

RAPIDRIDE

RapidRide I Line Community Engagement Summary

Final design: 30 percent: September 2020 – February 2021

Last updated: April 19, 2021

Introduction

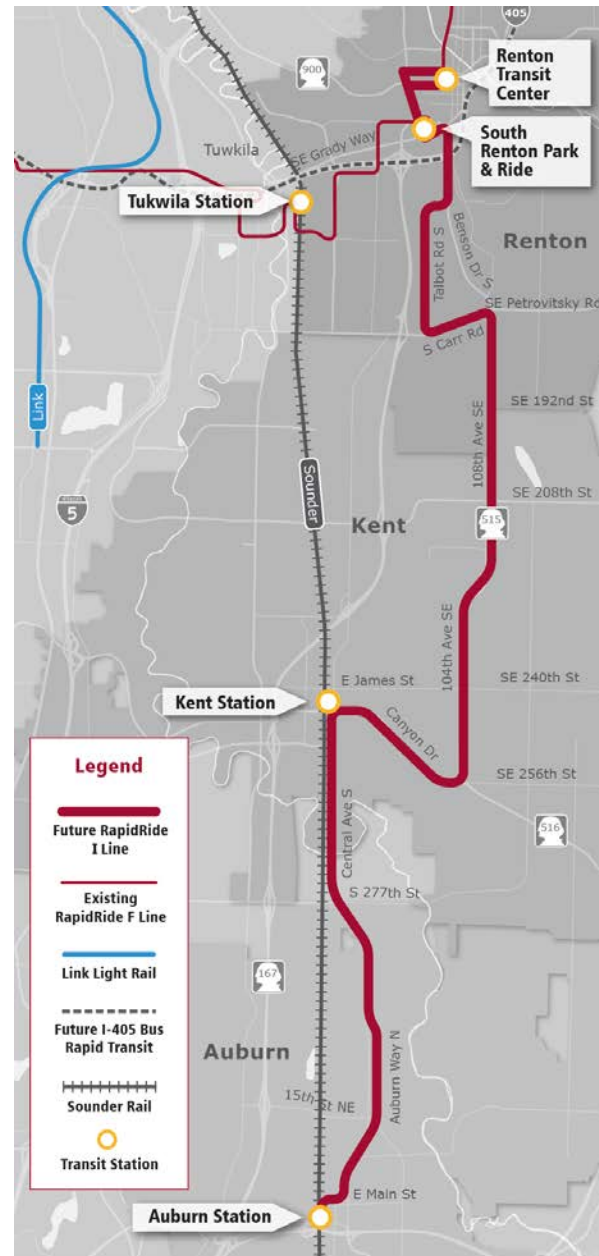
This report summarizes King County Metro’s community engagement approaches, activities, and feedback collected during the final design: 30 percent phase of RapidRide I Line.

Background

King County Metro (Metro) is working to connect Renton, Kent, Auburn, and the surrounding areas with high-quality, frequent, and reliable bus service. RapidRide I Line will upgrade the current Route 160, which runs between Renton and Auburn, passing through Kent. Route 160 is an extension of the former Route 169, absorbing the portion of the former Route 180 between Kent Station and Auburn Station. Metro’s analysis of the former Routes 169 and 180 show that they were among the busiest routes in south King County and served higher proportions of community members who have low-incomes and are historically underserved than the Metro system as a whole, including the highest proportion of ORCA LIFT riders within the system. Throughout the COVID-19 pandemic, Route 160 continues to be a top ridership route.

The goals of RapidRide I Line are to:

- Increase access to reliable and frequent transit in south King County.
- Improve connections to the places people need and want to go to, such as work, school, shopping, and services.



Timeline

These graphics show the project timeline from planning through service launch, including community engagement activities during the needs assessment and conceptual design phases. Metro will continue to engage the through service launch.



Building on prior community engagement

Needs assessment

In early 2019 Metro focused on introducing the project to community members and gathering feedback on needs and priorities for transit service.

Metro’s goals for community engagement during the needs assessment phase included: informing the community about the project, building relationships with community-based organizations (CBOs) serving historically underserved communities, identifying transit priorities and barriers, and understanding community partners’ preferred ways to engage and receive information. Metro prioritized outreach to groups most likely to be transit dependent, including seniors, immigrant communities, people living with disabilities, and youth.

Community engagement activities included: convening a 27-member community mobility board to help identify transit needs and priorities in south King County; promoting a survey in English, Russian, simplified Chinese, Spanish, , and Vietnamese through tabling at community events and in-language outreach at bus stops; conducting interviews with CBOs to understand community needs and inform engagement strategies; and holding briefings with local City staff and councils.

Community engagement during this phase informed the I Line route and station locations and helped Metro develop plans for projects to make it easier and safer to access RapidRide. Examples of potential access projects include crosswalks, pedestrian islands, improved pedestrian signals, and filling in the gaps in sidewalks.

Conceptual design: develop initial concept

During the second phase of community engagement, in summer 2019, Metro gathered feedback on proposed RapidRide station locations and other community concerns and interests.

Metro's goals for this phase included sharing the proposed I Line route, seeking feedback on station locations, and continuing to foster relationships with CBOs representing or serving people who are historically underserved. Metro engaged the community through: an online open house available in English, Russian, simplified Chinese, Spanish, and Vietnamese; tabling at community events; ongoing engagement with CBOs interviewed in the previous phase; and briefings with local City staff and councils.

Community engagement during this phase helped Metro refine station locations and understand other community concerns and priorities. At the end of this phase, Renton, Kent, and Auburn city councils signed letters in support of the proposed RapidRide alignment.

Conceptual design: develop preferred concept

In fall 2019, Metro presented the preferred project concept, including route and station locations staff developed using community input. Metro also introduced and gathered input on speed and reliability improvements and key areas to make it easier to walk, roll, and bike to the bus. Project staff continued to focus on building relationships with CBOs representing people who are historically underserved. Community engagement activities included: an online open house available in English, Russian, simplified Chinese, Spanish, and Vietnamese; tabling at community events; conversations with CBOs; and briefings with local City staff and councils.

Feedback from the community informed Metro's plans for speed and reliability improvements, station design, and access improvements. In April 2020, the King County Council adopted the alignment ordinance, allowing the RapidRide I Line project to move forward.

The graphic below summarizes community members' priorities across the needs assessment and conceptual design engagement efforts.

Community priorities



The community engagement summary of the first three phases of engagement is included as Appendix A.

Final design: 30 percent community engagement overview

From September 2020 through February 2021, Metro shared information about RapidRide I Line final design process at the 30 percent design completion milestone.

Community engagement goals

Metro had three community engagement goals during this phase:

- Educate the Renton, Kent, and Auburn communities about RapidRide I Line and further promote the RapidRide Expansion Program.
- Conduct a grassroots, inclusive, and accessible public engagement process.
- Grow and maintain community support for the project, especially among groups historically underrepresented, including minority-owned businesses and CBOs serving historically underrepresented groups.

See Appendix B for more detail on phase goals and objectives.

Community engagement approach

Just as community engagement shaped the preferred concept, Metro is continuing to listen to and gather input from community members during the final design process. At the 30 percent completion milestone, Metro reported back to the community and partners how their input was incorporated into design plans, shared refined station locations and features, roadway and intersection changes, and projects that make it easier to get to the bus. Metro also reached out to property owners and businesses to introduce the project and encourage their participation. Finally, Metro communicated the benefits RapidRide I Line will bring to the community.

Practicing inclusive community engagement

Despite the global COVID-19 pandemic, Metro continued meeting people where they were through: partnering with CBOs; providing information through a mailer and an online open house available in English, Russian, simplified Chinese, Spanish, and Vietnamese; in-language social media content; sharing in-language information with businesses through socially-distanced flyering, and email, phone calls, and virtual meetings. Metro prioritized the health and safety of community members and staff by increasing opportunities to learn about the project online, by wearing masks and gloves and staying more than six feet apart while engaging with people in-person, and by working with CBO partners to inform community members about the project.



CBO conversations



In-language outreach (materials, online open house, briefings, phone calls)



Ethnic media advertising



In-person flyering



In-language social media

The engagement approach for this phase included the following activities:

- **Community partner engagement** – Metro continued engaging with CBO partners and community groups to deepen relationships and develop new ones. Metro first engaged community partners in advance of broader communication with the public. Metro briefed organizations who have been involved with the project and offered briefings to chambers of commerce serving the business communities in Renton, Kent, and Auburn. The purpose of these briefings was to provide community partners with an opportunity to

learn more about the project and to offer feedback on how to best reach the people they serve, especially during the pandemic. A summary of community partner outreach is included in Appendix C.

- **Business flyering** – Metro began identifying the right-of-way needed to build the project and other impacts to properties, businesses, employees. Staff followed safety protocols to hand-deliver flyers to businesses along the planned RapidRide I Line route. When possible, staff engaged in short, socially-distanced conversations with business staff. Metro sent the flyer by registered mail to businesses they were unable to reach in person. A copy of the flyer is included in Appendix D.
- **Online open house** – Metro hosted an online open house from December 28, 2020 through January 25, 2021. Online open house content highlighted how feedback from previous engagement influenced Metro’s decisions. Metro included the latest information about station locations and features; roadway and intersection changes to help the bus move more quickly and arrive on time more often; and projects to make it easier and safer to walk, roll, or bike to the bus. Online open house participants could also give feedback on design plans for RapidRide I Line. The online open house was available in English, Simplified Chinese, Spanish, Russian, and Vietnamese. A summary of comments shared on the online open house is included in Appendix E.
- **Virtual business forums and briefings** – Metro partnered with the chambers of commerce in Renton, Kent, and Auburn to host two virtual forums for business owners and a briefing to car dealers in Auburn. Briefing participants heard about the project in more detail, asked questions, and voiced any concerns directly to Metro staff. Language specialists interpreted the presentation in Mandarin, Russian, Spanish, and Vietnamese. A summary of comments made at the business forums is included in Appendix F.

Getting the word out

The following icons represent the channels Metro used to promote the project and opportunities to engage.



Ethnic media & press release



Website updates



Email community partners



Social media



Rider alerts



Flyering

Community feedback

Metro heard valuable feedback from diverse community members throughout this phase of engagement, including:



Themes

Those who expressed support for the expansion are looking forward to more reliable and frequent transit along the corridor and value the station amenities and the changes to make it easier to get to and from the bus.

Most community members expressed general support for RapidRide I Line. Comments during this phase of engagement fell into the following broad categories:

Access

- Community members reacted positively to the planned access projects and expressed hope for access improvements at particular intersections or for improvements to sidewalks more generally.

- Several community members expressed concern that the planned increased distance between stations would make it more difficult for people with mobility issues to comfortably and safely use the bus.

Bike infrastructure

- Community members said they are happy the project will bring new bike infrastructure such as the bike lanes along S 2nd Street in Renton. Others expressed worry that the planned additional bike infrastructure was insufficient.
- Building RapidRide stations along existing or planned bike lanes may require raising the bike lane to the level of the sidewalk in front of the station so the bus does not cut off the bike lane when it pulls up to let passengers on and off. Community members expressed concern that having the bike lane at the same level as the station may cause conflicts between cyclists and bus passengers.

Community engagement

- Community members and CBO partners shared appreciation that Metro was reaching out to ask for their perspectives and inform them about the project.
- Community members frequently asked about where they could find information about the project as it moved forward and how they could stay engaged.

Construction impacts and timing

- Property owners and business owners wanted to know more about how long construction will take and how it will impact them.
- Community members would like the project to happen more quickly.

Safety

- Business representatives expressed concern that stations could attract crime and become unkempt with overflowing trash receptacles.

Service

- Community members reacted positively to increased bus frequency and reduced wait times.
- Community members and business owners explained the need for more east-west mobility in south King County.
- Community members were concerned about recent changes in service, specifically changes to Route 163 and in Kent Hill.

Station locations

- Community members expressed concern about consolidating existing bus stations as part of the upgrade to RapidRide. They worry that the new station locations will no longer be as convenient to their neighborhood.
- Business owners are concerned that stations planned near their storefront will negatively impact business or deter customers from entering their business.

Next steps

Throughout this project, community engagement has influenced Metro's development of the RapidRide I Line route, projects to include speed and reliability, projects to improve access, station locations, and station design. As the project moves to the 60 percent design completion milestone, Metro will focus community engagement on sharing information about next steps and what to expect, as well as reporting back to the community how their priorities are reflected in the design. Metro will also be working closely with business and property owners to understand and, where possible, address their concerns.

RAPIDRIDE



I Line Community Engagement Summary

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

King County Metro Transit

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Appendix A: Needs Assessment (Phase 1) Engagement Summary

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

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

Executive Summary

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

Needs Assessment (Phase 1)

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

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

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

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

Conceptual Design: Develop Initial Concept (Phase 2)

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

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

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

Conceptual Design: Develop Preferred Concept (Phase 3)

During the third phase of community engagement, Metro presented the preferred concept project staff developed using community input, including route and station locations. Metro also introduced and gathered input on speed and reliability improvements and key areas to make it easier to walk, roll, and bike to the bus. Project staff continued to focus on building relationships with CBOs representing people who are historically underserved. Community engagement activities included: an online open house, tabling and briefings at community events, conversations with CBOs, and briefings with local city staff and councils.

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

Community members emphasized the following priorities across the phases.

Community Priorities

Faster, more reliable, and frequent bus service

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

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

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

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

Better connections to current and future transit options

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

Service to historically underserved communities and people with mobility challenges

Feedback from the community shaped Metro's development of RapidRide I Line from the needs

assessment to the development of the preferred concept and will continue to inform the project as it moves into final design and construction.

Background and Overview

King County Metro is developing RapidRide I Line to connect Renton, Kent and Auburn with high-quality, frequent, and reliable bus service. RapidRide I Line will begin service in 2023 and upgrade the current Route 180, between Auburn Station and Kent Station, and combine it with the current Route 169, from Kent Station to Renton.

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

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

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

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

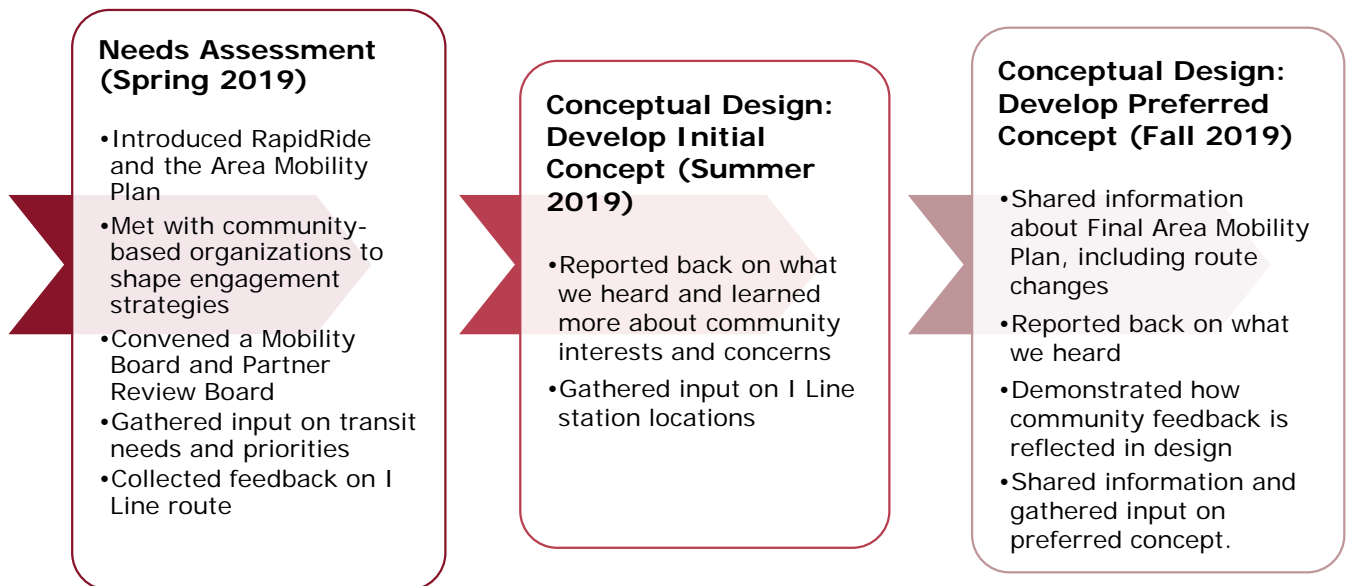
Metro launched the third round of community engagement in the fall and focused on reporting back to the community about how project staff incorporated their input into the proposed route, station locations, and areas to make it easier to walk, roll, and bike to the bus. Metro also gathered additional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

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

Timeline

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

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



Goals and Methods

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

NEEDS ASSESSMENT (PHASE 1)

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

GOALS:

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

METHODS:

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

OUTCOMES:

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

DEVELOP INITIAL CONCEPT (PHASE 2)

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

GOALS:

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

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

METHODS:

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

OUTCOMES:

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

DEVELOP PREFERRED CONCEPT (PHASE 3)

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

GOALS:

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

METHODS:

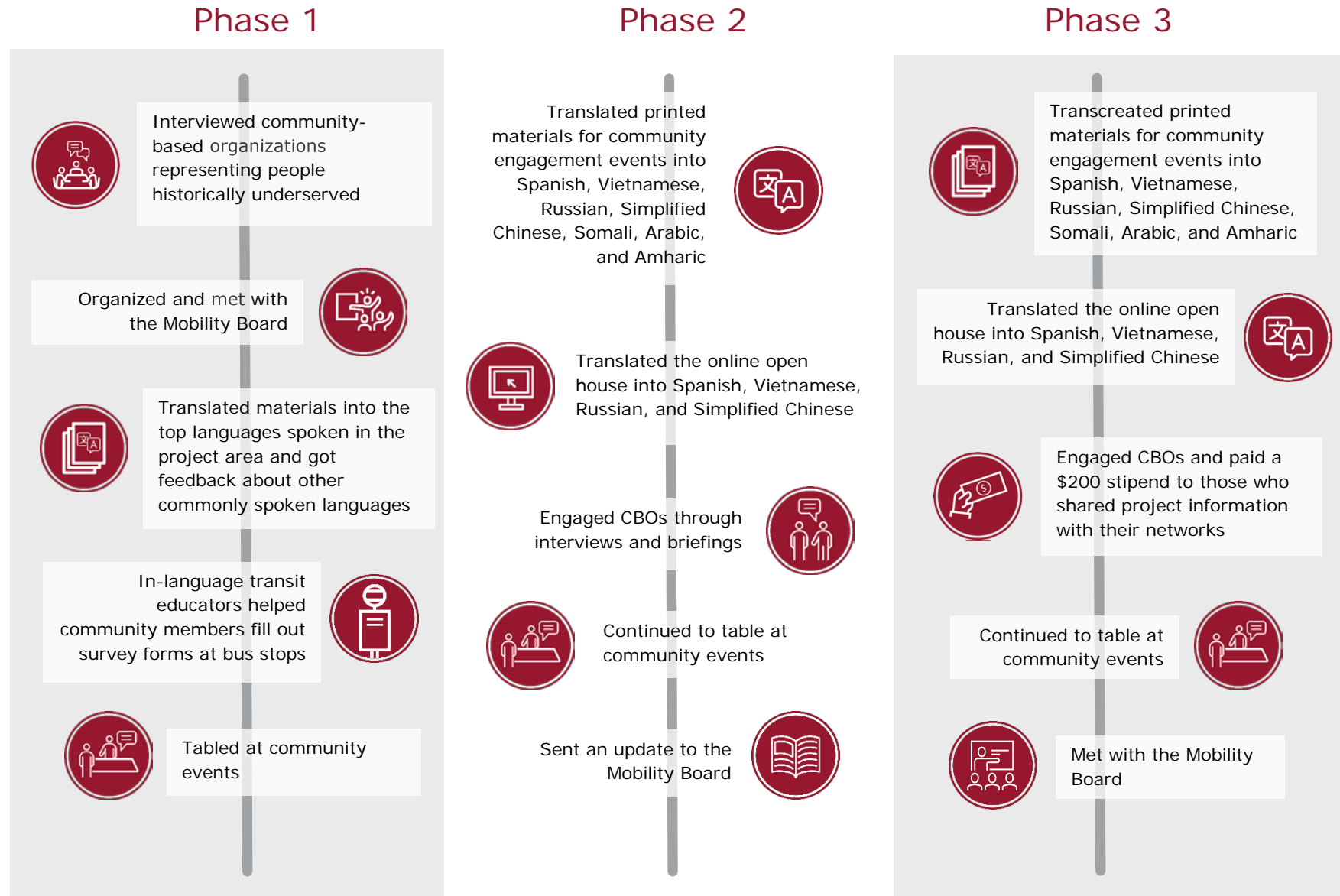
- Ongoing engagement with CBOs
- In-person engagement
- Briefings with local city staff and councils
- Hosting an online open house.

OUTCOMES:

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

Practicing Inclusive Engagement

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



Promoting Opportunities for Input

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



Social media



Bus stop signs



Rider alerts



Posters



Ethnic media ads and press release



Email community partners



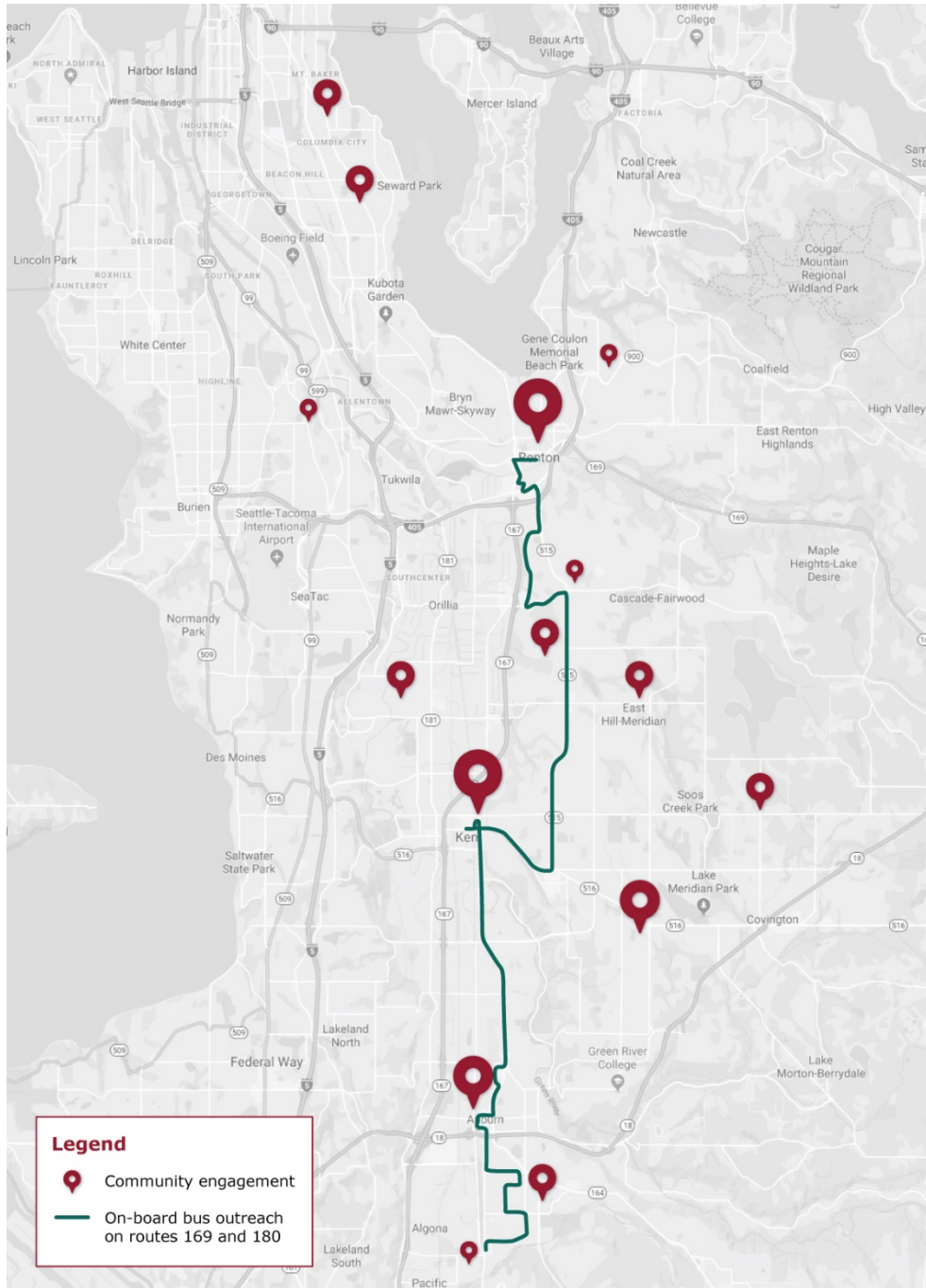
Onboard bus outreach



Website updates

What Metro Heard from the Community

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



The following graphic summarizes Metro’s engagement methods and reach.



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

Phase 1 Themes

Support for faster, more frequent bus service

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

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

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

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

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

Phase 2 Themes

Participants prefer even spacing between stops

Participants want more transit connections

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

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

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

Phase 3 Themes

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

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

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

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

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

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

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

Next Steps

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

Appendix B – Final design: 30 percent engagement goals and indicators of success

RapidRide I Line engagement goals

Goal: Educate the community on RapidRide and the AMP and build and maintain community support for the I Line, develop confidence in the public process, and further promote the credibility of the RapidRide Expansion Program.

Objectives:

- Provide opportunities for community members to engage with Metro team members before decisions are made in accessible locations.
- Identify the purpose of an engagement activity (e.g., inform, consult, collaborate, or shared decision making) to best strategize an effective engagement technique.
- Ensure project area stakeholders and project partners understand the scope and nature of the project, and understand opportunities to participate, provide input, and influence project outcomes.
- Provide historical context on the issues being discussed to create transparency.
- Introduce RapidRide service, including temporary and permanent options, affects, tradeoffs, and benefits of the AMP and I Line.
- Follow up with communities throughout the project to show how the project team considered and incorporated input.

Goal: Conduct a grassroots, inclusive, and accessible public engagement process.

Objectives:

- Ensure all stakeholders, particularly historically underserved and limited English proficiency (LEP) communities, have demographic representation, receive equitable levels of engagement, and are afforded equitable consideration.
- Continually review demographics of people reached after each engagement phase to evaluate and improve tactics based on demographics reached.

Final design: 30 percent engagement goals

Goal: Grow and maintain community support for the project, especially among groups who have been historically underrepresented, including minority-owned businesses and community-based organizations serving historically underrepresented groups.

Objectives:

- Report back to the community what we heard in the conceptual design process and how that community feedback is being incorporated into the project.
- Educate the public about proposed roadway and intersection improvements, and about projects to make it easier to walk, roll or bike to transit.
- Work with the design team and Metro Right of Way team to identify impacts to and develop an integrated process for communicating with, potentially affected property owners and commercial tenants.

Appendix C – Community partner engagement

Background

As part of community engagement for RapidRide I Line’s final design: 30 percent milestone, King County Metro (Metro) engaged community partners. Metro updated them on RapidRide I Line design progress, reported back on how Metro incorporated community feedback into design plans, and asked about the best ways to reach the people they serve while observing social distancing guidelines during the COVID-19 pandemic.

Metro shared RapidRide I Line project updates with nine organizations via Zoom and Teams video conference from October 2020 through January 2021.

The following organizations participated in RapidRide I Line briefings.

Organization	Representative	Date	Community represented
City of Renton, Office of Inclusion and Equity	Benita Horn	October 14, 2020	City of Renton residents
Renton YWCA	Martha Walsh	October 19, 2020	Renton youth and families
Auburn Senior Activity Center	Megan Mummert	October 20,2020	Auburn seniors
Lighthouse for the Blind	David Miller	October 20, 2020	Transit-dependent commuters living with visual and auditory impairments
City of Kent, Adaptive Recreation	Julie Stangle	October 21, 2020	Kent youth living with disabilities
Kent Youth and Family Services	Mike Heinisch	October 21, 2020	Kent youth and families
Auburn Chamber of Commerce	Kacie Bray	October 22, 2020	Auburn business community
Renton Chamber of Commerce	Diane Dobson	January 11, 2021	Renton business community
Kent Chamber of Commerce	Arayia Harley	January 20, 2021	Kent business community



RapidRide I Line coming soon to south King County

RAPIDRIDE



King County Metro is bringing RapidRide to south King County. By 2023, RapidRide I line will provide fast, frequent, and more reliable bus service throughout the day, into the evening, and on weekends.

RapidRide I Line will:

- Add faster, more frequent, and reliable bus service throughout the day, into the evening, and on weekends.
- Connect to a range of transit options and flexible services that meet the needs of the community.
- Ensure stations are near places people want to go, such as shopping centers, transit centers, medical centers, schools, and residential areas.
- Provide better access to stations with new sidewalks and safer crossings.

Online open house
[RapidRideIline.com](https://www.kingcountymetro.net/rapidridei)

We are committed to working closely with the business community to keep everyone updated and address concerns throughout the design and construction process. **Please visit our online open house to learn more and sign up for project updates.**

What's happening now?

During design, the project team is refining station locations and features. They are also designing roadway and intersection changes to help buses move more freely through traffic, and sidewalk and signal changes to make it easier and safer to access the bus. Metro is working hard to design I Line with the least impact to neighbors, but we know our work may affect some properties and businesses in the following ways:

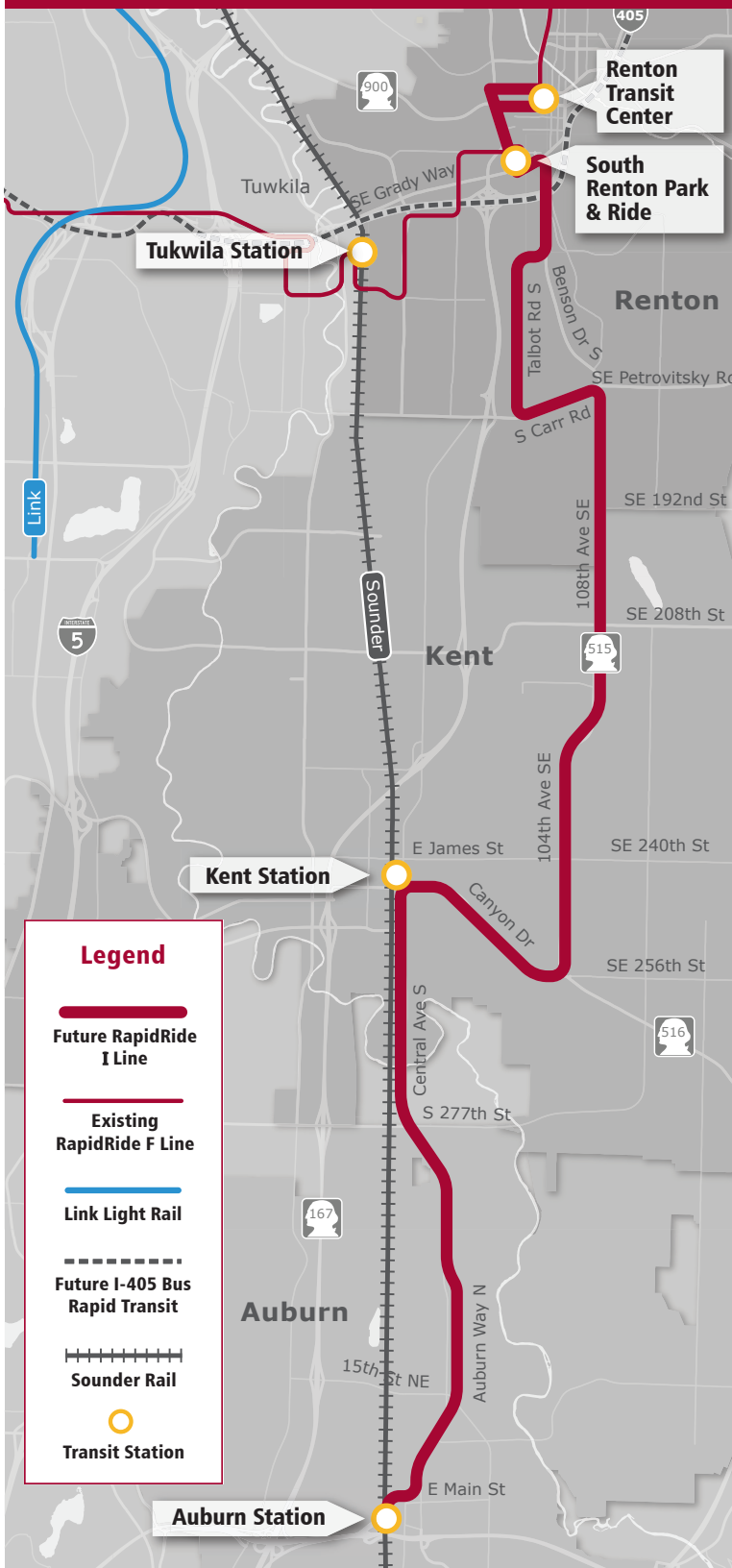
- **Field work** - Even before construction starts, Metro will need to access some properties to locate utility lines, evaluate environmentally sensitive areas, and conduct survey work. If Metro needs to access a private property, project staff will contact the property owner to explain the process and ask for permission.
- **Right-of-way** - Metro needs space to build new stations, bus lanes, and improve safety and access near stations. Most of this land is within existing agency-owned "right-of-way," like the roadway, and space on either side of the roadway. Sometimes property owners use this public land for parking, landscaping, and other uses. If Metro needs to change how a property owner uses the right-of-way, project staff will work with them to minimize impacts as much as possible.
- **Changing driveways** - Some planned roadway changes will require Metro to work with property owners to move or change driveways and find solutions that maintain access to private properties.
- **Property acquisition** - While Metro can complete most of the project within publicly-owned land, we will need to acquire some privately-owned land. In those cases, project staff will reach out to the property owners.



Contact Metro.

If you have any questions, call or email Michelle Huynh, RapidRide Communications and Engagement Manager, at 206-263-9768 or rapidride@kingcounty.gov

Overview map



Contact Metro:
Michelle Huynh
 RapidRide Communications and Engagement Manager
 206-263-9768 | rapidride@kingcounty.gov

Why upgrade to RapidRide?



To serve our many riders: Route 160, previously routes 169 and 180, is one of the busiest Metro routes in South King County, carrying nearly 8,000 riders each weekday.



To improve transit connections: I Line will connect riders to the RapidRide F Line, Sound Transit's buses, the Sounder train, and local bus service.



To enhance the customer experience: RapidRide is designed to be consistently fast, reliable, and frequent. Buses with three doors mean fast loading and unloading for all passengers, including those with mobility challenges.

What benefits can I expect?



Reliable service: RapidRide buses will be more frequent and stay on time more often, with added service at night and on weekends.



Bus stop upgrades: RapidRide stations will include better lighting, signs with real-time arrival information, and more seating.



Better access: Metro is working with local cities to improve sidewalks, street crossings, and other pathways to bus stations to ensure a safe and convenient experience.

Project timeline

- Spring 2019:** Engaged the community and partners to draft concepts.
- Summer 2019:** Conducted community engagement to inform station locations, projects to improve access, and service changes.
- Fall 2019 – Spring 2020:** Used community feedback to inform preliminary design.
- Fall 2020:** Gathering community input on design plans.
- Winter 2020/2021:** Field work access.
- Winter 2020 – Spring 2021:** Meet with property and business owners.
- 2022:** Construction begins.
- 2023:** RapidRide I Line service begins.

Appendix E – Online open house comments

Metro hosted an online open house from December 28, 2020 – January 25, 2021. Available in English, simplified Chinese, Spanish, Russian, and Vietnamese, the online open house reported on how Metro reflected feedback from the needs assessment and conceptual design phases of engagement in RapidRide I Line 30 percent design. Metro also shared the latest information on station locations and features, roadway and intersection changes to help the bus move more quickly and arrive more often on time, and access projects to make it safer and easier to get to the bus.

Over four weeks, 876 community members visited the online open house, resulting in 1,826 page views. Below are the online open house comments, organized by jurisdiction.

Renton

Stations: Do you have feedback about these changes?

- The stop at 36th and Talbot or 32nd and Talbot should be eliminated.
- The current plan appears to eliminate the set of bus stops near the intersection of Talbot Road South and S. 27th Place, and also near the intersection of Talbot Road South and S 26th St. these bus stops service the Victoria Park (VPHA) Subdivision, which has 248 homes. The current plan appears to retain the set of bus stops near the intersection of Talbot Road South and S 32nd Street That set of bus stops services the Winsper subdivision of 92 homes. Because the number of people that are serviced by the two sets of Victoria Park bus stops considerably exceeds those that are serviced by the one set of Winsper bus stops, at least one set of bus stops should be retained to service the Victoria Park subdivision, even if that means elimination of the Winsper bus stops. (Matt Devine, VP President)
- What happened to the bus 163 who went down Benson, then directly to Seattle? Now you have to transfer to bus 101 in Renton or go into Kent? Metro fails to give good service. Your light rail does not run all day.
- Needs dedicated bus lanes on 100% of the corridor. Also needs more direct pathways - eg instead of deviating into the transit center, simply stay on 7th.
- A local "shadow" bus route should be provided for individuals who cannot walk or roll more than 1/4 mile.
- Dedicated bus lanes are great for reducing waiting times, smoothing out the flow of traffic, increasing ridership and reliability, reducing emissions, and making the streets for everyone, not just car users. We need to build our streets for the uses we want, which is transit! Check out this article for information on the benefits of bus lanes - <https://archive.curbed.com/2019/10/14/20902256/bus-lane-emissions-climate-change>

Access: Do you experience barriers walking, rolling, or biking to transit in other places along the route?

- No comments

Access: What do you think about these projects?

- I like that my appointments don't take hours and multiple transfers to get there.
- I think they are great!

Kent

Stations: Do you have feedback about these changes?

- Needs dedicated bus lanes and fewer stops.
- Exciting news. Looking forward to catching a bus to Auburn and Renton that doesn't take hours or multiple transfers to get there.
- I have a suggestion concerning the planned stop at Canyon and Jason in Kent. The current north/east bound stop is up the hill from Jason with no sidewalk. You have to walk on the roadway with your back to the traffic. You might want to consider moving the stop down the hill in front of the Senior Activity Center. That would provide better access to the Center without having to cross a busy street and walk up and down the hill to the current location. There is a grassy strip there with plenty of width to enable adding a pull out for the stop. Because it is level, as opposed to the current stop on the hill, it would be easier for buses to stop and mobility impaired passengers to access the stop. I expect that the City of Kent would cooperate in making the land available for this.
- Why has the buses on Kent Hill been changed? Now look at the traffic coming and going on this hill. People are driving themselves no using metro for no forms of transportation. Who are these people making the final decisions? Do they use the bus? Are they minorities? Do they live in the areas that transportation has been cut? Are they offered free bus fare because they work for metro and King County but they let family members use their pass because they refuse or will never ride the bus due to nasty buses and their nasty shelters that the homeless or drug addicts hang out in? How old are these people making the final decisions? And the Pandemic is not helping because we know the faces behind these decisions and how often they ride public transportation. Heck majority of citizens have been moved toward south due to extremely high rent and crime. But it is easy to get around in the central, east, and northern part of King County areas. And you wonder why the tents and parking lots are growing is because the homeless need to be closer to jobs or stationed closer to all organizations in one spot once they get to Seattle. Heck look at getting money added to your card you have to travel down the hill or downtown. Who wants to stand at a kiosk after getting off of work in the winter time when it is shorter days. I don't know just venting. Thanks for listening :)

Access: Do you experience barriers walking, rolling, or biking to transit in other places along the route?

- No comments

Access: What do you think about these projects?

- It is close to home

Auburn

Stations: Do you have feedback about these changes?

- Additional long-term parking
- It would be great to travel to Auburn Station without having to wait for the # 184 that is always late.
- This will be great, thank you
- I object to this

- My biggest concern about the new BAT lanes would be whether they're intended for transit and turns only, or whether they're going to become full HOV lanes like those on Pacific Highway South. Those lanes defeat their purpose because people in that lane have no legal obligation to let anyone merge so they can turn into driveways, and during periods of heavy traffic it can get extremely difficult to get where you want to go.

Access: Do you experience barriers walking, rolling, or biking to transit in other places along the route?

- I live in downtown Kent, but my doctors are in Auburn and Renton. In the past, even with my walking stick I had trouble navigating uneven sidewalks.
- No
- The city sidewalks are not maintained. Lighting is not near safe at most stops. Risk of confrontation with humans living outside.
- My experience when I did work in Auburn is that the pedestrian crossing times crossing Auburn Way N would be too short for my current situation. I have muscular issues in my legs and can't move nearly as fast as I used to. It's very nerve wracking to watch the timer count down to zero while you're still in the traffic lanes. An additional 5 seconds would be enough in my case, but I know other people who walk even slower than I do and would be in real danger if they were crossing the road at night.
- I don't know

Access: What do you think about these projects?

- Convenient to my PCPs.
- Insufficient bike infrastructure
- I no longer work in Auburn but will answer this question as if I did because I'm a big fan of public transit. My initial thought is that this plan does NOT make it easier to access transit for anyone who is mobility-impaired. I'm not wheelchair-bound, but neither am I able to walk the increased distance between stops. One of them happens to be just two blocks from my old office, and by the time I walked there my legs would be ready to fall off (my condition is muscular). If my office had been between two stops 8 blocks apart transit would not be an option at all (it wouldn't anyway because of routes, but that is a different issue.)

General

Do you have additional questions or comments?

- Make the bus very high frequent
- PLEASE for the love everything sacred, CHANGE the letter from "I" to something else! Does anyone not realize that it easily looks like a "1"?!?! Please think about how this will be labeled on bus stops, in print, online, on the header of the bus... Rename the I to another letter!!!!
- Looking forward to using the Rapidride I line.
This is a good project but the timeline is too long. Make it happen sooner. Put the bus out there as the stations are being upgraded. Change the route as it comes online. Why wait?
- Why would you move the stop on 28th and Auburn Way N where it is in front of the new foodbank to the car dealership two blocks to the north? Also, a bus stop at a car

dealership doesn't make sense besides the fact that part of the reason it is located on the corner is for automotive display purposes.

- While I like the idea of RapidRide, I have concerns about riders whose physical mobility limitations are incompatible with the wider 1/4 to 1/2 mile stop spacing associated with RapidRide. A local "shadow" bus route should be provided along the RapidRide corridor for individuals who cannot walk or roll more than 1/4 mile.

Appendix F – Business forums comment summary

Metro partnered with the chambers of commerce in Renton, Kent, and Auburn to host two virtual forums for business owners. These provided an opportunity for businesspeople in the area to learn about the project in more detail, ask questions, and voice any concerns directly to Metro staff. Questions and answers are summarized below.

Auburn/ Kent business forum – February 18, 2021

What upgrades will be made to E Smith and State street intersection? This has been a very dangerous cross walk.

The project design includes a suite of improvements in downtown Kent. Metro is working closely with the City of Kent to prioritize improvements of all kinds in the area. Currently, the team plans to build business access and turn (BAT) lanes for several blocks in the downtown area. Additionally, the team plans to increase pedestrian visibility crossing Smith and several other minor roadways. The goal is to have minimal impact to existing businesses and roadway features while promoting new, safer crossings and moving the bus through congested areas.

Have there been conversations about additional east/west routes in Kent? We could use more.

Metro is aware of the need for increased east-west mobility in south King County and is working to improve this through upcoming service restructures. Outside the RapidRide I Line project, Metro is working on a service restorations project, focusing on bringing back service after COVID-19 related service cuts. This project will engage with community members in service areas to ensure that the returned service best meets community needs. Additionally, upcoming Sound Transit investment will provide further opportunity to increase mobility, including in the East-West direction.

Does the map show the "Tier" designation? We are concerned about the shelters being used for other purposes. There is a large senior population in our area, specifically the Smith and State and Kenneback stations. Will there will be increased city patrols?

Safety and security are priorities for Metro. Metro works closely with local law enforcement, who can help address issues around safety and services if needed. Additionally, stations are designed with safety in mind. Elements such as transparent shelters and strong lighting are features that increase safety and community ownership at stations. The buses also come more frequently, and that more frequent flow of people through the stations discourages unwanted behavior.

A map with tier designations is available on the Online Open House website: rapidrideilene.com.

Renton business forum – February 19, 2021

Are there any plans to feature or include arts and culture in your stations by design. Like images or areas where you can place and replace posters? I find it important for the stations to be also an opportunity to represent the area through visual art also!

Our project will have a commitment to art throughout the corridor. It's too early to have specific details, but a portion of the budget is going towards art pieces within the community. We are working with

4Culture, who will partner with local artists and seek community feedback in what type of art best represents the area.

Will you be holding more business forums?

Yes. At each design milestone, we will conduct an engagement process, and outreach to businesses is part of that. The next milestone will likely be in the next calendar year.

Where can people find updates to more meetings or information on when milestones are being hit?

Updates and project information are available at the project [website](#). Additionally, the project team will continue to work with the chambers of commerce along the route to provide updates and information on upcoming meetings or events specifically for the business community.

How will construction impact El Gallito Mexican Food Truck along Carr Rd?

The design is still too preliminary to determine individual impacts. As design continues, the project team will work directly with those affected by construction and the final bus route.

How long the construction will take?

We anticipate that construction will take approximately fifteen to eighteen months from when the contract is awarded to completion.