

Lynnwood Link Connections

Phase 3 Public Engagement Summary

July-August 2023



Phase 3 Engagement – Service Proposal

Conducted July-August 2023

Goals

The purpose of Phase 3 engagement was to inform the general public—including riders in impacted communities—of the bus service proposal, explaining how community input from Phase 2 affected updates to the network. Phase 3 engagement asked for feedback on the three main project areas of north Seattle, Shoreline, and Northshore/SR-522/Mountlake Terrace, as well as the network for the entire project area. This final phase of feedback sought to identify any remaining issue areas not addressed by the updated Phase 3 Service Proposal.

Outreach, engagement and feedback evaluation included a focus on Metro’s priority populations¹, who are an important part of the agency’s customer base yet have been historically underrepresented in Metro’s decision-making processes.

During Phase 3, Metro collected feedback through the following channels: survey results, feedback reports from Community Based Organization partners, in-person outreach at transit locations and community events, feedback from elected leaders and city staff throughout the project area, virtual open houses, customer service comments, Metro bus drivers and other staff from North Base, and emails to the project team.

After the public engagement phase, Metro reviewed engagement results with the project’s Mobility Board and Partner Review Board. This review helped prioritize what issue areas were most important to try to address before finalizing the network. The Mobility Board’s priority rankings are shown in the chart that follows.

¹ *Priority populations include community members who may have a household income of \$35,000 or less, have a disability, are immigrants or refugees, speak exclusively a language other than English at home or identify as a race and/or ethnicity other than Non-Hispanic White.*

What we Learned in Phase 3 Engagement

During Phase 3, Metro received 3,218 complete survey responses, and an additional 680 partial responses. In addition to survey feedback, Metro received qualitative feedback on the Phase 3 Service Proposal through:

- Outreach and feedback from four Community-Based Organization partnerships.
- 14 meetings with key audiences including income-eligible housing providers, neighborhood groups, community organizations, city councils, elected leaders and transit advisory groups.
- More than 105 hours of in-person outreach at community and transit locations.
- Three online virtual open houses, including multilingual interpretation.
- 14 community events, including at least one in each city in the project area.
- Written comments through Metro's HaveASay email.

Select demographic information from survey respondents includes the following.

- 64% identified as a priority population
- 15% identified as living with a disability
- 18% identified as not having access to a vehicle
- Respondents by age:
 - Under 25 – 7%
 - 25-34 – 15%
 - 35-44 – 15%
 - 45-54 – 12%
 - 55-64 – 11%
 - 65+ – 11%
 - Blank – 30%
- Responses by project area:
 - North Seattle: 51%
 - Shoreline: 28%
 - Northshore and Mountlake Terrace: 21%

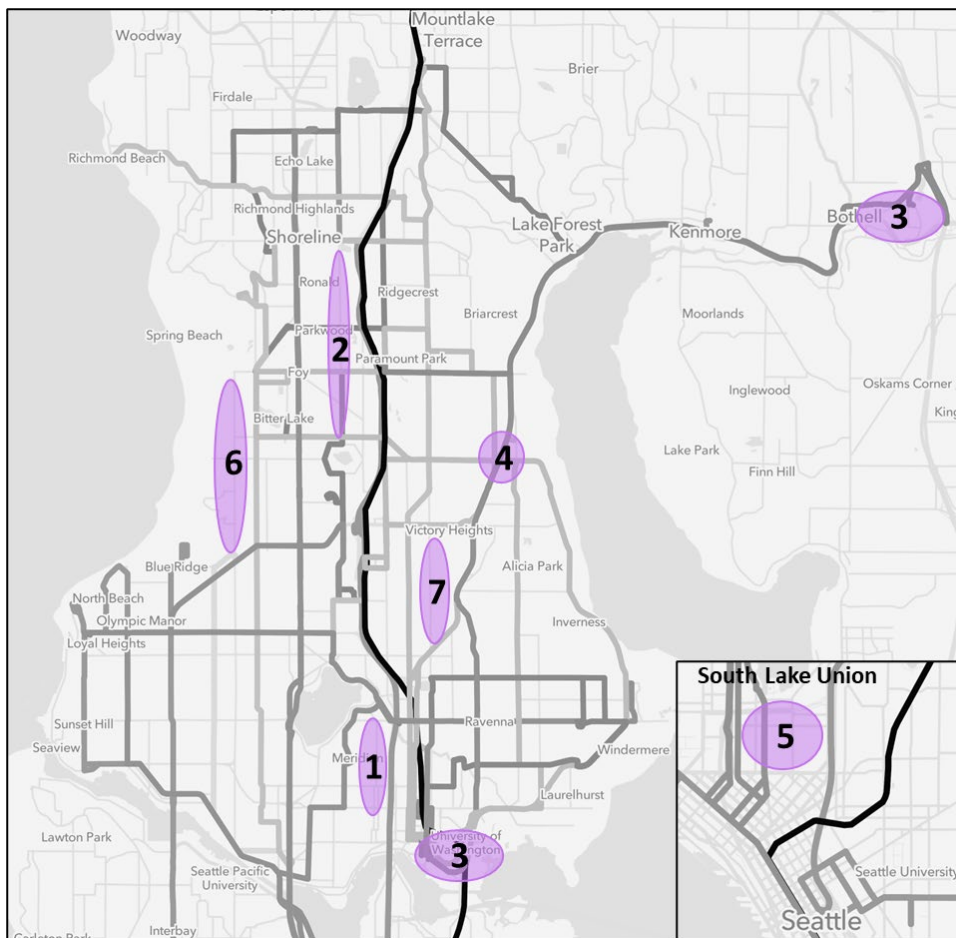
The survey asked about satisfaction with the network in each subarea, as well as the entire network. Satisfaction results are outlined below:

- North Seattle
 - Positive: 56%
 - Neutral: 15%
 - Negative: 29%
- Shoreline
 - Positive: 70%
 - Neutral: 16%
 - Negative: 14%
- Northshore and Mountlake Terrace
 - Positive: 59%
 - Neutral: 16%
 - Negative: 25%

- Overall network
 - Positive: 66%
 - Neutral: 17%
 - Negative: 17%

In evaluating the feedback received through the survey and other engagement efforts, Metro identified seven main issue areas, shown in the map below. We then evaluated these issue areas using the project’s decision-making criteria of engagement, equity, and service design best practices.

Map of Main Issue Areas from Phase 3 Engagement



These seven main areas, as well as the Mobility Board’s priority rankings, are described in the chart below. Using the project decision-making criteria and the expected level of resources needed to address each issue area, the Mobility Board ranked each issue area as one of the following options:

- Must Have: this is vital to the project’s success

- Nice to Have: this will improve the project, but should not impact other routes, if possible
- No Change: do not prioritize these areas for change

The **Level of Resources Needed to Address** notes how many transit service hours would be needed to address each issue.

Description of Main Issue Areas from Phase 3 Engagement

Issue area numbers on the chart correspond with the numbers on the map above and do not reflect any method of prioritization.

#	Issue Area	Level of Resources Needed to Address	Mobility Board recommends
1	Removal of service on Latona Ave (Route 20)	Medium-High	No Change
2	Loss of continuous service on Meridian Ave, no north-south service between 145 th and 175 th	High	Nice to Have
3	Dissatisfaction with Bothell to UW connection (don't want to transfer)	Medium-High	No Change
4	Desire for more frequency on Routes 77 and 75 – especially on weekends	Medium	Nice to Have
5	Access to South Lake Union (Route 320)	Medium-High	Nice to Have - preference budget neutral
6	Removal of service to/from Broadview (Route 28, peak-only trips)	Medium	No Change
7	Removal of service on 15 th Ave NE south of Northgate Way (Route 73)	High	No Change

Look ahead

Based on the Mobility Board's priority rankings, Metro is working to develop a final network for approval by the King County Council. The final proposal will be posted on the [Lynnwood Link Connections webpage](#) when it is submitted for council consideration.

Metro expects to begin making changes during the August 31, 2024 service change, after the opening of Sound Transit's Lynnwood Link Extension light rail project.

If you would like more information in your preferred language, please visit our Lynnwood Link Connections project page ([Lynnwood Link Connections - King County Metro Transit](#)) or contact us at haveasay@kingcounty.gov

Póngase en contacto con nosotros

Por correo electrónico (en el idioma que prefiera) a: haveasay@kingcounty.gov

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Свяжитесь с нами

Пишите нам (на удобном вам языке) на адрес электронной почты: haveasay@kingcounty.gov

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Makipag-ugnayan sa amin

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