

King County Metro

Lynnwood Link Connections

Public Engagement Report



January 2022-October 2023





- Lynnwood Link and stations (opening 2024)
- Infill station
- Existing Link and stations
- All-day routes
- Peak Routes
- Project Area

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1 Executive Summary

Context

In 2024 and 2026, Sound Transit will expand Link light rail to include five new stations in Seattle, Shoreline, Mountlake Terrace, and Lynnwood. In addition to the new light rail stations, Sound Transit will change the ST 522 Express route to match the planned Stride Bus Rapid Transit service between Bothell and Shoreline.

To prepare for the extension of Link light rail service to Lynnwood and potential changes to ST 522 Express service, Metro launched the Lynnwood Link Connections mobility project. The project aims to respond to changing mobility needs and improve mobility for all, centering on historically underserved populations. The project area includes communities in northwest King County, such as north Seattle, Shoreline, Lake Forest Park, Kenmore and Bothell, and Mountlake Terrace in southwest Snohomish County.

Through a three-phase engagement process, the project aims to deliver an updated mobility network that connects with Sound Transit's Link light rail and other Sound Transit and Community Transit services, as well as create new transportation options. The project has been carried out in coordination with a community-focused Mobility Board, Sound Transit, the Seattle Department of Transportation (SDOT), each city within the project area, and many community organizations, educational institutions, and other service providers.

Project goals and decision-making factors

The Lynnwood Link Connections project is considered a Service Restructure under [Metro's Service Guidelines](#)¹. Consistent with the guidelines and incorporating area-specific needs and Equity Priority Areas² within the project, the following goals were developed to guide the project.

Through the Lynnwood Link Connections project, Metro aims to:

1. Improve mobility for priority populations (as defined by the [Mobility Framework](#)³), who are an important part of Metro's current and potential customer base.
2. Equitably inform, engage, and empower current and potential customers traveling in the project area.
3. Deliver integrated service that responds to Link expansion, changes in the transit network, and community needs.
4. Improve the efficiency, effectiveness, and environmental sustainability of the transit system.

¹ Metro uses the Service Guidelines to evaluate, design, and modify transit services to meet changing needs and deliver efficient, high-quality service.

² Equity Priority Populations include people with no or low income, Black, Indigenous and people of color, immigrants and refugees, people with disabilities, and members of limited-English speaking communities. Equity Priority Areas are Census Block Groups with higher proportions of Equity Priority Populations.

³ King County Metro's Mobility Framework envisions a regional network of traditional and new transportation services that gets people where they want to go, when they want to get there, while contributing to healthy communities, a thriving economy, and a sustainable environment.

As the project moved through its phases, each route and the network as a whole were evaluated through a matrix focused on three decision-making factors: Service Design, Equity, and Public Engagement. The consistent use of these three criteria throughout the project ensures the same framework is being applied for all network decisions.

The three decision-making factors can be understood as:

- **Service Design**- Does this option meet Metro’s service design best practices that are intended to enhance transit operations and improve the rider experience? Guidance is outlined in [Metro’s Service Guidelines](#) and includes more than 10 factors.
- **Equity**- Does this option meet Metro’s goal to improve transit access and mobility for people of color, those with low-or-no-income, limited-English speaking populations, and people with disabilities? Equity considerations are primarily informed by a combination of equity analysis and community feedback.
- **Public Engagement**- Does this goal address the prioritized needs expressed by the project’s Mobility Board, and other partners such as community-based organizations (CBOs) and cities in the project area? How did the public respond to this concept at outreach events or in surveys? Engagement is tracked both by source (who it was from) as well as quantity (how many people or places did it come up), especially in relation to priority populations.

Engagement approach

For large, multi-phase projects like Lynnwood Link Connections, Metro has developed the “Have a Say” public involvement approach. This approach focuses on listening to mobility needs, learning about barriers and opportunities, being informed by hyper-local communities about changing conditions that pose mobility challenges, and exploring benefits and tradeoffs of future mobility options with community members and partner organizations. This approach aims to achieve equitable distribution of resources, and fair opportunity for all to be informed about and influence project decisions.

Have a Say is built on the engagement principles of being equitable, informative, customized to the project, and transparent. Metro’s own engagement is amplified by paid partnerships with CBOs that engage communities with whom they work and provide feedback reports and partnership opportunities to Metro. Four CBOs, Black Coffee NW, Lake City Collective, Compass Housing, and Eightenseeds/Ethnic Chamber of Commerce Coalition, were contracted for this additional engagement in phases 2 and 3 of the project. Further details on Have a Say are included in Chapter 2: Engagement Plan and Tactics.

In addition to Metro’s broad public engagement, the project also formed two groups to further review, advise, and make decisions related to the project: a Mobility Board and a Partner Review Board. These groups were designed to engage and inform community members, local CBOs, and local government partners. The Mobility and Partner Review Boards gave key communities a forum to participate in discussions and provide input as the project team developed service design options, refined proposed routes, and selected preferred alternatives.

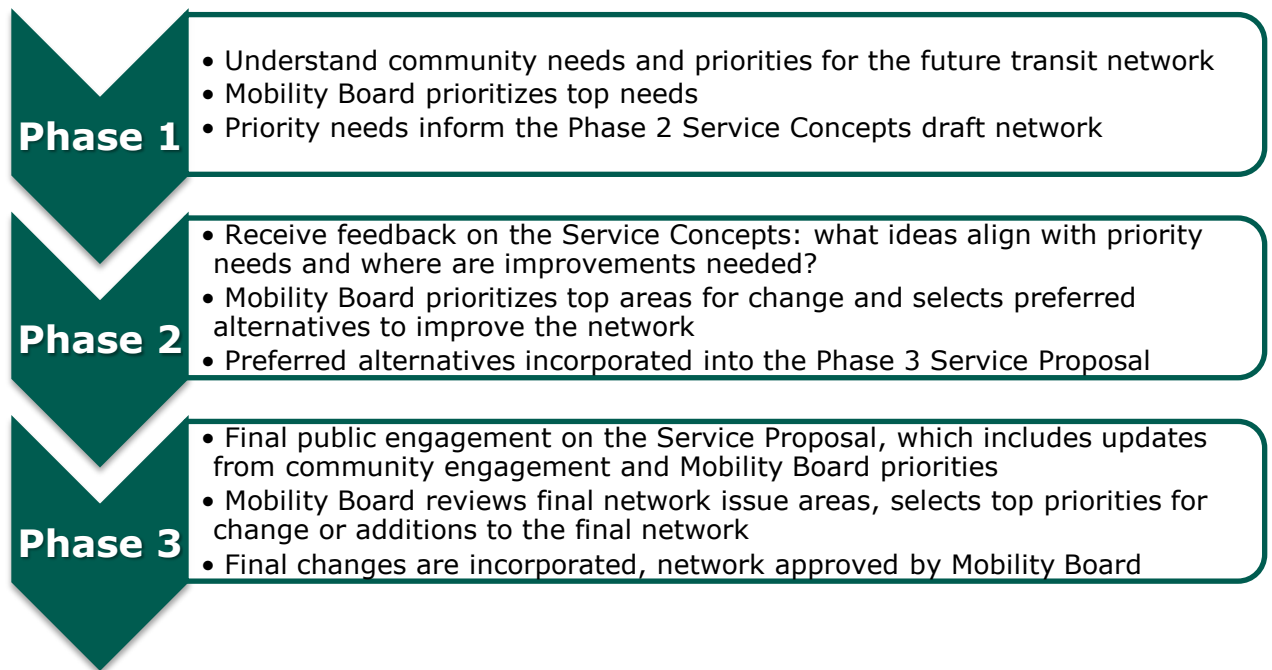
The Mobility Board, made up of residents who live, work, or travel in the project area, aimed to equitably represent groups of people who have historically been left out of decision-making conversations related to transit, and who are disproportionately affected by these decisions. These groups of people include Black, Indigenous, and people of color (BIPOC); people with physical and/or cognitive disabilities; people with low- to no-income; people experiencing homelessness or housing insecurity; immigrants and/or refugees; and people with linguistic diversity. Metro used in-language recruitment materials and promoted the opportunity via ethnic media ad buys and various community locations throughout the project area.

The project’s Partner Review Board served as a concept review board comprised of external organizations, agencies, and various institutions. The board included representatives from jurisdictions and major institutions in the project area, leaders of community-based organizations, and representatives from partner transit agencies. Their primary role was to review and provide feedback on service concepts developed by the Mobility Board and Metro, as well as provide guidance on both engagement opportunities and implementation plans. The Partner Review Board provided an opportunity to engage with other project partners and take a more holistic view of the project.

Metro’s approach of utilizing multiple engagement phases allows the agency to first learn about the specific needs of communities within the project area, design a network aimed at addressing those needs, and then allows for two phases of engagement to refine and improve the network.

An outline of Lynnwood Link Connections phases and key review and decision-making steps is outlined in the following Figure 1.

Figure 1. Lynnwood Link Connections project phases



At the end of each phase Metro’s Community Engagement team reviewed information on how community members were learning about the project and which outreach and engagement tactics were more productive, especially when it came to priority populations. By developing lessons learned for each phase, engagement could be tailored while the project was ongoing to better reach riders and provide more opportunities for input.




Engagement themes and changes by phase⁴

Phase 1




The purpose of Phase 1 engagement was to understand transit needs in the project area and recruit members to serve on the community Mobility Board. During the first phase of community engagement, Metro focused on introducing the project to community members, gathering input through a multilingual needs assessment survey, creating relationships with community-based organizations, and recruiting and convening the Mobility Board and Partner Review Board. The project scope was introduced to both internal and external audiences.

Consistent with other Metro engagement projects and research from across King County, common barriers to transit usage and key community needs surfaced during project engagement. Many of these themes were reflected in the Priority Mobility Needs that were established through Phase 1 public engagement and refinement by the Mobility Board, included here in Figure 2.

Figure 2. Priority mobility needs identified in Phase 1

	<p>Create new and improved east-west transit connections.</p>
	<p>Provide transit to/from important community-identified destinations where priority populations live, and locations with dense housing development plans by 2026.</p>
	<p>Improve night-time transit service serving major and important destinations.</p>

⁴ Further details on each phase’s engagement are contained in Chapter 3: Engagement Phases

	<p>Maintain and improve frequencies on routes that connect to/from major destinations and/or frequent high-capacity transit (RapidRide, Link, Stride BRT).</p>
	<p>Improve weekend transit service serving major and important destinations.</p>
	<p>Ensure that transit transfers are convenient, accessible, reliable and as seamless as possible for all riders, especially priority populations.</p>

Phase 2

Using these priority needs, Metro developed a draft Service Concepts network for Phase 2 engagement. The purpose of this engagement was to inform the general public about the Service Concepts network, and to collect feedback on how the concept routes addressed priority mobility needs. The Service Concepts network contained proposed bus routes, designed by Metro and incorporated Phase 1 priority mobility needs to best support transit options within the project area. By receiving specific feedback on the Phase 2 Service Concepts, Metro could learn more about community needs and how they should inform the final proposal of bus routes for Phase 3 community engagement.

In evaluating the feedback received through a route-by-route survey and qualitative feedback, Metro identified eight main service issue areas to work on within the concept network. A number of the issue areas centered on route ideas that would have left gaps in accessing the transit network, and received strong, negative feedback. Areas for smaller potential changes were also noted to address community feedback, especially in relation to issues raised by priority populations.

These main areas were brought to the Mobility Board for prioritization, where five of the eight areas were ranked as higher priority for network improvement. These areas included:

- Lake City Way service removal between NE 75th and NE 92nd
- Linden Ave service removal at 135th
- 5th Ave NE service removal between NE 125th and NE Northgate Way
- Route 75 not connecting to Northgate
- Loss of direct connections to First Hill from northwest King County

Metro developed alternatives for each area, evaluated by the project’s decision-making factors, and brought those to the Mobility Board for evaluation. The Mobility Board selected preferred alternatives, all of which were able to be included in the Phase 3 Service Proposal for further public engagement.

Based on additional feedback in Phase 2, especially from CBO partners and priority populations, a number of other network improvements were made to the network for inclusion in the Phase 3 Service Proposal. These updates included:

- Maintaining current Route 65 pathway between Little Brook, Jane Addams Middle School, and Nathan Hale High School.
- More continuous east-west connections across 145th and 175th in Shoreline.
- Reallocation of resources to address prioritized needs by deleting Phase 2 proposed Routes 324 and 336, and existing Route 16.
- Frequency and pathway changes to match rider demand and retain and improve important connections (Routes 331, 333, 345, 348, 365).

Phase 3

The purpose of Phase 3 engagement was to inform the general public of the bus service proposal, explaining how community input from Phase 2 affected updates to the network. Phase 3 engagement requested feedback from the general public, jurisdictional partners, and key audiences on proposed transit routes in the three project sub-areas of north Seattle, Shoreline, and Northshore/SR-522/Mountlake Terrace, as well as network-level feedback 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.

Overall sentiment on the updated network significantly improved from Phase 2. 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 could list issue areas as "must have," "nice to have," or "no change recommended."

Three of the top seven issues were ranked as "nice to have," in the final network. These issues included:

- Loss of continuous north-south service on Meridian Ave between 145th and 175th
- Desire for more frequency on Routes 77 and 75, especially on weekends
- Access to South Lake Union (Route 320)

Metro was able to develop solutions to address all three issues, which the Mobility Board agreed to include in the final network. These included a new route on Meridian Ave. N between Aurora Village Transit Center and the Shoreline South/148th Station, increasing weekend frequency on Routes 77 and 73, and revising Routes 303 and 322 to service both South Lake Union and First Hill.

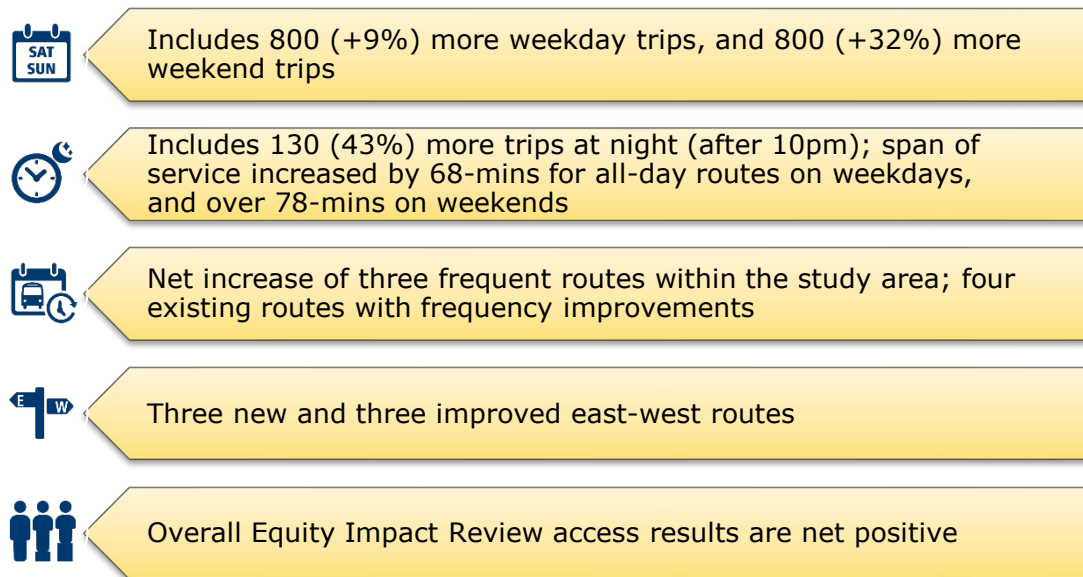
Following the inclusion of these final network changes, the Mobility Board unanimously voted 13-0 to approve the final Lynnwood Link Connections network.

Lynnwood Link Connections final network proposal

The final network proposal makes significant improvements toward addressing priority mobility needs identified at all phases of the project. Through each phase of engagement network changes were made in coordination with the project's Mobility Board to respond to community and partner feedback, especially from equity priority populations.

Highlights of the final network that directly respond to community-identified priorities are detailed in Figure 3 below.

Figure 3. Final network highlights



In addition to the proposed changes to the fixed-route bus network, Metro is introducing a new on-demand Metro Flex zone in Lake Forest Park, north Kenmore, Brier and southern Mountlake Terrace. This zone covers the final Equity Priority Area that currently does not have transit service and provides improved connections to community destinations, schools, and other high-capacity transit services including Link and future Bus Rapid Transit.

While the final network presents significant improvements to connecting various communities in the project area and responds to community-identified needs, Metro will continue to track additional areas that were not addressed by the final network. Some of these areas include:

- Service on Latona Ave. south of Green Lake, Seattle (Route 20 partly replaced by Route 61)
- General frequency improvements, particularly on routes connecting with Link to help ensure fast and easy transfers
- Increases in general span of service, especially on routes serving public services and/or connecting to Link

Metro appreciates the time, knowledge, effort, and dedication that the public, partner organizations, and the project's Mobility and Partner Review boards have invested in the project. These contributions have ensured that the future bus network will better meet the needs of current bus riders and provide new and improved options for more people to use transit in the future.

2 Engagement Plan and Activities

Public Engagement Goals, Approach, and Objectives

Engagement Goals

The following goals for public engagement for the Lynnwood Link Connections project were shaped by the scope of public influence on planning decisions, policy guidance, and the “Have a Say” engagement best practices for equitable engagement.

- Enable durable, community informed, equitable planning process and decisions.
- Build and maintain community support for Lynnwood Link Connections as well as transit service recovery and restoration planning, in a way that spurs confidence in public process, produces outcomes that advance the goals and values for equity and sustainability, and furthers the credibility of Metro.
- Demonstrate through activities and outcomes that Metro’s long-term relationships with communities it serves are important, their input is valued, and has been used to shape direction of this project when/where possible.
- Conduct a community-based inclusive, transparent, and accessible public engagement process that co-creates a service proposal with the Mobility Board and is informed by Metro’s public engagement.
- Demonstrate distributional equity, process equity, and cross-generational equity.

Metro’s Approach



Metro uses its “Have a Say” public involvement approach. This approach focuses on listening to community mobility needs, learning about barriers and opportunities, being informed by local communities and conditions that pose mobility challenges, and exploring benefits and tradeoffs of future mobility options. Metro

works to achieve equitable distribution of resources, and fair opportunity for all to influence decisions.

Customized

- Metro will tailor engagement timelines and tactics to the size and scope of the potential changes and who might be affected.
- Metro will use qualitative and quantitative data to inform who to engage and appropriate methods to use.
- Where possible, Metro will partner with community-based organizations, social service providers, local jurisdictions, and transportation agencies to expand Metro's reach.

Equitable

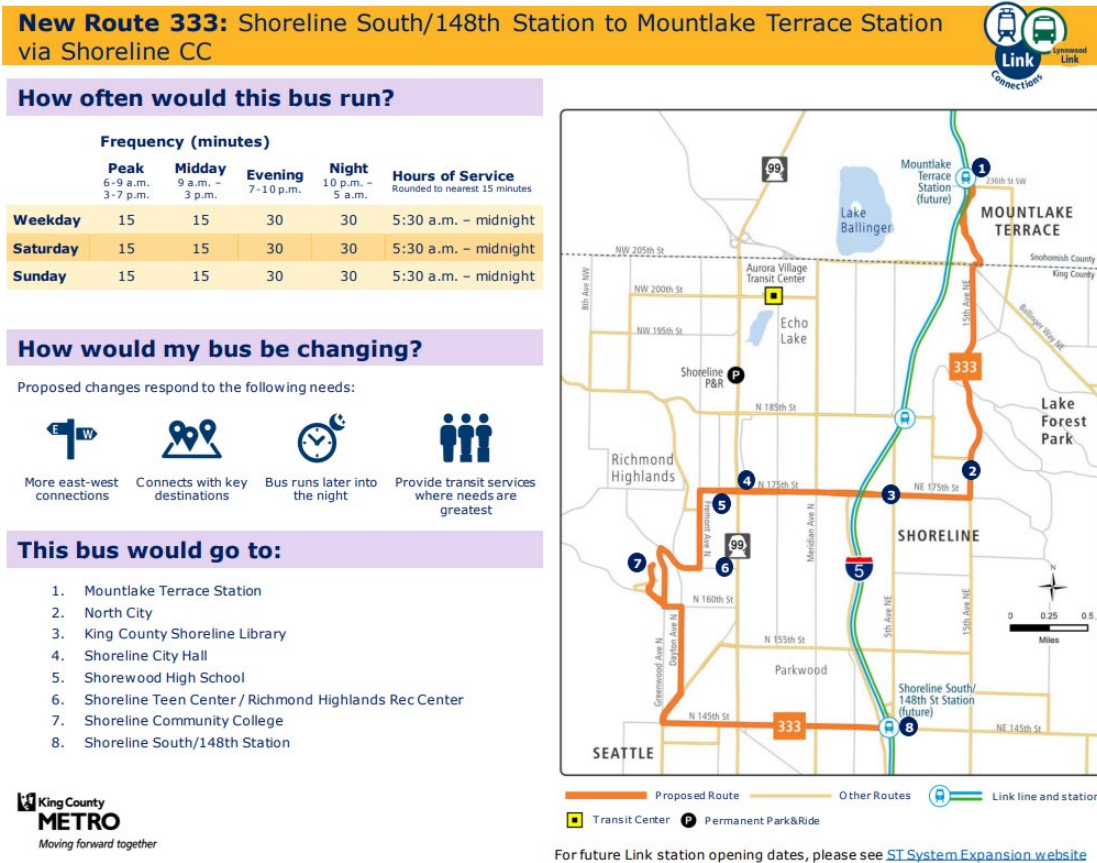
- Metro will strive to inform and hear from all communities that might be affected in an equitable manner to improve determinants of equity through Metro's work.
- Metro will carry out an equitable engagement process to create outcomes that achieve distributional equity and cross-generational equity.
- Metro will work to ensure all interested parties, particularly historically un(der)served and linguistically diverse populations, are afforded equitable consideration and meaningful opportunities to participate.
- Metro will work to ensure people who will be affected can influence and help shape the final service change proposal and the public outreach process itself.

Informative

- Information will be clear, understandable, and accessible to all.
- Metro will ensure project communities understand the scope of the project and opportunities to participate and influence outcomes.
- Metro will follow plain language writing standards, use graphics, and translate where needed.

Figure 4, below, shows a route sheet used for outreach, illustrating a proposed route, bus frequency, how the route responds to priority needs, and key destinations the route would serve.

Figure 4. Sample route sheet



Transparent

- Metro will describe its input, planning, and decision-making process.
- Metro will communicate the vision of METRO CONNECTS, its guiding vision for mobility, and the Mobility Framework’s guiding principles and recommendations for centering equity and sustainability.
- Metro will appoint a Mobility Board (community advisory group) that is reflective of those who will be affected by the changes being considered to help shape service concepts and proposals as well as communications and engagement with the public at each stage.
- Metro will demonstrate that community input is valued by reporting back to community about what was heard and how input shaped the direction of the project and informed key decisions.
- Metro will work with the community to explore options to mitigate any potentially undesired impacts and discover how to support riders through change.
- Metro will provide guidance based on outreach and engagement to tailor other related project elements and needs (i.e., rider education and marketing).

Engagement Objectives

- Ensure all project communities, particularly historically underserved and linguistically diverse communities, have demographic representation, receive equitable levels of engagement, and are afforded equitable consideration by:
 - Engaging and contracting with area community-based organizations, schools, businesses, and faith-based organizations to support the design and implementation of equitable community input, collaboration on community events, assisting with outreach and advertising to local community members.
 - Recruiting and engaging a Mobility Board made up of a demographically representative group of riders from the project area, with particular focus on recruiting and making the experience welcoming, accessible, and meaningful for priority populations who help to co-create the service proposal for the Lynnwood Link Connections that incorporates the input of the public and interested parties.
 - Engaging a Partner Review Board made up of local jurisdictional staff, representatives from area businesses, as well as leaders of educational institutions, and community-based organizations, who help review technical concepts for Lynnwood Link Connections.
 - Ensuring that the invitation to participate in the process and project information throughout is welcoming and easy to understand by:
 - Providing technical information in plain language that is understandable and accessible to diverse groups including linguistically diverse populations.
 - Providing interpretation and translation for linguistically diverse and disabled audiences as appropriate.
 - Providing background on the issues being discussed to provide context and create transparency.
 - Ensuring that project options and impacts are clearly stated related to key project components including descriptions of temporary and permanent impacts, tradeoffs, and benefits.
 - Ensuring that project area communities and project partners understand the scope and nature of the project, and understand opportunities to participate, provide input, and influence project outcomes.
- Develop long-term relationships in the communities Metro engages by building trust through a transparent process by:
 - Providing opportunities to engage before decisions are made through formats and in locations that are accessible to priority populations.
 - Clearly identifying the purpose of an activity: inform, consult, collaborate, shared decision making; and following up to show how input has been considered and incorporated.
 - Using a “no wrong door” philosophy to engagement so all staff act as a liaison for questions or feedback about aspects of mobility or other services that are not directly related to this project are welcomed and addressed.
 - Tracking, measuring, and reporting on performance metrics throughout.

Outreach and Engagement Tactics

Engagement tactics changed and evolved throughout the course of the project based on community feedback about the best way for Metro to engage and work with them, as well as changing opportunities for in-person engagement following public health guidelines related to COVID-19. Outreach tools focused on distributing information to the public, while engagement tools focused on collecting input to influence decisions and outcomes. Table 1 outlines the tools for sharing and collecting information.

Table 1 : Engagement tools to share information and collect input

Tools used for sharing information about the opportunity to participate	Tools used for collecting input
<ul style="list-style-type: none"> • Press releases before major opportunities for input (survey) (multilingual) • Digital or printed communications materials, such as fact sheets, flyers, and folios (multilingual) • Information or posters distributed to community-based organizations (multilingual) • Attend community events virtually and in-person • Hold virtual community information sessions (live multilingual interpretation) • Metro blog posts (multilingual) • Social media posts (multilingual) • Paid media advertisements including ethnic media • Rider alerts at bus stops (multilingual) • Coach posters on board buses • Transit Alerts (texts/emails) (multilingual) • Regular emails to CBOs and individuals who sign up for project updates • Dedicated Lynnwood Link webpage with proposed route maps (multilingual) 	<ul style="list-style-type: none"> • Interviews and focus groups with community-based organizations, schools, businesses, and faith-based organizations • Mobility Board, composed of community members in project area • Partner Review Board, composed of jurisdictional agencies, employers, institutions and CBO leaders • One-on-one surveying and discussions at neighborhood events, libraries, and at local community asset locations • Online survey • Conduct in-person engagement at high-volume transit locations • Facilitated virtual community discussions

Metro used the following tools in Table 2 to promote equitable access to its engagement processes.

Table 2 : Language and cultural tools to promote equitable engagement processes

Language and cultural tools used for sharing information	Language and cultural tools used for collecting input
<ul style="list-style-type: none"> • Translating printed materials for all community engagement events at the recommendation of community partners • Translating online materials and surveys • CBOs sending out language relevant information to their constituents about online surveys and other opportunities to provide feedback • In-language social media posts translated into appropriate languages • Ethnic media ads in-language 	<ul style="list-style-type: none"> • Focus groups, meetings, and other events designed and implemented by CBOs that are led by/for people of color, those with disabilities and other prioritized populations • Engagement at local cultural community events, including in person surveying, and one-on-one discussions • Mobility Board meetings held in accessible locations (virtual/hybrid meetings with optional in-person meeting locations within the project area) and meeting/materials accommodations when requested

Language Access

Throughout the engagement process, Metro worked to build an inclusive community that values the needs, priorities and contributions of people who have historically been underserved and underrepresented in decision making processes. One tactic to achieve this goal was by offering engagement opportunities and key project information in multiple languages relevant to the project area.

Table 3 below shows the list of languages into which Metro translated most written outreach and engagement materials. These languages were chosen based on data of commonly spoken languages in North King County from the American Community Survey. This data was accessed through King County’s Census Viewer.

Table 3: Lynnwood Link Connections Project Languages (in addition to English)

Languages	
Amharic	Russian
Chinese (Simplified)	Somali
Chinese (Traditional)	Spanish
Korean	Tagalog
Japanese	Vietnamese

Mobility Board and Community Partners

Advisory Groups

The Lynnwood Link Connections project team formed two advisory groups: a Mobility Board and a Partner Review Board, designed to engage and inform community members, local CBOs, and local government partners. The Mobility and Partner Review Boards gave community members and partners a forum to participate in discussions and provide input as the project team developed service design options, refined proposed routes, and selected preferred concepts.

Mobility Board

Metro recruited community members who live, work, and travel within northwest King County and southwest Snohomish County to provide valuable input to develop an updated bus service proposal. The Mobility Board was essential in helping to develop and implement an equitable community engagement process.

Metro aimed to convene a Mobility Board that equitably represented groups of people who have historically been left out of decision-making conversations related to transit, and who are disproportionately affected by these decisions. These groups of people include Black, Indigenous, and People of Color; people with physical and/or cognitive disabilities; people with low- to no-income; people experiencing homelessness or housing insecurity; immigrants and/or refugees; and people with linguistic diversity. Metro used in-language recruitment materials and promoted the opportunity via ethnic media ad buys and various community locations throughout the project area.

The criteria for board candidates included:

- Lives, works, or travels within northwest King County
- Transit rider (bus service, rail, Accessible Services, Community Van, Vanpool, Vanshare, etc.) or potential transit rider
- Brings a strong racial equity-focused perspective and is able to draw connections between racial equity, transportation issues, and access to opportunities
- Represents the diversity of the communities in the project area, especially those who have lived experience and perspective of historically marginalized communities as described above
- Able to bring their perspective as an individual, not representing the interests of a larger organization
- Not employed by Metro, Sound Transit, or other public agencies, such as cities engaged on the project

The Mobility Board met regularly between April 2022 and October 2023 at key project milestones. The meeting cadence is outlined in Table 4 below.

Table 4: Mobility Board meeting dates and topics covered

Meeting	Date	Topic
Meeting #1	April 23, 2022	Transit & Equity 101
Meeting #2	April 28, 2022	Existing Transit Conditions
Meeting #3	May 5, 2022	Transit Needs Prioritization
Meeting #4	June 2, 2022	Draft Concept Network
Meeting #5	December 13, 2022	Concept Network
Meeting #6	March 27, 2023	Phase 2 Findings and Mitigation Area Prioritization
Meeting #7	May 1, 2023	Phase 3 Network Confirmation
Meeting #8	September 19, 2023	Phase 3 Findings and Issue Areas
Meeting #9	October 23, 2023	Network Finalization

The nine meetings were held in an online or hybrid format for the entirety of the project. Accommodations were provided to ensure that all members were able to fully participate in meetings, including in-person assistance accessing the online platform for virtual meetings. To recognize the value of their knowledge, skills, and expertise, Mobility Board members were fully compensated for time spent at meetings at a rate of \$75/hour.

Mobility Board Representation

Mobility Board members represented diverse communities and backgrounds. The members represented working professionals, students, and those with no- to low-income. Some have been unhoused or have experienced housing access issues. Several members identified as living with a disability. Some were avid transit riders and others were new to public transportation.

Mobility Board members also represented many jurisdictions throughout the project area. Table 5 below shows the members’ geographical distribution.

Table 5: Mobility Board members’ city of residence

Mobility Board Members’ City of Residence	
Seattle	8
Shoreline	5
Bothell	1
Kenmore	1
Lake Forest Park	1

Partner Review Board

In addition to the Mobility Board and Metro’s individual engagement with project partners and communities, the Partner Review Board (PRB) served as a concept review board comprised of external entities. The PRB included representatives from jurisdictions and major institutions in the project area, leaders of community-based organizations, and representatives from partner transit agencies. Their primary role was to review and provide comment on service concepts developed by the Mobility Board and Metro, as well as provide guidance on both engagement opportunities and implementation plans. The Partner Review Board provided an opportunity to engage with other project partners and take a more holistic view of the project as the sum of these many parts.

Table 6: Partner Review Board representation

CBOs	Institutions/ Agencies	Jurisdictions	Businesses
<ul style="list-style-type: none"> Literacy Source Communities of Color Coalition Latino Community Fund Hopelink Lake City Collective* North Helpline Solid Ground Compass Housing* 	<ul style="list-style-type: none"> University of Washington (UW) - Bothell UW Medical Center UW Seattle Community Transit Sound Transit 	<ul style="list-style-type: none"> City of Bothell City of Seattle City of Shoreline City of Kenmore City of Mountlake Terrace City of Lake Forest Park 	<ul style="list-style-type: none"> Ethnic Chamber of Commerce Coalition* Black Coffee Northwest*

**CBO Partner, defined below*

CBO Partners

Establishing strong partnerships with CBOs early in the project was essential for successful engagement throughout the project. These partnerships allowed for greater representation from Equity Priority Populations, more engagement opportunities, and a level of feedback detail harder to attain from general public engagement.

The Lynnwood Link Connections project team conducted two virtual CBO interviews in Phase 1 to discuss community mobility needs and solicit feedback in response to service concepts. These initial conversations provided an opportunity for Metro to build and foster relationships with community organizations in a way that facilitated engagement for future projects and improve further community-centered decision-making.

In addition to CBO interviews, Metro partnered with four CBOs in Phases 2 and 3 to support targeted, community-specific engagement activities: **Black Coffee**

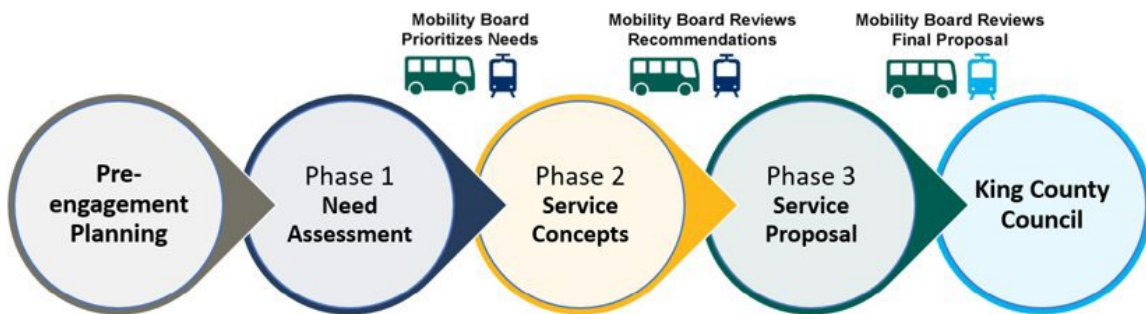
Northwest, Eightenseeds/Ethnic Chamber of Commerce Coalition, Compass Housing, and Lake City Collective. The scope of work for these partnerships included engagement and outreach in the timeframe of each phase. During these timeframes, CBOs were asked to:

- Amplify upcoming and time sensitive opportunities to influence service concepts to organization’s participants, local communities, and those within the sphere of influence.
- Gather feedback from historically un(der)served King County residents about proposed changes to transit service.
- Work with Metro to identify and implement culturally responsive methods of engagement.
- Report back on engagement including feedback, number of individuals reached, demographics, and any related data.

The CBOs received financial compensation for their time and efforts. Metro paid a flat rate of \$9,500 to each CBO in the second and third phases of the project. The funds were to be used for compensation of staff time, participant stipends, participant food and childcare as needed, and other digital engagement tools, including subscriptions to virtual platforms.

Timeline

The Lynnwood Link Connections project team followed the timeline below⁵.



Details of each phase are outlined in Figure 5 on the following page.

⁵ Specific activities and outcomes for each engagement phase are detailed Chapter 3: Engagement Phases.

Figure 5. Project timeline and phases

Pre-Engagement Planning Fall-Winter 2021	Phase 1 Winter-Spring 2022	Phase 2 Winter-Spring 2023	Phase 3 Summer-Fall 2023	King County Council Winter-Spring 2024
<ul style="list-style-type: none"> • Early engagement with internal collaborators • Prepare the Equity Impact Review work plan • Prepare Project Management Plan and Public Engagement Plan • Conduct baseline equity analysis and analysis of existing needs and barriers • Early inter-agency coordination • Develop project website • Develop government relations strategy (ST board, KC Council, City management/council) • Develop Mobility Board application • Develop Partner Review Board recruitment • Identify targeted audiences, such as CBOs and major employers • Set up NetPlan environment • Review recent engagement in project area 	<ul style="list-style-type: none"> • Interview CBOs on mobility needs and barriers • Needs assessment survey • Mobility board meeting: “Transit 101,” and review existing conditions and baseline equity analysis • Summarize survey results and engagement findings • Mobility board meeting: develop service concept • Meet with Partner Review Board and review Mobility Board concept • Jurisdictional meetings and council briefings 	<ul style="list-style-type: none"> • Share service concept with the public and partners to gather feedback • Priority population focused engagement in partnerships with CBOs • Public online survey • Mobility Board meetings to co-create a service proposal • Meeting with Partner Review Board to review Mobility Board proposal • Jurisdictional meetings and council briefings 	<ul style="list-style-type: none"> • Share the service proposal with the public and partners • Priority population focused engagement in partnerships with CBOs • Public online survey available in multiple languages • Mobility Board meetings to refine the service proposal • Meet with Partner Review Board to review final proposal • Jurisdictional meetings and council briefings • Finalize equity analysis 	<ul style="list-style-type: none"> • Transmit final service network to Metro Leadership (December 2023) • Transmit final service network to King County Executive (January 2024) • King County Executive transmits final service network to King County Council for consideration (February 2024) • Plan for implementation and community education in partnership with CBOs • Prepare and finalize service change package

3 Engagement Phases

Phase 1: Needs Assessment, February-June 2022

The purpose of Phase 1 engagement was to understand transit needs in the project area and recruit members to serve on the community Mobility Board. During the first phase of community engagement, Metro focused on introducing the project to community members, gathering input through a multilingual needs assessment survey, creating relationships with community-based organizations, and recruiting and convening the Mobility Board and Partner Review Board. The project scope was introduced to both internal and external audiences.

The project team learned about existing conditions, issues, and needs through analysis, equity review, local coordination with cities and agencies, and community engagement. Metro held a series of meetings with the Mobility Board to review the feedback we received from the public. That information helped identify priority mobility needs, which would help guide Metro in the development of the transit network.

The Phase 1 survey received 1,635 responses. Select demographics of the respondents included the following.

- 37 percent identified as a priority population
- 11 percent identified as living with a disability
- Top 5 cities where respondents reported living:
 - Seattle
 - Shoreline
 - Lynnwood
 - Lake Forest Park
 - Edmonds

Metro summarized the feedback received through all methods of engagement and worked with the Mobility Board to identify the following needs from the project area.

Figure 6. Priority Mobility Needs from Phase 1 engagement

	<p>Create new and improved east-west transit connections.</p>
	<p>Provide transit to/from important community-identified destinations where priority populations live, and locations with dense housing development plans by 2026.</p>
	<p>Improve night-time transit service serving major and important destinations.</p>
	<p>Maintain and improve frequencies on routes that connect to/from major destinations and/or frequent high-capacity transit (RapidRide, Link, Stride BRT).</p>
	<p>Improve weekend transit service serving major and important destinations.</p>
	<p>Ensure that transit transfers are convenient, accessible, reliable, and as seamless as possible for all riders, especially priority populations.*</p>

** Equity Priority Populations include people with no or low income, Black, Indigenous and people of color, immigrants and refugees, people with disabilities, and members of limited-English speaking communities. Equity Priority Areas are Census Block Groups⁶ with higher proportions of Equity Priority Populations.*

Following finalization of the priority needs, a draft service concept of the transit network was shared with the Mobility Board and the Partner Review Board in June

⁶ [A Census Block](#) is the smallest geographic area that the Census Bureau releases data about.

2022. Both boards reviewed the service concept and were able to provide input about key questions that informed Phase 2 community engagement.

Phase 2: Service Concepts, January-April 2023

Figure 7. Service Concepts network map



Lynnwood Link Connections - Phase 2 Service Concepts

- Proposed Project Bus Routes* and Link Service**
- KC Metro Frequent Route
 - KC Metro Local Route
 - KC Metro Peak-Only Route
 - Community Transit Swift Blue Line
 - Sound Transit BRT Route 522
 - Link 1 and 2 Lines and Stations
- Legend:**
- Unchanged route not included in the Lynnwood Link project
 - ST Express Route
 - P Permanent Park&Ride (P&R)
 - TC Transit Center (TC)
 - King County Metro Equity Priority Areas

*Bus routes included in the Lynnwood Link restructure project
 The use of the information in this map is subject to the terms and conditions found at: www.kingcountymetro.gov/terms-of-use.aspx. Your access and use is conditioned on your acceptance of these terms & conditions.
 Data Source: King County Metro, Sound Transit, and other mapping data. Last updated: October 2022. © King County

The purpose of Phase 2 engagement was to inform the general public—including riders in impacted communities—about the Service Concepts network, and to collect feedback on how the concept routes addressed priority mobility needs. The Service Concepts network contained proposed bus routes, designed by Metro and using Phase 1 priority mobility needs, to best support transit options within the project area. By receiving specific feedback on the Phase 2 Service Concepts, Metro could learn more about community needs and how they should inform the final proposal of bus routes for Phase 3 community engagement.

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

Metro staff also evaluated qualitative feedback from community groups, in-person outreach, comments submitted to Metro outside of the survey, focus groups and other meetings. This feedback was also categorized through priority population status, when known.

During Phase 2, Metro received 3,182 complete survey responses, and an additional 2,330 partial responses. In addition to survey feedback, Metro received qualitative feedback on the Phase 2 Service Concepts through:

- Outreach and feedback from four Community-Based Organization partnerships.
- 15 meetings with key audiences including income-eligible housing providers, educational institutions, neighborhood groups, city councils, elected leaders and transit advisory groups.
- More than 115 hours of in-person outreach at community and transit locations.
- Three online virtual open houses, including live multilingual interpretation.
- Engagement with Metro bus drivers and other staff from North Base.
- Written comments through Metro’s Have A Say email.

Select demographic information from survey respondents includes the following.

- 37 percent identified as a priority population
- 22 percent identified as living with a disability
- 21 percent identified as not having access to a vehicle
- Respondents by age:
 - Under 25 – 10 percent
 - 25-34 – 18 percent
 - 35-44 – 18 percent
 - 45-54 – 14 percent
 - 55-64 – 12 percent
 - 65+ – 11 percent
 - Blank – 17 percent
- Top cities where respondents reported living:
 - Seattle
 - Shoreline
 - Lynnwood
 - Bothell
 - Lake Forest Park

In evaluating the feedback received through the survey and qualitative feedback through the engagement listed above, Metro identified eight main issue areas to address within the concept network. Areas for smaller potential changes were also noted to address community feedback, especially in relation to issues raised by priority populations.

The Mobility Board and Partner Review Board helped prioritize community feedback and discussed important trade-offs around the main issue areas that would be used in developing the Phase 3 Service Proposal. The Mobility Board’s priority rankings are shown in the chart below.

Table 7: Mobility Board issue area priority rankings

#	Issue Area	Overall Mitigation Priority	Level of Resources Needed to Address	Mobility Board Priority Level
1	Lake City Way service removal between NE 75th and NE 92nd	High	Medium	High
2	Linden Ave service removal at 135th	High	Medium	High
3	Meridian Ave service removal between N 130th St. and 200th St	Medium	High	Low
4	Latona Ave service removal between Green Lake Way and NE 45th	Low	Medium	Low
5	5th Ave NE service removal between NE 125th and NE Northgate Way	High	Medium	Medium-High
6	Route 75 change not connecting to Northgate	Low	Medium	Low
7	Loss of direct connections to First Hill from NW King County	Medium	High	Low-Medium
8	Dissatisfaction with new Bothell to UW connection	Medium	High	Low

Metro developed two alternative solutions for each issue area that was ranked as high or medium. The Mobility Board reviewed benefits and tradeoffs of each alternative through the project’s decision-making factors of service design, equity, and engagement, and selected a preferred alternative to address each issue area. Each preferred alternative was successfully included in the Phase 3 Service Proposal.

Additional areas of network change between Phase 2 and 3 that responded to public engagement included:

- Maintaining current Route 65 pathway between Little Brook, Jane Addams Middle School, and Nathan Hale High School.
- More continuous east-west connections across 145th and 175th in Shoreline.
- Reallocation of resources to address prioritized needs by deleting Phase 2 Proposed Routes 324 and 336, and existing Route 16.
- Frequency and pathway changes to match rider demand and retain and improve important connections (Routes 331, 333, 345, 348, 365).

Phase 3: Service Proposal, July-October 2023

Figure 8. Service Proposal network map



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 populations, who are an important part of the agency’s customer base, yet have been historically underrepresented in Metro’s decision-making processes.

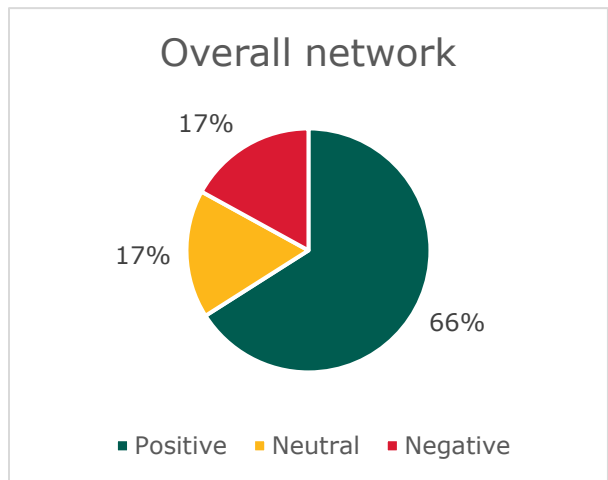
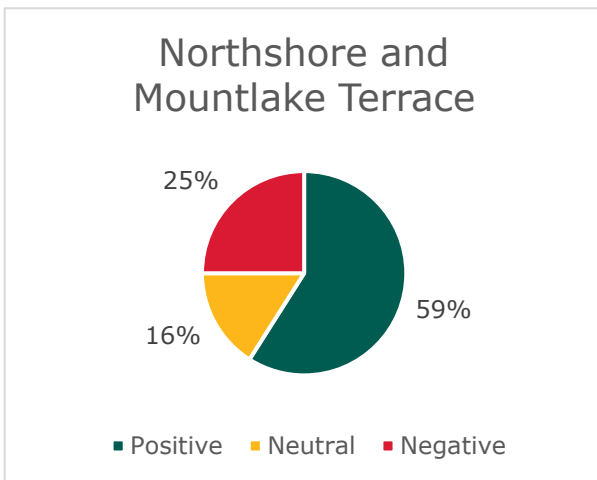
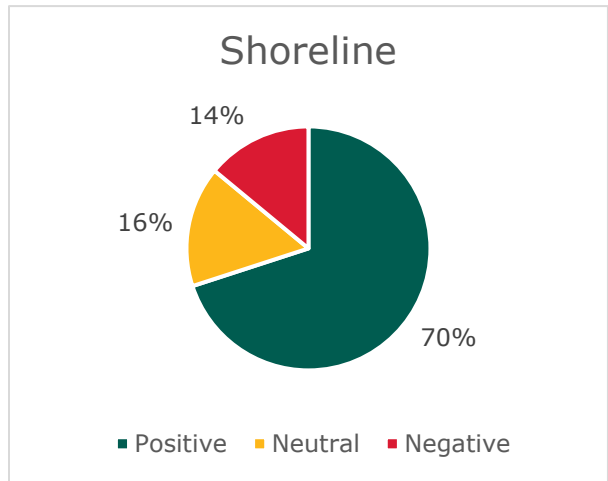
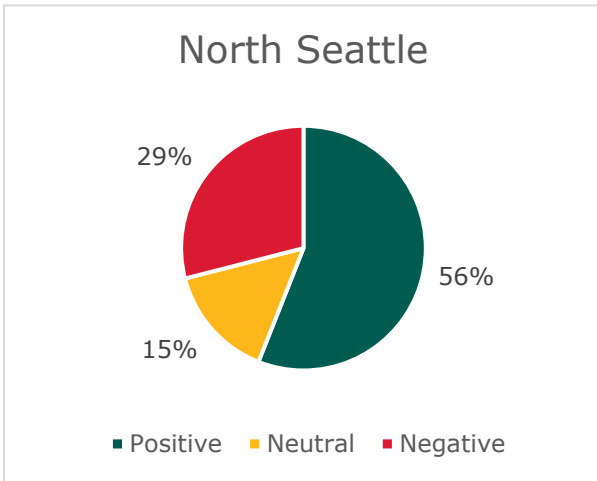
During Phase 3, Metro received 3,218 complete survey responses, and an additional 680 partial responses. In addition to survey feedback, Metro received qualitative feedback on the Phase 3 Service Proposal through:

- Outreach and feedback from four community-based organization partnerships.
- Fourteen 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 live multilingual interpretation.
- Fourteen community events, including at least one in each city in the project area.
- Written comments through Metro’s Have a Say email.
- Engagement with Metro bus drivers and other staff from North Base.

Select demographic information from survey respondents includes the following.

- 64 percent identified as a priority population
- 15 percent identified as living with a disability
- 18 percent identified as not having access to a vehicle
- Responses by project area:
 - North Seattle: 51 percent
 - Shoreline: 28 percent
 - Northshore and Mountlake Terrace: 21 percent

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



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 could list issue areas as “must have,” “nice to have,” or “no change recommended.”

The Mobility Board’s priority rankings are shown in Table 8 on the following page.

Table 8: Mobility Board issue area priority rankings and recommendations

#	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 145th and 175th	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 15th Ave NE south of Northgate Way (Route 73)	High	No Change

Metro developed solutions to each issue area that was ranked as “nice to have,” and presented them to the Mobility Board. The Mobility Board agreed to include each solution in the final network. Those changes were:

- A revised Route 346 on Meridian Ave. N in Shoreline, between Aurora Village Transit Center and the Shoreline South/148th Station. The route would serve Metro’s North Base and other community destinations.
- Increased weekend frequency on routes 75 and 77, providing frequent service, every 15 mins, between 9 a.m. and 10 p.m.
- Revising routes 303 and 322 to serve South Lake Union and First Hill. Serving two markets may make these routes more productive. The revisions would improve connections to South Lake Union but may have up to a five minute longer travel time for riders going to First Hill.

Following the inclusion of these changes the Mobility Board voted unanimously 13-0 in favor of the final Lynnwood Link Connections network included in this proposal.

In addition to the proposed changes to the fixed-route bus network, Metro is introducing a new on-demand Metro Flex zone in Lake Forest, north Kenmore, Brier, and southern Mountlake Terrace. This zone was created to cover the final Equity Priority Area that currently does not have transit service, and provides improved connections to community destinations, schools, and other high-capacity transit services including Link and future Bus Rapid Transit. This area is largely not able to be served by fixed-route transit services, and Metro Flex would ensure these communities have access to community-identified destinations and other transit services.

A map of the initial Metro Flex service area idea is shown in Figure 9 below. Exact borders will be finalized in 2024.

Figure 9. Metro Flex proposed service area

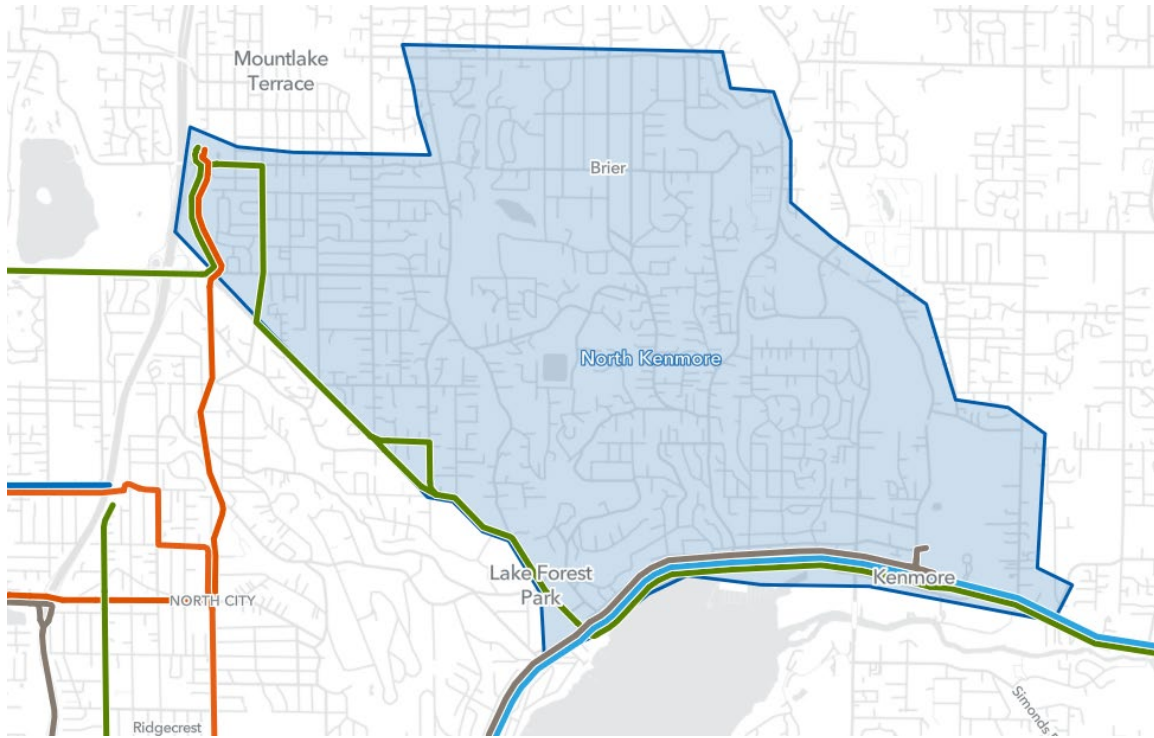


Figure 10 shows a map of the Final Network.

Figure 10. Final Network map



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Source: King County Link Document Data Analysis Mapping/Map of the Final Network Map - Final Network, October 17, 2013

While the final network presents significant improvements to connecting various communities in the project area and responds to community-identified needs, Metro will continue to track additional areas that were not addressed by the final network. Some of these areas include:

- Service on Latona Ave., south of Green Lake (Route 20 partly replaced by Route 61)
- General frequency improvements, particularly on routes connecting with Link to help ensure fast and easy transfers
- Increases in general span of service, especially on routes serving public services and/or connecting to Link

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

联系我们

以电子邮件（以您的首选语言）发送至：haveasay@kingcounty.gov

聯絡我們

通過電子郵件（以您的首選語言）發送至：haveasay@kingcounty.gov

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お問い合わせ先

電子メールの宛て先（ご希望の言語で）：haveasay@kingcounty.gov

연락처

이메일 (귀하께서 선호하시는 언어로 보내십시오): haveasay@kingcounty.gov

Свяжитесь с нами

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

Nalasoo Xariir

Iimeel ahaan (luuqada aad doorbido): haveasay@kingcounty.gov

Makipag-ugnayan sa amin

Sa pamamagitan ng email (sa wikang gusto mo) sa: haveasay@kingcounty.gov

Liên hệ với chúng tôi

Qua email (bằng ngôn ngữ của quý vị) tại: haveasay@kingcounty.gov

Engagement Exhibits

A. Surveys

Figure 11. Phase 1 survey

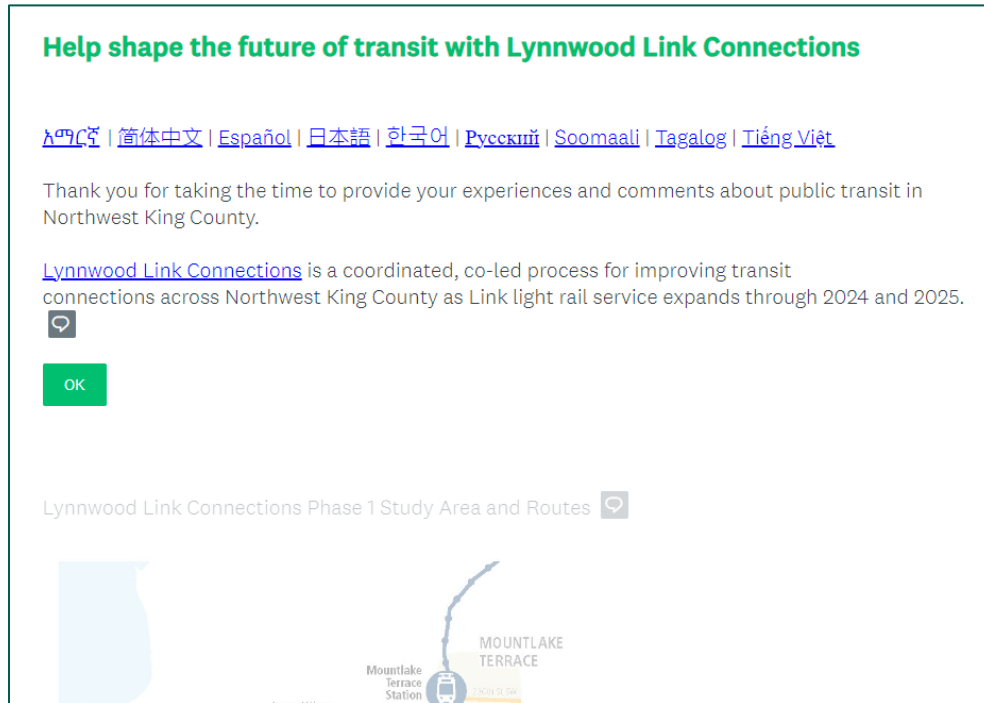


Figure 12. Phase 1 survey sample question

* 5. King County Metro is gathering feedback on how to best update bus routes in Northwest King County. With this in mind, which types of places would you like to use transit to get to **in the future**? Please pick your top three.

<input type="checkbox"/> Work	<input type="checkbox"/> Medical and other personal care appointments
<input type="checkbox"/> School, including for yourself and/or family members	<input type="checkbox"/> Services, including social services, library, food banks, community/youth centers, legal, and/or banking
<input type="checkbox"/> Shopping, including grocery and retail	<input type="checkbox"/> Social, including meeting friends, religious, community groups, civic organizations, service clubs, support groups, and/or volunteering
<input type="checkbox"/> Entertainment, including restaurants, music venues, sporting events, clubs, and theaters	<input type="checkbox"/> I will not be using transit
<input type="checkbox"/> Recreation, including playgrounds, parks, trails, pools, golf, tennis, field sports, and/or dog parks	
<input type="checkbox"/> Other (please specify)	

Figure 13. Phase 2 survey

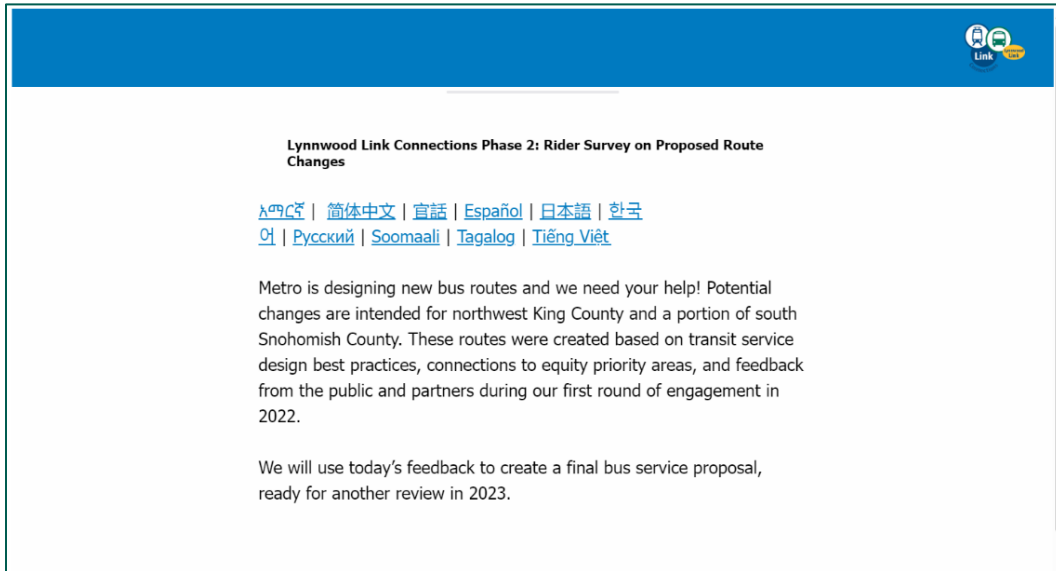


Figure 14. Phase 2 survey sample question

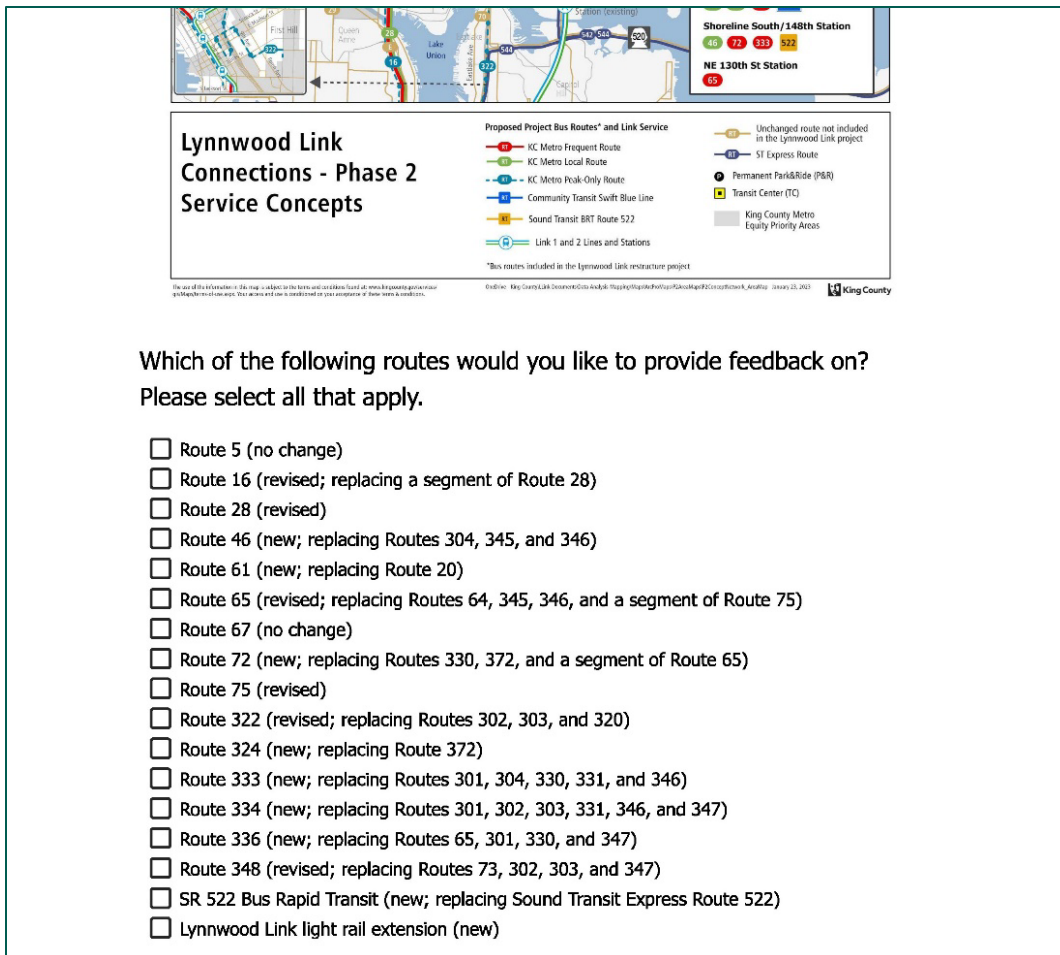


Figure 15. Phase 3 survey

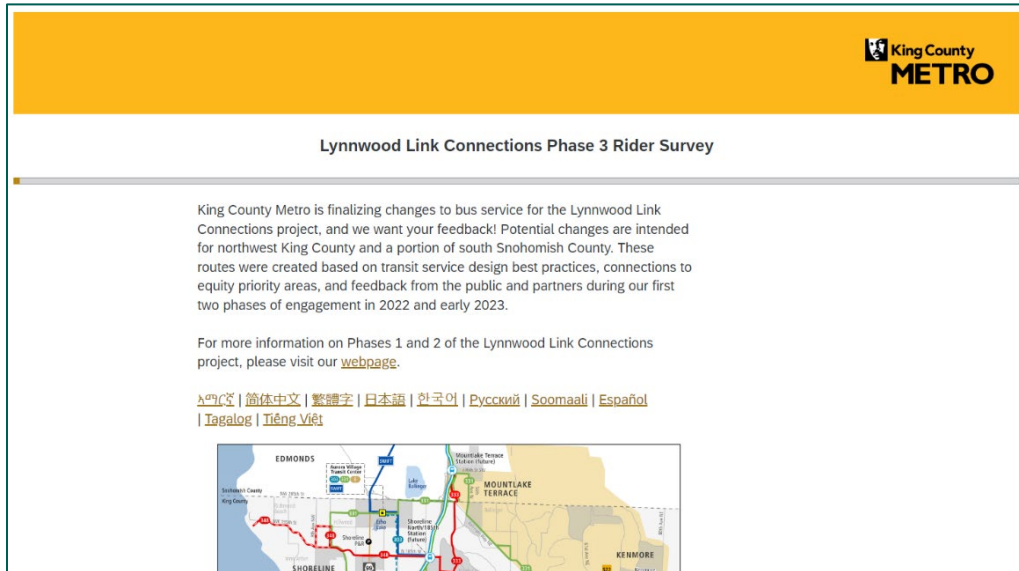
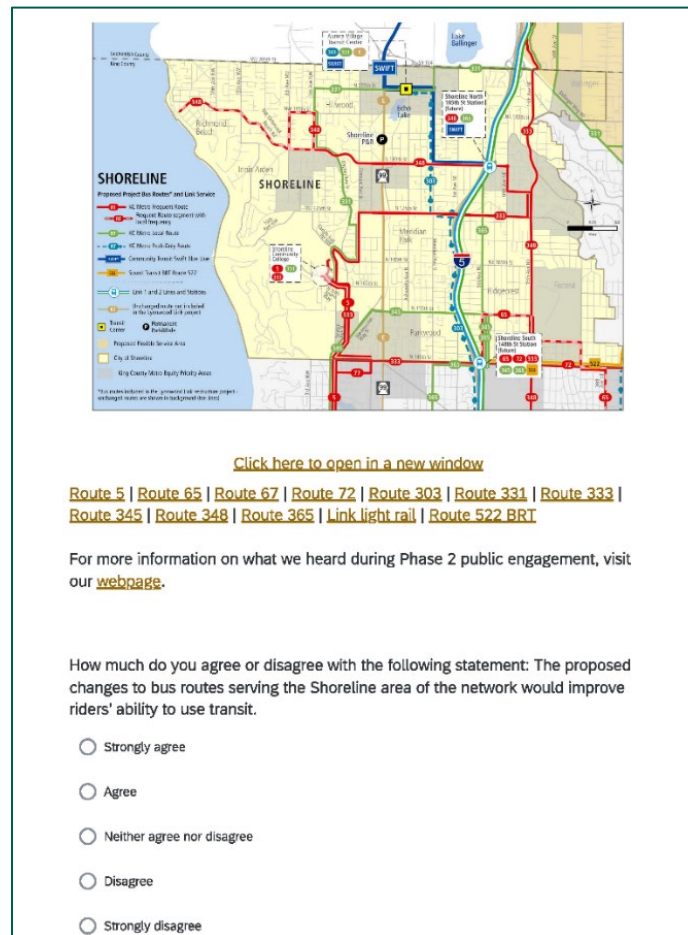


Figure 16. Phase 3 survey sample question



B. Community-Based Organization (CBO) Reports

Figure 17. Lake City Collective report sample, Phase 3

CBO Phase 3 Engagement

CBO Community Engagement (July 10th thru August 27th, 2023)

Please provide a summary of activities, events, or other methods you used to engage community members.

If helpful, please use the following questions to guide your answers:

Mon, 7/24, we attended the Lynnwood Link Connections Phase 3 Open House #1 (virtual, reach: N/A).

Wednesday, 7/26, we took a group of families to a greenhouse in the UW campus. We took the bus, 372 and before the trip we had a conversation with attendees (in person).



Friday, 7/28, we organized a Summer Community Celebration at LCC Center (in person).

Wednesday, 8/9, meeting with the Children Librarian and Youth Librarian from the Lake City Branch to the LCC Center, where we discuss how the 65 is important for the youth that rides the bus to school but also how library patrons used this route as well to get to the branch (in person).

Friday, August 11th, we had a table with information about the route changes during the free swap meet in front of Little Brook Park (in person).

Wednesday, August 23rd, we took the LCC Youth group to a field trip in Everett. We requested the 12-passenger Metro KC Community Van managed by Hopelink to fit everyone in two vehicles. We showed the kids and teens the location where the stations are going to be along the way. Later that day, we posted a Facebook message encouraging people to fill out the survey (in person).



Friday, August 25th, we supported the KC Metro Lynnwood Link team during the African Festival we co-organized with JHP Legacy at had information about the routes at our table (in person).

C. Sample Notifications

Figure 18. Facebook, March 24, 2022 (phase 1)

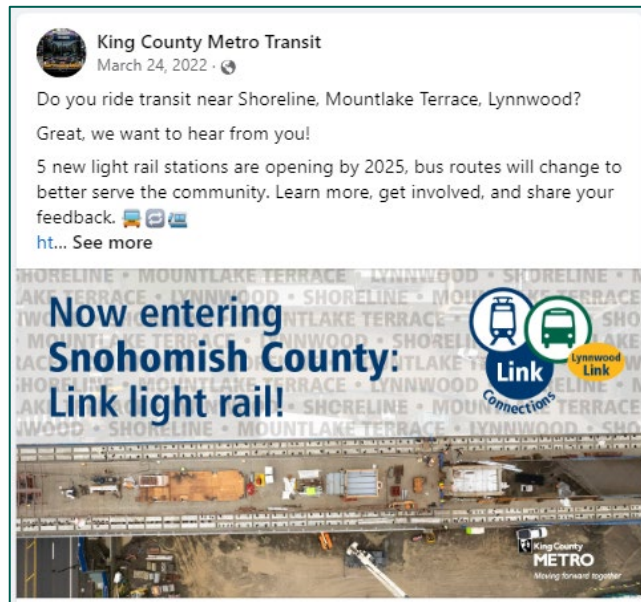


Figure 19. Facebook, March 29, 2022 (phase 1)

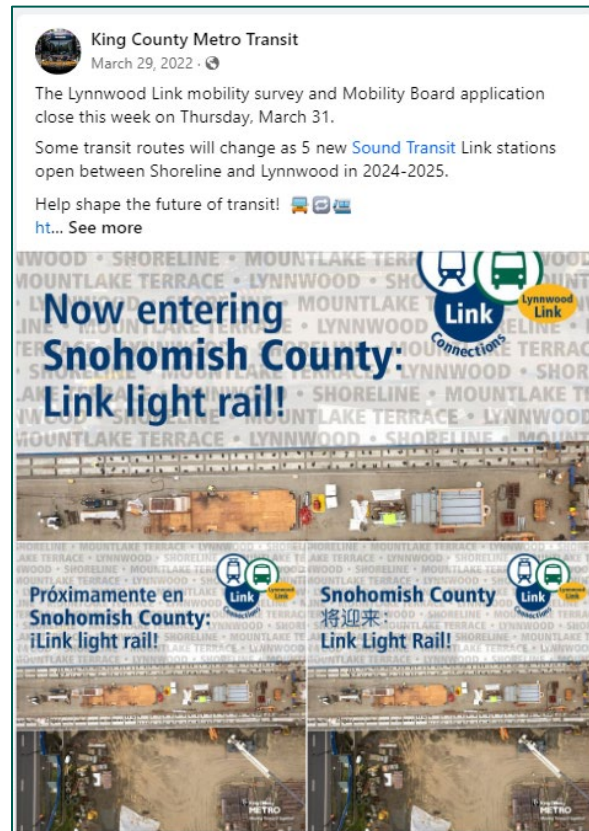


Figure 20. *Metro Matters* blog post, January 9, 2023 (phase 2)

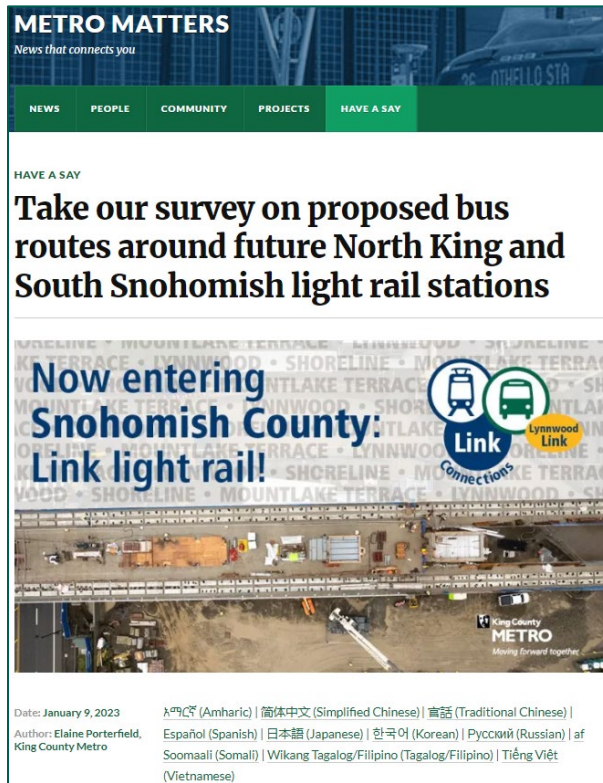


Figure 21. Transit alert, January 9, 2023 (phase 2)

Subject: Provide Your Feedback in Our Lynnwood Link Survey!

Starting in 2024, Sound Transit will begin opening 5 new light rail stations connecting Northgate Station to Lynnwood. Based on your feedback in Phase 1, we have developed new transit ideas that we need your input on.

If you live, work, or travel in northwest King County, please review these possible route changes and provide your input! Proposed changes to bus routes include new service to new areas and more service during nights and weekends.

Please visit the Lynnwood Link Connections webpage to learn more, take our survey, or register for an upcoming online open house.

Project webpage: [Lynnwood Link Connections](#)

Noroeste del condado de King, ¡hemos escuchamos sus opiniones!

Cuando se inaugure Lynnwood Link en 2024, las rutas de autobuses de su vecindario tendrán un aspecto diferente. Por favor, revise nuestra propuesta sobre las rutas de autobuses y díganos su opinión. La encuesta se encuentra disponible desde este momento hasta el 10 de marzo.

[Lynnwood Link Connections: Participe en nuestra encuesta antes del 10 de marzo!](#)

King 县西北部 · 我们都听到了您的心声！

当 Link 轻轨于 2024 年开通时，您希望更多公交服务支持全天运营，并能贯穿东西区域，审查我们拟议的公交线路，分享您的想法；调查现已开启，将一直持续至 3 月 10 日。

[Lynnwood Link Connections: 在 3 月 10 日之前完成我们的调查！](#)

Figure 22. Facebook, January 12, 2023 (phase 2)

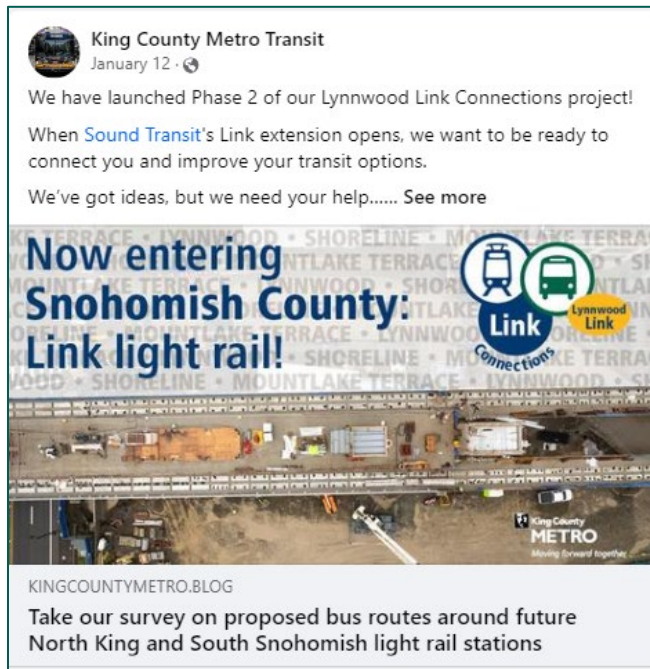


Figure 23. Metro Matters blog post, January 17, 2023 (phase 2)



Figure 24. Facebook, January 17, 2023 (phase 2)



Figure 25. Transit alert, January 20, 2022 (phase 2)

Subject: Attend a Lynnwood Link Virtual Open House!

Join us at one of our virtual community information sessions

Join King County Metro and Sound Transit for a discussion on the upcoming restructure of Metro bus service in northwest King County in preparation for the expansion of Link light rail to Lynnwood Transit Center.

Tuesday, January 24 12-1:30 p.m.
 Saturday, February 4 10-11:30 a.m.
 Monday, February 27 6-7:30 p.m.

Register here: [Lynnwood Link Connections](#)

Particpe en una de nuestras jornadas de puertas abiertas virtuales

Asista a una de nuestras jornadas de puertas abiertas para obtener más información y hablar con el personal del proyecto de Metro y Sound Transit.

Martes, 24 de enero, de 12:00 a.m. a 1:30 p.m.
 Sábado, 4 de febrero, de 10:00 a.m. a 11:30 p.m.
 Lunes, 27 de febrero, de 6:00 p.m. a 7:30 p.m.

Servicios de Interpretación disponible.

[Lynnwood Link Connections](#)

诚挚邀请您参加我们的任一虚拟开放日活动。

加入 King County Metro 和 Sound Transit。讨论即将在 King County 西北部开展的 Metro 公共汽车服务的重组相关事宜，以此为 Link Light Rail 至 Lynnwood Transit Center 的扩建工程做好准备。这些会议活动提供了一个可以充分了解项目、参与方式以及提出相关问题的绝佳机会。注册我们的任一虚拟活动，助力塑造您所在社区的未来公共交通！

2023 年 1 月 24 日（星期二）中午至下午 1:30
 2023 年 2 月 4 日（星期六）上午 10:00 至上午 11:30
 2023 年 2 月 27 日（星期一）下午 6:00 至下午 7:30

提供翻译
[Lynnwood Link Connections](#)

Figure 26. Outreach photo, Metro operator engagement (phase 2)



Figure 27. Twitter, February 15, 2023 (phase 2)



Figure 28. Twitter, February 22, 2023 (phase 2)



Figure 29. Facebook, February 23, 2023 (phase 2)



Figure 30. Outreach photo, Black Coffee Northwest event. February 25, 2023 (phase 2)



Figure 31. Facebook, March 10, 2023 (phase 2)

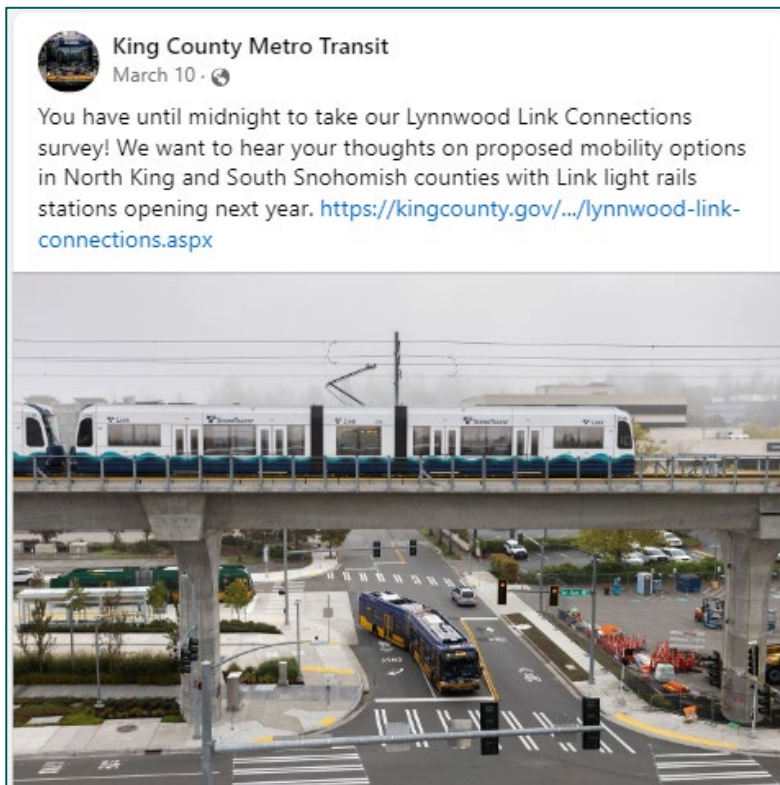


Figure 32. [Metro Matters blog post](#), July 9, 2023 (phase 3)

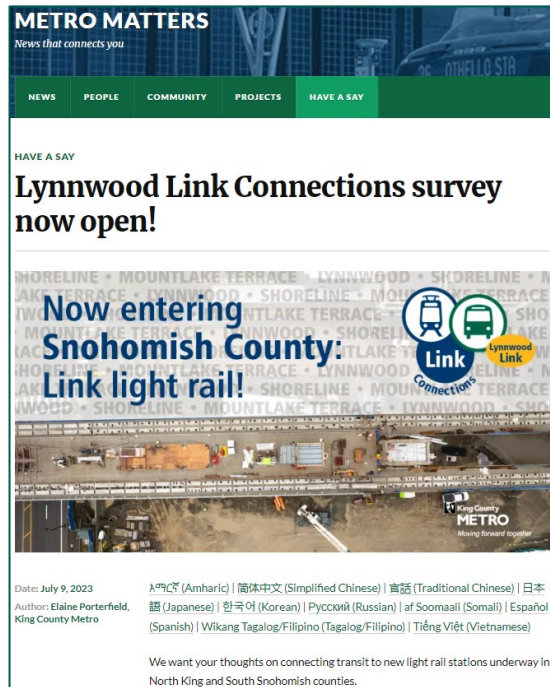


Figure 33. [Transit alert](#), July 10, 2023 (phase 3)

The Lynnwood Link Connections project is in its final planning stage, and we need you—a valued community member—to tell us your thoughts! Based on the feedback we collected in Phases 1 and 2, we've developed a final bus service plan for your review.

- We're suggesting bus route changes in North Seattle, Shoreline, Mountlake Terrace, Lake Forest Park, Bothell and Kenmore.
- Metro routes in the Lynnwood Link Connections Project include: 5, 16X, 20, 28, 45, 64, 65, 67, 73, 75, 301, 302, 303, 304, 320, 322, 330, 331, 345, 346, 347, 348, 372.

Visit [Lynnwood Link Connections](#) to learn more about the potential bus route changes, take our survey and register for an upcoming online open house.

Ayúdenos a finalizar el plan de servicio de autobuses de Lynnwood Link

El proyecto Lynnwood Link Connections se encuentra en su etapa final de planificación y necesitamos que usted, un miembro valioso de la comunidad, nos cuente lo que piensa. Basándonos en los comentarios que recopilamos en las Fases 1 y 2, hemos desarrollado un plan de servicio de autobuses final para su revisión.

- Sugerimos cambios en la ruta de autobuses en North Seattle, Shoreline, Mountlake Terrace, Lake Forest Park, Bothell, y Kenmore
- Las rutas de Metro en el proyecto Lynnwood Link Connections incluyen las siguientes: 5, 16X, 20, 28, 45, 64, 65, 67, 73, 75, 301, 302, 303, 304, 320, 322, 330, 331, 345, 346, 347, 348, 372.

Visite [Lynnwood Link Connections](#) para obtener más información sobre los posibles cambios en la ruta de autobuses, completar nuestra encuesta y registrarse para una próxima jornada de diálogo abierto en línea.

帮助我们完成 Lynnwood Link 公交服务计划

Lynnwood Link Connections 项目正处于最后的规划阶段，我们需要您这位重要的社区成员告诉我们您的宝贵想法！根据我们在第 1 和第 2 阶段所收集到的反馈意见，我们已经制定了最终的公交服务计划，供您审阅。

- 我们建议改变在 North Seattle、Shoreline、Mountlake Terrace、Lake Forest Park、Bothell 和 Kenmore 的公交线路
- Lynnwood Link Connections 项目中的 Metro 线路包括：5、16X、20、28、45、64、65、67、73、75、301、302、303、304、320、322、330、331、345、346、347、348、372。

访问 [Lynnwood Link Connections](#)，了解更多关于公交线路的潜在变化，参加我们的调查并登记参加即将举行的网上开放日活动。

幫助我們完成 Lynnwood Link 公交服務計劃

Lynnwood Link Connections 專案正處於最後的規劃階段，我們需要您這位重要的社區成員告訴我們您的寶貴想法！根據我們在第 1 和第 2 階段所收集到的反饋意見，我們已經制定了最終的公交服務計劃，供您審閱。

- 我們建議改變在 North Seattle、Shoreline、Mountlake Terrace、Lake Forest Park、Bothell 和 Kenmore 的公交线路
- Lynnwood Link Connections 專案中的 Metro 線路包括：5、16X、20、28、45、64、65、67、73、75、301、302、303、304、320、322、330、331、345、346、347、348、372。

造訪 [Lynnwood Link Connections](#)，瞭解更多關於公交线路的潛在變化，參加我們的調查並登記參加即將舉行的線上開放日活動。

Figure 34. Facebook, July 11, 2023 (phase 3)

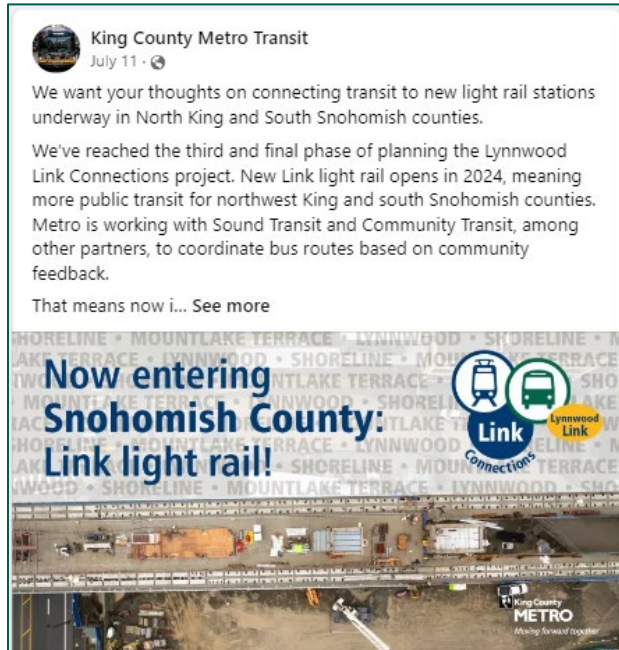


Figure 35. Metro Matters blog post, July 19, 2023 (phase 3)



Figure 36. Facebook, July 19, 2023 (phase 3)



Figure 37. Transit alert, July 19, 2023 (phase 3)

Subject: Join us for a Lynnwood Link Connections virtual open house!

Join King County Metro and Sound Transit to learn more about the proposed bus service changes to support Lynnwood Link. These changes are being planned to create connections with the Lynnwood Link light rail extension opening in 2024 and improve travel options in northwest King County. Metro routes included in the Lynnwood Link Connections Project include: 5, 16X, 20, 28, 45, 64, 65, 67, 73, 75, 301, 302, 303, 304, 320, 322, 330, 331, 345, 346, 347, 348, 372.

By attending these open house sessions, you'll have an opportunity to learn how community input has shaped the potential service changes, provide your feedback on the plan and ask questions. Your participation and input will help us improve transit options in your community. Please register for one of our virtual events below.

- [July 24, 2023, 12pm - 1:30pm \(Register\)](#)
- [August 15, 2023, 6pm - 7:30pm \(Register\)](#)
- [August 19, 2023, 10am - 11:30am \(Register\)](#)

Once you register, you will receive the Zoom meeting link to join by computer, tablet or smart phone and the conference call line to be able to join by phone.

Spanish, Mandarin and Cantonese interpreters and closed captioning/CART will be available. If you need additional interpretation services and/or accommodations, please contact us in your preferred language at least two weeks in advance at havesay@kingcounty.gov or leave a message at 206-263-9768.

More ways to participate
If you live, work or travel in northwest King County, please take our Lynnwood Link Connections survey by August 27. Please visit [Lynnwood Link Connections](#) to learn more.

Únase a nosotros para una jornada de diálogo abierto en línea sobre el proyecto Lynnwood Link Connections

Únase a Metro del Condado de King y a Sound Transit para obtener más información sobre los cambios propuestos en el servicio de autobuses para apoyar a Lynnwood Link. Estos cambios se están planeando para crear conexiones para cuando se inaugure la extensión del tren ligero Lynnwood Link en 2024 y así mejorar las opciones de trayectos en el noroeste de condado de King. Las rutas de Metro comprendidas en el proyecto Lynnwood Link Connections incluyen las siguientes: 5, 16X, 20, 28, 45, 64, 65, 67, 73, 75, 301, 302, 303, 304, 320, 322, 330, 331, 345, 346, 347, 348, 372.

Al asistir a estas jornadas de diálogo abierto, tendrá la oportunidad de aprender cómo las opiniones de la comunidad han dado forma a los posibles cambios en el servicio, brindar sus comentarios sobre el plan y hacer preguntas. Su participación y opinión nos ayudarán a mejorar las opciones de transporte público en su comunidad. Inscríbase a uno de nuestros eventos en línea a continuación.

- [July 24, 2023, 12pm - 1:30pm \(Register\)](#)
- [August 15, 2023, 6pm - 7:30pm \(Register\)](#)
- [August 19, 2023, 10am - 11:30am \(Register\)](#)

Una vez inscrito, recibirá el enlace de Zoom para ingresar a la reunión desde una computadora, tableta o teléfono, junto con el número de teléfono de la conferencia para poder participar mediante llamada telefónica.

Se ofrecerán servicios de interpretación y subtítulo o CART en español, mandarín y cantonés. Si necesita servicios de interpretación o adaptaciones adicionales, comuníquese con nosotros en su idioma preferido al menos con dos semanas de anticipación escribiendo a havesay@kingcounty.gov o deje un mensaje llamando al número 206-263-9768.

Más formas de participar
Si vive, trabaja o se desplaza en el noroeste de condado de King, complete nuestra encuesta del proyecto Lynnwood Link Connections antes del 27 de agosto. Visite [Lynnwood Link Connections](#) para obtener más información.

Figure 38. Facebook, July 24, 2023 (phase 3)



Figure 39. Facebook, July 25, 2023 (phase 3)



Figure 40. Outreach photo, Compass Housing/Ronald Commons, July 27, 2023 (phase 3)



Figure 41. Virtual open house screenshot, August 15, 2023 (phase 3)

Community-Based Organization Partners

- **CBO Paid Partnerships:**
 - Lake City Collective
 - Compass Housing
 - Eightenseeds Inc. / Eco Infinity
 - Black Coffee NW
- **Goals**
 - Inform and amplify ways to provide feedback
 - Emphasis on creating and implementing culturally responsive engagement
 - Gather feedback from priority populations
 - Report findings

D. Digital toolkit

Figure 42. Digital assets, phase 1 (available in English, Amharic, Simplified-Chinese, Japanese, Korean, Russian, Somali, Spanish, Tagalog, Vietnamese)



Figure 43. Print/digital flyer, phase 1 (available in English, Spanish, Korean, Chinese)



Figure 44. Rider alert poster, phase 1

Link Connections have a **say**

New light rail stations are on the way.
Tell Metro how you would like to travel in northwest King County. **Take our survey or apply to the Mobility Board by March 31.**

Las nuevas estaciones de light rail están en camino.
Cuénteles a Metro cómo le gustaría viajar en el noroeste de King County. **Responda nuestra encuesta o presente una solicitud a la Mobility Board (Junta de Movilidad) antes del 31 de marzo.**

新的 light rail 车站正在建设中。
请告知 Metro 您打算在 King County 西北部的出行方式。请于 3 月 31 日前参加我们的调查或向 Mobility Board (出行委员会) 提出申请。

King County METRO kingcounty.gov/metro/lynnwoodlink

206-263-9768 (TTY Relay 711)
HaveASay@kingcounty.gov

Interpretar 206.000.0000

Indonesian 206.000.0000

Turkish 206.000.0000

Spanish 206.000.0000

Vietnamese 206.000.0000

Figure 45. Digital assets, phase 2 open house (available in English, Spanish, Simplified Chinese)

Virtual Open House

Attend one of our upcoming open houses to learn more and speak with project staff from Metro and Sound Transit.

Tuesday, January 24 12–1:30 p.m.
Saturday, February 4 10–11:30 a.m.
Monday, February 27 6–7:30 p.m.

SOUNDTRANSIT **King County METRO**
Moving forward together

Casa Abierta Virtual

Martes, 24 de enero, del mediodía a la 1:30 p.m.
Sábado, 4 de febrero, de 10:00 a.m. a 11:30 p.m.
Lunes, 27 de febrero, de 6:00 p.m. a 7:30 p.m.

Asista a una de nuestras jornadas de puertas abiertas para obtener más información y hablar con el personal del proyecto de Metro y Sound Transit.

SOUNDTRANSIT **King County METRO**
Junta avanzamos

Figure 46. Print/digital flyer, phase 2 (available in English, Amharic, Simplified and Traditional Chinese, Japanese, Korean, Russian, Somali, Spanish, Tagalog, Vietnamese)

Figure 47. Rack cards, phase 2, front/back

Figure 48. Rider alert poster, phase 2



Figure 49. Digital assets, phase 3 general (available in English, Spanish, Simplified Chinese, Traditional Chinese)



Figure 50. Digital assets, phase 3 open house (available in English, Spanish, Simplified Chinese, Traditional Chinese)



Figure 51. Rider alert signage, phase 3



Figure 52. Print/digital flyer, phase 3 (available in English, Amharic, Simplified and Traditional Chinese, Japanese, Korean, Russian, Somali, Spanish, Tagalog, Vietnamese)



Figure 53. Rack cards, phase 3, front/back



E. Selected Local Media Coverage

Figure 54. *Seattle Transit Blog article, January 10, 2023 (phase 2)*



Figure 55. *Shoreline Area News Daily article, February 19, 2023 (phase 2)*



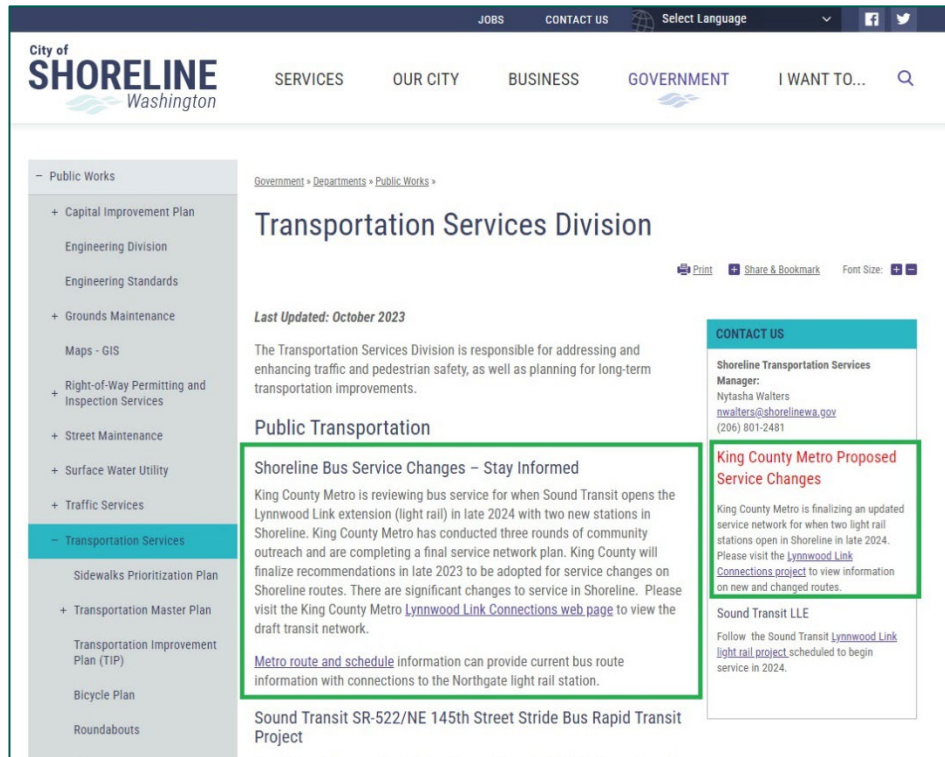
Figure 56. City of Shoreline Twitter, July 14, 2023 (phase 3)



Figure 57. *Urbanist* article, August 25, 2023 (phase 3)



Figure 58. *City of Shoreline Transportation Services* webpage



F. Contracted Consultant Outreach Reports

Figure 59. Cascadia outreach consultant report (phase 2)

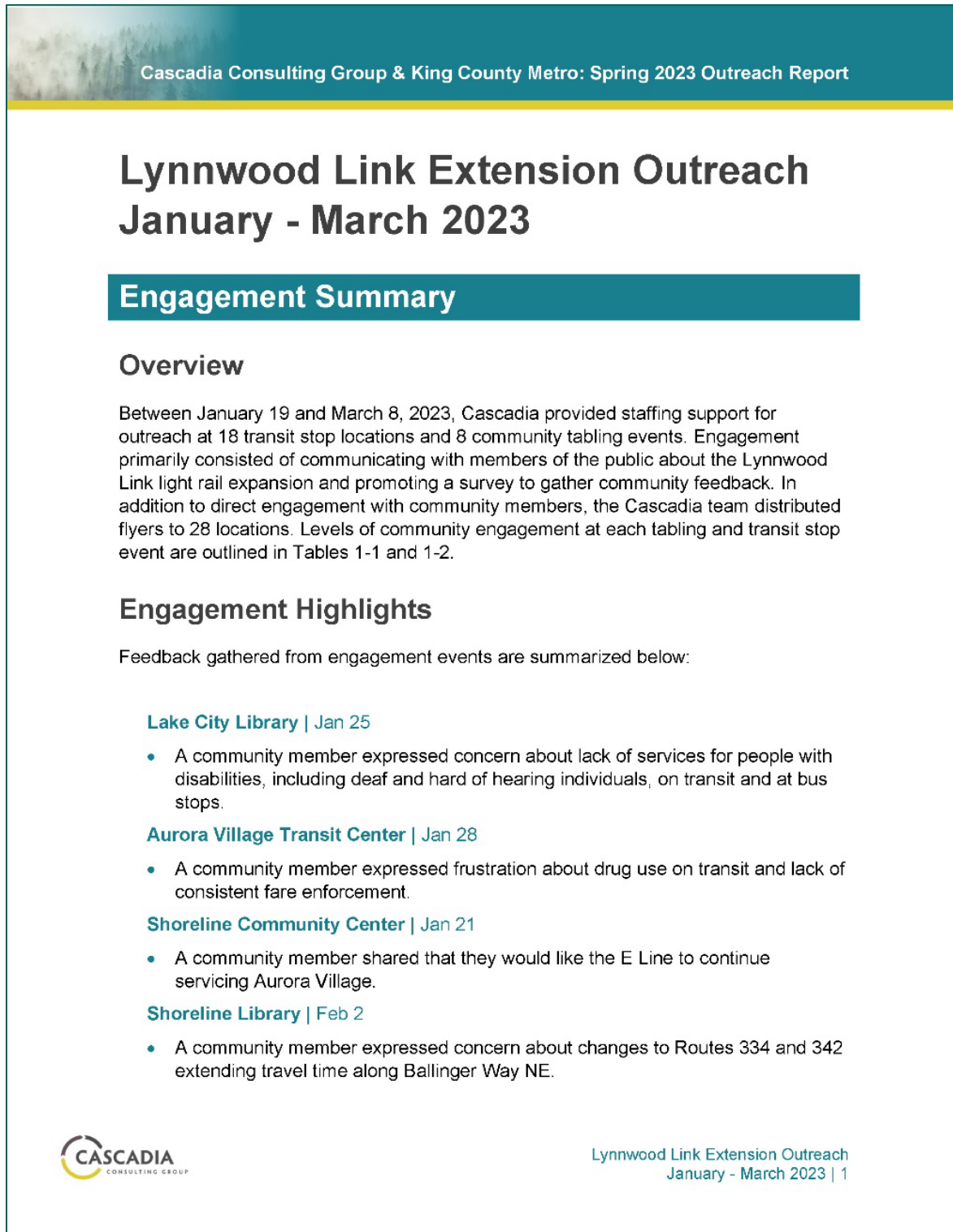


Figure 60. Cascadia outreach consultant report (phase 3)

Cascadia Consulting Group & King County Metro: August 2023 Outreach Report

Lynnwood Link Extension Outreach August 2023


Engagement Summary

Overview

Between August 1 and August 24, 2023, Cascadia provided staffing support for outreach at **12 transit stop locations** and tabling at **7 events** and **4 community** locations. During each outreach session, Cascadia communicated with event attendees and transit riders about the upcoming Lynnwood Link light rail extension and provided the feedback survey to gather community input on proposed route changes. In addition to direct engagement with community members, the Cascadia team distributed flyers to 31 locations. Tables 1-1, 1-2, and 1-3 summarize the number of interactions the team had at each event, as well as key feedback from the public and recommendations from the team for future engagement.

Table 0-1: Summary of Community Center Tabling

Date & Time	Location	Number of Interactions	Feedback
Tuesday, Aug 1, 5:30-7:30pm	Bitter Lake Community Center	25	We spoke to the center organizer to pair this outreach with an existing event.
Thursday, Aug 17, 3-5pm	Shoreline Library	12	One Ridgecrest-based rider proposed a connector between the Shoreline light rail station and N 130th station. They shared that the 130th station is not accessible via bus, and they must go all the way to Northgate.
Saturday, Aug 19th, 2-4pm	Bothell Library	6	None.
Monday, Aug 21 3-5pm	Kenmore Library	6	Since we distributed Youth Transit-themed materials, the team


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