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**RAPIDRIDE**



# **I Line Community Engagement Summary**

I Line - From introduction and needs assessment to preferred concept development

King County Metro Transit

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## Executive Summary

Metro led an inclusive community engagement process to help shape the I Line preferred concept. We conducted three rounds of engagement to gather input before making decisions about the route, station locations, ways to make it easier for people to get to the bus, and other key project elements.

### **Needs Assessment (Phase 1)**

During the first phase of community engagement, Metro focused on introducing the project to community members and gathering feedback on needs and priorities for transit service.

Metro’s goals for community engagement during Phase 1 included: informing the community about the project, building relationships with community-based organizations (CBOs) serving historically underserved communities, identifying transit priorities and barriers, and understanding community partners’ preferred ways to engage and receive information.

Community engagement activities included: convening a community Mobility Board to help identify transit needs and priorities in South King County, promoting a survey through tabling at community events and in-language outreach at bus stops, interviews with CBOs to understand community needs and inform engagement strategies, and briefings with local city staff and councils.

Community engagement during the needs assessment phase informed the I Line route and station locations and helped Metro develop plans for projects to make it easier and safer to access RapidRide.

### **Conceptual Design: Develop Initial Concept (Phase 2)**

During the second phase of community engagement, Metro gathered feedback on proposed RapidRide station locations and other community concerns and interests.

Metro’s goals for Phase 2 included sharing the proposed I Line route, seeking feedback on station locations, and continuing to foster relationships with CBOs representing or serving people who are historically underserved. Metro engaged the community through an online open house, tabling and briefings at community events, ongoing engagement with CBOs interviewed in Phase 1, and briefings with local city staff and councils.

Community engagement during this phase helped Metro refine station locations and understand what other concerns community members had.

### **Conceptual Design: Develop Preferred Concept (Phase 3)**

During the third phase of community engagement, Metro presented the preferred concept we developed using community input, including route and station locations. We also introduced and gathered input on speed and reliability improvements and key areas to make it easier to walk, roll, and bike to the bus. We continued to focus on building relationships

with CBOs representing people who are historically underserved. Community engagement activities included: an online open house, tabling and briefings at community events, conversations with CBOs, and briefings with local city staff and councils.

Feedback from the community during the development of the preferred concept informed plans for speed and reliability improvements, station design, and access improvements.

Community members emphasized the following priorities across the phases.

## Community Priorities

Faster, more reliable, and frequent bus service

More bus service throughout the day, into the evenings and on weekends to better serve people who don't have traditional schedules, such as shift workers

A range of transit options including RapidRide and more flexible options that meet the needs of the communities served

Transit that serves community assets and amenities such as shopping centers, transit centers, medical centers, schools, colleges and residential areas, especially areas with lots of low-income residents

Safety and comfort at bus stations, including additional lighting, seating, and covered stations

Better connections to current and future transit options

Improvements such as crossing signals, new or improved sidewalks to make getting to the bus station easier and safer

Service to historically underserved communities and people with mobility challenges

Feedback from the community shaped Metro's development of RapidRide I Line from the needs assessment to the development of the preferred concept and will continue to inform the project as it moves into final design and construction.

## Background and Overview

King County Metro is developing RapidRide I Line to connect Renton, Kent and Auburn with high-quality, frequent, and reliable bus service. RapidRide I Line will begin service in 2023 and

upgrade the current Route 180, between Auburn Station and Kent Station, and combine it with the current Route 169, from Kent Station to Renton.

Metro is also making changes to transit service in South King County through the Renton-Kent-Auburn Area Mobility Plan (RKAAMP). The plan includes more local bus service, dial-a-ride (DART), transit buses, and Metro’s Community Connections program, which provides cost-effective transportation options in areas that do not have the density to support typical bus service. Metro hopes to implement these changes in 2020.

Metro began engaging community members and organizations in planning RapidRide I Line in early 2019 using a phased approach. Outreach for the I Line planning and RKAAMP took place in parallel and shared many of the same engagement tools and tactics, including a Mobility Board, interviews with community organizations, and emphasizing in-community outreach. For more information on the RKAAMP public engagement process, please refer to the Renton-Kent-Auburn Area Mobility Plan Public Engagement Report (January 2020).

Our goals during the first phase were to understand community needs, priorities, and barriers to using transit and to begin building relationships in South King County. Based on input from community-based organizations (CBOs) and individuals, we developed a concept for RapidRide I Line, including a route and station locations. (See Appendix A for the complete Phase 1 Community Engagement Summary.)

In summer 2019 we launched our second phase of community engagement: sharing the draft concept and asking for specific feedback on station locations. We also learned more about the communities’ values and preferences for station locations and used this input to refine our preferred concept. (See Appendix B for the complete Phase 2 Community Engagement Summary.)

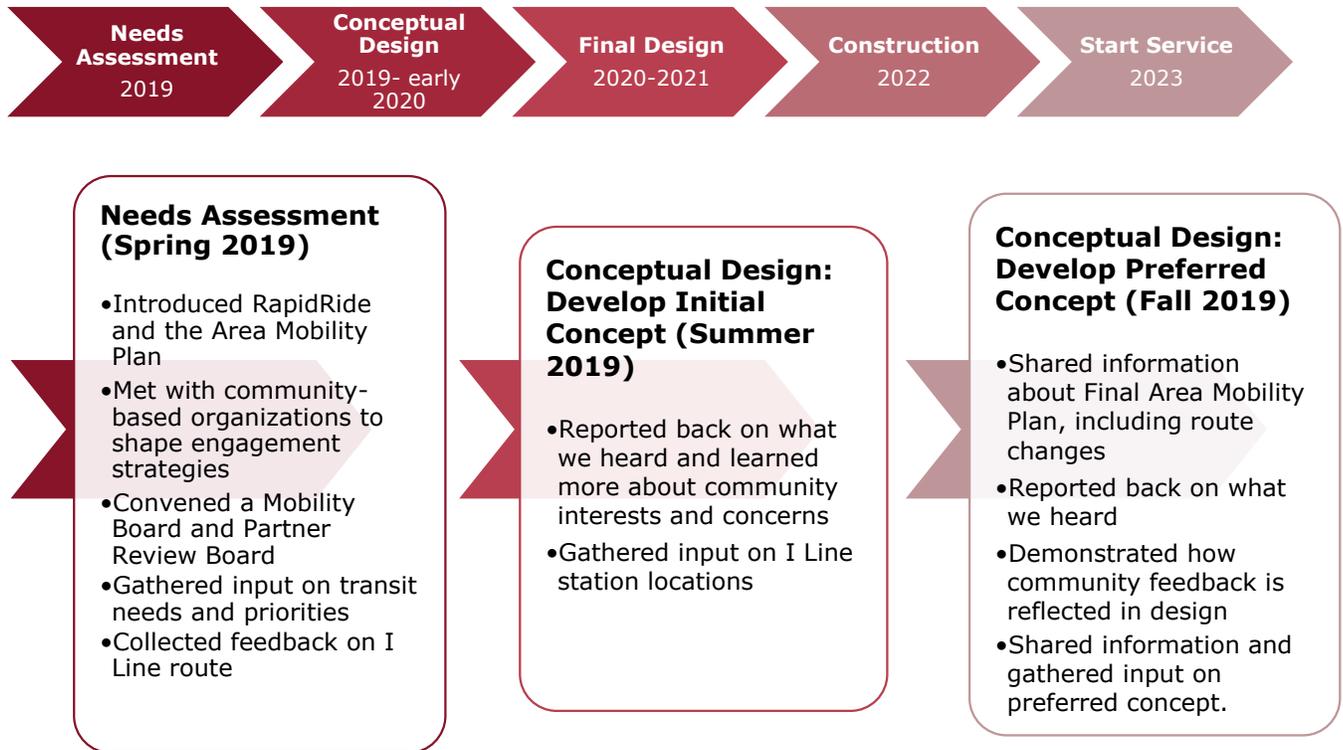
We launched the third round of community engagement in the fall and focused on reporting back to the community about how we incorporated their input into the proposed route, station locations, and areas to make it easier to walk, roll, and bike to the bus. We also gathered additional comments on the preferred concept, where Metro should prioritize improving access, and projects to make the bus faster and more reliable. (See Appendix C for the complete Phase 3 Community Engagement Summary.)

As the project advances into design and construction, we will continue to actively listen to the community and reflect their needs in decision-making.

## Timeline

Metro created a community engagement process which centers community voices in developing RapidRide I Line.

This graphic shows the project timeline from planning through service launch, and highlights community engagement activities during the needs assessment and conceptual design phases.



## Goals and Methods

The follow section shows Metro’s goals and engagement methods for each phase.

### NEEDS ASSESSMENT (PHASE 1)

Metro focused on introducing the project to community members and gathering feedback on priorities for transit service.

#### GOALS:

- Informing the community about the project
- Building relationships with CBOs serving historically underserved communities
- Identifying transit priorities and barriers
- Understanding CBOs’ preferred ways to engage and receive information.

#### METHODS:

- Convening a community Mobility Board to help identify transit needs and priorities in South King County
- Promoting a survey through tabling at community events and in-language outreach at bus stops
- Interviewing CBOs to understand community needs and inform engagement strategies
- Briefing local city staff and councils.

#### OUTCOMES:

- We heard community members want more frequent and reliable bus service and transit options that serve community amenities and services. Community members also gave feedback to Metro on barriers to accessing transit and where sidewalk and other access improvements should be prioritized
- Metro used this feedback to develop an initial concept, including the I Line route, station locations and access improvements.

### DEVELOP INITIAL CONCEPT (PHASE 2)

Metro focused on gathering feedback on preferred station locations and understanding community priorities.

#### GOALS:

- Sharing the I Line route
- Seeking feedback on station locations

- Continuing to foster relationships with CBOs representing or serving people who are historically underserved.

#### **METHODS:**

- Hosting an online open house
- Tabling and briefings at 15 community events
- Ongoing engagement with CBOs
- Briefing local city staff and councils.

#### **OUTCOMES:**

- Community members offered ideas for station locations near community amenities such as schools and medical centers
- Metro used this input to refine station locations and plans to make it easier and safer to access RapidRide stations.

## **DEVELOP PREFERRED CONCEPT (PHASE 3)**

Metro focused on sharing and gathering community input on Metro’s preferred concept for I Line and continuing to build relationships with historically underrepresented groups.

#### **GOALS:**

- Sharing and gathering community input on Metro’s preferred I Line concept, including route, station locations and design features, and key areas to improve access to the bus
- Introduce roadway and intersection improvements that make the bus faster and more reliable
- Continuing to build relationships with historically underrepresented groups.

#### **METHODS:**

- Ongoing engagement with CBOs
- In-person engagement
- Briefings with local city staff and councils
- Hosting an online open house.

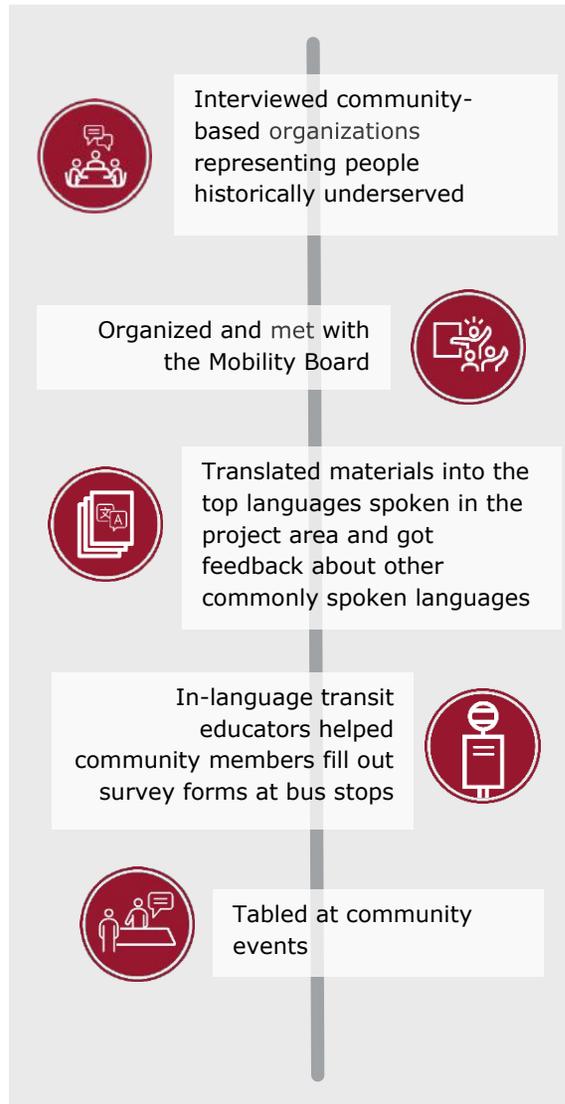
#### **OUTCOMES:**

- Feedback from the community informed speed and reliability improvements, station design, and access improvements
- The Renton, Kent, and Auburn city councils provided letters of support for Metro’s preferred I Line concept and expressed appreciation for how Metro engaged the community.

## Practicing Inclusive Engagement

Metro is committed to improving transit access and mobility for people of color, people who are low-income, and people who have limited English proficiency. During the I Line needs assessment phase, community members asked Metro to prioritize being out in the community. Metro responded by designing an inclusive engagement process that favored in-person and in-language engagement such as the Mobility Board, tabling, one-on-one interactions, and briefings.

### Phase 1



### Phase 2



### Phase 3



## Promoting Opportunities for Input

Project staff promoted and shared community engagement events, the survey, and online open house through a press release to local media, social media posts, translated digital advertisements, flyers distributed on buses and at bus stops along the future I Line route, bus stop signs, posters to local businesses and community gathering places, and emails to riders, community partners, and people who signed up for project email updates.



Social media



Bus stop signs



Rider alerts



Posters



Ethnic media ads and press release



Email community partners



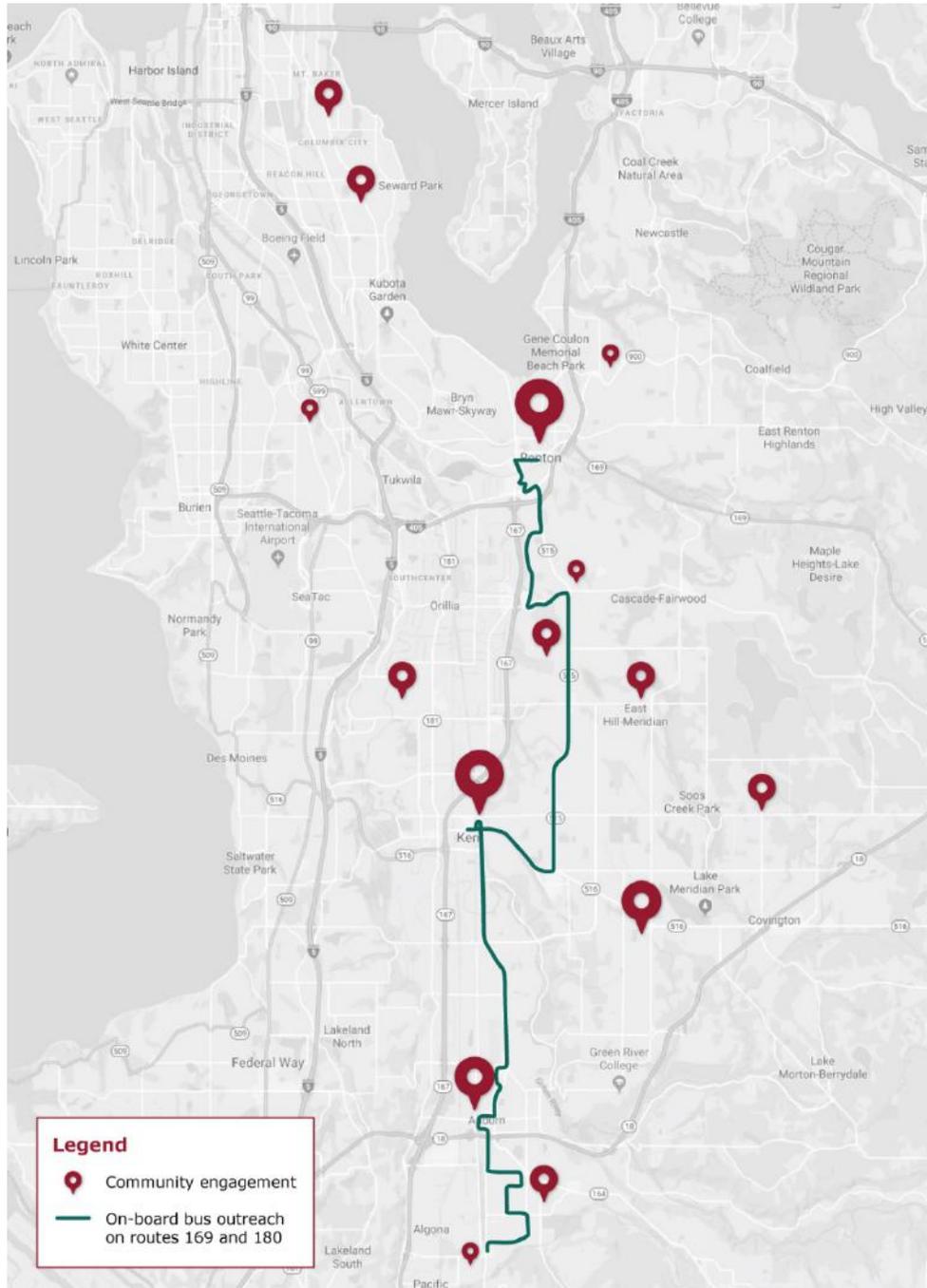
Onboard bus outreach



Website updates

## What We Heard from the Community

The project team conducted community engagement throughout South King County. Events included stakeholder interviews, CBO and council briefings, information tables, on-board bus outreach, outreach at bus stops, and in-language survey outreach.



The following graphic summarizes our engagement methods and reach.



Community members, the Mobility Board, community organizations, and city councils offered valuable feedback that helped shape the I Line design concept. A few key themes emerged.

## Phase 1 Themes

- Support for faster, more frequent bus service

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- Interest in more bus service throughout the day, into the evening, and on weekends

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- Interest in a range of transit options including RapidRide service and more flexible options that meet the needs of the communities served

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- The I Line should serve community amenities and services such as shopping centers, transit centers, medical centers, schools, and residential areas

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- Metro should continue to lead with equity and prioritize serving communities who have been historically underserved.

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Feedback in the needs assessment phase informed the route options that were presented to the community Mobility Board, who then recommended their preferred route.

## Phase 2 Themes

Participants prefer even spacing between stops

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Participants want more transit connections

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Community members value inclusion and want services that work for everyone, including those with mobility challenges

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Participants value: reliable service, upgraded station surroundings, such as improved sidewalks, and better access, such as pathways to bus stations.

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In the initial concept development phase, Metro heard continued support for faster, more reliable and more frequent bus service. Community engagement also helped Metro prioritize where to place stations and understand where riders need sidewalks, crossings, and other improvements to safely travel to RapidRide stations.

## Phase 3 Themes

Participants overwhelmingly support more frequent and reliable transit service coming to the Renton-Kent-Auburn area

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Riders value safety and comfort at bus stations and support additional lighting and covered stations

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Metro should locate stations near community amenities and services, especially resources serving marginalized or vulnerable community members

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Participants support improvements to sidewalks and pathways to make it easier and safer to get to the bus

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CBOs want to continue building lasting relationships and, in some cases, more formal partnerships with Metro.

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Metro incorporated feedback from the first two phases of community engagement in developing a preferred concept for RapidRide I Line. We presented the preferred concept to the community in fall 2019. Renton, Kent and Auburn city councils all wrote letters of support for preferred concept and expressed appreciation for how Metro engaged the community.

Responses from community members, representatives from community organizations, and city staff are helping Metro refine roadway and intersection improvements, safety and access improvements, station locations, and station features such as lighting, seating, and shelter.

## Next Steps

Metro will continue to engage community members, community-based organizations, and local agencies as the project advances into design and construction. This will include focused engagement around station features and locations, roadway and intersection upgrades to make the bus faster and more reliable, conversations with city partners and mobility advocates around projects that make it easier to get to the bus and working with property owners to understand how this project will impact them. Based on what we heard from community partners, Metro will also look for opportunities to strengthen relationships with CBOs through developing more formal partnerships and compensating them for their time and support. Throughout the life of the project, Metro will continue building relationships, educating, and engaging community members about future RapidRide service.

## Appendix A: Needs Assessment (Phase 1) Engagement Summary

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## I Line and Renton-Kent-Auburn Area Mobility Plan (AMP) Community Engagement

### Phase 1 (March-June 2019) summary

#### Background

King County Metro (Metro) is working to connect the cities of Renton, Kent, and Auburn with fast, frequent, and reliable bus rapid transit service, with the RapidRide I Line. The I Line will upgrade the current Routes 180 (between Auburn and Kent Stations) and 169 (from Kent Station to Renton). When service begins in 2023, buses will come more often and be more reliable, and Metro will upgrade some stations with better lighting, real-time arrival signs, and off-board ORCA card readers.

Metro will also make changes to transit service in South King County through the Area Mobility Plan. The plan includes more local bus service, dial-a-ride (DART), transit buses, and Metro's Community Connections Program, which provides cost-effective transportation options in areas that are not set up to support typical bus service. Metro hopes to implement these changes in 2020.

#### Overview

During the first phase of community engagement Metro focused on introducing the project to community members and gathering feedback on needs and priorities for transit service.

Community engagement during this phase consisted of:

- **Mobility Board:** Metro convened and facilitated a Mobility Board—a group of people from communities in South King County—to discuss transit needs and provide feedback on the potential I Line route alignment and service changes for the Renton-Kent-Auburn Area Mobility Plan. See the first Mobility Board meeting summary in **Appendix A**.
- **Tabling at community locations and events:** Metro tabled at community events to introduce the project and encourage community members to complete the survey. See **Appendix B** for a copy of the tabling and presentation schedule.
- **Stakeholder interviews with community-based organizations:** The project team interviewed community-based organizations to build relationships, understand the needs of communities they serve or represent, and gather input on outreach and engagement strategies for phase II. View the full stakeholder interview summary in **Appendix C**.
- **In-language outreach at bus stops:** Metro's transit educators helped people complete paper surveys at bus stops. View the full list of in-language outreach at bus stops in **Appendix D**.

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- **Briefings:** Metro met with city councils, jurisdictions, and other groups to introduce the project and provide initial feedback on the outreach approach and project phases. View the full list of briefings in **Appendix E**.
- **Survey:** The project team surveyed community members to help identify project needs and I Line route alignment. The survey included questions on:
  - Current transit use, including routes, payment methods, and how community members currently travel to bus stops
  - Current barriers to using transit and specific issues or concerns around using or accessing transit
  - Desired improvements to using and accessing transit
  - Perspectives on elements such as safety on routes 169 and 180
  - Preferred alignments through the Renton, Kent, and Auburn areas
  - Demographic information

Metro's objectives for community engagement during included:

- Informing the community about the project.
- Learning about community priorities for transit routes and station locations to develop recommendations for preferred concepts.
- Understanding stakeholder's preferred ways to engage and learn about the project.
- Building relationships with people representing historically underserved communities.
- Discussing potential changes to bus service and gathering input on potential tradeoffs.
- Asking about potential concerns related to design, safety, construction, and more.
- Learning about current transit use and barriers to transit use.
- Understanding what improvements to transit and access to transit would be helpful to community members.

Phase 1 community engagement informed the project needs statement, which will help develop the I Line route alignment. The project team will continue to engage with the public to determine bus station locations.

In addition to engaging with community members, project staff will continue coordinating with jurisdictions along the project alignment to keep councilmembers up to date on project status and decisions, and build partnerships with the cities of Renton, Kent, and Auburn. Metro presented to Renton, Kent, and Auburn city councils and will continue briefings as the project progresses. Please see **Appendix C** for a full list of council briefings.



## Community engagement

The Cities of Renton, Kent, and Auburn are some of the most demographically diverse communities in the County. Metro is committed to improving transit access and mobility for people of color, people who are low-income, and people who have limited English proficiency. Metro is working to build an inclusive community that values the needs, priorities and contributions of people who have been unserved. Our equitable engagement tactics during Phase 1 consisted of:

- Prioritizing stakeholder interviews with community-based organizations representing people who have been historically underserved.
  - We asked community and stakeholder about outreach and engagement strategies and are using that information to inform phase II outreach and engagement.
- Organizing and meeting with a Mobility Board—a compensated group representing communities in the project area. This included people from different cultural communities, regional areas, and with disabilities. We engaged this group to learn about transit and other needs and gather feedback on alignment alternatives and station locations.
- Translating materials into the top languages identified through the American Community Survey (ACS) 2016, including the survey and fact sheet:
  - Russian
  - Simplified Chinese
  - Spanish
  - Vietnamese
- In-language transit educators helped community members fill out survey forms at bus stops in the project area.

In addition to providing materials in these languages, we asked CBO staff about languages spoken in the communities they serve. Because census data was collected in 2016 and the demographics of South King County are constantly changing, we understood the importance of asking community members for languages spoken by the communities that they serve and represent. They confirmed people commonly speak Russian, Simplified Chinese, Spanish, and Vietnamese and also speak Somali, Arabic, and Amharic in the project area. We also heard that people commonly speak several other Asian and African languages in the project area.

We will continue to engage historically underserved communities and learn from them about the best engagement practices. When asked about preferred engagement strategies, a few key themes emerged:

- Meet people where they're at/
  - We should not assume community members can attend in-person meetings. It is important to go to places that community members already visit, such as shopping centers or community centers.
- Partner with interpreters and translate materials/
  - Beyond providing materials in relevant languages, King County should provide interpreters for presentations to communities who speak languages other than English or for those who cannot read.
- Engage with leaders and individuals to spread information by word of mouth.

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- Fear and mistrust of government agencies, language barriers, and personal preference all lead community members to prefer to get information via word of mouth from friends, family members, and trusted community leaders.
- Provide incentives for community members to visit booths and events.
  - People from all backgrounds and ages are more likely to visit events or booths if they gain something, such as food or giveaways.
- Use social media to engage youth.
  - CBOs use social media to effectively engage youth. They have not seen social media used as effectively to engage adults.

## Getting the word out



**Press releases to local media**



**Targeted media releases to ethnic media**



**Information posted on the King County Metro I Line website, Facebook, and blog**



**City newsletter**



**Tabling at community locations**

Project staff publicized the survey and information about the project in a variety of ways, including sending targeted media releases to ethnic local media sources, text message rider alters, and tabling at locations frequently visited by historically underserved populations. We shared information about the project and survey went in the City of Auburn’s newsletter and on King County Metro’s I Line website and blog.

## What we heard

Community members and stakeholders who participated in the first phase of engagement overwhelmingly support RapidRide expansion. A few key themes emerged from the survey, stakeholder interviews, and Mobility Board meetings.

- Support for faster, more frequent bus service
- Interest in more bus service throughout the day, into the evening, and on weekends
- Provide a range of transit options including RapidRide service and more flexible options that meet the needs of the communities served
- Serve community amenities and services such as shopping centers, transit centers, medical centers, schools, and residential areas

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- Continue to lead with equity and prioritize serving communities who have been historically underserved.



## Mobility Board

The project team designed the first set of Mobility Board workshops to introduce members to the project, provide an overview of service planning, and tradeoffs, share feedback from stakeholder interviews and the survey, and encourage members to provide input on needs and potential solutions. Mobility Board members participated in two exercises to first, identify needs and priorities, and then help identify potential solutions while discussing tradeoffs. Overall, Mobility Board members support Metro’s efforts to enhance transit service in the area.

The following key themes emerged from their feedback:

- Provide a range of transit options to meet the diverse needs of these communities
- Offer more frequent service operating later, earlier, and on weekends
- Serve areas that are currently hard to access, including providing more east-west connections
- Move station locations closer to destinations
- Consider shorter, more frequent routes
- Prioritize serving schools, community and senior centers, childcare, residential areas—especially low-income housing, and shopping centers. Participants asked Metro to think about providing late night service to places with shift workers, including the Muckleshoot Casino and manufacturing business in the Renton Industrial Valley
- Prioritize equity focus areas.

The diverse group of 27 Mobility Board members represent a range of mobility needs, rider types, and familiarity with the project area.

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- Members include native English, Somali, and Spanish speakers, and bilingual speakers who speak Somali, French, Spanish, Arabic, or Farsi.
- They represent many rider types, including seniors, students, and people with disabilities.
- Board members live and/or work in Renton, Kent, or Auburn. Some are affiliated with surrounding areas such as Covington, Burien, Tukwila, Seattle, and SeaTac.

## Stakeholder interviews

Interviewees shared a variety of feedback about how people in their communities use transit, barriers to using transit, opportunities to encourage people to ride the bus, and strategies to better engage people in transit planning. Several key themes emerged.

- Interviewees agreed on the importance of listening to people. Several people said their community members are concerned public outreach efforts “check a box” and do not actively engage the community in decision making. This model of public involvement dissuades them from engaging.
- Most interviewees agreed that meeting people where they already are is more effective than asking them to attend a special meeting.
- Many interviewees had heard of RapidRide, but several interviewees said that many community members that they serve are unfamiliar with RapidRide.
- Transit transfers are confusing to navigate, especially for people who don’t speak English as a first language or have visual challenges.
- People lack information about how to use transit.
- Transit takes too much time.
- Service schedules need to consider shift worker needs.

The project team interviewed 18 stakeholders from community-based organizations representing various historically underrepresented communities.



## Who did we hear from?

Date	Organization	Interviewee	Region	Community represented
Wednesday, April 10	<b>Ethiopian Community in Seattle</b> 8323 Rainier Ave S Seattle, WA	Febben Fekadu	South King County	Ethiopian community, primarily in Seattle.
Wednesday, April 10	<b>Renton Inclusion Task Force</b> 1055 S Grady Way Renton, WA	Benita Horn City of Renton Inclusion and Equity Consultant	Renton	Renton community.
Friday, April 12	<b>Muslim Housing Services</b> 6727 Rainier Ave S #26 Seattle, WA	Asad Hassan	King County	Low-income communities in King County, specifically immigrants and refugees from East Africa and the Middle East.
Thursday, April 18	<b>Kent Senior Center</b> 600 E Smith St. Kent, WA	Cindy Robinson	Kent	Older individuals in Kent and surrounding area.
Thursday, April 18	<b>Kent Cultural Community Board</b> 220 4th Ave. S. Kent, WA	Uriel Varela	Kent	Representatives from a diversity of communities in Kent.
Wednesday, April 24	<b>Lighthouse for the Blind</b> 4711, 2501 S Plum St. Seattle, WA	Steve Feher and David Miller, Orientation and Mobility Specialists	King County	People with visual impairments in Seattle and surrounding area.
Friday, April 26	<b>Renton YWCA</b> 1010 S 2nd St. Renton, WA	Martha Walsh	Renton	People experiencing homelessness in Renton and low-income women of color.
Friday, April 26	<b>Nexus Youth and Family Services</b> 1000 Auburn Way S. Auburn, WA	Duane Parker, Case Manager	Auburn	Homeless youth and families in Auburn and the South King County community.

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Wednesday, May 1	<b>Renton Area Youth and Family Services</b> 1025 S Third St. Renton, WA	Erin Hood, Mekina Gault  Programming support	Renton	Renton area youth and families
Monday, May 6	<b>South King County Mobility Coalition</b> Bellevue Hopelink 14812 Main St., Bellevue, WA	David Lynch, Program Manager, Mobility Management  Eda Dedevas Dundar, South King County Mobility Coordinator	South King County	South King County community members with mobility barriers, including older adults, youth, persons with disabilities, limited English speakers, veterans and low income individuals.
Monday, May 6	<b>Auburn Senior Activities Center</b> 808 Ninth St. Auburn, WA	Radine Lozier, Supervisor	Auburn	Older individuals in Auburn and surrounding areas.
Wednesday, May 8	<b>City of Kent Adaptive Recreation</b> 525 Fourth Ave. N. Kent, WA	Julie and Doug	Kent	Kent community members with disabilities.
Monday, May 13	<b>Catholic Community Services (South King County)</b> 1229 W Smith St. Kent, WA	Johanna Cherland, Division Director – South King County	South King County	Low-income populations and people experiencing homelessness in South King County
Monday, May 13	<b>Kent Youth &amp; Family Services</b> 232 2nd Ave. S #201 Kent, WA	Mike Heinisch, Executive Director	Kent	Youth and families in Kent and surrounding area.
Wednesday, May 15	<b>Refugee Women’s Alliance</b> 4008 Martin Luther King Jr Way S Seattle, WA	Molly Donovan, Director of Behavioral Health	King County	Refugee and immigrant women and children
Thursday, May 16	<b>Asian Counseling and Referral Service</b> Phone Interview from PRR 1501 Fourth Ave., Suite 550	Jocelyn Lui, Projects Director	King County	Asian communities in the King County region

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Wednesday, May 22	<b>Living Well Kent</b> 515 W Harrison St. Suite #208, Kent, WA	Riham Hashi	Kent	Underserved communities in Kent
Friday, May 24	<b>Mother Africa</b> 1209 Central Ave. S Suite 123, Kent, WA	Fathia Hammad, Program Specialist, Fidelie Nawej, Program Supervisor, and Risho Sapano, Executive Director	Kent	African and Middle Eastern communities in Kent and South King County

## Online and intercept survey

A total of 840 people answered questions on the intercept survey. Of the 41% (347 respondents) who chose to answer questions about their race or ethnicity:

- 62.8 percent identified as White or Caucasian
- 7.5 percent identified as Asian or Asian American
- 7.2 percent identified as Multiple ethnicities
- 6.4 percent identified as Black or African American
- 4 percent identified as Spanish, Hispanic, or Latino
- 1.4 percent identified as American Indian or Alaskan Native
- 10.4 percent declined to share their race

Of the 347 people who told us what language they speak at home, most (91.3 percent) speak English.

The survey respondents travel in a variety of ways. Of the roughly 600 people who told us how they travel:

- Most (64 percent) use an ORCA card.
- About half (54 percent) walk to their stop.
- Most respondents (77 percent) use public transit. Of those who used transit:
  - 28 percent use Sound Transit
  - 26 percent use Route 150
  - 15 percent use Route 169

While many are satisfied, improving transit timing and reducing cost would encourage respondents to take transit more.

- Some (40 percent) respondents were satisfied with their routes and about a quarter (26 percent) were neutral.

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- Overall, reducing travel time or increasing bus service frequency would resolve barriers for most travelers.
  - About 90 percent of respondents wanted trips to take less time or for buses to be timely, frequent, or available when they needed them.
  - Nearly 2/3 of respondents reported the time to get to their destination was one of their biggest barriers to taking transit.
  - About half of respondents reported the frequency of bus service was one of their biggest barriers to taking transit.

Respondents want safe and frequent service that is nearby. They are particularly interested in traveling to schools, medical institutions, malls, and transit centers. The survey asked respondents to place pins on map for any areas where they have concerns or issues.

- Overall, respondents reported issues near where they live (East of SR-167 in Renton, Kent, and Auburn).
  - Timing of service (e.g., service frequency, time to destination) is a common concern.
  - Requests for safety improvements were also top of mind for several respondents.
  - Near the I-5 corridor, respondents want more bus service near their home or destination.

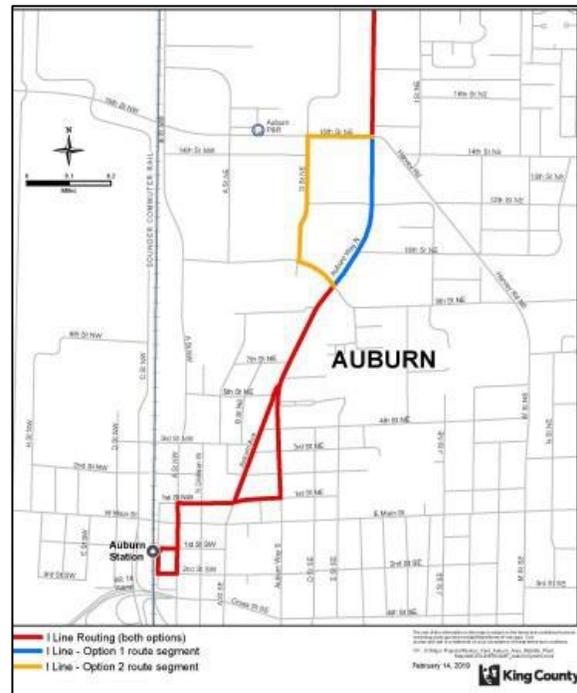
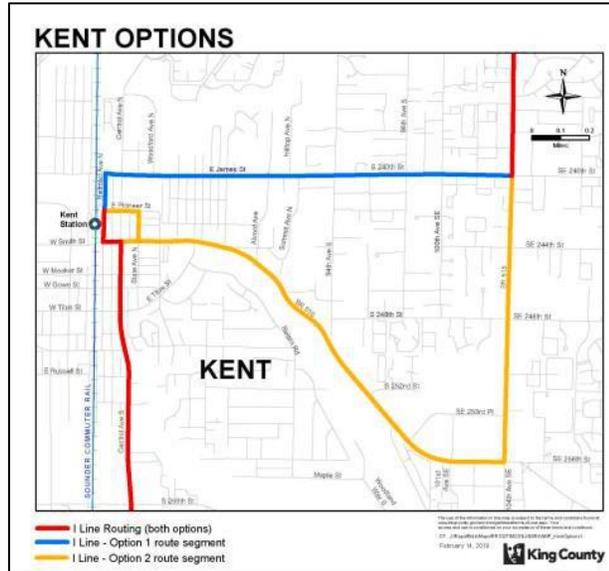
Common activities at locations along the I Line

Specific locations people identify concerns	Why people generally visit these locations				
	Shopping/ Entertainment	Education	Medical	Employment	Transit Transfers
Renton Landing	X				X
Renton Technical College		X		X	
Renton Transit Center	X				X
Westfield Southcenter Mall	X			X	
Valley Medical Center			X	X	
Tukwila Sounder Station				X	X
Sea-Tac Airport				X	X
Angle Lake Station					X
SR-167 and 212 <sup>th</sup>	X				
Kent Sounder Station	X				X
Covington Library	X				
Green River Community College	X	X			
The Outlet Collection	X				
Auburn Station					X

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## RapidRide alignment options for future I Line service

- Metro asked respondents to consider two potential RapidRide service alignments. The first alignment option is in Kent and the second alignment option is in Auburn.
- The survey asked respondents for feedback on these two options.
- Kent Options:
  - The yellow line follows the current route 169 pathway using Canyon Drive to 104th Avenue SE and the blue line uses James Street to 104th Avenue SE.
  - The blue line provides a faster trip but the yellow line would serve more destinations potential RapidRide I Line riders would like to connect to.
- There was not a clear preference for or against either of the alignment options. Survey respondents were about evenly split between Yellow and Blue options.
- Auburn Options:
  - The yellow line follows the current route 180 pathway turning off of Auburn Way to serve D Street NE. This route includes several turns that make current service on the route 180 slower but includes stops to access businesses on D Street NE.
  - The blue line continues on Auburn Way, reducing delay from turns and likely offers a shorter travel time for I Line riders.
- Blue (Auburn Way) was the preferred pathway for Auburn, of those who stated a preference. About half of respondents (49 percent) did not prefer an alignment.



# RAPIDRIDE

## Who did we hear from?

- Generally, most people who provided demographics information were similar to demographic estimates for the region. Looking at data from the 2016 ACS survey pulled from the EPA's EJ Screener ([ejscreen.epa.gov/mapper](https://ejscreen.epa.gov/mapper)):
  - The percentages of People of Color (POC) are comparable for the geographic area in this survey (37.2 percent).
  - We heard from more women than men (55 percent vs. 37.6 percent), as is common for surveys.
  - Speakers of languages other than English are under-represented, which is common with online surveys (92 percent English speakers).
  - Household income is generally comparable for the region in this survey, though respondents with very low income are under-represented. This is common with online surveys.
  - About 5% of respondents under the age of 65 stated they have a disability, which is comparable for King County.
- Most people surveyed live East of SR-167 in Renton, Kent or Auburn.

## Next steps

The community input we received during phase 1 will help the project team develop concepts and will inform future outreach and engagement activities. During the second phase of work Metro will seek input on draft concepts and bus station locations. While stakeholder interviews with community-based organizations allowed us to reach historically underserved communities in the project area, the survey failed to collect significant input from these communities, specifically communities with a high level of limited English proficiency people. During Phase II Metro will focus on seeking input from historically underserved communities through tabling at 15 community events and hosting an online open house.

# RAPIDRIDE

## Appendix A: Mobility Board meeting #1 summary

### RapidRide I Line and Renton Kent Auburn Area Mobility Plan

#### Summaries of Mobility Board Meetings held on May 30 and June 1, 2019

##### KC Metro Renton Kent Auburn Area Mobility Plan

##### Summaries of Mobility Board Meetings held on May 30 and June 1, 2019

##### RKAAMP Mobility Board Key Outcomes

A diverse group of 27 members came together to for the Renton-Kent-Auburn Area Mobility Plan Mobility Board representing a range of mobility needs, rider types, and familiarity with the project area

- Of the 27 members, there were native English, Somali, and Spanish speakers, as well as bilingual speakers who spoke Somali, French, Spanish, Arabic, or Farsi
- Perspectives of all rider types were represented, including seniors, students, and riders with disabilities.
- Board members live and/or work in Renton, Kent or Auburn. Some were affiliated with surrounding areas such as Covington, Burien, Tukwila, Seattle, and SeaTac.

Mobility Board members built an understanding of transit services, rider types, and service planning best practices for application in the Renton, Kent, Auburn sub-areas

Mobility Board members reviewed and **prioritized needs per sub-area** in line with Mobility Plan goals and equity focus.

##### Renton Top Needs:

- More service frequency and longer span
- More frequent service and better transit access to the Highlands
- Fill service gaps with more coverage
- East-west connections are difficult
- Direct connections between important destinations with decentralized service

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## Kent Top Needs:

- Increase the frequency and span of service to better meet community needs, including routes operating later, earlier and on weekends
- Improve coverage/distribution of service throughout Kent and create new connections to jobs, regional transit, and hard-to-reach community assets
- Improve service quality for more on-time and less crowded service
- Improve east/west connections
- Better align service to match demand to reduce overcrowding and duplication of service

## Auburn Top Needs:

- Service south of Auburn station, especially to Algona Pacific
- Provide more weekend and late-night service, especially for shift workers in Pacific and Muckleshoot Casino
- Establish a network of service not centralized on Auburn Station
- Serve key destinations including Work Source, Green River College, late-night jobs, shopping areas, YMCA, Rec Center, and Senior Center

Mobility Board members **identified initial solutions and tradeoffs for further study by Metro** to best meet the priority needs of the Renton, Kent, Auburn communities. Key solutions and Mobility Board preferences include:

## Renton Solutions:

- Create more frequent and longer span of service to the Renton Highlands
- Replace Route 908 with flexible service
- Create more direct access between destinations
- Consolidate Routes 908 and 105 for better frequency
- E/W connection to Link light rail could replace Route 102 for better reliability
- Reorient Route 148 to 116th and 128th
- Straighten 906 pathway

## Kent Top Needs:

- Rapid Ride I Line alignment on Canyon

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- Better align service with demand to reduce overcrowding and make best use of service resources
- Reduce duplication of Routes 164, 169, 168
- Connect and create more E/W services
- Create a Kent East Hill circulator
- Fill network gaps where there's currently no service
- Increase span and frequency of service to the bus runs when people need it
- Decentralize service to create a network providing more coverage to community destinations
- Better connections between service providers, including new mobility services
- Pilot and educate community members and service providers about community van/bus share for weekly local trips
- Work with the City of Kent to improve sidewalks and street crossings to transit stops

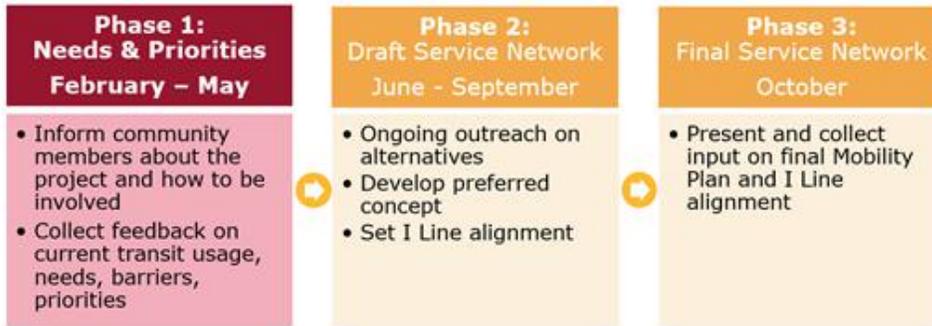
## Auburn Top Needs:

- Create a fast, frequent east-west connection along 8th St NE between Hospital to Senior Housing/Park-and-Ride to Auburn Station/Rapid Ride I Line to Green River College
- Maintain Route 181 service to the high school, senior center, library but supplement with frequent east-west connection to Green River College
- Keep Rapid Ride I Line on Auburn Way; Ensure Rapid Ride stations serve important local destinations
- Create an Auburn-Algona-Pacific circulator loop
- Simplify service along the 186/915 corridor with more frequent service on weekends connecting Auburn to Enumclaw and the Muckleshoot Casino
- Establish a network of service not centralized on Auburn Station creating more coverage with N/S and E/W corridors; intersections/transfer points become mini-hubs outside of Auburn Station
- Make park-and-rides a part of the transit network
- Add transit service along Military Road

Next steps for the Mobility Board include ongoing communication and outreach through the summer as Metro studies initial concepts for the Mobility Plan. The Mobility Board will reconvene in mid-September 2019 to review the initial concepts for the Mobility Plan.

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**Figure 1: Area Mobility Plan Process**



# RAPIDRIDE

## Part 1: Service Planning Orientation

### Figure 2: Part 1 Agenda

#### Part 1: Service Planning Orientation

Thursday, May 30<sup>th</sup> | 4:30 pm – 8:00 pm

Kent Senior Activities Center Room 8

#### Meeting Outcomes

- Mobility Board members understand the purpose of the Renton Kent Auburn Area Mobility Plan and their role in shaping the results.
- Mobility Board members build an understanding of King County Metro’s services, riders, and best practices for creating solutions to meet community needs and project goals.

Time	Agenda Item	Materials
4:30 PM	Welcome & Introductions	<ul style="list-style-type: none"><li>• Agenda</li></ul>
5:00 PM	Mobility Board Charter	<ul style="list-style-type: none"><li>• Letter of Agreement</li></ul>
5:15 PM	What is Metro? Overview: Renton-Kent-Auburn Area Mobility Plan & Rapid Ride I-line	<ul style="list-style-type: none"><li>• Project Overview PPT</li></ul>
5:45 PM	Quick Break	Dinner provided
6:00 PM	Service Planning Orientation	<ul style="list-style-type: none"><li>• Service Planning Orientation PPT</li></ul>
6:30 PM	Service Types and Types of Riders Activity	<ul style="list-style-type: none"><li>• Transit Persona Cards</li></ul>
7:00 PM	Transit Planning Best Practices	<ul style="list-style-type: none"><li>• Mobility Plan Goals and Transit Planning Best Practices</li></ul>
7:15 PM	Design Your Own Transit Network Activity	<ul style="list-style-type: none"><li>• Network Maps</li></ul>
7:45 PM	Board Member Report Out	
8:00 PM	Adjourn	

### Welcome and Introductions

Chris O’Claire, King County Metro welcomed the Mobility Board and shared that Metro is eager to receive input from the Renton-Kent-Auburn Area Mobility Board. Robyn Austin, King County Metro, reminded participants that the Mobility Board is intended to be a stakeholder group that represents the interests and demographics of people that use Metro’s services in the project area. The Mobility Board will provide input to Metro on the communities’ mobility needs and priorities and help community members stay informed about the project (see Appendix A for Mobility Board demographics).

Robyn then led a round of introductions in which members shared why they were interested in being on the Mobility Board (see Appendix B for a list of attendees).

### Introduction to Metro and Project Overview

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Robyn shared that the outcome of the Renton-Kent-Auburn Area Mobility Plan will be an updated, integrated mobility network comprised of various transit services to meet community needs, including RapidRide, fixed route transit, dial-a-ride transit, and flexible mobility services coordinated with commuter rail service in the project area. The Mobility Plan will also identify needs and priorities to inform future transit investments in South King County.

While the Mobility Board is charged with advising the Metro on needs, priorities, and concepts for improvements documented in the Mobility Plan, the responsibility for making final decisions rests with King County Metro and ultimately the King County Council. Final decisions will take into consideration the contributions of the Mobility and Partner Review Boards, as well as other community input, available budget, statutory requirements, feasibility, and other factors.

After receiving questions from Board members, Robyn made the following clarifications:

- The Sounder routes will not be affected by the Mobility Plan
- The I Line will begin in Renton. Route 180 will be affected and is a topic of discussion for the Mobility Board to consider.
- Fare prices will not increase with the new Rapid Ride.

**Figure 3: Rider**

### Types of Riders

Rider Types	Mobility Needs
Commuters 	<ul style="list-style-type: none"> <li>• Peak-period (5-9 am, 3-7 pm) travel to major employment hubs</li> <li>• Connections to regional public transportation options (Link, Sounder)</li> <li>• "Guaranteed-ride-home" services</li> </ul>
Off-peak and shift workers 	<ul style="list-style-type: none"> <li>• All-day connections to and from major employment hubs</li> <li>• "Guaranteed-ride-home" services</li> </ul>
Seniors 	<ul style="list-style-type: none"> <li>• All-day access to public services, appointments, and other daytime travel needs</li> <li>• Paratransit service</li> <li>• ADA-compliant passenger facilities</li> </ul>
Persons with Disabilities 	<ul style="list-style-type: none"> <li>• Paratransit service</li> <li>• ADA-compliant passenger facilities</li> </ul>
Youth 	<ul style="list-style-type: none"> <li>• Service meeting the needs of school schedules</li> <li>• Connections to public services (parks, libraries, community centers, etc.)</li> </ul>



### Service Planning Orientation

Ted Day, King County Metro, gave a presentation to introduce the Mobility Board to the varying needs of different types of riders Metro service planners must consider when developing a transit network. Diverse communities need diverse services.

After receiving questions from Board members, Ted made the following clarifications:

- Sound Transit will be funding the new Kent Transit Center (Kent Station) but King County Metro will be working closely with the agency to ensure smooth transitions between services.

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- The Mobility Plan recommendations will include potential changes to routes coming off the hill in Kent and at Kent Station. Adjustments to these routes will be a topic for Mobility Board discussion.
- Service on Sundays will be a topic for the Mobility Board to weigh in on.
- Reliability of service will certainly be a consideration when developing the network.
- Service can be difficult to predict due to traffic, riders getting on at different speeds, and some operators not adhering to schedules as well as others.
- Metro customer service operators are trained on all Metro services and will know to connect users to a community shuttle, if it is an option suiting the customer’s needs and location.
- Riders who carry groceries from food banks, for example, can use the Community Van service. However, Community Van is not a service currently available in South King County.

## Service Types and Types of Riders Activity

Ted then introduced an activity where the Mobility Board divided into small groups for an activity to determine which transit service types are most appropriate for hypothetical transit rider personas. The goal of this activity was to help Mobility Board members understand the types of services and riders Metro considers when creating solutions to meet community needs. Example persona provided below:

Scenario 2	16-year-old student who attends Auburn High School. Most days after school she goes to the Auburn Library to study. On the weekends, she and her friends like to attend Mariner games at T-Mobile Park.
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### Transit Service Types:

- RapidRide
- Frequent Bus
- Local Bus
- Express Bus
- Flexible Services

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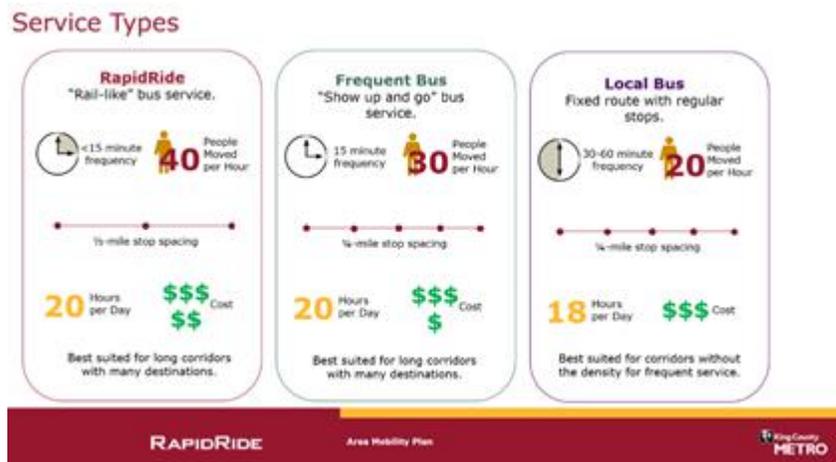


Figure 4: Service

Mobility Board members noted that personas have varying amounts of flexibility and many possible service types that could meet their needs. The number of service types a persona uses depends their array of mobility needs. This activity reinforced the notion that diverse communities need diverse mobility services and options.

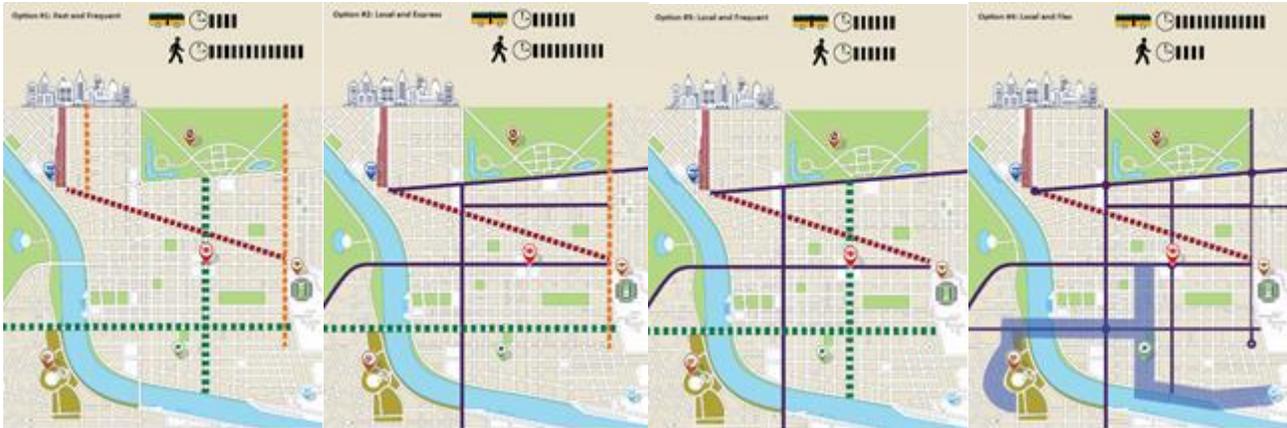
## Transit Planning Best Practices: Design Your Own Transit Network Activity

Ted provided an overview of transit planning best practices that guide Metro’s decision making to provide efficient and reliable service. A breakout group activity in which groups were tasked with prioritizing their top two of four transit networks based on community needs followed. Each example transit network model represented a different combination of transit services to meet needs differently, allowing participants to discuss tradeoffs and how to best serve the community overall.

Groups noticed right away that no example network was perfect and that tradeoffs between destinations, time on transit, and time walking made it difficult to address all transit needs. They tended to prioritize a combination of Option 2: Local and Express service, Option 3: Local and Frequent, and Option 4: Local and Flex service. Options 2, 3, and 4 were valued because of their local service, which reduced the time users had to spend walking to their final destination. Option 2 was valued by groups because it had the most balance of services over the geographic area and was therefore likely to serve the most types of riders well. Other groups prioritized Option 3 because of they found the balance of time spent on transit and time spent walking to/from transit palatable. Some groups placed a high priority on Option 4 because it was the only network that directly reached three important destinations: the hospital, the grocery store, and the industrial area. Through the report out of the various groups’ preferences, some participants acknowledged that there was no right answer and requested hybrids or modifications to the networks in order to be satisfied. Overall, participants recognized that designing an appropriate network depends greatly on the needs of the riders the network is

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servicing and that service planners must take many factors into consideration when designing a transit network.



**Figure 5: Design Your Own Network**

## Next Steps

Robyn concluded the day by thanking Board members for their time and diligent participation. She encouraged participants to fill out comment cards to recommend areas of improvement for the next Mobility Board meeting on the following Saturday.

## Part 2: Prioritization of Needs, Tradeoffs, and Solutions

**Figure 6: Part 2 Agenda**

**Part 2: Prioritization of Needs, Tradeoffs and Solutions**

Saturday, June 1<sup>st</sup> | 9:00 am – 3:00 pm

Kent Senior Activities Center Room 8

Meeting Outcomes

- Mobility Board members understand needs expressed by the community and prioritize needs based on project goals.
- Mobility Board members apply understanding of Metro’s services and community needs to recommend solutions for further study.

Time	Agenda Item	Materials
9:00 AM	Welcome Recap of Workshop Part 1 Agenda Overview	<ul style="list-style-type: none"> <li>• Agenda</li> </ul>
9:30 AM	Overall Themes: What we’ve heard so far (Natalie) Prioritization of Needs: Introduction	<ul style="list-style-type: none"> <li>• What We’ve Heard PPT</li> <li>• Sub-Area One Pagers</li> </ul>
10:00 AM	Prioritization of Needs: Small Group Breakouts <ul style="list-style-type: none"> <li>– Table A: Renton/Industrial Valley</li> <li>– Table B: Kent/East-West Connections</li> <li>– Table C: Auburn/Algona-Pacific</li> </ul>	<ul style="list-style-type: none"> <li>• Project Area Map (3 per sub-area)</li> <li>• Mobility Plan Goals and Transit Planning Best Practices</li> <li>• Needs Assessment Cards</li> </ul>
12:00 PM	Lunch	Lunch provided
12:30 PM	Prioritization of Needs: Report Back	
1:00 PM	Tradeoffs and Solutions: Introduction	
1:15 PM	Tradeoffs and Solutions: Small Group Breakouts <ul style="list-style-type: none"> <li>– Table A: Renton/Industrial Valley</li> <li>– Table B: Kent/East-West Connections</li> <li>– Table C: Auburn/Algona-Pacific</li> </ul>	<ul style="list-style-type: none"> <li>• Mobility Plan Goals and Transit Planning Best Practices</li> </ul>
2:45 PM	Tradeoffs and Solutions: Report Back	
3:00 PM	Adjourn	

### Welcome

Robyn welcomed the group and shared the purpose of the day’s workshop: The Mobility Board will apply their knowledge of transit service types, riders, and best practices to the mobility needs expressed by the Renton, Kent, Auburn community to recommend solutions for further study by Metro. The Saturday workshop focused on prioritizing community needs based on project goals.

### Outreach to Date: What We’ve Heard So Far

Robyn provided an overview of the outreach Metro has conducted to date around the Renton-Kent-Auburn Area Mobility Plan. Based on over 800 Needs Assessment Surveys and over a

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dozen community organization interviews, Metro has collected quantitative and qualitative data and identified several barriers to transit use, as well as several improvements that would encourage more transit use.

Key themes from the 840 survey respondents include:

- Top 3 barriers to current transit use:
  - “Transit takes too long to get to where I’m going”
  - “Amount of time I have to wait for a bus”
  - “Transit is not available at the time of day I need it”
- Top 3 improvements that would encourage more transit use
  - “How long it takes to get to my destination”
  - “How often the bus comes throughout the day”
  - “The days and times the bus runs”

Key takeaways from the 18 community organization interviews include:

- Transit transfers are confusing to navigate, especially for people who don’t speak English as a first language or have visual challenges
- There is a lack of information about how to use transit
- Transit takes too much time
- Service schedules need to consider shift worker needs

After receiving questions from Board members, Robyn made the following clarifications:

- The Mobility Plan outreach approach consists of surveys, one-on-one outreach to Community Based Organizations (CBOs), outreach at community events this summer, and the Mobility and Advisory Board.
- Metro is identifying CBOs to meet with by beginning with ones Metro has preexisting relationships with and taking recommendations from those of who else to meet with.
- Facilities issues such as lighting, garbage, and having ample space for boarding are common issues raised by riders.
- Transit access to CBO locations are certainly a consideration when developing the transit network and is informed by Mobility Board feedback.

## **Prioritization of Needs: Small Group Breakouts**

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Robyn shared that King County, as documented in the Equity and Social Justice Strategic Plan, is committed to improving transit access and mobility for people of color, low-income people, and people with limited English proficiency. She also shared that the goals of the Mobility Plan are to:

- Improve equitable transit access
- Increase network efficiency and invest in equity priority areas
- Develop a network of mobility services
- Create a single route from Renton to Kent to Auburn to be upgraded to the RapidRide I Line

Ted then introduced the Needs Prioritization Activity in which groups reflected on the various needs of the communities based on Renton, Kent, Auburn sub-areas and discussed transit service needs that most align with the goals of the mobility plan. Discussions were supported by quantitative and qualitative data from the Needs Assessment Surveys and maps of the sub-areas.

## **Renton Top Needs:**

- More service frequency and longer span
- More frequent service and better transit access to the Highlands
- Fill service gaps with more coverage, especially in the Highlands and Benson Hill
- Create shorter, more frequent routes to enhance reliability
- Buses take too long, both wait times and too many transfers requires to reach destination
- Provide more transit access to childcare, schools, jobs, and service/resource centers
- Workers in the Industrial Valley need better transit reliability
- East-west connections are difficult, especially south of F Line
- Direct connections between important destinations with decentralized service
- Key Renton destinations and connections include Renton Technical College, PacMed, Elections Center, Food Bank on Columbia, grocery stores and a connection between Renton Highlands and the airport or Angle Lake

## **Kent Top Needs:**

- Run service when people need it: Increase the frequency and span of service to better meet community needs, including routes operating later, earlier and on weekends

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- Improve coverage/distribution of service throughout Kent and create new connections to jobs, regional transit (Sounder and Link) and hard-to-reach community assets like schools and DMV with a focus on equity
- Key Kent destinations and connections include DMV/DOL, Link stations, Highline College, food banks, high schools, Industrial Valley, new YMCA on 248th/104th, Kent Center of Hope, Islamic Center of Kent, and World Relief
- Improve service quality for more on-time and less crowded service
- Improve east/west connections
- Better align service to match demand to reduce overcrowding and duplication of service
- Improve customer information for real-time arrival information, weather alerts, and multilingual guides on how to use the system and routes serving popular destinations

## **Auburn Top Needs:**

- Service south of Auburn station, especially to Algona Pacific
- Provide more weekend and late-night service, especially for shift workers in Pacific and Muckleshoot Casino
- Establish a network of service not centralized on Auburn Station
- Key Auburn destinations include late-night jobs, high schools and middle schools, Green River College, YMCA, Rec Center, Senior Center, Work Source, DSHS, shopping areas (Walmart and the outlets), and low-income residential areas
- Improve stops with shelters, lighting and multilingual system/schedule information

## **Tradeoffs and Solutions: Small Group Breakouts**

After spending the morning discussing the top needs of each sub-area, the breakout groups spent the afternoon discussing what transit services would best align with those needs. Ted kicked off the afternoon discussion by orienting the group to each sub-area map and one-pager highlighting the current services that are not doing a good job meeting community needs. These under-performing services present the opportunity to reallocate service to better meet community needs. The purpose of the afternoon breakout activity was to discuss how current service is or is not aligned with each area's priority needs, what service types could best meet these needs, and where existing services could be reallocated to better meet the priority needs. Through this exercise, groups also discussed tradeoffs required to meet potentially conflicting needs.

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## **Renton Solutions:**

- Create more frequent and longer span of service to the Renton Highlands
- Replace Route 908 with flexible service
- Create more direct access between destinations
- Consolidate Routes 908 and 105 for better frequency
- E/W connection to Link light rail could replace Route 102 for better reliability
- Reorient Route 148 to 116th and 128th
- Straighten 906 pathway
- Improved transit information sharing; partner with service provider for multilingual education on transit services, routes, and how to use the system
- Improve wheelchair access to the bus with street/sidewalk improvements, and driver training

## **Kent Solutions:**

- Rapid Ride I Line alignment on James
- Better align service with demand to reduce overcrowding and make best use of service resources
- Reduce duplication of Routes 164, 169, 168
- Connect and create more E/W services
- Create a Kent East Hill circulator
- Fill network gaps where there's currently no service
- Increase span and frequency of service to the bus runs when people need it
- Decentralize service to create a network providing more coverage to community destinations
- Better connections between service providers, including new mobility services
- Pilot and educate community members and service providers about community van/bus share for weekly local trips

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- Work with the City of Kent to improve sidewalks and street crossings to transit stops
- Improve financial access to transit with reduced fare options, longer transfers, and enabling transfers between Metro and Sound Transit services
- Create a more user-friendly customer information app for real-time arrival information, delays and weather alters
- Provide multilingual education and information at stops for how to use transit, where it goes and when it runs.
- Increase the sense of safety at Kent station and improve lighting at stops throughout Kent

## **Auburn Solutions:**

- Create a fast, frequent east-west connection along 8th St NE between Hospital > Senior Housing/Park-and-Ride > Auburn Station/Rapid Ride I Line > Green River College
- Maintain Route 181 service to the high school, senior center, and library but supplement with frequent east-west connection noted above
- Keep Rapid Ride I Line on Auburn Way
- Ensure Rapid Ride stations serve important local destinations such as the Fred Meyer, Work Source and Cascade Middle School
- Create an Auburn-Algona-Pacific circulator loop
- Simplify service along the 186/915 corridor with more frequent service on weekends connecting Auburn to Enumclaw and the Muckleshoot Casino
- Establish a network of services not centralized on Auburn Station creating more coverage with N/S and E/W corridors; intersections/transfer points become mini-hubs outside of Auburn Station
- Make park-and-rides a part of the transit network
- Add transit service along Military Road

## **Next Steps**

Robyn shared that the next Mobility Board meeting will be in mid-September. At that meeting, Board members will review and provide feedback on the proposed network. She also shared that Metro will be conducting outreach at community events over the summer and will be in touch in

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mid-July to share initial concepts for the Mobility Plan. She reminded the Mobility Board that their last meeting will be in late fall and the Renton-Kent-Auburn Area Mobility Plan process will conclude following the King County Council's approval in December 2019.

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## Appendix A: Mobility Board Demographics (based on optional survey responses and in person conversation)

Description	Mobility Board Makeup
Age range	14-71
Language groups	<ul style="list-style-type: none"> <li>• Native English speakers</li> <li>• Native Spanish speakers</li> <li>• Native Somali speakers</li> <li>• Bilingual speakers (English and Somali, French, Spanish, Arabic, Farsi)</li> </ul>
Annual household income range	\$6,000-140,000
Rider types	<ul style="list-style-type: none"> <li>• Commuters (majority)</li> <li>• Off-peak and shift workers (minority)</li> <li>• Seniors (5 participants)</li> <li>• Persons with disabilities (3 participants: visual, mobile, and/or speech impairments)</li> <li>• Youth/students (6 participants)</li> </ul>
Personal and professional interests	<ul style="list-style-type: none"> <li>• Providing resources to low income families</li> <li>• Providing resources to refugees and immigrants</li> <li>• Access to education</li> <li>• Leadership and community organizing</li> <li>• Inclusive engagement</li> <li>• Access to affordable transportation</li> </ul>

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	<ul style="list-style-type: none"> <li>• Access to medical services</li> <li>• Access to entertainment</li> </ul>
Geographic areas and subareas	<ul style="list-style-type: none"> <li>• Renton             <ul style="list-style-type: none"> <li>○ downtown Renton</li> <li>○ Maplewood</li> <li>○ Benson Hill</li> <li>○ Renton Highlands</li> </ul> </li> <li>• Kent             <ul style="list-style-type: none"> <li>○ Kent East Hill</li> </ul> </li> <li>• Auburn             <ul style="list-style-type: none"> <li>○ downtown Auburn</li> <li>○ Lea Hill</li> </ul> </li> <li>• Covington/Timberlane</li> <li>• Burien</li> <li>• Seattle</li> <li>• Tukwila</li> <li>• Seatac</li> </ul>

## Appendix B: Attendees

1. Aalijah Fulton	15. Husham Azeez
2. Afeworki Ghebreiyesus	16. Jani Medeiros
3. Alexandra Clark	17. Joseph Habimana Maradona
4. Ariana Rojas-Manriquez	18. Kevin Berg
5. Ayaan Hassan	19. Linet Madeja-Bravo
6. Brian Bonner	20. Loina Romero

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7. Crista Shaw (opted out of compensation)	21. Nancy Knipp
8. Daniel Nicholson	22. Reza Sakhi
9. Gabriella Berg	23. Richard Ahsiu
10. Graciela Ayometzi	24. Raymond Johnson
11. Hala Tiba	25. Roger Arnold
12. Halimo Olad	26. Sattar Murad
13. Harold Batson Jr	27. Zaynab Mazban
14. Hoda Abdullahi	
Corey Holder	King County Metro
Chris O'Claire	King County Metro
DeAnna Martin	King County Metro
Gracie Geremia	PRR
Gregory Mcknight	King County Metro
Jeremy Fichter	King County Metro
Lauren Squires	Nelson\Nygaard Consulting Associates
Mishu Pham-Whipple	Triangle Associates
Natalie Westerberg	King County Metro
Nicole Aguirre	King County Metro
Robyn Austin	King County Metro
Ryan Miller	King County Metro
Ted Day	King County Metro

## Appendix B: Community engagement schedule

Date	Community	Time	Event and venue
<b>Tuesday, March 12</b>	<b>South King County region</b>	6-8pm	<b>Operations and Maintenance Facility Open House</b> Federal Way Performing Arts Center
<b>Thursday, March 14</b>	<b>South King County region</b>	9:30- 11:00am	<b>South King County Mobility Coalition March meeting</b> Renton DSHS/CSO, Seahawks Room 500 SW 7th St, Renton, 98057
<b>Saturday, March 16</b>	<b>Renton</b>	10am-4pm	<b>Free museum day!</b> Renton History Museum
<b>Wednesday, March 20</b>	<b>South King County region</b>	6-8 pm	<b>Sound Transit Operations and Maintenance Facility</b> South Open House Highline College
<b>Monday, March 25</b>	<b>Kent</b>	11:00 – 11:45am	<b>Tabling at Kent Senior Center</b> 600 E Smith St Kent, WA 98030
<b>Wednesday, March 27</b>	<b>Auburn</b>	11:30am- 1pm	<b>Tabling at Auburn Senior Center</b> 808 9 <sup>th</sup> St SE Auburn, WA 98002
<b>Wednesday, March 27</b>	<b>Renton</b>	9-10:30am	<b>Renton Area Non Profits Unite</b> Renton Chamber of Commerce 625 S. 4th St., 98057
<b>Friday, March 29</b>	<b>Kent</b>	1-3pm	<b>Tabling at Harrison House Senior Housing Complex (KCHA)</b> Harrison House
<b>Tuesday, April 23</b>	<b>Kent</b>	6:30-8pm	<b>Presentation at Kent Cultural Communities Board</b>

## Appendix C: Stakeholder interview summary

# Renton-Kent-Auburn Area Mobility Plan/I Line

### Community Based Organizations' Stakeholder Interview Summary

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Updated May 30, 2019

### Background

King County Metro is developing a plan to map out future transit options for Renton, Kent, Auburn, and surrounding areas. This plan will integrate a new RapidRide line, local bus service, and other mobility services in the area.

PRR and King County Metro (Metro) conducted 18 interviews on behalf of the Renton-Kent-Auburn Area Mobility Plan and I Line Project during April and May 2019. Our purpose was to introduce the Mobility Plan and RapidRide I Line to community based organizations (CBOs) in the project area, establish a constructive and ongoing dialogue between Metro and these CBOs, inform future public engagement for these studies, especially with historically underserved populations, and gather information to inform the Mobility Plan and I Line design concepts.

PRR and Metro conducted the interviews in person, with participants representing CBOs.

Date	Organization	Interviewee	Region	Community represented
Wednesday, April 10	<b>Ethiopian Community in Seattle</b> 8323 Rainier Ave S, Seattle, WA	Febben Fekadu	South King County	Ethiopian community, primarily in Seattle.
Wednesday, April 10	<b>Renton Inclusion Task Force</b> 1055 S Grady Way Renton, WA	Benita Horn City of Renton Inclusion and Equity Consultant	Renton	Renton community.

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Friday, April 12	<b>Muslim Housing Services</b> 6727 Rainier Ave S #26 Seattle, WA	Asad Hassan	King County	Low-income communities in King County, specifically immigrants and refugees from East Africa and the Middle East.
Thursday, April 18	<b>Kent Senior Center</b> 600 E Smith St. Kent, WA	Cindy Robinson	Kent	Older individuals in Kent and surrounding area.
Thursday, April 18	<b>Kent Cultural Community Board</b> 220 4th Ave. S. Kent, WA	Uriel Varela	Kent	Representatives from a diversity of communities in Kent.
Wednesday, April 24	<b>Lighthouse for the Blind</b> 4711, 2501 S Plum St. Seattle, WA	Steve Feher and David Miller, Orientation and Mobility Specialists	King County	People with visual impairments in Seattle and surrounding area.
Friday, April 26	<b>Renton YWCA</b> 1010 S 2nd St. Renton, WA	Martha Walsh	Renton	People experiencing homelessness in Renton and low-income women of color.
Friday, April 26	<b>Nexus Youth and Family Services</b> 1000 Auburn Way S. Auburn, WA	Duane Parker, Case Manager	Auburn	Homeless youth and families in Auburn and the South King County community.
Wednesday, May 1	<b>Renton Area Youth and Family Services</b> 1025 S Third St. Renton, WA	Erin Hood, Mekina Gault  Programming support	Renton	Renton area youth and families

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Monday, May 6	<b>South King County Mobility Coalition</b> Bellevue Hopelink 14812 Main St., Bellevue, WA	David Lynch, Program Manager, Mobility Management  Eda Dedevas Dundar, South King County Mobility Coordinator	South King County	South King County community members with mobility barriers, including older adults, youth, persons with disabilities, limited English speakers, veterans and low income individuals.
Monday, May 6	<b>Auburn Senior Center</b> 808 Ninth St. Auburn, WA	Radine Lozier, Supervisor	Auburn	Older individuals in Auburn and surrounding areas.
Wednesday, May 8	<b>City of Kent Adaptive Recreation</b> 525 Fourth Ave. N. Kent, WA	Julie and Doug	Kent	Kent community members with disabilities.
Monday, May 13	<b>Catholic Community Services (South King County)</b> 1229 W Smith St. Kent, WA	Johanna Cherland, Division Director – South King County	South King County	Low-income populations and people experiencing homelessness in South King County
Monday, May 13	<b>Kent Youth &amp; Family Services</b> 232 2nd Ave. S #201 Kent, WA	Mike Heinisch, Executive Director	Kent	Youth and families in Kent and surrounding area.
Wednesday, May 15	<b>Refugee Women’s Alliance</b> 4008 Martin Luther King Jr Way S Seattle, WA	Molly Donovan, Director of Behavioral Health	King County	Refugee and immigrant women and children
Thursday, May 16	<b>Asian Counseling and Referral Service</b> Phone Interview from PRR	Jocelyn Lui, Projects Director	King County	Asian communities in the King County region

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	1501 Fourth Ave., Suite 550			
Wednesday, May 22	<b>Living Well Kent</b> 515 W Harrison St. Suite #208, Kent, WA	Riham Hashi	Kent	Underserved communities in Kent
Friday, May 24	<b>Mother Africa</b> 1209 Central Ave. S Suite 123, Kent, WA	Fathia Hammad, Program Specialist, Fidelie Nawej, Program Supervisor, and Risho Sapano, Executive Director	Kent	African and Middle Eastern communities in Kent and South King County

## Key themes

Interviewees shared a variety of feedback about how people in their communities use transit, barriers to using transit, opportunities to encourage people to ride the bus, and strategies to better engage people in transit planning. A couple of key themes emerged.

- Interviewees agreed on the importance of listening to people. Several CBO representatives said their community members are concerned public outreach efforts “check a box” and do not actively engage the community in decision making. This model of public involvement dissuades them from engaging.
- Most interviewees also agreed that meeting people where they already are is more effective than asking them to attend a special meeting.
- Many interviewees heard of RapidRide, but several interviewees said that many community members that they served had not heard of RapidRide.

## Summary of responses

### ***Community context and characteristics***

While some responses varied based on geographic region and demographic group, certain themes emerged from all interviewees. Interviewees agreed that providing translation and interpretation, as well as having cultural awareness and sensitivity, is highly important for outreach and ongoing service operations. Many interviewees mentioned Spanish and Somali as two languages frequently spoken in their communities. Six other commonly mentioned languages included: Amharic, Chinese, Vietnamese, Arabic, and Ukrainian. Some interviewees also mentioned Tagalog, Laotian, Swahili, Pashto, Tigrinya, Punjabi, Urdu, Afghani, Persian, Malaysian, French, Oromo, Lingala, Dari, Farsi, and Nepali.

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Several interviewees also mentioned the importance of making accommodations at engagement events for people with mobility, visual, or hearing impairments.

Many interviews spoke about homelessness and access to affordable housing as an issue that affects the entire study area. Interviewees also spoke about the changing demographics, including more immigrants and refugees settling in South King County, especially Kent.

## Issues in communities

Interviewees shared issues their community members are facing, aside from access to transit. Homelessness and access to housing were issues facing all geographic areas. Other issues mentioned included:

- ❖ Personal safety
- ❖ Access to affordable, healthy food, specifically East Hill in Kent
- ❖ Lack of green spaces, specifically in Kent
- ❖ Mistrust and fear of government agencies.

## Community resources

Interviewees shared the following community resources and assets used by community members they represent. While the specific places varied based on location, interviewees representing all geographic regions consistently mentioned libraries, medical centers, grocery stores, and social service providers. Some interviewees also mentioned religious centers, such as mosques, as important resources in their communities.

Region	Type	Location
Renton	Library	Skyway Library
		Fairwood Library
		Library on Royal Hill/Benson
	Grocery stores	Fred Meyer
		Safeway
		Bartells
		Renton Landing
	Social service providers	Centro Rendu
		Consejo Counseling and Referral
		King County Sexual Assault Resource Center
		Valley Counseling and Consultation Services
		Sky Urban Empowerment Center
	Medical centers	Skyway Family Center
		Valley Medical Center
Employment	Amazon fulfillment center, warehouses in industrial valley	
Kent	Library	Kent Regional Library

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	Grocery stores	Safeway
		Trader Joes
		Fred Meyer
		Ethnic grocery stores, not specified
	Shopping centers	Target
		Home Depot
		Businesses on Veterans Drive
	Social service providers	World Relief
		Centro Rendu
		Living Well Kent
		Kent Human Services Office
		Mother Africa
		Congolese Integration Network
Kent Food Bank		
Multi-service Center		
Medical centers	Kent Senior Center	
	Auburn Medical Center	
	Valley Medical Center	
Transit centers	Kent Station	
Housing	Buena Casa	
Auburn	Library	General - While no libraries were specified, their importance was highly emphasized for reaching people, especially people who are homeless and have low-income.
	Grocery stores	General, none specified
	Medical centers	MultiCare
		HealthPoint
		Valley Medical Center
	St. Joseph Medical Center	
Social service providers	Vine Maple Place	
SeaTac/Tukwila Area	Employment	SeaTac Airport (and businesses on International Blvd.)
	Shopping centers	Halal butcher shops and markets near International Blvd.

## ***Community engagement preferences***

Interviewees emphasized the need for Metro to be inclusive of the growing diverse population. They encouraged Metro to better engage people with limited English proficiency (LEP) and community members with mobility, visual, or hearing impairments.

Interviewees in Kent shared there are more than 100 languages spoken in the city. They agreed that the most effective way to engage is to meet community members at places they already visit. Interviewees also emphasized the importance of providing interpretation at community

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events, preferably with a known, trusted interpreter. One interviewee suggested we partner with community organizations that have interpreters, as community members speak a variety of language dialects.

Interviewees provided other suggestions for effectively engaging their communities, including:

- ❖ Keeping social service providers (e.g. case managers, library staff) informed with project information and updates, so they can provide that information to the people they serve
- ❖ Engaging with individuals – many people prefer to learn information via word of mouth from friends, family, and trusted community members
- ❖ Translating materials into multiple languages.
- ❖ Using flyers and posters to reach and inform people experiencing homelessness
- ❖ Reaching youth through social media
- ❖ Conducting in-person outreach to seniors with incentives to come to the event or table
- ❖ Reaching immigrant populations at citizenship events
- ❖ One interviewee suggested reaching immigrant and first-generation populations, through an internet-based chat service (e.g. WhatsApp)

## Communicating information to the community

Interviewees said community members prefer to receive information from a variety of sources, including print, online, and by word of mouth.

Interviewees highlighted the following sources for both collecting community feedback and sharing project updates:

- ❖ Community groups and social service providers
- ❖ Social media, especially Facebook
- ❖ Flyers and printed materials
- ❖ Bulletin boards at social service providers, libraries, and grocery stores serving diverse populations
- ❖ Local English newspapers
- ❖ Local ethnic media such as newspapers
- ❖ Non-English language radio stations
- ❖ School district (distribute information to parents at the schools)

## Additional outreach ideas

Interviewers shared the following potential outreach methods with interviewees and asked for their feedback.

- ❖ Community briefings

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- ❖ Tabling at community events
- ❖ Tabling at community resource centers
- ❖ In-person open house
- ❖ Online open house
- ❖ Website updates
- ❖ Listserv or email

Most interviewees found these potential outreach methods effective, however they agreed in person open houses are less successful than meeting people where they are at. Interviewees said offering incentives at events encourages people to participate. One interviewee suggested interactive activities to engage youth, such as a tour of the bus command center.

## Outreach lessons learned

When we asked about lessons learned from previous outreach, almost all interviewees shared that outreach that feels cursory is negative. In the past, many historically underserved populations have experienced outreach that makes them feel like they were included because it was required by another entity, rather than feeling like their inclusion was an important and valued part of the decision-making. Interviewees suggested that following up and keeping communities informed of how their input was used makes communities feel heard, valued, and more likely to engage in the future.

## ***Study needs and community priorities***

### Current barriers to transit use

Interviewees identified a variety of barriers to using transit.

Barriers included the following, in order of frequency:

- ❖ Perceived safety concerns at bus stops and transit centers
- ❖ Low frequency of bus, especially in the evenings and off-peak times
- ❖ Transit transfers are confusing to navigate, especially with limited English proficiency (LEP) populations and those with visual impairments
- ❖ Lack of understanding about services and how to use transit
- ❖ Language barriers in materials and announcements
- ❖ Bus stops are too far apart or inconveniently located
- ❖ Cultural insensitivity from bus drivers
- ❖ Cost to ride transit is too high
- ❖ Transit takes too much time
- ❖ Fear and mistrust of fare enforcement officers

### Improvements to encourage more transit use

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Interviewees suggested making improvements to encourage people to ride the bus. Almost all interviewees expressed that more frequent bus service would be helpful, especially in the morning and evening times.

Suggested improvements included the following:

- ❖ Improve sidewalks
- ❖ Improve lighting
- ❖ Increase education about services and how to ride the bus
- ❖ Clear route information at the stops, with accessibility instructions tailored to those with LEP and visual impairments
- ❖ Consider schedule needs of people who work evenings and off peak times
- ❖ More affordable bus fares
- ❖ Access to rural areas such as:
  - Black Diamond
  - Algona-Pacific
  - Muckleshoot
  - Enumclaw
- ❖ Driver sensitivity to those with mobility, visual, and hearing impairments

## Current transit use

Interviewees shared information about routes and services their community members currently use. Senior center representatives in Kent and Auburn shared their community members frequently use Access and DART services.

They identified the following routes:

Renton:

- ❖ Route 180
- ❖ Route 153
- ❖ Route 169 (especially to reach Valley Medical Center)
- ❖ Route 105
- ❖ Route 106
- ❖ Route 101
- ❖ Route 102
- ❖ Route 108
- ❖ DART Routes 914 and 915

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## Kent:

- ❖ DART Routes 914 and 915 (specifically to reach the Senior Center)
- ❖ Route 169
- ❖ Route 150
- ❖ Route 180
- ❖ Route 164 (specifically to reach Green River Community College)
- ❖ Metro Shopper Shuttle

## Auburn:

- ❖ Route to Kent Commons
- ❖ Route to Muckleshoot
- ❖ Route to Enumclaw
- ❖ Route to Federal Way

## Next Steps

Metro will use the information gathered from these interviews with CBOs to inform our ongoing outreach and engagement with communities in the Renton-Kent-Auburn area. During the summer of 2019, Metro will meet the community where they're at by attend various community-led fairs and festivals and tabling at key community locations in South King County. Through summer outreach, Metro will continue to gather feedback about specific community and keep the community informed and up-to-date on the project status. In September, Metro will share a draft map for the Area Mobility Plan and I Line.

## Appendix D: In-language outreach at bus stops

- **Tuesday, March 19 from 3:30pm to 6:30pm** - Auburn Station
- **Thursday, March 21 from 11am to 2pm** - S 240th St/26th Pl S – Highline College Des Moines
- **Tuesday, March 26 from 11am to 3pm** - 104th Ave SE/SE 253rd Pl – Kent East Hill
- **Wednesday, March 27 from 11am to 2pm** - SE 320th St/122nd Ave SE - Green River College
- **Monday, March 18 from 7am to 11am** - Burien Transit Center
- **Tuesday, March 19 from 7am to 10am** - Renton Transit Center
- **Wednesday, March 20 from 7am to 10am** - Kent Station

## Appendix E: Briefing schedule

<b>Council Briefing</b>	<b>Date</b>
1. Kent City Council	2/4/2019
2. Kent Economic and Community Development Committee	2/11/2019
3. Auburn City Council	2/25/2019
4. Kent Public Works Committee	3/4/2019
5. Kent Economic and Community Development Committee	3/11/2019
6. Auburn TAB	3/12/2019
7. Kent City Council	5/21/2019
8. Kirkland Transportation Commission	5/22/2019
9. Auburn Transportation Advisory Board	6/11/2019
10. Kent Mayor Dana Ralph	6/11/2019
11. King County Councilmember Dave Upthegrove	6/13/2019
12. Auburn City Council	7/8/2019
13. Kent City Council	7/16/2019
14. Renton Committee of the Whole	8/12/2019
15. Auburn City Council Study Session	9/9/2019
16. Auburn Transportation Advisory Board	9/10/2019
17. Auburn City Council Study Session	10/14/2019 or 10/28/2019
18. King County Councilmember Pete von Reichbauer	TBD

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19. King County Council	TBD (August)
20. King County Council	TBD (October)

Appendix B: Conceptual Design: Develop Initial Concept  
(Phase 2) Engagement Summary

## I Line Community Engagement

### Phase II (June – August 2019) summary

### Background

King County Metro (Metro) is working to connect the cities of Renton, Kent, and Auburn with fast, frequent, and reliable bus rapid transit service, with the RapidRide I Line. The I Line will upgrade the current Routes 180 (between Auburn and Kent Stations) and 169 (from Kent Station to Renton). When service begins in 2023, buses will come more often and be more reliable, and Metro will upgrade some stations with better lighting, real-time arrival signs, and off-board ORCA card readers.

During the first phase of community engagement (March-June 2019), Metro focused on creating relationships with community-based organizations (CBOs) in South King County, introducing the project to community members, and gathering feedback on needs and priorities for transit service.

Based on feedback from Phase I, during Phase II Metro engaged with community members at existing community events, provided translated materials at outreach events and online, and continued to build relationships with CBOs.

### Overview

During the second phase of community engagement, Metro focused on gathering feedback on preferred station locations along the I Line alignment.

Community engagement consisted of:

- **Tabling at community events:** Based on feedback from Phase I and suggestions from CBOs, Metro engaged community members at events such as fairs and festivals. Project staff shared information and gathered feedback on preferred station location. See Appendix A for a schedule of community events.
- **Briefings to community-based organizations:** Metro met with El Centro de la Raza and the Refugee Forum of King County to share information about the project and gather feedback on community engagement best practices and transit priorities.
- **Online open house:** Metro created an online open house in multiple languages to gather feedback on station locations and inform community members about the project.
- **Outreach on bus routes 169 and 180:** Project team members conducted on-board bus outreach on routes 169 and 180 to inform community members about the project and encourage online open house participation.

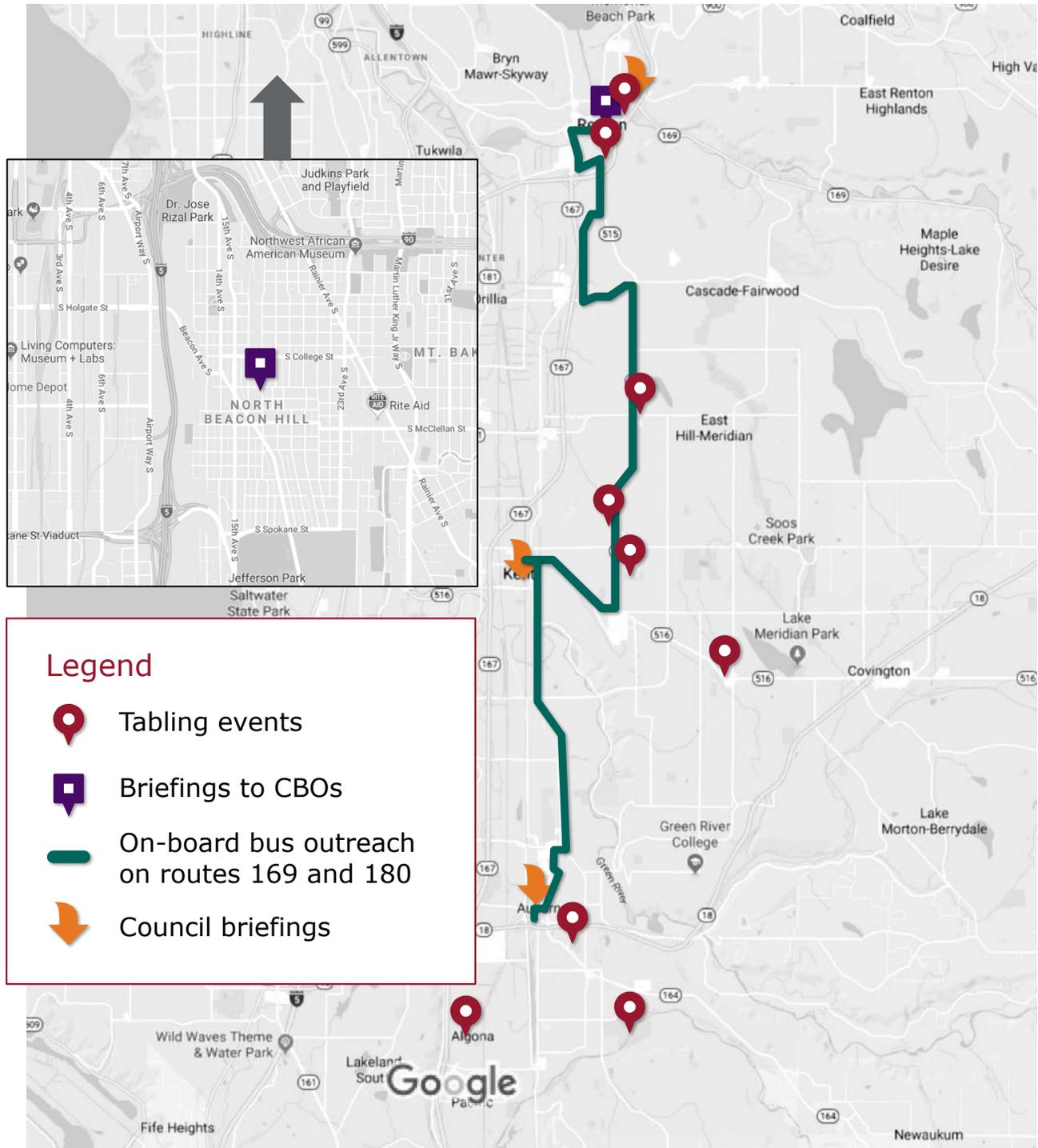
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- **Council briefings:** Metro met with city councils, jurisdictions, and other groups to provide project updates and share community feedback. See Appendix C for the schedule of council and city staff meetings.
- **Area Mobility Plan (AMP) Mobility Board update:** Metro sent an email update to mobility board members. The email shared the project status and encouraged them to share information and the online open house with their networks.

## Metro's Phase II objectives

- Gather community feedback on RapidRide station locations and community concerns and interests
- Continue to foster relationships with CBOs representing or serving communities who are historically underserved
- Engage with community members at locations they're already frequenting.

## Map of Community Engagement



## Inclusive Community Engagement

The cities of Renton, Kent, and Auburn are some of the most demographically diverse communities in the County. Metro is committed to improving transit access and mobility for people of color, people who are low-income, and people who have limited English proficiency. Metro is working to build an inclusive community that values the needs, priorities and contributions of people who have been unserved. Our equitable engagement tactics during Phase II consisted of:

- Translating printed materials for all community engagement events (Appendix A) into Spanish, Vietnamese, Russian, and Simplified Chinese. We also translated materials into Somali, Arabic, and Amharic at the request of community partners.
- Translating online materials, including the online open house, into Spanish, Vietnamese, Russian, and Simplified Chinese.
- Continuing to engage with CBOs from Phase I, identifying opportunities to collaborate at community events and spreading the word about the online open house.

## Getting the word out



**Press release**



**Ethnic media  
press release**



**Tabling at  
community  
events**



**Bus stops signs**



**Emails to  
community  
members**

Project staff publicized community engagement events and online open house in a variety of ways (see Appendix B), including a press release to local media; targeted media releases to ethnic media sources; mailer to residents ½ mile from the alignment; social media posts; digital advertisements; signs at bus stops along the future I Line alignment; emails to who participated in the Phase I survey, community partners, and people who signed up for the project listserv. We shared information about the project, events, and the online open house on King County Metro’s I Line website and blog.

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## What we heard

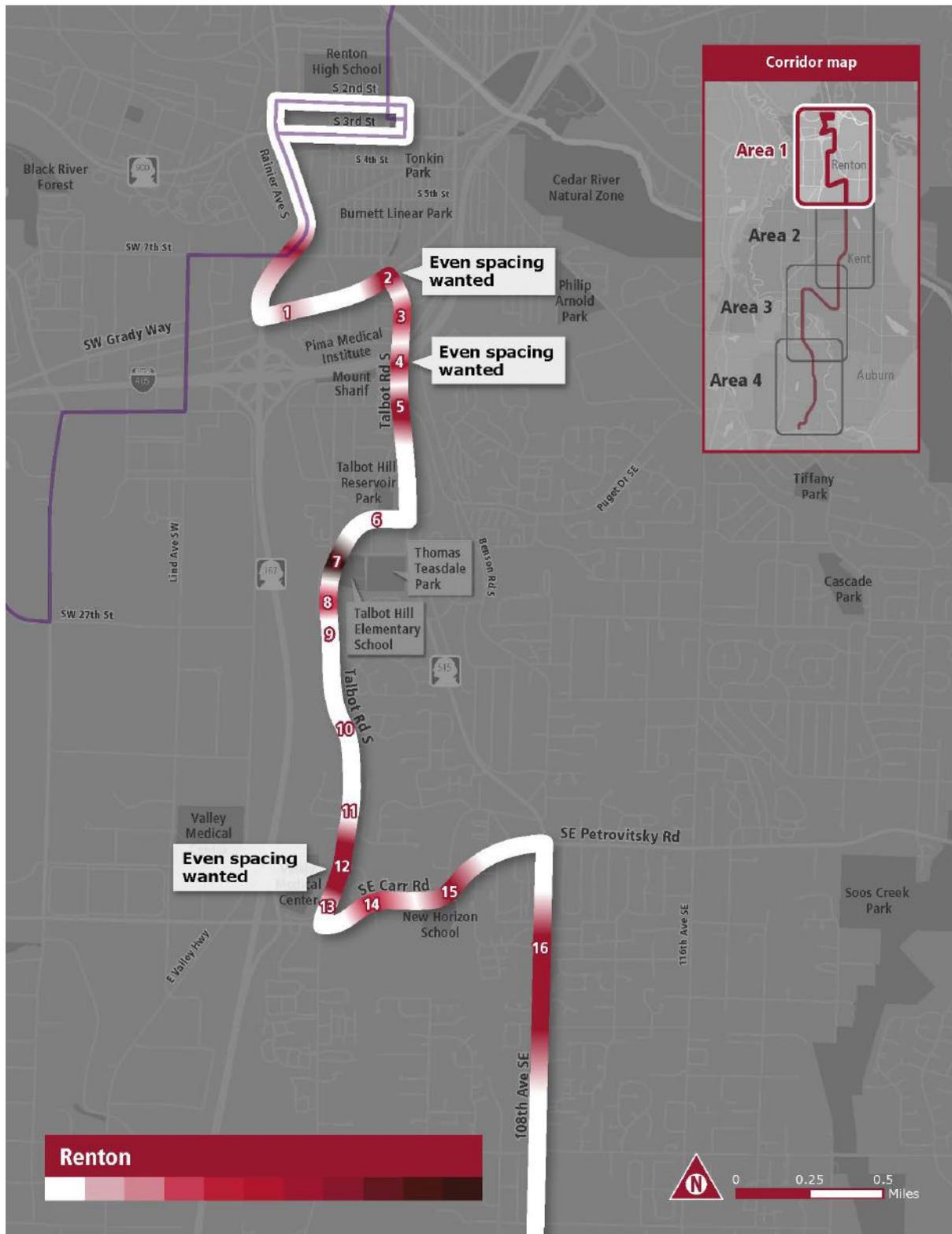
Community members who participated in the second phase of engagement expressed support for the RapidRide expansion. A few key themes emerged:

- Participants prefer even spacing between stops.
- Participants want more transit connections.
- Community members value inclusion and want services that work for everyone, including those with mobility challenges.
- Participants value:
  - Reliable service
  - Upgraded station surroundings, i.e. improved sidewalks
  - Better access, i.e. pathways to bus stations.

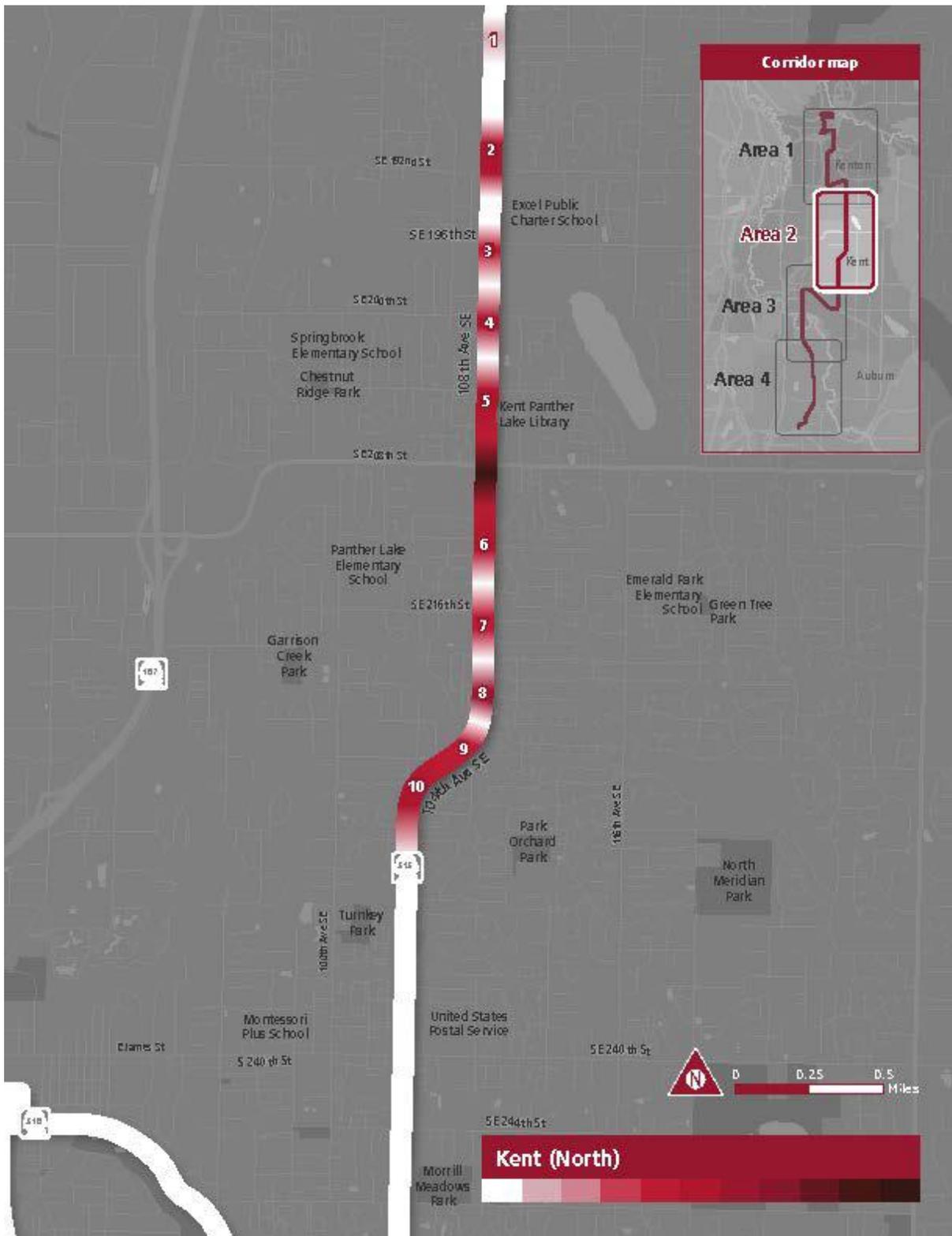
Metro asked for community feedback on bus station locations. The heat map below outlines preferred station locations along the I Line route. The numbers were station location options available on the online open house. The spread and shade of red along the route signifies the frequency and spread of preferred station locations based on feedback gathered from in-person outreach and the online open house.

Please see Appendix D for the full comment summary from the online open house and in-person outreach.

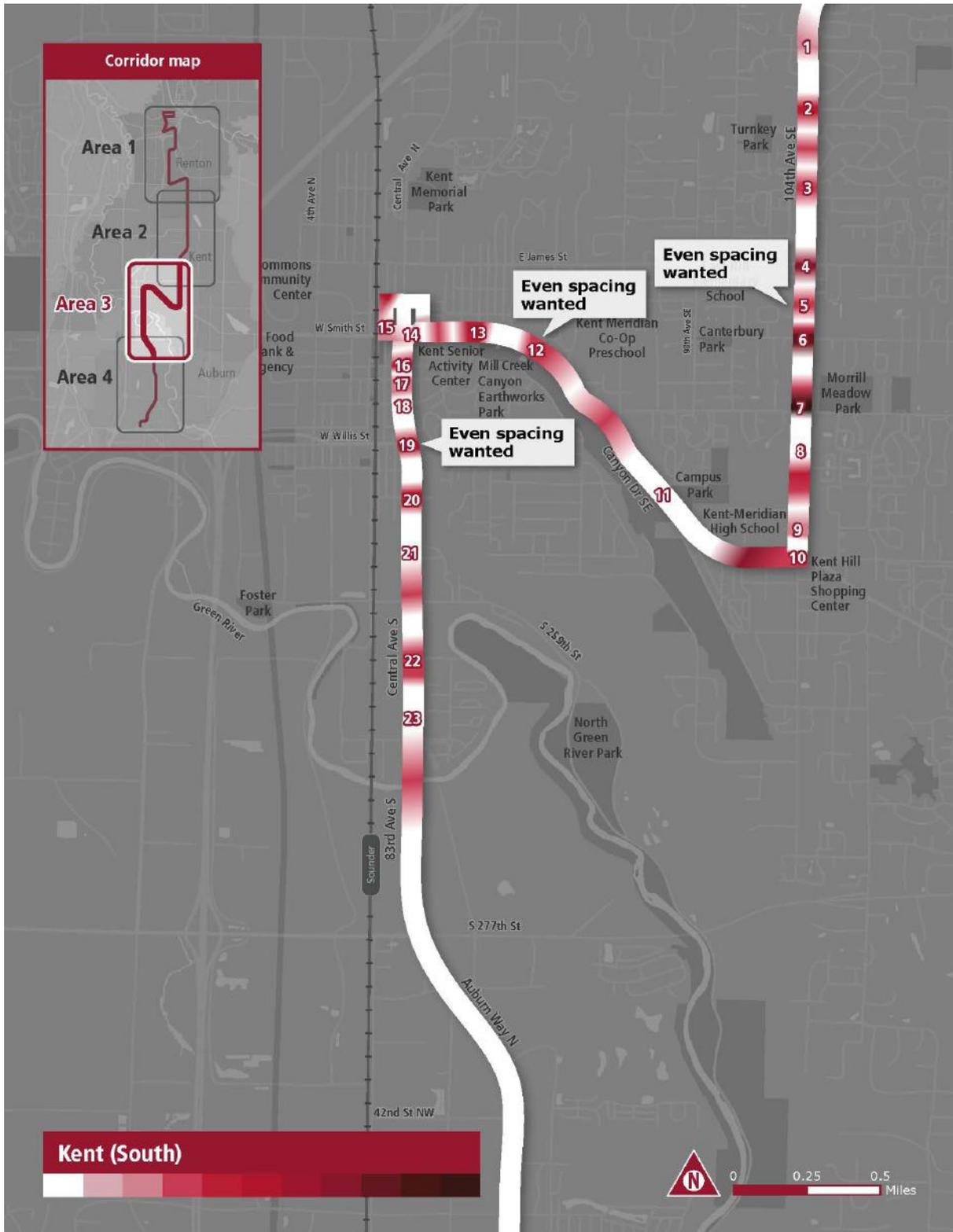
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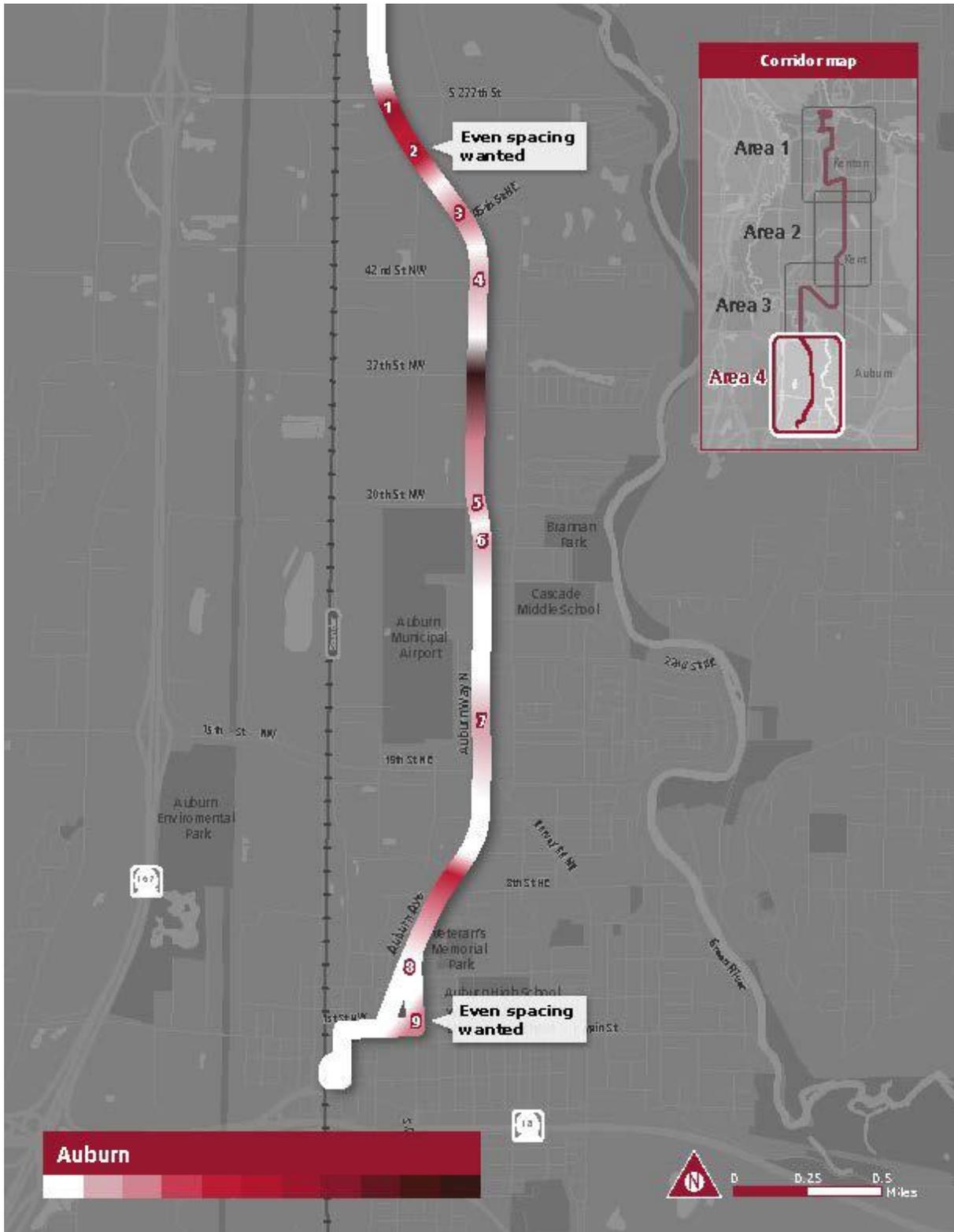
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## Next steps

The community input we received during Phase II will help the project team develop concepts for I Line station locations. During the third phase of work, Metro will continue in person and online engagement in a variety of ways, including: tabling at outreach events; follow-up interviews and relationship building with CBOs; an online open house; and a Mobility Board meeting. We will report back on how community input influenced design concepts, introduce capital improvement projects, and discuss ways we are improving access to transit. Metro plans to continue building relationships, educating, and engaging community members about future RapidRide service.

## Appendix A: Community Engagement Events

Event	Date	Engagement Style	Community
Kent Cornucopia Days	7/13/19 & 7/14/19	Tabling	Kent
Orca To-Go tabling	7/15/19	Tabling	Renton
Auburn Community Picnic	7/16/19	Tabling	Auburn
Kent East Hill Farmers Market	7/20/19	Tabling	Kent
Orca To-Go tabling	7/23/19	Materials shared with Orca To-Go tabling team	Kent
Renton River Days	7/27/19 & 7/28/19	Tabling	Renton
Presentation to El Centro de la Raza senior leadership team	7/31/19	Presentation and discussion	Regional
Orca To-Go tabling	8/1/19	Materials shared with Orca To-Go tabling team	Auburn
Cascade Block Party (KYFS)	8/2/19	Tabling	Kent
Algona Family Fun Days	8/3/19	Tabling	Algona
AuburnFest	8/10/19	Tabling	Auburn
Refugee Forum of King County	8/15/19	Presentation and discussion	Renton
Valli Kee Block Party (KYFS)	8/16/19	Tabling	Kent
Birch Creek Block Party (KYFS)	8/24/19	Tabling	Kent

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## Appendix B: Notification images

Poster:



**This summer...**

We are collecting feedback about where community members want to see the upcoming RapidRide I Line station locations and feedback on specific service changes throughout South King County. This includes possible route changes and improvements to accessing the bus in Renton, Kent, Auburn, and the surrounding areas.

We're working to develop an Area Mobility Plan to better serve the region.

- These routes are under consideration for deletion or reconfiguration: 102, 157, 158, 159, 192, 908, 910, 913
  - These routes are under consideration for additional service frequency: 101, 105, 164, 166, 186
  - These routes are under consideration for routing changes: 148, 166, 168, 169, 180, 181, 183, 906, 914, 916, 917
  - These areas are under consideration for a new flexible service: Renton Highlands, Benson Hill, Kent East Hill, and Algona/Pacific
- Give us your feedback by visiting [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)**

**have a say**

Learn more by visiting [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).  
 Para obtener más información, llamo 206-553-3000  
 Để biết thêm chi tiết, vui lòng liên hệ số điện thoại: 206-553-3000  
 Для более полной информации, звоните 206-553-3000  
 欲了解更多信息, 请致电 206-553-3000

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



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Postcard:



King County Metro is bringing RapidRide to South King County. The I Line will provide fast, frequent, and more reliable bus service to people in Renton, Kent, Auburn, and the surrounding areas. Help us identify RapidRide station locations and area improvements.

**RAPIDRIDE**

We want to hear from you!  
Provide input online or in-person.

 Visit our online open house from July 31 – August 15 at [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

 Meet the project team at community events **this summer**. View the event schedule on the project website: [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).

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Social media post:



King County Metro  
@kcmetrobus



Renton/Kent/Auburn residents looking for a fun-yet-productive commute activity: 😊 take our survey 😊

Your bus routes might be changing - tell us how!

[#moremetro](#)



We want to hear from you: Community feedback needed on proposed future tra...  
Take Metro's survey, attend the online open house or stop by a summer event to share input on future RapidRide I line and upcoming changes to transit service ...  
[kingcountymetro.blog](#)

6:04 PM · Aug 5, 2019 · [Twitter for iPhone](#)

## Appendix C: Council briefing schedule

Date	Agency	Agency Attendees	KCM Attendees	Purpose
9/10/2019	Auburn	Transportation Advisory Board	Jeremy, DeAnna	Update on Needs Assessment Phase; overview of Concept Development Phase; reflect feedback heard from TAB; gather feedback before October Council meeting.
8/12/2019	Renton	Committee of the Whole	Greg, Robyn, Malva, Lauren	Report out on Area Mobility Plan needs assessment.
7/16/2019	Kent	City Council	Greg, Lauren	I Line update; public outreach results from Mobility report; potential projects; planned outreach; advisory board update; project updates for other Kent projects; South base update.
7/8/2019	Auburn	City Council	Greg, Robyn	I Line update; public outreach results from Mobility report; potential projects; planned outreach; advisory board update.

## Appendix D: Comment summary

### RapidRide I Line Phase II Engagement

King County Metro hosted 14 information tables and briefings from July 13 – Aug. 24, where participants asked questions and shared feedback. Over 800 participants visited our online open house between July 31 and August 25. In total, in-person and online open house participants requested 60 new stops.

#### What are participants expecting for RapidRide I Line?

- **Some stops are popular, such as:**
  - 108th Ave. SE & SE 217th St. in Kent
  - Auburn Way N & 28th St. NE in Auburn
  - Talbot Road. S & S 23rd St. in Renton

When participants asked to remove stops, it was often to create even spacing between stops.

- **Participants want more transit connections:** Many participants want easy connections to the RapidRide F Line, Sound Transit's buses, the Sounder train, and local bus service.
- **Diversity, equity, and inclusion are a priority for participants.** People want services that worked for everyone, including those with mobility challenges.

#### What benefits do participants expect?

- **Reliable service:** In addition to more service, some participants asked for more service at night and/or on weekends.
- **Nearby upgrades:** A few participants requested upgrades such as more sidewalks near stops.
- **Better access:** Most participants want useful pathways to bus stops to ensure a safe and convenient experience while minimizing the amount of walking.

Appendix C: Conceptual Design: Develop Preferred Concept  
(Phase 3) Engagement Summary

## I Line Community Engagement

### Preferred Concept Development: Phase 3 (Fall 2019) summary

### Background

King County Metro is working to connect Renton, Kent, Auburn and the surrounding areas with high-quality, frequent, and reliable bus service. RapidRide I Line will upgrade the current Route 180, between Auburn Station and Kent Station, and combine it with the current Route 169, from Kent Station to Renton. As part of this effort, Metro is developing the Renton-Kent-Auburn Area Mobility Plan (RKAAMP) in South King County to serve communities within the West Valley and East Hill.

The goal of this planning effort is to prepare for I Line service, respond to changing mobility needs, and improve mobility and access for people who are historically underserved. The project will take a holistic approach, integrating RapidRide, fixed-route transit, dial-a-ride transit (DART), and other mobility solutions offered through Metro's Community Connections Program. Some RKAAMP services will begin in September 2020, and the RapidRide I Line will begin service in 2023.

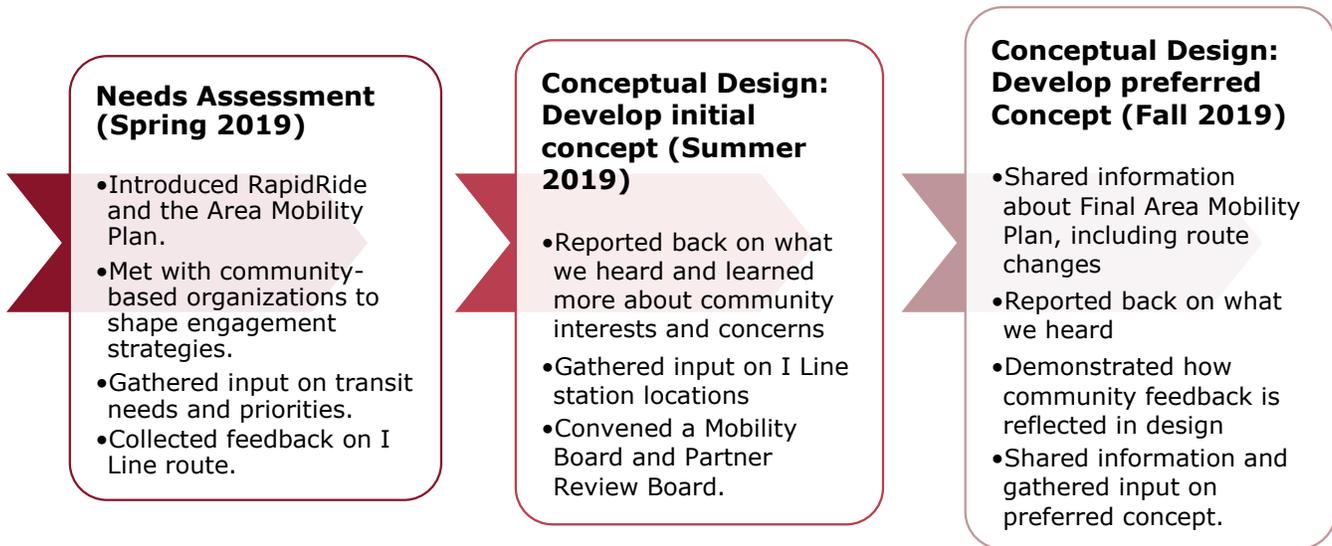
King County Metro began engaging community members and organizations in planning RapidRide I Line in early 2019. Our goals during this first phase were to understand community needs, priorities, and barriers to using transit and to begin building relationships in South King County. Based on input from community-based organizations (CBOs) and individuals, we developed a concept for RapidRide I line, including a route and station locations.

During Phase 2 in Summer 2019, we shared the draft concept and asked for specific feedback on station locations. We learned more about the communities' values and preferences for station locations and used this input to refine our preferred concept.

In this third round of community engagement we focused on reporting back to the community on how we incorporated their input into the proposed route and station locations. We also gathered additional comments on the preferred concept, barriers to accessing transit, and projects to make the bus faster and more reliable. We will continue to actively listen to the community and reflect their needs in decision-making as the project advances into design and construction.

## Timeline

These graphics show the project timeline from planning through service launch, including community engagement activities during the Needs Assessment and Conceptual Design phases. We will continue community engagement through service launch. This winter, we will develop a community engagement plan to outline activities for the final design phase.



## Building on community engagement

Metro began engaging community members in Spring 2019 to introduce RapidRide I Line and better understand transit needs and priorities. Below is a brief recap of community engagement activities to date. See the Phase 1 and Phase 2 community engagement summaries for a full report of prior activities.

### Phase 1: Exploring options and priorities

During the first phase of community engagement, Metro focused on introducing the project to community members and gathering feedback on needs and priorities for transit service. This community engagement informed the project needs statement, which helped develop the I Line route.

Metro’s goals for community engagement during Phase 1 included: informing the community about the project, building relationships with CBOs serving historically underserved communities, identifying transit priorities and barriers, and understanding CBOs’ preferred ways to engage and receive information.

Community engagement activities included: convening a community Mobility Board to help identify transit needs and priorities in South King County, promoting the needs assessment survey through tabling at community events and in-language outreach at bus stops, stakeholder interviews with CBOs to understand community needs and inform engagement strategies, and briefings with local city staff and councils.

We heard community members want more frequent and reliable bus service throughout the day, into the evening, and on weekends. They also support RapidRide and more flexible options and emphasized serving community amenities and services. Metro used this feedback to develop an initial concept, which included the RapidRide route and station locations.

### **Phase 2: Initial concept development**

During Phase 2, Metro gathered feedback on RapidRide station locations and other concerns and interests. Metro’s goals included: sharing the I Line route, seeking feedback on station locations, and continuing to foster relationships with CBOs representing or serving people who are historically underserved. Community engagement activities included: an online open house, tabling and briefings at 15 community events, ongoing engagement with CBOs, and briefings with local city staff and councils.

We heard continued support for faster, more reliable, and frequent bus service. Community members asked Metro to provide even spacing between stations and offered ideas for station locations near community amenities and services, and key areas to improve sidewalks and pathways to get to the bus. This input helped Metro refine station locations and plans to make it easier and safer to access RapidRide.

## **Phase 3 Community Engagement Overview**

### **Community engagement goals**

The project team established two key goals with measurable objectives for Phase 3 of community engagement:

**Goal 1:** Share and gather community input on Metro’s preferred concept for the RapidRide I Line.

#### **Objectives:**

- Provide multiple accessible opportunities for people affected by new RapidRide service to learn about the project and influence design plans.
- Use simple graphics and easy to understand language to explain key components of the preferred concept, including station locations and amenities, route alignment, improvements to access transit, and impacts to improve bus speed and reliability.
- Review how community input and priorities influenced the preferred concept.

**Goal 2:** Continue building relationships with historically underrepresented groups. This includes people affected by racism, bias, poverty, limited English proficiency, disability, or immigration.

#### **Objectives:**

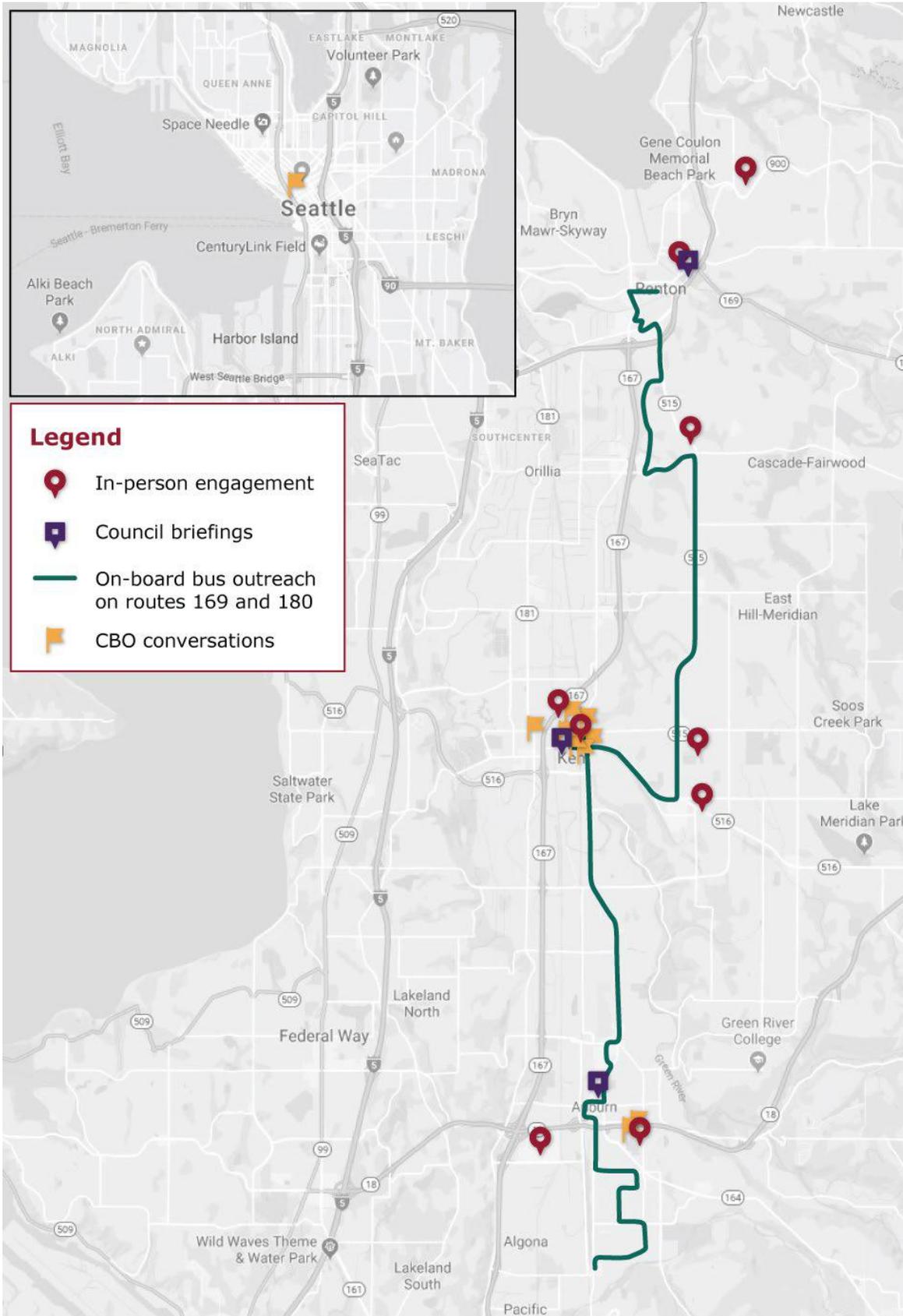
- Evaluate demographics reached during previous phases and modify strategies based on outcomes.
- Transcreate and translate project materials into Arabic, Amharic, Russian, Simplified Chinese, Spanish, and Vietnamese.
- Report back to the community on what we heard and how their feedback shaped the final plan and preferred concept.

## Community engagement approach

During the third phase of community engagement, Metro focused on presenting the preferred RapidRide concept we developed using community input, including I Line route and station locations. We also shared information and asked for input on roadway and intersection improvements to help buses move faster and stay on-time and ways to make it easier to get to the bus. We continued building relationships with CBOs representing people who are historically underserved. We worked closely with Metro’s RKAAMP team to share proposed service changes and explain how they relate to upcoming I Line service. Please see RKAAMP community engagement summary for a more detailed recap of feedback on proposed service changes.

Community engagement consisted of:

- **CBO conversations:** We reached out to CBOs who engaged in previous phases to continue building relationships and encouraged their involvement in sharing and engaging in upcoming activities.
- **In-person engagement:** Metro hosted tabling events and presented to community partners and groups to share project information, including the preferred I Line concept.
- **Outreach on bus routes 169 and 180:** Project team members conducted on-board bus outreach on routes 169 and 180 to inform community members about the project and encourage online open house participation.
- **City council presentations:** Metro met with city councils, jurisdictions, and other groups to provide project updates and share community feedback.
- **Online open house:** Metro created an online open house in multiple languages to share information and gather input on the preferred concept.
- **Area Mobility Plan (AMP) Mobility Board meeting:** The Area Mobility Board was made up of community members who live, work and travel within north Renton, Kent, and Auburn. The AMP advised Metro on I Line’s potential alignment and service changes and at the final AMP meeting in November gave their unanimous support to the preferred concept. See RKAAMP community engagement summary for a full recap of AMP feedback.



## Practicing inclusive community engagement



**Community briefings**



**Tabling events**



**Translating materials and online open house**



**CBO conversations**



**Ethnic media advertising**

The cities of Renton, Kent, and Auburn are some of the most demographically diverse communities in the county. Metro is committed to improving transit access and mobility for people of color, people who are low-income, and people who have limited English proficiency. Metro is working to build an inclusive community that values the needs, priorities and contributions of people who have been unserved. Our equitable engagement tactics included:

- Transcreating printed materials for all community engagement events into Arabic, Amharic, Russian, Somali, Simplified Chinese, Spanish, and Vietnamese.
- Transcreating online materials, including the online open house, into Simplified Chinese, Spanish, Russian, and Vietnamese.
- Continuing to engage with CBOs through identifying opportunities to formalize partnerships and collaborate at community events and spreading the word about the online open house.

## Promoting opportunities for input



**Ethnic media & press release**



**Website updates**



**Email community partners**



**Posters**



**Social media**



**Rider alerts**



**Onboard bus outreach**

Project staff promoted and shared community engagement events and the online open house through the following channels: a press release to local media, social media posts, translated digital advertisements, flyers distributed on buses along the future I Line alignment, posters to local businesses and community gathering places, tabling at community events and locations, and emails to riders, community partners, and people who signed up for the project email updates. See Appendix A for examples of notification materials. We also shared information about the project, events, and the online open house on King County Metro's I Line website.

## What we heard from the community

Community members, organizations, and city councils largely supported Metro’s preferred I Line concept and offered some valuable feedback. See Appendix B for the preferred concept maps. The following graphic summarizes our engagement reach.



A few key themes emerged:

- Participants overwhelmingly support more frequent and reliable transit service coming to the Renton-Kent-Auburn area.
- Riders value safety and comfort at bus stations and support additional lighting and covered stations.
- Metro should locate stations near community amenities and services, especially resources serving marginalized or vulnerable community members.
- Participants support improvements to sidewalks and pathways to make it easier and safer to get to the bus.
- CBOs and community members appreciate RapidRide materials in multiple languages.
- CBOs want to continue building lasting relationships and, in some cases, more formal partnerships with Metro.
- The Renton, Kent, and Auburn city councils provided letters of support for Metro’s preferred I Line concept and expressed appreciation for the engagement to the community.

**Stakeholder conversations**

Metro reached out to CBOs we have previously engaged as well as CBOs we had not previously reached successfully. Through these conversations we learned how successful our previous communications were, how Metro can continue to build relationships and formalize partnerships with CBOs, and about upcoming opportunities to engage with their communities.

Some CBO staff noted seeing Metro’s summer event posters and information. Those who saw the materials thought they were attractive and easy to understand, and they appreciated the in-language content. They reiterated the importance of providing project information in multiple languages.

CBOs are interested in partnering with Metro, though this looks different across organizations. In general, some CBOs are interested in Metro sponsoring events, having Metro attend their existing meetings, or working with Metro to put together a Metro-specific event. As a next step, Metro will develop a CBO engagement plan to outline a process for formalizing partnerships with CBOs and compensating them for their time and support.

**In-person engagement**

We engaged Renton, Kent, and Auburn community members in person at the following events:

- **Tabling:** Metro hosted pop-up tables at community events and gathering places. Tables featured informational boards, maps, RKAAMP surveys, and handouts about RapidRide I Line and RKAAMP. We answered questions and provided information, including project fact sheets in Amharic, Arabic, English, Russian, Simplified Chinese, Somali, Spanish, and Vietnamese. Project staff encouraged people to sign up for email updates and to visit the online open house.
- **Briefings:** Metro staff presented to community partners and groups about I Line and RKAAMP projects status. We shared the preferred concept and invited attendees to ask questions and give feedback.
- **Bus outreach:** Metro engaged with bus riders and operators aboard Route 169 and Route 180 to share information about the upcoming I Line changes. Project staff distributed project flyers and factsheets and encouraged riders to visit the online open house.

The table below provides an overview of Phase 3 in-person events.

Event	Format	Audience	Reach
<b>Halloween Harvest Festival &amp; Les Gove Park Trunk or Treat</b>	Tabling	<ul style="list-style-type: none"> <li>▪ Auburn community and families</li> </ul>	800+ youth and families
<b>Outlet Collection Día de los Muertos</b>	Tabling	<ul style="list-style-type: none"> <li>▪ Auburn community and families</li> </ul>	150 youth and families

<b>Tabling at Kent YMCA</b>	Tabling	<ul style="list-style-type: none"> <li>Youth and families in the Kent area</li> </ul>	51 visitors
<b>South King County Forum on Homelessness</b>	Briefing	<ul style="list-style-type: none"> <li>Service providers working with people experiencing homelessness in South King County</li> </ul>	30 meeting attendees
<b>Tabling at Renton Highlands Library</b>	Tabling	<ul style="list-style-type: none"> <li>Community members in the Renton Highlands area</li> </ul>	10 visitors
<b>Tabling at Kent Library</b>	Tabling	<ul style="list-style-type: none"> <li>Community members in the Kent area</li> </ul>	7 visitors
<b>South King County Mobility Coalition</b>	Briefing	<ul style="list-style-type: none"> <li>South King County Service Providers</li> </ul>	14 meeting attendees
<b>Renton Housing meeting of service providers</b>	Briefing	<ul style="list-style-type: none"> <li>Housing service providers in the Renton area</li> </ul>	25 meeting attendees
<b>Kent Parks Teen Center Community Dinner</b>	Tabling	<ul style="list-style-type: none"> <li>Kent community and families</li> </ul>	60 booth visitors and families
<b>Tabling at Benson Plaza Fred Meyer</b>	Tabling	<ul style="list-style-type: none"> <li>Benson Hill community members</li> </ul>	30 booth visitors
<b>Route 180 on-board outreach</b>	Bus outreach	<ul style="list-style-type: none"> <li>Current Route 180 bus riders and drivers</li> </ul>	23 total riders and drivers
<b>Route 169 on-board outreach</b>	Bus outreach	<ul style="list-style-type: none"> <li>Current Route 169 bus riders and drivers</li> </ul>	54 total riders and drivers

The people we engaged in-person provided a range of comments on existing service, future I Line and RKAAMP service, and other transit needs and priorities. The following key themes emerged:

### Existing transit

- Many visitors in the Auburn area shared they drive personal cars for daily trips and rarely use Metro services.
- Current Route 180 riders shared that buses are too small and fill up quickly.
- Some visitors expressed concerns about safety and security while riding on the bus as well as at bus stops in downtown Renton.

## Future transit service

- Many visitors shared support for more frequent and reliable transit service coming to the Renton-Kent-Auburn area.
- People appreciated the map showing all transit services in the area.
- People expressed support for enhanced connections between Kent Station and Renton Transit Center.
- Kent area students expressed support for more reliable connections to schools in the region. They shared a desire for more reliable connections to colleges in Auburn and Renton as well as from South King County to colleges in Seattle.
- Many visitors indicated awareness of existing RapidRide services and an interest in learning more about I Line.
- Kent City Councilmember Marli Larmer expressed a concern about insufficient east-west connections in Kent, especially for seniors.
- Some visitors expressed concerns about vehicle traffic when Metro builds bus-only lanes.
- Some visitors expressed concerns about stop consolidation. Some noted proposed changes would mean they no longer have a one-seat ride while others shared Metro would no longer serve the stop closest to their home.
- Many Renton visitors currently ride Route 105 and are excited about proposed additional service.

## I Line stations

- Several riders said covered stations are important.
- Auburn-area visitors engaged expressed concerns over safety at bus stations and supported covered stations and additional lighting.
- Many Kent visitors asked which station would be closest to their home or to the YMCA.
- Representatives from the Kent Hope Day Center expressed concern about removing the bus stops near their center.

## Access to transit

- Kent-area families expressed excitement about improvements to sidewalks and bicycle lanes in the project area.

## Other Metro services and community engagement

- Some visitors expressed interest in learning how to ride the bus as well as how to use bike racks on buses.
- People were curious to hear more about how Metro is planning to share updates about upcoming service changes as well as opportunities to provide feedback.

- Bus drivers expressed interest in learning more about RapidRide and any potential changes for operators.
- Some youth and families suggested reaching out to local schools to collect their feedback.
- Some visitors in Renton and Kent shared frustration about existing parking conditions at transit centers and requested additional parking at Kent Station and Tukwila Station.

## City council presentations

As part of Metro’s engagement approach with local jurisdictions, the project team shared the I Line preferred concept, including the route and station locations, and informed how public engagement has helped guide Metro’s decisions. We also provided an overview of the locally preferred alternative and sought letters of support from the cities of Renton, Kent, and Auburn. This approach allowed Metro to support the application for the Federal Transit Administration Small Starts Grant, lay the foundation for partnership opportunities, and continue to build support for the project.

Project staff presented at three meetings with the following key themes:

- Nov. 18, 2019: Renton City Council Committee of the Whole
  - The Council and City Administrator shared their enthusiasm for I Line and thanked city and Metro staff for their work.
- Nov. 25, 2019: Auburn City Council Study Session
  - Councilmembers praised the community engagement approach and continuous coordination with city staff.
- Dec. 3, 2019: Kent City Council
  - Councilmembers were interested in understanding if I Line station locations would help to facilitate east-west connection, which Metro confirmed in the RKAAMP presentation. The Council was generally supportive of Metro’s work to advance I Line.

All three councils requested more information on Initiative 976 and its potential impacts to current and future transit services.

## Online open house

The online open house allowed community members to learn about the project, including the proposed route and station locations, and share comments on any barriers to transit use. Metro also introduced and gathered input on project elements to make the bus faster and more reliable.

The following key themes emerged from our online engagement:

### Future transit needs

- Some respondents shared support for bus-only lanes to make the bus faster and more reliable.
- Many respondents expressed a preference for future transit to sync with existing transit. Specifically, community members want easy transfers between I Line, F Line, and Sound Transit Sounder trains.
- Some respondents said transit needs to serve Valley Medical Center.
- One respondent expressed a need for additional service on Reith Road and Military Road.

## **Safety and accessibility**

- Many respondents across the project area want crossing signals at intersections near transit centers and RapidRide stations. One respondent specifically mentioned the intersection of East Smith Street and Railroad Avenue North.
- Many respondents expressed a need for new sidewalks and improvements to safely access current and future stations. One respondent specifically requested a sidewalk to safely access an existing eastbound Metro stop at Canyon Drive and Jason Avenue North.

## **Station features**

- Many respondents prioritized weather protection at stations when asked about preferred station features.
- Respondents value real time arrival information and lighting.
- Some respondents expressed a preference for seating at stations.

## **Next Steps**

Metro will consider community input as we finalize the I Line preferred concept. In early 2020, we will present our final concept to King County Council to adopt a locally preferred alternative. We will continue to engage community members and CBOs as the project advances into design. This will include focused engagement around roadway and intersection upgrades to make the bus faster and more reliable and around projects that make it easier to get to the bus. Based on what we heard from community partners, we will look for opportunities to formalize our partnership with CBOs and compensate them for their time and support. Metro plans to continue building relationships, educating, and engaging community members about future RapidRide service.

## Appendix A: Notifications

### Social media posts:

Metro published the following Facebook post three times:



## Poster and flyer distribution:

The project team distributed posters and flyers throughout the project area and on Metro Routes 169 and 180.

# RAPIDRIDE

## Service changes are coming to South King County

I Line coming in 2023

Service changes coming in 2020

King County Metro is working to connect Renton, Kent, Auburn, and surrounding areas with fast, frequent, and reliable bus service to meet your mobility needs – and we want your input!

To learn more, take our survey, comment online and sign up for project updates at: [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)



### This fall...

- We're sharing information about RapidRide I Line and proposed service changes in South King County, including:
- The proposed I Line route and station locations.
  - Roadway and intersection improvements to help the bus move faster and stay on-time.
  - Projects to make it easier to walk, roll, and bike to the bus.
  - We developed an Area Mobility Plan to better serve the region. The plan includes route changes in Renton, Kent, Auburn, Algona, Pacific, Covington, Maple Valley, Tukwila and unincorporated King County.
  - Metro is proposing to add service frequency to these routes: 105, 148, 164, 166, 168, 183, 906, 917 and 180 (from Auburn Station to Kent Station)
  - We're proposing pathway changes to routes: 102, 148, 166, 168, 181, 906, and 915
  - We are restructuring these routes and they will have new route numbers: 158, 159, 169, 180, 186, 192, 910, 916, and 917
  - We are proposing to delete these routes: 908, 913, and 952
  - We are also considering adding new flexible service in these areas: Renton Highlands, Benson Hill, and Algona/Pacific

### Questions? Contact

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



Learn more by visiting [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).  
Para obtener más información, llame 206-553-3000  
Để biết thêm chi tiết, vui lòng liên hệ số điện thoại: 206-553-3000  
Для более полной информации, звоните 206-553-3000  
欲了解更多信息, 请致电 206-553-3000



## RAPIDRIDE

### Cambios de servicio llegan al sur del condado de King

I Line viene en 2023

Cambios de servicio en 2020

King County Metro está trabajando para conectar Renton, Kent, Auburn y las áreas circundantes con servicio de autobuses rápido, frecuente y confiable para satisfacer sus necesidades de movilidad, ¡y queremos su opinión!

Para obtener más información, complete nuestra encuesta, comente en línea e inscribese para recibir actualizaciones del proyecto en: [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline)



#### Este otoño...

Estamos compartiendo información sobre RapidRide I Line y los cambios de servicio propuestos en el sur del condado de King, que incluyen:

- La ruta propuesta de I Line y las ubicaciones de las estaciones.
- Mejoras en la carretera y las intersecciones para ayudar al autobús moverse más rápido y mantenerse a tiempo.
- Proyectos para que sea más fácil caminar, rodar y andar en bicicleta al autobús.
- Desarrollamos un plan de movilidad de área para servir mejor a la región. El plan incluye cambios de ruta en Renton, Kent, Auburn, Algona, Pacific, Covington, Maple Valley, Tukwila y partes del condado de King no incorporados.
- Metro propone agregar frecuencia de servicio a estas rutas: 105, 148, 164, 166, 168, 183, 906, 917, y 180 (del Auburn Station y Kent Station)
- Estamos proponiendo cambios a las aceras en las rutas: 102, 148, 166, 168, 181, 906, y 915
- Estamos reestructurando estas rutas y tendrán nuevos números de ruta: 158, 159, 169, 180, 186, 192, 910, 916, y 917
- Proponemos eliminar estas rutas: 908, 913 y 952
- También estamos considerando agregar un nuevo servicio flexible en estas áreas: Renton Highlands, Benson Hills, y Algona/Pacific



#### ¿Tiene preguntas? Contacta

Robyn Austin | RapidRide Administradora de Comunicaciones  
206-263-9768 | [rapidride@kingcounty.gov](mailto:rapidride@kingcounty.gov)

Aprenda más visitando [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).  
Para obtener más información, llame 206-553-3000  
Để biết thêm chi tiết, vui lòng liên hệ số điện thoại: 206-553-3000  
Для более полной информации, звоните 206-553-3000  
欲了解更多信息, 请致电 206-553-3000



## Emails to community partners:

Good morning Cindy,

Thank you again for your input on King County Metro's RapidRide I Line project and other transit changes coming to your area. We appreciate your commitment to partner with us as we work to improve transit in Renton, Kent, and Auburn.

**There is still time to participate in the RapidRide I Line online open house** (Available in [English](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)) We encourage you to visit the online open house by Nov. 29 and share the link with your community.

Metro will use community feedback to finalize the I Line preferred concept, which includes station locations, amenities, and projects improving access to the bus. We will continue to stay in touch as this project progresses into design.

Thank you again for your input and feedback. We look forward to continuing to work together in the new year!

All the best,

Mila

*Example email sent to stakeholder*

## Press release:

### Better transit service and a new bus base: Residents invited to have a say on Metro's upcoming investments in south King County

October 21, 2019

#### **SUMMARY**

**King County Metro has been hard at work developing a proposal for future transit options to better connect Renton, Kent, Auburn, and surrounding areas; and identifying potential sites for a new bus base, which will house and maintain 250 all-electric buses by**

## 2030. People who live, work, or play in the impacted areas are invited to share their feedback on these long-term investments.

### STORY

---

Starting Monday, October 21, south King County residents are invited to provide feedback through surveys and other channels on south King County potential bus base sites under consideration and proposed transit options. Topics include future RapidRide I Line service; bus routes that may see changes to their frequency or to their route; and areas that could receive a flexible new service to better serve more people in lower-density areas. These long-term investments in historically underserved south King County communities will offer better connections and access to jobs, school, and childcare.

#### New Bus Base Locations

Metro recently announced its intention to build a new bus base in south King County to house and maintain 250 all-electric buses as early as 2030. After an initial review of 20 sites, Metro narrowed the options to three in Kent and Auburn. The following three sites were selected based in part on size, configuration, and access to major arterials and highways:

- Kent: 25 to 38 acres at South 196th Street and 68th Avenue South.
- Auburn: 18 to 26 acres at South 277th Street and D Street Northeast.
- Auburn: 38 acres at 37th Street Northwest and B Street Northwest.

In addition to gathering public input, Metro will conduct a more in-depth evaluation of the three sites over the next year.

Metro's seven existing bus bases are over capacity and unable to meet the increased service needs in our growing region. Metro must increase capacity by enhancing current bases and building new bases to meet regional growth needs for our transit services. The new base in south King County is expected to improve the physical, environmental, and economic health of nearby communities.

Through November 17, Kent and Auburn residents are invited to participate in [an online survey](#) ([English](#) | [Russian](#) | [Spanish](#) | [Simplified Chinese](#) | [Traditional Chinese](#) | [Vietnamese](#)) to share feedback about potentially having a bus base in their community and to help Metro identify challenges or opportunities. Direct conversations over phone or email are available upon request to Michelle Huynh at [michuynh@kingcounty.gov](mailto:michuynh@kingcounty.gov).

#### RapidRide I Line routing

Metro's RapidRide will offer riders faster, more frequent, and more reliable bus service, fast all-door boarding, enhanced stations and passenger amenities, and on-board Wi-Fi. RapidRide I Line will launch in the Renton, Kent, and Auburn region in 2023.

With the community's input, Metro has identified the proposed I Line route, station locations, and areas in need of improvement to better facilitate walking, rolling, and biking to the bus.

Residents can provide comments in the [online open house](#) by Nov. 29. Or to learn more or share feedback in person, view [I Line's calendar of community events](#). Metro can provide supplemental materials in other languages as needed.

### Optimizing other bus service

Now through Nov. 10, Metro is asking the community for [feedback](#) on its proposal of transit options to best meet the area needs identified during an extensive regional public engagement effort earlier this year. Input will help Metro complete its Renton, Kent, Auburn Area Mobility Plan this winter, which goes into effect in south King County in September 2020.

Metro is proposing:

- Adding service frequency to routes 105, 148, 164, 166, 168, 183, 906, 917 and 180 (from Auburn Station to Kent Station)
- Pathway changes to routes 102, 148, 166, 168, 181, 906 and 915
- Restructuring and renaming routes 158, 159, 169, 180, 186, 192, 910, 916, and 917
- Deleting routes 908, 913, and 952
- Considering adding new flexible service in these areas: Renton Highlands, Benson Hill, and Algona/Pacific

To weigh in on the proposed route changes in south King County, take the **online survey** ([English](#)|[Chinese](#)|[Russian](#)|[Spanish](#)|[Ukrainian](#)|[Vietnamese](#)|[Somali](#)) before November 10. Metro can provide supplemental materials in these languages or others as needed.

### RELEVANT LINKS

- [Bus Base Location Survey](#)
- [RapidRide I Line Online Open House](#)
- [Area Mobility Plan Survey](#)
- [RapidRide I Line and Area Mobility Plan webpage](#)
- [Metro's Operational Capacity Growth Program](#)

### Media coverage:

- [The Urbanist](#)
- [Renton Reporter](#)
- [Kent Reporter](#)
- [Auburn Reporter](#)

## Advertisements:

Size: 970x90

Size: 728x90

Size: 300x250

Size: 320x50

Size: 970x30

Size: 970x250

Size: 320x50

*Example digital advertisements*

Người Việt Tây Bắc số 2500 Thứ Sáu Ngày 25 tháng 10 năm 2019

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## Bình Luận

### Chế độ Dân Chủ khó trị!

(tiếp trang 24)

luật nào có ảnh hưởng đến tương lai, mà chỉ nhìn tới năm bầu cử sắp tới. Ngay một vấn đề dễ thỏa hiệp như chính sách đối với di dân, từ thời ông Obama qua thời ông Trump vấn đề nguyên không giải quyết được. Hình như các chính trị gia muốn giữ nguyên cho câu chuyện "di dân lậu" tiếp tục gây tranh cãi, vì đó là một đề tài dễ ăn nói và dễ kích động với các cử tri ủng hộ họ!

Nhưng nước Mỹ còn may mắn hơn các nước Âu Châu kể trên. Vì không thấy diễn ra những cuộc biểu tình lớn chống chính phủ và chống cả chế độ. Nước Pháp đã nổ lên những cuộc xuống đường của đám Áo Vàng (gilets jaunes), nước Anh có hàng triệu người xuống đường ủng hộ hoặc chống Brexit. Tại Praha, Cộng Hòa Tiệp, dân đi biểu tình đông nhất, chỉ thua thời gian họ đứng lên đòi lật đổ chế độ Cộng Sản.

Hơn nữa, nền kinh tế Mỹ tự nó vẫn chạy đều. Ngay cả trong thời gian nền chính trị Mỹ khủng hoảng lớn, như thời Tổng Thống Richard Nixon, biểu tình phản chiến gây hỗn loạn khắp các đại học, giồng máy chính quyền Mỹ vẫn chạy đều. Không những thế, ông

Nixon vẫn để lại những di sản đến bây giờ, như Cơ Quan Bảo Vệ Môi Trường (EPA).

Một sức mạnh tiềm ẩn đáng sau hệ thống chính trị các nước Dân Chủ là các định chế ổn định lúc nào cũng cân bằng và kiểm soát lẫn nhau. Nên tư pháp độc lập với chính trị giúp cho người dân tin tưởng vào tinh thần trọng pháp. Các định chế xã hội như tôn giáo, các đại học và nền báo chí, truyền thông cạnh tranh tự do không thể phân biệt chính độ giá hay khán giả của họ.

Khi ông Nixon bị đe dọa đàn hặc đến nỗi phải từ chức, nước Mỹ đã thoát qua cơn khủng hoảng chính trị một cách êm đẹp nhờ mọi người đều biết phải tôn trọng các định chế tự do dân chủ.

Vậy một nước dân chủ có thật sự bất trị, "ungovernable" hay không? Những người đang sống ở Anh Quốc, ở Mỹ hay Pháp có thể yên lòng với một điều tâm niệm: Chế độ Dân Chủ là chế độ rất tối tệ; người ta áp dụng nó chỉ vì nó đỡ tối tệ nhất trong số những chế độ đã thử nghiệm trên trái đất này! Winston Churchill được coi là người đã phát biểu ý kiến này, năm 1944, ông coi chế độ Dân Chủ như một thứ "bảo hiểm" ngăn ngừa các tai họa mà các chế độ độc tài có thể gây ra.

Ngô Nhân Dụng



## Learn about service changes coming to South King County

### RAPIDRIDE

Learn more and comment online between October 21 and November 29 at [kingcounty.gov/metro/iline](http://kingcounty.gov/metro/iline).



GIA ĐÌNH MŨ ĐÓ VIỆT NAM/ BCH TRUNG ƯƠNG GIA ĐÌNH MŨ ĐÓ ORANGE COUNTY VÀ VÙNG PHỤ CẬN P.O. BOX 2212 WESTMINSTER, CA 92688 - TEL: (714) 357-2027 - [hoangtan@vietnam.com](mailto:hoangtan@vietnam.com)



### THƯ MỜI

Gia Đình Mũ Đó Orange County và Vùng Phụ Cận

Trân trọng kính mời *Kính mời quý chiến hữu và đồng hương khắp nơi cũng như tại Seattle.*

Vui lòng đến tham dự buổi Lễ Truy Diệu và An Táng 81 Tử Sĩ Nhảy Dù đã tử nạn

Vi quân vụ ngày 11 tháng 12 năm 1965 tại tỉnh Tuy Hòa

Vào lúc : 9 giờ sáng Thứ Bảy ngày 26 tháng 10 năm 2019

Tại : Tượng Đài Chiến Sĩ Việt Mỹ và Westminster Memorial Park, TP Westminster

Và Lễ Tưởng Niệm, Cầu Siêu, Cầu Nguyện, Đăng Hương trước bàn thờ Tử Sĩ,

Thập Nền, Diệu Văn và Hát cho những người nằm xuống

Tổ Chức vào lúc: 5 giờ 30 Chiều Thứ Bảy cùng ngày 26 tháng 10 năm 2019

Tại: Tượng Đài Chiến Sĩ Việt Mỹ, 14180 All American Way, Westminster

Theo đúng Lễ Nghi Quân Cách của QLVNCH và truyền thống văn hóa Việt Nam.

Trong buổi Lễ Tưởng Niệm và Thắp Nến chiều Thứ Bảy này sẽ có sự hiện diện và tâm

linh nơi lên những núi ngậm ngùi, tôn thương, mắt mắt đã chôn chặt trong lòng suốt 54

năm qua của Quê Phụ, Cờ Nhì Nghĩa Tử và thân nhân của 81 Tử Sĩ Nhảy Dù đã vị quốc

vong thân.

Mời Quý vị hãy bỏ chút thì giờ đến với Lễ Tưởng Niệm và Thắp Nến chiều Thứ Bảy để

có cơ hội chia sẻ sự mất mát lớn lao này của các gia đình Tử Sĩ, một ngọn nến, một nén

nhang cùng nhau cầu nguyện cho những người nằm xuống.

Rất mong sự hiện diện đồng đạo của Quý Vị.

Thay mặt Ban Tổ Chức Trưởng Ban

Mũ Đó Hoàng tấn KỶ

Chủ Tịch Gia Đình Mũ Đó Trung ương

Bác Sĩ Nguyễn Quốc Hiệp

Đặt VÒNG HOA tại Nghĩa Trang cạnh Tượng Đài Thuyền Nhân buổi Lễ An Táng Xin Liên Lạc: MŨ ĐÓ CHÀU NGHĨA HỮU: (714) 603-2285 và MŨ ĐÓ PHẠM GIA ĐÀM: (714) 397-2530

### LỜI CẦU XIN CÙNG Cha TRƯỞNG BỬU DIỆP



Lạy Chúa! Lạy Cha! ngài là bác thánh cạnh Đấng Cứu Thế đầy quyền năng.

Nay con cầu khẩn Cha giúp con việc khó khăn cần thiết hiện nay. (kể ra).

Xin Cha giải thoát chúng con khỏi cảnh khó khăn và ban cho chúng con sự may mắn bằng an. Cảm tạ ơn Cha. Amen.

"Đọc những lời nguyện này 9 lần mỗi ngày. Đọc liên tiếp 9 ngày với lòng thành sẽ được tại nguyện."

Được in bìa và in để phổ biến để người khác biết.

EE printing 425-656-1250

Example print advertisement

## Transit alerts:

### [RapidRide I Line](#)

Draft rider alert: 11/19/2019

### [Routes 169 and 180 Email](#)

#### **Subject: Reminder: Visit the RapidRide I Line Online Open House by Nov. 29**

King County Metro is working to connect Renton, Kent, and Auburn, with fast, frequent, and reliable bus service and innovative travel options. We heard from the community this spring and summer. Now we're ready to share our preferred concept for RapidRide I Line, including the route and station locations and other improvements to make it easier to walk, roll, and bike to the bus.

- **Participate in the [online open house](#)** by Nov. 29 to learn more and comment on station design features, ways to make it easier to get to the bus, and improvements to keep buses moving and stay on-time. ([English](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)).
- **Stop by our final tabling event** outside the Benson Hill Fred Meyer (17801 108th Ave SE, Renton) this Saturday, Nov. 23 from 11 a.m. to 3 p.m.
- **Visit the RapidRide I Line [website](#)** for ongoing updates and more information.

### [Other South King County routes](#)

#### **Subject: Help shape future service in South King County**

Metro is making major investments in South King County, including:

- **In Renton, Kent, and Auburn:** Restructuring and adding more service to provide better local service including connections to regional transit services like Sounder train and Link light rail.
- Launching [RapidRide I Line](#), upgrading two of South King County's busiest routes, the **169 and 180**, with bus service that is 20 percent faster and comes more often.
- **Tukwila:** Implementing more Community Connections Programs, which provides cost-effective transportation options in areas that are not set up to support typical bus service.
- Expanding our [bus base program](#), buying more buses, and growing and supporting our workforce—all to keep you moving.
  - o **Tukwila:** Learn more about South Campus Expansion
  - o **Kent/Auburn:** Learn more about [South King Base](#)

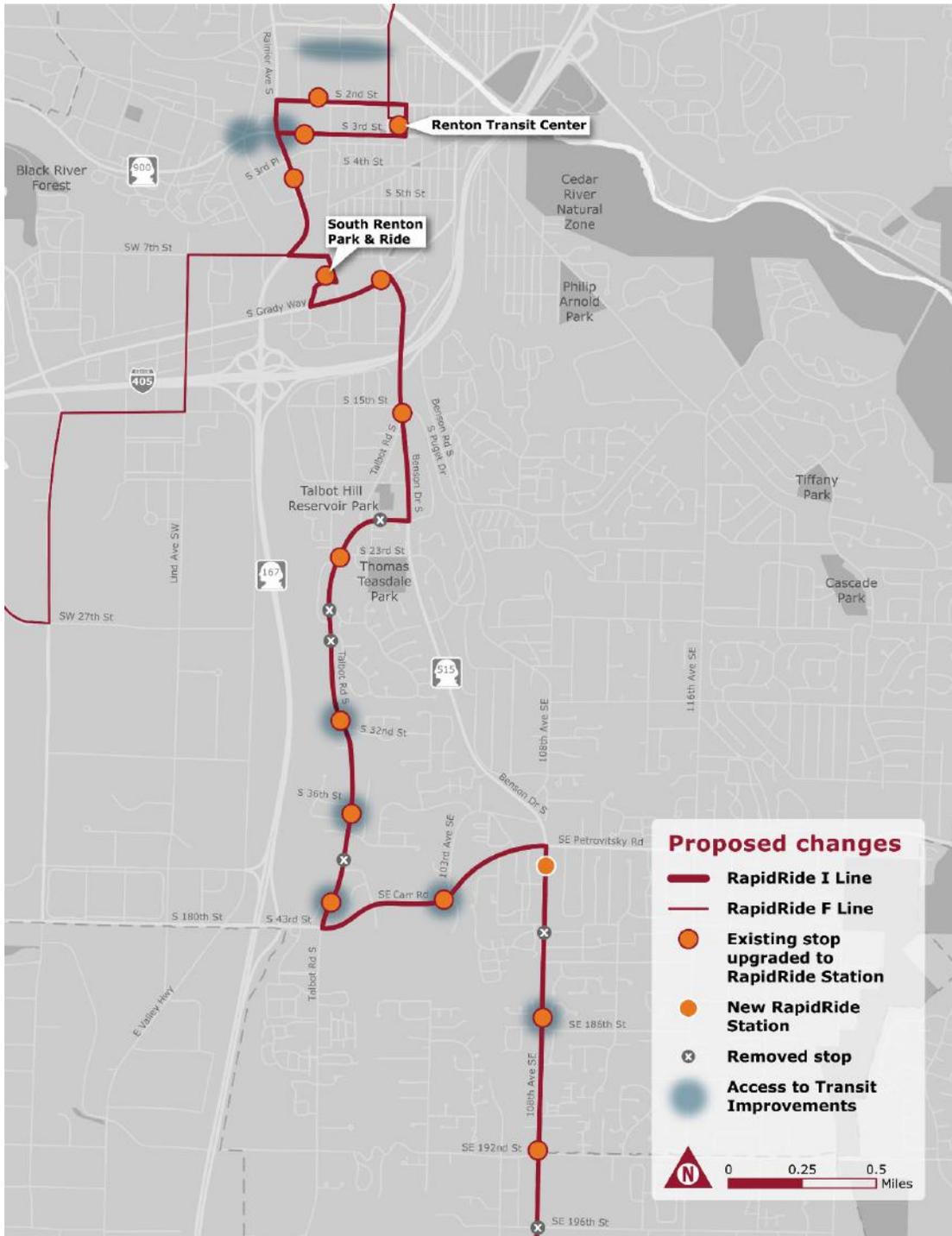
### **Get Involved Now**

- Participate in the **RapidRide I Line online open house** by November 29 to learn about our preferred concept, including station locations, roadway and intersection improvements, and more ([English](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)).
- Learn about service changes coming to Renton, Kent, and Auburn and tell us what you think: take our survey by November 6. [English](#) | [Chinese](#) | [Russian](#) | [Spanish](#) | [Ukrainian](#) | [Vietnamese](#) | [Somali](#)
- Metro is planning a new bus base in south King County and wants to understand how Kent and Auburn residents would feel about having a King County Metro bus base in their community. Take our online survey and tell us what you think before November 17 ([English](#) | [Traditional Chinese](#) | [Simplified Chinese](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)).

## Appendix B: Preferred Concept Maps

### Renton

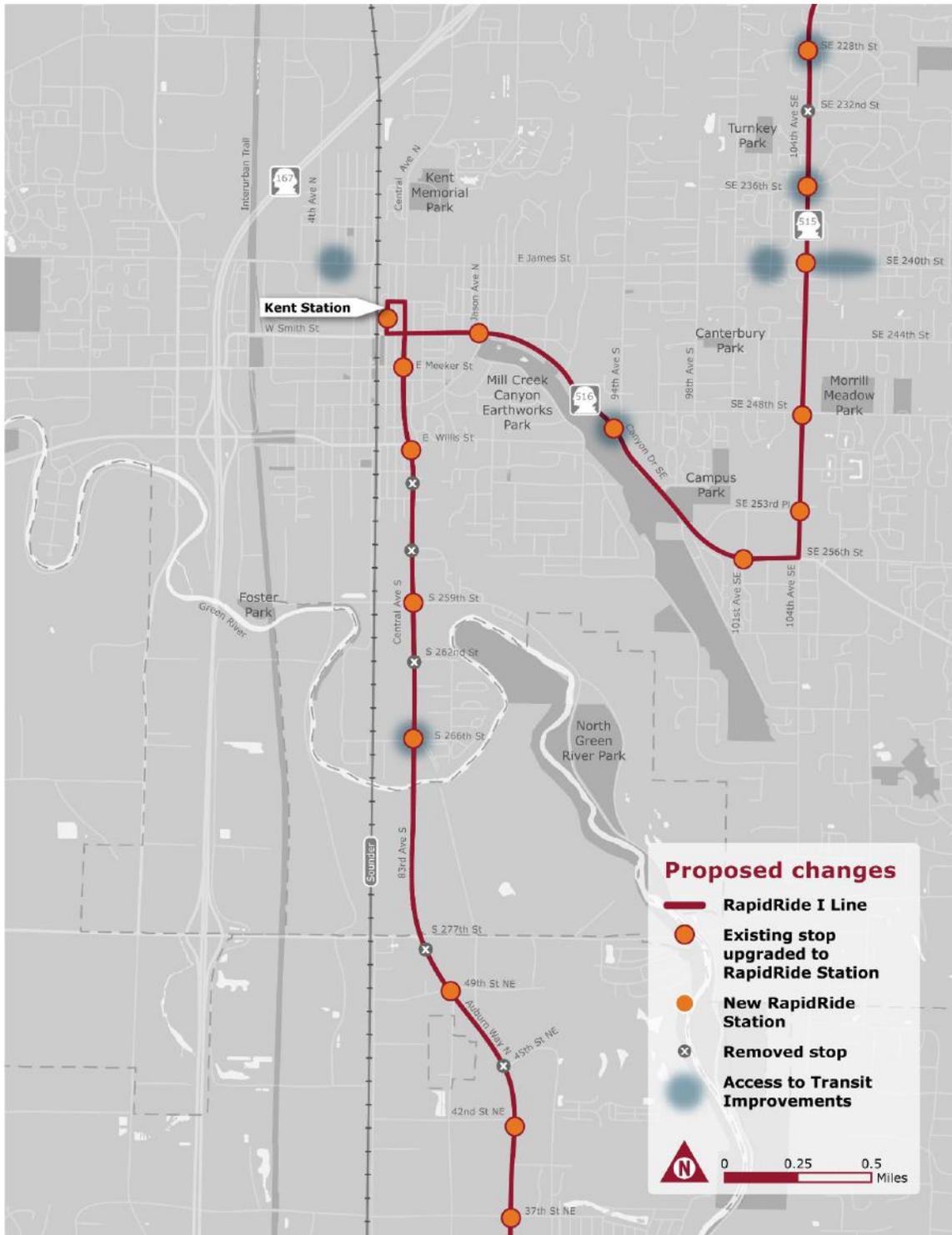
Proposed station locations and key areas for improvements to get to the bus (i.e. sidewalks, crossings, safety improvements)



## Kent

Proposed station locations and key areas for improvements to get to the bus (i.e. sidewalks, crossings, safety improvements)





## Auburn

Proposed station locations and key areas for improvements to get to the bus (i.e. sidewalks, crossings, safety improvements)

