

# RapidRide H Line



## Public Engagement Report Phase 2

King County Metro

April 2019

## Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>Overview .....</b>	<b>4</b>
Phase 1 Outreach Summary .....	5
<b>Outreach Methods and Promotions.....</b>	<b>8</b>
In-Person Open House .....	8
Online Open House .....	10
Intercept Surveys.....	10
Schedule .....	11
Surveying Locations.....	11
Survey Statistics .....	11
Community-Based Organization Outreach.....	11
Email .....	12
In-Person Materials Delivery.....	12
Community Tabling and Briefings.....	12
<b>Equity and Social Justice .....</b>	<b>12</b>
Community Partner Involvement.....	13
<b>What We Heard .....</b>	<b>13</b>
Key Themes .....	13
Summary of Key Feedback.....	14
Summary of Additional Feedback .....	20
Feedback By Zone (At A Glance).....	25
<b>Seattle Department of Transportation Outreach Summary .....</b>	<b>25</b>
<b>Look Ahead.....</b>	<b>28</b>
<b>Appendix.....</b>	<b>299</b>

## Introduction

King County Metro Transit (Metro) is adding RapidRide H Line to the RapidRide service network in 2021. H Line will replace the current Metro Bus Route 120, which connects White Center and Burien to Downtown Seattle through the Delridge and Westwood Village neighborhoods. H Line will also serve as a connection to key transit hubs and important regional destinations. Route 120 was chosen to be upgraded to a RapidRide line due to it being ranked in the top 25% of urban routes on five of six transit productivity measures: rides per platform hour (off-peak and night) and passenger miles per platform mile (peak, off-peak, and night). Ridership data also showed that Route 120 has higher than average usage throughout the entirety of weekdays and on weekends, not only during the peak commute periods.



**Door-to-Door Business Outreach**

The Route 120 corridor is very diverse, and communities along the route speak many languages (Vietnamese, Khmer/Cambodian, Somali, and Spanish were the most prevalent among limited-English proficiency communities). Corridor demography also shows a notable population of youth and senior riders, populations whose income and access to a personal vehicle are limited, and immigrant, refugee, and disabled populations. Complex demography is one of the reasons a comprehensive equity and social justice outreach approach was taken when engaging the public regarding H Line upgrades.

This public engagement report focuses specifically on engagement during the first half of Phase 2 of the project which ran from June through December 2018. During that time, H Line alignment, bus stop locations,

access to transit improvements and major roadway safety improvements were added to the project design. Public engagement therefore focused on informing the public of design decisions made by the project team for its 60% design submission since the last round of public engagement and collecting feedback on bus station amenities and access-to-station improvements.

As in Phase 1, the public outreach team conducted a survey and held in-person and online open houses to provide detailed information on the project to the public. While the goal of Phase 1 outreach was to inform the public that Metro Bus Route 120 would be upgraded to H Line and to gather feedback on route alignment, this portion of Phase 1 outreach had the goals of informing the public of the new design elements, showing how feedback from Phase 1 had informed certain design decisions, and gathering feedback on what amenities the public prioritized for future RapidRide bus stations.

Overall, the new H Line alignment (a hybrid of two options presented during Phase 1) was well received by the public. Outreach also showed strong preferences for certain station amenities when data was analyzed in the aggregate. There was some variation, however, when analysis was run based on how (paper versus digitally) and/or where (open house, at bus stop, at community organization, or online)

# RapidRide H Line Public Engagement Report King County Metro Transit

surveys were collected. A closer look at survey results can be found in the “What We Heard” section of this report.

The second half of Phase 2 public outreach will occur during the first two quarters of 2019. The public outreach team will plan and coordinate outreach efforts during quarter 1 and then begin informing the public about design decisions that will be featured in the 60% design plans and gather any feedback the design team will need prior to 90% design submission.

“ I really appreciate the plan to change how the bus will enter the Burien Transit Center. Entering/exiting the transit center from SW 148th has so many problems for the current 120 line, so having it come from SW 150th makes much more sense. ”

## Overview

Metro partnered with the City of Seattle Department of Transportation (SDOT) and the City of Burien to lead a robust outreach effort that engaged hundreds of residents. The project corridor was organized into four zones (a more detailed map can be found in the appendix):

- Zone 1 – Downtown Seattle
- Zone 2 – Delridge/Westwood Village
- Zone 3 – White Center
- Zone 4 – Burien



## Phase 1 Outreach Summary

Phase 1 of public outreach for the H Line project took place between fall 2017 and March 2018. During this phase, the public was asked to provide feedback on route alignment alternatives and to complete a needs and priorities survey. Metro conducted intercept surveys, hosted in-person and online open houses, engaged with community-based organizations, and participated in Art Walk in an effort to reach and gather feedback from as many stakeholders as possible.

### Needs and Priorities Survey

The purpose of the Needs and Priorities Survey was to give the local community an opportunity to share concerns or needs related to the current Route 120 or to their transit experience overall. The survey, which was built on the Peak Democracy platform, was open from November 15, 2017, to January 16, 2018, resulting in 863 responses with thousands of comments. Respondents filled out the survey online, in person, or by mail.

The outreach team promoted the Needs and Priorities Survey in English, Spanish, Vietnamese, Somali, and Khmer using a variety of methods, including website updates, rider alerts, bus stop signs, on-bus notices such as rack cards and coach posters, and a postcard mailed to homes and businesses within a third-mile radius of the project corridor. The team also placed English and foreign-language ads in local blogs, radio stations, and publications, conducted in-person conversations with Route 120 riders, and called and emailed community-based organizations.

---

Metro's comprehensive outreach effort resulted in rich feedback from the communities surrounding the future RapidRide H Line. Overall, the community is supportive of the upgrade of the Route 120 to the RapidRide H Line. Communities expressed positive sentiment toward the improvements that will result from the upgrade, including more frequent service, upgrades to bus station amenities, and more comfortable bus rides.

Metro's outreach concentrated on the White Center and Burien zones. These zones include diverse customer bases that include transit-dependent populations and people with limited-English proficiency. SDOT focused its outreach on the Delridge/Westwood Village zone of the corridor. The alignment through Downtown Seattle is currently being studied to determine the most appropriate northern terminus. The agencies collaborated closely to coordinate efforts and create a seamless outreach experience for the public.

Phase 2 outreach efforts served as a report back to the community on information gleaned from the public during the first phase of outreach (see summary of Phase 1 outreach in the inset). Based on comments collected from Phase 1's needs and priorities survey, the new H Line route alignment kept the current Route 120 alignment through White Center and created a new hybrid alignment to the Burien Transit Center. Outreach during the first phase also helped to determine where access-to-transit improvements were needed and where new H Line RapidRide bus stations would be located.

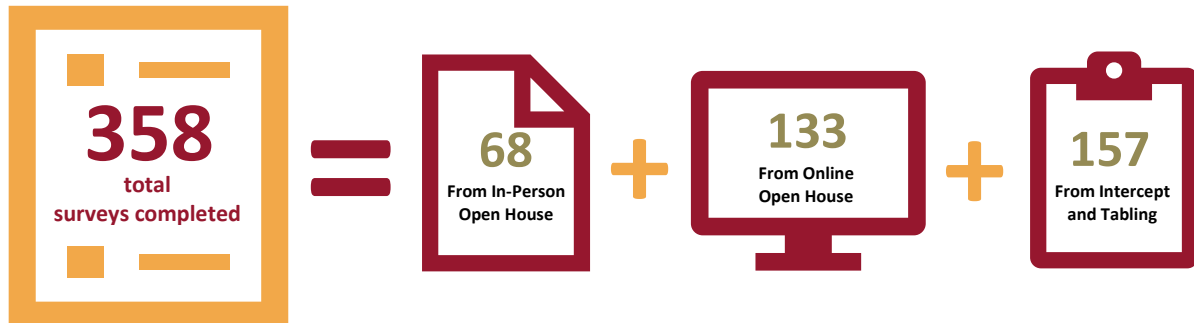
The start of Phase 2 outreach would be the first time the public received information on how their feedback during Phase 1 helped to influence design decisions. Promotions for this important report-back began with a postcard mailing to over 15,000 residents and businesses located within 1/3 of a mile of the current Route 120 alignment. This mailer

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

positioned the in-person open house as the first opportunity to see the new future H Line route alignment and updated project schedule, and to provide additional feedback on station amenities. The postcard was co-branded with SDOT and Metro information. Once the postcard was ready to mail, the project website was updated, flyers were distributed, and email invitations were sent to targeted community-based organizations to promote the event.

After the in-person open house, promotions began for the online open house, and communications were sent to key community stakeholders to announce the availability of Metro outreach staff to table or present at local events or organizational membership meetings. Intercept surveys were also scheduled to reach current riders of Route 120, ensuring that the most likely future H Line riders would have strong representation in the survey data collected.

## PHASE 2 OUTREACH AT A GLANCE



1 in-person OPEN HOUSE

1 online OPEN HOUSE

4 briefings AND TABLING EVENTS

5 days of INTERCEPT SURVEYS

15,000 postcards mailed

150 businesses within ½ block of an H Line stop visited

Over 500 Bus riders engaged during intercept surveys

4 site visits to discuss customer movement on property

913 online open house PAGE VIEWS

318 station amenity RANKINGS

25 hours of in-person SURVEYING

85 survey respondents start their trip in Burien

91 survey respondents start their trip in White Center

147 survey respondents start their trip in Delridge

35 survey respondents start their trip outside this area



## Outreach Methods and Promotions

Outreach during Phase 2 followed similar methods as were employed in Phase 1 of the project. The nature of outreach, however, changed substantially due to decisions being made about alignment, bus station locations, and major safety improvements. This resulted in fewer opportunities for the public to give feedback but more opportunities to discuss tangible H Line plans.

### In-Person Open House

Metro, in partnership with SDOT and the City of Burien, held an open house on October 10, 2018, at Mt. View Elementary School in White Center. Almost 60 community members joined us during the two-hour event.

Attendees came to the open house to learn more about RapidRide H Line's current alignment and stop locations, how feedback from the earlier phase of outreach helped to inform certain design decisions, the updated project timeline, and to provide additional feedback on bus station amenities and access improvements. Staff members from Metro were present to answer questions about the RapidRide Expansion Program and current H Line design elements. SDOT staff were present to answer specific questions about the improvements they are planning for the Delridge section of H Line. Sound Transit was also on hand to inform community members about planned future Link light rail expansion to the area.

When visiting open house stations designated for updates to H Line service in Burien, White Center, and Delridge/Westwood Village, attendees were asked to rank bus station priorities by placing dot "votes" on their preferred station amenities. Attendees were also given an additional paper survey with questions regarding whether they currently ride Metro Route 120 and/or would ride the future H Line, what other improvements may be needed to bus stops, and how to make accessing them easier, as well as a comment form that allowed them to provide any additional thoughts.



Studying Display Board at Open House

The event's informal format allowed the public to have off-the-cuff and detailed conversations with project task leads and outreach staff.

Event materials:

- 20 project boards
- 1 tabletop map of the entire corridor with the new alignment
- Station amenities and access to station surveys
- Comment cards



## RapidRide H Line Public Engagement Report King County Metro Transit

- Metro route pamphlets
- Ride vouchers for first-time riders
- RapidRide-branded giveaways



Spanish, Vietnamese, Somali, and Khmer interpreters were present to assist limited-English proficiency attendees as they visited each display board and completed the station amenities and access-to-stations survey. The open house yielded 14 paper surveys, 15 comment forms, 120 dots placed, and countless conversations with staff about the needs and benefits of H Line, the new alignment and station locations, specific changes to each geographic zone, and station amenities. Local television station KING 5 News attended the open house and included a brief story about H Line on that evening's late-night news.

The in-person open house and H Line information was promoted through:

- project website
- email and text message rider alerts
- postcard mailed to homes and businesses within a third-mile radius of the project corridor
- door-to-door promotions to businesses located within a ½ block radius of future H Line stops in White Center and Burien
- email to community-based organizations
- posts on King County social media channels
- press release to local media

## Online Open House

In addition to the in-person open house, the outreach team provided the community with an online open house and survey which allowed participants to engage at their own pace and in their own time. The online event, which was live from October 10 through November 19, 2018, included a summary of



Online Open House Homepage

- email and text message rider alerts
- posts on King County social media channels
- project website
- posting and distributing of promotional flyers

the project, alignment and station maps, links to SDOT's Delridge corridor information and survey, and an online survey featuring questions on preferred station amenities. Attracting 188 unique visitors, the online open house resulted in 93 completed station amenity surveys, 53 completed access-to-station surveys, and 18 additional comments.

The online open house was promoted via:

Summary of engagement by the numbers:

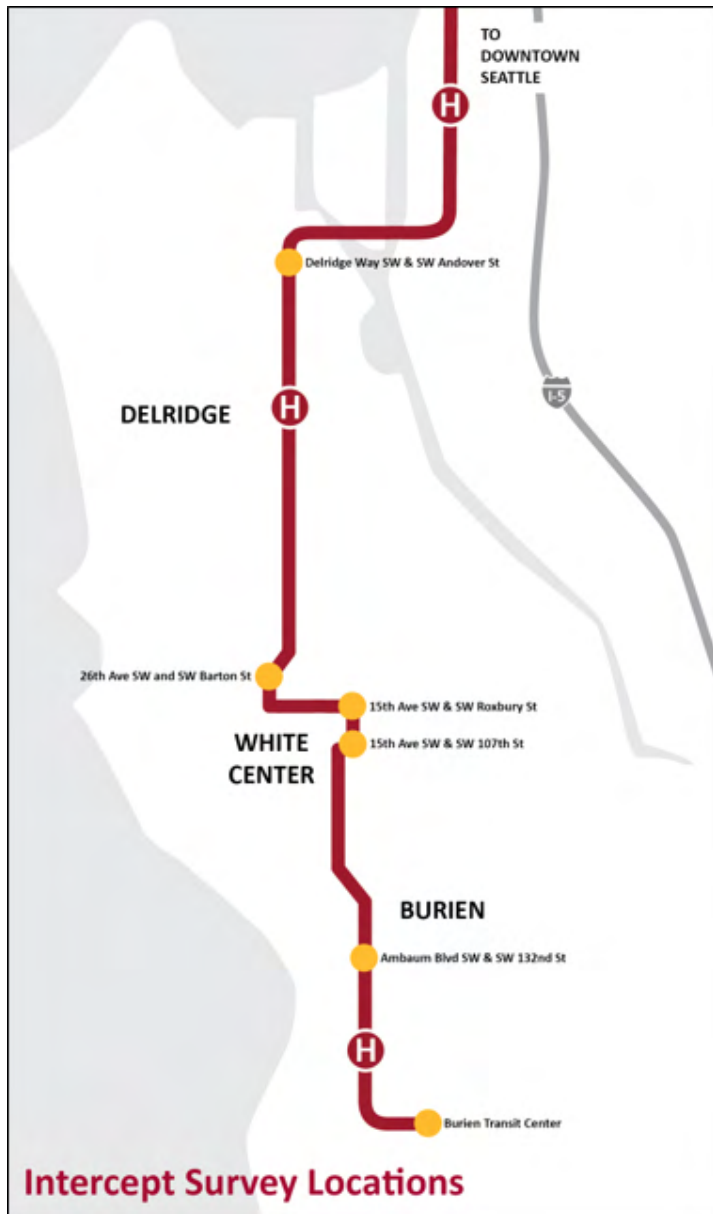
- postcards mailed to 15,000 addresses within a third-mile radius of the alignment
- materials delivered via email to 31 community-based organizations
- 3,178 rider alerts sent
- over 150 businesses visited in door-to-door distribution of promotional flyer
- six write-ups in local blogs
- one television report
- Over 50 flyers distributed to local community-based organization

## Intercept Surveys

The outreach team organized a group of four Metro public transit educators (PTEs) to conduct surveys on paper and promote the online open house at six key future H Line station stops. The PTEs stationed themselves at bus stops, conducting surveys of waiting or disembarking riders. This effort was a success, with over 500 people engaged over 5 days.

**Schedule**

Surveys were conducted once a day over a five-day period (October 29 – November 2, 2018). The six key future H Line stops were visited during either the morning or afternoon peak hours, and two of the stops were also visited midday.



*Surveying locations*

- Burien Transit Center
- 15th Ave SW & SW Roxbury St
- Westwood Village – 26th Ave SW and SW Barton St
- Delridge Way SW & SW Andover St
- 15th Ave SW & SW 107th St / 15th Ave SW & SW 106th St
- Ambaum Blvd SW & SW 132nd St

*Survey statistics*

- Total number of people engaged: 514
- Total number of people who completed the survey: 143

**Community-Based Organization Outreach**

More than 40 community organizations and facilities serving and/or representing traditionally underrepresented populations (e.g., senior centers, youth organizations, service organizations and sociocultural groups) were engaged to help inform and involve those populations. A sample of organizations reached (complete list can be found in the appendix):

- Alliance of People with disAbilities
- Highline Public School District
- Discover Burien
- Rotary Club of Burien/White Center
- Salvation Army of Seattle White Center Community Center
- Somali Community Services
- Vietnamese Friendship Association
- Sound Generations

The following methods were used to encourage organizations to share information about the future H Line and to invite their membership to the open house:

### ***Email***

Emails were sent to 31 community-based organizations (a complete list can be found in the appendix) informing them of the new alignment and opportunity to provide feedback. The organizations were also invited to engage with the project by scheduling a briefing, attending an open house, participating in the survey, and sharing project information. We received requests for tabling at SeaMar Health Clinic in White Center and the Salvation Army Seattle White Center Community Center.

### ***In-Person Materials Delivery***

Promotional flyers were dropped off at over 150 businesses and community-based organizations (identified in the appendix) located along Metro Route 120 promoting the in-person open house. A public transit educator accompanied the outreach team in the event Spanish interpretation was needed.

Additionally, 50 flyers were distributed to the White Center Community Development Association, SeaMar Health Clinic in White Center, Discover Burien, and Burien Library to promote the online open house and survey.

### ***Community Tabling and Briefings***

Of the 31 community-based organizations that were emailed information about the H Line project, two requested the outreach team to table at their location, and an additional two organizations requested a briefing for their residents.

#### Tabling

- Salvation Army Seattle White Center Community Center
- Sea Mar Health Clinic White Center

#### Community Briefing

- King County Housing Authority development Seola Gardens
- King County Housing Authority development Greenbridge

The outreach team collected 10 surveys (one in Vietnamese) and engaged about 50 people across the two locations. At the Salvation Army, the outreach team spoke to seniors and the food insecure population as we tabled at the organization's weekly senior lunch and activity hour and the food pantry. At Sea Mar Health Clinic, the outreach team spoke to patients as they entered and exited the clinic.

## **Equity and Social Justice**

Metro is committed to robust public engagement that informs, involves, and empowers people and communities. Outreach for the RapidRide H Line project reflected an Equity and Social Justice (ESJ) approach. Inclusive outreach methods included an online survey offered in multiple languages, on-the-ground conversations with Route 120 riders, flyer distribution, open houses, briefings and presentations with key community groups, and a robust effort to translate materials and offer interpreters at events.

A demographic analysis of the Burien and White Center neighborhoods confirmed that languages spoken throughout the corridor are Spanish, Vietnamese Khmer/Cambodian, Tagalog, Somali, Oromo, Laotian, Arabic, and Tigrinya. Of these languages, Spanish, Vietnamese, Khmer, and Somali fall into the King County translation threshold of greater than 5% of the population. All key project materials were translated into these 4 languages and interpreters for these languages were present at the in-person open house.

## **Community Partner Involvement**

Community partnerships are integral to successful project implementation. To maximize outreach in White Center, Metro forged an early partnership with the White Center Development Association (WCCDA), which works to build a vibrant, connected, economically diverse community. WCCDA's staff offered deep knowledge about the concerns and priorities of White Center residents. They provided bilingual staff who served as interpreters at the in-person open house.

The outreach team also used Metro's public transit educators to provide bilingual/bicultural support during intercept surveys. Public transit educators are professionals located throughout King County who serve as resources to Metro and liaisons to community members. The educators engaged over 500 bus rider and completed almost 150 surveys, eight of which were completed in Spanish and/or Vietnamese.

Finally, Metro partnered with the Salvation Army Seattle White Center Community Center, Sea Mar Community Health Clinics, and the King County Housing Authority's Seola Gardens and Greenbridge communities (planned mixed-income communities) to offer targeted outreach to the senior, low-income, and limited-English proficiency communities. At the Salvation Army Seattle White Center Community Center, we tabled at a senior lunch, a senior activity hour, and at the food pantry to reach the senior and food insecure communities. At Sea Mar Community Health Center, we tabled outside their White Center Clinic to reach seniors and limited-English proficiency communities. The outreach team also connected with the Seola Gardens and Greenbridge communities to ensure these two large developments were informed of the H Line project.

## **What We Heard**

### **Key Themes**

Several key themes emerged during a thorough analysis of the 371 total surveys collected from in-person and online open house attendees, Route 120 bus riders intercepted at bus stops, and while tabling at community events:

- Safety was of high concern to survey respondents. This led to many comments about the need for better lighting at bus stops and shelters where bus riders could be easily seen (yet could still be protected from the elements).
- The new H Line alignment has been well received. Survey respondents had very few comments on the route alignment. The decision to move the route from SW 148<sup>th</sup> St to SW 150<sup>th</sup> St as the bus approaches the Burien Transit Center was positive as it makes key retail and community hubs even more easily accessible.

- Depending on the survey method used, there was significant variation between which station amenities were most preferred. Those who completed surveys as the in-person open house ranked lighting at the most preferred station amenity while those who completed surveys online and at bus stops and community events were more likely to rank real-time arrival as their most preferred station amenity. Online open house and bus stop and community event respondents then differed greatly on their second preferred amenity, with bus stop and community event respondents having strong preference for seating while online respondents much preferred shelter. Regardless, electricity for either lighting or real-time arrival is a high priority for future H Line riders.

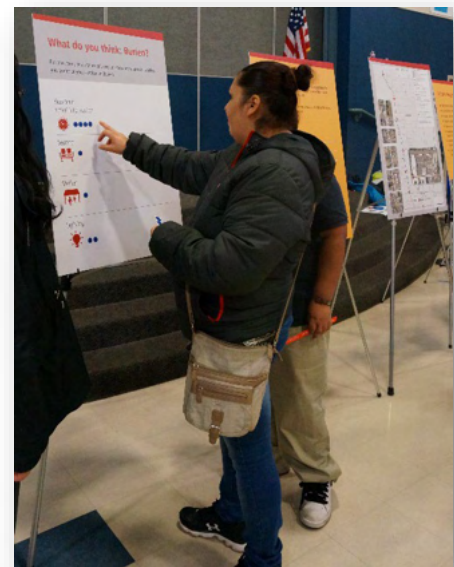
## Summary of Key Feedback

### *In-Person Open House Surveys*

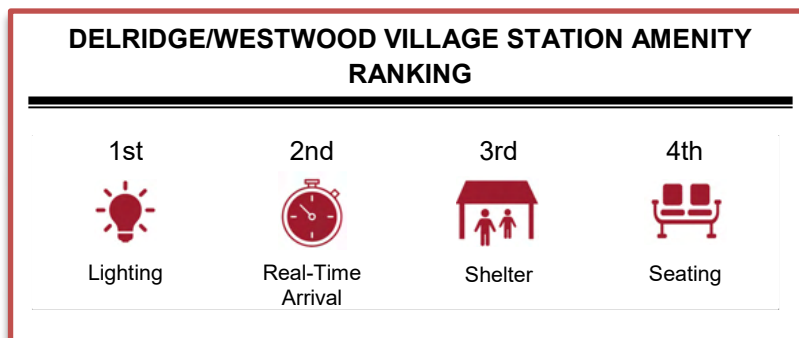
The feedback collected during this phase of outreach was more limited than what was collected during Phase 1 of the project. Feedback collection focused on which amenities were most preferred for the new RapidRide stations. In-person open house attendees were asked to communicate their preference for certain amenities by placing dots on large display boards. If attendees did not engage with the display boards, they also had another opportunity to weigh in on station amenities on a paper version of the survey.

Survey respondents were asked to rank, in order of preference, four possible station amenities: real-time arrival information, seating, shelter, and lighting. Respondents were told that while Metro intends to provide all possible station amenities, understanding rider preferences will help in the event that constraints arise and Metro must decide which amenities to no longer include at certain stops.

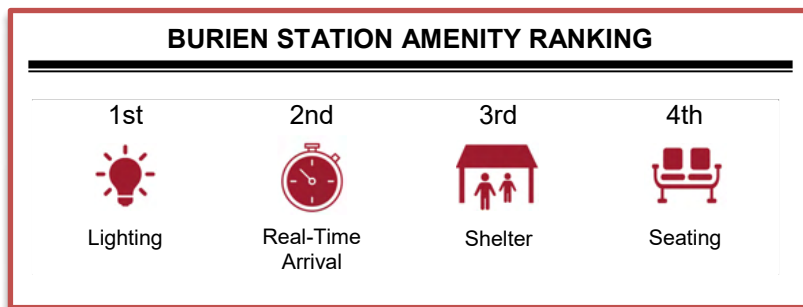
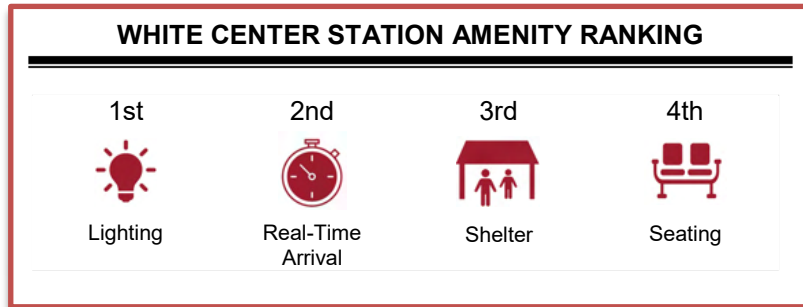
The station amenities survey was broken down by geographic zone so that respondents could provide feedback on a small subset of stations. Results showed that lighting was the amenity that survey respondents thought was of the highest priority. Respondents ranked it highest across all geographic zones (Burien, White Center, and Delridge/Westwood Village) by far. Interestingly, survey respondents ranked the remainder of the amenities in the same order across all the geographic zones, too.



**Open House Attendees Rank Station Amenities**

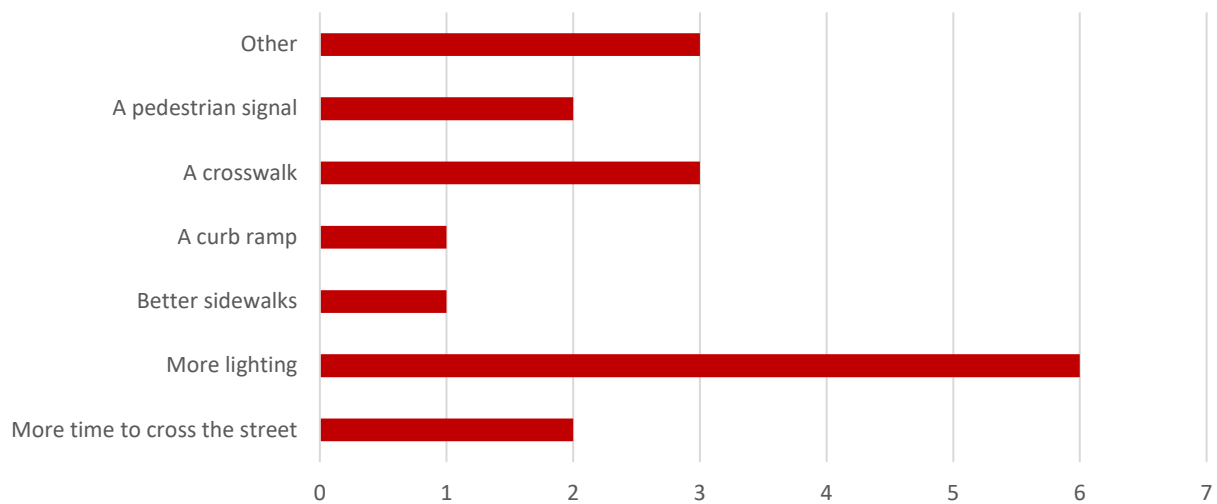






In addition, survey takers were asked if any improvements needed to be made to make accessing their bus stop easier.

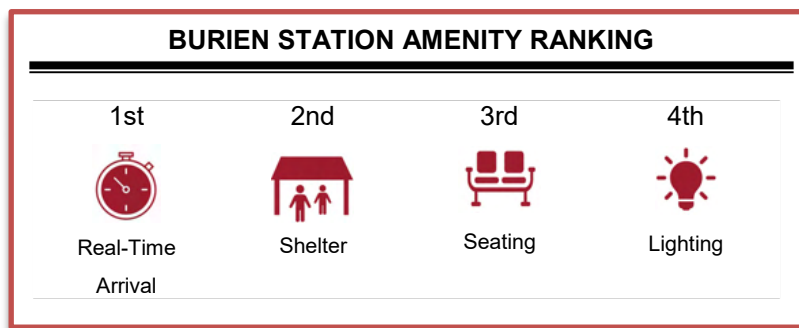
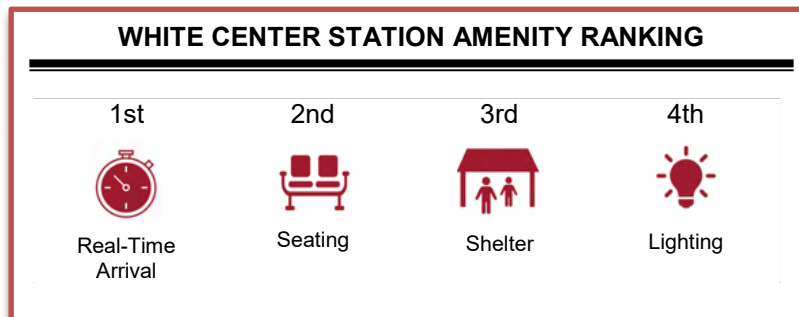
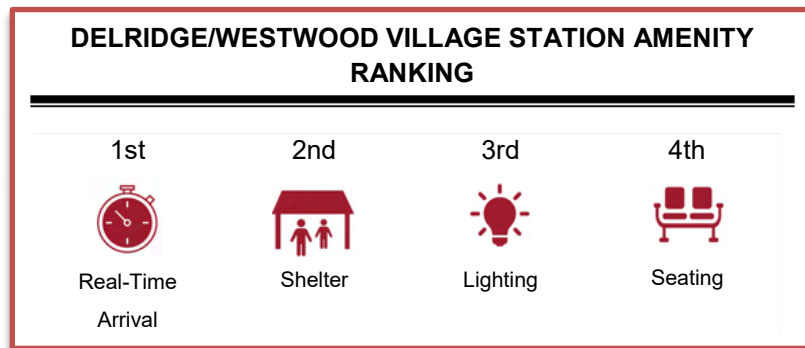
Do the stops in your area need any of the following improvements?



Again, more lighting was chosen most often by open house attendees as the greatest need for their bus stop. Reasons cited for this being the greatest need had to do with safety issues at certain shelters. Answers in the “other” category included a bike signal, shelters that protect from all weather events, and shelters with ample seating.

### Online Open House Surveys

The online open house asked survey respondents to rank station amenities by order of preference.

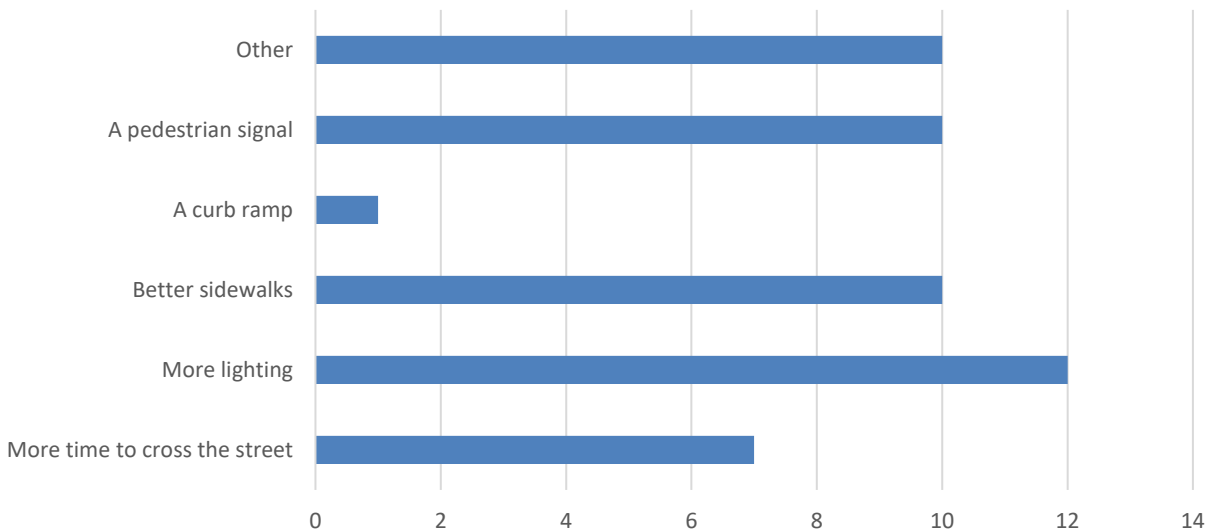


For those who participated in the online open house, real-time arrival information was the amenity that was ranked as the highest priority. There was also more variation among the geographic zones than what was observed in the responses from in-person open house attendees. When asked if the stops

**“ I find that shelters in White Center become quickly filled with trash or vandalized. An open-air stop with bright lighting would be preferable. ”**

in their area needed any improvements, there was not one overwhelming answer, but rather a few answers that came up often.

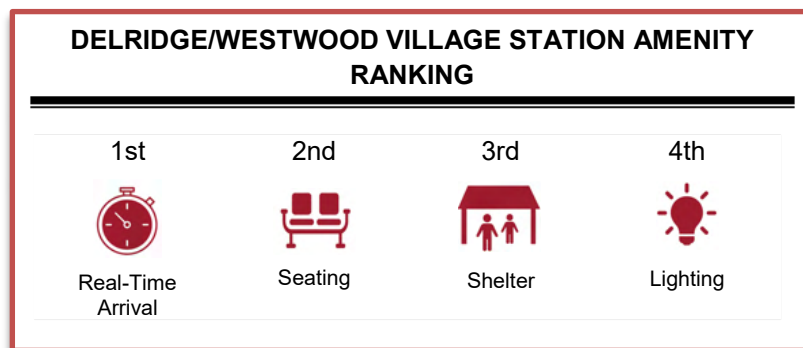
Do the stops in your area need any of the following improvements?

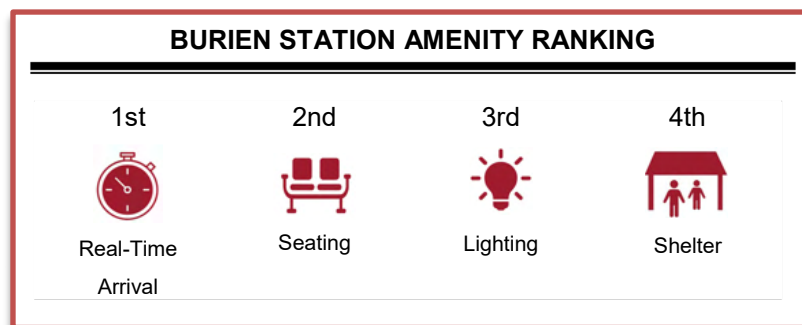
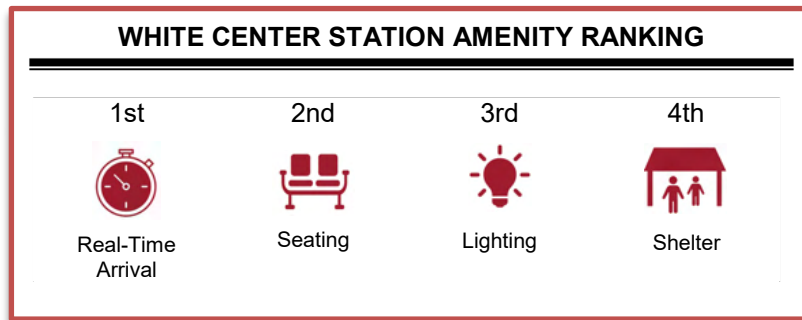


Lighting was again the highest priority for most respondents. It was followed closely by “a pedestrian signal” and “better sidewalks.” Responses in the “other” category included increasing the time to cross the street, stop maintenance to increase safety, more trash receptacles, and size of shelters at the bus stop.

**Intercept and Community Tabling and Briefing Surveys**

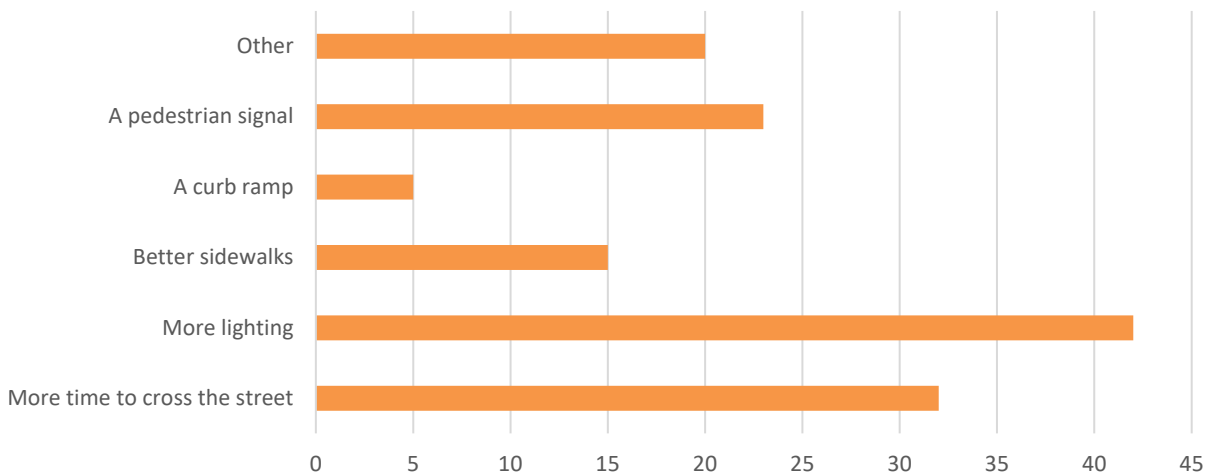
For those surveyed at bus stops and at community tabling and briefing events, real-time arrival information was the most preferred amenity of survey respondents. There was little variation across geographic zones among the responses from the intercept and community tabling and briefing surveys.





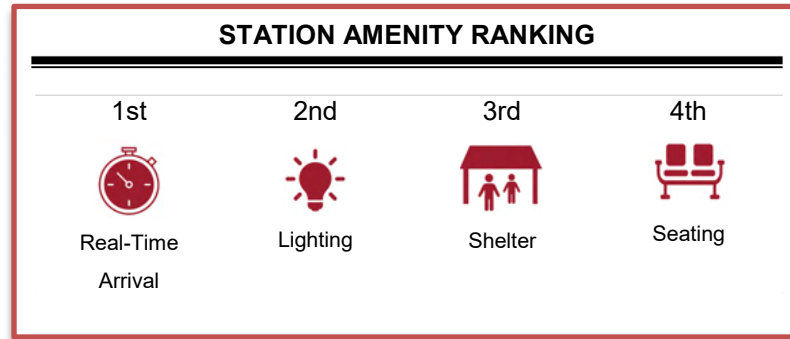
Intercept survey respondents and participants at community tabling and briefing events specified additional improvements as necessary, including covered shelters, timing pedestrian lights to bus arrivals, and better bike parking at bus shelters. Of the survey choices given for additional improvements, more lighting was again the most frequent answer chosen.

### Do the stops in your area need any of the following improvements?



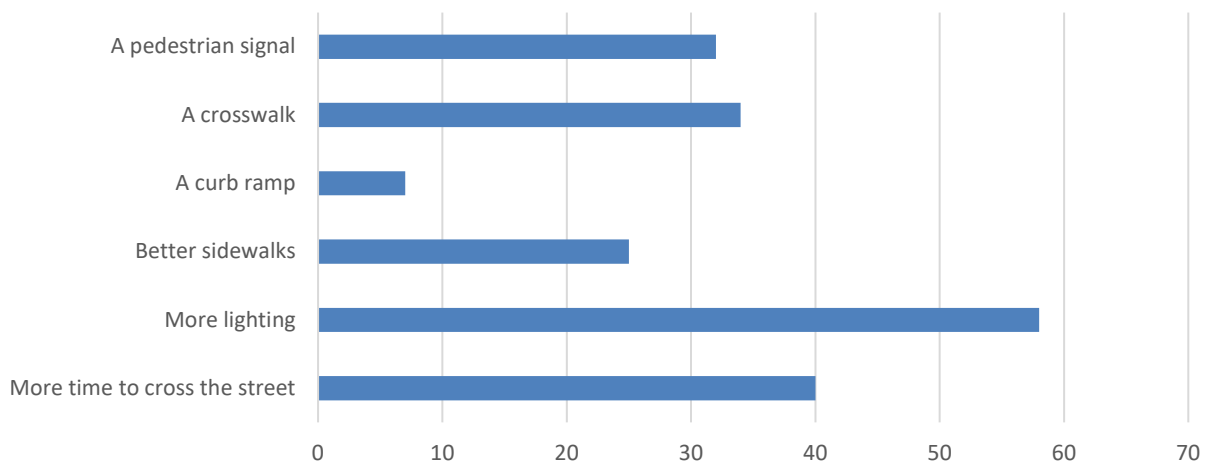
### Total Surveys

When survey data was aggregated, real-time arrival was the most preferred amenity choice of survey respondents. The preference is skewed toward the rankings of those who completed surveys as part of intercept surveying at bus stops due to the disparity in number of surveys collected via that outreach method (147) compared to the others (157).



Following the key themes, an aggregate of the data collected on access-to-station improvements saw a strong need for more lighting in and around bus stations. More time to cross the street was the second most often mentioned improvement need. Most comments about time to cross the street focused on the need to better time crosswalk signals to bus arrivals so riders aren't stuck waiting on the other side of the street as their bus pulls up and then leaves without them.

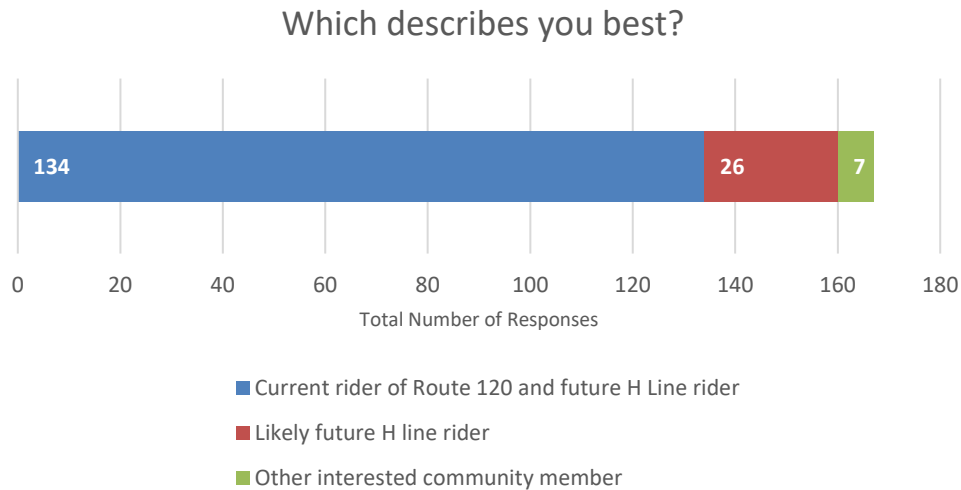
### Do the stops in your area need any of the following improvements?



## Summary of Additional Feedback

### *Rider Behavior (aggregated across all outreach methods)*

Those who completed a paper survey were asked what type of rider they were. This allowed us to gauge whether we were gathering feedback from those who were already familiar with Metro Route 120 or were potential new riders. What we learned was that an overwhelming majority of respondents were current riders.

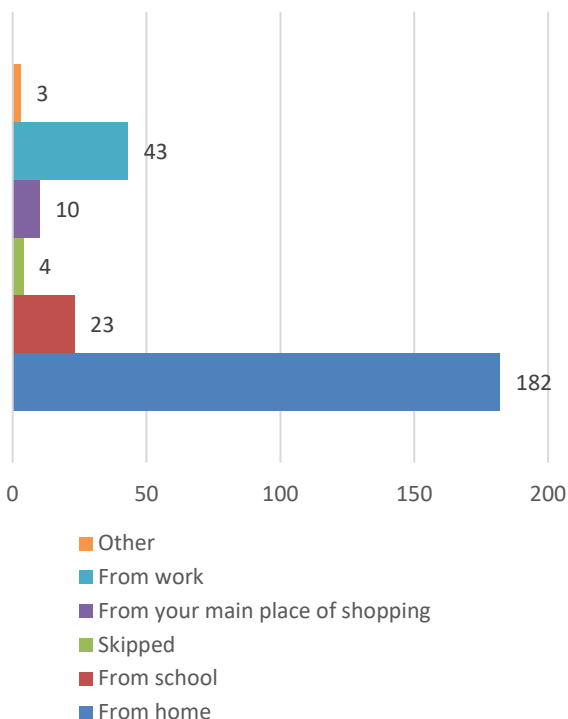


The results skewed heavily toward current riders of Route 120 given our outreach method of intercept surveys which met riders at the bus stop. In future phases, creating more opportunities to engage more “likely future H Line riders” could be beneficial, as the outreach team will continue to shift to more informative outreach as designs become finalized for the future H Line.

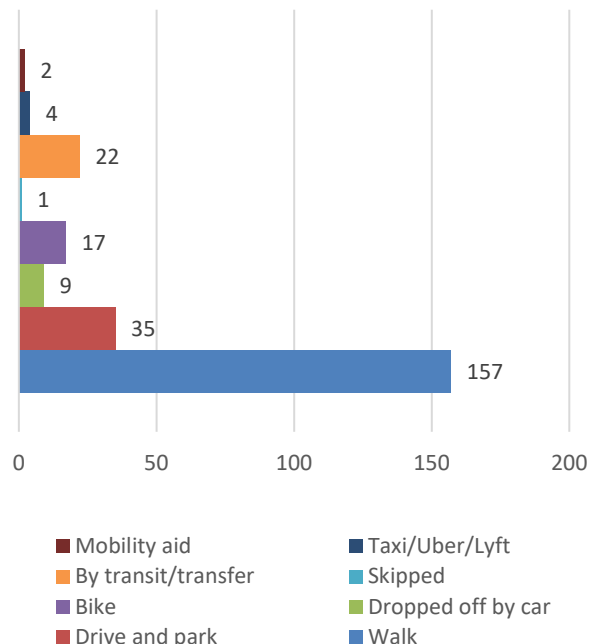
Across all survey methods, survey respondents overwhelmingly said they were coming from home when they arrived at their main bus stop and that walking there was their main mode of transport to the stop.



Would you describe the trip you take from this stop as:



How would you usually get to your future RapidRide H Line bus stop?



Survey respondents also more likely had one or two people in their household ride the bus at least once a week. Our educated assumption here is that our outreach methods are reaching primary riders and that there is potential for a secondary reach due to the high number of two rider households.

**Outreach Methods**

The outreach team gathered feedback on how survey respondents heard about the H Line project and what methods they would like to see used in future outreach phases of the project. There are some parallels between the method currently used and what respondents want to see in the future.

**How did you hear about Metro's RR H Line/Route 120 project?**

	Frequency of answer
Other agency website	0
Other	2
Metro Matters blog	3
Facebook	8
An organization I'm involved with	15
Friend	16
Metro or King County website	21
Metro email or text alert	27

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

Handout given to me at a transit center or community event	51
Invitation in the mail	34
News media or neighborhood blog	44
No answer given	67

**How would you like to stay informed about this project and opportunities to provide feedback?**

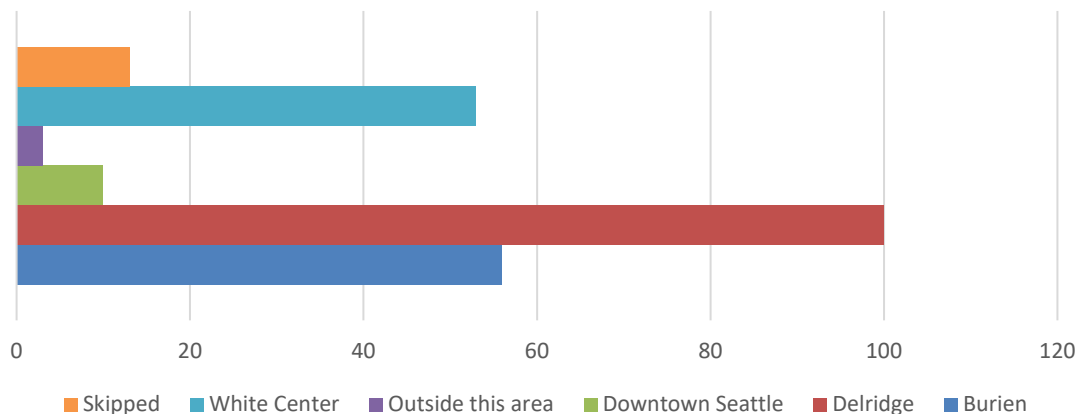
	Frequency of answer
Other	2
Presentation by staff members at a meeting hosted by another group	7
Metro Matters blog	9
Information shared by staff member of my community	11
Public meetings	17
Speak with staff members at an info table or community event	18
News media or neighborhood blog	34
Text or email alerts	36
Metro website	68
No answer given	94

A plurality of respondents wanted to receive information about H Line from the Metro website, yet few actually listed it as where they heard about the H Line project. This could be an opportunity to find other unique ways to drive more traffic to the website given that this is where many respondents are choosing/wanting to look first. Flyers and postcards, however, still look like the most effective (if not efficient) way in which to engage.

**Demographics**

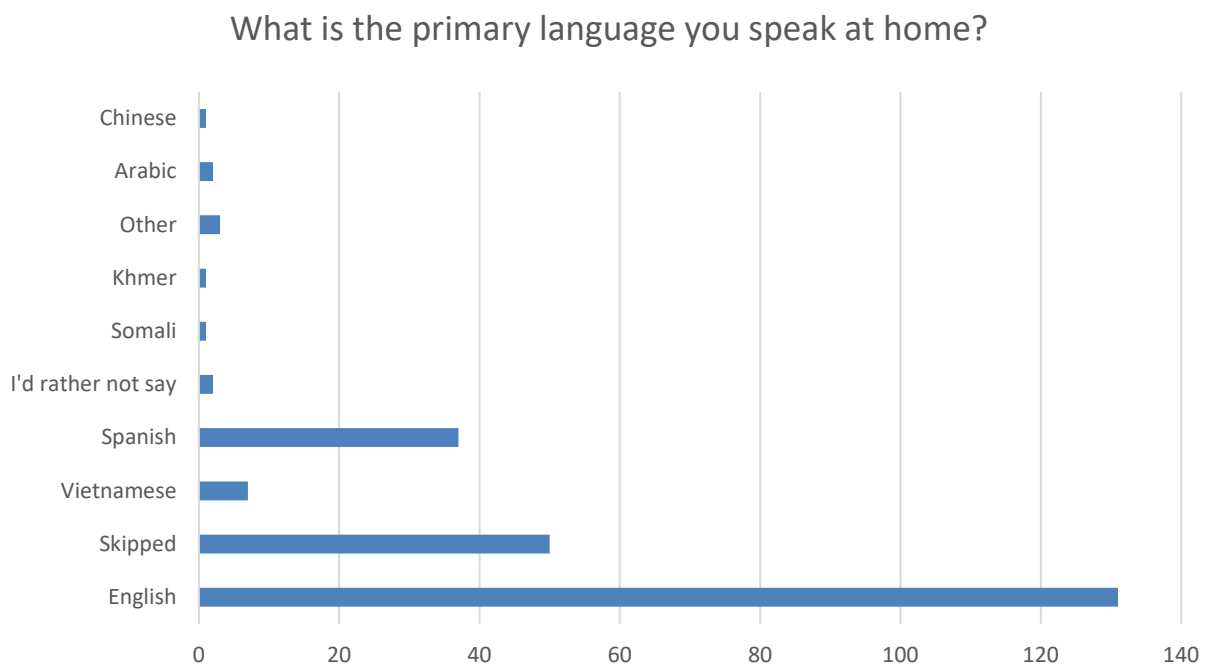
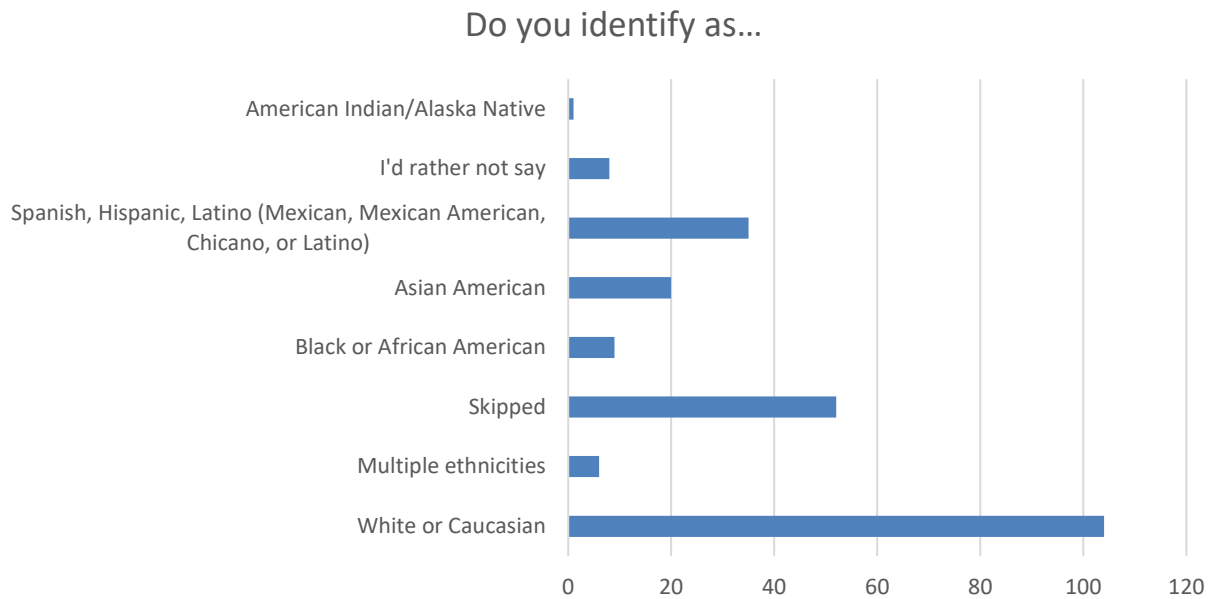
A majority of our survey respondents answered that their trips would originate from the Delridge neighborhood. Current and future riders from White Center and Burien contributed about half as many surveys. Continued outreach efforts will need to address this gap in responses.

Where would your trips originate?



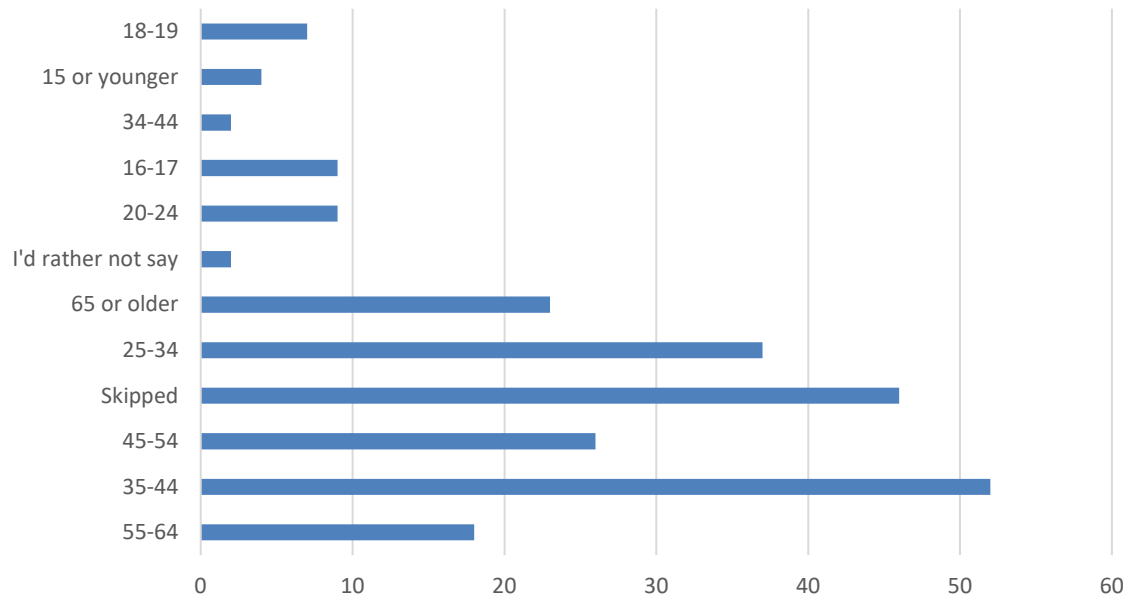
RapidRide H Line Public Engagement Report  
**King County Metro Transit**

Other notable demographic insights include the need to continue outreach to ESJ communities. A disproportionate (to the area) number of respondents identified as white or Caucasian and spoke English at home.



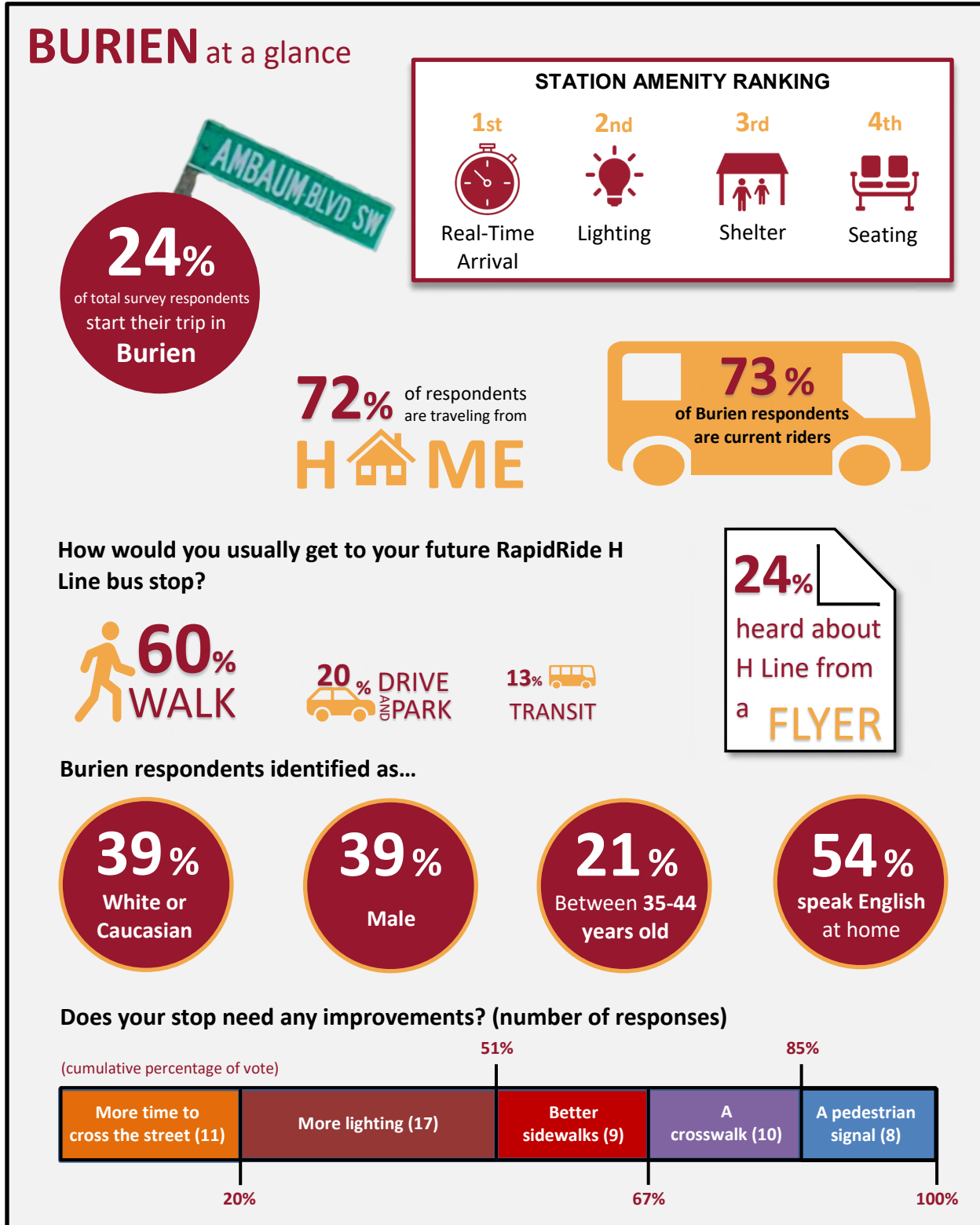
And, future outreach phases should look at methods to increase diversity in age ranges.

### What is your age?



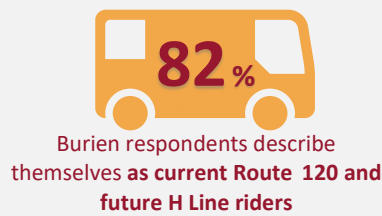
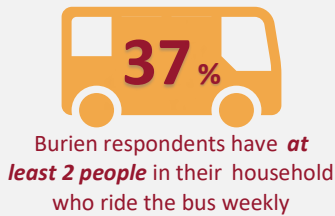
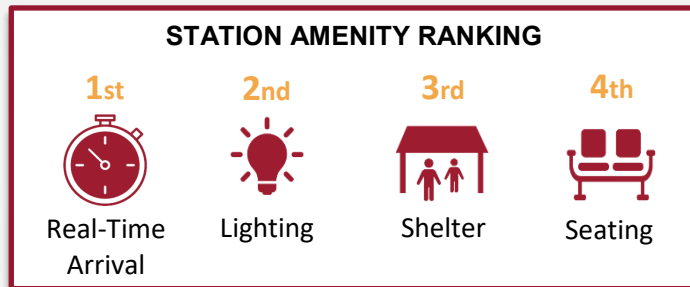
While we have some good representation for younger riders, our survey results skew heavily toward 25- to 44-year-olds. This could mean survey answers that are biased to those who are more mobile physically and financially.

### Feedback By Zone (At A Glance)

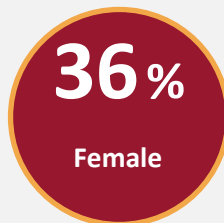
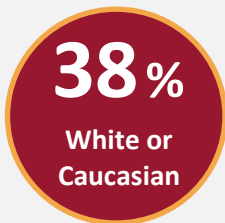


## WHITE CENTER at a glance

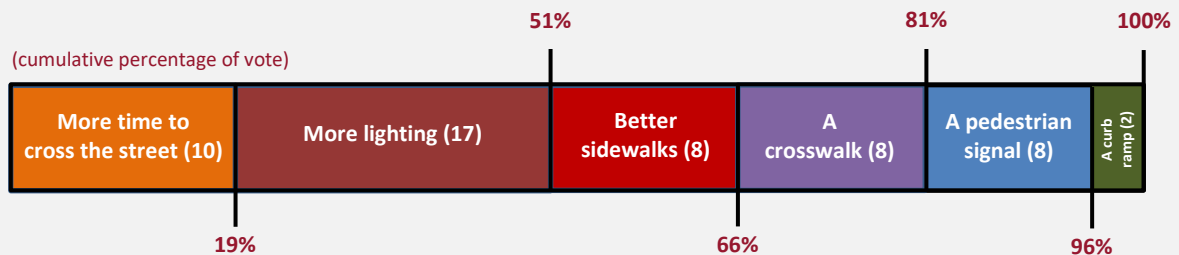
How would you usually get to your future RapidRide H Line bus stop?



White Center respondents identified as...

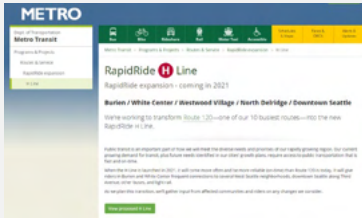


Does your stop need any improvements? (number of responses)





# DELRIDGE at a glance

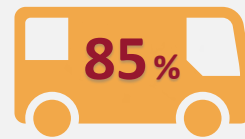
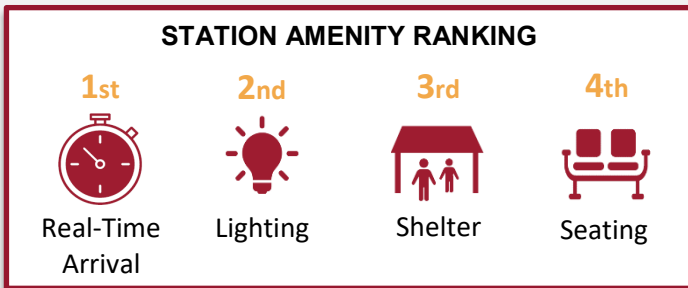
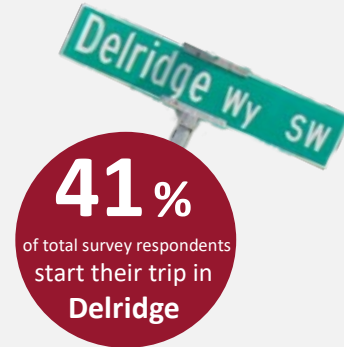


**26%** of Delridge respondents want to stay informed of the H Line project via the Metro website

**19%** heard about H Line from a FLYER

**17%** heard about H Line from NEWS MEDIA OR BLOG

## How would you get to your future H Line bus stop?

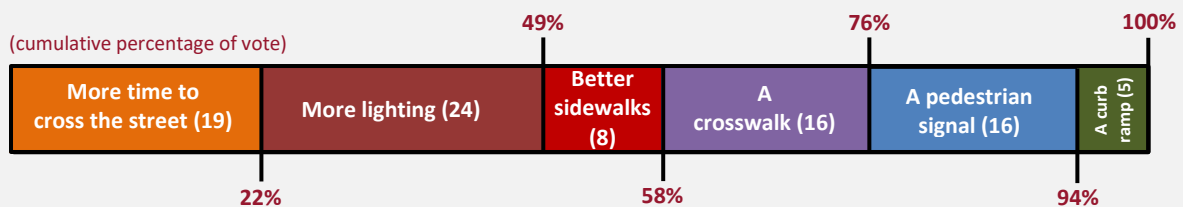


Delridge respondents describe themselves as current Route 120 and future H Line riders

## Delridge respondents identified as...



## Does your stop need any improvements? (number of responses)



## Seattle Department of Transportation Outreach Summary

Please see Seattle Department of Transportation’s “Delridge Way SW/RapidRide H Line – 10% Design Milestone Outreach Summary.”

### Look Ahead

#### **How Feedback Will Be Considered**

This analysis of survey results from this portion of Phase 2 public engagement will help to determine key station and access-to-station design decisions for the 60% design submission. Prioritization of station amenities will be considered at the project team determines which station locations will get the full suite of station amenities or which will need be constrained on the number of possible amenities due to budget shortfalls. Improvements to the area around stations will also be included in the 60% design submission. These improvements will address any issues of rider safety at specific station locations. Potential improvements include additional lighting, sidewalk improvements, and shelter placement.

#### **Continuation of Phase 2 of Public Engagement**

Additional planning and coordination with project partners will continue during quarter 1 of 2019. The survey responses to demographic and outreach method questions will be used to reevaluate outreach methods and promotional tactics. The public outreach team will also work closely with the project design team to determine which new design elements will be featured in new informational materials and which design elements will need additional feedback.

The public involvement plan will also be updated and submitted with 60% of design submittal. This updated plan will capture additional learnings and any strategic redirections as public outreach is reevaluated given the public feedback collected to this point of time in the project.

# Appendix

## I. Promotions

### a. Materials

#### i. Promotional Flyer

#### ii. Postcard

#### iii. Social Media

**Seattle Informer** @seattleinformer · Oct 3  
**Open house** Oct. 10 on Route 120 improvements: Metro, SDOT prepare for future RapidRide H Line in West Seattle. White Center. Burien [seattleinformer.com/211130/open-ho...](http://seattleinformer.com/211130/open-ho...)

# RapidRide H Line Public Engagement Report King County Metro Transit

## iv. Project Website

The screenshot shows the King County Metro website with a navigation bar at the top. The main content area is titled "RapidRide H Line" and "RapidRide expansion - coming in 2021". It lists the route: "Burien / White Center / Westwood Village / North Delridge / Downtown Seattle". The page includes sections for "What's happening now?", "Why convert to RapidRide?", "Project partners", and "Community involvement".

**What's happening now?**

Metro and the City of Seattle are engaging communities along this corridor to learn their needs and priorities for the new service. We'll work with these communities and our other partner jurisdictions to gather input that will inform decisions on...

- The new RapidRide line's routing
- The best places to put RapidRide stops (called corridors)
- Projects that improve safety for all kinds of travel in the corridor
- Projects that improve access to transit by making it easier, safer, or more convenient to get to—or wait for—the bus
- Ways to balance bus and general vehicle use on roads that have limited capacity to keep people moving as our region grows, alongside projects that target existing roadway conditions to improve how travel serves and offers more people (car, frequent, and reliable alternatives to driving.)

**Why convert to RapidRide?**

**Route 120 ridership**

In September 2017, Route 120 served 80 bus stops and on average provided more than 9,200 trips each weekday, 5,000 on Saturdays, and 3,000 on Sundays. Here's how the weekday trips broke down by time of day:

Time of Day	Percentage
Morning	40%
Midday	20%
Evening	20%
Other	20%

**RapidRide H Line Improvements**

- Buses will come more often and be more reliable (on-time)
- More service will be added at night and on weekends
- Some bus stops will be upgraded with lighting, real-time arrival information, off-board ORCA card readers, and more.
- Sidewalks, street crossings, and paths for getting to stops will be improved for pedestrians and bikes, and for those with limited mobility.
- The Seattle Department of Transportation plans to improve access to transit along Delridge Way SW, and is adding bicycle and pedestrian improvements as part of the project. These may include suggested crosswalks and intersections, new crosswalks, better connections to nearby greenways, and a possible protected bike lane on Delridge Way SW.

**Project partners**

We're working with partner jurisdictions to help keep what's great about Route 120 while also improving access to bus service. They'll help us find new ways of helping people get where they need to go, and collaborate with us to make roadway and corridor improvements that support RapidRide service.

Partners shown: King County, City of Seattle, City of Burien.

**Community involvement**

We're doing several rounds of outreach to the public about this project.

**Preliminary design**

Engagement focuses on community needs and priorities for improving bus service and making it easier to get to transit. We ask about needs and priorities, conditions that should be improved, and how to prioritize project opportunities. We also ask for feedback on early design concepts. After we review the community's input and recommendations, we use them to identify a preferred alternative.

**Final design**

We reach out for community feedback on the preferred alternative and concepts for change, and work with our partner agencies to refine, improve, and finalize the project design.

After the project design has been adopted, we update the community on final details and gather input on how to be a good neighbor during H Line construction.

**Construction**

We want to provide project updates before major activities, and milestones, minimize construction impacts, and assist community members who have issues or concerns.

**How to get involved**

- Join our community conversation and participate in feedback opportunities
- Learn about Metro's RapidRide Expansion program
- Request a briefing for your organization
- Sign up to get H Line project updates by text or email

**have a say**

**Contact us**  
Robyn Austin  
RapidRide Communications and Public Engagement Manager  
Send Robyn an email or call 206-263-0684

## b. Community Stakeholder List

### i. Community Organizations E-mail List:

- Alliance of People with disabilities
- Cambodian Cultural Alliance of Washington

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

- City of Burien (Programs for 50+)
- Disability Rights Washington
- Discover Burien
- Filipino Community Center of Seattle
- Highline Public School District
- King County Advisory Council on Aging and Disability Services
- South King County Mobility Coalition
- North Delridge Development Association
- Delridge District Council
- North Delridge Neighborhood Council
- North Highline Unincorporated Area Council
- Northwest Center
- Para Los Ninos
- Pigeon Point Community Council
- Puget Sound Sage (Southcore)
- Refugee Federation Service Center
- Rotary Club of Burien/White Center
- Salvation Army of White Center
- Seattle Southside Chamber of Commerce
- Somali Community Service Coalition
- Somali Youth and Family Services
- Sound Generations
- South King County Cultural Coalition
- Southwest Youth and Family Services
- The Lighthouse for the Blind, Inc.
- Vietnamese Friendship Association
- Village of Hope Community Center
- El Centro de la Raza
- Boys and Girls Club of King County

ii. In-Person Material Delivery List:

- Over 100 businesses within 1 block of a Metro Route bus stop

Churches along route:

- Iglesia Ni Cristo
- Highline Christian Church
- Burien Evangelical Church
- The Church of Jesus Christ of Latter-day Saints
- Holy Family Roman Catholic Church (runs a bilingual school)

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

- Westwood Christian Community

Nonprofits:

- Para Los Ninos De Highline
- Goodwill Burien
- Childhaven
- White Center Food Bank
- Salvation Army White Center
- Friends of Seahurst Park
- White Center CDA
- Discover Burien
- Burien Arts Association
- South King County Mobility Coalition
- Burien Community Center

Schools:

- Burien Cooperative Preschool
- Highline Public School District – Highline High School, Seahurst Elementary School, Hazel Valley Elementary, New Start High School, Evergreen High School, Cascade Middle School, Shorewood Elementary School
- Kennedy Catholic High School
- South Seattle Community College
- Chief Sealth High School

Healthcare:

- Navos
- Sea Mar White Center Clinics
- Kaiser Permanente Burien

Popular Businesses (that hold community events):

- Brass Knuckle Bistro
- Proletariat Pizza
- The Skylark

Community/Government:

- North Highline Unincorporated Area Council
- Metro Transit Advisory Board
- City of Seattle Transit Advisory Board
- Westwood-Roxhill-Arbor Heights Community Council
- White Center Chamber of Commerce
- Seattle Southside Chamber of Commerce

- West Seattle Chamber of Commerce

Senior Facilities:

- Daystar Retirement Village
- Village Concepts of Burien – El Dorado West
- Merrill Gardens at Burien

ESJ:

- Club Bamboo – ACRS
- Vietnamese Senior Association
- Entre Hermanos
- Latino Community Fund
- Duwamish River Cleanup Coalition
- Seola Gardens
- Southwest Youth and Family Services
- Duwamish River Cleanup Coalition
- Vietnamese Cultural Center
- Seattle Vietnamese Christian Church

iii. Community Briefings List:

- Alliance of People with disAbilities
- Cambodian Cultural Alliance of Washington
- City of Burien (Programs for 50+)
- Disability Rights Washington
- Discover Burien
- Filipino Community Center of Seattle
- Highline Public School District
- King County Advisory Council on Aging and Disability Services
- South King County Mobility Coalition
- North Delridge Development Association
- Delridge District Council
- North Delridge Neighborhood Council
- North Highline Unincorporated Area Council
- Northwest Center
- Para Los Ninos
- Pigeon Point Community Council
- Puget Sound Sage (Southcore)
- Refugee Federation Service Center
- Rotary Club of Burien/White Center
- Salvation Army of White Center

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

- Seattle Southside Chamber of Commerce
- Somali Community Service Coalition
- Somali Youth and Family Services
- Sound Generations
- South King County Cultural Coalition
- Southwest Youth and Family Services
- The Lighthouse for the Blind, Inc.
- Vietnamese Friendship Association
- Village of Hope Community Center
- El Centro de la Raza
- Boys and Girls Club of King County



**II. Open House Materials**

a. Display Boards

[Click here](#) to be directed to display boards (10MB).

### III. Online Open House

a. Platform  
Homepage



#### Welcome to the RapidRide H Line online open house!

King County Metro, in partnership with the cities of Seattle and Burien, is working to transform current Metro Bus Route 120—one of our 10 busiest routes—into RapidRide H Line. Learn more about RapidRide service and H Line throughout this site and provide feedback on future H Line design elements including station amenities, improved access to transit, and stop locations.

Use this site to:

- ▶ View H Line alignment in White Center and Burien
- ▶ Learn about H Line and see how our [first phase of outreach](#) helped influence current design elements
- ▶ See current plans for the [Burien](#) section of H Line
- ▶ See current plans for the [White Center](#) section of H Line
- ▶ See current designs for the [Delridge](#) section of H Line
- ▶ Learn about the Seattle Department of Transportation's [Delridge Way SW project](#)
- ▶ [Provide feedback](#) on the next phase of H Line design elements

[▶ GO TO NEXT PAGE](#)

#### Stay Connected

Sign up for updates on the RapidRide H Line project:

Email

[SUBMIT](#)

Para solicitar esta información en Español, sírvase llamar al 206-263-9988 o envíe un mensaje de correo electrónico a [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)

206-477-6232 번으로 전화하거나 [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)

로 이메일을 보내시면 이 정보를 한국어로 받으실 수 있습니다

Si aad u weyddisato inaad ku fesho macluumaadkan Al Soomaali, fadlan wax 206-296-0850 ama imayl u dir [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)

如果要索取本資訊的中文版，請致電 206-263-9784 或發電郵給 [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)

Để có các thông tin này bằng tiếng Việt, xin gọi số 206-263-9785 hoặc gửi điện thư đến [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)

#### SHARE THIS WEBSITE:



#### CONTACT KING COUNTY METRO:

**Robyn Austin**  
RapidRide Communications and Public Engagement Manager  
King County Metro  
206-263-0694 | [raustin@kingcounty.gov](mailto:raustin@kingcounty.gov)



#### CONTACT SEATTLE DEPARTMENT OF TRANSPORTATION:

Email: [DelridgeTransit@seattle.gov](mailto:DelridgeTransit@seattle.gov)  
Phone: 206-684-8105  
URL: [www.seattle.gov/transportation/DelridgeTransit](http://www.seattle.gov/transportation/DelridgeTransit)

H Line Overview



H Line Overview

When the H Line is launched in 2021, buses will arrive at stops more frequently and be more reliable (on time) than Route 120 is today. Riders in Burien and White Center will have frequent connections to several West Seattle neighborhoods, downtown Seattle along 3rd Avenue and to other buses and light rail.

As we plan this transition, we'll gather input from affected communities and riders on any changes we consider. Community input has already helped:

- ▶ Determine H Line alignment in White Center and Burien
- ▶ Decide where stops will be located
- ▶ Improve transit access by identifying locations for pedestrian improvements, lighting and stop maintenance improvements so it's easier to get to and from the bus

During Phase 2, existing bus stops that see the most use will be upgraded to RapidRide stations. Help us prioritize which amenities you'd most like to see at your closest station by taking our [survey](#).



H Line Timeline



+ LEARN MORE ABOUT RAPIDRIDE

+ PHASE 1 OUTREACH

> GO TO NEXT PAGE

Burien



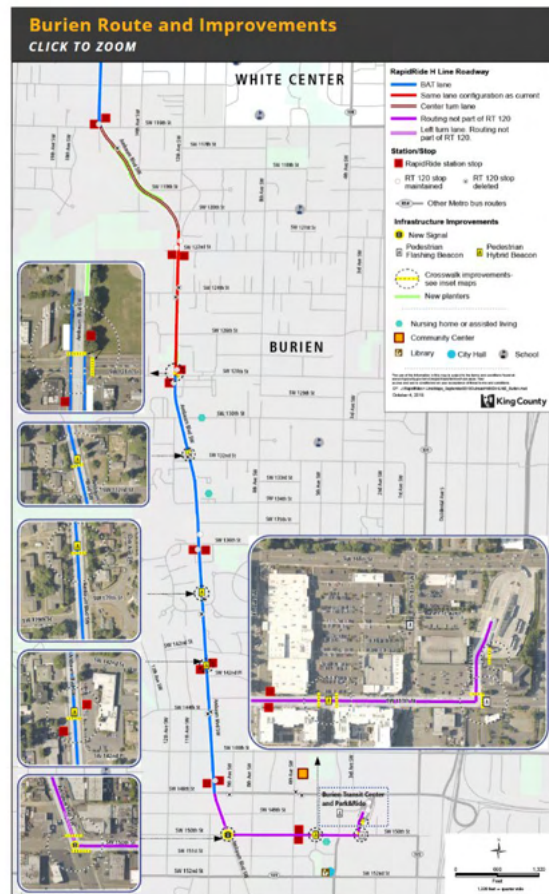
Burien

Phase 1 outreach and feedback helped identify a new alignment around downtown Burien and the Burien Transit Center.

We made a few other changes to improve pedestrian safety, ensure intersections are ADA accessible, and make buses faster with roadway pavement repairs, priority signals, and designated business access and transit (BAT) lanes. Other roadway improvements include lane reconfigurations to promote better traffic flow and safer vehicle speeds.

The Route 120 upgrade to RapidRide also means waiting areas will be larger at stations and the new H Line will make it easier to transfer between buses and other RapidRide lines at the Burien Transit Center.

**WHAT IS A BUSINESS ACCESS AND TRANSIT (BAT) LANE?**



Have a Say

Your input helped make these design decisions, and now we need your help with a few others. Existing bus stops that see the most use will be upgraded to RapidRide stations. Our amenity prioritization survey is now closed. Check back in early 2019 for a summary of what we learned.

[GO TO NEXT PAGE](#)



White Center



White Center

Phase 1 outreach and feedback helped identify a new alignment with more centralized stations throughout White Center so that getting to community gathering places is easier and faster.

We made a few other changes to improve pedestrian safety, ensure intersections are ADA accessible, and make buses faster with roadway pavement repairs, priority signals, and designated business and transit (BAT) lanes. The Route 120 upgrade to RapidRide also means station waiting areas will be larger.

**+ WHAT IS A BUSINESS ACCESS AND TRANSIT (BAT) LANE?**



Have a Say

Your input helped make these design decisions, and now we need your help with a few others. Existing bus stops that see the most use will be upgraded to RapidRide stations. Help us prioritize which amenities you'd most like to see at your closest station by taking our survey on the [Provide Feedback](#) page.

[GO TO NEXT PAGE](#)

Delridge



Westwood Village / Delridge

Westwood Village

In response to feedback collected during Phase 1, pedestrian safety improvements such as crosswalks and ADA-accessible intersections have been added to the H Line design. Other scheduled Delridge improvements include roadway pavement repairs and a designated business access and transit (BAT) lane. The Route 120 upgrade to RapidRide also means station waiting areas will be larger and it will be easier to transfer between buses and other RapidRide lines at Westwood Village.

Delridge

Phase 1 outreach and feedback helped identify needed improvements to pedestrian safety and travel times. New crosswalks, ADA-accessible intersections, roadway pavement repairs, and bus priority signals at select intersections are being added to the design to address community needs and concerns. The Route 120 upgrade to RapidRide also means station waiting areas will be larger and it will be easier to transfer to the future light rail line.

**+ WHAT IS A BUSINESS ACCESS AND TRANSIT (BAT) LANE?**

Live, work, or travel in Seattle? We want to hear from you.

Take our online, Seattle-specific survey about Delridge Way SW today.

Westwood Village and Delridge Route and Improvements

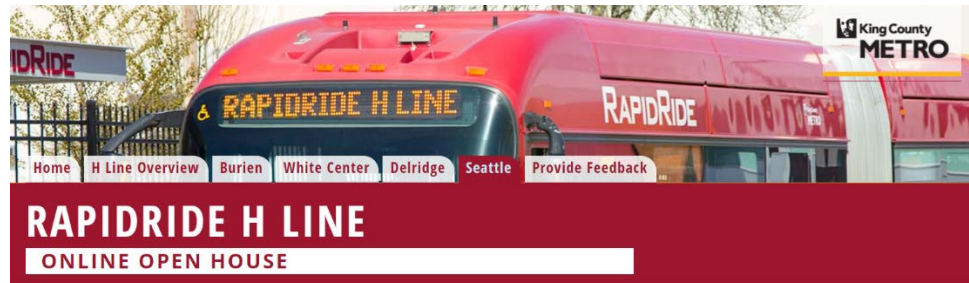


Have a Say

Your input helped make these design decisions, and now we need your help with a few others. Existing bus stops that see the most use will be upgraded to RapidRide stations. Our amenity prioritization survey is now closed. Check back in early 2019 for a summary of what we learned.

[GO TO NEXT PAGE](#)

Seattle



## SDOT's Delridge Way SW Project

The Seattle Department of Transportation (SDOT) is planning to redesign Delridge Way SW to move more people by prioritizing transit and laying the groundwork for new King County Metro RapidRide service. We want to hear from you about our 10% design proposal.

[Take SDOT's survey.](#)

### In the Delridge corridor, SDOT is proposing:

- ▶ Bus lanes
- ▶ Landscaped medians
- ▶ Crosswalk improvements
- ▶ Protected bike lanes
- ▶ Neighborhood greenway connections
- ▶ Signal upgrades
- ▶ Paving
- ▶ Water and sewer pipe upgrades
- ▶ Spot parking and bike lane removal
- ▶ Public art

[Learn more about SDOT's Delridge Way SW Project.](#)

### Give Feedback Today

Take SDOT's survey to weigh in on some of these improvements and how you'd use them. Thank you for helping redesign the street.

Online survey link open through November 11, 2018:  
[www.surveymonkey.com/r/delridgewaysw](http://www.surveymonkey.com/r/delridgewaysw)

### Thank you Seattle voters

This project is partially funded by the 9-year Levy to Move Seattle, approved by voters in 2015. Learn more about the levy at [www.seattle.gov/LevytoMoveSeattle](http://www.seattle.gov/LevytoMoveSeattle).



[▶ GO TO NEXT PAGE](#)

## Survey



# RapidRide H Line Public Engagement Report King County Metro Transit

Select Language ▼

King County METRO

Home | H Line Overview | Burien | White Center | Delridge | Seattle | Provide Feedback

## RAPIDRIDE H LINE

### ONLINE OPEN HOUSE

**Your feedback matters!**

Your feedback helps us decide RapidRide H Line design elements. Now in Phase 2, we need you to weigh in on station amenities and leave general feedback on H Line changes.

Choose one or all the neighborhoods listed below and help us prioritize station amenities.

**have a say**

**Please give us feedback on a neighborhood where you get on or off the bus.**

Delridge/Westwood Village | White Center | Burien

To downtown Seattle

**Help us prioritize which station amenities you'd like to see in the Delridge/Westwood Village area:**

(Please select up to three amenities to give priority to in your preferences.)

1. Real time arrival information +
2. Seating +
3. Shelter +
4. Lighting +

**SUBMIT THESE PRIORITIES**

**Help us prioritize which station amenities you'd like to see in the White Center area:**

(Please select up to three amenities to give priority to in your preferences.)

1. Real time arrival information +
2. Seating +
3. Shelter +
4. Lighting +

**SUBMIT THESE PRIORITIES**

**Help us prioritize which station amenities you'd like to see in the Burien area:**

(Please select up to three amenities to give priority to in your preferences.)

1. Real time arrival information +
2. Seating +
3. Shelter +
4. Lighting +

**SUBMIT THESE PRIORITIES**

**After submitting your station amenities priorities, please share more thoughts about H Line:**

**What is your home zip code?**

**Where would your future H Line trips start from?**

- Downtown Seattle
- Delridge/Westwood Village
- White Center
- Burien
- Outside this area

**Would you describe the trip you take from this area as:**

- From home
- From work
- From school
- From your main place of shopping
- Other (please specify)

**In general, do the stops in your area need any of the following improvements? Please choose as many options as are relevant.**

- More time to cross the street
- More lighting
- Better sidewalks
- A curb ramp
- A crosswalk
- A pedestrian signal
- Other (please specify)

**How would you usually get to your future RapidRide H Line bus stop?**

- Walk
- Bike
- Mobility aid
- Drive and park
- Dropped off by car
- Taxi/Uber/Lyft
- By transit/transfer
- Other (please specify)

**Do you have any additional comments?**

**NEXT**

**Stay connected to RapidRide H Line**  
[seattle.gov/transportation/DelridgeTransit](http://seattle.gov/transportation/DelridgeTransit)  
[kingcounty.gov/metro/hlineinfo](http://kingcounty.gov/metro/hlineinfo)

**More to come**

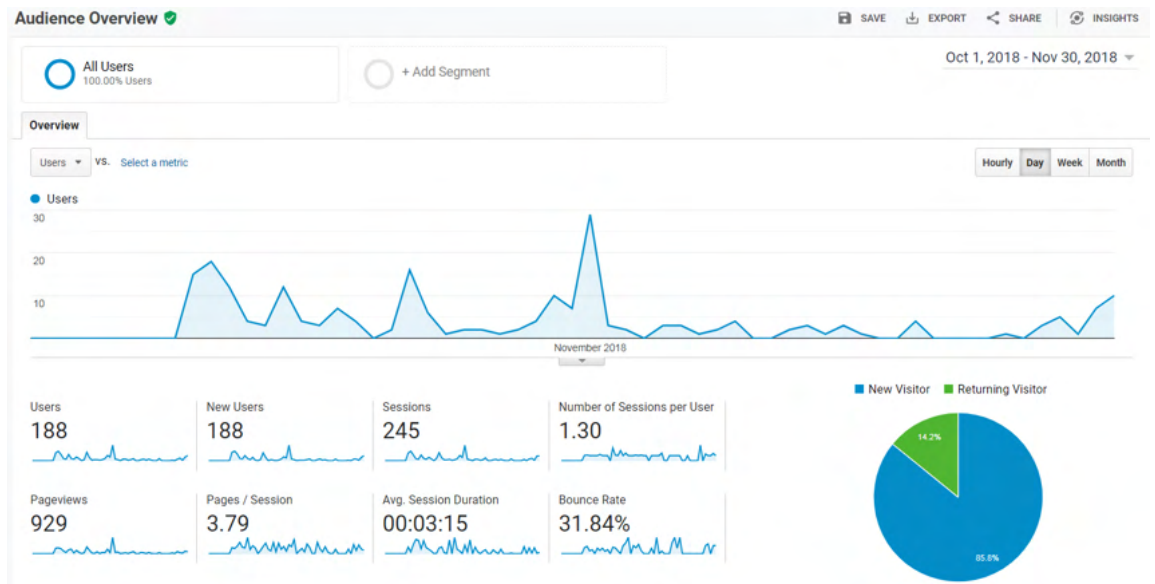
We'll check back in spring 2019 to report on this phase of outreach and to kick off the next phase!

## b. Analytics

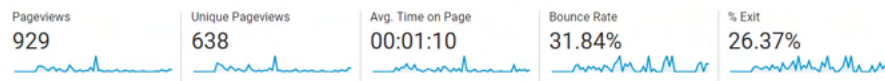


# RapidRide H Line Public Engagement Report King County Metro Transit

## Audience Overview



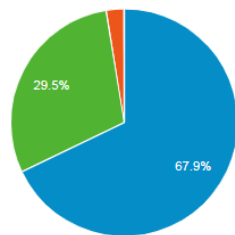
## Page Viewing Behavior



Site Content	Page	Pageviews	% Pageviews
Page	1. /provide-feedback/	280	30.14%
Page Title	2. /	269	28.96%
Site Search	3. /h-line-overview/	101	10.87%
Search Term	4. /delridge/	85	9.15%
Events	5. /burien/	70	7.53%
Event Category	6. /white-center/	59	6.35%
	7. /move-seattle/	56	6.03%
	8. /white-center-3/	2	0.22%
	9. /?page_id=1341	1	0.11%
	10. /?page_id=39	1	0.11%

[view full report](#)

## Acquisition Overview



	Acquisition			Behavior		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration
	188	188	245	31.84%	3.79	00:03:15
1 Referral	131			22.49%		
2 Direct	57			50.70%		
3 Organic Search	5			80.00%		

## Referral Overview

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

Source ?	Acquisition		
	Users ? ↓	New Users ?	Sessions ?
	<b>131</b> % of Total: 69.68% (188)	<b>127</b> % of Total: 67.55% (188)	<b>169</b> % of Total: 68.98% (245)
1. <a href="http://kingcounty.gov">kingcounty.gov</a>	<b>95</b> (68.35%)	90 (70.87%)	<b>110</b> (65.09%)
2. <a href="http://seattle.gov">seattle.gov</a>	<b>21</b> (15.11%)	19 (14.96%)	<b>34</b> (20.12%)
3. <a href="http://westseattleblog.com">westseattleblog.com</a>	<b>13</b> (9.35%)	12 (9.45%)	<b>15</b> (8.88%)
4. <a href="http://edit.kingcounty.gov">edit.kingcounty.gov</a>	<b>2</b> (1.44%)	1 (0.79%)	<b>2</b> (1.18%)
5. <a href="http://herbold.seattle.gov">herbold.seattle.gov</a>	<b>2</b> (1.44%)	1 (0.79%)	<b>2</b> (1.18%)
6. <a href="mailto:mail.google.com">mail.google.com</a>	<b>2</b> (1.44%)	2 (1.57%)	<b>2</b> (1.18%)
7. <a href="http://thegardensgazette.org">thegardensgazette.org</a>	<b>2</b> (1.44%)	1 (0.79%)	<b>2</b> (1.18%)
8. <a href="http://feedly.com">feedly.com</a>	<b>1</b> (0.72%)	1 (0.79%)	<b>1</b> (0.59%)
9. <a href="http://seattletransitblog.com">seattletransitblog.com</a>	<b>1</b> (0.72%)	0 (0.00%)	<b>1</b> (0.59%)

## IV. Summary Survey Data

### Burien

Burien					
Which station amenities do you care about most?					
Arrival Information	Seating	Shelter	Lighting		
Overall Ranking				Total No. of Responses	Percentage of Respondents
1	4	3	2	79	100%
Open House Attendee Ranking				Open House	
2	4	3	1	12	15%
Online Open House Attendee Ranking				Online Open House	
1	3	2	4	25	32%
Intercept and Tabling Surveyees Ranking				Intercept and Tabling	
1	2	4	3	42	53%

Burien						
	Does your stop need any improvements? (Frequency of improvement chosen)					
	More time to cross the street	More lighting	Better sidewalks	A curb ramp	A crosswalk	A pedestrian signal
6th Ave SW and SW 150th St	0	0	0	0	0	1
Ambaum and SW 116th St	0	0	1	0	0	0
Ambaum and SW 122nd St	2	1	1	0	1	1
Ambaum and SW 128th St	2	2	1	0	2	2
Ambaum and SW 136th St	1	3	1	0	2	1
Ambaum and SW 142nd St	1	1	1	0	0	0
Ambaum and SW 148th St	1	2	1	0	1	0
Burien Transit Center	2	5	1	0	3	2
<b>Burien Overall</b>	<b>11</b>	<b>17</b>	<b>9</b>	<b>0</b>	<b>10</b>	<b>8</b>
<p>Other suggested improvements:</p> <p>Large deep puddle always forms across full width of crosswalk, west side 136th/Ambaum. Shelters at these stops also too small for waiting crowds on rainy days, especially when the 560 is also scheduled. (Ambaum and 136th); 148th has a relatively narrow sidewalk and would benefit from widening, though I know that is unlikely to be included in the scope of this project. Looking at the current project plan, other areas of concern near me already have plans for crosswalks and new stops (crosswalk at SW 150th &amp; Ambaum, new station at SW 150th &amp; 6th Ave SW). (Ambaum and 148th); Signage - I fell down once at the BTC (Burien Transit Center); Better bike parking (Burien Transit Center); Temperature-controlled shelters; Shelters.</p>						

RapidRide H Line Public Engagement Report  
**King County Metro Transit**

White Center

White Center					
Which station amenities do you care about most?					
Arrival Information	Seating	Shelter	Lighting		
Overall Ranking				Total No. of Responses	Percentage of Respondents
1	4	3	2	91	100%
Open House Attendee Ranking				Open House	
2	4	3	1	18	20%
Online Open House Attendee Ranking				Online Open House	
1	2	3	4	31	34%
Intercept and Tabling Surveyees Ranking				Intercept and Tabling	
1	2	4	3	42	46%

White Center						
	Does your stop need any improvements? (Frequency of improvement chosen)					
	More time to cross the street	More lighting	Better sidewalks	A curb ramp	A crosswalk	A pedestrian signal
15th Ave SW and SW 102nd St	1	4	2	1	1	0
15th Ave SW and SW 107th St	2	1	0	0	2	1
15th Ave SW and SW Roxbury St	1	7	1	0	1	2
16th Ave SW and SW 112th St	2	1	2	0	0	1
20th Ave SW and SW Roxbury St	1	0	1	0	2	1
26th Ave SW and SW Roxbury St	1	3	2	1	2	2
<b>White Center Overall</b>	<b>10</b>	<b>17</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>8</b>

Other suggested improvements:

Temperature controlled shelters (15th and Roxbury); Please don't cut service to White Center, it already lacks service. Also don't cut 15th and Roxbury which is close to Sea Mar; Add shelter; More lighting, Tree trimming! So overgrown! Northbound trees are very low to the point they obscure the light there as well as the bus stop sign. It's already a sketchy bus stop, no need to provide extra privacy there (15th and Roxbury); More frequent light changes when crossing Roxbury - I've missed the bus multiple times because the Roxbury light is so long; More buses; Need to improve crosswalk and signal - it appears dangerous!; Need better crosswalks and signal - it's waiting for an accident (26th and Roxbury); Better lighting for crosswalks; Need to improve crosswalk and signal - its dangerous! (26th and Roxbury); Maintenance & Cleanup; trash receptacles; Move stop from 15th to 17th; The N-bound stop is okay, but the S-bound stop is overgrown and often filled with trash. For both of these, I'd like to see a larger area to wait (currently we block the sidewalk) with well-lit and clean facilities. (26th and Roxbury); The light time to cross Roxbury from here is not long enough, sometimes, for folks to finish crossing the street. Also, it is hazardous to pedestrians because many times vehicles go through the red lights. I would advise more police presence at this intersection. (26th and Roxbury).

RapidRide H Line Public Engagement Report  
King County Metro Transit

Delridge

Delridge/Westwood Village					
Which station amenities do you care about most?					
Arrival Information	Seating	Shelter	Lighting		
Overall Ranking				Total No. of Responses	Percentage of Respondents
1	4	3	2	134	100%
Open House Attendee Ranking				Open House	
2	4	3	1	24	18%
Online Open House Attendee Ranking				Online Open House	
1	4	2	3	37	28%
Intercept and Tabling Surveyees Ranking				Intercept and Tabling	
1	2	3	4	73	54%

Delridge						
	Does your stop need any improvements? (Frequency of improvement chosen)					
	More time to cross the street	More lighting	Better sidewalks	A curb ramp	A crosswalk	A pedestrian signal
26th Ave SW and SW Barton St	1	2	0	1	1	2
Delridge and SW Andover St	9	9	1	0	2	3
Delridge and SW Brandon St	0	1	0	0	0	0
Delridge and SW Genesee St	2	2	0	1	3	0
Delridge and SW Henderson St	1	1	0	1	1	1
Delridge and SW Holly St	1	0	0	0	0	0
Delridge and SW Hudson St	4	3	2	1	2	2
Delridge and SW Orchard St	0	2	0	0	1	0
Delridge and SW Thistle St	0	2	1	0	2	1
Delridge and SW Webster St	0	0	0	0	0	1
<b>Delridge Overall</b>	<b>19</b>	<b>24</b>	<b>8</b>	<b>5</b>	<b>16</b>	<b>16</b>
Other suggested improvements: Need better crosswalks and signal - it's waiting for an accident (26th and Barton); Shelter and seating (26th and Barton); A covered bus stop (Delridge and Andover); more buses (Delridge and Andover); Shelter (Delridge and Andover); Better timing of lights to bus arrivals (Delridge and Andover); More room on the bus (Delridge and Andover); A covered bus stop (Delridge and Henderson); A diagonal advance bike signal/green lane connecting NE & SW corner of Delridge Way and SW Andover Street; More frequent pedestrian time to cross Delridge (Delridge and Henderson); Stops are dark (Delridge and Orchard); There are no stop lights along north Delridge south of 23rd Ave. Cars travel very fast and are spread out so that it's dangerous and hard to cross - drivers do not stop. A pedestrian cross walk signal, ideally a stop light, would make the area much safer for families.						