# Table of Contents

**Introduction** ................................................................................................................... 3

**Overview** ........................................................................................................................ 4

Phase 1 Outreach Summary ................................................................................................. 5

**Outreach Methods and Promotions** .............................................................................. 8

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

**Equity and Social Justice** ............................................................................................... 12

Community Partner Involvement ....................................................................................... 13

**What We Heard** .............................................................................................................. 13

Key Themes .......................................................................................................................... 13

Summary of Key Feedback ............................................................................................... 14

Summary of Additional Feedback .................................................................................... 20

Feedback By Zone (At A Glance) .................................................................................... 25

**Seattle Department of Transportation Outreach Summary** ........................................ 25

**Look Ahead** .................................................................................................................. 28

**Appendix** ....................................................................................................................... 299
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.

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)
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.

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

“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.”
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
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

358 total surveys completed = 68 From In-Person Open House + 133 From Online Open House + 157 From Intercept and Tabling

1 in-person OPEN HOUSE
1 online OPEN HOUSE
4 intercept 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.

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 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:

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

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

Interceptor Survey Locations

- 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 148th St to SW 150th 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.

<table>
<thead>
<tr>
<th>DELRIDGE/WESTWOOD VILLAGE STATION AMENITY RANKING</th>
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<tbody>
<tr>
<td>1st</td>
</tr>
<tr>
<td>Lighting</td>
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</tbody>
</table>
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?

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

---

**WHITE CENTER STATION AMENITY RANKING**

1st: Lighting  
2nd: Real-Time Arrival  
3rd: Shelter  
4th: Seating

---

**BURIEN STATION AMENITY RANKING**

1st: Lighting  
2nd: Real-Time Arrival  
3rd: Shelter  
4th: Seating
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.

**DELRIDGE/WESTWOOD VILLAGE STATION AMENITY RANKING**

<table>
<thead>
<tr>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real-Time Arrival</td>
<td>Shelter</td>
<td>Lighting</td>
<td>Seating</td>
</tr>
</tbody>
</table>

**WHITE CENTER STATION AMENITY RANKING**

<table>
<thead>
<tr>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
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</thead>
<tbody>
<tr>
<td>Real-Time Arrival</td>
<td>Seating</td>
<td>Shelter</td>
<td>Lighting</td>
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</tbody>
</table>

**BURIEN STATION AMENITY RANKING**

<table>
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<tr>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real-Time Arrival</td>
<td>Shelter</td>
<td>Seating</td>
<td>Lighting</td>
</tr>
</tbody>
</table>

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

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?

- Other
- A pedestrian signal
- A curb ramp
- Better sidewalks
- More lighting
- More time to cross the street
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 competed 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.
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 overwhelming 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.
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?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Frequency of answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other agency website</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>Metro Matters blog</td>
<td>3</td>
</tr>
<tr>
<td>Facebook</td>
<td>8</td>
</tr>
<tr>
<td>An organization I’m involved with</td>
<td>15</td>
</tr>
<tr>
<td>Friend</td>
<td>16</td>
</tr>
<tr>
<td>Metro or King County website</td>
<td>21</td>
</tr>
<tr>
<td>Metro email or text alert</td>
<td>27</td>
</tr>
</tbody>
</table>
How would you like to stay informed about this project and opportunities to provide feedback?

<table>
<thead>
<tr>
<th>Frequency of answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Presentation by staff members at a meeting hosted by another group</td>
</tr>
<tr>
<td>Metro Matters blog</td>
</tr>
<tr>
<td>Information shared by staff member of my community</td>
</tr>
<tr>
<td>Public meetings</td>
</tr>
<tr>
<td>Speak with staff members at an info table or community event</td>
</tr>
<tr>
<td>News media or neighborhood blog</td>
</tr>
<tr>
<td>Text or email alerts</td>
</tr>
<tr>
<td>Metro website</td>
</tr>
<tr>
<td>No answer given</td>
</tr>
</tbody>
</table>

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.
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.
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)

BURIEN at a glance

- 24% of total survey respondents start their trip in Burien
- 72% of respondents are traveling from home
- 73% of Burien respondents are current riders

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

- 60% WALK
- 20% DRIVE
- 13% PARK
- 7% TRANSIT

Burien respondents identified as...

- 39% White or Caucasian
- 39% Male
- 21% Between 35-44 years old
- 54% speak English at home

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

- More time to cross the street (11) 20%
- More lighting (17) 67%
- Better sidewalks (9) 51%
- A crosswalk (10) 85%
- A pedestrian signal (8) 100%

24% heard about H Line from a FLYER
How would you usually get to your future RapidRide H Line bus stop?

- **64%** WALK
- **10%** DRIVE
- **10%** BIKE
- **70%** of respondents are traveling from **HOME**

25% of total survey respondents start their trip in White Center.

- **37%** Burien respondents have **at least 2 people** in their household who ride the bus weekly.
- **82%** Burien respondents describe themselves as **current Route 120 and future H Line riders**.

15% **heard about H Line from NEWS MEDIA OR BLOG**

White Center respondents identified as...

- **38%** White or Caucasian
- **36%** Female
- **13%** Between 25-34 years old
- **47%** speak English at home

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

(cumulative percentage of vote)

- **More time to cross the street** (10) 19%
- **More lighting** (17) 66%
- **Better sidewalks** (8) 81%
- **A crosswalk** (8) 100%
- **A pedestrian signal** (8) 96%
**DELRIDGE** at a glance

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

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

58% WALK, 14% DRIVE AND PARK, 7% TRANSIT

41% of total survey respondents start their trip in Delridge.

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

Delridge respondents identified as...

- 54% White or Caucasian
- 42% Female
- 65% speak English at home
- 26% between 35-44 years old

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

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>More time to cross the street</td>
<td>22%</td>
</tr>
<tr>
<td>More lighting</td>
<td>58%</td>
</tr>
<tr>
<td>Better sidewalks</td>
<td>94%</td>
</tr>
<tr>
<td>A crosswalk</td>
<td>100%</td>
</tr>
<tr>
<td>A pedestrian signal</td>
<td>100%</td>
</tr>
<tr>
<td>A curb ramp</td>
<td>100%</td>
</tr>
</tbody>
</table>

(cumulative percentage of vote)
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

      ![Promotional Flyer Image]

      Route 120 is becoming the RapidRide H Line
      Learn more and tell us what you think

      Come to a public open house
      Even have more about
      your experience and
      send feedback on online
      forums or by visiting
      our consultations.

      ii. Postcard

      ![Postcard Image]

      iii. Social Media

      ![Social Media Image]
b. Community Stakeholder List
   i. Community Organizations E-mail 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
• 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)
• 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
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• 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

Contact

RapidRide Communications and Public Engagement Manager
King County Metro
360-333-0694 | marnie@kingcounty.gov

Seattle Department of Transportation

Contact Seattle Department of Transportation:

Email: Delridgetransit@seattle.gov
Phone: 206-684-9165
URL: www.seattle.gov/transportation/DelridgeTransit
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 1, 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.
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.

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.
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.
Delridge

Westwood Village

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.

Have a Say

Your input helped make these design decisions. 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.
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.
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.

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

Help us prioritize which station amenities or you like to see in the Burien/Gilman Village area:
- Real-time arrival information
- Lighting
- Shelter
- Restrooms
- Passenger info

Submit these priorities

Help us prioritize which station amenities you'd like to see in the White Center area:
- Real-time arrival information
- Lighting
- Shelter
- Restrooms
- Passenger info

Submit these priorities

Help us prioritize which station amenities you'd like to see in the Northgate area:
- Real-time arrival information
- Lighting
- Shelter
- Restrooms
- Passenger info

Submit these priorities

After completing your station amenity priorities, please share your thoughts about H Line:

What is your home base?
- Downtown Seattle
- University District
- West Seattle
- White Center
- Burien/Gilman Village
- Northgate

Would use H Line for improvements to take from this site to:
- From home
- From work
- From school
- From your favorite place of recreation

In general, do the estimated year and need are of the following improvements:
- More reliable and frequent service
- Less waiting times
- Fewer transfers
- More bike storage
- More stops
- Passenger info
- Other please specify

Here for you to type in additional comments:

Stay connected to RapidRide H Line
seattle.gov/transportation/DelridgeTransit
kingcounty.gov/metrorapidtransit

b. Analytics
Audience Overview

Page Viewing Behavior

Acquisition Overview

Referral Overview
<table>
<thead>
<tr>
<th>Source</th>
<th>Acquisition</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Users</td>
</tr>
<tr>
<td></td>
<td>% of Total:</td>
</tr>
<tr>
<td></td>
<td>69.68% (188)</td>
</tr>
<tr>
<td>1. kingcounty.gov</td>
<td>95</td>
</tr>
<tr>
<td></td>
<td>(68.35%)</td>
</tr>
<tr>
<td>2. seattle.gov</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>(15.11%)</td>
</tr>
<tr>
<td>3. westseattleblog.com</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>(9.35%)</td>
</tr>
<tr>
<td>4. edit.kingcounty.gov</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>(1.44%)</td>
</tr>
<tr>
<td>5. herbold.seattle.gov</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>(1.44%)</td>
</tr>
<tr>
<td>6. mail.google.com</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>(1.44%)</td>
</tr>
<tr>
<td>7. thegardensgazette.org</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>(1.44%)</td>
</tr>
<tr>
<td>8. feedly.com</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>(0.72%)</td>
</tr>
<tr>
<td>9. seattletransitblog.com</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>(0.72%)</td>
</tr>
</tbody>
</table>
IV. **Summary Survey Data**

### Burien

<table>
<thead>
<tr>
<th>Arrival Information</th>
<th>Seating</th>
<th>Shelter</th>
<th>Lighting</th>
<th>Total No. of Responses</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Ranking</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>79</td>
</tr>
<tr>
<td>Open House Attendee Ranking</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Online Open House Attendee Ranking</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>25</td>
</tr>
<tr>
<td>Intercept and Tabling Surveyees Ranking</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>42</td>
</tr>
</tbody>
</table>

**Which station amenities do you care about most?**

- **Overall Ranking**
  - 1: Seating
  - 2: Shelter
  - 3: Lighting

**Open House Attendee Ranking**

- 2: Seating
- 3: Shelter
- 1: Lighting

**Online Open House Attendee Ranking**

- 1: Seating
- 2: Shelter
- 4: Lighting

**Intercept and Tabling Surveyees Ranking**

- 1: Seating
- 2: Shelter
- 4: Lighting

---

**Does your stop need any improvements? (Frequency of improvement chosen)**

<table>
<thead>
<tr>
<th>More time to cross the street</th>
<th>More lighting</th>
<th>Better sidewalks</th>
<th>A curb ramp</th>
<th>A crosswalk</th>
<th>A pedestrian signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>6th Ave SW and SW 150th St</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Ambaum and SW 116th St</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Ambaum and SW 122nd St</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Ambaum and SW 128th St</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Ambaum and SW 136th St</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Ambaum and SW 142nd St</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Ambaum and SW 148th St</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Burien Transit Center</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Burien Overall</td>
<td>11</td>
<td>17</td>
<td>9</td>
<td>0</td>
<td>10</td>
</tr>
</tbody>
</table>

Other suggested improvements:

- 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.
## White Center

### Which station amenities do you care about most?

<table>
<thead>
<tr>
<th>Arrival Information</th>
<th>Seating</th>
<th>Shelter</th>
<th>Lighting</th>
<th>Total No. of Responses</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Ranking</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>91</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>18</td>
</tr>
<tr>
<td>Open House Attendee Ranking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>31</td>
</tr>
<tr>
<td>Online Open House Attendee Ranking</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>42</td>
</tr>
<tr>
<td>Intercept and Tabling Surveyees Ranking</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>46%</td>
</tr>
</tbody>
</table>

### Does your stop need any improvements? (Frequency of improvement chosen)

<table>
<thead>
<tr>
<th>White Center</th>
<th>More time to cross the street</th>
<th>More lighting</th>
<th>Better sidewalks</th>
<th>A curb ramp</th>
<th>A crosswalk</th>
<th>A pedestrian signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>15th Ave SW and SW 102nd St</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>15th Ave SW and SW 107th St</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>15th Ave SW and SW Roxbury St</td>
<td>1</td>
<td>7</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>16th Ave SW and SW 112th St</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>20th Ave SW and SW Roxbury St</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>26th Ave SW and SW Roxbury St</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>White Center Overall</td>
<td>10</td>
<td>17</td>
<td>8</td>
<td>2</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

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 - it's 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).
## Delridge/Westwood Village

<table>
<thead>
<tr>
<th>Which station amenities do you care about most?</th>
<th>Total No. of Responses</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrival Information</td>
<td>134</td>
<td>100%</td>
</tr>
<tr>
<td>Seating</td>
<td>100</td>
<td>100%</td>
</tr>
<tr>
<td>Shelter</td>
<td>100</td>
<td>100%</td>
</tr>
<tr>
<td>Lighting</td>
<td>100</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Delridge

### Does your stop need any improvements? (Frequency of improvement chosen)

<table>
<thead>
<tr>
<th>Stop</th>
<th>More time to cross the street</th>
<th>More lighting</th>
<th>Better sidewalks</th>
<th>A curb ramp</th>
<th>A crosswalk</th>
<th>A pedestrian signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>26th Ave SW and SW Barton St</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Delridge and SW Andover St</td>
<td>9</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Delridge and SW Brandon St</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Delridge and SW Genesee St</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>3</td>
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### 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 coerner 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 are much safer for families.