenue goes down would affect the programs that serve to make transit accessible.

Staff noted that there was more detail on policies that relate to fares in the background packet, and would be happy to provide answers to additional questions.

- An Access customer shared that Access Transportation program has potential to be impacted by service and fare changes.
- Concern was shared about the quality of the experience riding the bus and how that correlates to ridership and people's sense of the value they pay for riding.
- Staff shared that aspects of the fare work program that focus on ease of payment and speeding up boarding are related to customer experience as well as cost-efficiencies that can allow Metro to put greater resources toward the service itself.
- Cost of housing is interrelated with transportation in terms of what is affordable for people. Analysis needs to include this. As cost of housing goes up, people move to where it is more affordable. This may mean traveling longer distances.
- There is an equity intersection between fare recovery and service allocation that varies from route to route and by time of day.
- Q: What is an ORCA Passport? A: A participating employer pays all or some percentage of the cost. Q: What's an ORCA Puget Pass? A: A monthly pass some employers reimburse fully or partially. Comment: the product names are confusing.
- Q: On the slide about how riders pay their fares, is this a percentage based on rides or riders? A: It's percentage of rides.

- Q: Is Sound Transit also doing work around this? A: Yes, we are partnering at the staff planning level and on outreach in April to consider changes to make fares simpler. Any changes we make to fares will be discussed with and in alignment with partner agencies. Other agencies considering changes include Community Transit and Pierce Transit.
- Comment on how to increase youth ridership, means we need to redefine the definition of youth to include all students, not just young people.

Staff responded that the current definition of youth is 6 to 18 years old, but that Metro has been in conversation with colleges about how to make it easier for students who qualify for ORCA LIFT to take advantage of the incentives colleges provide for riding transit. There are also differences between grade school and high school level ridership. The entire topic of student fares is worth exploring in pilot projects.

- At the UW, there are food banks on campus. One third of students struggle at some point making ends meet while enrolled at the university. UW is exploring what it means that there's a U-Pass and ORCA LIFT. Are there cost advantages for both the university and students in getting the right ORCA product in the hands of students who are struggling to make ends meet?
- Some youth remain in high school until they are 21 years old.
- On the "How the discounts we provide today affect fare revenue" slide, there were questions about what this data was showing. A: The numbers here reflect the difference between base adult fare and lower fares provided.
- Concern was expressed that this chart shows the "loss" of fare revenue because of discounts instead of showing the "value" of increased ridership because a discount is being offered.
- Q: What was the policy rationale for the Access fare being "closer" to the adult base fare? A: This policy was established long ago when Access was first created. The FTA rules that apply to paratransit fares indicate that the paratransit fare cannot be more than double the adult base fare, which would currently be \$5.00. At \$1.75 Access is still below the adult base fare.

Staff noted that this is intended to show the value of the discount provided through reduced fares, not the lost revenue. Metro could also look at the amount of revenue these discounted fares bring in rather than what they don't.

Staff said they would work to add more of that information to the existing conditions piece and share it with the group.

In response to the slide entitled, “What we’ve heard,” which was followed by an invitation to tell us if anything was missing from the list, participants added:

- There are some who can’t afford the \$3 card to get the Regional Reduced Fare Permit (RRFP); can’t afford the \$5 minimum load on an ORCA card; or can’t afford the \$5 card charge for a LIFT replacement
- People with disabilities receiving the max supplemental security income get \$733 a month. A monthly transit pass is a big chunk out of this monthly budget which covers the cost of housing, food, and transportation.
- The large amount of documentation required for an RRFP or ORCA LIFT is a barrier for people to get it.
- We wonder about clients we give bus tickets to and how many have an ORCA card already, but can’t afford to load it.

What guides our work? Discussion of policy and community goals

Briana provided a quick overview of the policy goals that guide Metro’s work around fares. (See page 14 “What Guides our Work.”)

Participants asked what “easy for customers” means. They advocated that the policy definition should include language access and the ability to travel easily across the county border or multiple modes.

Another participant asked whether the policies were prioritized in any way or whether there is direction about which policy prevails when an obvious tradeoff between them is presented. Staff explained that there is no explicit guidance on fare-related policy tradeoffs, although ultimately King County Council sets and directs these policies.

DeAnna facilitated the group in an exercise to identify criteria or priorities by which any changes to fare payment should be weighed against. The group came up with the following categories: (Note: each bullet indicates a hand-written comment by participants on a post-it note.)

Increase the market share for all markets

- Does it increase the % of low-income rides?
- Cost recovery goes up through increased ridership via ease of use and good marketing materials
- Does it increase the share of rides taken w/an ORCA unlimited pass?
- Does it expand “market share” of employer passport clients - and landlord subsidized pass programs?

- Does it improve transit access for low-income and very low-income riders?

Equity

- Equity: in distribution, in impact, in services available

Safety

- Look at Muni in San Francisco that does not accept cash payment for a model

Assures or Improves Service Quality

- Speeds up boarding
- Timeliness of service
- Geography of transit service
- Expanded early & evening service even if price point is higher to encourage additional ridership
- Rate/speed of boarding the bus
- On-time service
- Rates provided around public services for low income/disabled
- Dependability and safety of buses and for riders and operators
- Frequency of peak transit service

Affordability

- Cost is not barrier
- Expanded definition of student youth rider fees
- Working families can afford Metro bus pass for children who don't qualify for ORCA LIFT
- Affordability for all income levels
- Greatest intersection opportunity for low-income without cuts to service – higher volume ridership of low income riders
- Reduce costs associated with a student fare
- Impact on people with disabilities, including income

Integration

- Integrated services with integrated rates
- Impact on regional partnership
- Intersects clearly with partner service and zones
- Metro bus tickets can be used for light rail

Extent to which change requires fare enforcement

Simple, Ease of Understanding

- Simplicity of employee pass program options
- Simplicity of fare structure
- Ease of understanding or don't have to think about it
- Improve accessibility by using interactive tools like ONEBUSAWAY push this tool so people know about it.
- Put a QR code on cards so people can check balances on go w/smart phone
- Easier to replace lost cards
- Phone app – like Starbucks card
- Increase locations, access to kiosks
- Clear directions for how to access and descriptions of the product/service riders need

Public Responsiveness

- Positive response from the community – get their feedback

Next steps

DeAnna indicated that the goal input would be used to describe and assess fare options Metro will bring to the group at the next meeting and out to the public for broader feedback in April. She spoke briefly about the public engagement plan as a whole and invited participants to share names of organizations Metro should reach out to as stakeholders – for briefing or contracting with to conduct community-based outreach. She announced that the next meeting would be either April 4 or 5 from 3:30-5:30 and polled the group as to which date they preferred.

Adjourn

Fare Review Advisory Group Workshop #2

Meeting Summary

April 4, 2017

King Street Center

DOT Director's Office Conference Room

201 South Jackson Street, Seattle

3:30 – 5:30 p.m.

Participants

- Aaron Morrow, King County Transit Advisory Commission
- Anne Eskridge, University of Washington, Transportation Services
- Arielle Washington, Urban League of Metropolitan Seattle
- August DeVries, Bellevue Downtown Association/TransManage
- Cliff Cawthon, Rainier Beach Action Coalition
- Daniel Heldring, Microsoft
- Daphne Pie, Public Health – Seattle King County
- Ezra Bason, Metro Transit operator
- Gail Gustavson, International Community Health Services
- Hester Serebrin, Transportation Choices Coalition
- Hillary Coleman, Seattle-King County Coalition on Homelessness
- Janelle Rothfolk, Catholic Community Services of King County
- Jeff Keever, Seattle Central College
- Katie Wilson, Transit Riders Union
- Kendle Bjelland, Commute Seattle

Absent

- Claire McDaniel, Sound Generations
- Hope Drumond, Alliance of People with disAbilities
- Kimberly Heymann, Alliance of People with disAbilities

Welcome and introductions

Chris O'Claire, Assistant General Manager of Planning and Customer Services, King County Metro, welcomed the group and provided a brief recap of the last meeting and an overview of the purpose and content of this meeting.

DeAnna Martin, Community Relations Planner, King County DOT, introduced staff present and invited participants to introduce themselves. She reminded people of the group guidelines.

Background on Metro's actions to address affordability and access

Matt Hansen, Manager of Customer Communications & Services, King County Metro, provided an overview of actions Metro is currently taking to increase access to and affordability of transit. (See handout entitled, "Current Metro Activities to Improve Access and Affordability")

Matt shared that the first round of ORCA LIFT cards will expire this month. The cards will still be usable, but will revert to regular adult ORCA cards so users would end up being charged a regular adult fare. To notify users of the expiration, Metro has:

- Information on all buses to notify riders
- Posters up at all enrollment and ORCA retail locations
- Sent letters to all affected users
- Launched an online renewal process – 300 have already renewed
- Multi-lingual notices have also been produced and distributed to enrollment and retail locations
- The expiration date is also listed on the card itself

Meeting participants asked whether when people renew their ORCA LIFT card their balance can be transferred. The answer is it can. Participants also expressed interest in seeing and getting copies of the materials – posters, brochures – to help spread the message to their constituents.

Regarding a lack of knowledge about the availability of an ORCA day pass, many participants expressed their own lack of knowledge about this product. They asked several questions about how it can be used and where it can be purchased. Participants encouraged staff to make the day pass option more visible to customers perhaps even sending out a general announcement that this option exists. Staff promised to follow up with more detail about the pass, how it works, and how to purchase.

After sharing additional actions related to waving card fees, addressing youth ORCA card access when school is not in session, and college student transit affordability, participants had the following questions and comments:

- How has Metro done in reaching out to college students to increase ORCA LIFT enrollment? Answer: Metro did 14 outreach events at colleges in 2015; in 2016, Metro did 42; these outreach events are a focus.
- Do college freshman welcome packets, does it provide PH and Metro information? Answer: It depends on the school.
- Metro needs to do the ORCA LIFT materials in more languages
- Card replacement fee is a barrier; a \$5 expense for someone with low income is a big deal so getting rid of the fee is a great idea

Introduction to fare change options for zone/peak surcharges

Chris provided some general background on fares and goals of simplifying Metro's fares. Then, she presented five options Metro had developed to consider simplifying fares. (See handout entitled, "Metro Fare Options")

She shared that it's important for Metro to understand the current structure, based on the feedback from last meeting, and that our goal is to make sure transit is accessible to everyone. Fares need to recover 25-30% of the operating cost to provide the service, the rest comes from sales tax. Projecting how a fare change will affect ridership assumes that if fares go up there will be an adjustment to the supply and demand ratio. Metro's fares need to reflect the cost of service. Metro would like to learn from the group whether we have the right options and how we might mitigate any negative effects of any of the options. All of Metro's analyses are not complete at this moment, there is more work to do.

About all options – participants:

- Suggested increasing ORCA LIFT eligibility as a way to mitigate the effects on affordable access for those who would experience a fare increase.
- Wanted more detail on what the revenue increases and decreases meant in terms of service impacts or how additional revenue would be spent.
- Asked staff to consider the impacts on families – an increase in the adult fare would have an effect on the whole family when choosing to ride transit.

About Option B – a \$2.75 flat fare

Comments included:

- The increase in fare for off-peak riders could be mitigated by increasing the transfer window.
- This option has a good equity message to reduce geographic and historic inequities.
- Concern expressed about the brunt of the fare increase being born by the middle class.

About Option C – Local fare \$2.50, Express fare \$3.25

Comments included:

- How would Metro classify an express type service? – express really needs to be faster and fewer stops from a customer perspective.
- How does the RapidRide play a part?
- Deep concern expressed about “penalizing” people who live farther away from Seattle.
- Charging people more because they live far away from Seattle could hurt those who are poor and have to live far away because the cost of living is so high – include housing affordability, race, and class in an analysis of the options if possible.
- This option would introduce fare confusion and route confusion – customers would need to re-educated.
- Metro would need a really good explanation of the rationale for this type of fare structure.
- If this option is selected, make sure there is redundancy on the routes selected as Express – meaning a local option that people can pay a lower fare to ride
- There are advantages for operators on many levels; although this option would still lead to questions from riders.

About Option E – Peak Fare High (\$3.00)

Comments included:

- Both Options D and E seem to have the biggest effect on those who are most likely to be paying their fare with an employer-provided pass and would, therefore, be the least price sensitive.
- There would be operator issues in a logistical sense. Current peak pricing is based on the run (i.e. when the bus leaves the base). If the fare were to change in the middle the run, it seems difficult to implement. For example, there's more involved than just the technology of the ORCA card reader. Operators manually place a fare card into the fare box.

Participants asked:

- Do these fare changes effect businesses?
- When would these changes occur? Answer: estimated at 2019 for this analysis
- Would Metro consider raising the youth age to 20?

Feedback, discussion of fare change options for zone/peak surcharges

Advisory group members were given a set of sticky dots to allocate to the fare options they preferred. The options were ranked in the following way:

1. Option B – flat fare \$2.75
2. Option A – flat fare \$2.50
3. Option E – peak fare high \$3.00
4. Option C – local fare \$2.50, express fare \$3.25
5. Option D – peak fare low \$2.75

In general discussion about the dot allocation, participants made the following comments:

- Concern expressed that now changes are being considered Access riders, yet fare changes are due. Whatever happens with Access riders, this needs to be

consistent with Access fares and make sure it doesn't make it more difficult for riders to use both and transit between the two.

- What would happen with the fare revenue lost or gained?
- How is running the bus cheaper during the day compared to during the peak?
Answer: Metro's fleet and operations system is based on operating the most service during heavy peak periods. This will flatten out over time as Metro moves more and more towards the Metro Connects Vision. It costs more to operate and maintain our peak service and we're at capacity now.
- Suggestion to charge around events or activities; on different days of the week – e.g. charge a higher fare for routes serving Capitol Hill during late night on Friday and Saturdays.

Sound Transit update

Chad Davis, from Sound Transit, provided a brief update on Sound Transit's fare-related planning effort. He explained that they would be going to their Board in the coming months to get approval and direction to move forward with their planning effort. If approved, planning and related public outreach would occur later this year or early in 2018.

Next steps

DeAnna provided a quick recap of the next steps in the process. Feedback from this meeting would inform a smaller set of options that Metro will be taking out to the broader public for their input. A second round of public engagement, including a second online questionnaire and some public meetings, will take place in mid-April to early May. Outreach with community-based organizations is getting underway to conclude in mid-May. Metro expects to reconvene the advisory group for a third meeting in May once outreach is complete to inform the group of the adult fare change option they intend to recommend to the Executive and to share and get feedback from the group on longer term research and program efforts to address access and affordability and speeding up boarding.

Adjourn

Fare Review Stakeholder Advisory Group Workshop #3

Meeting Summary

May 18, 2017

King Street Center

DOT Director's Office Conference Room

201 South Jackson Street, Seattle

3:00 – 5:00 p.m.

Participants

- Aaron Morrow, King County Transit Advisory Commission
- Anne Eskridge, University of Washington, Transportation Services
- Arielle Washington, Urban League of Metropolitan Seattle
- Ezra Bason, Metro Transit operator
- Hillary Coleman, Seattle-King County Coalition on Homelessness
- Janelle Rothfolk, Catholic Community Services of King County
- Jeff Keever, Seattle Central College
- Katie Wilson, Transit Riders Union

Absent

- August DeVries, Bellevue Downtown Association/TransManage
- Claire McDaniel, Sound Generations
- Cliff Cawthon, Rainier Beach Action Coalition
- Daniel Heldring, Microsoft
- Daphne Pie, Public Health – Seattle King County
- Gail Gustavson, International Community Health Services
- Hester Serebrin, Transportation Choices Coalition
- Hope Drumond, Alliance of People with disAbilities
- Kimberly Heymann, Alliance of People with disAbilities
- Kendle Bjelland, Commute Seattle

Welcome and introductions

DeAnna Martin, Public and Employee Engagement Manager for King County Metro Transit, welcomed participants and reminded them of the groundrules. She provided a brief overview of where we are at in the planning and engagement process and reviewed the meeting purpose and agenda with the group.

How Metro went from five to two options – analysis, final feedback

Chris O'Claire, Assistant General Manager of Customer Communication at King County Metro Transit, shared that staff had an opportunity to evaluate fares because Metro decided to put a pause on planned fare increases. They stressed that this is the first phase in this process and emphasized the need to make a decision on simplification this year for regional coordination on ORCA Next Generation. A participant asked when the Request for Proposals to identify an ORCA Next Generation vendor would go out. Staff responded this fall.

Jana Demas, Supervisory of Strategic Planning at King County Metro Transit, reviewed the options that were eliminated and why. Participants asked:

- Q: What was the farebox recovery projection if a \$2.50 flat fare option were implemented? A: Below the minimum target of 25%.
- Q: How would each option effect crowding on buses? A: It's hard to say. The modeling we do for projected ridership predicts increase in ridership, but we can't predict or estimate on which routes this will happen. We have a separate planning and investment process to identify where and how to address overcrowding, so if this is a result, we'll be aware.
- Q: Is Metro considering businesses' willingness to work with Metro if this raises their costs? A: Yes, we are always actively working with employers and trying to grow employer participation in providing transit benefits to their employees.

Jana invited any comments or questions on the remaining two options taken out for public comment, a \$2.57 Flat Fare options and \$2.50 off-peak/\$3 peak Fare option. Participants had the following questions and comments about the equity and social justice impacts of each:

- Q: What is does average adult fare mean?
- Q: Did Metro look at eliminating the peak and why having the peak/off-peak difference would affect low income and minority routes more?

DeAnna provided a high level overview of feedback received from the general public on two adult fare change options. (See powerpoint slides for details.) She also provided a summary of results of an employer account questionnaire conducted during the second phase of engagement.

One member asked if participants could receive a copy of the employer results. Staff responded they could and that Metro is preparing a full summary/report of all feedback received.

DeAnna asked whether the group had any additional feedback on the final two options. Participants shared:

- A flat fare is easier to understand for people with disabilities, fixed incomes, seniors, English Language Learners. The \$2.50/\$3.00 fare is more complex.
- From an operator perspective, simplification is good. But, concern was expressed about crowding as it affects speed of boarding and operations. If a simplified fare increases ridership, this could be a result.
- Q: has Metro done any studies about going to a Rapid Ride-type system to see if it makes the system more efficient and cost effective? A: costs would go up in terms of fare enforcement and off board fare payment but it is something we continue to consider.
- The university and colleges are concerned about how the options will affect their cost. They would really like Metro to consider a student class or student rate to address that concern. Since ridership is self-administered by institutions the chance of fraud is low to no.
- Q: Do students qualify for ORCA LIFT? A: Some do, but eligibility is not universal. For example, international students cannot qualify.
- Q: Has Metro run numbers for college student fare? A: not as part of this process. Participants encouraged staff to look at different numbers and to do some analysis.
- Q: How would a student fare be defined and administered. A: through the university or college. Q: Do universities pay the full fare? A: Yes, based on a trip rate determined by when users travel and what services the population uses most. The UW gets a slight discount based on the amount of their pass holders who qualify for youth or senior discounts.
- How do each of these options affect fare enforcement? Will Metro continue to do this? A: it has its challenges; but, fare evasion is only 5% and there are only six routes that have fare enforcement. Those are Metro's Rapid Ride lines.

Transit affordability – current and planned efforts, feedback

Penny Lara, Transportation Planner in Metro's Market Development section, shared work she had done on a grant-funded project to increase ORCA usage among harder to

reach populations. She shared some of the results of what she learned from a questionnaire she conducted during this project – namely that people who speak English as a second language weren't understanding how to use ORCA. She worked to develop some materials and videos that use more imagery than lingo to describe the card and how to use it. She will share the videos when they are complete.

One member encouraged Metro to develop a similar version of the materials with ORCA LIFT fares.

Matt Hansen, Manager of Customer Communication, King County Metro Transit, provided an overview of Metro's efforts to address transit affordability. (See slides for details.)

He asked whether it would be worthwhile to reconvene the student fare group. Seattle Central College and UW would like to reconvene. Seattle Central College just launched an all campus questionnaire asking students if they would be willing to pay for a UW-type program. Their board also increased the amount it will subsidize. Staff will reach out to people who were part of the process and initiate reconvening.

Staff shared that ORCA LIFT is nearing 50,000 enrollees, but there is still more to learn and do. An issue was raised at the first meeting about a replacement fee on ORCA LIFT cards that are lost or stolen. Staff reported that Metro has eliminated that replacement fee.

There is early indication from a Human Service Ticket Program provider questionnaire that agencies would like to buy more tickets if possible.

Participants asked:

- Q: What is the barrier to online enrollment for ORCA LIFT. A: Trying to be as inclusive as possible without being reckless and creating conditions that would make it easier for fraudulent activity.
- Q: Will the cost of the fare for the human service demonstration be the same price as for nonprofits. A: Yes, would offer LIFT passes at 10% of price.
- Q: Can school cards continue to work after school year (even if no subsidy). A: Metro is in process working with school districts on this issue. The earliest a change could be made is summer of 2018.
- Q: What does "registered seniors" mean? There is confusion between seniors and drivers when they use a human service ticket to pay their fare. It would help

if Metro used the same signage and consistent terms in all fare-related information.

- Comment: it's confusing that youth don't need proof, but seniors do.
- Q: Could the taxi scrip program be used as a filler for the last mile home as an incentive to get Access paratransit users to transit. People living far away often wonder how they get to transit.
- Q: What is the timeline for completing the human service ticket program provider questionnaire and acting on the results? Participants would like to see the results of the questionnaire.
- Comment: SDOT has said they approve combo tickets being used on Seattle streetcars. Q: Has progress been made with communication between SDOT and Metro to confirm and implement this?
- Q: Can human service ticket program providers use day pass/combo tickets for their clients? It would also be helpful to be able to mail tickets to a client to get to the agency without having to fill out forms in advance. Q: Is there a way to lessen requirements? And, is there an easier way to associate Regional Reduced Fare Permits to business accounts? A: no, but staff wish there was.
- Q: Why do ORCA LIFT cards need to be physically replaced at time of re-enrollment? Why can't the card continue to be used if someone's eligibility continues? A: It's a vendor issue, but trying to change this with ORCA Next Generation.

DeAnna invited participants to help inform Metro's next efforts to research the needs of hard to reach populations in order to understand barriers to fare payment and identify action steps to address those barriers. Participants made the following comments:

- Metro should better utilize space on the bus to educate people about how to use ORCA. Make information about where to reload card more available. Could there be a bigger effort to put posters on buses and give concrete places to go?
- The \$5 card fee is also problematic. Metro thinks of customers as well off (park & ride, etc) but there are a lot of people who don't fit description. There is also a high percentage of "unbanked" riders who need to use cash. Metro should do more advertising on how you can use ORCA in an unbanked way.
- It's hard for a lot of people to put aside money to put on a card. Some fear where personal information associated with the card goes and who has access to it.

- LIFT is unfortunate name. It sounds too much like LYFT.

DeAnna paraphrased these comments to say Metro should be researching why people aren't using ORCA and paying with cash.

- What about people who end up paying more over time because they cannot afford the up-front costs of a monthly pass? There should be a monthly and day pass fare cap to help people who can't afford a monthly pass all at once so that if they reach that monthly pass amount, they won't be charged more than that. There was a lot of support for this idea among participants.
- Comment: Some people get assistance at different times, so having a monthly base operate on a 30 day schedule (rather than starting at the beginning of the month) might help.
- The fare cap idea would help with this.

DeAnna asked whether there was anything else Metro is missing that should be considered. Participants offered the following comments and questions:

- The human service ORCA pilot idea is a good one.
- Metro should investigate a Calgary-style low income transit pass that is offered on a sliding scale.
- Very curious about barrier for \$5 fee. Is this actually a barrier or is that just perception?
- Catholic Community Services does lots of replacement cards (10-15/week). At \$3 replacement fee per card, this adds up for them. They could use that money in other ways to provide service. It would be great to have a lanyard or something to give to clients because stuff gets stolen all the time (lost, misplaced, etc) and to help prevent this.

Next Steps

Staff asked whether the group would be interested in being assembled again for an update and/or to provide additional feedback. DeAnna shared a revised timeline for next steps. Staff originally expected that a fare simplification ordinance would go to King County Council in June, but now it's looking more like that would happen in August.

Adjourn

Stakeholder Briefings

Seashore Forum	March 7, 2017
South County Mobility Coalition	March 9, 2017
Eastside Transportation Partnership	March 10, 2017
ORCA LIFT enrollers monthly meeting	March 13, 2017
Eastside Easy Rider Collaborative	March 28, 2017
South County Area Transportation Board	April 18, 2017
King County Transit Advisory Commission	April 18, 2017
Seattle Transit Advisory Board	April 26, 2017
North County Mobility Coalition	April 27, 2017
King County Mobility Coalition-Access to Work and School Committee	May 9, 2017
King County Mobility Coalition	May 16, 2017
UW U-PASS Student Advisory Board	May 18, 2017
UW Transportation Committee	May 22, 2017

Exhibit B – Media and Social Media

On March 23, 2017, Metro issued a news release (http://www.kingcounty.gov/depts/transportation/news/20170419_Fare_Proposals.aspx) to announce the fare review process and invite community members to take an online questionnaire. Metro issued a second news release April 19 (http://www.kingcounty.gov/depts/transportation/news/20170419_Fare_Proposals.aspx) to announce a second online questionnaire and second round of outreach on two options for fare simplification. Both releases were distributed via email to mainstream news outlets, blogs, and ethnic media, and posted to the King County Metros' website. Coverage included KIRO-TV, Q-13, the West Seattle Blog and the Seattle Transit Blog.

Metro also provided embargoed materials to the Seattle Transit Blog, which published an exclusive report on the morning of April 19 to announce the second online questionnaire on two fare options – A \$2.75 flat fare or peak period fare of \$3 and off-peak fare of \$2.50. ([Seattle Transit Blog: Metro proposes doing away with zoned fares](#))

A link to the questionnaire was posted on Metro's Facebook page and reached more than 2,800 people. Metro also hosted an online forum via Facebook live that drew XX participants to ask questions of staff. Metro tweeted four times about the fare review process to more than 100,000 followers. The tweets included links to the questionnaires and press releases, and generated more than 21,000 impressions and 207 clicks onto links to the questionnaire.

King County Metro four tweets went out to more than 100,000 followers with links to the online questionnaires and to the press releases. The tweets generated a total of more than 21,000 impressions and 207 clicks to the questionnaire links in the tweets. (examples of tweets below)



King County Metro 🚌 @kcmetrobus
Metro seeks public comment on 2 options for simplifying bus fares.
[http://kingcounty.gov/about/news/public-feedback.aspx?
pd_url=https%3A%2F%2Fwww.peakdemocracy.com%2Fportals%2F262%2Fissue_4828#peak_democracy ...
pic.twitter.com/KBOHQMh7s5](http://kingcounty.gov/about/news/public-feedback.aspx?pd_url=https%3A%2F%2Fwww.peakdemocracy.com%2Fportals%2F262%2Fissue_4828#peak_democracy...pic.twitter.com/KBOHQMh7s5)

King County Metro 🚌 @kcmetrobus

Metro is exploring options to simplify bus fares - take our online survey by May 5 and give us feedback.

<http://metrofutureblog.wordpress.com/2017/04/21/have-a-say-on-simpler-bus-fares/> ...



King County Metro 🚌 @kcmetrobus

Metro invites customers to take this survey as we consider ways to simplify bus fares:

[http://kingcounty.gov/about/news/public-feedback.aspx?](http://kingcounty.gov/about/news/public-feedback.aspx?pd_url=https://www.peakdemocracy.com/portals/262/Issue_4735#peak_democracy...)

[pd_url=https://www.peakdemocracy.com/portals/262/Issue_4735#peak_democracy ...](https://www.peakdemocracy.com/portals/262/Issue_4735#peak_democracy...)
pic.twitter.com/nkR2G4bXge



King County Metro 🚌 @kcmetrobus

Metro seeks public input on ways to simplify bus fares.

[http://kingcounty.gov/depts/transportation/metro/programs-projects/fare-review.aspx ...](http://kingcounty.gov/depts/transportation/metro/programs-projects/fare-review.aspx...)
pic.twitter.com/VgVHrRtAAQ

Media coverage

Seattle Transit Blog: Metro proposes doing away with zoned fares, 4/19/17

<https://www.seattletransitblog.com/2017/04/19/metro-to-do-away-with-zoned-fares/>

Seattle Transit Blog: Metro fare proposals lack cash disincentives

<https://www.seattletransitblog.com/2017/04/22/metro-fare-proposals-lack-cash-disincentives/>

King County Metro considers simplifying bus fares, 3/29/17

<http://www.kiro7.com/news/local/king-county-metro-considers-simplifying-bus-fares/507272153>

West Seattle Blog: Metro bus fares: New questionnaire, asking you about 2 options for 'simpler' fares, 4/19/17

<http://westseattleblog.com/2017/04/metro-bus-fares-new-questionnaire-asking-you-about-2-options-for-simpler-fares/>

West Seattle Blog: Questions for you – Metro launches questionnaire, hoping to simplify fare-paying

<http://westseattleblog.com/2017/03/questions-for-you-metro-launches-questionnaire-hoping-to-simplify-fare-paying/>

Curbed: King County Metro looks to simplify transit fare, 3/24/17

<https://seattle.curbed.com/2017/3/24/15055080/king-county-metro-fare-overhaul>

CHS Capitol Hill Seattle: Metro wants feedback on simplifying fares, 3/27/17

<http://www.capitolhillseattle.com/2017/03/metro-wants-feedback-on-simplifying-fares/>

Time for a Fare Overhaul? Metro seeking comment this spring, 3/24/2017

<https://www.seattletransitblog.com/2017/03/24/time-for-a-fare-overhaul-metro-seeking-comment-this-spring/>

Exhibit C – Questionnaire Questions

Please note: raw questionnaire data with personal identifying information removed can be provided upon request.

Public Questionnaire 1 – Online from March 23 through April 7

Metro Transit wants your input on ways to simplify fare payment. Please tell us what you think by April 7.

Introduction

Today, Metro customers are faced with a complex fare structure, including a surcharge during peak commute hours, and another surcharge for trips that cross a zone boundary during those same peak hours. **This system can be difficult for customers to understand**, and it doesn't align with the fares of our partner agencies who also use the ORCA farecard system.



As we prepare for the modernization of ORCA technology, Metro and the other ORCA agencies are looking for ways to simplify fares and make them more consistent across agencies. Metro is also exploring ways to speed up boarding, improve driver safety, help increase ridership, and help reduce barriers to using transit for vulnerable populations.

As we develop these fare options and longer-term projects, we'll reach out to our riders and organizations—such as employers, schools, and public service agencies—that provide farecards to the people they serve.

We want to make sure our work on fare payment over the next two years will reflect our customers' needs and desires.

That's why, this month, we're asking the public to give us feedback on ways we could change our fares.

We also want your feedback on longer-term, fare-related projects. Next month, we'll ask for feedback on a specific set of fare change options with a follow up questionnaire and a series of open houses.

If you need this questionnaire in an alternate format, please contact DeAnna Martin, community relations planner, at 206-477-3835 or deanna.martin@kingcounty.gov.

To stay informed about this project, sign up for updates at the end of the questionnaire or visit Metro's website:

<http://kingcounty.gov/depts/transportation/metro.aspx>

Your personal transit use

During a typical week, how often do you ride the following types of transit?

	never	less than once a week	one or two days a week	three or four days a week	five or more days a week
King County Metro Transit buses					
Sound Transit Link light rail service					
Sound Transit Sounder service					
Sound Transit Regional Express bus service					
Bus service provided in a county that borders King County (e.g. Community Transit, Pierce Transit, or Kitsap Transit)					
King County Water Taxi					
Washington State Ferries					
Seattle Streetcar					

Metro Access paratransit					
Metro Vanpool or Vanshare					
Private employer-provided shuttle (example: Microsoft Connector)					

If you use transit, for what purpose(s) do you ride public transportation? (Check all that apply)

- To/from work
- To/from school
- To/from volunteering
- To/from shopping or errands
- To/from appointments
- To/from recreation, social, religious, or cultural events
- To/from special events
- To/from airport
- Not applicable, do not ride public transportation
- Other

Personal fare payment

When you use public transportation how do you most commonly pay your fare (choose one):

- ORCA card
- Regional Reduced Fare Permit
- U-Pass
- Cash
- Transit Go mobile ticket
- Metro Access monthly pass

- Metro Monthly Vanpool Pass and Transportation Voucher
- Human service ticket
- Not applicable, do not ride public transportation

If you selected ORCA, what type of ORCA product do you have?

- ORCA Monthly Pass that I pay for
- ORCA E-purse that I pay for
- ORCA employer-provided pass
- ORCA employer-provided E-purse
- ORCA pass provided by my college or university
- ORCA school-provided pass (high school and middle school students)
- ORCA LIFT Monthly Pass
- ORCA LIFT E-purse
- ORCA youth pass
- ORCA youth E-purse
- ORCA Regional Day Pass
- I use multiple products depending on my trip purpose

If you selected ORCA, how do you usually purchase your ORCA pass or put money in your e-purse?

- My employer, school or social service agency does it for me
- Online
- Auto-load
- At a retailer
- Ticket vending machine
- Metro Customer Service Office

If you selected Regional Reduced Fare Permit, do you pay by:

- Cash
- Monthly Pass
- E-purse

If you selected Cash, why do you pay your fare with cash? (check all that apply)

- I don't ride often enough

- It's easier to pay with cash/ticket
- I don't have a debit/credit card
- There are no convenient locations where I can get or add value to an ORCA card
- I'm concerned about losing an ORCA card
- I can't afford the fee to purchase an ORCA card
- I don't want to pay the fee to purchase an ORCA card
- I haven't gotten around to getting an ORCA card
- I don't know about ORCA
- Other _____

Your experience with paying fares

How easy to understand are Metro's fares?

- Very easy
- Easy
- Difficult
- Very difficult
- Not applicable

How easy is it to pay your fare?

- Very easy
- Easy
- Difficult
- Very difficult
- Not applicable

How satisfied are you with your ability to pay your fare when transferring between different agency's services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- Not applicable

How confident are you that you are paying your fare in a way that is most affordable to you?

- Very confident
- Somewhat confident
- Not confident
- Not applicable

Is the cost to ride affordable for you?

- Yes
- No
- Sometimes

Why?

How aware are you of the following Metro reduced fare options and programs?

	very aware	somewhat aware	somewhat unaware	very unaware	not applicable
Regional Reduced Fare Permit for people 65 and older or people with disabilities					
Youth fare for children ages 6-18 (children age 5 and under ride for free)					
ORCA LIFT reduced fare for income-qualified adults					
Metro's Human Service Ticket Program, which sells					

discounted bus tickets to participating human and social service agencies to provide to their clients					
--	--	--	--	--	--

What one thing would you suggest to improve Metro's fare payment system?

As we plan changes, what's most important to you?

As we consider fare changes in the next two years, Metro will evaluate options based on the policies adopted by the King County Council (see below).

Which of these policies do you think are most important? You've got 10 points to 'spend' on the options below. Place a number next to each option, totalling 10 overall.

___ Make Metro's fares easier to understand and pay.

___ Make Metro's fares more consistent with those for Sound Transit buses, Link light rail, and Seattle Streetcar.

___ Meet Metro's farebox recovery target to fund bus service

___ Make boarding faster.

___ Reduce fare collection costs.

___ Improve safety for bus drivers and customers.

___ Charge more for more-expensive services.

___ Increase ridership.

___ Improve affordability for low-income customers.

___ Other: _____

(Total should be 10)

Demographic questions (optional)

This information will be used for analysis only, including to make sure we are hearing from a representative cross-section of our community. The information will not be shared or used for any other purpose other than to understand who King County is hearing from.

What is the zip code where you live? _____

Are you currently... (check all that apply)

- Employed or self-employed full-time
- Employed or self-employed part-time
- A middle school student
- A high school student
- A college or university student
- A homemaker
- Retired
- Currently not employed

Do you...

	Yes	No	Prefer not to say
Have a valid driver's license?			
Have access to a vehicle for personal use?			
Have children under 18 living at home?			

What gender do you identify as?

- Male
- Female
- I'd rather not say

What is your age?

- 15 or younger
- 16-17
- 18-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older
- I'd rather not say

Please choose one or more races you consider yourself to be:

- White
- Black or African American
- American Indian or Alaskan Native
- Asian or Pacific Islander
- Multi-race
- Hispanic (Mexican, Mexican American, Chicano, or Latino)
- Rather not say
- Other _____

What is the primary language you speak at home?

- English
- Amharic
- Chinese (Mandarin, Cantonese, etc.)
- Korean
- Punjabi
- Russian
- Somali
- Spanish
- Ukranian
- Vietnamese
- I'd rather not say

Other _____

If you have a disability that affects your mobility, please indicate which kind (check all that apply)

- Mobility
- Vision
- Hearing
- Cognitive
- None
- Other

Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8+
- I'd rather not say

[Depending on household size, respondents were asked whether their annual household income was above or below a certain amount. If above, they were asked what their household income range was using the following ranges]

- \$15,001 to \$23,760
- \$23,761 to \$32,040
- \$32,041 to \$40,320
- \$40,321 to \$48,600
- \$48,601 to \$56,880
- \$56,881 to \$65,160
- \$65,191 to \$73,464
- \$73,465 to \$81,870
- \$81,871 to \$100,000
- \$100,001 to \$150,000

- \$150,001 or more
- I don't know
- I'd rather not say

Process and staying engaged

How did you hear about this questionnaire? (check all that apply)

- News media
- Metro Matters blog
- Metro email or text alert
- Twitter
- Facebook
- Friend or family member
- My employer
- My elected official or city
- An organization I'm involved with
- Other

The notice to learn more and participate was clear and welcoming:

- Strongly agree
- Somewhat agree
- Neutral / no opinion
- Somewhat disagree
- Strongly disagree

Do you feel you were notified in time to provide meaningful feedback?

- Yes
- No
- Not sure

Please share any additional feedback you have about our outreach.

Thank you!

Please provide your email if you would like to sign up to receive updates on this project.

(Please note this email will only be visible to project staff who will use it to contact you about this project. Your questionnaire answers will not be associated with your email account.)

Your email: _____

Public Questionnaire 2 – online from April 19 through May 5

Introduction

Metro’s current adult fare structure is complex. It includes extra charges for travel during weekday peak commute hours and for trips that cross a zone boundary during those peak hours. This can confuse riders, slow down boarding, and lead to fare



disputes that jeopardize driver safety. Our fare structure is also different from those of other transit agencies that use the ORCA fare card system.

For these reasons, Metro is exploring options to simplify our fare structure and make it consistent with other agencies. While this process may lead to fare changes, it is also possible that the current Metro fare structure will not be changed. **Our goal is to make**

transit more accessible for everyone.

About 4,500 people took our first questionnaire. We learned that customers support changing Metro’s fare structure. One-third of all respondents want fares that are easier to use and understand. Bus drivers told us simpler fares would speed up boarding and travel time, and would help keep drivers and passengers safe by reducing fare disputes. We also heard that we should consider the increasing number of people living outside the Seattle zone boundary, in suburbs where housing is more affordable. [View the first questionnaire results.](#)

We used this feedback to develop two new fare options. We tried to balance several goals: simplify our fare structure, increase ridership, improve safety, decrease travel time, reflect the cost of service, and reduce barriers to using transit for vulnerable populations.

Now we’re asking for public feedback on the two adult fare options:

- A single adult fare of \$2.75, good any time for any distance

- A peak-period adult fare of \$3.00 and an off-peak adult fare of \$2.50, with no extra charge for two-zone travel.

No fare changes for youth, senior, disabled, ORCA LIFT, or Access are being considered.

With either option, Metro is planning or already taking actions to make ORCA and transit more accessible and affordable for vulnerable populations.

We invite you to complete this questionnaire.

If you need this questionnaire in a different format, please contact DeAnna Martin, community relations planner, at 206-477-3835 or deanna.martin@kingcounty.gov.

Your personal transit use

During a typical week, how often do you ride the following types of transit?

	never	less than once a week	one or two days a week	three or four days a week	five or more days a week
King County Metro Transit buses					
Sound Transit Link light rail service					
Sound Transit Sounder train					
Sound Transit Regional Express buses					
Bus service provided in a county that borders King County (e.g. Community Transit, Pierce Transit, or Kitsap Transit)					

King County Water Taxi					
Washington State Ferries					
Seattle Streetcar					
Metro Access paratransit					
Metro Vanpool or Vanshare					
Private employer-provided shuttle (example: Microsoft Connector)					

For what purpose(s) do you ride public transportation? (Check all that apply)

- To/from work
- To/from school
- To/from volunteering
- To/from shopping or errands
- To/from appointments
- To/from recreation, social, religious, or cultural events
- To/from special events
- To/from airport
- Not applicable, do not ride public transportation
- Other

Personal fare payment

When you use public transportation how do you most commonly pay your fare (choose one):

- ORCA card
- Regional Reduced Fare Permit
- U-Pass
- Cash
- Transit Go mobile ticket

- Metro Access monthly pass
- Metro Monthly Vanpool Pass and Transportation Voucher
- Human service ticket

If you selected ORCA, what type of ORCA product do you have?

- ORCA Monthly Pass that I pay for
- ORCA E-purse that I pay for
- ORCA employer-provided pass
- ORCA employer-provided E-purse
- ORCA pass provided by my college or university
- ORCA school-provided pass (high school and middle school students)
- ORCA LIFT Monthly Pass
- ORCA LIFT E-purse
- ORCA youth pass
- ORCA youth E-purse
- ORCA Regional Day Pass

If you selected ORCA, how do you usually purchase your ORCA pass or put money in your e-purse?

- My employer, school or social service agency does it for me
- My employer, school or social service agency adds a subsidized amount
- Online
- By phone
- By mail
- Auto-load
- At a retail store
- Ticket vending machine
- Metro Customer Service Office

If you selected Regional Reduced Fare Permit, do you pay by:

- Cash
- Monthly Pass
- E-purse

If you selected Cash, why don't you use an ORCA card? (check all that apply)

- I don't have a debit/credit card
- There are no convenient locations where I can get or add value to an ORCA card
- I'm concerned about losing an ORCA card
- I can't afford to buy an ORCA card
- I don't want to pay the fee to purchase an ORCA card

- I haven't gotten around to getting an ORCA card
- I don't know about ORCA
- I don't want to carry another card
- I don't ride often enough
- It's easier to pay with cash/ticket
- Other _____

We're considering two options to make buses faster, safer, and easier to use.

We have identified two adult fare options that could simplify fares and achieve one or more of our goals related to fares.

No changes are being considered for youth, seniors, riders with disabilities, ORCA LIFT, or Access.

Single adult fare of \$2.75.

No extra charges for peak or two-zone travel. Ride any time, any distance for \$2.75.

Please indicate whether you agree or disagree with the following statements on the single adult fare of \$2.75 option:

	strongly agree	somewhat agree	neutral	somewhat disagree	strongly disagree
This fare option is easy to understand.					
This fare option would make it easier and faster for people to get on the bus.					

This fare option is equitable for riders.					
This fare option is affordable.					
I would ride the bus more often if this was the fare.					
I like this option.					

Off-peak adult fare of \$2.50. Peak period adult fare of \$3.00.

No extra charge for two-zone travel. Keep the current extra charge for peak travel (between 6-9 a.m. and 3-6 p.m. weekdays) to reflect the higher cost of providing service in peak travel times.

Please indicate whether you agree or disagree with the following statements on the off-peak adult fare of \$2.50 with the peak period adult fare of \$3.00 option:

	strongly agree	somewhat agree	neutral	somewhat disagree	strongly disagree
This fare option is easy to understand.					
This fare option would make it easier and faster for people to get on the bus.					
This fare option is equitable for riders.					

This fare option is affordable.					
I would ride the bus more often if this was the fare.					
I like this option.					

Our goal is to make transit more accessible for everyone. That’s why Metro is exploring programs that could reduce any impacts of this proposed fare change on affordability and transit access. We are considering if we can include these potential solutions in our long-term plan.

Please allocate your 10 dots to the options that would help keep transit affordable:

- + - Expand the ORCA transfer time to more than two hours
- + - Provide one free youth fare with the purchase of one adult fare to make riding the bus more affordable for families
- + - Create a student fare for anyone enrolled in a university or college
- + - Raise the income limit to qualify for ORCA LIFT
- + - Expand outreach about ORCA LIFT so everyone who is eligible will know they can get a reduced fare

What other ideas do you have for ways to make ORCA and transit more accessible and affordable?

Demographic questions (optional)

This information will be used for analysis only, including to make sure we are hearing from a representative cross-section of our community.

What is the zip code? _____

Are you currently... (check all that apply)

- Employed or self-employed full-time
- Employed or self-employed part-time
- A middle school student
- A high school student
- A college or university student
- A homemaker
- Retired
- Currently not employed

Do you...

	Yes	No	Prefer not to say
Have a valid driver's license?			
Have access to a vehicle for personal use?			
Have children under 18 living at home?			

What is your age?

- 15 or younger
- 16-17
- 18-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older
- I'd rather not say

Please choose one or more races you consider yourself to be:

- White
- Black or African American
- American Indian or Alaskan Native
- Asian or Pacific Islander
- Multi-race

- Hispanic (Mexican, Mexican American, Chicano, or Latino)
- Rather not say
- Other _____

What is the primary language you speak at home?

- English
- Amharic
- Chinese (Mandarin, Cantonese, etc.)
- Korean
- Punjabi
- Russian
- Somali
- Spanish
- Ukranian
- Vietnamese
- I'd rather not say
- Other _____

If you have a disability that affects your mobility, please indicate which kind (check all that apply)

- Mobility
- Vision
- Hearing
- Cognitive
- None
- Other

Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8+
- I'd rather not say

[Depending on household size, respondents were asked whether their annual household income was above or below a certain amount. If above, they were asked what their household income range was using the following ranges]

What is the correct range for your annual household income?

- \$15,001 to \$23,760
- \$23,761 to \$32,040
- \$32,041 to \$40,320
- \$40,321 to \$48,600
- \$48,601 to \$56,880
- \$56,881 to \$65,160
- \$65,191 to \$73,464
- \$73,465 to \$81,870
- \$81,871 to \$100,000
- \$100,001 to \$150,000
- \$150,001 or more
- I don't know
- I'd rather not say

Process and staying engaged

How did you hear about this questionnaire? (check all that apply)

- News media
- Metro Matters blog
- Metro email or text alert
- Twitter
- Facebook
- Friend or family member
- My employer
- My elected official or city
- An organization I'm involved with
- Other

Do you feel the notice to learn more and participate was clear and welcoming?

- Yes
- No

Do you feel you were notified in time to provide meaningful feedback?

- Yes

- No
- Not sure

Did you participate in Metro's first questionnaire seeking input on ways to simplify fares?

- Yes
- No
- Not sure

Regardless of how you feel about the adult fare change options, do you see how public input shaped these choices?

- Yes
- No
- Not sure

Please share any additional feedback you have about our outreach.

To stay informed about this project visit Metro's website or provide your email here

Your email: _____

Thank you

Please select Next> to ensure that your response is submitted

Employer questionnaire

Metro Fare Simplification - ORCA Employers

Welcome

Metro's current adult fare structure is complex. It includes extra charges for travel during weekday peak commute hours (6 – 9 am and 3 -6 pm) and for trips that cross a zone boundary during those peak hours. This can confuse riders, slow down boarding, and lead to fare disputes that jeopardize driver safety. Our fare structure is also different from those of other transit agencies that use the ORCA fare card system.

For these reasons, **Metro is exploring options to simplify our fare structure** and make it consistent with other agencies. While this process may lead to fare changes, it is also possible that Metro may keep its current Metro fare structure. **Our goal is to make transit more accessible for everyone.**

Earlier this month, Metro solicited feedback from customers about how we can meet these goals. About 4,500 people took our first survey. We learned that customers do find Metro's fare structure complicated and support simplifying fares. One-third of all respondents want fares that are easier to use and understand. Bus drivers told us simpler fares would speed up boarding and travel time and help keep drivers and passengers safe by reducing fare disputes. We also heard that we should consider the increasing number of bus riders with low income living outside the Seattle zone boundary, where housing is more affordable.

We used this feedback to develop two new fare options. We tried to balance several goals: simplify our fare structure, increase ridership, improve safety, decrease travel time, reflect the cost of service, and reduce barriers to using transit for vulnerable populations.

Now we're asking for public feedback on the two adult fare options:

- A single adult fare of \$2.75, good any time for any distance. A \$99 monthly pass would be valid for all travel on Metro.
- A peak-period adult fare of \$3.00 and an off-peak adult fare of \$2.50 with no extra charge for two-zone travel. A \$108 pass would be valid for travel on Metro during peak hours, and a \$90 pass would be valid for off-peak travel.

No fare changes for youth, senior, disabled, ORCA LIFT, or Access are being considered.

Either option could affect the cost and decisions you make as an employer to provide the most cost-effective transit benefit to your employees. We want to understand how these options might affect you. Your perspective is important as we determine what fare simplification options to recommend to the King County Executive this summer.

We invite you to complete this questionnaire by May 12.

If you have questions about this process or the options, please contact DeAnna Martin, community relations planner, at 206-477-3835 or deanna.martin@kingcounty.gov.

Metro Fare Simplification - ORCA Employers

Tell us about your organization

1. How many employees does your organization provide a transportation benefit to?

- 0 - 25
- 26 - 50
- 51 - 100
- 100 or more

2. What type of ORCA employer account do you have?

- Choice
- Passport
- I don't know

Metro Fare Simplification - ORCA Employers

Your feedback on the options we're considering

3. Please indicate whether you agree or disagree with the following statements on the single adult fare of \$2.75 (\$99 monthly pass) option:

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
This option will make it easier to manage our transportation benefit account with Metro.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned this option will increase our costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This option provides more benefit to our employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This option will increase our participation in providing transportation benefits to employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please indicate whether you agree or disagree with the following statements on the single adult fare of \$2.50 (\$99 monthly pass) with the peak period adult fare of \$3.00 (\$108 monthly pass) option:

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
This option will make it easier to manage our transportation benefit account with Metro.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned this option will increase our costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This option provides more benefit to our employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This option will increase our participation in providing transportation benefits to employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. If you could do one thing to improve your experience as an ORCA employer account, what would you do?

Thank you for providing us with your feedback. Metro will use feedback from customers and employers to make a recommendation for fare simplification to the King County Executive early this summer.

If you wish to be kept informed about the next steps in this process, please check [Metro's project website](#).

Exhibit D – Community-based Organization Outreach

Contracted Community-Based Organization Outreach Guide

Overview

As part of the development of Metro's two-year fare work program, Metro is conducting an intense multi-phase public engagement process to shape a near-term ordinance that will look at eliminating the zone and peak surcharges, as well as a longer-term set of pilot projects and programs that will make fares easier to understand and pay, improve transferring between different agency's services, speed boarding of buses, increase affordability of transit, and improve safety for bus operators.

Public engagement will involve online questionnaires at two points on the planning process, as well as public open houses when there are fare change options for the public to consider and weigh in on. It's also important that this work be informed by harder to reach populations consistent with King County's Equity and Social Justice Strategic Plan.

To this end, Metro is contracting with community-based organizations (CBO's) to engage in a qualitative way with populations unlikely to otherwise engage in Metro's public process. This guide includes a set of questions and topics we'd like to learn more about to inform our work plan.

Metro's role

- Metro staff are available to serve as a resource to conversations with these client populations
- Provide compensation for the staff coordination and administration of outreach activities and reimbursement for direct expenses associates with outreach activities, such as interpretation, food, supplies, or printing of materials

Community-based organization's role

- Determine the best methods for hearing from affected populations
- Facilitate input gathering to collect feedback on the questions and topics provided
- Document and share their process and results with Metro
- Provide an invoice to Metro at the end of the outreach period for compensation

Timeline

- **April** – finalize agreements and feedback scope with participating CBO's
- **May through June** – CBO's conduct engagement activities
- **June** – CBO's submit reports summarizing feedback, invoice for payment

Deliverable

Summary report documenting activities, numbers reached, any demographic information of participants, and feedback received – due by May xxx

Questions

Transit use

1. Do you currently take transit?

If yes, which forms of transit do you take?

- King County Metro Transit Buses
 - Sound Transit link light rail (or other services)
 - King County Water Taxi
 - Metro Access paratransit
 - WA State Ferries
 - Transit service in other counties (Pierce Transit, Community Transit, Kitsap Transit)
2. How often?
3. Do you drive a car? If yes, why do you drive instead of taking transit?
4. What could King County Metro do to make taking transit a better option for you?

Current fare payment practices

5. How do you pay your fare?

5a. If paying fare with cash, do you have an ORCA card? Yes, No, Don't know

5b. If paying fare with cash, why?

- Don't ride often enough to purchase a pass
- Easier to pay with cash/ticket

- Don't have a debit/credit card
- Don't want to use a debit/credit card for payment
- No convenient locations where I can get or add value to an ORCA card
- Concerned about losing an ORCA card
- Don't want to pay the fee to purchase an ORCA card
- Can't afford the fee to purchase an ORCA card
- Haven't gotten around to getting an ORCA card
- Don't know what an ORCA card is
- Don't know how to get an ORCA card
- Don't know how to load value to an ORCA card
- Don't know how to use an ORCA card
- Don't know that there is an e-purse on the card

5c. In the future, Metro might move away from cash-fare payment. Could this work for you if you...?

- Could get an ORCA card right now?
- Could get an ORCA card and not pay \$5/\$3 fee?
- Had ORCA information translated into the language of your choice
- Could add value using an app on your phone
- Could pay your fare using your phone
- Didn't have to use a card at all
- Could replace the card more easily
- Could be guaranteed that you wouldn't lose any value if you lose your card
- Could keep your travel history anonymous
- Had a lower fare
- Had more convenient bus service
- If your fare could be subsidized
- Could purchase an annual **or** 3 month pass

5d. If you use an ORCA card, how do you refill or top-up your card?

Barriers to Fare Payment & Reduce Fare Options

6. Do you face any barriers paying your fare?
7. What type of fare do you qualify for?

Today's options:

- Adult
- Youth (Ages 6-18)
- Reduced fare senior (Ages 65+)
- Reduced fare disabled (disability verified by a doctor)
- Low income (200% of federal poverty level or below)

Talking points:

Did you know that transit agencies are required to offer discounts for seniors and people?

If not, tell them:

Metro offers a reduced fare of \$1.00 for people who are ages 65 and older or people who have a disability.

- Are you 65 or older?
- Do you think you would qualify for a discount due to a disability? – do you carry a red/white/blue Medicare card?

Metro is one of the few transit agencies in the country that offers a discounted fare (\$1.50) for people with low or no income. Do you think you would qualify?

If they don't know:

Are you getting basic food or Apple Health benefits?

(If qualified for reduced fare senior, reduced fare disabled, youth, or low/no income)

Awareness of and participation in existing fare discounts/programs

RRFP, ORCA LIFT, youth, Human service ticket program, taxi scrip program

8. Were you aware of these fare discounts or programs before today?

- **If eligible and aware and not participating**, why not?
- **If eligible and participating**, what's working and what are the barriers (for RRFP and youth we would like to know barriers to using the ORCA card for fare payment?)
 - How can we help people become aware and access these discounts and programs?

(if regular Adult fare payer) Fare change preference

If conducting this questionnaire orally, please switch up the order in which you describe each option to avoid order bias.

9. Metro is considering two options for adult fare changes:

Single fare \$2.75 (No zone or peak surcharge; travel any time, any distance for \$2.75)

Please indicate whether you agree or disagree with the following statements:

(answer choices: strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree)

- This fare option is easy to understand.
- This fare option would make it easier and faster for people to get on the bus.
- This fare option is equitable for riders.
- This fare option is affordable.
- I will ride the bus more because of this fare option.
- I like this option.

Off peak fare of \$2.50. Peak period fare of \$3.00. (No zone surcharge. Keep peak surcharge (same as today) between 6-9 a.m. and 3-6 p.m. to reflect the higher cost of providing service in peak travel times.)

Please indicate whether you agree or disagree with the following statements:

(answer choices: strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree)

- This fare option is easy to understand.
- This fare option would make it easier and faster for people to get on the bus.
- This fare option is equitable for riders.
- This fare option is affordable.
- I will ride the bus more because of this fare option.
- I like this option.

If they answer “somewhat disagree” or “strongly disagree” to the affordability question or the ridership question, ask:

Metro's goal is to make transit more accessible for everyone. That's why they are exploring the possibility of implementing programs that could mitigate this proposed fare change's impacts on affordability and transit access. We could explore the viability of the following ideas and potentially incorporate that into our longer-term work plan.

10. Of the following options, which two do you think would work the best for you:

- Expand the transfer window to more than two hours
- Provide one free youth fare with the purchase of one adult fare to make ridership more affordable for families
- Create a student fare for anyone enrolled in universities or colleges
- Increase the income threshold to qualify for ORCA LIFT
- Expand outreach about ORCA LIFT to ensure everyone who qualifies will understand they could use the program

11. What else do you think Metro should consider to increase access and affordability?

Comfort with technology

12. Do you have a Smart Phone – yes, no, don't know

13. Do you use your phone to get information about transit? If yes, how (Google maps, OneBusAway etc.)?

14. How comfortable are you with using technology to pay your fare? – scale (1-10)

Demographic information

15. Age

16. Race/ethnicity

17. Primary language spoken at home

18. Annual household income

If people are eligible for certain discounts, but don't know about them. Please make sure they receive information about them and how to get them.

Materials available to handout

- Regional Reduced Fare Permit application

- ORCA LIFT brochure, enrollment locations
- ORCA brochure
- Current fares cheat sheet

World Relief Summary Report

Who We Questioned

We questioned 31 people, covering a variety of languages including: Arabic, Turkish, Pashto, Dari, Russian, Ukrainian, Twi, Urdu, and English. The median age of those we questionnaired was 36, with the youngest being 23 and the oldest 55. A majority of the participants reported being unemployed with no income. The highest annual income recorded was \$2,000. 90% of these participants own a smartphone; of these individuals, 96% use their devices to get informed about public transit. A vast majority use Google Maps and much smaller percentage use OneBusAway. On a scale of 1 to 10 the median comfort level in using their smart phones to pay for transit was a 8.35.

Results

Of the 31 individuals questioned, every one of them utilizes the transit system. Most take the bus almost always or sometimes and do not drive. Those who reported driving instead of taking transit raised concern about the timeliness of the bus system, the safety of the buses, and lack of shelter at bus stops when it is raining. Thirteen individuals said they use an Orca card, sixteen reported using bus tickets given to them by World Relief, and two use cash to pay their bus fare.

Those who do not use an Orca card said they did not know how to get one, found it more convenient to pay with cash/tickets, or do not want to pay the fee to obtain an Orca card. When asked what would make moving away from cash payments work for them, individuals reported that getting an Orca card now, paying using their phones, or avoiding the initial fee would make an Orca card more accessible.

Individuals who do use and Orca card mostly refill it at a bus station.

A majority of the participants did not know about the senior and disabled discounts, but zero of them qualified. However, 60% did know about the low income discounts and 76.67% believed they qualified though 65% reported not participating in these discounts because they do not know how to access them. We asked what would make these discounts more accessible to participants and they voiced that more advertisements, online availability (such as ads, orientations, and Facebook updates), as well as email notifications would be a good way to educate the majority of transit users. They stressed that email is better than a home address because they often move around and change home address, but their emails are constant.

90% of those questioned said they pay the regular fare. When asked about the \$2.75 no zone or peak surcharge fare, 44.44% strongly agreed that it was easy to understand, 25.93% somewhat agreed, and 11.11% strongly disagreed. A majority of participants agreed that it would make the bus more affordable and time efficient while making them more likely to ride the bus. 34.62% reported strongly liking this option, while 7.69% strongly disliked this fare. When questioned about the second fare option, 29.63% strongly agreed that it was easy to understand, 22.22% somewhat agreed, 7.41% somewhat disagreed, and 11.11% strongly disagreed. 33.33% reported strongly liking this fare option and 14.81% strongly disliked this option.

In response to being asked how else Metro can make transit more accessible, expanding the transfer window and creating a student fare were the most popular responses.

At the end of the questionnaire we asked for any other responses to this issue or concerns about the transit system. We got a variety of responses including:

“The change time during the weekend is one hour, it should be less.”

“I am concerned about the safety of my wife and children when we ride the bus. Sometimes there are drunk and violent people.”

“I wish the bus drivers were more informative on discounts.”

“They should use Facebook to inform us about different programs.”

“We need a bus stop closer to Buena Casa Apartments in Kent. We have to walk a long ways to take the bus and there is no shelter.”

“I do not like waiting for buses when it is raining because there is no covering at the bus stop.”

Hopelink Outreach Summary

Overview

King County Metro sought feedback to shape a near-term ordinance that would look at eliminating the zone and peak surcharges, as well as a longer-term set of pilot projects and programs that would make fares easier to understand and pay, improve transferring between different agency's services, speed boarding of buses, increase affordability of transit, and improve safety for bus operators.

King County Metro requested a partnership with Hopelink to administer a short questionnaire and garner feedback from diverse community groups and organizations, taking advantage of Hopelink's network of community organization partners in east and north King County.

Outreach Methodology

Due to the limited timeframe for conducting outreach, the Hopelink Mobility team integrated questionnaire administration into existing outreach efforts as well as easily coordinated outreach sites, including all five Hopelink Centers. The outreach locations and dates are as follows:

Location	Date	City	Type
Rainier Valley Community Center	04.19.17	Seattle	LGBTQ Senior Resource Fair
Auburn Library	04.29.17	Auburn	KCLS Assistive Technology Fair
Hopelink Kirkland	05.01.17	Kirkland	Food Bank/Social Services
Hopelink Redmond	05.02.17	Redmond	Food Bank/Social Services
Hopelink Shoreline	05.03.17 05.16.17	Shoreline	Food Bank/Social Services
Hopelink Sno-Valley	05.04.17	Carnation	Food Bank/Social Services
Issaquah City Hall	05.05.17	Issaquah	<i>Metro with Dave Tour</i>

Hopelink Bellevue	05.10.17	Bellevue	Food Bank/Social Services
	05.16.17		
Miller Community Center	05.10.17	Seattle	LGBTQ Senior Resource Fair
Sno-Valley Senior Center	05.12.17	Carnation	Senior Center

From these locations, we received 107 questionnaire responses as well as garnered feedback from relevant stakeholders throughout the outreach process.

Questionnaire Instrument

The Outreach team administering the questionnaire used the same instrument provided in the King County Metro “Contracted Community-Based Organization Outreach Guide” to ensure consistency with the other community-based organizations conducting outreach. There were several limitations to the questionnaire design which resulted in confusion and disinterest from respondents. We have included lessons learned on the questionnaire instrument throughout this summary in order to strengthen response rate and accuracy in future Metro outreach efforts.

Analysis of Questionnaire Results:

Key Takeaways

- **Awareness gap:** There is a significant awareness gap on the types of fares offered and eligibility criteria.
- **Redeeming eligible fares:** Many expressed disinterest in obtaining an ORCA LIFT or RRFP card given the burden of going in person to King Street Center. Greater promotion of ORCA To-Go and the services available will be key in bridging this gap.
- **Outreach to limited English proficient populations:** due to the short timeframe, we decided not to provide interpreters at our outreach events. There were severe language barriers when explaining options to LEP populations. To bridge awareness gaps, promotional materials should be translated in culturally-appropriate languages and interpreters should be on-site at outreach events. There is also an opportunity to look at word choice and tailoring marketing based on cultural differences. There were several individuals who did not understand a word or the word did not translate effectively in their native language. In one

example during outreach in Sno-Valley, individuals were having trouble understanding the term "public transit" but understood the term "bus" instead.

- **High use of cash:** Convenience was a large factor for why many respondents choose cash instead of ORCA card, whether that is due to infrequency of use or barriers to registering.
- **Uncertainty** is a noteworthy factor when selecting fare payment methodology. One stakeholder in Snoqualmie Valley acknowledged the older adults' uncertainty in the remaining balance on an ORCA card. Using cash takes away uncertainty so they always know to bring enough to ride the bus.
- **Adding funds to an ORCA card** was a barrier for several respondents who live day-by-day and do not have the funds to load prior to using the Metro system.
- **Peak versus Non-Peak:** One Hopelink center manager strongly preferred the single fare option (\$2.75). They stated it would be easier to distribute human services bus tickets since there would be a level of certainty that the payment matches the cost.

Breakdown of Questionnaire Results

- **Use of public transit:** 77 people currently take public transit compared to 30 that do not. Bellevue Hopelink had the most people (23 out of 24 individuals) currently using public transit. The Redmond and Carnation/Sno-Valley Hopelink Centers had the least amount of people currently using public transit.
- **Driving a car:** Individuals were more likely to drive a vehicle in Redmond (15 drove vs. 6 individuals who do not drive) and Sno-Valley (8 drivers vs. 2 non-drivers). At all outreach centers, there was this underlying theme that you needed a car to get around the East and North areas of King County. This could be more a re-occurring theme because we were tabling at food banks, where it may be hard for individuals to carry all their items on the bus.

Consistent themes people gave regarding why they drove instead of taking public transit:

- "Time constraints and convenience"
- "Sometimes driving is easier than taking 3 buses and 3 hours for more than 1 doctor appt."

- Many people referenced needing a car for the job or work duties. Many people also mentioned the challenge of taking kids on the bus and how it wasn't really feasible to get to the bus stop, get on the bus, and travel with children on King County Metro buses.
- Other individuals stated that locations were not accessible or buses were not in their neighborhoods. Specifically in Sno-Valley, many people stated there were simply no routes to choose from.
- **What could KC Metro do to make transit a better option for you?** Several themes surfaced regarding what KC Metro could do to make transit a better option for individuals in North and East King County. Frequency of bus routes, location of the routes, and the need for more rural routes were mentioned regularly. There were also several suggestions around lower fares and making transit more affordable.
- **How do you pay your fare?** Our questionnaire results seem to match KC Metro's own results, showing that 1/3 of questionnaire respondents use or prefer cash as their fare payment.
- **Why pay with cash?** Most people who said they paid with cash say they use cash because it is "convenient" and "easier". Unfortunately, people did not elaborate as to why it is easier or convenient. Some people alluded to the fact that it is an extra step to load an ORCA card if you already have the cash. A few people stated that they used cash because "extra trips outside of budget" and "no choice". This may suggest that individuals do not have enough money to put on an ORCA card and are simply getting and using cash whenever they have it.

One person stated that, "there is no advantage to the card, no price break. Just inconvenience". Others said they don't ride regularly enough to make it worthwhile to get an ORCA card. Several respondents did not realize they qualified for a cheaper ORCA card (ORCA LIFT or RRFP). Once they were aware of this, they seemed more likely to look at obtaining an ORCA card.

- **What would encourage you to use payment methods other than cash?** Most people said that they would be encouraged to use a different payment method other than cash if it was more convenient and/or easier for them. Many people said they would use a different payment method if they were offered a discount or if the price was cheaper. A few people seemed confused about the question and were unsure what other options KC Metro meant. The question was worded ambiguously and was a bit vague for people to grasp. Perhaps if other options were listed out, people would have been able to give more specific answers.

- **If you use an ORCA card, how do you refill or top-off your card?** There were many answers ranging from online to light rail stations to grocery stores. There were a few people that referenced the Regional Reduced Fare Permit (RRFP) and how it was difficult to go downtown for older adults. Several people also expressed frustration with various grocery store machines being down or not working; making it more difficult for them to load their ORCA card.
- **Do you face any barriers paying your fare?** This question was extremely confusing for people. Many individuals did not answer this question either because they were unsure what “barrier” meant or because of a language barrier. Those that did answer often put “yes” or “no”, but did not elaborate.

Of the individuals that answered “no” to this question, their answers did not correlate with their other answers. For example, there were several individuals who stated that they could not afford to pay for their fare or desired a cheaper bus ticket, but when it came to the barrier question, they stated they did not have any barriers.

Of the individuals who listed barriers to paying their fare, affordability was at the top of the list. People stated “unemployment”, “no income”, “lack of \$”, and “no job at time”. Several other people acknowledged that they did NOT have a barrier because their school, work, or human service organization subsidized their bus pass.

- **What type of fare do you qualify for?** Again, the wording of this question caused confusion. Many individuals marked more than one option, but had questions regarding what they qualify for versus what is the best option for them. Several people marked options that they were not eligible for. Other people, based on their answers, could have been eligible for a cheaper fare and were not aware of it. One individual (self identified as 75 years of age) marked that he was not eligible for a RRFP (65+) because he was not 65. It looks like he was confused by how the options were laid out for him.

Several Hopelink locations at specific food bank times have been identified as outreach locations for ORCA To-Go and ORCA LIFT. Many people did not seem to know what options they qualified for and what the benefits of these options were. There were also language barriers at each Hopelink location. It would be beneficial to have an interpreter with the identified language during food bank hours to make sure individuals fully understand the options that are available to them.

- **How comfortable are you using technology to pay your fare?** People were confused by this question because they were unsure of what type of technology was available. It would have been helpful and perhaps produced more detailed answers to offer some suggestions people could choose from. Several people even seemed to think that the technology would be paying the fare and they would not have to.

In some instances, respondents had questions about the 1-10 scale. They understood what 1 and 10 meant, but the in-between numbers were more ambiguous.

- **Other observations:**
 - Many individuals did not speak English or were limited English proficiency (LEP). This made it extremely difficult to administer the questionnaire and to obtain useful results. This was also apparent when going through and analyzing the questionnaire results. There were many people who exhibited a language barrier, but then marked “English” on their primary language question. The language barrier also showcased a gap in an individual’s understanding of their options, particularly related to what ORCA card they were eligible for and how it worked.
 - Several individuals did have family members with them that were attempting to translate the questionnaire, but certain language and ideas just did not translate effectively. For future outreach efforts, it is imperative to get materials and questionnaires translated in the language needed for that location.
 - There were also many cultural barriers related to giving personal information. Several individuals did not want to divulge any information (whether personal or not) because of immigration and/or cultural concerns. This also related to their views on obtaining and using an ORCA card. Many expressed concern that they would be tracked and people would know where they were going.
 - Some outreach team members ended up giving the questionnaire verbally to several people because the questions were hard for them to understand as written. Perhaps less complex questions or questions that pinpoint what information is most important to KC Metro. For example, the question of why people opted to use cash instead of an ORCA card or another method did not really get at the heart of why. People simply put “easier” or “more convenient”, but we still don’t know why it is easier or more

convenient to use cash. I talked with a few people who did not seem to understand the benefits of an ORCA card. Once I explained to them how it could be easier, they seemed more open to the idea.

White Center Community Development Association Outreach Summary



White Center Community Development Association

2017 Metro Fares Survey Report

White Center Community Development Association
605 SW 108th St, Seattle, WA 981
www.wccda.org
206-694-1082

Summary

This report presents key findings from the 2017 White Center Community Metro Fares Survey administered by the White Center Community Development Association. The survey asked about transit habits, technology usage, and priorities the topic of fares. A total of 172 adults and youth completed the survey in person in throughout the months of April and May 2017.

Methods

The 2016 Metro Fares Survey was conducted from Saturday April 29th through May 26, 2016. The survey was administered in person for resident who live or work in White Center. Staff from the White Center Community Development Association (WCCDA) and its partner organizations recruited respondents from diverse backgrounds and provided language interpretation when necessary. Outreach strategies were tailored to capture a survey sample that approximates the demographics of the neighborhood. We did outreach at 13 different programs and events. WCCDA program participants were also asked to complete the survey.

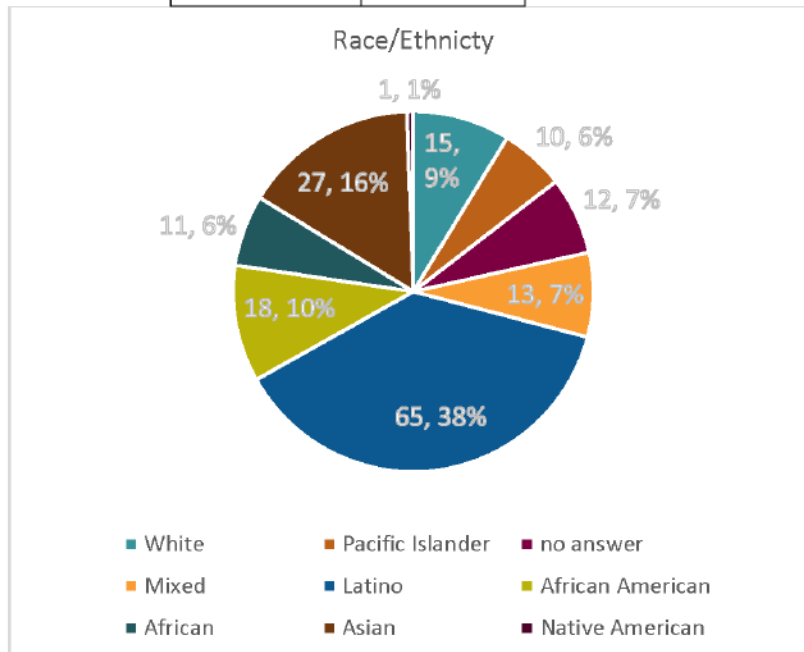
Month	Day	Day of the Week	Location	Languages
April	29	Saturday	White Center Cambodian New Year's Festival	English, Khmer
May	2	Tuesday	CDA Staff Meeting	English
May	3	Wednesday	WCH Coffee Hour WC Library Tabling Evergreen High School	>English, Spanish, Vietnamese, & Somali >English, Spanish >English, Spanish
May	6	Saturday	Renter Canvassing	English, Vietnamese
May	8	Monday	Cascade Middle School Lunch Hours	English

May	10	Wednesday	Greenbridge Tabling Before & After Admin Class	
May	11	Thursday	Evergreen Health Fair Tabling	English, Spanish
May	12	Friday	Seola Gardens Play and Learn 1 Seola Gardens Play and Learn 2	Spanish Somali
May	16	Tuesday	Greenbridge Job Fair	English, Somali, and Vietnamese
May	17	Wednesday	White Center Library Tabling FEEST/Evergreen Greenbridge May Resident Council Meeting	English, Spanish Youth Vietnamese and Khmer
May	18	Thursday	Mt. View Coffee Hours Seola Gardens Foodbank Distribution	English, Spanish, Vietnamese, Somali
May	19	Friday	Greenbridge Play and Learn Bus Stop Canvassing	Vietnamese English
May	22	Monday	Cascade Coffee Hour	English, Spanish, Somali English

Respondent Demographics

A total of 172 people took the surveys: 36 adults completed the Metro Fares Survey, and 136 middle and high school students completed the Metro Fares Survey. Respondent

Race/Ethnicity	Respondent
AFRICAN	11
AFRICAN AMERICAN	18
ASIAN	27
LATINO	65
MIXED	13
NATIVE AMERICAN	1
NO ANSWER	12
PACIFIC ISLANDER	10
WHITE	15
TOTAL	172



Key Findings

Themes and results

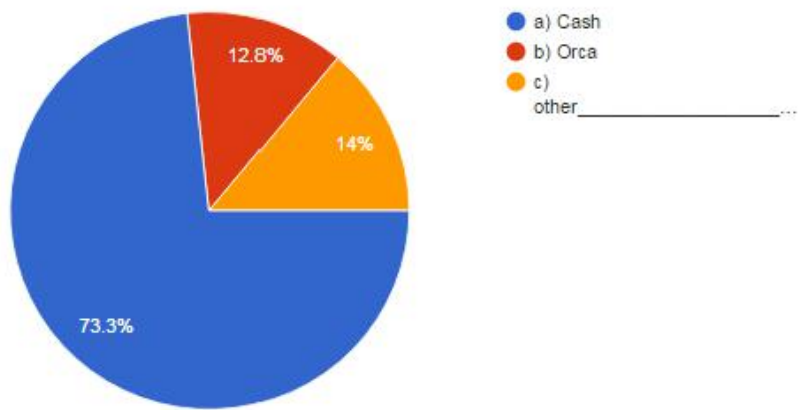
- Adults and youth were asked the open-ended question, "What Could King County do to make taking transit a better option?" Top themes from adult and youth responses are ranked by prevalence.

Rank	Theme	Selected Quotes
1	Improved Route/Frequency through WC	"Provide a rapid ride, more routes with less stops" "Faster route to downtown" "More & better routes from maple valley to renton and Issaquah" "Better routes-between SW & SE Seattle to South King County" "be more on time # 128" "Express buses during peak times"
2	Fares	"ability to used debit card and more routes" "cheaper no double fares more bus stops in white center" "Make more Orca card reload stations available" "Give more students free bus tickets" "Give us Orca card for free"
3	Sanitation and Safety	"Cleaner, when I did ride the bus it was really dirty, kids scared" "let people know the bus is full on App or bus " "Make it safer, I feel like there's so much drug involving things that happened on the bus" "It doesn't feel safe" "make it more clean" "More/visible security around the bus area"
4	Miscellaneous	"Mass access bus" "Have more accessible bus routes" "More options for if ya have a large bag or something with you. for grocery shopping and such. If the bus is crowded it makes it difficult" "provide info in other languages"

Other results

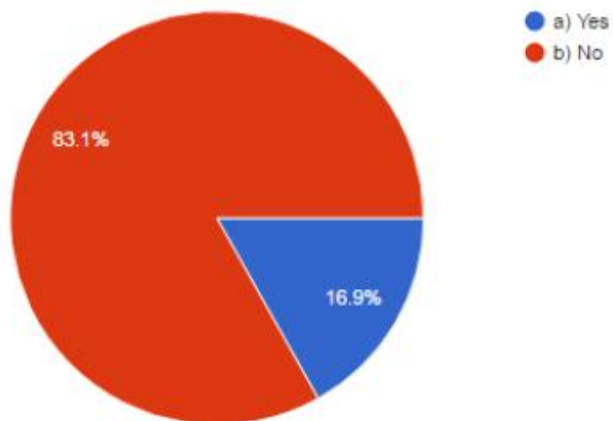
How do you pay for your fare?

172 responses



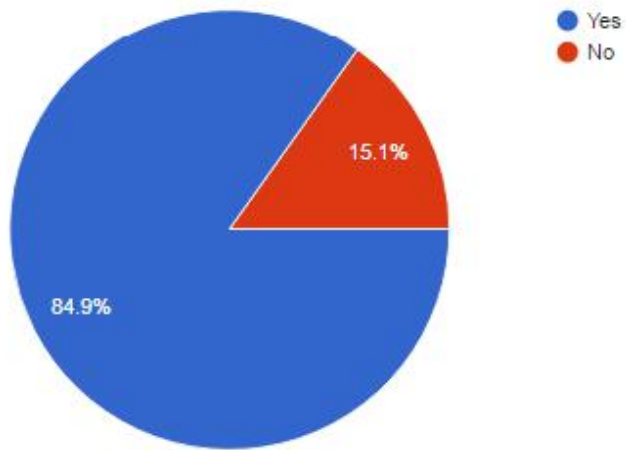
Do you have an Orca card?

172 responses



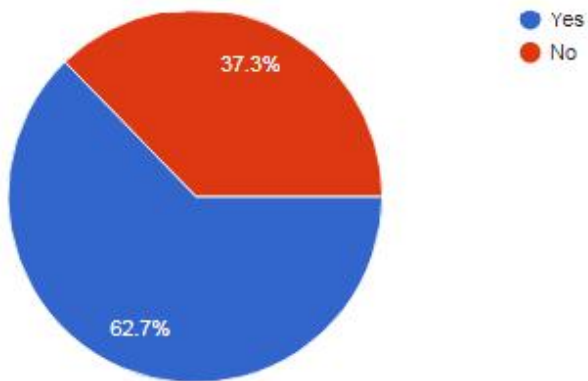
Do you have Smart Phone

172 responses



Do you use your phone to get information about transit?

169 responses



White Center Community Development Association
605 SW 108th St, Seattle, WA 98146

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605 SW 108th St, Seattle, WA 98146



Rate and Fee Development Report

Section 4: Engagement

Draft – 5/18/2018

Overview:

This section documents how the joint outreach effort conducted by Metro and Sound Transit in early 2018 was carried out in accordance with King County’s Community Engagement Guide and the ESJ Strategic Plan. Specifically, this section documents how Metro and ST used demographic data to shape the outreach, describes what opportunities the public had to comment on the concept of paid parking including LEP, low-income and minority communities, and identifies issues raised by the community during those engagements. Although this section of the PSB report is intended to address King County’s requirements, it was developed in collaboration with Sound Transit and documents the outreach effort jointly.

In summary, Metro evaluated demographic data about the region as a whole, and about neighborhoods surrounding potentially affected park and ride facilities to help develop our outreach plan. Based on demographic information, outreach materials were provided in English and the 9 most common other languages in the region, and were distributed both online and in person at all outreach events. English and translated ads ran in ethnic media outlets targeted to minority and limited English communities. And outreach events were intentionally scheduled in a variety of locations and at a variety of times to accommodate diverse schedules, with three of the nine drop in sessions sited in South King County where a larger percentage of low-income and minority households reside.

Outreach revealed:

- Support for solo driver permits at the fullest lots
- Desire that Metro and ST prioritize parking management strategies that ensure there is always a space available
- Concern that designating 50% of a lot for permit parking may be too much
- A preference for carpool permits to cost \$5/month, rather than \$0
- A preference to discount standard SOV permit fees by 50% for ORCA LIFT participants
- A preference for the lowest price option for standard SOV permit fees (\$15-30/month), followed by the middle price option (\$75-90/month)

In response to these findings, Metro staff recommend adoption of a permit parking program design that can designate fewer than 50% of the stalls in a given lot for permit parking if there is low demand at that location. Staff recommend charging \$90/month for SOV permits in an effort to balance community preferences for lower prices with ensuring availability of permits and avoiding lengthy waiting lists. In an effort to balance community preferences with the desire to mitigate cost impacts, staff recommend an ORCA LIFT discounted rate of \$30/month to ensure that low-income customers aren’t paying a larger proportion of their income towards transportation than median income customers. Finally, in an effort to incentivize carpooling and thus free up parking spaces, Metro staff recommend applying a \$0 fee to carpool permit holders.

Looking ahead, Metro staff also recommend creating opportunities for public engagement when rates are adjusted in the future.

Rate and Fee Development Report

Section 4: Engagement

Draft – 5/18/2018

Background:

In 2016 Sound Transit implemented carpool parking permit program at nine Sound Transit-operated parking facilities. In 2017 Metro also began offering HOV permits at 15 of its parking facilities. Following the success of these programs, both agencies are considering the possibility of implementing paid permit parking for solo drivers at crowded park and rides across their systems.

In anticipation of the potential introduction of SOV permits, Sound Transit and King County Metro undertook a joint public outreach period to examine potential approaches to parking management generally and the implementation of SOV permits specifically. The outreach period launched in February 2018 with an online survey, which was open for six weeks. Beginning in March 2018, customer outreach occurred at 25 park and rides and several neighborhood drop-in sessions took place throughout the region.

The Sound Transit Board will consider SOV permit pricing and program design options in July 2018, taking into account all public feedback received as well as staff analysis to determine whether or not to expand parking management efforts to include SOV permits and if so, how the program should be structured.

Metro staff will bring SOV permit pricing to the King County Executive and the King County Council in mid-2018. If they opt to move forward, adoption of both an ordinance and allocation of resources in the 2019/2020 budget will be required.

Comment Methods:

Metro and Sound Transit were committed to providing abundant options for the public to learn about the proposed program and share feedback. Following an analysis of languages spoken across the County, Metro and Sound Transit opted to provide outreach materials in ten languages both online and through in-person at outreach events. The ten languages were:

- English
- Spanish
- Chinese
- Punjabi
- Russian
- Ukrainian
- Amharic
- Korean
- Vietnamese
- Somali

Methods for the public to submit feedback included:

Rate and Fee Development Report

Section 4: Engagement

Draft – 5/18/2018

- **Email:** parkandride@kingcounty.gov
- **Mail:** Connecting to Transit c/o Metro Transit Division | KSC – TR - 0411 | 201 S. Jackson St | Seattle WA 98104-3856
- **Online:** Questionnaire/survey posted on Sound Transit’s and King County Metro Transit’s website
- **At public meetings:** Comment form/printed survey available at drop-in sessions; comment form and verbal comments collected at public hearing
- **Foreign language:** Interpretation was available via language line services as needed at public meetings
- **Accommodations for persons with disabilities:** Drop-in public meeting sites were fully accessible locations and materials were available in written form and verbally, but ESL services were not made available

Metro and Sound Transit worked to inform the public about the opportunities to engage through the following channels:

Outreach Methods/Comment Period Notifications (by Date):

Date	Notice	Detail	Reach
Ongoing (starting mid-February)	Email notifications and briefings to jurisdictions, stakeholders groups and organizations upon request	Presentations to RTC, SeaShore, SKCTBD, Eastside Transportation Partnership, and Sound Cities; emails distributed to members of these groups for distribution within their networks	Various
02/14	Web listings and announcements	Project webpage on Sound Transit’s website and King County Metro’s website with link to online survey; home page announcements; drop-in sessions listings on main activity calendar	
03/01-03/31	Fact sheet and comment form available at outreach events	Project flyers and printed comment forms were made available at all customer outreach and drop-in sessions during the comment period	various
3/15-3/18	E-update to list-serve	Rider notification: rider alert email distributed by Sound Transit via GovDelivery subscription service to riders signed up for Soundwaves and parking policy lists; rider alert email distributed by Metro via GovDelivery subscription service to riders signed up for parking lists and	Sound Transit parking listserve Sound Transit Soundwaves listserve Metro parking listserve Metro route-specific listserve

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Date	Notice	Detail	Reach
		for rider alerts pertaining to routes serving the most crowded park and rides	
3/07	CTR network	Electronic notification to Commute Trip Reduction network	112 Employee Transportation Coordinators (112 worksites)
02/14	Press release	Distributed by Sound Transit and King County Metro using regular media protocol and timed with the launch of the comment period. Also sent out to News Release subscription list (general public).	11,250 recipients
2/14-3/29	Sound Transit/King County Metro Facebook/Twitter	Facebook reach, Twitter impressions, Platform page views	Facebook: 2.3k Twitter: 3.3k Platform: 2.7k
3/1-4/7	Online and print ads	English and translated ads ran in ethnic media outlets to advertise outreach events and survey	11 ads
TBD	Legal notices/ electronic notices for public hearings	Will occur prior to Sound Transit Board meeting and King County Council Meeting	Attendee figure tbd
02/14-04/08	Online survey	An online survey was open and available to the general public soliciting a broad range of feedback on parking management and permit parking considerations	3,636 completed surveys/feedback forms, and 4,325 partially completed surveys/feedback forms
03/01-03/29	Customer outreach at park and rides in the region	Sound Transit and King County Metro staff were available in the afternoon peak to share information and answer questions at 25 park and rides in the region	6,950 flyers were distributed to customers
03/08-03-31	Drop-in sessions	Sound Transit and King County Metro staff organized nine drop-in sessions to provide information throughout the region	97 people attended the drop-in sessions

In addition to targeted media and in-language materials, Metro also opted to hold outreach events at a variety of different times and days of the week to work with diverse schedules, and to hold extra

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sessions in areas where lower-income, minority and limited English proficiency populations are concentrated. The outreach schedule was as follows:

- Thursday, March 1, customer outreach at Tukwila Park & Ride
- Thursday, March 1, customer outreach at Kent Station
- Tuesday, March 6, customer outreach at Auburn Station
- Tuesday, March 6, customer outreach at Tukwila International Boulevard Station
- Wednesday, March 7, customer outreach at Angle Lake Station
- Wednesday, March 7, customer outreach at Federal Way Transit Center
- Thursday, March 8, customer outreach at Mukilteo Station
- Thursday, March 8, drop-in session at Burien Library
- Sunday, March 11, drop-in session at Federal Way Library
- Tuesday, March 13, customer outreach at Edmonds Station
- Tuesday, March 13, customer outreach at Bothell Park & Ride
- Wednesday, March 14, customer outreach at Green Lake Park & Ride
- Wednesday, March 14, customer outreach at Kenmore Park & Ride
- Thursday, March 15, customer outreach at Tukwila Sounder Station
- Thursday, March 15, customer outreach at Northgate Transit Center
- Thursday, March 15, drop-in session at Edmonds Library
- Sunday, March 18, drop-in session at Northgate Library
- Tuesday, March 20, customer outreach at South Renton Park & Ride
- Tuesday, March 20, customer outreach at Renton Transit Center
- Tuesday, March 20, drop-in session at Mukilteo Library
- Wednesday, March 21, customer outreach at Sumner Station
- Wednesday, March 21, customer outreach at Issaquah Transit Center
- Wednesday, March 21, drop-in session at Renton Library
- Thursday, March 22, customer outreach at Puyallup Station
- Thursday, March 22, customer outreach at Bear Creek Park & Ride
- Tuesday, March 27, customer outreach at Kingsgate Park & Ride
- Tuesday, March 27, customer outreach at Issaquah Highlands Park & Ride
- Tuesday, March 27, drop-in session at Puyallup Library
- Wednesday, March 28, customer outreach at Wilburton Park & Ride
- Wednesday, March 28, customer outreach at South Kirkland Park & Ride
- Wednesday, March 28, drop-in session at Union Station
- Thursday, March 29, customer outreach at Redmond Transit Center
- Thursday, March 29, customer outreach at Eastgate Park & Ride
- Saturday, March 31, drop-in session at Kirkland Library

Response Volume to Date:

- 5 email comments or questions

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- 3,636 completed survey/feedback forms and 4,325 surveys/feedback forms with partial answers (2,669 completed survey/feedback forms came from respondents who either live in King County or use a park and ride within King County)
- 97 attendees at nine drop-in sessions

Summary of Feedback to Date:

The following reflects summary statistics of the questions asked in the online survey. A total of 4,976 respondents took the survey, resulting in 3,629 completed surveys. The total response is included in parentheses following each question are summarized below. Detailed information about each question, as well as transcriptions of open ended comments are included in an appendix upon request.

When asked how often they ride transit (4,317):

- 71.7% ride very frequently (12 or more days per month)
- 10.5% ride frequently (4-11 days per month)
- 8.9% ride occasionally (1-3 days per month)
- 7.3% ride rarely (less than one day per month)
- 1.6% never ride

When asked how often they use a park and ride (4,305):

- 51.4% use a park and ride very frequently (12 or more days per month)
- 9.2% use a park and ride frequently (4-11 days per month)
- 10.1% use a park and ride occasionally (1-3 days per month)
- 15.8% use a park and ride rarely (less than one day per month)
- 13.6% never use a park and ride

When asked where in the region they use park and rides (3,452):

- 34.4% use park and rides in East King County
- 29.3% use park and rides in South King County
- 16.9% use park and rides in Seattle and North King County
- 11.1% use park and rides in Pierce County
- 8.4% use park and rides in Snohomish County

When asked which goals Metro and Sound Transit should prioritize when designing parking management:

Rank	Priority	Total rankings	Total score
1	“Making sure there’s always an open parking space – design programs to manage demand and ensure there’s always an open space”	3,391	14,645

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2	“Encouraging biking, walking, and carpooling – design programs to encourage riders to bike, walk, or carpool to transit; re-invest revenue in bicycle and pedestrian improvements”	2,871	8,720
3	“Making sure users pay a fair share – design programs that pass along the cost of providing and operating parking to the people who are using it regularly”	2,784	8,547
4	“Recovering costs – design programs that recover the costs of administering and enforcing the permits”	2,776	7,925
5	“Maximizing revenue – design programs that bring in revenue to re-invest in improvements and amenities to make the customer experience better”	2,691	6,060

When asked whether they think allocating 50% of the park and ride to permit holders (3,917):

- 58.8% believe 50% is too much
- 26.8% believe 50% is just right
- 14.4% believe 50% is too little

When asked where they would like to see solo driver permits implemented (3,853):

- 39.1% said they don’t want to see solo driver permit parking implemented
- 24.0% said at lots that are at least 90% full most weekdays
- 23.6% said at lots that are at least 97% full most weekdays
- 10.3% said they were not sure or had no opinion
- 2.9% said they wanted permits implemented at a park and ride not shown on the accompanying map

When asked which solo driver permit pricing option Metro and Sound Transit should make available at crowded park and ride lots (3,422):

- 59.5% said cost recovery pricing (\$15-\$30/month; \$0.50-\$1.50/day)
- 24.8% said local market pricing (\$75-\$90/month; \$3.50-\$4.00/day)
- 15.7% said regional market pricing (\$115-\$130/month; \$5.25-\$6.00/day)

When asked how solo driver parking permits should be priced for low-income transit customers (3,409):

- 48.4% said to offer permits for 50% of the standard permit fee
- 29.8% said to offer permits for free to ORCA LIFT program participants
- 21.8% said to offer permits for less than 50% of the standard permit fee

When asked how much a monthly carpool parking permit should cost (3,645):

- 41.3% said carpool parking permits should cost \$5/month
- 36.8% said carpool parking permits should be free
- 21.9% said they had no opinion or offered a separate comment (see Attachment 4)

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When asked about park and rides that are owned by Sound Transit and whether Sound Transit should only offer parking permits to those who pay regional transit authority (RTA) taxes or whether Sound Transit should charge a higher price to customers who live outside of Sound Transit's taxing district (3,610):

- 30.1% said they think people who live outside of Sound Transit's taxing district should be able to purchase solo driver permits for Sound Transit-owned parking, but should be charge a higher price than people who live and pay taxes within Sound Transit's taxing district
- 26.6% said they do not think Sound Transit should sell solo driver permits to anyone
- 18.1% said they think solo driver permits should be made available to everyone at the same price
- 16.0% said they think only people who pay RTA taxes should be able to purchase solo driver permits
- 9.3% said they didn't know or had no opinion

Appendix C

Access to King County Metro Transit Services for People with Limited English Proficiency

Four-Factor Analysis and Implementation Plan



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

June 2019

Contact: John Resha
King County Metro Transit
201 S Jackson St
Seattle, WA 98104
john.resha@kingcounty.gov

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 analysis¹ 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 data, 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

¹ 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
1	Spanish 51,700	Spanish 26,300	Spanish 7,400	Spanish 12,300	Spanish 10,500
2	Chinese ² 33,900	Chinese 5,800	Chinese 800	Russian 1,500	Somali 1,300
3	Vietnamese 19,500	Vietnamese 5,600	Vietnamese 700	Somali 1,300	Dari 1,200
4	Korean 10,400	Somali 3,800	Russian 600	Vietnamese 1,000	Ukrainian 1,000
5	Russian 7,900	Russian 2,500	Somali 300	Amharic 800	Arabic 800
6	Tagalog 7,700	Ukrainian 1,900	Arabic 200	Ukrainian 800	Russian 600
7	Japanese 5,400	Korean 1,900	Korean 200	Arabic 700	Vietnamese 600
8	Ukrainian 5,100	Tagalog 1,700	Marshallese 200	Tigrinya 500	Farsi 500
9	Somali 4,600	Punjabi 1,500	Punjabi 200	Oromo 300	Amharic 400
10	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:

² 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
 Progresso: 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
Total	83	59	115	85	96	74	78	71	61	79	57	57	915

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

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
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,³ 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

³ 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
Notice of Title VI obligations	<ul style="list-style-type: none"> • Placard with text translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese • Text on website can be translated with Google Translate • 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.) 	Ongoing	Customer Communications & Services
Title VI complaint form	<ul style="list-style-type: none"> • Downloadable complaint forms in English and Spanish on web site 	Ongoing	Customer Communications & Services
Customer Service Information	<ul style="list-style-type: none"> • Metro materials include phone number for Customer Services, which offers Language Line interpretation in any language needed • Materials on website can be translated with Google Translate 	Ongoing	Customer Communications & Services
Timetables / Rider Alerts	<ul style="list-style-type: none"> • Printed in English and Spanish • Printed with interpreter logo and phone number for Customer Services Language Line • Available on website with Google Translate 	Ongoing	Customer Communications & Services
Orientation Materials (How to ride transit)	<ul style="list-style-type: none"> • Brochure printed in English, Amharic, Chinese, Khmer, Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrinya, Ukrainian, Vietnamese • Available on website with Google Translate • Videos available in English, Amharic, Burmese, Cantonese, Korean, Mandarin, Nepali, Russian, Somali, Spanish, Tigrinya, Vietnamese 	Ongoing	Customer Communications & Services
Public participation and engagement to shape changes to service	<ul style="list-style-type: none"> • 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 • Partnerships with community-based organizations to provide materials and outreach in languages spoken by community members 	Prior to changes to service	Community Relations
Rider/non-rider survey	<ul style="list-style-type: none"> • Survey is provided in English, Spanish, Chinese, Somali and Vietnamese 	Quarterly	Customer Research
Specific route customer satisfaction surveys	<ul style="list-style-type: none"> • 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 	Following changes to service	Customer Research

Type of Communication	Language Assistance Provided	When Provided	Lead
ORCA LIFT (Income-eligible reduced fare program)	<ul style="list-style-type: none"> The main ORCA LIFT 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. 	Ongoing	Marketing and Promotions
ORCA Youth Card	<ul style="list-style-type: none"> 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"⁴ project website and materials have been created in English and Spanish. 	Ongoing	Transportation Demand Management
Campaigns and Promotions	<ul style="list-style-type: none"> 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. 	As funds and initiatives are identified	Marketing and Promotions Market Innovation
Public Inclusion Messaging	<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"> Report It to Stop It materials about sexual misconduct in English and Spanish Walk Safe pedestrian materials in English and Spanish 	Periodically	Marketing and Service Information
Function and use of Fare Products (ORCA Cards)	<ul style="list-style-type: none"> 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. 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. 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 Materials on high school ORCA card use and the summer ORCA youth card program have been developed in English and Spanish 	Ongoing	Market and Business Development Marketing and Service Information

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

Type of Communication	Language Assistance Provided	When Provided	Lead
Service Information and Public Engagement	<ul style="list-style-type: none"> 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. 	Ongoing	Marketing and Service Information
Access Paratransit Information	<ul style="list-style-type: none"> Metro has developed an Access Ride Guide, which is available in English and Spanish Post-trip Access telephone surveys are conducted in English, Spanish, Russian, Chinese, Vietnamese, Pashto, Punjabi, Tigrinya, and Hindi Access rider surveys are made available in English and Spanish. Access rider feedback sessions have been conducted in Chinese (Mandarin and Cantonese), Spanish, Somali, Khmer, Vietnamese, and Russian 	Ongoing	Contracted Services
Updates on Traffic Disruptions	<ul style="list-style-type: none"> 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 	As needed	Marketing & Promotions
Mobility Program Information	<ul style="list-style-type: none"> Metro distributed postcards in English and Spanish about park and ride opportunities 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 Metro advertises bicycle parking and carpool opportunities with bus cards and digital ads in English and Spanish 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. 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. 	As needed	Mobility Division
Transportation Demand Management Information	<ul style="list-style-type: none"> 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 	Periodic promotions targeted to different communities	Transportation Demand Management

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

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.

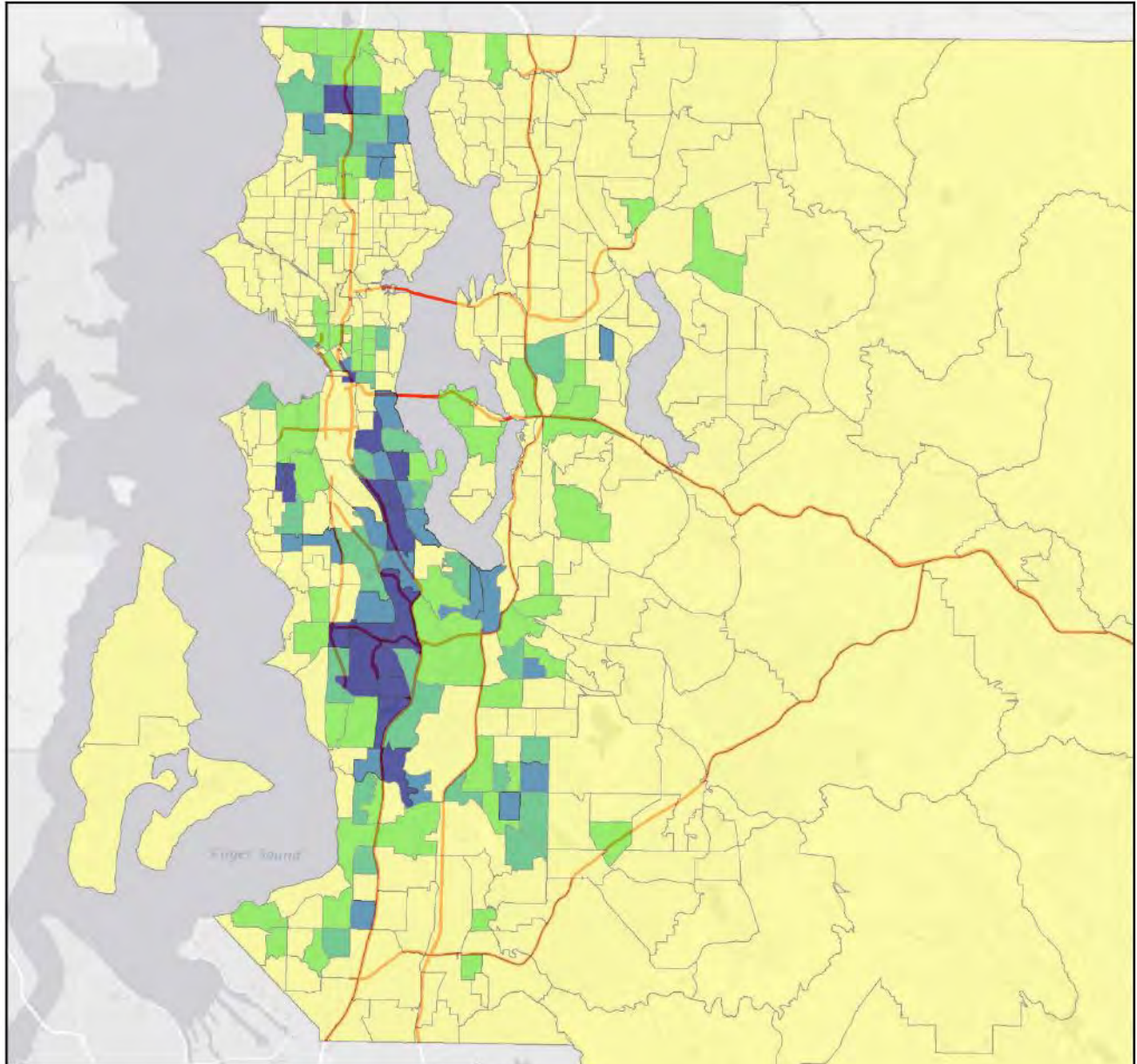
Exhibit A: Maps showing concentrations of people who speak a language other than English at home

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.



Percent speak African Languages

	0% - 0.9%		2.6% - 4.8%
	1% - 2.5%		4.9% - 10.1%
			10.2% - 22.8%
			Freeways

King County Average: 1.7%

3.5 1.75 0 3.5
Miles

N
Date: 2/15/2017

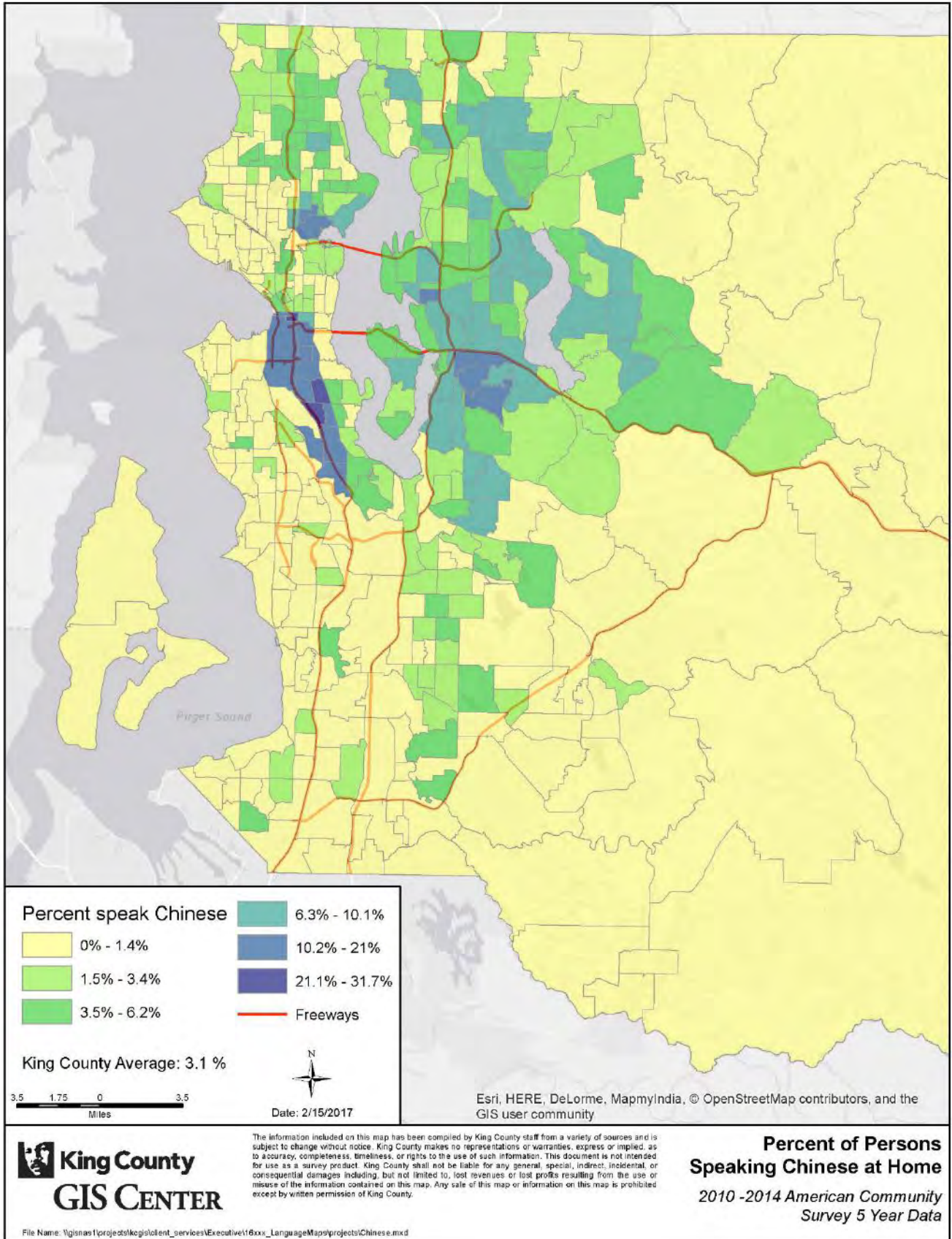
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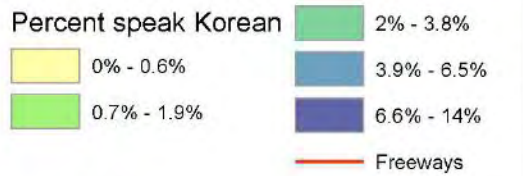
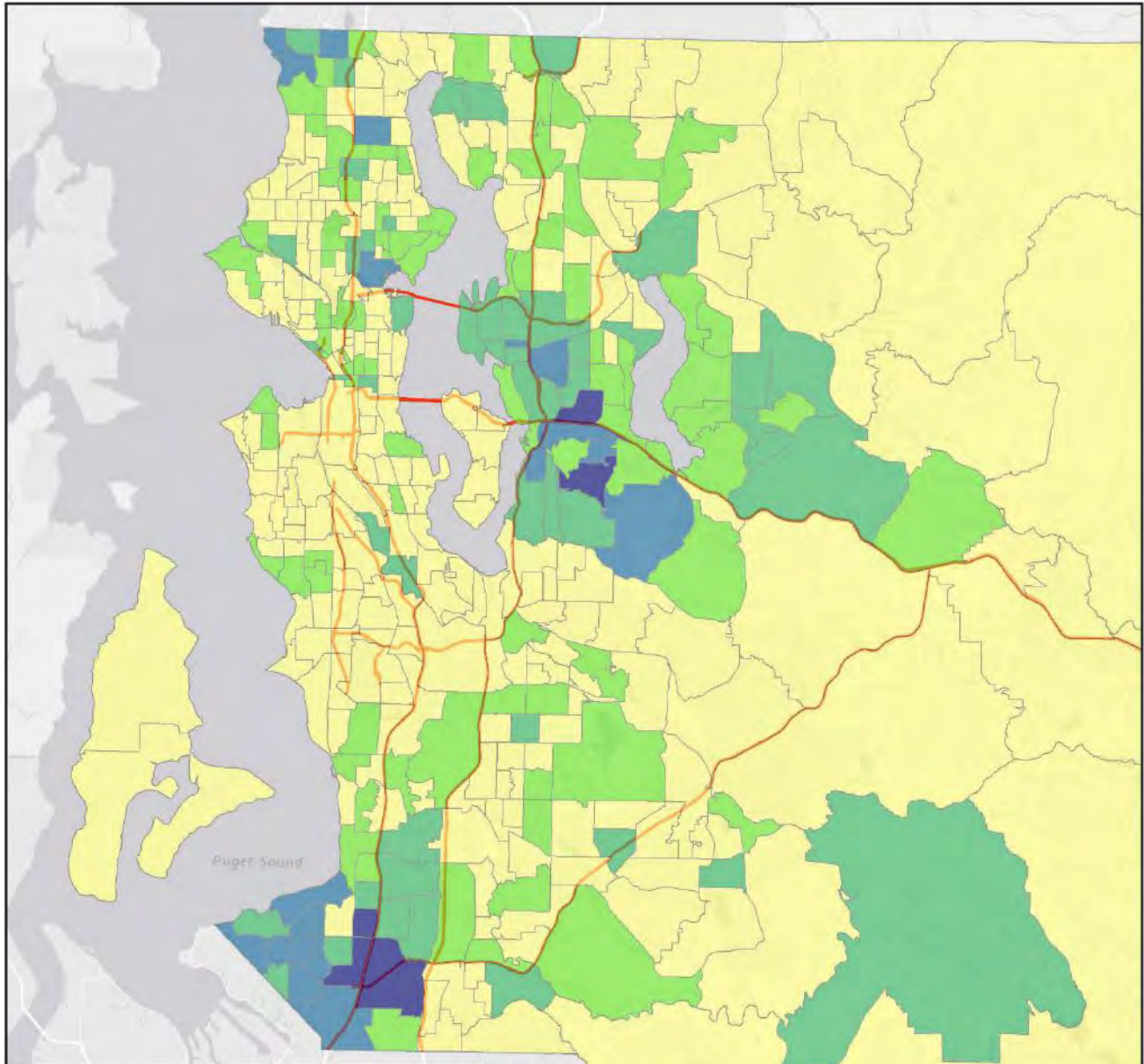


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Percent of Persons Speaking African Languages at Home

2010 -2014 American Community Survey 5 Year Data





King County Average: 1.1%



Date: 2/15/2017

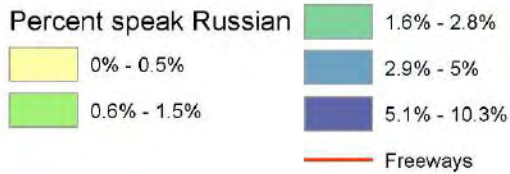
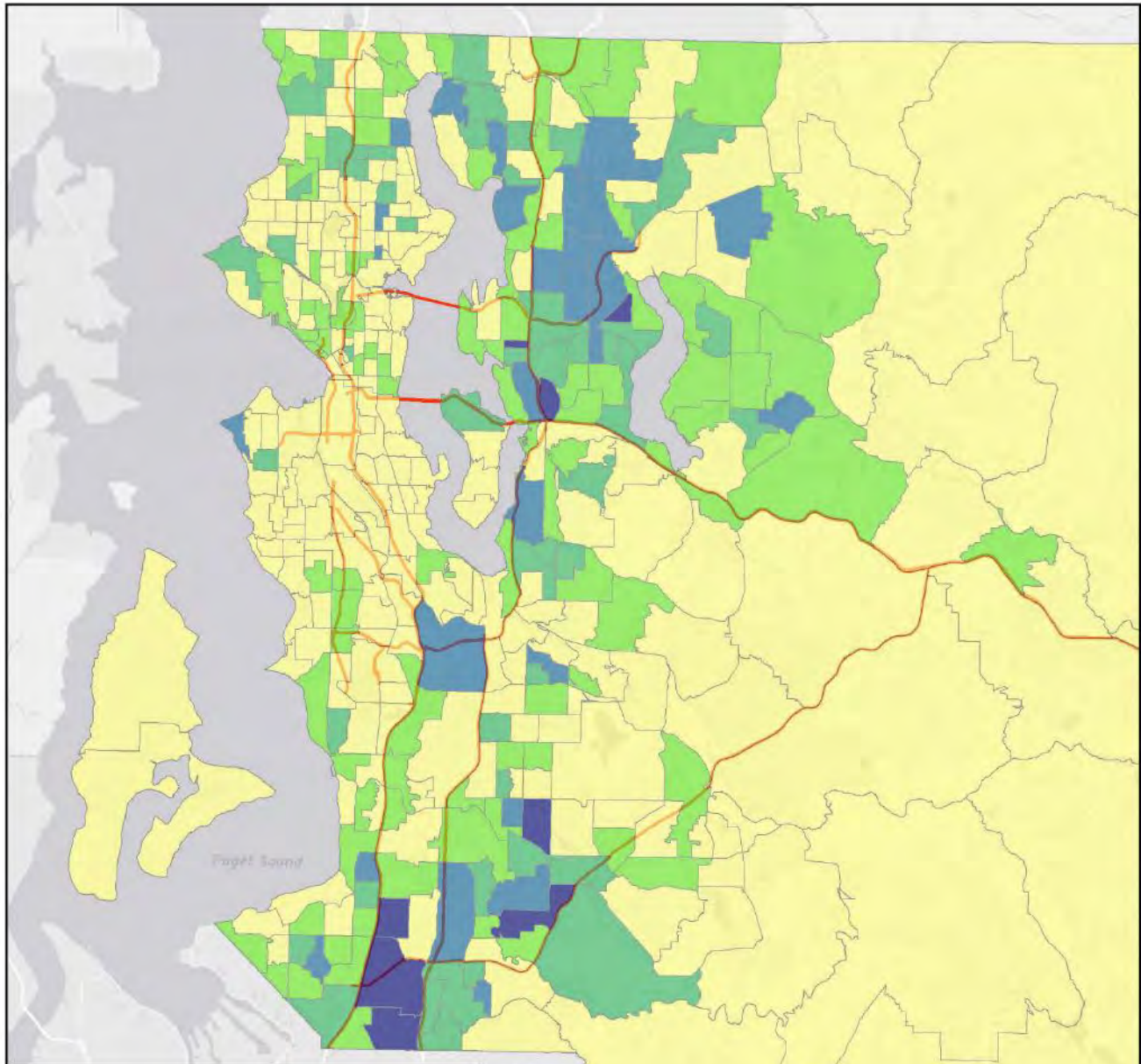
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Percent of Persons Speaking Korean at Home
 2010 -2014 American Community Survey 5 Year Data

File Name: \\gisnas1\projects\kcg\client_services\Executive\16xxx_Language\Maps\projects\Korean.mxd



King County Average: 0.9%



Date: 2/15/2017

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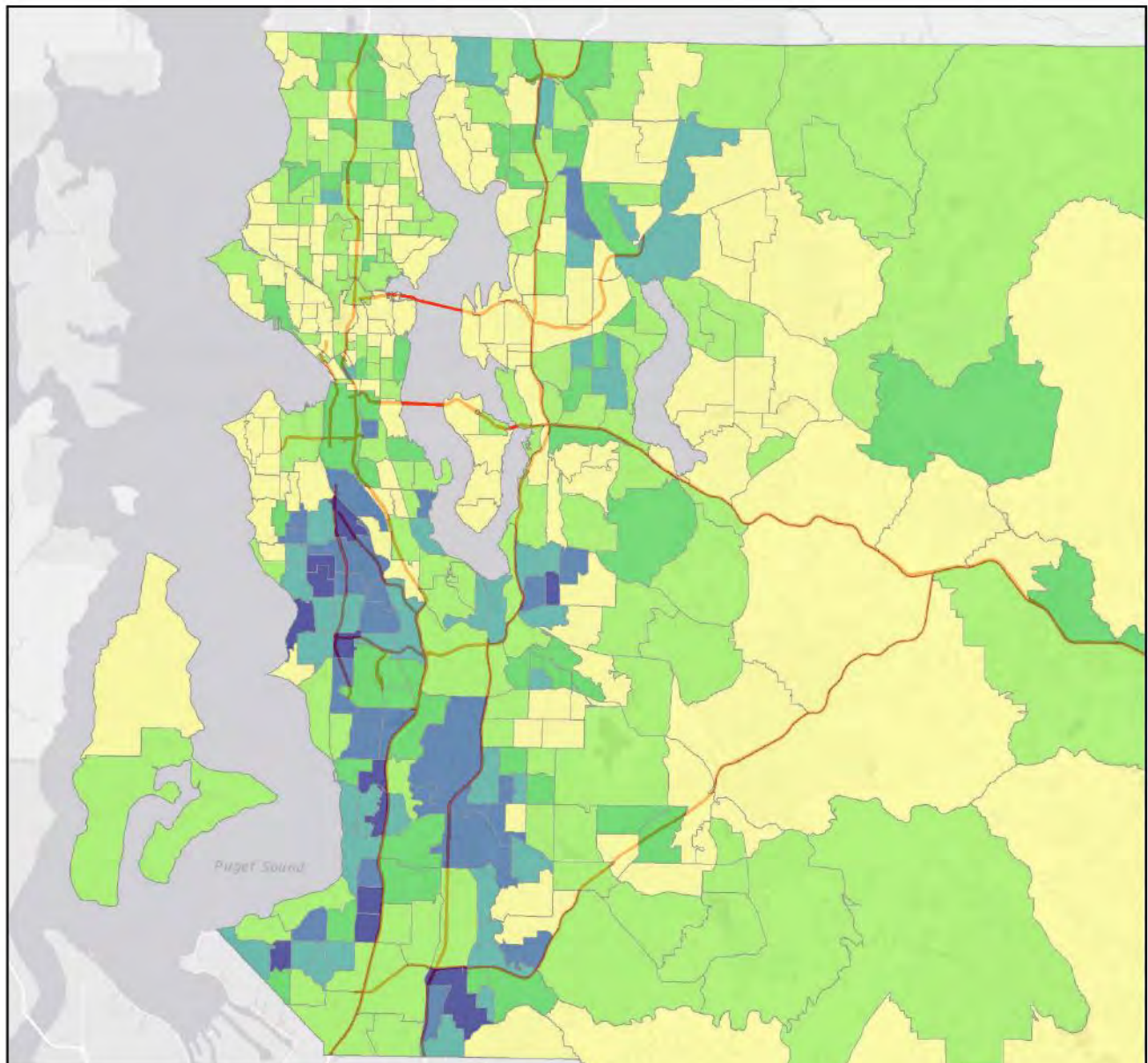


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






Percent of Persons Speaking Russian at Home

2010 -2014 American Community Survey 5 Year Data

File Name: Y:\gisnas1\projects\kcgisclient_services\Executive\160xk_Language\Maps\projects\Russian.mxd



Percent speak Spanish

 0% - 2.9%	 9.7% - 14.5%
 3% - 5.7%	 14.6% - 21.8%
 5.8% - 9.6%	 21.9% - 37.1%
	 Freeways

King County Average: 6.2%

3.5 1.75 0 3.5
Miles

Date: 2/15/2017

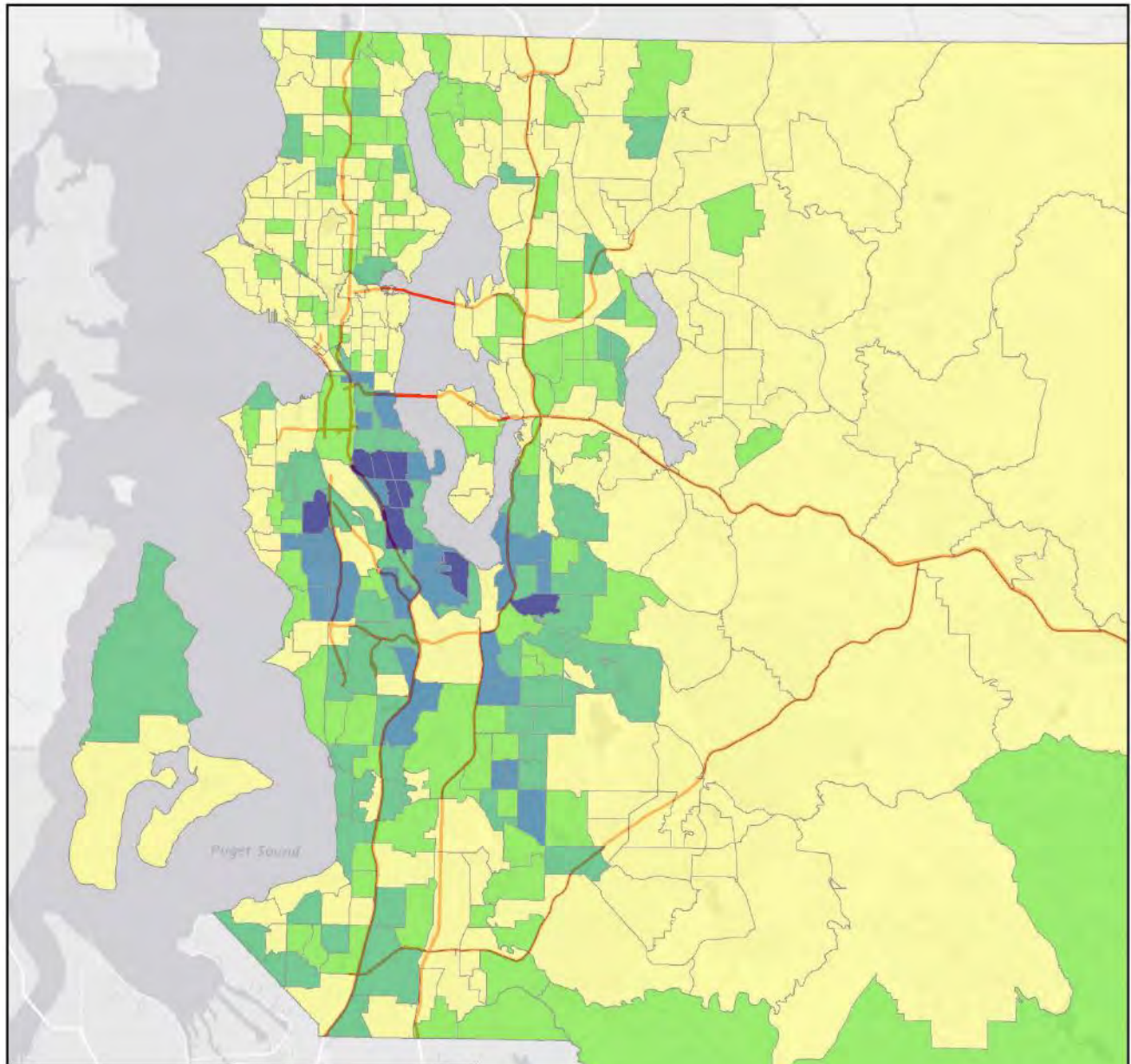
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




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Percent of Persons Speaking Spanish at Home
2010 -2014 American Community Survey 5 Year Data

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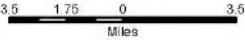



Percent speak Vietnamese

	0% - 0.7%		2.3% - 5.2%
	0.8% - 2.2%		5.3% - 10.1%
			10.2% - 18.9%

 Freeways

King County Average: 1.7%

 Miles

 Date: 2/15/2017

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Percent of Persons Speaking Vietnamese at Home
 2010 -2014 American Community Survey 5 Year Data

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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...

<p><small>English-Korean-Tagalog</small></p> <p>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.</p> <p>King County Metro Transit saing inong, pigbabawal ang pagdiskriminasyon sa pamamagitan ng pangangailangan sa pamamagitan ng pangangailangan sa pamamagitan ng pangangailangan. 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.</p>	<p><small>Cambodian-Somali</small></p> <p>King County Metro Transit មិនមានការប្រកាន់ជំនឿលើសេវាកម្មលើមូលដ្ឋាននៃពណ៌សាសន៍, ពណ៌សម្បុរ, និងសញ្ជាតិដើមទេ។ ដើម្បីព័ត៌មានច្រើន តែមធ្យោបាយនៃការប្រកាន់ជំនឿលើសេវាកម្ម Metro, ឬដើម្បីដាក់បណ្តឹង តែការប្រកាន់ជំនឿ, អ្នកអាចទូរស័ព្ទទៅការិយាល័យព័ត៌មានផ្តល់ជូន Metro តាមលេខ (206) 553-3000 ។ អ្នកក៏អាចទាក់ទងទៅផ្លូវការ Metro ដោយសារសេរីប្រកាន់ជំនឿលើសេវាកម្មទេ។</p> <p>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 waajibaadka 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 lambarkiisu yahay 206-553-3000. Sidoo kale waxaad xafiiska Metro kula soo xidhiidhi kartaa adigoo qoraal ku soo hagaajinaya cinwaanka hoos ku qoran.</p> <p>General Manager, King County Metro Transit 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104</p> 
---	--

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

<p><small>English-Russian-Vietnamese</small></p> <p>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.</p> <p>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 нижеказанному адресу.</p> <p>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.</p>	<p><small>Tigrinya-Spanish-Chinese</small></p> <p>ናይ ኪንግ ካውንቲ ሜትሮ ትራንስቲት ብመሰረት ግለት፣ ሕብረ ቆይታን፣ ከምሆ ውን መዘቅል ናይ ኣገልግሎት ኣድልዎ ኣይገብርን እዩ። ንዝያዳ ኣበራታ ብዛዕባ ናይ ሜትሮ ዘይምድላው ኣላፍንት ወይ ድማ ናይ ኣድልዎ ኣቢቲታ ከተቐርቡ እንተደለኹም ኣብ ቁ. ተለፎን (206) 553-3000 ደዊልኩም ተወክሉ። ከምሆ ውን ብጽሑፍ ኣብዚ ዝሰጠ ኣድራሻ ንሜትሮ ከትራንስቲትም ትክእሉ ኢኹም።</p> <p>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.</p> <p>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。</p> <p>General Manager, King County Metro Transit 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104</p> 
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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.

<h2 style="background-color: red; color: white; padding: 2px;">Metro Customer Services</h2>		 <p>Interpreter 206-553-3000</p> <p>Intérpretes Turjubaan Переводчик Перекладач 통역사 የቃል አስተርጓሚ 翻譯員 Thông Dịch Viên ਇੱਟਰਪਰੈਟਰ</p> <p></p>
<p>Customer Information: 206-553-3000 TTY Relay: 711 Toll free: 1-800-542-7876</p>	<p>King Street Center 201 S Jackson St, Seattle Monday-Friday, 8 am - 5 pm</p>	
<p>Downtown Seattle Transit Tunnel Westlake Station mezzanine Monday-Friday, 9 am - 5:30 pm</p>	<p>Metro Online www.kingcounty.gov/metro</p>	

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

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

<p>Now Open in Federal Way – King County’s New Health Insurance and ORCA LIFT Enrollment Center</p>	<p>Ahora abierto en Federal Way – Nuevo Centro de Inscripciones para el seguro médico de King County y ORCA LIFT</p>	<p>Hadda ka Furin Federal Way – King County Caymiska Caafimaadka Cusub iyo ORCA LIFT Xarunta Diiwaangelinta</p>	<p>King County新的医疗保险及ORCA LIFT注册中心在Federal Way开张了 -</p>
<p>Come see us about low-cost health insurance and to find out if you're eligible for ORCA LIFT.</p> <p>Services offered:</p> <ul style="list-style-type: none"> • Sign-up for free or low-cost health insurance (depending on your income) • Qualify for ORCA LIFT to save 50% off your transit fare • Assistance with applying for DSHS benefits (e.g. Basic Food, cash assistance, Medicare savings program) • Referrals to medical and dental providers • Referrals to community resources • Access to Baby Child Dentistry (ABCD) program • Breast, cervical and colon health screenings <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>Servicios ofrecidos:</p> <ul style="list-style-type: none"> • Apóntese para un seguro gratuito o de bajo costo (según su ingreso) • Llene los requisitos de ORCA LIFT para ahorrarse el 50% de su pasaje del tránsito • Ayuda con su solicitud de beneficios del DSHS (p.ej. Alimentos básicos, ayuda en efectivo, programa de ahorros de Medicare) • Remisión a proveedores médicos y dentales • Remisión a recursos comunitarios • Acceso al programa Access to Baby Child Dentistry (ABCD) • Examen de mama, cervical y de colon <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>Adeegyada la bixiyay:</p> <ul style="list-style-type: none"> • Ku bix caymiska caafimaadka bilaashka ah ama qiimaha hooseeya (iyaddoo ku xidhan dakhliqaaga) • U qalmo ORCA LIFT si loo kaydiyo 50% noolkaaga safarka ah • Ka caawinta dheefaha DSHS (tusaale Cuntadda Aasaasiga ah, caawimada lacagta caadanka ah, bamaajika kaydinta Medicare) • U gudbinta adeeg bixiyayaasha caafimaadka iyo ilaha • U gudbinta ilaha bulshada • Bamaajika Access to Baby Child Dentistry (ABCD) • Baadhitaanka caafimaadka naaska, dhuunta iima galeenka iyo xidmaha <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 jidada 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>提供下列服务：</p> <ul style="list-style-type: none"> • 申请免费或低价的医疗保险（取决于您的收入情况） • 如合格享受ORCA LIFT，就可以节省50%的交通费 • 协助申请DSHS福利（例如Basic Food、现金资助、Medicare省钱计划） • 介绍医疗及牙医服务商 • 把社区资源介绍给您 • Access to Baby Child Dentistry (ABCD) 计划 • 乳房、宫颈及结肠筛查 <p>Federal Way结合了您的医疗保险和交通需求</p> <p>看一下我们新的办事处，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公交线路有：179、181、187和197。</p>
<p>Public Health Seattle & King County washington healthplanfinder orca LIFT King County METRO</p>			

orcaLIFT

¿Es tiempo para renovar su tarjeta ORCA LIFT?

Consulte la fecha detrás de su tarjeta para verificar cuándo se vence su tarifa de descuento.

Su siguiente paso

Puede solicitar para renovar su tarjeta en línea o en una agencia que verifica las solicitudes. Visite orcalift.com para solicitar en línea o localizar una agencia al respecto.

También puede solicitar en persona para renovar o recibir su primera tarjeta en cualquier agencia que verifica solicitudes, al presentar una identificación con fotografía y comprobante de ingresos.

Puede consultar un mapa interactivo de agencias que aprueban ORCA Lift en orcalift.com.

No cuesta nada para renovar y recibir una nueva tarjeta ORCA LIFT.

¿Necesita ayuda? ¿Tiene preguntas?

Llame a la oficina de Servicio al Cliente: 206-553-3000 o, por correo electrónico: CCSHELP@kingcounty.gov

orcalift.com

Replaces the only valid Pass or OP card
 Como reemplazo de su tarjeta de Pasajero o Tarjeta de Oportunidad
 New fare structure/No transferability
 Expire on/Vence en **Exp 30 2017**

Public Health
Seattle & King County

King County
METRO
We'll Get You There

orcaLIFT

Tiết kiệm đến 50%
nhiều hơn thẻ đi
bằng phương tiện
công cộng.

Kaydso 50% a
badan noolka
ar.9p h4 nA.C

Экономьте д
более платы

Okoa hadi asilim
kwenye nauli za

සමහර දිනකදී
50% තරම් අඩු
භාගයක් ගෙවිය
ලැබේ.

節省 50% 或
交通費用。

교통비를 5
줄여 보세요

Ahorre hasta un 50% o más en
sus tarifas de transporte público.

Public He
Seattle & King

King C
ME

Public H
Seattle & King

King C
ME

Public H
Seattle & King

King C
ME


Public H
Seattle & King

King C
ME

Salud Pública
Seattle & King

King County
METRO

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



INTRODUCCIÓN

Este programa de natación tiene como objetivo enseñar a los niños a nadar y a disfrutar del agua. El programa es gratuito y está diseñado para niños de 4 a 14 años. El programa se llevará a cabo los días martes y jueves de las 4:00 PM a las 5:00 PM. El programa se llevará a cabo en el Centro Comunal de Kenmore School.

INFORMACIÓN DE CONTACTO


Nombre del instructor: [Blank]
 Dirección: [Blank]
 Teléfono: [Blank]

PROGRAMA DE NATAción

Nombre del participante	Apellido	Edad
Nombre del participante	Apellido	Edad
Nombre del participante	Apellido	Edad

INFORMACIÓN DEL ESTABLECIMIENTO

Nombre del establecimiento: [Blank]
 Dirección: [Blank]
 Teléfono: [Blank]




INTRODUCTION

This swimming program is designed to teach children to swim and enjoy the water. The program is free and is for children ages 4 to 14. The program will be held on Tuesdays and Thursdays from 4:00 PM to 5:00 PM. The program will be held at the Kenmore School Community Center.

CONTACT INFORMATION


Instructor Name: [Blank]
 Address: [Blank]
 Phone: [Blank]

SWIMMING PROGRAM

Participant Name	Last Name	Age
Participant Name	Last Name	Age
Participant Name	Last Name	Age

ESTABLISHMENT INFORMATION

Establishment Name: [Blank]
 Address: [Blank]
 Phone: [Blank]

APLICACIÓN

Este programa de natación tiene como objetivo enseñar a los niños a nadar y a disfrutar del agua. El programa es gratuito y está diseñado para niños de 4 a 14 años. El programa se llevará a cabo los días martes y jueves de las 4:00 PM a las 5:00 PM. El programa se llevará a cabo en el Centro Comunal de Kenmore School.

INFORMACIÓN DE CONTACTO


Nombre del instructor: [Blank]
 Dirección: [Blank]
 Teléfono: [Blank]

PROGRAMA DE NATAción

Nombre del participante	Apellido	Edad
Nombre del participante	Apellido	Edad
Nombre del participante	Apellido	Edad

INFORMACIÓN DEL ESTABLECIMIENTO

Nombre del establecimiento: [Blank]
 Dirección: [Blank]
 Teléfono: [Blank]



Appendix D
Subrecipients of Federal Funding

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 E
Metro's Service Guidelines
King County Ordinance 18301
(Service Standards and Service Policies)

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



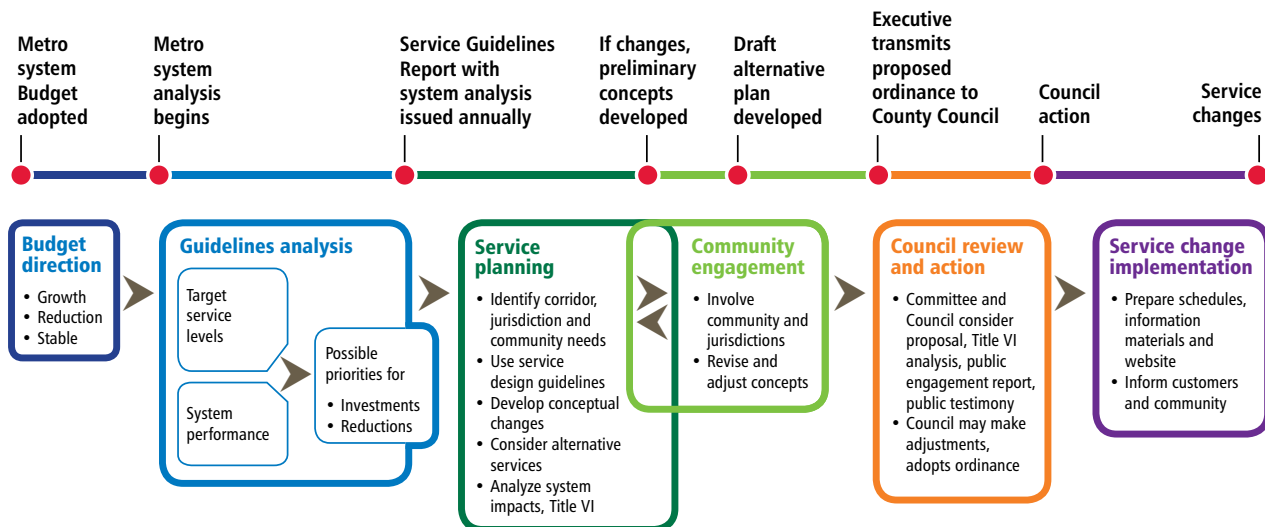
ADDING, REDUCING AND CHANGING SERVICE

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 students¹, and park-and-ride stalls² 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.³ 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 centers⁴ 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.

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

² 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?*

³ 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.

⁴ "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 ⁵)	3
		Below system average	0
	Percent of boardings in minority census tracts	Above system average	5
		Just below system average (.5 standard deviations ⁵)	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

⁵ 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 service⁶. 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.

⁶ 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 ⁷ 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 ⁸	Connection at night	Primary connection between regional growth centers	Add night service	--	≥ 60
		Frequent peak service	Add night service	--	30

⁷ 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.

⁸ 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 route⁹ 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 routes¹⁰ 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.

⁹ 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.

¹⁰ 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.

¹¹ 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.

 <p>Existing Alternative Services</p> <p>VanShare VanPool Rideshare Matching DART and CAT</p>	 <p>Community Shuttle</p> <p>Metro route with a Flexible Service Area, provided through community partnerships.</p>	 <p>Community Van</p> <p>A fleet of Metro vans for local group trips that are scheduled by a local transportation coordinator to meet locally identified transportation needs.</p>	 <p>Real-Time Rideshare</p> <p>Leveraging mobile applications to enable private carpool ridesharing to take place in real-time.</p>	 <p>TripPool</p> <p>Real-time ridesharing between home neighborhood and a transit center. Uses Metro Vans and ORCA fares.</p>
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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[†].

[†] 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.

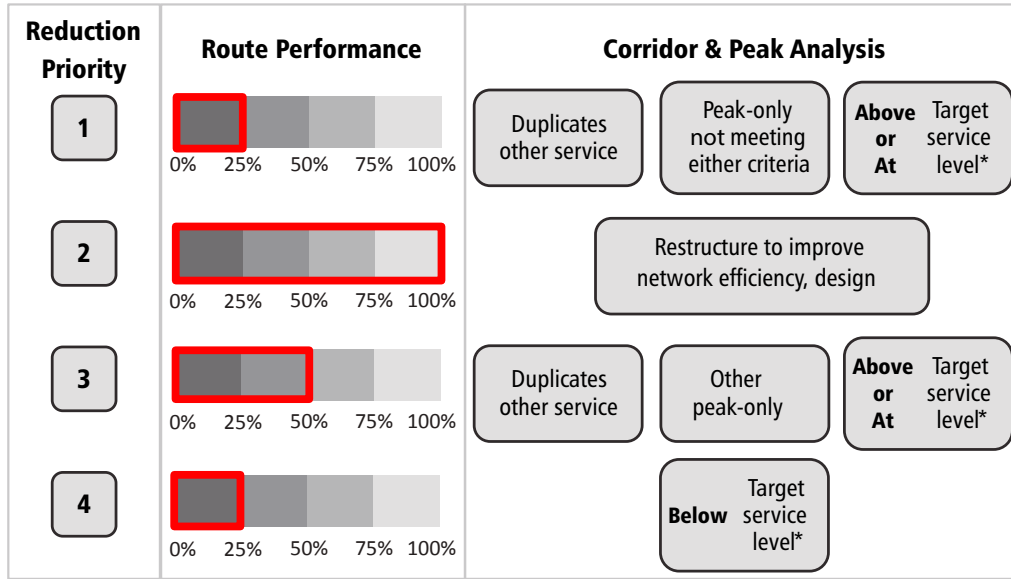
- **Applicability of alternative services.** In many areas of King County, and especially in urbanized areas adjacent to or surrounded by rural land, Metro may provide cost-effective alternatives to fixed-route transit service. These alternatives could avoid a significant reduction in the coverage Metro 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)
Harborview Medical Center
Highline College
Issaquah Highlands
Issaquah
(Issaquah Transit Center)
Juanita
(98th Ave NE/NE 116th St)
Kenmore
(Kenmore Park and Ride)
Kent East Hill
(104th Ave SE/SE 240th St)
Kirkland (Kirkland Transit Center)
Kirkland (South Kirkland Park and Ride)
Lake City
Lake Forest Park
Lake Washington Institute of Technology
Madison Park
(42nd Ave E/E Madison St)
Magnolia
(34th Ave W/W McGraw St)
Mercer Island
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

Roosevelt
(12th Ave NE/NE 65th St)
Sammamish
(228th Ave NE/NE 8th St)
Sand Point
(Sand Point Way/NE 70th St)
Shoreline
(Shoreline Community College)
Snoqualmie
SODO
(SODO Busway/Lander St)
South Mercer Island
South Park
(14th Ave S/S Cloverdale St)
South Seattle College
Tukwila International Blvd Station
Twin Lakes
(21st Ave SW/SW 336th St)
Valley Medical Center
Vashon
Wallingford
(Wallingford Ave N/N 45th St)
Westwood Village
Woodinville
(Woodinville Park and Ride)

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.

Appendix F
Service and Fare Equity Analysis

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F-2
September 2016 Service Change (Ordinance 18290)
King County Council minutes: May 16, 2016
Ordinance 18290 Title VI Analysis

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March 2017 Service Change (Ordinance 18353)
King County Council minutes: September 6, 2016
Ordinance 18353 Title VI Analysis

F-62
September 2017 Service Change (Ordinance 18482)
King County Council minutes: March 27, 2017
Ordinance 18482 Title VI Analysis

F-94
March 2018 Service Change (Ordinance 18579)
King County Council minutes: October 9, 2017
Ordinance 18579 Title VI Analysis

F-119
September 2018 Service Change (Ordinance 18685)
King County Council minutes: March 19, 2018
Ordinance 18685 Title VI Analysis

F-157
March 2019 Service Change (Ordinance 18790)
King County Council minutes: September 17, 2018
Ordinance 18790 Title VI Analysis

F-189
2017 Fare Simplification (Ordinance 18608)
King County Council minutes: November 13, 2017
Ordinance 18608 Title VI Analysis

F-206
2018 Parking Fee (Ordinance 18837)
King County Council minutes: November 13, 2018
Ordinance 18837 Equity Impact Review



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Rod Dembowski, Vice Chair of Policy Development and
Review;
Reagan Dunn, Vice Chair of Regional Coordination;
Claudia Balducci, Larry Gossett, Jeanne Kohl-Welles,
Kathy Lambert, Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Monday, May 16, 2016

Room 1001

REVISED - Added Item 28

1. **Call to Order**

[play video](#)

The meeting was called to order at 1:38 p.m.

2. **Roll Call**

[play video](#)

Present: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

Councilmember Dembowski led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of May 9, 2016**

[play video](#)

Councilmember Dembowski moved to approve the minutes of the May 9, 2016 meeting as presented. Seeing no objection, the Chair so ordered.

5. **Additions to the Council Agenda**

[play video](#)

Item 28 was added.

6. Special Items

[play video](#)

Proclamation of May 16-22, 2016, as Affordable Housing Week in King County

[play video](#)

Councilmembers McDermott and Upthegrove invited Kelly Rider, Housing Development Consortium; Lisa Wolters, Seattle Housing Authority; and Megan Hyla, King County Housing Authority to the podium. Councilmembers McDermott and Upthegrove read the proclamation and Ms. Rider, Ms. Wolters and Ms. Hyla thanked the Council and made remarks.

Proclamation of May 15-21, 2016, as Police Week in King County

[play video](#)

Councilmembers Lambert and Balducci read the proclamation and invited Sheriff Urquhart to the podium. Sheriff Urquhart thanked the Council and made remarks.

Proclamation of May 2016 as Arts Education Month in King County

[play video](#)

Councilmember McDermott read the proclamation and invited Charlie Rathbun, Arts Director, 4Culture, to the podium. Mr. Rathbun introduced Una McAlinden, Consultant, Washington State School Directors' Association, and made remarks. Ms. McAlinden thanked the Council and made remarks.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 7-11

[play video](#)

*The following people spoke:
Kathy Hougardy
Alex Tsimerman
Miss Richard
Honorable Michael Fuller
Farm Saeturn
Sompasong Keohavong
Fandy Lee
Fai Lau
Shaung Fukaoloe
Emma Catague*

*Dorothy Wong
Bruce Kelly
Teddy Lew*

During the testimony of Alex Tsimerman he spoke in advocacy of his candidacy and the candidacy of Donald Trump in violation of the Rule 10.A.3 of the Council Rules. As a result, the Chair ruled him out of order and directed him to take his seat. Mr. Tsimerman did not take his seat and instead continued to speak. The chair reiterated his direction four times and on the fourth time informed Mr. Tsimerman if he did not take his seat he would be removed from the chambers. Mr. Tsimerman continued to speak and the Chair then directed the marshals to escort Mr. Tsimerman from the chambers.

Budget and Fiscal Management

[play video](#)

7. **Proposed Substitute Ordinance No. 2015-0331.2**

AN ORDINANCE authorizing the King County executive to enter into two agreements with the Washington state Department of Ecology for loan financing for wastewater capital projects.

Sponsors: Mr. McDermott

On 5/16/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18286.

A motion was made by Councilmember Upthegrove that this Ordinance be Passed. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

8. **Proposed Ordinance No. 2016-0157**

AN ORDINANCE relating to best starts for kids appropriation; making a supplemental appropriation to the department of community and human services of \$3,167,000 to the best starts for kids fund and \$3,167,000 to the housing opportunity fund; and amending the 2015/2016 Biennial Budget Ordinance, Ordinance 18207, Section 1, as amended, and Ordinance 17941, Section 103, as amended.

Sponsors: Mr. Upthegrove

On 5/16/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18287.

Councilmember Upthegrove moved Striking Amendment S1. The motion passed by the following vote:

Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove

No: 0

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

Councilmember Upthegrove moved Title Amendment T1. The motion passed by the following vote:

Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove

No: 0

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

A motion was made by Councilmember Upthegrove that this Ordinance be Passed as Amended. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

9. [Proposed Ordinance No. 2016-0190](#)

AN ORDINANCE modifying the Green River Flood Mitigation Project to be financed, in part, with proceeds of the county's Limited Tax General Obligation Bonds, 2011, Series C (Taxable) authorized by Ordinance 16681 to include the NDMSC Demolition Project as an additional project to be financed with proceeds of such bonds; and amending Ordinance 16681, Section 1.

Sponsors: Mr. Upthegrove

On 5/16/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18288.

A motion was made by Councilmember Upthegrove that this Ordinance be Passed. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

10. [Proposed Substitute Ordinance No. 2016-0191.2](#)

AN ORDINANCE relating to a capital project; making a supplemental appropriation of \$10,471,000 to the office of information resource management capital fund; and amending the 2015/2016 Biennial Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

Sponsors: Mr. Upthegrove

On 5/16/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18289.

Councilmember Dembowski moved Amendment 1. The motion passed by the following vote:

Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove

No: 0

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

A motion was made by Councilmember Upthegrove that this Ordinance be Passed as Amended. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

Transportation, Economy and Environment

[play video](#)

11. **Proposed Substitute Ordinance No. 2016-0199.2**

AN ORDINANCE approving September 2016 public transportation service changes for King County.

Sponsors: Mr. McDermott

On 5/16/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18290.

A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

Motions, from Standing Committees and Regional Committees, for Council Action

[play video](#)

Consent Items 12-21

[play video](#)

12. **Proposed Motion No. 2016-0201**

A MOTION confirming the executive's appointment of Bill Finkbeiner, who resides in council district six, to the King County parks levy citizens oversight board, as the district six representative.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 14638.

This matter passed on the Consent Agenda.

13. **Proposed Motion No. 2016-0202**

A MOTION confirming the executive's appointment of Brad Tucker, who resides in council district seven, to the King County parks levy citizens oversight board as the district seven representative.

[play video](#)

Sponsors: Mr. von Reichbauer

The enacted number is 14639.

This matter passed on the Consent Agenda.

14. [Proposed Motion No. 2016-0203](#)

A MOTION confirming the executive's appointment of Allegra Calder, who resides in council district four, to the King County parks levy citizens oversight board as the district four representative.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 14640.

This matter passed on the Consent Agenda.

15. [Proposed Motion No. 2016-0204](#)

A MOTION confirming the executive's appointment of Ann Martin, who resides in council district eight, to the King County parks levy citizens oversight board as the district eight representative.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 14641.

This matter passed on the Consent Agenda.

16. [Proposed Motion No. 2016-0205](#)

A MOTION confirming the executive's appointment of Dariel Norris, who resides in council district three, to the King County parks levy citizens oversight board as the district three representative.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14642.

This matter passed on the Consent Agenda.

17. [Proposed Motion No. 2016-0206](#)

A MOTION confirming the executive's appointment of Adrienne Caver-Hall, who resides in council district two, to the King County parks levy citizens oversight board as the district two representative.

[play video](#)

Sponsors: Mr. Gossett

The enacted number is 14643.

This matter passed on the Consent Agenda.

18. [Proposed Motion No. 2016-0207](#)

A MOTION confirming the executive's appointment of Tom Stafford, who resides in council district

nine, to the King County parks levy citizens oversight board as the district nine representative.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 14644.

This matter passed on the Consent Agenda.

19. [Proposed Motion No. 2016-0209](#)

A MOTION confirming the executive's appointment of Staci Adman, who resides in council district one, to the King County parks levy citizens oversight board as the district one representative.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 14645.

This matter passed on the Consent Agenda.

20. [Proposed Motion No. 2016-0217](#)

A MOTION confirming the executive's appointment of Ian Jacobson, who resides in council district five, to the King County parks levy citizens oversight board as the district five representative.

[play video](#)

Sponsors: Mr. Upthegrove

The enacted number is 14646.

This matter passed on the Consent Agenda.

21. [Proposed Motion No. 2016-0225](#)

A MOTION confirming the executive's appointment of Bruce Elliott, who resides in council district five, to the King County agriculture commission.

[play video](#)

Sponsors: Mr. Upthegrove

The enacted number is 14647.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

First Reading of and Action on Motions Without Referral to Committee

[play video](#)

22. [Proposed Motion No. 2016-0248](#)

A MOTION designating the specific positions in the west division of King County district court to which appointments were made by Motions 14636 and 14637.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14648.

Councilmember Lambert moved to suspend the rules in order to take action on Proposed Motion 2016-0248 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.

**A motion was made by Councilmember Lambert that this Motion be Passed.
The motion carried by the following vote:**

Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, and Mr. von Reichbauer

Employment and Administration Committee Consent Agenda Items

23-26

[play video](#)

23. A. Hire a Management Auditor in the King County Auditor's Office

[play video](#)

A motion was made by Councilmember Lambert that this matter be passed. The motion carried by the following vote:

*Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove
No: 0*

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

24. B. Hire a Management Auditor in the King County Auditor's Office

[play video](#)

A motion was made by Councilmember Lambert that this matter be passed. The motion carried by the following vote:

*Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove
No: 0*

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

25. Hire a Capital Projects Oversight Analyst in the King County Auditor's Office

[play video](#)

A motion was made by Councilmember Lambert that this matter be passed. The motion carried by the following vote:

*Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove
No: 0*

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

26. Reassign a Capital Project Oversight Analyst to a Management Auditor in the King County Auditor's Office

[play video](#)

A motion was made by Councilmember Lambert that this matter be passed. The motion carried by the following vote:

*Votes: Yes: 5 - Ms. Balducci, Mr. Dembowski, Ms. Lambert, Mr. McDermott and Mr. Upthegrove
No: 0*

Excused: 4 - Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Mr. von Reichbauer

27. Reports on Special and Outside Committees

[play video](#)

Councilmember Lambert reported on Washington State Association of Counties (WSAC) meeting. WSAC discussed its legislative agenda for 2017 and federal issues, appointed new commissioners to the CRAB board, rewrote bylaws, hired a new lobbyist, created a taskforce that will define basic public health and received a briefing on the drug Naloxone.

Other Business

[play video](#)

Extra Item

First Reading and Referral of Ordinances

28. [Proposed Ordinance No. 2016-0254](#)

AN ORDINANCE related to zoning; amending Ordinance 17710, Section 4, and K.C.C. 21A.06.7344, Ordinance 17710, Section 5, and K.C.C. 21A.06.7346, Ordinance 17710, Section 6, and K.C.C. 21A.06.7348, Ordinance 10870, Section 334, as amended, and K.C.C. 21A.08.070, Ordinance 10870, Section 335, as amended, and K.C.C. 21A.08.080, and Ordinance 10870, Section 336, as amended, and K.C.C. 21A.08.090, adding a new chapter to K.C.C. Title 6 and adding a new section to K.C.C. chapter 27.10.

Sponsors: Ms. Balducci

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

Adjournment

[play video](#)

The meeting adjourned at 2:58 p.m.

Approved this _____ day of _____.

Clerk's Signature

September 2016 Public Transportation Service Changes

Title VI Service Equity Analysis

March 2016



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 equity analysis of service changes proposed for the September 2016 service change submitted to the King County Council for approval. Metro is proposing changes to service in Southeast Seattle, Renton and South Downtown (SODO) as well as a new peak only route in East King County.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities are an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

Metro's proposed changes in Southeast Seattle, Renton and SODO were informed by a public engagement effort in late 2015 and early 2016 which included but was not limited to a survey, public meetings, information tables and posting of rider alerts at bus stops. These outreach activities and the feedback generated will be summarized in a public engagement report, which will be submitted to the King County Council along with the service change ordinance.

Service Guidelines Overview

The 2013 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 three times each year—in spring, summer, and fall. The summer service change coordinates with the summer schedule for the University of Washington, because service is adjusted each summer on routes serving the UW. In cases of emergency or time-critical construction projects, Metro may make changes at times other than the three regularly scheduled service changes. However, these situations are rare and are kept to a minimum because of the high level of disruption and difficulty they create. Metro will

identify and discuss service changes that address performance-related issues in its annual route performance report.¹

Any proposed changes to routes 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.

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.

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 whether adverse effects are significantly greater for minority compared with non-minority populations is 10 percent. Should Metro find a disparate impact, Metro will consider 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 percentage of minority population 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 whether adverse effects are significantly

¹ The proposed 2016 Service Guidelines update will reflect that Metro has two service changes per year; Spring and Fall.

greater for low-income compared with non-low-income populations is 10 percent. Should Metro find a disproportionate burden, Metro will consider 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 52 census tracts with a total population of about 246,000 residents.

Affected Routes

Metro is proposing changes to five routes in Southeast Seattle and surrounding areas: Routes 9 Express, 38, 106, 107 and 124. In addition, Metro is proposing a new route in East King County (Route 243). On Route 9 Express, 106, 107 and 124, Metro provides approximately 114,000 annual service hours, and the routes generate about 4.0 million annual rides based on spring 2015 ridership data. Route 38 is a new route Metro will be implementing in March 2016, so ridership data for this route are not yet available.

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 2016.

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

Classifying minority and low income census tracts

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2009-2013 data, 35.8 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 (living at or below the poverty threshold) within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2009-2013, 11.5 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 52 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

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
52	30	9	8	5

IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations or a Disparate Impact on Minority Populations? YES

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 March 2016 service change was used as the baseline for calculating the change in trips.

Impacts are summarized in Tables 2 and 3 below and in Figures 1 and 2. Adverse effects of the project were limited to a single census tract, Tract 117, which includes South Beacon Hill and Rainier Beach Station. This tract is classified as minority and low-income. Because the only census tract with adverse effects is classified as a minority and low-income tract, the analysis indicates that there would be a disparate impact on minority populations, low-income populations would have a disproportionate burden.

A detailed description of the impacts to residents in Tract 117 is provided in Section 5, along with the alternatives available to riders in this area.

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.

Impacts of Proposed Changes for September 2016**Table 2.** Impacts of the September 2016 Service Change on Low-Income Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden ³ ?
Low-Income	1	100%	37%	63%	YES
Non-Low-Income	0	0%	63%		
Total	1	100%	100%		

Table 3. Impacts of the September 2016 Service Change on Minority Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact ⁴ ?
Minority	1	100%	45%	55%	YES
Non-Minority	0	0%	55%		
Total	1	100%	100%		

Figure 1. Impact of proposed changes on minority census tracts.

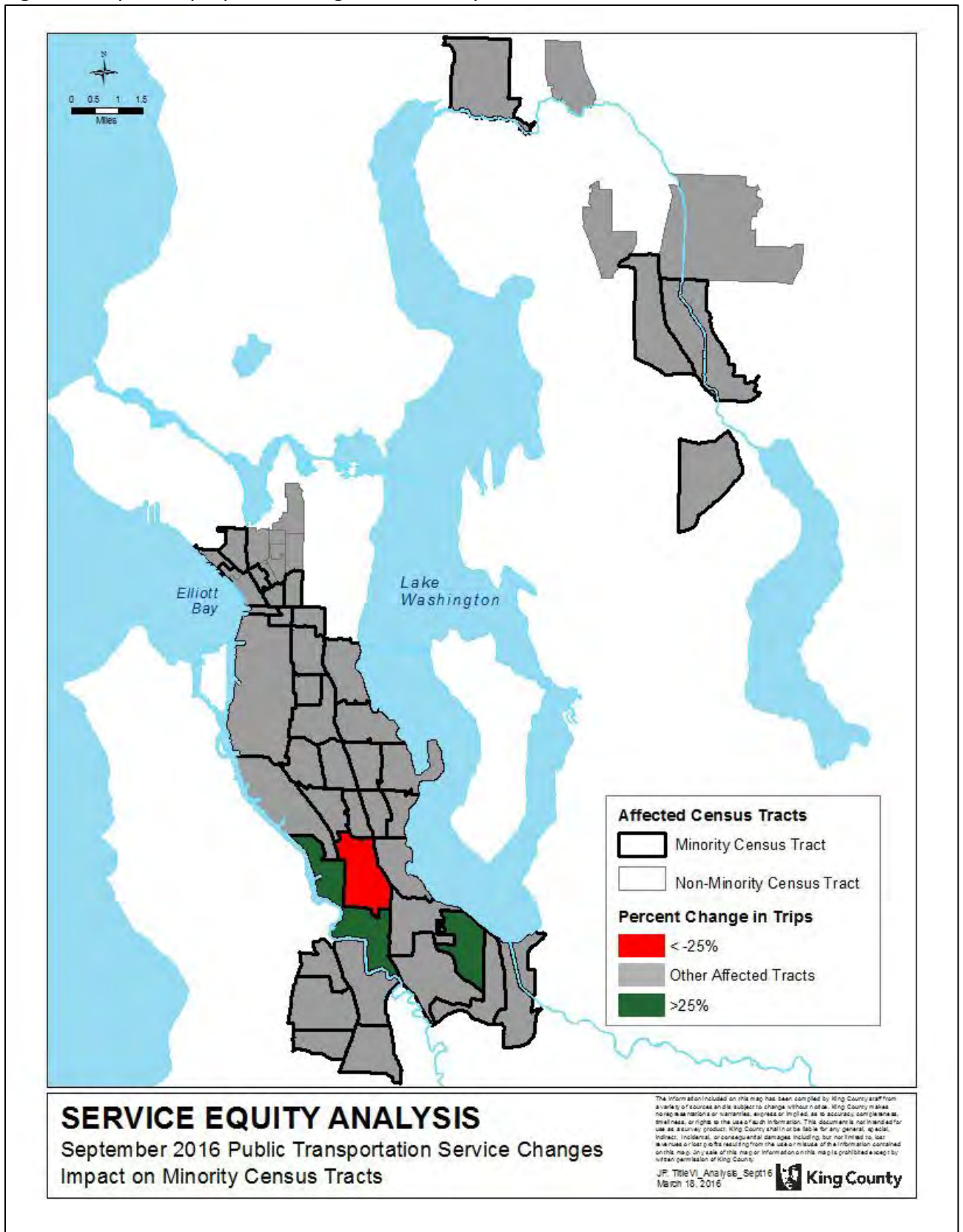
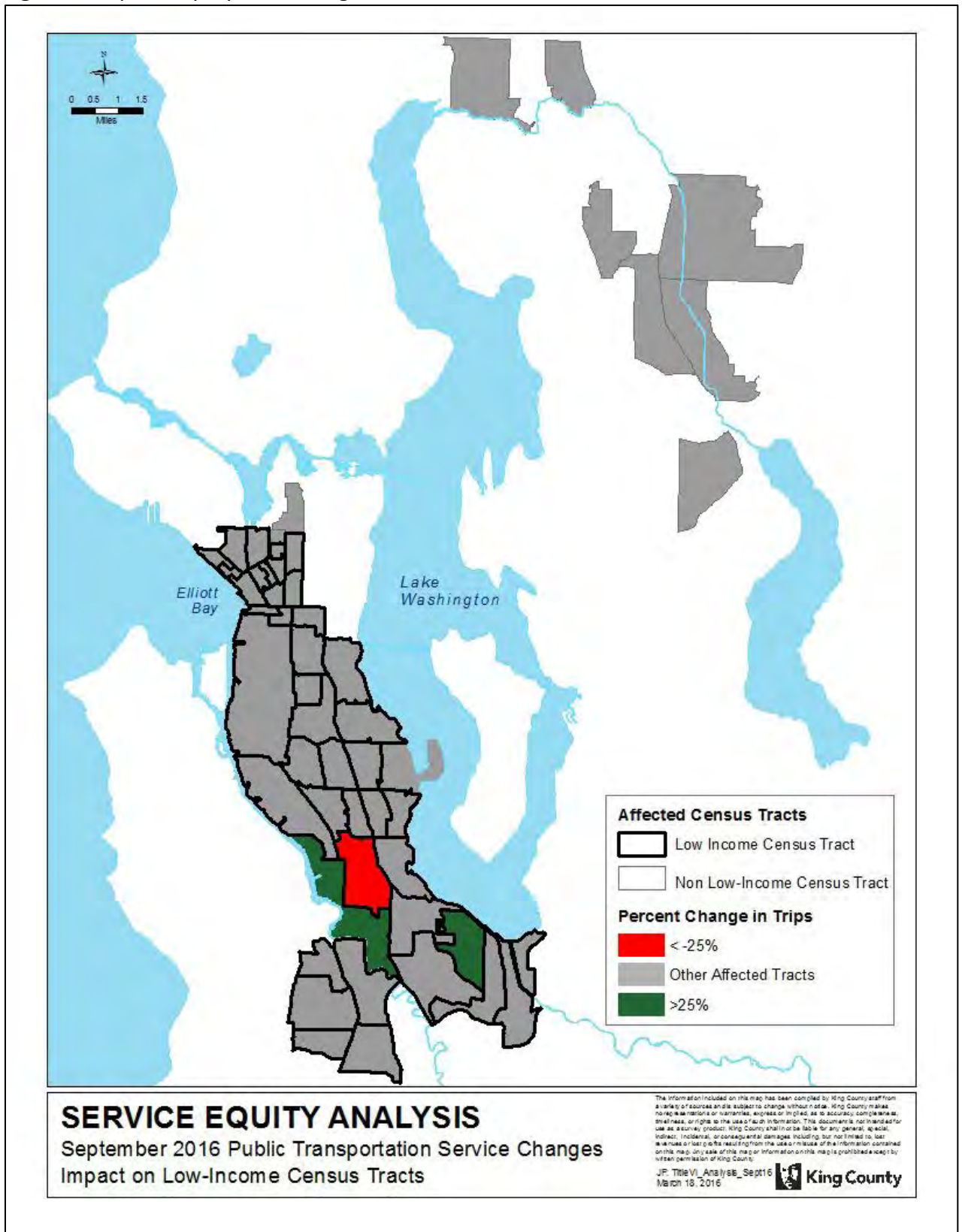


Figure 2. Impact of proposed changes on low-income census tracts.



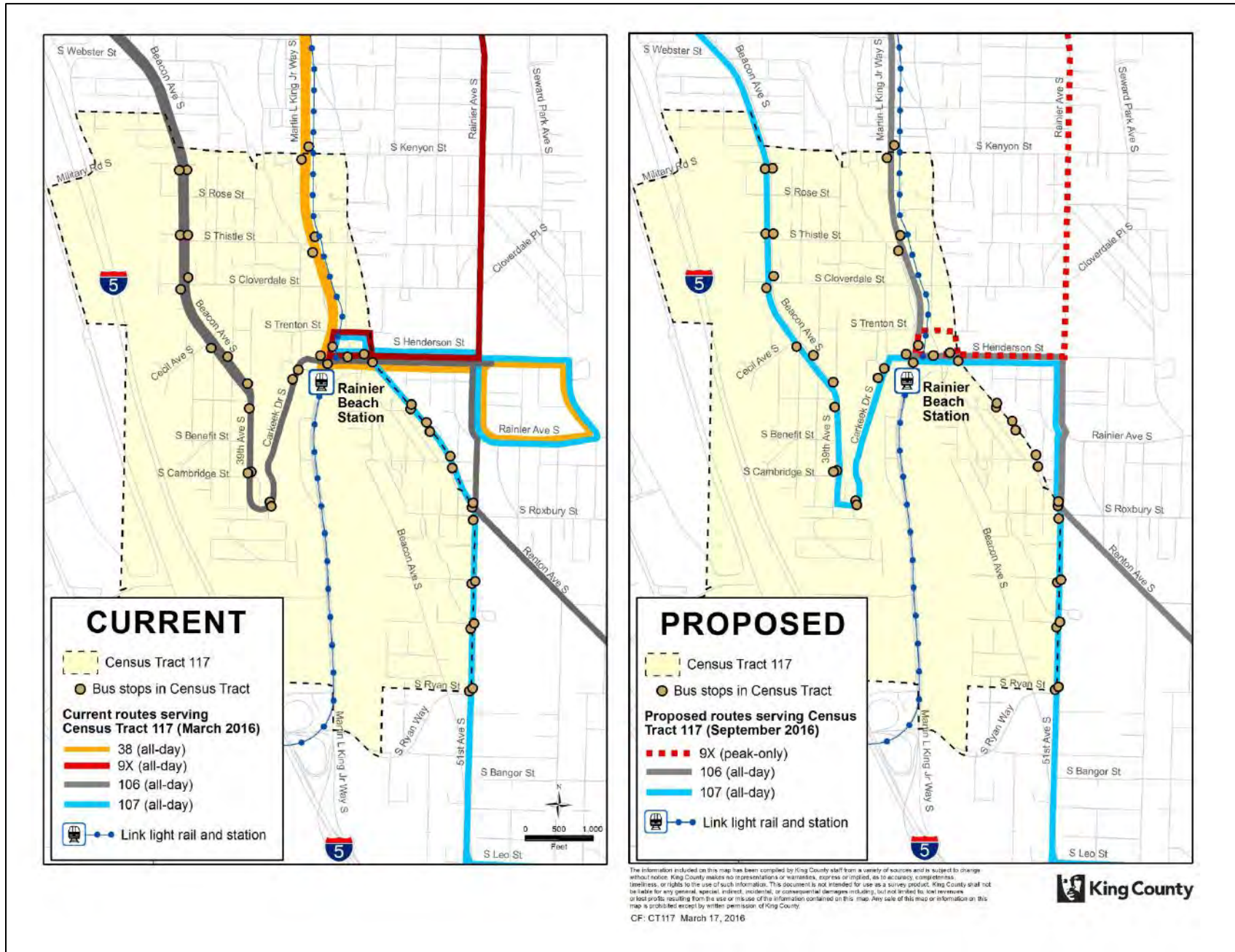
V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, adverse effects of the proposed changes for September 2016 are limited to Census Tract 117, a low-income and minority census tract. As shown in Figure 3, Census Tract 117 includes South Beacon Hill and Rainier Beach Station. Impacts are summarized below. Overall, the proposed changes will result in an estimated 30 percent reduction in the number of trips per week. Despite the reduction in the number of trips, the proposed changes will provide new bus connections to portions of the International District from Tract 117, as well as more service between Tract 117 and Renton via Skyway.

The reduction in the number of trips in Census Tract 117 is partially due to the deletion of Route 38 between Rainier Beach and Mount Baker via Martin Luther King, Jr. Way South. Route 106 would be revised to serve this segment of Martin Luther King, Jr. Way South and would be upgraded to provide about the same amount of service as Route 38. Route 107 would be extended to North Beacon Hill to replace service along Beacon Ave S, Carkeek Drive South currently provided by Route 106 and would be upgraded to provide about the same amount of service as Route 106. So, although there would be one fewer route serving Census Tract 117, the proposed routing revisions and service additions will result in about the same amount of service along Beacon Ave S, Carkeek Drive South and Martin Luther King, Jr. Way South.

The reduction in trips is also attributable to the deletion of mid-day service on Route 9 Express between Rainier Beach and Capitol Hill via Rainier Avenue South and First Hill. Beginning on March 19, 2016, new Link Light rail service to Capitol Hill will begin and will provide new frequent, all-day transit service between Rainier Beach Station, located within Tract 117, and Capitol Hill Station. Riders travelling between Tract 117 and First Hill would be able to use revised Route 106 to connect with the First Hill Streetcar in the International District or continue to use Route 9 Express during peak periods.

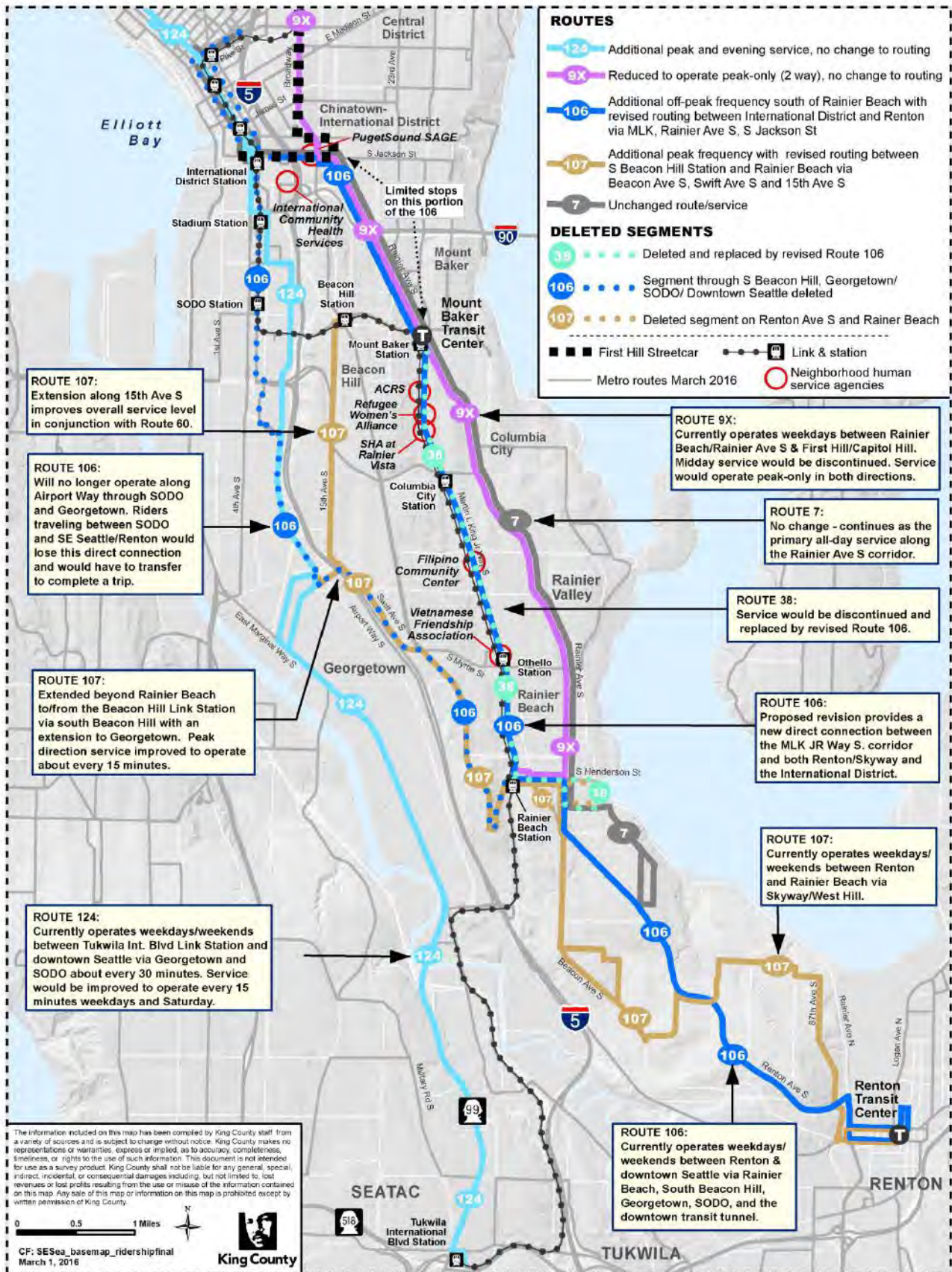
Figure 2. Proposed changes to service in Census Tract 117.



APPENDIX A: Affected Routes and Alternatives

Route	Action	Alternatives
9X	Delete midday service on Route 9X and use the resources to extend Route 38 to the International District on weekdays.	Alternative service is available on Route 7 between Rainier Beach and South Jackson Street/12 th Avenue South. Alternate service is available on Route 60 and also the First Hill Streetcar between South Jackson Street/12 th Avenue South and Broadway. Alternate service is available on Link Light Rail between Rainier Avenue South at the Mount Baker Link Station and the Capitol Hill Station.
38	Discontinue route to reduce duplicative service.	Alternative service will be available with revised Route 106, operating between Renton and the International District via Skyway, Rainier Beach, Martin Luther King Jr. Way South and Mount Baker.
106	Revise Route 106 to serve Martin Luther King Jr. Way South, Rainier Avenue South, and South Jackson Street between Rainier Beach and the International District. Frequency will be improved on weekdays and Saturday to operate about every 10-15 minutes during the peak periods, about every 15 minutes during the midday, about every 30 minutes at night on weekdays, about every 15-30 minutes all day on Saturdays, and about every 30 minutes all day on Sundays.	Alternative serve between Rainier Beach and Georgetown will be provided by revised Route 107.
107	Extend Route 107 between Rainier Beach and the Beacon Hill Link Station, which will replace current Route 106 between Rainier Beach, South Beacon Hill, and Georgetown. Frequency will be improved on weekdays to operate about every 15 minutes during peak periods and about every 30 minutes at night on weekdays, Saturdays and Sundays.	N/A

Route	Action	Alternatives
124	<p>On weekdays, service frequency will be improved to about every 15 minutes during the peak periods, about every 15 minutes during the midday, and about every 30-60 minutes at night. On Saturday, day-time service frequency will be improved to about every 15 minutes.</p>	N/A
243	<p>Implement new Route 243 Express. Provide about four northbound trips to Kenmore in the AM, and about four southbound trips in the PM on weekdays.</p>	N/A



Map of September 2016 Service Changes



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Rod Dembowski, Vice Chair of Policy Development and
Review;
Reagan Dunn, Vice Chair of Regional Coordination;
Claudia Balducci, Larry Gossett, Jeanne Kohl-Welles,
Kathy Lambert, Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Tuesday, September 6, 2016

Room 1001

1. **Call to Order**

[play video](#)

The meeting was called to order at 1:38 p.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 Gossett led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of August 29, 2016**

[play video](#)

Councilmember Dembowski moved to approve the minutes of the August 29, 2016 meeting as presented. Seeing no objection, the Chair so ordered.

5. **Additions to the Council Agenda**

[play video](#)

There were no additions.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 6-14

[play video](#)

*The following person spoke:
Alex Tsimmerman*

Consent Items 6-11

[play video](#)

6. [Proposed Ordinance No. 2016-0342](#)

AN ORDINANCE revising the corporate boundary of the city of Bothell to include the unincorporated portion of Northeast 205th Street right-of-way as provided for in RCW 35A.21.210.

Sponsors: Mr. Dembowski

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18348.

This matter passed on the Consent Agenda.

7. [Proposed Ordinance No. 2016-0374](#)

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Washington State Council of County and City Employees, Council 2, Local 2084-S (Department of Adult and Juvenile Detention (Juvenile Detention Division Supervisors)) representing employees in the department of adult and juvenile detention; and establishing the effective date of said agreement.

Sponsors: Mr. Gossett

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18349.

This matter passed on the Consent Agenda.

8. [Proposed Ordinance No. 2016-0381](#)

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Public Safety Employees Union (Legal Administrative Specialists - Department of Judicial Administration) representing employees in the department of judicial administration; and establishing the effective date of said agreement.

Sponsors: Mr. Gossett

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18350.

This matter passed on the Consent Agenda.

9. [Proposed Ordinance No. 2016-0382](#)

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Public Safety Employees Union (Superior Court Clerks - Judicial Administration) representing employees in the department of judicial administration; and establishing the effective date of said agreement.

Sponsors: Mr. Gossett

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18351.

This matter passed on the Consent Agenda.

10. [Proposed Ordinance No. 2016-0405](#)

AN ORDINANCE approving and adopting the memorandum of agreement regarding Insured Benefits for Represented Benefits-Eligible Employees negotiated by and between King County and Amalgamated Transit Union, Local 587 (Department of Transportation - Transit) representing employees in the department of transportation; and establishing the effective date of said agreement.

Sponsors: Mr. Dembowski

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18352.

This matter passed on the Consent Agenda.

11. [Proposed Ordinance No. 2016-0423](#)

AN ORDINANCE approving public transportation service changes for March 2017, substantially for Route 907, operating in Southeast King County.

Sponsors: Mr. Dembowski

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18353.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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. Uptegrove, and Mr. von Reichbauer

Budget and Fiscal Management

[play video](#)

12. [Proposed Substitute Ordinance No. 2016-0161.2](#)

AN ORDINANCE concerning the disposition of surplus land at 12th Avenue and Alder Street in Seattle, Washington.

Sponsors: Ms. Balducci

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18354.

Katherine Cortes, Council staff, answered questions of the Council.

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

Transportation, Economy and Environment

[play video](#)

13. [Proposed Substitute Ordinance No. 2016-0349.2](#)

AN ORDINANCE relating to the sale of environmental attributes held by the county; authorizing the transit division to enter into an agreement with Element Markets Renewable Energy, LLC, for the sale of Renewable Identification Numbers and other environmental attributes associated with the transit division's electric trolley and battery bus fleets.

Sponsors: Mr. Dembowski

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18355.

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, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

First Reading of and Action on Emergency Ordinances Without Referral to Committee

[play video](#)

14. [Proposed Ordinance No. 2016-0445](#)

AN ORDINANCE relating to committee meeting times; and amending Ordinance 11683, Section 4, as amended, and K.C.C. 1.24.035; and declaring an emergency.

Sponsors: Mr. McDermott

On 9/6/2016, a public hearing was held and closed.

[play video](#)

The enacted number is 18356.

Councilmember Dembowski moved to suspend the rules in order 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 Dembowski that this Ordinance 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

Hearing Examiner Consent Agenda Items 15-19

[play video](#)

15. [Proposed Substitute Ordinance No. 2016-0192.2](#)

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 Helen Elizabeth Zech for property located at 42613 236th Avenue SE, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no. E16CT001.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18357.

This matter passed on the Consent Agenda.

16. [Proposed Substitute Ordinance No. 2016-0301.2](#)

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 Ronald Maus and Debra Maus for property located at 40417 278th Way SE, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no.

E16CT011.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18358.

This matter passed on the Consent Agenda.

17. [Proposed Substitute Ordinance No. 2016-0302.2](#)

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 Brad Meyers and Nancy Meyers for property located at 30220 SE 58th Street, Preston, WA, designated department of natural resources and parks, water and land resources division file no. E16CT012.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18359.

This matter passed on the Consent Agenda.

18. [Proposed Substitute Ordinance No. 2016-0303.2](#)

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 Ray Palmer for property located at 3107 West Snoqualmie River Road NE, Carnation, 3129 West Snoqualmie River Road NE, Carnation, WA, designated department of natural resources and parks, water and land resources division file no. E16CT013.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18360.

This matter passed on the Consent Agenda.

19. [Proposed Substitute Ordinance No. 2016-0305.2](#)

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 Jordan Frank and Gina Frank for property located at 14707 172nd Avenue NE, Woodinville, WA, designated department of natural resources and parks, water and land resources division file no. E16CT015.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18361.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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 Items 20-30

[play video](#)

20. [Proposed Substitute Motion No. 2016-0146.2](#)

A MOTION confirming the executive's appointment of Mary Ann LaFazia, who resides in council district eight, to the King County behavioral health advisory board, effective April 1, 2016.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 14706.

This matter passed on the Consent Agenda.

21. [Proposed Motion No. 2016-0223](#)

A MOTION confirming the executive's appointment of Aimee Grant, who resides in council district five, to the King County women's advisory board, as the district five representative.

[play video](#)

Sponsors: Mr. Upthegrove

The enacted number is 14707.

This matter passed on the Consent Agenda.

22. [Proposed Motion No. 2016-0251](#)

A MOTION confirming the executive's appointment of Karen Moran, who resides in council district three, to the King County emergency management advisory committee, as the water and sewer districts alternate representative.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14708.

This matter passed on the Consent Agenda.

23. [Proposed Motion No. 2016-0271](#)

A MOTION confirming the executive's appointment of Chad Buechler, who resides in council district nine, to the King County regional human services citizen oversight board, as the district nine representative.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 14709.

This matter passed on the Consent Agenda.

24. [Proposed Substitute Motion No. 2016-0279.2](#)

A MOTION approving a report on the road right-of-way drainage trunk line inventory in accordance with 2015/2016 Biennial Budget Ordinance 17941, Section 53, Proviso P1.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14710.

This matter passed on the Consent Agenda.

25. [Proposed Motion No. 2016-0348](#)

A MOTION approving a plan regarding ongoing surface water management participation in funding roadway drainage projects in accordance with 2015/2016 Biennial Budget Ordinance 17941, Section 77, Proviso P1.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 14711.

This matter passed on the Consent Agenda.

26. [Proposed Motion No. 2016-0354](#)

A MOTION approving the comprehensive, historical review and assessment report of the mental illness and drug dependency funded strategies, services, and programs, in compliance with Ordinance 17998.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 14712.

This matter passed on the Consent Agenda.

27. [Proposed Motion No. 2016-0360](#)

A MOTION confirming the executive's appointment of Thomas Tryon, who resides in council district three, to the King County emergency management advisory committee, representing the King County Fire Chiefs Association.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14713.

This matter passed on the Consent Agenda.

28. [Proposed Motion No. 2016-0364](#)

A MOTION confirming the executive's appointment of Lauren Craig, who resides in council district four,

to the King County women's advisory board, filling a council at-large position.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 14714.

This matter passed on the Consent Agenda.

29. [Proposed Motion No. 2016-0368](#)

A MOTION confirming the executive's appointment of Ronald Garrow, who resides in council district five, to the King County emergency management advisory committee as the King and Kitsap Counties Chapter of the American Red Cross, alternate representative.

[play video](#)

Sponsors: Mr. Upthegrove

The enacted number is 14715.

This matter passed on the Consent Agenda.

30. [Proposed Motion No. 2016-0415](#)

A MOTION nominating Apprenticeships & Nontraditional Employment for Women as an in-need organization under WAC 468-300-010.

[play video](#)

Sponsors: Mr. Upthegrove and Ms. Kohl-Welles

The enacted number is 14716.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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

Government Accountability and Oversight

[play video](#)

31. [Proposed Motion No. 2016-0353](#)

A MOTION approving the King County Strategic Information Technology Plan 2016-2018, which identifies technology objectives and strategies that provide clear direction and guidance for technology efforts and investments in King County.

[play video](#)

Sponsors: Mr. von Reichbauer

The enacted number is 14717.

Councilmember Kohl-Welles moved Amendment 1. The motion carried.

A motion was made by Councilmember von Reichbauer 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

Health, Housing and Human Services

[play video](#)

32. [Proposed Motion No. 2016-0421](#)

A MOTION calling for meaningful actions to address lead poisoning and support for efforts to eliminate lead poisoning in King County.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 14718.

A motion was made by Councilmember Kohl-Welles 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

Reappointment Consent Agenda Items 33-35

[play video](#)

33. [Proposed Motion No. 2016-0325](#)

A MOTION confirming the executive's reappointment of Judy Daufney-Stenberg, who resides in council district six, to the King County transit advisory commission.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 14719.

This matter passed on the Consent Agenda.

34. [Proposed Motion No. 2016-0436](#)

A MOTION confirming the executive's reappointment of Deborah Anderson, who resides in council district six, to the King County board for developmental disabilities.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 14720.

This matter passed on the Consent Agenda.

35. [Proposed Motion No. 2016-0437](#)

A MOTION confirming the executive's reappointment of Nancy Yee, who resides in council district two, to the King County board for developmental disabilities.

[play video](#)

Sponsors: Mr. Gossett

The enacted number is 14721.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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](#)

36. [Proposed Ordinance No. 2016-0397](#)

AN ORDINANCE authorizing the conveyance of two surplus properties to the city of Issaquah.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

37. [Proposed Ordinance No. 2016-0399](#)

AN ORDINANCE authorizing certain county departments and agencies to absorb transaction processing costs for electronic payments; amending Ordinance 17293, Section 47, and K.C.C. 4A.10.245, Ordinance 17293, Section 107, and K.C.C. 4A.10.585, Ordinance 13923, Section 4, as amended, and K.C.C. 4A.601.010, Ordinance 13923, Section 5, as amended, and K.C.C. 4A.601.030, adding a new section to K.C.C. chapter 4A.601 and repealing Ordinance 16861, Section 6, and K.C.C. 4A.601.100 and Ordinance 17230, Section 1, and K.C.C. 4A.601.120.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

38. [Proposed Ordinance No. 2016-0408](#)

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Washington State Council of County and City Employees, Council 2, Local 21AD (Department of Adult and Juvenile Detention) representing employees in the department of adult and juvenile detention; and establishing the effective date of said agreement.

[play video](#)

Sponsors: Mr. Gossett

This matter had its first reading and was referred to the Law and Justice Committee.

39. [Proposed Ordinance No. 2016-0410](#)

AN ORDINANCE authorizing the execution of a new lease to support the operations of superior court.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

40. [Proposed Ordinance No. 2016-0417](#)

AN ORDINANCE relating to the sale of the Northshore public health clinic located at 10808 NE 145th Street, Bothell, Washington, in council district one.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Committee of the Whole.

41. [Proposed Ordinance No. 2016-0438](#)

AN ORDINANCE changing the name of the Lakehaven Utility District to the Lakehaven Water and Sewer District.

[play video](#)

Sponsors: Mr. von Reichbauer

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

First Reading and Referral of Motions

[play video](#)

42. [Proposed Motion No. 2016-0434](#)

A MOTION confirming the executive's appointment of Bobbi Wallace, who resides in council district six, to the King County waterworks grant ranking committee, as the district six representative.

[play video](#)

Sponsors: Ms. Balducci

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee

43. [Proposed Motion No. 2016-0439](#)

A MOTION supporting the expansion of the Social Security and Medicare programs and benefits and the elimination of the cap on earnings that are subject to the Social Security payroll tax, expressing the intent that these positions be included in King County's federal legislative agenda and directing the council clerk to distribute this motion to Washington's congressional delegation.

[play video](#)

Sponsors: Mr. Gossett, Mr. McDermott, Ms. Kohl-Welles and Ms. Balducci

This matter had its first reading and was referred to the Committee of the Whole.

44. [Proposed Motion No. 2016-0440](#)

A MOTION appointing Gregory J. Beardsley, who resides in council district eight, to a term of four years on the Vashon Island ferry advisory committee.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

45. [Proposed Motion No. 2016-0441](#)

A MOTION appointing Kari Ulatoski, who resides in council district eight, to a term of two years on the Vashon Island ferry advisory committee.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee

46. [Proposed Motion No. 2016-0442](#)

A MOTION appointing Jan Stephens, who resides in council district eight, to a term of three years on the Vashon Island ferry advisory committee.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

47. [Proposed Motion No. 2016-0443](#)

A MOTION approving a job description for the King County Flood Control Zone District executive director.

[play video](#)

Sponsors: Mr. Dunn and Ms. Balducci

This matter had its first reading and was referred to the Committee of the Whole.

48. [Proposed Motion No. 2016-0444](#)

A MOTION accepting a report on the incarcerated veterans pilot program in accordance with Motion 14632.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Law and Justice Committee.

49. Reports on Special and Outside Committees

[play video](#)

Councilmember Kohl-Welles briefed the Council on the recent Growth Management Policy Board attended by herself and Councilmember Gossett. Councilmember Kohl-Welles first mentioned the discussion of small cities and conditional certification. The Mayors of North Bend and Snohomish were in attendance and expressed concern. Councilmember Kohl-Welles noted that a special meeting will take place in

King County on September 28th with the Growth Management Planning Council, Metropolitan King County Councilmembers and Growth Management Planning Board as invitees to discuss the linkages between the Planning Policies and Vision 2040. The goal of the meeting is to give a common understanding of the Growth Management Act and Vision 2040 with the intent of reaching agreement in November, after a briefing in October to present to the Growth Management Planning Board. The second item that Councilmember Kohl-Welles brought to the members attention was a powerpoint printout that captured a snapshot of where King County is in terms of housing and affordability. She noted that a significant number of people move from home to work everyday which impacts transportation in the region. Most notably, King County leads in single family housing and every other category as well.

Other Business

[play video](#)

There was no other business.

Adjournment

[play video](#)

The meeting was adjourned at 2:21 p.m.

Approved this _____ day of _____.

Clerk's Signature

March 2017 Public Transportation Service Changes

Title VI Service Equity Analysis

July 2016



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 equity analysis of service changes proposed for the March 2017 service change submitted to the King County Council for approval. Metro is proposing changes to service in Southeast King County to Route 907, and includes new alternative service in Enumclaw and Black Diamond.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities is an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

This report details the impacts of one project proposed to be implemented in March 2017. The areas affected include Auburn, Renton, Maple Valley, Black Diamond, Enumclaw, and parts of unincorporated King County.

Through a collaborative process of working with area jurisdictions and community stakeholders, Metro identified opportunities where community travel needs could be better met with a combination of alternative services and a modified fixed-route network. The proposal was developed with input from local jurisdictions and community stakeholders and has involved a phased service implementation. These outreach activities and the feedback generated will be summarized in a public engagement report, which will be submitted to the King County Council along with the service change ordinance.

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 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.

I. Service Change Area and Routes

Affected Areas

The proposed changes will affect 20 census tracts with a total population of about 100,000 residents.

Affected Routes

Metro is proposing changes to one route in Southeast King County, Route 907 and the introduction of a new alternative service between Black Diamond and Enumclaw. With this change, Route 907 would be revised to begin and end in Black Diamond, with service improved to operate about every 60 minutes on the revised routing between Black Diamond and Renton. Service between Black Diamond and Enumclaw, including the Route 907 Dial-Ride (DART) area within Enumclaw, would be deleted in conjunction with the implementation of a new demand-responsive transportation service. In Renton, the Route 907 Dial-A-Ride (DART) area would also be deleted, with service terminating at the Renton Transit Center.

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 2017.

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

Classifying minority and low income census tracts

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2010-2014 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. In addition to aligning the threshold with other programs, including ORCA LIFT, this has the effect of giving more representation to youth, elderly, and people with disabilities. Based on the American Community Survey five-year average for 2010-2014, 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 20 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

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
20	4	2	2	12

IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations or a Disparate Impact on Minority Populations? YES

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 March 2016 service change was used as the baseline for calculating the change in trips.

Impacts are summarized in Tables 2 and 3 below and in Figures 1 and 2. Adverse effects of the project were limited to four census tracts, Tracts 262, 313.02, 314 and 315.02, which include portions of Auburn and Enumclaw. Tract 262 is classified as both a low-income and minority census tract. Tracts 313.02 and 314 are both classified as a low-income tract only. Because tracts 262, 313.02 and 314 with adverse effects are classified as low-income tracts, the analysis indicates that there would be a disproportionate burden on low-income populations. While tract 262 is classified as a minority census tract, 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%.

One census tract – Tract 262 in Renton – was identified as being adversely affected due to the proposed elimination of the Route 907 DART area in this tract. While the current service is designed to serve the DART area on up to 14 trips a day, because service in the DART area is provided on a demand-responsive basis only, service may not operate in Tract 262 on days when no demand-response deviation is requested. The proposed changes will result in more frequent service in the adjacent tract, with proposed frequency on Route 907 increasing from every 90 minutes to every 60 minutes.

Similarly, Tracts 313.02 and 314, classified as low-income tracts, were identified as having adverse effects due to the elimination of the DART area in these tracts, as well as the elimination of the segment of Route 907 that currently serves this area on 14 trips per day. However, a replacement alternative service is being proposed that would provide service to this DART area, as well as service between Black Diamond and Enumclaw. A more detailed description is described under Alternatives and Mitigation.

A detailed description of the impacts to residents in Tracts 262, 313.02 and 314 is provided in Section 5, along with the alternatives available to riders in this area. Figure 3 shows the changes being proposed.

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 countywide 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 countywide percentage of minority tracts.

Impacts of Proposed Changes for March 2017

Table 2. Impacts of the March 2017 Service Change on Low-Income Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden ³ ?
Low-Income	3	75%	41%	34%	YES
Non-Low-Income	1	25%	59%		
Total	4	100%	100%		

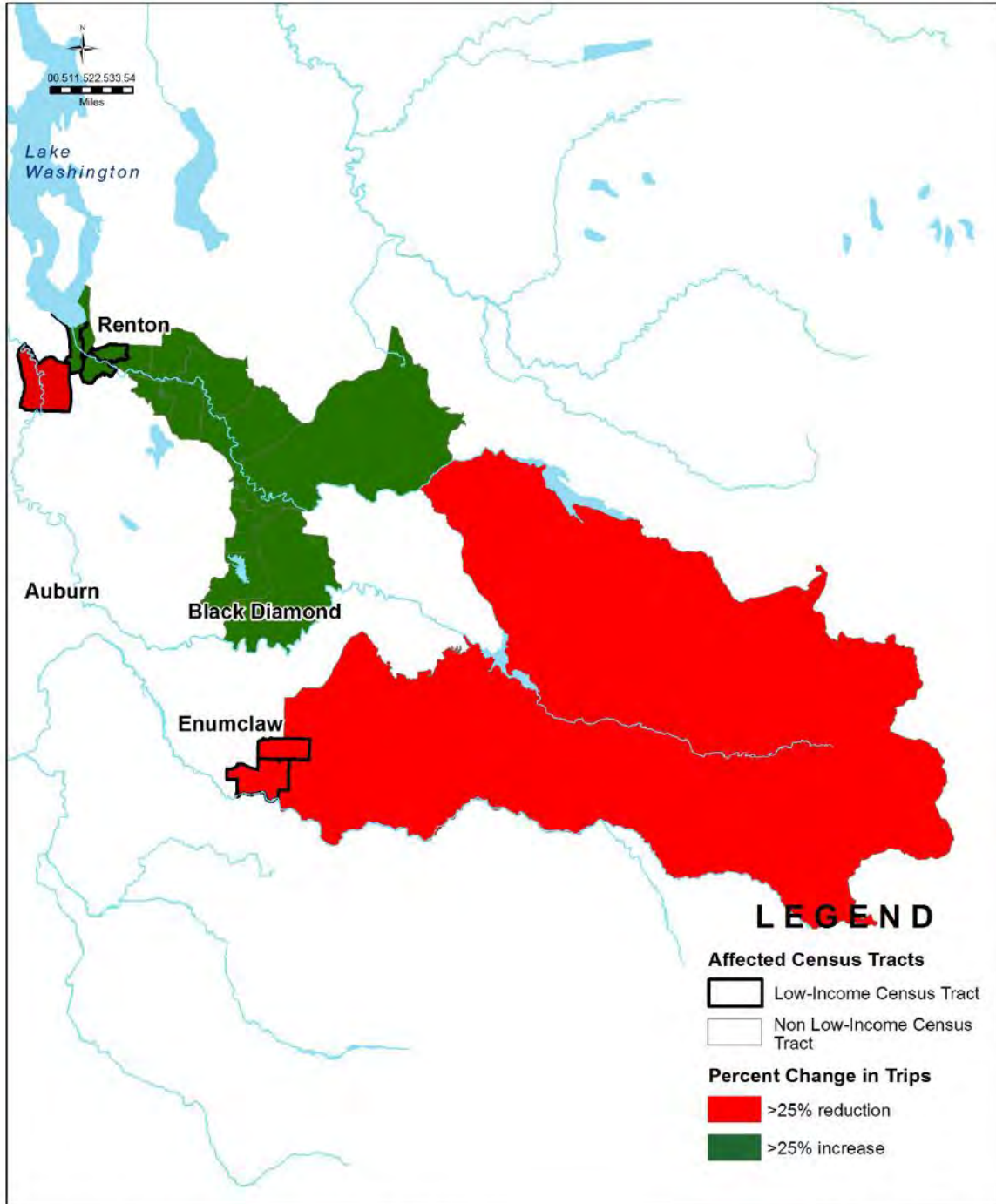
Table 3. Impacts of the March 2017 Service Change on Minority Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact ⁴ ?
Minority	1	25%	43%	18%	NO
Non-Minority	3	75%	57%		
Total	4	100%	100%		

Figure 1. Impact of proposed changes on minority census tracts.



Figure 2. Impact of proposed changes on low-income census tracts.



SERVICE EQUITY ANALYSIS
Route 907 Truncation and Alternative Service
Impact on Low-Income Census Tracts

This information included on this map has been compiled by King County staff from a variety of sources and is subject to change without notice. King County makes no representations or warranties, express or implied, as to accuracy, completeness, timeliness, or rights to the use of such information. This document is not intended for use as a survey product. King County shall not be liable for any general, special, indirect, incidental, or consequential damages including, but not limited to, lost revenue or lost profits resulting from the use or reliance of the information contained on this map. Any sale of this map or information on this map is prohibited except by written permission of King County.

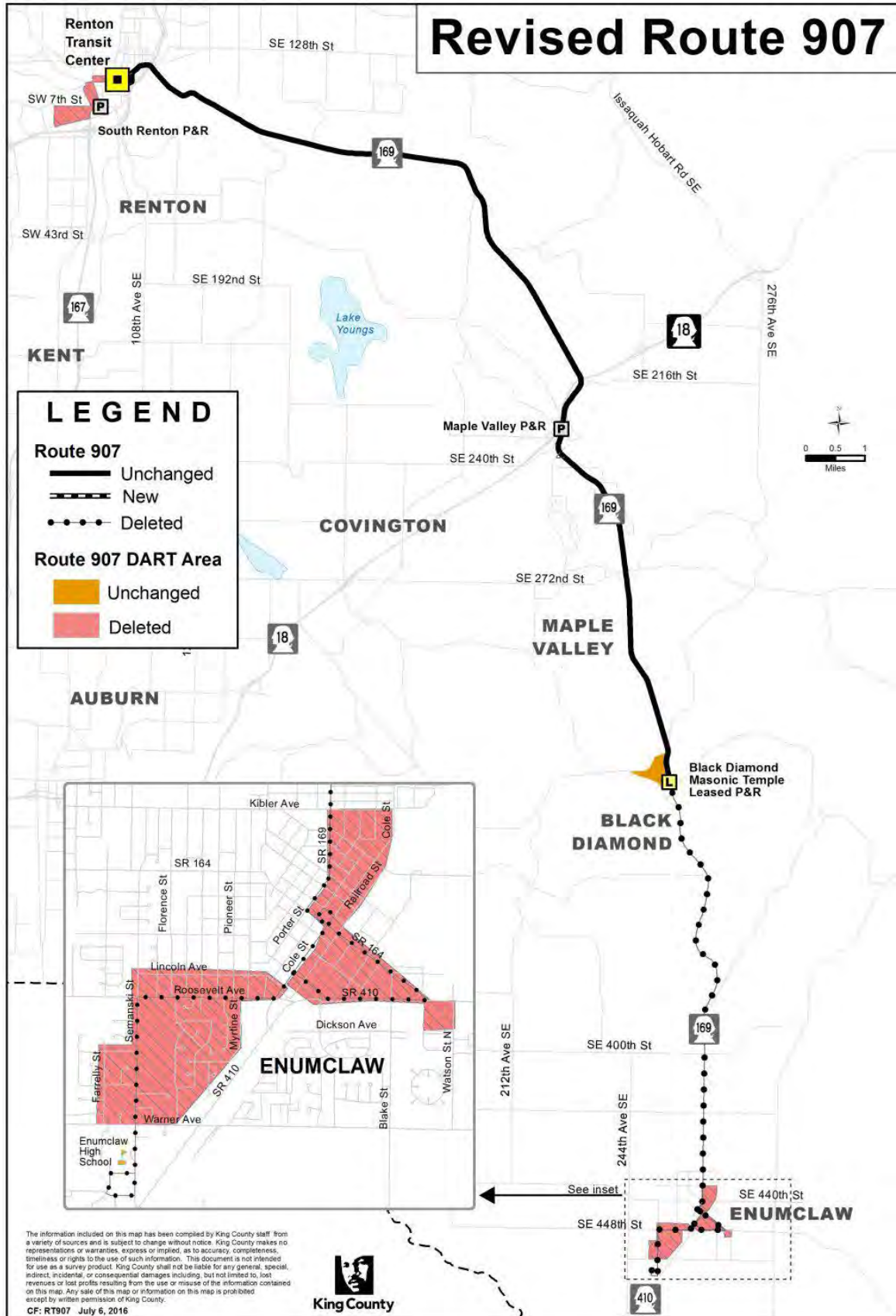
DV: TitleVI_Analysis_907
July 18, 2016

V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, adverse effects of the proposed changes for March 2017 are limited to Census Tracts 262, 313.02, 314 and 315.02, with 313.02 and 314 also being low-income census tracts. As shown in Figures 1 and 2, Census Tracts 313.02, 314 and 315.02 includes Enumclaw and unincorporated King County. Impacts are summarized below. Route 907 will be truncated to operate between Black Diamond and Renton only. However, the current Route 907 DART area in Black Diamond, as well as the connection between Black Diamond and Enumclaw will continue to be served by a new alternative service. Despite the truncation of Route 907 in Black Diamond, the proposed changes will preserve a connection between Black Diamond and Enumclaw, and allow for service frequency to be improved on Route 907 from every 90 minutes to every 60 minutes. The number of daily trips on weekdays will increase from 14 to 18.

Alternative service for riders traveling between Black Diamond and Enumclaw will be available with the new Black Diamond-Enumclaw Demand-Responsive Transportation Service, which will provide service in Census Tracts 313.02, 314 and 315.02. Alternative service for riders traveling within Enumclaw will be available on Route 915, which will be extended to operate through South Enumclaw. For Tract 262, alternate service for riders in Renton traveling within the DART area is available on Routes 101, 106, 107,169 and the RapidRide F Line, connecting with Route 907 at the Renton Transit Center.

Figure 3. Proposed changes to service.



APPENDIX A: Affected Routes and Alternatives

Route	Action	Alternatives
907	<p>Revise Route 907 to operate between Black Diamond and the Renton Transit Center, via Maple Valley and improve the service frequency to approximately every 60 minutes. Service between Black Diamond and Enumclaw including the Enumclaw Dial-A-Ride (DART) service area would be deleted. The Renton Dial-A-Ride (DART) service area would be deleted.</p>	<p>Alternative service for riders traveling between Black Diamond and Enumclaw will be available with the new Black Diamond-Enumclaw Demand-Responsive Transportation Service. Alternative service for riders traveling within Enumclaw will be available on Route 915, which will be extended to operate through South Enumclaw. Alternate service for riders in Renton traveling within the DART area is available on Routes 101, 106, 107, 169 and the RapidRide F Line, connecting with Route 907 at the Renton Transit Center.</p>



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Rod Dembowski, Vice Chair of Policy Development and
Review;
Reagan Dunn, Vice Chair of Regional Coordination;
Claudia Balducci, Larry Gossett, Jeanne Kohl-Welles,
Kathy Lambert, Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Monday, March 27, 2017

Room 1001

1. **Call to Order**

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*The meeting was called to order at 1:30 p.m.
The meeting was recessed by the Chair at 1:31 p.m.
The meeting was reconvened by the Chair at 1:39 p.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**

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Councilmember Lambert led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of March 20, 2017**

[play video](#)

*Councilmember Dembowski moved to approve the minutes of the March 20, 2017
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

There were no additions.

6. **Public Comment**

[play video](#)

*The following people spoke:
Miss Richard*

Kassech Zenebe
Mark Johnston

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 7-9

[play video](#)

No one spoke.

Consent Items 7-9

[play video](#)

7. Proposed Substitute Ordinance No. 2017-0009.2

AN ORDINANCE relating to King County stormwater and surface water management requirements establishing enforcement criteria; amending Ordinance 10636, Section 3, as amended, and K.C.C. 9.12.015, Ordinance 10636, Section 4, as amended, and K.C.C. 9.12.025, Ordinance 10636, Section 7, as amended, and K.C.C. 9.12.050 and Ordinance 10636, Section 10, as amended, and K.C.C. 9.12.080 and prescribing penalties.

Sponsors: Mr. Dembowski

On 3/27/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18481.

This matter passed on the Consent Agenda.

8. Proposed Ordinance No. 2017-0087

AN ORDINANCE approving September 2017 public transportation service changes for King County.

Sponsors: Mr. Dembowski

On 3/27/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18482.

This matter passed on the Consent Agenda.

9. [Proposed Ordinance No. 2017-0090](#)

AN ORDINANCE approving the Northshore Utility District Water System Plan 2016.

Sponsors: Mr. Dembowski

On 3/27/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18483.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:

Yes: 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 1 - Ms. Balducci

Hearing Examiner Consent Agenda Items 10-18

[play video](#)

10. [Proposed Substitute Ordinance No. 2016-0560.2](#)

AN ORDINANCE concurring with the recommendation of the hearing examiner to approve, subject to conditions, reclassification of certain property located at Northeast of the intersection of SR-0169 and SE Green Valley Road, as described in department of permitting and environmental review file no. LUT4150001 from RA-5 to M, at the request of Cadman, Inc., and amending King County Title 21A, as amended, by modifying the zoning map to reflect this reclassification.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18484.

This matter passed on the Consent Agenda.

11. [Proposed Substitute Ordinance No. 2017-0015.2](#)

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 Randolph Hays and Amy Patricelli for property located at 35800 301st Place SE, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no. E16CT030.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18485.

This matter passed on the Consent Agenda.

12. [Proposed Substitute Ordinance No. 2017-0016.2](#)

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 Douglas and Karla Woodle for property located at 15830 330th Way NE, Duvall, WA, designated department of natural resources and parks, water and land resources division file no. E16CT032.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18486.

This matter passed on the Consent Agenda.

13. [Proposed Substitute Ordinance No. 2017-0017.2](#)

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 Gordan and Karen Weed for property located at 12630 Kelly Road NE, Duvall, WA, designated department of natural resources and parks, water and land resources division file no. E16CT035.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18487.

This matter passed on the Consent Agenda.

14. [Proposed Substitute Ordinance No. 2017-0018.2](#)

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 Tom Atkins for property located at 30733 337th Place SE, Ravensdale, WA, designated department of natural resources and parks, water and land resources division file no. E16CT037.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18488.

This matter passed on the Consent Agenda.

15. [Proposed Substitute Ordinance No. 2017-0019.2](#)

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 Melissa Tatro and Jeffrey Archer for property located at 15520 SE 229th Place, Kent, WA, designated department of natural resources and parks, water and land resources division file no. E16CT038.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18489.

This matter passed on the Consent Agenda.

16. [Proposed Substitute Ordinance No. 2017-0020.2](#)

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 Joseph Storm and Marcella Nielsen for property located at 24606 SE 424th Street, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no. E16CT039.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18490.

This matter passed on the Consent Agenda.

17. [Proposed Substitute Ordinance No. 2017-0021.2](#)

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 Becker for property located at 12930 277th Avenue NE, Duvall, WA, designated department of natural resources and parks, water and land resources division file no. E16CT040.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18491.

This matter passed on the Consent Agenda.

18. [Proposed Substitute Ordinance No. 2017-0022.2](#)

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 Hawthorn Farm LLC for property located at 17340 and 17308 NE 195th Street, Woodinville, WA, designated department of natural resources and parks, water and land resources division file no. E16CT041.

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Sponsors: Mr. McDermott

The enacted number is 18492.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:

Yes: 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 1 - Ms. Balducci

Motions, from Standing Committees and Regional Committees, for Council Action

[play video](#)

Consent Items 19-22

[play video](#)

19. **Proposed Substitute Motion No. 2017-0038.2**

A MOTION accepting a report on the best starts for kids youth and family homelessness prevention initiative lesbian, gay, bisexual, transgendered and queer awareness training contract, in accordance with Attachment B to Ordinance 18373.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 14828.

This matter passed on the Consent Agenda.

20. **Proposed Motion No. 2017-0128**

A MOTION confirming Marlla Mhoon, councilmember, city of Covington, as an alternate member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 14829.

This matter passed on the Consent Agenda.

21. **Proposed Motion No. 2017-0129**

A MOTION confirming Tom Odell, councilmember, city of Sammamish, as an alternate member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14830.

This matter passed on the Consent Agenda.

22. [Proposed Motion No. 2017-0130](#)

A MOTION confirming Henry Sladek, councilmember, city of Skykomish, as a member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 14831.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:

Yes: 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 1 - Ms. Balducci

Reappointment Consent Agenda Items 23-26

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23. [Proposed Motion No. 2017-0075](#)

A MOTION confirming the executive's reappointment of Mary Lynne Evans, who resides in council district one, to the Washington state boundary review board for King County.

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Sponsors: Mr. Dembowski

The enacted number is 14832.

This matter passed on the Consent Agenda.

24. [Proposed Motion No. 2017-0083](#)

A MOTION confirming the executive's reappointment of Robin McClelland, who resides in council district one, to the King County library system board of trustees.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 14833.

This matter passed on the Consent Agenda.

25. [Proposed Motion No. 2017-0116](#)

A MOTION confirming the executive's reappointment of the Honorable Marianne Klaas,

councilmember, city of Clyde Hill, who resides in council district six, to the King County emergency management advisory committee, as a Sound Cities Association representative.

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Sponsors: Ms. Balducci

The enacted number is 14834.

This matter passed on the Consent Agenda.

26. [Proposed Motion No. 2017-0117](#)

A MOTION confirming the executive's reappointment of the Honorable Penny Sweet, councilmember, city of Kirkland, who resides in council district six, to the King County emergency management advisory committee, as a Sound Cities Association representative.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 14835.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:

Yes: 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 1 - Ms. Balducci

First Reading and Referral of Ordinances

[play video](#)

27. [Proposed Ordinance No. 2017-0093](#)

AN ORDINANCE relating to a transit capital improvement project; making a supplemental appropriation of \$16,399,896 to the public transportation infrastructure capital fund; and amending the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 132, as amended, and Attachment A, as amended.

[play video](#)

Sponsors: Mr. Upthegrove

This matter was Introduced and Referred to the Budget and Fiscal Management Committee

28. [Proposed Ordinance No. 2017-0100](#)

AN ORDINANCE approving and adopting a memorandum of agreement regarding Vashon Island Fire and Rescue Paramedics Employment Transition Agreement negotiated by and between King County and International Association of Fire Fighters, Local 2595 (Paramedics, Emergency Medical Services - Department of Public Health) representing employees in the department of public health; and establishing the effective date of said agreement.

[play video](#)

Sponsors: Ms. Kohl-Welles

This matter was Introduced and Referred to the Health, Housing and Human Services Committee

29. [Proposed Ordinance No. 2017-0133](#)

AN ORDINANCE authorizing the King County executive to execute an interlocal agreement with the city of Issaquah to conduct a traffic corridor study along Issaquah-Hobart Road Southeast continuing as Front Street South from State Route 18 to Northwest Gilman Boulevard.

[play video](#)

Sponsors: Mr. Dunn

This matter was Introduced and Referred to the Transportation, Economy and Environment Committee

30. [Proposed Ordinance No. 2017-0135](#)

AN ORDINANCE authorizing the county executive to sign a ten-year license agreement enabling the Puget Sound Emergency Radio Network project to occupy and use a portion of the United States of America's Cougar Mountain communications site.

[play video](#)

Sponsors: Mr. Upthegrove

This matter was Introduced and Referred to the Budget and Fiscal Management Committee

31. [Proposed Ordinance No. 2017-0136](#)

AN ORDINANCE making a net supplemental appropriation of \$13,094,000 to various general fund agencies and \$145,960,000 to various non-general fund agencies and a net supplemental disappropriation of \$505,361,000 from various capital fund budgets; and amending the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Sections 8, 9, 10, 11, 12, 13, 14, 16, 19, 21, 28, 30, 31, 33, 36, 41, 42, 48, 50, 55, 56, 57, 61, 65, 67, 74, 75, 78, 81, 89, 92, 93, 94, 95, 97, 98, 101, 104, 105, 106, 107, 113, 117, 118, 124, 125, 126 and 132, as amended, and Attachment A, as amended.

[play video](#)

Sponsors: Mr. Upthegrove

This matter was Introduced and Referred to the Budget and Fiscal Management Committee

32. [Proposed Ordinance No. 2017-0138](#)

AN ORDINANCE authorizing a subdivision on certain property located north of Carriage Crest Elementary 18225 140th Ave SE Postal City Renton, at the request of Harbour Homes Attn: James Waltier, Chris Burrus department of permitting and environmental review file no. PLAT16-0005.

[play video](#)

Sponsors: Mr. McDermott

This matter was Introduced and Referred to the Hearing Examiner

33. [Proposed Ordinance No. 2017-0139](#)

AN ORDINANCE relating to the office of law enforcement oversight; amending Ordinance 15611, Section 2, as amended, and K.C.C. 2.75.010, Ordinance 15611, Section 3, as amended, and K.C.C. 2.75.020, Ordinance 15611, Section 4, as amended, and K.C.C. 2.75.030, Ordinance 15611, Section 5, as amended, and K.C.C. 2.75.040, Ordinance 15611, Section 8, as amended, and K.C.C. 2.75.070 and Ordinance 1438, Section 3(c), as amended, and K.C.C. 2.16.060, adding new sections to K.C.C. chapter 2.75 and repealing Ordinance 15611, Section 6, as amended, and K.C.C. 2.75.050 and Ordinance 15611, Section 7, as amended, and K.C.C. 2.75.060.

[play video](#)

Sponsors: Mr. Gossett and Mr. Dembowski

This matter was Introduced and Referred to the Committee of the Whole

34. [Proposed Ordinance No. 2017-0140](#)

AN ORDINANCE imposing subject to voter approval an additional sales and use tax of one-tenth of one percent, as authorized in RCW 82.14.530, to fund construction of affordable housing and facilities providing housing-related services solely for eligible households that include specific population groups with income at or below sixty percent of the median income; or to fund the construction of mental and behavioral health-related facilities; or to fund the operations and maintenance costs of new units of affordable housing and facilities where housing-related programs are provided, or newly constructed evaluation and treatment centers; to fund the operation, delivery or evaluation of mental and behavioral health treatment programs and services or housing-related services; and including provisions for the governance and implementation for the use of eligible expenditures and authorizing the repeal of the tax under specific circumstances, and providing for the submission to the qualified electors of King County at a special election to be held in King County on August 1, 2017, a proposition approving the sales and use tax imposed by this ordinance.

[play video](#)

Sponsors: Mr. Dembowski and Mr. Gossett

This matter was Introduced and Referred to the Budget and Fiscal Management Committee

First Reading and Referral of Motions

[play video](#)

35. [Proposed Motion No. 2017-0052](#)

A MOTION related to acknowledging receipt of the Accountable Care Networks report, as required under the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 121, Proviso P1.

[play video](#)

Sponsors: Mr. von Reichbauer

This matter was Introduced and Referred to the Government Accountability and Oversight Committee

36. [Proposed Motion No. 2017-0074](#)

A MOTION confirming the executive's appointment of Paul MacCready, who resides in council district one, to the Washington state boundary review board for King County.

[play video](#)

Sponsors: Mr. Dembowski

This matter was Introduced and Referred to the Transportation, Economy and Environment Committee

37. [Proposed Motion No. 2017-0118](#)

A MOTION confirming the executive's appointment of the Honorable Sheree Wen, deputy mayor, city of Medina, who resides in council district six, to the King County emergency management advisory committee, as a Sound Cities Association alternate representative.

[play video](#)

Sponsors: Ms. Balducci

This matter was Introduced and Referred to the Law and Justice Committee

38. [Proposed Motion No. 2017-0120](#)

A MOTION confirming the executive's appointment of the Honorable Wendy Weiker, councilmember, city of Mercer Island, who resides in council district six, to the King County emergency management advisory committee, as a Sound Cities Association alternate representative.

[play video](#)

Sponsors: Ms. Balducci

This matter was Introduced and Referred to the Law and Justice Committee

39. [Proposed Motion No. 2017-0121](#)

A MOTION confirming the executive's appointment of the Honorable Robert Baggett, councilmember, city of Auburn, who resides in council district seven, to the King County emergency management advisory committee, as a Sound Cities Association representative.

[play video](#)

Sponsors: Mr. von Reichbauer

This matter was Introduced and Referred to the Law and Justice Committee

40. [Proposed Motion No. 2017-0122](#)

A MOTION confirming the executive's appointment of Ricardo Gianvito, who resides in council district eight, to the King County emergency management advisory committee, as the private business and industry representative.

[play video](#)

Sponsors: Mr. McDermott

This matter was Introduced and Referred to the Law and Justice Committee

41. [Proposed Motion No. 2017-0125](#)

A MOTION confirming the executive's appointment of Jim Pugel, who works in council district eight, to the King County emergency management advisory committee, as the King County sheriff's office alternate representative.

[play video](#)

Sponsors: Mr. McDermott

This matter was Introduced and Referred to the Law and Justice Committee

42. [Proposed Motion No. 2017-0134](#)

A MOTION accepting a report on the best starts for kids youth and family homelessness prevention initiative services funding contracts, in accordance with Attachment B to Ordinance 18373.

[play video](#)

Sponsors: Ms. Kohl-Welles

This matter was Introduced and Referred to the Health, Housing and Human Services Committee

43. [Proposed Motion No. 2017-0137](#)

A MOTION adopting the 2017 work plan for the government accountability and oversight committee.

[play video](#)

Sponsors: Mr. von Reichbauer

This matter was Introduced and Referred to the Government Accountability and Oversight Committee

44. [Proposed Motion No. 2017-0141](#)

A MOTION providing for a half-century evaluation and report on the West Point Treatment Plant.

[play video](#)

Sponsors: Ms. Kohl-Welles

This item is referred first to the Regional Water Quality Committee and then to the Transportation, Economy and Environment Committee.

This is a nonmandatory referral to the Regional Water Quality Committee under KCC 1.24.065.1 as an issue that is not a countywide policy or plan but would benefit from interjurisdictional discussion.

This matter was Introduced and Referred to the Regional Water Quality Committee

45. [Proposed Motion No. 2017-0142](#)

A MOTION providing for evaluating and reporting on the Strategic Asset Management Plan of the wastewater treatment division, to assess the need to focus on system critical infrastructure such as the West Point Treatment Plant.

[play video](#)

Sponsors: Ms. Kohl-Welles

This item is referred first to the Regional Water Quality Committee and then to the Transportation, Economy and Environment Committee.

This is a nonmandatory referral to the Regional Water Quality Committee under KCC 1.24.065.I as an issue that is not a countywide policy or plan but would benefit from interjurisdictional discussion.

This matter was Introduced and Referred to the Regional Water Quality Committee

46. [Reports on Special and Outside Committees](#)

[play video](#)

No reports were given.

Other Business

[play video](#)

47. Labor Policy Committee

[play video](#)

The Chair recessed the meeting into Executive Session at 1:59 p.m. to discuss with legal counsel litigation or potential litigation to which the County is or is likely to become a party when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the County and to discuss collective bargaining negotiations, or the plan to adopt the strategy or position to be taken in collective bargaining. The Chair reconvened the meeting at 2:35 p.m.

48. Public Employment Relations Commission Notice

[play video](#)

Melani Pedroza, Acting Clerk of the Council, read the Public Employment Relations Commission Notice, attached to these minutes, into the record.

Adjournment

[play video](#)

The meeting was adjourned at 2:36 p.m.

Approved this _____ day of _____.

Clerk's Signature

September 2017 Public Transportation Service Changes

Title VI Service Equity Analysis

January 2017



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 equity analysis of service changes proposed for the September 2017 service change submitted to the King County Council for approval. Metro is proposing to delete night-owl Routes 82, 83, and 84, within Seattle and funded entirely by the City of Seattle. Metro is also proposing to add service to Routes 169 and 269 as prescribed by the 2016 System Evaluation Report.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities is an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

This report details the impacts of two projects proposed to be implemented in September 2017, including changes to night-owl service and Service Guidelines Priority 3 service investments. The areas affected include Seattle, Renton, Kent, Redmond, Sammamish, and Issaquah.

Metro worked closely with the City of Seattle during the last nine months to develop a proposal for night owl service that would improve access, respond to market demand, and use resources more efficiently to provide more service during the night-owl time period. In addition to working directly with the City of Seattle, Metro conducted outreach in two phases. Both phases included an online survey that was sent to community stakeholders including groups/organizations representing: homeless and low-income advocacy groups, employer groups representing healthcare, airport, bar/restaurant, technology/business, service industry employees, and the general public. Paper surveys were available upon request. Face-to-face outreach was also performed overnight with riders on night-owl routes. Metro staff also met with numerous stakeholder groups. These outreach activities and the feedback generated will be summarized in a public engagement report, which will be submitted to the King County Council along with the service change ordinance.

Metro's 2016 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. Metro's adopted 2017-18 budget includes funding for twenty-one of these routes, to be implemented in phases over three service changes in September 2017, March 2018, and September 2018.

Service additions on Routes 169 and 269 are part of the first phase of implementing these target level of service improvements, in September 2017.

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 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.

I. Service Change Area and Routes

Affected Areas

The proposed changes will affect 45 census tracts with a total population of about 213,000 residents.

Affected Routes

Metro is proposing changes that would eliminate three routes in Seattle, Routes 82, 83, and 84, which operate during the night-owl time period only. Routes 82, 83, and 84 are completely funded by the City of Seattle. With this change, these routes would be deleted. However, the City of Seattle would also fund new night-owl trips on existing all-day routes that serve most of the same destinations as Routes 82, 83, and 84. These new alternative trips would be added through an administrative change.

Metro is also proposing significant service investments in Routes 169 and 269. Metro's 2016 System Evaluation Report identifies corridors that are currently below their target transit service levels based on Metro Service Guidelines. Route 169 will receive a service increase of 14,300 hours to operate service every 15 minutes in the a.m. and p.m. peak and mid-day on weekdays, when this route currently operates every 30 minutes. Routes 269 will receive an investment of 7,750 hours to introduce service every 30 minutes mid-day, on a route that is currently peak-only.

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 2017.

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

Classifying minority and low income census tracts

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2010-2014 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. In addition to aligning the threshold with other programs, including ORCA LIFT, this has the effect of giving more representation to youth, elderly, and people with disabilities. Based on the American Community Survey five-year average for 2010-2014, 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 20 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

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
71	8	8	14	33

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

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 2016 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect 71 census tracts, with no tracts having a reduction in trips greater than the 25 percent reduction in trips or service hours threshold used to determine whether there is a disparate impact on minority populations or disproportionate burden on low-income populations. Reductions resulting from the elimination of Routes 82, 83, and 84 will have a slight impact on 45 of the 71 total tracts affected. The remaining 26 affected tracts will experience a positive impact due to the service additions on Routes 169 and 269 described in Section 1 of this report.

While the elimination of Routes 82, 83, and 84 were found to have neither a disparate impact, nor a disproportionate burden, these changes do have the effect of reducing the span of service late at night. However, the City of Seattle is proposing to fund additional night-owl service on adjacent all-day routes. A detailed description of the impacts is provided in Section 5, along with the alternatives available to riders in these areas. Figures 1- shows the changes being proposed.

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.

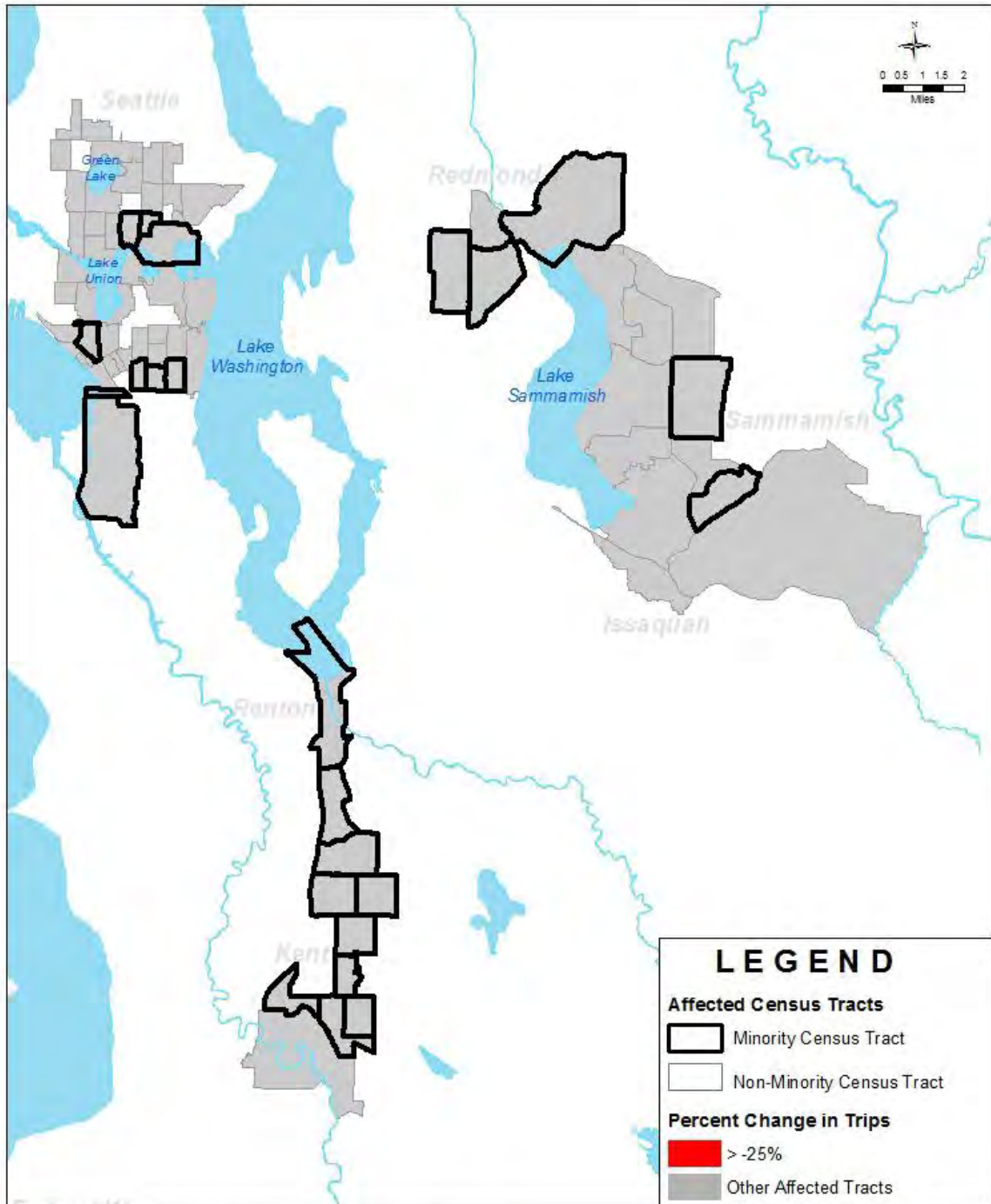
Impacts of Proposed Changes for September 2017**Table 2.** Impacts of the September 2017 Service Change on Low-Income Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden ³ ?
Low-Income	0	0%	41%	N/A	NO
Non-Low-Income	0	0%	59%		
Total	0	0%	100%		

Table 3. Impacts of the March 2017 Service Change on Minority Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact ⁴ ?
Minority	0	0%	43%	N/A	NO
Non-Minority	0	0%	57%		
Total	0	0%	100%		

Figure 1. Impact of proposed changes on minority census tracts.



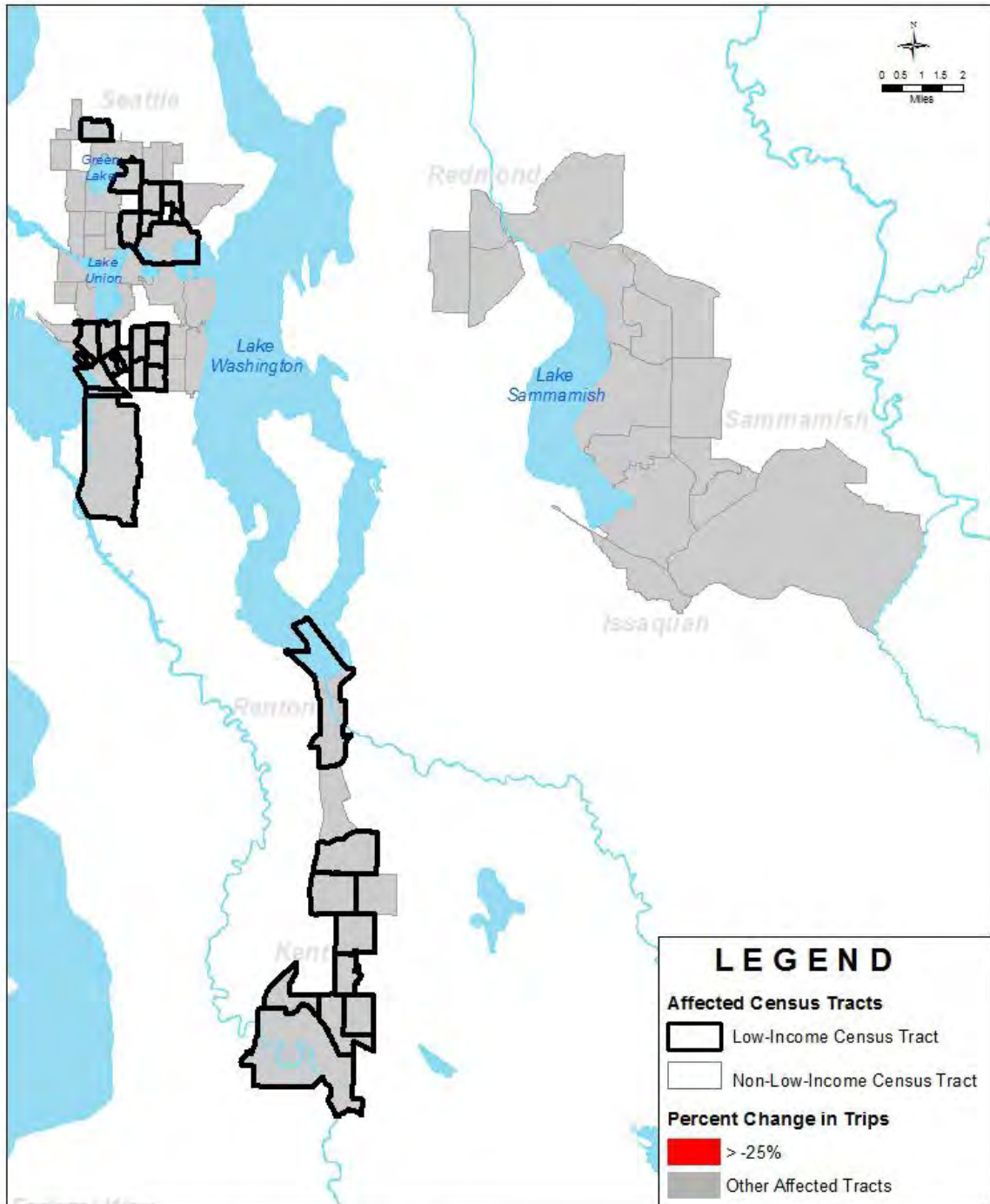
SERVICE EQUITY ANALYSIS
 September 2017 Public Transportation Service Changes
 Impact on Minority Census Tracts

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DV: TitleV_Analysis_Sep17
 January 11, 2017

King County

Figure 2. Impact of proposed changes on low-income census tracts.



SERVICE EQUITY ANALYSIS
 September 2017 Public Transportation Service Changes
 Impact on Low-Income Census Tracts

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 January 11, 2017

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V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, there are no adverse effects for the proposed changes to night-owl service in September 2017. 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. Nonetheless, the elimination of Routes 82, 83, and 84 would result in a decreased span of service during the overnight hours. The City of Seattle currently funds Routes 82, 83, and 84 through a financial agreement with Metro. The City plans to reallocate that funding to increase the span of service late at night on routes with similar pathways to Routes 82, 83, and 84 that would provide service to many of the same destinations as those routes late at night (see Figures 3-5).

Figure 3. Proposed change – Delete Route 82



Figure 4. Proposed change – Delete Route 83



Figure 5. Proposed change – Delete Route 84.



APPENDIX A: Affected Routes and Alternatives

Route	Action	Alternatives
82	Delete Route 82.	Alternative service will be provided by added trips between 2 a.m. and 5 a.m. on Route 3 between Queen Anne and downtown Seattle, Route 5 between downtown Seattle and Greenwood via Westlake and Fremont, and Route 44 providing service in Wallingford.
83	Delete Route 83.	Alternative service will be provided by added trips between 2 a.m. and 5 a.m. on Route 70 between University District and downtown Seattle via Eastlake, Route 67 between University District and Maple Leaf via Roosevelt, and Route 65 providing service in Ravenna.
84	Delete Route 84.	Alternative service will be provided by added trips between 2 a.m. and 5 a.m. on Route 3 between Central District and downtown Seattle, Route 11 between downtown Seattle and Madison Park, and Route 44 providing service in Wallingford.
169	Add 14,300 hours to operate service every 15 minutes in the a.m. and p.m. peak and mid-day on weekdays, when this route currently operates every 30 minutes.	N/A
269	Add 7,750 hours to introduce service every 30 minutes mid-day, on a route that is currently peak-only.	N/A



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Rod Dembowski, Vice Chair of Policy Development and
Review;
Reagan Dunn, Vice Chair of Regional Coordination;
Claudia Balducci, Larry Gossett, Jeanne Kohl-Welles,
Kathy Lambert, Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Monday, October 9, 2017

Room 1001

**-Draft Minutes-
Revised - Items 22 and 23 added**

1. **Call to Order**

[play video](#)

The meeting was called to order at 1:41 p.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**

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Councilmember Dembowski led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of October 2, 2017**

[play video](#)

*Councilmember Dembowski moved to approve the minutes of the regular meeting of
October 2, 2017, as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

Items 22 and 23 were added to the agenda.

6. **Special Item**

[play video](#)

County Service Awards

[play video](#)

DEPARTMENT OF EXECUTIVE SERVICES

Faualuga "Junior" Siufanua - 30 years

Steve Pelroy - 20 years

Elissa Marcella Benson - 20 years

Hilda Gonzales - 25 years

DEPARTMENT OF ADULT AND JUVENILE DETENTION

LaVance Davis - 20 years

DEPARTMENT OF NATURAL RESOURCES AND PARKS

Christopher Varo - 20 years

Dean Wilson - 25 years

Chris Okuda - 30 years

DEPARTMENT OF PUBLIC HEALTH

Jonathan Nolan - 20 years

Berhane Makonnen - 25 years

DEPARTMENT OF TRANSPORTATION

Deborah 'DJ' Johnson - 20 years

Caleb Swift - 20 years

William Powell - 30 years

Dieu Quach - 25 years

John Cassidy - 30 years

Flood Awareness Month

[play video](#)

Councilmembers Dunn and Upthegrove made opening remarks.

Councilmembers Dunn and Upthegrove read the proclamation and presented it to Michelle Clark, Executive Director, King County Flood Control District and Josh Baldi, Director, Water and Land Resources Division.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 7-10

[play video](#)

The following people appeared to speak.

Alex Tsimerman

Kassech Zenebe

Consent Item 7

[play video](#)

7. **Proposed Ordinance No. 2017-0335**

AN ORDINANCE authorizing the county executive to enter into an interlocal agreement with the city of Renton to provide landmark designation and protection services.

[play video](#)

Sponsors: Mr. Dunn and Mr. Upthegrove

On 10/9/2017, a public hearing was held and closed.

The enacted number is 18576.

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, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Budget and Fiscal Management

[play video](#)

8. **Proposed Substitute Ordinance No. 2017-0323.2**

AN ORDINANCE relating to the solid waste division's 2017-2018 Biennial Budget; amending the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Sections 107 and 107, as amended.

[play video](#)

Sponsors: Ms. Balducci

On 10/9/2017, a public hearing was held and closed.

The enacted number is 18577.

A motion was made by Councilmember Upthegrove that this Ordinance 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

Law and Justice

[play video](#)

9. [Proposed Ordinance No. 2017-0374](#)

AN ORDINANCE authorizing the execution of an interlocal agreement for public defense services between King County and the city of Seattle.

[play video](#)

Sponsors: Mr. Gossett

On 10/9/2017, a public hearing was held and closed.

The enacted number is 18578.

A motion was made by Councilmember Gossett that this Ordinance 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

Transportation, Economy and Environment

[play video](#)

10. [Proposed Substitute Ordinance No. 2017-0340.3](#)

AN ORDINANCE approving March 2018 public transportation service changes for King County.

[play video](#)

Sponsors: Mr. Dembowski

On 10/9/2017, a public hearing was held and closed.

The enacted number is 18579.

Councilmember Dembowski moved Amendment 2. Councilmember Dembowski withdrew his motion.

Councilmember Kohl-Welles moved Amendment 1. The motion carried.

Councilmember Dembowski moved Amendment 2. The motion carried.

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, 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](#)

Budget and Fiscal Management

[play video](#)

11. **Proposed Motion No. 2017-0308**

A MOTION confirming the executive's appointment of William Gates, who resides in council district seven, to the King County investment pool advisory committee, filling the elected official or employee of a fire district position.

[play video](#)

Sponsors: Mr. von Reichbauer

The enacted number is 14971.

**A motion was made by Councilmember Upthegrove 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

Committee of the Whole

[play video](#)

12. **Proposed Motion No. 2017-0405**

A MOTION expressing support for planning for solid waste transfer capacity in Northeast King County.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 14968.

A motion was made by Councilmember Balducci to relieve the Committee of the Whole of further consideration and to take action on Proposed Motion 2017-0405 pursuant to K.C.C. 1.24.125. The motion carried.

**A motion was made by Councilmember Balducci 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

Special Committee on Alternatives to Incarceration

[play video](#)

13. Proposed Substitute Motion No. 2017-0194.2

A MOTION approving a report regarding options for providing electronic home detention and work education release programs, in compliance with the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 19, Proviso P1 and adopting policy regarding the electronic home detention and work education release programs.

[play video](#)

Sponsors: Mr. Dunn and Ms. Balducci

The enacted number is 14972.

**A motion was made by Councilmember Balducci 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

Reappointment Consent Agenda 14 and 15

[play video](#)

14. Proposed Motion No. 2017-0314

A MOTION confirming the executive's reappointment of Matt Sullivan, who resides in council district eight, to the King County investment pool advisory committee, as a school district representative.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 14973.

This Matter passed on the Consent Agenda.

15. Proposed Motion No. 2017-0372

A MOTION confirming the executive's reappointment of Frank Jackson, who resides in council district eight, to the King County Vashon-Maury Island groundwater protection committee, representing water purveyors.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 14974.

This Matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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](#)

16. [Proposed Ordinance No. 2017-0394](#)

AN ORDINANCE to adopt the King County department of transportation, road services division, annual six year (2018 - 2023) capital program in accordance with WAC 136-16-010 and 136-16-018.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

First Reading and Referral of Motions

[play video](#)

17. [Proposed Motion No. 2017-0268](#)

A MOTION confirming the executive's appointment of Jason Ritchie, who resides in council district three, to the King County civil rights commission, as the district three representative.

[play video](#)

Sponsors: Ms. Lambert

This matter had its first reading and was referred to the Health, Housing and Human Services Committee.

18. [Proposed Motion No. 2017-0385](#)

A MOTION confirming the executive's appointment of Michael O'Connor, who resides in council district eight, to the King County Vashon-Maury Island groundwater protection committee, representing Vashon-Maury Island residents.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

19. [Proposed Motion No. 2017-0397](#)

A MOTION accepting the first annual report on the best starts for kids initiative, in accordance with Attachment A to Ordinance 18373.

[play video](#)

Sponsors: Ms. Kohl-Welles

This is a dual referral first to the Regional Policy Committee and then to the Health, Housing and Human Services Committee.

This is a nonmandatory referral to the Regional Policy Committee under K.C.C. 1.24.065.I as an issue that is not a countywide policy or plan but would benefit from interjurisdictional discussion.

This matter had its first reading and was referred to the Regional Policy Committee.

20. **Reports on Special and Outside Committees**

[play video](#)

Councilmember Kohl-Welles reported that the Board discussed the strategic plan led by Campbell and Company. The Board discussed the results of surveys and interviews with the public, regional leaders and focus groups. From these results, the Board will finalize the strategic plan at a retreat in November. The Board also discussed finances noting that the total revenues were higher than the total operating expenses.

Councilmember Kohl-Welles also reported on the Mental Illness and Drug Dependency Advisory Committee. The committee discussed physical and behavioral health integration led by Jim Vollendroff of DCHS, the MIDD financial report and initiative implementation planning of redesigning Workload Reduction to the new Quality Outpatient Care Initiative.

Councilmember Gossett reported on the Growth Management Policy Board. He noted that the Board updated criteria for its regional and county growth centers and stated that the Board hopes to prepare a guide for receiving regional funds in the growth area.

Other Business

[play video](#)

21. **Required notification pursuant to K.C.C. 4A.100.080. September 28, 2017, Capital Project Exception Notification Regarding Transfer from Emergent Need Contingency to Vanpool Information System Refresh Project.**

[play video](#)

Councilmember McDermott read a statement.

Councilmember Dembowski made comments about the new northeast public health location near Evergreen Hospital. He credits the staff for their hard work delivering services for new moms and new babies.

Extra Items

First Reading of and Action on Motions Without Referral to Committee

22. [Proposed Motion No. 2017-0418](#)

A MOTION requiring the executive to report on options for enhancing mobility in areas of the county that have high concentrations of people with disabilities.

Sponsors: Ms. Balducci

The enacted number is 14969.

A motion was made by Councilmember Balducci to suspend the rules to take action on Proposed Motion 2017-0418 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.

Councilmember Balducci moved to amend page 3, line 46, before ',' to delete 'June 30' and insert "February 28". The motion carried.

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. Uptegrove, and Mr. von Reichbauer

23. [Proposed Motion No. 2017-0419](#)

A MOTION requiring the executive to report on plans to provide public transportation service to the waterfront and northwest Belltown as successive phases of construction are completed on projects including, but not limited to, the city of Seattle Alaskan Way, Promenade and Overlook project and Center City Connector Streetcar project, and the Washington state Department of Transportation projects related to the Alaskan Way Viaduct demolition and replacement.

Sponsors: Ms. Kohl-Welles

The enacted number is 14970.

A motion was made by Councilmember Kohl-Welles to suspend the rules to take action on Proposed Motion 2017-0419 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.

A motion was made by Councilmember Kohl-Welles 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. Uptegrove, and Mr. von Reichbauer

Adjournment

[play video](#)

The meeting was adjourned at 3:15 p.m.

Approved this _____ day of _____

Clerk's Signature

March 2018 Public Transportation Service Changes

Title VI Service Analysis

July 2017



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 2018 service change submitted to the King County Council for approval. As part of the ordinance, Metro is proposing to delete Routes 99 within Seattle. Metro also plans to add trips to Route 102 related to an administrative change on Route 101. Lastly, Metro is also proposing to add service to Routes 74, 153, 183 and 930 as prescribed by the 2016 System Evaluation Report. This report details the results of the Title VI analysis of these three sets of changes which impact the Federal Way, Kent, Kirkland, Redmond, Renton, and Seattle.

Metro engaged stakeholders on the proposed Route 99 deletion in a variety of ways. Outreach included an online survey, Rider Alerts, and direct email messages to stakeholders. A summary of outreach activities is provided in the enclosed public engagement report. In order to help riders who would be affected by the service reduction in the Belltown neighborhood, Metro proposes adding a new pair of bus stops on Route 29 administratively, on Broad Street at First Avenue northbound and on Second Avenue southbound. These stops allow riders to connect to service between Belltown and Pioneer Square during the peak period. Along with the existing routes operating on Third Avenue, this addition to Route 29 would connect riders to service to most of the same destinations served by Route 99.

The ordinance also includes proposed changes to Route 102, reallocating eight peak period trips from Route 101 to Route 102 in order to maintain passenger capacity on direct trips between the South Renton Park & Ride and downtown Seattle. This will support an administrative change to Route 101 which creates direct service between the Renton Transit Center and downtown Seattle. The administrative change moves Route 101 layover to the South Renton Park & Ride at the City of Renton's request to support its Civic Core Vision.

Metro's 2016 System Evaluation Report identifies corridors that are currently below their target transit service levels and identifies and prioritizes the additional hours needed on routes (also referred to as Priority 3 service investment needs) in these corridors to meet the service level targets based on Metro Service Guidelines. Metro's adopted 2017/2018 budget includes funding for twenty-one of these routes, to be implemented in phases over three service changes in September 2017, March 2018, and September 2018. Service additions on Routes 74, 153, 183, and 930, along with other administrative service adds, are part of the second phase of implementing these target level of service improvements, in March 2018.

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 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.

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 41 census tracts with a total population of about 223,000 residents.

Affected Routes

Metro is proposing changes that would eliminate one route in Seattle, Route 99, which operates on First Avenue between Belltown and Pioneer Square. Construction impacts for the new Center City Connector Streetcar will result in long-term lane closures on

First Avenue, preventing contiguous bus operation on that pathway. Route 99 will move to Second and Third Avenue as part of the construction reroute. However, this service duplicates many alternative bus routes that operate on Third Avenue, and the Center City Connector, scheduled to begin service on First Avenue in 2020. Metro is proposing to add a new pair of bus stops on nearby Route 29, on Broad Street at First Avenue northbound and on Second Avenue southbound. These stops allow riders to connect to service between Belltown and Pioneer Square during the peak period

Metro is planning to add service on Route 102, which only operates during the peak period, and this change is in conjunction with an administrative revision to Route 101. The revision reverses the Route 101 pathway so that it starts and ends at the South Renton Park & Ride, and serves the Renton Transit Center en route to Seattle. This revision therefore creates new direct service on Route 101 between the Renton Transit Center and downtown Seattle, offering an improvement for passengers traveling via the Renton Transit Center. In order to preserve capacity for passengers preferring the more direct route between the Park & Ride and Seattle via Route 102, Metro proposes to reallocate some trips from Route 101 to Route 102 at peaks, while maintaining service at least every 15 minutes on Route 101 to and from the Renton Transit Center.

Metro is also proposing significant service investments in Routes 74, 153, 183, and 930. Metro's 2016 System Evaluation Report identifies corridors that are currently below their target transit service levels based on Metro Service Guidelines. Route 74 will receive a service increase of 3,450 hours to provide 30-min frequency shuttle midday between Sand Point and the U District. Route 153 will receive a service increase of 4,560 hours to provide 30 minute frequency midday. Route 183 will receive a service increase of 4,850 hours to improve weekday frequency to 30 minutes during the peak and midday, and hourly at night. Routes 930 will receive an investment of 1,950 hours expand hours of 30 min frequency peak operation later until 9:30 a.m., and beginning earlier at 2:15 p.m.

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 2018.

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 2010-2014 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 2010-2014, 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 41 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

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
41	22	6	7	6

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 March 2017 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect 41 census tracts, with no tracts having a reduction in trips greater than the 25 percent reduction in trips or service hours threshold used to determine whether there is a disparate impact on minority populations or disproportionate burden on low-income populations. Reductions resulting from the elimination of Routes 99 will have a slight impact on 6 of the 41 total tracts affected. The remaining 35 affected tracts will experience a positive impact due to the service revision on Route 102 and additions on Routes 74, 153, 183 and 930 described in Section 1 of this report.

While the elimination of Routes 99 was found to have neither a disparate impact, nor a disproportionate burden per the Title VI analysis, these changes do have the effect of

reducing service along First Avenue in downtown Seattle. However, the City of Seattle is constructing a streetcar along First Avenue which will partially serve the same area as Route 99. In order to maintain connections for riders between Belltown and Pioneer Square during the peak period, Metro will add a new pair of bus stops on Route 29 administratively, on Broad Street at First Avenue northbound and on Second Avenue southbound. Additionally, Metro may consider alternatives for waterfront service in the future. A detailed description of the Title VI analysis results is provided in Section 5, along with the alternatives available to riders in these areas.

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 2018

Table 2. March 2018 Service Change Title VI Analysis - Low-Income Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden ³ ?
Low-Income	0	0%	41%	N/A	NO
Non-Low-Income	0	0%	59%		
Total	0	0%	100%		

Table 3. March 2018 Service Change Title VI Analysis - Minority Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact ⁴ ?
Minority	0	0%	43%	N/A	NO
Non-Minority	0	0%	57%		
Total	0	0%	100%		

Figure 1. Impact of proposed changes on minority census tracts.

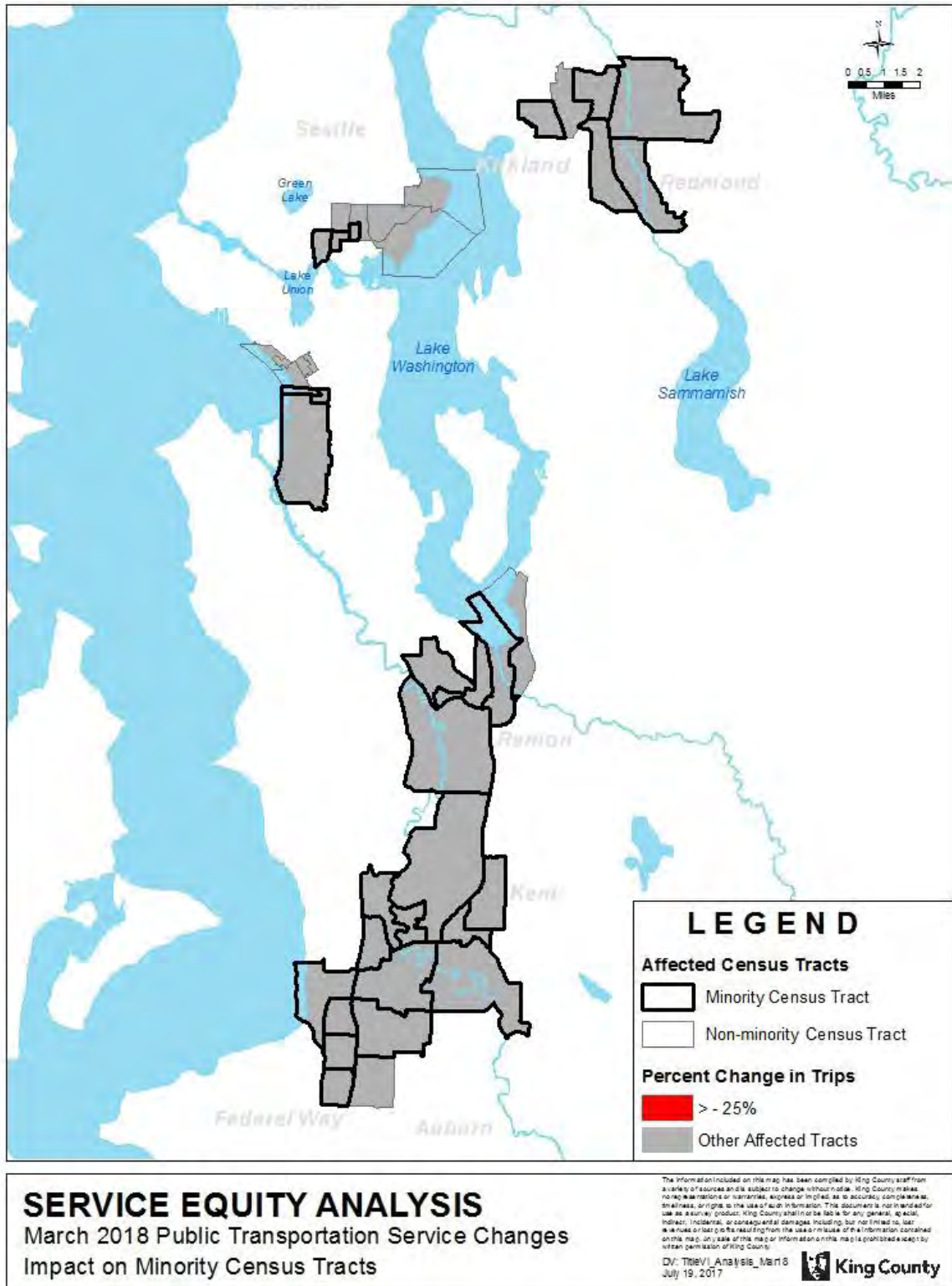
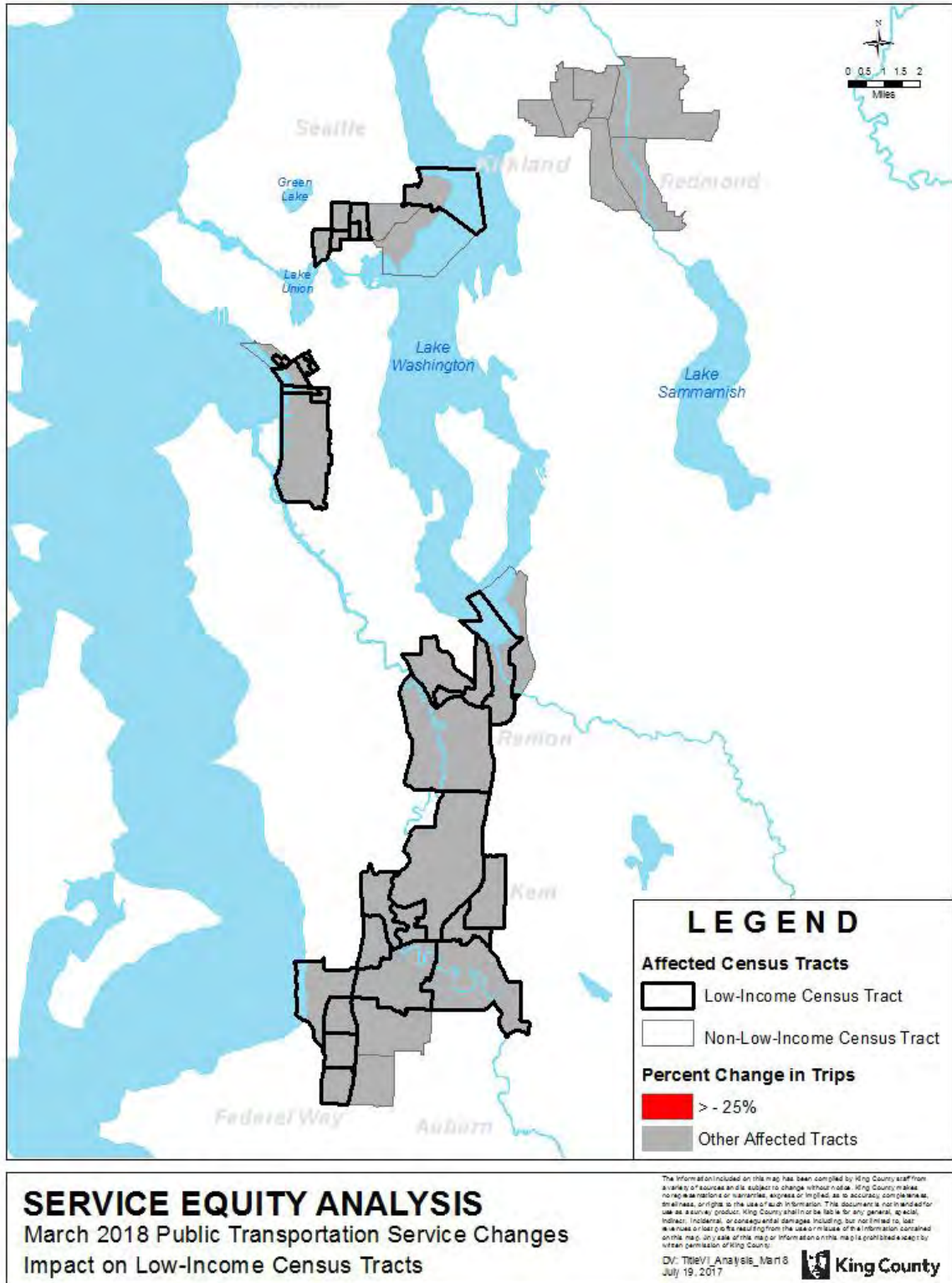


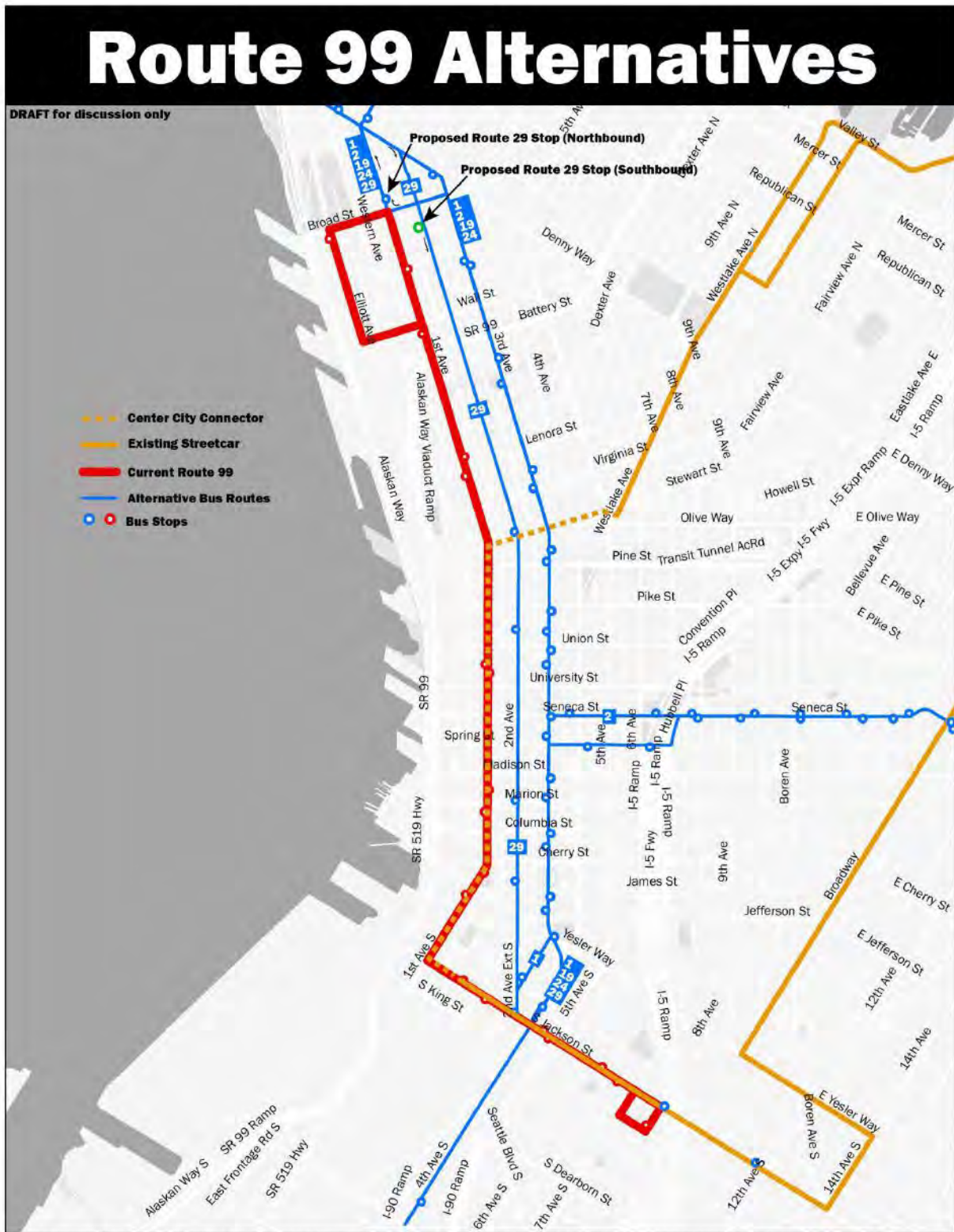
Figure 2. Impact of proposed changes on low-income census tracts.



V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, there are no adverse effects, as defined by the Title VI regulations, for the proposed elimination of Route 99 in March 2018. 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. Nonetheless, the elimination of Routes 99 would result in decreased service on First Avenue between Pioneer Square and Belltown. Metro plans to add a pair of bus stops to Route 29 at First Avenue and Broad Street, and at Second Avenue and Broad Street that would provide stops in Belltown, maintaining a peak-only connection to Pioneer Square via Route 29 (see Figure 3).

Figure 3. Proposed change – Delete Route 99



The information included on this map has been compiled by King County staff from a variety of sources and is subject to change without notice. King County makes no representations or warranties, express or implied, as to accuracy, completeness, timeliness, or rights to the use of such information. This document is not intended for use as a survey product. King County shall not be liable for any general, special, indirect, incidental, or consequential damages, including, but not limited to, lost revenues or lost profits resulting from the use or misuse of the information contained on this map. Any sale of this map or information on this map is prohibited except by written permission of King County.



APPENDIX A: Affected Routes and Alternatives

Route	Action	Alternatives
74	Add 3,450 hours to provide 30-min frequency shuttle midday between Sand Point and the U District	N/A
99	Delete Route 99.	A pair of bus stops will be added to Route 29 at First Avenue and Broad Street, and at Second Avenue and Broad Street that would provide stops in Belltown, maintaining a peak-only connection to Pioneer Square via Route 29.
102	Add 8 peak trips to Route 102.	In order to preserve capacity for passengers preferring the more direct route between the Park & Ride and Seattle, Metro proposes to reallocate some trips from Route 101 to Route 102 at peaks, while maintaining service at least every 15 minutes on Route 101 to and from the Renton Transit Center.
153	Add 4,560 hours to provide 30 minute frequency midday.	N/A
183	Add 4,850 hours to improve weekday frequency to 30 minutes during the peak and midday, and hourly at night	N/A
930	Add 1,950 hours expand hours of 30 min frequency peak operation later until 9:30 a.m., and beginning earlier at 2:15 p.m.	N/A



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Rod Dembowski, Vice Chair of Policy Development and
Review;
Reagan Dunn, Vice Chair of Regional Coordination;
Claudia Balducci, Larry Gossett, Jeanne Kohl-Welles,
Kathy Lambert, Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Monday, March 19, 2018

Room 1001

DRAFT MINUTES

1. **Call to Order**

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The meeting was called to order at 1:45 p.m.

2. **Roll Call**

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*Councilmember von Reichbauer participated by telephone, as authorized by K.C.C.
1.24.145.C.1.*

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**

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Councilmember Balducci led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of March 12, 2018**

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*Councilmember Dembowski moved to approve the minutes of the March 19, 2018,
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

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There were no additions.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

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There will be one public hearing on Items 6-11

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The following people spoke:

*Ella Warburg
Anna Bertlin
Emilia Allard
Alicia Heia
Paul Nelson
Storme Webber
Alex Tsimerman
Dr. Jeffrey Perkins Jr.
Kate Smith
Melanie Plant
Ken Turner
Cecile Hansen
Sarah Kavage
Trina Cooper
Joline Haas
Kabibi Monie
Greg Ruby
Emily Carmichael
Ann Marie Stillon
John Boylan*

Consent Items 6-7

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6. **Proposed Ordinance No. 2018-0071**

AN ORDINANCE approving the City of Pacific Water System Plan August 2017.

Sponsors: Mr. Dembowski

On 3/19/2018, a public hearing was held and closed.

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The enacted number is 18680.

This matter passed on the Consent Agenda.

7. [Proposed Ordinance No. 2018-0114](#)

AN ORDINANCE authorizing the county executive to sign a twenty-five year sublease agreement enabling the Puget Sound Emergency Radio Network project to occupy and use the Snohomish County Emergency Radio System's Clearview site.

Sponsors: Mr. Upthegrove

On 3/19/2018, a public hearing was held and closed.

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The enacted number is 18681.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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

Budget and Fiscal Management

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8. Proposed Ordinance No. 2018-0048

AN ORDINANCE relating to the sale of the surplus property located at 1111 Fairview Avenue North, Seattle, Washington, in council district four.

Sponsors: Mr. Upthegrove

On 3/19/2018, a public hearing was held and closed.

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The enacted number is 18682.

Councilmember Upthegrove moved Amendment 1. The motion carried.

Wendy Soo Hoo, Council staff, answered questions of the Council.

A motion was made by Councilmember Upthegrove that this Ordinance be Passed as Amended. The motion carried by the following vote:

Yes: 7 - Ms. Balducci, Mr. Dunn, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, and Mr. Upthegrove

No: 2 - Mr. Dembowski, and Mr. von Reichbauer

Committee of the Whole

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9. Proposed Ordinance No. 2018-0068

AN ORDINANCE clarifying Title 9, Title 13, Title 14, Title 16, Title 17, Title 19A, Title 20, Title 21A, Title 23, Title 27 and Title 27A of the King County Code, establishing a gender neutral code and making technical corrections; and amending Ordinance 9163, Section 2, as amended, and K.C.C. 9.04.020, Ordinance 11616, Section 14, as amended, and K.C.C. 13.24.140, Ordinance 4895, Section 7, as amended, and K.C.C. 14.28.030, Ordinance 6254, Section 5, and K.C.C. 14.30.050, Ordinance 4099, Section 14, and K.C.C. 14.46.140, Ordinance 4099, Section 16, and K.C.C. 14.46.160, Ordinance 12560, Section 55, as amended, and K.C.C. 16.02.170, Ordinance 12560, Section 13, as amended, and K.C.C. 16.02.370, Ordinance 12560, Section 54, as amended, and K.C.C. 16.04.490, Ordinance 11923, Section 2, as amended, and K.C.C. 16.04.890, Ordinance 11923, Section 3, as amended, and K.C.C. 16.04.900, Ordinance 7853, Section 1, as amended, and K.C.C. 16.04.980, Resolution 21284, Section 2, as amended, and K.C.C. 16.05.124, Ordinance 12560, Section 120, as amended, and K.C.C. 16.14.220, Ordinance 12560, Section 137, as amended, and K.C.C. 16.14.240, Ordinance 15802, Section 106, and K.C.C. 16.14.321, Ordinance 6746, Section 19, as amended, and K.C.C. 16.32.170, Ordinance 15802, Section 124, and K.C.C. 16.32.215, Ordinance 15802, Section 134, and K.C.C. 16.32.315, Ordinance 1283, Section 1, as amended, and K.C.C. 16.78.010, Ordinance 1488, Section 3, as amended, and K.C.C. 16.82.030, Ordinance 2097(part), as amended, and K.C.C. 17.04.210, Ordinance 12560, Section 153, as amended, and K.C.C. 17.04.220, Ordinance 12560, Section 151, as amended, and K.C.C. 17.04.270, Ordinance 12560, Section 149, as amended, and K.C.C. 17.04.280, Ordinance 12560, Section 150, as amended, and K.C.C. 17.04.300, Ordinance 12560, Section 159, as

amended, and K.C.C. 17.04.350, Ordinance 7980, Section 1, as amended, and K.C.C. 17.04.420, Ordinance 12560, Section 171, as amended, and K.C.C. 17.04.520, Ordinance 5828, Section 2, as amended, and K.C.C. 17.08.010, Ordinance 13694, Section 14, as amended, and K.C.C. 19A.04.110, Ordinance 13694, Section 15, as amended, and K.C.C. 19A.04.120, Ordinance 13694, Section 17, and K.C.C. 19A.04.150, Ordinance 13694, Section 21, and K.C.C. 19A.04.190, Ordinance 13694, Section 51, as amended, and K.C.C. 19A.08.160, Ordinance 12196, Section 9, as amended, and K.C.C. 20.20.020, Ordinance 12196, Section 13, as amended, and K.C.C. 20.20.060, Ordinance 4461, Section 2, as amended, and K.C.C. 20.22.040, Ordinance 11502, Section 20, as amended, and K.C.C. 20.22.320, Ordinance 10511, Section 7, as amended, and K.C.C. 20.36.100, Ordinance 1886, Section 11, and K.C.C. 20.36.120, Ordinance 1886, Section 12, and K.C.C. 20.36.130, Ordinance 6949, Section 3, and K.C.C. 20.44.010, Ordinance 6949, Section 6, as amended, and K.C.C. 20.44.040, Ordinance 4828, Section 2, as amended, and K.C.C. 20.62.020, Ordinance 4828, Section 3, as amended, and K.C.C. 20.62.030, Ordinance 4828, Section 4, as amended, and K.C.C. 20.62.040, Ordinance 10870, Section 105, as amended, and K.C.C. 21A.06.325, Ordinance 10870, Section 121, as amended, and K.C.C. 21A.06.405, Ordinance 12020, Section 32, and K.C.C. 21A.06.467, Ordinance 10870, Section 281, as amended, and K.C.C. 21A.06.1205, Ordinance 10870, Section 297, as amended, and K.C.C. 21A.06.1285, Ordinance 11210, Section 12, as amended, and K.C.C. 21A.16.115, Ordinance 11210, Section 17, as amended, and K.C.C. 21A.16.330, Ordinance 10870, Section 437, as amended, and K.C.C. 21A.20.170, Ordinance 11621, Section 90, as amended, and K.C.C. 21A.28.154, Ordinance 10870, Section 616, as amended, and K.C.C. 21A.42.080, Ordinance 10870, Section 632, and K.C.C. 21A.50.040, Ordinance 17287, Section 3, as amended, and K.C.C. 21A.55.105, Ordinance 13263, Section 10, as amended, and K.C.C. 23.02.090, Ordinance 13263, Section 14, and K.C.C. 23.02.130, Ordinance 13263, Section 16, as amended, and K.C.C. 23.20.020, Ordinance 13263, Section 21, as amended, and K.C.C. 23.24.020, Ordinance 13263, Section 22, as amended, and K.C.C. 23.24.030, Ordinance 13263, Section 29, as amended, and K.C.C. 23.24.100, Ordinance 10662, Section 52, as amended, and K.C.C. 27.04.015, Ordinance 12020, Section 6, as amended, and K.C.C. 27A.20.040, Ordinance 12020, Section 8, and K.C.C. 27A.20.050, Ordinance 12020, Section 20 and K.C.C. 27A.30.090 and Ordinance 12020, Section 28, as amended, and K.C.C. 27A.40.080.

Sponsors: Ms. Balducci, Ms. Kohl-Welles and Ms. Lambert

On 3/19/2018, a public hearing was held and closed.

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The enacted number is 18683.

A motion was made by Councilmember Balducci that this Ordinance 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. Uptegrove, and Mr. von Reichbauer

10. [Proposed Substitute Ordinance No. 2018-0086.2](#)

AN ORDINANCE related to the cultural development authority; identifying responsibilities of the county council; amending Ordinance 14482, Section 34, and K.C.C. 2.46.180, Ordinance 8300, Section 3 as amended, and K.C.C. 2.48.030, Ordinance 14482, Section 38, and K.C.C. 2.48.065, Ordinance 14482, Section 39, and K.C.C. 2.48.075, Ordinance 14482, Section 40, and K.C.C. 2.48.085, Ordinance 14482, Section 5, as amended, and K.C.C. 2.49.020, Ordinance 14482, Section 7, as amended, and K.C.C. 2.49.060, Ordinance 14482, Section 9, and K.C.C. 2.49.080, Ordinance 14482, Section 11, and K.C.C. 2.49.110, Ordinance 14482, Section 17, and K.C.C. 2.49.160, Ordinance 14482, Section 18, as amended, and K.C.C. 2.49.170, Ordinance 14482, Section 19, and K.C.C. 2.49.180, Ordinance 14440, Section 3, and K.C.C. 2.49.200, Ordinance 14482, Section 58, as amended, and K.C.C. 4.40.015 and Ordinance 17527, Section 57, as amended, and K.C.C. 4.40.110, adding a new section to K.C.C. chapter 2.49, decodifying K.C.C. 2.49.070 and repealing Ordinance 14482, Section 10, and K.C.C. 2.49.090.

Sponsors: Mr. Upthegrove, Mr. Dunn, Mr. Gossett, Ms. Lambert, Mr. Dembowski and Mr. von Reichbauer

On 3/19/2018, a public hearing was held and closed.

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The enacted number is 18684.

Councilmember Upthegrove moved Striking Amendment S1.

Councilmember Kohl-Welles moved Amendment 1 to S1. The motion failed.

Mary Bourguignon, Council staff, answered questions of the Council.

Councilmember Kohl-Welles moved Amendment 2 to S1. The motion failed.

Councilmember Kohl-Welles moved Amendment 3 to S1. The motion carried.

Wendy Soo Hoo, Council staff, answered questions of the Council.

Councilmember Kohl-Welles moved Amendment 4 to S1. The motion failed.

Councilmember Kohl-Welles moved Amendment 5 to S1. The motion failed.

Councilmember Kohl-Welles moved Amendment 6 to S1. The motion failed.

Kendall Moore, Legal Counsel, answered questions of the Council.

Councilmember Upthegrove moved Amendment 6.2 to S1. The motion carried.

Voting on Striking Amendment S1, as amended, the motion carried.

Councilmember Upthegrove moved Title Amendment T1. The motion carried.

A motion was made by Councilmember Upthegrove that this Ordinance be Passed as Amended. The motion carried by the following vote:

Yes: 6 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Mr. Upthegrove, and Mr. von Reichbauer

No: 3 - Ms. Balducci, Ms. Kohl-Welles, and Mr. McDermott

Transportation, Economy and Environment

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11. [Proposed Ordinance No. 2018-0134](#)

AN ORDINANCE approving September 2018 public transportation service changes for King County.

Sponsors: Mr. Dembowski

On 3/19/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18685.

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, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Hearing Examiner Consent Agenda - Items 12-20

[play video](#)

12. [Proposed Substitute Ordinance No. 2018-0021.2](#)

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 James Lee Suhoversnik for property located at 22315 SE 368th Street, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no. E17CT015.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18686.

This matter passed on the Consent Agenda.

13. [Proposed Substitute Ordinance No. 2018-0023.2](#)

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 Phillip Morris and Lonnie Sundal for property located at 18210 SE Green Valley Road, Auburn, WA, designated department of natural resources and parks, water and land resources division file no. E17CT017.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18687.

This matter passed on the Consent Agenda.

14. [Proposed Substitute Ordinance No. 2018-0027.2](#)

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 Marcia Knadle and Michael Carlson for property located at 21044 204th Avenue SE, Maple Valley, WA, designated department of natural resources and parks, water and land resources division file no. E17CT022.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18688.

This matter passed on the Consent Agenda.

15. [Proposed Substitute Ordinance No. 2018-0054.2](#)

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 Thomas and Joyce Alsbury for property located at 5430 Lake Alice Road SE, Fall City, WA, designated department of natural resources and parks, water and land resources division file no. E17CT029.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18689.

This matter passed on the Consent Agenda.

16. [Proposed Substitute Ordinance No. 2018-0055.2](#)

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 Michael Lande for property located at 14527 Vashon Highway SW, Vashon, WA, designated department of natural resources and parks, water and land resources division file no. E17CT030.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18690.

This matter passed on the Consent Agenda.

17. [Proposed Substitute Ordinance No. 2018-0056.2](#)

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 Julio and Camille Flores for property located at 4331 SW Luana Beach Road, Vashon, WA, designated department of natural resources and parks, water and land resources division file no. E17CT031.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18691.

This matter passed on the Consent Agenda.

18. [Proposed Substitute Ordinance No. 2018-0058.2](#)

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 Cameron and Sara Stratton for property located at 43005 234th Place SE, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no. E17CT033.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18692.

This matter passed on the Consent Agenda.

19. [Proposed Substitute Ordinance No. 2018-0059.2](#)

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 David and Tamara Jorgensen for property located at 38024 208th Avenue SE, Auburn, WA, designated department of natural resources and parks, water and land resources division file no. E17CT034.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18693.

This matter passed on the Consent Agenda.

20. [Proposed Substitute Ordinance No. 2018-0060.2](#)

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 Garry and Linda Huizenga for property located at 28825 SE 392nd Street, Enumclaw, WA, designated department of natural resources and parks, water and land resources division file no. E17CT035.

[play video](#)

Sponsors: Mr. McDermott

The enacted number is 18694.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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. Uptegrove, and Mr. von Reichbauer

Motions, from Standing Committees and Regional Committees, for Council Action

[play video](#)

Consent Items 21-37

[play video](#)

21. **Proposed Motion No. 2017-0327**

A MOTION approving the Mental Illness and Drug Dependency 2 Implementation Plan in compliance with K.C.C. 4A.500.309.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 15093.

This matter passed on the Consent Agenda.

22. **Proposed Substitute Motion No. 2017-0449.2**

A MOTION relating to public transportation; accepting a report identifying near- and long-term policy needs identified as part of the METRO CONNECTS development program as required by the work plan submitted with Motion 14949.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 15094.

This matter passed on the Consent Agenda.

23. **Proposed Motion No. 2018-0106**

A MOTION confirming the executive's appointment of Year Eng, who resides in council district two, to the King County agriculture commission.

[play video](#)

Sponsors: Mr. Gossett

The enacted number is 15095.

This matter passed on the Consent Agenda.

24. **Proposed Motion No. 2018-0107**

A MOTION confirming the executive's appointment of Sarah Collier, who resides in council district four, to the King County agriculture commission.

[play video](#)

Sponsors: Ms. Kohl-Welles

The enacted number is 15096.

This matter passed on the Consent Agenda.

25. [Proposed Motion No. 2018-0108](#)

A MOTION confirming the executive's appointment of Nayab Khan, who resides in council district three, to the King County agriculture commission.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 15097.

This matter passed on the Consent Agenda.

26. [Proposed Motion No. 2018-0109](#)

A MOTION confirming the executive's appointment of Lora Liegel, who resides in council district one, to the King County agriculture commission.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15098.

This matter passed on the Consent Agenda.

27. [Proposed Motion No. 2018-0111](#)

A MOTION confirming the executive's appointment of Rosella Mosby, who resides in council district seven, to the King County agriculture commission.

[play video](#)

Sponsors: Mr. von Reichbauer

The enacted number is 15099.

This matter passed on the Consent Agenda.

28. [Proposed Motion No. 2018-0112](#)

A MOTION confirming the executive's appointment of Paul Pink, who resides in council district nine, to the King County agriculture commission.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 15100.

This matter passed on the Consent Agenda.

29. [Proposed Motion No. 2018-0119](#)

A MOTION acknowledging receipt of the 2017 Water Taxi Ridership Analysis and Strategic Growth Report, in response to the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 112, Proviso P1.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15101.

This matter passed on the Consent Agenda.

30. [Proposed Motion No. 2018-0126](#)

A MOTION confirming Michelle Hogg, councilmember, city of Duvall, as an alternate member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 15102.

This matter passed on the Consent Agenda.

31. [Proposed Motion No. 2018-0127](#)

A MOTION confirming Karen Moran, councilmember, city of Sammamish, as an alternate member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 15103.

This matter passed on the Consent Agenda.

32. [Proposed Motion No. 2018-0128](#)

A MOTION confirming Linda Johnson, councilmember, city of Maple Valley, as an alternate member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 15104.

This matter passed on the Consent Agenda.

33. [Proposed Motion No. 2018-0129](#)

A MOTION confirming Salim Nice, councilmember, city of Mercer Island, as an alternate member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 15105.

This matter passed on the Consent Agenda.

34. [Proposed Motion No. 2018-0130](#)

A MOTION confirming Leanne Guier, mayor, city of Pacific, as a member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Mr. von Reichbauer

The enacted number is 15106.

This matter passed on the Consent Agenda.

35. [Proposed Motion No. 2018-0131](#)

A MOTION confirming Henry Sladek, councilmember, Town of Skykomish, as a member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 15107.

This matter passed on the Consent Agenda.

36. [Proposed Motion No. 2018-0132](#)

A MOTION confirming James McNeal, councilmember, city of Bothell, as a member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15108.

This matter passed on the Consent Agenda.

37. [Proposed Motion No. 2018-0133](#)

A MOTION confirming Marlla Mhoon, councilmember, city of Covington, as a member of the King County Flood Control Zone District advisory committee, representing the Sound Cities Association.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 15109.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski 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 of and Action on Motions Without Referral to Committee

[play video](#)

38. [Proposed Motion No. 2018-0166](#)

A MOTION endorsing the student-led March 24, 2018, March for Our Lives, urging the United States Congress to pass legislation to reduce gun violence and to ban assault-style weapons, and calling upon the Washington state Legislature to repeal the state preemption in RCW 9.41.290, thereby allowing King County and other local governments to adopt common sense gun laws, rules and regulations that will protect its citizenry in the absence of state action.

[play video](#)

Sponsors: Mr. McDermott, Ms. Kohl-Welles, Ms. Balducci, Mr. Dembowski and Mr. Gossett

The enacted number is 15092.

Councilmember Dembowski moved to suspend the rules in order to take action on Proposed Motion 2018-0166 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.

A motion was made by Councilmember Dembowski that this Motion be Passed. The motion carried by the following vote:

Yes: 6 - Ms. Balducci, Mr. Dembowski, Mr. Gossett, Ms. Kohl-Welles, Mr. McDermott, and Mr. Upthegrove

No: 3 - Mr. Dunn, Ms. Lambert, and Mr. von Reichbauer

Employment Committee Consent Agenda - Items 39-42

[play video](#)

39. Hire a Senior Legislative Analyst.

[play video](#)

A motion was made by Councilmember Dunn that this matter be passed on the Consent Agenda. 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

No: 0

Excused: 0

40. Approval of a Communications Specialist Position Description in the King County Auditor's Office.

[play video](#)

A motion was made by Councilmember Dunn that this matter be passed on the

Consent Agenda. 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

No: 0

Excused: 0

41. Approval of an Administrative Manager Position Description in the King County Auditor's Office.

[play video](#)

*A motion was made by Councilmember Dunn that this matter be passed on the Consent Agenda. 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
No: 0
Excused: 0*

42. Approval to hire a temporary Senior Law Enforcement Analyst in the King County Office of Law Enforcement Oversight.

[play video](#)

*A motion was made by Councilmember Dunn that this matter be passed on the Consent Agenda. 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
No: 0
Excused: 0*

First Reading and Referral of Ordinances

[play video](#)

43. [Proposed Ordinance No. 2018-0157](#)

AN ORDINANCE related to the purchase of sustainable materials, goods and services; amending Ordinance 9240, Section 1, as amended, and K.C.C. 18.20.010, Ordinance 9240, Section 2, as amended, and K.C.C. 18.20.020, Ordinance 17074, Section 1, and K.C.C. 18.20.030, Ordinance 9240, Section 16, as amended, and K.C.C. 18.20.070, Ordinance 9240, Section 17, as amended, and K.C.C. 18.20.080, Ordinance 9240, Section 18, as amended, and K.C.C. 18.20.090 and Ordinance 9240, Section 19, and K.C.C. 18.20.100, adding a new section to K.C.C. chapter 18.20 and repealing Ordinance 17074, Section 1, and K.C.C. 18.20.030 and Ordinance 9240, Section 6, as amended, and K.C.C. 18.20.040, Ordinance 17085, Section 2, and K.C.C. 18.20.050 and Ordinance 9240, Section 9, as amended, and K.C.C. 18.20.060.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Government Accountability and Oversight Committee.

44. [Proposed Ordinance No. 2018-0158](#)

AN ORDINANCE authorizing the county executive to enter into an interlocal agreement with the city of Covington to provide landmark designation and protection services.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

45. [Proposed Ordinance No. 2018-0160](#)

AN ORDINANCE relating to King County district court electoral district boundaries for 2018; and amending Ordinance 16803, Section 1, as amended, and K.C.C. 1.12.050.

[play video](#)

Sponsors: Mr. von Reichbauer

This matter had its first reading and was referred to the Government Accountability and Oversight Committee.

46. [Proposed Ordinance No. 2018-0164](#)

AN ORDINANCE authorizing a plat on certain property located at 1128 245th Avenue NE, Sammamish, WA 98074 at the request of Kensington Builders LLC Attn: Todd Levitt, department of permitting and environmental review file no. DPER PLAT17-0003.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Hearing Examiner.

First Reading and Referral of Motions

[play video](#)

47. [Proposed Motion No. 2018-0110](#)

A MOTION confirming the executive's appointment of Darron Marzolf, who resides in council district three, to the King County agriculture commission.

[play video](#)

Sponsors: Ms. Lambert

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

48. [Proposed Motion No. 2018-0156](#)

A MOTION approving the extension of the King County department of information technology executive's appointment of Tanya Hannah as interim director of the King County department of information technology.

[play video](#)

Sponsors: Ms. Balducci

This matter had its first reading and was referred to the Committee of the Whole.

49. [Proposed Motion No. 2018-0165](#)

A MOTION declaring the necessity of administrative planning and coordination to address gender identity, and sexual orientation inclusion in King County administrative processes and establishing a gender identity and sexual orientation inclusion task force to develop a recommended King County administrative gender identity and sexual orientation inclusion strategy.

[play video](#)

Sponsors: Mr. Dembowski, Ms. Kohl-Welles and Mr. Uptegrove

This matter had its first reading and was referred to the Committee of the Whole.

50. Reports on Special and Outside Committees

[play video](#)

No reports were given.

Other Business

[play video](#)

Adjournment

[play video](#)

The meeting adjourned at 4:39 p.m.

Approved this _____ day of _____

Clerk's Signature

September 2018 Public Transportation Service Changes

Title VI Service Analysis

January 2018



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 2018 service change submitted to the King County Council for approval. As part of the ordinance, Metro is proposing revise routes that currently serve the Rainier Avenue Freeway Station on I-90 at Rainier Avenue in Seattle. Metro is also proposing to add service to routes 240 and 373, and reduce service on route 73 due to duplication with expanded Route 373. This report details the results of the Title VI analysis of these three sets of changes which impact Bellevue, Newcastle, Renton, Seattle, and Shoreline.

The Rainier Freeway Station and the D2 HOV roadway between I-90 and 5th Avenue will permanently close in September 2018 due to the construction of Sound Transit East Link Light Rail and the future Judkins Park Station. All routes that serve the Freeway Station will be rerouted off of the D2 roadway, which will no longer be accessible. The majority of those routes (111, 114, 212 (peak direction trips), 214, 216, 218, and 219) will stay on the I-90 mainline and enter and exit the freeway via 4th Avenue South. For these routes, there will be no replacement stop within half a mile of the current Rainier Freeway Station. At the same time, Metro will revise routes 212 (reverse peak direction trips) and 217 to enter and exit I-90 at Rainier Avenue, providing a replacement stop on Rainier Avenue at Charles Street (northbound) and Rainier Avenue at Norman Street (southbound). The replacement stop is within half a mile of the current Freeway Station.

Metro's 2016 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). Metro's adopted 2017/2018 budget includes funding for twenty-one of these routes, to be implemented in phases over three service changes in September 2017, March 2018, and September 2018. Service additions on Routes 240 and 373, and the reallocation of service hours from Route 73 to Route 373, along with other administrative service additions, are part of the third and final phase of implementing these improvements.

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, 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.

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 33 census tracts with a total population of about 179,000 residents.

Affected Routes

The Rainier Freeway Station and the D2 HOV roadway between I-90 and 5th Avenue will permanently close in September 2018 due to the construction of Sound Transit East Link Light Rail and the future Judkins Park Station. This affects routes 111, 114, 212, 214, 216, 217, 218, 219; and Sound Transit routes 550 and 554. While Sound Transit bus routes are noted for reference because some riders use many of these routes, they are not included in Metro's analysis of impacts of these changes.

Most routes that currently serve the freeway station will be permanently revised to travel via the I-90 mainline to and from 4th Avenue South, bypassing the construction. For routes 111, 114, 212 (peak direction trips), 214, 216, 218, and 219, there will be no alternative stop to the Rainier Freeway Station. Routes 212 (reverse peak direction trips), and 217 will be revised to enter and exit I-90 at Rainier Avenue. The closest alternative stops (within a half mile) will be on Rainier Avenue S. at Charles St. (northbound) and Rainier Avenue S. at Norman St. (southbound), to maintain a connection between Seattle and the Eastgate/Factoria area. See Figures 3 and 4 for details.

Metro is also proposing significant service investments in Routes 240 and 373. Route 240 will receive a service increase of 11,520 annual hours to operate service every 15 minutes for two hours during weekday peak periods, and operate every 30 minutes on Sundays and at night. These changes were partially implemented in the March 2018 service change. Route 373 will receive a service increase of 5,650 annual hours to operate two-way peak service every 15 to 30 minutes. Route 73 will be reduced by 3,970 annual hours by converting peak period trips to Route 373 trips. Route 373 provides service over the entire alignment of Route 73 thus the expansion of Route 373 makes some trips on Route 73 redundant.

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 2018.

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 2010-2014 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 2010-2014, 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 33 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
33	13	11	2	7

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 33 census tracts, with no tracts having a reduction in trips greater than the 25 percent reduction in trips or service hours threshold used to determine whether there is a disparate impact on minority populations or disproportionate burden on low-income populations. Reductions resulting from the elimination the Rainier Freeway Station will have a slight impact on 3 of the 33 total tracts affected. The remaining 30 affected tracts will experience a positive impact due to the additions on Routes 240 and 373, described in Section 1 of this report.

While the elimination the Rainier Freeway Station was found to have neither a disparate impact, nor a disproportionate burden per the Title VI analysis, these changes do have the effect of reducing service in Seattle in the vicinity of I-90 and Rainier Avenue; particularly the connection between the Eastside and the Rainier Avenue area. To ensure this connection is maintained, Metro will revise the pathway for routes 212 and 217 to continue serving this area and maintain a reverse-peak connection between Rainier Avenue and the Eastside. A detailed description of the Title VI analysis results is provided in Section 5, along with the alternatives available to riders in these areas.

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 2018**Table 2.** September 2018 Service Change Title VI Analysis - Low-Income Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden ³ ?
Low-Income	0	0%	41%	N/A	NO
Non-Low-Income	0	0%	59%		
Total	0	0%	100%		

Table 3. September 2018 Service Change Title VI Analysis - Minority Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact ⁴ ?
Minority	0	0%	43%	N/A	NO
Non-Minority	0	0%	57%		
Total	0	0%	100%		

Figure 1. Impact of proposed changes on minority census tracts.

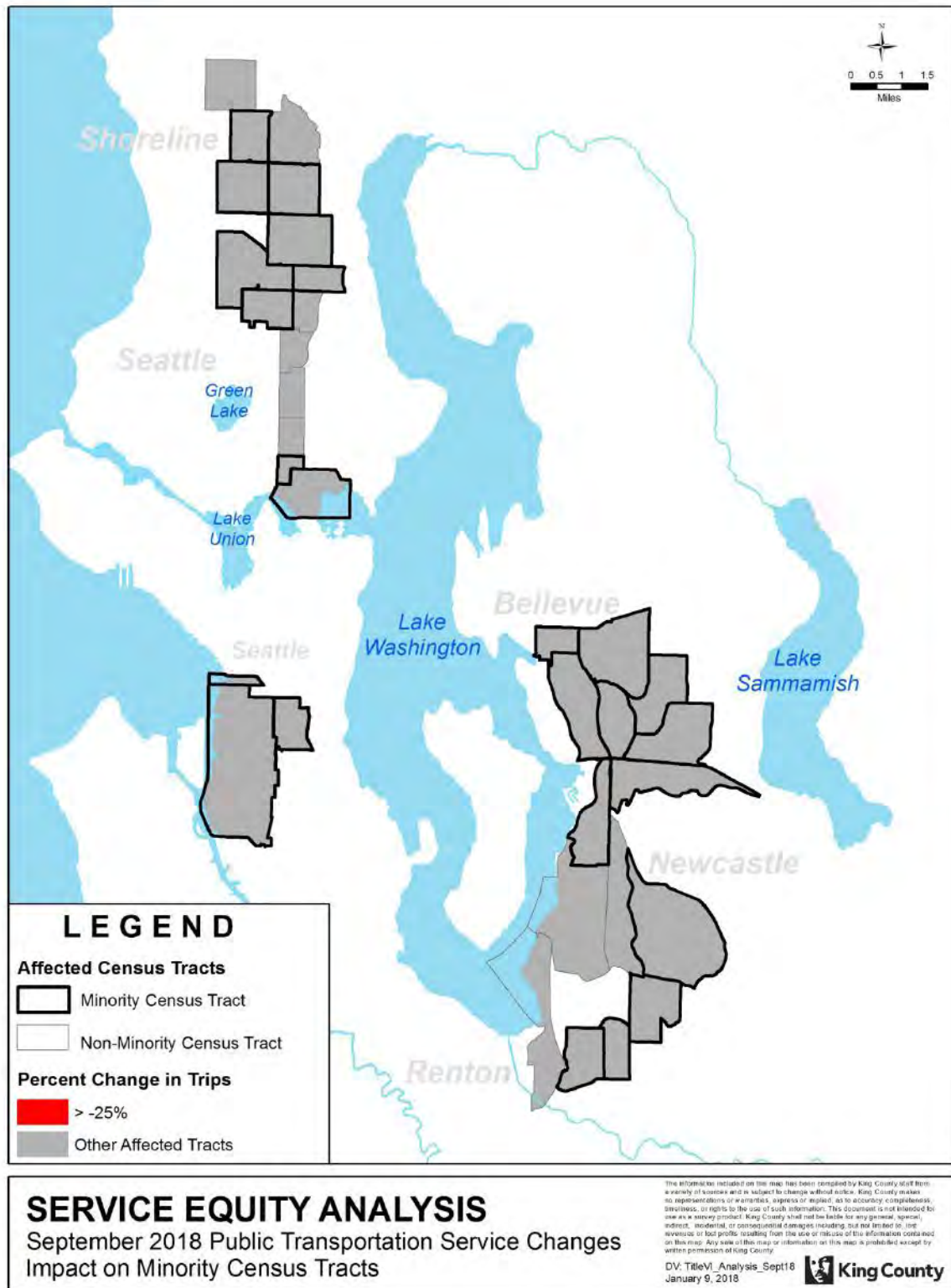
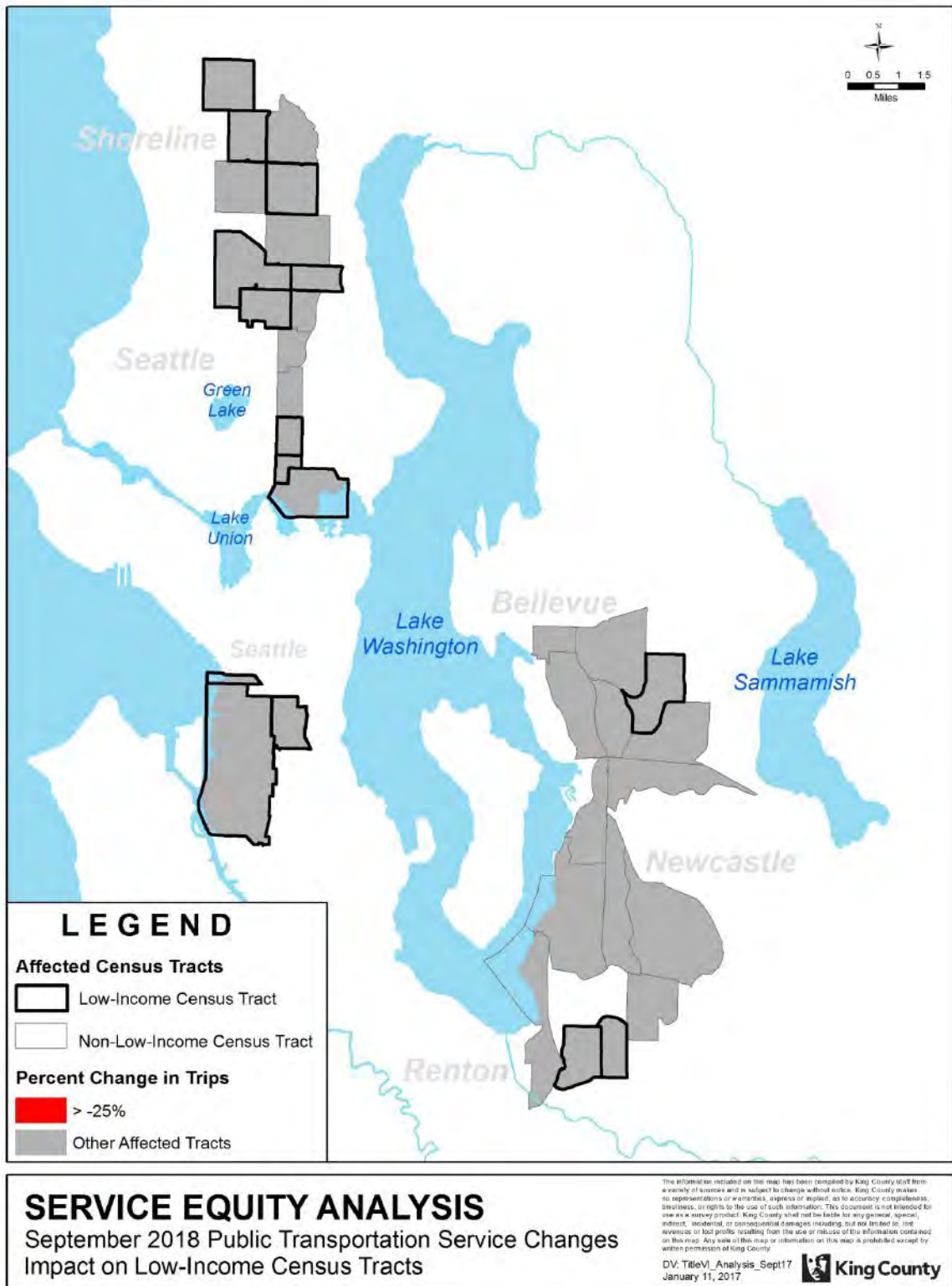


Figure 2. Impact of proposed changes on low-income census tracts.



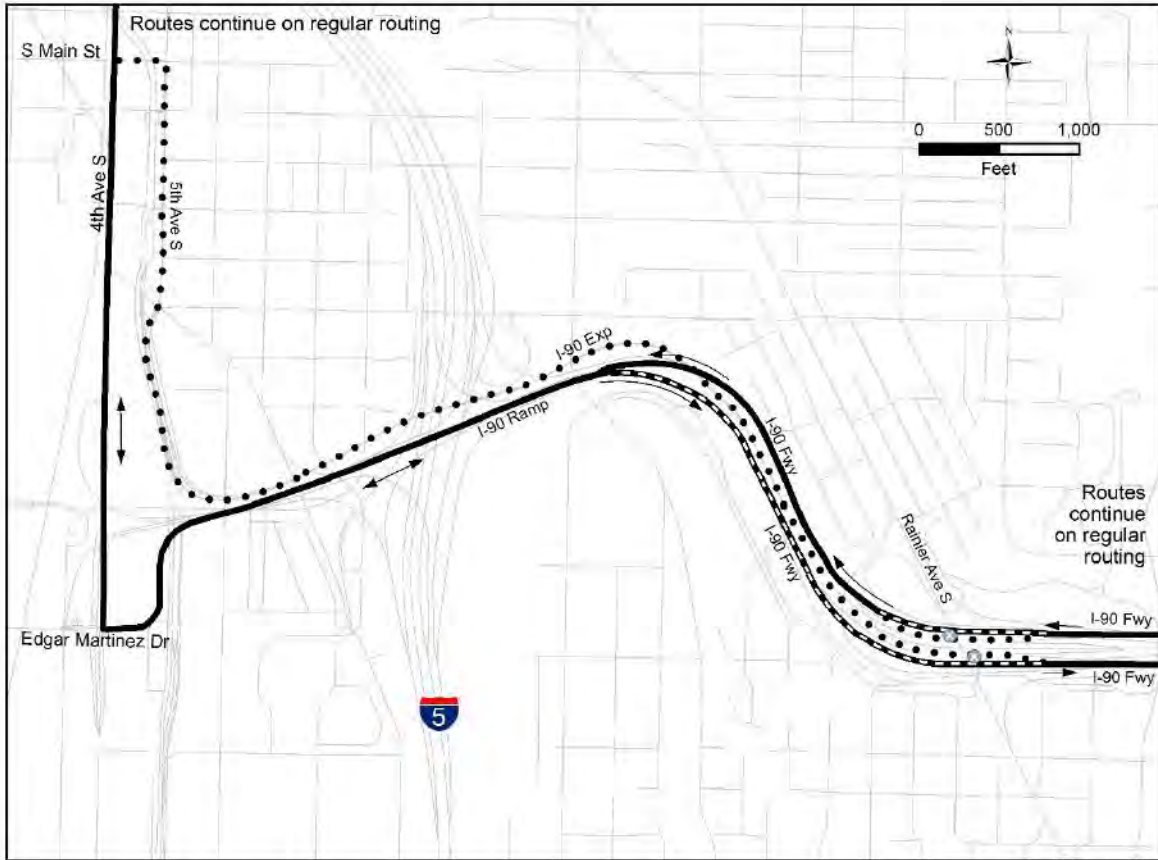
V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, there are no adverse effects, as defined by the Title VI regulations, for the proposed elimination of the Rainier Avenue Freeway Station in September 2018. 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.

Nonetheless, the elimination of the Rainier Avenue Freeway Station will result in decreased service on for riders traveling between Rainier Avenue and the Eastside. To maintain this connection, Metro will revise routes 212 (reverse peak direction trips) and 217 to enter and exit I-90 at Rainier Avenue, providing a replacement stop on Rainier Avenue at Charles St. (northbound) and Rainier Avenue at Norman St. (southbound). The replacement stop is within half a mile of the current Freeway Station.

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 550 and 554 in September 2018 as well. Route 550 will continue to travel on the I-90 mainline to and from 4th Avenue, while Route 554 will use the same pathway as routes 212 (reverse peak direction trips) and 217.

Figures 3 & 4. Proposed change – Elimination of Rainier Ave Freeway Station



**Routes 111, 114, 214, 216, 218, 219
Changes due to closure of
Rainier Freeway Station**

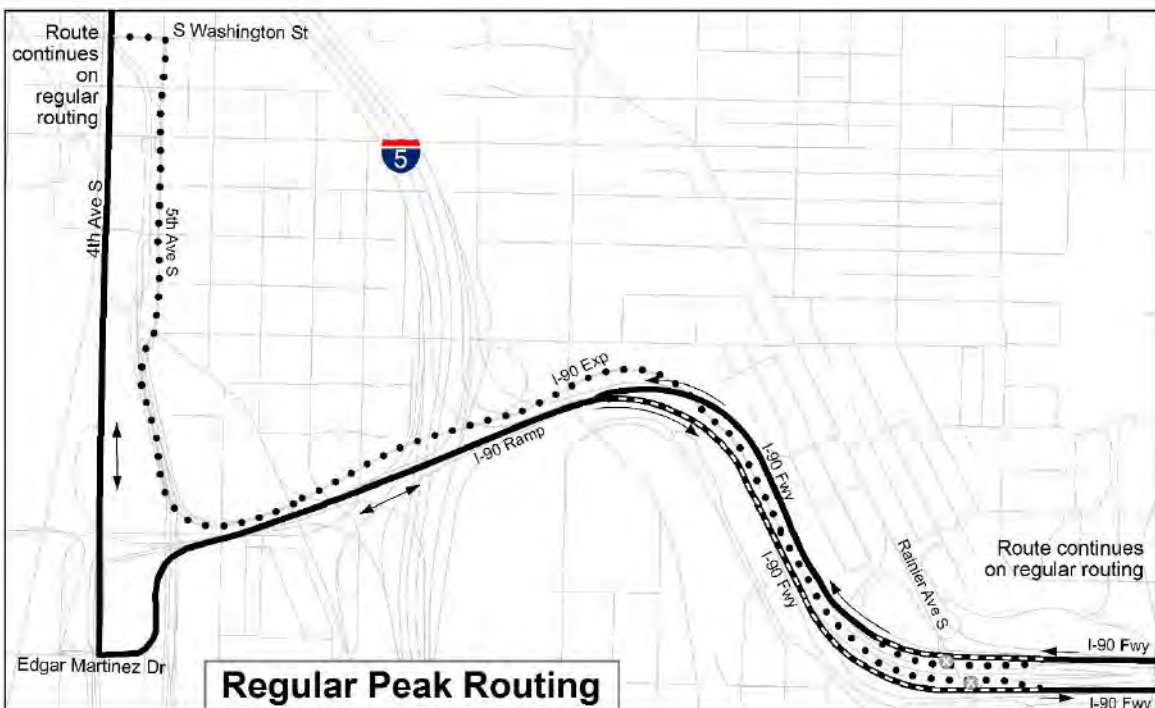
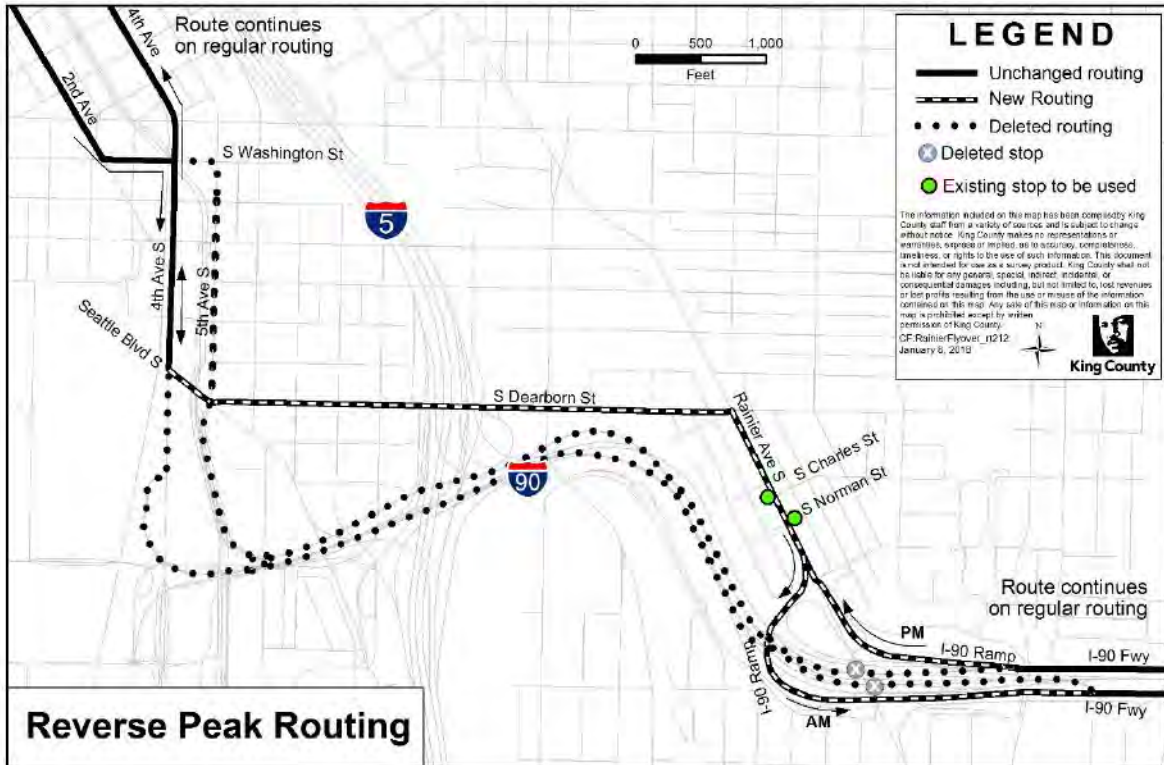
LEGEND

- Unchanged routing
- New Routing
- Deleted routing
- Deleted stop

The information included on this map has been compiled by King County staff from a variety of sources and is subject to change without notice. King County makes no representation or warranties, express or implied, as to accuracy, completeness, timeliness, or rights to the use of such information. This document is not intended for use as a survey product. King County shall not be liable for any general, special, indirect, incidental, or consequential damages including, but not limited to, lost revenues or lost profits resulting from the use or misuse of the information contained on this map. Any sale of this map or information on this map is prohibited except by written permission of King County.

OF Rainier-Fwy-Rev
January 9, 2018

ROUTE 212: Changes due to closure of Rainier Freeway Station



APPENDIX A: Affected Routes and Rider Alternatives

Route	Action	Alternatives
73	Reduce 3,970 annual hours by converting peak period trips to Route 373 trips.	Route 373 provides service over the entire alignment of Route 73 and makes these trips redundant.
240	Add 11,520 annual hours to operate service every 15 minutes for two hours during weekday peak periods, and operate every 30 minutes on Sundays and at night. These changes were partially implemented in the March 2018 service change.	N/A
373	Add 5,650 annual hours to operate two-way peak service every 15 to 30 minutes.	These new trips will replace existing Route 73 trips.
111	Revise route to use the I-90 mainline to and from 4th Ave. S.	N/A
114	Revise route to use the I-90 mainline to and from 4th Ave. S.	N/A
212	Revise route to use the I-90 mainline to and from 4th Ave. S. for peak direction trips (westbound AM, eastbound PM)	Revise route will enter and exit I-90 at Rainier Ave. S. for reverse peak direction trips (eastbound AM, westbound PM)
214	Revise route to use the I-90 mainline to and from 4th Ave. S.	N/A
216	Revise route to use the I-90 mainline to and from 4th Ave. S.	Between downtown Seattle and Eastgate, use revised route 217 which enters and exits I-90 at Rainier Ave. S.
218	Revise route to use the I-90 mainline to and from 4th Ave. S.	Between downtown Seattle and Eastgate, use revised route 217 which enters and exits I-90 at Rainier Ave. S..
219	Revise route to use the I-90 mainline to and from 4th Ave. S.	Between downtown Seattle and Eastgate, use revised route 217 which enters and exits I-90 at Rainier Ave. S.



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Claudia Balducci, Vice Chair of Policy Development and
Review;
Kathy Lambert, Vice Chair of Regional Coordination;
Rod Dembowski, Reagan Dunn, Larry Gossett, Jeanne
Kohl-Welles,
Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Monday, September 17, 2018

Room 1001

REVISED

1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:38 p.m.
The meeting recessed at 3:52 pm.
The meeting reconvened at 3:53 p.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](#)

Mr. Dembowski led the Flag Salute and Pledge of Allegiance.

4. **Approval of Minutes of September 10, 2018**

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*Councilmember Balducci moved to approve the minutes of the September 10, 2018
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

There were no additions to the agenda.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 6-12

[play video](#)

The following people appeared to speak:

*David Hains
Katherine Kertzman
Dale Bright
Andrea Reay
Velma Veloria
Sheila Burrus
Carol Simmons
Alison Eisinger
Rebecca Brunn
Avshir Mohamed
Anja Helmon
Jason Austin
Nicole Grant
Philippa Nye
Katie Wilson
Trisha Fridrich
Elizabeth Dequine
Dana Ralph
Sara Bolte
Hester Sereberin
Michael Rogers
Kyle Moore
Ana Santos
Irene Danysh
Heidi Park
Nicholas Arndt
Joey Gray*

Consent Item 6[play video](#)**6. [Proposed Ordinance No. 2018-0408](#)**

AN ORDINANCE revising the legal description of the annexation of approximately 99.98 acres of land into the King County water district No. 119, known as the Fellingge Annexation, for the purpose of water service; and amending Ordinance 18742, Section 1.

Sponsors: Ms. Lambert

On 9/17/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18787.

A motion was made by Councilmember Balducci that this Ordinance be Passed on the Consent Agenda. 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

Budget and Fiscal Management[play video](#)**7. [Proposed Ordinance No. 2018-0246](#)**

AN ORDINANCE updating and streamlining King County industrial waste program fees; and amending Ordinance 11034, Section 6, as amended, and K.C.C 28.84.060.

Sponsors: Ms. Balducci

On 9/17/2018, a public hearing was held and closed.

[play video](#)

Councilmember Balducci moved to re-refer Proposed Ordinance 2018-0246 to the Committee of the Whole. Seeing no objection, the Chair so ordered.

Committee of the Whole[play video](#)**8. [Proposed Substitute Ordinance No. 2018-0374.2](#)**

AN ORDINANCE authorizing a new funding agreement and amendment to the existing financing agreement with the Washington State Major League Baseball Stadium Public Facilities District.

Sponsors: Mr. von Reichbauer and Mr. McDermott

On 9/17/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18788.

Councilmember Kohl-Welles requested a one week courtesy delay on Item #8.

The Chair indicated that a roll call vote was requested.

Councilmember Kohl-Welles' motion failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove.

No: 5 - Councilmembers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Andrew Kim, Council staff, and Jeff Muhm, Council Initiatives Director, briefed the Council on the Amendment Package that was before the members.

Wendy Soo Hoo, Council staff, answered questions from the Council.

Kendall Moore, Senior Deputy Legal Counsel, answered questions from the Council.

Councilmember Dembowski moved Striking Amendment S1.

Councilmember Kohl-Welles moved Amendment 1A

Councilmember Dembowski requested a roll call vote on Amendment 1A.

Amendment 1A failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove

No: 5 - Councilmembers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Councilmember Lambert withdrew Amendment 1B

Councilmember Upthegrove withdrew Amendment 1C

Councilmember Dembowski moved Amendment 1C and requested a roll call vote. The motion failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove.

No: 4 - Councilmembers Balducci, Dunn, Lambert, and McDermott

Excused: 1 - Councilmember von Reichbauer

Councilmember Balducci moved Amendment 1E. The motion carried by the following vote:

Yes: Councilmembers Balducci, Dembowski, Dunn, Gossett, Kohl-Welles, Lambert, Upthegrove, Reichauer and McDermott

No: Nonebers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Councilmember Lambert moved Amendment 2. The motion carried by the following vote;

Yes: 6 - Councilmembers Balducci, Dunn, Gossett, Lambert, von Reichbauer and McDermott.

No: 3 - Councilmembers Dembowski, Kohl-Welles and Upthegrove

Councilmember Dembowski moved Amendment 3. The motion carried by the following vote:

Yes: 9 - Councilmembers Balducci, Dembowski, Dunn, Gossett, Kohl-Welles, Lambert, Upthegrove, McDermott and von Reichbauer

Councilmember Dembowski moved Amendment 4. The motion failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove.

No: 5 - Councilmembers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Councilmember Dunn moved Amendment 5

Tim Higgins, Accesso ShoWare Center, answered questions from the Council. Councilmember Dunn's motion to adopt Amendment 5 carried.

Councilmember Kohl-Welles moved Amendment 6. The motion failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove.

No: 5 - Councilmembers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Councilmember Dembowski moved Amendment 7. The motion failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove.

No: 5 - Councilmembers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Councilmember Dembowski moved Amendment 8. The motion failed by the following vote:

Yes: 4 - Councilmembers Dembowski, Gossett, Kohl-Welles and Upthegrove.

No: 5 - Councilmembers Balducci, Dunn, Lambert, von Reichbauer and McDermott

Excused: None

Councilmember Balducci moved Amendment 9. The motion carried.

Voting on Councilmember Dembowski's motion to adopt Amendment S1, as amended, the motion carried by the following vote:

Yes: 7 - Councilmembers Balducci, Dunn, Gossett, Lambert, Upthegrove, von Reichbauer and McDermott

No: 2 - Councilmembers Dembowski and Kohl-Welles

Excused: None

A motion was made by Councilmember von Reichbauer that this Ordinance be Passed as Amended. The motion carried by the following vote:

Yes: 5 - Ms. Balducci, Mr. Dunn, Ms. Lambert, Mr. McDermott, and Mr. von Reichbauer

No: 4 - Mr. Dembowski, Mr. Gossett, Ms. Kohl-Welles, and Mr. Upthegrove

Mobility

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9. [Proposed Substitute Ordinance No. 2018-0377.2](#)

AN ORDINANCE creating an alternative resolution process for transit fare enforcement; adopting a reporting requirement; adding a new section to K.C.C. chapter 28.96 and adding a new section to K.C.C. chapter 2.16.

Sponsors: Ms. Balducci and Ms. Kohl-Welles

On 9/17/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18789.

Councilmember Dunn moved Amendment 1. The motion carried.

A motion was made by Councilmember Balducci that this Ordinance be Passed as Amended. 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

10. [Proposed Ordinance No. 2018-0399](#)

AN ORDINANCE approving March 2019 public transportation service changes for King County.

Sponsors: Ms. Balducci

On 9/17/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18790.

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

Planning, Rural Service and Environment

[play video](#)

11. [Proposed Substitute Ordinance No. 2018-0312.2](#)

AN ORDINANCE relating to the reorganization of county executive departments; amending Ordinance 12075, Section 3, as amended, and K.C.C. 2.16.025, Ordinance 14199, Section 11, as amended, and K.C.C. 2.16.035, Ordinance 11955, Section 5, as amended, and K.C.C. 2.16.055, Ordinance 13263, Section 42, as amended, and K.C.C. 2.16.097, Ordinance 12075, Section 6, and K.C.C. 2.32.130, Ordinance 12075, Section 11, as amended, and K.C.C. 2.40.030, Ordinance 12901, Section 3, as amended, and K.C.C. 2.41.030, Ordinance 12075, Section 21, and K.C.C. 2.96.040, Ordinance 2165, Section 2, as amended, and K.C.C. 2.98.020, Ordinance 14033, Section 4, as amended, and K.C.C. 2.100.030, Ordinance 14033, Section 5, as amended, and K.C.C. 2.100.040, Ordinance 13623, Section 1, as amended, and K.C.C. 2A.310.050, Ordinance 12077, Section 11, and K.C.C. 3.28.020, Ordinance 12077, Section 12, and K.C.C. 3.30.010, Ordinance 12077, Section 13, as amended, and K.C.C. 3.30.040, Ordinance 12077, Section 14, as amended, and K.C.C. 3.30.050, Ordinance 12077, Section 15, and K.C.C. 3.30.060, Ordinance 12045, Section 21, as amended, and K.C.C. 4.56.030, Ordinance 12045, Section 20, as amended, and K.C.C. 4.56.035, Ordinance 12045, Section 3, as amended, and K.C.C. 4.56.040, Ordinance 12045, Section 2, as amended, and K.C.C. 4.56.050, Ordinance 12045, Section 10, as amended, and K.C.C. 4.56.100, Ordinance 12045, Section 12, as amended, and K.C.C. 4.56.130, Ordinance 12192, Section 1, as amended, and K.C.C. 4.56.195, Ordinance 17390, Section 1, as amended, and K.C.C. 4.56.300, Ordinance 17527, Section 7, and K.C.C. 4A.200.100, Ordinance 12076, Section 12, as amended, and K.C.C. 4A.200.110, Ordinance 13263, Section 33, as amended, and K.C.C. 4A.200.200, Ordinance 18323, Section 1, and K.C.C. 4A.200.215, Ordinance 18323, Section 2, and K.C.C. 4A.200.217, Ordinance 17752, Section 4, and K.C.C. 4A.200.262, Ordinance 18662, Section 3, and K.C.C. 4A.200.263, Ordinance 17527, Section 162, as amended, and K.C.C. 4A.200.287, Ordinance 17527, Section 148, and K.C.C. 4A.200.440, Ordinance 17527, Section 161, and K.C.C. 4A.200.450, Ordinance 17527, Section 160, as amended, and K.C.C. 4A.200.650, Ordinance 17527, Section 157, and K.C.C. 4A.200.660, Ordinance 12925, Sections 1 through 7, as amended, and K.C.C. 4A.200.760, Ordinance 18398, Section 8, and K.C.C. 4A.601.025, Ordinance 7025, Section 3, as amended, and K.C.C. 4A.700.1000, Ordinance 1888, Article I, Section 2, as amended, and K.C.C. 6.01.010, Ordinance 1492, Section 23, as amended, and K.C.C. 6.24.180, Ordinance 1710, Section 5, as amended, and K.C.C. 6.27.050, Ordinance 18326, Section 7, and K.C.C. 6.70.050, Ordinance 18326,

Section 8, and K.C.C. 6.70.060, Ordinance 11177, Section 5, as amended, and K.C.C. 6.84.030, Ordinance 9163, Section 2, as amended, and K.C.C. 9.04.020, Ordinance 2281, Section 5, as amended, and K.C.C. 9.04.050, Ordinance 2812, Section 4, as amended, and K.C.C. 9.04.060, Ordinance 2281, Section 6, as amended, and K.C.C. 9.04.070, Ordinance 4938, Section 7, as amended, and K.C.C. 9.04.090, Ordinance 2281, Section 7, as amended, and K.C.C. 9.04.100, Ordinance 12020, Section 33, as amended, and K.C.C. 9.04.105, Ordinance 4938, Section 10, as amended, and K.C.C. 9.04.120, Ordinance 4938, Section 12, as amended, and K.C.C. 9.04.140, Ordinance 7590, Section 1, as amended, and K.C.C. 9.08.010, Ordinance 7590, Section 7, as amended, and K.C.C. 9.08.060, Ordinance 10636, Section 6, as amended, and K.C.C. 9.12.045, Ordinance 14214, Section 6, as amended, and K.C.C. 9.14.050, Ordinance 12767, Section 2, and K.C.C. 12.44.830, Ordinance 13202, Section 1, and K.C.C. 12.44.840, Ordinance 14240, Section 1, and K.C.C. 12.44.850, Ordinance 4257, Section 6, as amended, and K.C.C. 12.46.050, Ordinance 4257, Section 8, as amended, and K.C.C. 12.46.080, Ordinance 10154, Section 4, as amended, and K.C.C. 12.82.040, Ordinance 10393, Section 1, as amended, and K.C.C. 12.82.070, Ordinance 10508, Section 1, as amended, and K.C.C. 12.82.080, Ordinance 10509, Section 1, as amended, and K.C.C. 12.82.090, Ordinance 10689, Section 1, as amended, and K.C.C. 12.82.100, Ordinance 10690, Section 1, as amended, and K.C.C. 12.82.110, Ordinance 10723, Section 1, as amended, and K.C.C. 12.82.120, Ordinance 10724, Section 1, as amended, and K.C.C. 12.82.130, Ordinance 10793, Section 1, as amended, and K.C.C. 12.82.140, Ordinance 11006, Section 1, as amended, and K.C.C. 12.82.150, Ordinance 11040, Section 1, as amended, and K.C.C. 12.82.160, Ordinance 11080, Section 1, as amended, and K.C.C. 12.82.180, Ordinance 11991, Section 1, as amended, and K.C.C. 12.82.200, Ordinance 3139, Section 2 (part), as amended, and K.C.C. 12.86.030, Ordinance 1709, Section 6, as amended, and K.C.C. 13.24.080, Ordinance 11616, Section 12, as amended, and K.C.C. 13.24.136, Ordinance 11616, Section 14, as amended, and K.C.C. 13.24.140, Ordinance 9839, Sections 1 through 4, as amended, and K.C.C. 13.28.035, Ordinance 9462, Sections 1 through 3, as amended, and K.C.C. 13.28.055, Ordinance 18754, Section 7, and K.C.C. 14.01.175, Ordinance 18420, Section 15, and K.C.C. 14.01.140, Ordinance 18420, Section 16, and K.C.C. 14.01.150, Ordinance 18420, Section 17, and K.C.C. 14.01.160, Ordinance 18420, Section 25, and K.C.C. 14.01.240, Ordinance 12020, Section 34, as amended, and K.C.C. 14.02.020, Ordinance 665, Section 1, as amended, and K.C.C. 14.04.010, Ordinance 18754, Section 26, and K.C.C. 14.08.010, Ordinance 11426, Section 1, as amended, and K.C.C. 14.16.010, Ordinance 5701, Section 18, as amended, and K.C.C. 14.16.170, Ordinance 336 (part), as amended, and K.C.C. 14.20.020, Ordinance 4895, Section 1, as amended, and K.C.C. 14.28.010, Ordinance 4895, Section 6, as amended, and K.C.C. 14.28.060, Ordinance 4895, Section 11, as amended, and K.C.C. 14.28.090, Ordinance 6254, Section 2, as amended, and K.C.C. 14.30.020, Ordinance 7025, Section 5, as amended, and K.C.C. 14.30.025, Ordinance 11187, Section 1, as amended, and K.C.C. 14.42.010, Ordinance 8047, Section 4, as amended, and K.C.C. 14.42.030, Ordinance 1711, Section 2, as amended, and K.C.C. 14.44.020, Ordinance 1711, Section 5, as amended, and K.C.C. 14.44.050, Ordinance 11790, Section 1, as amended, and K.C.C. 14.44.055, Ordinance 1711, Section 7, as amended, and K.C.C. 14.44.070, Ordinance 1711, Section 8, as amended, and K.C.C. 14.44.080, Ordinance 1711, Section 9, as amended, and K.C.C. 14.44.090, Ordinance 1711, Section 10, as amended, and K.C.C. 14.44.100, Ordinance 1711 (part), as amended, and K.C.C. 14.44.110, Ordinance 13734, Section 9, as amended, and K.C.C. 14.45.070, Ordinance 4099, Section 9, as amended, and K.C.C. 14.46.090, Ordinance 3027, Section 4, as amended, and K.C.C. 14.52.040, Ordinance 3027, Section 7, as amended, and K.C.C. 14.52.070, Ordinance 8421, Section 4, as amended, and K.C.C. 14.56.030, Ordinance 14050, Section 10, as amended, and K.C.C. 14.70.230, Ordinance 14050, Section 11, as amended, and K.C.C. 14.70.240, Ordinance 14050, Section 13, as amended, and K.C.C. 14.70.260, Ordinance 15030, Section 9, as amended, and K.C.C. 14.70.285, Ordinance 11617, Section 61, as amended, and K.C.C. 14.80.040, Ordinance 11617, Section 63, as amended, and K.C.C. 14.80.060, Ordinance 13019, Section 1 (part), as amended, and K.C.C. 14.85.010, Ordinance 12560, Section 55, as amended, and K.C.C. 16.02.170, Ordinance 3647, Section 3, as amended, and K.C.C. 16.03.040, Ordinance 14914, Section 104, as amended, and K.C.C. 16.03.120, Ordinance 14914, Section 105, as amended, and K.C.C. 16.03.130, Ordinance 12560, Section 119, as amended, and K.C.C. 16.14.180, Ordinance 12560, Section 136, as amended, and K.C.C. 16.14.230, Ordinance 1488, Section 5, as amended, and K.C.C. 16.82.020, Ordinance 15053,

Section 3, as amended, and K.C.C. 16.82.051, Ordinance 1488, Section 10, and K.C.C. 16.82.090, Ordinance 1488, Section 11, as amended, and K.C.C. 16.82.100, Ordinance 2097, Section 2, as amended, and K.C.C. 17.04.020, Ordinance 7980, Section 1, as amended, and K.C.C. 17.04.420, Ordinance 16147, Section 2, as amended, and K.C.C. 18.17.010, Ordinance 16147, Section 3, as amended, and K.C.C. 18.17.020, Ordinance 13694, Section 13, as amended, and K.C.C. 19A.04.100, Ordinance 13694, Section 14, as amended, and K.C.C. 19A.04.110, Ordinance 13694, Section 15, as amended, and K.C.C. 19A.04.120, Ordinance 13694, Section 51, as amended, and K.C.C. 19A.08.160, Ordinance 13694, Section 78, as amended, and K.C.C. 19A.24.030, Ordinance 13694, Section 81, as amended, and K.C.C. 19A.28.030, Ordinance 12824, Section 3, as amended, and K.C.C. 20.12.050, Ordinance 10293, Section 1, as amended, and K.C.C. 20.14.025, Ordinance 13147, Section 21, as amended, and K.C.C. 20.18.050, Ordinance 13147, Section 25, as amended, and K.C.C. 20.18.090, Ordinance 13147, Section 28, as amended, and K.C.C. 20.18.120, Ordinance 12196, Section 9, as amended, and K.C.C. 20.20.020, Ordinance 16950, Section 10, as amended, and K.C.C. 20.20.035, Ordinance 12196, Section 11, as amended, and K.C.C. 20.20.040, Ordinance 4461, Section 2, as amended, and K.C.C. 20.22.040, Ordinance 4461, Section 1, as amended, and K.C.C. 20.22.060, Ordinance 9785, Section 10, as amended, and K.C.C. 20.22.200, Ordinance 6949, Section 5, as amended, and K.C.C. 20.44.030, Ordinance 6949, Section 7, as amended, and K.C.C. 20.44.050, Ordinance 6949, Section 12, as amended, and K.C.C. 20.44.100, Ordinance 6949, Section 15, as amended, and K.C.C. 20.44.130, Ordinance 4828, Section 2, as amended, and K.C.C. 20.62.020, Ordinance 11620, Section 12, and K.C.C. 20.62.150, Ordinance 10870, Section 40, as amended, and K.C.C. 21A.04.190, Ordinance 10870, Section 96, as amended, and K.C.C. 21A.06.280, Ordinance 10870, Section 105, as amended, and K.C.C. 21A.06.325, Ordinance 10870, Section 177, as amended, and K.C.C. 21A.06.685, Ordinance 10870, Section 333, as amended, and K.C.C. 21A.08.060, Ordinance 10870, Section 334, as amended, and K.C.C. 21A.08.070, Ordinance 10870, Section 340, as amended, and K.C.C. 21A.12.030, Ordinance 14045, Section 38, as amended, and K.C.C. 21A.14.370, Ordinance 14045, Section 39, as amended, and K.C.C. 21A.14.380, Ordinance 14045, Section 40, as amended, and K.C.C. 21A.14.390, Ordinance 15051, Section 137, as amended, and K.C.C. 21A.24.045, Ordinance 15051, Section 138, as amended, and K.C.C. 21A.24.051, Ordinance 15051, Section 139, as amended, and K.C.C. 21A.24.055, Ordinance 15051, Section 140, as amended, and K.C.C. 21A.24.061, Ordinance 3688, Section 801, as amended, and K.C.C. 21A.25.290, Ordinance 13129, Section 2, as amended, and K.C.C. 21A.27.010, Ordinance 13129, Section 22, as amended, and K.C.C. 21A.27.160, Ordinance 11621, Section 90, as amended, and K.C.C. 21A.28.154, Ordinance 11168, Section 9, as amended, and K.C.C. 21A.30.066, Ordinance 13274, Section 6, as amended, and K.C.C. 21A.37.040, Ordinance 14190, Section 8, as amended, and K.C.C. 21A.37.060, Ordinance 13274, Section 7, as amended, and K.C.C. 21A.37.070, Ordinance 13274, Section 8, as amended, and K.C.C. 21A.37.080, Ordinance 13733, Section 15, as amended, and K.C.C. 21A.37.160, Ordinance 10870, Section 576, as amended, and K.C.C. 21A.38.030, Ordinance 10870, Section 577, as amended, and K.C.C. 21A.38.040, Ordinance 10870, Section 583, as amended, and K.C.C. 21A.39.020, Ordinance 18626, Section 15, and K.C.C. 21A.42.300, Ordinance 11621, Section 113, as amended, and K.C.C. 21A.43.040, Ordinance 11621, Section 114, as amended, and K.C.C. 21A.43.050, Ordinance 11621, Section 117, as amended, and K.C.C. 21A.43.080, Ordinance 12627, Section 2, as amended, and K.C.C. 21A.55.020, Ordinance 13275, Section 1, as amended, and K.C.C. 21A.55.050, Ordinance 14662, Section 1, as amended, and K.C.C. 21A.55.060, Ordinance 16650, Section 1, as amended, and K.C.C. 21A.55.101, Ordinance 13263, Section 3, as amended, and K.C.C. 23.02.010, Ordinance 13263, Section 5, as amended, and K.C.C. 23.02.040, Ordinance 13263, Section 13, as amended, and K.C.C. 23.02.120, Ordinance 12024, Section 4, as amended, and K.C.C. 23.10.030, Ordinance 10662, Section 42, as amended, and K.C.C. 27.02.010, Ordinance 14238, Section 32, as amended, and K.C.C. 27.02.220, Ordinance 13332, Section 14, as amended, and K.C.C. 27.04.003, Ordinance 10662, Section 51, as amended, and K.C.C. 27.04.005, Ordinance 8330, Section 31, as amended, and K.C.C. 27.04.010, Ordinance 10662, Section 52, as amended, and K.C.C. 27.04.015, Ordinance 13332, Section 4, as amended, and K.C.C. 27.06.010, Ordinance 13332, Section 22, as amended, and K.C.C. 27.10.070, Ordinance 17682, Section 47, as amended, and K.C.C. 27.10.570, Ordinance 12020, Section 5, as amended, and K.C.C. 27A.20.030, Ordinance 12020, Section 6, as amended, and K.C.C. 27A.20.040, Ordinance 12020, Section 13, as amended, and K.C.C. 27A.30.020 and Ordinance 12020, Section 16, as amended, and

K.C.C. 27A.30.050, adding new sections to K.C.C. chapter 4A.200, adding a new section to K.C.C. chapter 27A.20, recodifying K.C.C. 4A.200.262 and repealing Ordinance 11955, Section 11, as amended, and K.C.C. 2.16.140.

Sponsors: Ms. Lambert, Mr. McDermott, Mr. Upthegrove and Ms. Balducci

On 9/17/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18791.

Councilmember Dunn moved Amendment 1. The motion carried.

A motion was made by Councilmember Lambert that this Ordinance be Passed as Amended. 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

Regional Policy

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12. Proposed Substitute Ordinance No. 2018-0297.3

AN ORDINANCE establishing the King County veterans, seniors and human services levy advisory board; and adding a new section to K.C.C. chapter 2A.300.

Sponsors: Ms. Kohl-Welles and Mr. von Reichbauer

On 9/17/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18792.

A motion was made by Councilmember von Reichbauer 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

Motions, from Standing Committees and Regional Committees, for Council Action

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Consent Items 13-16

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13. [Proposed Motion No. 2018-0298](#)

A MOTION approving a plan for employee development activities and programs required by the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 107, as amended by Ordinance 18602, Section 66, Proviso P7.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15220.

This Matter passed on the Consent Agenda.

14. [Proposed Motion No. 2018-0392](#)

A MOTION confirming the executive's appointment of Cheryl Harrison, who resides in council district one, to the King County transit advisory commission.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15221.

This Matter passed on the Consent Agenda.

15. [Proposed Motion No. 2018-0393](#)

A MOTION confirming the executive's appointment of Lei Wu, who resides in council district six, to the King County transit advisory commission.

[play video](#)

Sponsors: Ms. Balducci

The enacted number is 15222.

This matter passed on the Consent Agenda.

16. [Proposed Motion No. 2018-0425](#)

A MOTION confirming the executive's appointment of Louis Frantz, who resides in council district four, to the King County public defense advisory board representing the Washington Association of Criminal Defense Lawyers.

[play video](#)

Sponsors: Mr. Gossett

The enacted number is 15223.

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: 8 - Ms. Balducci, Mr. Dembowski, Mr. Dunn, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 1 - Mr. Gossett

Health, Housing and Human Services

[play video](#)

17. **Proposed Motion No. 2018-0261**

A MOTION accepting the second annual report on the best starts for kids initiative, in accordance with Attachment A to Ordinance 18373.

[play video](#)

Sponsors: Ms. Kohl-Welles and Mr. von Reichbauer

The enacted number is 15224.

A motion was made by Councilmember Kohl-Welles 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. Gossett

18. [Proposed Motion No. 2018-0262](#)

A MOTION accepting an outcomes report on the best starts for kids youth and family homelessness prevention initiative, in accordance with Attachment A to Ordinance 18373.

[play video](#)

Sponsors: Ms. Kohl-Welles and Mr. von Reichbauer

The enacted number is 15225.

A motion was made by Councilmember Kohl-Welles 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. Gossett

Employment and Administration Committee Consent Agenda - Item 19

[play video](#)

19. **Hire an Investigations Monitor in the Office of Law Enforcement Oversight (OLEO).**

[play video](#)

A motion was made by Councilmember Dunn that this matter 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

First Reading and Referral of Ordinances

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20. [Proposed Ordinance No. 2018-0423](#)

AN ORDINANCE related to the leasing and licensing of real property for the possession or use by the county; and amending Ordinance 17929, Section 20, as amended, and K.C.C. 4A.100.070 and Ordinance 10849, Section 19, as amended, and K.C.C. 12.16.125.

[play video](#)

Sponsors: Mr. von Reichbauer and Ms. Lambert

This matter had its first reading and was referred to the Government Accountability and Oversight Committee.

21. [Proposed Ordinance No. 2018-0424](#)

AN ORDINANCE authorizing a supplemental appropriation of \$143,000,000 from the water quality revenue bond fund; and amending the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 131, as amended.

[play video](#)

Sponsors: Mr. Upthegrove

This matter had its first reading and was referred to the Committee of the Whole.

First Reading and Referral of Motions

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22. [Proposed Motion No. 2018-0426](#)

A MOTION confirming the executive's appointment of Min Cho, who resides in council district one, to the King County transit advisory commission.

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Sponsors: Mr. Dembowski

This matter had its first reading and was referred to the Mobility Committee.

23. [Proposed Motion No. 2018-0428](#)

A MOTION confirming the executive's appointment of ChrisTiana ObeySumner, who resides in council district four, to the King County transit advisory commission.

[play video](#)

Sponsors: Ms. Kohl-Welles

This matter had its first reading and was referred to the Mobility Committee.

24. [Proposed Motion No. 2018-0431](#)

A MOTION confirming the executive's appointment of Bobby Wooten, who resides in council district nine, to the King County transit advisory commission.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Mobility Committee.

25. [Proposed Motion No. 2018-0432](#)

A MOTION confirming the executive's appointment of Steve Ferreira, who resides in council district nine, to the King County transit advisory commission.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Mobility Committee.

26. [Proposed Motion No. 2018-0433](#)

A MOTION confirming the executive's appointment of Linwood Robinson, who resides in council district seven, to the King County transit advisory commission.

[play video](#)

Sponsors: Mr. von Reichbauer

This matter had its first reading and was referred to the Mobility Committee.

27. [Proposed Motion No. 2018-0436](#)

A MOTION confirming the executive's appointment of Angela Theriault, who resides in council district one, to the King County transit advisory commission.

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Sponsors: Mr. Dembowski

This matter had its first reading and was referred to the Mobility Committee.

28. **Reports on Special and Outside Committees**

[play video](#)

Councilmember Lambert reported on her attendance at the recent meeting of Eastside Transportation Partnership, where they discussed E-Bike and looked at legislation regarding rules and regulations.

Other Business

[play video](#)

Councilmember Kohl-Welles made comments about upcoming recognitions, namely the Seattle Symphony being named Orchestra of the Year and national womens basketball - the Seattle Storm.

Rereferral

[play video](#)

29. [Proposed Ordinance No. 2018-0422](#)

AN ORDINANCE making an honorary road name designation in memory and recognition of First Lieutenant Michael R. Adams.

[play video](#)

Sponsors: Mr. Dunn

This matter was Re-referred to the Committee of the Whole

This item is rereferred to Committee of the Whole.

[play video](#)

Adjournment

[play video](#)

The meeting adjourned at 5:45 p.m.

Approved this _____ day of _____

Clerk's Signature

March 2019 Public Transportation Service Changes

Title VI Service Analysis

June 2018



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 2019 service change submitted to the King County Council for approval. As part of the ordinance, Metro is proposing to discontinue Route 201 and reinvest those hours in Route 204 for more Saturday service on Mercer Island; and revise routes that serve SR-520 due to Washington State Department of Transportation (WSDOT) construction. WSDOT has indicated that safety concerns during the final phase of construction on the SR-520 project require stops at Montlake Freeway Station to close. This report details the results of the Title VI analysis of these three sets of changes which impact the Cities of Mercer Island and Seattle.

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, 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.

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 five census tracts with a total population of about 25,886 residents.

Affected Routes

The Freeway Station at the western edge of Lake Washington, just south of the Montlake Bridge, will permanently close in March 2019 due to WSDOT completing the final section of SR-520. All routes that serve the Freeway Stations will now continue on SR-520 without deviating. There will not be a replacement stop within half a mile of the current Montlake Freeway Station. The proposed ordinance would revise routes that currently serve the Montlake Freeway Station on SR-520 in Seattle (Routes 252, 255, 257, 268, and 311). In a related change, custom bus routes 982 and 986 and other partner agencies' routes (including Sound Transit and Community Transit) will no longer serve the Montlake Freeway Station.

The proposed ordinance would also discontinue Route 201, which operates between the Mercer Island Park and Ride in the north and the Mercer Village Shopping Center on the southern end of the island. Route 201 operates two trips in the a.m. and one trip in the p.m. peak. In terms of ridership, Route 201 is among the worst performing routes in Metro's system, with an average of six riders per day. By comparison, Route 204 runs along the spine of Mercer Island (Island Crest Way) and is the island's only regular fixed route. However, Route 204 does not currently operate on the weekend. By deleting Route 201, Metro will be able to reapply its service hours to operate Route 204 hourly on Saturdays, over a span of roughly nine hours. The City of Mercer Island and Metro have both received requests for weekend service; this would serve that need. At the same time, Route 204 will also be converted from regular fixed route service to a DART (Demand Area Responsive Transit) route. This will allow Metro to incorporate a demand-responsive area which will allow the vehicle to travel off of its fixed route to pick up and drop off passengers by request within the designated 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 2019.

III. Threshold 2: Are Minority or Low-Income Census Tracts Affected? NO

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 2012 - 2016 data, 37.8 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 2012 - 2016, under Metro’s revised definition (200% of the federal poverty line), 23.1 percent of the population is classified as low-income within the county as a whole.

Per the Title VI analysis, the proposed service changes addressed in this report will affect the level of service provided to five King County census tracts currently served by Metro; however, no low-income or minority census tracts are impacted per the Title VI analysis as provided in Table 1 below.

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
5	0	0	0	5

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 March 2019 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect five census tracts, none of which are minority or low-income tracts. Furthermore, none of the tracts have a reduction in trips greater than the 25 percent reduction in trips or service hours threshold used to determine whether there is a disparate impact on minority populations or disproportionate burden on low-income populations. The closure of the Montlake Freeway Station will impact one of the

five affected tracts. The remaining four tracts, on Mercer Island, are affected by discontinued service on Route 201 and the addition of weekend service hours on the Route 204, described in Section 1 of this report.

While the elimination of the Montlake Freeway Station was found to have neither a disparate impact nor a disproportionate burden per the Title VI analysis, the proposed changes do eliminate access to service along SR-520 from the Montlake neighborhood and discontinue three daily trips on Route 201. However, the reduction in Route 201 service on Mercer Island will be reinvested in weekend service on Route 204. Section 5 discusses alternatives available to riders in these areas.

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 2019

Table 2. March 2019 Service Change Title VI Analysis - Low-Income Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden ³ ?
Low-Income	0	0%	42%	N/A	NO
Non-Low-Income	0	0%	58%		
Total	0	0%	100%		

Table 3. March 2019 Service Change Title VI Analysis - Minority Populations

Category ²	Tracts with Adverse Effects ¹	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact ⁴ ?
Minority	0	0%	44%	N/A	NO
Non-Minority	0	0%	56%		
Total	0	0%	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 no adverse effects as defined by the Title VI regulations for the proposed closure of the Montlake Freeway Station and elimination of service on Route 201 in March 2019. As shown in Figures 1 and 2, per the Title VI analysis, no low-income or minority census tracts are impacted.

Nonetheless, the closure of the Montlake Freeway Station will eliminate service to the Montlake area from Route 252, 257, 268, and 311, with no replacement stop within half a mile. Some alternative service options are available, but no direct service replacement is proposed. The deletion of Route 201 will eliminate service on two existing a.m. trips and one p.m. trip. However, the Route 201 is the lowest ridership route in Metro's system with an average of six riders per day. In a related change, the Route 201 service hours will be reinvested to add weekend service to the Route 204 and convert this service from regular fixed-route service to a DART (Demand Area Responsive Transit) route.

Figure 3. Proposed Change – Closure of Montlake Freeway Station Stops

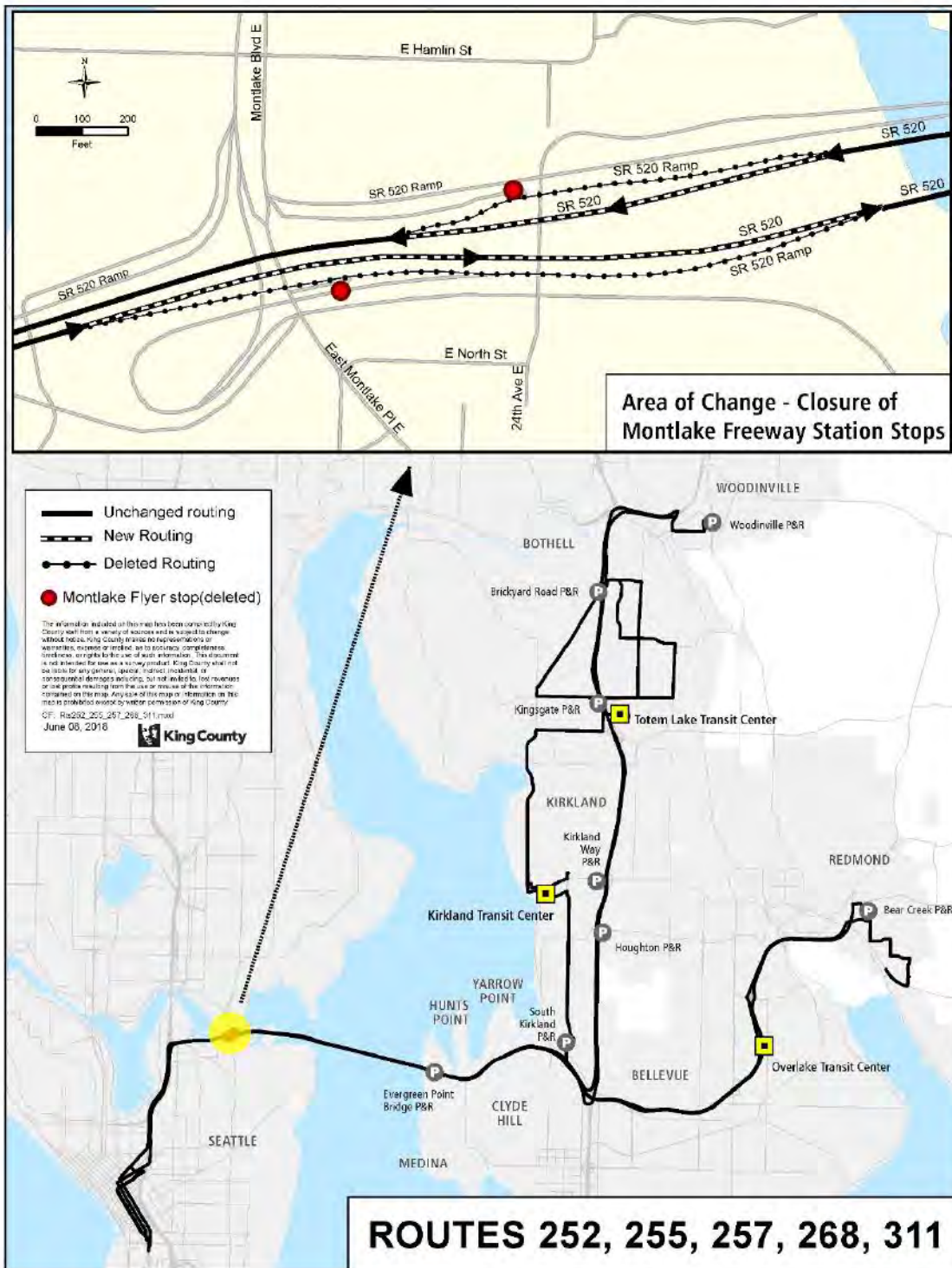
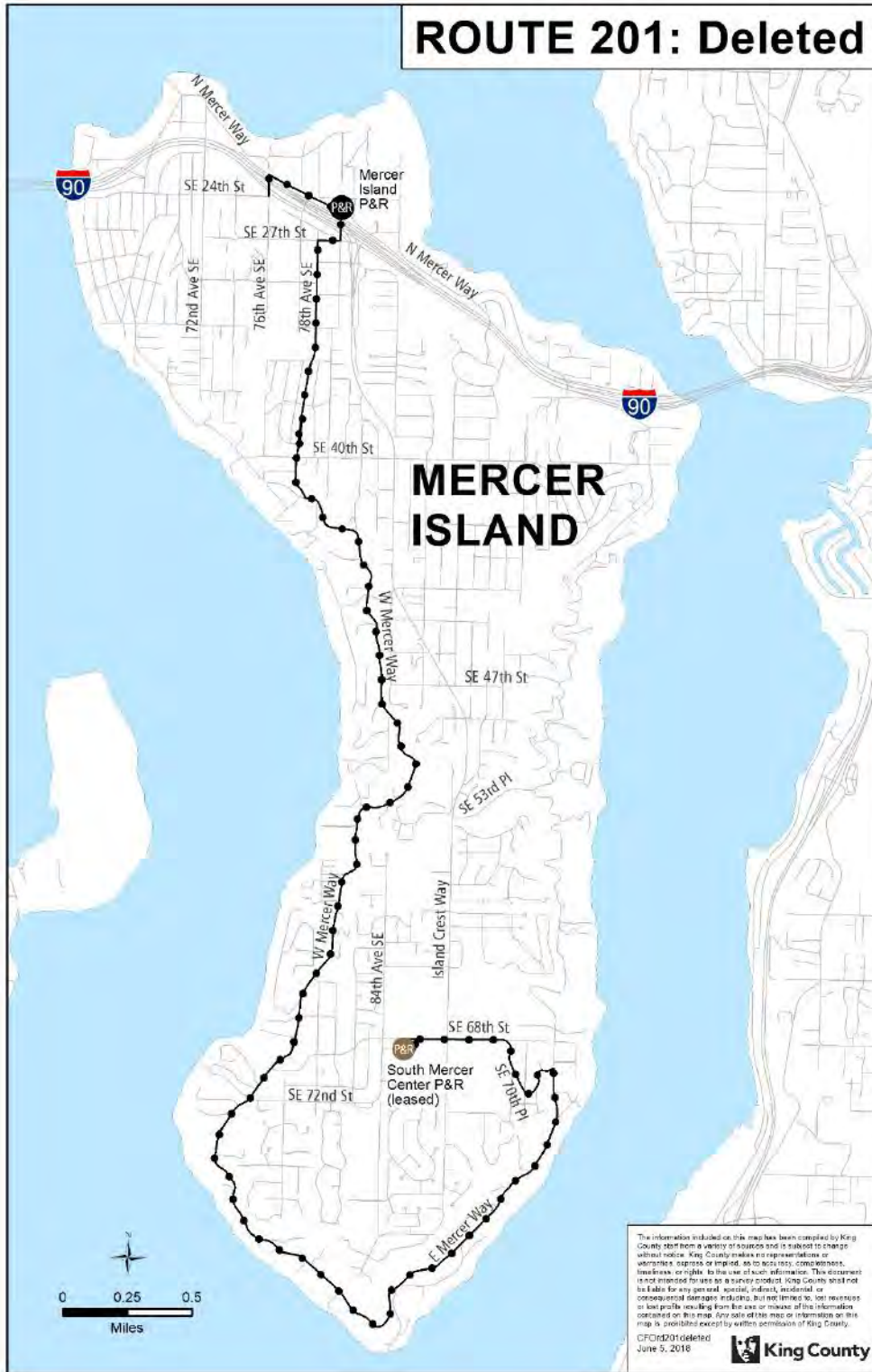


Figure 4. Proposed Change – Deletion of Route 201



APPENDIX A: Affected Routes and Alternatives

Route	Action	Alternatives
252	Revise route to remain on SR-520.	There will be no replacement stops within a half mile of the Montlake Freeway Station. If riders remain on Route 252, they will have to transfer in Downtown Seattle to Link or a local route. To reach the Montlake and University District, Route 252 riders could travel from the Evergreen Point Freeway Station on Routes 167, 271, or 277. Only Route 271 provides all-day service. Sound Transit provides weekday service between the Eastside and University District on Routes 540, 541, 542, and 556. Routes 541 and 542 provide all-day service.
255	Revise route to remain on SR-520.	There will be no replacement stops within a half mile of the Montlake Freeway Station. If riders remain on Route 255, they will have to transfer in Downtown Seattle to Link or a local route. To reach the Montlake and University District, Route 255 riders could travel from the Evergreen Point Freeway Station on Routes 167, 271, or 277. Only Route 271 provides all-day service. Sound Transit provides weekday service between the Eastside and University District on Routes 540, 541, 542, and 556. Routes 541 and 542 provide all-day service.
257	Revise route to remain on SR-520.	There will be no replacement stops within a half mile of the Montlake Freeway Station. If riders remain on Route 257, they will have to transfer in Downtown Seattle to Link or a local route. To reach the Montlake and University District, Route 257 riders could travel from the Evergreen Point Freeway Station on Routes 167, 271, or 277. Only Route 271 provides all-day service. Sound Transit provides weekday service between the Eastside and University District on Routes 540, 541, 542, and 556. Routes 541 and 542 provide all-day service.
268	Revise route to remain on SR-520.	There will be no replacement stops within a half mile of the Montlake Freeway Station. If riders remain on Route 268, they will have to transfer in Downtown Seattle to Link or a local route. To reach the Montlake and University District, Route 268 riders could travel from the Evergreen Point Freeway Station on Routes 167, 271, or 277. Only Route 271 provides all-day service. Sound Transit provides weekday service between the Eastside and University District on Routes 540, 541, 542, and 556. Routes 541 and 542 provide all-day service.

Route	Action	Alternatives
311	Revise route to remain on SR-520.	<p>There will be no replacement stops within a half mile of the Montlake Freeway Station. If riders remain on Route 311, they will have to transfer in Downtown Seattle to Link or a local route. To reach the Montlake and University District, Route 311 riders could travel from the Evergreen Point Freeway Station on Routes 167, 271, or 277. Only Route 271 provides all-day service. Sound Transit provides weekday service between the Eastside and University District on Routes 540, 541, 542, and 556. Routes 541 and 542 provide all-day service.</p>
201	Discontinue route.	<p>Some Route 201 riders may be able to use Route 204 as an alternative. Routes 201 and 204 share common terminals. In addition, the City of Mercer Island is currently operating a pilot project involving Uber and Lyft. It is designed to be a “first and last mile” service to get riders to and from the Mercer Island Park and Ride.</p>



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Rod Dembowski, Vice Chair of Policy Development and
Review;
Reagan Dunn, Vice Chair of Regional Coordination;
Claudia Balducci, Larry Gossett, Jeanne Kohl-Welles,
Kathy Lambert, Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Monday, November 13, 2017

Room 1001

REVISED AGENDA - Added Item 28

1. **Call to Order**

[play video](#)

The meeting was called to order at 1:35 p.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 Gossett led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of November 6, 2017**

[play video](#)

*Councilmember Dembowski moved to approve the minutes of the November 6, 2017
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

Item 28 was added to the agenda.

6. **Special Item**

[play video](#)

Proclamation of November 17, 2017 as Adoption Day in King County

[play video](#)

Councilmembers Lambert and Balducci made opening remarks, invited Judge Helen Halpert, Superior Court, to the podium, and read the proclamation. Judge Halpert made remarks and thanked the Council.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 7-11

[play video](#)

The following people spoke:

Alex Tsimerman

Kassech Zenebe

Consent Item 7

[play video](#)

7. **Proposed Substitute Ordinance No. 2017-0336.2**

AN ORDINANCE authorizing the county executive to enter into an interlocal agreement with the city of Federal Way to provide landmark designation and protection services.

Sponsors: Mr. von Reichbauer

The enacted number is 18606.

On 11/13/2017, a public hearing was held and closed.

[play video](#)

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:

Yes: 7 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 2 - Ms. Balducci, and Ms. Kohl-Welles

Committee of the Whole

[play video](#)

8. **Proposed Ordinance No. 2017-0325**

AN ORDINANCE approving an agreement to transfer land between King County and the city of Algona and authorizing the King County executive to sign and implement the agreement.

Sponsors: Ms. Balducci and Mr. von Reichbauer

On 11/13/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18607.

A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:

Yes: 7 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

Excused: 2 - Ms. Balducci, and Ms. Kohl-Welles

Transportation, Economy and Environment[play video](#)**9. [Proposed Substitute Ordinance No. 2017-0350.2](#)**

AN ORDINANCE relating to public transportation, revising rates of fare and eliminating the regular fare peak, off-peak and zone fare differential; and amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010 and Ordinance 12643, Section 9, as amended, and K.C.C 4A.700.090.

Sponsors: Mr. Dembowski and Ms. Balducci

On 11/13/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18608.

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, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

10. [Proposed Ordinance No. 2017-0352](#)

AN ORDINANCE relating to the provision of discounted transit fare media to human services agencies; and amending Ordinance 17932, Section 2, as amended, and Ordinance 12643, Section 19, as amended, and K.C.C. 4A.700.210.

Sponsors: Mr. Dembowski, Ms. Balducci and Ms. Kohl-Welles

On 11/13/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18609.

Councilmember Dembowski moved Amendment 1. The motion carried.

Leah Krekel-Zoppi, Council Staff, answered questions of 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, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

11. [Proposed Ordinance No. 2017-0354](#)

AN ORDINANCE relating to the regional reduced fare permit administrative fee; and amending Ordinance 12643, Section 22, as amended, and K.C.C. 4A.700.510.

Sponsors: Mr. Dembowski, Ms. Balducci and Ms. Kohl-Welles

On 11/13/2017, a public hearing was held and closed.

[play video](#)

The enacted number is 18610.

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, 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

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Transportation, Economy and Environment

[play video](#)

12. [Proposed Motion No. 2017-0353](#)

A MOTION relating to public transportation; approving a report relating to ORCA card fee/load options, as directed by the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 115, Proviso P2.

[play video](#)

Sponsors: Mr. Dembowski, Ms. Balducci and Ms. Kohl-Welles

The enacted number is 14997.

Councilmember Dembowski moved Amendment 1. The motion carried.

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, Mr. Gossett, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, and Mr. von Reichbauer

13. [Proposed Motion No. 2017-0448](#)

A MOTION directing the transit division to increase efforts to enroll eligible adults in the ORCA LIFT program before July 1, 2018.

[play video](#)

Sponsors: Mr. Upthegrove and Ms. Kohl-Welles

The enacted number is 14998.

**A motion was made by Councilmember Dembowski that this Motion 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

Excused: 1 - Ms. Lambert

Reappointment Consent Agenda - Items 14-16

[play video](#)

14. [Proposed Motion No. 2017-0454](#)

A MOTION confirming the executive's reappointment of Fernando Martinez, who resides in council district one, to the King County economic opportunity and empowerment program advisory board.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 14999.

This matter passed on the Consent Agenda.

15. [Proposed Motion No. 2017-0455](#)

A MOTION confirming the executive's reappointment of Carl Gasca, who resides in council district nine, to the King County economic opportunity and empowerment program advisory board.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 15000.

This matter passed on the Consent Agenda.

16. [Proposed Motion No. 2017-0456](#)

A MOTION confirming the executive's reappointment of Eugene Hardin, who resides in council district nine, to the King County economic opportunity and empowerment program advisory board.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 15001.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made by Councilmember Dembowski that the Consent Agenda 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

Excused: 1 - Ms. Lambert

First Reading and Referral of Ordinances

[play video](#)

17. [Proposed Ordinance No. 2017-0406](#)

AN ORDINANCE adopting the Veterans, Seniors and Human Services Levy Transition Plan, required by Ordinance 18555, Section 7.A., to govern the expenditure of veterans, seniors and human services levy proceeds in 2018 or later years as authorized under Ordinance 18555.

[play video](#)

Sponsors: Ms. Kohl-Welles and Mr. von Reichbauer

This item is a dual referral, referred first to the Regional Policy Committee and then to the Health, Housing and Human Services Committee.

This is mandatory referral to the Regional Policy Committee as set forth in King County Charter Section 270.30 and KCC 1.24.065.

This matter had its first reading and was referred to the Regional Policy Committee.

18. [Proposed Ordinance No. 2017-0426](#)

AN ORDINANCE relating to a capital improvement project; making a supplemental appropriation of \$3,779,225 to the building repair and replacement fund; and amending the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 132, as amended, and Ordinance 18409, Attachment A, as amended.

[play video](#)

Sponsors: Ms. Kohl-Welles

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

19. [Proposed Ordinance No. 2017-0427](#)

AN ORDINANCE authorizing the execution of a new lease to support the operation of the department of executive services.

[play video](#)

Sponsors: Ms. Kohl-Welles

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

20. [Proposed Ordinance No. 2017-0450](#)

AN ORDINANCE relating to county public works projects; creating a county priority hire program; authorizing the finance and business operations division of the department of executive services to implement and administer the priority hire program; incorporating reporting for the priority hire program into the Apprenticeship Annual Report; amending Ordinance 12787, Section 6, as amended, and K.C.C. 12.16.175 and adding a new chapter to K.C.C. Title 12.

[play video](#)

Sponsors: Mr. Gossett and Mr. Dembowski

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

21. [Proposed Ordinance No. 2017-0476](#)

AN ORDINANCE approving the Lakehaven Water & Sewer District 2015 Comprehensive Wastewater System Plan March 2017 Final.

[play video](#)

Sponsors: Mr. Dembowski

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

22. [Proposed Ordinance No. 2017-0477](#)

AN ORDINANCE approving the Fall City Water District 2016 Water System Plan.

[play video](#)

Sponsors: Mr. Dembowski

This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.

23. [Proposed Ordinance No. 2017-0487](#)

AN ORDINANCE enhancing the trust and fairness for King County immigrant communities; establishing requirements for how agencies, offices and employees will provide services to immigrants; establishing requirements for the department of adult and juvenile detention honoring of federal administrative detainers, granting access to inmates and sharing information; establishing translation assistance

requirements for non-English speaking persons; providing a complaint process; establishing an immigrants and refugees fund; amending Ordinance 16692, Section 2, and K.C.C. 2.15.010 and Ordinance 17706, Section 2, as amended, and K.C.C. 2.15.020, adding new sections to K.C.C. chapter 2.15 and adding a new section to K.C.C. chapter 4A.200.

[play video](#)

Sponsors: Mr. Gossett, Mr. McDermott, Ms. Kohl-Welles and Mr. Dembowski

This matter had its first reading and was referred to the Law and Justice Committee.

First Reading and Referral of Motions

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24. [Proposed Motion No. 2017-0439](#)

A MOTION confirming the executive's appointment of Kimberly Laymen, who resides in council district nine, to the King County employee giving program committee, representing the King County department of department of permitting and environmental review.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Government Accountability and Oversight Committee.

25. [Proposed Motion No. 2017-0442](#)

A MOTION confirming the executive's appointment of Tricia Barbachan, who resides in council district nine, to the King County employee giving program committee, representing the King County department of transportation.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Government Accountability and Oversight Committee.

26. [Proposed Motion No. 2017-0483](#)

A MOTION establishing the King County 2018 State Legislative Agenda.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Committee of the Whole.

27. [Reports on Special and Outside Committees](#)

[play video](#)

Councilmembers Kohl-Welles and Gossett provided an update on the Growth Management Policy Board. They reported that there will be a special meeting on November 30, 2017 and that the framework for priorities for 2050 would be established over the next two years.

Other Business

[play video](#)

Extra Item

First Reading of and Action on Emergency Ordinance Without Referral to Committee

28. [Proposed Ordinance No. 2017-0488](#)

AN ORDINANCE declaring a six-month moratorium on the acceptance of applications for development of rural industrial uses in close proximity to the Cedar river; and declaring an emergency.

Sponsors: Mr. Dunn

On 11/13/2017, a public hearing was held and closed.

The enacted number is 18611.

Councilmember Dunn moved to suspend the rules in order to take action on Proposed Ordinance 2017-0488 without referral to committee pursuant to K.C.C. 1.24.085, and for the purpose of taking public testimony. Seeing no objection, the Chair so ordered.

Erin Auzins, Council Staff, answered questions of the Council.

Cristy Craig, Prosecuting Attorney's Office, answered questions of the Council.

A motion was made by Councilmember Dunn that this Ordinance 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 2:29 p.m.

Approved this _____ day of _____

Clerk's Signature

Title VI Review of King County Metro's Proposed 2018 Fare Simplification - \$2.75 Adult Fare

FTA Circular 4702.1B, issued on October 1, 2012, identifies "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The following sections outline requirements with regards to evaluating proposed fare changes.

7. REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES. This requirement applies only to transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population or that otherwise meet the threshold in the Introduction section of this chapter. These transit providers are required to prepare **and submit service and fare equity analyses** as described below. Transit providers not subject to this requirement are responsible for complying with the DOT Title VI regulations which **prohibit disparate** impact discrimination, and therefore should review their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color, or national origin. (Page IV-11)....

Upon completion of a service or fare equity analysis, the transit provider shall brief its **board of directors, top executive, or appropriate governing entity or official(s)** responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis. (Page IV-12)

b. Fare Equity Analysis

(1) Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations....

(2) Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment mediate that would be subject to the fare change. (Page IV-19)

The 2016 King County Metro Transit Title VI Program Report submitted and approved by the King County Council (Motion No. 14688) and submitted to and accepted by the Federal Transit Administration (FTA concurrence posted electronically on TrAMS, April 11, 2017) outlines the methodology by which Metro conducts fare equity analyses pursuant to the FTA's Title VI regulations.

The first step is a threshold analysis to determine whether a proposed fare change includes a change in the fare structure or a change in fares by fare payment type. If a proposed fare change involves an equal fare increase across all customer categories and an equal increase across all fare payment methods then the proposed change will not have a disparate impact or disproportionate burden and does not require further analysis. The current fare proposal does involve differential fare changes by customer category and therefore requires further analysis.

As described in King County Metro's Services Guidelines, adopted by King County Council Ordinance 18301, Metro uses census tract demographics and boardings to classify routes as low-income, minority, or both. A census tract is low-income if the percent of the population in that tract that is low income (at or below 200% of the Federal Poverty Level) is greater than the average in King County (23.9%). A census tract is minority if the percent of the population in that tract that is minority is greater than the average in King County (37.2%). Minority and low-income census tracts are shown in Figure A-1.

Similarly, routes with a higher percentage of boardings in low-income or minority census tracts than Metro's corresponding system averages are defined as low-income or minority routes. Figure A-2 shows Metro's minority and low-income routes.

To assess the equity impacts of this fare proposal, Transit first estimated boardings by full-fare adult riders paying with cash, E-purse or retail passes on low-income, non-low-income, minority and non-minority routes. (Boardings made with employer-provided Passport passes were excluded from this analysis, as were boardings by ORCA LIFT, Youth and Senior/Disabled riders since these customers are not directly affected by this proposed fare change.) We then calculated and compared the average fare paid by full-fare adult riders on low-income routes with non-low-income routes, and by full-fare adult riders on minority routes with non-minority routes.

Under Metro's current fare structure, the average fare paid by full-fare adult riders (without employer provided passes) on low-income routes is slightly higher (two cents) than the average full adult fare paid by riders on non-low-income routes. Similarly, the average fare paid by full-fare adult riders on minority routes is somewhat higher (five cents) than the average full adult fare paid by riders on non-minority routes.

Metro's proposal to simplify fares by implementing a \$2.75 adult flat fare for all times of day throughout King County would eliminate these disparities, and therefore would not result in disproportionate or disparate impacts.

Figure A-1: Minority and Low-Income Census Tracts

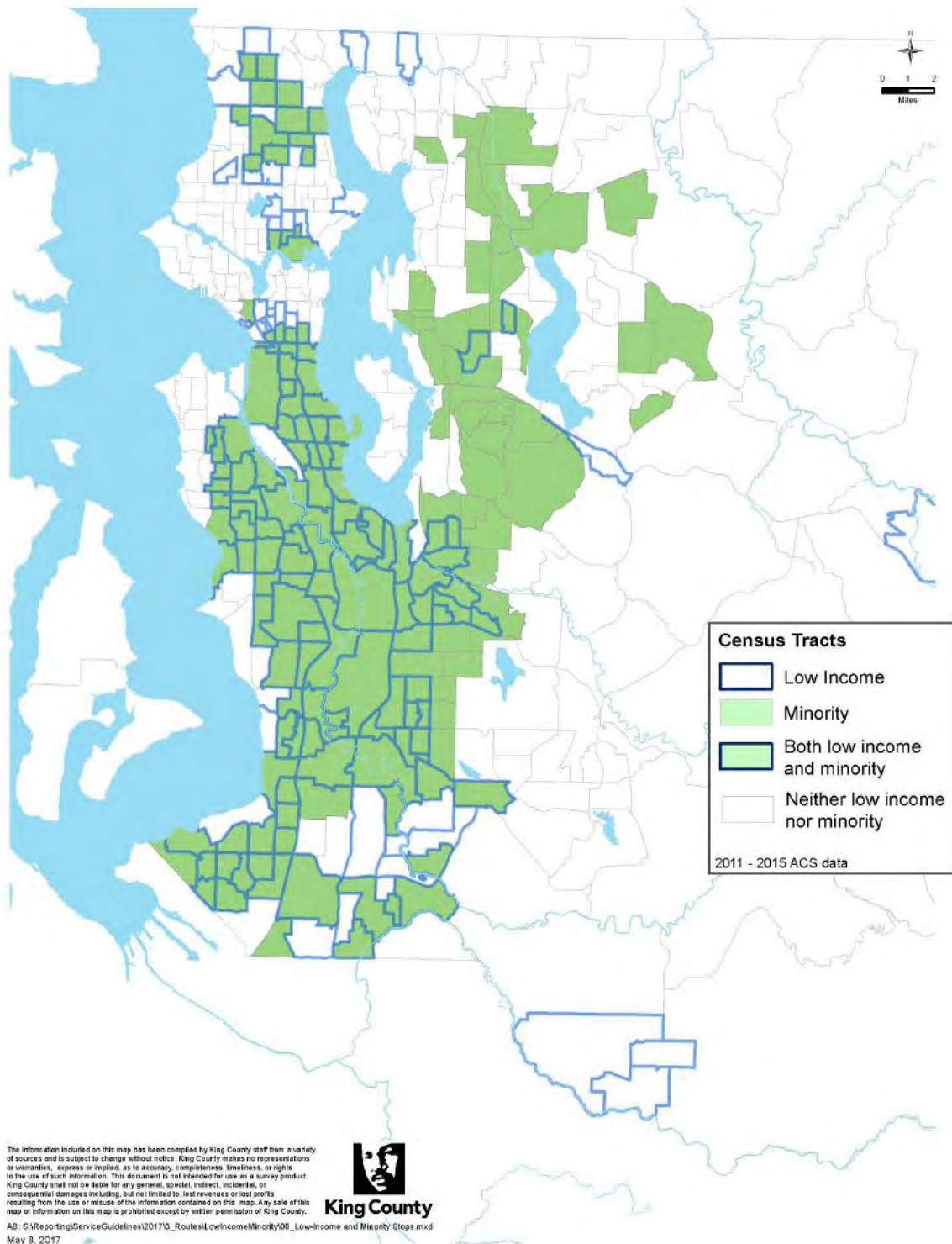
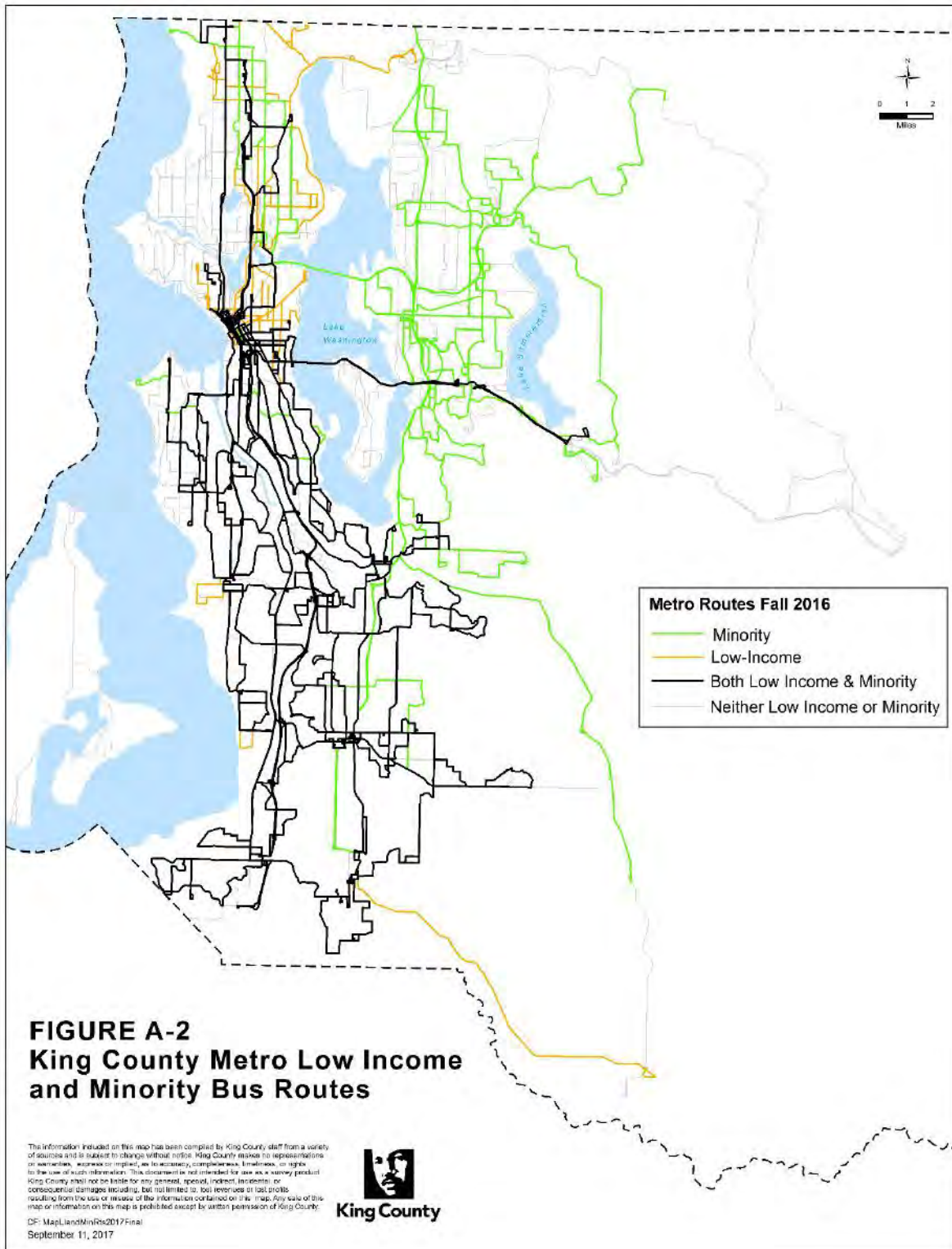


Figure A-2: Metro's Title VI Low-Income and Minority Routes





King County

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Meeting Minutes

Metropolitan King County Council

*Councilmembers: Joe McDermott, Chair;
Claudia Balducci, Vice Chair of Policy Development and
Review;
Kathy Lambert, Vice Chair of Regional Coordination;
Rod Dembowski, Reagan Dunn, Larry Gossett, Jeanne
Kohl-Welles,
Dave Upthegrove, Pete von Reichbauer*

1:30 PM

Tuesday, November 13, 2018

Room 1001

REVISED AGENDA ADDED ITEM 54

1. **Call to Order**

[play video](#)

The meeting was called to order at 1:41 p.m.

The Chair recessed the meeting at 3:11 p.m.

The Chair reconvened the meeting at 3:12 p.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 Dembowski led the flag salute and Pledge of Allegiance.

4. **Approval of Minutes of November 5, 2018**

[play video](#)

*Councilmember Balducci moved to approve the minutes of the November 13, 2018,
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

Proposed Ordinance 2018-0560 was added to the agenda for referral to the Planning,

Rural Services and Environment Committee.

6. Special Item

[play video](#)

Proclamation of November 16, 2018, as Adoption Day in King County

[play video](#)

Councilmember Lambert and Councilmember Balducci made remarks, read the proclamation, and invited Gina Reyes, Adoption Paralegal, Superior Court, Family Court Services to the podium. Ms.Reyes made comments and thanked the Council.

Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 7-35

[play video](#)

Consent Items 7-29

[play video](#)

7. Proposed Substitute Ordinance No. 2018-0272.2

AN ORDINANCE authorizing the Harborview Medical Center administrator to issue warrants; and adding a new section to K.C.C. chapter 2.42.

Sponsors: Mr. McDermott

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18811.

This matter passed on the Consent Agenda.

8. Proposed Ordinance No. 2018-0364

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and International Brotherhood of Teamsters Local 117 (Wastewater Treatment Division, Managers and Assistant Managers - Department of Natural Resources and Parks) representing employees in the department of natural resources and parks; and establishing the effective date of the agreement.

Sponsors: Mr. Dembowski

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18812.

This matter passed on the Consent Agenda.

9. [Proposed Substitute Ordinance No. 2018-0456.2](#)

AN ORDINANCE authorizing the King County executive to enter into an interagency agreement between King County, a political subdivision of the state of Washington and the city of Renton, a municipal corporation in the state of Washington, regarding design, construction, ownership, operation and maintenance of the portion of Segment A of the Lake to Sound trail that is within the city.

Sponsors: Mr. Dembowski and Mr. Dunn

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18813.

This matter passed on the Consent Agenda.

10. [Proposed Substitute Ordinance No. 2018-0457.2](#)

AN ORDINANCE authorizing the King County executive to enter into an interagency agreement between King County, a political subdivision of the state of Washington, and the city of Tukwila, a municipal corporation in the state of Washington, regarding design, construction, ownership, operation, and maintenance of the portion of Segment A of the Lake to Sound trail that is within the city.

Sponsors: Mr. Dembowski and Mr. McDermott

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18814.

This matter passed on the Consent Agenda.

11. [Proposed Ordinance No. 2018-0466](#)

AN ORDINANCE correcting errors to a RCW cross reference and amending the fee amount per authority of RCW 36.18.016; and amending Ordinance 14905, Section 15, as amended, and K.C.C. 4A.630.150 and Ordinance 14905, Section 17, as amended, and K.C.C. 4A.630.160.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18815.

This matter passed on the Consent Agenda.

12. [Proposed Ordinance No. 2018-0467](#)

AN ORDINANCE increasing the filing fees for all mandatory arbitration and trial de novo of an arbitration award cases in superior court under RCW 36.18.016 filed on or after September 1, 2018; and amending Ordinance 13842, Section 2, as amended, and K.C.C. 4A.630.070 and Ordinance 13563, Section 2, and K.C.C. 4A.630.080.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18816.

This matter passed on the Consent Agenda.

13. [Proposed Ordinance No. 2018-0468](#)

AN ORDINANCE amending the assessment and collection of fees relating to reports of superior court records to include additional reports and data dissemination requests; and amending Ordinance 16968, Section 3, as amended, and K.C.C. 4A.630.200.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18817.

This matter passed on the Consent Agenda.

14. [Proposed Ordinance No. 2018-0469](#)

AN ORDINANCE clarifying the transmittal of legal case records for appeal; and amending Ordinance 13330, Section 18, as amended, and K.C.C. 4A.630.030.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18818.

This matter passed on the Consent Agenda.

15. [Proposed Ordinance No. 2018-0470](#)

AN ORDINANCE amending county code related to recovery of work, education, and electronic home detention fees; and amending Ordinance 12917, Section 1, as amended, and K.C.C. 4A.640.010.

Sponsors: Mr. Upthegrove and Ms. Kohl-Welles

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18819.

This matter passed on the Consent Agenda.

16. [Proposed Ordinance No. 2018-0472](#)

AN ORDINANCE amending the application fee for the public benefit rating system program for open space, agricultural, and timber lands current use assessment provisions; amending Ordinance 1076, Section 4, as amended, and K.C.C. 20.36.040.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18820.

This matter passed on the Consent Agenda.

17. [Proposed Substitute Ordinance No. 2018-0473.2](#)

AN ORDINANCE regarding the King County noxious weed control program; revising King County noxious weed control program assessments; and amending Ordinance 13325, Sections 1 and 2, as amended, and K.C.C. 4A.670.200 and Ordinance 13325, Sections 5, 6 and 7, as amended, and K.C.C. 4A.200.460..

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18821.

This matter passed on the Consent Agenda.

18. [Proposed Substitute Ordinance No. 2018-0474.2](#)

AN ORDINANCE relating to development permitting fees; amending Ordinance 10662, Section 43, as amended, and K.C.C. 27.02.020, Ordinance 10662, Section 44, as amended, and K.C.C. 27.02.030, Ordinance 10662, Section 45, as amended, and K.C.C. 27.02.040, Ordinance 10662, Section 46, as amended, and K.C.C. 27.02.050, Ordinance 10662, Section 47, as amended, and K.C.C. 27.02.060, Ordinance 11141, Section 40, as amended, and K.C.C. 27.02.100, Ordinance 13332, Section 63, as amended, and K.C.C. 27.02.210, Ordinance 13332, Section 4, as amended, and K.C.C. 27.06.010, Ordinance 13332, Section 17, as amended, and K.C.C. 27.10.020, Ordinance 17923, Section 45, and K.C.C. 27.10.035, Ordinance 17923, Section 46, and K.C.C. 27.10.037, Ordinance 13332, Section 20, as amended, and K.C.C. 27.10.050, Ordinance 13332, Section 22, as amended, and K.C.C. 27.10.070, Ordinance 18000, Section 83, as amended, and K.C.C. 27.10.075, Ordinance 13332, Section 23, as amended, and K.C.C. 27.10.080, Ordinance 17453, Section 19, as amended, and K.C.C. 27.10.082, Ordinance 17453, Section 18, as amended, and K.C.C. 27.10.084, Ordinance 17224, Section 26, as amended, and K.C.C. 27.10.085, Ordinance 17453, Section 21, as amended, and K.C.C. 27.10.087, Ordinance 13332, Section 24, as amended, and K.C.C. 27.10.090, Ordinance 13332, Section 28, as amended, and K.C.C. 27.10.130, Ordinance 13332, Section 30, as amended, and K.C.C. 27.10.150, Ordinance 13332, Section 31, as amended, and K.C.C. 27.10.160, Ordinance 13332, Section 32, as amended, and K.C.C. 27.10.170, Ordinance 13332, Section 33, as amended, and K.C.C. 27.10.180, Ordinance 13332, Section 34, as amended, and K.C.C. 27.10.190, Ordinance 13332, Section 35, as amended, and K.C.C. 27.10.200, Ordinance 13332, Section 36, as amended, and K.C.C. 27.10.210, Ordinance 13332, Section 37, as amended, and K.C.C. 27.10.220, Ordinance 13332, Section 40, as amended, and K.C.C. 27.10.320, Ordinance 13332, Section 42, as amended, and K.C.C. 27.10.350, Ordinance 13332, Section 43, as amended, and K.C.C. 27.10.360, Ordinance 13332, Section 46, as amended, and K.C.C. 27.10.380, Ordinance 17224, Section 39, as amended, and K.C.C. 27.10.385, Ordinance 17224, Section 40, as amended, and K.C.C. 27.10.395, Ordinance 17224, Section 43, as amended, and K.C.C. 27.10.425, Ordinance 13332, Section 53, as amended, and K.C.C. 27.10.510, Ordinance 13332, Section 54, as amended, and K.C.C. 27.10.550, Ordinance 17682, Section 46, as amended, and K.C.C. 27.10.560, Ordinance 17682, Section 47, as amended, and K.C.C. 27.10.570, Ordinance 17682, Section 48, as amended, and K.C.C. 27.10.580, Ordinance 4461, Section 2, as amended, and K.C.C. 20.22.040, Ordinance 18230, Section 16, as amended, and K.C.C. 20.22.070, Ordinance 6836, Section 6, as amended, and K.C.C. 6.26.060 and Ordinance 18326, Section 6, and K.C.C. 6.70.040, and repealing Ordinance 14683, Section 4, as amended, and K.C.C. 27.02.025, Ordinance 11141, Section 39, as amended, and K.C.C. 27.02.090, Ordinance 13332, Section 9, as amended, and K.C.C. 27.02.190, Ordinance 16026, Section 8, and K.C.C. 27.04.043, Ordinance 16026, Section 7, and K.C.C. 27.04.045, Ordinance 13332, Section 21, as amended, and K.C.C. 27.10.060, Ordinance 18326, Section 16, and K.C.C. 27.10.610, Ordinance 16026, Section 10, and K.C.C. 27.50.010, Ordinance 16026, Section 11, as amended, and K.C.C. 27.50.020, Ordinance 16026, Section 12, and K.C.C. 27.50.030, Ordinance 16026, Section 13, and K.C.C. 27.50.040, Ordinance 16026, Section 14, as amended, and K.C.C. 27.50.050, Ordinance 16026, Section 15, as amended, and K.C.C. 27.50.060, Ordinance 16026, Section 16, as amended, and K.C.C. 27.50.070, Ordinance 16026, Section 17, and K.C.C. 27.50.080 and Ordinance 16026, Section 18, and K.C.C. 27.50.090.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18822.

This matter passed on the Consent Agenda.

19. [Proposed Ordinance No. 2018-0475](#)

AN ORDINANCE relating to changing the natural resources mitigation fund from a special revenue fund to a capital fund and updating the types of moneys contributed to the fund and types of allowed disbursements from the fund; and amending Ordinance 17527, Section 150, as amended, and K.C.C. 4A.200.455.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18823.

This matter passed on the Consent Agenda.

20. [Proposed Ordinance No. 2018-0481](#)

AN ORDINANCE relating to the county property tax levies for collection in 2019, and implementing RCW 84.55.120.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18824.

This matter passed on the Consent Agenda.

21. [Proposed Ordinance No. 2018-0482](#)

AN ORDINANCE relating to the 2019 4.0 GWI King County Hourly Squared Schedule, 2019 4.0 GWI King County Annual/FLSA-Exempt Squared Schedule, 2019 4.0 GWI King County Standardized Hourly Salary Schedule, 2019 4.0 GWI King County Standardized Annual/FLSA-Exempt Salary Schedule, 2020 1.5 GWI King County Hourly Squared Schedule, 2020 1.5 GWI King County Annual/FLSA-Exempt Squared Schedule, 2020 1.5 GWI King County Standardized Hourly Salary Schedule, 2020 1.5 GWI King County Standardized Annual/FLSA-Exempt Salary Schedule, 2020 3.0 GWI King County Hourly Squared Schedule, 2020 3.0 GWI King County Annual/FLSA-Exempt Squared Schedule, 2020 3.0 GWI King County Standardized Hourly Salary Schedule, 2020 3.0 GWI King County Standardized Annual/FLSA-Exempt Salary Schedule, and the annual general wage increase for nonrepresented King County employees, as stipulated in K.C.C. 3.12.130 and K.C.C. 3.12.140.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18825.

This matter passed on the Consent Agenda.

22. [Proposed Ordinance No. 2018-0486](#)

AN ORDINANCE creating the solid waste environmental reserve fund and adding a new section to K.C.C. chapter 4A.200.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18826.

This matter passed on the Consent Agenda.

23. [Proposed Substitute Ordinance No. 2018-0487.2](#)

AN ORDINANCE authorizing the use of an amendment template to interlocal cooperation agreements with the cities of Auburn, Bellevue, Black Diamond, Bothell, Burien, Carnation, Covington, Des Moines, Duvall, Enumclaw, Federal Way, Issaquah, Kenmore, Kent, Kirkland, Lake Forest Park, Mercer Island, Milton, Newcastle, Normandy Park, North Bend, Pacific, Redmond, Renton, Sammamish, Seattle, Shoreline, Snoqualmie and Tukwila, Vashon Park District and Vashon-Maury Island Trust, for open space acquisition projects.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18827.

This matter passed on the Consent Agenda.

24. [Proposed Ordinance No. 2018-0488](#)

AN ORDINANCE amending an interim loan program to facilitate acquisition of property for low-income housing; and amending Ordinance 16693, Section 3, and K.C.C. 24.22.020.

Sponsors: Mr. Upthegrove and Ms. Kohl-Welles

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18828.

This matter passed on the Consent Agenda.

25. [Proposed Ordinance No. 2018-0489](#)

AN ORDINANCE creating a new fund for the department of natural resources and parks; and adding a new section to K.C.C. chapter 4A.200.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18829.

This matter passed on the Consent Agenda.

26. [Proposed Ordinance No. 2018-0490](#)

AN ORDINANCE related to the developmental disabilities fund; and amending Ordinance 17752, Section 5, and K.C.C. 4A.200.265.

Sponsors: Mr. Upthegrove and Ms. Kohl-Welles

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18830.

This matter passed on the Consent Agenda.

27. [Proposed Ordinance No. 2018-0517](#)

AN ORDINANCE requiring that at least one citizen representative on the solid waste advisory committee live within a mile of the Cedar Hills regional landfill; and amending Ordinance 6862, Section 2, as amended, and K.C.C. 10.28.020.

Sponsors: Mr. Dunn

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18831.

This matter passed on the Consent Agenda.

28. [Proposed Ordinance No. 2018-0519](#)

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and International Brotherhood of Electrical Workers, Local 77 (Departments: Transportation (Road Services), King County Information Technology, Natural Resources and Parks, Public Health) representing employees in the departments of transportation, information technology, natural resources and parks, and public health; and establishing the effective date of the agreement.

Sponsors: Ms. Balducci

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18832.

This matter passed on the Consent Agenda.

29. [Proposed Ordinance No. 2018-0537](#)

AN ORDINANCE creating new funds for the 2019-2020 budget, including for the water and land resources shared services and for water quality internally financed projects; and adding new sections to K.C.C. chapter 4A.200.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18833.

This matter passed on the Consent Agenda.

Passed On The Consent Agenda

A motion was made 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

Budget and Fiscal Management

[play video](#)

30. [Proposed Ordinance No. 2018-0462](#)

AN ORDINANCE relating to school impact fees; adopting the capital facilities plans of the Tahoma, Federal Way, Riverview, Issaquah, Snoqualmie Valley, Highline, Lake Washington, Kent, Northshore, Enumclaw, Fife, Auburn and Renton school districts as subelements of the capital facilities element of the King County Comprehensive Plan for purposes of implementing the school impact fee program; establishing school impact fees to be collected by King County on behalf of the districts; and amending Ordinance 18619, Section 2, and K.C.C. 20.12.473 and Ordinance 10122, Section 2, as amended, and K.C.C. 27.44.010.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18834.

A motion was made by Councilmember Upthegrove that this Ordinance 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

31. [Proposed Substitute Ordinance No. 2018-0465.2](#)

AN ORDINANCE that adopts the 2019-2020 Biennial Budget and makes appropriations for the operation of county agencies and departments and capital improvements for the fiscal biennium beginning January 1, 2019, and ending December 31, 2020.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18835

Councilmember Upthegrove moved Striking Amendment S1.

Councilmember Dunn moved Amendment 1 to Striking Amendment S1. The motion carried.

Councilmember Lambert made a verbal amendment on line 327, strike "\$1,000,000" and insert '\$100,000'. The motion carried.

Councilmember Dembowski moved Amendment 1.1. The motion carried.

Councilmember Gossett moved Amendment 2. The motion carried.

Miranda Leskinen and Andrew Kim, Council Staff, briefed the Council.

Councilmember Dembowski moved Amendment 3. The motion carried.

Councilmember Balducci moved Amendment 4. The motion carried.

Councilmember Gossett moved Amendment 5. The motion carried.

Councilmember Upthegrove moved Amendment 6. The motion carried.

Councilmember Upthegrove moved Amendment 7. The motion carried.

Councilmember Balducci moved Amendment 8. The motion carried.

Voting on Striking Amendment S1, as amended, the motion carried.

A motion was made by Councilmember Upthegrove that this Ordinance 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

32. [Proposed Ordinance No. 2018-0471](#)

AN ORDINANCE regarding surface water management; revising surface water management service charges; and amending Ordinance 7590, Section 8, as amended, and K.C.C. 9.08.070.

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18836.

A motion was made by Councilmember Upthegrove that this Ordinance be Passed. The motion carried by the following vote:

Yes: 6 - Ms. Balducci, Mr. Dembowski, Mr. Gossett, Ms. Kohl-Welles, Mr. McDermott, and Mr. Upthegrove

No: 3 - Mr. Dunn, Ms. Lambert, and Mr. von Reichbauer

33. [Proposed Ordinance No. 2018-0477](#)

AN ORDINANCE regarding the operation and maintenance of county-owned or operated park and ride facilities; authorizing the Metro transit department to impose fees for use of park and ride facilities; amending Ordinance 12643, Section 23, as amended, and K.C.C. 28.94.265 and Ordinance 11950, Section 14, as amended, and K.C.C. 28.96.010, adding a new section to K.C.C. chapter 4A.700 and prescribing penalties.

[play video](#)

Sponsors: Mr. Upthegrove

On 11/13/2018, a public hearing was held and closed.

The enacted number is 18837.

Councilmember Balducci moved Striking Amendment S1. The motion carried.

Councilmember Balducci moved Title Amendment T1. The motion carried.

A motion was made by Councilmember Upthegrove that this Ordinance 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

34. [Proposed Ordinance No. 2018-0549](#)

AN ORDINANCE creating an Access paratransit advisory committee; and amending Ordinance 11431, Section 7, as amended, and K.C.C. 2.124.010.

Sponsors: Ms. Balducci and Ms. Kohl-Welles

On 11/13/2018, a public hearing was held and closed.

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The enacted number is 18838.

A motion was made by Councilmember Upthegrove that this Ordinance 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

35. [Proposed Ordinance No. 2018-0552](#)

AN ORDINANCE expanding the number of fellows for the Ruth Woo emerging leaders fellowship program; and amending Ordinance 18572, Section 1, as amended, and K.C.C. 3.12.184.

Sponsors: Mr. Dembowski, Mr. McDermott and Ms. Kohl-Welles

On 11/13/2018, a public hearing was held and closed.

[play video](#)

The enacted number is 18839.

A motion was made by Councilmember Upthegrove that this Ordinance 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 Items 36-40

[play video](#)

36. Proposed Motion No. 2018-0388

A MOTION confirming the executive's appointment of Larry Gross, who resides in council district seven, to the King County Lake Geneva management district advisory board.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15247.

This matter passed on the Consent Agenda.

37. Proposed Motion No. 2018-0402

A MOTION confirming the executive's appointment of Tiffany Chan, who resides in council district two, to the King County conservation futures citizen oversight committee, as a council at-large representative.

[play video](#)

Sponsors: Mr. Gossett

The enacted number is 15248.

This matter passed on the Consent Agenda.

38. Proposed Motion No. 2018-0453

A MOTION acknowledging receipt of a report providing historical data on the amount of residual material from material recovery facilities disposed of at the Cedar Hills regional landfill as required by the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 107, as amended by Ordinance 18766, Section 47, Proviso P8.

[play video](#)

Sponsors: Mr. Dembowski

The enacted number is 15251.

At the request of Councilmember Lambert, item 38 was removed from the Consent Agenda.

A motion was made by Councilmember Lambert 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

39. [Proposed Motion No. 2018-0455](#)

A MOTION acknowledging receipt of the parks, trails and open space replacement levy planning report required by the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 92, as amended by Ordinance 18766, Section 40, Proviso P2.

[play video](#)

Sponsors: Mr. Dunn

The enacted number is 15249.

This matter passed on the Consent Agenda.

40. [Proposed Motion No. 2018-0483](#)

A MOTION adopting revised comprehensive financial management policies for King County; and rescinding Motion 14803.

[play video](#)

Sponsors: Mr. Upthegrove

The enacted number is 15250.

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

Budget and Fiscal Management

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41. [Proposed Substitute Motion No. 2018-0542.2](#)

A MOTION expressing support for regional planning, coordination and funding efforts to address the implementation of METRO CONNECTS, King County Metro's long-range transit service and capital plan and the ongoing maintenance needs of King County's transportation infrastructure.

[play video](#)

Sponsors: Ms. Balducci and Ms. Kohl-Welles

The enacted number is 15252.

Councilmember Balducci moved Amendment 1. The motion carried.

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

42. [Proposed Substitute Motion No. 2018-0543.2](#)

A MOTION outlining a process to develop a regional mobility framework that will ensure that innovations in mobility put people first, use public space equitably and efficiently and are coordinated with transit policies and regional funding strategies.

[play video](#)

Sponsors: Ms. Balducci and Ms. Kohl-Welles

The enacted number is 15253.

**A motion was made by Councilmember Upthegrove 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

Reappointment Consent Agenda Item 43

[play video](#)

43. [Proposed Motion No. 2018-0534](#)

A MOTION confirming the executive's reappointment of Nayab Khan, who resides in council district three, to the King County agriculture commission.

[play video](#)

Sponsors: Ms. Lambert

The enacted number is 15254.

**A motion was made by Councilmember Balducci 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

First Reading and Referral of Ordinances

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44. [Proposed Ordinance No. 2018-0546](#)

AN ORDINANCE approving and adopting five memoranda of agreement negotiated by and between King County and the Joint Labor Management Insurance Committee regarding insured benefits for represented benefits-eligible employees (except those represented by Amalgamated Transit Union, Local 587, the King County Police Officers Guild, the Puget Sound Police Managers Association and the Technical Employees' Association (Department of Transportation - Staff, Interest Arbitration)) and any non-represented employees identified by King County deemed eligible to receive these benefits; and establishing the effective date of the agreement.

[play video](#)

Sponsors: Mr. Dembowski

This matter had its first reading and was referred to the Committee of the Whole.

45. [Proposed Motion No. 2018-0547](#)

A MOTION relating to the King County Metro Transit Strategic Plan for Public Transportation 2011-2021 and King County Metro Transit Service Guidelines and accepting the King County Metro Transit 2018 System Evaluation.

[play video](#)

Sponsors: Ms. Balducci and Mr. Dembowski

This is a dual referral first to the Regional Transit Committee and then to the Mobility Committee.

This is a nonmandatory referral to the Regional Transit Committee under KCC 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 Transit Committee.

46. [Proposed Ordinance No. 2018-0555](#)

AN ORDINANCE authorizing the King County wastewater treatment division of the department of natural resources and parks to enter into an agreement with Soos Creek Water and Sewer District regarding the joint use, construction and maintenance of district improvements.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Committee of the Whole.

First Reading and Referral of Motions

[play video](#)

47. [Proposed Motion No. 2018-0512](#)

A MOTION confirming the executive's appointment of Martin Turney, who resides in council district nine, to the King County investment pool advisory committee, filling the school district representative position.

[play video](#)

Sponsors: Mr. Dunn

This matter had its first reading and was referred to the Budget and Fiscal Management Committee.

48. [Proposed Motion No. 2018-0529](#)

A MOTION confirming the executive's appointment of William Wellington, who resides in council district eight, to the Fauntleroy ferry advisory committee.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Mobility Committee.

49. [Proposed Motion No. 2018-0545](#)

A MOTION relating to the Harborview leadership group, confirming the executive's appointment of members to the Harborview leadership group in accordance with Motion 15183.

[play video](#)

Sponsors: Mr. Dembowski

This matter had its first reading and was referred to the Committee of the Whole.

50. [Proposed Motion No. 2018-0550](#)

A MOTION related to public transportation; acknowledging receipt of a report on updating on-time performance measures to incorporate cancellations of trips, as required by the 2017-2018 Biennial Budget Ordinance, Ordinance 18409, Section 115, as amended by Ordinance 18766, Section 52, Proviso P4.

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Sponsors: Ms. Balducci

This matter had its first reading and was referred to the Mobility Committee.

51. [Proposed Motion No. 2018-0556](#)

A MOTION certifying the damage to the Stossel Right Bank Revetment and the cost incurred related to correcting the emergency.

[play video](#)

Sponsors: Ms. Lambert

This matter had its first reading and was referred to the Government Accountability and Oversight Committee.

52. [Proposed Motion No. 2018-0557](#)

A MOTION nominating Vashon Interfaith Council to Prevent Homelessness as an in-need organization under WAC 468-300-010.

[play video](#)

Sponsors: Mr. McDermott

This matter had its first reading and was referred to the Mobility Committee.

53. [Reports on Special and Outside Committees](#)

[play video](#)

There were no reports given.

Other Business

[play video](#)

Added Item 54

First Reading and Referral of an Ordinance

54. [Proposed Ordinance No. 2018-0560](#)

AN ORDINANCE certifying the existence of an emergency, requiring repair to the Stossel Bridge Right Bank Revetment, and certifying the cost incurred related to the repair work.

Sponsors: Ms. Lambert

This matter had its first reading and was referred to the Planning, Rural Service and Environment Committee.

Adjournment

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The meeting was adjourned at 3:28 p.m.

Approved this _____ day of _____

Clerk's Signature

Rate and Fee Development Report

Section 3: Equity Impact

5/23/2018

Overview:

In response to the requirements of this report, and consistent with Equity Impact Review phase 1 and phase 2 guidance (to 1) identify who will be affected by the proposed program, and 2) to assess the equity and community context), this section:

- 1) Evaluates affected populations
- 2) Defines how benefits and burdens/costs are distributed
- 3) Evaluates the extent to which the proposed program would be regressive, and
- 4) Recommends mitigation strategies to support equitable outcomes

To identify and evaluate affected populations, Metro used demographic data to compare each park-and-ride lot being considered for inclusion in the proposed program, with demographics across the county as a whole. The analysis determined that the proposed program would not disproportionately affect communities of color, low-income communities, or communities with limited English proficiency.

To evaluate how regressive fees associated with the proposed program would be, Metro defined a threshold for excessive cost burden, and evaluated several different pricing alternatives – included a recommended alternative – against this threshold. Under the most regressive pricing alternative that was evaluated, Metro found that 3.1% of county residents would experience an excessive cost burden. Under the recommended pricing alternative 1.5% of county residents would experience an excessive cost burden.

To mitigate potential impacts of the permit program and support equitable outcomes, it is recommended that:

- A discounted permit fee be implemented for ORCA LIFT participants
- Parking facilities with high proportions of minority or limited English proficiency populations receive intensive and targeted outreach efforts

Background/Methodology

The findings in this section are based on a detailed analysis of the park-and-ride customers who would be affected by the new SOV permit program. Because King County Metro does not have a comprehensive database on the income, race/ethnicity, or English proficiency of park-and-ride users, this analysis used the registered location of vehicles who were observed at park-and-ride lots overlaid with the US Census Bureau's data at a block group level from the 2016 5-year American Community Survey. Specifically, the analysis method considered the following:

- Registered address of vehicle observed at park-and-ride lots, provided by the Washington Department of Licensing. Park-and-ride lot observations were provided by Sound Transit and King

County Metro and are based on 2015 data. It is assumed that the registered address is the home address of the park-and-ride user. An example of the park-and-ride vehicle registration map is shown in Figure 1.

- Census Block Group data on income, race/ethnicity, and limited English proficiency. Data was based on 2016 5-year American Community Survey data.

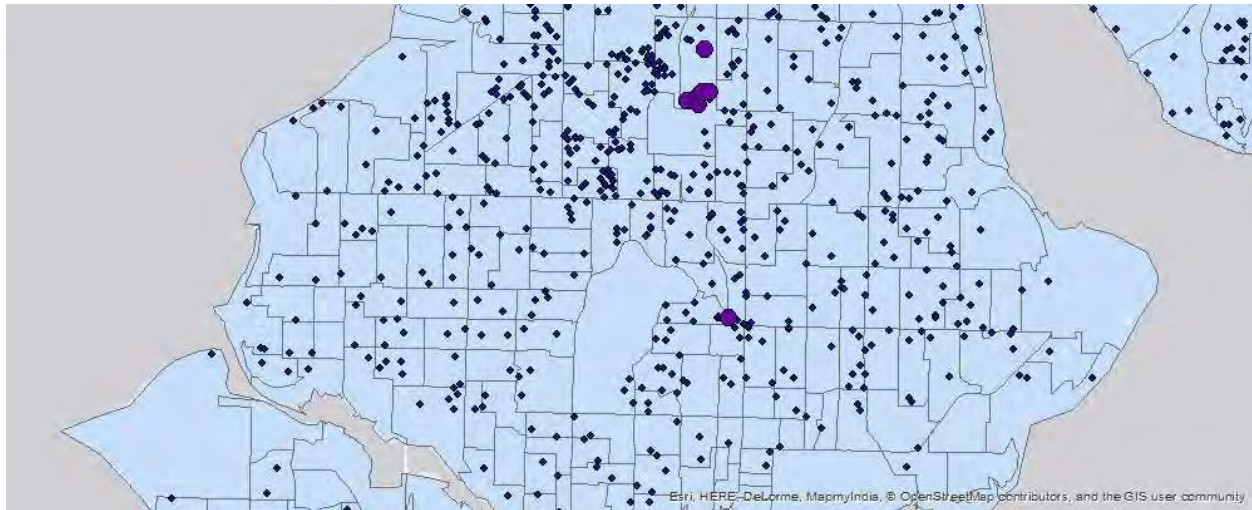


Figure 1 – GIS Analysis of Park-and-Ride Vehicle Registration Data

Using the data above, a profile of the users of each park-and-ride lot was developed. To determine if specific groups are disproportionately represented at each of the park-and-ride lots, overall income, race/ethnicity, and income data were also developed for King County as a whole.

The results of the equity analysis are presented in the section titled Assessing Disproportionate Affects, below.

The vehicle licensing and Census Bureau data provide a way to determine who would be potentially impacted by the SOV parking permit program. This section briefly outlines how people could be benefitted by SOV permits and what the costs/burdens of the program could be.

Defining Program Benefits

The primary benefits of an SOV permit would be a guaranteed parking spot at a regional park-and-ride facility at a time when it is convenient for the customer to arrive, and more equitable availability of parking to travelers throughout the morning peak – regardless of travel time.

Today, many park-and-ride facilities fill to capacity early in the morning, which means that people who would like to park-and-ride need to arrive early to ensure they get a parking space. They might arrive earlier than they would otherwise like to ensure access to the park-and-ride lot. Some customers who cannot arrive early enough (e.g., travelers required to drop off children at school, run errands, start work later in the day, or other work commitments, etc.) are excluded from using the park-and-ride facilities. The lack of park-and-ride availability and the unpredictability of being able to access park-and-rides are among the top complaints received by King County Metro and Sound Transit.

This may present a particular challenge to lower-income customers who are under-represented among users of park and rides. Low-wage jobs and other shift work is typically less flexible than higher wage jobs, meaning that adjusting arrival time to ensure parking availability may not be an option for many low-income travelers. SOV permit parking – if paired with a discounted fee for income-qualified customers – may also ensure more equitable access to limited park and ride capacity.

Many other peer transit agencies have implemented park-and-ride permit programs to manage demand at crowded facilities and provide a means of securing a parking space for those who value the access enough to pay for the permit or who cannot access transit by other means.

Outside of the direct benefits to the user, there are potential system benefits that can be gained from the SOV permit program. Primary examples are identified below:

- Transit demands at park-and-ride facilities will be more spread out through the peak periods since there is not a “rush” to secure a parking space
- Vehicle congestion from accessing the park-and-ride facilities will also be more dispersed
- Potential for more riders per parking space as some people arrive by SOVs, transit transfers, walking, and biking
- More efficient use of parking spaces by eliminating non-transit users from the permitted spaces
- Potential to use revenues generated by permit sales to add/enhance transit service or improve multimodal connections to the park-and-ride and other nearby transit facilities, providing better access to those who cannot drive to transit

Defining Program Costs/Burdens

The primary cost or burden associated with the SOV permit is the financial cost to get the permit. As the price of the permit increases, there would be more people who might want a permit, but who may be unable or unwilling to pay for the permit. Lower-income populations are the most likely to be disproportionately burdened by the SOV permit program as higher-income populations are more able to absorb the cost of the permits. Other burdens with the SOV permit program include:

- The additional steps required to sign up, which might discourage those who don’t want extra hoops to jump through to take transit
- A limited sign-up period, which could exclude people who are unable to sign up during the period (e.g., out of town) or those who didn’t know about the time limit
- The potential for a waitlist if permit demand outstrips available supply – waitlists can be unpopular since it can be unpredictable how long you are on the list
- Barriers for limited English proficiency populations who would wish to apply but don’t learn about the program or don’t understand the application process
- The potential requirement to tie the permit program to an ORCA card could limit cash-only riders

The benefits and costs/burdens mentioned above will generally exist as long as the program is active. However, in the short-term, there could be some additional burdens as the program begins since people will be unaccustomed to the SOV permits and it may take a few months to reach a new equilibrium. Some of the short-term burdens could include:

- Unpermitted parking (resulting in a warning or tow) for people who do not realize that a portion of the lots are permit only
- People who cannot park at the lot of their choice because they did not know about the permit program and did not get a permit
- Additional on-street parking around permitted lots
- Unused permit-only parking spaces as the program ramps up

Assessing Disproportionate Effects

This subsection addresses Phase 3 defined within the Equity Impact Review tool: Assess equity and decision making process. To more specifically identify negative disproportionate impacts to different groups, the results of the vehicle licensing/census data analysis for each park-and-ride were compared against the County as a whole. The results are summarized in Table 1 below.

Sub-area	Park-and-Ride Lot	Owner	Number Spaces	Share of population with Low-Income	Share of population that is Minority	Share of population with Limited English Proficiency
North	Aurora Village	KCM	202	○	○	○
	Northgate	KCM	448	●	○	○
	Shoreline	KCM	393	○	○	○
East	Bear Creek	KCM	283	○	○	○
	Bothell	KCM	220	○	○	○
	Issaquah Highlands	KCM	1,010	○	○	○
	Issaquah Transit Center	ST	989	○	○	○
	Kenmore	KCM	606	●	○	○
	Mercer Island	ST	447	○	○	○
	Overlake Transit Center	ST	322	○	○	●
	Redmond	KCM	377	○	○	○
	South Kirkland	KCM	833	○	○	○
South	Auburn Station	ST	747	○	○	○
	Federal Way Transit Center	ST	1,190	○	○	○
	Kent Station	ST	996	○	○	○
	TIBS	ST	600	●	●	●
	Tukwila	KCM	267	●	●	●
	Tukwila Station	ST	390	○	○	○
Legend:	Below County Average:			○		
	Above County Average:			●		
	KCM=King County Metro, ST=Sound Transit					

Table 1 shows several patterns for each of the different user groups. Key findings are described below.

Income

- Overall, about 1,970 or 18% of the total parking supply shown in Table 1 have user median income below the County median.
- Within the North subarea, Northgate, Kenmore, TIBS and Tukwila Park and Ride have user income levels below the County median.
- All the Sounder stations in King County have user incomes above the County median, reflecting the large draw areas of these facilities and Sounder’s strong orientation to downtown Seattle.

Race/Ethnicity

- TIBS and Tukwila have minority populations that are above the county average. These facilities are located in South subarea and have about 1,500 parking spaces—about 13% of the total supply.

Limited English Proficiency

- Three parking facilities, Overlake in the East subarea, and TIBS and Tukwila in the South subarea have users with limited English proficiency rates above the average. These facilities have 860 parking spaces, or 8% of the total.

Table 2 provides summary statistics across the entirety of the King County Metro, Sound Transit, and combined agency parking facilities.

Table 2 – Number of Spaces at Parking Facilities with High Populations of Users from Lower Income, Minority, and Low English Proficiency Groups, by Transit Agency				
Agency	Number of Parking Spaces	Parking stalls at lots where Income Below County Median	Parking stalls at lots where Minority pop is Above County Average	Parking stalls at lots where Low English Proficiency Above County Average
King County Metro	4,639	1321 (28%)	267 (6%)	267 (6%)
Sound Transit	5,681	600 (11%)	600 (11%)	922 (16%)
Total Transit Owned Facilities	10,355	1921 (19%)	867 (8%)	1189 (11%)

As shown in Table 2, when looking at the system as a whole (for either Metro or Sound Transit individually, or for both agencies combined) lower-income, racial/ethnic minorities, and low English proficiency groups would not be disproportionately burdened by the SOV permit parking program. The reason behind this finding is that the majority of the park-and-ride users affected by the proposed SOV permit program are not members of the three groups mentioned above.

Based on the finding above, a more detailed look at the income impacts of the SOV permit system was conducted. Specifically, this more detailed analysis identified the degree that the proposed permit system has a regressive pricing effect and evaluated several alternatives to reduce the potential impacts on lower income households. Since the scenarios described in the following section do not directly affect minority or low English proficiency populations, we do not assess how these groups are affected by the pricing scenarios. However, as can be seen in Table 1 above, there is a correlation between

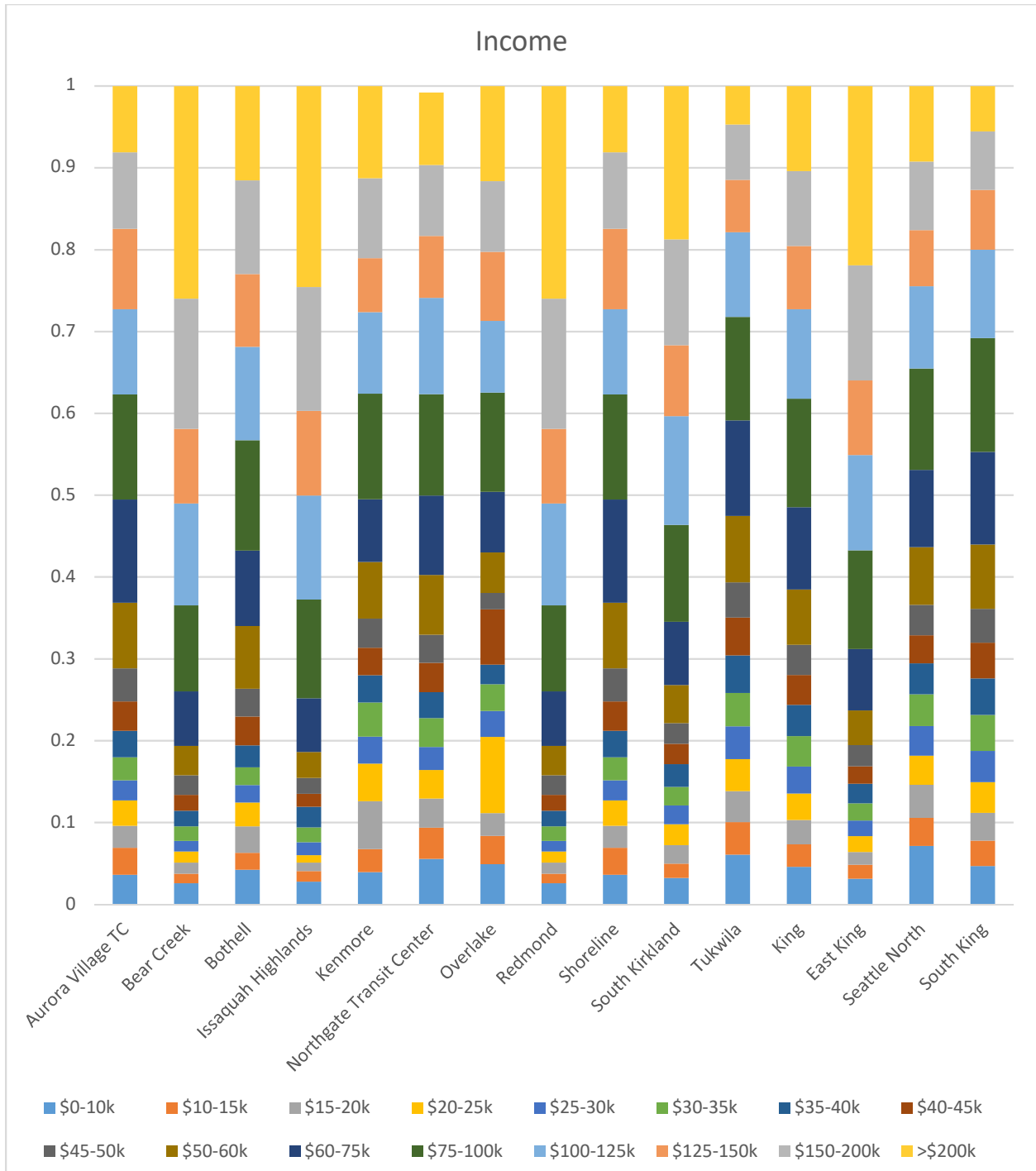
lower-income parking facilities and higher proportions of minorities and low English proficiency populations. Specific mitigations to reduce the impact to minorities and low English proficiency groups are suggested at the end of this section.

Regressive Fee Analysis

A regressive fee is defined by lower-income customers paying a higher proportion of their income relative to higher-income customers for the same service. By definition, all fixed-fee services are regressive because all customers pay the same amount regardless of income levels. The only way to make fees non-regressive is to charge a fee that is a fixed percentage of a person's income, which is administratively unrealistic for a transit agency.

To make transit fares and fees less regressive, many agencies, including King County Metro and Sound Transit, have reduced fares for low-income customers and other groups who tend to have lower incomes (youth, seniors, disabled). However, in a web-scan of transit agencies across North America, we could not find an agency that provides a similar income/age-based fee structure for paid park-and-ride access.

To determine the degree to which the proposed park-and-ride access fees are regressive, we used a similar method as described before. In this case, we evaluated the income profiles of the census block-groups where park-and-ride customers had their car registered. The Census bureau has a detailed breakout of income in \$5-10k ranges between \$10-60k of annual income with larger ranges for higher incomes. The results of the analysis for the Metro owned park-and-ride facilities is shown below.



While the definition of whether a service has a regressive fee structure is simple, there are no clear guidelines about when a fee/fare structure becomes excessively regressive. As mentioned above, without a complex income-based fee/fare structure, nearly all private and government services have a degree of regressive pricing. For the purposes of this analysis, we define a threshold for identifying a significantly regressive fee rate for park-and-ride pricing as *10% or more of a person's income when also considering the transit fare*. In other words, if the transit fare and park-and-ride price exceed 10% of a person's household income, the fee and fare combination is defined as being regressive.

The 10% threshold is calculated based on widely used housing affordability thresholds, and emerging housing + transportation affordability thresholds. Government agencies frequently set policy goals around housing affordability (aiming to keep housing expenditures at 30% or lower than household income). This housing-based affordability goal stretches back many decades to the post-World War II era.

More recently, some government agencies have set a housing and transportation affordability goal of 50% of household income. This combined housing and transportation cost reflects that dense areas with less expensive transportation options typically have higher housing costs and lower housing cost areas typically have higher transportation costs.

A housing and transportation expenditure analysis prepared for King County's *The Determinants of Equity* report identified that areas in rural King County faced the highest transportation cost burden. A 50% housing and transportation affordability threshold combined with the 30% threshold for housing affordability suggests that no more than 20% of a household income could be allocated to transportation without being excessively burdensome.

In the case of this study, we chose a lower threshold for transit and park-and-ride access to reflect the fact that among park and ride users, additional transportation expenditures are required to maintain the vehicle, make payments and purchase fuel. Thus the 10% threshold was applied.

Together, Metro and Sound Transit considered the following pricing options:

Carpool parking permits

- \$5/month
- \$0/month

Solo driver parking permits

- \$0/month
- \$15/month
- \$90/month
- \$130/month

Discount rates applied to standard solo driver parking permit fees for ORCA-LIFT eligible customers:

- 50% off standard fee (\$7.50, \$45, or \$65/month depending on the standard fee)
- 100% off standard fee (\$0, regardless of standard fee)

The analysis resulted in 12 potential combinations, along with a 'no change' alternative in which Metro continues to offer carpool permit parking for free, and all other parking for free on a first come first served basis. All 13 alternatives are listed in the table below.

Additional analysis was requested for a 14th alternative that included an intermediate ORCA LIFT rate set so that the price of transit fare + a monthly permit takes the same proportion of an ORCA LIFT customer's income as transit fare + a standard priced monthly permit takes from a household earning the area median income, or around 3% of total income; this alternative (4A-2) is included towards the bottom of the table.

Alternatives that received more intensive analysis are shown in bold; they are: scenario 1 (the no change alternative), scenario 3A (a low-price alternative with \$15 SOV permits, \$0 LIFT permits and \$0 Carpool permits), scenario 4A (a medium-price alternative with \$90 SOV permits, \$45 LIFT permits and \$0 Carpool permits), and scenario 6B (a high-price alternative with \$130 SOV permits, \$65 LIFT permits and \$5 Carpool permits), and scenario 4A-2 (a mid-price alternative with \$90 SOV permits, \$30 LIFT permits and \$0 carpool permits).

Scenario 1		No change
	ORCA LIFT Customers receive 50% discount A – denotes free HOV permits B – denotes \$5/month HOV permits	ORCA LIFT Customers receive 100% discount A – denotes free HOV permits B – denotes \$5/month HOV permits
SOV permit prices		
\$15/month	Scenario 2 A / Scenario 2 B	Scenario 3 A / Scenario 3 B
\$90/moth	Scenario 4 A / Scenario 4 B	Scenario 5 A / Scenario 5 B
\$130/month	Scenario 6 A / Scenario 6 B	Scenario 7 A / Scenario 7 B
Scenario 4A-2		\$ 90/month SOV, \$30/month LIFT, \$0/month HOV

We evaluated the degree of regressive park-and-ride pricing under each of the **bolded scenarios**.

Since there are no charges proposed for Scenario 1, this scenario does not have a regressive parking pricing outcome. For the other scenarios, we identify the proportion of the population who use the parking facility who would be paying more than 10% of their household income in transit fares and parking fees. The results are summarized in Table 4 below:

Scenario	Proportion of households spending >10% of income on transit + permit fee
1 – No change	0%
3A - \$15 per month; \$0 LIFT; \$0 HOV permits	<1%
4A - \$90 per month; \$45 ORCA LIFT; \$0 HOV permits	2.2%
6B - \$130 per month; \$65 ORCA LIFT; \$5 HOV permits	3.1%
4A-2 - \$90 per month; \$30 ORCA LIFT, \$0 HOV	1.5%

The results of the table above indicate that under any of the scenarios, a relatively small proportion of transit customers would be spending more than 10% of their annual household income on transit and parking fees if they participated in the permit program. As would be expected, when the SOV permit fees increase, so do the proportion of households that would pay more than 10% of their income in fees/fares, topping out at 3.1% of the park-and-ride users under Scenario 6B (SOV permit = \$130 per month with a 50% ORCA LIFT discount and \$5/month HOV permits).

Overall, with an ORCA LIFT fare reduction policy, the strongest negative impacts of the SOV permit system on low-income populations are substantially reduced.

Other Impacts from the Park-and-Ride Management Scenarios

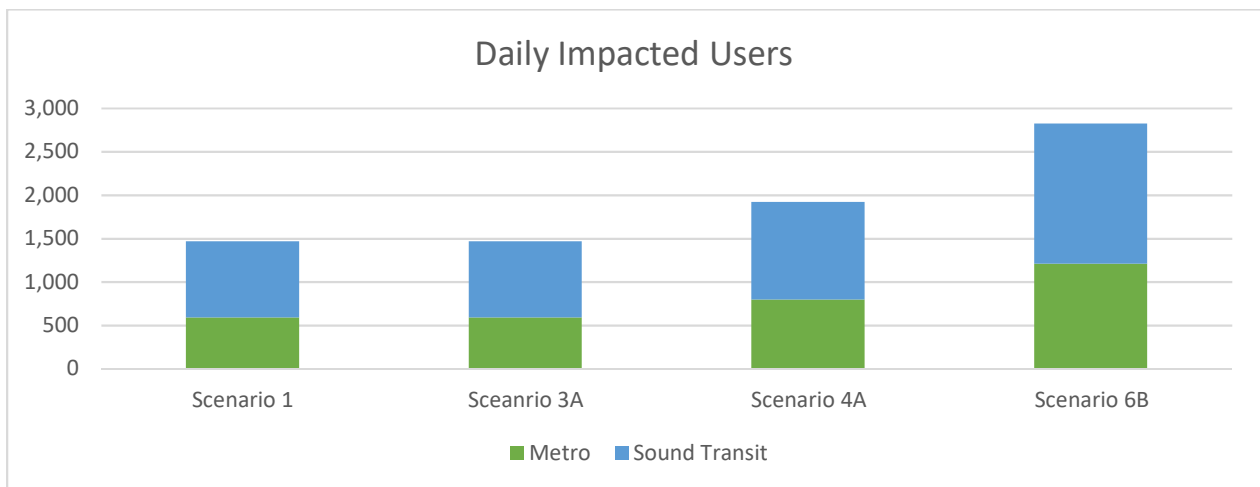
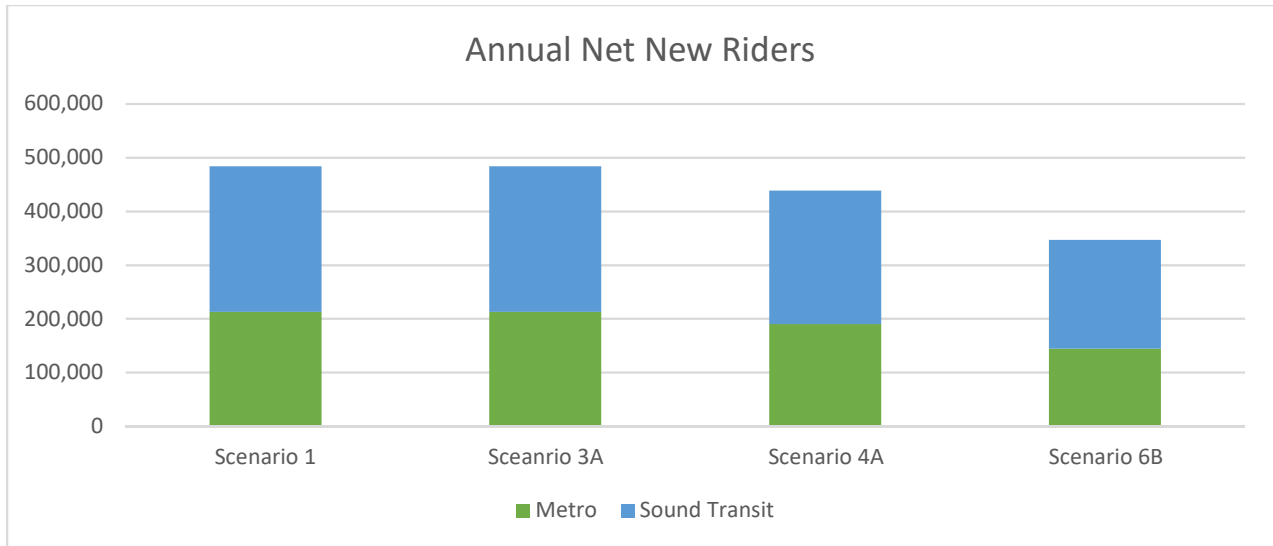
This section highlights how the different scenarios described above could impact revenues and costs associated with an SOV parking permit program. The detailed methodology behind the revenue and cost assumptions are described in *Park-and-Ride Paid Permit Parking Analysis* (Fehr & Peers, February 2018). The key points are summarized below:

- When SOV permits are introduced, some people who cannot get a permit will be unable to park in the facility; they will either drive to their final destination, take a different mode to reach the parking facility, or park elsewhere and take transit. This has the net effect of increasing ridership slightly.
- Depending on the price of the SOV permit, some people may be unwilling to pay for parking, which can result in unused parking spaces. The sensitivity to price increases as the permit price goes up.
- If there are unused SOV permit spaces available in the midday, it is assumed that they will be largely filled by midday riders who previously were unable to use the parking facilities because they were consistently full.
- It is assumed that new labor and capital costs will be required to enforce the permit program. Capital costs include license plate readers, a central parking management system, web/phone interface for customers, etc.

The analysis in the *Park-and-Ride Paid Permit Parking Analysis* report goes into considerable detail about a number of outcomes of an SOV permit system, including detail about how many riders mode shift to access transit, the number of people who are expected to shift to adjacent park-and-ride facilities or on-street parking, the number of vanpools or non-transit users displaced, etc. To keep the results in this document manageable, we focus on the following three variables:

- Ridership – Net change in ridership resulting from implementation of the permit program. This analysis considers new riders encouraged to use transit because of the availability of permits, riders displaced from parking facilities, and existing parking users who are unwilling/unable to pay the parking fee.
- Impacted Transit Users - Total number of transit users at parking facilities who need to change their behavior because they cannot/are unwilling to get a parking permit and can no longer park at the park-and-ride lot. Some of these users still take transit to their destination (but access transit in another way), while some no longer take transit.

The results of the analysis for both Metro and Sound Transit are presented in the charts below. Results for alternative 4A-2 are anticipated to mirror those of alternative 4A.



The charts indicate the following:

- The SOV permit program is expected to draw new users to the transit system based on research on how improving reliable access encourages more people to try transit. The new customers with SOV permits do displace some existing park-and-ride users who cannot get a permit, but some of those existing users are expected to still ride transit by arriving via a different mode or parking elsewhere, based on rider surveys.
- The number of net new riders is highest for Scenarios 1-4 because there is either no price for the SOV permit, or it is minimal. As costs increase, the number of net new riders declines somewhat as the pricing discourages some adoption and there are fewer new riders taking up the benefits of the SOV permits.
- Overall ridership gains from the SOV permit program are small when compared to the annual ridership of the two agencies. Including additional lots (WSDOT owned) would draw additional riders.

- The number of daily impacted riders increases as the SOV permit costs increase, however the total number of daily riders impacted and the difference between the scenarios is relatively small. The actual number of impacted riders might be somewhat lower than what is shown above as the transit agencies refine the number of SOV permits sold to match demand if there is not a sellout condition for the higher priced scenarios.

Recommended Next Steps

Based on the findings above, the following actions are recommended.

- Move forward with Scenario 4A-2 – SOV permits at \$90 per month, ORCA LIFT permits at \$30 per month and \$0 HOV permits. This scenario achieves the goal of better managing access to overcrowded parking facilities. With the larger ORCA LIFT discount, the negative effects on low-income households are substantially reduced and there would be a relatively small proportion of households that would face a high transportation cost burden from this proposal.
- While there are no disproportionate impacts to minorities or low English speaking groups overall, Table 1 highlighted a few parking facilities where these groups represent a larger share of the population compared to the County.
- At these facilities specifically, more extensive outreach, a focused in-person information and SOV permit sign-up program, free ORCA cards with SOV permit sign-ups, ORCA LIFT information, and other efforts could be implemented to ensure that language or cultural barriers do not exclude participation in the SOV permit parking program.
- Begin the program with an extended sign-up period to ensure there is adequate notification and opportunity for those interested to sign up. Use a variety of marketing/messaging tools to promote the program including web, social media, fliers, on-board placards/advertisements, print-ads, etc.
- Consider a phased implementation or enforcement grace periods at parking lots with “parking ambassadors” to help ensure that the initial implementation does not result in a large number of mis-parked vehicles (people without permits inadvertently parking in permit only spaces) which could frustrate new permit holders and reduce the need for towing or warning of non-permit holders.

Appendix G

Social Service Agencies Receiving Human Service Tickets in 2019

Social Service Agencies Receiving Human Service Tickets in 2019

Abused Deaf Women's Advocacy Services
African Community Housing and Development
Alliance of People with Disabilities
API Chaya
Arms Around You
Arts Corps
Asian Counseling and Referral Service
Atlantic Street Center
Attain Housing
Auburn Food Bank
Aurora Commons
Bellevue Clubhouse (formerly HERO House)
Bellevue College
Buddhist Tzu Chi Foundation
Career Education Options@Shoreline Community College
Career Link High School at South Seattle College
Casa Latina
Catholic Community Services of King County
Chief Seattle Club
Child Care Resources
City of Kent Corrections - City Jail
City of SeaTac
Coalition for Refugees from Burma
College Success Foundation
Communities In Schools of Federal Way
Communities In Schools of Seattle
Community Psychiatric Clinic
Compass Housing Alliance
Congregations for the Homeless
Consejo Counseling and Referral Service
Cowitz Indian Tribe - Health and Human Services Seattle
DAWN - Domestic Abuse Women's Network
Department of Veterans Affairs-Social Work Services
Downtown Emergency Service Center (DESC)
Downtown Family Health Clinic
El Centro de la Raza
Elizabeth Gregory Home
Eritrean Association in Greater Seattle
Evergreen Recovery Centers-Parent Child Assistance Program King County
Evergreen Treatment Services
FareStart
Fauntleroy Church United Church of Christ
Federal Way Community Caregiving Network
Friends of the Children Seattle
Friends of Youth
Full Life Care

Social Service Agencies Receiving Human Service Tickets in 2019

Green Lake Presbyterian Church
Harborview Center for Sexual Assault & Traumatic Stress
Harborview Medical Center - Medical Respite
Health Care for the Homeless Network
Hepatitis Education Project
Hopelink
IKRON of Greater Seattle
Imagine Housing
Interim Community Development Association
International Rescue Committee
Issaquah Community Services
Issaquah Food and Clothing Bank
Jail Health Services - Public Health Seattle & King County
Jesus Christ Salt and Light
Jubilee Women's Center
Juma Ventures
Kent Lutheran Church
Kent Municipal Court - Probation Department
Kent Youth and Family Services
Kids in Need of Defense (KIND) - Seattle office
King County Adult Detention - Community Corrections Division
King County Bar Association Pro Bono Services
King County Department of Judicial Administration (Drug Diversion Court)
King County Department of Public Defense
King County District Court - Therapeutic Courts
King County Downtown Public Health Dental
King County Jobs Initiative
King County Veterans Program
King County Youth Employment and Education Resources
King County RAP - Seattle & East King County - CCS
King County RAP - North King County - Solid Ground
King County RAP - South King County - Renton YWCA
King County RAP - South King County - Multi Service
Lake City Partners Ending Homelessness
Lifelong
LifeWire
Literacy Source
Low Income Housing Institute
Lutheran Community Services Northwest
Maple Valley Food Bank & Emergency Services
Mary's Place
Mercy Housing Northwest
Millionair Club Inc dba Millionair Club Charity
Multi-Service Center
Navos
Neighborhood House

Social Service Agencies Receiving Human Service Tickets in 2019

New Beginnings
New Horizons
New Traditions
Nickelsville
Operation Nightwatch
Peace for the Streets by Kids from the Streets
Phinney Ridge Lutheran Church
Pike Market Senior Center & Food Bank
Pioneer Human Services
Pioneer Square Clinic/HMC
Plymouth Healing Communities
POCAAN
Port Jobs
Public Health Seattle King County - CHS, Buprenorphine Pathways
Public Health Seattle King County - Kids Plus
Puget Sound OIC dba Puget Sound Training Center
Queen Anne Helpline
Real Change Homeless Empowerment Project
Recovery Café
Refugee Women's Alliance
Renton Area Youth and Family Services
Renton Ecumenical Association of Churches
Rock of Ages Lutheran Brethren Church
ROOTS Young Adult Shelter
Sanctuary Art Center
Sea Mar Community Health Centers
Seadrunar
Seattle Area Support Groups
Seattle Education Access
Seattle First United Methodist Church
Seattle Goodwill Industries
Seattle Housing and Resource Effort (SHARE)
Seattle Housing Authority
Seattle Indian Health Board
Seattle Public Library
Seattle Union Gospel Mission
Seattle Urban Academy
Snoqualmie Valley Shelter Services
Shoreline Community Care
Solid Ground
Sound (formerly Sound Mental Health)
Sound Generations
South Correctional Entity
South Seattle College TRIO Programs
Southwest Youth and Family Services
SPIARC

Social Service Agencies Receiving Human Service Tickets in 2019

St. Francis House
St. Paul's Episcopal Church
St. Stephen Housing Association
St. Vincent de Paul of Seattle/King County
Street Youth Ministries
Teen Feed
The Bridge Care Center
The Food Bank @ St. Mary's
The Salvation Army
The Sophia Way
Therapeutic Health Services
Tiny Trees Preschool
United Indians of All Tribes Foundation
Urban League of Metropolitan Seattle
UW Upward Bound
Valley Cities Behavioral Health
Vashon Youth & Family Services
Vietnamese Friendship Association
Virginia Mason Medical Center dba Bailey-Boushay House
Vision House
Washington State Department of Corrections - Seattle Community Justice Center
Wellspring Family Services
West Seattle Helpline
Woodland Park Presbyterian Church
World Relief Seattle
Year Up Puget Sound
YMCA of Greater Seattle
Youth in Focus
YouthCare
YWCA King County

Appendix H
ORCA LIFT – Report for 1st Quarter 2019

ORCA LIFT – Report for 1st Quarter 2019

- King County Metro’s total 1st quarter boardings are at 1,209,587 and Sound Transit’s total boardings are at 374,278.
- Total number of customers who have enrolled in the ORCA Lift program are up to 87,943 with 44% customers between the ages of 30 to 49.

Under 19	607	1%	50 to 64	18,573	21%
19 to 29	28,002	32%	Over 65	1,854	2%
30 to 49	38,907	44%			

- The verifying agencies have issued a total of 99,520 new & renewal Lift cards since March 2015. Of the cards issued 40,833 have expired and 11,577 customers renewed their cards for a total of 58,687 active Lift cards as of March 31, 2018.

- To date 11,577 customers have renewed their expired Lift cards of which 3,713 (32%) have renewed online

- For the 1st quarter, Washington State DSHS CSO’s verified the majority of the LIFT customers at 52%, followed by King County Public Health 34% and Catholic Community Services 5%.

- During the 1st quarter the overall majority 4,044 (55%) of LIFT customers use EBT cards to verify for the program followed by the Provider One Medical 1,746 (24%).

- To date counties where 58,687 Active LIFT customers reside:

○ King	50,168	85%	Pierce	3,799	7%	Kitsap	264	<1%
○ Snohomish	3,618	6%	Other	838	1%			

- Method of payment by LIFT customers (*by number of loads on Lift card*):

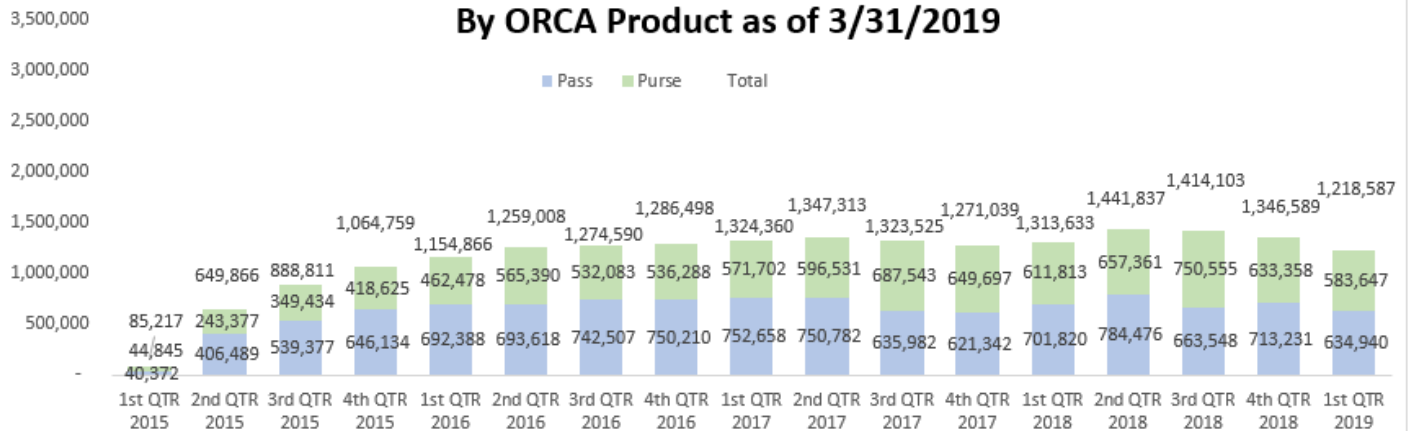
○ 46% Cash	3% Autoload
○ 41% Credit cards	1% Other
○ 9% Business Account	

- LIFT customers add value primarily at Ticket Vending Machine 59% followed by Retail outlets with 16%, Business Account with 9% and Walk-in Centers with 8% (*by number of loads*)

- **4th quarter quotes from customers who renewed their Lift card online**

- As a full-time student with a part-time minimum wage job living in the city of Seattle this is would be a huge benefit to help my commute, especially with the viaduct closure and crowded E-line buses it would make me feel compelled to continue using metro!
- Have been able to commute to work from Lakewood, WA to Seattle, WA to my job so I won't be homeless. I haven't been homeless, yet.
- Having the ORCA Lift card has allowed me to not only reach placing in the city that I did not have access to before but allowed me to find odd jobs, shop at cheaper grocery stores, and has motivated me to leave the house and exercise more.
- Having this Orca card has given me the opportunity to make it to my mental health, substance use, and physical health appointments. Also, it has allowed me to make it to employment opportunities.
- I use it to go almost everywhere now, and took a job last week where I can commute quickly to and from on a rapid ride to work. It's much less stressful than driving, and saves me money as I no longer have a car.
- It has allowed me transportation to work and to narcotics anonymous meetings as I have transitioned from in patient rehab into oxford housing and into the real world while being able to focus on staying clean and learning how to live.
- You lose most benefits as you get going in a new job after being unemployed. The fact that the Orca Lift card stays active after employment begins gives me an opportunity to actually get on my feet instead of just dropping me the minute I attain a minimum wage income.

Quarterly King County Metro Boardings By ORCA Lift Product By ORCA Product as of 3/31/2019



What are the most used routes?

Top 25 Routes with LIFT Boardings for King County Metro & Sound Transit

KCM Route Number	King County Metro 4th Qtr 2018 Boardings	Percentage of KCM ORCA LIFT Boardings
1 (blank)*	72,229	6.0%
2 7	57,136	4.7%
3 36	52,097	4.3%
4 40	38,317	3.2%
5 120	34,835	2.9%
6 150	31,127	2.6%
7 41	30,575	2.5%
8 106	26,877	2.2%
9 8	25,020	2.1%
10 60	23,389	1.9%
11 180	23,289	1.9%
12 124	22,908	1.9%
13 675	22,898	1.9%
14 5	22,887	1.9%
15 3	22,732	1.9%
16 44	21,418	1.8%
17 49	21,323	1.8%
18 70	20,335	1.7%
19 62	20,091	1.7%
20 674	19,863	1.6%
21 101	19,600	1.6%
22 2	19,130	1.6%
23 671	18,885	1.6%
24 676	18,599	1.5%
25 132	17,689	1.5%

ST Route Number	Sound Transit 4th Qtr 2018 Boardings	Percentage of ST ORCA LIFT Boardings
1 Light Rail	226,802	60.6%
2 550	22,519	6.0%
3 512	15,301	4.1%
4 522	15,158	4.0%
5 Commuter Rail	12,447	3.3%
6 545	11,661	3.1%
7 578	10,386	2.8%
8 574	8,489	2.3%
9 594	8,269	2.2%
10 560	7,914	2.1%
11 554	7,568	2.0%
12 577	4,802	1.3%
13 590	3,756	1.0%
14 566	3,061	0.8%
15 511	2,564	0.7%
16 535	2,542	0.7%
17 542	1,869	0.5%
18 510	1,762	0.5%
19 532	1,322	0.4%
20 592	978	0.3%
21 541	863	0.2%
22 567	833	0.2%
23 556	688	0.2%
24 555	562	0.2%
25 586	380	0.1%

* Indicates ORCA reader not on-board the bus (RR lines mainly)

Top 25 Routes with LIFT Boardings for Pierce, Kitsap & Community Transit

PT Route Number	Pierce Transit 4th Qtr 2018 Boardings	Percentage of PT ORCA LIFT Boardings by Route	KT Route Number	Kitsap Transit 4th Qtr 2018 Boardings	Percentage of KT ORCA LIFT Boardings by Route		
1	1	5,900	19.91%	1	11	9,623	13.9%
2	500	3,492	11.78%	2	500	6,531	9.4%
3	402	2,838	9.58%	3	26	6,131	8.8%
4	2	1,959	6.61%	4	20	5,031	7.3%
5	41	1,594	5.38%	5	24	5,013	7.2%
6	3	1,340	4.52%	6	25	4,477	6.5%
7	48	1,087	3.67%	7	13	3,794	5.5%
8	4	1,044	3.52%	8	4	3,677	5.3%
9	501	1,010	3.41%	9	21	3,567	5.1%
10	57	829	2.80%	10	12	2,781	4.0%
11	202	769	2.59%	11	17	2,432	3.5%
12	206	738	2.49%	12	23	2,079	3.0%
13	42	726	2.45%	13	8	1,999	2.9%
14	400	637	2.15%	14	9	1,406	2.0%
15	28	583	1.97%	15	32	1,218	1.8%
16	45	555	1.87%	16	90	1,050	1.5%
17	16	546	1.84%	17	400	924	1.3%
18	55	491	1.66%	18	5	838	1.2%
19	214	466	1.57%	19	44	757	1.1%
20	54	463	1.56%	20	86	678	1.0%
21	53	448	1.51%	21	36	655	0.9%
22	11	400	1.35%	22	37	501	0.7%
23	100	349	1.18%	23	1	471	0.7%
24	212	342	1.15%	24	35	460	0.7%
25	52	253	0.85%	25	15	405	0.6%

Community Transit Route Number	CT Transit 4th Qtr 2018 Boardings	Percentage of CT ORCA LIFT Boardings by Route	
1	(blank)*	6,288	22.40%
2	202	1,941	6.91%
3	101	1,938	6.90%
4	201	1,773	6.32%
5	115	1,756	6.26%
6	116	1,471	5.24%
7	130	1,452	5.17%
8	113	1,282	4.57%
9	105	1,191	4.24%
10	112	1,069	3.81%
11	196	1,040	3.70%
12	120	903	3.22%
13	119	801	2.85%
14	271	519	1.85%
15	413	498	1.77%
16	402	452	1.61%
17	280	399	1.42%
18	109	378	1.35%
19	410	255	0.91%
20	415	254	0.90%
21	222	208	0.74%
22	220	186	0.66%
23	209	186	0.66%
24	270	179	0.64%
25	435	178	0.63%

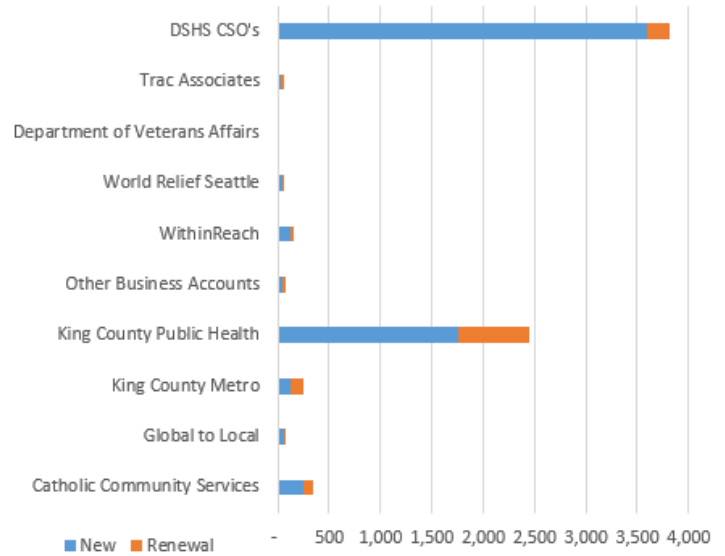
* Indicates ORCA reader not on-board the bus (Swift lines mainly)

ORCA LIFT Registrations

Who is registering LIFT customer?

ORCA LIFT Registrations
January 1, 2019 - March 31, 2019

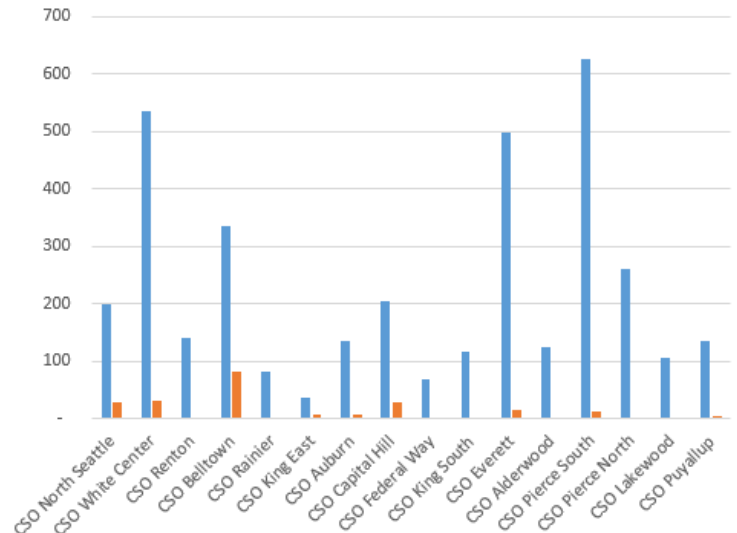
	New	Renewal	Grand Total
Catholic Community Services	244	106	350
Global to Local	58	20	78
King County Metro	117	139	256
King County Public Health	1,765	689	2,454
Other Business Accounts	52	21	73
WithinReach	122	35	157
World Relief Seattle	53	5	58
Department of Veterans Affairs	6	6	12
Trac Associates	33	27	60
DSHS CSO's	3600	220	3,820
	6,050	1,268	7,318



Washington State DSHS Lift Registrations by CSO

DSHS ORCA LIFT Registrations
January 1, 2019 - March 31, 2019

	New	Renewal	Grand Total
CSO North Seattle	200	29	229
CSO White Center	534	30	564
CSO Renton	141		141
CSO Belltown	334	81	415
CSO Rainier	82		82
CSO King East	37	6	43
CSO Auburn	135	7	142
CSO Capital Hill	204	29	233
CSO Federal Way	67	2	69
CSO King South	117	1	118
CSO Everett	497	16	513
CSO Alderwood	124	1	125
CSO Pierce South	627	13	640
CSO Pierce North	261		261
CSO Lakewood	106	2	108
CSO Puyallup	134	3	137
	3,600	220	3,820



ORCA LIFT Registrations by Quarter

Registered ORCA LIFT Customers

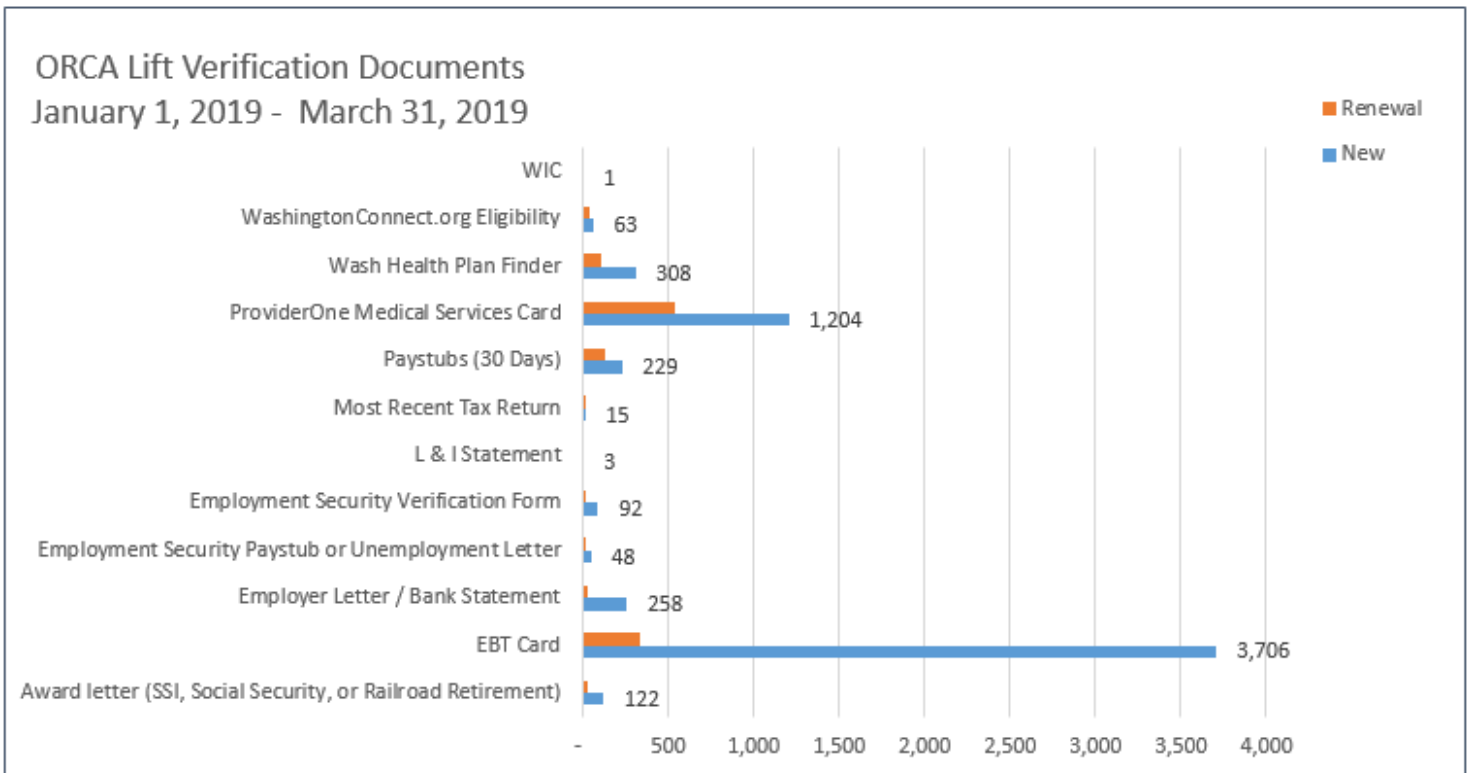
March 2015 - March 31, 2019

	Previous Number	Number Added	Cumulative total	Active Lift Cards
1st Qtr 2015	-	5,185	5,185	5,185
2nd Qtr 2015	5,185	6,844	12,029	12,029
3rd Qtr 2015	12,029	6,387	18,416	18,416
4th Qtr 2015	18,416	4,258	22,674	22,674
1st Qtr 2016	22,674	4,384	27,058	27,058
2nd Qtr 2016	27,058	4,122	31,180	31,180
3rd Qtr 2016	31,180	4,472	35,652	35,652
4th Qtr 2016	35,652	3,705	39,357	39,357
1st Qtr 2017	39,357	4,475	43,832	43,832
2nd Qtr 2017	43,832	5,002	48,834	41,268
3rd Qtr 2017	48,834	4,925	53,759	35,837
4th Qtr 2017	53,759	4,770	58,529	40,199
1st Qtr 2018	58,529	4,209	62,738	40,705
2nd Qtr 2018	62,738	6,894	69,632	47,848
3rd Qtr 2018	69,632	6,051	75,683	49,505
4th Qtr 2018	75,683	6,209	81,892	51,368
1st Qtr 2019	81,892	6,050	87,942	58,687



(Total represents customer's registration only. LIFT card renewals are included in the active count)

What documentations are customers providing to qualify during the 1st quarter of 2019?



Total Verifications 1st Quarter 2019 by Month

	January	February	March	Grand Total
New	1,015	690	965	2,670
Renewal	1,807	1,218	1,623	4,648
Total	2,822	1,908	2,588	7,318

New Registrations

	January	February	March	Grand Total
Catholic Community Services	109	66	69	244
Department of Veterans Affairs	2	3	1	6
Global to Local	19	17	22	58
King County Metro	40	31	46	117
King County Public Health	658	451	656	1,765
Other Business Accounts	23	17	12	52
WithinReach	47	30	45	122
World Relief Seattle	20	7	26	53
Trac Associates	12	11	10	33
WA DSHS CSOs	85	57	78	220
Total	1,015	690	965	2,670

Renewals

	January	February	March	Grand Total
Catholic Community Services	35	31	40	106
Department of Veterans Affairs	1	1	4	6
Global to Local	14	3	3	20
King County Metro	57	31	51	139
King County Public Health	245	156	288	689
Other Business Accounts	10	7	4	21
WithinReach	9	9	17	35
World Relief Seattle		4	1	5
Trac Associates	9	7	11	27
WA DSHS CSOs	1,427	969	1,204	3,600
Total	1,807	1,218	1,623	4,648

DSHS CSOs Registrations by County

	January	February	March	Grand Total
King County				
CSO Auburn	54	38	50	142
CSO Belltown	199	93	123	415
CSO Capital Hill	87	58	88	233
CSO Federal Way	23	30	16	69
CSO King East	6	11	26	43
CSO King South	44	37	37	118
CSO North Seattle	82	57	90	229
CSO Rainier	32	18	32	82
CSO Renton	59	43	39	141
CSO White Center	241	134	189	564
Total	827	519	690	2,036
Pierce County				
CSO Lakewood	42	22	44	108
CSO Pierce North	61	123	77	261
CSO Pierce South	267	144	229	640
CSO Puyallup	47	38	52	137
Total	417	327	402	1,146
Snohomish County				
CSO Alderwood	54	32	39	125
CSO Everett	214	148	151	513
Total	268	180	190	638
Grand Total	1,512	1,026	1,282	3,820

The What, Where & How of LIFT Customers

What are customers purchasing?

Product Loaded	1st Quarter 2019		March 1, 2015 - March 31, 2019	
	Number of Loads	Sales Amount	47 Months Loads	47 Month Sales
All-Day PugetPass \$3.50	31	\$ 232.00	708	\$5,364.00
All-Day PugetPass \$1.75	461	\$ 1,844.00	3,519	\$14,088.00
Kitsap Transit Pass	1,735	\$ 44,294.00	28,495	\$708,048.00
Metro Monthly Pass	38	\$ 2,097.00	164	\$8,640.00
PT Adult All-Day Pass	25	\$ 970.00	112	\$1,390.00
PugetPass \$1.50	12,935	\$ 691,632.00	118,740	\$6,395,233.75
PugetPass	1,175	\$ 105,489.00	69,132	\$3,983,005.25
Purse	60,165	\$ 1,017,206.08	717,494	\$12,024,793.28
WSF Monthly Pass	158	\$ 15,978.35	781	\$75,542.60
Grand Total	76,723	\$ 1,879,742.43	939,145	\$23,216,104.88

Where are customers loading their cards?

Venue	1st Quarter 2019		March 1, 2015 - March 31, 2019	
	Number of Loads	Sales Amount	47 Months Loads	47 Month Sales
Autoload	2,289	\$63,346.65	26,035	\$ 695,393.15
Business Account Website	6,850	\$245,183.95	64,217	\$ 2,747,197.65
By Mail	83	\$4,860.00	1,180	\$ 60,668.00
Call Center Website	734	\$31,171.20	6,611	\$ 281,680.77
Cardholder Website	3,890	\$133,075.00	53,362	\$ 1,827,572.43
Mobile Sales*	90	\$5,751.50	1,992	\$ 95,706.07
Retail Outlet	11,874	\$327,356.76	155,962	\$ 4,130,830.38
Ticket Vending Machine	44,779	\$877,414.70	547,576	\$ 10,737,048.45
Walk-in Center	6,134	\$191,582.67	82,210	\$ 2,640,007.98
Grand Total	76,723	\$ 1,879,742.43	939,145	\$ 23,216,104.88

* System error in reporting Mobil Sales by location, vender is working on solution.

How are customers paying?

Payment Type	1st Quarter 2019		March 1, 2015 - March 31, 2019	
	Number of Loads	Sales Amount	47 Months Loads	47 Month Sales
Cash	35,066	\$ 682,845.78	455,948	\$8,867,294.46
Check	539	\$ 27,059.00	8,825	\$414,852.47
Credit Card	30,989	\$ 823,821.65	367,720	\$9,825,285.39
Money Order	15	\$ 879.00	99	\$5,139.00
Autoload	2,289	\$ 63,346.65	25,481	\$682,259.23
Purchase Order	519	\$ 18,592.40	9,797	\$381,374.58
Business Account Institutional	6,850	\$ 245,183.95	64,323	\$2,747,120.15
Transfer from other ORCA card			249	\$12,055.65
Transit Purse	456	\$ 18,014.00	6,703	\$280,723.95
Grand Total	76,723	\$ 1,879,742.43	939,145	\$23,216,104.88

ORCA LIFT - 2015 to 2019 Autoloads

Number of Autoload Transactions

	2015 3/1/2015-12/31/2015	2016 1/1/2016-12/31/2016	2017 1/1/2017-12/31/2017	2018 1/1/2018-12/31/2018	2019 1st Qtr 2019	March 1, 2015 - March 31, 2019 Total
Purse						
\$10 or Less	413	1,194	1,817	1,948	465	5,837
\$10.01 to \$25.00	818	2,327	3,185	3,895	969	11,194
\$25.01 to \$49.99	323	713	980	1,097	315	3,428
\$50.00 and Over	83	195	308	566	154	1,306
Pass						
Kitsap Transit Pass	83	110	67	49	17	326
PugetPass	-	36	48	207	29	320
PugetPass \$1.50	343	1,095	1,249	1,167	332	4,186
WSF Pass	-	-	-	11	8	19
Grand Total	2,063	5,670	7,654	8,284	2,289	26,616

Value of Autoload Sales

	2015 3/1/2015-12/31/2015	2016 1/1/2016-12/31/2016	2017 1/1/2017-12/31/2017	2018 1/1/2018-12/31/2018	2019 1st Qtr 2019	March 1, 2015 - March 31, 2019 Total
Purse						
\$10 or Less	\$ 3,616.00	\$ 10,203.80	\$ 11,829.72	\$ 13,740.99	\$ 4,036.00	\$ 43,426.51
\$10.01 to \$25.00	\$ 15,673.45	\$ 44,355.91	\$ 47,248.78	\$ 60,545.60	\$ 18,529.40	\$ 186,353.14
\$25.01 to \$49.99	\$ 10,667.50	\$ 23,101.50	\$ 22,729.45	\$ 28,540.00	\$ 10,118.50	\$ 95,156.95
\$50.00 and Over	\$ 4,639.00	\$ 11,407.00	\$ 14,643.00	\$ 25,927.00	\$ 9,011.00	\$ 65,627.00
Pass				\$ -		
Kitsap Transit Pass	\$ 2,075.00	\$ 2,750.00	\$ 6,604.00	\$ 1,000.00	\$ 425.00	\$ 12,854.00
PugetPass	\$ -	\$ 3,078.00	\$ 3,676.00	\$ 12,924.00	\$ 2,763.00	\$ 22,441.00
PugetPass \$1.50	\$ 18,522.00	\$ 59,130.00	\$ 47,664.00	\$ 51,444.25	\$ 17,928.00	\$ 194,688.25
WSF Pass	\$ -	\$ -	\$ -	\$ 618.80	\$ 535.75	\$ 1,154.55
Grand Total	\$ 55,192.95	\$ 154,026.21	\$ 154,394.95	\$ 194,740.64	\$ 63,346.65	\$ 621,701.40

Overall top 20 Zip codes Lift customer reside at

City	Ranking	Zipcode	Count
Seattle	1	98104	9,759
Seattle	2	98118	4,015
Seattle	3	98144	3,243
Seattle	4	98122	2,946
Seattle	5	98105	2,547
Tukwila	6	98168	2,443
Kent	7	98032	2,375

City	Ranking	Zipcode	Count
Seattle	8	98133	2,328
Seattle	9	98125	2,312
Tukwila	10	98108	2,188
Federal Way	11	98003	2,045
White Center	12	98106	1,780
Seattle	13	98101	1,743
White Center	14	98146	1,672

City	Ranking	Zipcode	Count
Seattle	15	98146	1,478
Seattle	16	98002	1,664
Seatac	17	98188	1,652
Seattle	18	98103	1,637
Des Moines	19	98198	1,532
Seattle	20	98115	1,384

Where do ORCA LIFT customers live?

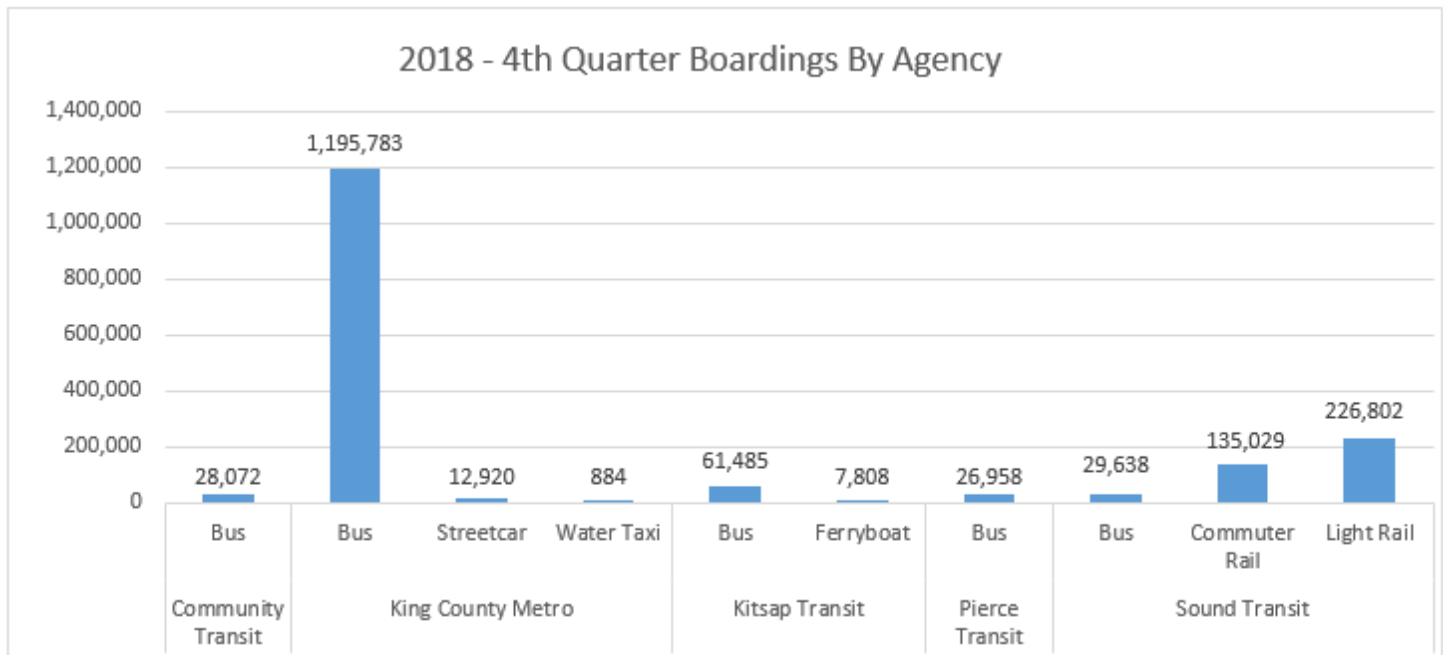
SEATTLE	47,917
KENT	4,999
FEDERAL WAY	3,302
TACOMA	2,939
RENTON	2,808
AUBURN	2,704
BELLEVUE	2,305
BURIEN	1,946
SEATAC	1,801
EVERETT	1,762
SHORELINE	1,602
TUKWILA	1,570
DES MOINES	1,169
KIRKLAND	1,029
LYNNWOOD	997
REDMOND	940
BOTHELL	563
ISSAQUAH	448
PUYALLUP	397
EDMONDS	331
LAKEWOOD	315
MOUNTLAKE TER	266

VASHON	257
KENMORE	255
Homeless	221
OLYMPIA	221
COVINGTON	212
MARYSVILLE	199
WOODINVILLE	198
MAPLE VALLEY	187
LK FOREST PK	176
BREMERTON	166
MERCER ISLAND	153
ENUMCLAW	151
SAMMAMISH	135
SPANAWAY	134
PACIFIC	125
SNOHOMISH	123
UNIVERSITY PL	120
LAKE STEVENS	118
FIFE	98
BONNEY LAKE	94
NEWCASTLE	90
NORTH BEND	83

PORT ORCHARD	82
BAINBRIDGE IS	79
NORMANDY PARK	79
ALGONA	75
SUMNER	72
MILL CREEK	70
ARLINGTON	64
BELLINGHAM	63
SNOQUALMIE	53
MILTON	50
GRAHAM	49
MUKILTEO	48
DUVALL	46
SPOKANE	42
MONROE	41
GIG HARBOR	36
CARNATION	35
ORTING	34
BLACK DIAMOND	33
MOUNT VERNON	33
STANWOOD	32
Other	1,201

Details of ORCA LIFT Boardings for 1st Quarter 2019

During the 1st quarter of 2019, over 1,720,600 ORCA boardings were made with 26,434 LIFT cards. Most LIFT boardings were onto KCM bus service (70%). LIFT customers used over 200 King County Metro Bus routes, 32 Sound Transit Bus routes, 110 - KT, CT, PT Bus and ferry routes, Light Rail, Commuter Rail, Streetcar and the Water Taxi (KMD).



All Products Loaded by ORCA LIFT Customers for 1st Quarter 2019

Product	Number Sold		Sales
All-Day PugetPass \$1.75	461	\$	1,844.00
All-Day PugetPass \$3.50	31	\$	232.00
Kitsap Transit Bus/Ferry Reduced Fare Pass	5	\$	490.00
Kitsap Transit Fast Ferry Reduced Fare Pass	7	\$	588.00
Kitsap Transit Full Fare Pass	24	\$	1,100.00
Kitsap Transit Reduced Fare Pass	1,696	\$	41,825.00
Kitsap Transit Worker/Driver Full Fare Pass	3	\$	291.00
Metro Monthly Access Pass	16	\$	1,008.00
Metro Monthly Adult Pass	11	\$	-
Metro Monthly Vanpool Pass	11	\$	1,089.00
Pierce Transit Adult Monthly Pass	17	\$	930.00
PT Adult All-Day Pass	8	\$	40.00
PugetPass \$0.50	3	\$	54.00
PugetPass \$0.75	29	\$	783.00
PugetPass \$1.00	60	\$	1,944.00
PugetPass \$1.25	44	\$	1,890.00
PugetPass \$1.50	12,935	\$	691,632.00
PugetPass \$1.75	54	\$	3,402.00
PugetPass \$2.00	59	\$	4,176.00
PugetPass \$2.25	138	\$	11,178.00
PugetPass \$2.50	89	\$	7,470.00
PugetPass \$2.75	497	\$	48,312.00
PugetPass \$3.00	33	\$	3,456.00
PugetPass \$3.25	21	\$	2,340.00
PugetPass \$3.50	11	\$	1,386.00
PugetPass \$3.75	84	\$	11,340.00
PugetPass \$4.00	5	\$	720.00
PugetPass \$4.25	48	\$	7,038.00
Purse	60,165	\$	1,017,206.08
WSF Central Sound Monthly Pass	133	\$	14,357.60
WSF Central Sound Passenger 10-Ride	19	\$	1,301.50
WSF Fauntleroy-Southworth Monthly Pass	1	\$	85.95
WSF Fauntleroy-Southworth Passenger 10-Ride	1	\$	53.70
WSF Vashon Island Passenger 10-Ride	4	\$	179.60
Grand Total	76,723	\$	1,879,742.43

ORCA Cards Issued by Ethnic Origin *(Number of cards distributed 1st Quarter)*

ORCA Lift Cards Issued by Race

January 1, 2019 - March 31, 2019

	New	Renewal	Grand Total Distributed	Percentage
American Indian or Alaska Native	119	31	150	2.0%
Asian	440	156	596	8.3%
Black or African American	1,304	287	1,591	22.3%
Hispanic or Latino	554	135	689	9.7%
Multi-Racial	145	23	168	2.4%
Native Hawaiian or Other Pacific Islander	133	12	145	2.0%
Not Specified	506	157	663	9.3%
Other	406	53	459	6.4%
White	2,443	414	2,857	40.0%
Grand Total	6,050	1,268	7,318	

Which languages are spoken? *(Number of cards distributed 1st Quarter)*

Language Spoken

January 1, 2019 - March 31, 2019

	New	Renewal	Grand Total Distributed	Percentage
Amharic	35	17	52	0.7%
Chinese	68	52	120	1.7%
Dari	39	3	42	0.6%
English	5,291	966	6,257	87.7%
Hispanic or Latino	1		1	0.0%
Korean	19	4	23	0.3%
Not Specified	62	84	146	2.0%
Oromo	7	3	10	0.1%
Other	142	17	159	2.2%
Russian	21	8	29	0.4%
Somali	23	12	35	0.5%
Spanish	256	88	344	4.8%
Tagalog	15	7	22	0.3%
Tigrinya	41		41	0.6%
Vietnamese	30	7	37	0.5%
	6,050	1,268	7,318	

What is the Household Size of LIFT Customers? *(Number of cards distributed 1st Quarter)*

Household Size

January 1, 2019 - March 31, 2019

	New	Renewal	Grand Total Distributed	Percentage
1	4,718	895	5,613	77%
2	464	143	607	8%
3	376	74	450	6%
4	245	83	328	4%
5 or more	247	73	320	4%
Grand Total	6,050	1,268	7,318	

Appendix I
Documentation of Council Action

King County Council Motion approving
2019 King County Metro Transit Title VI Program Report

Motion 15491



Signature Report

Motion 15491

Proposed No. 2019-0262.1

Sponsors Upthegrove

1 A MOTION relating to public transportation, approving the
2 2019 King County Metro Transit Title VI Program Report.

3 WHEREAS, Federal Transit Administration ("FTA") regulations in 49 C.F.R.
4 Section 21.9(b), require all direct and primary recipients of FTA funds to submit a Title
5 VI program report every three years to the FTA regional office, and

6 WHEREAS, updated regulations in Circular FTA C 4702.1B require that "the
7 Title VI program be approved by a recipient's board of directors or appropriate governing
8 entity or official or officials responsible for policy decisions prior to submission to the
9 FTA," and

10 WHEREAS, the King County Metro transit department, as a transit provider and
11 direct recipient of FTA funds, developed the 2019 Title VI Program Report in
12 compliance with applicable federal regulations;

13 NOW, THEREFORE, BE IT MOVED by the Council of King County:

14 The county hereby approves the 2019 King County Metro Transit Title VI
15 Program Report, which is Attachment A to this motion. The council requests the
16 executive to transmit a copy of Attachment A to this motion, with a copy of the final,

- 17 signed Signature Report of this motion attached as Appendix I, to the Federal Transit
18 Administration.
19

Motion 15491 was introduced on 6/26/2019 and passed by the Metropolitan King
County Council on 8/28/2019, by the following vote:

Yes: 9 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr. Dunn,
Mr. McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles
and Ms. Balducci



KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Rod Dembowski, Chair

ATTEST:

Melani Pedroza, Clerk of the Council

Attachments: A. 2019 King County Metro Transit Title VI2019 Program Report