

# RAPIDRIDE

## RapidRide R Line Community Engagement Summary

Conceptual design (preferred concept): November 2019-March 2020

Last updated: April 28, 2020

### Introduction

This report summarizes community engagement approaches, activities, and feedback collected during the conceptual design phase of RapidRide R Line.

### Project background

King County Metro (Metro) is upgrading bus service in **Seattle's** Rainier Valley with a new RapidRide line. By late 2024, RapidRide R Line will serve people who are currently using Route 7 with better, more reliable bus service. Route 7 is currently one of **Seattle's** busiest routes, serving 11,200 riders per day. Route 7 has been **the Rainier Valley communities' stable form of transportation**—a lifeline through South Seattle that has helped create a sense of place for many in marginalized, historically underserved communities.

The community around Route 7 and Rainier Avenue S. is growing. Many people who live in the Rainier Valley depend on Route 7 to get to where they are going. People use this bus route most often as a local service—for traveling to the grocery store, school, medical appointments, and more—not just as a commuter shuttle to get to and from downtown. While Route 7 buses are scheduled to come every 10 minutes or sooner throughout most of the day, buses are often delayed. **Metro's** key goal for RapidRide is to provide more reliable service, meaning buses will be more frequent and stay on-time more often.



RapidRide R Line will also bring riders improvements to service quality, safety, and access:

- Enhanced customer experience with faster loading and unloading for all passengers, including those with mobility challenges.
- Upgraded bus stations with improved lighting and visibility, shelter, and real-time arrival information.

- New and more reliable connections to Link light rail, with a focus on better access for people walking, rolling, and biking.

## Metro’s RapidRide R Line project timeline

The graphic below shows Metro’s planned RapidRide R Line timeline from needs assessment to service launch (the gold outline indicates our current stage).



## Building on prior engagement

During the needs assessment phase, from June through October 2019, Metro focused on re-engaging Rainier Valley residents. In 2017 and early 2018 the Seattle Department of Transportation (SDOT) gathered community input on transportation needs and priorities along Rainier Avenue S. Metro took over as lead agency in early 2019 and launched the needs assessment. **Building on SDOT’s work**, Metro reset the vision for RapidRide R Line and re-evaluated proposed plans to upgrade bus service, improve traffic safety, and make it safer and easier to walk, bike, and roll to RapidRide stations. Metro focused on reporting back on what we heard, explaining how **we’re reflecting** these issues and concerns in design, and promoting upcoming opportunities to influence decision-making. Metro had two main goals during the needs assessment phase: 1) re-engage Rainier Valley residents and introduce RapidRide R Line, and 2) gather community input on transportation needs and priorities to inform design concepts.

The graphic below summarizes key themes we heard during the needs assessment.



We also heard input that influenced our engagement approach and design process moving forward. Below are some ways we adapted our engagement approach to be more inclusive and responsive to community feedback:

- Additional translation and transcreation of materials into Amharic, Arabic, traditional Chinese, Oromo, Tagalog, and Tigrinya.
- Providing interpreters at in-person engagement events.
- Conducting multilingual outreach at bus stops to engage with transit riders.
- Conducting more engagement before deciding on proposed station locations and presenting multiple station location options for community members to consider.
- Continuing to connect and meet with additional community groups recommended by community-based organization (CBO) and partners.

More detail on the needs assessment key themes is available in [Appendix A](#), and the full engagement summary is available online [here](#).

## Conceptual design (preferred concept) engagement overview

Metro gathered input on the preferred concept from November 2019 through March 2020.

### Community engagement goals

We had two community engagement goals during this phase:

- Share proposed RapidRide R Line station location options and gather feedback to inform the preferred concept.
- Continue conducting intentional, inclusive, and equitable community engagement.

See [Appendix B](#) for the conceptual design phase goals and indicators of success.

### Community engagement approach

Throughout this project, we seek to hear from people and groups who have been historically underrepresented or overlooked in transportation planning. We focus on meeting people where they are at and use a range of tools and approaches to inform and engage the community. We also defer to and learn from our CBO partners about the most appropriate and effective ways to engage with members of their community.

We continued to work closely with SDOT to coordinate engagement efforts and develop consistent messaging about work happening in the area.

Our engagement approach for this phase included:

- Community partner engagement: We continued engaging with CBO partners and community groups to build and grow relationships. In addition to interviewing partner staff, we partnered with Asian Counseling and Referral Services (ACRS), Center Park, and Hillman City Neighborhood Association to host briefings. We also conducted neighborhood walking tours with Columbia City Business Association and The Lighthouse for the Blind. A summary of our community partner outreach is included in [Appendix C](#).
- Open houses: Metro held two open houses along the future RapidRide R Line route to share project information and gather feedback on the preferred concept. We held the open houses at Hillman City Collaboratory in Hillman City and Dunlap Elementary School in Rainier Beach. We previously learned from our community partners that open houses have historically been inaccessible for community members who are limited English-speaking, need childcare, or use that time to prepare meals for their families. To help reduce barriers to participation, we provided food from local businesses, activities for children, and materials in 11 languages. A Spanish interpreter participated in both events, and a Somali interpreter participated in Rainier Beach.\* See [Appendix D](#) for our open house display boards.
- Tabling outreach: The project team hosted information tables at 12 gathering places, housing communities, and community events to build trust, raise awareness of the project, and gather feedback. When deciding on tabling event times and locations, our team considered nearby station locations and transit-dependency of community members. We offered project materials in 11 languages, ORCA LIFT pamphlets,† postcards highlighting open house information, and Metro giveaways. In response to suggestions from CBO partners, we invited interpreters who could engage with community members in Cantonese, Mandarin, Somali, Spanish, and Vietnamese. See [Appendix E](#) for a summary of tabling events and open houses.
- Bus stop outreach: **Metro’s** team of transit educators engaged with Route 7 bus riders at various stops along the route to share RapidRide R Line upgrades and encourage participation in upcoming open houses. Transit educators engaged with riders in English



*The set-up of our open house welcome station.*

\* We initially planned to host a third open house in Chinatown-International District with Cantonese, Mandarin, and Vietnamese interpreters. We postponed this open house to proactively slow the spread of COVID-19. More information on our COVID-19 response is captured [here](#).

† ORCA LIFT is Metro’s reduced transit fare program.

and Spanish and distributed printed project materials in a variety of languages. See [Appendix F](#) for a summary of bus stop outreach.

- Online engagement: Our [online open house](#) initially ran from Feb. 19 through March 10, but we extended the comment period through March 31 in response to the COVID-19 outbreak. Metro used the online platform to inform community members about the project and gather feedback on the preferred concept. The site was available in six languages: English, simplified Chinese, traditional Chinese, Somali, Spanish, and Vietnamese. See [Appendix G](#) for online open house content in English.
- Route 7 operator engagement: No one knows the existing route better than those who drive it. We organized a guided tour of the current route for project planners to hear from veteran operators about areas for improvement and existing route features valued by the route riders. This also provided an opportunity for planners to consider the preferred concept from the operator perspective.
- Briefings with city and county councilmembers: Metro met with three local councilmembers and their staff: Councilmember Zahilay (King County), Councilmember Morales (Seattle), and Councilmember Lewis (Seattle). The team provided an overview of the RapidRide program, including RapidRide R Line-specific updates.



*RapidRide R Line's engagement team in action at various engagement events during this phase.*

## Getting the word out

The icons below represent the channels we used to spread the word about the project and opportunities to provide feedback.



Tabling at community events and gathering places



Briefings and presentations to community groups



Emails to CBO partners and community members



Distributing posters and event flyers



Bus stop outreach



Rider alerts via email and text message



Ethnic media outreach



Press release



Mailings



Digital and print ads



RapidRide R Line website



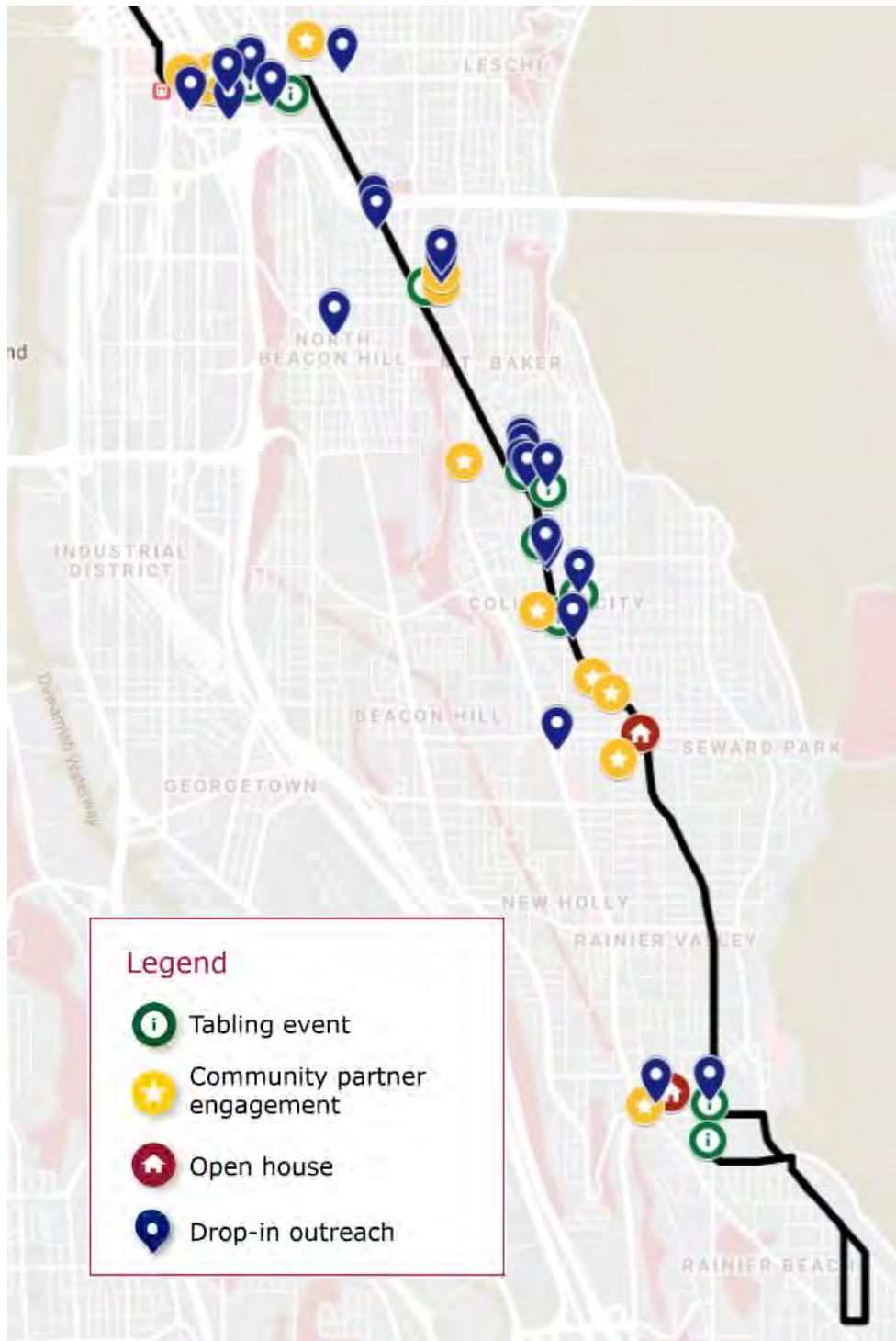
Social media posts

See [Appendix H](#) for examples of our notification materials and [Appendix I](#) for a summary of our drop-in outreach.

Our partner SDOT also helped notify community members about project updates and opportunities to engage by sending emails to their Route 7 – Transit-Plus Multimodal Corridor outreach list.

## Community engagement map

This map shows locations throughout Rainier Valley where the project team conducted tabling events, community briefings, drop-in visits, and in-person open houses. An interactive map with notes about each location is available by clicking the map or [this link](#).



## Practicing inclusive engagement

The communities around Route 7 and Rainier Avenue S. are among the most diverse in Seattle, with higher rates of racial, cultural, and language diversity than the city-wide averages. The following icons represent the tactics we used to facilitate more inclusive engagement.



Translation and interpretation



Drop-in visits



Ethnic media ads/posts



Focused tabling



Focused community briefings



CBO compensation



Accessible open house

We continued to focus our engagement efforts on meeting people where they are through conducting drop-in visits, hosting events in the communities we want to hear from, attending regularly scheduled community meetings, translating and transcribing materials, and providing interpreters. See [Appendix I](#) for a listing of drop-in outreach and [Appendix E](#) for a summary of engagement events.

To meet the community needs, we developed an updated fact sheet in 12 languages: Amharic, Arabic, Braille, simplified Chinese, traditional Chinese, English, Oromo, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese. We also created a mailer with text in all project languages to promote upcoming engagement opportunities and share ways to learn more about RapidRide R Line. See [Appendix H](#) for an image of the mailer. We hosted the online open house in the six most common languages in the area: English, simplified Chinese, traditional Chinese, Somali, Spanish, and Vietnamese. Based on community partner input, we brought interpreters to events and open houses when appropriate. We provided refreshments and activities for children at open houses and selected accessible venues to reduce the barriers for attendance.

While a public online platform is a common way to quickly get feedback from many people, respondents are typically English-speaking and wealthier. To widen our engagement reach beyond typical respondents, we emailed our online open house links to community partners we have engaged with to date and asked them to help us spread the word through their community. We also placed ads in digital and print ethnic media outlets (see [Appendix H](#) for a



full list). Additionally, we focused our in-person engagement efforts on opportunities to hear from communities who would be less likely to participate online.

During this phase, we sought to continue building and strengthening the relationships with CBOs. Throughout the needs assessment phase, we often heard about the importance of compensating CBOs and community members for their time and effort in coordinating events and providing feedback. This feedback helped us formalize an agreement with Ethiopian Community in Seattle to compensate them for their time and support. We will continue to look for opportunities to partner with CBOs throughout the rest of our engagement.

## What we heard

Community members offered valuable feedback about the proposed RapidRide R Line preferred concept. The following graphic summarizes our engagement reach.



Some key themes emerged across all engagement approaches:

- Station consolidation continues to be a key area of interest. Many people are concerned about access to transit especially for people who are older and those who have limited mobility. Stations placed further apart, even by a block, can have a significant effect on **riders’** ability to access stations. Additionally, we heard concerns about how station consolidation may affect community members seeking essential services, transit-dependent riders, and riders who are limited English-speaking. People shared support for **the team’s** efforts to engage these groups to date and encouraged us to continue seeking ways to equitably engage with these communities.

- Community members are looking forward to more reliable bus service and most understand the trade-offs needed to increase reliability, such as station consolidation.
- Most people support the proposal to remove on-street parking in favor of adding business access and transit (BAT) lanes, but some expressed concerns that these changes may impact small businesses.
- People support and want Metro to prioritize sidewalk improvements and safer pedestrian crossings across the entire route.
- Lacking bike infrastructure on and connecting to Rainier Avenue S. remains a significant area of concern.
- Concerns remain around how Metro plans to serve riders who currently access the Route 7 south of S. Henderson Street.

### *Elevating feedback from priority populations*

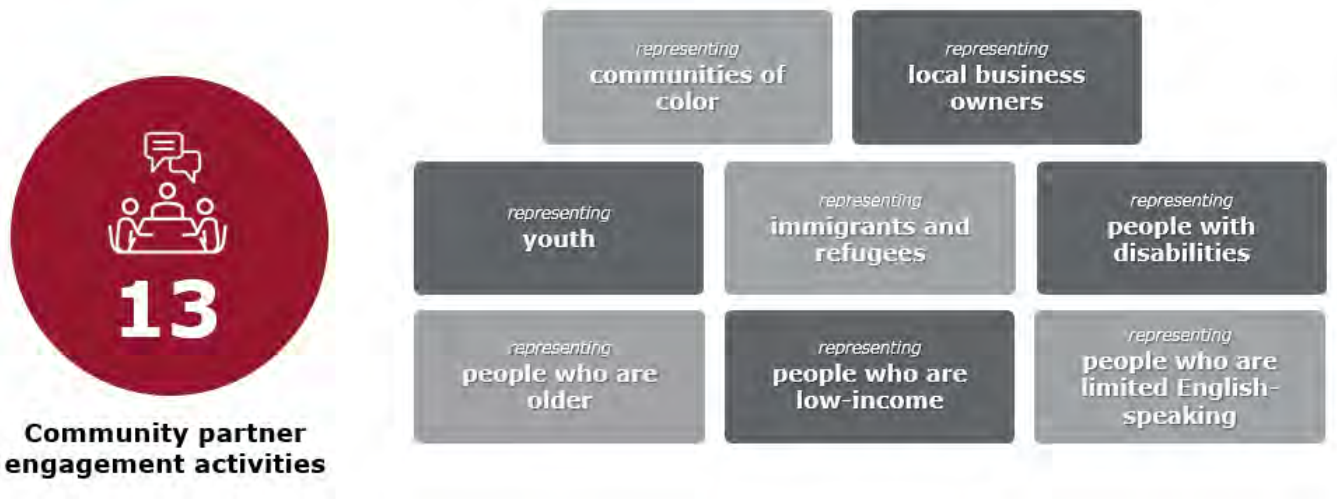
Metro aims to center and elevate the voices of community members who have been historically marginalized in public engagement. We know that some groups, such as those who are limited English-speaking and older, may be less likely to participate through engagement means that are accessible for the general population. Thus, we focused our in-person engagement efforts on opportunities to engage with communities who would be less likely to participate otherwise.

While we did not see significant differences in the feedback we received from priority populations and what we heard from the general audiences, we want to highlight several points from groups that represent or serve priority populations:

- Community members want minimal (if any) station consolidation in Chinatown-International District given that riders in the area are older, transit-dependent, and have mobility challenges. They cited that both station locations are important for access to transit and access to essential services.
- When asked about station location preference on S. Jackson Street, most people engaged at ACRS expressed support for Option A at S. Maynard Street because this is closer to town and the stores they frequent most.
- Residents of Center Park and in Rainier Beach noted Route 7 rides can be jarring because of potholes and poor road infrastructure. Specifically, riders noted that the intersection at Rainier Avenue S. and S. Jackson Street can feel unsafe or rough.
- Current Route 7 coaches do not have adequate space for the volume of riders with wheelchairs, walkers, and strollers.
- Consider accessible engagement opportunities for community members who rely on Route 7 and do not have regular access to the internet.
- Community members expressed concern about fare enforcement on this route, especially because it travels through many communities of color.

## Community partner engagement

The project team completed 13 engagement activities with groups representing a variety of communities to provide updates on the project and gather feedback on the preferred concept. Activities included meetings with staff, briefings to community members, and walking tours. The graphic below summarizes the range of communities served or represented by the partners we engaged with during this phase. See [Appendix C](#) for a full list of activities.



Through these activities, participants shared further context about mobility needs and priorities in their communities, thoughts on preferred station locations, opportunities to improve access to transit across mobility modes, and insights and suggestions to inform effective engagement. Key themes emerged in the following areas.

### Existing conditions

- Most people welcome the upgrade to RapidRide R Line and the reliability improvements it will bring.
- Some people expressed concern about real and perceived threat of personal safety on Route 7, particularly around the existing stops at Rainier Avenue S. and S. MLK Jr. Way.
- Route 7 rides can be jarring because of potholes and poor road infrastructure. Specifically, riders noted that the intersection at Rainier Avenue S. and S. Jackson Street can feel unsafe or rough.
- Current Route 7 coaches do not have adequate space for the volume of riders with wheelchairs, walkers, and strollers.

### RapidRide R Line station locations

- When asked about station location preference on S. Jackson Street, most people engaged at ACRS expressed greater support for the Option A at S. Maynard Street because this is closer to town and the stores they frequent most.

- Some partners, including InterIm Community Development Association (InterIm CDA) and ACRS, expressed concern over station consolidation in Chinatown-International District. Community members want minimal (if any) station consolidation given that riders in the area are older, and transit-dependent, and have mobility challenges, and cited that both station locations are important for access to transit and access to essential services.
- When asked about station location preference in Columbia City, groups expressed support for both sets of options.
  - Reasons groups support Option A (S. Alaska Street and S. Hudson Street) include upcoming residential and commercial development, proximity of the S. Alaska Street station to community resources, and use of the S. Alaska Street station by people with visual impairments. Groups that expressed support for this option include WA State Department of Services for the Blind and Rainier Chamber of Commerce.
  - Reasons groups support Option B (S. Edmunds Street and S. Dawson Street) include S. Edmunds Street is an active intersection in the area, upcoming development near S. Dawson Street, and better station spacing. The Columbia City Business Improvement Area supports this option.
- Community members we engaged at The Lighthouse for the Blind and Center Park supported consolidating stations at S. Walker Street to improve safety for people crossing the street and as a connection to Route 4.
- When planning for terminal locations and layovers, groups request minimizing impacts to the surrounding community.

## Access to transit

- Several groups shared the need for projects to improve safety and accessibility for riders with mobility challenges and other impairments, including accurate placement of accessible pedestrian signals and curb cuts.
- People mentioned that east-west connections are difficult in Seattle and asked for Metro to consider this when planning upcoming lines.

## Engagement strategies

- Groups expressed their appreciation of project updates, and some suggested Metro provide bus passes during the next phase of engagement.
- InterIm CDA suggested that Metro provide in-language engagement to educate people on how to use transit at bus stations and especially at Route 7 stops that we are not serving with RapidRide R Line.
- Groups urged Metro to continue being transparent about when community input can influence project design decisions.

## Tabling

The project team hosted information tables at 12 organizations, gathering places, housing communities, and community events. See [Appendix E](#) for a full list of events. Attendees shared feedback about existing Metro services, future RapidRide R Line service, and station locations. The following key themes emerged.

### Existing transit

- Many community members shared input about other current and future Metro services, including Routes 4, 9, 41 and 106, and RapidRide B, E, G, H, and I Lines.
- Many participants asked for information about Metro fare programs, including ORCA LIFT, ORCA Youth Opportunity Program, and senior fares. Some asked for information about these programs in languages other than English.
- Most frequently, participants noted concerns about safety, cleanliness, and reliability. Several community members want transit accommodations for younger children such as seats for kids and space on the bus for smaller bikes.
- Several participants noted “first-last mile” gaps in Metro service and asked about programs connecting riders to Link light rail and RapidRide services.

### Future RapidRide R Line service

- Many participants learned about RapidRide R Line for the first time at tabling events and asked general questions about the project and RapidRide program.
- Many participants expressed support for the project. Specifically, visitors supported more reliable buses, station and bus amenities, pedestrian and bicycle safety, and connections to Link light rail.
- Many community members shared concern about station consolidation and changes to local service. These concerns centered around access for community members with mobility challenges and elders, especially in Chinatown-International District.
- Community members expressed concern about fare enforcement on this route, especially given it goes through many communities of color.

### RapidRide R Line station locations

- Many participants shared feedback about stop consolidation between S. Andover Street and Letitia Avenue S. Most supported consolidation but emphasized the need for Metro to address concerns about safety and access to community resources.
- Many community members shared feedback about station location options at Maynard Avenue S. and 8th Avenue S. on S. Jackson Street. More participants supported the station at Maynard Avenue S. for access to community resources and access to transit

transfers. The participants who supported the station at 8th Avenue S. shared that this location would improve station spacing.

- Many participants commented on service changes impacting Prentice Loop. They shared concerns that the proposed RapidRide R Line route would leave these community members without access to transit.
- Participants also shared feedback about stations at S. Orcas, Juneau, Edmunds, Hill, Walker, Alaska, and Genesee streets. These community members noted safety concerns, access to community resources, transit transfers, and Link light rail services as their priorities for station locations.

## Engagement

- Community members shared concerns about those with limited internet access to learn about project updates and service changes.

## Bus outreach

Metro’s team of multilingual transit educators engaged with 215 bus riders at two sets of Route 7 stops to share information about the project and upcoming opportunities to provide feedback.<sup>‡</sup> Overall, engaged riders were excited about Route 7 changing to RapidRide R Line. Many had not heard about the upgrade prior to engaging with the transit educators, though some riders said they had received the project mailer. See [Appendix F](#) for a summary of bus stop outreach.

## Open houses



*Photos of RapidRide R Line project staff engaging with community members at our open houses.*

Metro held two in-person open houses along the RapidRide route to share information and gather feedback on station locations and design features. At each event, we organized the room into stations by segment area with display boards explaining the RapidRide R Line preferred concept. See [Appendix D](#) for all open house display boards. We invited agency partners

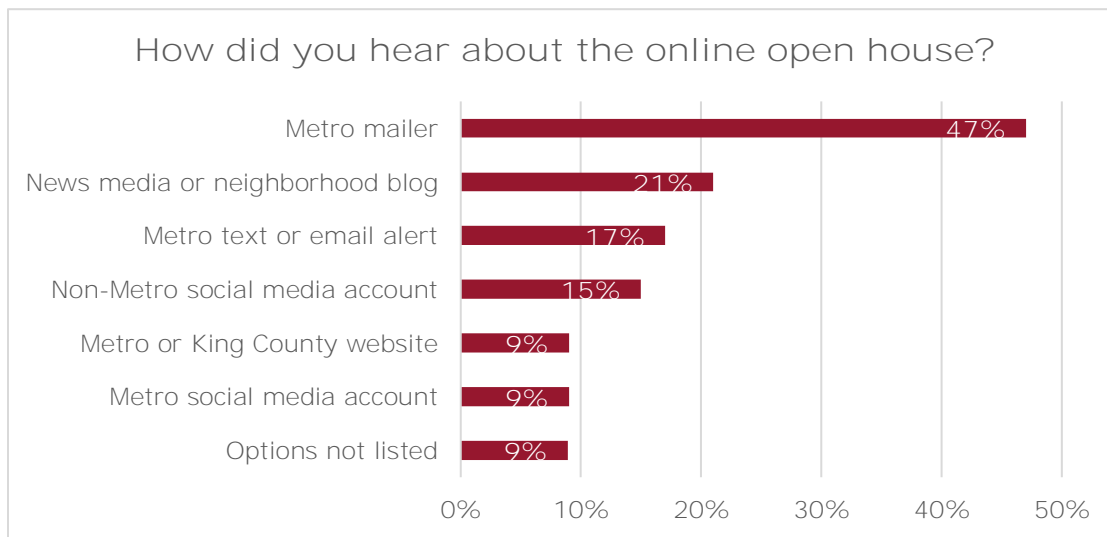
---

<sup>‡</sup> We had initially planned for three more outreach shifts but had to cancel these in response to the COVID-19 outbreak. More information on our COVID-19 response is captured [here](#).

including SDOT, Sound Transit, and 4Culture to join us and engage with community members about their work in the project area. Staff encouraged visitors to ask questions at each open house station and provide their feedback in comment workbooks. In total, 88 people visited the open houses, and we received 95 comment forms.

We also hosted an [online open house](#) for community members who were unable to attend in person or preferred to engage online. We received 5,415 pageviews from 1,373 unique visitors and heard from a total of 373 unique respondents. See [Appendix G](#) for an archive of the online open house in English.

This chart provides a summary of the top ways people heard about the online open house.



Below is a demographic summary of the online respondents who provided this information (31 percent of total respondents).

*Note: All questions were optional, and the percentages listed are out of all respondents who answered the respective demographic questions.<sup>§</sup>*

- The majority (82 percent) of respondents live near the Route 7, 35 percent own property near this route, and 2 percent indicated they own a business near this route.
- Five percent of respondents were people of color.

---

<sup>§</sup> Due to the small number of respondents who provided information about their race or ethnicity (18 respondents), ability condition (12 respondents), or languages spoken at home (10 respondents), this report does not break out results by these priority audiences. The sample size for these audiences is too small to generalize their responses to other group members.

- Ten total respondents reported speaking a language other than English at home. The largest share spoke Spanish (5 respondents) followed by Tagalog (3 respondents), French (1 respondent), and Japanese (1 respondent).
- About a quarter (26 percent) of respondents have an estimated household income within 80 percent of the Seattle Area Median Income, and 7 percent reported household income under \$35,000 per year.
- Three percent of respondents reported they had some type of disability. The largest share (7 respondents) said they had a condition that substantially limits one or more basic physical activities, or a condition not listed (4 respondents).
- More than one third (38 percent) of respondents said they do not have access to a working vehicle, and 18 percent said they sometimes do. Fifteen percent said they do have access to a working vehicle that gets them where they need to go.

For ease of reference, we summarized some general feedback received through the in-person and online open houses below. Feedback organized by project area segment follows.

## General feedback

### In-person

- Many in-person open house attendees shared concerns about impacts on community members with mobility challenges, community members seeking essential services, transit-dependent riders, riders who are limited English-speaking, and people who are older. Some of these attendees shared support for project team efforts and others encouraged the project team to continue engaging with these communities.
- Attendees shared support for corridor improvements, speed and reliability improvements, more transit connections, and improved station amenities.
- Attendees shared concerns about fare enforcement, stop consolidation, and impacts on traffic.

### Online

- The vast majority of people who engaged online agreed with Metro changing bus stops to keep buses arriving reliably on-time across all segments.
- Most people support the proposal to remove on-street parking in favor of adding BAT lanes.
- Visitors remain concerned about how Metro plans to serve riders who currently access Route 7 south of S. Henderson Street.



- Many community members provided input on locations where Metro can improve safety for people walking, rolling, and biking, and access to transit in the area. See the map in [Appendix J](#).

## Segment 1: Chinatown-International District to I-90

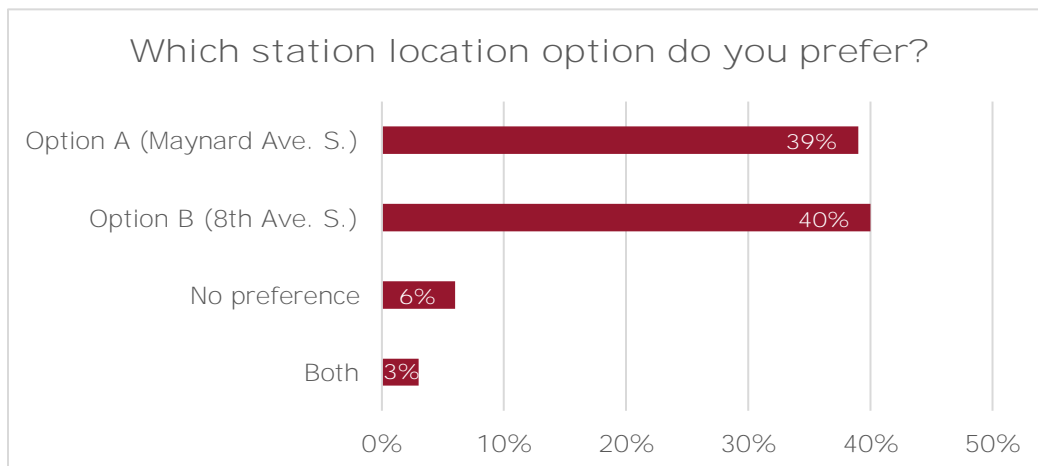
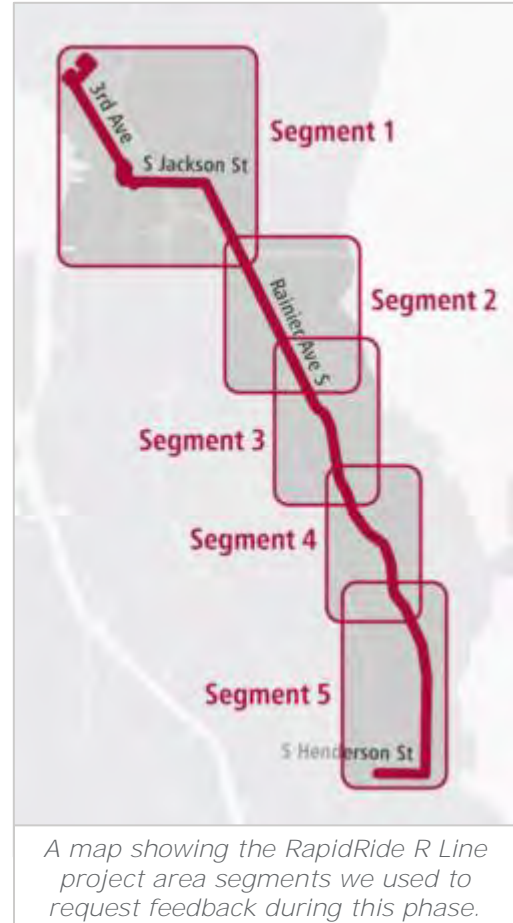
### In-person

- Some open house attendees said they use Route 7 to travel between Downtown Seattle, Chinatown-International District, Hillman City, Columbia City, Othello, and Rainier Beach.
- Most attendees preferred station location Option B at 8th Avenue S. Their reasons for this preference included better station spacing.
- Some attendees preferred station location Option A at Maynard Avenue S. Their reasons for this preference included safety and proximity to Chinatown-International District.
- Attendees also noted that access to essential services, station amenities, reliability, and access to other transit are also priorities in this segment.

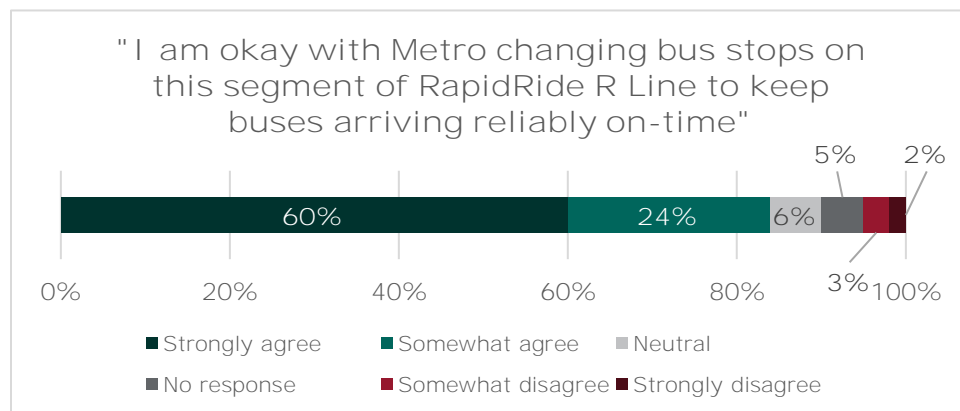
### Online

*Note: The percentages below are out of all respondents who responded to the Segment 1 form.*

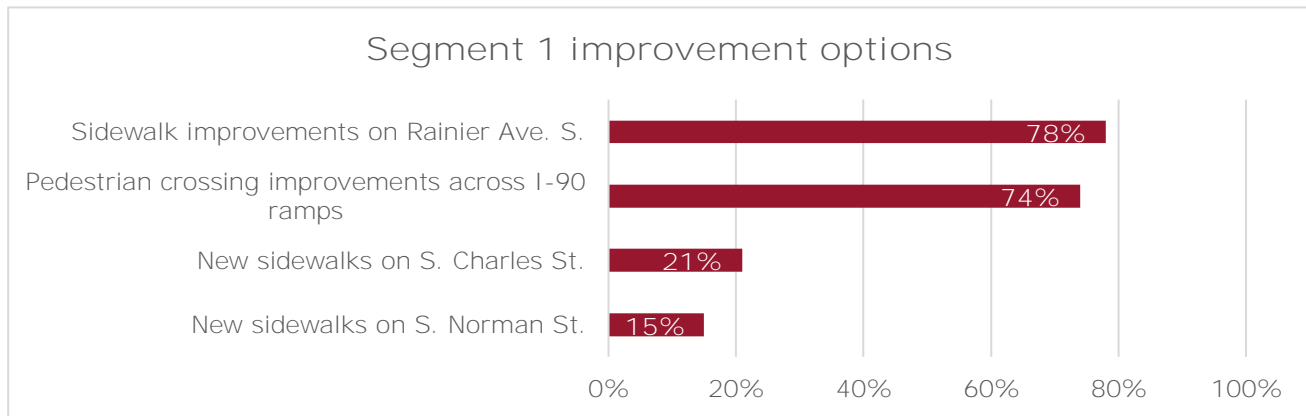
- About a fifth of respondents said they plan to use these stations daily (21 percent), roughly a third (30 percent) said they plan to use them weekly, and a quarter (25 percent) plan to use them monthly.
- Options A and B nearly tied for preferred station location (39 and 40 percent, respectively).



- The top reason people said they preferred Option A was access to the International District (23 percent). Other reasons given were access to transit connections (13 percent), access to Chinatown (9 percent), access to businesses (7 percent), proximity to the **respondent’s trip origin or destination (7 percent)**, **safety (6 percent)**, access to essential services (4 percent), station spacing (1 percent), pedestrian infrastructure (1 percent), and access for people with mobility challenges (1 percent).
- The top reason people said they preferred Option B was station spacing (52 percent). Other reasons included access to transit connections (10 percent), access **to essential services (7 percent)**, **proximity to the respondent’s trip origin or destination (7 percent)**, access to Chinatown (3 percent), distance to highways (3 percent), access to businesses (1 percent), or safety (1 percent).
- The top neighborhoods attendees reported as an origin or destination when using stops on S. Jackson Street:
  - Columbia City (25 percent)
  - Downtown (25 percent)
  - International District (17 percent)
  - Hillman City (11 percent)
  - Mt. Baker (11 percent)
- More than half (53 percent) of respondents said the proposed station locations get them where they need to go, and only 3 percent said the proposed locations did not. Other respondents indicated the proposed stations somewhat met their needs or that this question was not applicable.
- Most respondents agreed Metro changing bus stops on this segment of RapidRide R Line to keep buses arriving reliably on-time.



- Respondents prioritized the access to transit improvement options as follows:



- When asked what else would improve safety for crossing the street, respondents also suggested pedestrian infrastructure improvements such as increasing crosswalk timing or installing curb bulbs for pedestrians to have enough time to cross the street while remaining visible to motorists.
- Few respondents left additional comments, but comments addressed station locations, prioritizing speed and reliability to avoid buses bunching together in high traffic areas, and implementing better bike infrastructure such as protected bike lanes.

## Segment 2: I-90 to Mt. Baker

### In-person

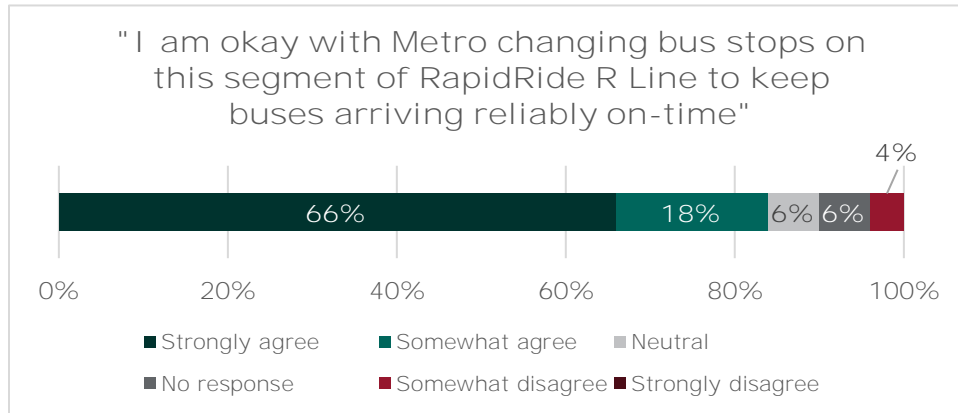
- Attendees shared that Segment 2 preliminary design will meet their transit needs.
- Most attendees noted that Link light rail access is a priority in this segment.
- Some attendees expressed support for stop consolidation in this segment.
- Attendees also shared that access to essential services, access to schools, bike improvements, and pedestrian improvements are priorities in this segment.

### Online

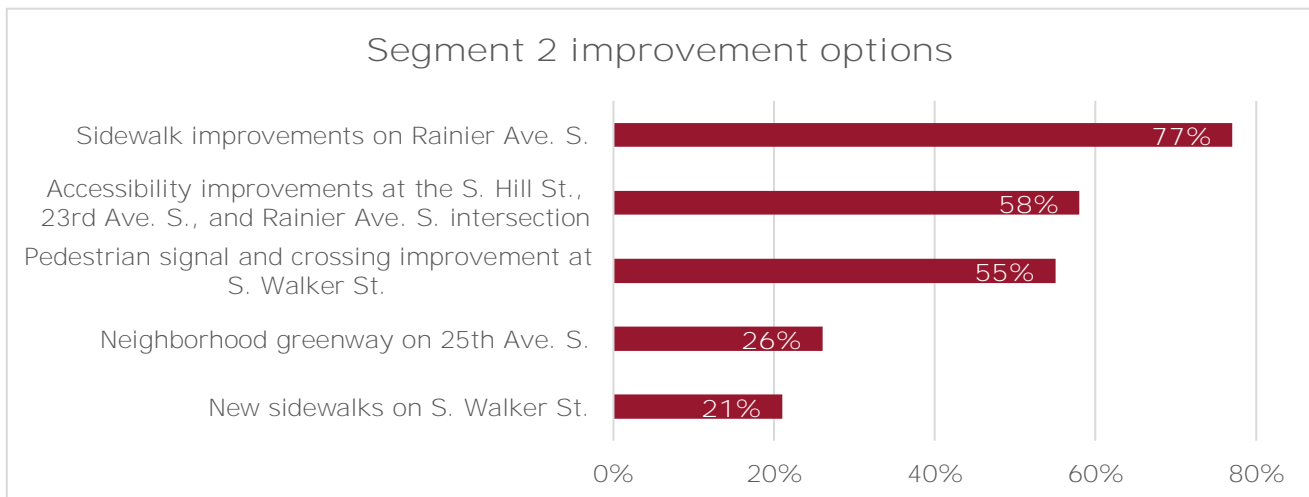
*Note: The percentages below are out of all respondents who responded to the Segment 2 form.*

- About half of respondents said they plan to use the RapidRide R Line stations in this segment daily (24 percent) or weekly (27 percent). A quarter (25 percent) said they plan to use the stations monthly.
- About half (53 percent) of respondents said the proposed station locations help get them where they need to go, and only 2 percent said they do not. Other respondents indicated the proposed stations somewhat met their needs or that this question was not applicable.

- Most respondents agreed with Metro changing bus stops on this segment of RapidRide R Line to keep buses arriving reliably on-time.



- Respondents prioritized the access to transit improvement options as follows:



- Few respondents suggested additional ways to improve safety for people crossing the street, but those who did suggested improving bike infrastructure or safety by adding more crosswalks at the midpoint of streets to decrease the occurrence of jaywalking.
- Few respondents provided additional comments on the proposed changes, but comments provided addressed improved bike infrastructure, prioritizing speed and reliability, improved transit connections, or equity considerations.

## Segment 3: Mt. Baker to Columbia City

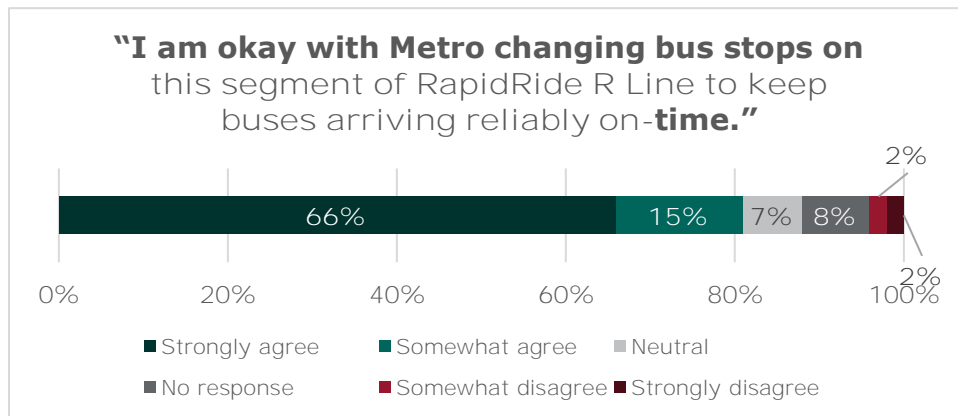
### In-person

- Attendees shared that Segment 3 preliminary design will meet their transit needs.
- Many attendees shared support for the proposed Segment 3 parking design.
- Attendees shared that access to transit transfers, access to essential services, access to schools, bicycle improvements and pedestrian improvements are priorities in this segment.
- Attendees shared concerns about tree removal, parking, and safety.

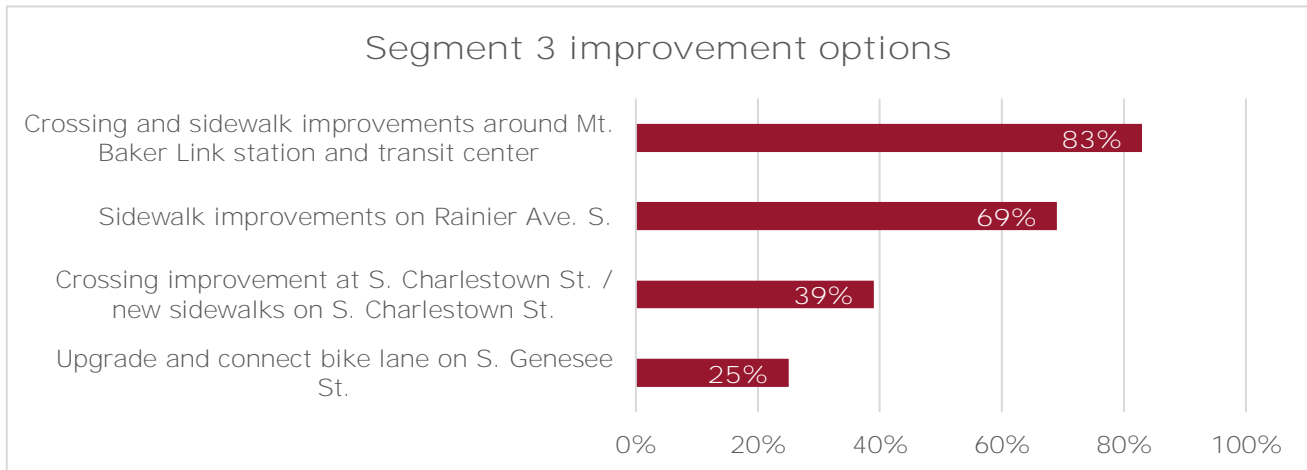
### Online

*Note: The percentages below are out of all respondents who responded to the Segment 3 form.*

- About half of respondents said they plan to use the RapidRide R Line stations in this segment daily (22 percent) or weekly (35 percent). A quarter (25 percent) said they plan to use the stations monthly.
- About half (51 percent) of respondents said the proposed station locations help get them where they need to go, and only 2 percent said they do not. Other respondents indicated the proposed stations somewhat met their needs or that this question was not applicable.
- Most respondents agreed with Metro changing bus stops on this segment of RapidRide R Line to keep buses arriving reliably on-time.



- Respondents prioritized the access to transit improvement options as follows:



- Few respondents suggested additional ways to improve access to transit, but of those who did, their suggestions included bike infrastructure, improved pedestrian safety, and better connections to mass transit.
- Few respondents provided additional comments on the proposed changes, but those who did suggested better connections to mass transit or bike infrastructure.
- Fewer than one in ten (8 percent) respondents park here. The most common comment theme was support for removing parking (30 percent). Other comment areas included prioritizing BAT lanes (9 percent), protecting local business (5 percent), and improving bike infrastructure (6 percent).

### Segment 4: Columbia City to Hillman City

#### In-person

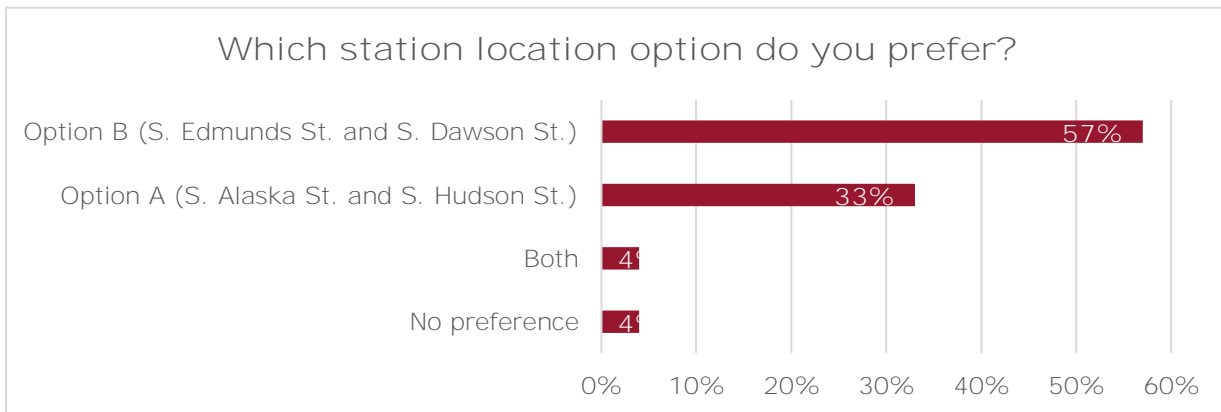
- The majority of attendees preferred station Option B at S. Edmunds Street. and S. Dawson Street. Reasons for this preference included access to community resources, access to Link light rail and bus transfers, more accessible location, and safety. Specifically, attendees noted improved access to the farmers market, grocery stores, and Link light rail service at this pairing.
- Some attendees preferred station Option A at S. Alaska Street. and S Hudson Street. Reasons for this preference included avoiding congestion, access to Link light rail and bus transfers, access to community resources, access to essential resources, and more accessible location. Specifically, attendees noted improved access to the library, services for people who are blind, play fields, and Route 50 at this pairing.

- Some attendees preferred that Metro includes both stops from both options in final design. These attendees shared concerns about consolidation and limited access to community resources and essential services that would come from this change.
- Attendees shared support for the proposed Segment 4 parking design.

## Online

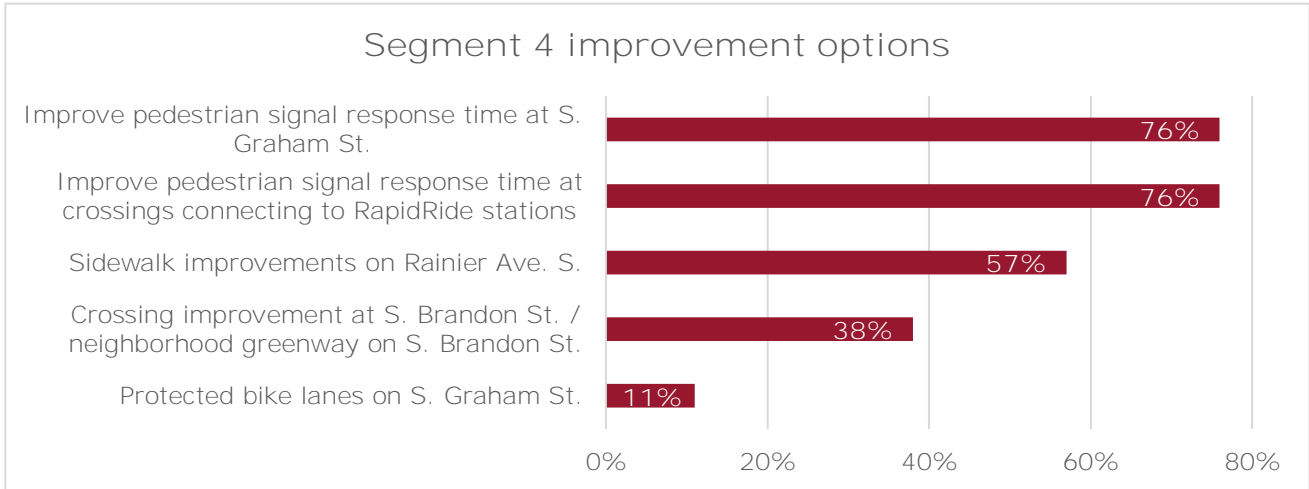
*Note: The percentages below are out of all respondents who responded to the Segment 4 form.*

- Most respondents said they plan to use the RapidRide R Line stations in this segment daily (32 percent) or weekly (36 percent). Additionally, 18 percent said they plan to use the stations monthly.
- Respondents preferred Option B (57%) more than Option A (33%).



- Most respondents who preferred Option B explained it was because of better transit connections (27 percent), access to Columbia City business district (19 percent), access to community resources (14 percent), or walkability (13 percent). Other reasons given were transit access point (8 percent), station spacing (6 percent), safety (4 percent), residential development (3 percent), or less traffic congestion (3 percent).
- Most respondents who preferred Option A explained it was because of access to community resources (34 percent) or station spacing (15 percent). Other reasons given were transit access point (7 percent), walkability (7 percent), access to Columbia City business district (7 percent), or better transit connections (8 percent).
- Most respondents (63 percent) said the proposed station locations help them get where they need to go, and only 2 percent said they did not. Other respondents indicated the proposed stations somewhat met their needs or that this question was not applicable.

- Respondents prioritized the access to transit improvement options as follows:



- Few respondents provided additional comments to improve access to transit, but of those that did, most comments surrounded better pedestrian infrastructure.
- Few respondents provided additional comments on the proposed changes, but those that did mentioned specific station locations, or better bike or pedestrian infrastructure.
- Many respondents (69 percent) park here. Top comment areas from respondents about parking included removing it (32 percent), prioritizing BAT lanes (12 percent), or adding bike infrastructure (10 percent).

### Segment 5: Hillman City to Rainier Beach Link Light Rail Station

#### In-person

- Several attendees shared concerns about accessing essential services south of Henderson, including groceries, businesses, and food banks.
- Some attendees shared that the Route 7 stop at S. Frontenac St. is important for transit access in this segment.
- Other attendees shared concerns about transit options, access to schools, and bicycle connections south of Henderson.

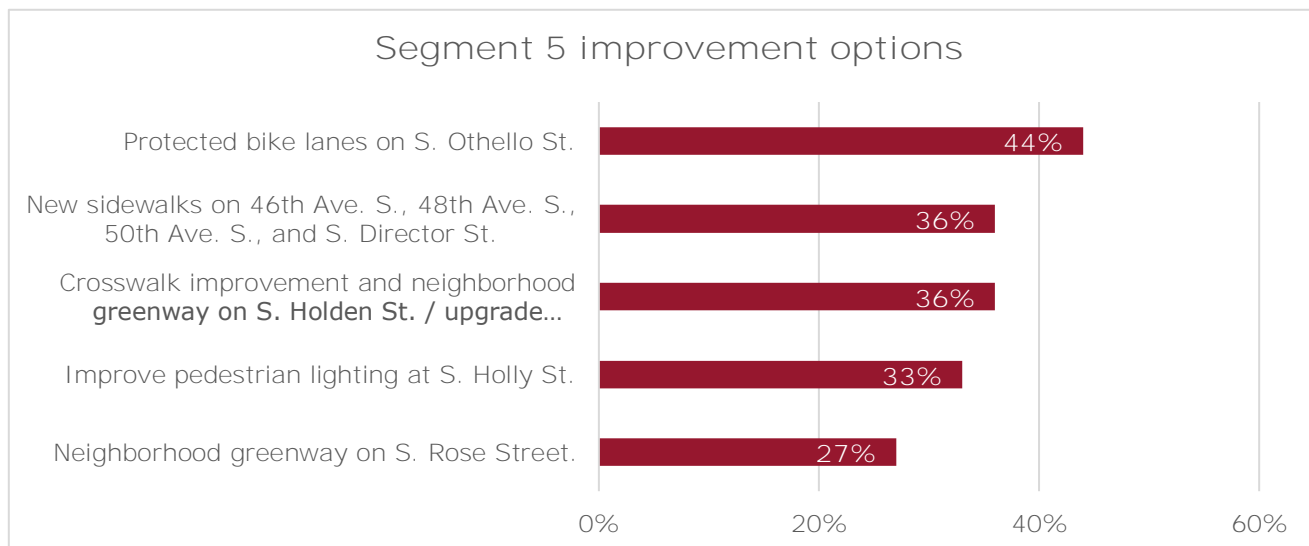
#### Online

*Note: The percentages below are out of all respondents who responded to the Segment 5 form.*

- About half of respondents said they plan to use the RapidRide R Line stations in this segment daily (21 percent) or weekly (25 percent). About a quarter (22 percent) said they plan to use the stations monthly.



- About one in three respondents (35 percent) said the proposed station locations get them where they need to go, and 7 percent said they did not. Other respondents indicated the proposed stations somewhat met their needs or that this question was not applicable.
- One third (33 percent) of respondents said that they currently use Route 7 stops that will not be served by RapidRide R Line. Of these respondents, the top destinations they would like to access:
  - Transit connections, including Link light rail and other bus routes like Route 106 and Route 50 (31 percent)
  - Prentice Loop (20 percent)
  - Rainier Beach (20 percent)
- Respondents prioritized the access to transit improvement options as follows:



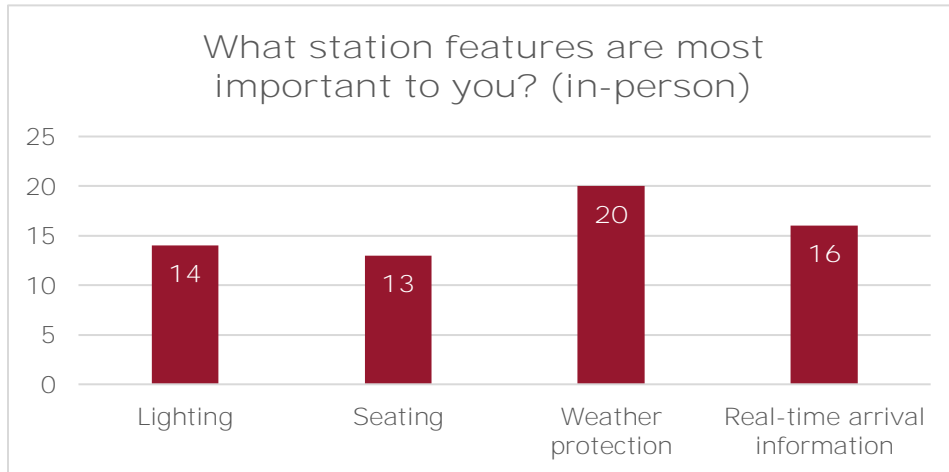
- Few respondents provided additional comments on improvements to transit access, but comments included improvements to pedestrian infrastructure.
- Few respondents provided additional comments on the proposed changes, but those that did mentioned bike infrastructure or service south of Henderson.

To inform Metro’s plan for providing transit access south of S. Henderson Street, we asked community members who use Route 7 stops in this area about destinations they would like to access by bus. See [Appendix K](#) for a map of these responses.

## Station design

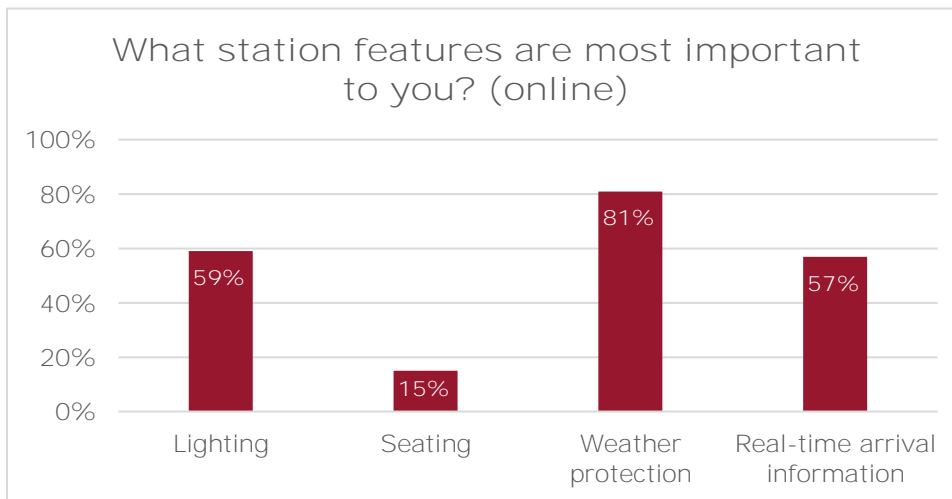
### In-person

Visitors added stickers to the station design display board to vote for their priority station features. The following chart summarizes the final tally of votes between the two open houses.



### Online

The chart below summarizes the prioritized station features for online open house respondents.



Additional comments mentioned waste containment, aesthetic design, safety, or station locations.

## COVID-19 response

Due to the rapid onset of the COVID-19 outbreak in King County, the team was unable to complete certain elements of community engagement as initially planned. We made decisions to postpone in-person engagement activities based on direction provided from the County Executive and Public Health – Seattle & King County. The following list includes all activities that we were unable to complete:

- March 4, 2020: **Briefing with the Ethiopian Community in Seattle’s Senior Meal Program** participants
- March 4, 2020: Briefing with Casa Latina staff
- March 4, 2020: Bus stop outreach at Rainier Avenue S. and S. MLK Jr. Way
- March 5, 2020: RapidRide R Line Open House – Hirabayashi Place (Chinatown-International District)
- March 5, 2020: Bus stop outreach at Rainier Avenue S. and S. Kenny Street
- March 6, 2020: Bus stop outreach at Rainier Avenue S. and S. Frontenac Street

Given the postponed activities, we extended the comment period of our online open house through March 31, 2020 and encouraged community members to learn more and provide feedback online. We recognize this form of engagement still presents barriers to some community members; thus, we explored other alternates for engagement with priority populations. However, the COVID-19 situation was—and remains—rapidly evolving, and guidance from state and county leadership restricted our team from pursuing additional in-person engagement options. After checking in with community partners, we opted not to move ahead with additional virtual engagement activities out of respect to our partners, who had limited capacity due to prioritizing response to COVID-19. Metro will continually engage with community throughout the project lifespan.

## Next steps

The community input we received during this phase will help the project team finalize the RapidRide R Line preferred concept. During the next phase of engagement, Metro will continue in-person and online engagement in a variety of ways, taking into consideration the insights and suggestions we heard from community members this round. We will report back on how community input influenced preferred concepts and introduce final design concepts. We will continue building relationships, educating, and engaging community members about future RapidRide service.

## Appendix A

### Needs assessment key themes

During the needs assessment phase Metro interviewed CBOs, service providers, and other community groups; conducted in-person outreach through tabling at community events and partnering with CBOs to host community briefings; and hosted an online survey in English, simplified Chinese, Somali, Spanish, and Vietnamese.

The bullets below summarize the key themes that emerged:

- Community members rely on Route 7 to access essential services including food, work, school, medical appointments, and more. They highly value this local service.
- Many people are unfamiliar with RapidRide and fear changes to Route 7 service.
- Community members want more reliable service to travel to places within the Rainier Valley, South King County, downtown Seattle, and to other transit.
- Participants are concerned about bus stop consolidation.
- Many community members support RapidRide upgrades, especially increased lighting, station upgrades, safety improvements, and roadway and intersection improvements to help prevent bus delays.
- Some people are concerned about personal safety while waiting for and riding buses within the Rainier Valley.
- Fare enforcement and affordability remain significant concerns.
- Participants support better and safer access to bus stations, especially for people with mobility challenges.
- Metro should clearly communicate how and when community members can influence decision making. Many Rainier Valley residents are willing to engage but are fatigued from ongoing transportation and other work happening in their community.

## Appendix B

### Conceptual design (preferred concept) goals

Goal: Share proposed R Line station location options and gather feedback to inform preferred concept.

Indicators of Success:

- Metro hears from a range of community members about their preferred station locations.
- Metro develops accessible opportunities and easy-to-understand materials to explain key components of the concept options, including station locations and features, route, improvements to access transit, and projects to improve bus speed and reliability.
- Community members understand what decisions they can influence, how Metro used their input, and how to contact Metro with further feedback.
- Clear documentation of how community input and priorities influenced the preferred concept.

Goal: Continue conducting intentional, inclusive, and equitable community engagement.

Indicators of Success:

- Metro identifies key community partners who can promote broader engagement and inform effective, appropriate engagement strategies and tactics.
- Metro provides in-language materials to inform and engage community members who prefer languages other than English. Languages include Amharic, Arabic, Braille, Chinese (simplified and traditional), Oromo, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese.
- People providing input to inform the R Line preferred concept overrepresent historically marginalized populations within their communities. This includes people affected by racism, bias, poverty, limited-English proficiency, disability, and immigration.
- Metro formalizes partnerships with CBOs to support and promote engagement opportunities.

## Appendix C

### RapidRide R Line community partner engagement summary

Date	Organization/Group	Community represented
11/6/2019	InterIm Community Development Association	People who are limited English-speaking, low-income populations, immigrants and refugees, people who are older, Asian Pacific Islander population
11/7/2019	Columbia City Business Association	Local business owners
11/12/2019	Friends of Little Saigon	People who are limited English-speaking, immigrants and refugees, youth, people who are older, Vietnamese population
11/13/2019	Rainier Chamber of Commerce	Local business owners
11/27/2019	The Lighthouse for the Blind	People with visual impairments and/or other disabilities
1/8/2020	The Lighthouse for the Blind – walking tour	People with visual impairments and/or other disabilities
1/10/2020	Disability Rights Washington and Rooted in Rights	People with disabilities
1/16/2020	Northwest Kidney Centers	People who are older, people with mobility challenges
2/10/2020	Urban League of Metropolitan Seattle – weekly leadership meeting	Black and African American population
2/19/2020	Center Park – residents council meeting	Members of the Center Park Residents Council
2/19/2020	Hillman City Neighborhood Association - bi-monthly public meeting	Hillman City residents dedicated to strengthening and advocating for the community
2/25/2020	WA State Department of Services for the Blind	People with visual impairments and/or other disabilities

2/27/2020	Asian Counseling and Referral Services - Club Bamboo	People who are limited English-speaking, immigrants and refugees, youth, people who are older, Asian Pacific Islander population
3/4/2020	Ethiopian Community in Seattle – Senior Meal Program (Postponed due to COVID-19 response)	People who are limited English-speaking, low-income populations, immigrants and refugees, youth, people who are older, Ethiopian population
3/4/2020	Casa Latina (Postponed due to COVID-19 response)	People who are limited English-speaking, low-income populations, immigrants and refugees, youth, people who are older, Hispanic and Latinx population

## Appendix D

### RapidRide R Line open house boards

Our in-person open houses included the following display boards. All boards were 28"x36".





## RAPIDRIDE



### What is RapidRide?

RapidRide is more than just a big red bus. In 2024, RapidRide R Line will provide frequent, reliable service that will make it easier for people to travel into and around the Rainier Valley.



#### RapidRide is easy—just show up and go.

- Buses will get you where you need to go, when you need to get there.
- Bus service is frequent and on-time, reducing door-to-door travel times.
- More buses run in both directions all day, at night, and on weekends.



#### RapidRide is Metro's highest level of investment in service, amenities, speed and reliability, and innovation

- We're building improvements to ensure the bus moves quickly and on-time.
- Improved sidewalks and street crossings to make it easier and safer to walk, roll, and bike to bus stations.



#### RapidRide is comfortable and convenient

- Stations are bright and open so people can see and be seen.
- Upgraded amenities include improved lighting, real-time bus arrival signs, and faster boarding using any door.

You can learn more about RapidRide on King County Metro's RapidRide website, [kingcounty.gov/metro/rapidride](https://kingcounty.gov/metro/rapidride).

## RAPIDRIDE

### What is RapidRide?

- Buses come more often and on-time.**
- More service on nights and weekends.**
- Better connections to other transit lines.**
- Upgraded bus stations with lighting, real-time bus arrival signs, and off-board ORCA card scanners.**
- Improved sidewalks and street crossings to make it easier and safer to access bus stations.**

King County  
**METRO**

### What makes RapidRide different?

RapidRide is more than just a big red bus. Learn more about the different ways RapidRide brings more reliable bus service.

	<p><b>Transit Signal Priority</b></p> <p style="font-size: x-small;">Changing the timing of traffic lights to prioritize buses at intersections can reduce delays and keep buses on schedule. This can include extending a green light, ending a red light early, or changing the light order when a bus arrives.</p>
	<p><b>Curbside Bus Lane</b></p> <p style="font-size: x-small;">A bus-only travel lane next to the curb improves speed and reliability without any big changes beyond road markings and signs.</p>
	<p><b>Queue Jumps</b></p> <p style="font-size: x-small;">Queue jumps allow buses to move through the intersection before other vehicles. Examples include shared right-turn lanes, short bus lanes, and bus-only shoulder lanes.</p>
	<p><b>Bus Bulbs</b></p> <p style="font-size: x-small;">Bus bulbs extend the curb to line up with the parking lane, allowing buses to stop and board riders without leaving the travel lane.</p>
	<p><b>Station Locations</b></p> <p style="font-size: x-small;">At intersections with traffic lights, crowding can cause buses to miss a green light while passengers board. By moving the station past the intersection, buses can leave immediately after boarding, helping reduce delays.</p>

## RAPIDRIDE

### Why is RapidRide coming to the Rainier Valley?

We bring our best service to the communities who need it most and engage community members in decision-making along the way. RapidRide connects communities and is a key part of our growing regional transit network.

**Route 7 is one of our busiest bus lines, serving over 11,000 people every day.**

As more people move to the region, we need to make it easier to get around. We know the community highly values Route 7 and uses it as a local service to access essential services, but we see areas for improvement. Buses frequently bunch together and are not reliable for getting to and from work, school, grocery stores, medical appointments, and more. RapidRide R Line will bring riders improvements to service quality, safety, and access.

**What about the Prentice Loop?**

Metro is planning on continuing to provide transit access to the area south of S. Henderson Street that is either the same or better than the service today.

### Overview Map

The map shows the future RapidRide R Line route (red line) starting at S Jackson St and ending at S Henderson St. Key stations along the route include International District Chinatown Link Station, Judkins Park Link Station (opening in 2023), Mt. Baker Link Station and Transit Center, and Rainier Beach Link Station. The map also shows existing and future Link Light Rail lines and the Boeing Field/King Co Intl Airport.

**Legend**

- Link Light Rail Stations
- Future RapidRide R Line
- Existing Link Light Rail
- Future Link Light Rail
- Boeing Field/King Co Intl Airport
- Sounder Rail

## RAPIDRIDE



### Community Engagement

Through the summer and fall of 2019, we introduced R Line to community members who live, work, and play in the Rainier Valley. We focused on reporting back what we heard, explaining how these issues and concerns will be reflected in design, and highlighting opportunities to influence decision-making.



#### What we've heard:

- Route 7 is used as a local service in and around the Rainier Valley, not just for commuting through the area.
- Community members want more reliable service to travel to places within the Rainier Valley, South King County, downtown Seattle, and to other transit.
- People want better and safer access to the bus, especially for people with mobility challenges.
- Many people support RapidRide upgrades that increase safety such as lighting, better crosswalks and crossings, and roadway improvements.
- People have concerns about station locations, accessibility, fare enforcement, and affordability.
- Metro needs to be transparent and clear about how community members can influence decisions.

We used this input to develop the design concepts featured in this open house as well as to inform our overall engagement approach.

**We need your input NOW on proposed station locations and design concepts.**

#### Project Timeline



**RAPIDRIDE**
**R Line**

### Segment 1: Chinatown-International District to I-90

**We have two options for station locations along S. Jackson Street.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more.

We need your input **now** to help decide where to place RapidRide R Line stations!

- Routes 14, 36, and 106 will continue serving all stops along S. Jackson Street.
- RapidRide R Line will serve downtown Seattle using the existing RapidRide stations on 3rd Avenue as far north as Stewart Street.

**RAPIDRIDE**
**R Line**

### Segment 2: I-90 to Mt. Baker

**We're proposing adjusting station locations to keep buses on schedule.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more.

**More information on removed stops**

**S. Plum Street**

- Stations at S. Walker Street are near social services and housing communities with transit-dependent residents and people with accessibility challenges.
- Consolidating to one RapidRide station pair, which comes with upgraded pedestrian and bike access, will help discourage people from unsafely crossing the street elsewhere.
- Distance to nearest proposed station is about 700 feet (3-4 min. walk).

**RAPIDRIDE**
**R Line**

### Segment 3: Mt. Baker to Columbia City

**We're proposing adjusting station locations and lane usage to keep buses on schedule.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more.

**More information on removed stops**

**S. Mount Baker Boulevard**

- Distance to nearest proposed stations is about 450 feet (2-4 min. walk).
- This closure will be paired with pedestrian access improvements to Mt. Baker Link station and the transit center.

**S. Charlestown Street**

- Consolidate existing station pairs.
- Distance between existing northbound stations is about 450 feet.
- Distance between existing southbound stations is about 750 feet.
- Proposed station locations improve access between existing stops and moves stations closer to retail.

**RAPIDRIDE**
**R Line**

### Segment 4: Columbia City to Hillman City

**We have two options for station locations in Columbia City.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more.

We need your input **now** to help decide where to place RapidRide R Line stations!

**OPTION A:**

- S. Alaska Street**
  - Near recent and future development.
- S. Dawson Street**
  - WA State Department of Services for the Blind is located nearby.
  - Good access to Rainier Community Center and parks.
- S. Hudson Street**
  - Near Columbia City business district.

**OPTION B:**

- S. Edmunds Street**
  - Near Columbia City business district, existing grocery store, and farmer's market.
  - Walk to and from light rail is less steep.
- S. Dawson Street**
  - Near future development.

**More information on removed stops**

**S. Kenny Street**

- Low ridership.
- Distance to nearest proposed stations is about 800 feet (3-4 min. walk).

**RAPIDRIDE**
**R Line**

### Segment 5: Hillman City to Rainier Beach Link Light Rail Station

**We are planning to end RapidRide R Line at the Rainier Beach Link light rail station.**

In order to operate fully electric trolley buses, this will mean extending the existing overhead bus trolley wire and adding poles on Rainier Avenue S, to S. Henderson Street, S. Martin Luther King Jr. Way, S. Trenton Street, and Renton Avenue S.

We understand service south of S. Henderson Street and in the Prentice Loop is an important connection for community members, but current Route 7 service is infrequent and confusing. RapidRide R Line will not serve this area, but Metro will engage people south of S. Henderson Street to identify and further develop other transit service to launch with RapidRide R Line.

**In this segment, we're also proposing changing station locations to help keep the buses arriving on schedule.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, nearby transit, safe locations for people to cross the street, community input, and more. We'd like to hear your thoughts on these changes and any suggestions you have for additional improvements.

**More information on removed stops**

**S. Frontenac Street**

- Low ridership.
- Distance to nearest proposed stations is about 1,000 feet (3-5 min. walk).

**S. Cloverdale Street**

- Low ridership.
- Distance to nearest proposed stations is about 800 feet (2-4 min. walk).

**RAPIDRIDE**
**R Line**

### Parking on Rainier Avenue S.

We are proposing removing on-street parking on Rainier Avenue S, to make room for a northbound business access and transit (BAT) lane to keep buses moving and on time. Please share your thoughts on the proposed changes.

#### Rainier Avenue S, between S. Alaska Street and S. Genesee Street (Segment 3)

**Existing**

**Proposed**

#### Rainier Avenue S, between S. Mead Street and 39th Avenue S. (Segment 4)

**Existing**

**Proposed**

## RAPIDRIDE



### Station Design Concepts



Rainier Avenue S. and S. Charlestown Street - northbound



Rainier Avenue S. and S. Henderson Street - southbound



Rainier Avenue S. and S. Walker Street - southbound

We are designing RapidRide stations to create a comfortable and convenient rider experience.

#### The new stations:

- Will be open and bright so people can see and be seen.
- May feature other amenities such as route maps, seating, shelter and real times bus arrival information.
- Will be designed based on the surrounding environment and to meet the needs of our customers.

#### What station features are most important to you?

Lighting	Seating	Weather protection	Real-time arrival information

The examples shown are conceptual designs. Actual design may vary.

## RAPIDRIDE



### What's Next

Metro will use your input to inform the preferred RapidRide R Line concept including bus station locations, amenities, and projects improving access to the bus. We plan to share our preferred concept for community feedback later this year.



#### Stay engaged!

We're hosting other community events, briefings, and an online open house.

- Visit the project website [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline) to learn more and view our event calendar.
- See the same open house content online and share comments by March 10: [bit.ly/rline-en](http://bit.ly/rline-en).
- Contact Metro: [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) or 206-263-9768



## Appendix E

### RapidRide R Line events summary

Date	Event	Format	Audience	Reach
11/14/2019	2100 Building	Tabling	Visitors and employees of the 2100 Building, which houses ten non-profit organizations	15 visitors
2/8/2020	Lunar New Year Celebration	Tabling	Chinatown-International District community members and event attendees (many of whom prefer languages other than English)	164 visitors
2/8/2020	Rainier Beach Community Center Pancake Breakfast	Tabling	Community members in Rainier Beach and surrounding neighborhoods	18 visitors
2/8/2020	<b>Lam's Seafood Market</b>	Tabling	Members of the Vietnamese community in International District	7 visitors
2/11/2020	Seattle Public Library - Columbia City Branch	Tabling	Library patrons from Columbia City and surrounding neighborhoods	0 visitors
2/13/2020	The Dakota at Rainier Court	Tabling	Residents of the Dakota, an affordable housing complex with a diverse community	28 visitors
2/15/2020	Safeway	Tabling	Rainier Valley community members	41 visitors
2/18/2020	2100 Building	Tabling	Visitors and employees of the 2100 Building, which houses ten non-profit organizations	17 visitors
2/20/2020	Seattle Public Library - Rainier Beach Branch	Tabling	Library patrons from Rainier Beach and surrounding neighborhoods	17 visitors
2/22/2020	Rainier Valley Food Bank	Tabling	Low income populations, including people who are	75 visitors



older, immigrant and refugee populations, people experiencing homelessness, and people who are limited English speaking

2/22/2020	Rainier Community Center Pancake Breakfast	Tabling	Community members in Columbia City and surrounding neighborhoods	26 visitors
2/25/2020	Thái Binh Apartments	Tabling	Residents of Thái Binh Apartments, an affordable housing community in the heart of International District-Chinatown	46 visitors
2/27/2020	R Line Open House – Hillman City Collaboratory	Open house	Community members in Hillman City and surrounding neighborhoods	62 visitors
3/3/2020	R Line Open House – Dunlap Elementary School	Open house	Community members in Rainier Beach and surrounding neighborhoods	26 visitors
3/5/2020	R Line Open House – Hirabayashi Place (Postponed due to COVID-19 response)	Open house	Community members in Chinatown-International District and surrounding neighborhoods	N/A

## Appendix F

### RapidRide R Line bus stop outreach summary

Date	Location	Engagement languages	Reach
2/24/2020	Rainier Avenue S. & 33 <sup>rd</sup> Avenue S.	English and Spanish	65 people
3/2/2020	S. Jackson Street & Maynard Avenue S.	English, Spanish, and Chinese	150 people
3/4/2020	Rainier Avenue S. and S. MLK Jr. Way (Cancelled due to COVID-19 response)	N/A	N/A
3/5/2020	Rainier Avenue S. and S. Kenny Street (Cancelled due to COVID-19 response)	N/A	N/A
3/6/2020	Rainier Avenue S. and S. Frontenac Street (Cancelled due to COVID-19 response)	N/A	N/A

## Appendix G

RapidRide R Line online open house archive (next page – PDF version only)

# RapidRide R Line



## Welcome to the RapidRide R Line online open house!

Metro is working to bring better, more reliable bus service to the Downtown Seattle, Chinatown-International District, Little Saigon, Mount Baker, Columbia City, Hillman City, and Rainier Beach. RapidRide R Line will upgrade and replace Route 7 when it launches in late 2024.

**We want to know how to make RapidRide work best for you.** Use this website to learn about our design concepts, share feedback on station locations and projects to keep the bus moving, and find out what's next for the project.



## What is RapidRide?

RapidRide is more than just a big red bus. RapidRide R Line will provide frequent, reliable service that will make it easier for people to travel into and around the Rainier Valley.



### RapidRide is easy—just show up and go.

- Buses will get you where you need to go, when you need to get there.
- Bus service is frequent and on-time, reducing door-to-door travel times.
- More buses run in both directions all day, at night, and on weekends.
- Improved sidewalks and street crossings to make it easier and safer to walk, roll, and bike to bus stations.



### RapidRide is Metro's highest level of investment in service, amenities, speed and reliability, and innovation.

- We're building improvements to ensure the bus moves quickly and on-time.
- RapidRide is energy-efficient and means fewer cars on the roads.



### RapidRide is comfortable and convenient.

- Stations are bright and open so people can see and be seen.
- Upgraded amenities include improved lighting, real-time bus arrival signs, and faster boarding using any door.

You can learn more about RapidRide on [King County Metro's RapidRide website](#).

## Why is RapidRide coming to the Rainier Valley?

We bring our best service to the communities who need it most and engage community members in decision-making along the way. RapidRide connects communities and is a key part of our growing regional transit network.

### Route 7 is one of our busiest bus lines, serving over 11,000 people every day.

As more people move to the region, we need to make it easier to get around. We know the community highly values Route 7 and uses it to access essential services, but we see areas for improvement. Buses frequently bunch together and are not reliable for getting to and from work, school, grocery stores, medical appointments, and more. RapidRide R Line will bring riders improvements to service quality, safety, and access.



**Look for this icon to know when to provide feedback.**

### Through this online open house, you can

- Learn about the upcoming RapidRide R Line.
- See the proposed route and station locations Metro identified using what we heard from the community.
- Provide feedback on station locations, improvements to make it easier to get to the bus, and roadway and intersection upgrades to make the bus faster and more reliable.
- Sign up to receive project updates.





# Overview



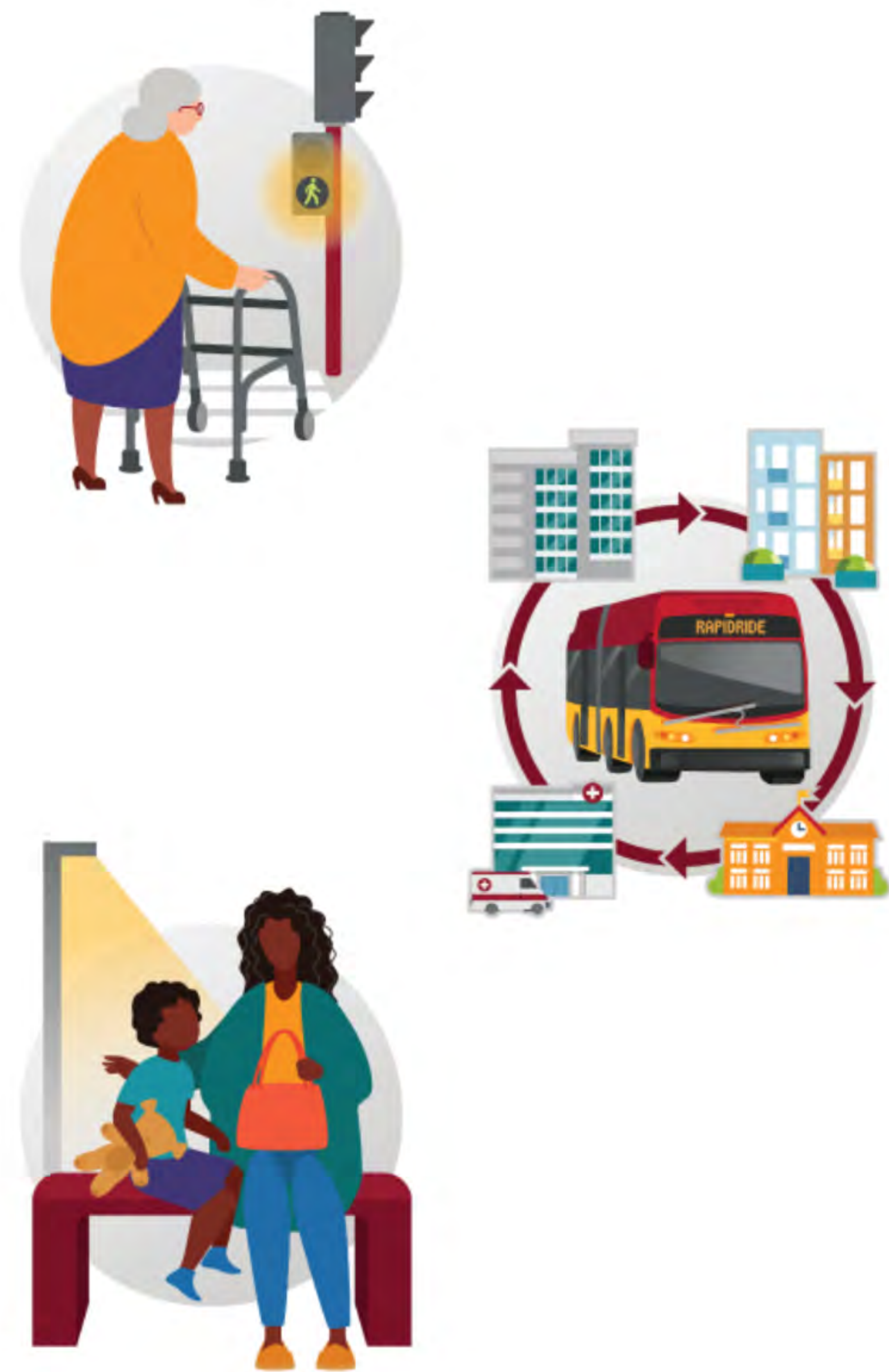
## Metro and our partners at the Seattle Department of Transportation have heard from many Rainier Valley residents.

Through the summer and fall of 2019, Metro introduced RapidRide R Line to community members who live, work, and play in the Rainier Valley. We focused on reporting back on what we have heard, explaining how these issues and concerns will be reflected in design, and highlighting future opportunities to influence decision-making. A full summary of what we heard is available [here](#).

### A few key themes emerged

- The current Route 7 is used as a **local service in and around the Rainier Valley**, not just for commuting through the area.
- Community members want **more reliable service** to travel to places within the Rainier Valley, South King County, downtown Seattle, and to other transit.
- People want **better and safer access to the bus**, especially for people with mobility challenges.
- Many people support RapidRide upgrades that **increase safety** such as lighting, better crosswalks and crossings, and roadway improvements.
- People have concerns about station locations, accessibility, fare enforcement, and affordability.
- **Metro needs to be transparent** and clearly communicate how and when community members can influence decision-making.

We used this input to develop the design concepts featured in this online open house as well as to inform our overall engagement approach.



## Project timeline

Metro will evaluate all community feedback, and report back to share how your ideas are reflected throughout the project.



# Concepts



**RapidRide R Line will keep the best of Route 7 but upgrade the service to give you Metro's highest investment in service, amenities, and reliability.**

On the following pages, we will share the proposed station locations, roadway and intersection upgrades to make the bus more reliable, and improvements to make it easier and safer to get to the bus. To learn about and provide feedback on these segments of RapidRide R Line, click on the links at the bottom of this page, use the drop-down menu in the top navigation bar, or use the navigation buttons at the bottom of each page.



Click to see a more detailed map.

## Bus stop changes

We are considering moving some bus stops to **help keep the bus on-time** and to **better serve rider needs**. When deciding which stops to upgrade or move, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, and more. Route 7 stops that are upgraded to RapidRide R Line stations will also continue to be served by the other bus routes that currently stop there.

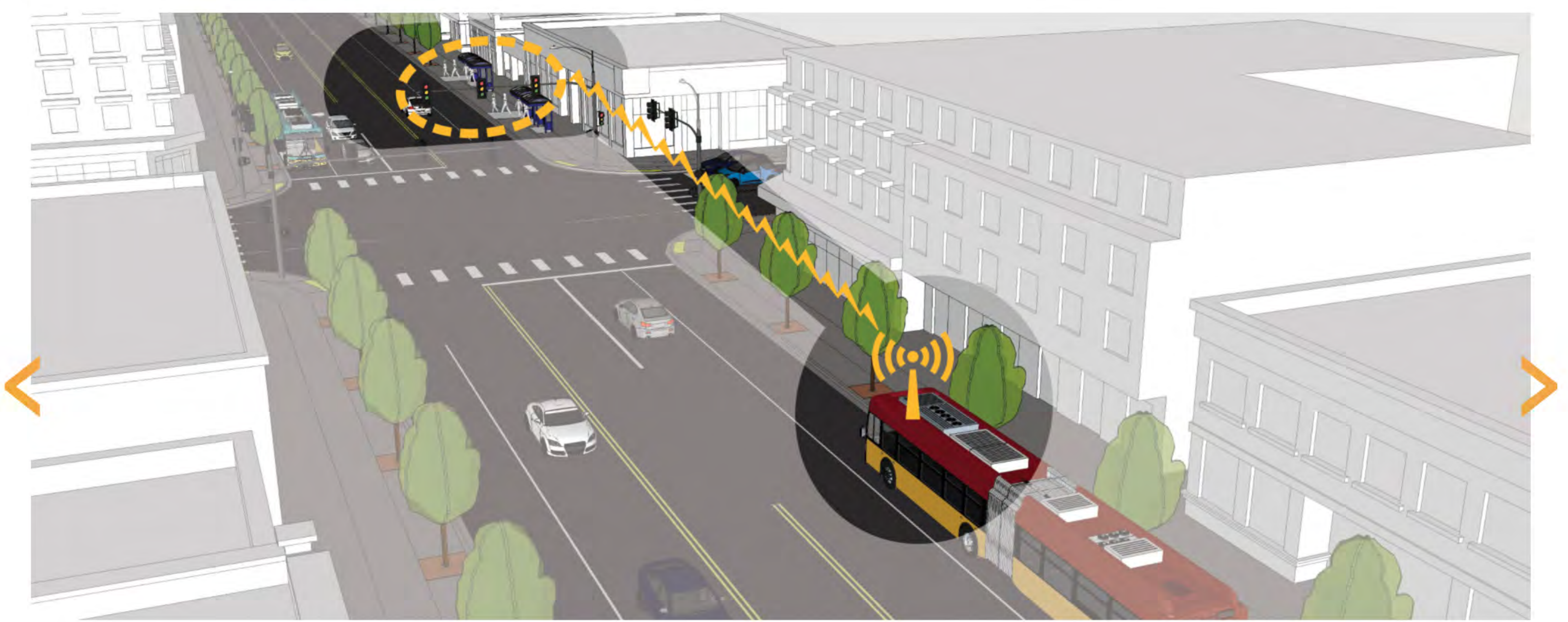
When deciding on station locations, **Metro aims to balance access and reliability**. We want to make sure people can easily get to their RapidRide R Line station while keeping the bus moving to get people where they need to go. Bus stations that are too close together slow down the ride for everyone. Placing bus stations in the right places also allow us to focus our investments on improving the station amenities.



## We need your input *now* to help decide where to place RapidRide R Line stations!

## Speed and reliability

Metro is proposing improvements to keep RapidRide R Line moving.



Timing traffic lights to give buses the green light.

## What's ahead

On the pages ahead, you can share your feedback on the proposed changes to this route. Click the links below or in the top navigation bar to view a specific segment.

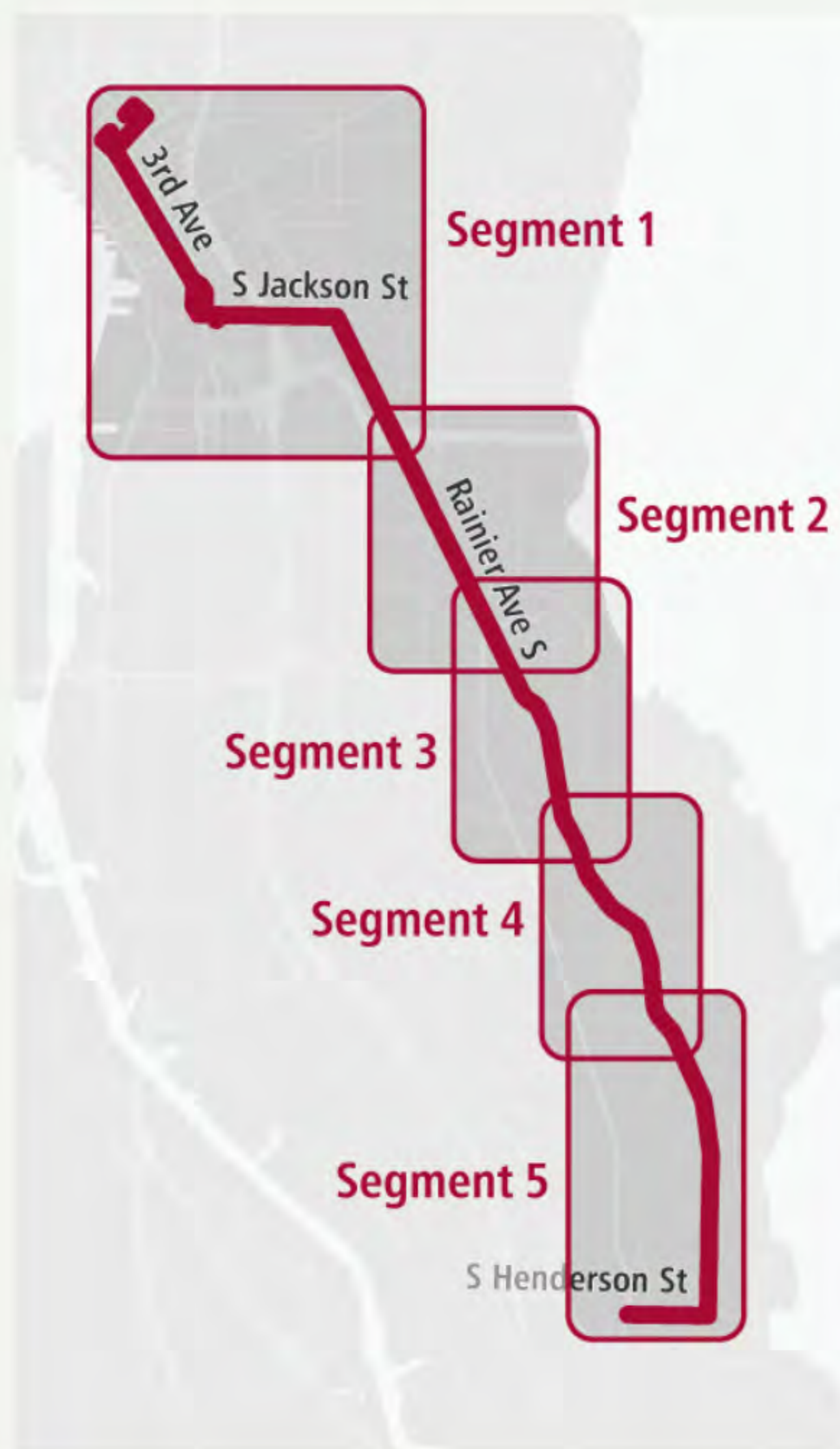
**Segment 1: Chinatown-International District to I-90**

**Segment 2: I-90 to Mt. Baker**

**Segment 3: Mt. Baker to Columbia City**

**Segment 4: Columbia City to Hillman City**

**Segment 5: Hillman City to Rainier Beach Link Light Rail Station**



# Chinatown-International District to I-90

Segment 1

## We have two options for station locations along S. Jackson Street.

We'd like to hear your feedback on which option you prefer and why. When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more. We need your input **now** to help decide where to place RapidRide R Line stations!

The RapidRide R Line will serve downtown Seattle using the current RapidRide stations on 3rd Avenue as far north as Stewart Street. We will continue serving all stops along S. Jackson Street with frequent, all-day service through routes such as existing Routes 14, 36, and 106.

**Click through the map gallery using the arrow buttons, and use the form to share your feedback!**



All proposed changes

## Have a Say

On average, how often do you plan to use RapidRide R Line stations in this segment?

- Please select one -

Which station location option (A or B) do you prefer and why?

Option A: Maynard Avenue S. | Option B: S. 8th Avenue S.

What neighborhoods are you coming from or going to when you use current Route 7 bus stops along S. Jackson Street?

Do the proposed station locations help you get where you need to go?

How do you feel about the following statement?

"I am okay with Metro changing bus stops on this segment of RapidRide R Line to keep buses arriving reliably on-time."

- Please select one -

We are considering improvements to sidewalks, crossings, and bike access to stations. Not all these projects will be built. Which of the improvements shown would make it easier and safer for you to get to and from the bus stations? (please select up to three)

- 1: Sidewalk improvements on Rainier Avenue S.
- 2: New sidewalks on S. Charles Street
- 3: New sidewalks on S. Norman Street
- 4: Pedestrian crossing improvements across I-90 ramps

Where else should Metro improve safety for people crossing the street?

Please share any other thoughts on the proposed changes.

SUBMIT



# I-90 to Mt. Baker

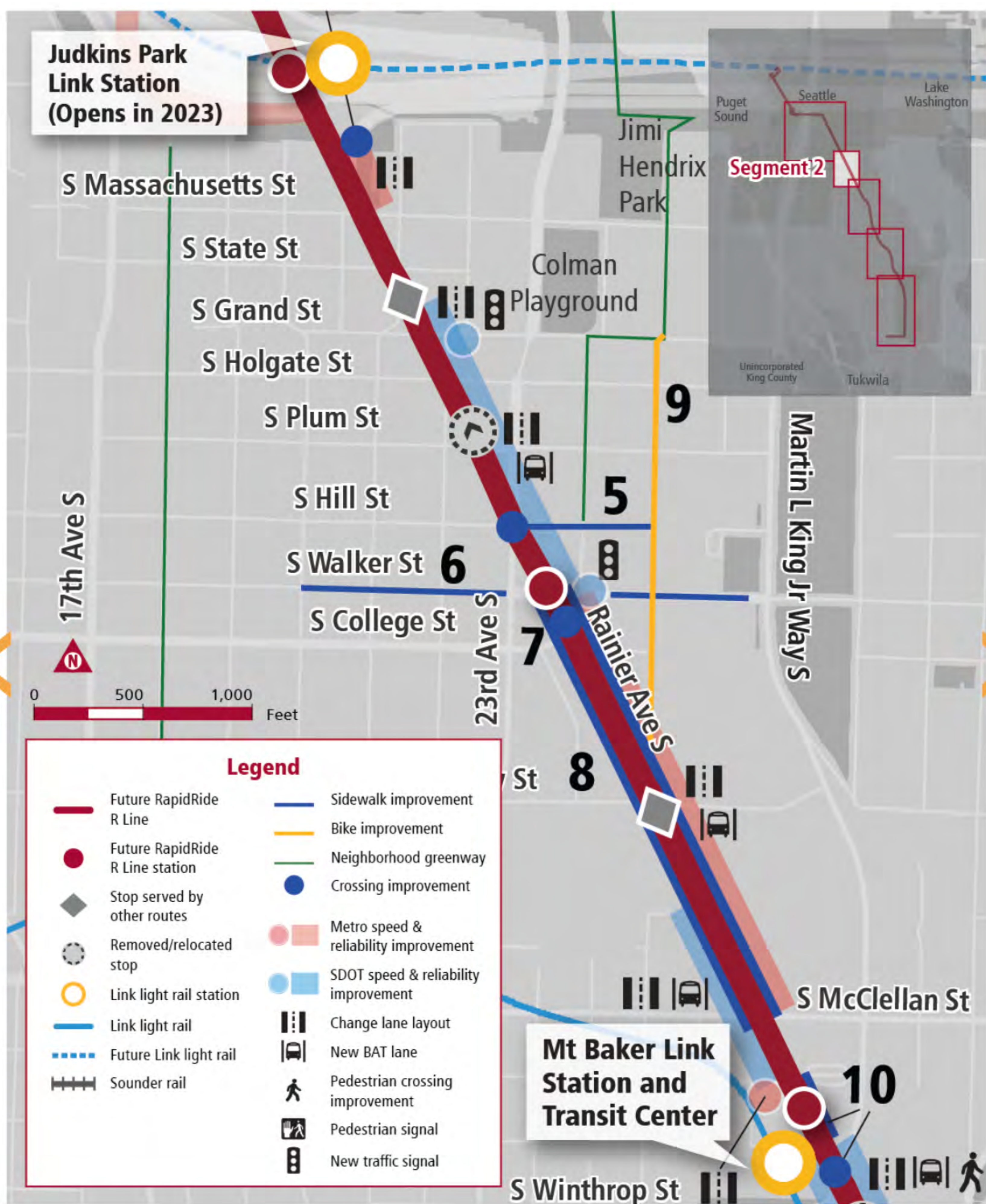
## Segment 2



### In this segment, we're proposing changing station locations to help keep the buses arriving on schedule.

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more. We'd like to hear your thoughts on these changes and any suggestions you have for additional improvements.

Click through the map gallery using the arrow buttons, and use the form to share your feedback!



All proposed changes

### Have a Say

On average, how often do you plan to use RapidRide R Line stations in this segment?

- Please select one -

Do the proposed station locations help you get where you need to go?

How do you feel about the following statement?

"I am okay with Metro changing bus stops on this segment of RapidRide R Line to keep buses arriving reliably on-time."

- Please select one -

We are considering improvements to sidewalks, crossings, and bike access to stations. Not all these projects will be built. Which of the improvements shown would make it easier and safer for you to get to and from the bus stations? (please select up to three)

- 5: Accessibility improvements for people with visual impairments at the S. Hill Street, 23rd Avenue S., and Rainier Avenue S. intersection. Sidewalk improvements on S. Hill Street.
- 6: New sidewalks on S. Walker Street.
- 7: Pedestrian signal and crossing improvement at S. Walker Street.
- 8: Sidewalk improvements on Rainier Avenue S.
- 9: Neighborhood greenway on 25th Avenue S.

Where else should Metro improve safety for people crossing the street?

Please share any other thoughts on the proposed changes.

SUBMIT



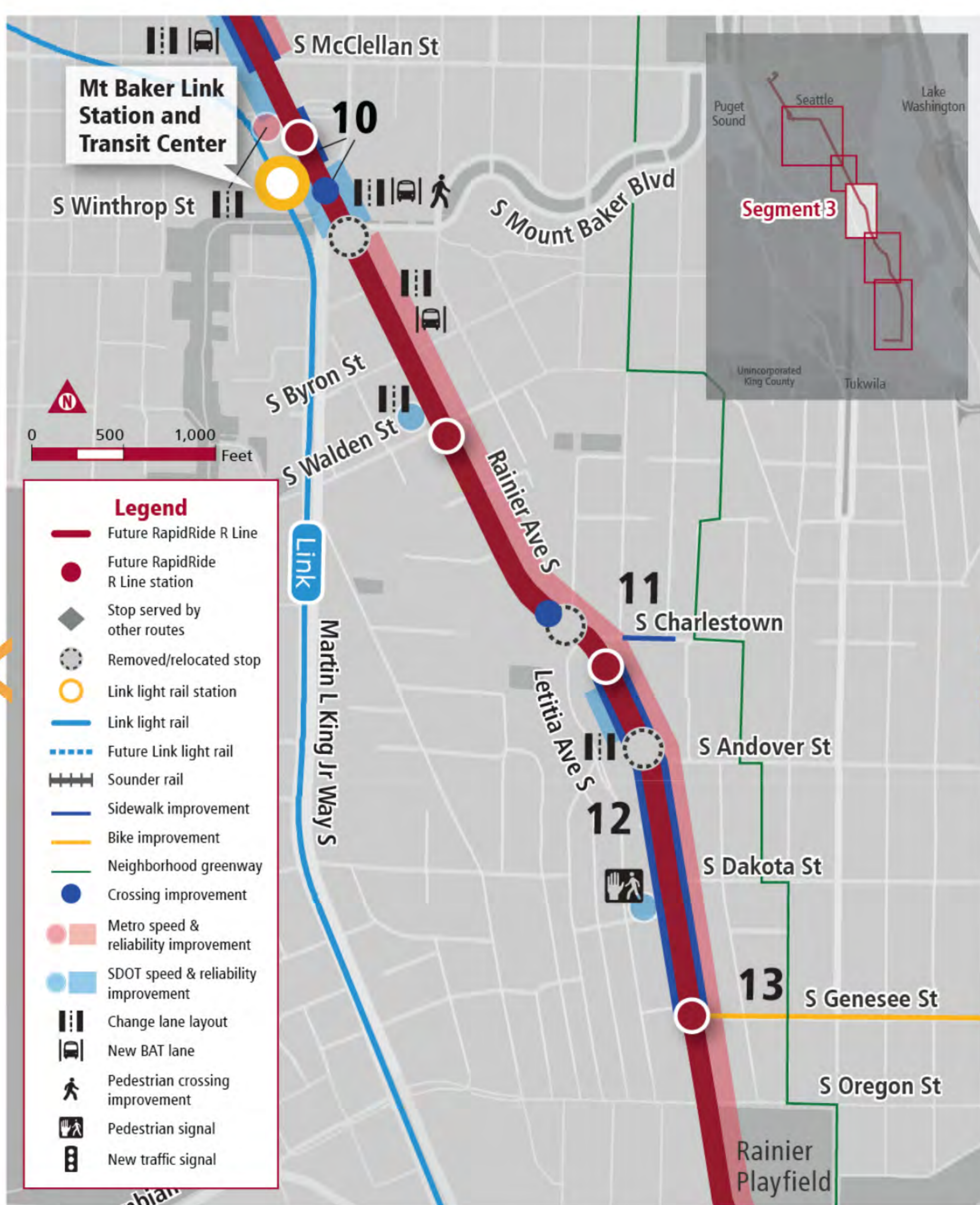
# Mt. Baker to Columbia City

## Segment 3

**In this segment, we're proposing changing station locations and lane usage to help keep the buses arriving on schedule.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more. We'd like to hear your thoughts on these changes and any suggestions you have for additional improvements.

**Click through the map gallery using the arrow buttons, and use the form to share your feedback!**



All proposed changes

### Have a Say

**On average, how often do you plan to use RapidRide R Line stations in this segment?**

- Please select one - ▾

**Do the proposed station locations help you get where you need to go?**

Text input field for user response.

**How do you feel about the following statement?**

"I am okay with Metro changing bus stops on this segment of RapidRide R Line to keep buses arriving reliably on-time."

- Please select one - ▾

**We are considering improvements to sidewalks, crossings, and bike access to stations. Not all these projects will be built. Which of the improvements shown would make it easier and safer for you to get to and from the bus stations? (please select up to three)**

- 10: Crossing and sidewalk improvements around Mt. Baker Link light rail station and transit center.
- 11: Crossing improvement at S. Charlestown Street. New sidewalks on S. Charlestown Street.
- 12: Sidewalk improvements on Rainier Avenue S.
- 13: Upgrade and connect bike lane on S. Genesee Street.

**Where else should Metro improve safety for people crossing the street?**

Text input field for user response.

**Please share any other thoughts on the proposed changes.**

Text input field for user response.

**SUBMIT**

We are proposing removing on-street parking on Rainier Avenue S. between S. Alaska Street and S. Genesee Street to make room for a northbound business access and transit (BAT) lane to keep buses moving and on time.

### Have a Say

**Do you park on Rainier Avenue S. in this area?**

- Yes
- No

**Please share any other thoughts on the proposed changes.**

Text input field for user response.

**SUBMIT**

### Existing



### Proposed



Existing and proposed lane usage cross-section.





# Columbia City to Hillman City

Segment 4

## We have two options for station locations in Columbia City.

We'd like to hear your feedback on which option you prefer and why. When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, connecting transit, safe locations for people to cross the street, community input, and more. We need your input **now** to help decide where to place RapidRide R Line stations.



Click through the map gallery using the arrow buttons, and use the form to share your feedback!

### OPTION A:

- S Alaska St
  - Near recent and future development
  - WA State Department of Services for the Blind is located nearby
  - Good access to Rainier Community Center and parks

- S Hudson St
  - Near Columbia City business district

### OPTION B:

- S Edmunds St
  - Near Columbia City business district, existing grocery store, and farmer's market
  - Walk to and from light rail is less steep

- S Dawson St
  - Near future development

## Have a Say

On average, how often do you plan to use RapidRide R Line stations in this segment?

- Please select one -

Which station location option (A or B) do you prefer and why?

Do the proposed station locations help you get where you need to go?

We are considering improvements to sidewalks, crossings, and bike access to stations. Not all these projects will be built. Which of the improvements shown would make it easier and safer for you to get to and from the bus stations? (please select up to two)

- 14: Improve pedestrian signal response time at crossings connecting to RapidRide stations (pending station locations).
- 15: Sidewalk improvements on Rainier Avenue S.
- 16: Crossing improvement at S. Brandon Street. Neighborhood greenway on S. Brandon Street.
- 17: Protected bike lanes on S. Graham Street
- 18: Improve pedestrian signal response time at S. Graham Street.

Where else should Metro improve safety for people crossing the street?

Please share any other thoughts on the proposed changes.

SUBMIT



All proposed changes

We are proposing removing on-street parking on Rainier Avenue S. between S. Mead Street and 39th Avenue S. to make room for a northbound business access and transit (BAT) lane to keep buses moving and on time.

## Have a Say

Do you park on Rainier Avenue S. in this area?

- Yes
- No

Please share any other thoughts on the proposed changes.

SUBMIT

## Existing



## Proposed



# Hillman City to Rainier Beach Link Light Rail Station

Segment 5

## We are planning to end RapidRide R Line at the Rainier Beach Link light rail station.

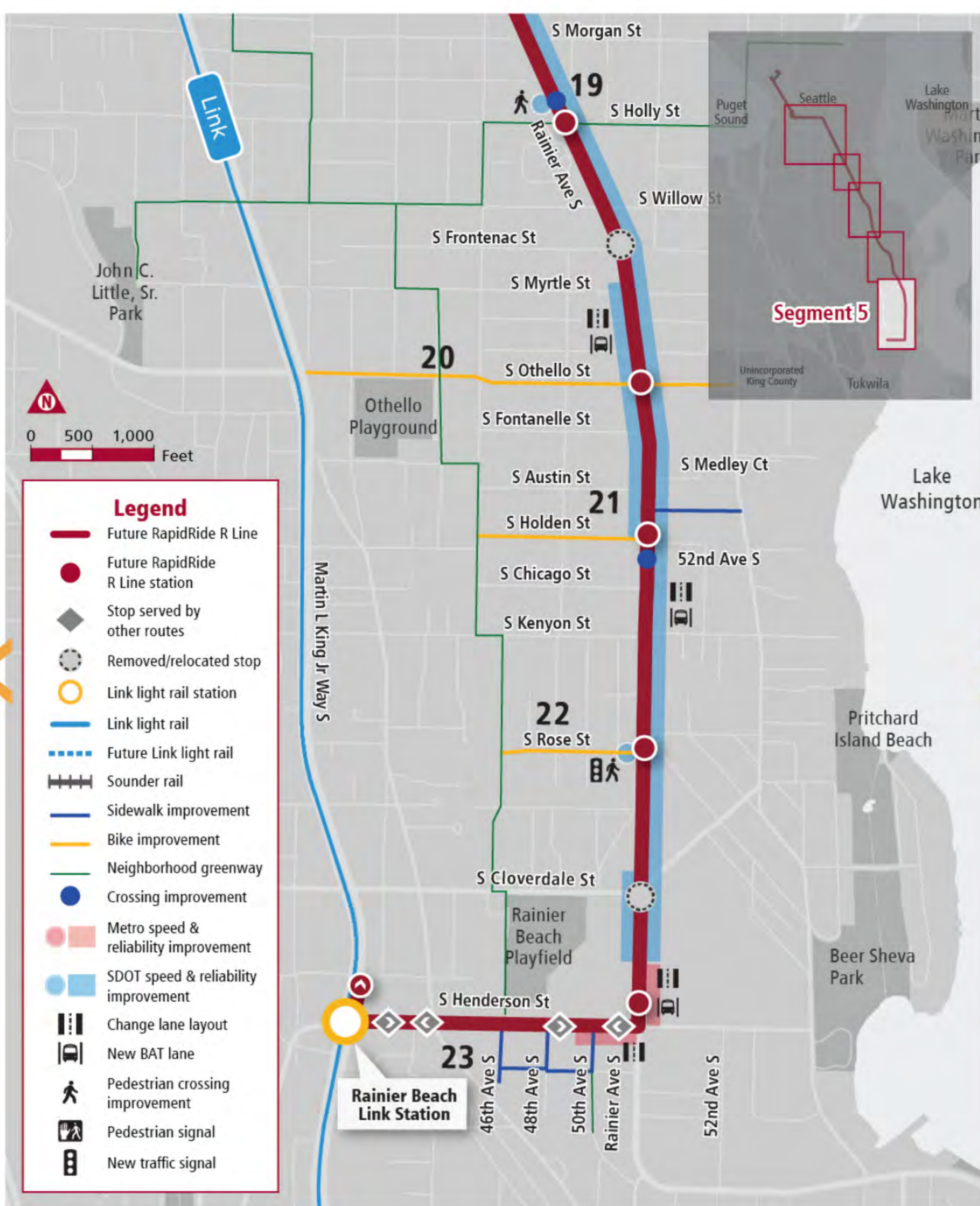
In order to operate fully electric trolley buses, this will mean extending the existing overhead bus trolley wire and adding poles on Rainier Avenue S. to S. Henderson Street, S. Martin Luther King Jr. Way, S. Trenton Street, and Renton Avenue S.

We understand service south of S. Henderson Street and in the Prentice Loop is an important connection for community members. Route 7 service to this area is infrequent, and we have heard it is also confusing. While RapidRide R Line will not serve this area, Metro will engage people south of S. Henderson Street to identify their needs and develop other transit service to launch with RapidRide R Line.

**In this segment, we're also proposing changing station locations to help keep the buses arriving on schedule.**

When deciding where stations should be, we look at the number of riders and their needs, places people are going to and from, distance to other stops, nearby transit, safe locations for people to cross the street, community input, and more. We'd like to hear your thoughts on these changes and any suggestions you have for additional improvements.

**Click through the map gallery using the arrow buttons, and use the form to share your feedback!**



All proposed changes

## Have a Say

**On average, how often do you plan to use RapidRide R Line stations in this segment?**

- Please select one - ▾

**If you currently use Route 7 stops that will not be served by RapidRide R Line, where would you like the bus to take you? What are some important connections to and from this area that Metro does not currently provide today?**

**If you would like updates about Prentice Loop service, please provide your email below.**

**Do the proposed station locations help you get where you need to go?**

**We are considering improvements to sidewalks, crossings, and bike access to stations. Not all these projects will be built. Which of the improvements shown would make it easier and safer for you to get to and from the bus stations? (please select up to five)**

- 19: Improve pedestrian lighting at S. Holly Street.
- 20: Protected bike lanes on S. Othello Street.
- 21: Crosswalk improvement at S. Holden Street. Neighborhood greenway on S. Holden Street. Upgrade pedestrian path at S. Wildwood Lane.
- 22: Neighborhood greenway on S. Rose Street.
- 23: New sidewalks on 46th Avenue S., 48th Avenue S., 50th Avenue S., and S. Director Street.

**Where else should Metro improve safety for people crossing the street?**

**Please share any other thoughts on the proposed changes.**

**SUBMIT**



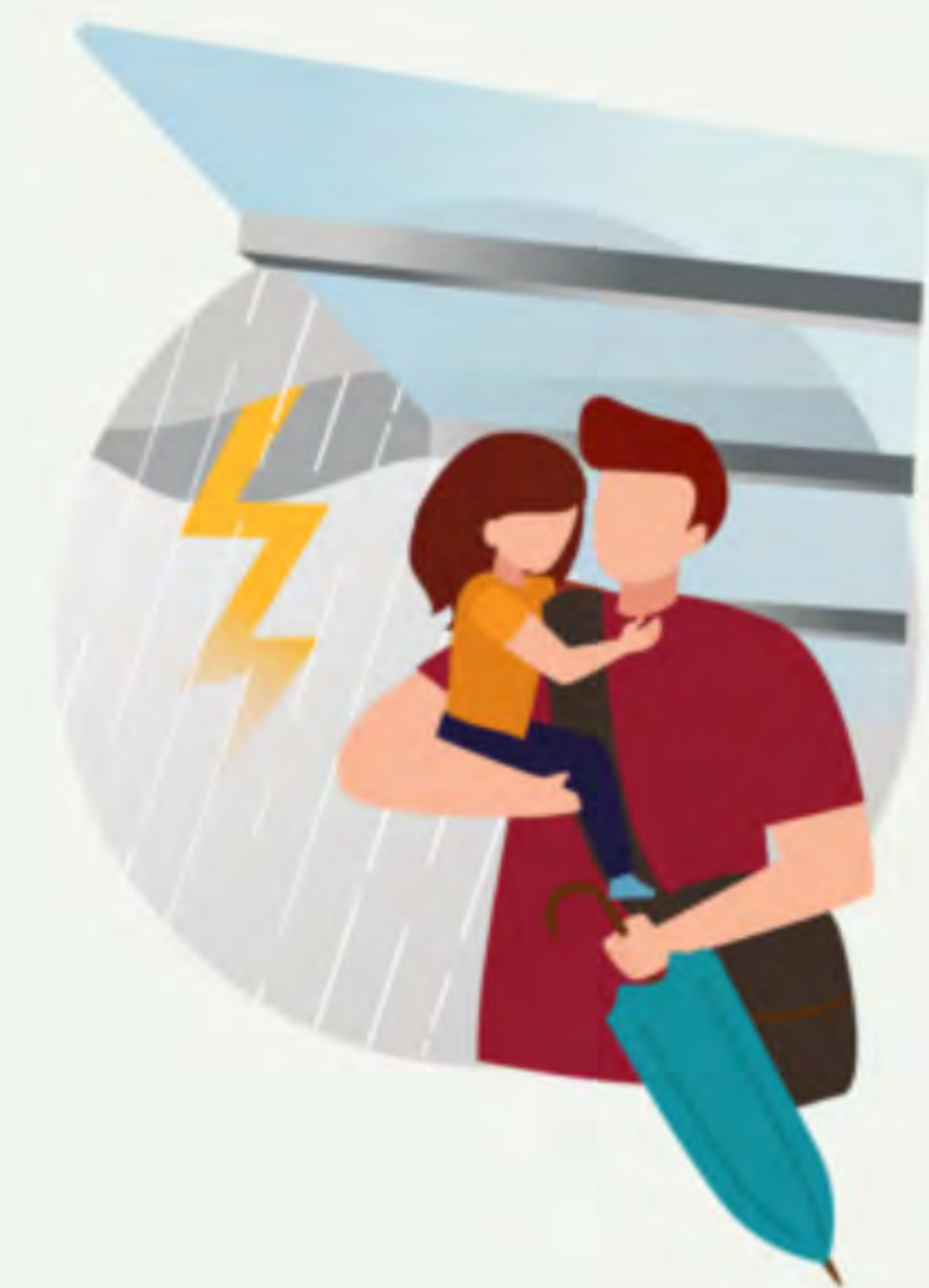


# Station Design

**We are designing RapidRide stations to create a comfortable and convenient rider experience.**

The new stations

- will be open and bright so people can see and be seen.
- may feature other amenities such as route maps, seating, shelter, and real-time bus arrival information.
- will be designed based on the surrounding environment and to meet the needs of our customers.



## RapidRide station designs

The examples shown below are conceptual designs. Actual design may vary.



Rainier Avenue S. and S. Walker Street – southbound

### Have a Say

**What station features are most important to you? (please select up to two)**

- Lighting
- Seating
- Weather protection
- Real-time arrival information

**Please share any additional thoughts about RapidRide R Line station design.**

**SUBMIT**

[◀ HILLMAN CITY TO RAINIER BEACH LINK LIGHT RAIL STATION](#)

[NEXT STEPS ▶](#)



# Next Steps



## Thank you for your input!

Metro will use your input to inform the preferred RapidRide R Line concept, which will include bus station locations, amenities, and projects improving access to the bus. We plan to share our preferred concept for community feedback later this year.

**Visit the project website** to learn more and view our event calendar. Attend an in-person open house or other events to talk with the project team in your community. Additionally, visit our partner **Seattle Department of Transportation (SDOT)'s project website** to learn more about what they are currently doing to keep buses moving and improve transit access along Rainier Avenue S.



## Join us in person at an open house to learn more, meet the project team, and ask questions!

All open houses will include refreshments and an activity area for kids.

**Thursday, February 27, 6-8 p.m.**  
 Hillman City Collaboratory  
 5623 Rainier Avenue S.,  
 Seattle, WA 98118  
*Interpretation in Spanish available*

**Tuesday, March 3, 6-8 p.m.**  
 Dunlap Elementary School  
 4525 S. Cloverdale Street,  
 Seattle, WA 98118  
*Interpretation in Spanish and Somali available*

**Thursday, March 5, 5:30-7:30 p.m.**  
**\*\*POSTPONED UNTIL FURTHER NOTICE\*\***All county-led events have been postponed to proactively slow the spread of COVID-19.

## Have a Say

### We want to hear from you!

Complete the form below to receive project updates and stay informed of future opportunities to provide input on RapidRide R Line.

**Name**

First Last

**Please add your email address if you would like to receive project updates.**

- I live near this route.
- I own property near this route.
- I own a business near this route.

**Please share any additional comments you have about RapidRide R Line.**

**How did you hear about this online open house? (check all that apply)**

- Metro or King County website
- Metro mailer
- Metro text or email alerts
- Metro social media (Facebook, Twitter, etc.)
- Other social media accounts
- News media or neighborhood blog (please tell us which ones in the comment box below)
- Advertisement
- Project team members at an information table or community event
- Work or school
- Community organization(s) (please tell us which ones in the comment box below)
- Family member or friend
- Option(s) not listed here (please tell us about them in the comment box below)
- I would rather not say

**We want to learn more about you! Are you willing to answer some additional questions?**

These questions help us make sure we're hearing from people who represent the area. It also helps us know if we are hearing from the people affected by this change in service. All questions are optional.

- Yes, I am willing to share some additional information in this form.

**SUBMIT**



# RAPIDRIDE

## Appendix H

### RapidRide R Line notifications

Mailer: During the first week of February 2020, Metro sent project information in 11 languages to residents and businesses within a half-mile of the Route 7 pathway—roughly 92,000 addresses. The inside of the mailer is shown below.

### R Line

**We want to hear from you!**

Provide feedback on station locations and changes that could help

- improve bus frequency and reliability
- provide better connections to all transit in the area
- improve bus station access and safety.

Visit our website at [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline) to:

- Tell us what you think! Visit our online open house and take our survey from February 19–March 10.
- Find where and when to meet with the project team in your community.

**Need a computer?**

- Visit a public library for a free internet session.

**More ways to connect:**

- Contact us with feedback, questions, or to host us in your community. [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) 206-263-9768

**Legend**

- Link Light Rail Stations
- Future RapidRide R Line
- Existing Link Light Rail
- Future Link Light Rail
- Sounder Rail

**¡Queremos escuchar de usted!**

Proporcione comentarios sobre la ubicación de las estaciones y cambios que podrían ayudar

- mejorar la frecuencia y confiabilidad del autobús
- proporcionar mejores conexiones a todo el tránsito en el área
- mejorar el acceso a la estación de autobuses y la seguridad.

Visite nuestro sitio web en [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline) para:

- ¡Decimos qué piensa! Visite nuestra casa abierta en línea y tome nuestra encuesta desde 19 de febrero al 10 de marzo.
- Encuentre dónde y cuándo reunirse con el equipo de este proyecto en su comunidad.

**¿Necesita una computadora?**

- Visite una biblioteca pública para una sesión de internet gratuita.

**Más maneras de conectarse:**

- Contáctenos con comentarios, preguntas o para invitarnos a su comunidad. [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) 206-263-9768

**Chúng tôi muốn lắng nghe ý kiến của Quý khách!**

Đóng góp ý kiến về địa điểm đặt trạm dừng và các đề nghị thay đổi sẽ giúp

- cải thiện sự thường xuyên và đúng giờ của xe buýt
- tăng cường kết nối đến tất cả phương tiện vận chuyển công cộng khác trong khu vực
- nâng cao tính an toàn và khả năng tiếp cận đến trạm dừng xe.

Vui lòng vào trang web của chúng tôi tại [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline) để:

- Chia sẻ cảm nghĩ của Quý khách! Ghé vào diễn đàn trực tuyến của chúng tôi và tham gia khảo sát từ ngày 19 tháng 02 đến 10 tháng 03.
- Tìm hiểu thông tin thời gian và địa điểm các cuộc họp của đội dự án với cộng đồng.

**Quý khách không có máy tính?**

- Hãy ghé đến thư viện công cộng để sử dụng các lượt internet miễn phí.

**Nhiều cách để kết nối với chúng tôi:**

- Hãy liên lạc với chúng tôi để góp ý, đặt câu hỏi, hoặc hỗ trợ chúng tôi trong cộng đồng của bạn. [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) 206-263-9768

**我们需要您的意见!**

就车站位置和其他改进提供您的反馈

- 提高出车频率以及可靠性
- 在该地区内提供更好的出行连接
- 改善公交车站周围的交通便利性和安全性。

请访问我们的网站 [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline) :

- 告诉我们您的想法! 请于2月19日至3月10日内参观我们的网上开放日, 然后做一下我们的市场调查。
- 找出在何时何地可与您社区中的项目团队见面。

**您需要电脑浏览网站?**

- 请到公共图书馆您将可免费使用互联网连接。

**我们的联系方式:**

- 欢迎联系我们, 并提供您的反馈及问题, 或者安排我们到您的社区。 [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) 206-263-9768

**我們需要您的意見!**

就車站設立的地點和其他改進提供意見

- 可以幫助我們提供更頻密的班次和更可靠的服務
- 在該區提供更好的交通接駁方式
- 使乘客出入巴士站更便利, 並加強安全。

歡迎瀏覽我們的網站 [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline):

- 與我們分享您的想法! 請於2月19日至3月10日內參觀我們的網上開放日, 並請參與我們的市場調查。
- 請在您的社區附近找出可以與項目團隊碰面的地點和時間。

**需要電腦瀏覽網站?**

- 請訪問公共圖書館使用免費互聯網服務。

**更多聯絡方式:**

- 歡迎與我們聯繫, 並提供您的意見、疑問、或安排我們到您的社區。 [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) 206-263-9768

**Waxaan rabnaa in aan ku maqalno!**

Ku biiri ra'yigaaga meelaha basaska laga raaco iyo isbedelada wax tarka leh

- Wanaaji joogtaynta basaska iyo isku halayntooda
- Ku biiri isku xir wanaagsan dhammaan aagaga transit-ka
- Wanaaji helitaanka saldhigyada basaska laga raaco iyo amniga.

**Booqo bartayada internetka ee kingcounty.gov/metro/rline ku:**

- Noo sheeg fikradaada! Booqo gurigeena furan ee internetka oo ka qeyb-qaado sahankeenna Febraayo 19 ilaa 10-ka Maarso.
- Raadi meesha iyo goorta aad kala kulmi doontid kooxda mashruuca ee bulshadaada.

**Ma ubaahantahay kombiyuutar?**

- Booqo maktabada guud oo leh internet bilaash ah.

**Siyaabo badan oo la isgu xiro:**

- Nala soo xiriir jawaab-celin, su'alo, ama in aad na marti-geliso bulshadaada. [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov) 206-263-9768

**RAPIDRIDE**



Check out the full King County RapidRide network at [kingcounty.gov/metro/rapidride](http://kingcounty.gov/metro/rapidride)



The front and back of the mailer are shown below.

## RAPIDRIDE

### Help us design RapidRide service in the Rainier Valley

King County Metro is bringing RapidRide to the Rainier Valley. The new RapidRide R Line will serve people who are currently using Route 7 with improved, more reliable bus service.

Ayúdenos a diseñar el servicio RapidRide en Rainier Valley.

Hầu giúp chúng tôi thiết kế dịch vụ xe buýt RapidRide khu vực Rainier Valley.

帮助我们规划在 Rainier Valley 里的 RapidRide 服务。

您的意見可幫助我們規劃 Rainier Valley 的 RapidRide 的服務設施。

Naga caawi sidii aan u qaabayn lahayn adeegga RapidRide ee Rainier Valley.

**Visit our website**  
[kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline) to:

**Tell us what you think!** Visit our online open house and take our survey by **March 10**.

**Find where to meet** with the project team in your community.

የፊር ራይድ (RapidRide) አገልግሎት በሬይኒየር ቫሊ (Rainier Valley) በመቅረብ ዙሪያ አግዘን። ለበለጠ መረጃ በስልክ ቁጥር 206-553-3000 ይደውሉ።

አብ ረይኒየር ቫሊ አገልግሎት ለሰጥ መገንጠያ (ፊር-ራይድ) አብ ምምዕባል ልግዘና። ንዝያዳ ሓበሬታ፡ 206-553-3000 ደውሉ።

Tajaajila RaapiidRaayidii Reeyiniir Vaalii kalaquu nu gargaari. Odeeffannoo dabalataaf 206-553-3000 bilbili.

Tulongan ninyo kaming lumikha ng bagong serbisyo ng RapidRide sa Rainier Valley. Para sa higit na impormasyon, mangyaring tumawag sa 206-553-3000.

ساعدونا على تصميم خدمة رايبيد رايد في رينير فالى لمزيد من المعلومات يرجى الاتصال ب 206-553-3000

Contact: Robyn Austin  
RapidRide Communications and Engagement Manager  
206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)

King County METRO

KSC-TR-0824  
201 S Jackson St  
Seattle, WA 98104-3856

PRSR STD  
U.S. POSTAGE  
PAID  
SEATTLE, WA  
PERMIT NO 6966

Postcard: Metro sent the postcard below to residents and businesses within a half-mile radius of the Route 7 pathway during the third week of February 2020 to encourage in-person and online engagement. Project team members also distributed postcards during community partner engagement events, tabling events, and bus outreach.

## RAPIDRIDE

### You're Invited!

#### RapidRide is coming to Rainier Valley

King County Metro is bringing RapidRide to the Rainier Valley! Starting in late 2024, the new RapidRide R Line will serve the current users of Route 7 with an improved, more reliable bus service.

We want to hear from you! Provide input that could help:

inform bus station locations

improve bus frequency and reliability

provide better connections to all transit in the area

improve bus station access and safety

have a say

#### Join us at an open house to learn more!

All open houses will include refreshments and an activity area for kids.

<p><b>Thursday, February 27</b> 6–8 p.m. Hillman City Collaboratory 5623 Rainier Avenue S. Seattle, WA 98118 Interpretación disponible en español</p>	<p><b>Tuesday, March 3</b> 6–8 p.m. Dunlap Elementary School 4525 S. Cloverdale Street Seattle, WA 98118 Interpretación disponible en español Tarjumaad Af-soomaali ayaa lagu heli karaa</p>	<p><b>Thursday, March 5</b> 5:30–7:30 p.m. Hirabayashi Place 442 S. Main Street Seattle, WA 98104 Có hỗ trợ phiên dịch tiếng Việt 提供中文翻译服务 提供粵語口譯服務</p>
---	--	---

Moving forward together

**Can't make it in person?** Visit our online open house and take our survey now through **March 10**: [bit.ly/rline-en](https://bit.ly/rline-en)  
For more information, call: 206-263-9768

**¿No puede atender en persona?** Visite nuestra reunión pública en línea y complete nuestra encuesta antes del **10 de marzo**: [bit.ly/rline-es](https://bit.ly/rline-es)  
Para más información llame: 206-553-3000

**本人不能到场?** 请访问我们的在线开放日, 并于**3月10日**前参与问卷调查: [bit.ly/rline-sc](https://bit.ly/rline-sc)  
更多详情请致电: 206-553-3000

**Không thể đến tham dự?** Ghé vào diễn đàn trực tuyến của chúng tôi và tham gia khảo sát trước **ngày 10 tháng 03**: [bit.ly/rline-vt](https://bit.ly/rline-vt)  
Để biết thêm thông tin, vui lòng gọi số: 206-553-3000

**無法親自到場?** 請瀏覽我們的在線開放日, 並於**3月10日**前參加此項目的問卷調查:  
[bit.ly/rline-tc](https://bit.ly/rline-tc)  
想要更多資訊請致電: 206-553-3000

**Qof ahaan ma imaan karo?** Booqo guigayaga furan ee onlaynka ah si oo aad ug qeybqaadatid xog-ururintayada sahanka ugu dambayn **Maarso 10**: [bit.ly/rline-so](https://bit.ly/rline-so)  
Macluumaad dheeri ah soo wac: 206-553-3000

KSC-TR-0824  
201 S Jackson St  
Seattle, WA 98104-3856

PRSR7 STD  
U.S. POSTAGE  
**PAID**  
SEATTLE, WA  
PERMIT NO 2187

Contact:  
**Robyn Austin** | RapidRide Communications and Engagement Manager  
206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)

Poster distribution: The project team distributed posters and flyers to businesses, schools, and organizations along the future RapidRide R Line route.



**Provide feedback online or in-person that could help**

- inform bus station locations
- improve bus frequency and reliability
- provide better connections to all transit in the area
- improve bus station access and safety.

**Talk with Metro at events and gathering places in your community!**

Information Tables			
Seattle Public Library—Columbia Branch Tuesday, Feb. 11 1–3 p.m. 4721 Rainier Avenue S. Seattle, WA 98118	Safeway Saturday, Feb. 15 11 a.m.–1 p.m. 3820 Rainier Avenue S. Seattle, WA 98118	Seattle Public Library—Rainier Beach Saturday, Feb. 20 11 a.m.–1 p.m. 9125 Rainier Avenue S Seattle, WA 98118	Rainier Community Center Pancake Breakfast Saturday, Feb. 22 10 a.m.–1 p.m. 4600 38th Avenue S. Seattle, WA 98118
The Dakota at Rainier Court Thursday, Feb. 13 11 a.m.–1 p.m. 3642 33rd Avenue S. Seattle, WA 98144	2100 Building Tuesday, Feb. 18 11 a.m.–1 p.m. 2100 24th Avenue S Seattle, WA 98144	Rainier Valley Food Bank Saturday, Feb. 22 9 a.m.–2 p.m. 4205 Rainier Avenue S Seattle, WA 98118	Thái Bình Apartments Tuesday, Feb. 25 4–6 p.m. 913 S. Jackson Street Seattle, WA 98104

R Line Open Houses			
Join us at an open house! <i>All open houses will include refreshments and an activity area for kids.</i>	Thursday, Feb. 27 6–8 p.m. Hillman City Collaboratory 5623 Rainier Avenue S. Seattle, WA 98118 Interpretación disponible en español	Tuesday, Mar. 3 6–8 p.m. Dunlap Elementary School 4525 S. Cloverdale Street Seattle, WA 98118 Interpretación disponible en español Tarjumaad Af-soomaali ayaa lagu heli karaa	Thursday, Mar. 5 5:30–7:30 p.m. Hirabayashi Place 442 S. Main Street Seattle, WA 98104 Cố hỗ trợ phiên dịch tiếng Việt 提供中文翻譯服務 提供粵語口譯服務



Can't make it in person? Visit our online open house and take our survey by March 10: [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).

*¿No puede atender en persona? Visite nuestra reunión pública en línea y complete nuestra encuesta antes del 10 de marzo: [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).*

*本人不能到場? 請訪問我們的在線開放日, 並於3月10日前參與問卷調查: [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).*

*無法親自到場? 請瀏覽我們的在線開放日, 並於3月10日前參加此項目的問卷調查: [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).*

**Không thể đến tham dự? Ghé vào diễn đàn trực tuyến của chúng tôi và tham gia khảo sát trước ngày 10 tháng 03: [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).**

**Qof ahaan ma imaan karo? Booqo gurigayagaya furan ee onlaynka ah si oo aad ug qeybqadadid xog-urintayada sahanika ugu dambayn Maarso 10: [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).**

**Questions? Contact**  
 Robyn Austin | RapidRide Communications and Engagement Manager  
 206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)





Event-specific flyer distribution: In response to requests from our community partners and hosts, the project team delivered event-specific flyers for engagement opportunities and briefings at The Dakota at Rainier Court, Thái Binh Apartments, and Center Park. The flyer for Thái Binh is shown below.

## RAPIDRIDE RapidRide is Coming to Rainier Valley



King County Metro is bringing RapidRide to the Rainier Valley! Starting in late 2024, the new RapidRide R Line will serve current Route 7 riders with better, more reliable bus service connecting Downtown Seattle, Chinatown-International District, Little Saigon, Mount Baker, Columbia City, Hillman City, Rainier Valley, and Rainier Beach.

Provide feedback online or in-person that could help

- Inform bus station locations
- Improve bus frequency and reliability
- Provide better connections to all transit in the area
- Improve bus station access and safety.

Stop by an information table to ask questions and share feedback with the project team. For a complete list of events, visit [kingcounty.gov/metro/rline](https://kingcounty.gov/metro/rline).

**Tuesday, Feb. 25**  
**4–6 p.m.**  
 Thái Binh Apartments lobby



### Questions? Contact

**Robyn Austin** | RapidRide Communications and Engagement Manager  
 206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)

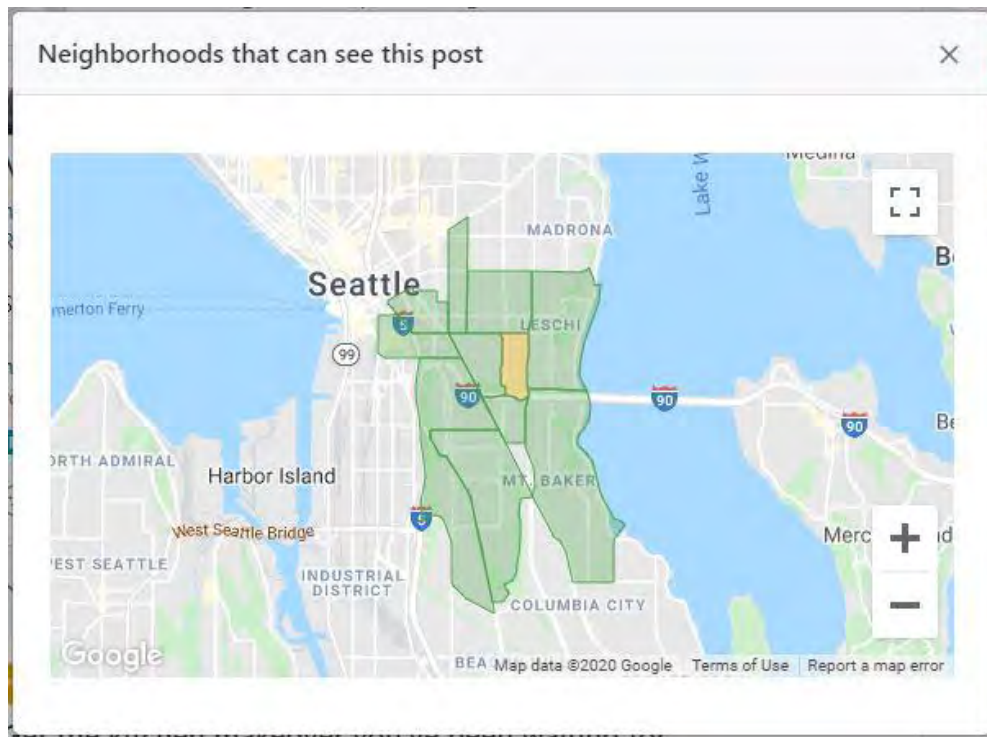
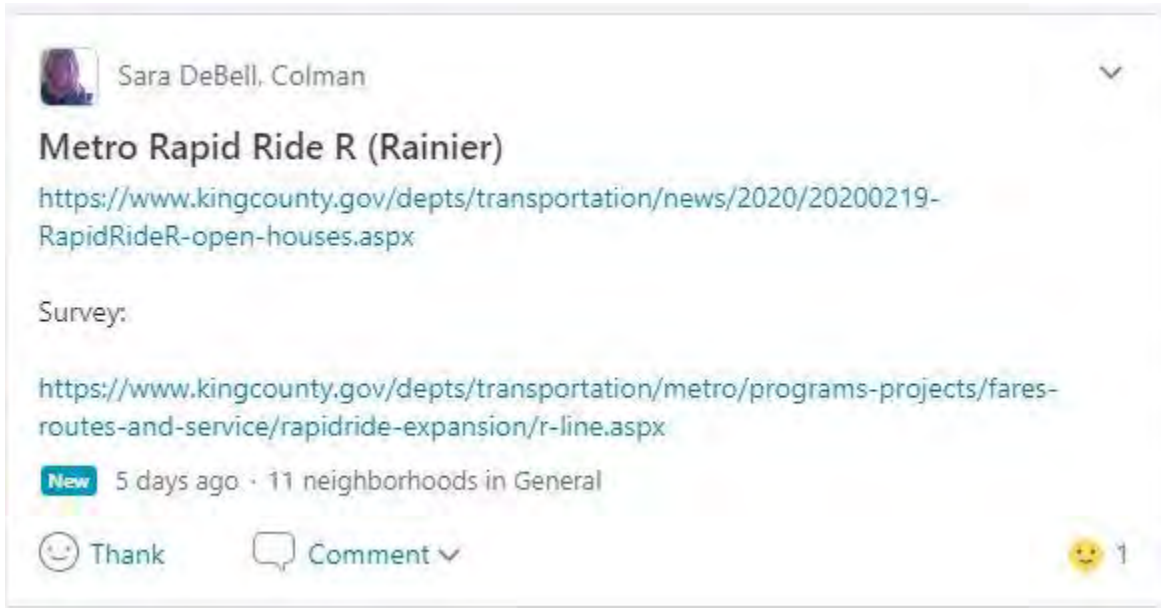
Para obtener más información, llame 206-553-3000  
 更多詳情請致電 206-553-3000  
 Để biết thêm thông tin, vui lòng gọi số 206-553-3000




想要更多資訊請致電 206-553-3000  
 Macluumaad dheeri ah soo wac 206-553-3000

## Social media posts

- Nextdoor: One community member shared the press release to 11 Nextdoor community groups in the south Seattle area. A map of the community groups included is below.






- Facebook: King County Metro shared three RapidRide R Line engagement notifications on Facebook including the one below.

 **King County Metro Transit**  
February 26 at 6:10 PM · 🌐

Rainier Valley, we want to hear from you! Attend our open house in Hillman City to share your needs and priorities for the new RapidRide service. Your input will help us make decisions about station locations and ways to improve access to transit.

📍 Hillman City Collaboratory, 5623 Rainier Ave S  
🕒 6pm - 8pm  
📅 Thursday, February 27... [See More](#)



  27

2 Comments 4 Shares

- Twitter: King County Metro shared four RapidRide R Line engagement notifications on Twitter including the one below.



**King County Metro** @kcmetrobus

“We’ve heard from people who rely on Route 7. We need community input to help Metro make good decisions on how best to serve the Rainier Avenue corridor with more reliable, faster & more frequent transit.” #RapidRideR #HaveASay

News+open house info [kingcounty.gov/depts/transpor...](https://kingcounty.gov/depts/transpor...)



16:52 · 19 Feb 20 · Twitter Web App

4 Retweets 10 Likes

Email to CBO partners and community members: The project team sent email notifications with open house information to over 200 CBO partners and community members. An example email is included below.

Hello,

Thank you for being a committed partner to King County Metro as we work to bring transit improvements to Rainier Valley. Your feedback to date helped to identify transit needs and barriers and inform our community engagement efforts. Over the past few months, we've been hard at work incorporating community feedback into the R Line design concept that aims to bring riders improvements in quality, safety, and access to public transportation.

This winter we will share the draft R Line design concept with the community through an online open house and survey, in-person open houses, and outreach events throughout Rainier Valley. The online open house and all project materials are available in six languages: English, Spanish, Traditional Chinese, Simplified Chinese, Vietnamese, and Somali. Metro can also provide project materials in Arabic, Amharic, Oromo, Tagalog, and Tigrinya, as needed. We would appreciate your help in sharing the opportunities below with the community members you serve to update them about improved service coming to the area in 2024 and so they can share their feedback.

**Did you know?**  
King County Metro is working to connect Rainier Valley and the surrounding areas to more frequent and reliable bus service. Through R Line, Metro aims to keep the best of Route 7 but upgrade the service to give you Metro's highest investment in service, amenities, and reliability. Metro is incorporating feedback from the public to help inform the preferred R Line concept.

**What you can do**

- To share feedback on RapidRide R Line bus station locations and other related projects, visit the **online open house** and provide comments by **March 10**. The online open house is available in the following languages via the links below.
  - [English](#)
  - [Spanish](#)
  - [Traditional Chinese](#)
  - [Simplified Chinese](#)
  - [Vietnamese](#)
  - [Somali](#)
- To ask questions and share feedback directly with the project team, visit us at an **in-person open house**. All open houses will include refreshments and an activity area for kids.
  - **Thursday, February 27, 6-8 p.m.** at Hillman City Collaboratory (5623 Rainier Avenue S., Seattle, WA 98118) - *Interpretation in Spanish available.*
  - **Tuesday, March 3, 6-8 p.m.** at Dunlap Elementary School (4525 S. Cloverdale Street, Seattle, WA 98118) - *Interpretation in Spanish and Somali available.*
  - **Thursday, March 5, 5:30-7:30 p.m.** at Hirabayashi Place (442 S. Main Street, Seattle, WA 98104) - *Interpretation in Cantonese, Mandarin, and Vietnamese available.*
- For a **calendar of other community events**, ongoing updates, and more information, visit the [RapidRide R Line website](#).

Thank you for your willingness to help spread the word!

Press release: Metro sent out a press release to media in the Seattle area. The full press release can be accessed [here](#).

## King County Metro seeking community input on future RapidRide R Line in Rainier Valley

February 19, 2020

**Summary**

King County Metro is planning to upgrade Route 7 to become the RapidRide R Line. Visit our virtual open house or join us at community meetings to Have a Say on future station locations and projects to make the bus more reliable.

Media coverage: Several local news outlets shared information from the press release.

- [South Seattle Emerald](#)



- [Seattle Transit Blog](#)



- [The Urbanist](#)



- [Capitol Hill Times](#)



- [La Raza NW](#)



Ads: Metro purchased RapidRide R Line ad space in the following publications:

- Print Publications
  - Seattle Medium
  - The Facts
  - Seattle Chinese News (traditional Chinese)
  - Seattle Chinese Post (traditional Chinese)
  - Washington Chinese Post (simplified Chinese)
  - La Raza (Spanish)
  - El Mundo (Spanish)



- Seattle Viet Times (Vietnamese)
- NW Vietnamese News (Vietnamese)
- Online Publications
  - Seattle Times and Exchange Network
  - South Seattle Emerald
  - Seattle Chinese Times (traditional Chinese)
  - Runta News (Somali)
  - El Mundo (Spanish)
  - La Raza NW (Spanish)

Examples of English digital ads are included below:

King County METRO

Help us plan service in the Rainier Valley.

Provide your input

RAPIDRIDE

Size: 300x600

King County METRO

Help us plan service in the Rainier Valley.

Provide your input

RAPIDRIDE

Size: 160x600

RAPIDRIDE

Help us plan service in the Rainier Valley.

Provide your input

King County METRO

Size: 300x250

Help us plan service in the Rainier Valley.

Provide your input

RAPIDRIDE

Size: 320x50

King County METRO

Help us plan service in the Rainier Valley.

Provide your input

RAPIDRIDE

Size: 970x250

RAPIDRIDE

Help us plan service in the Rainier Valley.

Provide your input

Size: 728x90

Ads in the Seattle Chinese Post and the Seattle Medium are shown below:

幫助我們規劃Rainier Valley 的巴士服務。

**R將於 2024年 通行**

**RAPIDRIDE**

RapidRide將在 Rainier Valley 投入營運。請在3月10日前提供您的意見。  
[bit.ly/rline-tc](http://bit.ly/rline-tc)

King County METRO

Seattle Chinese Post

2020年2月28日 第3月6日

THE SEATTLE MEDIUM, WEDNESDAY, FEBRUARY 19, 2020, PAGE 11

### House Passes Hospital Oversight Bill To Protect Patient Safety

OLYMPIA — On Friday, the Washington State House of Representatives passed HB 2426 to increase regulations for psychiatric hospitals.

Sponsored by Rep. Eileen Cody (D-West Seattle), the bill seeks to improve both patient safety and healthcare transparency. It

was requested by the Washington State Department of Health.

In private psychiatric hospitals, regulatory noncompliance has threatened the well-being of people who have been committed. Patients that might have checked in voluntarily have been

forced to stay against their will. This discourages patients from seeking future treatment, Rep. Cody said.

"We should be setting up hospitals to give patients high quality care, especially for psychiatric patients who are already in a vulnerable place," said Cody. "This gives the Department much

better enforcement power to keep people safe."

Cody chairs the Health Care & Wellness Committee, which passed several bills concerning healthcare transparency and regulations.

HB 2426 now moves to the Senate for consideration after passing in the House.

**Advertise In The Seattle Medium**

Call (206) 323-3070

Every child in Washington deserves access to early learning opportunities like child care and preschool.

Tell lawmakers the time is now to invest in our future!

Take action by visiting:  
[www.investinwkids.childrenscampaignfund.org](http://www.investinwkids.childrenscampaignfund.org)

Help us plan service in the Rainier Valley.

**RAPIDRIDE**

RapidRide is coming to the Rainier Valley. Provide your input by Mar. 10 at [kingcounty.gov/metro/rline](http://kingcounty.gov/metro/rline).

King County METRO

Rider alerts: Metro sent rider alerts via email and text message to 7,264 recipients. The delivery report is included below.

## King County, WA - Bulletin Detail Report



**Subject:** Project Alert - Metro seeking community input on future RapidRide R Line in Rainier Valley  
**Sent:** 02/20/2020 03:59 PM PST  
**Sent By:**  
**Sent To:** Subscribers of Route 106, Route 4, Route 48, Route 7, or Route 9,



## Appendix I

### RapidRide R Line drop-in outreach

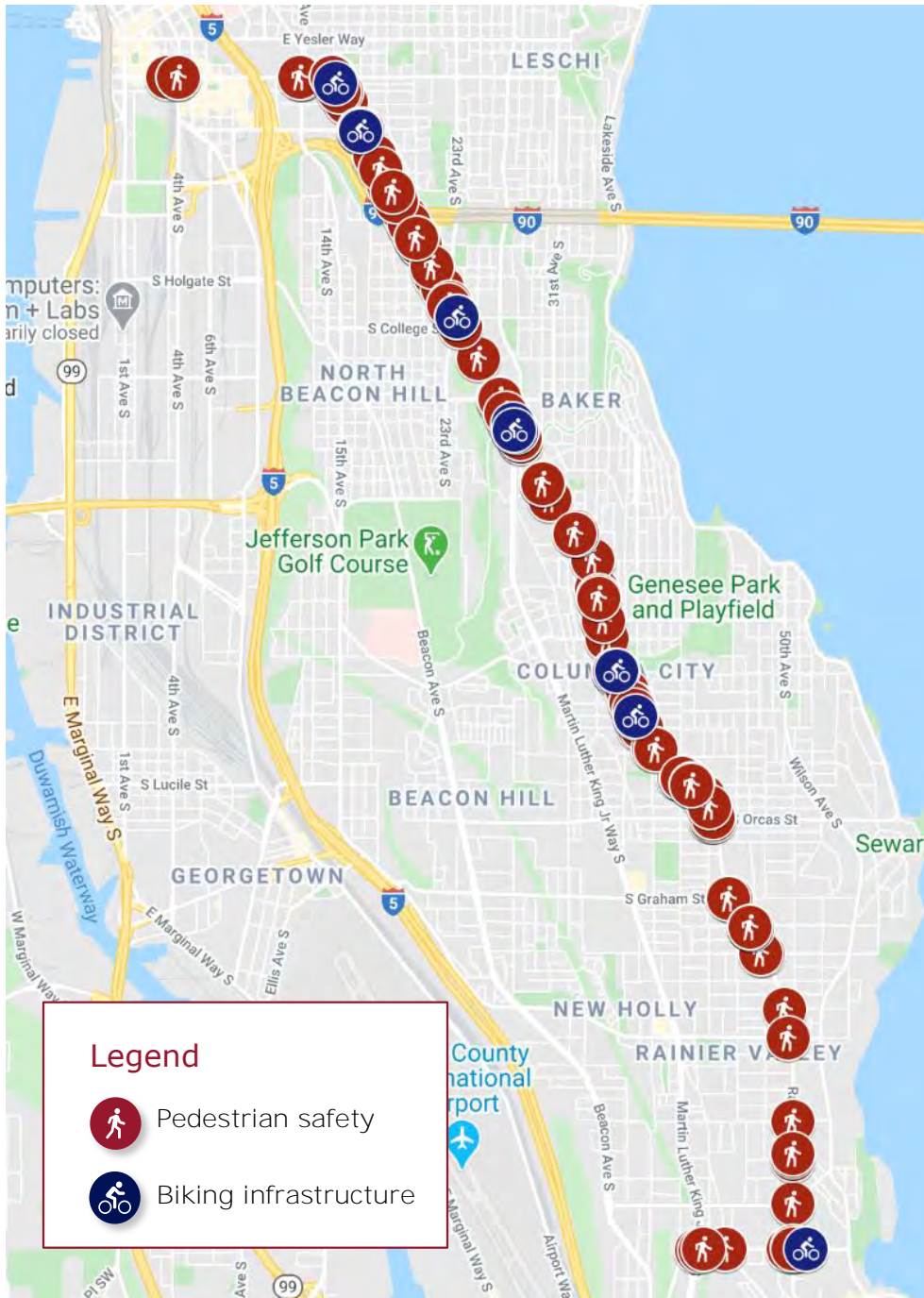
Community Partner	In-person visits	Material distribution
Baol Imports	1	1 poster
Casa Latina	3	5 Spanish fact sheets 4 posters
Center Park	2	10 English fact sheets 40 event flyers
Columbia City Bakery	1	1 poster
The Dakota at Rainier Court	1	40 event flyers
Dunlap Elementary	1	N/A
El Centro de la Raza	1	25 Spanish fact sheets 5 English fact sheets
Eritrean Association of Greater Seattle	1	5 posters
Eritrean Community in Seattle	1	10 Tigrinya fact sheets
Filipino Community Center	1	10 Tagalog fact sheets
Hamlin Robinson School	1	3 posters
Hawthorne Elementary	1	N/A
Hillman City Collaboratory	1	1 English fact sheet
International District Community Center	2	4 posters
Lighthouse for the Blind	1	Braille fact sheets

POCAAN	1	1 English fact sheet
Rainier Beach Community Center	2	N/A
Rainier Beach High School	1	N/A
Rainier Community Center	1	4 posters
Safeway on Rainier	1	N/A
Seattle Indian Health Board	1	6 posters
Somali Community Services	3	20 Somali fact sheets 6 English fact sheets 2 posters
South Shore K-8	1	N/A
Thái Binh Apartments	1	30 event flyers
Uwajimaya Seattle	1	6 posters
WA State Department of Services for the Blind	1	Braille fact sheets
Wing Luke Museum	1	4 posters

## Appendix J

### Feedback map – pedestrian safety and access improvements

The map below includes specific points community members indicated as locations of concern related to pedestrian safety and access to transit. Several people also included comments about bike infrastructure, so those are mapped here as well. An interactive map, including the full comments, can be accessed via clicking the map or [this link](#).



## Appendix K

### Service needs map – south of S. Henderson Street

The map below includes specific locations community members indicated as destinations they would like to access via bus from areas south of S. Henderson Street. An interactive map, including the full comments, can be accessed via clicking the map or [this link](#).

