



Link Connections Public Engagement Summary Phase Two Outreach

March 5 to March 31, 2015

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Outreach Plan and Activities

Overview

In the first quarter of 2016, Sound Transit will open Link light rail stations on Capitol Hill and next to the University of Washington's Husky Stadium. As we integrate this new asset into Seattle's transportation system, Metro and Sound Transit are considering changes to bus service that would complement the new light rail system, creating a multi-modal transit network that provides efficient, convenient, and reliable service.

King County transportation community relations planners are working with Sound Transit in coordination with the Seattle Department of Transportation, University of Washington, and Seattle Children's Hospital to engage people who may be affected by service changes related to this integration of bus and new light rail service.

Our outreach is intended to proactively engage the public to help shape the final Metro service change proposal that will be transmitted to the King County Council, as well as the final amended service implementation plan that will be submitted to the Sound Transit board for approval later this summer.

Our outreach has three phases. Our first phase of outreach was conducted between Nov. 5 and Dec. 5, 2014. A [report of this outreach](#) is available on our website. This report summarizes the second phase, which was done between March 5 and March 31, 2015. This phase had the following goals:

- Engage existing and future riders in imagining how they would use service in two alternative networks of service in northeast Seattle, Capitol Hill, and along the SR-520 corridor.
- Create multiple, meaningful channels for people to share the benefits and tradeoffs they perceive in the two networks in a way that will ultimately help us create one network proposal to share with and get feedback from the public in May.
- Engage all communities in a manner that promotes and fosters trust.
- Be responsive and accountable to the public.
- Assure customer and public access to understandable, accurate, and transparent information.

We spoke with about 8,000 people during this phase of outreach, and more than 6,000 gave us direct feedback. Our next steps for outreach will include reflecting back what we heard via the website and social media; reconvening with the Sounding Board (details below) to process what we heard and work towards a single, proposed set of changes to take out to the public during our third and final phase of outreach in May.

About our Sounding Board

In the first phase of outreach we recruited a Sounding Board – a community advisory group – that began meeting in January. They provided reflection and feedback on what we heard during the first phase of outreach, the two alternative concepts we took out for public comment in this phase of outreach, and our outreach plan.

After becoming clear about the alternative concepts we would be taking out for this phase of outreach, we formed an Eastside Community Advisory Group to complement the Sounding Board. The community advisory group was comprised of former Eastside Sounding Board members, Transit Advisory Commission members, and Sound Transit Citizen Oversight Committee members, as well as Eastside jurisdictions affected by the concepts. This group met once before the outreach effort to provide feedback on the concepts we would be taking out.

Members of both groups helped spread the word about our outreach, attended our outreach events, and listened along with us during the second phase of outreach. Both groups met after the conclusion of this outreach to help us interpret the feedback we received and advise us on moving from concepts to a proposal for our third round of outreach.

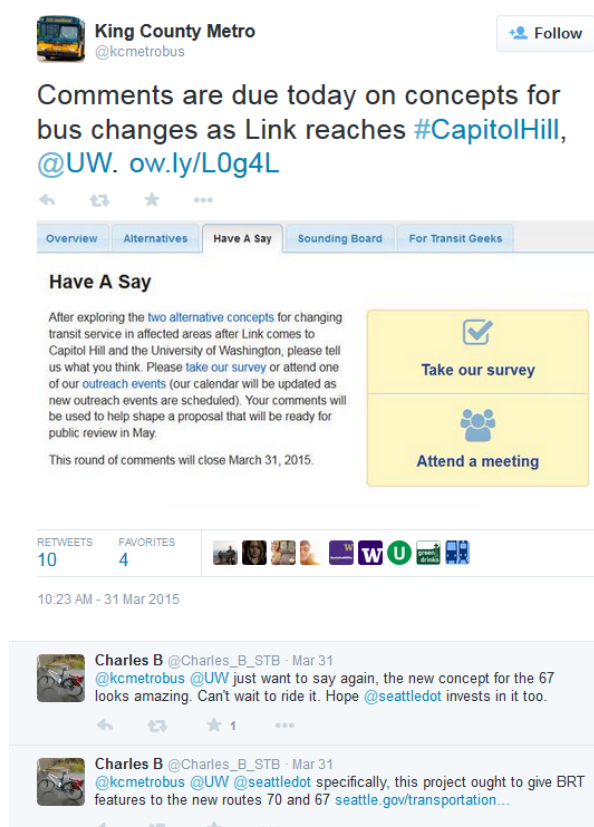
Notifications—how we let people know they could participate

Website content

We created a Have-a-Say website with information about Link Connections outreach and how to participate. This page, viewed more than 25,500 times during the month of outreach, included:

- information about both alternatives – by area: in the form of static peak, all-day, and frequency maps; by route: in the form of individual route info sheets; and by interactive map;
- ways to participate and provide feedback – including a calendar of public meetings, stakeholder briefings open to the public, and outreach events; an online survey; and phone and email contact information;
- a summary of public feedback from phase one and technical information used to develop the alternative concepts;
- a way to sign up to receive email or text updates on the project;
- information about the Link Connections sounding board;
- a “latest news” information box where blog posts were used to respond to frequently asked questions throughout the outreach period;
- links to the Metro Matters blog, Metro’s Facebook page, and other social media outlets with related content;
- contact information provided in English and Spanish, and project information in 12 additional languages.

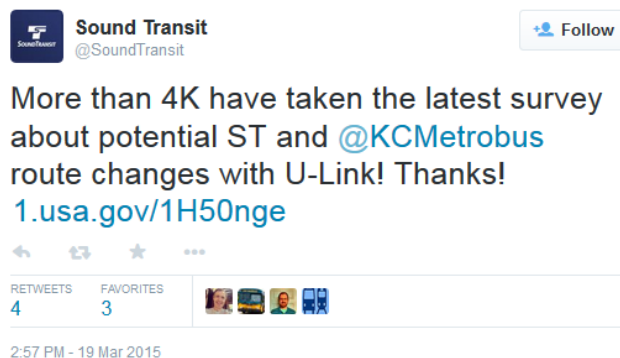
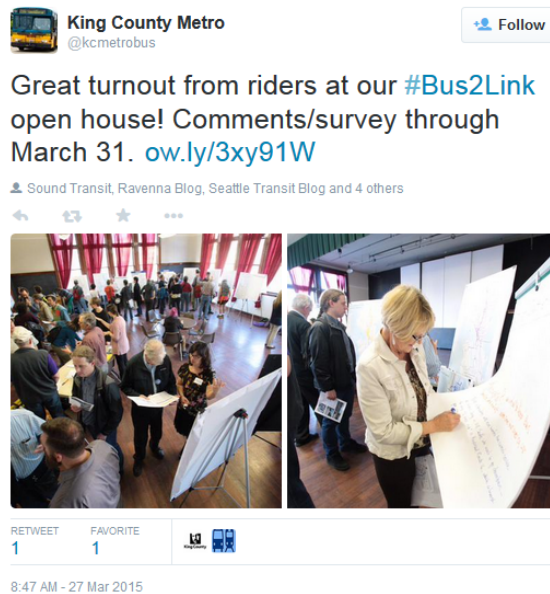
Media and social media – hashtag #Bus2Link



information on the Metro Matters blog about the project and opportunities to participate. (See more example tweets below.)

On March 6, 2015, [Linked up: Transit agencies working together on bus changes as Link expands to Husky Stadium](#), a joint news release by County Executive Dow Constantine, Mayor Ed Murray and Sound Transit, announced the next phase of open houses for Link Connections outreach and the availability of online content for public review. The release also included upcoming changes to bus service in the Downtown Seattle Transit Tunnel and coordination with the City of Seattle to keep traffic moving for buses and cars as changes move forward. (See Appendix A for a list of media coverage.)

Metro’s media and outreach effort included Metro’s key social media channels, Twitter and Facebook. Metro has nearly 29,000 Twitter followers and 3,077 Facebook fans on its Metro and Have a Say pages. Leveraging these channels and teaming up with our partners, we were able to reach tens of thousands of additional followers. Key among them were @UW (+80,000), Sound Transit (+17,900), Seattle Transit Blog (+11,000), and Seattle Department of Transportation (+24,500). We also posted



Street teams

Staff reached more than 2,000 people by passing information out at heavily used transit stops and information tables at key transit destinations. The following street team events were promoted on Metro's website and via social media:

- Bus stops on NE Campus Parkway and Brooklyn Avenue NE, March 12, 2:30 to 5:30 p.m.
- Bus stops on Stevens Way NE (on UW campus), March 12, 2:30 to 5:30 p.m.
- Intersection of Fourth Avenue and Pike Street, March 17, 3 to 6 p.m.
- Overlake Transit Center, March 17, 3 to 6 p.m.
- Downtown Seattle Transit Tunnel at Westlake Station, Bay A, March 18, 3 to 6 p.m.
- Downtown Seattle Transit Tunnel at International District Station, Bay A, March 18, 7 to 9 a.m.
- Kirkland Transit Center, March 18, 7 to 9 a.m.
- Redmond Transit Center, March 19, 7 to 9 a.m.

Posters

We put up more than 300 Rider Alert posters with a project description and an invitation to participate at stops in the project area that average 200 or more daily boardings.

Take-away cards on buses and in customer kiosks

We printed 25,000 cards for operators to put on buses coming out of Metro's North, East, Central, and Atlantic bus bases. These cards were also available in customer kiosks at the University of Washington student union building, the University Bookstore, and Seattle Central College.

Route subscriber notification

We sent an email or text message with a description of the project and an invitation to participate to 35,783 subscribers of service alerts for 54 routes that serve the project area and the Link Connections project list. Tracking data show that this notification had an open rate of 31 percent and a click rate of nine percent.

Sound Transit Rider Panel notification

A notification went out to 2,055 members of Sound Transit's SoundWaves rider panel during the week of March 9. This had information about the project, upcoming meetings, and the survey. (SoundWaves is an online community where riders can get information and share experiences, opinions, and preferences through surveys.)

Community partner email

We sent an email with a description of the project, an invitation to participate, and a request to help spread the word to more than 80 community-based organizations and stakeholder groups in the project area (see list of organizations in Appendix B). The email included a fill-in questionnaire and poster.

Echo emails to stakeholder lists

Several stakeholder organizations forwarded our initial notification to their lists. Those we are aware of include:

- Commute Trip Reduction-affected employers in the project area
- ORCA Passport customers
- U-PASS holders
- Seattle Children's Hospital employees
- University of Washington Medical Center employees

Feedback methods—how people shared their opinions

During this second phase of outreach, we wanted to hear from people what they liked or were concerned about with each alternative and how they would use each alternative to get around. We didn't want people to pick one alternative or another – rather tell us the features of each that were most important to them. We used lists of key features of each alternative (informed by feedback from the Sounding Board and Eastside Community Advisory Group) in both the online questionnaire and in face-to-face meetings and asked people to indicate what they liked and what most concerned them about each alternative. We limited the number of things a person could choose to help ensure we were hearing what was most important or most concerning about each alternative. We broke information up into four areas – North Seattle (including northeast, northwest, and routes serving SR-522); Capitol Hill and Central Area (including Montlake, Madison Valley, and Madison Park); the Eastside (including routes that serve SR-520); and Eastlake and South Lake Union.



Online questionnaire

As of March 31, 6,484 people had completed the online questionnaire.

Open houses

A total of 100 people joined us across three public meetings (locations, dates, and times are listed below), which were publicized on our poster and promoted on our website and via social media. The meetings were structured as open houses with stations dedicated to each alternative, Link light rail stations and service, Seattle Department of Transportation-related information, and Metro's Long Range Planning effort. Lists of things to like or things to be concerned about were posted around the room and participants were given ten sticky dots to apply to these lists as they wished.

- Seattle University, March 19, 6 to 8 p.m.
- Bellevue City Hall, March 25, 6 to 8 p.m.
- University Heights Center, March 26, 6 to 8 p.m.



Information tables

Staff spoke with approximately 200 people at information tables hosted by key places where there are high concentrations of transit users. Staff answered questions about each of the alternatives and took notes about people's reactions, documenting items people seemed to like and their concerns. They encouraged people to go online, study the alternatives, and complete the survey. The following street team events were promoted on Metro's website and via social media:

- Seattle University, March 12, 1 to 3:30 p.m.
- Microsoft, March 18, 11:30 a.m. to 1 p.m.
- Seattle Central College, March 19, 11 a.m. to 2 p.m.
- University of Washington Medical Center, March 24, 10 a.m. to 1 p.m.
- University of Washington Husky Union Building, March 30, 11 a.m. to 2 p.m.

Phone and email

We received 60 emails and phone calls during this outreach period. People called to ask questions about the alternatives, receive information in print, and/or provide their feedback on the concepts. All people received a response with either an email reply or phone call to thank them, reflect back what we heard, and/or answer their questions.

Equity and social justice

Our data do not indicate any languages spoken in high enough numbers in the project area to justify the expense of full translation of all project materials. However, after conversations with the University of Washington, Seattle Department of Neighborhoods, and Seattle Housing Authority, we determined to translate some project information into Tier 1 and 2 languages as identified in the County's Executive Order on Translation. We have established voice message lines and provided a handout that is available online and to distribute to the public in the following languages:

- Amharic
- Arabic
- Chinese - Mandarin
- Korean
- Oromo
- Punjabi
- Russian
- Somali
- Spanish
- Tigrinyan
- Ukrainian
- Vietnamese

These materials were promoted to stakeholder and community partners at the beginning of the outreach effort. We asked for their help to share these materials with their clients and let them know about their opportunities to learn and more and participate by calling the phone line in their language. While we received messages of appreciation from stakeholders for making these materials available, we received no calls on these phone lines during this outreach period.

Public Feedback Summary

Who we heard from

At the end of the comment period, we had heard from more than 8,000 people through our online survey, public meetings, street team events, information tables, phone lines, and email.

Participants live all over the Puget Sound region with South King County (including all areas south of the project area, such as Southeast and West Seattle) topping the chart. Here's a chart from the online survey showing how respondents answered the question:

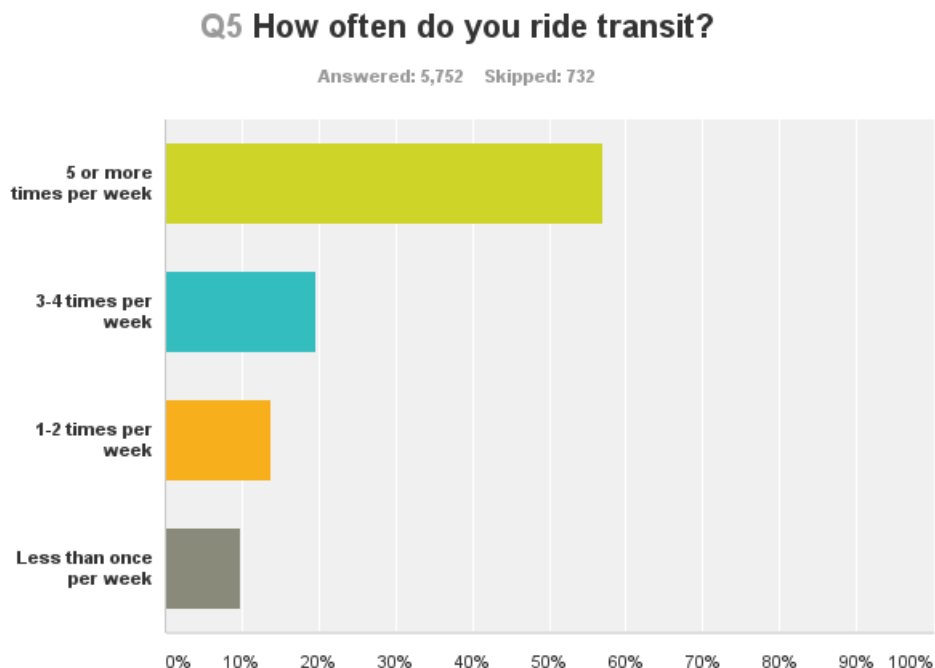
What city or neighborhood do you live in?

South King County	13%	830
Central Capitol Hill	11%	703
Northwest King County	9%	555
North Capitol Hill	4%	280
Central District	4%	271
University District	4%	265
Kirkland	4%	230
Downtown Seattle	3%	220
Wallingford	3%	214
Wedgwood	3%	206
Montlake	3%	196
Ravenna	3%	173
Green Lake	3%	170
Madison Park	3%	168
Redmond	3%	168
Lake City	3%	166
Other County	2%	160
Northgate	2%	143
Bellevue	2%	137
Bryant	2%	133
Maple Leaf	2%	118
Fremont	2%	113
View Ridge	2%	107
Other Eastside	2%	104
Sand Point	2%	98
Eastlake/Portage Bay	1%	85
Woodinville	1%	81
Laurelhurst	1%	77
Kingsgate	1%	75
Roosevelt	1%	58
Issaquah	1%	57
South Lake Union	1%	48
Jackson Park	1%	43
Eastgate-Issaquah	0%	20
Windermere	0%	14

Ninety three percent of survey respondents use transit. If a survey respondent indicated that they ride the bus, we asked what route(s) they ride. Participants were asked to check all that apply. Here is a list of routes in order from most checked to least checked – with “other (please specify)” listed last.

Route	Response Percent	Response Count
43	28.7%	1643
48	27.8%	1590
71	26.6%	1525
72	25.0%	1429
73	24.4%	1396
49	21.2%	1212
8	20.7%	1184
545	19.4%	1112
44	19.2%	1101
11	15.6%	896
75	15.6%	891
10	15.2%	870
70	14.1%	808
74	11.9%	679
65	11.3%	645
12	11.2%	643
32	10.9%	627
66X	10.7%	614
16	10.6%	606
255	9.7%	558
31	9.6%	547
542	8.7%	497
271	8.4%	482
372X	7.5%	427
67	6.8%	388
68	6.6%	377
28	6.5%	374
76	6.3%	361
25	6.0%	344
26X	5.7%	326
30	5.6%	322
540	3.8%	219
373X	3.6%	205
64X	3.5%	199
77	3.2%	186
242	3.2%	183
28X	3.1%	177
556	2.5%	146
555	2.5%	145
252	2.5%	141
311	2.5%	141
316	2.0%	116
257	2.0%	112
277	1.2%	68
235	1.0%	57
238	0.8%	43
Other (please specify)	30.5%	1744

A majority (57 percent) of survey respondents ride the bus five or more times per week.



What we heard

General

In general, and not surprisingly, we heard enthusiasm for increased frequency and a desire not to give other rider amenities (coverage, one-seat rides, etc.) up to get it. Most people could imagine using service more and connecting to new places with some of the new concepts and increased frequencies offered in Alternative 1. Some failed to see how they would benefit from a connection to Link light rail – because: a) they think that connection should wait until light rail is extended farther to the U District, Roosevelt, and Northgate; b) they don't live in the vicinity of a Link light rail station that's opening; or c) they have shaped their lives around the current bus service that is available to them and it's hard to imagine how it could be better.

Some expressed confusion about the passage of Seattle Transportation Proposition 1 last November, saying they thought its passage meant that their bus service would, in their words, “be saved.” Both alternatives showed some amount of change, including deletion of routes. They felt misled into believing their bus service would remain the same if Proposition 1 passed.

Given that both alternatives would require some amount of transferring to Link light rail, people wanted more detail about the transfer environment. They wondered where their bus would be dropping them off and how easy it would be to access the light rail stations. (Mid-outreach we developed a map showing the Montlake Triangle, stop locations, and which buses would serve those stops in Alternative 1.)

There was skepticism about how having singular routes at high frequencies would even be possible given the roadways the bus service would be operating on. Denny Way and Montlake Boulevard NE

southbound were the two pathways people were most concerned about. They felt that in order for Alternative 1 to be successful, it would require more bus priority treatments on these roads.

We also heard confusion from participants about why neither alternative seemed to be in line with the City of Seattle's Madison Bus Rapid Transit Project and the Roosevelt to Downtown High Capacity Transit Project. We were encouraged to present a proposal that better integrates the various agencies' efforts in these neighborhoods.

North Seattle concepts

Key themes expressed via all outreach activities include:

- Enthusiasm for concept of a revised Route 16 that would provide an all-day connection between Sand Point, Wedgwood, Roosevelt, Green Lake, Wallingford, Fremont, and downtown Seattle.
- Strong preference for frequent, all-day service connecting the UW Link light rail station, University Village, and Seattle Children's Hospital. And, a request that this type of service be extended all the way up to Magnuson Park.
- Desire for improved connections between northeast Seattle neighborhoods and South Lake Union.
- Retention of direct service from Roosevelt and NE 45th Street to Eastlake, South Lake Union, and downtown Seattle – especially for UW Medicine and Seattle Children's patients and employees traveling to facilities in South Lake Union.
- Concern from View Ridge and Windermere residents (Route 71 riders) who, during the midday, would have to travel farther to access frequent north-south service to downtown or have to transfer twice from two buses to Link light rail to get downtown if they were unwilling or able to get to frequent north-south service.
- Desire to keep service on the Roosevelt Way NE and 11th Avenue NE couplet to take advantage of bus priority improvements the City of Seattle is making there and the dense housing being constructed along this corridor that is designed to encourage use of transit.
- Concern from Pinehurst and Maple Leaf communities about having to travel farther to access all-day transit on Roosevelt Way NE – for some in areas where there are no sidewalks.
- Desire from Jackson Park residents to keep a direct connection to the University District.
- Strong preference to maintain current peak services providing connections between northeast Seattle neighborhoods and downtown Seattle.
- Interest from the Laurelhurst community in having a frequent shuttle service through their community to connect riders to Link light rail at UW Husky Stadium.

We received two formal letters during this outreach period from the Seattle Parks Foundation Board and Seattle Children's Hospital. The Parks Foundation strongly supports a revised Route 16 that would provide great connections to two major parks. Seattle Children's Hospital strongly supports increased service at all times of day to their location to serve their diverse employee base and patients coming to the hospital from throughout the region. Seattle Children's had a strong preference for the concept to extend Route 255 past the light rail station to the hospital providing a long-overdue and much needed direct connection for Eastside employees and patients to the hospital.

A total of 3,804 (68%) survey respondents said they would like to give us feedback on concepts for north Seattle. We asked survey respondents to indicate what they liked and what concerned them most about alternatives 1 and 2. We provided a list of elements and a space for respondents to add other issues we did not list. The following charts show the results for both alternatives, including coded responses to "other (please specify)."

What do you like most about Alternative 1 in north Seattle?

Response	Response Count
In general, the frequency of service in this network concept	1541
Frequent, all-day service between the new University of Washington Link station, University Village, and Seattle Children's Hospital (concept for Routes 65, 75, and 255)	1075
Improved frequency between the University District and northeast Seattle neighborhoods, including Wedgwood, Ravenna, Maple Leaf, Lake City, and Sand Point (concepts for route 65, 67, 75, and 372X)	920
Faster, more reliable travel times between Capitol Hill and NE Seattle	860
New direct connection between Ballard, Greenwood, Green Lake, the new University of Washington Station, and the Eastside (concept for through-routing routes 45 and 271)	856
New, frequent, direct connection between Sand Point, Wedgwood, Ravenna, Roosevelt, Green Lake, and Wallingford (concept for Route 16)	811
Keeping peak service between northeast Seattle neighborhoods and downtown Seattle (concept for routes 73, 74, 76, 77, and 312)	663
Frequent, all-day service between Northgate, Maple Leaf, Roosevelt, the University District, and the new University of Washington Link station (concept for Route 67)	618
Frequent, all-day service between the new University of Washington Station and University Way/The Ave (concept for routes 45, 48, 67, and 271)	593
Frequent, all-day service between the Eastside and Seattle Children's Hospital (concept for Route 255)	552
Faster connection between east Green Lake, Wallingford, and downtown Seattle (concept for Route 26X)	523
New weekend service between Lake City, Ravenna, and the University District (concept for Route 372X)	401
New connection between Wallingford and Fremont (concept for Route 16)	362
New, direct peak-period connection between South Lake Union and northeast Seattle neighborhoods (concept for routes 64X and 66X)	358
Frequent, all-day service between the University District, Overlake, downtown Redmond, and Bear Creek Park and Ride (concept for Route 542)	347
Nothing	259
More direct service between Green Lake and Northgate (concept for Route 16)	258
Everything	257
Keeping peak service between Maple Leaf (on 5th Avenue NE and 15th Avenue NE) and downtown Seattle (concepts for routes 66, 77, and 373)	217
The new route for Route 8	7
More consolidated service that eliminates duplication	6
Increased weekend service	6
Better service to SeaTac Airport	5
Efficient transit system	4
Routes taken off the University of Washington campus and routed near light rail stations	3

What concerns you the most about Alternative 1 in north Seattle?

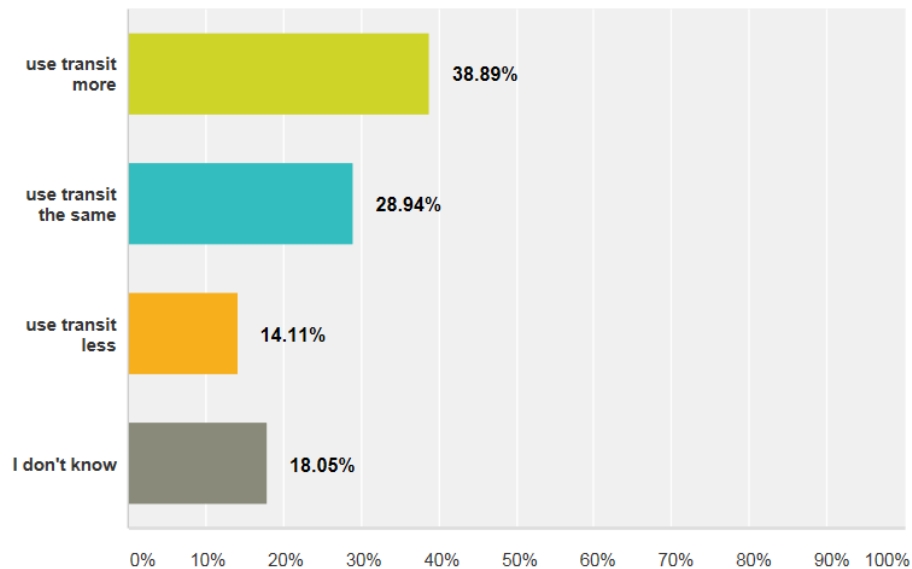
Response	Response Count
The benefits outweigh any concerns I might have	806
From NE 75th Street, NE 55th Street, and 40th Avenue NE, having to travel farther to access service during off-peak times (concepts for routes 71, 16, 65, and 75)	360
From 15th Avenue NE, having to travel farther to access service on Roosevelt Way NE (concept for routes 73 and 67)	321
In View Ridge and Windermere, having to travel farther to access service on 35th Avenue NE, Sand Point Way, or NE 65th Street during off-peak times (concepts for routes 71, 72, 16, 65, and 75)	250
No direct service between College Way N/Meridian Ave N and Wallingford and Green Lake (concept for routes 16 and 26X)	244
Slower connection to downtown Seattle from Stone Way (concept for Route 16)	229
No direct connection between Lake City and Ravenna (concept for Route 72)	209
In Laurelhurst, having to travel farther to access service on Sand Point Way (concept for Route 25)	187
From 5th Avenue NE, having to travel farther to access service on Roosevelt Way NE (concept for routes 66 and 67)	176
From 11th Avenue NE/Roosevelt Way NE, having to travel farther to access service on University Way NE (concept to consolidate service on University Way/The Ave with routes 48 and 67)	155
Everything	134
I am concerned about losing routes	92
This alternative increases distance between stops	91
This alternative will increase commute times	74
This alternative increases transfers	66
I am concerned about the proposed changes to route 43	65
This alternative should consider outlying communities (Bothell, Woodinville, Kingsgate, Pinehurst, etc.)	59
I am concerned about the proposed changes to ST 545	54
This alternative should increase service from Seattle to the Eastside	47
I am concerned about the reduction in off-peak service	47
This alternative does not have enough east-west connections	46
This alternative does not provide direct service between Madison Park and Downtown Seattle (11)	37
I am concerned this will increase traffic congestion	33
This alternative reduces geographical coverage of service	27
This alternative should increase service to Magnuson Park (255)	21
This alternative worsens service between downtown Seattle and the University of Washington	19
I am concerned this will increase cost of trips	15
Transfer from bus to Link should be on the same block	13
I am concerned about disability access in underserved corridors	13
This alternative does not improve service to NW Seattle	11
I am concerned about the cost of this alternative	4

I am concerned about the loss of trolley service

4

How would your use of transit be affected if Alternative 1 were implemented in north Seattle? I would ...

Answered: 2,764 Skipped: 3,720



What do you like most about Alternative 2 in north Seattle?

Response	Response Count
Frequent, all-day service between the University District and the new University of Washington Link station (concept for routes 43, 44, 48, 70, and 271)	952
Frequent, all-day service between Northgate, Maple Leaf, Roosevelt, the University District, and downtown Seattle (concept for Route 73)	643
Nothing	513
Keeps service to Montlake	407
Keeps service on 19th Avenue E	393
New, direct connection between Sand Point, Wedgwood, Ravenna, and Roosevelt (concept for Route 71)	383
Direct service between Laurelhurst, University Village, and the new University of Washington Link station (concept for Route 62)	341
New weekend service between Lake City, Ravenna, and the University District (concept for Route 372X)	328
Keeps frequent all-day service on 11th Avenue NE/Roosevelt Avenue NE in the University District (concept for Route 48)	294
More direct service between Green Lake and Northgate (concept for Route 16)	290
All-day service between Shoreline, Jackson Park, and the University District (concept for Route 373X)	268
All-Day service on NE 75th Street, 40th Avenue NE, and NE 55th Street (Concept for Route 68)	192

Keeps service to Laurelhurst	180
Everything	154
Keeps bus Routes 64, 65, 252, 255, 257, 545	75
Unsure	34
Provides a broader transportation network	21
Increases overall convenience	16
Requires fewer transfers	13
More frequent service on Route 74	5
Provides easy access to new Light Rail	4
Safety	2
Has the potential to reduce traffic congestion	2
Route 542 doesn't deviate into Overlake Transit Center	2
Overall increased frequency	2
Creates Route 541	2
Consolidates Routes 26/26x/28/28x	1

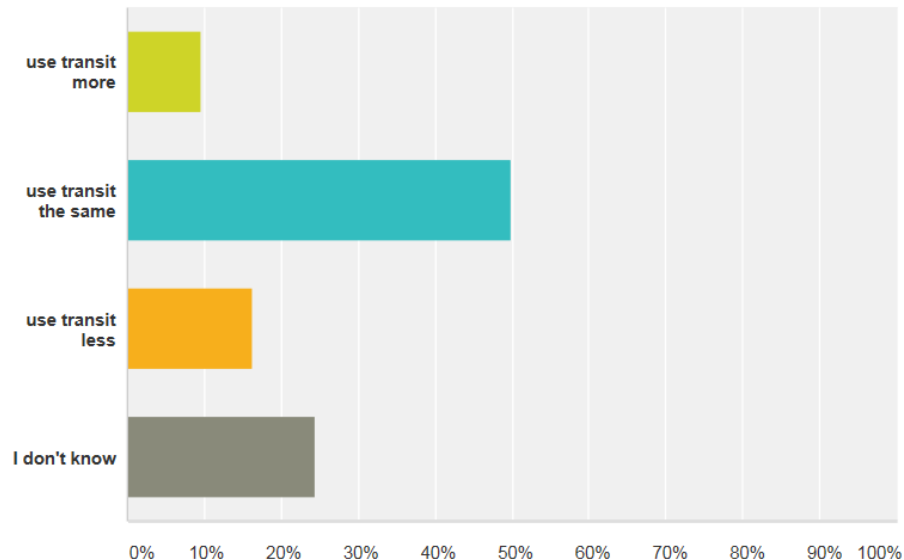
What concerns you the most about Alternative 2 in north Seattle?

Response	Response Count
Lack of frequent service	1182
Longer wait times for people connecting between very frequent light rail service and bus service that runs every 30 minutes (concepts for routes 25, 65, 68, and 75)	1073
No direct connection between Lake City and Ravenna (concept for Route 72)	186
In Maple Leaf, having to travel farther to access all-day service on Roosevelt Way NE (concept for routes 66X, 67, and 73)	181
The benefits outweigh any concerns I might have	172
Everything	163
No direct service between College Way N/Meridian Avenue N and Green Lake and Wallingford (concept for Route 16)	162
Not enough change with this alternative (does not provide improvements to the system)	57
Proposed changes to Route 71	21
Deletion of Route 242	19
Proposed changes to Route 43	19
Will increase the need for transfers	19
Traffic congestion along bus routes	15
No direct access to Seattle Children's Hospital	13
Longer commute times	11
No direct access to Light rail UW Station from northeast Seattle	10
Inconvenient bus access for elderly/disabled	9
Proposed changes to Route 48	9
Not enough improvement to east-west connections	7
Unsure	7

Deletion of Route 73	6
Reduction in bus service on Capitol Hill	6
Deletion of Route 30	5
Nothing	5
Poor night/weekend bus service	5
Deletion of Route 66	4
Distances from bus stops to light rail are too far	4
I will be forced to drive more often	4
Not enough parking at Park and Rides	4
Removes frequent service from 15th Ave NE corridor	4
No direct connection from North Seattle residential neighborhoods to South Lake Union	3
Proposed changes to Route 8	3
Safety	3
Bus route configuration in the U District is very confusing	2
Increased distance between bus stops	2
No direct route to downtown Seattle	2
Poor service from Northgate to UW Medical Center	2
Proposed changes to Route 30	2
Proposed changes to Route 74	2
No direct service between Bryant neighborhood and Seattle Center	1
No south County connections (Renton, Kent, etc.)	1

How would your use of transit be affected if Alternative 2 were implemented in north Seattle? I would ...

Answered: 2,452 Skipped: 4,032



Capitol Hill and Central Area concepts

Key themes expressed via all outreach activities include:

- No clear preference for Alternative 1 or Alternative 2 in terms of how it would affect people's use of transit. It seemed as though neither alternative really hit the mark for riders.
- Confusion about service along the Madison Street corridor – why wouldn't we plan with the City of Seattle's Madison Bus Rapid Transit project in mind? Desire for continuous service all along Madison Street, especially the 23rd Avenue to 17th Avenue stretch that is home to Safeway, Trader Joe's, dense housing, and other important destinations.
- Desire to keep service on 19th Avenue, providing service to important destinations including schools, a business district, the County Doctor Clinic, and newly built dense housing.
- Concern about so much and so many services operating along Broadway with Link light rail and streetcar service soon to be up and running, along with providing frequent service on multiple routes, bike lanes, and cars – is this too much along this corridor?
- Concern about loss of service on the Pike/Pine corridor and a desire to make sure there is enough service operating along this heavily used corridor to handle the ridership.
- Interest in putting service on 12th Avenue – something neither alternative offered.
- Route 43 was our most commented on route with people wanting to maintain an easy and fast trip to downtown Seattle and the University District from the top of Capitol Hill.
- Desire to maintain connections from the Central Area to destinations served by Route 8 today.
- Desire to maintain direct service to downtown Seattle from Madison Park and Madison Valley without having to transfer to Link light rail.
- Concern about the loss of Route 25 to the Boyer/Fuhrman avenues segment of the route – requiring riders to travel farther to access service on Eastlake Avenue E or 24th Avenue E in Montlake.

One Madison Park resident worked hard to assemble input from fellow community members and offer an "Alternative 3" for consideration. This alternative featured a revised Route 11 operating along Madison, a

Route 8 that was split at 23rd and Jackson, and other concepts not illustrated in either Alternative 1 or Alternative 2.

A total of 1,887 (42%) survey respondents said they would like to give feedback on concepts on Capitol Hill and in the Central Area. We asked survey respondents to indicate things they liked and things that concerned them most about alternatives 1 and 2. We provided a list of elements and a space for respondents to add other things we did not list. The following charts show the results for both alternatives, including coded responses to “other (please specify).”

What do you like most about Alternative 1 in Capitol Hill and the Central Area?

Response	Response Count
Improved frequency of all-day service connecting Madison Valley, Capitol Hill, Denny Regrade, South Lake Union, and Seattle Center (concept for Route 8)	708
In general, the frequency of service in this network concept	620
Faster, more reliable travel times between Capitol Hill and northeast Seattle	546
Increased frequency between southeast Seattle, the Central Area, the University of Washington, and the University District (concept for Route 48)	514
Improved, frequent all-day service along Madison Street between Broadway and downtown Seattle (concept for Route 49)	483
New, direct connection between Madison Valley, E John Street, and Link light rail at the new Capitol Hill Station (concept for Route 8)	481
Keeps a direct connection between the Central Area – along Martin Luther King, Jr. Way – and Link light rail at the new Capitol Hill Station (concept for Route 38)	380
New connection between north Capitol Hill and Madison/Marion corridor (Concept for Route 49)	332
New direct connection between Rainier Freeway Station, First Hill hospitals, Seattle Central College, and Group Health on 15th Avenue (concept for Route 9X)	240
Nothing	208
Everything	161
In general, access to light rail	7
Simplicity of fewer routes at higher frequencies	3
Sound transit route: Changing 545 to peak-only and 542 to be all-day.	2
Faster frequency of the 70 bus	1

What concerns you the most about Alternative 1 for Capitol Hill and the Central Area?

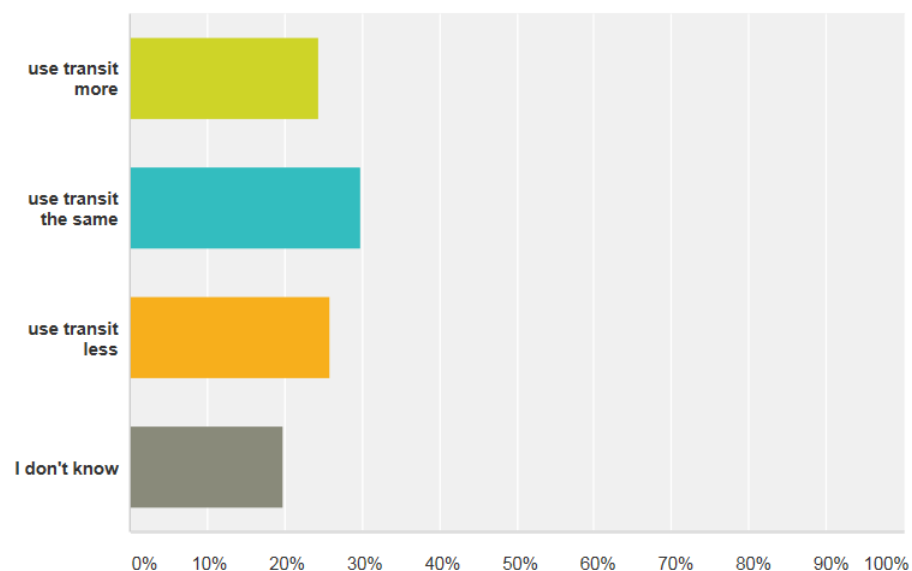
Response	Response Count
Less service in Pike Street/Pine Street corridor (concept for routes 11, 43, and 49)	621
No direct service between the University District and the top of Capitol Hill (concept for Route 43)	609
No direct connection between the 24th Avenue E corridor and the new Link Capitol Hill Station (concept for Route 43)	439
Loss of direct connection between Madison Valley and downtown Seattle (concept for routes 11 and 8)	434
Loss of direct connection between the 24th Avenue E corridor and downtown Seattle (concept for Route 43)	420

From 19th Avenue E, having to travel farther to access service on 15th Avenue E, 23rd Avenue E, E John Street, E Thomas Street, or E Madison Street (concept for Route 12)	354
No service on E Madison Street between Broadway and 16th Avenue (concept for routes 11 and 12)	328
The benefits outweigh any concerns I might have	257
From Boyer Avenue E, having to travel farther to access service on 24th Avenue E or Harvard Avenue (concept for Route 25)	110
From Lakeview Boulevard, having to travel farther to access service on Broadway or Eastlake Avenue E (concept for Route 25)	100
Everything	76
Deletion of Route 43	37
Proposed changes to Route 8	24
Impact for elderly or disabled (concerns with transfers, further distance to stops, lack of access to medical centers.)	21
Proposed changes to Route 12	14
Increased need to transfer	12
Proposed changes to Route 545 removes direct connection to downtown Seattle from Redmond outside of peak times	11
Further distance to stop (bus and light rail)	17
Deletion of Route 48	8
Deletion of Route 11	7
Longer travel time	6
Deletion of Route 25	6
No service improvements for Madison Park	6
Eliminating service to some areas is not an improvement	5
Loss of direct service to Capitol Hill Group Health Complex	5
Not enough service to South Lake Union	5
Proposed changes to Route 38	5
Buses will be stuck in traffic congestion	6
Lack of east side connectivity	4
This alternative does not provide service from north Capitol Hill to Downtown Seattle	4
Increases my need to drive	3
Concern about capacity of Link to absorb all types and large quantity of commuters	3
Unsure	6
Does not get enough riders to the light rail stations efficiently	3
Lack of connection between north Capitol Hill and light rail stations	3
Lack of service on 12th Ave	3
Loss of service to east Capitol Hill	3
Montlake/Portage Bay communities do not have easy access to new light rail station	3
People who don't live on major roads have less access	3
Safety	2
Lack of service areas	2
Increase in travel time for commuters from Renton using downtown as a hub	2
Losing bus from top of Capitol Hill to Montlake	2

Losing Montlake freeway station	2
Loss of downtown service for Summit riders	2
No restoration of Route 27	2
Overall, reduces transit options too much	2
Proposed changes Route 48	2
Transfers to light rail and other lines but be timed correctly/efficiently.	2
Does not improve evening/weekend bus service	1
Express service/service with transfers is not a substitute for local service	1
Increase the number of bus stops in densely populated areas	1
Lack of connection between the University District and Capitol Hill	1
Maintain Route 9X service to Rainier Valley/Beach	1
Does not address need for additional service in peak/commuter hours	1
No direct connections from Central District to First Hill medical centers	1
Quicker connection within Capitol Hill to South End and other parts of Seattle	1
Reduction of Route 66 Express	1
Route 8 and Route 38 could overlap on John to make this proposed transfer easier	1
Route 9X not expanded to include evenings and weekends	1
Separate Route 48 and Route 67 like you did with the 48-45 and previously with the 43-44, 49-7	1

How would your use of transit be affected if Alternative 1 were implemented on Capitol Hill and in the Central Area? I would ...

Answered: 1,473 Skipped: 5,011



What do you like most about Alternative 2 on Capitol Hill and in the Central Area?

Response	Response Count
Keeps more service in the Pike/Pine corridor (concept for routes 10, 11, 43, and 49)	648
Keeps a direct connection to downtown Seattle from 24th Avenue E and the top of Capitol Hill (concept for Route 43)	558
Provides connection to the new Link Capitol Hill Station from 24th Avenue E (concept for Route 43)	496
Keeps a direct connection to downtown Seattle from Madison Valley (concept for Route 11)	436
Keeps service on 19th Avenue E (concept for Route 12)	326
Connection between Link light rail at the new University of Washington Station and Boyer Avenue E, Furhman Avenue E, and Lakeview Boulevard E (concept for Route 25)	262
Nothing	185
Everything	101
This alternative does not alter Route 8	4
This alternative does not require travelling farther between stops	4
This alternative maintains eastside connectivity (Route 545)	4
This alternative keeps Route 48 service to Greenlake	3
This alternative maintains connections to the U District	3
This alternative maintains connections to SR 520	1
This alternative will require fewer transfers	1

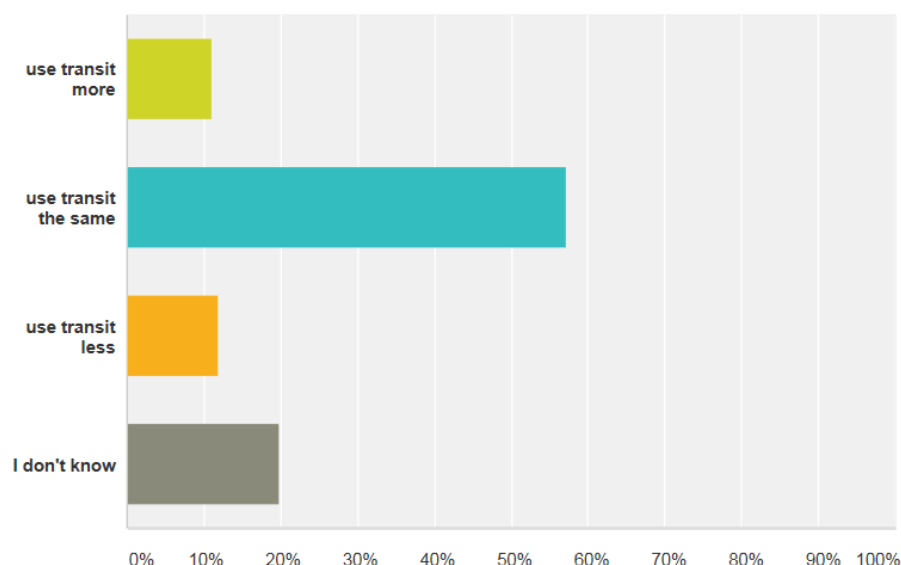
What concerns you the most about Alternative 2 on Capitol Hill and in the Central Area?

Response	Response Count
In general, the lack of frequent service in this network	703
Continued lack of reliable service on Route 8	517
No connection to Link light rail from Madison Valley	308
The benefits of Alternative 2 outweigh any concerns I might have	239
Everything	92
I am concerned this alternative does not make any significant changes to existing service	41
I do not understand why Alt 2 provides "no connection to Link light rail from Madison Valley." The map shows that Route 8 would stay as is, leading to Broadway and John	9
I am concerned about station locations	7
I am concerned about the changes to Route 48	7
This alternative does not address congestion on key routes	6
This alternative does not serve North Capitol Hill	5
I am concerned about the loss of off-peak service	5
I am concerned about the changes to ST 545	4
This alternative does not provide connections to/from the Central District	4
This alternative increases commute time	4
This alternative should connect the Central District to Downtown Seattle	3
This alternative does not improve service to First Hill	2

This alternative decreases service	2
This alternative increases commute times	2
Station locations are inconvenient	1

How would your use of transit be affected if Alternative 2 were implemented on Capitol Hill and in the Central Area? I would ...

Answered: 1,339 Skipped: 5,145



Eastside

Key themes expressed via all outreach activities:

- “We love our 545 and just want more of it!” – it’s overcrowded
- Why make us transfer during non-peak times instead of during peak times only? That would make more sense.
- Lack of understanding about how Link light rail will work and the potential benefits. Once explained, an excitement and willingness to try.
- Questions about the transfer environment.
- “You have been out to get us before and now you are using this as an excuse to do it again” – routes 277, 242, and others that were candidates for cuts during the service reduction planning

We received two formal letters from stakeholders with a vested interest in Eastside changes. Microsoft and Seattle Children’s Hospital weighed in on these changes. Microsoft expressed concerns about how these changes would or would not improve overcrowding, meet ridership demands outside of the peak, and benefit their employees. Seattle Children’s Hospital strongly supported the concept to revise Route 255 in Alternative 1 that would have provided a frequent, all-day connection between the Eastside and the hospital for patients and employees.

A total of 1,375 (34%) survey respondents said they would like to give feedback on concepts for the Eastside. We asked survey respondents to indicate things they liked and things that concerned them

most about alternatives 1 and 2. We provided a list of elements and a space for respondents to add other things we did not list. The following charts show the results for both alternatives, including coded responses to “other (please specify).”

What do you like most about Alternative 1 on the Eastside?

Response	Response Count
More direct service during peak shoulders (on either side of peak periods) from Redmond to downtown Seattle to help address overcrowding (concept for Route 545)	385
Direct connection between downtown Kirkland, the University of Washington, Link light rail at the new University of Washington Station, University Village, and Seattle Children's Hospital (concept for Route 255)	367
Improved night and weekend service between Eastgate, Bellevue, and the University District (concept for Route 271)	316
Increased midday service between Redmond, the University of Washington, the UW Medical Center, and the University District (concept for Route 542)	291
More reliable travel times between Redmond and the south end of downtown Seattle, via a connection to Link light rail (concept for Route 542)	269
Faster service between Redmond and Seattle Children's Hospital via a transfer to frequent bus service at Husky Stadium (concepts for routes 65, 255, 542, and 545)	267
New direct connection between Eastgate, Bellevue, Ballard, Greenwood, and Green Lake (concept for through-routing routes 45 and 271)	267
More service across Lake Washington from downtown Kirkland (concept for routes 255 and 256)	264
Improved service frequency between Bothell, Kenmore, Lake City, and the University District (concept for Route 372)	210
Keeps direct connection between downtown Kirkland and downtown Seattle during peak commute times (concept for Route 255X)	199
New, direct connections between South Lake Union, Woodinville, Totem Lake, and Kirkland (concept for Route 311)	138
New direct service from Bear Creek Park-and-Ride to the University of Washington and Link light rail at the new University of Washington station (concept for Route 542)	135
More peak period service across Lake Washington from the Woodinville Park-and-Ride, Brickyard Park-and-Ride, and Totem Lake Freeway Station (concept for Route 311)	112
Nothing	111
Increased all-day service to Issaquah Highlands (concept for Route 207)	93
Everything	80
Increased, peak-only service across Lake Washington from Houghton Park-and-Ride (concept for Route 540)	77

What concerns you the most about Alternative 1 on the Eastside?

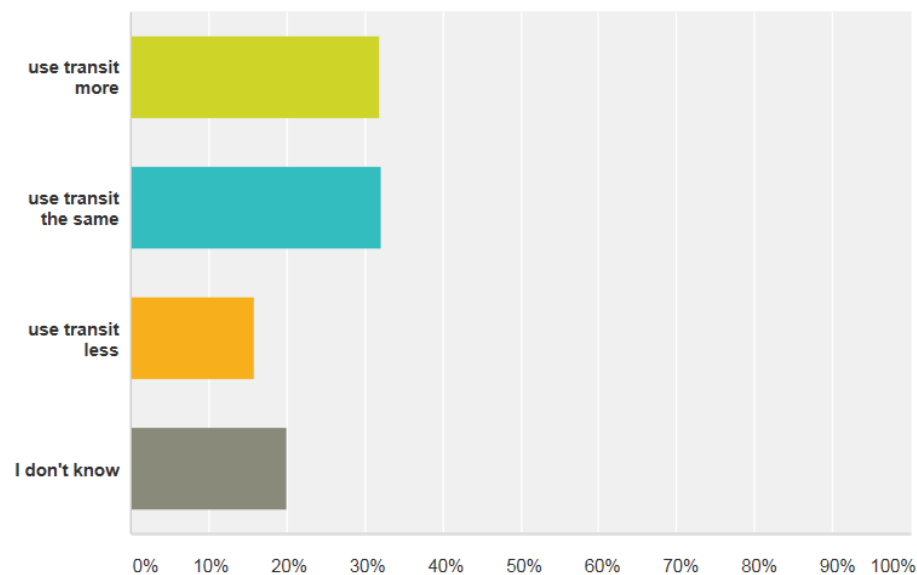
Response	Response Count
Bus-light rail transfer required to travel between Redmond and downtown Seattle during weekday off-peak hours (concept for Route 545)	320
Bus-light rail transfer required on weekends between Redmond and downtown Seattle (concept for Route 545)	229
Transfer required between Link light rail and bus service during off-peak commute times between Kirkland and downtown Seattle (Concept for Route 255)	168

No direct connection between Woodinville and the University District (concept for Route 372)	120
Transfer required to get between neighborhoods north of Totem Lake and downtown Seattle (Concept for routes 277 and 255)	115
Loss of direct service to the center of the University District and the UW campus from South Kirkland (Concept for Route 540)	113
Transfer required between Issaquah and downtown Bellevue and the University District outside of peak commute times (concept for Route 271)	111
No direct connection between Overlake and neighborhoods north of the University District (concept for Route 242)	95
Reduced service frequency between Issaquah and the Eastgate Park-and-Ride (concept for Routes 207 and 271)	81
Results in more transfers on my commute	26
Potential increase in commute times	24
Deletion of Route 252	15
Consolidation of routes will lead to overcrowding on buses	13
Deletion of Route 257	12
Transfers to U-Link must be close to the LINK station (for ease of travel and mobility/accessibility concerns).	9
Alternative 1 will cause me to drive more instead of using transit	6
Nothing	5
Does not create direct connections between Capitol Hill and the Eastside	4
No discussion of dealing with safety concerns with stoplights, crosswalks, and sidewalks in areas of Totem Lake Freeway stops and Kingsgate Park and Ride	4
Proposed Route 256 does not service North Kirkland	3
Detour of Route 311 through UW will cause delays	3
Does not adequately address late night and weekend service	3
Does not increase peak service	3
No direct connections from the Eastside to South Lake Union	3
Does not create direct connections between Montlake and north Eastside areas	2
Loss of direct service from Houghton Park and Ride to downtown Seattle	2
Need connections to express service at SR 520	2
Does not create direct connections between Seattle and Bellevue	2
Route 271 will get stuck in traffic going through Medina to get on SR 520.	2
ADA access from Kingsgate Park and Ride not addressed	1
Add express service from Northgate to downtown Kirkland	1
Add stops on Lake City Way on Route 522	1
All options make it difficult for those who work in the middle of the University of Washington campus	1
Does not bring back Route 265	1
Proposed detour of Route 542 to Overlake Transit Center	1
Does not create direct connections to Downtown Seattle	1
Unsure	1
Lack of service from Kent Station	1
Deletion of Route 277	1

Does not maintain routes from Finn Hill to University District	1
No direct connection between Woodinville and Downtown Seattle	1
Reduced service to Bear Creek Park and Ride	1

How would your use of transit be affected if Alternative 1 were implemented on the Eastside? I would ...

Answered: 1,121 Skipped: 5,363



What do you like most about Alternative 2 on the Eastside?

Response	Response Count
Keeps weekday evening and night service between Redmond and downtown Seattle (Concept for Route 545)	310
Keeps weekday midday direct service between Redmond and downtown Seattle (Concept for Route 545)	305
Keeps weekend direct service between Redmond and downtown Seattle (Concept for Route 545)	252
Route 255 keeps all-day direct service to downtown Seattle on weekdays	197
Nothing	180
Route 255 keeps weekend direct service to downtown Seattle.	173
Keeps all-day service on Route 271 from Issaquah to the University of Washington	137
Maintains direct service to the center of the University District and the UW campus from South Kirkland (Concept for Route 540)	99
Route 311 keeps direct service to downtown Seattle without deviating to the University of Washington	87

New Route 541 provides increased peak service to the new Link University of Washington Station via Overlake Village	84
Keeps existing routes 252 and 257	78
Everything	51
Unsure	5
Keeps me from having to transfer to light rail	3
Keeps Route 542 unchanged	3
More frequent Route 545 service	3
Route 255 provides service to Brickyard	1
More convenient access to bus stops	1
Extension of services hours for Route 372X	1

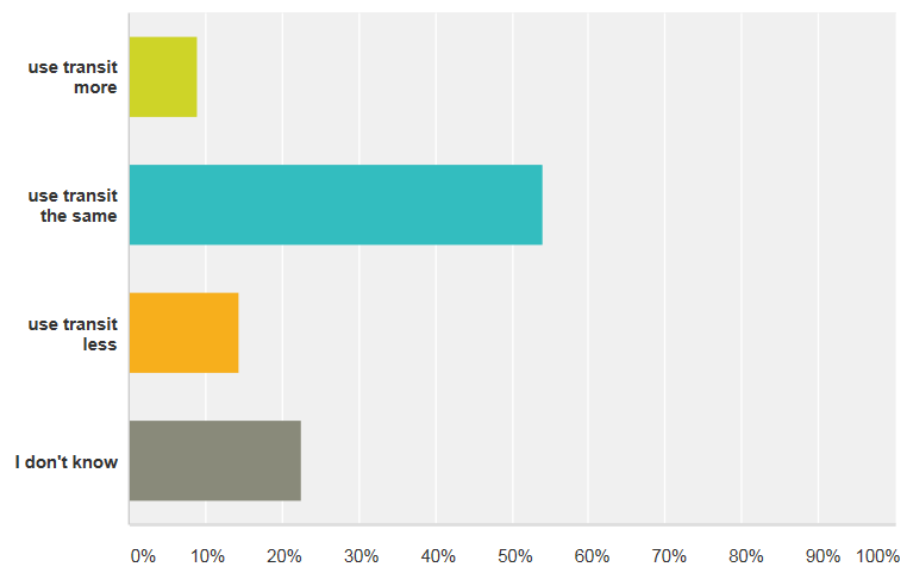
What concerns you the most about Alternative 2 on the Eastside

Response	Response Count
It does not take advantage of the investment in Link light rail service to better distribute bus resources	294
No new weekend service to the new Link University of Washington station	204
Less frequent bus service on Route 271 on nights and Saturdays	140
No new direct service from State Route 520 to Children's Hospital	135
No frequent all-day connection between downtown Kirkland and UW Link light rail station	129
The benefits outweigh any concerns I might have	128
Turn-back trips on Route 545 at the Overlake Transit Center	115
No direct service from Bear Creek to the University of Washington	71
Everything	67
Deletion of Route 242	11
Deletion of Route 277	4
Not enough parking at Park and Rides	4
No direct connection between Redmond and Green Lake	3
Potential overcrowding of Route 545	3
No increase in trips for Route 311	2
Nothing	2
Potential overcrowding of Route 255	2
Weekend SR-520 service distributed over infrequent routes	2
Increase travel time from Maple Leaf to Redmond	1
Lack of connections to the SE like Kent Station outside of peak times	1
Lack of service to/from Houghton Park and Ride	1
Longer commute from Maple Leaf to Redmond	1
No direct connection between Overlake and Northgate	1
No direct connection from Eastgate Park and Ride to new Light Rail	1
No direct connection from the Eastside to South Lake Union	1
No direct connection from Woodinville to the University District	1

No direct connections with Kenmore and Bothell	1
No increase in the number of trips on Route 252 and 257	1
Overall lack of options connecting Seattle to the Eastside	1
Potential overcrowding of Route 311	1
Rather increase frequency of Route 556 than Route 271	1
Route 372 would not serve Woodinville	1
Unsure	1

How would your use of transit be affected if Alternative 2 were implemented on the Eastside? I would ...

Answered: 977 Skipped: 5,507



Eastlake and South Lake Union

Key themes expressed via all outreach activities:

- A desire for Eastlake residents and businesses to have more local service through their community.
- A desire to keep a direct connection between Eastlake and “the heart” of the University District – not just the south end of the University District as provided in Alternative 1.
- A strong preference for increased service on Route 8.

A total of 767 (20%) survey respondents said they would like to give feedback on concepts for Eastlake and South Lake Union. We asked survey respondents to indicate things they liked and things that concerned them most about alternatives 1 and 2. We provided a list of elements and a space for respondents to add other things we did not list. The following charts show the results for both alternatives, including coded responses to “other (please specify).”

What do you like most about Alternative 1 in Eastlake and South Lake Union?

Response	Response Count
Improved frequency between South Lake Union, Seattle Center, and Capitol Hill (Concept for Route 8)	329
More-frequent service during peak commute times between Eastlake, South Lake Union, the south end of the University District, the University of Washington, the UW Medical Center, and Link light rail at the new University of Washington Station (concept for Route 70)	320
Faster, more direct commuter connections between Maple Leaf, Green Lake, and South Lake Union via I-5 (Concept for Route 66)	161
New direct connection between South Lake Union and Madison Valley (Concept for Route 8)	127
Faster, more direct commuter connections between Wedgwood, Ravenna, and South Lake Union via I-5 (Concept for Route 64)	121
New, direct connections between South Lake Union, Woodinville, Totem Lake, and Kirkland (concept for Route 311)	72
Everything	64
Nothing	44
Unsure	6
Connections between South Lake Union, Bellevue, and Issaquah	1
Faster, more direct service between South Lake Union and Downtown Seattle during commute hours	1
New east-west connection through Route 16	1

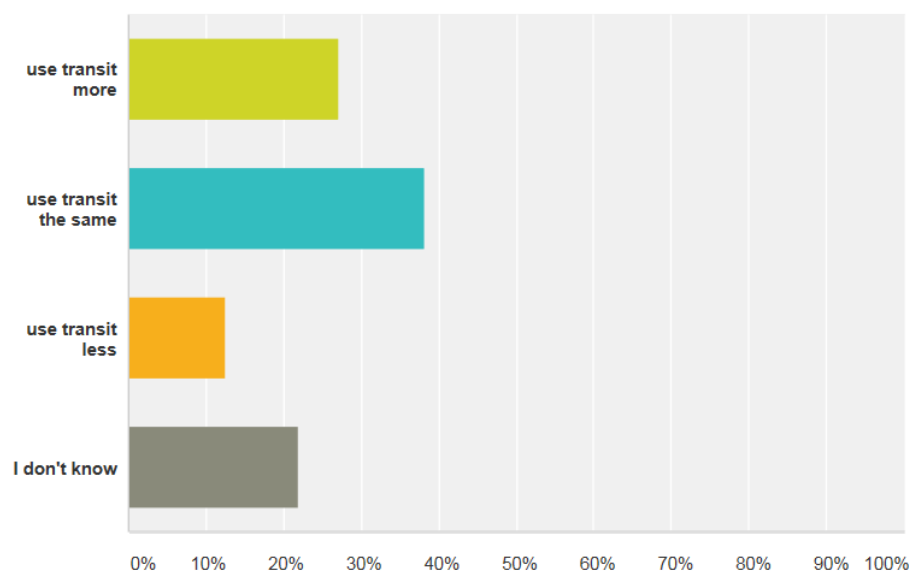
What concerns you the most about Alternative 1 in Eastlake and South Lake Union?

Response	Response Count
Loss of direct connection between Eastlake and the heart of the University District (concept for routes 66X and 70)	232
No direct connection to neighborhoods north of the University District during off-peak hours (concept for Route 66X)	170
The benefits outweigh any concerns I might have	139
From Lakeview Boulevard, having to travel farther to access service on Broadway or Eastlake Avenue E (concept for Route 25)	56
From Boyer Avenue E, having to travel farther to access service on 24th Avenue E or Harvard Avenue (concept for Route 25)	53
Everything	18
Route 8 remains on congested Denny Way and does not connect to the Central Area along Martin Luther King Jr Blvd	12
Potential delays and slow service of Route 311	7
Loss of Route 64 connection to downtown	6
No direct connection from Roosevelt & 45th to Convention Place Station	3
Unsure	3
Deletion of Route 25	2
No direct connections between Downtown Seattle and Eastlake Ave	2
No direct east/west connection to South Lake Union, including to the Eastside	2
Using Mercer to connect buses to South Lake Union and potential to increase traffic congestion	2

Consolidation of routes leading to overcrowded buses	1
Deletion of Route 26	1
Deletion of Route 28	1
Deletion of Route 43	2
Does not include restoring Route 47	1
No consideration of a University District shuttle to connect UW students, faculty, and visitors with express bus and light rail service	1
No direct connection from South Lake Union to Northgate	1
No direct service to Seattle Center	1
Reduced connection from Kingsgate to South Lake Union	1
Too much Metro bus service from University District to Downtown Seattle	1
Deletion of Route 252	1
Deletion of Route 257	1
Increased volumes of people and parking at freeway stops and park and rides	1

How would your use of transit be affected if Alternative 1 were implemented in Eastlake and South Lake Union? I would ...

Answered: 650 Skipped: 5,834



What do you like most about Alternative 2 in Eastlake and South Lake Union?

Response	Response Count
Nothing	17
Unsure	10
Maintains Route 70 and has it operating with all-day service	7

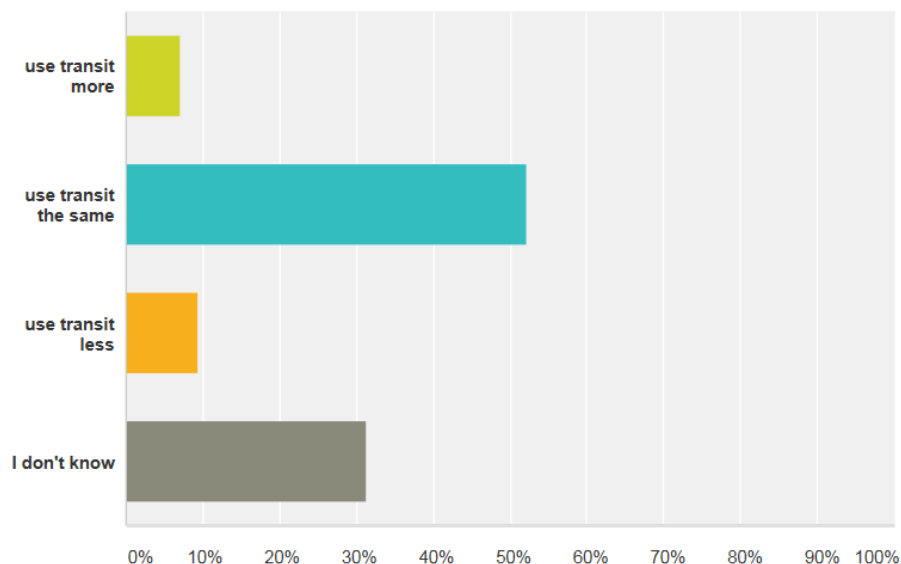
Faster, more reliable service	4
Direct connections between Downtown Seattle and Eastlake	3
Direct connections between Wallingford/Greenlake/Northgate to South Lake Union	3
Maintains Route 8	2
Everything	2
Fewer overall service changes	2
Direct connections between U-District and Eastlake	1
Improved service in Portage Bay/Eastlake	1
Maintains Route 25	1
Maintains Route 66	1
Maintains Route 252	1
Offers mid-day service connections to Light Rail	1
Maintaining access transit	1
Eases traffic congestion in South Lake Union	1
Maintains Route 64X	1
Additional connections between Downtown Seattle and the University District	1
Provides connection to Route 70 by Route 73 or Route 373X	1

What concerns you the most about Alternative 2 in Eastlake and South Lake Union?

Response	Response Count
Everything	11
Deletion of Route 66X	9
Potential for increased walking distances and wait times for bus services	8
Unsure	5
Nothing	4
Lack of additional service through South Lake Union	4
Deletion of Route 25	2
No direct connections to the Eastside	2
Maintains Route 8 in its current route	2
Less direct connections	2
Loss of bus frequency	2
The benefits outweigh any concerns I might have	1
Lack of good continual connection to South Lake Union and the University District	1
Deletion of Route 43	2
Reductions of direct connections to North Seattle	1
Overcrowding on current bus routes	1
Loss of direct connection between Eastlake and Downtown Seattle	1
Retains too many direct connections between the University District and Downtown Seattle	1

How would your use of transit be affected if Alternative 2 were implemented in Eastlake and South Lake Union? I would ...

Answered: 535 Skipped: 5,949



Feedback about our outreach process

The top four ways participants heard about the opportunity to participate were from their employers, via a Metro transit text or email notification, the news media or a neighborhood blog, and a poster at their bus stop.

Ninety three percent of respondents strongly or somewhat agreed that the notice, advertisement, and/or invitation to learn more and share thoughts about Metro's Link Connections project was clear and welcoming.

The top three resources participants used to learn about the alternatives were Metro's website (81%), information shared via the news media or neighborhood blog (18%), and Sound Transit's website (18%). When asked whether the resources the respondent used to learn about the alternatives helped them understand the concepts, 80 percent said, "Yes," seven percent said, "No," and 12 percent said, "I don't know."

Seventy eight percent of respondents felt they were given enough time to provide meaningful feedback.

Only 18 percent indicated that they participated in the first round of outreach last November. Of those who said they did, 30 percent said they saw how their feedback helped shape some of the concepts being considered, 27 percent did not, and 12 percent weren't sure.

Seventy eight percent of respondents strongly or somewhat agreed that taking the time to share their feedback will result in better decisions being made.

What people appreciated

- **That we asked for input**—Nearly 30 percent of those who wrote to us about our outreach said, "Thank you for doing this."

- **Our survey**—As @dseeter tweeted, “The survey [@kcmetrobus](#) has about the Link Connections alternatives is one of the most comprehensive I've ever taken.”

Disappointments or doubts

- Some people expressed doubt that their input will make a difference.
- **Our survey**—for some our survey was too long; for others, they ran into trouble filling out the survey on their mobile devices; some people ended up losing their input and starting over. We may have double counted their input. Others gave up and called to complain and express their views over the phone. (Please note: we investigated the issues people reported completing the survey and made some changes to how it was formatted during the course of the outreach. We let people know what we learned, what we did, and how they could still give us input in a [blog post](#) published and emailed to project email list subscribers.)
- **Difficulty understanding the alternatives or their purpose**—some felt our scope was too wide and far reaching; others felt it wasn't far reaching enough; people with less experience or interest in the Internet were confused about the complexity of the information there and how to find what they were looking for.
- **Difficulty finding meeting locations**—meeting information went up as it was confirmed so those who looked at the website at the beginning of the outreach period and didn't clear out their browser cookies might not have seen new information as it became available.

Suggestions for change

- **Make the outreach activities and survey easier to find**—people had trouble finding project information on Metro Online. They asked us to consider making this information stand out on the homepage of Metro Online and to make sure customer service staff know where to find the information as well.
- **Posters**—People appreciated that we had them up, but were concerned they weren't up at enough places and that they weren't specific enough to how routes would be affected.
- **Survey**—Make it more mobile and screen-reader accessible. Make it simpler and shorter. It was difficult to answer the survey questions without the alternative information available to look at – have links to the concepts open in new windows so people can have both open at the same time and not lose their survey entries going back and forth between the two.
- **Use video**—Several people thought a general overview of the concepts provided in the form of a video would have been helpful. Reading through text on a website only appeals to certain types of learners. We need to do a better job providing information for all types of learners.

Regardless of how people felt about this phase of outreach, we received a clear message that they want to see the results of their feedback and how we reflect this in the changes we put forth. This feedback will be taken into consideration as we plan the next phase of outreach.

Appendix A – Media coverage

Seattle Transit Blog

- March 2: U-Link Restructure Proposals Coming This Week
<http://seattletransitblog.com/2015/03/02/u-link-restructure-proposals-coming-this-week/>
- March 6: Fewer tunnel buses in September <http://seattletransitblog.com/2015/03/06/fewer-tunnel-buses-in-september/>
- March 6: Metro presents U-Link restructures <http://seattletransitblog.com/2015/03/06/metro-presents-u-link-restructures/>
- March 7: Load section charts from Metro spring 2014 data
<http://seattletransitblog.com/2015/03/07/load-section-charts-from-metro-spring-2014-data/>
- March 7: Weekend Reading: U-Link Planning Background Information
<http://seattletransitblog.com/2015/03/07/weekend-reading-u-link-planning-background-information/>
- March 9: Alternative 1: Northeast Seattle <http://seattletransitblog.com/2015/03/09/alternative-1-northeast-seattle/>
- March 10: Alternative 1: Capitol Hill and First Hill
<http://seattletransitblog.com/2015/03/10/alternative-1-capitol-hill-and-first-hill/>
- March 11: Alternative 1: SR-520 Cross-Lake Service
<http://seattletransitblog.com/2015/03/11/alternative-1-sr-520-cross-lake-service/>
- March 12: Alternative 1: Downtown, SLU, and Uptown
<http://seattletransitblog.com/2015/03/12/alternative-1-downtown-slu-and-uptown/>

Capitol Hill Seattle Blog

- March 6: With expanded light rail a year away, Metro rolls out proposed route changes
<http://www.capitolhillseattle.com/2015/03/with-expanded-light-rail-a-year-away-metro-rolls-out-proposed-route-changes/>
- April 6: <http://www.capitolhillseattle.com/2015/04/bus-stop-considering-the-alternatives/>

The Urbanist Blog

- March 2: Metro Proposes Bus Restructures Around New Light Rail Stations
<http://www.theurbanist.org/2015/03/02/metro-to-propose-bus-restructures-around-new-light-rail-stations/>
- March 6: Update on Proposed U Link Bus Route Restructures
<http://www.theurbanist.org/2015/03/06/update-on-proposed-u-link-bus-route-restructures/>

Wedgwood Newsletter

<http://www.icontact-archive.com/A210gehIXbCGVELFR9rQDUBdn41v37JN?w=1>

Wallyhood

<http://www.wallyhood.org/2015/03/metro-changes-for-link-light-rail-at-husky-stadium/#>

Queen Anne/Magnolia News

- March 31: Neighborhoods worry about potential bus changes
<http://queenannenews.com/Content/News/News/Article/Neighborhoods-worry-about-potential-bus-changes/26/337/37315>

Kirkland Views

LETTER | Improved Metro bus service proposed for Kirkland

http://www.kirklandviews.com/blog/2015/3/23/letter-improved-metro-bus-service-proposed-for-kirkland?utm_content=buffer7a8cb&utm_medium=social&utm_source=twitter.com&utm_campaign=buffer

Appendix B – List of Community Partners

15th Ave Community
Amazon
Bullitt Foundation
Capitol Hill Chamber of Commerce
Capitol Hill Community Council
Capitol Hill Housing
Capitol Hill Triangle
Cascade Bicycle Club
Central Area Transit Coalition
Children's Home Society of Washington-North Seattle Family Support Center
Children's Hospital
City of Bellevue
City of Redmond
City of Seattle, Department of Neighborhoods
City of Seattle, Department of Transportation
Colman Neighborhood Association
East District Council
Eastlake Community Council
Families for Lake City
Feet First
First Hill Improvement Association
Friends of Frink Park
Greater University Chamber of Commerce
Group Health Cooperative
Hawthorne Hills Community Council
Holy Names Academy
Jackson Commons
Jewish Family Services
Lake City Neighborhood Alliance
Lake Union Community Council
Laurelhurst Community Club
League of Women Voters - NE Seattle Chapter
Leschi Community Council
Lighthouse for the Blind
Madison Park Business Association
Madison Park Community Council
Madrona Moms
Madrona Community Council

Magnuson Park Advisory Committee
Mallard Cove Houseboats
Maple Leaf Community Council
Meadowbrook Community Council
Meredith Matthews E Madison YMCA
Microsoft
Miller Park Neighborhood Association
MLK FAME Community Center
Montlake Community Club
NOAA Sand Point
North Capitol Hill Neighborhood Association
North County Mobility Coalition
Northeast District Council
Park Shore Senior Living
PCC Natural Markets
Pronto Bike Share
Puget Sound Sage
Ravenna-Bryant Community Association
Ravenna-Bryant Senior Center
Roosevelt Neighborhood Association
Roosevelt Neighbors' Alliance
Seattle Central College
Seattle Commission on People with Disabilities
Seattle Deaf-Blind Center
Seattle Floating Homes
Seattle Housing Authority: Lake City Court
Seattle Neighborhood Greenways
Seattle Preparatory School
Seattle University
Senior Services - Transportation Program
South Lake Union Chamber of Commerce
Squire Park Community Council
Sustainable Northeast Seattle
Swedish Hospital
The Northwest School
The U District Partnership
Thornton Creek Alliance
Transit Riders Union
Transportation Choices Coalition
U District Conversation on Homelessness

U District Farmers Market
United Indians of All Tribes
University District Community Council
University District Food Bank
University District Rotary Club
University Family YMCA
University Greenways
University Heights Center
University of Washington
University of Washington Medical Center
University Village
View Ridge Community Council
Virginia Mason
Wedgewood Community Council
Yesler Community Council