King County Metro Transit

Phase 1 Report: Southeast Seattle Outreach

June 2012

King County
METRO

We'll Get You There

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King County Metro Transit

Phase 1 Report: Southeast Seattle Outreach

Background

This is the first of three reports responding to directives in Ordinance 17259, adopted by the Metropolitan King County Council on January 30, 2012.

This ordinance instructed Metro Transit to conduct a southeast Seattle outreach program, in consultation with community groups and the public, that will improve passenger facilities and transfer connections between Metro routes as well as between Metro services and Sound Transit's Link light rail; provide opportunities for increased access to ORCA fare media; and ensure maximum awareness and use of alternative transit services for people with disabilities, seniors and other southeast Seattle residents who have limited transportation access to jobs, education, health care, nutrition and other human services.

The County Council directed Metro to conduct this outreach in two phases:

Phase 1 shall include but not be limited to engaging in a public outreach program, working with the City of Seattle and Sound Transit to gather community input on additional bus stop locations and pedestrian crossings as well as bus stop improvements, providing information about alternative transit service; implementing strategies and actions to increase access to ORCA fare media; and transmitting a report to the County Council by June 8, 2012 summarizing these activities and projected Phase 2 activities.

Phase 2 shall include completing physical improvements to the relocated bus zone on Rainier Avenue S at Stevens Plaza; completing other bus zone improvements identified in Phase 1 for implementation in Phase 2; continuing outreach about transit mobility options and ORCA; convening additional community outreach activities identified in Phase 1; and transmitting a report to the County Council by October 31, 2012 summarizing all Phase 2 activities and identifying future southeast Seattle activities.

The ordinance also directed Metro to engage communities and stakeholders associated with Routes 8, 42, and other routes in discussions about potential service changes. The discussions were to include representatives of the County Council, City of Seattle and Sound Transit. The ordinance required the transmittal by August 1, 2012 of a report that demonstrates community engagement regarding the strategic plan and related policy, service and ridership changes; the County's understanding of the community's public transportation needs; potential changes in service hours, ridership and productivity of all options; how the potential alternatives measure against the County's fair and just guiding principles and the factors of geographic value and social equity in the Strategic Plan for Public Transportation 2011-2021; and that demonstrate that there is no net change in total service hours for any subsequent changes proposed in the engagement process.

Phase 1 Report Overview

During the first outreach phase, Metro emphasized listening to community members and representative community organizations. Our goal was to gain an understanding of what community members want and what strategies for improving the system would be most effective, so that any strategies we pursue respond successfully to real needs and concerns. As a result of this emphasis on listening, two of the Phase 1 activities—providing information about alternative transportation and increasing access to ORCA—have been delayed. We will use information gained in our community conversations to design and carry out activities in these two areas.

This Phase 1 report includes the following:

- Our outreach approach for this reporting period
- What we have heard from the community as of June 1, 2012
- Agency coordination and work underway
- Next steps.

Outreach Approach

The model used for our first phase of public engagement was similar to that Metro used in our work with the King County Mobility Coalition-Immigrant and Refugee Elders Transportation Project. In this project we engaged in conversations about immigrants' and refugees' transportation needs and how best to engage their communities. This engagement process focuses on recognizing community diversity and a variety of communication styles. The design is to have community organizations, or "trusted advocates," host and facilitate "conversations" with targeted community groups to garner their input about transportation services now available. Topics include barriers to using those services and how best to break those barriers as well as the best way to reach out to diverse communities.

We believe that what we are learning in this engagement effort is applicable to diverse communities throughout the county. Moving forward, we intend to use what we learned in efforts to address these issues in other parts of the county.

Metro is engaging three distinct groups in this project:

- Partner agencies – Sound Transit and the City of Seattle Department of Transportation, government entities that Metro must partner with to effectively respond to community needs and that Ordinance 17259 directs us to involve in the outreach. Metro and the agencies are meeting regularly to strategize, learn from one another, and coordinate activities.

- Community organizations – those that are located in or serve under-represented communities within the geographic footprint of this project (see Appendix A for a map of the geographic footprint).

- Community members – residents of southeast Seattle, clients of organizations in this area, and people who use routes 7, 8, 39, and 42 or Link to travel within the geographic footprint of this project.

Step 1: Listening to the Community (February – May)

As the first step in our listening process, Metro worked with partner agencies to create a set of questions to gather feedback from under-represented, transit-dependent populations who live and travel between Rainier Beach and the International District via Martin Luther King Jr. Way S (MLK).

Metro representatives worked with partner agencies to review and prioritize a list of more than 80 community organizations that are located in or serve southeast Seattle. (See Appendix J for a list of these organizations.) Our aim was to balance reaching an inclusive and comprehensive representation of transit-dependent, under-represented populations in the affected area with the limited time and resources available to conduct this outreach. We identified a shorter list of priority community organizations—both key stakeholders concerned about the loss of Route 42 and

those that provide service along MLK. We reached out to nine organizations and met with seven of them. Metro met one-on-one with staff from the following agencies:

- Puget Sound Sage
- El Centro de la Raza
- Refugee Women's Alliance
- Transportation Choices Coalition
- International Community Health Services
- Seattle Housing Authority (SHA) at Rainier Vista
- SHA at New Holly

Metro also contacted Asian Counseling and Referral Services (ACRS) and the Vietnamese Friendship Association executive directors. ACRS decided to conduct a survey with a sample of 330 clients. The survey results and survey instrument are included as Appendix F of this report.

Additionally, on May 25, a letter (included in Appendix K) signed by 35 individuals and community organizations was sent to the King County Executive expressing concerns about the slated elimination of Route 42 and other mobility needs in southeast Seattle. The signers requested a meeting, which was held on May 29 with the Executive, Metro staff members, and representatives from the following community organizations, associations, and coalitions:

- American Friends Service Committee
- ACRS
- El Centro de la Raza
- Filipino American Political Action Group
- Filipino Community of Seattle
- Interim Community Development Association
- King County Pacific Islander Coalition
- Minority Executive Directors Coalition
- Mothers for Police Accountability
- Puget Sound Sage
- Transportation Choices Coalition

Several of the meeting participants met again on May 31 to discuss Metro's Phase 1 report. At that meeting, community members voiced concern about one of Metro's community conversation questions that sought input on an idea to split Route 8 and restore the original Route 42. Metro said that it would address that concern in future survey work as the agency engages with the community on mobility in southeast Seattle through the end of the year. Also at that meeting, a question was raised about Metro's estimate of the number of rides that would be lost if the original Route 42 was restored using service hours available if Route 8 were to terminate at the Mount Baker Transit Center. In response to that question, Metro met on June 5 with a representative of Transportation Choices Coalition to discuss how the number was derived. Details about some of the main concerns expressed by these groups are noted in the "Summary of comments from community organizations" section below.

The Vietnamese Friendship Association said they did not have pressing concerns about transit service and did not have the capacity to take part in this engagement process, so declined our invitation to participate. Metro was able to engage the Rainier Beach Community Empowerment Coalition through its partnership with Puget Sound Sage, and with the Filipino Community Center through its relationship with International Community Health Services.

In the one-on-one meetings we did have, we shared our outreach approach and the questions we had developed and asked for their feedback. All organizations influenced the final set of questions we asked the community. We invited organizations to host community conversations in which their constituents could talk with Metro and our partner agencies about their experiences with transportation in southeast Seattle. Eleven community conversations have been held. We distributed 205 $10 ORCA cards to participants. We will review the card numbers to assess how they were used. This information will be included in the final report.

A total of 459 community members participated in either a face-to-face community conversation or in the online survey. A majority of participants were transit-dependent, have low-incomes, and speak English as a second language or not at all. Ninety percent or more use buses and Light rail. The major languages other than English spoken by the people we worked with were Chinese (both Mandarin and Cantonese), Vietnamese, Somali, Amharic, Oromo, Tigrinya, Laotian, Cambodian, Tongan, Samoan, and Tagalog.

Using interpreters, each meeting involved attendees responding to questions about a range of items including ORCA, traveling in the community, transportation options, barriers to riding the system, and how we might better communicate with the community. (See Appendix C for a complete set of the questions that helped guide our conversations.) Facilitators encouraged participants to talk about both their personal stories and issues they are aware of in their community—what works and doesn't work for them.

In addition to holding the community organization conversations, we invited Metro's transit alert subscribers for routes 7, 8, 39 and 42 to join the conversation. We invited them to share their views in an online survey and volunteer for a focus group to have an in-depth discussion about their responses to the same questions.

What We Heard

Summary of comments from community organizations

The following is a summary of the major themes we heard from the staff of the initial seven organizations we met with to get feedback on our outreach approach and the questions we were developing to ask in the community conversations.

- All appreciated the approach Metro is taking to go out, engage, and listen to riders.
- The community lacks trust in Metro and Sound Transit. Community organization leaders feel there is a history of the agencies saying they are listening but not giving the community what they say they want and not communicating final decisions well to those most affected by them. Stories were told of riders waiting for hours for the old Route 42 when it was changed, not being able to read the rider alerts posted at the stops, and not aware that they should take the 8 now to get where they want to go.
- In order for this engagement effort to be successful, it is critical that the agencies not only listen, but also take action and communicate back to those affected about the action being taken in response to what they said.
- Most acknowledged the framework of Metro's newly adopted service guidelines and that "underperforming" routes are not a good use of resources. They expressed understanding and acceptance that the Route 42 in its current form is not measuring up.

- Some would still like service changes to be considered that might better address unmet needs in a socially equitable way. When asked about needs that are not met by the existing transit system, concerns were raised about making seniors have to transfer or walk further to access transit and their ultimate destinations, and about the higher cost to cash-payers when transferring from bus to Link.

- A concern was expressed about access to the Filipino Community Center. It was requested that we address stop locations and pedestrian access at that location.

- In discussions with some of the community organizations, we were able to explore ways that Metro's Jobs Access Reverse Commute (JARC) might support their transportation needs. There may be opportunities to provide vans to organizations that have employment training and assistance programs, such as El Centro de la Raza and Refugee Women's Alliance, for transporting clients. Metro's JARC program may also provide support for customized instructional materials that could help non-English-speaking residents learn how to use the transit system and the ORCA fare payment system. These ideas will be explored in the next steps of the outreach and reported on in the final report.

- Some community organizations expressed interest in being ORCA card distributors.

In the May 29 meeting of the Executive, Metro staff, and 11 community organization representatives and in a subsequent May 31 meeting with Metro staff, community members expressed several concerns. They said they feel that unique circumstances were created by the installation of Link light rail in southeast Seattle. They believe it was incorrectly assumed that Link would replace the need for local bus service provided by Route 42. They said that southeast Seattle is the most transit-dependent part of the city. It is an area where more than 59 languages are spoken; there are high concentrations of low-income immigrants, refugees, elders, and people with poor health indicators; and unemployment and underemployment are high.

The Executive heard from the group that there is a lack of trust in Metro's outreach process; they said Metro does not listen or respond to their concerns. About this outreach process, concern was expressed about how the question about splitting Route 8 and restoring the original Route 42 was asked of participants. These organizations felt the question was biased and, therefore, the findings for this question are not valid. ACRS asserted that it had conducted a transportation survey of its clients that revealed different results than those Metro is reporting here.

In follow-up to the meetings, ACRS gave Metro a copy of the questions asked in its own survey and the results it received. Metro offered to include these in the appendix of this report. (See appendix F). The executive director of ACRS asked that the following results be highlighted:

- "…a significant number, 82 or 30 percent of the 274 bus riders who participated in the survey, said they thought the 42 was needed, and 68 or 25 percent did not…"

- "the [following] basic demographic data [are] necessary to understand the results: our survey included youth as well as elders, and 78 participants who said they are proficient in English – youth and English proficient individuals are least likely to feel the loss of the Route 42, non-English-proficient riders and elders are the most likely."

- "96 of the 274 bus riders who participated indicated support for a direct route on MLK South from Rainier Beach to downtown Seattle/International District."

- "…it is significant that 29 percent of the participants in the ACRS survey indicated that they feel safe only some of the time or never feel safe at transfer points…"

These organizations see transportation as an integral part of the fabric of the Southeast Seattle community and the many populations traveling there to access important services. Maintaining the diversity of this fabric and assuring access to things like transportation, affordable housing, employment, green space, culturally appropriate retail, social services, and health care is a vision they believe Metro should partner with them to fulfill. Within this context, there is skepticism about how Metro is applying the social equity framework of the service guidelines. Some feel that either Metro isn't applying the framework appropriately or that the framework is inconsistent with the recommendations of the Regional Transit Task Force. In particular, they question the application of the social equity service guideline to service changes and the impact those changes have on "vulnerable" transit dependent populations. Metro's goal is to work with this group and others in the community to dialogue about the social equity framework of the service guidelines to reach common ground and understanding as to how this framework is applied.

In the May 29 meeting, the Executive gave direction to Metro for moving forward. In addition to continued engagement with the 11 community organizations in this report, Metro, in conjunction with ACRS, will form a working group with the organizations that were represented at the May 29 meeting. The purpose will be to continue exploring transportation needs in southeast Seattle and to identify creative solutions to address those needs. This work may include further surveys of transportation needs and service options for people who travel to destinations along the affected corridor. The surveys would be conducted in collaboration with participating organizations.

Summary of comments from community members

The following is a summary of the questions we asked and the key themes we heard from the 355 people who participated in 11 community conversations coordinated by Metro.

Service

How do you use the service that's available? Does it get you where you want to go? How would you improve service?

In general, people like the bus service that is available. They like the frequency of service and that it stops more often than Link. The major complaints about bus service center around the service not being reliable or on time. Many stories were shared of people being late to medical appointments or job interviews, or losing jobs because buses came late or a connection was missed.

In general, people like Link, too. It is fast and convenient. The majority of people we heard from are seniors, limited in their English proficiency, and/or low income, not commuters. They are taking Link to the airport or to special events downtown, not for travel to work or to complete daily activities. When asked why people don't use it for daily activities, we heard that the stations are too far apart, there's a perception that it is more expensive, and the fare payment system is not as easily understood as paying cash on the bus. Light rail seems too impersonal.

The bus seemed to be people's primary choice for transportation. We didn't hear much about the bus-to-Link transfer. Most of the people we spoke with pay their fares with cash. Once they choose the bus, they stay on the bus. For those that do use Link, we heard from many that they drive to connect with it. Their major complaint was a lack of available park-and-ride locations, parking spaces, lots, or available street parking surrounding light rail stations.

People are using the service that is available to access many destinations. Major destinations that consistently came up in conversations were: downtown Seattle, the International District, Harborview and other First Hill medical institutions, community colleges, high schools, Seattle Housing Authority complexes throughout the city, Southcenter, White Center and further south, Seattle

Center, and Skyway/Renton. A new travel pattern of note that was consistently reported was more and more people traveling from the Rainier Valley south to Skyway, Renton, Tukwila, and White Center to visit family and friends. We heard references to routes like the 106 and 107 that take them there.

For those having to transfer between buses that serve the Rainier Valley, those transfers are working. The transfers would be better if buses came on time and/or they did not have to wait as long. Many people travel to places like ACRS and the Filipino Community Center from other parts of the county. Many of these people can get to downtown Seattle via bus, but have to transfer twice to continue on buses to access ACRS or the Filipino Community Center. For seniors and people with mobility issues, this is a hardship.

We heard no overwhelming demand for the re-establishment of the original Route 42. People are using the service now available to get where they want to go. People who use Route 8 for direct trips between destinations south and north of the Mount Baker Transit Center would be inconvenienced if the 8 was rerouted. We did hear from about twelve people that the re-establishment of original Route 42 would be better—a one-seat ride to connect destinations between Rainier Beach and the International District would be helpful. The underlying service preference identified was one-seat service from MLK to destinations like Goodwill, Little Saigon, and the International District rather than one-seat service along MLK through the Central Area. These numbers do not reflect the data provided by ACRS on June 4.

Rainier Beach businesses and high school students would like better transit circulation between activity centers identified in the Rainier Beach neighborhood plan.

Service issues brought up outside of the MLK corridor include references to routes 106, 107, 48, 9, 3, and 4. There were a high number of complaints about one of the drivers of the 106 who leaves too early from stops or doesn't wait when people are running to catch the bus and doesn't treat youth or seniors very respectfully. Riders also wanted more service on the 106 and 107. We heard requests to restore service on the 48 to Rainier Beach to connect students more easily to high schools along Rainier Avenue S and 23rd Avenue in the Central Area, and to connect residents further south than the Mount Baker Transit Center to key destinations along that routing. Many want weekend service on the 9. Many rely on routes 3 and 4 and impressed upon us not to change those routes.

Feedback on stop locations, rider amenities, and pedestrian improvements

The people we heard from did not express big demands related to stops, rider amenities, or pedestrian improvements for the geographic footprint of this project. However, stops and sidewalks along Renton Avenue S where the 106 travels were identified as needing significant improvements. People complained about buses passing them by without seeing them and a lack of shelters, lighting, and a feeling of safety.

People appreciate the shelters and benches that have been installed and look forward to the completion of additional shelters that are planned. If improvements could be made, more shelters and benches would be appreciated.

The biggest concern about stops was that they are not clean. People complained about stops in downtown Seattle (those that serve the 3 and 4), as well as stops along Rainier Avenue S being dirty, smelling of urine, etc.

In general, people feel safe at transfer points. Safety concerns were expressed about two areas: the bus stop at MLK and Edmunds that connects Link riders to Route 39, and the Othello Station at New Holly. Several residents have been assaulted and robbed during their walks from the station to their residences or service providers at New Holly. For most, the presence of Sound Transit security personnel at stations makes them feel safer on Link than riding the bus; bus riders are most concerned about the behavior of other riders and a lack of security presence.

Feedback on ORCA and fare payment

How do you pay your fare? Do you use ORCA…why or why not?

Overwhelmingly people were uninformed about where to get and re-load ORCA cards and passes. People want ORCA cards available at more locations and the ability to get youth and Regional Reduced Fare Permit (RRFP) passes in more locations.

Some who qualify for the RRFP did not know about it. Those who do have an RRFP have swapped out their old card with the new ORCA version, but don't use it any differently. It works well for them to show that ID to the driver, pay cash, and get a transfer. It's simple and known, and avoids any language barrier issues. They do not understand ORCA as a fare mechanism.

The majority of those we spoke with are paying cash and getting a transfer. As one woman described it, "I pay cash and get my ticket." There's something more trustworthy about paying cash and getting something back, as well as interacting with a driver instead of a machine. For these people, there is no benefit to use ORCA. They have a low trust in technology and don't understand how money is taken by the machine or how it works. When it's explained, they don't trust that it will actually work. They trust being able to interact with someone to pay their fare and/or purchase fare media. All spoke of going to Metro's Customer Service Center at Jackson to deal with anything related to fare media, as well as that being inconvenient as the only option.

When cash-paying riders choose Link, they will use a ticket vending machine (TVM) to buy a ticket, or they ride without paying and risk being confronted by a fare enforcement officer. However, TVMs offer limited language support, making them largely inaccessible to populations with limited English proficiency.

People were unaware that they could buy and re-load ORCA cards at retail locations or TVMs. There are no signs at retail locations in Rainier Valley or at TVMs to explain or advertise this option. Many people proposed this solution to let people know about this option.

Even partner-agency staff members had trouble responding to basic questions that came up during the community conversations. It is difficult and confusing to find basic information online.

The most persistent concern about fare payment was that is has become too expensive for low-income people. People asked for transfers to last longer than two hours, for the annual pass to come back, or for other fare-lowering options. As one woman put it, "My rent went up, then bus fares went up. My income has stayed the same. Now my standard of living has gone down because I can't afford everything." Families whose children live within 2.5 miles of school and take public transportation to school are paying $50 per month that they didn't have to pay when the school district provided bus transportation. People who attend English and job training classes at ReWA go to class for three hours and have to pay $5 a day to get to and from class, which is a hardship for those on a fixed income of a few hundred dollars per month.

Awareness of and feedback on alternative services

Do you know about taxi scrip, the Hyde Shuttle, Vanpool, Access, or volunteer transportation programs?

With few exceptions, people were unaware of alternative services available to them. People expressed interest in learning more and some perceived barriers to using them. Many were interested in how to use the Hyde Shuttle, but wanted the southeast Seattle shuttle to serve the International District (which is beyond the southeast Seattle service boundary).

Taxis are perceived as being too expensive. For both taxi scrip and the Hyde Shuttle, those with limited English proficiency were concerned about using them because of language barriers. They don't speak enough English to call and make a reservation.

The few who had tried the Hyde Shuttle or Access shared stories about them not being reliable. A general theme was that they tried it once, found it inconvenient, and did not try it again after that.

Best ways to communicate

For the populations we spoke with, by far the best way to communicate with them is face-to-face. We learned that bus operators are providing very important services to people. Many rely on them to be a "trip planner," helping people know which buses to take where. Some participants shared that they have their children write down their destination, then they get on the bus, show the driver, and ask him or her to tell them where to get off and which buses to take.

An insight for us is that the bus is people's primary mode choice because it is more personal. This is not true of Link.

People said the way they learn about transportation is from their case workers, their children, or family or friends. Every group asked that we come back and talk to them at their community organization meet-ups. The Internet was never mentioned and seems to be a non-starter as a means for reliably getting information to under-represented communities.

We received mixed feedback about brochures as good vehicle to educate or inform people. Some communities would like our materials in their native languages, while others indicated that they are not literate in their native language so it's not useful to have brochures translated.

Multiple communities mentioned television and print publications where they would like to see our information. Specifically, Somali, Chinese, and Vietnamese television stations and publications were named, in addition to more mainstream television such as KOMO, KING, and KIRO.

People value the schedules posted at stops, but complained about how they never seem to be accurate. In addition, rider alerts posted at stops aren't adequate at reaching limited English proficiency populations to describe changes. It was recommended that Metro put signs up with full detail in more languages, not just a reference to a phone line or website. It would also be helpful to describe what riders are supposed to do once the change takes place, not just that a stop or route is going away.

Descriptions of community conversations

The following descriptions and tables of participants summarize each community conversation:

International Community Health Services (ICHS)

ICHS health advocates invited Metro staff to four health groups:

Date	Location/Organization	No.	Demographics/Primary Language(s)
April 18	Chinese Information Service Center	16	Vietnamese
April 24	Yesler Terrace	66	Vietnamese
May 4	Beacon Hill Tower	11	Chinese, women +65
May 21	Chinese Information Service Center	12	Chinese, women +65

Filipino Community Center

Metro was invited to two groups:

Date	Location/Organization	No.	Demographics/Primary Language(s)
April 23	Tongan/Samoan weekly meet-up	44	Tongan and Samoan
May 24	Filipino Senior Meal Program	104	English and Tagalog

Rainier Vista

Metro worked with SHA community builder Naomi Chang to organize a community meeting. More than 300 fliers in English and the other seven primary languages spoken in this community were distributed inviting residents to a meeting a meeting on Monday, April 30, 6-7:30 p.m. (see appendix). Food was offered and interpreters in all languages were available. SDOT staff attended to help with the event.

Primary Language	No.
English	8
Vietnamese	12
Somali	2
Oromo	5
Chinese-Cantonese	10
Tigrinya	3
Total participants	40

Refugee Women's Alliance (ReWA)

Metro worked with ReWA staff to organize a special lunch event to which ESL students were invited. ReWA staff helped facilitate the conversation and interpret. Sound Transit joined Metro staff members in listening and taking notes. Food was provided.

Primary Language	No.
Oromo	5
Somali	17
Vietnamese	6
Laotian	2
Tigrinya	7
Amharic	7
Total participants	44

Route subscribers

Transit alert subscribers for routes 7, 8, 39, and 42 were invited to join the conversation online by completing a survey or by volunteering for a focus group. The focus group was held on May 17, 6-7:30 p.m., at South Shore School in Rainier Beach. Five people volunteered to participate in the focus group; two participated.

New Holly

Metro worked with SHA community builder Joy Bryngelson to organize a community meeting similar to the one held at Rainier Vista. More than 1,000 fliers in English and the other seven pri-

mary languages spoken in this community were distributed in advance of the meeting on May 22, 6-7:30 p.m. Food was provided and interpreters in all languages were available.

Primary Language	No.
English	4
Vietnamese	5
Oromo	2
Chinese-Cantonese	5
Total participants	16

Feedback from the Rainier Beach Youth Transit Justice Initiative

Over the past year, Puget Sound Sage and the Rainier Beach Community Empowerment Coalition have organized a group of middle and high school students to survey the public transportation needs of those living in the Rainier Beach community. They have also worked with their community to identify a set of recommendations that would address those needs. Metro staff members have attended their organizing events and consider their work one of our "community conversations." Details about what they have learned and their recommendations can be found in the appendix of this report. Metro will continue to listen and work with this group to respond to their recommendations where possible. For example, we are inviting them to attend our inter-agency and organization workshop in June along with representatives from the Seattle School District.

Summary of comments from the online survey

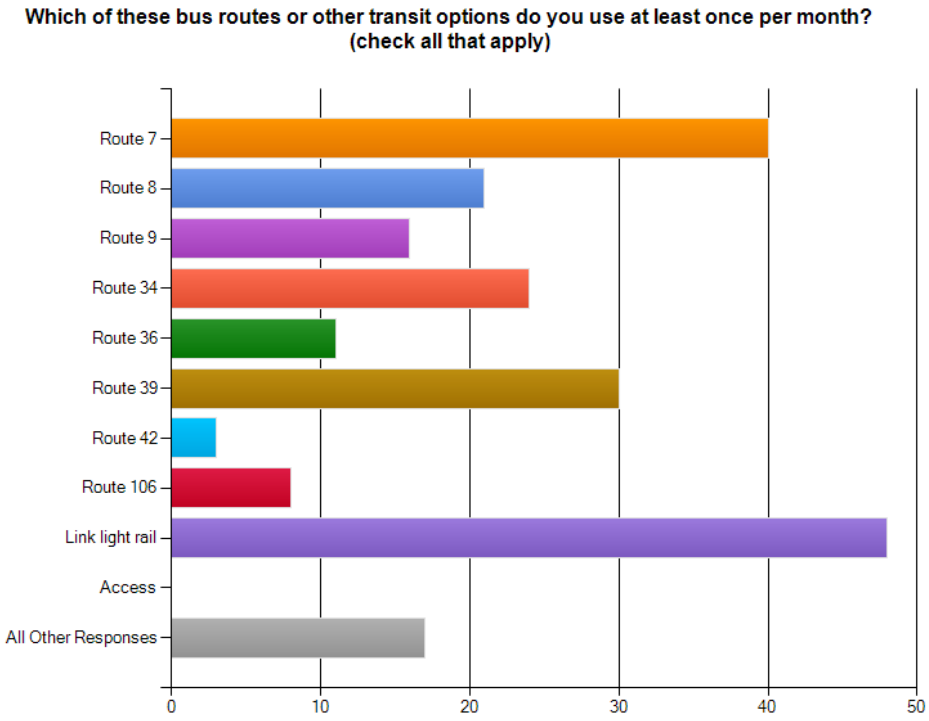
We invited transit alert subscribers for routes 7, 8, 39, and 42 to learn more about Metro's engagement effort in southeast Seattle by going to the Metro Matters blog, participating in an online survey, and/or volunteering for a focus group at which we asked the same questions asked in the community conversations.

As of June 1, 104 people had completed the online survey. The respondents span the ages of 16 to 65 or older and report an annual household income from $7,500 to over $140,000. Ninety-seven percent speak English as their primary language. Eighty-three percent usually pay for the bus or light rail with an ORCA card. Fifteen percent reported having some kind of disability.

Service

How do you use the service that's available? Does it get you where you want to go? How would you improve service?

Respondents are using buses, light rail, cars, bikes, and walking to get where they want to go. (See the chart on the following page for the routes most frequently used.)



A majority use both bus and Link to get around. Many report using public transportation to get to and from work, shopping, and downtown. Another common theme is driving to light rail because bus service doesn't come frequently enough or the connections between buses and Link are difficult.

Other destinations reported frequently include neighborhoods within southeast Seattle, such as Seward Park, Columbia City, and Beacon Hill, as well as activity centers like SODO, Southcenter, and University of Washington.

When asked about whether bus and Link gets people where they want to go, 51 percent of respondents said yes or usually. They choose transit or Link for commuting to work, but find using these services for personal activities more challenging. Regardless of trip purpose, they expressed difficulties with getting where they want to go in a timely manner—a common theme was avoiding transit trips that require more than one transfer. Lack of all-day service to destinations outside of the Seattle core, reliability of service, infrequent service, and lack of night service were cited as the main deterrents to taking the bus.

For those who responded that the bus and Link do not get them where they want to go, the main barriers to using service they identified were the distance to walk to the bus stop or light rail station, challenges of walking to and transferring between services when traveling with children or seniors, the reality that they can get where they want to go faster by car, distance between transfer points, length of time waiting to transfer, and feelings of a lack of personal safety.

When asked if a proposal to terminate Route 8 at the Mount Baker Transit Center and restore the original routing of Route 42 would be better or worse for the community, of those who said it would affect them, 72 percent said it would be worse. They depend on Route 8 to connect them to destinations along its current routing, such as schools and neighborhoods like the Central Area and Capitol Hill, and think the other service in Rainier Valley is adequate to meet the needs of

people traveling between the International District and destinations along MLK. Of those who said it would affect them, 18 percent felt this proposal would be better.

Respondents identified other service changes that would better meet the community's needs, including the following[1]:

- Increase frequency on Route 39 so there is a faster transfer between Link and an east-west bus service
- Provide late night and increased weekend service (especially Sunday) on Route 8
- Provide late night and weekend service on Route 9
- Improve the reliability of Routes 7 and 8; several people advocated splitting Route 8 at Madison as a way to improve its reliability
- Restore service to Rainier Beach on Route 48 via Rainier Avenue South
- Reduce the wait times to transfer between various route pairs, such as the 7 and 9, 7 and 8, and the 8 and 48.

Feedback on stop locations, rider amenities, and pedestrian improvements

Online survey respondents were far more descriptive and specific than community conversation participants about bus stops they like, those they avoid, and improvements that would make using service easier and more attractive.

Many respondents complained about the Mount Baker Transit Center. The transfer between buses to light rail at this location is inconvenient. Some feel unsafe at this location. People advocated for better pedestrian access to the light rail station from the transit center, such as a pedestrian overpass that would allow bus riders to avoid having to cross Rainier Avenue South to get to the light rail station. A small minority commented that they love the design, lighting, and shelters at the transit center.

Similar to community conversation participants, online respondents expressed concerns about stops being dirty and unpleasant places to wait. They also prefer stops with shelters and benches to those that don't have them. Favorite stops of note include those in Columbia City along Rainier Avenue South and the stop at 15th and Columbian Way near Asa Mercer Middle School. Restrooms at transfer points were also a frequently mentioned as an amenity people would like.

Unlike community conversation participants, online respondents overwhelmingly do not feel safe a stops in the Rainier Valley. Respondents are concerned about the kind of activity happening around these stops. They report observing what they perceive to be gang activity, drug dealing, loud and vulgar conversation or arguing, and physical fights. Others reported being personally attacked or sexually harassed. Specific locations identified were stops and stations at:

- Genesee and Rainier
- Alaska and MLK (eastbound)
- Henderson (Rainier stops aren't well lit and there's not enough shelter at MLK)
- Othello
- Downtown on Third Avenue, especially at Pike and at Columbia

[1]Several people expressed frustration about routes 34 and 39 being deleted in the September service change. Because this service change has just been adopted and it is unclear whether these respondents are aware that the new Route 50 will replace their service, their comments and concerns have not been reported here.

One woman shared, “I had my purse stolen at the stop on MLK and Columbian Way.” Several others talked about feeling unsafe walking along Alaska Street between the light rail station and Columbia City because it’s too dark. Others mentioned feeling unsafe at light rail stations and wishing there was some kind of panic button or emergency call box to use. A majority of people suggested providing more security at key transfer points during times when there are higher rates of criminal activity.

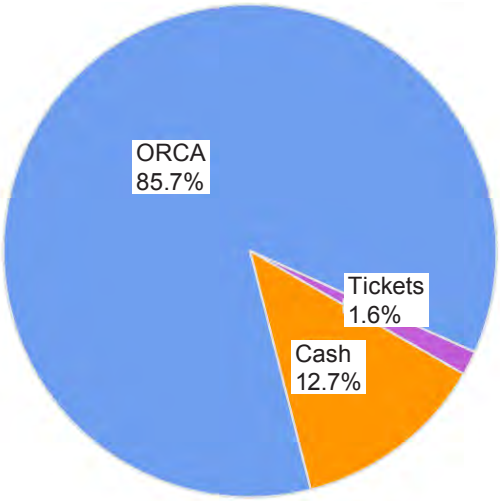
Regarding other ideas for improving access to and use of service, respondents consistently mentioned the need for more parking to connect to light rail.

Feedback on ORCA and fare payment

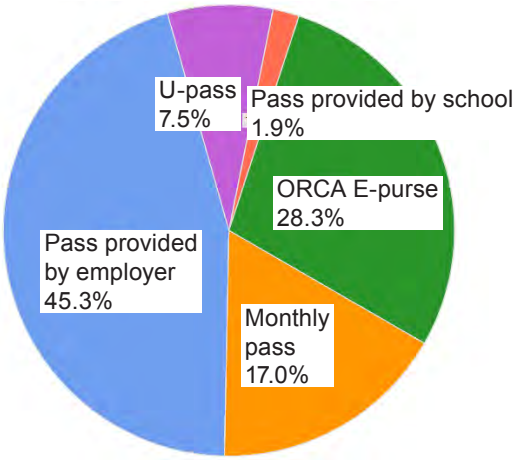
How do you pay your fare? Do you use ORCA…why or why not?

As the following charts illustrate, a large majority of respondents are using ORCA cards to pay their fares, and a majority of those using ORCA cards have it provided by their school or employer. For those who reload their cards themselves, most choose to do so online or at TVMs.

How do you usually pay for bus or light rail?



How do you load fare value onto your card?



For those using ORCA cards, when asked about how to make using ORCA easier, they had the following suggestions:

- Move the tapping machines in the tunnel closer to the escalators and stairs so people don't have to wade through passengers waiting for the bus to tap their cards
- Have more retail locations and longer service hours at places where cards can be purchased and reloaded
- Send an email notification when the card gets below a certain value so we know when it's time to reload or when it will be automatically reloaded
- Get E-purse to reload instantly and get the automatic reloading feature with a debit card to work
- Provide more locations where people can get a youth pass
- Make day passes available for tourists or others for whom this would make sense.

The reasons why people paying cash or with tickets aren't using ORCA include not riding frequently enough to justify the cost, feeling confused about how to use it when transferring from bus to Link, and a lack of trust in the technology. One person wrote, "It feels like a tracking device." Another said, "I am trying [to use ORCA] but it's not working. [It's] unreliable, I never know how much I have on it during transfers."

Other ideas about increasing access to ORCA cards were similar to those recommended by the Rainier Beach Transit Justice Initiative.

Best ways to communicate

Most respondents recommended signage at bus stops as the best way to communicate with riders. They frequently mentioned signage to communicate schedules, real-time bus information, wayfinding, fare payment, how to sign up for electronic/text notifications, and service changes. They expressed appreciation for Metro's transit alert system, used to provide targeted email/text communication to people who sign up to receive information about the routes they ride. There were requests to improve One Bus Away and make real-time information available at more locations. Respondents also recommended video tutorials and creative uses of the Internet to educate and communicate important transit-related topics to riders.

Partner Agency Coordination and Work Underway

The agencies that have participated in the southeast Seattle outreach—Metro, Sound Transit, and the City of Seattle—have met several times to coordinate their work. All the agencies have work underway that addresses requests made in the King County ordinance. Projects in progress are listed in the table on the following page.

Metro, City of Seattle Department of Transportation and Sound Transit Projects and Timeline		
Agency	**Project(s)**	**Timeline**
Metro	Completion of 13 new, lighted shelters, benches and security improvements (Rainier); new lighting at 29 bus shelters (MLK); paving (S Henderson and 38th Ave S); new bus shelter (Rainier & S Rose)	Complete
	Improvements to bus zones (Rainier @ Stevens Plaza), lighting (Mount Baker TC), to be completed in 2012. Signage (Rainier & MLK) to be completed by Feb. 2013.	In progress (to be complete in 2012)
	Multi-language "Community Travel" Video series	Complete, distribution in progress
	A six month, limited-time ORCA card promotion at Saar's MarketPlace in Rainier Valley, whereby the card fee will be waived for people loading a minimum of $5 on their card. The demonstration project will be followed by evaluation and analysis of sales data and retailer experiences.	April through September 2012
	Expanding the regional ORCA card retail network in southeast Seattle, making it easier for people who have cards to add value to the E-purse or buy monthly passes. In addition to Saar's, two other stores in the Rainier Valley – one QFC and one Safeway – are now part of the ORCA network of retail outlets.	Complete
	Report to Council on ORCA distribution and use challenges throughout the county. Available online at: http://metro.kingcounty.gov/am/reports/reports.html	Complete
	Coordinating with organizations to set up on-site RRFP and ORCA card distribution opportunities.	In progress
	Service hour investments to improve route performance of the 7 and 8. 2,188 annual hours are being invested in Route 7 and 1,843 annual hours are being invested in Route 8 for reliability improvements. Route 8 will receive an added trip to address overcrowding, calculated as an additional investment of 829 annual hours.	June 2012
SDOT	12 inline transit/bus bulbs (along Rainier @ S Rose, S Holly, S Orcas, S Brandon, S Dawson, S Genesee, 39th Ave S, S Kenny, S Holden, S Frontenac)	Complete 2011
	"Real-time" bus information posted (along Rainier @ Rose, Graham, Orcas, Edmunds, Genesee, Andover, Forrest, Walker, Henderson, Mount Baker, and MLK)	2012
	Pedestrian signals and crosswalks (Rainier & 39th Ave S and Rainier & Frontenac)	2012
	Pedestrian-scaled lighting (along Mt. Baker Blvd 1 block east of Rainier Ave) and lighting on the pedestrian bridge and base of the bridge	2012
	"Safe routes to school", e.g. improvements to sidewalks, curbs, traffic calming, tree planting, bike racks, walk/bike encouragement campaign to students (Dearborn Park Elementary, Aki Kurose Middle School, Hawthorne Elementary, Amazing Grace/St Paul, Graham Hill Elementary, Van Asselt Elementary, and Rainier View Elementary)	In progress (to be completed by 2013)

	Rechannelization, parking, sidewalk/curb improvements, bike lane and/or bike facilities (S Othello between Beacon Ave S & Seward Park Ave S and Rainier between 52nd Ave S and Ithaca Pl S)	2012- 2013?
	New sidewalk (behind Safeway to connect to Mapes Creek)	2013?
Sound Transit	Promotion of Link and ORCA through community organizations, such as ACRS, Vietnamese Friendship Association, and Rainier Chamber	Ongoing
	Tabling at summer events and community festivals	Summer 2012
	Outreach to elementary schools about safety around the light rail tracks	Ongoing
	Crime prevention walks	Ongoing
	Transit police presence on Link	Ongoing

Once the community conversations are complete, Metro will work with our partner agencies to develop programs and projects that respond to feedback about ORCA distribution, service and service guidelines, and alternative services that can be completed in the short term and in the longer term with existing funding and that need funding to complete in the future.

Next Steps

Over the summer, Metro will work with our partner agencies to define and implement programs and products that respond to what we heard and meet the objectives of the County Council directive. This work will begin with a workshop attended by our partner agencies, the community organizations we reached out to, and other decision-makers who may be critical in enabling us to respond to what we heard. This workshop, at which Metro will share the results of this first phase of outreach, will be held in July. Participants will brainstorm things we can do now, in the short-term, and in the long-term to address the community's concerns. Over the course of the summer, Metro will meet regularly with partner agencies to define and coordinate products and programs that respond to what we have heard from the community.

Metro will also continue the conversation with the community by returning to each organization we have worked with to share products and programs identified and get feedback on whether those actions will meet the needs of the community. These results will also be shared online, and transit alert subscribers will be invited to learn more and share their feedback via an online survey.

Parallel to this work, as directed by the Executive at the May 29 meeting, Metro will form a working group in conjunction with ACRS comprising members of the Executive Office staff, Metro staff, and the group that met with the Executive. The working group will meet over the summer to address the concerns raised in the May 25 letter to the Executive.

Metro will report to the County Council in August on outreach specific to service—both education about the service guidelines, service changes identified by the community, and Metro's response or recommendations related to service. Metro will make a final report to Council in October that details all actions taken and recommendations for action that respond to what we have heard from the community.

Appendices

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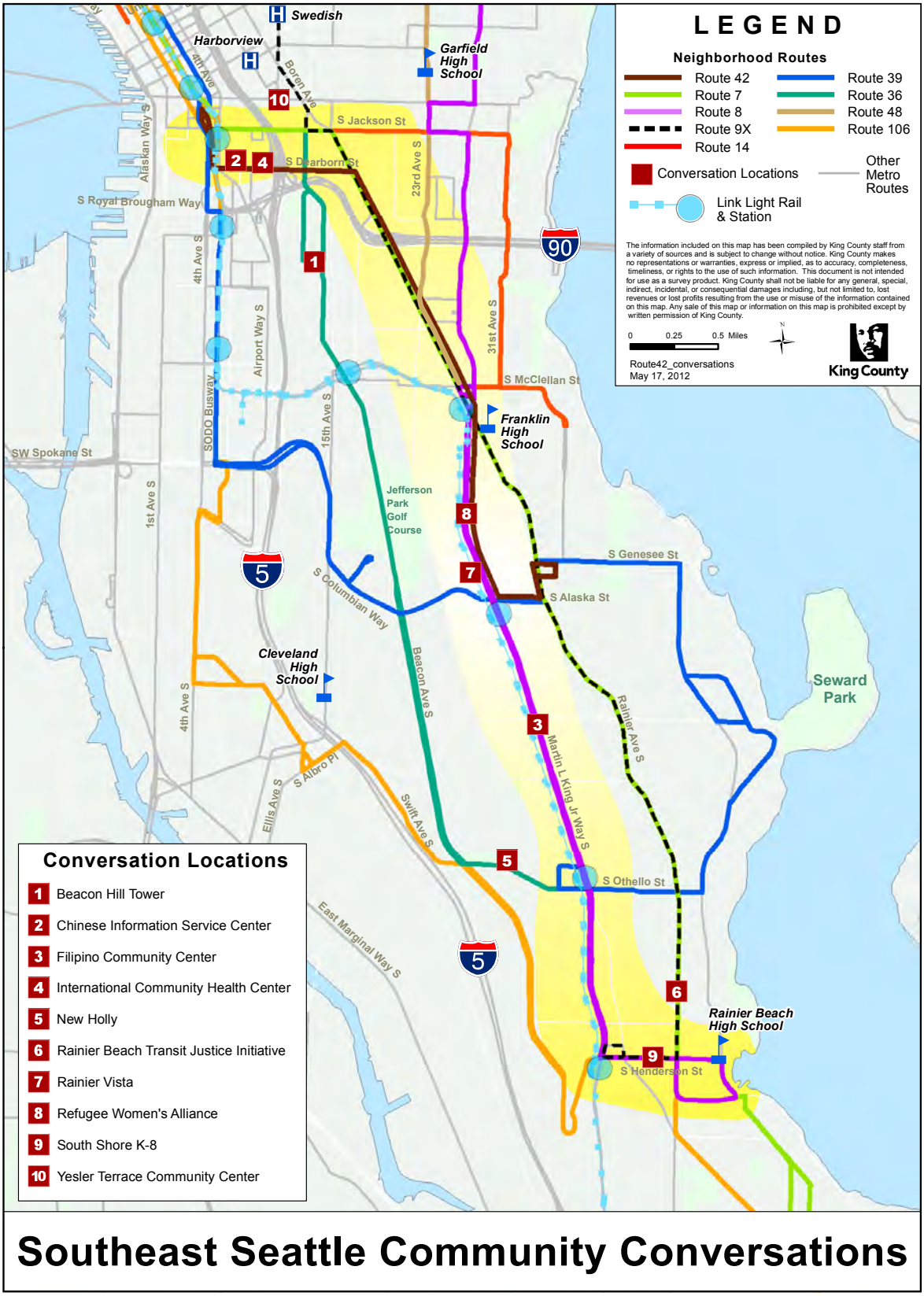
Appendix A: Map of geographic footprint for outreach project



Appendix B: Map of current transit service in southeast Seattle

Appendix C: Community conversation questions

Questions to guide "community conversations"

Facilitator Instructions

- The questions can be read or paraphrased as well as translated into appropriate language.
- The facilitator will encourage participants to talk about both their personal story as well as issues that they are aware of in their community. This is where we want to hear 'what works' and 'what doesn't work' for people.
- The facilitator can translate responses to the staff member to make sure that we capture what people are saying.
- A person from the County's team will write down responses, issues that are identified and suggestions that are made.

1. Traveling in the community
   a) What transportation options are you familiar with or do you use now?
      Facilitator give examples such as bus (what routes), light rail, friends, walk, bike ?

   b) What are some places you regularly visit in your neighborhood and the city?
      Facilitator gives examples such as grocery store, church, temple, mosque, schools, parks, doctor, clinic, DSHS, community center, International District, etc.

   c) How do the transportation services you use work for you? Do they get you where you need to go in a timely way? How can transit be improved in your community?

   d) Which bus stops do you use the most? (if possible be specific) and are there improvements that could make these stops better?

   e) Are you familiar with other transportation options and, if so, what are your experiences using them?
      Hyde Shuttle Taxi scrip Vanpool/rideshare
      Access vans Volunteer transportation

   f) Figuring out the routes and the timing of the buses and trains on MLK corridor is a balance to increase overall ridership, connect people to where they want to go in a cost-effective way, and not duplicate other service.

      When we make changes to one route we often need to make changes other routes.

      There has been a proposal to have the Route 8 (which now serves Rainier Beach through Capitol Hill to Lower Queen Anne) end at Mt Baker Transit Center and the Route 42 (which would serve Rainier View through the MLK corridor to the ID) replace the Route 8 in the valley. This proposal would carry a fewer number of people (reducing ridership by 600,000 rides per year) and would require people who live along MLK to make a transfer at Mt Baker to the 8, 9, or 48 if they wanted to go to Central District or Capitol Hill.

      Would this be better or worse for the community?

      If we were to make this change, how would that affect you? How would it affect others?

      Is there a way we should change the service that helps everyone?

2. Barriers
   a) What prevents or what makes it difficult for you to use public transportation?
      Bus
      Link light rail
      Hyde Shuttle
      Other

   b) How do you pay for your bus or train fare and are there things Metro can do to make this easier?
      Cash
      ORCA card (regular or reduced fare?)
      Transfer

3. Communicating within your community
   a) What is the best way for you to learn about how to travel different places throughout the community?

   b) What would make it easier for your community to learn about, use, and pay for public transportation? (Videos, brochures, radio information, television, other, etc.)

Appendix D: Community conversation notes

Community Conversation
Chinese Information Service Center
April 18, 2012

Number and description of participants: 16 individuals who participate in Internaional Community Health Service's Hep B group; primary language spoken is Vietnamese; about half female, half male; 7 or so 65 or older; 2 staff from ICHS were also present

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
12 said bus, 12 said light rail, 8 friends, 1 bike, 14 said they use all of the above

b) What are some places you regularly visit?
- Doctor, jobs, school, market, ESL classes
- CISC
- ReWA
- Downtown
- Goodwill (Dearborn)
- SCCC
- ACRS
- St. James
- Courthouse
- MLK House
- Harborview
- Beacon Hill
- YMCA in downtown
- Holly Park
- Skyway/Renton
- Library
- Church on Beacon Hill
- PacMed on Beacon Hill

Overall we heard market, visit children and family (several people have family in Renton/Skyway or further points south), and Harborview/doctor

c) How do the transportation services you use work for you?
Main themes: lots of bus service, but it's not reliable nor on-time; having to walk longer distances is hard; and long waits to transfer between routes is also hard.
- Light rail is faster and on-time; I use it more than the bus
- Good routes are the 7 and 8; they come close to my house and are frequent
- Light rail is fast, but walking between stations is too far; the bus is closer to walk, but having to wait at the stop for so long makes it harder
- The buses are not on schedule, not frequent enough
- Light rail is 1 route and I have to walk; bus is closer to where I live, but I have to wait too long and there aren't enough drivers (there's not enough service)
- I use the bus daily… I take 3 buses (36,7,4) to get to Harborview; buses aren't on time so I have to leave really early to get to a doctor's appointment I have at Harborview on time
- I live in Bellevue. I take many buses (250, 550, 252, 253) to get to church in Seattle and have to walk in between to make transfers; the buses don't stop where I am, I have to walk far, which is difficult given my health issues. (The 550 and 253 don't stop at her bus stop any more which means she has a longer walk.)

How can transit be improved?

- Bus fare is too expensive. The fares have gone up way too fast. When I came in 1994 it was about $3 per month, now it has grown 600%. It's so high, we don't have the money to pay.
- My husband has a disability; annual pass was $99 and now don't offer annual pass
- Bring back the annual pass; $28 per month is too expensive
- 7 people said they had RRFP (several people asked about requirements and how to get one)
- Make the buses on time and the schedules match up better. Several people mentioned they are late a lot because the bus is not on time.
- They took out schedule at bus stops and no brochures on bus. We need these so we know the schedule and how long we have to wait.
- When the bus comes it's not consistent with the schedule
- 106 not very friendly for seniors
- Buses don't come when schedule says they should

d) Which bus stops do you use and what improvements could be made?

- Near Safeway on Rainier is dirty, a lot of garbage
- MLK some have shelters and benches, some don't – all stops need them
- No covers means very hot to wait
- Third and Marion has a shelter, but people urinate and vomit in it. It's filthy.
- There were some stories positive and negative about bus drivers… e.g. the driver of a 36 didn't wait for an older lady carrying a lot of bags to the stop at MLK and Othello near Safeway.

e) Are you familiar with other transportation options and what are your experiences?

- Hyde Shuttle: one person knew of it, but doesn't use it
- Taxi scrip: no one knew of scrip
- Vanpool/rideshare: no one knew of Vanpool or rideshare
- Access vans: one person had used it four times (not sure she understood), she said the driver was very good
- Volunteer Transportation: learned from someone who uses Volunteers of America's transportation program; they offer drivers who speak different languages. This person felt comfortable being able to get transportation from someone who spoke her language.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?

- For one person who uses the 8 for trips it would make it worse because she would have to transfer and it would take long and be less convenient
- Having both bus and light rail service helps the community
- It's good right now. There's a lot of service.
- Because of budget cuts, whatever we have is good. Best thing would be to schedule things so we don't have to wait too long at transfer points.
- One person asked how often the 42 would come.
- The gap between service is the issue: if I have to transfer from the 42 to the 8 at the Mount Baker Transit Center, that seems too far to have to walk
- Ok with change, but long waits at transfer points are bad
- People seemed ok with service routing either way – keeping it as it is or putting back an old 42 and truncating the 8
- Bring back the $99 annual pass. Help us.
- If I buy a monthly pass, I'm charged the same amount each month whether I use the service all month or not.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?

- Bus: it is becoming more expensive; transfers take too long
- Link light rail: need to walk too far to stations; not sure about how to pay

b) How do you pay your fare and what could Metro do to make this easier?

Spent much of this portion of the conversation answering questions about ORCA. It was clear there is a lack of understanding about it and a lot of interest in wanting to understand it. There was a lot of energy in this part of the conversation, with questions flying and people trying hard to listen and understand the answers. A main take away is that the lack of understanding is a major reason for non-ORCA card use. There's doubt that a brochure or web site can explain the concept of e-purse, reload, tapping, etc. It's also important to note that they were not unhappy with light rail.

- Most everyone pays with cash (approx. 7 raised their hands)
- RRFP (1 person) – she educated others about her pass
- Other ORCA product (approx. 2 others raised their hands)
- Many wanted an ORCA card, but don't have one
- Most did not know that RRFP ORCA card can load value
- Almost all did not understand e-purse, the idea of putting value on a card - the idea that each ride would deduct a value; they raised the following questions, "How do we know how much it costs?", "How do we know how much is left?"
- Concerned that if you use a card it will charge you twice, but understand the paper transfer
- Did not know about alternatives to Customer Service Center at Jackson for purchasing and reloading cards, such as TVM's, Safeway, QFC
- Concerned if they lose their ORCA card that they would lose money. They wondered, "How can we protect the card?"
- There was also confusion about how to pay for the train. The machines are not clear, not sure folks know the machines have two languages: Spanish and Chinese… not much use to a Vietnamese person.

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?

b) What would make it easier for your community to learn about, use, and pay for public transportation?

- TV: major channels… KOMO, KING, KIRO, plus Vietnamese station
- Brochure right at the bus stop (English is okay)
- Vietnamese newspapers: "Phuong-Pong", 6221 39th Ave S, Seattle, WA 98118, 206-760-9168; "Ngŭơt Viêt Tây Băć", www.nvnorthwest.com, 6951 MLK Way S, #205, Seattle, WA 98118, 206-722-0445
- Staff at CISC and ICHS – let staff know and they will announce to all their clients (one staff person gave us her card and said, "Email me.")
- Presentations at groups like this

Community Conversation
Filipino Community Center's Tongan/Samoan Group
April 23, 2012

Number and description of participants: 44 participants; some Samoan, some Tongan who participate in a weekly Tongan/Samoan group hosted at the Filipino Community Center

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
- 14 said bus, 8 said light rail
- Use routes 42, 36, 38, 8, 7, 48, 39, 197X, 106, 101, 60

b) What are some places you regularly visit?
- Downtown-shopping
- Harboview
- Seattle Center
- SeaTac Airport
- Stadiums
- Aurora for work
- Doctor

c) How do the transportation services you use work for you?

Positive things about the bus:
- Free transfer
- Close to my home
- Cheaper than other modes
- Avoid traffic
- Close to stores
- Ride free area
- Don't get parking tickets
- Convenient

Negatives about the bus:
- Drivers don't open the back door
- Safety on the buses, there's no control over unruly or threatening passengers
- Took away the old Route 42
- Long waits*
- Schedule is unreliable
- Use smaller buses and provide more coverage
- There are bad people at stops while waiting
- Transfers are okay, as long as I don't have to wait
- "Buses run us down"
- The receipt issued for my light rail fare doesn't work for the bus

Positives about Link:
- Goes to the airport
- Connects to a lot of things
- There's a lot of room inside and tv, too!

Negatives about Link:
- Took away parking along Renton Ave S, people are parking there to catch Light rail. There aren't enough spaces, no park and rides, have to pay for private parking or get tickets for parking on nearby streets
- Stops are too far apart

d) Which bus stops do you use and what improvements could be made?
- Stops with shelters are best

- Need more lighting, all of them should have the solar lighting
- Not clean
- No communication with 911 – there should be some way to get a hold of emergency responders at the stops
- I feel safe at Light rail stops, there is a lot of security/police

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle: unaware, asked questions about cost and what number to call to use it
- Taxi scrip: unaware
- Access vans: aware
- Volunteer Transportation: generally unaware, 1 person knew of a program

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
- Deploy 42 resources to provide a shuttle

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
- Waiting too long
- Too expensive

b) How do you pay for your fare and what could Metro do to make this easier?
- No one has an ORCA card
- 5 have an RRFP; 6 others wanted one, but didn't know how to get it

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?

b) What would make it easier for your community to learn about, use, and pay for public transportation?
- Hard to use the TVMs at light rail stations – suggested putting instructions up on where to find the machine, how to use it, have these signs up at the stations
- Come to the Filipino Community Center, visit this group again – tell us about the cards, how to get them

Community Conversation
Yesler Terrace Community Center
April 24, 2012

Number and description of participants: 66 individuals; primary language spoken is Vietnamese; about half female, half male; majority 65 or older; 2 staff from International Community Health Services were also present

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
All said bus, 10 said light rail, majority said friends, all said walk; 0 said bike

b) What are some places you regularly visit?
- Doctor, jobs, school, market, ESL classes
- Downtown
- Church
- Pagoda
- DSHS
- YMCA in downtown
- Holly Park

Overall we heard market, Pagoda, visit children and family, and doctor on First Hill

c) How do the transportation services you use work for you?
Main themes: lots of bus service, but it's not reliable nor on-time; feel safe and secure on bus; bus gives me independence; bus is convenient; transferring between buses is hard when they're not on schedule
- Light rail is faster and on-time; I use it more than the bus
- Route 42 takes too long
- Some drivers aren't nice; racist

How can transit be improved?
- Annual pass was $99 and now don't offer annual pass
- Bring back the annual pass; $28 per month is too expensive
- Majority of people said they had RRFP (several people asked about requirements and how to get one)
- Make the buses on time and the schedules match up better. Several people mentioned they are late a lot because the bus is not on time.
- They took out schedule at bus stops and no brochures on bus. We need these so we know the schedule and how long we have to wait.
- When the bus comes it's not consistent with the schedule
- Buses don't come when schedule says they should

d) Which bus stops do you use the most and what improvements could be made?
- Mostly good
- Yesler and Eighth isn't clean
- Want shelters at stops in Holly Park
- Want benches that people can't sleep on
- Bus stops need schedules

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle: 12 people knew of it, but don't necessarily use it
- Taxi scrip: 8 people knew of it, but don't necessarily use it
- Vanpool/rideshare: no one knew of Vanpool or rideshare

- Access vans: 20 people knew of it, but don't necessarily use it

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
- Link light rail: it's more expensive, can't figure out how to use RRFP with cash

b) How do you pay your fare and what could Metro do to make this easier?
Spent much of this portion of the conversation answering questions about ORCA. It was clear there is a lack of understanding about it and a lot of interest in wanting to understand it. There was a lot of energy in this part of the conversation, with questions flying and people trying hard to listen and understand the answers. A main take away is that the lack of understanding is a major reason for non-ORCA card use. There's doubt that a brochure or web site can explain the concept of e-purse, reload, tapping, etc. It's also important to note that they were not unhappy with Link.
- Most everyone pays with cash
- Most everyone has RRFP
- Many wanted an ORCA card, but don't have one
- Most did not know that RRFP ORCA card can load value
- Almost all did not understand e-purse, the idea of putting value on a card - the idea that each ride would deduct a value; they raised the following questions, "How do we know how much it costs?", "How do we know how much is left?"
- Concerned that if you use a card it will charge you twice, but understand the paper transfer
- Did not know about alternatives to Customer Service Center at Jackson for purchasing and reloading cards, such as TVM's, Safeway, QFC
- Concerned if they lose their ORCA card that they would lose money. They wondered, "How can we protect the card?" or have their name on it
- There was also confusion about how to pay for the train. The machines are not clear, not sure folks know the machines have two languages: Spanish and Chinese… not much use to a Vietnamese person.

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?

b) What would make it easier for your community to learn about, use, and pay for public transportation?
- Pictures of how to use ORCA right at the bus stop
- Presentations at groups like this

Community Conversation
Rainier Vista
April 30, 2012

Number and description of participants: 40 total; Chinese, Vietnamese, English, Somali, Tigrinya, Oromo

Chinese Group (10 participants; all elderly, majority female)

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
- Use the following routes:
- #8 – route most used. Goes to Chinatown/ID which is an important destination. Waiting time is long (especially during non-peak times and weekends. Would like this bus to run more frequently.
- #36 – very familiar with this route
- #9 – to Chinatown/ID and Swedish Hospital
- #7 – long time for transfers. Need to walk further (a negative). Ride takes too long
- #42 – only 1 bus per hour, used to use more frequently
- Link Light Rail – more participants ride the bus than light rail. Longer walk to get to the station – some cannot walk that long.
- Some get a ride occasionally from friends/family

b) What are some places you regularly visit?
Facilitator drew a basic map on the back of the questions sheet to ensure that all were talking about the same thing.
Regular destinations:
- Shopping in Chinatown/ID
- Doctor in Chinatown/ID
- Doctor at Swedish Hospital
- Clinic in Chinatown/ID
- Viet-Wah market (on MLK)

c) How do the transportation services you use work for you?
Buses do help to get around. Sometimes the bus is not on-time, would like to know when the buses are coming (real-time). Do not like to a wait long if the buses are running late – they get to the bus stop when the bus is supposed to show up (according to the schedule) and sometimes have to wait a long time for the bus – not very reliable when needing to get to a doctor appointment.
- Confused as sometimes the same bus number comes at the same time (2 or 3 buses at once)
- Transfer from the bus to the Link is not very well coordinated – do not like to wait for the next mode of transportation.

d) Which bus stops do you use the most and what improvements could be made?
- Use the bus stop at Rainier Vista area. Walk to the closest one.
- Bus stops are good and convenient.
- Light rail station is a bit too far away for a majority of the group to walk to – like that the bus stops are closer.
- Steps on the bus are too high – hard for a few of the ladies to get up the steps. Have to hold on to the railing with their bad knees.
- Do not like when the bus moves before they are sitting down – do not want to fall and get hurt on the bus. Drivers should ensure that they are sitting before moving ahead.

e) Are you familiar with other transportation options and what are your experiences?
- Hyde shuttle – only 1 person in the group knew about this service. Would like more information about this – seems like they may want to try it. The one person that has used it thought that the shuttle sometimes picks up too many people, so they got to their appointment late and the other time she used the service, she got to the appointment too early (2 hours early) as the shuttle had too many people to pick up so have to schedule her pick-up earlier. She would like

faster pick-up and drop-off times. Would like more shuttles and more frequency to make it a realistic option.
- Taxi scrip – no one uses it
- Vanpool/rideshare – no one uses it
- Access vans – only one person has used it and complained about it
- Volunteer transportation – only one person used it to go to the hospital – thought it was an okay service

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
- Would be better for the community – would love to have a direct route to the ID/Chinatown. Would want this bus to run more frequently.
- Would like to not have to transfer. This direct route would save them a lot of time.
- Good change – they support this.

If we were to make this change, how would that affect you? How would it affect others?
- Would like this change and would want it to run frequently. Do not like waiting.

Is there a way we should change the service that helps everyone?
- More frequency/less waiting.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
- Bus - no difficulties, expect want more frequent bus service
- Link light rail – not many changes can be made – the design is good, it is just too far away for the members in the group. Stops are too far apart, so they do not use it as their destinations are not served by the light rail – would have to walk too far. Destinations are not close enough to the light rail stops.
- Hyde Shuttle – do not know enough about it
- Other – would like more information about the new #42 proposal – would like to see frequencies and want to ensure that they would have a direct route to the ID/Chinatown

b) How do you pay your fare and what could Metro do to make this easier?
- Cash – sometimes use cash
- ORCA card (regular or reduced fare?) – senior fair; mainly use this. Would like more places to add money to it. Elderly want an annual card or 6 month or quarterly. Do not like to have to go load money on the card each month. Liked in the past that they could have an annual card and not have to worry about having wnough money to get around. Would save them time by not having to put money on to the card each month. Would like more options to choose from. There was a big increase in prices ($99/annual card and now $27/month … would like the cost to decrease.)
- Transfer – want the transfers to have an expanded amount of time. 2 hours is not very realistic especially when at the doctor's office – have to pay both ways when appointment is long. Would be best if the time limit can be removed all together!

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?
- Face-to-face outreach works well. would like more information at focus groups. Want to learn more about the different transportation options.

b) What would make it easier for your community to learn about, use, and pay for public transportation?
- computer is good, but not everyone knows how to use it or has one.
- Television is good (in their language)
- Pamphlet – would like one created (based off of an example from Taiwan) that show them the places that they usually go to (destinations: hospitals/doctors/clinics/shopping/gov't buildings), provide specific route information from home to destinations and frequency of the route and make it small enough to carry in your pocket.

Somali Group (2 participants)

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
Most people are using Routes 7 & 8, and secondarily Routes 9 and 39.

b) What are some places you regularly visit?
Many are using the bus to Access medical facilities (Harborview, Swedish, etc.) and social service agencies (DSHS, Housing Authority, etc.). Some use Route 48 to get to the Central District and UW Hospital.

c) How do the trasnportation services you use work for you?
Few people are using Link light rail because of the perception that it is too expensive. Several people use the bus for short trips within the valley (like to DSHS at S Graham Street) then use the transfer for the return trip. One individual wasn't sure where the light rail went besides International District Station (she was trying to get to the 2nd & Pike area of Downtown Seattle).

One of the concerns was the loss of Route 42 which provided direct service to Downtown Seattle from the Martin Luther King Way corridor. With this bus cut back to limited hourly service, it now forces most riders to take the #8 and transfer to the #7. Again, there is not much willingness to transfer to the faster and more frequent Link light rail at Mount Baker Station because of the extra fare. Most riders are using cash to pay their fare, because there is a perception that it doesn't cost any more or less than using a pass or an ORCA card. There was little understanding of how ORCA cards work, and how the fare is deducted when using buses and light rail.

Another concern was buses running late, which can make people late for appointments. Route 39 in particular was cited as having poor on-time performance.

When asked how recent service changes had affected transportation options, it was mentioned that Route 39 used to connect with one of the Ballard-area routes (I believe Route 28) which served a housing authority office, and when this was changed, it required a transfer downtown which makes the trip too long (especially if the 39 is late, and the transfer is missed).

Another connection which was lost a while back was the Route 39 extension from Rainier Beach to Southcenter. For a while, this was replaced by another route (#126), which was subsequently cancelled with the startup of Link light rail in August of 2009. To get to Southcenter now, Rainier Vista-area residents are taking the #8 to Rainier Beach, transferring to the #106 or 107 to Renton, then taking the #140 to Southcenter. I explained that by using ORCA, they could ride Link light rail to Tukwila International Blvd, then transfer to the 140 to Southcenter, eliminating one of the transfers and saving time.

d) Which bus stops do you use and what improvements could be made?
There is an appreciation for bus stops which have shelters and benches. When asked which was more important, they said BOTH are important. When asked about lighting at the bus stops and shelters in their neighborhood (Rainier Vista area, predominantly the stops along MLK in the vicinity of South Alaska Street), and they said for the most part lighting is fine, although more lighting is always better.

They said personal safety and security getting to and from Metro bus stops was not a great concern to them, and that they generally felt safe.

e) Are you familiar with other transportation options and what are your experiences?
Everyone said that Metro buses were the only transportation they used.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
When asked about bringing back a full-time Route 42 along MLK, and terminating Route 8 at Mount Baker Transit Center, there was the consensus that it wouldn't be worth it since most riders along MLK have switched to the more frequent #8 service.

2. **Barriers**

3. **Communicating within your community**

When asked about the best way to reach the Somali community, they said that meetings like this were the best way. When asked about the Somali cable TV station (Channel 77), they said this station rarely mentions Metro or transportation issues. They also said there are many who do not read or write, so newspaper announcements might not be the best way to reach them.

When ORCA cards were distributed, there was a great deal of interest in why you only tap once on the bus, and twice (on and off) on the train, and how ORCA accounts for transfers.

English group (8 participants)

1. **Traveling in the community**

a) What transportation options are you familiar with or do you use now?
Walk, bus, light rail to downtown and work, hospital; bike; walk to school (Asa Mercer); drive; use Rts.7,8,39 and 48; ACCESS; take light rail to UW hospital and South Center; used to take the 42; 48 connections are now cut and more difficult to use.

b) What are some places you regularly visit?
48 connections cut now making it more difficult; used to take the 42 to downtown; doctor appointments—Swedish/Providence campus, grocery shopping (Safeway, grocery outlet and Renton Fred Meyer) 150 and light rail to South Center; take mother to Harborview (48,4, go to 23rd and Jackson and take the 3); for pleasure use 8,10, 510, 39; use 7,8,48.

c) How do the transportation services you use work for you?
If you are a minute late you don't get the bus; connections between buses don't work well between destinations; time schedules are not always at the bus stops; 39 is almost never on time; ACCESS wait is an hour or more – too long to wait and sometimes takes entire day for one appointment.

d) Which bus stops do you use the most and what improvements could be made?
- Stops are okay—but timing of buses needs to improve; some stops don't have benches—would be nice to have benches; safety/security an issue at some stops; what happened to all the Express buses—would be nice to have Rapid Ride….

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle – no
- Taxi scrip - yes-but haven't used for several years
- Vanpool/rideshare - no really something practical to use
- Access – yes
- Volunteer Transportation – somewhat, but have not looked into it; have used HopeLink to get to hospital via a caseworker

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
- Worse—would mean too many transfers; three rides to get where you are going; 42 is almost useless now—other routes get you to where you need to go; good thing about the 8 is that it runs so frequently-glitch seems to be delays down by Seattle Center

Is there a way we should change the service that helps everyone?
- Finish the Mercer Mess; more dependable connections; Access is not user friendly

2. **Barriers**

a) What prevents or what makes it difficult for you to use public transportation?
- Bus - no steps/hard to step up for some; kneeling buses are great;
- Link light rail - Folks with disabilities/seniors have difficulty getting to stations
- Hyde Shuttle - Never heard of it

b) How do you pay your fare and what could Metro do to make this easier?
   - Cash - 1 person
   - ORCA card (regular or reduced fare?) - Mostly all participants use ORCA, know how to load but locations to load NOT CONVENIENT
   - Transfer - very few drivers give you a break when time of transfer runs out—would be nice if time was longer—grandchildren use transfers

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?
   - Call Metro—sometimes a couple of days in advance
   - Trip planner
   - News
   - Metro information—good about telling you how to get there

b) What would make it easier for your community to learn about, use, and pay for public transportation? More places to load ORCA; charging $5 to get card is a barrier for a lot of low income folks; what happens if you lose ORCA card—do you get a free replacement; lots of people don't know that you need to put a category of money on your card; information about "night owl" service?; what happened to day passes; what happened to Sunday passes?

Vietnamese Group (12 participants)

1. Traveling in community

a) What transportation options are you familiar with or do you use now?
   - Bus: 7/9/8/132/36 - all
   - Link: 4 sometimes used

b) What are some places you regularly visit?
   - Doctors - Harborview, Providence
   - Shopping- Chinatown, downtown, Southcenter, white center
   - Friends - Burien, Renton
   - Church
   - ACRS
   - Light rail to airport not downtown

c) How do the transportation services you use work for you?
   - Light rail - fast
   - Buses have more stops Light rail too far apart
   - Bus has lots of trips
   - Buses sometimes are crowded
   - Light rail costs too much money
   - Buses are cheaper
   - Go downtown and then transfer

d) Which bus stops do you use and what improvements could be made?
   - Mount Baker ok
   - Some stops don't have bench, important for older people
   - Downtown stops crowded
   - Dirty downtown
   - Most are ok… feel safe

e) Are you familiar with other transportation options and what are your experiences?
   - Hyde… 1 person took trip but could not get back
   - No one knew of taxi script - 4 said that they would use now that they know
   - Two said they thought Hopelink provided trips
   - 1 person said that a volunteer driving program charges $6

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
   - Most everyone understood the tradeoff... more bus service is better
   - People want to keep the 3 and 4 to the hospital

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
   - Bus - need more service; money... some said too expensive
   - Light rail - only use to airport

b) How do you pay your fare and what could Metro do to make this easier?
   - all but two use cash
   - two use pass on their RRFP card - they go to Jackson to reload
   - there were 6 who had RRFP:
     - people describe paying cash and getting transfer
     - like showing card to driver
     - some knew that there was a $100 pass that is gone… thought that was a good deal
   - two used ORCA card to airport. (said someone gave them the card.. did not reload)
   - one person had tickets bought at Bartells

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?
b) What would make it easier for your community to learn about, use and pay for public transportation?
   - Vietnamese newspaper
   - Brochure in Vietnamese ok
   - Share info at Temple and church
   - Young people know more
   - Jackson Street is where they learn

Oromo Group (9 participants)

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
   - #8 – route most used. Concerned with scheduling; could take up to 45 minutes
   - #9 – use a lot, but transfer not well coordainted with Route 8
   - #42 – only 1 bus per hour, used to use more frequently; no weekend service
   - Link light rail – more participants ride the bus than light rail. Longer walk to get to the station – some cannot walk that long. Want shuttle between stops.
   - Some get a ride occasionally from friends/family

b) What are some places you regularly visit?
   - Regular destinations:Lake Washington
   - 23rd and Jackson
   - Seattle Center
   - UW Medical Center
   - UW

c) How do the transportation services you use work for you?
   - Buses do help to get around.
   - Sometimes the bus is not on-time, would like to know when the buses are coming. Do not like to a wait long if the buses are running late – they get to the bus stop when the bus is supposed to show up (according to the schedule) and sometimes have to wait a long time for the bus – not very reliable when needing to get to a doctor appointment.
   - Want more buses and shorter transfer times.

d) Which bus stops do you use and what improvements could be made?
   - Use the bus stop at Rainier Vista area. Walk to the closest one.
   - Bus stops are good and convenient.
   - Light rail station is a bit too far away for a majority of the group to walk to – like that the bus stops are closer.

e) Are you familiar with other transportation options and what are your experiences?
   - Not familiar with alternative services. Will rely on friends and family for alternative transportation needs.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?

   No feedback

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
   - Bus - want more frequent bus service, multiple zones are confusing
   - Link light rail – not many changes can be made – the design is good, it is just too far away for the members in the group. Stops are too far apart, so they do not use it as their destinations are not served by the light rail – would have to walk too far. Destinations are not close enough to the light rail stops.
   - Paper transfers don't work on light rail—scared of getting an expensive ticket.
   - Hyde Shuttle – do not know about it

b) How do you pay your fare and what could Metro do to make this easier?
   - Cash – Elders use cash
   - ORCA card (regular or reduced fare?) – Young people use ORCA. Want to make it easier to get and re-load.
   - Transfer – want the transfers to have an expanded amount of time. Two hours is not very realistic especially when at the doctor's office – have to pay both ways when appointment is long. Would be best if the time limit can be removed all together!

3. Communicating within your community

a) What is the best way for you to learn about how to travel throughout the community?
b) What would make it easier for your community to learn about, use, and pay for public transportation?
   - Translated fliers
   - Have bus drivers explain changes to people; some bus drivers are very helpful and nice, others are not.
   - Reach out through church
   - Videos; easy to watch and learn
   -

Tigrinya Group

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?

   Heavily rely on the bus. Have limited income. Any changes to service would be a major impact. 100% dependent on the bus, especially the Route 8.

b) What are some places you regularly visit?
   - Doctor visits, take multiple trips, 60-70% of trips are taken for this purpose.
   - Also regularly visit Safeway grocery store.
   - Heavily rely on the bus for transportation.

c) How do the transportation services you use work for you?
   - Buses never come on time, weekends are worse.
   - Senior citizens have to prepare for trips ahead of time.

- Don't read, rely on neighbors for schedule assistance.
- Make sure buses are on time and increase headway.
- Would like to see shuttle service.

d) Which bus stops do you use and what improvements could be made?
   - Use Columbia/Alaska stop for the Route 8. Feel that the stop is completely safe. The stop has a shelter and does not need improvement.

e) Are you familiar with other transportation options and what are your experiences?
   - NA - carpool once in a while

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?

   Don't use the Route 42 much. Use the Routes 8 and 48. Depend on them heavily. Any modification to them would be a problem. Would like shorter time intervals between trips for the Route 8. Would also like to see respect and adherence to the schedule. Enjoy riding the bus.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
   - Bus - NA, only ride the bus
   - Link light rail – Does not take us where we want to go. We travel to UW and Swedish hospitals.
   - Would educate ourselves about the ORCA card if necessary

b) How do you pay your fare and what could Metro do to make this easier?
   - Pay by cash and get transfer primarily. Will educate ourselves about ORCA if necessary.

3. Communicating within your community

a) What is the best way for you to learn about how to travel throughout the community?

b) What would make it easier for your community to learn about, use, and pay for public transportation?
   - Only travel by bus. Not a concern.
   - Assistance or subsidy. Would like any education available on how to get it.

Community Conversation
Resident Women's Health Group at SHA Beacon Hill Tower
May 4, 2012

Number and description of participants: 11 women; all over 65, speak Chinese – some Mandarin, some Cantonese

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
- 11 use bus, 6 use Light rail, 7-8 also carpool with family and friends
- Use routes 36, 10, 60, 14, 7

b) What are some places you regularly visit?
- Church
- International district grocery stores
- Red Apple
- Visit friends
- SeaTac Airport
- Medical appointments
- Swedish
- Harborview
- Providence
- ACRS – take the 36, transfer to the 7 and walk, it's too far for some to walk
- Woodland Park
- UW Medical Center

c) How do the transportation services you use work for you?
- Drivers aren't consistent with how they enforce the use of the transfer to pay a fare
- 2 hours is not enough time for a transfer, especially when going to the doctor
- Used to buy an annual pass, now we have to buy it monthly and it's very inconvenient
- $27 per month is $340 per year. It's too hard to pay this much.
- Cost of monthly when up a lot. It went up too much at the same time our rent went up. As one woman said, "My standard of living has gone down because all of these costs have gone up."
- Some buy the bus tickets for $.75 and feel like they are saving money because the monthly pass is too expensive
- The bus is supposed to come every 10 minutes, sometimes they don't come, then three come at once
- Bus drivers pulling away before seniors have a chance to sit down, they fall
- Some drivers are very nice, but others don't open the door when we run to catch it
- Twice I've pulled the bell and the driver hasn't stopped because he was distracted talking to a friend
- When changes are made, walking an extra block is hard for some – they have health issues, one woman wears a pacemaker

d) Which bus stops do you use the most and how might they be improved?
- There's a lot of rain/wind in Seattle, could use more stops with shelters
- The Chinatown corner of 12th and Jackson [Little Saigon], there are tons of pigeons standing on the wires overhead and they poop on us

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle: Never heard of it, want to know more (please send info to Irene); concern about being able to use it because they don't speak English – how would they make a reservation?
- Taxi scrip: would like to use it, but have concerns about taxi use because they don't speak English and can't call to reserve one
- Access vans: aware
- Volunteer Transportation: unaware

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
   - Doesn't affect them

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
   - See above

b) How do you pay your fare and what could Metro do to make this easier?
   - 6 have the RRFP, all go to 2nd and Jackson for pass purchase
   - 1 person has an ORCA card; rest don't know about ORCA/RRFP
   - Unaware of e-purse concept (Seems to be general concern and fear about this idea… It won't work, I don't want to, or I don't trust it to work… The benefits don't outweigh the costs and these concerns.)

3. Communicating within your community

a) What is the best way for you to learn about how to travel throughout the community?

b) What would make it easier for your community to learn about, use, and pay for public transportation?
   - Come here!
   - Chinese brochures are helpful
   - Chinese TV – there's a national station we watch

Community Conversation
Refugee Women's Alliance
May 10, 2012

Number and description of participants: 43 total; Vietnamese, Laotian, Somali, Amharic, Oromo, Tigrinya, **Amharic & Tigrinya Group (14 participants)**

1. **Traveling in the community**

   a) What transportation options are you familiar with or do you use now?
   - Bus routes 3, 4, 7, 8, 9, 27, 39, 42 and 124
   - Walking – some live close to their destinations
   - Access to a car used by working spouse

   b) What are some of the places you regularly visit?
   - Stores
   - Church
   - ReWA
   - Work
   - Hospitals – Harborview and Swedish

   c) How do the transportation services you use work for you?
   - Bus 7 – overall received positive feedback about this route. Good and fast. If late will have to walk to destination (from Mount Baker station)
   - Bus 8 – route needs improvement. Weekend, night service is too late and infrequent. Bus is always late. Bus arrival times don't match up with schedule; could be 5 minutes early or 10 minutes late. Weekend schedules are never on time. If late, will have to walk to destination. Sometimes after waiting a long time, the bus will pass them at the bus stop.
   - Bus 3 – route needs improvement. Bus is always late. Work schedule doesn't work with the route's schedule in the afternoon/evening. i.e. off of work at 1am, bus stops running after 12am
   - Bus 42 – takes a long time, some opt for routes 7 and 8
   - Other feedback: Would be good to have one bus from ReWA area to downtown. Bus arrival times are later than written bus schedules i.e. schedule states 11:30, bus arrives at 5 or 10 minutes later. Doesn't take link as it the train stops too far from the connecting bus stops or destinations. Weekend, afternoon, and evening schedules make it difficult to find employment because of work hours.

   d) Which bus stops do you use the most and how could they be improved?
   - Bus stops are clean
   - Some don't have any seats which can make wait seem longer
   - Signs state no smoking, but people smoke anyway
   - Not all of the stops have bus schedules listed

   e) Are you familiar with other transportation options and what are your experiences?
   None of the participants had any experience or were aware of the listed transportation options.

   f) Proposal to change Route 8 requiring people to transfer to Route 42 to Rainer Beach.
   - Leave Route 8 as it is now as Route 42 is late.

2. **Barriers**

   a) What prevents or what makes it difficult for you to use public transportation?
   - Bus – wait too long. There is no special treatment for their community, so they have to rely on public transportation like everyone else. If you had your own transportation, you set your own schedule and go when you need. Poor connections from Mount Baker to ReWA.
   - Light rail – too inconvenient. Walk longer to trains from bus stops or destinations. No paper transfer. Only one-way.
   - Hyde Shuttle – not familiar with
   - Other – walking

b) How do you pay your fare and what could Metro do to make it easier?
   - Cash
   - ReWA gives bus tokens
   - One person had an ORCA card from DSHS which was loaded with a $2.50 pass. She no longer uses it since it has to be reloaded. No one else was familiar with the ORCA card.
   - Give everyone a loaded ORCA card and they would know how to use it.

3. Communicating within your community

a) What is the best way for you to learn about how to travel throughout the community? (Not sure if this question was answered).

b) What would make it easier for your community to learn about, use, and pay for public transportation?
   - Each other
   - Internet
   - Showing the driver their designated address
   - ReWA staff

Somali Group (17 participants)

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
   - 16 people the Somali group
   - 5 have taken light rail
   - 15-16 bus, routes 7, 8, 27, 3, 14, 48
   - 4 for walking, most folks don't walk great distances,
   - No biking, not an accepted form of travel in their culture

b) What are some places you regularly visit?
   - Job research
   - Groceries
   - Mosque
   - Shopping
   - Mostly walk to the park (the park was a popular destination)

c) How do the transportation services you use work for you?
   - Bus (mostly Route 8) late and too early, but folks not real upset about it
   - The group understood the impacts on the time schedule, disabled, peak hour traffic, many others using the bus

   How can transit be improved in your community?
   - 10 min service on weekends, Saturdays do grocery shopping,
   - On weekdays more frequent service between 8am-9am, increase trips between noon-3pm

d) Which bus stops do you use the most and how could they be improved?
   - Only focused on stops all along MLK. Dakota street north, they travel north from Rainier Beach
   - 20 min wait at times, not enough shelters,
   - Drivers missing picking up customers as they often wait on house porches to stay out of the rain and they don't get to the stop in time and the driver passes by

e) Are you familiar with other transportation options and what are your experiences?
   - 1 person thought the Hyde Shuttle was in Kent
   - No one knows taxi scrip
   - Employer based vans they have used, not Rideshare
   - Have heard about Access but don't use
   - No one knows about Volunteer Transportation

Vietnamese/Lao Group (8 participants, mostly young women, with one middle-aged man**)**

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
- The routes most mentioned by the people in this group were the 7, 8, 36 and 9.
- One woman also used Routes 48, 30 and 74 to get to UW Hospital and Children's Hospital in Sand Point. She remarked the number of transfers required to reach these destinations makes it difficult to access via transit.
- At the Lao table, the most commonly used routes were the 7, 8, 39, 48 & 60.
- People at both tables commented about long waits for Route 39 (sometimes up to an hour), and about unreliable service on Route 8 which is often late. Route 7 was reported to be reasonably reliable.
- When asked about using Link light rail, the Vietnamese table rarely used it because the stops are too far to walk to conveniently. The Laos table said the light rail service is good, but they were not sure how to use it, and didn't want to pay an extra fare after paying to ride the bus to get to the light rail station.

b) What are some places you regularly visit?
- Common destinations for both groups included the market (in Chinatown 12/Jackson area), the Temple (MLK & Graham) and the UW via Route 48.
- Some come from other parts of the city to take classes at ReWA.

c) How do the trasnportation services you use work for you?
- The biggest call was for more reliable Route 8 service, and fewer transfers.

d) Which bus stops do you use and what improvements could be made?
- The bus stops most commonly used by groups getting to/from ReWA include MLKing & S Dakota Street and MLKing & S Andover St.
- Some individuals at the Lao table transfer at 23rd Ave & Yesler between Routes 8 & 27 and from Route 8 to Link light rail at Columbia City Station (MLKing & S Alaska Street).
- There were no reports of specific improvements needed at any of these stops by either group, but they did mention difficult pedestrian crossings of MLKing at S Morgan and S Graham Streets
- When asked about security at bus stops, the women at the Vietnamese table said during the daytime it's fine, and at night, they do not use the bus.

e) Are you familiar with other transportation options and what are your experiences?
- No one at the Lao or Vietnamese tables mentioned familiarity with other forms of transport like vanpool/rideshare, Access vans or volunteer transportation; however, a few at the Vietnamese table joked that once a trip requires more than two transfers by bus, it's better to take a taxi.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
- It was acknowledged that the cutbacks to Route 42 have made it very inconvenient for most people, but it was not generally felt that it should be restored at the expense of other routes like the 8 or 48.
- Generally, most wanted to see improvements to Route 8 (more frequency, better reliability).

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
- Bus - time inefficiency, high cost, buses not on time
- Link light rail - don't know how to use it, too far to walk to station
- Hyde Shuttle - don't know what it is

b) How do you pay your fare and what could Metro do to make this easier?
- A wide variety of fare payment methods were reported. Many at the Vietnamese table use ORCA cards. Those at the Lao table use cash, stating that ORCA card information and registration is not easily accessible.

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?
b) What would make it easier for your community to learn about, use and pay for transportation?
- Both groups said the best way to get information about Metro was through "word of mouth."
- The Lao table also mentioned notices at the bus stop.
- When asked about how they heard of THIS meeting, the Vietnamese table found out through their teacher. Since both groups have limited English proficiency, radio and TV ads were not cited as the best way to communicate.
- When asked what could be done to "make it easier for their communities to learn about, use and pay for public transportation," the Lao table suggested brochures and advertisements at bus stops, the Vietnamese table suggested classes at ReWA.

Oromo Group (5 participants)

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
Buses and trains – sometimes use their own transportation. Routes mentioned include 8, 48, 42, and 7. Many live nearby. Majority ride buses and only use light rail for specific trips. One person does not ride light rail.

b) What are some places you regularly visit?
- SeaTac Airport (use Link)
- Mosque at Henderson
- Shopping at Henderson
- Southcenter Mall (take 106)
- For job search (go everywhere throughout the county)
- downtown
- West Seattle

c) How do the transportation services you use work for you?
- Sometimes service is late and not reliable. It's hard to get to work on time. More buses, please.

How can transit be improved in your community?
- One person said transit could be improved if we gave her gas money for her car. She would be happy to drive people places.

d) Which bus stops do you use the most and how could they be improved?
No comments about stops

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle– no, no one in this group is a senior
- Taxi scrip – no, same as above
- Vanpool/rideshare – would like to know more; interested in whether they can create a Vanpool for getting to school at community colleges

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
Worse. Use 8 most of the time. 7 and 9 on Rainier are fine. 42 used to be very late, people know how to use the 8. Many students come here (to ReWA) from Lake Washington and Capitol Hill and use the 8. Keep it as it is.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
- Bus – apart from lateness, no problems
- Link light rail – train is always fast, no problems

b) How do you pay your fare and what could Metro do to make this easier?
   - All pay with case
   - Some had used ORCA before
   - Transfers – yes
   - No work, no money. Any cost is very expensive. It's too hard to afford transportation
   - One woman is a welfare recipient and she gets tickets or ORCA cards, but others do not qualify for welfare and don't get that benefit. The woman who receives welfare reloads her card downtown at 2nd and Jackson
   - Several participants said they are adult students, but don't qualify for the student (youth) card. Is there anything we can do to help them? Provide a student card instead of youth card?
   - Others talked about how the two-hour transfer time isn't long enough. They attend classes as ReWA for three hours so it costs them $5 to get to/from class. It is too expensive for many.
   - Some used ORCA and found it hard to use at the beginning, stopped using it when it ran out of money/balance.

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?
   - Case worker – tells me how to get places
   - Use GPS when driving
   - Ask the bus driver – have our children write down where we are going and hand it to the bus driver
   - Go with friends
   - Try getting to new places, usually get lost

b) What would make it easier for your community to learn about, use and pay for transportation?
   - Reading is hard – can't read brochures
   - TV is better – KOMO, KING, KIRO
   - Share with family and children
   - Case workers are also a source of information, ReWA can help inform

Vietnamese/Lao Group (8 participants, mostly young women, with one middle-aged man**)**

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
   - The routes most mentioned by the people in this group were the 7, 8, 36 and 9.
   - One woman also used Routes 48, 30 and 74 to get to UW Hospital and Children's Hospital in Sand Point. She remarked the number of transfers required to reach these destinations makes it difficult to access via transit.
   - At the Lao table, the most commonly used routes were the 7, 8, 39, 48 & 60.
   - At both tables, there were comments about long waits for Route 39 (sometimes up to an hour), and about unreliable service on Route 8 which is often late. Route 7 was reported to be reasonably reliable.
   - When asked about using Link light rail, the Vietnamese table rarely used it because the stops are too far to walk to conveniently. The Laos table said the light rail service is good, but they were not sure how to use it, and didn't want to pay an extra fare after paying to ride the bus to get to the light rail station.

b) What are some places you regularly visit?
   - Common destinations for both groups included the market (in Chinatown 12/Jackson area), the Temple (MLK & Graham) and the UW via Route 48.
   - Some come from other parts of the city to take classes at ReWA.

c) How do the trasnportation services you use work for you?
   - The biggest call was for more reliable Route 8 service, and fewer transfers.

d) Which bus stops do you use and what improvements could be made?

- The bus stops most commonly used by groups getting to/from ReWA include MLKing & S Dakota Street and MLKing & S Andover St.
- Some individuals at the Lao table transfer at 23rd Ave & Yesler between Routes 8 & 27 and from Route 8 to Link light rail at Columbia City Station (MLKing & S Alaska Street).
- There were no reports of specific improvements needed at any of these stops by either group, although they did mention difficult pedestrian crossings of MLKing at S Morgan and S Graham Streets.
- When asked about security at bus stops, the women at the Vietnamese table said during the daytime it's fine, and at night, they do not use the bus.

e) Are you familiar with other transportation options and what are your experiences?
- No one at the Lao or Vietnamese tables mentioned familiarity with other forms of transport like vanpool/rideshare, Access vans or volunteer transportation; however, a few at the Vietnamese table joked that once a trip requires more than two transfers by bus, it's better to take a taxi.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
- It was acknowledged that the cutbacks to Route 42 have made it very inconvenient for most people, but it was not generally felt that it should be restored at the expense of other routes like the 8 or 48.
- Generally, most wanted to see improvements to Route 8 (more frequency, better reliability).

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
- Bus - time inefficiency, high cost, buses not on time
- Link light rail - don't know how to use it, too far to walk to station
- Hyde Shuttle - don't know what it is

b) How do you pay your fare and what could Metro do to make this easier?
- There was a wide variety of fare payment methods reported. Many at the Vietnamese table use ORCA cards. Those at the Lao table use cash, stating that ORCA card information and registration is not easily accessible.

3. Communicating within your community

a) What is the best way for you to learn how to travel throughout the community?

b) What would make it easier for your community to learn about, use and pay for transportation?
- Both groups said the best way to get information about Metro was through "word of mouth."
- The Lao table also mentioned notices at the bus stop.
- When asked about how they heard of THIS meeting, the Vietnamese table found out through their teacher. Since both groups have limited English proficiency, radio and TV ads were not cited as the best way to communicate.
- When asked what could be done to "make it easier for their communities to learn about, use and pay for public transportation," the Lao table suggested brochures and advertisements at bus stops, the Vietnamese table suggested classes at ReWA

Community Conversation
Route Subscriber Focus Group
South Shore K-8
May 17, 2012

Number and description of participants: 2 participants, both women

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
One commutes by bus from Seward Park to downtown for work and activities. She also owns a car, but wouldn't choose to drive downtown if she can avoid it. She imagines she won't own a car as she gets older. The other is transit-dependent by choice. She researched the city to find a place to live that is close to transit and she gave up her car. She lives near Walker and Rainier Ave S. She relies on transit to get around. Both are infrequent Link users.

Together they rely on routes: 7, 7X, 9, 34, 39, 42, 48

b) What are some places you regularly visit?

c) How do the transportation services you use work for you?

Concern was expressed over the loss of Routes 34 and 39 (as part of September service change). Worried about transferring to Link and the additional cost to low-income people who don't have employer-subsidized transportation. Why was the 34 discontinued when it had substantial ridership?

There was general upset about voting to support and pay for Sound Transit and then feeling like bus options were reduced as a result. As one woman put it, "I didn't expect that voting for Sound Transit would mean I would lose bus routes… [Changes] are forcing us on to Link to help pay for it. It's reducing my options."

There was also a general perception that the North end didn't see as many cuts as Southeast Seattle did in the September service change. Participants felt like there are more choices and better buses in the North end.

To them, it feels like decisions have already been made and there's nothing they can do about it, especially the policy decision to not duplicate Link service. They feel "screwed." The public perception of buses is that they are "déclassé," whereas street cars and Link are fancy and cute. Yet the latter are more expensive. One suggestion was to make buses look like street cars.

When asked about whether transit gets them where they want to go, they said for now, yes. The participant who uses the 34 and 39 thinks it won't work so well for her after September. The other said the service isn't as convenient or fast now as it used to be when there were more route options.

How can transit be improved?
- Make the connection between buses and Link seamless. It shouldn't cost more money to transfer to Link from the bus. There should be frequent east-west service to connect to Link.
- There should be more parking available near Link.
- Link is already packed at commute time, add more cars.
- The place in the Pioneer Square Station (downtown tunnel) where you purchase light rail tickets is on a different floor than the service in the tunnel. This is not a good location. It should be next to where the service is.
- Concentrate service on the mobility of seniors and low-income people for whom transit is their only choice.

d) Which bus stops do you use the most and could improvements be made?
- Light rail stations should be safer. "I won't use the Mount Baker Station at night."

- Mount Baker Transit Center and station need work. Make it a big hub… concentrate economic activity and people there. Move all the buses over to the Link station so people don't have to cross Rainier Ave S.
- Neither participant will use the stops at 3rd and James or 3rd and Main. Both stops appear to have a lot of police activity and they are leery of the type of people hanging out there. They suggested having more police stationed there, or moving the stop a block north.
- 3rd and Pike is okay during the day, but crowded. At night, it's more sketchy.
- Stops in Rainier Beach are also scary at night.

e) Are you familiar with other transportation options and what are your experiences?
Participants were not familiar with any alternative services.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?
No comments

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
See concerns noted above.

b) How do you pay your fare and what could Metro do to make this easier?

Both use ORCA. One participant receives a card from her employer. The other participant uses the monthly pass. Both felt there should be more places to get ORCA cards. Both felt like changes to fare payment would help make it easier to use transit.

Concern was expressed about the Ride Free Area going away. It's a huge plus for tourists and downtown businesses. Pay-on-entry in the downtown transit tunnel will be a nightmare to manage. With parking fees going up and this change, the downtown economy will be hurt.

Having to pay $5 for an ORCA card is silly – this is unlike any other transit system. ORCA doesn't do a think for visitors and tourists. There should be a day pass that works for 24 hours

3. Communicating within your community

- Online
- Emails – transit alerts are working great; keep the information brief with a hyperlink to read more. Too much text and information means I won't take the time to read it.
- The Metro Matters blog is blocked on one participant's work computer.

Community Conversation
Hosted by International Community Health Services
Chinese Information & Service Center
May 21, 2012

Number and description of participants: 12 participants; all women, all seniors; Chinese speaking

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
This community was the most transit competent of all the communities we have met with. It is worth noting that they are very comfortable transferring between buses to get to a destination. This is reflected in the wide range of places people get to by bus. This is the first group to have people who transfer to ST 550 to Bellevue.

All participants ride the bus. The number of different buses used include: 3, 4, 7, 36, 60, 14, 28, 38, 358, 42, 38, 111, 41, 27, 104, 550, 65, 72, 73, 372

All have also ridden Link.

b) What are some places you regularly visit?
Take light rail to airport, one person uses it to go to MLK destinations and downtown.

Other destinations:
- Hospitals – Swedish at First Hill and Cherry Hill; Harborview; Pacific Medical Center; Providence
- Grocery shopping – Chinatown, Rainier Ave Safeway, Red Apple
- Shopping at U District, Northgate, and Costco
- Church/temple
- Renton
- Airport

c) How do the transportation services you use work for you?
Prefer taking the bus to the airport because the light trail stop is too far from the airport terminal. It's too long a walk. Spoke of taking routes 140, 194, 174, 23, and 124.

Positives about the bus:
- It's convenient to go everywhere, connects to everything
- We don't drive and rely on the bus
- 3 and 4 have very good drivers ("one driver gets off the bus, holds my hand, and helps me onto the bus")
- When the driver doesn't know how to help get where we want to go, he asks the other passengers to help – many like this

Negatives about the bus:
- Turnover in drivers is difficult; don't give as good of service as "old, permanent" drivers
- After shopping, many carry heavy things and experience drivers not putting down the ramp so they can get on the bus. Several participants told stories of asking for the ramp to be put down and drivers pretending not to hear. As one woman conveyed, "Please ask them to lower the ramp."

Positives about light rail:
- Fast
- Easy to push carts on
- There's always a seat
- It's on time
- Clean

Negatives about light rail:
- Can't use the bus transfer

- Stops are too far apart
- Have to walk too far to the airport from the stop

This group was the first to request Metro bring back bus service to the airport. One person wanted to bring back the route from Renton to the airport. There were also complaints about buses not showing up on time, then 2 coming at the same time. They would like more reliability.

d) Which bus stops do you use the most and could improvements be made?
- Stops are okay.

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle – don't know about it, but interested to learn more (concerns expressed by those who don't speak English about not being able to make a reservation)
- Taxi scrip – 11 people use it; those who do use it spent some time educating everyone who didn't know about it. One participants advised, "Hold [hold the scrip] up to the taxi driver, if he says he'll take it, get in. If not, don't get in."
- Access – don't know, asked about how to apply
- Volunteer transportation – someone mentioned using Tango (sp?)

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect you and others?

When described, people nodded and said "OK." When asked specifically about going to ACRS, all responders but one said they take the 7 and walk. One woman says she takes the 42. (She also said when she misses the bus she has to wait for an hour, and is not happy.)

Participants also expressed unhappiness with Metro's decision to no longer offer an annual pass for seniors and disabled people. A couple said, even if it was more money, that would be ok.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
One participant lives on Bayview and 20th on Beacon Hill. She complained about having to walk uphill 5 blocks to catch the bus on Beacon Ave S.

b) How do you pay your fare and what could Metro do to make this easier?
- 8 use an RRFP/ORCA card; 3 use an ORCA card with a monthly pass; no one uses the e-purse; 5 use tickets; 4 use cash; 7 use transfers.
- A 3 hour transfer would be better than a 2 hour one.
- All said, "Give us back the annual pass!"
- There were people who have money on their ORCA card but do not know about transfer. They do not like it when they use the Orca card and ask for a transfer… the driver will not give them one.
- No one knew the "ticket vending machines" can load cards. None knew of QFC or other places to load

3. Communicating within your community

- Visit us here!
- Chinese newspapers – NW Asian Weekly, Seattle-Chinese Post (newspaper for free, available in restaurants and stores, everyone grabs this)
- Brochures on the bus are best, in Chinese is good
- Videos are good, too, at places where they wait (at doctor's offices, social service agencies, etc.)
- Someone has come to this group before to educate them about ORCA, this was very helpful.

Community Conversation
Filipino Community Center's Senior Meal Program
May 3 & May 24, 2012

Number and description of participants: 104 in total; mostly seniors; all bilingual – Tagalog and English; some transit-dependent. In the first meeting on May 3, spoke to and solicited responses with a large group. In the second meeting, met one-on-one with individuals who wanted to give us feedback.

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
- Many people said they have their own car or they carpool with family and friends to many destinations
- Buses mentioned: 2, 3, 4, 7,8, 9, 12, 36, 42, 101, 106, 120, 140, 150
- Light rail: some mentioned driving to park and take it, many said it's too expensive to use, and too far to walk to the Filipino Community Center from Link stations, many mentioned using Link to get to the stadiums for sporting events or downtown

b) What are some places you regularly visit?
- Safeway
- Pacific Medical Center
- International Drop-in Center
- St Edward Church
- Goodwill Thrift Store
- Kent
- Burien
- Grocery store
- Church
- School
- Parks
- Doctor clinic
- DSHS
- Filipino Community Center
- International District
- Swedish – First Hill
- Capitol Hill
- Seafood City
- Snoqualmie
- Stadiums
- West Seattle

c) How do the transportation services you use work for you?
A common story for these participants was that many are coming to the Filipino Community Center from places throughout the County. It is inconvenient to take buses or light rail to the center because for many it requires at least 2 transfers. It is fairly easy to get downtown, but getting from downtown to the center without having to walk for 15 minutes means taking either two buses or Link and the bus.

In their own words, they had to say this about how the transportation services are or aren't working for them:
- It's alright for me
- Yes, it's fine. Yes, they get me where I need to go. No suggestions for improvement.
- Access to many destinations is good.
- Major issue is when the bus is late or early sometimes. If it doesn't show up, I worry that service has been cut.
- There are concerns about safety on both buses and light rail. Security in Rainier Beach and the top of the hill is lacking – one person told a story about a 13 year old girl who was almost kidnapped.
- Some don't find the 107 convenient to get to the center because it's too far to walk from Henderson. Same is true for the 106. (For these people, they seemed to not know about the 8 and they aren't using it.)
- There are no light rail stops near the center either.
- It would be great it there was more parking near light rail.

d) Which bus stops do you use the most and could improvements be made?
- The people who complained about there not being a stop in front of the building at the center tended to be those who had a car and did not rely on transit.

- One person said it would be a bad idea to move a bus stop in front of the center because it would bring unwelcome pedestrian traffic and trash in front of the building.
- Others said the bus stops near the center were okay.
- The stop at Orcas is really good.
- MLK needs some pedestrian improvements – it was unclear where these improvements were needed.
- People prefer shelters at the stops.
- People asked for improvements to be made to the stops along the Route 101, the stop at 116th and Ambaum that serves Route 120, and the stops along 3rd Avenue through downtown.

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle – a couple people knew about this service, several didn't know and wanted to learn more. There were concerns expressed about the limited boundaries of the service.
- Taxi scrip – some people knew about this.
- Access – some know about it.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect your and others?
Two people responded that this would be better, proclaiming "Save the Route 42!" When asked what needs were not being met by the existing service on the corridor both said they didn't know, they were just saying what they had heard and neither one takes the bus. For some, they simply said do what is best for the people.

Other responses included:
- Everything is alright as it is.
- It will be worse because it will make it farther for some to access the destinations they get to via the 8. Instead they would like more service on the 8.
- For those coming from places like Kent and Burien, they would prefer the split because then their commute to the center would only require one transfer.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
The most common response was that it is too far to walk to bus stops and light rail stations. This is especially hard on seniors.

b) How do you pay your fare and what could Metro do to make this easier?
- Many transit-dependent are using ORCA and said it's better to have it and to re-load it
- Some reported calling to re-load their cards, one person reloads at a retail location in West Seattle
- Several people are using the RRFP, others didn't know this was available
- Several people have employer-provided ORCA cards
- Many also reported using cash – these were infrequent users of transit

3. Communicating within your community

- Visit us here!
- At the stops – real time information, schedules are good
- Through my kids and school activities
- Online/internet or by phone
- Calling Metro customer service
- Announcements on the bus
- Through community or government agencies/service providers
- APO
- Through my employer
- Rider alerts are good
- Videos on the bus would be cool
- Through my friends

Community Conversation
Seattle Housing Authority - New Holly
May 22, 2012

Number and description of participants: 15 total; all ages, 4 English, 5 Chinese, 5 Vietnamese, and 2 Oromo speaking.

Chinese group (Cantonese)

1. Traveling in the Community

a) What transportation options are you familiar with or do you use now?
- Light rail, bus, walk, sometimes drive

b) What are some places you regularly visit?
- Downtown Seattle
- SeaTac Airport
- work
- shopping
- grocery
- take kids to school
- park
- doctor
- clinic
- International District
- community center
- Chinatown

c) How do the transportation services you use work for you?
Currently, bus serves us well to places we want to go; bus is very important to their quality of life; bus moves before you can sit down and is dangerous for seniors(very important point to them)—easy to fall down—creates tension

Drivers should be more patient; wait for people to sit down before driving off—hard for seniors and mothers with babies—this seems to be a more recent problem; bus fare is too high for low income people—we mostly live at New Holly and Beacon Hill.

d) Which bus stops do you use the most and could improvements be made?
106, 36, 14, 8, 48, 3, 4; take bus every day; litter is a problem.

e) Are you familiar with other transportation options and what are your experiences?
- Hyde Shuttle – no
- Taxi scrip – never heard of it
- Access – know about, but never use
- Volunteer Transportation - never heard of it

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect your and others?
Worse; do not do this—keep Rt. 8 and have Rt. 7 go to Chinatown
Have Route 8 go to Garfield and the public library; we need bus to go to Bush School

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
Bus: too few buses for school not enough going to school—every half hour doesn't work; not fair to charge for transfer to LINK—financial burden for us; they also had questions about the bus drivers and the cameras on the bus—whether or not the bus drivers can erase the recording—I told them that they could not erase the recordings; same issues with the bus taking off too soon and seniors falling down because of that; need to encourage kids to use the bus but fares are too

high and frequency of bus makes them late for school now—increase buses during peak hours; at night the bus is not safe-dark

Link light rail: overall Link serves us well; but the fare checkers can be intimidating and insulting; transfers between bus and light rail a problem—too expensive for low- income riders and a financial burden—suggest no charge to transfer—in some cities seniors are free.

b) How do you pay your fare and what could Metro do to make this easier?
Cash - most pay with cash
ORCA card (regular or reduced fare?) - regular ORCA very convenient to use and easy to load; elderly monthly ORCA cards cost too much—some countries have free senior fares; fares are high even for kids and single mothers
Transfer - on bus good—would be nice to extend the time period; do not like to have to pay for transfer to Link.

3. Communicating within your community

- TV ads
- handouts/pamphlets(translated) –handout or on bus
- community center
- drop box for passengers
- school kids can bring pamphlets home to parents
- bus stops (translated information)—understand that must try to be economical about this

Oromo group

1. Traveling in the Community

a) What transportation options are you familiar with or do you use now?
- Light rail, bus, mainly the 36

b) What are some places you regularly visit?
- Rainier Beach
- Oromo Community Center
- SeaTac Airport (work there and take Link to work)

c) How do the transportation services you use work for you?
36 is very crowded, takes too long to get to downtown. 1 bus from New Holly to Seattle Central Community College would be great. Bring the 9 to New Holly. Rapid transit would also be great in the Valley. Transfers should last longer than 2 hours.

d) Which bus stops do you use the most and could improvements be made?
No comments on stops

e) Are you familiar with other transportation options and what are your experiences?
Not familiar with any of them

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect your and others?
No comments on Route 42. See “how could transit be improved” responses for answers to what came up in response to this question.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
Fastest is light rail, but bus is best way

b) How do you pay your fare and what could Metro do to make this easier?
Cash – both pay with cash
ORCA card (regular or reduced fare?) – reduced fare permit should work for people 60 and older
Transfer – should last longer than 2 hours

3. Communicating within your community

Both participants are very connected to the Oromo Community Center. They said, “If you had called us personally before this event, we would have invited people.” They gave staff their cards and said if we have any events in the future to call them and they will let people know. Many people in the Oromo community visit the Oromo community center 2 – 3 times a day. This is the best way to get information to them.

Vietnamese group

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
Bus – routes 3, 4, 7, 9, 36, 60, 8, 48, 42; usually don’t use the 8 because it doesn’t come often enough. Most of the time these participants use the bus. The 36 has good frequency. As one person said, “The company I work for says don’t be late, the 36 works good so I get to work on time.”

Light rail – not very convenient; since they built up Link, it’s harder to drive along MLK, turn, and access businesses. Have to drive farther to get to places, take u-turns, etc.

b) What are some places you regularly visit?
- Chinatown
- Downtown Seattle
- Lowes
- QFC
- Harborview

c) How do the transportation services you use work for you?
Yes, service has improved. Service seems good. It would be great if drivers paid more attention on the bus to “bad guys” at night who make it feel unsafe. Fare has gone up and it’s too expensive for the elderly. Metro should make it cheaper for the elderly.

d) Which bus stops do you use the most and could improvements be made?
Seems like there are less stops on Beacon Ave S and we have to walk further to catch the bus. It doesn’t seem safe along Beacon Ave S for people when it’s dark. It’s too hard for the elderly and youth to walk as far as they have to now. There are specific stops on Beacon Hill that need more lighting and participants asked Metro to not do any more stop consolidation. It’s very dark because of the trees, maybe cut the trees back. The lights need to be higher, lower ones don’t work as well or provide enough light.

e) Are you familiar with other transportation options and what are your experiences?
Somewhat familiar with these services. Taxi scrip is nice, but taxi is too expensive. One participant said about the Hyde Shuttle, “I’m 85, I want to use fixed route. I’m too young for the Hyde Shuttle.” Answered a clarifying question about how Access works. In general, participants felt like these services weren’t for them because they are independent, healthy, and reliant on fixed route service.

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect your and others?
It’s not necessary to change things. The 7 and 9 are good to the International District. 8 just needs to come more often. Improvements would be to bring back the 9 and 9X to New Holly. There isn’t enough of the 9 service along Rainier Ave S.

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?
Fastest is light rail, but bus is best way

b) How do you pay your fare and what could Metro do to make this easier?

Cash – four pay with cash
ORCA card (regular or reduced fare?) – two are using ORCA E-purse or monthly pass, two use RRFP and pay with cash. Those using RRFP go to Second and Jackson to purchase fare media. Seniors seem to know they can reload their card. Another person reloads their card at the grocery store.

Everyone thought the fare should be lowered for seniors. 4 wanted the annual pass brought back. The fare increases very fast. Used to pay $99, now over $300 per year.

3. Communicating within your community

- Friends, through each other. In our community, we teach each other. We meet a lot as a community.
- We need information on the bus in Vietnamese.
- The interpreter logo or one sentence on a flier isn't enough. We call the number and no one answers! Participants complained and laughed about this.
- Vietnamese NW is the most popular newspaper for the community. English news, print, etc. isn't helpful.
- Don't have access to the internet, don't know how to use it.

English group (4 participants, 3 with RRFP)

1. Traveling in the community

a) What transportation options are you familiar with or do you use now?
- 3 regular users of bus in MLK area, other uses transit from Renton/Skyway
- Buses used: 120,8,140,36,7,39,60,106,107,42
- All use Link
- Light rail not very convenient; since they built up Link, it's harder to drive along MLK, turn, and access businesses. Have to drive farther to get to places, take u-turns, etc.

b) What are some places you regularly visit?
- Burien, Southcenter
- Work, Southcenter, White Center, downtown Seattle
- Shopping downtown, church, Harborview, doctors in First Hill
- YMCA, SeaTac, Goodwill store, Belltown
- Light rail: Downtown, SeaTac airport, Southcenter (transfer to 140)

c) How do the transportation services you use work for you?
- Buses need more stops; sometimes a long walk to get where you are going.
- Doesn't like the idea of consolidating stops, people get inconvenienced to make some people get home sooner.
- The #8 has a good schedule, really like the "smart buses" that say where they are and have the signs
- 101 Express service good
- 106 changed its route and it is now not as good as it was before
- Liked the 42 to go to ID
- Payment system is confusing...when to pay
- Light rail is fast
- With a bike you can go places beyond by taking light rail and then riding the rest of the way
- Because of all the luggage (airport) there is often not enough room on trains for bikes
- Need better bike facilities on trains, and more time to load as it sometimes knocks into people
- Light rail is sometimes hard with shopping cart...walking all the way down station, finding a place to have cart.
- The fares on light rail are confusing, not sure about transfers
- Don't use ORCA on train...buy ticket
- One time tried to load RRFP ORCA card on TVM but ended up getting a new blue card and costs $5...never used again

d) Which bus stops do you use the most and could improvements be made?
   - Bus stops OK, they feel safe
   - Not as good by the Saars in Rainier Beach. There are load people there (both kids and adults)
   - Transfer OK, best when there is a cover to stand under
   - More lighting is good
   - There is a stop on MLK near Henderson that should be turned to protect people from wind and rain.

e) Are you familiar with other transportation options and what are your experiences?
   - 1 person knew of Hyde Shuttle and had used it once
   - 2 person knew of Taxi script, 1 person had used it
   - 1 person had used Access with friend, it was a bad experience
   - There are some places that Yellow cab will not pick up, at Safeway

f) Would a proposal to change routes 8 and 42 be better or worse for the community, and how would it affect your and others?
   - Getting rid of south part of #42 was bad. Sometimes the new service means I am late getting to work. The transfer didn't work.
   - #8 does OK, 42 is a dead route, not worth waiting for

2. Barriers

a) What prevents or what makes it difficult for you to use public transportation?

b) How do you pay your fare and what could Metro do to make this easier?
ORCA: Where do you get service?
   - Westlake customer service
   - Metro office on S Jackson
   - Bartells downtown
   - Buys $27 pass on RRFP card at Bartells
   - Never used online...don't trust computers
   - Everyone thought the fare should be lowered for seniors.
   - Four wanted the annual pass brought back.
   - The fare increases very fast. Used to pay $99, now over $300 per year.

3. Communicating within your community

   - come to meetings
   - Put things on bus shelters
   - use the buses to tell people of the changes

Appendix E: Rainier Beach Transit Justice Initiative notes, report, problem statements and recommendations

Notes

About 15 young people from several middle and high schools in southeast Seattle have been working for a year with this grant-funded project. They surveyed 200 residents in Rainier Beach and developed a set of recommendations they would like the community to work with them to accomplish. They will be incorporating their recommendations into the neighborhood action planning linked with Seattle's neighborhood plan update process, and will be working over the summer to move their recommendations forward. (Their survey results, problem statements and recommendations follow this summary.)

Metro staff members attended two events of this initiative to learn and connect the youths' recommendations to the work of Metro's inter-agency team. At an event held March 31, the youth presented their survey findings and recommendations. Participants then met in small groups to brainstorm action items that would address the problems they had identified. These problems are:

- High school students who live within 2.5 miles of their school do not qualify for school-issued ORCA cards. (It can cost a student $50 per month to get a card to get to and from school.)
- ORCA cards are too hard to get, especially for reduced-fare users.
- There are not enough connections and safety between light rail, bus stops, and our housing, cultural hubs, and business centers.

The following is a summary of action items and ideas generated by the small group conversations:

1. Increase places where ORCA cards are sold and can be re-loaded.

- Additional places should include: all grocery stores, DSHS, stores, banks, schools, local businesses, and neighborhood locations such as community centers and libraries
- Provide more places to apply for and get youth passes and RRFPs
- Install kiosks in schools where youth can purchase and re-load their cards
- Metro and Sound Transit should team up at the beginning of the school year to go to all high schools and provide opportunities for youth to get ORCA cards and youth passes.

2. Make people more aware of where they can purchase and re-load ORCA cards.

3. Make access to reduced fare passes easier. Provide more options for low-income people to pay a reduced fare.

- Offer ORCA cards through DSHS and schools
- Change the application process for youth and RRFP passes

4. Organizing for change— things the youth may pursue to move their agenda forward

- Meet with Metro, Sound Transit, and the school district
- Convene an all-high-schools event for youth around transportation issues
- Plan an "awareness" week to raise awareness about these issues, get people to sign petitions or lobby for change
- Meet with Seattle City Council
- Lobby school district to change its policy and lower the distance from school to .5 mile to receive a school-issued ORCA card
- Lobby state legislators to assure money for public transportation
- Involve PTAs in lobbying for more locations to get youth passes
- Have people sign a petition, including getting local businesses willing to sell and re-load ORCA cards, to encourage the set-up of more locations to access ORCA cards
- Invite Metro staff to shadow a student on the bus.

5. Create a better connection between Rainier Beach and Link

- Create a shuttle or circulator that would connect the business and cultural centers of Rainier Beach to Rainier Beach Station at Henderson and MLK
- Improve street and/or bus shelter lighting along Henderson (do a neighborhood walk to identify what's needed)
- If Metro puts in lighting that can be turned on by a rider to signify they are waiting for the bus, put directions up about how to use it. They are confusing!
- Improve safety (initiate a block watch program, have bicycle police patrol between light rail stations and surrounding area
- Notify SDOT about broken sidewalks.

Rainier Beach Transit Justice Survey

Report Back

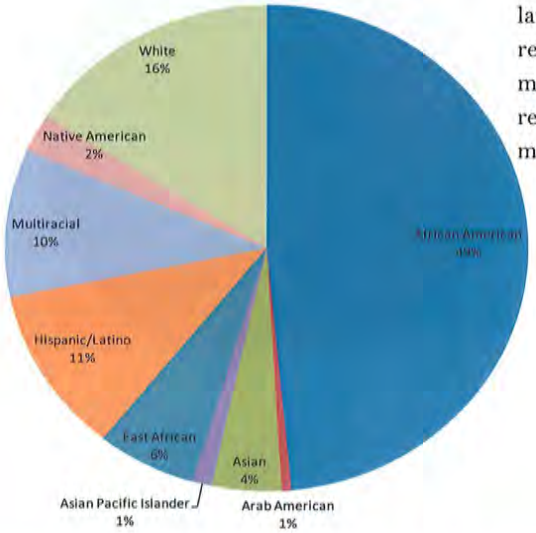
Transit Justice: when transportation is accessible, affordable, reliable and safe for ALL riders. The Rainier Beach Transit Justice Project puts youth, underrepresented Rainier Beach residents and workers at the center of identifying priorities for a Rainier Beach Transit Action Plan. During the month of February, the Transit Justice Youth Team surveyed over 200 Rainier Beach residents. Throughout the process they heard from many residents about safety, access and reliability, transportation choices and the importance of affordable transportation and housing. This report presents their findings and the emerging themes from the survey project.

The Transit Justice Youth Team at their Leadership Training graduation!

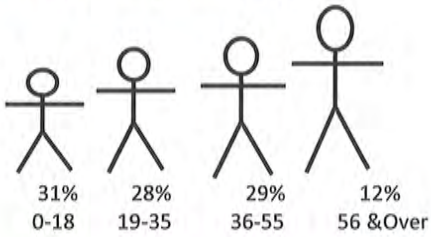
Who we surveyed

57% of the people we surveyed live in the 98118 zip code, with another 19% living in 98178. This means we talked to many people who live in Rainier Beach and can give us detailed information about using transit here. As the pie chart shows, we spoke with a range of people who reflect the racial diversity of Rainier Valley. Additionally, we sampled a wide range of ages, with the largest group being students under the age of 18. Our results suggest that household size in Rainier Valley may be higher than in Seattle in general, with most respondents reporting that they live in a household with more than two people.

Survey Participants by Race



Survey Participants by Age



What does transit justice mean to you? Being able to put my daughter in the bus and making sure she is safe.

Everyone feels comfortable taking the bus. ~ Making sure that riding is affordable for all.

What does transit justice mean to you? Transportation for those who can't drive~

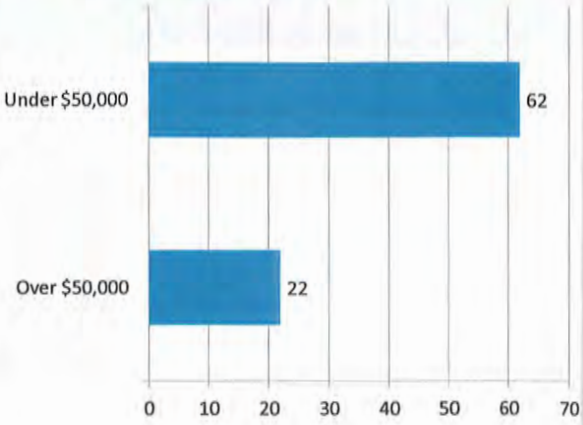
Everybody who needs to go somewhere can go without having issues with the bus ~ Getting to work on time~

Transportation Habits

Who takes the bus?

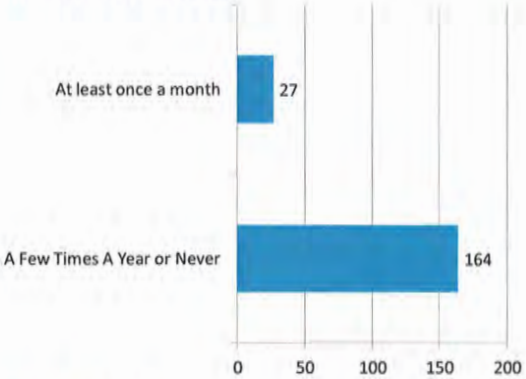
Our survey team found that many transit riders use the bus on a daily basis, and many get to work and to school on the bus. Surprisingly, even Rainier Valley residents who own cars still frequently use the bus system. Of the 50% of survey respondents that reported owning a car, 62% said that they ride the bus on a daily or weekly basis. This means that Rainier Beach is "multi-modal", people choose to get around using different modes of transportation. It also illustrates that Rainier Valley residents are making environmentally friendly transportation choices.

Rides the Bus Daily or Weekly

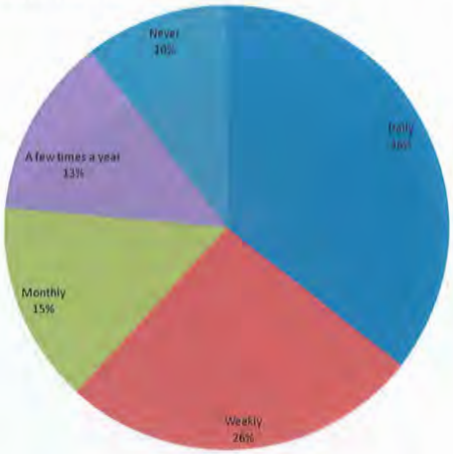


Lower income respondents were more likely to ride the bus regularly than were higher income respondents, indicating that bus cuts disproportionately affect low-income people. For many people in the Rainier Beach community access to reliable, quality bus service is an important part of their daily routines.

How often do you bike?



How often do you ride the bus?



Who bikes?

Rainier Beach does not have sufficient bike infrastructure such as signed bicycle routes. However, several high school students did report riding bikes to school. Overall, people reported very little bicycle usage, with most people surveyed responding that they never ride bicycles. This is a concern because bicycling can be a healthy and cost effective form of transportation. More research is needed to determine what people feel are barriers to bicycling in Rainier Beach.

It's important and everybody should have access to it safely and affordably ~ Having peace ~

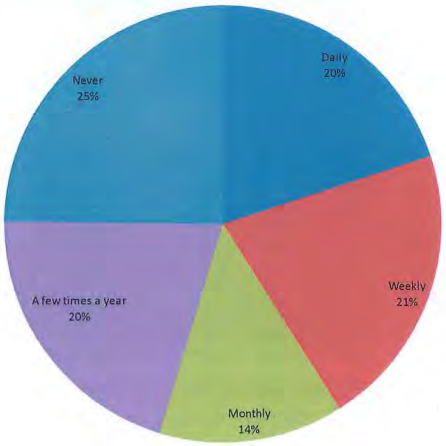
What does transit justice mean to you? Making sure everyone has equal access ~

Who rides light rail?

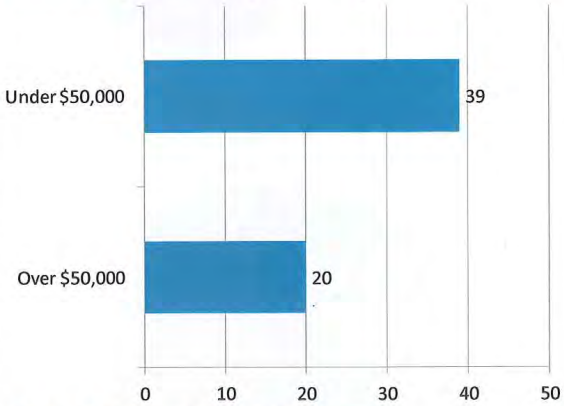
Though 62% of respondents rode the bus at least once a week, only 41% reported using light rail that often. This indicates that the light rail is not an effective mode of transportation for many of the people we surveyed.

People also reported difficulty with transferring between light rail and buses, and that the expense of light rail made it an unlikely choice for them. Long form responses lead us to believe that the transfer difficulty is due in part to residents not owning and not having easy access to Orca cards. In order to understand this trend better, barriers to using light rail for existing Rainier Valley Residents should be studied.

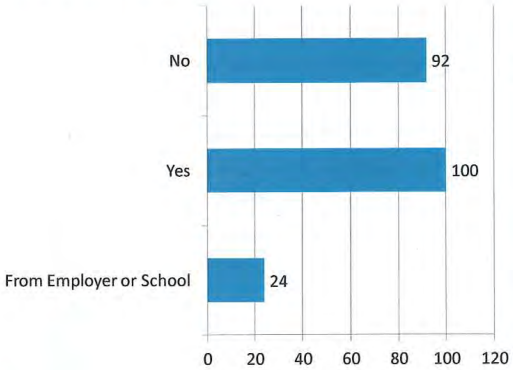
How often do you ride the light rail?



Rides the Light Rail Daily or Weekly



Do you own an Orca card?



Orca Cards and Transfers

While many people reported owning Orca cards, very few received these cards from their employers or their school. We found that people on the highest and lowest ends of the income spectrum own Orca cards, with lower rates of ownership reported by middle income individuals. Some people reported owning neither an Orca card nor a car, which indicates they are riding transit frequently without the aid of the electronic fare system. In our analysis, people not having access to Orca cards, even a small number, as unacceptable. These riders are forced to either pay twice to ride the light rail or not ride it at all.

It's important and everybody should have access to it safely and affordably ~ Transit freedom, better choices ~

The Government should invest in transit infrastructure ~ Being safe on the bus ~

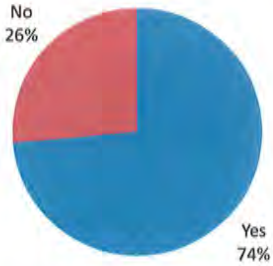
What does transit justice mean to you? Transit freedom, better choices ~

Just people being able to get around in general without problems ~ Transportation for those who can't drive ~

Safety and Housing

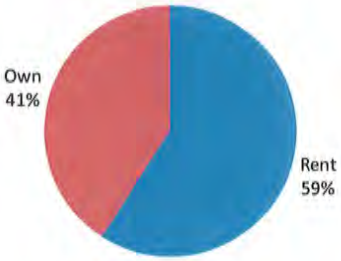
Many in the Rainier Beach community have felt shaken by recent violence at transit stations. About a quarter of our respondents reported feeling unsafe while waiting for buses, with all local bus lines mentioned. Additionally, respondents reported lack of adequate lighting and shelter at bus stops throughout the majority of Rainier Valley bus lines.

Do you feel safe waiting for the bus?



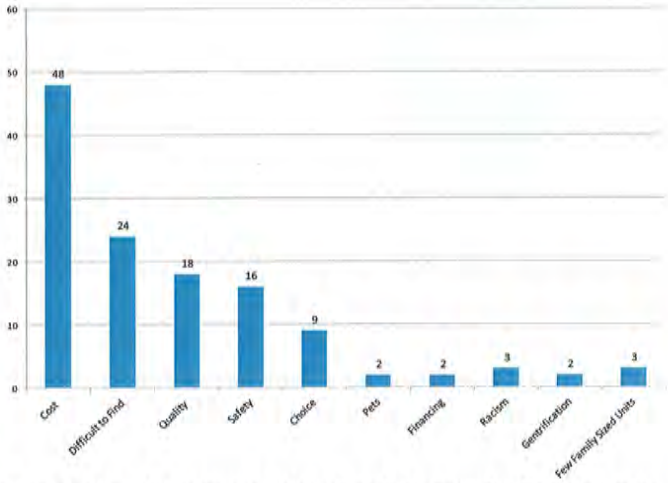
Given that many transit users are low-income and renters, affordable housing is important to transit and neighborhood safety issues. While ensuring that low income families can afford to live in the neighborhood, it is important that we find ways to improve access to high quality multi-modal transportation in Rainier Beach. Many people reported difficulty finding affordable housing in their price range. Furthermore, other respondents were unable find affordable housing at all, indicating that current rents and the number of affordable units are not meeting the needs of Rainier Beach residents.

Rent vs. Own



The Rainier Beach Transit Justice Youth Project is excited to announce that this survey is only the beginning of their advocacy work. In the spring of 2012, the youth and adult mentors will re-organize, preparing to focus their efforts on their newly identified Rainier Beach Transit Action Plan informed by the findings of this survey and community outreach work.

Challenges to Finding Affordable Housing



The Rainier Beach Transit Justice Project is a partnership between Rainier Beach Community Empowerment Coalition and Puget Sound Sage. Made possible through the generous support of the Seattle Foundation's Neighbor to Neighbor Program and the Satterberg Foundation.

Provide everybody with the opportunity to get around on public transportation ~

Rainier Beach Transit Justice Priorities and Action Recommendations

Problem #1:

High School students have to live more than 2.5 miles from their school to qualify for a school issued Orca card.

- Youth have to pay $50 or more per month just to go to school.
- 2.5 miles is equal to 2 times around the Seward Park loop to get from and to school per day or walking almost all the way from Rainier Beach High School to Tutta Bella in Columbia City and back each day!
- We have backpacks!
- Bad weather!
- Dark outside most of the year!
- Not the safest places!
- We are tired after school!

Recommended Action:

➢ All students should have easy access to a youth Orca card during the school year.

Problem #2:

Orca Cards are too hard to get, especially for reduced fare users

- Youth have to go downtown during business hours to purchase a card.
- So do most senior citizens and people with disabilities! That is not fair!
- You have to go to a Light Rail Station or own a credit card or debit card to reload your card.
- We don't always have the $5.00 minimum needed to reload our card.

2012 Transit Justice Priorities identified by Rainier Beach Transit Justice Youth Survey Team

Rainier Beach Transit Justice Priorities and Action Recommendations

Recommended Action:

- Make getting Orca cards, including reduced fare cards, more convenient by providing neighborhood locations where we can purchase and reload our Orca cards.

Problem#3:

Not enough connections and safety between light rail, bus stops, and our housing, cultural hubs, and business centers.

- The distance between Light Rail and the 57th & Rainier and Rose Street Business Districts is too far to walk for many families with small children, disabled residents, and some elders.
- There is not enough lighting or shelters, especially along the 106 bus route
- Buses pass us by without even seeing us
- Not enough cross walks or safety features
- No sidewalks or poor sidewalks

Recommended Actions:

- Review the current bus routes #7, #8, #9, #107, and #106 between the lakefront, our business districts and light rail and see how one or a combination of them can serve as a connecting shuttle to better connect our neighborhood
- Improve lighting and safety features at Rainier & Henderson, along Henderson, and the bus stops in the near vicinity, especially the 106.

2012 Transit Justice Priorities identified by Rainier Beach Transit Justice Youth Survey Team

Appendix F: ACRS Public Transportation Survey for ACRS Participants and Survey Results

ACRS' Public Transportation Survey for ACRS Participants

FACILITATOR'S NOTES:

Facilitator (your name & department):

Note taker's name:

Type of group:

Age range of group (e.g. youth, adult, elderly)

Language group:

Date & time:

INTRODUCTION FOR THE GROUP:

ACRS is working with community members like you, other community groups and leaders to improve public transportation, like buses for example, for people who need to go to, or to leave from, places like ACRS in Southeast Seattle, including Rainier Valley and Rainier Beach.

We are trying to get more information about who uses the bus in the area, especially people who can't drive or don't have a car, and have no other choice but to ride the bus, light rail, or other public transportation.

We hope that you can help us today by answering the following questions. Just raise your hand if you agree or can say yes to any of the questions. If you do not want to participate that is ok, but your answers will be very helpful to show decision makers what the real needs in the community are.

ASK THE GROUP:

HOW MANY PEOPLE…..

QUESTION	***RESPONSE COUNT***
HOW MANY PEOPLE…..	
A. How many people here use buses?	
B. Which buses do you use?	
C. Which bus stops do you use?	
D. How many people here use light rail?	

E. Which light rail stops do you use?	
F. How many people use both buses and light rail?	
G. How many people use buses because they don't have cars or can't drive?	
H. If you use light rail, why do you use it? • Convenient? • Fast? • Other reasons?	
I. If you don't use light rail, why don't you use it? • Don't know how? • Difficult to use? • Don't speak or read English well enough to understand instructions? • Light rail stations and stops are not convenient? • Too expensive to transfer from light rail to buses? • Other reasons?	
J. Do you think your transportation options have improved since light rail was installed in the Rainier Valley? • Yes • No	
k. How many people use buses to get to: • Buy groceries or go to the food bank or lunch programs? • Visit the doctor/medical appointments? • Other services? • Work? • School? • Church/Temple/Mosque? • See family members? • Child Care? • Any place else?	
l. How many people use light rail to get to the places listed above?	
M. How many people use buses to get to ACRS?	
N. How many people use light rail to get to ACRS?	
O. How many people use both buses and light rail to get to ACRS?	
P. Besides ACRS – do you use buses to the International District or other	

places on Dearborn, Rainier Ave or MLK? (Get examples of where)	
Q. How many buses do you take to get to ACRS? • 1? • 2? • 3? • 4? • Bus + light rail?	
R. To get to ACRS, how many people come from: • Outside Seattle, South King County – Kent? Renton? Skyway? Burien? Sea-Tac? Federal Way? • South Seattle? Rainier Beach? • North Seattle? North King County? Everett? Shoreline? • Anywhere else?	
S. To get to ACRS, how many people need to transfer: • In downtown Seattle? • In Chinatown/ID? • Mt. Baker bus station, on Rainier near Starbucks? • Where else do people need to transfer?	
T. How long do you generally have to wait to transfer to another bus? • 10 minutes? • 20 minutes? • 30 minutes? • 45 minutes? • 1 hour? • More?	
U. How far do you have to walk to change or transfer to another bus? • Same bus stop? • Cross street? • 1 block? • 2 blocks? • 3 or more blocks? • Uphill?	
V. Is it difficult for you to walk to change or transfer to another bus? • Yes • No	

W. Think about all of your bus trips in the last 3 weeks. How much time did your longest trip take? • Less than 15 mins? • 30 minutes? • 45 minutes? • I hour? • 2 hours? • 3 hours? • More than 3 hours?	
X. Where were you going?	
Y. Think about all of the places that you to wait for your bus transfer, do you feel safe: • Most of the time? • Some of the time? • Never?	
Z. How many people pay for the bus • With cash? • Pay with bus tickets? • Orca Card?	
What language(s) do you speak?	
Can you read and speak English well? • Yes • No	
42 A. How many people used to ride the original 42 bus to ACRS and other places when it went from downtown, to the I.D., to Rainier, and along MLK to Rainier Beach and Skyway?	
42.B. How many people think the original 42 bus route is still needed? • Note taker should take names of those who do	
42.C. The King County Council has voted to eliminate the 42 bus route next year. If you think the original 42 bus route is still needed, which of these options would you support to replace it? 1. Smaller shuttle bus running every 15 - 20 minutes from downtown/I.D. to stops on Rainier and MLK to Rainier Beach? 2. Restore original 42 bus route, running every 15 – 20 minutes, at least for stops from downtown/I.D., along	

MLK to Rainier Beach? This might mean stopping the No. 8 bus at Mt. Baker station and giving its southern route on MLK to Rainier Beach back to the 42. This would make the 42 a one-seat ride from downtown/I.D. to Rainier Beach, and No. 8 riders could transfer from Mt. Baker station if they want to get to Rainier Beach. It might also mean running the 8 or other buses a little less frequently, and other changes. 3. Shuttle bus connecting to other bus or light rail stops? If so, which stops? 4. Other suggestions?	
42. D. Which of these options is your favorite: • #1 • #2 • #3 • #4 Other suggestions from people • None of the above	
42.E. How many people do not think the original 42 bus route is still needed? • Why?	
M A. How many people ride Metro Access vans (shared ride program for people with disabilities who cannot ride buses)?	
M.B. How many people ride the Hyde Shuttle (program with free transportation in specific areas, 9am -4pm for people 55 and older and people with disabilities living in Central and SE Seattle?)	
M.C. How many people use taxi scrip? (program with 50% discount on taxi fares for people 18 – 64 who have a disability or age 65 and over).	
M.D. The Metro Access vans, Hyde Shuttle, and taxi scrip programs require English to be spoken to register and to make reservations or give instructions on destinations. Does this make it possible for you to use these services? • Yes • No	
M.E. How many people would like more information about the access vans, Hyde Shuttle or taxi scrip?	
M.F. What suggestions do you have to improve bus, light rail, or other public transportation?	

*Based on your answers, one of our volunteers may ask follow up questions. We will ask your group leader or teacher to help us meet with you.	
*THANK YOU FOR SHARING YOUR TIME, EXPERIENCES AND SUGGESTIONS WITH US! WE APPRECIATE IT VERY MUCH!	

Space for additional notes, if any:

ACRS PUBLIC TRANSPORTATION SURVEY RESULTS

Note: Survey participants are a sample of ACRS clients 5/21 – 5/25 from different programs; survey does not include all programs and clients

Demographic characteristics:

Number of participants: 330

Age range: youth, adults, elderly

Number who said they read and speak English well: yes 78, no 106

Number of languages collectively spoken by participants was 20, and include: Vietnamese, Cambodian, Lao, Mien, Thai, Cantonese, Mandarin, Mongolian, Korean, Burmese, Tagalog, Ilocano, Japanese, Samoan, Arabic, Amharic, Ethiopian, Tigrinya, Spanish, English

Bus riders:

Who use buses: 274

Buses participants said they use:
1,2,3,4,5,7,8,9,13,14,16,18,25,30,31,36,39,41,42,48,49,55,60,65,70,71,72,73,79,101,102,105,106,107, 120,124,128,131,150,152,157,169,177,179,182,197,216,224,231,240,251,255,258,271,301,316,341,347, 358,510,511,522,545,550,554,578

Bus stops participants said they use:

South Rainier, Henderson, Othello, Holly Park, Orcas/MLK, Orcas/Rainier, S. Walker, Andover/Rainier, Franklin High School, Mt. Baker, Bayview area, MLK, MLK/Walden, Rainier/Walden, I-90 Rainier, I-90 freeway station, Dearborn, 2nd/Jackson, Jackson/Chinatown, International District, Jackson 121st/125th, Union Station, Beacon Hill, downtown, 4th/Pine, 3rd/Pike, Columbia, James, Capitol Hill, Queen Anne, University District, West Seattle, Delridge , Ambaum, Tukwila, Renton, South Center, White Center, Burien, Federal Way, Auburn, Bellevue, South Bellevue Park & Ride, Mercer Island Park & Ride, Kirkland, Redmond, Everett

Who use buses because they don't have cars or can't drive: 192

Who use buses to get to ACRS: 212

Number of buses participants need to take to get to ACRS: 1 (29), 2 (118), 3 (29), 4 (2), bus + lightrail (20)

Who come from these areas to get to ACRS: South King County 58, South Seattle 114, North Seattle/North King County, Shoreline, Everett etc. 13, Elsewhere 13 (including from Bellevue)

Who need to transfer at these locations to get to ACRS: downtown Seattle 107, Chinatown/International District 132, Mt. Baker bus station 101, other places indicated include south on Rainier, Othello, Beacon Hill, Tukwila, Renton, Kent, Redmond

Who wait this long to transfer to another bus: 10 minutes (88), 20 minutes (68), 30 minutes (16), 45 minutes (5), 1 hour (2)

Who have to walk this far to change or transfer to another bus: same bus stop (89), cross street (35), 1 block (40), 2 blocks (14), 3 or more blocks (13), uphill (5)

Who said it was difficult to talk to change or transfer to another bus: yes 54, no 125

Who feel safe at the places they wait to transfer: most of the time 104, some of the time 71, never 9

Whose longest trip in the last 3 weeks was: less than 15 minutes (14), 30 minutes (41), 45 minutes (37), 1 hour (57), 2 hours (34), 3 hours (1), more than 3 hours (1)

Who use buses to the International District or other places besides ACRS on Dearborn, Rainier Avenue, or Martin Luther King Jr. Way: 169

Who said they use buses to get to:

Buy groceries or go to the food bank or lunch programs 202

Medical appointments 183

Church/temple/mosque 153

Other services 148

See family members 127

Work 97

School 90

Childcare 73

Who pay for the bus: with cash 134, bus tickets 81, Orca card 71

Regarding Bus 42 & replacement options:

Number who used to ride the original 42 bus: 71

Number who think the original 42 bus is still needed: yes 82, no 68

Number who support the option of a smaller shuttle bus running every 15-20 minutes from downtown/International District to stops on Rainier and Martin Luther King Jr. to Rainier Beach: 58

(Number who chose the above option as their favorite: 55)

Number who support the option of restoring the 42 bus route from downtown/International District to Rainier Beach, running every 15-20 minutes, even if it means stopping the 8 bus route at Mt. Baker station and returning the 8's southern leg to the 42; even if it might mean running the 8 or other buses a little less frequently and other changes: 60.

(Number who chose the above option as their favorite: 41)

Number who support the option of a shuttle bus connecting to other bus or light rail stops: 5

Regarding whether transportation options improved since light rail was installed in the Rainier Valley:

Number who think their options improved: yes 15, no 44

Light rail riders:

Who use light rail to get to the types of places above: 41

Who use light rail: 56

Who use light rail to get to ACRS: 41

Who use both buses and light rail: 52

Who use both buses and light rail to get to ACRS: 39

Who said they use light rail because it:

Is fast: 32

Is convenient: 23

Is cheaper than driving: 3

Feels safe: 1

Is the only option; no bus or car available: 1

Who said they don't use light rail because:

Light rail stops are not convenient 27

They don't speak or read English well enough to understand instructions 27

They don't know how 23

It is difficult to use 20

It is too expensive to transfer from light rail to buses 15

They can't transfer with a Metro ticket 1

It takes a long walk to get to the light rail stop 1

It is too slow 1

It does not come to their neighborhood 1

Light rail stops participants said they use:

Downtown, University, Othello, Columbia City, Alaska, Henderson, Rainier Beach, Safeway, Mt. Baker, Beacon Hill, Sodo, Stadium, Pioneer, Chinatown, Tukwila, Sea-Tac

Other public transit options:

Number of participants who use Metro Access vans: 12

Number who use the Hyde Shuttle: 5

Number who use taxi scrip: 4

Number who said that speaking English would be a barrier to use these services: yes 17, no 38

Appendix G: Flier

Public transportation along MLK: Have a say, identify improvements

April 30, 6-7:30 pm
Rainier Vista Center
Paul Allen Meeting Hall

Snacks, interpreters, and a $10 ORCA card will be provided for your participation.

Cunno fudud, turjumaano, iyo kaadh ORCA oo $10 ah ayaa lagugu siin doonaa kasoo qaybgalkaaga.

ለተካፋይነትዎ ስናክ ወይም የማቆያ ምግብ፣ የቃል አስተርጓሚ አገልግሎቶችና የ $10 ORCA ካርድ ይቀርባሉ።

ንተሳትፎኽም፣ ጠንሞት፣ ኣስተርጓሙቲ፣ ከምኡ'ውን $10 ORCA ካርድ ክወሃበኩም ኢዩ።

Yohirmmattanyatisalphan, turjjumana fi kaadhin ORCA $10 isinidhihata.

Khi tham gia, quý vị sẽ được cung cấp bữa ăn nhẹ, thông dịch viên và một thẻ ORCA $10.

我們將為參與者提供茶點、翻譯員及一張 10 美元的 ORCA 卡。

ሠርቴ ትካፈሉ ክሳብ ክፍሊ ምግቢ, ኣስጋሪ ቋንቋ, ከምኡ'ውን ORCA 10 ዶላር ብምሃብ ክሕገዝ ኢና ።

Questions or reasonable accommodations?
Contact DeAnna Martin, 206-684-1142 or deanna.martin@kingcounty.gov

Share your experience with public transportation and ideas to improve it:

- Where do you travel, how do you get there?
- What works about the transportation options that are available, what doesn't?
- How can Metro, Sound Transit, and the City of Seattle do better?

La-wadaag waayo-aragnimadaada la xiriira gaadiidka dadweynaha iyo fikradahaaga ee lagu hagaajin karo:

- Halkeed u socdaashaa, sidee ayaad ku tagtaa?
- Maxaa ka meelmara dalabyada gaadiidka ee iminka jira, maxaan meelmarin?
- Sidee ayey Metro, Sound Transit, iyo Magalada Seattle wax u wanaajin karaan?

ስለ ሕዝብ መጓጓዣ ያለዎትን ገጠመኞችንና የማሻሻያ ሃሳቦችዎን ያካፍሉን፤

- የሚጓዙት የት ነው፣ እዚያስ እንዴት ይደርሳሉ?
- አሁን ካሉት የመጓጓዣ አማራጮች ለእርሶ አመቺ የሚሆኑት የትኞቹ ናቸው፣ የትኞቹስ አመቺ አይደሉም?
- Metro፣ Sound Transit እና የ City of Seattle በተሻለ ሁኔታ አገልግሎት ማቅረብ የሚችሉት እንዴት ነው?

ምስ ናይ ህዝባዊ መጓዓዝያ ዘለኩም ተመክሮን ናይ መመሓየሺ ሓሳባት ኣካፍሉ:

- ኣበይ ትጓዓዙ፣ ብኸመይ'ከ ኣብኡ ትበጽሑ?
- ብዛዕባ ዘለዉ ናይ መጓዓዝያ ኣማራጺታት ኣየናይ ይሰርሕ? ኣየናይ'ከ ኣይሰርሕን?
- Metro፣ Sound Transit፣ ከምኡ'ውን City of Seattle ብኸመይ ክመሓየሹ ይኽእሉ?

Geejjibaummata (kaakkaatobisi fi baabura) ilalchisemuxxannokeessani fi mala foyyessaniinnuuqooda:

- Garamdeemtu, akkaminachigeetu?
- Filannageejibakajirukeessakamitisinihojjata, kamitinhojjanne?
- Metro, Sound Transit, fi Magalan Seattle Akamitfooyya'udandda'u?

Hãy cho cơ quan chuyên chở công cộng biết kinh nghiệm và ý kiến của quý vị về cách cải tiến:

- Quý vị đi đâu, và đến đó bằng cách nào?
- Trong các chọn lựa hiện nay về chuyên chở, cách nào có hiệu quả, cách nào không?
- Metro, Sound Transit, và Thành Phố Seattle có thể làm gì để cải tiến?

分享您乘搭公共交通的體驗及改進建議：

- 您去哪里，怎樣去？
- 目前的交通方案有哪些可行，哪些不行？
- Metro、Sound Transit 和City of Seattle 如何改進工作？

សូមចែករំលែកបទពិសោធន៍របស់លោកអ្នកជាមួយក្រសួងដឹកជញ្ជូនសាធារណៈតារ និងគំនិតយោបល់របស់លោកអ្នក ដើម្បីធ្វើយោសវាកាន់តែល្អប្រសើរឡើង ÷

- តើលោកអ្នកធ្វើដំណើរឬទេ, លោកអ្នកទៅដល់ទីដេវដោយរបៀបណា?
- នៅក្នុងចំណោមជម្រើសនៃសេវាដឹកជញ្ជូនទាំងប៉ុន្មានដែលមានបម្រើការសព្វថ្ងៃ តើណាមួយមានដំណើរការល្អ ហើយណាមួយពុំមានដំណើរការល្អ?
- តើក្រសួងដឹកជញ្ជូន Metro, Sound Transit, និងសាលាក្រុង Seattle គប្បីធ្វើយ៉ាងណា ដើម្បីអោយសេវាដឹកជញ្ជូនរបស់ខ្លួនកាន់តែល្អប្រសើរឡើង?

Appendix H: Blog Content

Southeast Seattle: Have a say about transit in your community

Posted on **May 9, 2012** by **Metro Matters Team**

Listening and learning

This spring Metro is holding conversations with community organizations, bus riders, and residents of southeast Seattle about transit options in their community. Our goal is to learn about ways to make transit easier and more inviting to use. At every conversation, we ask people to tell us which transit options they use, why they use them, and how these services can be improved. We leave every conversation with a better understanding of how people travel around their community.

Please take a few moments to share your thoughts and ideas >>

— Courtesy Oran Viriyincy, Flickr cc

Collaborative solutions

Once we get through the initial listening phase of this project, we'll be sharing everything we heard and working with the community and our partners at Sound Transit and the City of Seattle to find things we can do this year and next to improve people's experiences using transit. We also expect that we'll hear bigger ideas that may take more time or community resources to implement. We'll be sure to capture these ideas and map out a long-term plan for accomplishing them.

Stay engaged

We invite you to partner with us to improve transit in your community. Right now you can share your ideas in our survey, post your thoughts and photos to our Facebook page, or volunteer to attend a community conversation on May 17 from 6-7:30 pm (meeting location in southeast Seattle TBD). We have 15 spots available for the conversation and will be randomly selecting attendees from a list of people who email deanna.martin@kingcounty.gov (email deadline is May 14) and say they're interested in being a part of the conversation.

Southeast Seattle: Youth speak out

Posted on **April 5, 2012** by **Metro Matters Team**

We attended the Rainier Beach Youth Transit Justice Initiative event held March 31 and learned a lot about the challenges that youth (and others in southeast Seattle) face in using our transit system.

— Courtesy Wikimedia commons

This youth initiative is grant-funded and organized by Puget Sound Sage and the Rainier Beach Community Empowerment Coalition. About 15 young people from several middle and high schools in southeast Seattle have been working for a year on this project. The youth surveyed 200 residents in Rainier Beach and developed a set of recommendations they'd like the community to help them accomplish. Their recommendations will ultimately be incorporated into Seattle's neighborhood plan update process.

At the event, the youth presented their survey findings and recommendations, then we all met in small groups to brainstorm action items that would address the problems they identified. Here's a quick rundown of the problems:

- High school students who live within 2.5 miles of their school do not qualify for school-issued ORCA cards. (It can cost $50 per month for a student to get a card to get to and from school.)
- ORCA cards are too hard to get, especially for reduced-fare users.
- There are not enough connections between light rail, bus stops, housing, cultural hubs, and business centers, and safety is a concern.

And here's a summary of the action items generated from the small group conversations:

1. Increase places where ORCA cards are sold and can be reloaded.

- Additional places should include all grocery stores, DSHS, stores, banks, schools, local businesses, and neighborhood locations such as community centers and libraries.
- There should be more locations to apply for and get youth passes and reduced fare passes.
- Kiosks should be installed in schools so youth can purchase and reload their cards.
- Metro and Sound Transit should team up at the beginning of the school year to go to all high schools and offer youth an opportunity to get ORCA cards and youth passes.

Southeast Seattle: Moving beyond Route 42

Posted on **March 15, 2012** by **Metro Matters Team**

When the King County Council adopted the service change ordinance for June 2012, they amended it so that it would address concerns voiced by some in the southeast Seattle community. These concerns focused on the elimination of Route 42–which connects the Martin Luther King Way corridor to downtown Seattle–as well as overall transit investments in communities with many low-income, senior, and disabled residents.

— Courtesy Oran Viriyincy, Flickr cc

In response to this feedback, council members postponed the elimination of Route 42 until the winter of 2013. They directed Metro to engage the southeast Seattle community in a comprehensive outreach effort to gain a better understanding of how people are using the service that is available and what gets in the way of them doing so. The Council also adopted the following action items to discuss with the community:

- Improve passenger facilities and transfer connections between Metro transit routes as well as between Metro services and Sound Transit Link light rail routes
- Provide opportunities for increased access to ORCA fare media
- Ensure maximum awareness and use of alternative transit services for people with disabilities, seniors and other southeast Seattle residents who depend on transit to get to jobs, education, health care, nutrition and other human services.

Working in partnership with Sound Transit and the City of Seattle, Metro launched a three-phase outreach effort earlier this spring. The first phase is focused on listening to the community and learning how residents use our system, identifying barriers and opportunities for improvement. We're gathering ideas in community conversations held throughout the area and asking others to contribute to the conversation via an online survey.

Our second phase of outreach will start this summer and involves reporting back to the community what we heard and what we'll be doing with the information we collected. We'll also be working with our partners and stakeholders to develop a list of action items. The action items are things that can be done right away; things that

Appendix I: Survey Questions and Results

Southeast Seattle Conversations – Online Survey Questions

1. Join the conversation
This spring, King County Metro Transit is holding a series of conversations with community organizations, bus riders, and residents of southeast Seattle to listen to their thoughts about transit options in their community. Our goal is to learn about ways to make transit easier and more inviting to use. At every conversation, we ask people to tell us which transit options they use, why they use them, and how they can be improved. We leave every conversation with a better understanding of how people travel around their community. This survey gives everyone in the community an opportunity to join the conversation.

To stay engaged in this project as it moves forward, check out our Facebook page or Metro Matters blog.

2. Tell us about your travel experiences
How do you get around now? Bus, car, light rail, on foot, bicycling, rides from friends and family...What places do you regularly visit in your neighborhood or the city in general? Other people have told us they take the bus to go to the Pagoda or Viet Wah on Graham Street, Seattle Center, Seattle Central Community College, Harborview, Rainier Beach High School, or the Filipino Community Center near Orcas Street...how about you?

Which of these bus routes or other transit options do you use at least once per month? (check all that apply)

Route 7	Route 34	Route 42	Access	None of above
Route 8	Route 36	Route 106	Hyde Shuttle	Other (please specify)
Route 9	Route 39	Link light rail	Taxi scrip	

Do you find the bus or light rail gets you where you want to go?

3. Share your thoughts on improving transit in your community
Is there anything you'd change about the bus system or light rail to make it easier to use?

We've heard from others that they'd like the shelters to be cleaned more often or ORCA cards to be available in more places...what do you think?

Which bus stops are your favorites and why? Which bus stops do you avoid and why? Please be specific! Other people have said they like bus stops with shelters and schedules, that the stops across from the Safeway on Rainier are dirty, and that they avoid bus stops where they don't feel safe--like the stop on Edmonds where people have to transfer from light rail to catch the 39 to Seward Park...what's your experience?

What are the things that make using the bus or light rail difficult?

Others have said that fare increases have made the cost burdensome or that they have to wait a long time to transfer because the buses aren't always on schedule...what do you think?

4. Share your thoughts on improving transit in your community
To figure out the routing and timing of buses and trains on the MLK corridor, transit planners have to balance the needs to increase overall ridership, connect people where they want to go in a cost-effective way, and not duplicate service. Right now Metro cannot make any changes that would increase the cost of providing service, meaning that to add service, service has to be taken away somewhere else.

One proposal is to terminate Route 8 (which now connects Rainier Beach to Lower Queen Anne via the Central Area and Capitol Hill) at the Mount Baker Transit Center and restore the original Route 42 (which would serve Rainier View to the International District via MLK) to replace Route 8 in Rainier Valley.

Metro estimates that this change would reduce ridership by 600,000 rides per year and would require people who live along MLK to transfer at the Mount Baker Transit Center to the 8, 9, or 48 to get to the Central District or Capitol Hill.

Would this change make transit service better or worse for the community?

Is there a way we should change service that helps everyone?

5. Paying for transit
How do you usually pay for the bus or light rail?
Cash
ORCA
Tickets
Other (please specify)

6. Paying by cash or with tickets
Why don't you use an ORCA card?

7. Tell us the best ways to reach you
What's the best way for us to share information with you about the bus system and light rail? Other people have said they they'd like more video tutorials or they'd like organizations they're involved with to educate them...what would you like to see?

Any other ideas for how we can make it easier for you to use buses and light rail in your community?

8. Demographics and household information (optional)
We'd like to ask you some optional demographic questions that will help us ensure that we're hearing from the whole community. Are you willing to provide us with demographic information?

Yes No

9. Demographics and household information (optional)
How many people, including yourself, live in your household?

1
2
3
4
5 or more

Your age:

16-17	25-34	55-64
18-19	35-44	65 or older
20-24	45-54	

If you have a disability, please indicate what kind. (check all that apply)
Mobility
Vision
Hearing
Cognitive
Other (please specify)

Do you consider yourself...
African-American
Asian-American (Pacific Islander)
American Indian/Alaska Native
Hispanic (Mexican, Mexican American, Chicano or Latino)
Multiple ethnicities
White (Caucasian)
Other (please specify)

What is the primary language you speak at home?

Chinese (Trad.)	Korean	Tagalog	Somali
English	Russian	Ukrainian	Other (specify)
Japanese	Spanish	Vietnamese	

What is your annual household income?

10. Keep in touch
We are moving to more electronic communications to stay in touch with people about Metro transit planning. Please provide your email address if you'd like to stay informed about opportunities to have a say.

Name
Zip code
Email address

Survey Results

How do you get around now?

bus

Bus to work in Bellevue, drive to areas west of I-5, bus to capitol Hill or downtown.

Bike, light rail, foot, car.

Light rail, foot, car, bus in that order. We are a one-car family.

Bus

“Car from home to work and back, SODO light rail stop.

Light rail to downtown, Rainier Valley, Beacon Hill, airport”

Mostly car, much bus - but light rail if going to Rainier Valley. Will use the new 50 route.

Bus, car, rides from friends and family

Bus

Bus and carpool (to work) and by car every other instance.

Bus, on foot

light rail, trolley, car

bus, car, walking

Car

Bike, Bus, Light Rail, Car, On Foot

Bus, car, light rail, foot

Bus, light rail, car

#34 bus

Mostly by bus - I don’t have a car, but I can borrow my partner’s in the evening or on weekends if he doesn’t have plans for its use.

Bus part of the time and light rail part of the time

“Bus 1 to 3 times a week to work.

Car for other work days and most personal travel.

Light rail to get downtwon occaisionally.

Walking a lot around neighborhood.”

Bus and by foot.

Foot, car, bus

Light rail, Bus, and car. Prior to dog ownership, I used a combination of light rail and Metro buses to get from my home in Seward Park to my work in South Lake Union both direction, M-F. Due to costs (full adult fare for my dog?!) and differences in policies between Transit authorities, I now drive to work when my dog is with me. I still use light rail and buses on days when I don’t have my dog, and occasionally to get around town.

I use the bus every day: work, play, shopping, etc.

I usually end up driving to the bus but can walk to the bus stop too. They closed the stop closest to me so if I’m running late and cannot afoird the 10 minute walk to the bus, I drive to the stop. I catch the 39 going north at Dakota and 15th. I used to be able to catch it at Nevada and 15th but that stop was closed. I also somtimes drive to Beacon Ave when I have a yoga class and park off Spokane and take the 36 into work. If parking were available I would prefer to catch ligth rail at Beacon Hill Station but the entire area is zoned. Catching a bus to light rail is pointless - I might as well just stay on the bus instead of wasting time transferring. On my way home, however, I take light rail and then walk the 3 blocks to my yoga class, then after yoga I walk to spokane to pick up my car and drive home.

Bus daily

Car, light rail, bus, walk

mostly light rail for commuting. mostly car for weekends and other trips (shopping, chores)

light rail, bicycling, bus, car, on foot

Use bus to get to work at the UW as much as possible, otherwise use car.

Bus, car. light rail

By bus and by foot

Bus,car

Drive myself or driven by husband, take light rail, walk there, take city bus (in that order)

Bus & Train

Bus, car, light rail

Bus, car, light rail and sounder commuter train

Cycling, then bus, then car when I have to.

All modes of transportation but bicycling. In order of frequency, bus, car, rides from friends/family, walk, light rail.

A mixture of bus and light rail!

Bike + Light Rail

I travel to work Monday through Friday by Bus.

car, foot, light rail

I take the bus.

Bus, Light Rail, car (with family)

A combination of driving, driving to bus stops, walking to bus stops and light rail.

I use my car 75% of the time. One day a week I take the #2 round trip to go downtown from Madronna which I drive to (3 miles from my house).

Bus, light rail, foot, car, carpool

bus, car, light rail, on foot

Bus, car, light rail, walking, biking

To work -car and light rail/bus; sporting events -car to light rail; otherwise car.

bus and light rail: i take the 107 to the Rainier Beach Light Rail station every day to my job in downtown seattle

I take the 34 and 39

Many ways: bus, car, light rail, bike, on foot

Light rail, walk, bus, car…

When my knee is behaving, I either walk or ride my bicycle between home in the Central District, UW campus, and work in Belltown. Otherwise, I take the bus.

car - occasionally bus and light rail

I mostly ride the bus, both Metro and Sound Transit, and I also use light rail frequently as well as walking.

bus,light rail

scooter/power chair, Bus, Light rail, rides from friends

Light rail and bus, occasional rides from friends/family

to work I take the 39 in the morning because the 34 does not come early enough and take the 34 home. The rest of the time I typically drive

Light rail, car, foot

Bus to work M-F (#34 - which is the express version of #39). Car. Running.

I travel by bus.

I usually bus several times/work for commute to work, but drive if/when I have to do something else after work and I know it would take me too long to come back home and get my car or it would require waiting around for a bus for awhile later in the evening.

Bus and light rail.

I take the bus to work at the UW most days. Because it requires three buses to get home, sometimes I drive to Walker where I can catch the #48 bus. I usually walk to the grocery store.

“Light Rail. Mostly to work and weekend recreation

Bus. Especially on rainy days when I dont want to walk to LR station. Mostly for work, especially when taking the bus to visit a clients house is far more practical than using the company car.

Car. to pick up & dropp of my son to school, and travel to Pierce County as needed.”

Bike, LRT, Bus, borrow car

Bus, on foot

bus and car

All of the above!

I either take the 7 into work, or I get dropped or or park as close as I can to the light trail,and take that in.

Car, Lightrail, bus

All of the above, but primarily bus, car and light rail when forced to use it. Light rail is not a good option at all because it increases my transfers from two to three transfers. Metro totally disregarded those reseidents that live in the smack middle of the Midway area by taking away the MT 175 for work commutes.

What places do you regularly visit in your neighborhood or the city in general?

Other people have told us they take the bus to go to the Pagoda or Viet Wah on Graham Street, Seattle Center, Seattle Central Community College, Harborview, Rainier Beach High School, or the Filipino Community Center near Orcas Street...how about you?

23/Jackson, Cherry Hill Swedish, Judkins Park, Rainier Beach, Downtown

“LINK at Mt Baker to get to the airport, westlake area in downtown, U district (the Ave and U village), capitol hill, and bellevue for work.

I drive to eastlake neighborhood regularly, and I avoid going to Fremont or Ballard because it is soooo hard to take a bus from there.”

I primarily visit Capitol Hill, the International District, First Hill, & Downtown.

“University St Station, Westlake St, Columbia City generally

Othello Station is my home station, a 1/4mi walk”

Broadway on Capitol Hill, YMCA Meredith Mathews Branch, Grocery Outlet

Seattle Center, downtown, International District, Pioneer Square, Wallingford, Queen Anne Hill, South Seattle Community College, North Seattle Community College, Swedish Medical Cherry Hill and Broadway

King Plaza; Seward Park

Downtown Seattle where I work.

PCC in Seward Park, Rainer Community Center, Saars, Vet Hospital, Stadium, airport

I frequent Columbia city restaurants (by car)

Downtown; Rainier Avenue Corridor; Rainier/Henderson; Othello Station shopping area; Rainier/Edmunds; Vietnamtown (12th/Jackson) & Chinatown

Columbia city, downtown, Fremont, Capitol Hill

downtown, downtown, downtown, CC framers market

We no longer use public transporation. The walk to the RB light rail station requires a mile long walk via gangland and no parking at the station. Metro cut the 48 bus that we used daily.

Jones BBQ, Columbia City Ale House, Columbia City Theater, QFC, Taco Truck, Bartell’s, Pho Bac, Thien Phat, Tutta Bella, Flying Squirrel, Public Library, Mawadda, Full Tilt

Bus to work downtown. Bus to friends’ in the Interbay Area. Light rail to downtown.

Rainier Avenue Safeway and Ross,Silver Fork, Seward Park, Rite Aid, Bartells, Genesee Dog Park, downtown

Seattle, Safeco Field, International District/Chinatown, Belltown, Delrdige, Mount Baker

My home in Seward Park to downtown Seattle

Let's see - the nearest post office (Skyway), the nearest farmers market (Columbia City), the University of Washington, my doctor's office (Wallingford), downtown, my partner's office (South Lake Union), a friend's house (Haller Lake), Trader Joes / Mud Bay Granary (Capital Hill)...basically, anywhere I want or need to go where I'm not carrying too much stuff.

I only go to and from downtown Seattle.

"Emerson School Park.

Kubota Garden.

Pritchard Beach.

Beer Sheva Park.

Local restaurants.

Columbia City.

Mostly we get to these places by car or walking."

Columbia City, Seward Park, Seattle Center, downtown.

Downtown Bellevue, First Hill, Southcenter mall

The Othello light rail station is a 17 minute walk from my home. The 39 route is so infrequent and so rarely on schedule that I almost always walk the distance when using it. I would like to use it to get to/from the airport, downtown, Columbia City, etc. - but I don't want to wait for 30 minutes in the rain with luggage waiting for a bus that never comes, nor do I feel comfortable walking the distance after dark due to the number of assaults and robberies around the station.

I work at Pacific Science Center so I bus to Seattle Center 5 days a week at least.

Red Apple, Yoga on Beacon, Baja Bistro on Beacon, all over downtown Seattle

"Downtown to go to work at a First Hill hospital.

Downtown to Seattle Center for events; shopping"

"-destinations: Downtown (pike place, museum, shopping), Ballard, west Seattle, work (Redmond), southcenter, Sounders games

-neighborhood: Mount baker rowing ctr, Columbia city, pcc, Safeway at othello"

mostly Columbia City, Downtown, North Seattle (Aurora and 110th) and Capital Hill

Columbia City business district, downtown, Seward Park, Kimball Elementary

Southcenter area for shopping, 4th Avenue Costco, Northgate area, Downtown for shopping

the library, the bank, coffee shops, safeway,

Shopping at QFC, Safeway, Ross, Walgreens, fast food places, downtown, Renton, Southcenter, Aurora, Library.

Starbucks Headquarters, VA Hospital, Chinatown/ID (Uwajimaya, 12th & Jackson), Broadway & Pine, Safeway/Lowes/QFC on Rainier, Goodwill on Dearborn, Seward Park, Grocery Outlet (Union & MLK, 4th and Royal Brougham), stadiums, COSTCO, White Center (Westwood Shopping Mall), Southcenter Mall, Lincoln Center (Bellevue), IKEA, SeaTac Airport

Rainier Beach, Renton, SeaTac

Downtown Seattle, downtown Renton. Bus service doesn't work well to my secondary office location in the highlands.

I live in Edmonds but work near Pritchard Beach and sometimes visit Columbia City along Rainier

I take the bus to work at Pike and 7th.

Going from Seward Park to University of Washington. Downtown and International District. Near Madrona Park Beach.

Beacon Hill, My favorite hongkong restaurant in Rainier Beach, the FCC near Orcas St., Seward park during Pista Sa Nayon Seafair event,

Rainier Beach, Columbia City, South Lake Union

I go to the University of Washington to work.

Safeway on Rainier Ave, Beer Sheva Park

I take the 8 from my house in Rainier Beach to Capitol Hill to go to school and hang out with my friends. I also take either the light rail or Route 7 to get downtown.

My house on Graham St., Seattle Central Community College, Downtown Seattle

I go from MLK and Graham to UW Medical Center. Also UW campus to downtown.

Downtown, 6th & Spring St.

Seward park, Hutchison playfield, Kubota garden, pcc, safeway, RB library

“rainier beach stores, library

uw med center”

downtown, International District, Pioneer Square, Mt Baker (McClellan and Rainier), Amy Yee Tennis Center, Columbia City business district, Viet Wah, Seward Park

In the neighborhood: Columbia City business district sometimes and Seward Park. First Hill for Medical Services and mostly to downtown Seattle for work.

I am looking forward to the light rail connecting with Capitol Hill. My problem is that i take dance classes near Seattle Central community College, and i would like to take public transportation back home. the 9 stops running at 7 p.m. and my class ends at 7:30.

Columbia City, Downtown, International District, SODO, Rainier Beach.

I go downtown every day to work. I walk, bike, or drive to places in the neighborhood.

Columbia City business district, north Beacon Hill, Capitol Hill, downtown

University of Washington, Seattle Central, Seattle Central’s Wood Construction Center in the Central District, downtown, Westlake Mall, Pike Place Market

“Rainier Beach library

Downtown

Safeco Field”

I take the bus and/or light rail to work in Pioneer Square, shopping and dining in the International District and Rainier Valley, meetings in Bellevue, volunteer work in Issaquah, and light rail to the airport. I also use buses and light rail to visit family in Burien.

all of the above

Seattle Center, downtown, grocery shopping, Dr.’s appointments at UW, Swedish, Minor & James, Harborview...

Daily commute to downtown (to catch the 545) and frequent trips to my girlfriend’s college: SU in Capitol Hill. Occasional trips to friends’ houses north of downtown (via downtown) or my local strip-mall/grocery-store on Rainier Ave

I walk or sometimes drive to places in my neighborhood, and take light rail downtown to work every day. Because if live about a 25 minute walk from the light rail, I drive and park nearby to the Columbia City stop. I would take the 39 bus to the light rail, but it runs too infrequently.

I only take the bus to/from downtown Seattle. It’s faster and easier for me to drive everywhere else.

I take the bus to get the International District Tunnel or go to Downtown Seattle (Pike and Pine).

University of WA

Coumbia City stores, VA at Beacon Hill, stadium district.

I also take the bus downtown.

“Light Rail: (Columbia City to Chinatown Uwajimaya, Pioneer Square Work, or Westlake Station mall)

Bus #7 to Downtown as needed. Or other route to event like Solstice Festival, or specific work related home visit.

Bus: 7 or 9 to Swedish hospital.

Bus #9 to Capitol Hill

Walk. Restaurants in Columbia City, Dog Park, Son's school."

Downtown, SODO, Georgetown

I take the bus to work, and sometimes to the light rail station.

PCC, Seward Park, QFC, Bartells, Lowes, banks, many resturaunts in Columbia City and Dog's Life

Brighton Park, Othello, Seward Park (neighborhood and park), Downtown Columbia City, Mt. Baker area, Safeco Field, Wallingford, High Point area, Capitol Hill

Columbia City(restaurants and bars) Othello (UGM, Safeway)

Columbia City, Rainier Lightrail station

Federal Way, Midway area, Central Area where my family resides, and Duwamish area.

Which of these bus routes or other transit options do you use at least once per month? (check all that apply)

Answer Options	Response Percent	Response Count
Route 7	53.0%	44
Route 8	30.1%	25
Route 9	21.7%	18
Route 34	30.1%	25
Route 36	18.1%	15
Route 39	39.8%	33
Route 42	6.0%	5
Route 106	12.0%	10
Link light rail	67.5%	56
Access	0.0%	0
Hyde Shuttle	0.0%	0
Taxi scrip	0.0%	0
None of the above	2.4%	2
Other (please specify)	22.9%	19
	answered question	83
	skipped question	3

Other (please specify:

48, 271, 555

Route 60, Route 48

550

West Seattle water taxi

SLU trolley

What about the 14 and the 48?

27, 3, 4, 550

South Lake Union Trolley

43, 49

60 but no more than once a month

Sound transit (545)

150, 358

48, 2, 27

Route 48

#2 Madronna.....good service every 15 min.

route 107, route 48

70, 71, 72, 73, 74, 5, 358

Route 48

Route 48

Do you find the bus or light rail gets you where you want to go?

Yes (*13 said yes with no comments*)

No (*2 said no with no comments)*

yes. I wish the 4 ran more often, and that it went further south. 7 is great.

I find it very difficult to get to Ballard or Fremont. I also ususally drive to get to U Village (but getting to the Ave is easy). LINK is pretty good, athough it doesn't run often enough in the early morning or late at night, when my flights tend to be (I fly a lot), and my connection home usually involves at least a half an hour wait, if not longer. Not fun at midnight to wait around for an hour by Mt Baker station.

About half the time.

The Bus service is excellent. Light Rail has too few stops.

"Buses do, if I have the time. BAD bus service on First Avenue South (SODO) to downtown.

Light Rail: too far to walk between Mt. Baker, Columbia City and Othello, or no sidewalks and unsafe to walk using rolling cart or carrying lots of groceries, etc...."

The bus gets me to where I want to go because it takes me directly downtown where I work without having to transfer.

Currently, the 34 and the 39 do.

The 39 to the 7 takes me to work. I do not take the light rail and do not plan to.

Almost all of the time, yes

sort of

if I want to go downtown, yes, anywhere else, I drive

Mainly use it for getting to work downtown (that is, when I'm not riding my bike to get downtown). Bus and Light Rail are not very convenient for the destinations listed above. I usually drive my car, walk or bike to those locations).

not very easily. Driving is ALWAYS faster.

No, there are gaps between the light rail station and my residence. I will NOT, NOT walk from the station to home in the dark, or with the elderly and/or children. Therefore, I drive.

Light rail via #39 bus is an option, but not as convenient as the #34. My return trip on light rail is not desirable due to the infrequency of the #39 bus in the afternoon.

Not always with the greatest of speed or convenience, but I make it work.

Yes, although it takes a ridiculously long time! When I tell people from other cities about my commute, they think that I must live really far from downtown Seattle. Actually, I only live 6 miles away.

For work its just okay. For personal use not really that much. We are a one-car family so I must take transit to work somedays. If we were a 2-car family I would rarely take transit . Unlike when we lived in CHicago we took transit all the time because it is more convenient than driving.

Not both together... only if my origin and destination is on the same bus or rail line. Transfers do not work!

"The #34 has a stop a block from my home - but it runs at times that seem out of synch with the average commuter (the last #34 is just after 7am in the morning, and the last bus in the afternoon leaves downtown just after 5pm). The #39 winds all over the place and would triple my commute.

There are no buses or light rail options that can get me from my home in Seward Park to South Lake Union (less than 7 miles) without multiple transfers. Despite a huge increase in commuters to the SLU area, all the city buses (and light rail) dump people in the downtown core. You're then left to try to catch a trolly (that runs about every 20 minutes), or walk over a mile. The light rail is a massive investment the taxpayers have made to improve transit in South Seattle. It runs every 7 minutes (unless a Metro bus blocks the bus tunnel) but other transit connections to light rail stations from other neighborhoods are too infrequent. It's fine to wait at the light rail station for 7 minutes for the next train, but it's not feasible to get off the light rail and then wait for a bus for 30 minutes."

Yes - the number 8 picks me up from very close to my house and drops me off right at work.

Absolutely not AND it takes too long. Sometimes it is overlly crowded and it cost more. My employer subsidizes bus travel and not so much for the light rail.

Yes-the places that I visit mOst often are steps from transit stops.

Yes, but it's the time involved to get there that is problematic.

Have to change and walk but it gets me there. Not always convenient or reliable schedule

Yes it does currently (34 to the 48)

Either or a combo

Yes, but it is slow and I don't like waiting so long at the bus stop for it

Yes, mostly within 1/3 mile; half mile at the most.

Yes, although not always quickly

No, I walk 1 mile to the Othello light rail station because the 39 runs inconsistently or too far apart and I generally beat it by at least 10 minutes from my work near Seward Park & Kenyon to the light rail station

Bus

Mostly.

yes, but a RapidRide bus would be most appropriate and attractive to replace the moribund, mediocre route "7".

bus is better if I am only walking, light rail is better if I have a bike on either end.

Sometimes I think that there should be a bus that goes from Rainier Beach to West Seattle without a transfer to another route.

Most times. Some other times I walk, when Metro doesn't provide a stop there, which is perfectly acceptable.

Mostly, it just takes for ever when I have to transfer buses or from light rail to bus.

My neighborhood is served by the #39 and takes way too long to get downtown.

Mostly it works for my commute to work, bit not much else.

yes but i used to be able to get from home to work with just one transfer, now it takes 2 transfers which do not always coincide well

Yes, but the bus schedule (mainy 39) does not operate frequently enough to be a reliable option to be used in and of itself.

I LOVE the light rail, it takes me from my neighborhood to my work downtown. (its too bad that the fabric on the seats is starting to fray pretty badly. its not that old.)

The bus is more direct to where I need to go.

The lightrail is worthless. It only takes people to where they DON"T want to go. The bus is efficient and gets everyone to where they want to be. Eliminating routes jeopardizes our seniors and disabled by forcing them to make more transfers and into a link rail system that is not really that accessible by seniors and disabled. If you look where the bus drops them to where they ahve to go at Mt. Baker to get the rail, they are exhausted. they are also become prey to the creepy people who ride the rail. The lightrail in south seattle was not well thought out. It basically keeps us from getting to where we want to go.

Yes it gets me *where* I want to go, but not always *when* I want to get there.

During the day, yes. At night, not always

Generally, yeah.

Yes, but would like to be able to get to the U District, West Seattle more easily

Not always. Buses are not frequent enough in the city, and they don't run late enough. Buses are seldom useful in the suburbs and rural areas because they are infrequent, or operate only at commuter hours, or serve mostly hubs rather than neighborhoods. Light rail is frequent, but doesn't go to many places I need to access. And why does it take two buses to get from the Central District to Capitol Hill? The central Seattle neighborhoods should be better connected with a circulator system rather than just linear transit lines.

Yes, they do get me where I want to go! Thank you!

eventually

Light rail to downtown - yes.

It does now. Once the 34 is killed in September I'll most likely revert to driving downtown.

It does, but I don't find it useful at all. It takes away from my time. I like using the 39 because it takes me where I need to go without having to transfer between S. Beacon Hill and downtown.

They do, but are very time consuming because I usually have to transfer and use more than one route. This is especially a problem at night. For example I live a relatively short bus ride from the light rail, but still don't use it to get home from the airport if there is a chance that I'll have to wait for up to 30 minutes at a bus stop after getting off the light rail after about 10:00.

Route 39 is the best bus for a quick trip to SODO or downtown - and more reliable than light rail. Plus, it goes to the VA then makes a quick trip downtown via Busway. Route 36 is good for where it goes, but makes too many stops for me - slow trips.

Yes it does if I have all the time in the world.

"Light Rail Yes. Cant wait for it to be extended.

Bus not so much: The 7 is more consistent than the 9, but both dont run as often as needed late into the night."

Usually, yes

At all, usually. But in an acceptable time frame where I wouldn't drive or bike, maybe half the time.

it does get me where i want to go.

Presently, the bus works well unless I want to go to an area such as Auburn. Light rail is the last option because it adds 30 minutes onto my commute and it adds and additional transfer onto my current two transfers.

Is there anything you'd change about the bus system or light rail to make it easier to use? ***We've heard from others that they'd like the shelters to be cleaned more often or ORCA cards to be available in more places...what do you think?***

More route 14 along Jackson; more trolley buses; more reliable schedule for 48; easier transfers at Mt Baker TC- too much street crossing/walking makes transferring pointless.

"The One Bus Away app is indispensible!! Make sure it is as accurate as possible.

Also, please get me a pedestrian overpass from the Mt Baker station to the transit center. :)

You've been doing a good job lately of getting rid of all the extra stops - keep it up! Many routes still have too many unnecessary stops.

Make the 48 and the 8 more reliable. I suggest breaking both of them up. The 48 makes sense to break in the u district, and the 8 should be segmented in Capitol hill (not madison - too many people use it to get to the hill, and adding a transfer would render it worthless for me)."

I agree on ORCA availability, although I'm spoiled by living very close to Beacon Hill Station. I wish more structural changes would be made to provide connections to Link Light Rail. I understand some restructuring was done when light rail opened, but it between the 7, 8, 9, 36, 39 there are opportunities to reduce redundancy and provide better integration with light rail.

Light Rail time table design could be better done, and the lit reader boards seem under utilized. As for bus routes, I can't tell you how many confused tourists i've helped find a bus on the large "all routes" map--it's too dense with non-bus related visuals and could stand a simpler design.

The bus shelters need to be turned around so when you are sitting you are facing the street and can see the bus coming more easily. Having poor visibility in a bus shelter is not good for the disabled.

"A good bus system depends on not needing to go search out the schedule every time. More frequency is important.....don't need the double buses on many routes, but do need more frequency.

RESTORE ROUTE #42 (I'm a senior but still ambulatory; I've tested walking down MLK with two large bags of groceries and it doesn't work for frail elderly; I was really exhausted."

"More ORCA use, less digging for cash at every stop on the 7.

Othello park-and-ride"

I would like to see SAFER SHELTERS where I feel safe while waiting for the bus. Sometimes I see thugs hanging out at the bus shelter in front of Walgreens on the south side of S Genesee St. Also there is no bus shelter on the east side of Rainier Av S, north of S Genesee St (there used to be one but it was removed).

More stops on Light Rail through Rainer Valley. More bus and light rail shelters (with walls!)...this is rainy country!

"If they put the proper schedules at the bus stops might help. The # 7 schedule for the southbound #7 At Rainier Ave. So. and So. Genesee st. tells you what time the bus leaves 3rd and Pike and gives you no idea what time the bus will be coming as it is 4 or 5 miles away, ridiculous.

Clean the busses more often.

And quit trying to make everyone take the light rail."

It would be nice if the 36 continued, outbound, on Othello to Rainier Avenue and traveled south to Rainier Beach. The 36/106 transfer is awkward and involves crossing a lot of intersections. Basically, more connecting of MLK, Rainier, and Beacon for east/west travel.

I'd like bus service that was safer and more reliable

i'd like to only have to pay one fare to ride all transportation.

The RB light rail station requires safe and free parking. Gang crime needs to stop along the Henderson corridor.

"Improve the underlying tracking technology of OneBusAway for better accuracy and real-time info. Use GPS to track the buses instead of periodic odometer-check-ins!

Provide real-time ETA info (e.g. reader boards) at selected bus stops.

Provide Cell Phone/Wi-FI service in Downtown bus tunnel and Beacon Hill bus tunnel."

"ORCA cards for youths need to be available in more places. It's ridiculous that they can only be purchased in one place, and during work-week hours.

Cleaner shelters, and ticked that you are taking away the 34 and 39.

Buses need to run more often so wait times don't add 15–30 minutes to a trip.

Light rail needs better security both on the train and at stations."

Make ORCA cards and loading stations available at places other than the stations, OFFER PARKING NEAR THE LIGHT RAIL STATION, more consistent links from the Columbia City, Othello and Rainier Beach stations to oMetro routes. The pedestrian signal at RAS and the transit station takes forever, so you end up missing the train. The overpass from RAS to MLK needs to be cleaned more often, particularly when the leaves fall. Alaskan Street going form MLK to RAS is not pedestrian friendly in that it's not particularly well lit. The stop at RAS and 23rd is dirty and uncovered. Because Metro has killed off the 34 and neutered the 7 express buses, one has to ride the crowded, smelly local buses with endless stops. A 15-minute car ride takes more than half an hour on the bus alone (and does not include the 5-to-10 minutes to walk to the bus stop).

If I am forced to use light rail, with a bunch of my fellow #34 riders, I think Metro should add more trains. I would prefer to take the bus straight to downtown. I'm also concerned about the new bus "shuttle" #150 that is supposed to get me to the light rail and back. It should run often at peak hours.

"Shelters cleaned, or just plain there - it's hard when it's raining and you're standing for 30 minutes with groceries or in your work clothes (or both!).

Better accountability with tracking buses. It's also hard when you are walking to the bus stop and see the bus go by 10 minutes early, or show up at the bus stop and find out your bus is mysteriously 20-30 minutes late. The 106 is pretty reliable (10-15 minutes late is the max) but the 7 Prentice can be so very random (and then will have two buses right at the same time, which is frustrating)."

Make it faster and don't get rid of "one seat" rides. Try getting rid of "one seat" rides for the commuters who travel from the downtown tunnel to the gigantic Bellevue park'n'ride. Instead, make the Bellevue folks get off the bus on Mercer Island and board another bus. It's only fair. Their bus rides are way too short, and giving them a free park'n'ride seems unfair. We can't have a park'n'ride in South Seattle. Only the whiter places (Northgate and Bellevue) can have them. What's fair about that? Oh, I forgot, you are embracing those riders. You know that SE Seattle buses will be full whether you treat us well or not.

It takes an hour to get from my house in upper RB to work in Capitol Hill taking the 7 and 9. It takes 20 - 25 minutes by car. I might take bus more if the connection between the 7 and 9 was more seemless but I often have to wait 15 or more minutes at transfer. Also there is no sensible connection by bus to Lightrail station at RB. That's why people drive and line up their cars along Renton avenue. I sometimes start my day with an early meeting downtown. If it's a transit day for me I take the 7x which is pretty fast. It does not make sense to take the lightrail because getting to the RB station takes to long.

"ORCA is confusing and is not reliable. You never know how much money you have on it... Transfer points with light rail are not safe and not well planned. Mt Baker is really bad! The station and buses are not connected at all. You have to walk endlessly and even cross busy CONGESTED roads inhaling dust and gas fumes, then wait in a dark corner for a bus with thugs and mentally ill people who pretty much own any bus stop Rainier Avenue. Get a clue, it's not a safe city to walk... Don't make people walk at transfer points, and don't make us wait for a bus so far away from the station!

And get bike lanes off the bus lines! Whats the point of bus service if it can not pass a bicyclist??"

I would like to have more places to get an ORCA card.

"Clear, fair and consistent (among transit agencies) policies for non-service dogs would be a win for the many Amazon employees commuting to South Lake Union with their dogs every day.

Better security and lighting at Light Rail stations would help folks feel more safe.

The pay when you get off if you're leaving downtown/pay when you enter if you're heading to downtown or not going through downtown causes huge issues. If someone is in the back of the #7 during a busy afternoon, getting to the front of the bus is a nightmare. I've been pushed and threatened both by people trying to get off, and when I was trying to get off myself."

I think that there should be more number 8 buses. The current amount of buses are so packed that at least twice a week the bus has to bypass stops because it is too full. This bus is also very unreliable: a rider should never expect to get where they need to at a certain time.

parking at the Beacon station. it's really useless unless you live within a mile of the station. to take a bus to the station does no good, you might as well just stay on the bus (when going downtown). same goes for com-

ing back to Beacon unless you can get someone to pick you up at the station. taking the train but then having to wait for a 60 to come could add 30 minutes to my commute, since the 60 and 39 come so infrequently.

More patroling by police at the shelters and train stations.

Orca cards/tickets available at more places would make transit easier for visitors and new users. Better signage/route info posted at stops would make users more inclined to explore new neighborhoods. A cleaner/safer 7 route would be excellent, but much of that is out of your control. :)

nope

Easier to access Youth Orca passes. It is nearly impossible to get my children to Westlake or Jackson St during the day on weekdays. Real time arrival information for both light rail and bus.

The bus shelter on Rainier and Walker is too small for the number of people using it. And clean would be appreciated.

ORCA is confusing when used with light rail. Transfer at Mt Baker station is very bad! Buses are across Rainier Ave, too much crossing and walking while 2 pedestrian bridges nearby are not even incorporated into the the hub. The light rail station is not well connected with the bus service, it's way off. There is a loop below the station, but none of the buses use it.

Yes, the stop at Walker adn Rainier is not adequate to shelter the number or riders, particularly in rainy weather. It is dirty with a lot of trash and graffitti. It feels dangerous at times.

More buses on Rainier Ave.since Light Rail does not go to Southcenter, Northgate or Renton.

I'd like for it to run more often

"ORCA cards themselves (not just re-valuing) should be available at the same number of outlets as the former pugetPasses and ticketbooks years ago.

Shelters should be LARGER then what they are now, and more enclosed to protect riders from the elements. Current RapidRide shelters are much smaller and provide NO protection."

not a concern for me

Have more 34 express buses at rush hour. (Today the last 34 bus home leaves downtown at 5:10pm - since when does rush hour end at 5:10pm?)

The app OneBusAway is so very amazing. But it would be even more awesome if shuttles and stops had estimated arrival times, too.

More clean shelters, prohibit smokers within 40 feet and place ORCA card readers near/around the shelters

I get extremely frustrated when I am taking the 48 from UW and I get off at Walker to transfer to the 7. What frustrates me is that there is a long light at the intersection of 23rd and Rainier and Walker. If the 48 doesn't make it through the light the 7 going down Rainier makes it to Walker and because the 48 is at the light the 7 just leaves and I miss my connection. I have never been on a 48 where there has not been at least one or two people that are trying to transfer to the 7. I feel if the driver of the 7 sees that the 48 is stuck at the light they should have the courtesy to wait one or two minutes until the 48 gets through the light so that people can make their connection. Nothing is more frustrating than daily missing a bus sometimes as little as 30 seconds because of a traffic light.

more frequent trains/buses always help.

Orca card need to be easier to purchase. Also, parking near the Rainier Beach station needs to happen.

I think something i would change is make more Route 7 routes go on the Prentice Street Loop because it is sometimes difficult getting home from Downtown because I have to wait 30 minutes or more for The Prentice 7.

"Much increased service and punctuality on the number 8 bus would be a huge improvement. Cleanliness of shelters would be nice, but the first point is of utmost importance to me personally.

Also, Othello Light Rail Station is missing bus route signs for its shelters, which will need to be placed down. Bus time schedules need to be placed/replaced at every stop optimally, or at all major stops at the least."

CLean shelters would be great. I like that some buses have digital announcers for the stops, that is fantastic and I wish more used them. I also would like more direct routes. SInce the light rail was put in there isn't a direct route from my house to the UW campus anymore. I have to transfer and it doubles the time.

there needs to be a connection from mt baker light rail station to the transit center that goes OVER rainier ave

s. i missed the bus many times waiting at a red light

I find it difficult to do a trip planner that includes link light rail, and that doesn't seem right.

"Yes to more locations for obtaining an ORCA card.

Some kind of shuttle service to the light rail (at least every 15 min.intervals)"

ORCA in more places, incentivise using ORCA (ie. getting rid of paper transfers, cash "bonus" for loading money to your e-purse), buses that run on time, no peak/off-peak fares

The light rail stations seem very clean. After i get off the light rail and wait at Henderson and MLK for the 107 there is a Ton of garbage of all kinds, broken glass, cigarette butts. Also, where i catch the 107 at 113th and 78th, the garbage can has disappeared, and now there is garbage in front of that house. Does someone pick up garbage at bus stops on a regular basis? i've been thinking about getting a pair of gloves and trying to help out.

Use of ORCA cards in more places please. Better lighting in the bus shelters.

"You should have thought out the rail system before it went in. It is entirely non accessible to seniors and disabled. Distance needed to walk from the bus drop off is ridiculous at Mt. Baker.

If you eliminate certain routes in Mt. Baker, you are making it very difficult for blind people in that area who rely on those routes to get to where they need to be. Additionally, the design of the rail is hugely dangerous to pedestrians and cars that need to cross it along MLK."

"- service from my neighborhood (Seward Park) to the light rail station doesn't go often enough

- I do NOT feel safe at the bus stops near the light rail station

- I absolutely do NOT feel safe walking home from the light rail station, especially during the winter when it is dark"

Agree that ORCA needs to be more available. It should be less expensive than using cash since it is faster when boarding.

ORCA cards available in more places.

Benches at bus stops

"More shelters where there are just benches now, and more consideration to incoming bus visibility when designing shelters (such as plain glass or no glass on the incoming side, and placement where there are not obstructions)

Where a shelter is not feasible (such as in Westlake park at 4th and Pine/Pike) it would be nice to have benches that dry quickly instead of the (admittedly comfortable when dry) wooden ones"

I use the bus tunnel every day, so I frequently purchase ORCA cards for people who do not have access to the machines. ORCA cards need to be available in many more places than they are currently, such as at grocery stores. And ORCA cards should not cost anything to obtain. The cost of producing the cards should be built into the fare. People using ORCA cards should get a fare discount. As for infrastructure, the biggest problem in the Rainier Valley corridor is the lack of connection between the Mount Baker light rail station and the Mount Baker transit center. I'm sure it looks OK on paper, but in reality, there is no connection here. I don't know how many times I have got off light rail, slogged through the rain two blocks to the crosswalk, and then sat and waited for the light to change, while watching my connecting bus pull up across Rainier, load passengers and drive away without me. The transit center should be relocated to the light rail station, with buses loading directly under the train stop, as they do at the Tukwila station. Alternatively, a covered pedestrian overpass should be added to the light rail station connecting directly to the transit center. The second-worst connection in the Rainier Valley is the freeway station on I-90 at Rainier. Why do all the people in the neighborhoods east of this station have to walk all the way down to Rainier and then back up the ramps to the freeway station? Why can't the station be accessed from the east? The East Link light rail plan adds a connection to this station from 23rd Avenue South, but it won't be open until 2023. Why can't it be built and open before then to serve bus routes?

you should extend the 36 down becon ave to Rainier beach

shelters that are lit- feel safe and dry.

The Orca card readers at light rail stations often do not function and you have to swipe your card multiple times. Light rail stations are nice and clean!

Police presence on the 7

“The current bus routes work great for me. I wish there were more express buses (only 6:15, 6:45, and 7:15 in the morning, and 4:15, 4:45, 5:15 in the evening).

I wish light rail had park and ride lots. As it is there’s no fast way for me to get to a light rail station.”

I don’t see enough security officers at certain stations. There are lots once your in the tunnel and downtown, but outside of that I really don’t any. Safety is my concern.

How about making it possible to use money in the E-purse to buy a bus pass on-line? Having to go to a fare machine is not always convenient - especially during bad weather.

Instead of cleaning up after people, how about putting up signage to remind people to not litter and have waste containers near bus stops? The signs should be in mulitple languages since many people don’t speak english...something like “Help Keep Our Community Clean..throw your trash in the trash bin”...or “Love you community...help us keep it beautiful...don’t litter”.

More route 14 along Jackson; more trolley buses; more reliable schedule for 48; easier transfers at Mt Baker TC- too much street crossing/walking makes transferring pointless.

“The One Bus Away app is indispensible!! Make sure it is as accurate as possible.

Also, please get me a pedestrian overpass from the Mt Baker station to the transit center. :)

You’ve been doing a good job lately of getting rid of all the extra stops - keep it up! Many routes still have too many unnecessary stops.

Make the 48 and the 8 more reliable. I suggest breaking both of them up. The 48 makes sense to break in the u district, and the 8 should be segmented in Capitol hill (not madison - too many people use it to get to the hill, and adding a transfer would render it worthless for me).”

I agree on ORCA availability, although I’m spoiled by living very close to Beacon Hill Station. I wish more structural changes would be made to provide connections to Link Light Rail. I understand some restructuring was done when light rail opened, but it between the 7, 8, 9, 36, 39 there are opportunities to reduce redundancy and provide better integration with light rail.

Light Rail time table design could be better done, and the lit reader boards seem under utilized. As for bus routes, I can’t tell you how many confused tourists i’ve helped find a bus on the large “all routes” map--it’s too dense with non-bus related visuals and could stand a simpler design.

The bus shelters need to be turned around so when you are sitting you are facing the street and can see the bus coming more easily. Having poor visibility in a bus shelter is not good for the disabled.

“A good bus system depends on not needing to go search out the schedule every time. More frequency is important.....don’t need the double buses on many routes, but do need more frequency.

RESTORE ROUTE #42 (I’m a senior but still ambulatory; I’ve tested walking down MLK with two large bags of groceries and it doesn’t work for frail elderly; I was really exhausted.”

“More ORCA use, less digging for cash at every stop on the 7.

Othello park-and-ride”

I would like to see SAFER SHELTERS where I feel safe while waiting for the bus. Sometimes I see thugs hanging out at the bus shelter in front of Walgreens on the south side of S Genesee St. Also there is no bus shelter on the east side of Rainier Av S, north of S Genesee St (there used to be one but it was removed).

Which bus stops are your favorites and why? Which bus stops do you avoid and why? Please be specific!

Other people have said they like bus stops with shelters and schedules, that the stops across from the Safeway on Rainier are dirty, and that they avoid bus stops where they don’t feel safe--like the stop on Edmonds where people have to transfer from light rail to catch the 39 to Seward Park...what’s your experience?

Favorites- 3/union, safer than 3/Pine; 3/Madison, safer than 3/James; McClellan northbound has lot of space to wait, feels safe. I avoid 3/Pike and late night 7s. 9/James has too much traffic, throws the 3/4 schedule off balance.

“I use the stop at the Mt Baker transit center along Rainier all the time, and I don’t feel very safe when I’m there at midnight. The station in general could use a good sprucing up, to help it match the light rail station.

I do generally prefer stops with shelters. Schedules are less important to me now that I use One Bus Away. Hopefully transit centers will start getting big screens with that info like the stop at 3rd & pine in downtown."

I don't have a favorite stop or any problems with the stops I use.

bus stop on Othello & MLK (westbound 36) is ALWAYS overflowing with garbage due to the very small can size and very close proximity to the Safeway. The can size needs to larger--full size--in order to meet the demand of anyone coming from safeway (they have a popular starbucks inside) out to either the 36 or the Link. Garbage gets strewn everywhere by birds due to overflowing on an almost daily basis. The strew garbage is visible from the light rail--embarrassing.

I prefer bus stops with shelters, because I have arthritis and need to sit.

Overhangs are great in Seattle's bad weather. People will respect the shelters if METRO respects the people. Don't cut our services.

Crime at Rainier/Henderson is a problem

I try to avoid the bus stops along Rainier Ave S, I've witnessed innocent people being mugged in the past, in full view of traffic, without any shame or fear of being caught. Also inside the #7 bus, I've witnessed several verbal altercations among younger passengers. I do not feel safe at the bus stop on S Alaska St east of ML King Jr Wy S near the light rail, where there is no shelter for protection during inclement weather (it is a small area). I've been using the bus system for about 40 years. My favorites are the stops along #39 and #34 in the Seward Park area. The ones I particularly like are the ones in the vicinity of 50 AV S & S Genesee St.

Won't use the Othello stops for bus or light rail....security issue.

"Stops with PROPER schedules would be nice.

I avoid any busses in general after dark.

And I will not take the bus to work after the September changes if the #50 bus is regularly late due to West Seattle bridge traffic."

Rainier/Cloverdale and Rainier/ 39th I avoid for safety. NB 3/Pike is not safe. I use Rainier by 51st inbound because both the 7 and 106 stop there. I like schedules at the stops. I don't use MLK and Edmunds, but Rainier and Edmunds is fine.

downtown bus stops are sometimes scary

i avoid the mcclelan station. I avoid that light rail because the bus stop is scary.

Since the 48 no longer goes to RB, we have not used public transport.

"3rd Avenue stop between Pine and Pike is awful. Riff-raff and hoodlums milling about, blocking the sidewalks, talking loudly (and lewdly). I hate getting off at that stop in the morning!

I love the Light Rail stations (Columbia City and downtown bus tunnel stops)."

Any along Seward Park Avenue are good. Hate waiting on Rainier. Hate adding the time for the shuttle to the light rail. Usually as someone to drive me.

The bus stop at RAS and Andover is FILTHY with garbage. The shelter is so tiny that only three or four people can stand under cover when it rains. Why isn't it larger? The stop at RAS and McClellan feels unsafe and poorly lit. The stop at RAS and Henderson is a disgrace. The light rail stations as a whole feel unsafe. Passengers are easy pickings for crime with no protection. If you feel unsafe or are being mugged, your first impulse is not to look for a "panic button" You are sitting targets when the riders clear out and you are alone at the station.

Don't like any bus stops on Rainier Ave. I use the stop at Holly and Seard Park ave exclusively and have for 28 years!

"I avoid the Henderson & Rainier bus stop, because there have been shootings there and it always seems to have large groups of unsavory people hanging around. I also avoid the MLK & Henderson stop (going north on MLK) because I've felt very isolated and there were random guys hanging around, not getting on buses. With the park/vacant area just behind the stop, I really felt like I could just 'disappear' and nobody would see it - I ended up standing as close to the curb as I could, so that at least the drivers on MLK would see me and might remember a redheaded lady if I went missing. And I'm *not* an easily freaked out person.

The MLK & Henderson stop heading east is also dodgy, but has enough people getting off the light rail that you feel like there'd at least be witnesses if you had trouble."

I have never once had a #39 go by me eastbound when walking back from the Light Rail, so I don't wait for it across from where Danny Vega was murdered and where people are mugged by armed thugs. In fact, I have driven downtown to work when my husband couldn't pick me up at ML King and Othello. I don't feel safe on ML King and Othello or Rainier Avenue and Garden/Othello. When I catch a bus northbound in the morning, the drug dealers own that intersection. I suppose when you eliminate my safe and convenient #34 route, and I have to take the #7 every morning, I will start carrying a concealed weapon on transit. I don't want to be like the frightened women at that stop every morning. That kind of fear shortens your life, you know.

My favorite stop is in Columbia City at Edmonds because it's a nicer and more interesting neighborhood to wait in. Standing at other Rainier Ave stops can feel like standing next to the freeway. I do not consult the schedules because I use One Bus Away or go on line before I travel.

"Any bus stop on Rainier Ave is bad news. Do not discontinue service on Seward Park Avenue! We can not walk to and from Rainier Ave because it is not safe! And why should we have have to?! It has been this way for a very long time and it is fine with everyone. The only people who don't like it are the ones who go there, yet don't enjoy drugs, mental illness, and sex business. So why going there then?! Rainier Ave had its own world for decades, so why should we go into a neighborhood that has its own way of life and get into a conflict? Either keep 34, or give us 9 on Seward Park Avenue. No one is walking to Rainier, get a clue. 2 different worlds side by side for decades have been living just fine, don't mess it up.

Instead of bike lanes for the rich, which seems to be the trend on Seward Park Ave., let us have the bus service that all people can use."

The stops that are past the Walgreens near Gennessee St feel very unsafe. I would not catch the bus or link at night.

Schedules specific to the bus stop, not the stop a mile away, and at every bus stop, would make riding easier. In our rainy and sometimes cold climate, a bus stop without a shelter is a major deal breaker.

"I avoid stops that do not have shelters. They seem out of the way and easy to miss.

I like the stops that have shelters and are easy to spot. I feel that other people wait at these stops so they appear to be safer."

the stop at 15th and dakota is fine. i miss my stop at nevada (north bound) since I now have to walk further.

Right outside my house, because they are right outside my house. I also like the bus stops that are sheltered and are on main streets (not side streets).

I live closest to the 34/39 stops on Seward park ave at othello. I prefer those to the 7/9 stops On rainier at othello if I have a choice, mostly because the gas station and payday loan place on rainier are a little sketchy, especially at night. Downtown I usually connect at benaroya/3rd and union. I like the covered plaza and the area is well traveled enough to feel safe most of the time. I avoid the stop in 3rd at the Columbia store at all costs. It would be a really convenient stop but there is almost always a fight or altercation going on, and no way to get away from it if you're caught in the middle. Scary.

my favorite is Edmonds and Rainier S. i don't have any avoid.

My home bus stop is MLK and S. Dakota which I use to access Rt. 8 to take my kids to swim lessons at Medgar Evers Pool and Yee Tennis Center. I also take it to Capitol Hill or to transfer to 48. I walk or ride my bike to Columbia City light rail station or, occasionally, Mt. Baker. Once the Rt. 50 enters service I will definitely use it to go to West Seattle. I now use the Rt 39 during the summer a bit to take my kids to Seward Park.

"The Mount Baker Transit Center is probably my favorite. It's clean and adequately sized. Also, the 48 comes on time at that location since that's where it originates.

The bus stop on Genesee and Rainier is scary. I don't feel safe there. The stop downtown on 3rd and Pine has obvious illicit activity but there are a lot of people around so I feel reasonably safe.

The stop on Rainier and Walker is too small and very cold as it catches the wind."

Bus stops on Ranier Ave attract crime. Please keep 34 on Seward Ave S so we do not have to walk to Rainier Ave. Anything west of Seward Park Ave is not safe on foot. No more experiments with people's lives please. Need service from and to Seward Park Ave and the First Hill. Extend 27 south to Seaward Park Ave s or reroute 9 to serve Seward Park Ave S.

"Avoid Rainier and McClellan heading south on Rainier. dirty and some loiterers, also history of violence there.

The stop on Edmonds is not where you can catch the 39 as you state in your question. That is Alaska and Rainier. Edmonds stop is fine."

The stop on Genesee and Rainier is often used by drug users and alcoholics, there is frequently trash thrown around. The stop on Walker is also somewhat dangerous. Many people jaywalk across Rainier to get to the bus stops.

I avoid bus stops with no shelter, or loud teens

I don't like going to any of the bus or light rail stops along MLK because as a pedestrian you have to wait a long time to cross MLK with the walk light.

"Nearly all shelters along Rainier are filthy and inadequate. However, this just reflects the neighborhood. I strongly believe if Metro began to make shelters larger and install graffiti art at its shelters (especially ones at Edmunds and Henderson), riders would think twice before defacing the shelters.

As far as schedules, I believe Metro should simplify the schedules; especially for route 7. The bus runs every 10 minutes most of the day (and often does not run according to schedule). Metro should just labels the schedules like RapidRide (i.e. 5:15a, 5:30a, then every 10 minutes until 8:00p, 8:15pm, etc.)"

The stop at rainier at Henderson is always dirty and not well lit

no real concerns but I am only in the area during commuter hours (8am - 5pm)

I prefer the bus stop on 3rd in front of Benaroya Hall - it has a lot of people even later in the evening, it has lots of cover from the rain, it can accommodate a lot of people, and sometimes there is even classical music.

Make the stop on Edmonds more lit at night and have transit police command a much more visible presence around these stops/stations.

I am always cautious when catching the bus at Othello and Rainier because of people sitting at the bus stop, often not waiting for the bus, but either drinking, sleeping, or just loitering. Also on the east side of Rainier and Othello there are a lot of bushes behind the parking lot where the bus stop is and often there are people sleeping in there, stashing things there, urinating over there.

I avoid the corner of Henderson and Rainier

I ALWAYS avoid all stops on Rainier and Henderson becuase I always feel unsafe or watched at those stops. My favorite stop i would say is Rainier Ave & Seward Park Ave S because it is at the beginning at the 7 route and I always have a seat.

"My favorite was the one Downtown next to Westlake that had the OneBusAway times on screens on the Macy's. It had ample standing space, and felt reasonably safe.

In the daytime, any bus stop would be good, particularly the ones with shelters. At night, any shelters with lighting."

"The stop at 23rd and Jackson is gross and always populated with somewhat shady people. Same with Rainier and Walker. Those are the two stops where morning drunks seem to hang out, maybe on their commutes to work? At those two stops there is also often fast food on the ground and what I can only imagine is vomit in the shelter area.

The light rail station at Othello is a little uncomfortable at night. The lighting around there isn't great and there are often little groups of hoodlums wandering around."

shelters are good, schedules aren't necessary since i have the one bus away app

Stop at mlk and Henderson (106) is filthy, too small to protect all transferring riders from the rain.

It's all a little scarry in the RV.

"Like: stop at Rainier and Edmunds

Avoid: stop at Rainier and McClellan by the autoparts store, Rainier and Henderson"

I feel fairly safe waiting at MLK and Henderson, although the later it gets the more uneasy i get. the 107 only runs every 30 minutes or so at night, and i have spent many a dark and stormy night standing in the bus stop. those little lights quit working. i like to see who is in the bus stop before i approach it. i usually stand back by the bicycle storage until i can see what is going on.

Bus stop near the Columbia City station heading east (just off the corner of MLK and Alaska) doesn't feel safe, poor lighting. Bus needs to come around more often, every 15 minutes instead of 25 to 30 minutes.

why are you asking about the 39? Its one that you guys are eliminating even though that route is depended on by many in our area. You should have left the 39 express in place. It take way too long to commute to downtown now.

“- I like the bus stops further away from high traffic areas like Rainier and MLK

- I absolutely do not feel safe at the bus stop eastbound on Alaska near MLK. This is the bus stop I need to use to get home from the light rail station”

No preference

My usuals: Denny Way & Dexter Ave, University Way NE & NE 41st St, Denny Way & Pontius Ave (although I usually walk to the next stop if I can’t see the bus coming down the hill immediately just for the extra 2 seconds of exercise, and because that bus stop is usually packed), Fairview Ave N & Harrison St, 15th Ave NE & NE Campus Pkwy, 23rd Ave S & S Jackson St. When I go to the Wood Construction Center, I generally get off at the stop closer to S Jackson St because the bus stops at 23rd & S Dearborn are totally sketchy. The one on the east side of the street is the worst because there are always weird men hanging out at the convenience store there, and they harass any woman who walks by. It’s one of the only bus stops in town I have felt actively unsafe at.

Bus stops with benches and shelters

I like Columbia city station for the most part - sometimes water blows in or condenses on the ‘ceiling’ of the shelter, but otherwise it’s pretty good. I don’t like 4th and Pike/Pine (Westlake park) due to benches frequently being wet, and the omnipresence of smokers which force me to go sit on the planters by the fountain if I’m not up to standing, which I’m often not after running up the escalators from Westlake Station.

Why don’t southbound buses on Rainier stop at the Mount Baker light rail station? the only options now are to get off two blocks north, or at the transit center, which are not convenient connections to light rail. The undeveloped, fenced-off property next to the station makes walking to the bus connections even more inconvenient.

Stops that are dark, not very well lit or not clear vissibility I syay away from. Shelter and schedules are always appreciated.

The walk from Columbia City light rail station east along Alaska Street is very dark in winter and I sometimes feel unsafe, particulary if there are no other comuters around.

I get the 34 and 39 at holly and seward park drive. I avoid the 7 and have seen fights, whacked out people and have been threatened at 6AM. All bus stops along Rainier are scary

I prefer bus stops on streets that aren’t super-busy with cars. For example, Seward Park Ave is much nicer to wait by than Rainier Ave.

My favorite stop is 15th and S. Columbian Way by ASA Mercer Middle School because it’s sheltered, well lighted and I have a choice between going straight to Downtown or going to Capital Hill. I do try to avoid stops without shelter and no good lighted areas.

I really appreciate the 39 stopping on the grounds of the VA.

I concur 100 percent regarding the stop on Edmonds...I stopped getting off there to take the light rail because of the attacks communicated on the Police blog, I simply stay on the 39th. If I felt safer, I’d ride my bike from Seward park to the Light Rail...that is what I’ve really like to do, but I’m a woman and have seen first hand that kids that go to the local school over near the Vet Hosital can be kind of agressive and loud and scary to the average person like myself. So, instead I drive to the burger joint my the PCC and catch the 39. I refuse to take route 7 because I NEVER feel safe on that route. Too many times people are not kind, are disrespectful, will behave in a threatining manner, talk loudly on cell phones or to each other, the energy is never very comfortable on that route and I’m not really sure what can be done to improve it other than add a security figure during times when the rowdy crowds are on board. I love catching the 39 because it is mostly a quiet peaceful route. With the exception of some of the school aged girls that get on in the morning and are un-necessarily loud and vugar, I feel it is a safe route and it lets me off directly in front of the building I work in. However, the negative is that 3rd avenue seems to never get cleaned up from the unstable people who hang around, smoking and cussing, and selling drugs. .

At night, I plan to use only those stops that are well-lit and have businesses around that are open. It is also important that schedules are posted.

“The bus stops in the poorer part of town appear more neglected and run down. Even if this is not true it feels that way.

Smells like urine, Graffitti, litter, food, broken glass, and no signage to indicate Time & date of when it was last maintained.

Used as defacto homeless shelters.

Does Metro use an RSJI filter in regards to maintenance and up keep?

I like the stop next to my house on Rainier & Edmonds.

I hate the transit station on pike & downtown. It's a mad house and feels unsafe."

I had my purse stolen at MLK and Columbia Way. This is the stop of the Columbia City light rail to transfer to Metro. The bus stop at Rainier and Genessee sometimes feels unsafe.

Rainier & Andover is my favorite because it is closest to my house and serves express routes.

The walk from mount baker bus station to the mount baker light rail is long and dark and awkward and usually there are only a few other people around. it doesn't feel the safest.

I don't have a problem with any stops... I go wherever is closest.

I really do not like the stop on the 7 at Othello and Rainier. I have been solicited to have sexual favors from women at the Vallero gas station at 8:00pm on a Tuesday there.

I have no favorites, and all bus stops are the same to me. Metro and Sound Transit should put restrooms at all of their transit centers, light rail stations, and tunnel stations. People over 50 need them.

Would this change make transit service better or worse for the community?

Worse (*5 said worse with no comment*)

Better (*1 said better with no comment*)

Don't know (*14 said don't know, not sure or no opinion with no comment)*

worse. the 8 has millions more riders than the 42, which everybody complains about but nobody uses

I don't go south of the transit center, so this change would not affect me. Excepting that maybe it would make the 8 more reliable?

I support just about anything that results in a more efficient bus network. I'd rather walk further to my stop or be forced to transfer as long as the routes involved are frequent (15 min all day frequency or better). Transfers become a burden when you are waiting for a bus that only arrives every 30 min.

This would help the #8 stay on schedule

OMG.....I've never done that route and I can't visualize it.....elders transferring again and again doesn't seem like a solution. AND, we know that low income and people of color use transit way more than others, so why can't you beef up our routes and slow down or eliminate others in more affluent areas where folks don't use the bus for survival!!!

Use a shuttle to serve the elderly displaced by cutbacks to Route 42.

Worse. As much as people complain about the 42, no one actually rides it. The 8 is way more important, although I will say no one rides the 8 from end to end, just sections of it.

I think it will make it worse because people will be delayed by having to transfer. It wastes people's time and makes it difficult to get across town.

Not in the least! LQA, Central and Capitol Hill are desired destinations. Anytime a transfer (ie more time, time, time) I'm more likely to drive.

Don't use

I don't know - I've never taken the 8.

Worse, because a lot of riders take the #8. Sometimes I give a ride to a teen girl who takes the #8 from the Rainier Boys and Girls Club to the Central Area after her tutoring is over in the evenings. I am sure that transferring will make her feel safer (NOT!)

It will not make a difference unless the Mt Baker transfer point is not moved closer to the MT BAKER rail station. There is a loop under the station that will be perfect for terminating buses. ABANDON THAT STUPID LOOP ON THE OTHER SIDE OF RAINIER! It's not convenient and it's not safe for late transfers... If a transfer point is convenient then terminating routes there should not be a problem. Change you ORCA system as well. I can never understand how much balance i have left, it's always wrong amount whenever I use it on rail after bus and vise versa

I believe it would be a change for the better.

Worse. It would overcrowd the other transit busses or possibly reduce the number of riders and increase the number of cars on the rode.

No opinion...I don't take the 8 very often. When I do it is to Madison park, and changing at the transit ctr would not a big deal for me.

worse, the 42 route is not needed now with Link

Worse - a terrible idea. The 8 provides service that is unique. There is no reason to duplicate light rail service. Able bodied people can transfer if the buses run frequently.

Not sure, wouldn't impact my commute

"It will make it better, as long as the transfer point with buses is closer to the Mt Baker station and not across Rainier Ave. There is a turn around loop right under the station! If could terminate there, it would be perfect.

Create a better connection at Rainier Beach station too, get rid of 107 and have 42 loop around Skyway to bring people to the light rail instead. Currently i know many folks do not want to use light rail because transfers with the light rail are not convenient. 106, for example travels via Rainier Beach Safeway between Skyway and the Rainir Beach Station. That is not directional and time consuming, and i personally do not want to use neither. This option becomes the last resort and people just drive or find other means of transportation."

It sounds like it would discourage people from using the bus

This would not affect my travel

Worse. Current route 42 terminates in Chinatown. This does not make any sense whatsoever. The problem with route 8 is heavy Denny Way traffic. Route 8 should be split somewhere in Capitol Hill, like 15th & John. Current route 42 should be eliminated altogether because hardly anyone rides it. I strongly believe there are other routes in Metro's system that should be reduced in order to provide much needed improvements elsewhere. For example: midday ridership on route 25 is not high enough to maintain service. Route 25 should be reduced to a peak-only route, and resources can be put forth into route 8 improvements. Routes 66 & 70 could be combined into a single route to serve Eastlake, and leftover resources can be transferred to improve route 8.

this would worsen transit service; please do maintain it!

WORSE WORSE WORSE I go to school in Capitol Hill and the 8 may take FOREVER to get me home to Rainier Beach but atleast I dont have to transfer. I would like the 42 to be restored though because the 42 was way quicker than the 7 to get me home from Downtown.

this does not affect me

Personally, I like the proposed setup if it means that the 42 would operate much more regularly on the MLK corridor compared to the 8.

This is not a route I ride, so I couldn't say

i personally would love this option, it would restore my 1 transfer commute

People will adjust to transfering if they don't have to wait long between bus/light rail.

Worse. Can you terminate the 8 in Captiol Hill instead?

Not sure. Would the restored 42 run when the 8 does now? The 8 is the only good option when the Link stops being useful late at night (or on Sunday, early at night: just 11pm)

this change would not affect me

doesn't affect me

Worse. The 8 routing is fine as it is and the 42 route is better served by light rail and the 7.

better,as you can make a connection at Mt baker

Two-seat rides are always worse service than one-seat rides.

people who only want to tat bus (cost dif) might would have hard time paying if South of Mt Baker TC was eliminated. but at the same time it is redundant to have the 8 and light rail on the same road.

Any kind of service that would reduce access to ACRS should not be supported.

It is hard for me to understand this proposal as written (8 would be gone completely or just shortened?). I currently use the 8 quite frequently to get to Capital Hill, downtown, and Queen Anne. While I understand why Metro does it, it is very frustrating to have to go through the same part of downtown (along 3rd) to transfer to get anywhere, which it seems like this change would require.

If this propsal reduces ridership, then no, it will not be a good change because I thought the whole idea is to increase use of the mass transit system.

This change would not affect me.

The #42 never has more than a couple of riders. The problem for me is service to SE Seattle. I sometimes take the #8 to Seattle Center and I would not like to lose this. However, this is not a major concern. I never took the original #42 so I cannot speak to this.

For me, it would make it much better, but it sounds like a bad deal for the greater community.

Yes. North Rainier, the I-90 freeway station, and Little Saigon are better destinations than the stuff on MLK North of Mt. Baker -- if headways remain at 15 minutes or less.

I have never used the 8, and i have not spoken to many people who do use that route, personally.

Is there a way we should change service that helps everyone?

Don't know (*19 said don't know, not sure or no opinion with no comment)*

Extend 7 to MLK/Henderson. Have the 9 serve Prentice. Or if not, add a stop for the northbound 9 at Rainier/Henderson. Add wire to the 11; increase the 10 and 11 to every 20 minutes each; then through-route these with the 36, so you can get from the 36 to Capitol Hill without transferring. When streetcar opens, put the 60 on 12th Avenue.

break the 8 & 48 into two segments to improve reliability.

RESTORE THE ENTIRE #42 LINE, with a single unit bus, rather than the double length ones.

"More aggressively to all-ORCA payment.

Stop closing the DSTT for minor incidents"

Make everyone pay so that there is money for maintaining current service. Freeloading is an insult to those of us who do pay for a ride.

I doubt it. I think too much damage has been done trying to bolster the light rail ridership numbers.

Keep the 43. redo 48 as Rainier Beach to U-Dist or Green Lake, via MLK. Extend the 4 to Mt. Baker TC. This frees up the 8 to do Dearborn, but still not as good as current service. Can the 50 serve Dearborn? Is it too late to change the First Hill Streetcar to Dearborn?

"1. Develop Free and Safe Parking areas at light rail stations.

2. Make bus stops and light rail stations crime and gang free."

Making public transit safe is a good place to start. Don't like to use it at all during certain hours.

Fewer routes on the 8 to balance restoration of the 42. I don't understand why the 42 can't go to downtown. Workers and students have to transfer from the ID to get downtown.

Help SE Seattle riders more and suburban riders less. Did you know that suburban riders have fast and clean air conditioned buses?

"If route 42 will serve more of Skyway and will have a direct service via Renton Ave to the light rail station, it will help much more people than 106 does.. My relatives don't use the bus because current route 106 is traveling via Rainier Beach Safeway, which takes too long and is not safe at night. 42 should replace 106, while 107 can still serve Safeway, but no one sane ever goes to that Safeway after 6p or when the school is out.

This change will help everyone!"

Quit cutting all the routes in my neighborhood!

In my opinion having neighborhood stations would help everyone. Especially if there were buses that only went to neighborhood stations. That way, someone could get immediately from a Rainier Beach Neighborhood Station to a Capitol Hill or Downtown Neighborhood Station quickly. These connecting buses would make no stops other than at each neighborhood station. If you live in a neighborhood you would take a local bus to get to a station where you could then ride quickly to another neighborhood's station.

Please keep the 39 at least if you have to remove the 34., At least this bus will capture the Beacon Hill folks, VA staff and veterins, and allow the people on 34 bus to still get to their destination downtown!!

The ride free area is great but I totally agree that it should be removed to make payment consistent throughout the system. That will cut down on a lot of the shenanigans on the 7 I think. Also The newer buses that have the message screens and audio to announce the next stop are great. Many blind, deaf, elderly and visiting patrons are helped by them and I think it contributes to a sense of safety when everyone is aware if their surroundings.

Frequent service on Rt. 8 to accommodate easy transfers and fix the disaster that is the Mt. Baker Transit Center. There need to be more seamless transfers between light rail and bus

Make a seamless transfer at Mt Baker stations where people do not have to cross busy roads, walk around fences, stand in dark corners or on the side of a road away from the light rail station.

Can you operate smaller mor fuel effcient buses wehre ridership is not as great, but where only one bus services a neighborhood - e.g. the 34 and the 39?

go back to the original route for the 107, right now it takes too long to come from Renton and it does not connect to the 7 or 9 easily.

“Route 8 is too long. Metro can consider the following: 1.) reduce the number of bus stops to every 5-7 blocks

2.) split the route at MLK & Madison, Group Health or Mt Baker T.C.

3.) Introduce “”express”” routing for route 8 between Seattle Center & Mt Baker”

make east-west access to the light rail easier while reducing other north-south bus lines to balance the cost

balance the number of transfer points but still ensure the 8,9, and 48 to reach CD or Cap Hill

Some how there needs to be more access to get to the light rail. If I were only riding the light rail to work I would have to walk half a mile to get to the light rail and especially in the dark I would not feel comfortable.

I think if you did change route 42 I would think it shoulD do its original route on MLK and instead of going to Rainier View it would do the Prentice Street Loop and Terminate on Prentice Street and all Route 7’s terminate at Rainier Beach. I dont know about everyone but I know it would help me

The proposed change would be welcomed by me, under the conditions described in the answer to the previous question.

Cancel the 8 and run the 48 down to Rainier Valley. Keeps service through the central district and lower capitol hill, adds the U district. Transfer to an express bus to get to the I District and downtown at Mt. Baker, there are a million buses that run there. 7/8/9/42 it is not a long wait.

Terminate the 8 in Captiol Hill instead.

more frequent feeder routes to transit hubs.

Later at night, especially on weekends.

i wish we had a park and ride at the Rainier Beach transit stop.

Yes, get rid of the light rail and bring back the buses. No one rides rail. Its dangerous and does not get anyone where they need to be. Not well thought out.

I am very disappointed at the fact that #34 and #39 are being cancelled. Without replacing this service with frequently running connector service, I am likely to stop using transit.

Delete the 42 and improve the 8 by increasing Sunday service and adding transit priority where possible.

Provide better connections among Cental District, Capitol Hill, First Hill and Rainier Valley.

I really use bus from Mt Baker TC to Seattle Center. no transfers for someone with a disability is a big deal! I would cry if this were eliminated!

“Synchronize boarding or departing fees to compliment traffic flow.

Introduce a Zip-Car/hybrid service option along traditional routes. Meaning...allow qualifying riders the ability to access parked metro cars at designated locations...or summon participating off-duty metro drivers via smart phone appliation.

Or to be really outlandish ;) Lease out orca card readers to qualifing POVs who will provide personalized transit services under the metro name through some kind of profit sharing fee structure.”

Quite frankly, I think the answer to this is no. I believe we are at a point where we can no longer eliminate or reduce routes and still say it is serving everyone in a way that is reasonably convenient. If we are serious about making this region more accessible via public transit, we need to be growing the system rather than just moving things around. We are driving people away from the use of transit rather than encouraging people to use it because it is too inconvenient, time consuming and (for many) not affordable.

Communicating to the those riders who will be effected by the route change would be the only solution. They still need to get from point A to B using the system, they just need to know that the ability to get to their destination has not gone away, you just have to take a different route to get there.

Get rid of the #42 and restore the #48 to Columbia City. This, I recognize doesn't help everyone but it would help riders in SE Seattle get to the central and University districts.

Increase frequency on the south part of the 8. Add Route 9 trips on weekends.

Ask drivers to respect timed stops? As in, not leave them early if they are running ahead?

Splitting the 8 at Madison and MLK would make it reliable while preserving existing through routing.

This route does not apply to my getting around.

How do you usually pay for the bus or light rail?

Answer Options	Response Percent	Response Count
Cash	12.7%	9
ORCA	85.9%	61
Tickets	1.4%	1
Other (please specify)		11

Other:

No longer ride public transport

Provided by employer

metro annual pass

UW UPass

King County Flex pass which will change to ORCA soon

debit card

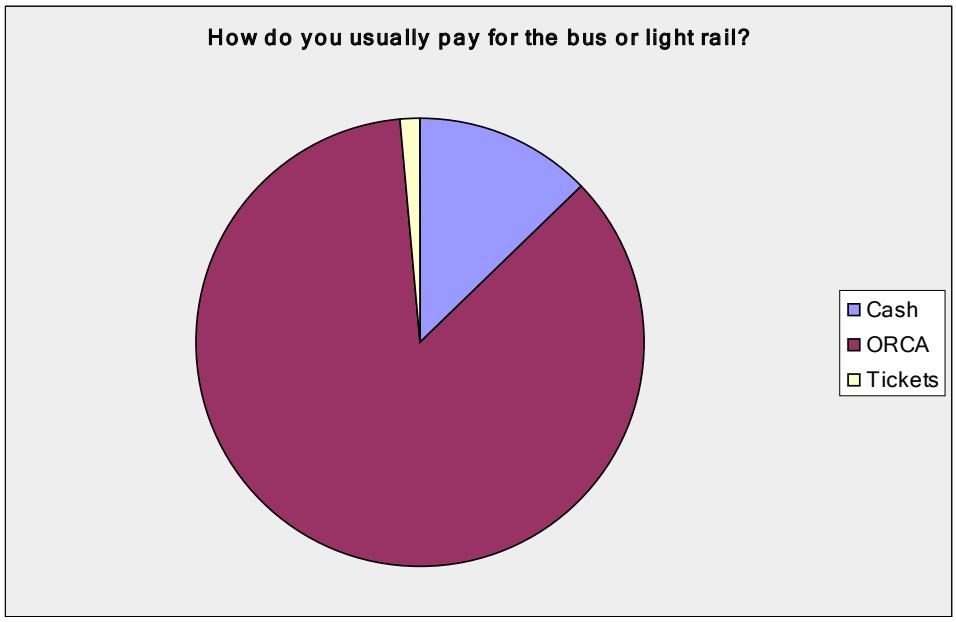
upass

Company issued (free to me) ORCA

King County pass

ORCA provided for by my employer

FlexPass



Why don't you use an ORCA card?

inconvenient to purchase and load- cash is easier, and transfers last longer than the orca transfer. bus transfers are based on the last timepoint of the route; orca transfers are based on the moment you get on the bus.

"Because I do not ride the light rail.

And it seems like a tracking device."

I heard they went out of business

currently unemployed, so ride infrequent, better $ to just pay when I need to use.

No safe and free parking at light rail, no 48 access and too much gang crime

I am trying but it's not working. Unreliable, I never know how much i got on it during transfers.

Too expensive and possibility of loss or theft.

King County (my employer) hasn't issued me one to replace my pass

It's extremely confusing when used in conjunction with bus and light rail

Use KC supplied Flex Pass

no

i dont have a traditional orca but my upass uses orca technology

Inconvienent locations to obtain ORCA cards

why should I

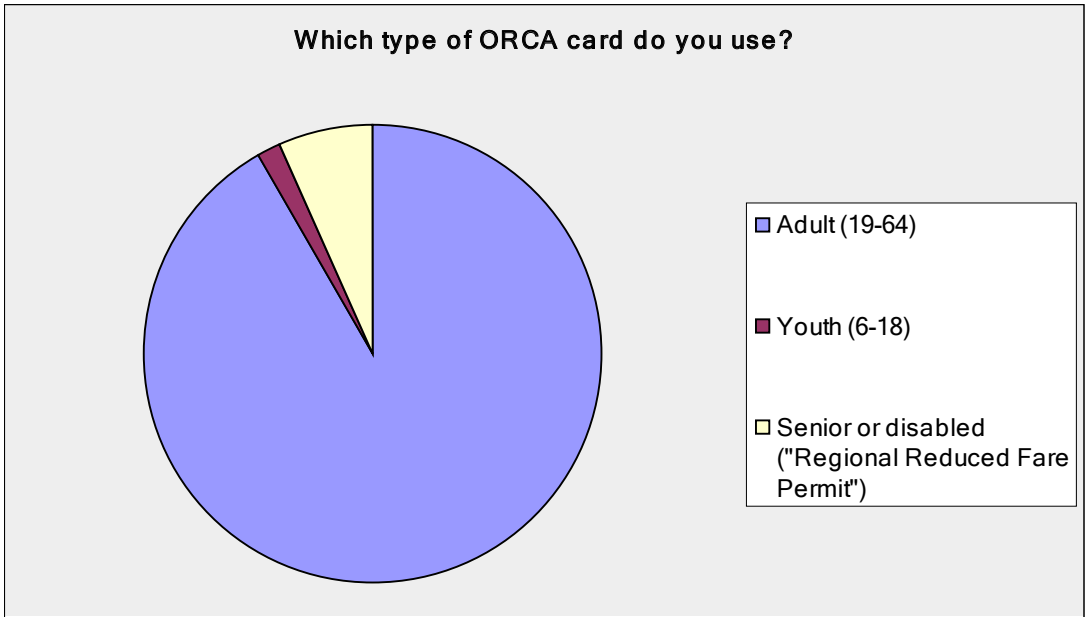
I have a King County pass

I do (just provided by my employer, UW)

Use FlexPass

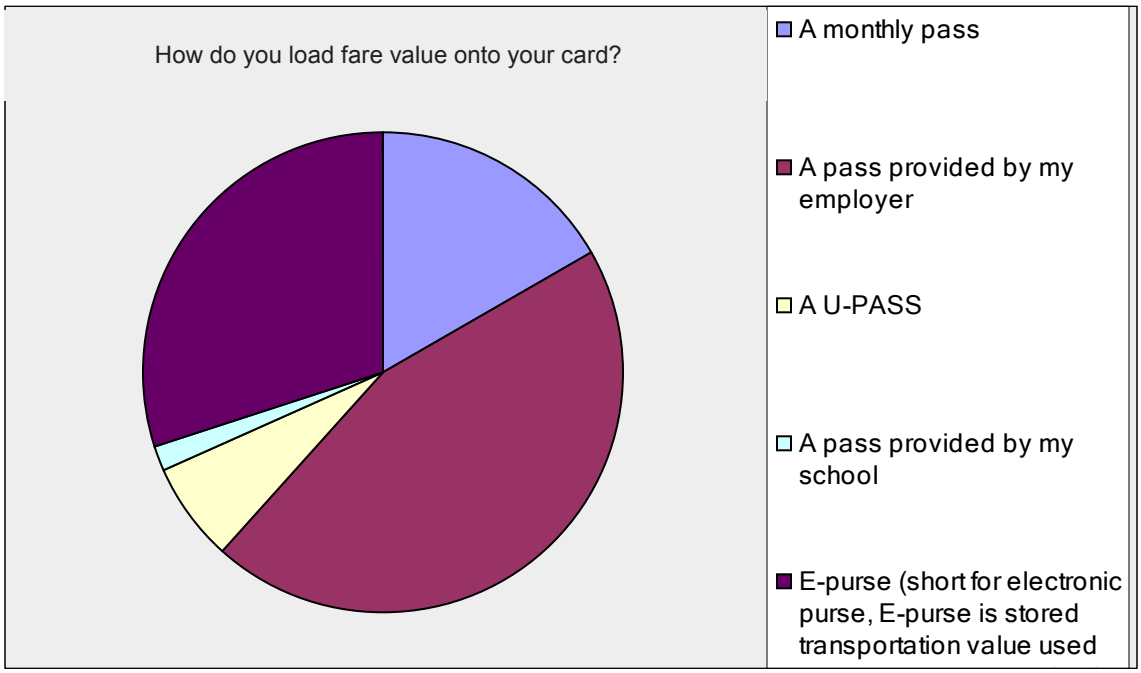
Which type of ORCA card do you use?

Answer Options	Response Percent	Response Count
Adult (19-64)	91.7%	55
Youth (6-18)	1.7%	1
Senior or disabled ("Regional Reduced Fare Permit")	6.7%	4



How do you load fare value onto your card? I use:

Answer Options	Response Percent	Response Count
A monthly pass	16.7%	10
A pass provided by my employer	45.0%	27
A U-PASS	6.7%	4
A pass provided by my school	1.7%	1
E-purse (short for electronic purse, E-purse is stored transportation value used like cash to pay your fare)	30.0%	18

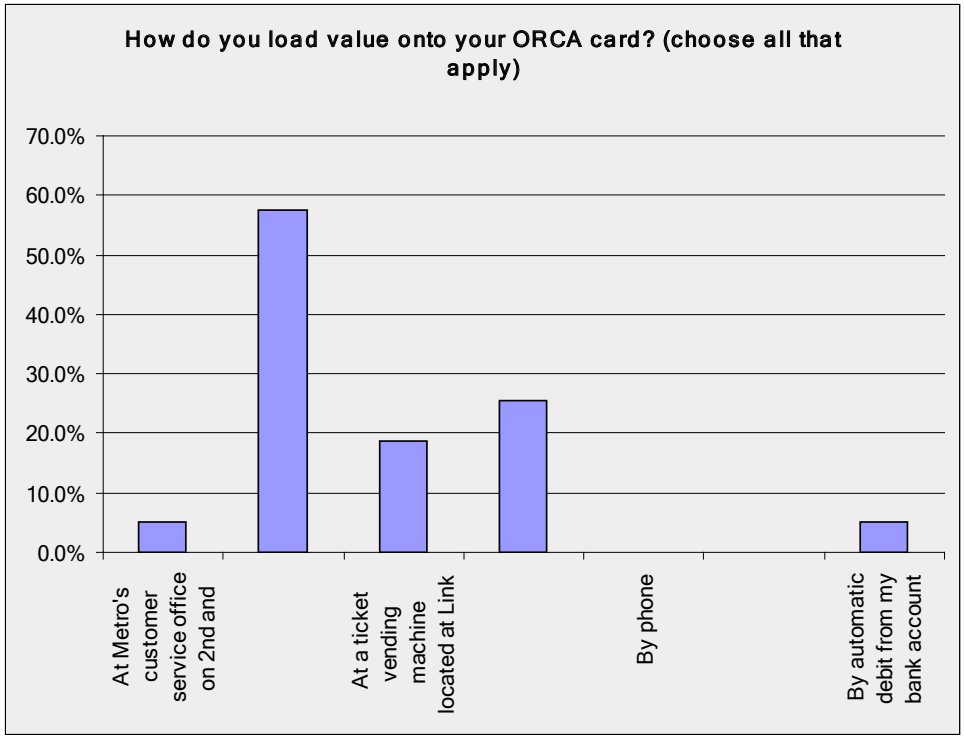


How do you load value onto your ORCA card? (choose all that apply)

Answer Options	Response Percent	Response Count
At Metro's customer service office on 2nd and Jackson	5.1%	3
I don't need to because my employer or school does it for me	57.6%	34
At a ticket vending machine located at Link light rail stations or at a neighborhood store where a ticket vending machine is located	18.6%	11
Online	25.4%	15
By phone	0.0%	0
By mail	0.0%	0
By automatic debit from my bank account	5.1%	3
If you marked ticket vending machine, where do you go?		10

Beacon Hill Station
At QFC
SODO
Westlake Station
Columbia City Station; University Street Station; Westlake Station

At one of the station stops
Link light rail at othello
Columbia City
Columbia City station
Columbia City Station. I use the E-Purse for Ferry trips.



What could be done to make using ORCA easier?

Reduce the up-front cost of the card (I understand cards cost Metro about $2.50 - so why charge $5?). Engage more supermarkets & convenience stores to provide cards and reload them. Add more incentives to its use, such as a point system for tapping, or make cash fares slightly more.

More places where you can get it loaded

Works for me, but many low income folks can't load $50 at a time like I do.

Sell youth passes and fare at grocery stores, not just downtown. Make the youth pass yellow to distinguish it from blue adult pass and green senior/disabled pass.

Allow passes to be used on ferries too.Locate scanner at entrance/exit in tunnel rather than midway...have to fight folks standing around waiting for bus to get to scanner.

it works well

I think it works great as it is!

My daughter also uses it, and has lost her card a couple of times. Getting a new one is always a pain because of the hours the service station is open.

ORCA loading stations at major stores. If I don't have an ORCA for a non-work-related trip and if I pay cash, can't use light rail without paying again for a train ticket.

Easy for me now

I wish there were a way to have your limit emailed to you when you hit certain points - $10 left or something like that. There have been times when I've gotten the low money beep on the bus, and I've really worried that I'd be caught short getting home that day.

its pretty easy

More orca readers at stations.

i like the orca card

Why does e-purse not load instantly? Always wondered about that. :)

Easier access to Youth Orca passes. Day passes for guests or infrequent riders

It's really easy with the UPass

It works great for me!

works ok for me right now.

ORCA is pretty easy to use already

Eliminate the $5 minimum. After having experienced other transit systems across the country, this region is the only one that requires a $5 minimum to load.

Pretty easy to use

more options for filling epurse such as direct check withdrawl, paypal, etc and a more reliable processing system

(1) Have the amounts added show up immediately (no delay) both online and on the bus and (2) get the auto-debit to a credit card to work (it doesn't seem to today.)

None at all; it's overall great!

reader on train, in case you are late.

It isnt difficult for me

Nothing, I love it.

Nothing, love it

incentivise using ORCA (cash/value "bonus" for using e-purse, getting rid of paper transfers)

Give the on-link fair inspectors better card readers. It usually takes several tries to read mine due to my work ID card being near it, but bus and train readers have no issue with it.

Add a day pass, make it less expensive than cash fare

available at more places

LOVE IT! sell them at Walgreens?

"More readers in high traffic areas.

Turn off the end of month warning beeping

Allow the use of smart phones."

Improve card reader machines

make it easier for a youth to get the youth rate

more places to reload the passes.

Allow on-line purchase of monthly passes using money in the E-purse.

Shorten the delay between adding money online and having it actively loaded on the card.

N/A

What's the best way for us to share information with you about the bus system and light rail? *Other people have said they they'd like more video tutorials or they'd like organizations they're involved with to educate them...what would you like to see?*

Email (*7 said email with no comment*)

printed materials- not everyone has internet

Videos would be cool. Guest posts on Seattle Transit Blog would be welcome.

No

"BUS: Increase frequency of buses to eliminate need to go online or call Metro trip planner to get info to be

able to get places on time.

SAVE THE FREE BUS ZONE DOWNTOWN.....at least 9-5 on weekdays.

LIGHT RAIL: graduated pricing so that longer trips cost more and short trips cost less."

Text messages are very effective.

Video would be good.

Posters on buses and light rail, in stations, at travel centers...not everyone has a computer or cell phone.

On the news or internet, or maybe even the police blotter.

Easy access to paper bus timetables and system maps.

things are fine the way they are

I would like to see free and safe parking at light rail stations. I would like to see gang crime stopped.

Email is good. Video tutorials could be helpful.

A better website. The KC Metro sight is terrible and not user-friendly or intuitive at all.

"I resent the idea that people are too ignorant and too stupid to use the system without Metro and Sound Transit videos and condescending tones. Contrary to what people say, we can go online and read schedules. Information does not change the inconveniences of the system. That being said, if there are major transit delays involving the light rail, this information could be shared on news stations. Not everybody has the internet.

Also, the bus drivers and light rail conductors are piss-poor at sharing information with riders when the vehicle is stuck in traffic. There is an assumption that people want to be ignorant or will get mad when they are informed about a problem. What REALLY makes me mad is sitting on a bus for 10 minutes with no explanation, i.e., the bus has a malfunction, there's an accident ahead."

Emails. Better information at the bus stops themselves, including the light rail stations. Portland has great video screens in many locations showing when buses will arrive, maps, etc. More information on the buses themselves, up in the 'advert' area.

Why do I need education about the service cuts? You could put signs on the buses to warn people that starting in October, our commutes will be more difficult, so tell your boss you'll be late!

Clear and simple signs with instructions at transfer points. large print signs with code of conduct at transfer points and on buses. Have audio announcements at bus stops and on buses about the rules and the code of conduct and the consequences of violations of it.

Video tutorials sound like a great idea.

Keeping web sites up to date, using twitter to send real-time notifications, and using the reader boards in stations for real-time announcements, particularly regarding delays. In the bus tunnel, you can't always get cell service and the accoustics with buses running through make the loudspeaker unintelligible.

emails and texts

More understandable maps and signs and real time arrival information for both light rail and buses

One Bus Away is pretty good, though not entirely accurate. It helps a lot with transfers. The reader board on 3rd and PIne is kind of crazy-really inaccurate.

Better transfers between buses and the light rail at Mt Baker and Ranier Beach stations. More direct bus routes to Rainier Beach station from Skyway. I don't think Rainier Beach Safeway is really that important of a destination. Many people end up going through Renton to get to Seattle now! That is not directional and just plain dysfunctional for everyone involved.

Have a map of all bus lines thruout the city, like they have in most cities.

Email works fine for me

Email distribution list

More vids online.

I love the email system and your communication methods work great for me

Email alias.

video tutorials sounds great. I've seen this done for SFMTA for their clipper card, which made it easy to learn

how to use their public transportation.

More community town halls

I think the internet website works good.

I like the “organizations they’re involved with to educate them” option.

Make a better integrated bus map, like Chicago. So I can carry around all my transit options. And for the love of God make the trip planner on the web site easier to use, or just send us to google maps and give it up.

No idea. I read websites and signs, so have no problems getting info.

metro emails me with alerts, i like that very much.

Make the route maps more intuitive citywide, like the downtown frequent service map.

Email is usually the best.

YouTube clips would be great. email. probably agencies like ReWA, Asian Counseling an Referal Services, ect

Video is good, but visuals such as maps are very useful, too.

online

I appreciate the emails that I have signed up for and receive. I think the notices within the buses are also helpful. The ability to check on a buses arrival via text and smart phone app are also really helpful (when they work).

Email, news, video tutorials, I’m not sure how they’d help but I haven’t seen any of them so I should not comment.

Your on-line information works for me.

This email is rad. I like that it’s very targeted and actually applies to me!

I like email, maybe text messages too.

Post to the internet -- everything!

Any other ideas for how we can make it easier for you to use buses and light rail in your community?

keep transferring minimal. nobody loves transferring if they can help it. this is why the 7 and 8 are great- they take you all the way to wherever you need to go.

Continue to focus on the frequent bus/transit network. I understand the politics around changing bus service, but be as bold as you can. You’ve got good planners - let them do their jobs.

Please eliminate use of the double length #7 buses..because the stairs are too high and that is an issue for people with limited mobility. The newer buses that have a lower platform are much easier to get on and off of.

see above.

Bus or BAT lanes would be nice on northern Rainier Avenue from First Hill to Franklin

Safer bus stops and light rail stations, less waiting time, and enough seats in light rail especially during peak time.

“Keep the 39. Shorten the route by making it a round trip from Seward Park to DT. 98118 is the most diverse zipcode in the United States, yet Metro wants to remove some bus services from this area because the community of minorities don’t know to ask to maintain the service.

Load wheelchair passengers first. Metro treats our disabled and Vets terrible by making them wait in the rain or cold to load.

Limit passengers to one seat per person...some folks hog two seats.

Convert buses to electric trolleys to save fuel costs. Collect fares upon boarding...no money, no ride!”

Quit making everything go to light rail station. I do not use it and do not plan to.

Easy access to paper bus timetables and system maps

more people would ride if the the busses were safer, on time and more frequent.

“Provide free and safe parking at light rail stations.

Stop gang and street crime along the Henderson/Rainier Ave S area”

Make the buses more comfortable and ‘civilized.’ Make them roomy and keep them clean. Light Rail is a superior customer experience when compared to riding the buses. Light Rail is smooth, quiet and roomy. Buses are herky-jerky, bouncy, cramped, smelly/dirty.

“More routes, more often, safer, AC and WiFi

But really SAFE is the #1 issue. The fact that the police in SE Sea. tell us “”do not carry a purse or briefcase. do not use electronics, etc.”” makes it very unpleasant and makes me much more likely to drive.”

Park and rides at the stations. The politicians and bureaucrats seethe at the idea, but this will allow people to use the trains. Other parts of Seattle - Northgate and Roosevelt - have park and rides. Why are we being discriminated against?

I wish that you would keep th e #34 even if it is only once in the morning and once in the afternoon. It is a double bus on my trip in the morning and is always full. My trip starts at Wilson & Seward Park Ave at 7:15 AM and at 3rd and Blanchard at 4.35 PM. My return trip is a smaller bus that is always full.

Keep them clean - keep focus on making the buses safe and appealing to use for middle-class office workers - more support for bus drivers in kicking off disruptive (drunk, mentally ill, abusive, stinky, loud) passengers - keep the buses on time - keep the bus stops clean - provide more information at the bus stops - provide video surveillance for bus stops that are isolated or in high-crime areas.

The time and comfort of Southeast Seattle commuters is just as important as the time and comfort of Eastside commuters.

Keep bus service in Seward Park Avenue S. NO MORE BICYCLE LANES FOR THE RICH! GIVE US MORE BUSES THAT CAN TRAVEL FASTER, MORE DIRECTIONAL WITH CONVENIENT AND SAFE TRANSFER POINTS THAT DO NOT REQUIRE WALKING AND CROSSING ROADS.

Focus on long route buses running on major thoroughfares not already covered by the light rail, and short & frequent route buses connecting neighborhoods to light rail stops.

Provide examples in more languages.

run the 39 more frequently :)

Keep the 34 Express please

“Don’t discontinue bus service on Seward Ave S south of Othello. Walking to Rainier is not safe!!!

Better transfer at Mt Baker will make everyone happy! Currently it VERY bad. Sometimes I need to transfer there but I will not do it because the site is way off and requires to go through too many obstacles, mental and physical. More directional service between Skyway and the Rainier Beach Station, and some service on Seward Park Ave S south of Othello, walking to Rainier Ave is not an option in this neighborhood! It’s not safe!”

“Make it easier to track buses on smart phones. for example the webpage we can view on computers but not on iphone--http://trackermap.kingcounty.gov/tracker-map-launch.jsp.

this is the only site which seems to be accurate. The one bus away app is not accurate.”

“PLEASE DO NOT DISCONTINUE THE 34. CAN YOU REDUCE THE NUIMBER OF TRIPS PER TWO IN AM AND TWO IN EVENING? MANY OF US DEPEND ON THIS BUS!

there is no easy way to get home using the 48 then transferring to the 34, 7, or 9 at Walker then to the 39 at Genesee, this trip takes over an hour and a half to travel from the University to South Seattle (eight miles). If you could change the times slightly to coincide with the typical times that people leave their jobs and then can make the connecting buses. e.g., 4:30 or 5pm at the U, have a 34 that coincides with when the 48 drops off at Walker, at about 5:05 or 5:35. I miss connecting with the 34 on a daily basis.”

Clean the number 7 buses more often, have drivers practice more customer service.

a better mobile app or interface for the online trip planner

More buses during rush hour, better online apps that track when the next bus will arrive accurately, stick to schedules.

Make easier connections between the buses and light rail by timing their transfer points just right.

Have more policing of the bus stops.

I think route 9 should run later from Broadway and run on weekends. I think it is perfect service from capitol hill

more parking near light rail stations. Stop creating bike lanes that no one uses to wipe out all the parking within walking distance (example: Renton Ave near the Rainier Beach Station)

Putting schedules at the bus stop, and making sure OneBusAway is working correctly.

Yes, punish jerks who get on the bus with out paying fair and then throw a fit when they are asked to pay.

Last time I got a 106 schedule, there were no specific times for rainier beach station. If you haven't already, it would be helpful to have since it's a busy transfer point. It would make it much easier to time my transfers to the 106 from link light rail.

i am considering moving but i realized it is difficult to make it to renton at night without going thru seattle, a more direct route like the 167 for late night commuters would be helpful

I question the use of so many articulated buses.

if you keep the 34x, add an additional morning and afternoon time a little later so more people can take advantage of it.

there are a lot of people riding the 107 to Rainier Beach in the morning that are Desperate to catch a particular light rail train in order to get to school or work on time. i have seen teen agers and adults running into traffic on MLK trying to catch the light rail. i don't suppose you could put some type of pedestrian bridge over that busy intersection? the traffic lights are very long and pedestrians, bicycles, buses, cars and trucks and the light rail jam up that intersection and everyone tries to zoom accross just as the light is changing. seems kind of dangerous.

actually listen to the people who rely on the transportation. Metro just does what it wants and thinks they can tell the people how to travel never really considering what works best for the people. Metro is a huge water of tax payer monies. Metro assumes that the riders are only riding to downtown and back and does not take into consideration southenders needing to travel across the bridge and such. It WAS a great bus system. NOW its getting lame.

More connector buses that run more often, providing access to the light rail.

Fix the problem with the bus locator feed so Onebusaway is more accurate. Add real time arrival screens at busy stops.

Accessibility- 7 and 9 are OLD buses! put the new ones w/ ramp that folds down and kneels!!

The online Trip Planner is nearly useless. I have had the Trip Planner tell me to take three buses and five hours to get somewhere that was easily accessible by one bus and about 40 minutes. The Trip Planner should be informed by acutal people who use and know the bus system, not by computer models. We also need real-time information about when buses will arrive and what delays the system is experiencing. Getting a Metro alert half an hour after the delay has occurred is NOT useful. If the bus is delayed, I need to know right away so I can make an informed decision about taking another bus or walking. The endemic inability to run buses on schedule and inform riders about delays probably is the single biggest factor that keeps people from using transit.

better maintenance of busses

"Real time" ONE BUS AWAY app to give a better idea of current schedules

at least keep the 34 running

Many stops don't have schedules or the stop number posted (which I use to text OneBus). Ideally, these should be posted at each stop.

Commication is important...promote the benefits on the environment when we use buses, bikes, and light rail, but also help us to feel safe...if we don't feel safe, we will not want to use it...well...I can only speak for myself.

How about not killing the bus route I use, the 34, or turning the only other viable route downtown, the 39, into a much longer commute due to a required transfer in SODO.

Some of the older Metro buses have [route] displays that can be very difficult (sometimes impossible) to read depending on light conditions. I notice that this has been addressed in the newer bus displays. I know that retrofitting older equipment isn't always a good fiscal investment, but if you're going to keep an older bus around for awhile, see if there's something you can do for the display lighting. This is a system-wide issue.

Stop thinking that light rail will solve all problems. We have lost so much bus service because of the light rail. We lost this years in advance of its completion. The transfer points from light rail to metro are unsafe and the rail line doesn't stop where I am going or coming from. Also there is no parking near the light rail stations or even a drop off place near the Mt. Baker Transit Station. They would never build something like this in the burbs without considering parking. In the warmer, drier months it is not such a problem but standing endlessly

in the cold, rain and dark of winter to wait for two connections is unreasonable. This is my situation.

Yes to Route 50!

Tell the city, county, and state to not be ridiculous and to actually fund mass transit to the necessary levels???

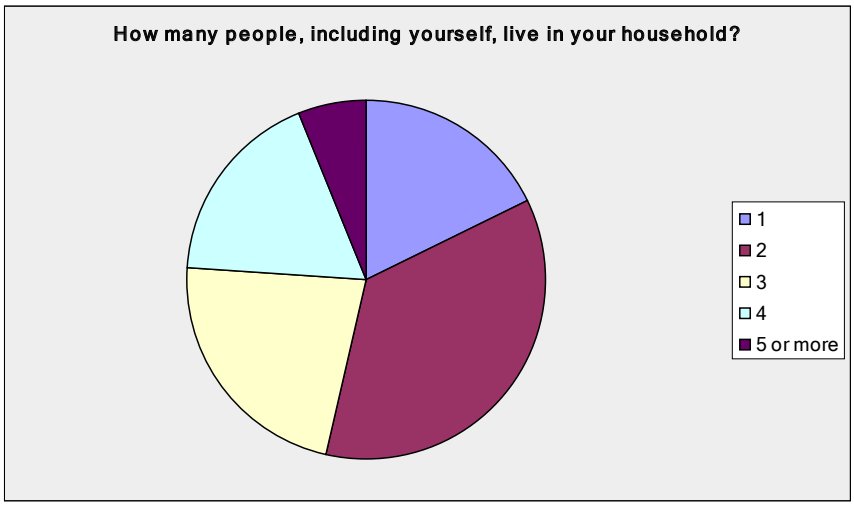
I wish very much that there were better places to park close to light rail stations.

We'd like to ask you some optional demographic questions that will help us ensure that we're hearing from the whole community. Are you willing to provide us with demographic information?

Answer Options	Response Percent	Response Count
Yes	93.5%	72
No	6.5%	5

How many people, including yourself, live in your household?

Answer Options	Response Percent	Response Count
1	17.9%	12
2	35.8%	24
3	22.4%	15
4	17.9%	12
5 or more	6.0%	4



Your age:

Answer Options	Response Percent	Response Count
16-17	1.4%	1
18-19	1.4%	1
20-24	2.8%	2
25-34	19.4%	14
35-44	25.0%	18
45-54	25.0%	18
55-64	20.8%	15
65 or older	4.2%	3

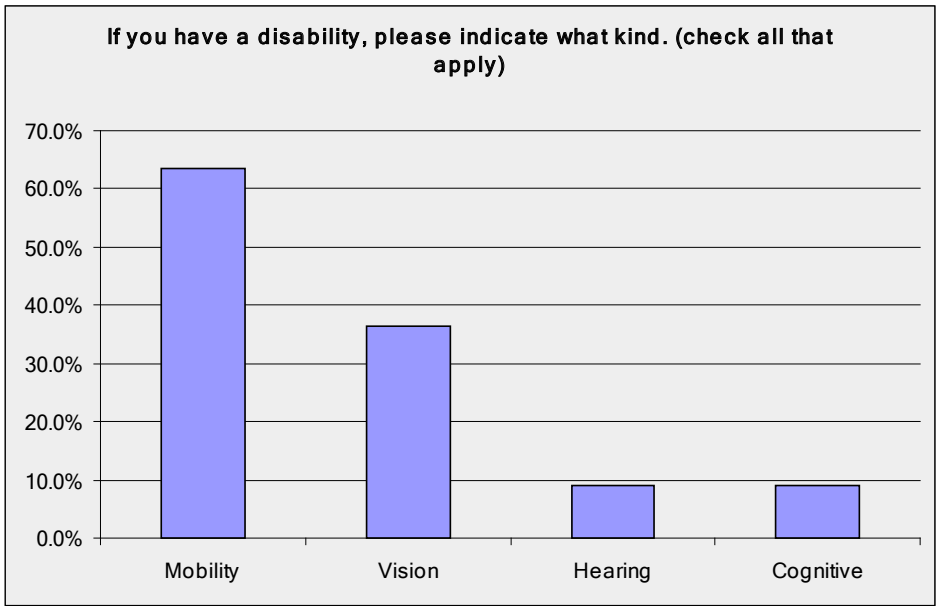
If you have a disability, please indicate what kind. (check all that apply)

Answer Options	Response Percent	Response Count
Mobility	63.6%	7
Vision	36.4%	4
Hearing	9.1%	1
Cognitive	9.1%	1
Other (please specify)		2

Other:

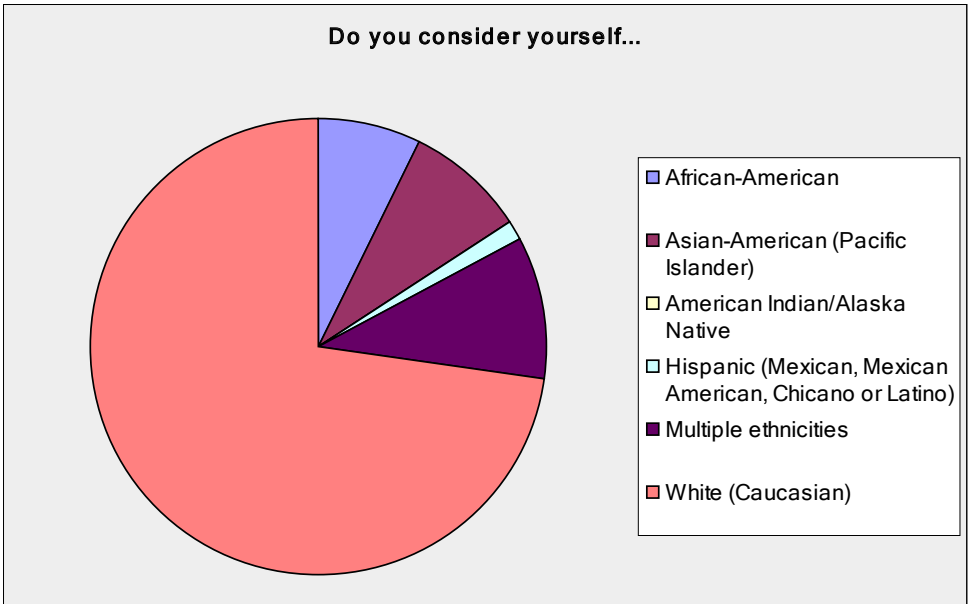
Members of our household have vision and moblity disablties

Not very good eyesight, an injury to my knee that makes walking in icy conditions dangerous if reinjury were to occur.



Do you consider yourself:

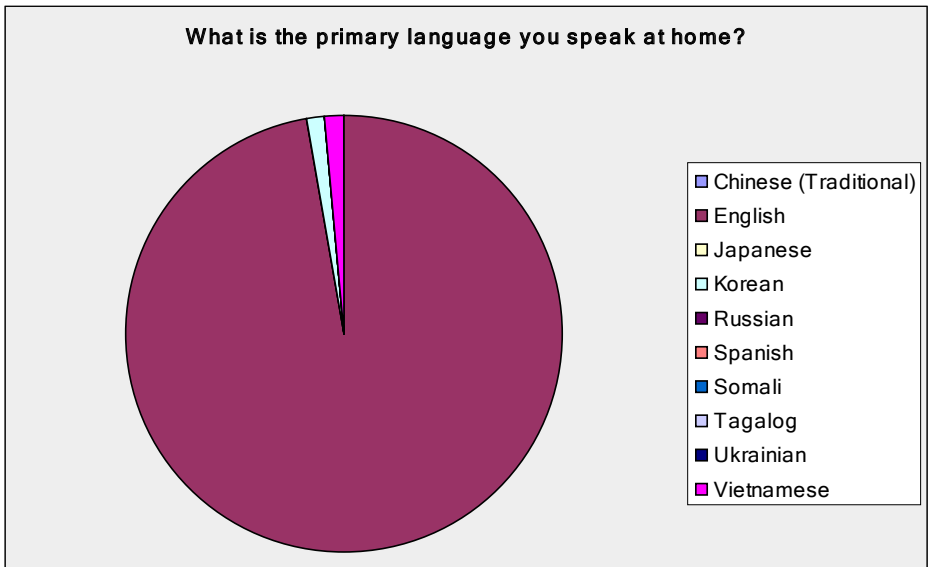
African-American	7.1%	5
Asian-American (Pacific Islander)	8.6%	6
American Indian/Alaska Native	0.0%	0
Hispanic (Mexican, Mexican American, Chicano or Latino)	1.4%	1
Multiple ethnicities	10.0%	7
White (Caucasian)	72.9%	51
Other (please specify)		2



What is the primary language you speak at home?

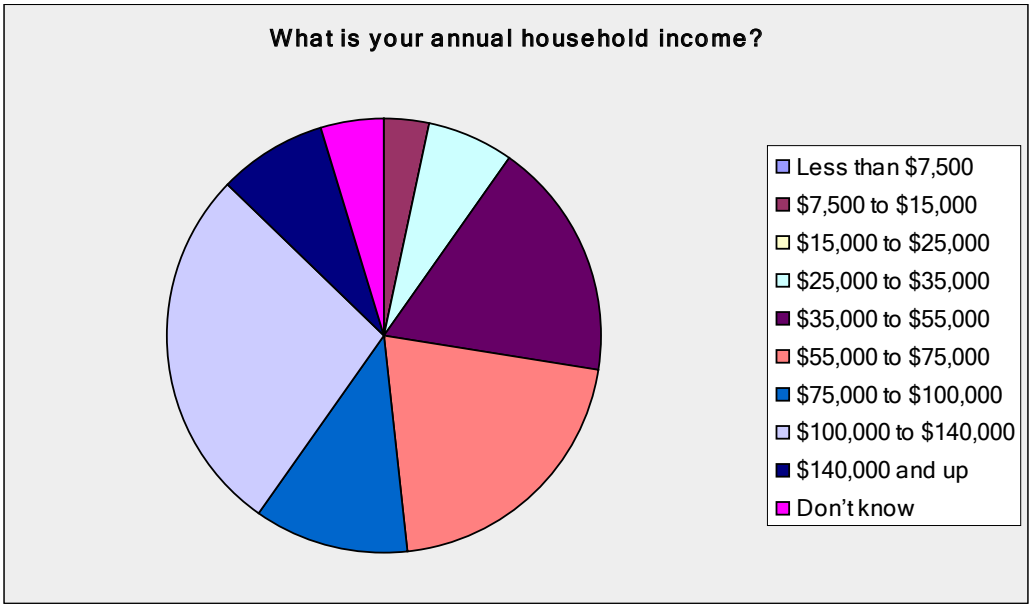
Chinese (Traditional)	0.0%	0
English	97.1%	68
Japanese	0.0%	0
Korean	1.4%	1
Russian	0.0%	0
Spanish	0.0%	0
Somali	0.0%	0
Tagalog	0.0%	0
Ukrainian	0.0%	0
Vietnamese	1.4%	1
Other (please specify)		1

Other:
Why does that matter?



What is your annual household income?

Less than $7,500	0.0%	0
$7,500 to $15,000	3.2%	2
$15,000 to $25,000	0.0%	0
$25,000 to $35,000	6.5%	4
$35,000 to $55,000	17.7%	11
$55,000 to $75,000	21.0%	13
$75,000 to $100,000	11.3%	7
$100,000 to $140,000	27.4%	17
$140,000 and up	8.1%	5
Don't know	4.8%	3



Appendix J: List of Community Organization Considered

Asian & Pacific Islander Women & Family Safety Center*
Asian Counseling & Referral Services*
Asian Pacific Islander Coalition Against Tobacco*
Bike Works
Casa Latina
Center Park Resident Council
Chinese Information & Service Center
City Neighborhood Council
City of Seattle, Immigrant & Refugee Commission*
Cleveland High School
Columbia Public Health Center
Consejo Counseling and Referral Service
DS Temple
East African Community Services
El Centro de la Raza*
Feet First
Filipino Community Center*
Franklin High School
Garfield High School
Got Green*
Group Health Rainier Medical Center
Holly Park Medical & Dental Clinic
Hopelink
Horn of Africa Services
Immigrant and Refugee Services
India Association of Western Washington Seniors Program*
Indo-China Chinese Elderly Association
International Community Health Services*
International District Housing Authority
John Muir Elementary
Kimball Elementary
King County Mobility Coalition
Legacy of Equality, Leadership & Organizing (LELO)
Lighthouse For The Blind
Mercer Middle School
Minority Executive Directors Coalition
MLK Business Association
National Asian Pacific Center on Aging
Neighborcare Health
Neighborhood House: Lee House at New Holly
Neighborhood House: Rainier Vista
Northwest Somali Community Center (NWSCC)
One America*
Orca K-8
Organization of Chinese Americans*
Oromo Community Organization
Puget Sound Alliance for Retired Americans*
Puget Sound SAGE*
Rainier Beach Community Empowerment Coalition*
Rainier Beach High School
Rainier Valley Chamber of Commerce
Rainier View Elementary
Rainier Vista - Boys and Girls Club
Refugee Federation Service Center
Refugee Women's Alliance (REWA) - Main Office
Refugees Social Development Resource Center
SE Crime Prevention Council
Seattle Chinese Chamber of Commerce
Seattle Human Services Coalition
Seattle Indian Center
Seattle Samoan Center
Seattle School Board
Seattle Transit Riders Union*
Seattle Youth Commission
Senior Services
SHA at New Holly
SHA at Rainier Vista
SHA Resident Action Council
Somali Community Service Coalition
Southeast District Council
Southeast Youth & Family Services
Tenants' Union*
Tigrean Community Center
Transportation Choices Coalition*
Vietnamese American Economic Development Association
Vietnamese Friendship Association*
Vietnamese Senior Association of Seattle
WAPI Community Services*
Wing Luke Elementary
Worksource Affiliate Rainier

*Denotes organizations that signed Dec. 28, 2011 letter to Executive Constantine

Appendix K: May 25 Coalition Letter to County Executive

May 25, 2012

King County Executive Dow Constantine
King County Chinook Building
401 5th Ave. Suite 800
Seattle, WA 98104

Dear Executive Constantine:

We are writing as a coalition of social justice, environmental, immigrant and refugee, health, social service, senior, advocacy, civil rights, business and community economic development organizations to urge you to work with us to find a solution to an important transportation issue in the Rainier Valley.

As you know, the bus route 42 is slated for elimination as part of King County Metro's service changes in 2013. The 42 serves communities in the International District and the Rainier Valley along Martin Luther King Jr. Ave. Many individuals who rely on Route 42 are low income, people of color and linguistically isolated, and rely on the bus system as a lifeline to access health care, social services and to commute to work.

For several years, this bus served as a workhorse giving nearly 4000 rides per day. When Link light rail became operational in 2009, frequency of service on this bus was reduced to hourly and the route was truncated to Columbia City. The 42 bus went from approximately 27,000 service hours to just over 2,000 service hours. As a result of this significant service reduction, the bus ridership declined significantly and this route is now slated for elimination.

However, the need for transit service has not gone away. While light rail has provided new transit options for many, it does not replace local bus service, especially for seniors, people with disabilities, low income and limited English speakers. Similarly, while the bus route 8 provides good connections from the Central District to the Rainier Valley, it does not connect to the International District, a hub for transit-dependent riders traveling to jobs and services.

We recognize that King County Metro is facing a funding crisis and service cuts are an unfortunate result of this crisis. However, at this difficult time, we hope that the County will not abandon the riders that need transit service the most.

We communicated with you last year regarding the adoption of Metro's new service guidelines and appreciated the opportunity to provide feedback especially on the social equity criterion application to any service changes.

Building on that work, we believe that there are opportunities to work with King County Metro and the City of Seattle to develop a set of solutions that address the gaps in transit service in SE Seattle.

Specifically, we are interested in working with you on the following issues:

1. Researching and evaluating service alternatives to fill gaps in transit service left by the loss of the 42 bus and provide connections for transit riders who do not live or work within a ¼ mile of a light rail stop or have difficulty accessing the light rail system. These alternatives could include a shuttle bus service or other transportation options to connect riders to existing bus lines.

2. Potential reconfiguration of existing bus service in the Rainier Valley including the routes 7, 8, 42 and 36 to ensure that convenient, safe, and local service still exists to connect residents in the neighborhood to vital services and local businesses. Specifically, to evaluate (using both ridership data and perhaps a local survey of riders) whether bus riders along the Martin Luther King Way corridor would be better served by a local route that takes them from Rainier Beach to businesses along MLK way, through little Saigon and Chinatown-International District onto downtown. A route such as this could provide greater reliability and on-time performance along MLK than current service. We believe it is important to maintain service that conveniently delivers residents to important health and social service hubs, jobs, schools and vital resources (grocery stores, culturally relevant businesses) while providing safe and familiar transportation for vulnerable transit dependent residents, workers, students, seniors, people with disabilities, families and refugees and immigrants with limited English proficiency.

3. Increased transparency and community engagement from King County Metro as it relates to service changes especially in Southeast Seattle. We want the agency to clearly demonstrate what factors it takes into account when making service decisions including additions, changes and eliminations and analyze what impact these service changes have on people of color, seniors, immigrants, refugees and transit-dependent communities, of which there are a higher proportion living in Southeast Seattle than anywhere else in King County. Furthermore, we are requesting that the agency engage in meaningful dialogue with the community <u>before</u> these decisions are made in order to respond to community needs and concerns.

Thank you for your commitment to improving our transit system to make it one that is more accessible, convenient, equitable, and efficient. We urge your leadership on this issue and we look forward to working with you to find an equitable solution that meets the needs of our community's most vulnerable transit riders.

2

Sincerely,

American Friends Service Committee
APICAT for Healthy Communities
API Chaya
Asian Counseling & Referral Service
Asian Pacific Directors Coalition
Asian Pacific Islander Coalition of King County
City of Seattle Refugee & Immigrant Commission
Chinese Information and Service Center
El Centro de la Raza
Filipino Chamber of Commerce of the Pacific Northwest
Filipino Community of Seattle
Filipino Political Action Group of Washington
Futurewise
Got Green
Greater Seattle Chinese Chamber of Commerce
Greater Seattle Vietnamese Chamber of Commerce
Horn of Africa
India Association of Western Washington Seniors Program
International Community Health Services
International District Improvement Association
Minority Executive Directors Coalition
Mothers for Police Accountability
Northwest Association of Pacific Americans
One America
Organization of Chinese Americans - Seattle
Puget Sound Sage
Puget Sound Alliance of Retired Americans
Seattle Human Services Coalition
Transportation Choices Coalition
Vu Le
Sharon Maeda
Bob Santos
Lynn Sereda
Kip Tokuda
Ruth Woo