

Route 3 and 4 Speed and Reliability Project Outreach Summary

Overview

During our first phase of public and stakeholder outreach in June 2017, Metro gathered feedback about a concept to move routes 3 and 4 from James Street to Yesler Way between Third Avenue and Ninth Avenue. This would allow the routes to avoid congestion near the I-5 ramps and improve their speed and reliability for the 11,000 riders who use them every day.

Feedback included a range of thoughts and opinion.

- About 53 percent of survey respondents expressed a support for the change, citing the benefits of avoiding traffic backups on James Street near I-5.
- About 40 percent of survey respondents, as well as stakeholder groups representing people who live near the current James Street stops expressed concerns about its effect on low-income people, seniors, and people with disabilities who use those stops to reach housing, social services, and government services, including those listed below:
 - Northwest Harvest's Cherry Street Food Bank
 - The WHEEL women's shelter at Trinity Episcopal Church
 - Jefferson Terrace low-income public housing
 - The Skyline Retirement Community
 - The King County Jail, Administration Building, and courts
 - Seattle City Hall and Municipal Court
- James Street is a steep hill, particularly between Fourth and Fifth avenues. Seniors and people with disabilities might not be able to reach these destinations from the new stops one block south on Yesler Way.
- The Fist Hill Improvement Association and a small number (1 percent) of survey respondents expressed concern that the change would leave a gap in east-west frequent service between Yesler Way and Madison Street.

How we let people know about the opportunity to weigh in on this potential service concept

- Website (www.kingcounty.gov/metro/route-3-4)
- Multilingual signs posted at bus stops
- Transit alert to route 3 and 4 subscribers and Access paratransit service subscribers
- Email to stakeholders
- Handout translated into multiple languages
- Media outreach
- Social media

How we collected feedback

- Online survey—1,286 responses
- Stakeholder briefings/listening sessions
- Email, phone, letters

Who we heard from

What routes they ride

- 88% of respondents ride Route 3
- 86% of respondents ride Route 4

Where they live by zip code (top zip codes)

- 32% 98122 (First Hill, Madrona, Squire Park)
- 14% 98104 (First Hill, Pioneer Square, International District, Downtown)
- 10% 98144 (Judkins Park, Leschi, Beacon Hill, Rainier Valley, Mt. Baker)
- 6% 98109 (South Lake Union, Queen Anne)
- 4% 98119 (Queen Anne)
- 4% 98101 (First Hill, Central Business District, Pike Place)

Organizations we met with

- Harborview Medical Center, July 5
- Yesler Terrace Community Council, July 11
- First Hill Improvement Association Board members meeting, July 14
- First Hill Improvement Association Transportation Committee, July 17
- Central Area Neighborhood District Council, August 10

What we heard

Online survey results

Asked how much they support the idea of moving routes 3 and 4 from James Street to Yesler Way:

- 53% strongly support or support
- 40% strongly oppose or oppose
- 7% neutral

Multilingual paper survey results

31 multilingual paper surveys (in Spanish, Amharic, Somali, Tigrinya, and Vietnamese) were received from members of Yesler Terrace Community Council.

- 87% strongly support or support the concept
- 13% strongly oppose or oppose the concept

Overview of open ended comments from the survey

| <i>1,359 comments received in the open ended responses</i> | |
|--|---|
| 318 comments (23%) were supportive of the concept | 314 comments (23%) were opposed to the concept |
| <ul style="list-style-type: none"> • 148 (11%) said it will improve reliability | <ul style="list-style-type: none"> • 183 (13%) reported concerns about access to services on James Street • 111 (8%) reported concerns about the difficulty that seniors and/or people with disabilities will have walking on hills |

Other ideas suggested by respondents

- Three percent suggested splitting the routes so that one operates on Yesler Way while the other operates on James Street
- Two percent suggested addressing the traffic issues through transit priority measures

Letters from organizations

The Women's Housing Equality and Enhancement League (WHEEL) wrote a letter on June 26 in opposition due to concerns about transit access for their women's shelter at Trinity Episcopal Parish.

The Transit Rider's Union wrote an email to the King County Executive, the County Council, and Metro on July 7 outlining their concerns about impacts on vulnerable populations who use services near the current stops on James Street.

Emails and phone calls

We received 26 emails and/or phone calls from transit riders and residents. Most were opposed to the concept, citing similar concerns to those expressed in the survey comments.

Media coverage

- [Routes 3 and 4 should stay on James Street](#), The Urbanist blog, July 17, 2017
Cross posted in Crosscut on July 19, 2017 as [Take the #3 or #4 downtown? Metro might be rerouting](#)
- [Metro wants out of James Street gridlock](#), Seattle Transit Blog, June 22, 2017

Project website: www.kingcounty.gov/metro/routes-3-4