

Service Reduction Outreach

February 2015 Service Change Stakeholder Workshops

Prepared by King County Department of Transportation Communications

August 2014

Service Reduction Public Engagement Report

Contents

Overview	1
Description of the Outreach Process	2
Meeting Notes – who we heard from, what we heard.....	3
Daybreak Star Cultural Center	3
City of Kirkland	4
First Hill/Central Area Stakeholder Workshop.....	4
Bellevue College.....	9
Kent Senior Center	12
City of Seattle	14
Vasa Creek Woods Senior Residence	15
How Metro has responded to stakeholder feedback	18
Daybreak Star Cultural Center	18
Kirkland.....	18
First Hill/Central Area	18
Bellevue College.....	19
Kent Senior Center	19
City of Seattle	19
Vasa Creek Woods Senior Residence	19
Appendix	20
A. First Hill/Central Area maps, charts, and graphics.....	20
B. First Hill/Central Area Summary of Feedback – from earlier service reduction outreach.....	20
C. Bellevue College Handouts.....	20
D. Kent service reduction presentation.....	20
E. Additional Comments Received via Email	20

Overview

On July 21, the King County Council took action on the Metro Transit Service Reduction Ordinance. The ordinance cuts 161,000 hours of Metro bus service in September 2014, and another 188,000 hours in February 2015. Decisions about the size of service cuts that may be required in June and September 2015 will be made later this fall as part of the budget process.

In addition to the extensive outreach for the proposal conducted during November 2013 and February 2014, the Council requested that the Executive offer additional community meetings to gather feedback regarding the February 2015 service change—specifically, to work with cities, community organizations, unincorporated area organizations, institutions of higher education, and hospitals. The purpose of these meetings was to review service change proposals and collaboratively explore possible alternatives not currently being considered in the proposed service reduction ordinance. (See [Metro's Public Engagement Report](#) summarizing contact with over 15,000 people and feedback received from November 2013 through February 2014.)

In order for King County Council to make a decision about specific route changes to be implemented in February 2015, the King County Executive intends to transmit those proposed changes to the Council by Sept. 2.

As part of the July 21 Ordinance, the King County Council requested that the Executive submit a report summarizing the process and the ideas explored along with the proposed February 2015 service change ordinance. The following is a response to this request, documenting the outreach done over the last month in support of developing the proposed February 2015 service reduction package.

Description of the Outreach Process

Given the very tight timeline between the council decision on July 21 and the need to develop a new ordinance for the February 2015 service cuts to be considered by Council starting on September 2, Metro worked with Council staff to identify outstanding issues Councilmembers wanted Metro to attempt to address in this next round of reductions.

To that end, Metro organized meetings with the following stakeholders:

- June 30 – Daybreak Star Cultural Center
- July 22 – City of Kirkland
- July 31 – First Hill/Central Area neighborhood groups
- August 7 – Bellevue College
- August 11 – Kent seniors at the Kent Senior Center
- August 12 – City of Seattle
- August 19 – Vasa Creek Woods Senior Residence

Desired outcomes

The desired outcomes of these meetings were that:

- Metro would have the same proposal we've already taken to council for each 2015 service change or something better. The something better could include alternative services that might meet particular needs of a stakeholder group and would not need to be reflected in the service change ordinance itself – rather just reported on as an outcome of the outreach.
- Metro and stakeholder groups would build on extensive grassroots feedback already received to name concerns, generate ideas, and develop a shared understanding of priorities and tradeoffs inherent in reducing service in communities where our guidelines indicate we need to be adding service.

Each meeting was uniquely structured based on those attending. The following section contains a description of each meeting, including the process, attendees, and feedback received. The last section summarizes how Metro has responded to stakeholder feedback related to the February 2015 Service Change proposal.

Meeting Notes – who we heard from, what we heard

Daybreak Star Cultural Center

During King County Council's deliberation of the service reduction ordinance, concerns were raised about proposed reductions to service that would affect Daybreak Star Cultural Center. Metro reached out to Daybreak Star leadership to meet and discuss alternative services that might meet the center's needs. A meeting was held on June 30 at 3:00 p.m. at Daybreak Star Cultural Center.

Attendees

Ashley Arai, Transit Service Planner, King County Metro Transit
Doug Johnson, Transit Service Planner, King County Metro Transit
Lynnette Jordan, Program Manager and Interim Executive Director, Daybreak Star Cultural Center
Fern Renfield, Board Member, United Indians of all Tribes
Marty Minkoff, Supervisor of Service Planning, King County Metro Transit

Meeting summary

Lynnette and Fern shared the following information about the current programs and services offered at Daybreak Star:

- Daybreak Star employees traditionally work weekdays from 8:00-5:00 pm; maintenance staff are there 24 hours a day
- Participants in the workforce training program attend the facility for training, administrative paperwork, and to pick up paychecks
- Moms and young children visit the facility for family service programs
- Cultural events are held throughout the year during evenings and weekends
- Foster Care parents attend training at the facility on an ongoing basis
- Summer camps are hosted at the facility for youth (90% of which fall within the very low income bracket)

Additionally, Daybreak Star is opening a new pre-school program this coming fall and will be providing limited transportation for pre-schoolers. The facility also operates an off-site elders home for which they have a van to address some transportation needs.

Metro staff shared background information about the service reductions proposal, planned phasing and social equity analysis. Metro staff indicated the Magnolia changes were not planned until June 2015 in the original proposal. Metro Staff also shared the current status of the proposal and the City of Seattle's recent announcement to put forth a local funding initiative to maintain some bus service in Seattle. Lynnette and Fern were hopeful that this funding initiative would pass and that the reductions to Magnolia service would be averted.

Finally, alternative service options were discussed. Metro introduced Fern and Lynette to the Hyde Shuttle program, which may be a good supplement to the van Daybreak Star maintains at the elders home (Metro staff had confirmed prior to the meeting that the facility is within the Hyde Shuttle service area). Metro talked about the possibility of expanding Metro's Community Access Transportation (CAT) program to include a broader spectrum of social service agencies. Staff conveyed and Fern and Lynette understood that this would require a policy change. Lynnette and Fern indicated they were interested in

learning more about the CAT program as a way to meet their unique program needs. Lynnette shared that they can find volunteer drivers, but that they don't have the resources to obtain a vehicle, keep it maintained and insured, authorize drivers, and pay for fuel costs. Metro staff indicated that they would get more information about the current CAT program and which of these up-front and on-going costs could potentially be covered.

Next steps

Metro Service Planning is working to identify potential alternative service solutions that would meet Daybreak Star's unique programmatic needs. Staff have reached out to schedule a second meeting with Fern and Lynette.

City of Kirkland

The Kirkland Mayor asked for Metro staff to meet with the City of Kirkland's transportation staff. Metro followed up by scheduling a meeting with Kirkland's Transportation Engineering manager. The meeting was held at Metro's King Street Center on July 22 from noon to 1 p.m.

Attendees

David Godfrey, Transportation Engineering Manager, City of Kirkland
Marty Minkoff, Supervisor of Service Planning, King County Metro Transit
Jack Whisner, Transit Service Planner, King County Metro Transit

Meeting Summary

Metro staff briefly outlined the reduction network in Kirkland. David expressed the city's interests in transit and requested that Metro consider the following:

- Revise the proposed change to Route 234.
 - Under the reduction network, both revised routes 234 and 255 serve NE 124th Street between 100th Avenue NE and Kingsgate Park-and-Ride;
 - Route 234 could shift to NE 116th Street to serve the courthouse, food bank and housing development along the corridor
- Extend service on Route 234 so it ends later at night for Lake Washington Technical College.
- Explore a way to provide all-day service on NE 132nd Street near Juanita High School. Under the current proposal, this street would have one-way, peak-only service on Route 252.
- In a subsequent email, David requested that routes 252 and 257 serve the Houghton Park-and-Ride.

Metro explained that service on NE 132nd Street is a lower priority than NE 116th Street given Metro's service planning guidelines and the reality that NE 132nd Street has lower density. A potential revision to Route 234 was explored that would serve NE 116th Street rather than NE 124th Street. Metro staff indicated that they would estimate the cost of such a change and request for this change to be considered. Metro staff committed to analyzing the cost of adding span on Route 234 and considering this as part of the proposed reductions.

First Hill/Central Area Stakeholder Workshop

During the County Council's consideration of the service reduction proposal in early summer, community organizers from First Hill and the Central Area frequently testified to express their concerns with the

restructure proposed in their community. Metro invited representatives from neighborhood councils, transportation advocacy organizations, employers, and the Transit Advisory Commission to attend a workshop to share with stakeholders some guidelines based analysis of what many stakeholders have been asking Metro to do (maintain the network of service with reduced frequency), listen to needs and ideas, and explore whether changes could be made to what Metro had originally proposed.

Attendees

Michelle Allison, Government Relations, King County Department of Transportation
Ashley Arai, Transit Service Planner, King County Metro Transit
Carrie Avila-Mooney, Office of Councilmember Joe McDermott
Cathy Baker, Central Transit Community Coalition
Ross Baker, Virginia Mason & Bailey Boushay House
Michelle Clark, Office of Councilmember Larry Gossett
Joanna Cullen, Central Transit Community Coalition
Jana Demas, Transit Service Planner, King County Metro Transit
Jim Erickson, First Hill Improvement Association
Elizabeth Evans, Office of Councilmember Rod Dembowski
Mary Gallwey, Madrona Community Council
Betty Gulledge-Bennett, Manager of Communications, King County Department of Transportation
Alex Hudson, First Hill Improvement Association
DeAnna Martin, Community Relations Planner, King County Department of Transportation
Victor Obeso, Manager of Service Development, King County Metro Transit
Shefali Ranganathan, Transportation Choices Coalition
Carla Saulter, community member
Diane Snell, Leschi Community Council
David Wiggins, Transit Advisory Commission
Marty Minkoff, Supervisor of Service Planning, Service Development, King County Metro

Meeting Summary

Staff opened the meeting by welcoming participants and thanking them for their time and commitment. Staff explained that the purpose of the meeting was to explore goals and priorities for transit service in a reduction scenario; and to explore ideas for how to achieve these goals and the benefits and tradeoffs of each. The hope for an outcome of the meeting would be that some new ideas or modifications to Metro's existing proposal could be identified and further explored by staff. Participants introduced themselves, their affiliation, and their reasons for attending the meeting.

Framework for conversation, background

Staff asked participants how familiar they were with Metro's existing proposal for reducing service in the First Hill/Central Area communities. Then, staff asked how many people like the proposal. Participants concurred that no one likes the proposal. Staff explained that Metro doesn't like it either – sharing that it is very difficult for people who love transit, take it themselves, and work hard to plan a network of usable services that meet the needs of many people to develop plans to dismantle the system.

By way of background, staff explained that King County Council has approved the route detail of September service cuts and a target reduction of service hours for February 2015, but not the route details. In order for specific route changes to be determined for February, Metro is in the process of preparing an ordinance that the Executive and Council will review and adopt in September.

In addition, Metro's Strategic Plan and Service Guidelines provide direction for how to allocate bus service in any revenue environment – whether we are cutting, adding, or maintaining service levels. In this case, the service guidelines direct Metro to cut the lowest performing service first. The service guidelines then direct Metro to restructure service for efficiency and effectiveness. The First Hill/Central Area changes are based on these guidelines and priorities.

Staff acknowledged that there are real impacts to people throughout the county as a result of a reduction of this magnitude.

Goals and priorities for reducing transit service in First Hill/Central Area neighborhoods

Participants were invited to share what they would prioritize and the goals they would emphasize in a reduction of service to their community. They said:

- Seattle's fall ballot measure might give us the opportunity to buy back service that has been cut. We want the reduction proposal designed to make it easy for the city to buy back the service – ideally preserving the existing network and reducing frequency so that service can be restored on the existing routes when the ballot measure is adopted by Seattle voters.
- Recognize that there are communities for whom transit is their only option. Prioritize thinking about these populations – their trips are as equally important as the majorities or “choice” riders.
- Maintain availability of off-peak service – this is critical for those who are transit-dependent.
- Transportation Choice Coalition has done service quality research in which Route 27 featured prominently – 57% of boardings are in low income census tracts which is just shy of Metro's threshold for receiving social equity points. This is not fair.
- Consider that social equity means providing service for people who aren't able to show up at meetings or go online and voice their concerns. Their life is too hard already. Assuring access to transportation is critical for their health indicators.
- Maintain north-south service through First Hill (provided by Route 60 now) at least to Madison Street, then right on Broadway.
- Route 60 is the only route that provides service to First Hill hospitals during snow or emergencies. Consider maintaining snow/emergency routing to hospitals in future service changes.
- Elementary, middle, and high school students – the following needs were identified:
 - access to school destinations including Leschi, Thurgood Marshall, and Stevens Elementary; Washington Middle; and Garfield High is important, especially as school bus service lessens
 - safety concerns for students having to travel farther from the bus stop to their school
 - time of day service so children can participate in after-school activities and get around by bus
- Access to medical centers – e.g. Country Doctor Clinic and Odessa Brown Children's Clinic – is important, not just hospitals.
- Preserve service on Seneca Street (see attached statement that one participant brought and read aloud that documents the reasons to keep service on Seneca Street)
- Restructures should focus on creating a grid network – emphasizing core routes with as much frequency as possible. This is what attracts and keeps ridership and creates a system that more people will vote to support in the future.
- Consider First Hill topography concerns – many folks have low income, are accessing services, or are elderly and need routes to get them to places as directly as possible.
- Maintain service from John Street to Mount Baker (currently provided by Route 8).
- Loop Route 2 with Route 1 so Queen Anne connections could be maintained to First Hill and vice versa. Consolidate this service on Seneca Street.

- Maintain service to Leschi via Yesler Way – the hill from Lake Washington Blvd to 32nd Avenue S is too steep to traverse by walking. 160 pod apartments are being constructed at Yesler Way and 14th Avenue S with no parking leading to increased ridership. The route spacing from Yesler Way to Jackson or Jefferson streets is too hard for people with disabilities or who are elderly.
- Consider the important connections along a route – it's the destinations that matter most to people. Reduce the number of transfers people are required to make. This is hard on people and time consuming. Assure transfer points are convenient.
- Adjust where the buses stop to make connecting to different services easier – e.g. Route 3 riders transferring to Route 48 to travel south or north have a long walk to get from the Route 3 bus stop to those that serve the 48.
- To the extent restructures are needed, consider topographic constraints, esp. the hill between Martin Luther King Jr. Way S and 23rd Avenue S. Route 8 along MLK is important to maintain.
- Reduce frequency and keep all routes as they are.
- Take a precautionary approach – minimize harm and hits to topography.
- Keep buses on roadways with less traffic – e.g. Seneca vs. Madison streets.

Summary of other feedback received

Staff briefly reflected back a summary of feedback received related to First Hill and Central Area service during the outreach Metro began last fall (See appendix B, titled "First Hill/Central Area Summary of Feedback"). Rather than reading through each bullet, staff emphasized points that had not been already articulated at the meeting and indicated where meeting attendees had added additional details.

Discussion of Metro's proposal vs. an alternative approach

Staff provided some data about Metro's current proposal in order to illustrate some of the goals and priorities Metro's Strategic Plan and Service Guidelines identify for transit planning. Those goals are to:

- A. Provide essential network connections and connect multiple purposes and destinations. (See appendix A – map showing Metro's current proposal and community destinations on page A-1.)
- B. Provide appropriate route spacing and avoid duplication
 - Specifically, avoid competing for the same riders; by spacing routes approximately one-half mile apart; when service overlaps, schedule together along a common routing
 - Metro's proposal spaces service at .42 miles between Pine and Madison streets, .23 miles between Madison and James streets, and .29 miles between James and Jackson streets. (See appendix A – map showing route spacing on 3rd Avenue in between routes that travel East-West up to First Hill/Central Area on page A-2.)

Participants commented that the routes that serve these corridors are much further apart as they continue into the Central Area. They asked whether this was considered when planners are looking at route spacing. Staff answered that it was.

- C. Restructure service to serve trip needs at a reduced cost
 - Provide as many trips as possible at a reduced cost. (See appendix A – chart showing current number of trips compared to number of trips in Metro's proposal by time period on page A-2.)
 - Maintain as much ridership as possible. Metro estimates a 9 percent loss in ridership if the current proposal is adopted. (See appendix A – chart showing current rides per year compared to rides lost as projected in Metro's proposal on page A-3.)

D. Provide a usable network

Staff then shared an alternative reduction approach that only reduces service in the bottom 50% of performance, but does not restructure any routes. This approach is similar to the request from stakeholders to reduce frequency and preserve the underlying network as it maintains more lines on the map and reduces frequency or eliminates service at various times a day.

Benefits, tradeoffs:

- This approach preserves more of the existing routes in the service network.
- This approach provides fewer trips per hour at most times of day except for the weekend when compared with Metro's current proposal. (See appendix A –chart showing bus trips reduced by period in Metro's proposal and the alternative on page A-4.)
- This approach serves fewer current riders. While it keeps seven peak trips per hour on Madison and Seneca streets – that is five fewer peak trips per hour than what is currently provided. On average, 190 out of 550 bus riders would not be able to fit on the buses serving the Seneca and Madison corridors during the peak period. (See appendix A – graphic showing the average number of buses per hour operating on Madison and Seneca during the peak commute time and the average number of riders per hour using this service on page A-4.)
- This approach provides less night service after 7 pm. Most of the service in the area would operate every 45-60 minutes after 7 pm. (See appendix A – maps comparing night service coverage and frequency in Metro's proposal compared to the alternative approach, on page A-5.)
- This approach results in a greater loss of ridership. While Metro projects a 9 percent loss of ridership if the current proposal is adopted, a 17 percent loss of ridership is projected if this alternative approach were adopted. (See appendix A – chart showing current rides, ridership loss projected in Metro's proposal, and ridership loss projected in the alternative approach on page A-5.)

Participants noted that the alternative approach provides greater access to specific destinations even though there are a number of rider impacts.

Staff shared one other visual to explain the idea that when restructuring service Metro is trying to minimize service gaps. The proposal to keep Route 3 service to Madrona and cut Route 4 service to Mount Baker creates a smaller service gap than the opposite – cutting Route 3 service to Madrona and maintaining Route 4 to Mount Baker. (See appendix A – visual on page A-6)

Other ideas/discussion

Participants expressed concern about whether anything they said at the meeting would change what Metro has proposed or what other factors might change what Metro is proposing. Specific comments and questions were:

- What would we be restructuring if we had money versus if we didn't...It's confusing. We're restructuring because we have to in order to live within our means. Would we be proposing these kinds of restructure concepts if we were adding service?
- What factors would contribute to Metro's proposal really changing?
- What about predicting and responding to future changes – e.g. SDOT has funding to make improvements to Spring Street that would improve bus operations.

Other ideas expressed included:

- Maintain the existing network of service – keep peak frequency the same, but reduce the off-peak frequency.
- In response to Metro saying it's expensive to operate service along both Madison and Seneca streets, one participant pointed out that the 2 and the 12 only operate close together for a very short portion.
- Look at using smaller buses so they can be more productive.

A majority of participants remain concerned that bus service be prioritized for the elderly, low-income, and disabled riders for whom some service is better than none at all. As one person commented, "The elderly, low-income, and disabled riders are being thrown off the bus." Another participant maintained that it is better to restructure service advocating, "No one wants to take transit away from people, particularly those that are transit dependent. But in these hard times for Metro, the needs of the majority of riders must be considered as well. Taking away even more service hours (as the "reduce frequency" option would do) hurts Metro in many ways that may be hard to recover from: pushing out "choice" riders that may not return to Metro once service is restored, and terrible service that impacts the majority of riders would hurt Metro's reputation, making it harder to get voter support for additional funding."

Another theme shared by several stakeholders was that service guidelines are needed and helpful, but they need to be tweaked – especially in terms of how social equity is considered, what centers are identified, and how productivity is measured.

Participants were invited to share any closing thoughts for the good of the order. While most participants reiterated the positions they came into the room with, there was a shared hope that we can find ways to provide service to the people who need it most as well as a feeling of sadness and empathy about the challenge Metro faces in reducing service while balancing all the interests and needs of the community.

Next steps

Staff explained that notes from the meeting would be shared with the group in the weeks following the meeting. A recommendation would be transmitted to council by early September at which point the group will be able to see what is ultimately recommended for adoption. Staff and council staff encouraged people to send additional ideas via email after the meeting.

Bellevue College

Attendees

Paul Carlson, King County Council central staff
Tristan Cook, Community Relations Planner, King County Department of Transportation
Paul Eng, Engineer, King County Metro Transit
Elizabeth Evans, Office of Councilmember Rod Dembowski
Patrick Green, Office of Sustainability, Bellevue College
Jeff Lee, Transit Service Planner, Service Planning, King County Metro Transit
DeAnna Martin, Community Relations Planner, King County Department of Transportation
Kimberly Nuber, Office of Councilmember Jane Hague
Victor Obeso, Manager of Service Development, King County Metro Transit
Rick White, Vice President of Administrative Services, Bellevue College
Tai Yang, Policy Coordinator, Office of Student Legislative Affairs, Bellevue College

Meeting Summary

Victor opened the meeting by sharing a brief history and context for the conversation. He explained that Metro has been through a number of years working to keep service on the road with a budget shortfall and has been able to increase ridership at the same time. Metro does not have the revenue to keep its system at its current level of service and will thus have to reduce it.

Last fall Metro began talking with the public about a 17 percent cut in service countywide – about 600,000 hours of service. Metro talked with over 15,000 people, including students and staff at Bellevue College.

Metro's Strategic Plan and Service Guidelines provide direction in terms of how to reduce service when it is necessary and the changes Metro has proposed are based on these policies. Metro does not want to cut service; instead these same guidelines suggest that service should be added to Metro's system.

Four routes come through Bellevue College's campus. (See Appendix C.) These routes provide access to Bellevue College from many places throughout the county. Bellevue College is an important destination and market.

As Metro looked at reducing costs, planners explored the idea of operating two instead of four routes through campus. In the final proposal to King County Council, Metro kept three routes running through campus, but kept the idea to reroute Route 271 along 148th Avenue SE instead of through campus. Bellevue College would retain the same levels of service – i.e. frequency and span of service. People who take the 271 would have to walk a few more blocks to access campus and is the type of change being proposed around the county. Metro is exploring how to provide service to campus in a less expensive way.

The Metropolitan King County Council recently adopted an ordinance that implements the route reductions proposed for September and the number of hours needed for reduction in February of 2015, but not the route detail. Metro is doing outreach to see if there are ways to modify what the proposed 2015 cuts. A specific proposal of route reductions is scheduled to be transmitted to council on September 2. This meeting is one piece of input towards what will ultimately be proposed for February 2015. Metro's current choice: does Route 271 operate through the Bellevue College campus or should it operate on 148th Avenue SE?

Rick opened the meeting on behalf of Bellevue College. He expressed gratitude that Metro is taking the time to meet with the college and explore options. He also expressed empathy for what is a very difficult assignment for Metro.

He indicated that the college wants to know what they can do to help. The college wants to add some factors to the conversation. Voters dealt Metro this hand when they were experiencing the highest ridership. He said they see the effects of that at the microcosm – they've spent millions in capital and operating to create an environment that discourages single-occupancy vehicle use; they've built infrastructure, raised parking fees, and offered incentives. They have contributed to Metro's increase in ridership.

He said he'd like to brainstorm and that they have some ideas about more things they can do to make bus operations easier through campus.

Tai shared that she has been a rider of Route 271 and she and other students are concerned about it not coming onto campus.

Patrick emphasized that Bellevue College is an important part of the region. At our core Bellevue College exists to make education accessible to people. The college has 11-12,000 full time employees coming and going everyday onto campus – 7,000 of whom are coming and going in their vehicles. This is Bellevue College's biggest contribution to climate change. Also, at Bellevue College's core, they have a social justice and equity principle that is a deliverable. When students and employees leave here they should leave literate in social justice. This includes sustainability and a commitment to reducing the environmental footprint.

Discussion of Options for reducing the cost to operate bus service through campus

A handout was distributed to meeting attendees and Victor walked through some of the key points:

- There are 392 trips per day through campus
- Routing the 271 on 148th Avenue SE instead of through campus would save about 4,000 annual service hours

Victor provided a brief explanation as to why there can be such variation in the cost to operate a particular route through campus – e.g. why would it save 4,000 to not route the 271 through campus vs. less hours to not route a different route through campus.

Reduce span or frequency of service instead

Rick asked whether Metro had considered reducing the time of day the service operates or the frequency instead of rerouting. Victor responded that service planners did a very refined look at all routes throughout the county at all times of day to determine the best way to reduce cost, and that a goal given this route's ridership is to provide the same level of service at a reduced cost.

Snoqualmie Road

Victor spoke about the City of Bellevue's idea to connect Snoqualmie Road to 148th Avenue SE. This change would provide Metro a much faster and more direct path between Eastgate and 148th Avenue SE and Metro supports this concept.

Rick said that Bellevue College supports it as well and even provided funding for pre-design work. He added that it has taken a while for the college to warm up to the idea given how they've structured their campus up to this point (it's considered the "back side" of the campus) and their investments in putting a bus shelter and a bus pullout on campus, but they have evolved and like the idea now. He said whatever they might do now to help buses get through campus more reliably would be temporary with recognizing that this new roadway would be the optimal path for bus service in the future.

Infrastructure options to address reliability and operations issues

Paul Eng stood up in front of a map (attached) showing some ideas for addressing issues that affect bus reliability through campus – those being:

- Unpredictable pedestrian behavior
- Ongoing occupational injuries being charged to numerous speed bumps through campus

Metro's recommendations are for Bellevue College to:

- Turn speed bumps into speed humps

- Add pedestrian channelization – some type of barrier that “helps” pedestrians use crosswalks
- Add a traffic island and/or striping to help channelize vehicles coming in/out of the parking garage

Rick asked if making these changes would buy back the cut of Route 271 through campus. Victor said that making these changes saves an average of 1 minute of travel time through campus for all the routes that do this – saving up to 1,700 annual hours a year. This is real time for all of the passengers making this trip. Metro is not looking for a complete buy-back.

Rick asked if adding crossing guards would help at all – even just during peak times when a lot of students are crossing the street by the bus shelter. Victor responded that there may very well be more ideas beyond what Metro is presenting today, and that anything that helps reliability should be looked at.

Rick asked if the college makes these investments whether Metro would come back later and take service away at some point in the future. Victor answered that Metro is always evaluating its system and figuring out the best places for transit to go.

Costs

Rick expressed that if the Snoqualmie Road extension comes to pass their shelter would be a “sunk cost.” He asked how much Metro’s suggested recommendations would cost. Paul Eng said they would cost in the neighborhood of \$150,000.

Victor offered that Metro would be a grant partner to apply for grant funds to cover the costs. He said Metro is more than willing to work with Bellevue College and City of Bellevue on large or small grants to pay for these changes.

Next steps

Victor indicated that for Metro’s planning purposes it would be helpful to get a formal letter or communication from the college soon. Rick said he’d like to have their capital people look at the ideas Metro has proposed. He said they would need about a week to respond. Paul and Rick exchanged contact information so they could be in touch as college staff considered options and how they can respond.

Rick was confident that the college could do something. He asked if they committed to make improvements would the re-route of the 271 be taken off the table and Victor said it would.

Paul Carlson asked whether any of the things we had discussed would address the intersection issues at 148th Avenue SE and Landerholm Circle. They would not. This is an issue that Metro needs to work on with the City of Bellevue.

Metro and Bellevue College agreed to keep working towards improving the reliability of bus operations through campus.

Kent Senior Center

Attendees

There were approximately 25 people in attendance, including staff from the City of Kent and Jeff Muhm from the Office of Councilmember Dave Upthegrove. In addition, the following Metro staff attended: Marty Minkoff, Supervisor of Service Planning, King County Metro Transit; Doug Johnson, Transit Service

Planner, King County Metro Transit; Larry Moore, DART Liaison, King County Metro Transit; DeAnna Martin, Community Relations Planner, King County Department of Transportation

Meeting Summary

DeAnna opened the meeting by sharing that the Mayor of Kent had invited Metro to talk directly with seniors about the proposed service reductions and to listen to seniors' transportation needs and ideas. After staff introduced themselves, DeAnna invited meeting participants to share their name and their reason for attending. Participants said:

- Mass transit has been my sole source of transportation for forty years. I've seen a lot of changes. Why don't we balance the budget starting at the top? Cut the salaries at the top instead of cutting the service.
- I appreciate Metro services. I need them. It's a big part of my life. I'd be happy to write about this and share my story.
- Why are you cutting bus service? We ride the DART service every day. We depend on it for getting around and sharing ourselves with the community.
- I use the bus daily.
- I use the service a lot! I'm appreciative and without it, I'd walk far or have to get others to take me places.
- I'm a new Kent resident... I can't believe a place with such horrible traffic would cut bus service.
- I'm interested in light rail issues.
- I ride the bus every day, including to Federal Way.
- I use the bus every day to go up on "the hill" for doctor's appointments and to go to the grocery store.
- I have a car, but would like a transit system that helps me get rid of it.

Presentation

Staff provided a brief presentation to explain why Metro is facing service reductions, the guidelines that shape what Metro is proposing, what's proposed for Kent, and what's next in the decision making process. (See appendix D – Service reduction presentation) At the conclusion, staff invited questions and comments from the audience.

Comments/questions

- What is a "target service level?"
- Route 916 to the shopping center on the East Hill is the only way we get there.
- Route 913 is the closest to me. The 180 is the next closest, but it's far to walk to get to it. It will be harder to go to work, school, and run my errands in downtown.
- Please consider having people donate or pay a fare on routes 914/916 in order to keep it operating the same way it does today.
- Will the 914 continue to serve the Safeway on Washington? (Yes)
- I fell on the bus and it took me a month to recover. The shuttle is easier to board.
- I ride Route 914 every day to/from the senior center and "the hill" by Target.
 - There are a lot of people who will be affected by the proposed change
 - A family uses it every day to get to school
 - Access isn't a good substitute
- Approach the Safeway, Target – the businesses served by the Shopper Shuttle – to see if they would help fund the service.

- What was the basis for the proposal to reduce routes 914 and 916?
- I ride the 916 every day. The people riding the 914 and 916 need it. People aren't nice on the fixed-route service. We have special needs. There are more options for us provided by the access 916 gives us to medical facilities, Fred Meyer, restaurants, etc. It's important to keep the routing of both the 914 and 916.
- Restructure the 914 and 916 to connect to the same places and come every hour instead of every half hour.
- This is a moral issue – it's about how we treat the least of us. We need to ask our spiritual leaders to stand up and demand no cuts to service.
- Downtown Kent has and is experiencing a lot of growth, but there's only one grocery store (and, it's not always the least expensive). People want a choice about where they shop.
- Is Metro in discussion with the City of Kent? Can we talk with them about this?
- Make it easier to use ORCA and pay fares on both Access and fixed route buses if I am to be expected to take both to get to places.
- Much of this issue is related to land use, development, and housing. Move to where the buses are instead of moving the buses to every place the people are going.
- Look to Utah Transit Authority as a model. There is one transit agency for the whole state, not many. Our tax dollars are divided. We need a stable funding source and one authority. Consolidate. Metro should be expanded to serve as the regional authority so we stop competing for the same funding.
- People who will be hurt the most by this are the elderly, disabled, and children.

Next steps

The City of Kent staff in attendance committed to sharing the ideas participants had with the Mayor. The city will have to make some decisions about how to allocate their partnership contract resources with Metro and will take into consideration the feedback from participants. Metro committed to looking into the idea of maintaining the 914/916 as one route serving the same destinations with less frequency. Metro also promised to follow up with individuals who had specific questions about alternative programs or how to use their ORCA cards.

City of Seattle

The Seattle Department of Transportation requested a meeting with Metro staff to review the service reductions proposed and share the city's interests and ideas moving forward. The meeting was held on August 12, from 10-11 a.m., at King Street Center.

Attendees

Ashley Arai, Transit Service Planner, King County Metro Transit
Bill Bryant, Transit Program Manager, City of Seattle
Jana Demas, Transit Service Planner, King County Metro Transit
Marty Minkoff, Supervisor of Service Planning, King County Metro Transit

Meeting summary

Bill indicated the City of Seattle was comfortable with the City of Seattle service reductions as originally proposed—both in content and phasing. He mentioned that the City would not be interested in being

responsible for shifting the cuts from one area to another. He shared the following general thoughts and concerns:

- Disappointment that new and/or recently restructured routes such as the 30, 47, 61, and 62 are being deleted and/or reduced in September 2014. It was discussed that under normal circumstances, routes would be given more time to develop a ridership base. In the case of these four routes, we also shared that their predecessors performed in the bottom 25% and that they weren't expected to improve significantly over time.
- A request that South Lake Union Streetcar reductions be postponed to a later service change to minimize the complexity with the contract renewal and ballot initiative
- Concern about any increases in the amount of Seattle service being reduced in February 2015
- It is important for the City of Seattle to understand the ultimate reduction target and the associated impacts on Seattle services
- Concern that the timeline for a revised February 2015 ordinance package is very tight and does not allow for a lot of changes to the original proposal
- Metro should be equitable as it considers addressing community concerns and that the City would rather see Metro invest in improved service levels rather than expanded coverage
- A desire to see the passenger miles per platform mile measure not used against short routes

We discussed the review process moving forward with the Ad Hoc Committee report due August 28 and a revised ordinance package due September 2. Pending the outcome of budget discussions, Metro staff asked Bill to share his feedback about fine-tuning the proposal.

Next steps

Bill indicated he would be sending a list of ideas that Metro could consider if the reduction target is less than 550k. Metro has not received any additional feedback as of the date of this report.

Next steps

Bill indicated he would be sending a list of ideas that Metro could consider if the reduction target is less than 550k. Metro has not received any additional feedback as of the date of this report.

Vasa Creek Woods Senior Residence

At the request of Councilmember Jane Hague, staff connected with a resident at Vasa Creek Woods Senior Residence where residents are concerned about the proposed deletion of the segment of Route 271 that serves them. Metro arranged a meeting with residents on August 19, from 10-11 a.m., at their apartment complex. All residents were invited to learn about Metro's service reductions, share their feedback, and explore alternative service options.

Attendees

The meeting was attended by about 12 residents who live at Vasa Creek Woods Senior Residence and the following Metro staff:

Tricia Babachan, Transportation Planner, Metro Accessible Services/Rideshare Operations
Jeff Lee, Transit Service Planner, Metro Service Planning
DeAnna Martin, Community Relations Planner, King County Department of Transportation;
Marty Minkoff, Supervisor of Service Planning, Transit Service Development

Meeting Summary

Staff provided a brief overview of Metro's financial situation, proposed service reductions, and the policies that have guided the choices about what to reduce. Staff talked about what fixed route choices remain if the portion of Route 271 no longer served their residence. Participants shared the following concerns:

- They are using the service to get to Issaquah and Eastgate Park and Ride to transfer to other service that takes them to Factoria, downtown Seattle, downtown Bellevue, and other places.
- Several attendees are part-time workers: one takes a daily trip and from Subway in Factoria leaving in the afternoon and returning at 10 pm; another does pastoral care work and works on-call, not on a fixed schedule.
- One participant is already using Access and finds it works generally well for her.
- Many moved to this location because of its close proximity to bus service – including one individual who lives there in his words, “By doctor’s orders,” who have told him he needs to live within 500 feet of transit service.
- Several participants had recently moved to Vasa and were looking forward to using bus service.
- Many residents don’t have cars and are using transit service for all their daily needs – work, shopping, social visits, medical appointments, etc.
- One resident uses Route 210 regularly and was surprised to learn it was going to be deleted this September. She asked how she could get to downtown Seattle after the service change.
- In response to the proposal to walk to service on Route 246 that would continue to serve 150th Street and take people to Eastgate Park and Ride, people felt this was too far a walk; they feel it’s unsafe; and the service only operates on the weekday so it won’t meet their needs on the weekend.
- One attendee chose to ride the 246 in both directions at least 5 times in preparation for our meeting. She described her experience – it operates a smaller coach; the highest ridership she counted was 11 people, the lowest ridership she counted was 3 people. She perceives that a route like the 246, which serves Somerset and Clyde Hill (more affluent neighborhoods), is being preserved for political reasons.

Staff explained some of the performance measures further, including why a route might appear to have only a few people on it at certain times a day or for certain segments but is not considered an under-performing route.

Staff reflected back on some of the main concerns: accessibility, safety, costs, and various reasons for using transit. Then, staff explained some of Metro's other services that may or may not meet resident's travel needs:

- Access paratransit
- Taxi scrip
- Carpooling using vehicles available to residents now, or possible donation of a van to organize carpools to the transit centers, for shopping trips, etc.
- Rideshare online for carpooling with others both inside and outside of their residence
- Using the buddy system to walk to the bus together
- Vanpool / Vanshare for work related trips
- Travel training

Residents were glad to know about some of these options, but in general expressed frustration and anger that these options would not work for them. They have little access to the internet, some have been

denied eligibility for Access already, and taxi service to the destinations they go to wouldn't work on a regular basis.

Staff explained that if fixed-route bus service has changed and they no longer have a bus that operates right outside their front door, access would likely find them eligible for service now where they might not have before. Staff also acknowledged that none of these options compares to the convenience of the fixed route service they use today.

Residents focused their attention back to other concerns or ideas they have for the service change. Those comments were:

- Concern for college students in North Bend, Preston, and Issaquah who use Route 271 to get to school at Bellevue College and UW.
- Could Route 246 be rerouted to serve Vasa?
- Less service is better than no service... Could the service be maintained at less frequency?
- Offers to pay more for the service if it meant they could keep it.
- Could a DART route work?
- Are there discussions at the City of Bellevue about buying back service through the Community Mobility Contract program?

Next steps

Metro staff would look into the viability of deviating Route 246 to serve the Vasa facility. Staff would also connect residents with City of Bellevue transportation staff so they could learn more about what the city is planning and whether they are exploring buying back service.

One resident who is making a daily work trip to Factoria would look into the Vanpool program. A couple of other residents were interested in participating in Metro's travel training program so they could learn about what services are available and how to use them.

How Metro has responded to stakeholder feedback

Daybreak Star Cultural Center

Staff have reached out to Daybreak Star Cultural Center and the United Indians of all Tribes to schedule a follow up meeting. This meeting will continue the conversation about what alternatives options might work for Daybreak Star. At the time of this report, no response has been received and no meeting is scheduled.

In the February 2015 service reduction proposal, Route 33 (which currently provides service that operates closest to Daybreak Star) would still provide this service during the same times of day it is provided now and would have increased frequency during the peak, however the nearest stop would be located 1.25 miles away from Daybreak Star rather than 0.5 miles away.

Kirkland

Metro has estimated the cost of shifting Route 234 to NE 116th Street and adding night span to serve students and employees at Lake Washington Technical College and will consider changes to the proposal if reductions to Kirkland routes move forward.

After internal discussion, Metro staff recommends that routes 252 and 257 (and 311) not deviate to serve the NE 70th Street freeway stops near the Houghton Park-and-Ride due to several factors:

- The added minutes of travel time imposed on relatively full trips;
- The negative impact on on-time performance from the weave across the congested general-purpose lanes.

Metro staff have asked Sound Transit planners to consider shifting Route 540 to serve the Houghton Park-and Ride. Route 540 is a two-way peak-only service with capacity available.

At this time, no changes to Kirkland service are proposed for the February 2015 service reductions. The Northeast King County route restructuring (which includes Kirkland) is not proposed to occur in February 2015. This restructuring may be reconsidered in June 2015 or September 2015 in the event that the 2015-16 budget process determines that additional service hours need to be reduced.

First Hill/Central Area

The February 2015 proposal has been modified to address some of the service concerns raised by stakeholders. Metro has put forth the following changes to its original proposal:

Revised Route 27

Route 27 would be through-routed with Route 33. Service to Leschi during the peak period would be maintained. Mid-day service, night, and weekend service would be provided along a new route: from 23rd Avenue S and E Yesler Way down Yesler Way, along 9th Avenue, down Seneca Street, through downtown, and to Magnolia.

This would replace service along Seneca Street currently provided by Route 2 to Virginia Mason, senior residences, new apartment complexes being built, and Town Hall. It maintains a connection from First Hill to Benaroya, Westlake, and the south end of Seattle Center and lower Queen Anne that are important for

Route 2 riders. It would maintain service past Odessa Brown Children's Clinic and other destinations along Yesler Way to Yesler Terrace. It would also connect riders to service on routes 4 and 48 at 23rd Avenue S and Yesler Way and maintain service to First Hill hospitals.

Extension of Route 8

Metro is still proposing to reroute routes 106 and 8. Given the size of the reduction that is needed in February 2015, Metro can accommodate an extension of Route 8 as far as Garfield High School. This would maintain service along Martin Luther King Jr. Way where the grades are steepest to access north-south transit along 23rd Avenue S.

Route 60 remains unchanged

Given the size of reduction required in February 2015, Metro can maintain service on Route 60 as it is today.

The previously proposed changes to routes 8, 27, and 60 may be reconsidered in June 2015 or September 2015 in the event that the 2015-16 budget process determines that additional service hours need to be reduced.

Bellevue College

At the time of this report, no official response has been received by Metro from Bellevue College indicating their ideas or intentions for moving forward with options to make bus operations more efficient through campus. In good faith, Metro will be maintaining the Route 271 routing through campus in the February 2015 proposal.

Kent Senior Center

Given the large number of lift deployments on routes 914 and 916, service on these routes will be maintained. Metro will continue conversations with the City of Kent about how they would like to invest their partnership funds in Metro's service via the Community Mobility Contracts program.

City of Seattle

At the time of this report, no additional ideas for the reduction proposal have been provided to Metro by the City of Seattle. Metro will continue to work with city transportation staff to understand and plan for service pending the outcome of the fall election and whether Seattle's ballot measure is successful to raise additional revenue to preserve Metro transit service in Seattle.

Vasa Creek Woods Senior Residence

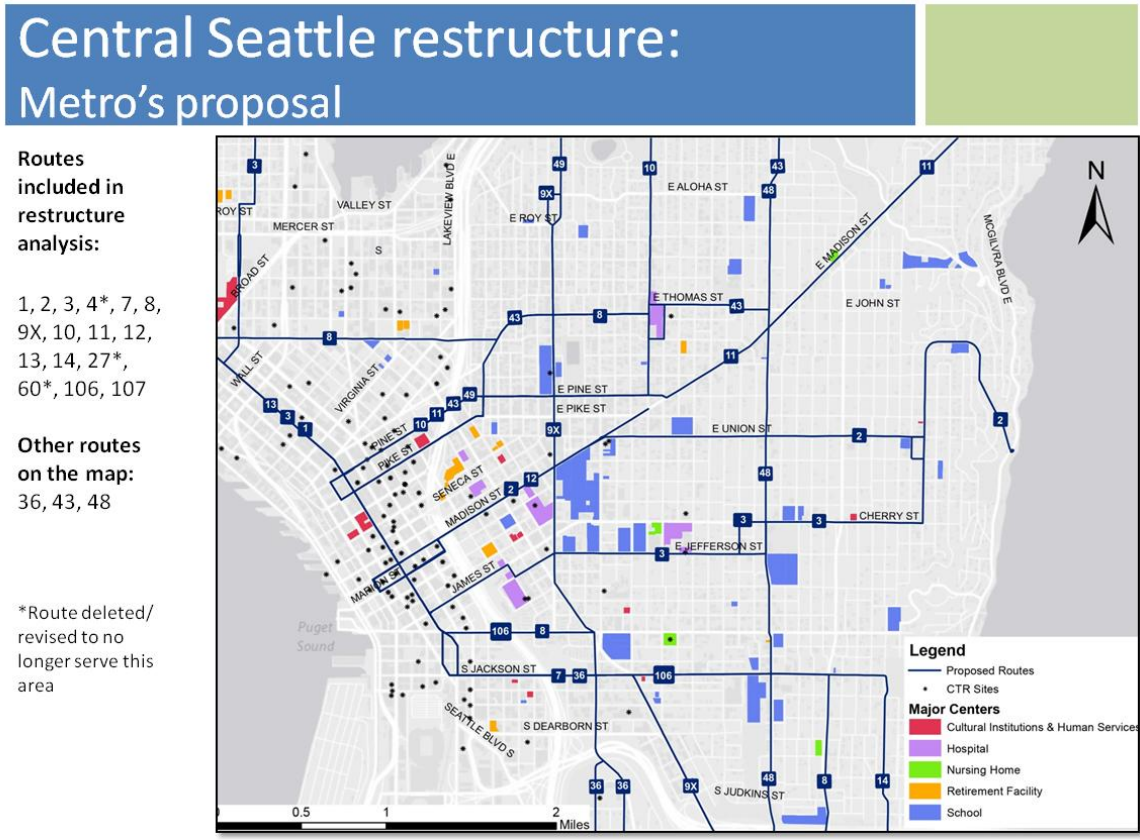
Staff will send a packet of information to residents with details about some of the programs discussed. Metro staff has considered and concluded that, consistent with the Service Guidelines, the elimination of the segment of the Route 271 between Eastgate Transit Center and Issaquah should remain in the February 2015 service reduction proposal. Metro staff have also analyzed and determined that a deviation of Route 246 is not recommended for inclusion in the February 2015 service change proposal, since it would not pass Metro's route deviation standard (i.e., considering the number of through riders that would be taken out of direction for the specific distance/time). Staff will get back to residents about what moves forward in the February 2015 reduction proposal and the other alternative services that may be available.

Appendix

- A. First Hill/Central Area maps, charts, and graphics**
- B. First Hill/Central Area Summary of Feedback – from earlier service reduction outreach**
- C. Bellevue College Handouts**
- D. Kent service reduction presentation**
- E. Additional Comments Received via Email**

Appendix

A. First Hill/Central Area maps, charts, and graphics



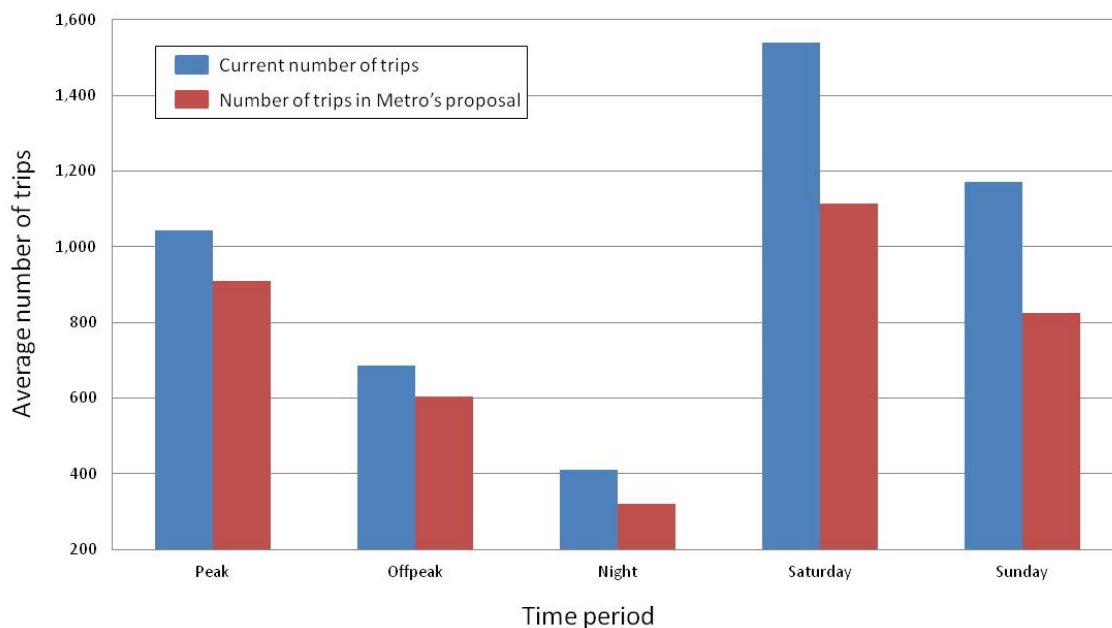
Service Guidelines approach to route spacing

- Route spacing and duplication (SG-14)
 - Avoid competing for same riders
 - Space approximately one-half mile apart
 - When service overlaps, schedule together along common routing

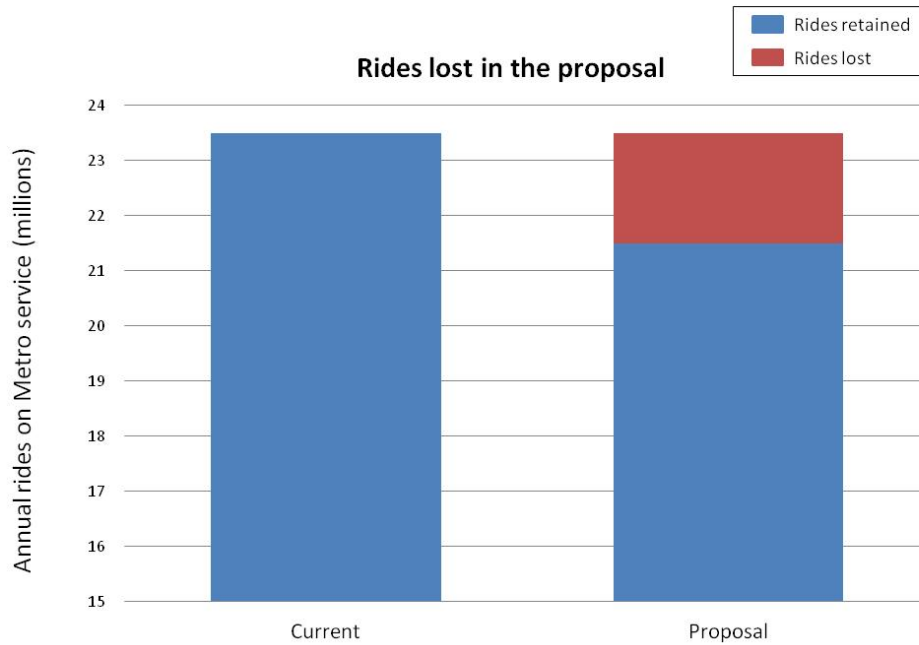


Provide as many trips as possible at a reduced cost

Bus trips reduced in the proposal



Maintain as much ridership as possible



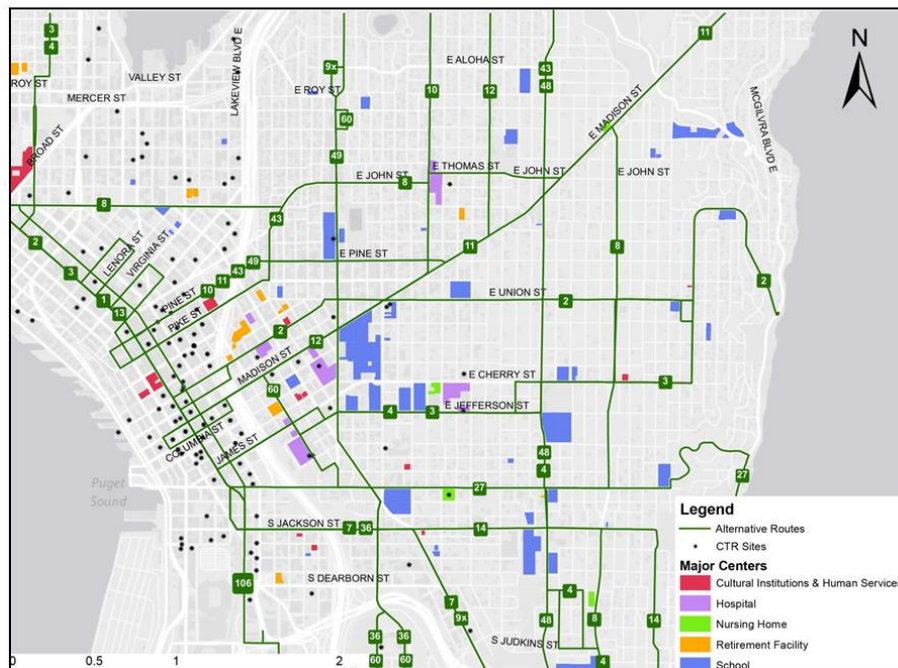
Central Seattle restructure: No restructures, cut bottom 50% only

Routes included in restructure analysis:

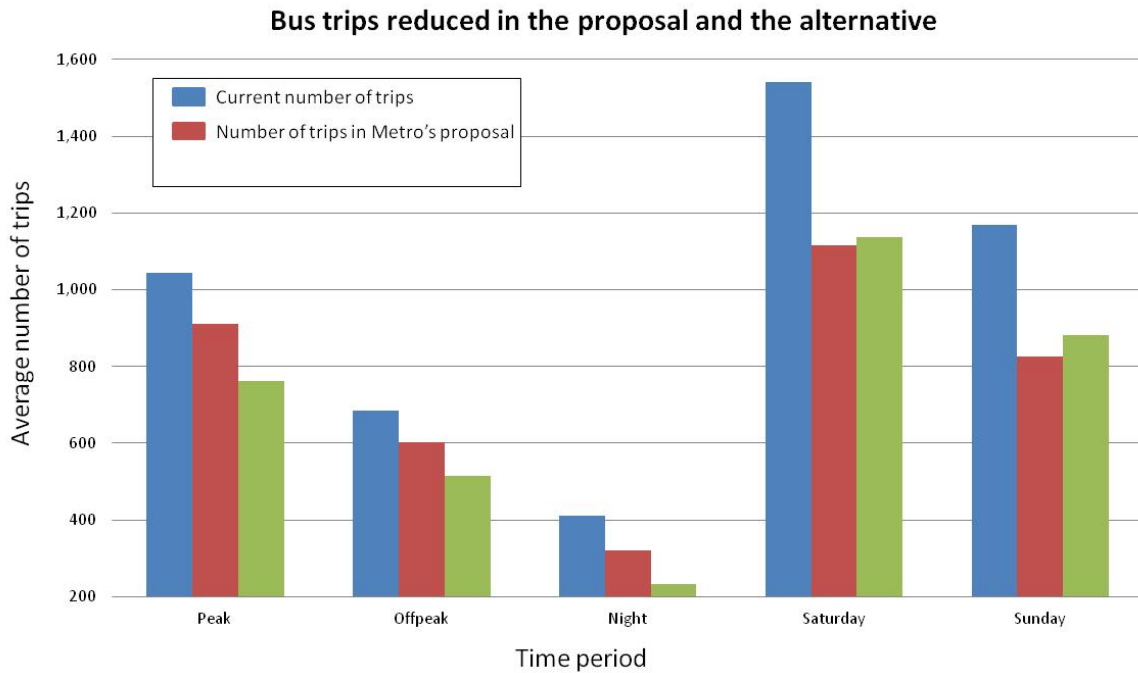
- 1, 2, 3, 4, 7, 8,
- 9X, 10, 11, 12,
- 13, 14, 27, 60,
- 106, 107

Other routes on the map: 36, 43, 48

*Route deleted/ revised to no longer serve this area



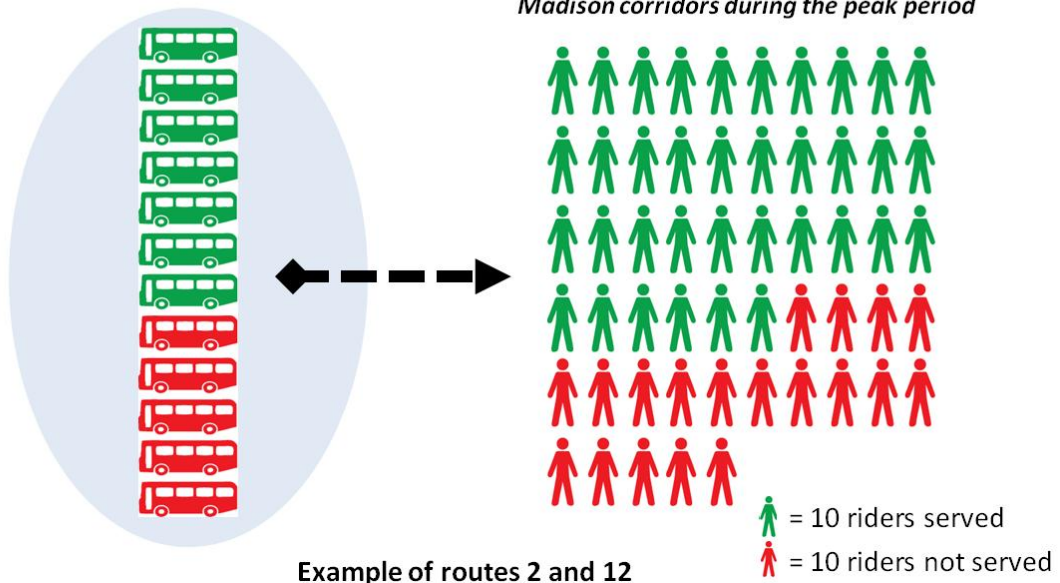
Trade off: fewer trips per hour



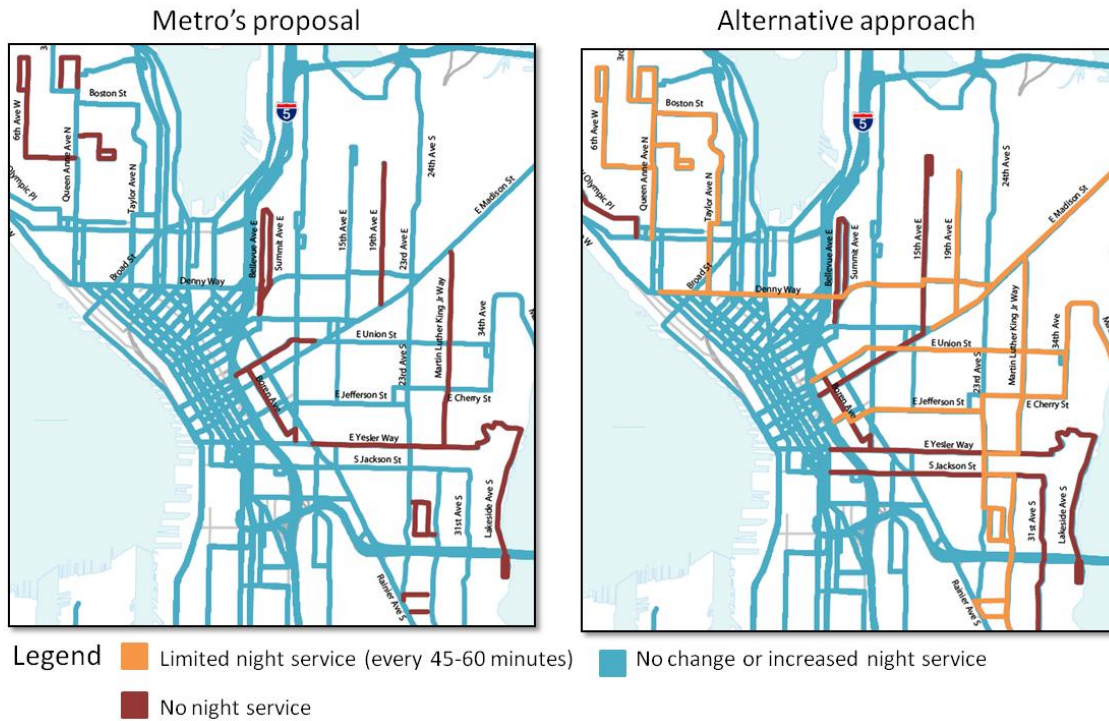
Trade off: serves fewer current riders

Average of five fewer peak trips per hour

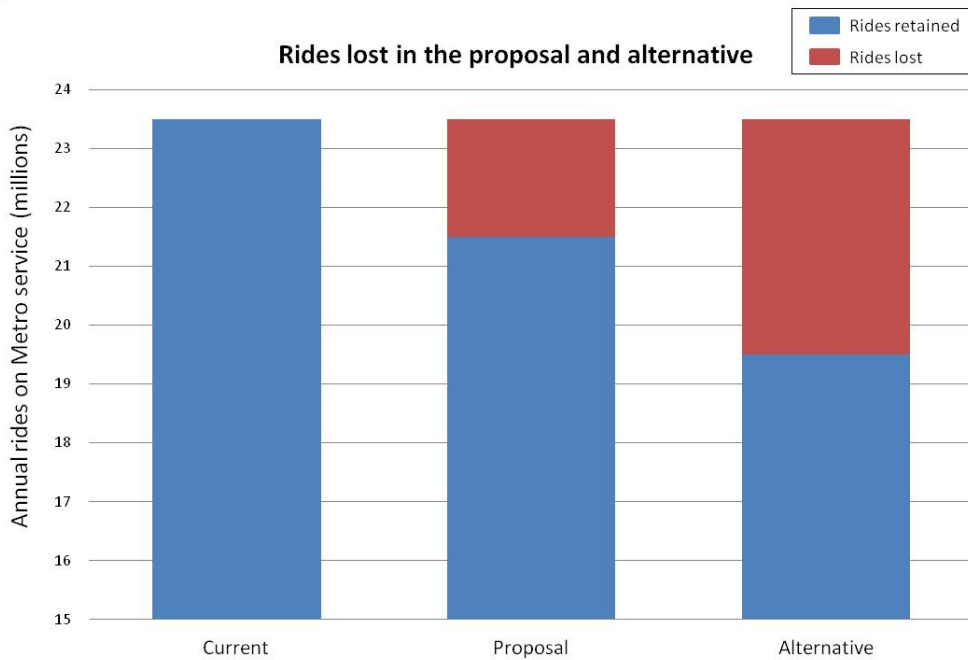
On average, 190 out of 550 bus riders would not be able to fit on the buses serving the Seneca and Madison corridors during the peak period



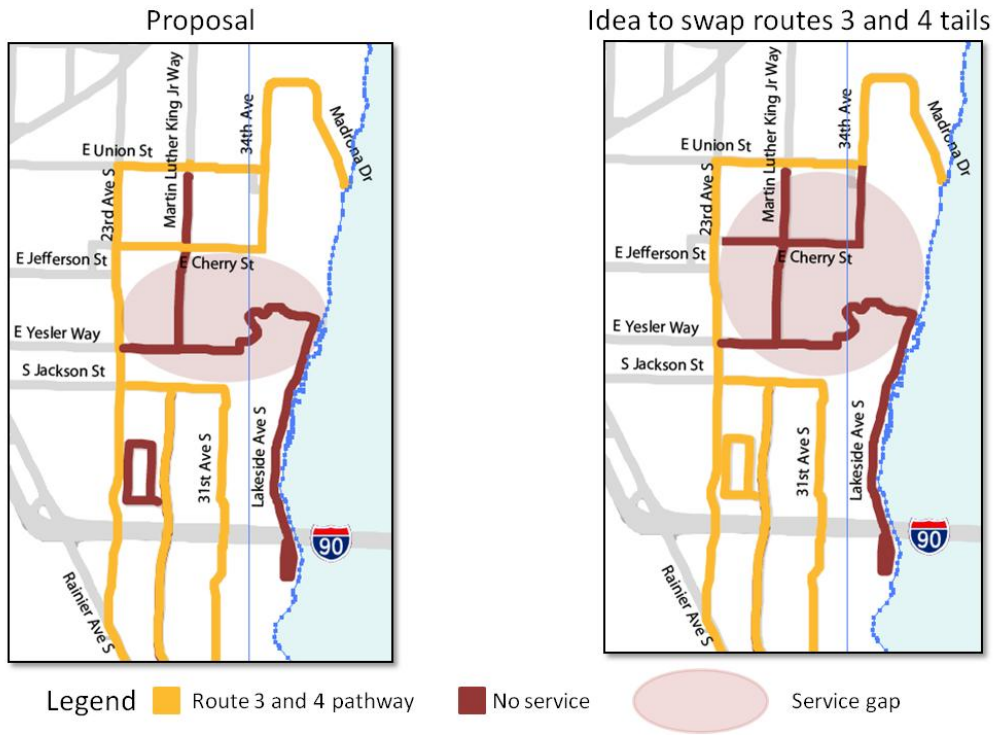
Trade off: less night service (after 7 p.m.)



Trade off: fewer rides served by the network



Other ideas to change proposal



B. First Hill/Central Area Summary of Feedback – from earlier service reduction outreach

November through February

- Retain existing network – temporarily reduce frequency/time of day service until funding becomes available to restore service
- The following routes are critical, don't cut them (or maintain service along certain portions):
 - Route 12 – down 19th
 - Route 47 – down Summit
 - Route 4 – through Judkins Park, down MLK to Lighthouse for the Blind and Center Park
 - Route 8 – along MLK, could skip the detour to Jackson and 23rd to cut cost
 - Route 2 – down Seneca
 - Route 60 – along 9th
 - Route 27 – to Leschi
 - Routes providing one-seat service to First Hill hospitals from Mercer Island, Issaquah Highlands, Federal Way, Tukwila, etc.
- Cut the Route 3 tail to keep service on the Route 4 tail instead
- Extend Route 2 to Westlake or Seattle Center instead of looping the service near Colman Dock
- Important destinations include:
 - Bailey Boushay House
 - Grocery Outlet
 - Senior living along Seneca and at 18th and Jackson
 - Yesler Terrace
 - Social service and cultural destinations along Yesler
 - First Hill hospitals, plus Swedish-Cherry Hill
 - Seattle Central Community College
 - Seattle University
 - Holy Names
 - Seattle Academy
 - St. Joe's
 - Leschi Business District
- Shorten the 27 – don't operate it through downtown, loop it through Pioneer Square instead
- Eliminate stops on Route 016, keep resources on a route all the way to Capitol Hill
- Employers – need good service for thousands of employees coming in and out of the community every day. Most in peak times, and for hospitals at all hours of the day.

C. Bellevue College handouts

Bellevue College: Transit considerations

Background: Metro's current service reductions proposal includes changing the routing of Route 271 to no longer deviate into Bellevue College. This change would save Metro approximately 4,000 annual service hours and would also allow Metro to avoid running buses on roadways that are not conducive to transit. In 2006, Metro developed some concepts to improve operating conditions on Bellevue College roadways to be more transit-friendly, while maintaining pedestrian safety. Elements of this plan could be implemented in the near term, while longer term solutions are explored.

Existing challenges: Transit vehicles currently have issues running through the college that include:

- Increased risk of accidents turning from SE 28th Street (Landerholm Cir SE) to 148th Avenue SE
- Ongoing occupational injuries being charged to numerous speed humps/bumps installed by Bellevue College
- Unpredictable and unsafe behaviors of campus pedestrians
- Slower operations and issues with reliability as vehicles are delayed moving through campus
- Increased passenger delays to riders who are traveling through the campus

Impacts of service reductions package:

Routes 221, 226, and 245 would continue to operate in Bellevue College while Route 271 would serve 148th Avenue SE, about .3 miles east of the current stop. Bellevue College would also lose some connections between campus and Issaquah. Sound Transit Route 554 would provide replacement coverage for some of these riders between Issaquah Transit Center and the Eastgate freeway stops.

Route specific information:

Proposed span and frequencies for February 2015 (current span and frequency in parentheses – if different)							Current ridership			% of riders boarding on campus
Rt #	Peak	Off-Peak	Night	Saturday	Sunday	Span of service	# of daily weekday trips	Daily boardings at stops on campus	Total daily boardings	
221	30	30	60	30	30 (60)	9:00 p.m. (10 p.m.)	65	149	1,506	10%
226	30	30	60	30	60	9:00 p.m. (11 p.m.)	64	141	1,827	8%
245	15	15-30	60	30	30-60	11 p.m.	112	317	3,769	8%
271	10	15	30	30	30	10 p.m.	151	438	6,388	7%
TOTAL							392	1,045	13,490	8%

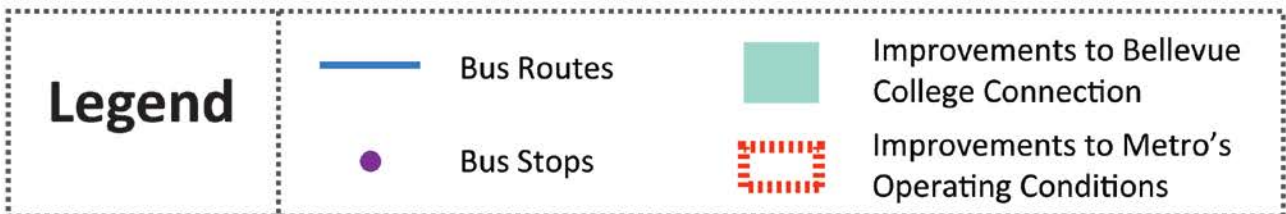
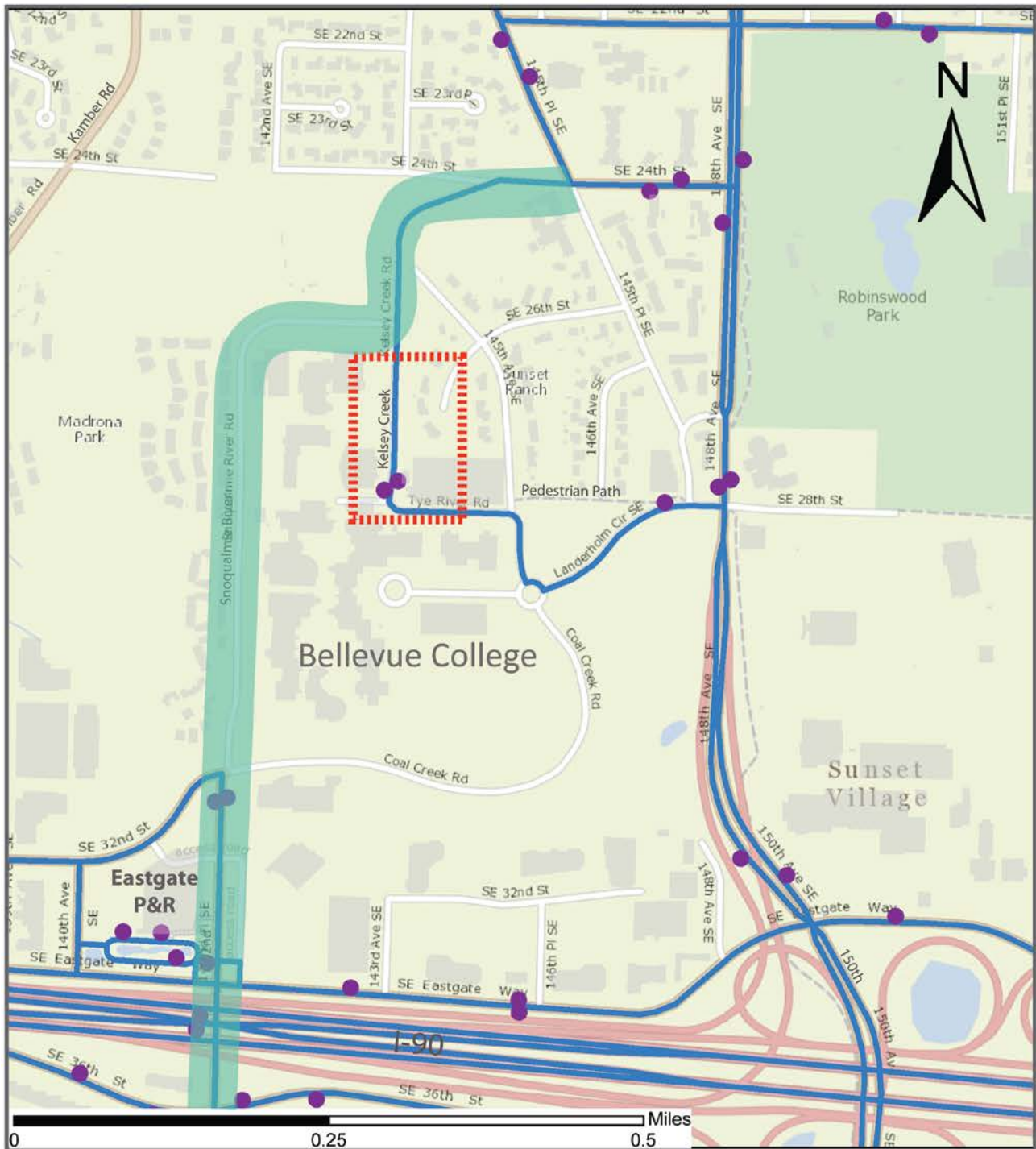
Near-term solutions:

- Routing changes to transit service
- Improvements to Metro operating conditions

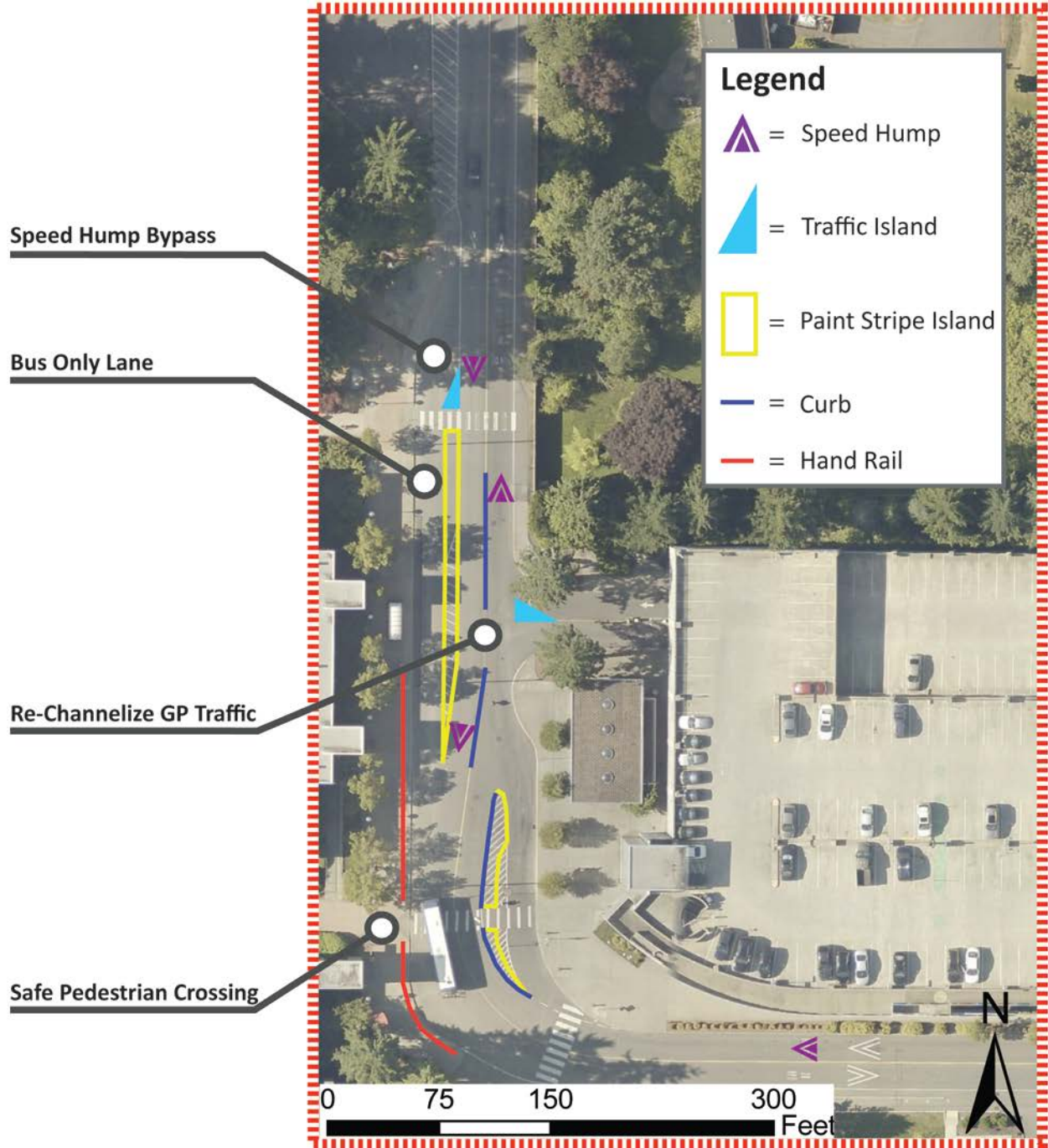
Longer term solutions:

- Improvements to the Bellevue College Connection: 142nd Place SE/Snoqualmie River Road

Bellevue College Transit Service




Improvements to Metro's Operating Conditions




D. Kent service reduction presentation

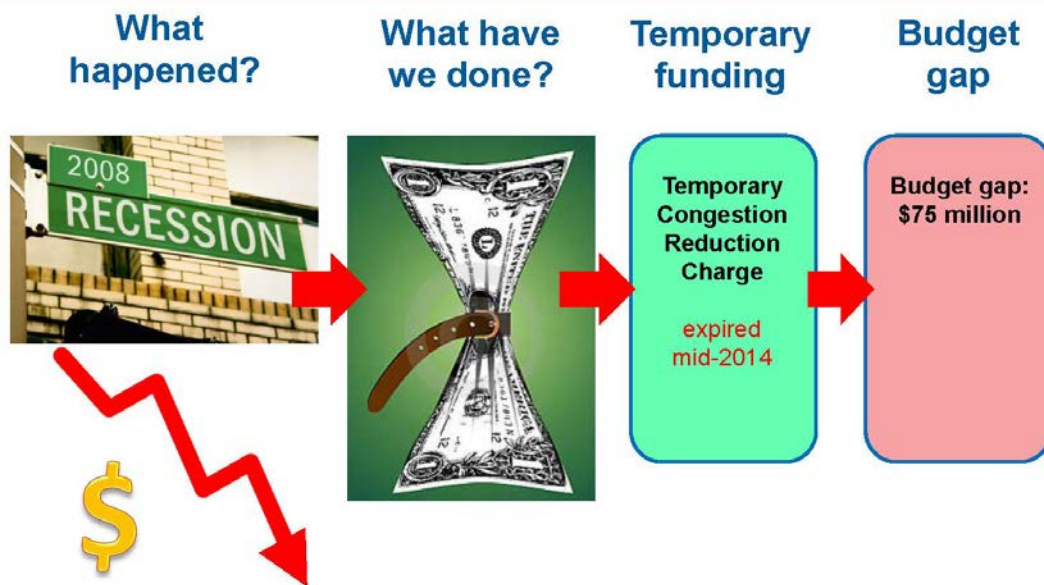
Service reductions why, how, what's next



Welcome



How did we get here?



Actions to reduce Metro's deficit (2009-2013)

- **Ongoing productivity & efficiency actions**

- ✓ Staff reductions
- ✓ Labor contract savings
- ✓ Program efficiencies

- **One-time actions (cash savings)**

- ✓ Capital program cuts
- ✓ Fleet replacement reserves
- ✓ Operating reserves

- **Revenue-related actions**

- ✓ Fare increases
- ✓ Property tax levy
- ✓ End of Ride Free Area
- ✓ Temporary congestion reduction charge

Cumulative total: **\$798 million**

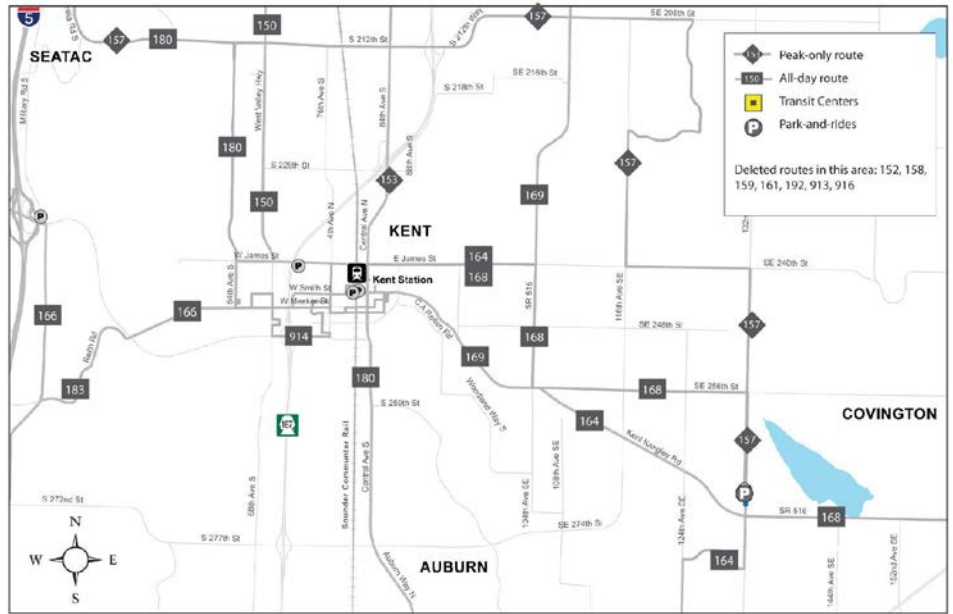
Ongoing annual savings: **\$148 million**

How the proposal was developed

- Used a transparent process
- Relied on clear and objective data
- Focused service where it is needed the most
- Minimized impacts to riders across the system



What's next for Kent service



What can you do?



Keep in touch with us.

www.kingcounty.gov/metro/future
206-263-9770
community.relations@kingcounty.gov

E. Additional Comments Received via Email

Reasons for keeping Metro Route 2 on Seneca July 31, 2014

1. In the afternoon many vehicles wait in two long queues to enter I-5 southbound. If Route 2 stays on Seneca, SDOT is prepared to install a bus only lane on the south side of Spring Street between Third and Sixth with a bus priority signal at Sixth to **bypass that queue**. Moving Route 2 to Madison means that the SDOT improvement funding will be lost and the bus must slowly **wait through the Madison queue** to reach the curb at three westbound stops.
2. Virginia Mason has an estimated 1700 team members who rely on the Seneca Route 2 **connection to the Link Light Rail at Seneca and other transit transfers at Pike/Pine and Virginia**. Moving Route 2 to Madison **eliminates those connections**.
3. More than 800 clients travel on a daily basis, from throughout the county, to Therapeutic Health Services at the corner of Seneca and Summit. Keeping Route 2 on Seneca helps save steps. Moving Route 2 to Madison will **adversely impact our retail corridor**.
4. Route 2 on Seneca serves many of the **Town Hall's 100,000 annual attendees** at the SW corner of 8th. Much of Town Hall's core audience are elderly and/or low income and Route 2, especially its evening and weekend service, is their lifeline to cultural enrichment and civic engagement. Moving Route 2 to Madison will adversely impact these riders.
5. **Cielo** a new 31 story building under construction at the NE corner of 8th and Seneca on Route 2 will provide a **pedestrian entrance to Freeway Park adjacent to the Convention Center**. This tower with 335 residential units will house **new riders for Route 2** on Seneca.
6. Moving Route 2 to Madison will have an unintended consequence for a large number of **elderly residents** who may not be able to ambulate to Madison to board a bus due to physical limitations. And they would also then lose their connections to the same 3rd Avenue transit as Virginia Mason.

Jim Erickson
First Hill Improvement Association
Transportation Working Group

Response to Metro's "Workshop" for the Central Area and First Hill

In follow-up to the Metro Workshop on July 31, the signatories to this response submit the following comments, requests and information to Metro.

The community representatives attending the workshop raised significant concerns about the loss of Routes 2, 8, 12, 27 and 60 and the impacts on the communities of First Hill and the Central Area. We value an opportunity to make an informed response and to collaboratively engage in identifying viable options. Since the workshop did not provide adequate time, we hope Metro can respond to this follow-up in a timely manner.

Service Requests

We request that Metro pursue and analyze in detail viable options to maintain transit on the following streets:

- Route 2 on Seneca and Spring with connections north on Third Avenue, including interlining with Route 13 to Queen Anne;
- Route 8 on MLK Jr. Way from Group Health along its current route to the Mount Baker Station;
- Route 12 on 19th, prioritizing peak hour service;
- Route 27 on Yesler, including service to Leschi; and
- Route 60 on 9th Avenue.

We recognize that Metro is best equipped to identify solutions to these community needs, but in order to collaboratively consider options and their tradeoffs per County Council direction; we need Metro's participation in identifying viable options to address these needs. There are many opportunities to refine the distribution of service hours within our area, such as reducing non-peak frequency from 4 per hour (15 minute service) to 3 per hour (20 minute service) for the routes serving First Hill and the Central Area in order redistribute those hours to routes being cut or restructured and thus address many of the concerns above. During this budget shortfall we can all sacrifice in order to keep a level of service and access available for everyone.

Metro's Presentation

Metro's previously prepared presentation showed one alternative looking at cutting frequency of service below 50% performance and then showed impacts on peak hour service. The community had not requested cutting frequency on peak hour service. While we understand Metro is guided by the service guidelines and stated that they are required to make cuts across the board for peak, midday and night service, we encourage Metro to recognize that there is a degree of subjectivity in how restructures are approached and to look more carefully at fine-tuning solutions to meet community needs. We need solutions for both the County's upcoming legislation but also for buy back opportunities later this year.

We request that Metro consider the following perspectives, viewpoints and values:

- Consider the unique needs of the area in terms of topography, demographic, employment and residential density, and social equity. Apply an analysis to look at how these needs can be addressed and recognize that solutions may need to be different from other areas that Metro serves;

- How changes affect riders ability to connect with transit hubs and important destinations and activity centers; Route 2 on Seneca and north on Third Avenue allows riders to make these important connections, whereas, such connections are lacking where Madison crosses Third Avenue. Route 8 provides important connections across the city from Seattle Center to Group Health and east to Bailey Boushay in Madison Valley and south to Madrona Grocery outlet, which serves lower income clients who arrive by bus from many dispersed neighborhoods, and then south to Jackson and 23rd and Mt Baker Light Rail Station and transit hub.

Continuing to connect isolated communities, such as Leschi with Route 27, is critical to the well-being of the community as a whole. Route 27 also provides important access to schools, health clinics and community services.

- Route 2 and 12 do not compete for the same riders. They each serve very different destinations.
- Route 12 provides important connections for Colman Dock and major institutions on Madison, and is the only service to Country Doctor, Stevens Elementary and St Joseph's schools on 19th Avenue.
- Route 2 provides efficient service along E. Union and Seneca connecting the Central Area and First Hill to transit hubs and regional transfer points to Light Rail, the Transit Tunnel, Rapid-Ride and the transit hubs at Virginia and Third and north to Uptown and Seattle Center. Route 2 and Route 12 cannot be considered comparable routes.
- Much of the existing and coming development along Seneca and along E. Union is transit dependent and the developers of new construction along Seneca and in the E. Union Business District have been encouraged to use transit oriented development strategies. Losing Route 2 on Seneca and its connections north on Third is a major loss of access for these existing and future riders.
- SDOT is currently prepared with funding in hand to install a bus-only lane on the south side of Spring Street between Third and Sixth with a bus priority signal at Sixth to bypass that I-5 queue and significantly improve the performance and efficiency of Route 2 (as it currently exists).
- Buses on Madison must slowly wait through the Madison I-5 queue to reach the curb at three westbound stops.
- Parallel and distributed transit service is appropriate and desirable to serve the level of employment and residential density that exists on First Hill. Keeping transit service on Madison and on Seneca is critical to First Hill.
- We have noted that the maps are missing the following:
 - Key Intermodal Transit Hubs, including Light Rail and the Tunnel, Rapid Ride and transit hubs such as Virginia Street and Mt Baker station.
 - Cultural Facilities: Town Hall at Seneca and 8th and libraries, including Central, Douglass Truth, and Madrona, Cherry Street Food Bank, and Saint James community service facilities.
 - Full extent of Route 12 on 19th and depiction of school destinations of Stevens and St Joseph.
 - Virginia Mason's full footprint and the extent of other medical services and clinics on First Hill.
 - Health clinics: Country Doctor on 19th, Bailey Boushay House on MLK at Madison, Polyclinic on Broadway at Union and 7th at Madison, Therapeutic Health Services on Seneca and Summit, Odessa Brown and Carolyn Downs clinics on Yesler.
- Route 12 as restructured would only provide service on Madison to 15th for 5 peak runs per day, at all other times there is a gap of service on Madison from 11th (east bound) 12th (westbound) to 16th.
- We also request that Metro provide us the following information:

- What is the number of service hours by route in the Central Area and First Hill that are being cut by Metro's current restructure proposal?
- What are the data (figures and their sources) that back up their charts and maps in their presentation?
- What are the methodologies used? For instance, does Metro have a methodology that estimates the number of riders separate from the number of boardings as when a rider is forced to transfer multiple times? We would like solid definitions for terms like "boardings", "riders", "trips" and how they are counted.
- How many single trips (where a bus makes one complete run and returns to the base) are made in the current route 2 schedule? When are these deployed (peak, mid-day, evening, weekend)? Has Metro analyzed how this added deadhead time, which impacts platform miles performance measures, might be minimized?
- How is Metro considering new development that is currently under construction, planned, or newly opened since the 2013 ridership counts were taken in First Hill and Central Area?

Conclusion

We need solutions that work for the community now. We need solutions that meet current needs, provide equal or better connections rather than take away critical connections to transit hubs, community services and employment and we need solutions that do not isolate parts of the community and the people that depend on transit access.

The following are signatories to this message:

Ross Baker, Public Policy Director, Virginia Mason

Joanna Cullen, Central Transit Community Coalition and Central District resident

James Erickson, First Hill Improvement Association Transportation Working Group

Mary Gallwey for the Madrona Community Council

Alex Hudson, Coordinator, First Hill Improvement Association

Diane Snell, Editor Leschi News

Stakeholder Comments on First Hill/Central Seattle Service Reductions

Thanks to you, Victor, and the rest of the Metro staff for putting on the First Hill/Central Seattle stakeholder meeting yesterday. Even though the subject matter was depressing, it was very easy to understand the tradeoffs that must be considered when reducing service. I just wanted to reiterate and add to my comments from that meeting.

Although losing and restructuring some bus routes entirely is definitely a tough decision, I really believe that it is the preferred solution here, and I fully support the original plan that the Metro planners have recommended to reduce service. The "alternative plan" to reduce frequency to maintain most current routes and route structure is not a good option, and I feel it should be avoided. The service planning guidelines are well-crafted to enable planners to balance the needs of the transit-dependent while maintaining speed and productivity on the most heavily traveled routes.

No one wants to take transit away from people, particularly those that are transit dependent. But in these hard times for Metro, the needs of the majority of riders must be considered as well. Taking away even more service hours (as the "reduce frequency" option would do) hurts Metro in many ways that may be hard to recover from: pushing out "choice" riders that may not return to Metro once service is restored, and terrible service that impacts the majority of riders would hurt Metro's reputation, making it harder to get voter support for additional funding.

Specifically for Central Seattle, I support the removal of the #27 bus- as tough as it will be for Leschi residents to lose service to the waterfront; I believe it is in the best interests of Central Seattle as a whole to support other routes instead.

In summary, my recommendation is to continue with the original service reduction plan that the Metro staff has produced- I believe it sets Metro up for the best possible recovery once funding can be secured.

And as a side note, I also want to voice my support for moving the #2 bus to Madison- I believe that is the best solution for the short term, and with coming improvements to Madison for bus priority it will be a strong transit corridor long into the future- this is an excellent opportunity to start that process now.

Thanks so much for your time,

David Wiggins

Restructure Proposal

Email #1

Attached is a primitive drawing/depiction of an example of a restructure that I was proposing. I will make an effort to get something more beautiful to you in the future. I know that Metro has much work ahead. I appreciate your efforts to work with the community. This is not intended to be my written input or total response or CTC's response to the meeting today. It is intended to share an idea that you said you could not quite capture during the meeting. It is only a response to your invitation to send a map of what I was attempting to convey.

This would both maintain crucial connections for Queen Anne, First Hill, the Central Area and Madrona, along with adding the 14 to the 12 to give increased service for a ride up the hill from Coleman Dock. The 14 would also maintain critical connections to other transit and retail in downtown Seattle.

In light of the statements about the cost to detangling the 12 and the 2 and the need for transit from Colman Dock, I would like this scenario evaluated. This also allows the 2 to continue to interline with the 13 and then also with the 1. It would consolidate the service for the 1 and the 2 and consolidate some of the service for the 12 and the 14.

Aligning the 2, 13 and 1

The 2 would maintain its current route from Madrona, through downtown and up 1st Avenue North and turn left on Roy to interline with the 1 route along 10th Avenue W. This would give those on 10th Avenue access to the business district at the top of Queen Anne and along 6th Avenue West and all would have access to the important connections to the Center, to Retail, transit connections, Town Hall, Virginal Mason, First Hill and Broadway. At the top of Queen Anne it would then loop west on Raye to 6th Avenue North to return to downtown.

The loop could also be in the opposite direction but I think the first one would work best,

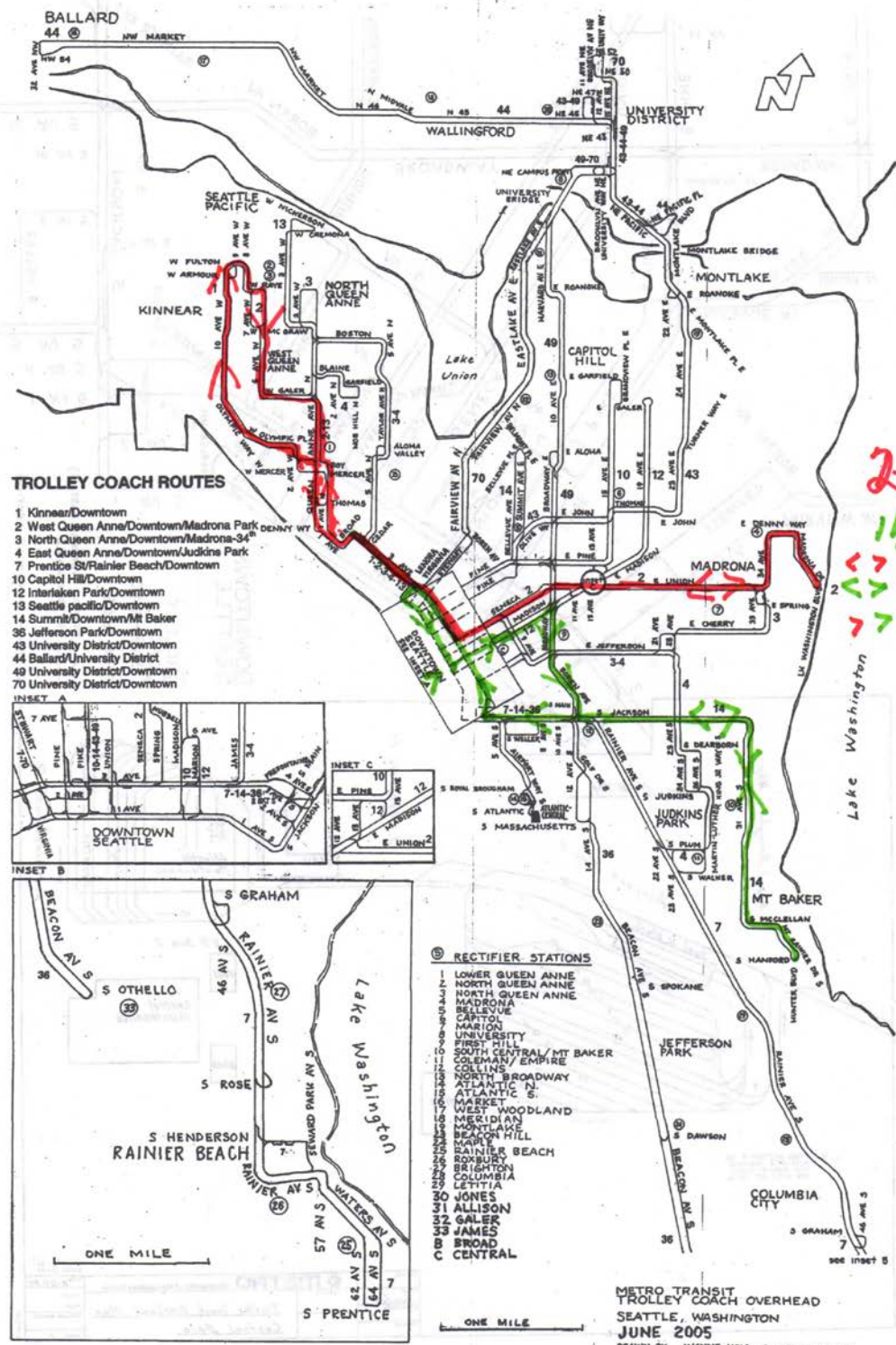
Interlining the 12 and the 14

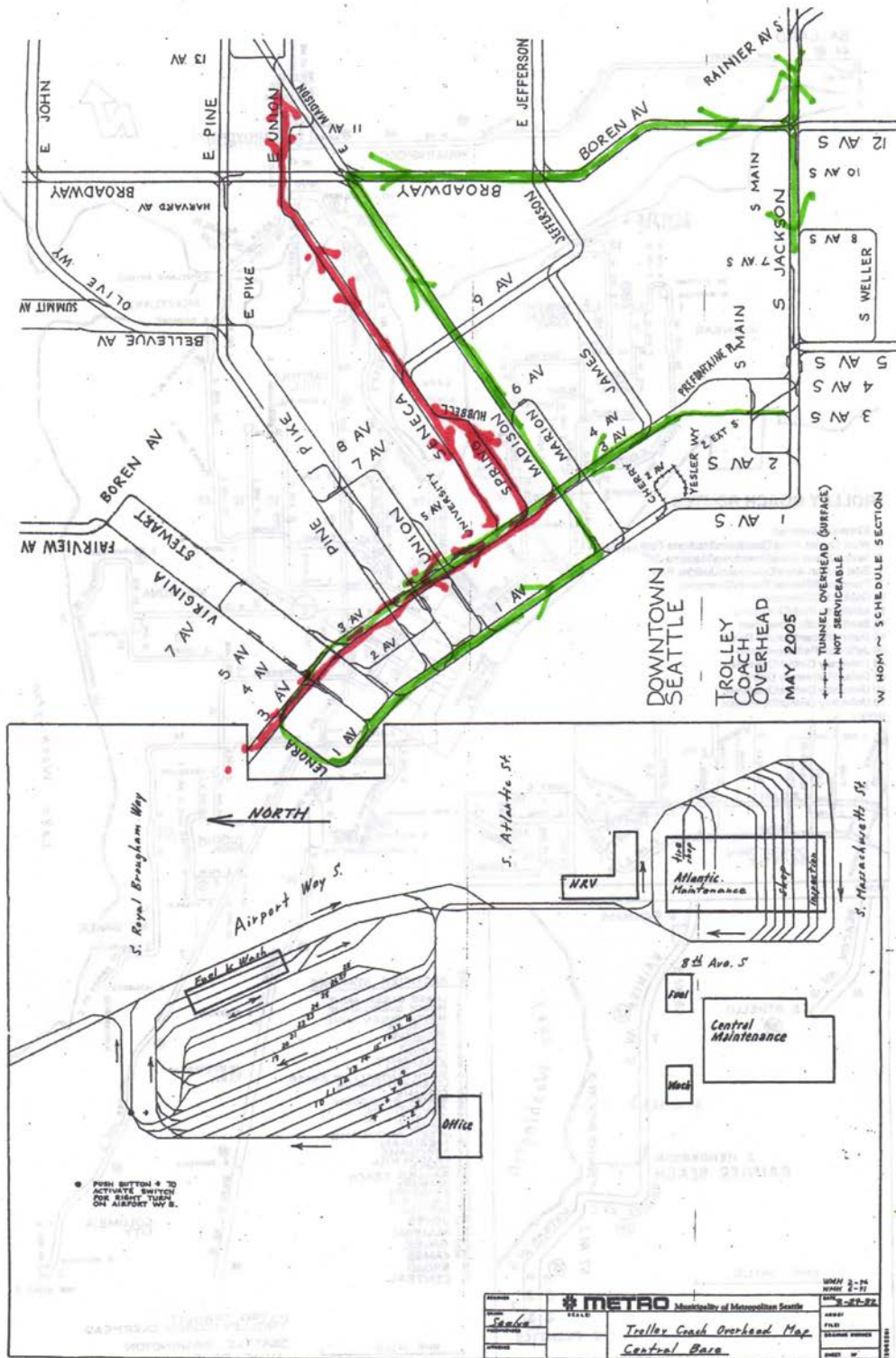
This would result in some duplicate service on Broadway. However, the 14 path on much of Jackson west of 12th Avenue has duplicate service. Therefore this does not seem to add to that issue. In this scenario, The 12 maintains its current routing. The northbound (inbound) 14 would maintain its current route and use its path on 3rd. It would then loop to 1st Avenue on Virginia or Lenora. Then it would continue southbound on 1st to Madison, where it would make a left onto Madison to go east to Broadway where it would turn right to be southbound on Broadway/Boren to South Jackson Street where it would turn left to continue east on Jackson and complete its current routing.

Email #2

My earlier email should have indicated *interlining* the 1, 2, 13. Also when evaluating this idea, you could also look at the inbound 14 following the path more similar to the one it follows in my outbound scenario. That is it could be west bound on S. Jackson to Boren/Broadway to Madison and continue to First Avenue, move along First northbound to Lenora/Virginia where it would loop southbound on Third to Pine and back to First and then to Madison to go up the hill again to Madison. In this way the 14 would maintain connections downtown, and serve Colman dock with the 12. It would also avoid as much duplication with the new 106 on S. Jackson.

Joanna Cullen





17/14
 2/14
 ← 2 2 2 2 2 →

5