



CITY OF KIRKLAND

Department of Public Works

123 Fifth Avenue, Kirkland, WA 98033 425.587.3800

www.ci.kirkland.wa.us

MEMORANDUM

To: David Ramsay, City Manager

From: Daryl Grigsby, Public Works Director
Ray Steiger, P.E., Capital Projects Manager
Don Anderson, P.E., Project Engineer

Date: December 2, 2009

Subject: NE 85th Street Corridor Improvements – Reading File

In June of this year, City Council was provided with an update on this project which included a status of the scope, schedule, and budget issues. This memo provides an update on the various work efforts related to the project that have taken place through the summer and fall including: right-of-way acquisition, engineering design and community outreach, and also highlights issues and ideas which have surfaced during recent months.

Project Scope & Timing

The project combines six funded CIP projects into one overall improvement to the NE 85th Corridor between 114th Avenue NE and 132nd Avenue NE. These improvements are divided into two separate contracts: the underground utility conversion contract, scheduled to begin in the spring of 2010, and the road improvement contract, slated to begin in the spring of 2011. Design of the undergrounding construction is at approximately 90% with a great deal of coordination remaining with the individual private utility companies (e.g., Puget Sound Energy, Verizon, etc.). Design of the roadway improvements is at approximately 30% with much of the remaining engineering work to occur in the next six to eight months.

State Route 908 Jurisdiction

Early in 2009, the cities of Kirkland and Redmond jointly filed an application to the State for the removal of State Route designation from NE 85th Street (today it is designated as State Route 908 and subject to WSDOT access control and design review). This request was well-received by WSDOT staff, and was submitted to the State Transportation Improvement Board and the Washington Transportation Commission. Earlier this fall, State commission staff expressed support for the application indicating that the request met all of the State statutory requirements to be “delisted” as a State Route and to be turned back to the local agencies for full jurisdiction. Staff is awaiting the next State legislative session to approve legislation completing this action. Kirkland Intergovernmental Affairs Manager, Erin Leonhart, is coordinating with our legislative contingent. While taking over the jurisdiction of NE 85th Street will allow for more local control over channelization, access, and landscaping decisions, the State has also agreed to provide funding for a complete overlay of the roadway upon the completion of the 85th Street corridor improvements. This overlay was previously budgeted by WSDOT in 2008, however was delayed to coordinate with the Kirkland project.

Right-of-Way Acquisition

The original list of parcels impacted by the improvements and thus required the City to obtain additional right-of-way, easements, or construction/access permission, exceeded 100 properties. As the design has been further developed and refined, staff has been able to reduce the number of impacted properties to 73 by performing minor alignment modifications. Thirty-three of these impacted properties are part of the undergrounding construction, and 40 properties are impacted by the roadway construction (Attachment A). Due to the staggered construction schedule, right of way acquisition is proceeding first for properties that are associated with the underground conversion; properties associated only with the roadway improvements will follow.

Of the 33 properties affected by the undergrounding conversion, appraisals and/or administrative offer summaries have been completed for 25, and several of the 25 have already been contacted for offers and/or negotiations to begin. Of the 40 properties affected with the second (roadway-only) contract, title reports and project ownership information have been acquired.

Staff expects the majority of the underground conversion acquisitions to be completed within the next two to three months. It is possible however, with the number of properties involved and individual perspectives of each negotiation, that staff may recommend that Council proceed forward with an ordinance to acquire property through the process of eminent domain. This recommendation would be made in February, 2010.

Communications/Outreach

Communications with adjacent businesses, property owners and neighborhoods have ramped up as the first phase of construction draws closer. The following activities were completed this summer/fall:

- Completed overhaul of the NE 85th Street web site including: updates on history, scope, online request/suggestion form, timeline, and reference documents, www.ci.kirkland.wa.us/85thStreet.
- Hand-distributed project update flyer to project area
- Continued to send email list-serv updates
- Conducted in depth personal interviews with internal and external stakeholders
- Drafted an *Outreach and Communications Plan* (Attachment B)
- Presented project information and updates at neighborhood and business meetings

Internal and external stakeholders were identified and interviewed to see how they perceive the project, to hear any outstanding issues they may have, and to learn what decisions they perceive remain to be made. Staff cataloged the issues from the interviews and tailored the communications plan to address the needs of the stakeholders (Attachment B).

The draft *Outreach & Communications Plan* provides a road map for how staff may use different forums, media, and communication channels to convey the right information to the right people at the right time. It lists several tools which are tailored to address the project based on its size, scope and complexity. A key new tool proposed in the plan is creating a *Construction Advisory Group*. Acting in an advisory capacity, the group would be charged with working with the project team and contractor to find solutions to potential construction impacts and resolve issues as they arise during construction. Key lessons learned from the downtown Central Way project are being applied in this plan.

November presentations were made to the NRH and SRH-BT neighborhood associations and to a group of NE 85th Street business owners (hosted by the Greater Kirkland Chamber of Commerce) and received generally positive feedback. Increasing project awareness, communicating key project elements, focusing on how to move the project forward while mitigating potential impacts were pivotal discussions at the presentations. Some highlights of the meetings are shown below. Staff will continue to work with key stakeholders to understand their concerns, convey project information, and to resolve potential differences prior to the start of construction.

Communications:

- *Report out often to key stakeholders on the status of the project and the progress on specific work efforts*
- *Communicate often on the potential impacts to traffic and to businesses during construction*
- *Respond swiftly to concerns; provide real-time updates*
- *Help businesses remain open*
- *Build ongoing relationships with impacted stakeholders to assure project success*

Project Scope questions:

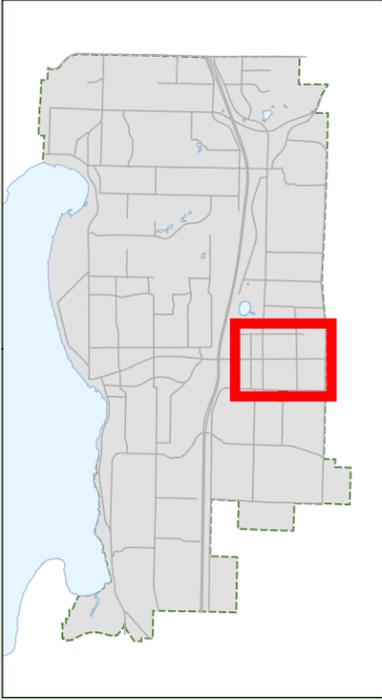
- *Why is the largest channelization island east of 124th Avenue NE necessary? Locations and plantings of channelization islands are concerns for both adjacent businesses and some neighborhood residents. Remaining true to the comprehensive plan charge to provide aesthetic greening of the corridor while allowing left-turn access into businesses is a difficult challenge. Staff will continue to work with adjacent property owners to resolve individual issues.*
- *Is the additional left-turn lane (eastbound-to-northbound) at the intersection of NE 85th Street at 124th Avenue NE necessary? Is the need warranted?*
- *Why isn't the project undergrounding overhead utility lines from 128th Avenue NE to 132nd Avenue NE (especially since it is installing the conduit along that stretch anyway)?*

Next update

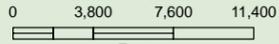
The Comprehensive Plan guidelines require staff obtain Council approval on median plans as part of the project's due process. To that end, all issues related to proposed channelization, proposed planted islands, and work affecting left-turn movements into businesses, will be presented and discussed with the City Council in a February 2010 update. At that update, Staff will also present an update on the status of right of way acquisition and other issues.

Attachment A: Property Rights Status Map

Attachment B: Draft NE 85th Street *Outreach & Communications Plan*

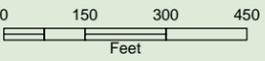


Vicinity Map



Map Legend

- No Property Rights Needed
- 1st Contract Status**
 - Info Packets
 - Appraisals
 - Negotiations
 - 2nd Offer
 - Rights Secured
- 2nd Contract Status**
 - Info Packets
 - Appraisals
 - Negotiations
 - 2nd Offer
 - Rights Secured



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Map Created - May 15, 2009
Map Revised - May 18, 2009

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NE 85th Street Corridor Improvements\ROW>Status Graphics\
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NE 85th Street Corridor - Property Rights Status Map

OUTREACH & COMMUNICATIONS PLAN

NE 85th Street Project

Kirkland, Washington



**City of Kirkland Public Works
Capital Improvement Program
123 Fifth Avenue
Kirkland, WA 98033
425-587-3811
www.ci.kirkland.wa.us/85thStreet**



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Purpose of Outreach & Communications Plan

The NE 85th Street Corridor Improvements Project contains six Capital Improvement Projects (C.I.P.) combined into one large project with two construction phases. The combined project will significantly improve the corridor along NE 85th Street from 120th Avenue NE to 132nd Avenue NE, and complete the sidewalk system along both sides of 124th Avenue NE from NE 80th Street to NE 90th Street. The project area straddles two Kirkland neighborhoods, North Rose Hill Neighborhood, and South Rose Hill-Bridle Trails Neighborhood, and one business district along NE 85th Street. The 85th corridor is a vital business district in Kirkland; located east of the City's downtown and Interstate 405.

The City of Kirkland is committed to keeping the public informed and minimizing construction impacts. Because of the breadth of the project and potential construction impacts to properties, the City of Kirkland Public Works Department C.I.P. staff personally interviewed over thirty stakeholders (see Attachment A) to learn the current awareness of the project, what stakeholders want to know about the project, and how they want to be kept informed. Input received from these interviews along with lessons learned after the Central Way construction project (completed in June of 2006) guided the goals, objectives and methods in this Plan.

The Plan outlines the strategies and methods to be used to inform stakeholders and effectively carry out a construction mitigation program to minimize impacts to surrounding properties while allowing for an efficient approach to construction. Some stakeholders have been identified and participated in interviews; the City anticipates the continued participation of these stakeholders and expects more to become involved. Attachment B identifies internal and external stakeholders.

Key Messages:

The NE 85th Street Corridor Improvements Project is the largest and most complex project the City has undertaken. All City communications will reflect the following key messages:

Benefits of the project include

- **Reducing traffic congestion**
 - Intelligent Transportation Systems will interconnect existing and updated traffic signals to allow for timing of all signals as a corridor.
- **Enhancing the pedestrian experience**
 - New sidewalks, pedestrian lighting and landscape strips will enhance how pedestrians experience the corridor.
- **Providing continuous sidewalk facilities**
 - The project builds new sidewalks where there currently are none along NE 85th Street and 124th Avenue NE, connecting people to parks, services and transit.
- **Stimulating economic vitality and redevelopment**
 - Improved frontages stimulate redevelopment and attract thriving businesses, activity and people.

Project Background:

The NE 85th Street Corridor Improvements Project originated from Kirkland's NE 85th Street Subarea Plan adopted in April 2001. The Plan goals include improving the visual character of the Rose Hill commercial area, strengthening economic vitality of the business district, encouraging redevelopment of under-utilized commercial centers, and enhancing amenities for pedestrians, automobiles, and transit.

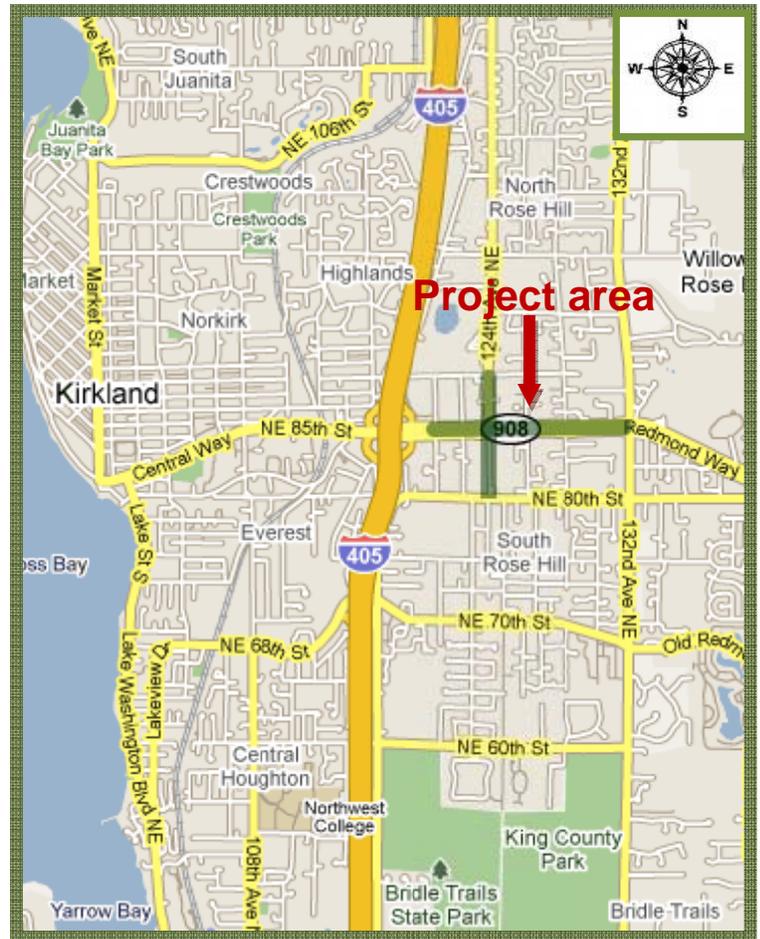
The project implements specific elements of the plan by enhancing overall pedestrian safety and aesthetics, increasing access to transit, as well as transit speed, reliability and ridership. The project is funded with monies from the City's Capital Improvement Program and Sound Transit.

There are two primary construction phases for the corridor:

- 1) Undergrounding of overhead utility lines from 120th Avenue NE to 128th Avenue NE.
- 2) All other main roadway improvements, sidewalks, storm drainage and intersection improvements are completed in a second phase.

Project Elements:

- Reduce traffic congestion and increase capacity at key intersections on NE 85th Street at: 114th Avenue NE; 124th Avenue NE; and, at 132nd Avenue NE.
 - Build an additional southbound-to-eastbound left-turn lane at 114th Avenue;
 - Build an additional eastbound-to-northbound left-turn lane at 124th Avenue; and,
 - Build a new northbound-to-eastbound right-turn lane at 132nd Avenue NE.
- Construct new sidewalks with landscape strips on NE 85th Street (between 120th to 132nd Avenue NE) where there are none.
- Construct new sidewalks on 124th Avenue NE (from NE 80th to 90th Streets) where there are none.
- Install underground water facilities to improve storm water quality.
- Underground overhead utility lines from 120th Avenue to 128th Avenue NE.



Communication Goals:

The NE 85th Street Corridor Improvements Project as a combined project is the largest and most complex project the City of Kirkland has undertaken to date. The coordination with over ninety property owners, right-of-way acquisitions, undergrounding of utilities, modifications to ingress and egress of businesses, and coordination with other agencies and jurisdictions demonstrates the importance of a proactive, thorough and responsive communication program.

The City is committed to keeping the public informed and minimizing impacts of construction.

- Inform:** Provide thorough information about the project design.
- Inform:** Report out on progress during all phases from design to completion.
- Inform:** Disseminate consistent and timely messages about construction impacts.
- Involve:** Build relationships with effected stakeholders and respond to concerns promptly.
- Involve:** Coordinate with partners, neighboring communities and effected agencies to keep all stakeholders informed of possible impacts.
- Involve:** Demonstrate responsiveness to issues and appreciation for patience throughout the project.

Communications Tools:

As with any City communications initiative, the City will use various tools to communicate effectively project information and to involve stakeholders as appropriate.

Several standard communications tools have been identified and are outlined later in this report. With the recent innovation of Web 2.0 technology – commonly known as Social Media – the City may consider adapted Web 2.0 tools to supplement its communications efforts for this project. Popular Social Media tools include Blogs (web logs), Twitter, and Facebook. The City recently adopted a pilot Social Media Policy for the purposes of experimenting with and instituting these tools.



For the purposes of informing internal and external stakeholders and the general public, the following tools may be implemented as determined appropriate:

INFORMING

Type	Techniques	Comments
Public Outreach	<ul style="list-style-type: none"> • Open Houses • Neighborhood Meetings • Chamber of Commerce Meetings • Direct Access to City Staff (project team) • Construction telephone hot line 	<ul style="list-style-type: none"> • Notify the public of project progress and construction related impacts • Project staff will attend neighborhood associations, business associations, and Chamber of Commerce meetings when necessary • Telephone hot line used for “real time” updates and project information
Print Media	<ul style="list-style-type: none"> • Direct Mailer • Project Display Boards in the field • Project Update Flyer • Capital Improvement Program Hot Sheet • City News Releases for TV, Radio & print media • Newspapers: Kirkland Reporter, Seattle Times (feature stories) 	<ul style="list-style-type: none"> • Mailed to affected property owners/businesses, as necessary. • Project information displayed in the field for motorists and pedestrians • Hand-delivered to affected stakeholders as needed • Project updates included on Citywide CIP Hot Sheet distributed to neighborhoods, Kirkland Alliance of Neighborhoods, City Council, Boards and Commissions • Posted to website; “Page Watch” E-Mail Alerts, 217 subscribers as of 11/13/09. Sent out on Neighborhood E-Bulletin (792 subscribers as of 11/13/09) • Reporter- weekly; Seattle Times – daily. (print & online)
Electronic Media	<ul style="list-style-type: none"> • City website/project webpage • E-Mail Alerts/85th Corridor Project 	<ul style="list-style-type: none"> • www.ci.kirkland.wa.us/NE85th • 440 subscribers as of 11/16/09

	<ul style="list-style-type: none"> • City produced video for Kirkland TV and Streaming Web Video • News Desk item/Currently Kirkland City TV show • Kirkland Downtown Association Newsletter email newsletter & website • Kirkland Chamber of Commerce Newsletter email newsletter & website • Social Media/Web 2.0 Tool 	<ul style="list-style-type: none"> • Production as funding and need allows • Weekly TV program airs on KLIFE & available streaming on web • Newsletter is weekly publication via email • Newsletter is a weekly email publication • As deemed appropriate & with available resources
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INVOLVING

Type	Techniques	Comments
Public participation	<ul style="list-style-type: none"> • Survey adjacent property and business owners • Customer online request and feedback forms and tracking system • Survey adjacent jurisdictions, major employers, and agencies • Open Houses • Neighborhood Meetings • Construction Advisory Group 	<ul style="list-style-type: none"> • Prior to construction inventory business and property owner needs and expectations • Input all requests and feedback into reporting and tracking system to show accountability • Prior to construction inventory needs and expectations of surrounding agencies, jurisdictions, and nearby developments/construction projects • If there are project decisions, appropriate for public input, project team will solicit input at open houses, neighborhood or business association meetings. • Assemble group to help project team and contractor mitigate construction impacts, set standards for construction responsiveness and construction timeline

	<ul style="list-style-type: none"> • Monthly coffee/chat with businesses • Project Milestone Celebrations • Project Blog to report on FAQs and common questions and concerns allow for 2-way commenting/reply • Telephone hot line 	<ul style="list-style-type: none"> • Standing invitation to drop in and ask questions of the project engineer and contractor • Invite stakeholders to events celebrating project milestones • If resources available to maintain • Telephone hot line used for “real time” updates as well as receive requests/comments directly from callers
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Communication Objectives:

As a means to develop this Outreach and Communications Plan, City staff interviewed thirty external and internal stakeholders to obtain direction on what interests the public about the project and how it wants to hear or be best informed throughout the duration of this project. This input provides the main direction for the types of communications tools and messages addressed by this Plan.

To support the project’s main goals of keeping the public informed and minimizing construction impacts, outlined below are the thematic concerns and detailed requests heard in these interviews. In addition, the audience and list of tools available to address the input is listed for each communication objective.

Overall Concern	Expectations	Target Audiences	Communications Tools
Communicate key project elements and overall design	<ul style="list-style-type: none"> • Desire to see overall design. • Desire to understand project elements and parallels to plans and guidelines for corridor. • Desire to understand reasons for east to northbound turn lane at 124th Avenue NE. and traffic channelization island north of 124th Avenue NE. • Desire to understand the 	<ul style="list-style-type: none"> • Policy makers • Stakeholders • Community at large 	<ul style="list-style-type: none"> • Direct Mail/Project Flyer • Open Houses • Neighborhood Meetings • City Update Newsletter • City Web site • Kirkland TV • Display boards/posters in the field • Appropriate Web 2.0 tools like Flickr on

	<p>history of un-scoped elements (e.g., U-turns).</p> <ul style="list-style-type: none"> • Share history, improvements, timeline and plans with newcomers. 		<p>line videos</p> <ul style="list-style-type: none"> • Kirkland Chamber of Commerce Meetings, website & e-newsletter • Partner information repositories
<p>Report out often on progress of design phase, property acquisitions, and construction</p>	<ul style="list-style-type: none"> • Need to be kept informed about project progress and construction impacts. • Make sure most affected parties (especially businesses) are kept in the loop. 	<ul style="list-style-type: none"> • Policy makers • Adjacent businesses • Stakeholders • Community at large 	<ul style="list-style-type: none"> • E-Mail Alerts (N85th, Neighborhood News, News Room) • City Web site • Neighborhood Meetings • City Update news letter (Page Watch E-Mail Alerts with 217 subscribers as of 11/13/09) • Project Update Notices • Kirkland TV/Currently Kirkland TV Show • Kirkland Chamber of Commerce Meetings, website & e-newsletter • Kirkland Downtown Association E-Newsletter • Partner information repositories, if used • Capital Improvement Program Citywide Hot Sheet
<p>Communicate often on potential traffic delays and pedestrian detours</p>	<ul style="list-style-type: none"> • Desire to know detour routes and how to avoid traffic congestion. • Ensure detour traffic is not funneled through the neighborhoods. • Send “real time” updates to reduce traffic congestion. 	<ul style="list-style-type: none"> • Policy makers • Stakeholders • Community at large • Media 	<ul style="list-style-type: none"> • E-Mail Alerts • City website • Display boards/posters in the field • Electronic Reader-board • Press Releases • Project flyer update • Web 2.0 tools (e.g. Twitter)
<p>Respond swiftly and thoroughly to concerns and suggestions</p>	<ul style="list-style-type: none"> • Provide ample opportunities for input from affected property owners and businesses. • Listen to suggestions from stakeholders and the public. • Respond to concerns promptly. 	<ul style="list-style-type: none"> • Adjacent businesses • Stakeholders • Community at large 	<ul style="list-style-type: none"> • C.I.P. Community Outreach Coordinator to serve as first point of contact • Appropriate Web 2.0 tools (e.g. Blog) • 24 hour phone message line • Customer input and tracking system

<p>Establish and maintain ongoing relationships</p>	<ul style="list-style-type: none"> • Involve key stakeholders in discussing construction impacts including staging areas, work schedule, work area cleanliness standards, lane closures, and changes in business ingress and egress. • Address concerns of businesses swiftly. • Involve key stakeholders in landscaping plans to insure visibility of businesses. • Involve key stakeholders in planning deliveries, parking and detours during construction. 	<ul style="list-style-type: none"> • Key stakeholders (adjacent property owners and businesses) 	<ul style="list-style-type: none"> • C.I.P. Community Outreach Coordinator to serve as first point of contact • Construction Advisory Group meetings • Regularly-scheduled open door coffee/chats • E-Mail Alerts • Stakeholder survey to identify needs and expectations of adjacent property owners
<p>Address unique needs of users of corridor</p>	<ul style="list-style-type: none"> • Consider commuters and other users of the corridor. • Provide ample notification to minimize congestion. • Notify users of detours to avoid cutting through neighborhood streets. 	<ul style="list-style-type: none"> • Commuters • Major employers • Neighboring jurisdictions • Transit riders • Freight haulers • Residents • BUSINESSES? 	<ul style="list-style-type: none"> • Interview neighboring jurisdictions, major employers, and agencies to identify needs and expectations • Promote outreach tools with regional entities and users
<p>Address needs of other large private and public capital projects</p>	<ul style="list-style-type: none"> • Research and coordinate with other large private and public capital projects. • Avoid exponential traffic impacts caused from multiple projects. 	<ul style="list-style-type: none"> • Public and private entities with projects in the area 	<ul style="list-style-type: none"> • Interview agencies, developers, and property owners • Capital Improvement Program E-Mail Alerts • E-Mail Alerts /NE 85th • Capital Improvement Program Citywide Hot Sheet

Community Outreach Guiding Principles:

- Demonstrate that short-term closures are necessary for long-term benefits to them.
- Prove the City is accountable and responsive.
- Get the word out early and often.
- Provide clear, relevant and timely notice of construction activities to help drivers make decisions.
- Prevent surprises.
- Share history, improvements, timeline and plans with newcomers to the corridor.
- Encourage drivers to use alternative routes or reschedule unnecessary trips and provide clear information.
- Check in often with key stakeholders and continue to build ongoing relationships.

- Create ongoing opportunities for engaging in a dialogue about ways to mitigate impacts and improve construction practices.
- Demonstrate empathy.
- Thank the public for their patience.

Project Team:

- City of Kirkland, Public Works Director, Daryl Grigsby
- City of Kirkland, Capital Projects Manager, Ray Steiger
- City of Kirkland, Capital Projects Supervisor, Dave Snider
- City of Kirkland, Project Engineer, Don Anderson
- City of Kirkland, Capital Improvement Program Outreach Coordinator, Kari Page
- City of Kirkland, Economic Development Manager, Ellen Miller-Wolfe
- Chamber of Commerce Business Retention Consultant, Duncan Milloy
- City of Kirkland, Communications Program Manager, Marie Stake: Administer public information tools through use of City communications methods (web, E-Mail Alerts, news releases).

Project Partners:

- Project Contractor(s)
- Kirkland Chamber of Commerce
 - Executive Director, Bill Vadino
- Sound Transit

Construction Advisory Group:

City staff intends to form a Construction Advisory Group with key business members along NE 85th Street corridor as a tool to inform and involve impacted stakeholders on construction impacts and options for mitigating these impacts. Possible construction impact topics to be discussed by the group include staging areas, business concerns with vehicular and pedestrian traffic control plans, noise and dust issues, and street sweeping.

Staff is currently researching other jurisdictions that have used similar advisory groups to gain insight into the most effective use of this tool and volunteers' time. The CAG may be constituted with city staff, a representative from the city's hired contractor, and volunteer members of the 85th Street business community. All project team staff listed above may attend and participate with the CAG, but the primary members would include the project engineer and the outreach coordinator. A representative CAG could consist of at least one business representative per block on the corridor, i.e., at least one person representing a business on the block from 120th Avenue to 122nd Avenue, etc.

The key goals of the CAG will be to facilitate information from the community among the city and the contractor to increase understanding of problems to be addressed during construction, and to work cooperatively to gain win-win solutions. As the city's relationship with the Contractor is a contractual one, the CAG remains an advisory group and is not able to direct

contractor activities. Developing innovative solutions to complex construction problems are best thought through while involving all affected parties.

Feedback and evaluation:

It will be important for the City to evaluate the effectiveness of its communications efforts during the project's design and construction phases. If resources are available, the following may be implemented to gather feedback:

- In person and at meetings discussions on project communications topics
- Online
 - Project feedback forms
 - Project request forms
- Construction Hotline
- Calls and requests directly submitted to city staff (Engineer, Outreach Coordinator, etc.)
- Pre construction survey (internal and external stakeholders See Attachment C)
- Construction survey (create written comment/feedback form)
- Post construction communications survey (see Attachment D)

To evaluate further the effectiveness of City communications, the following will be quantified:

- Number of complaints, compliments or concerns related to:
 - Lack of understanding about the project goals or plans
 - Lack of information about construction impacts
 - Other comment categories, as necessary
- Tracking response time:
 - Request date to resolution date
 - Track number of unresolved/able requests
- Number of businesses/participants on the E-Mail Alerts
- Number of "hits" on the project web page, blog, Flickr, video, etc.

NE 85th STREET CORRIDOR IMPROVEMENTS PROJECT

End of Outreach & Communications Plan

ATTACHMENT A

STAKEHOLDER INTERVIEW RESPONSES

Internal Stakeholder Interview

1. Name of stakeholder interviewed:

- Dave Ramsay, City Manager
- Deb Powers, Urban Forester
- Ellen Miller Wolfe, Economic Development Manager
- Gina Hortillosa, Project Engineer
- Iris Cabrera, Transportation Engineer
- Janice Soloff, Senior Planner
- John Hopfauf, Street Manager
- Marie Stake, Communications Program Manager
- Marilynne Beard, Assistant City Manager
- Michael Cogle, Park Planning and Development Manager
- Paul Stewart, Deputy Planning Director
- Tony Leavitt, Associate Planner
- Wendy Kremer, Public Grounds Supervisor

2. What is the problem or issue to be addressed?

Traffic and circulation	5
Pedestrian safety and facilities	5
Inform the community	3
Aesthetic enhancements to corridor	3
Street trees, landscaping and maintenance	3
Economic development	2
Easements and driveway access	2
Comprehensive Plan Implementation	1
Utility undergrounding	1
Metro/Sound Transit service improvement	1
Surface water improvements	1
Sign relocations	1

3. In your opinion, what are the decisions that have already been made and cannot be changed?

Why can't they be changed?

Overall vision, plan design	8
Timeline for construction	3
Underground power lines	2
Traffic Islands	1
Intelligent Transportation System improvements	1

4. In your opinion, what is the major decision yet to be made?

Right of way acquisition	4
Business egress and ingress	4

Communications Plan	3
Traffic islands	3
Sign locations	3
Art	2
Staging areas	2
Parking	2
Trees and planting	2

5. What are the constraints moving forward from here?

Financial:

- Financial, Right of way acquisition.
- Money and time. Sound Transit has a cap (\$) for their contribution.
- Financial
- Be on time and within budget. Make compromise in design if we get way over budget. Make it work within existing budget. Need to manage motoring public.

Adjacent Property owners

- Remaining issues with property owners. Traffic patterns may cause constraints.
- Property owner negotiations, easements, new consultant team, going to bid possibly after the excellent bid climate (still two years off and we have a great bid climate now).
- Working with property owners, each property gets a sign packet of information
- Gateway at east end of 85th Street (northeast corner) when property owner redeveloped – need to work on design. Construction phasing plan.

Construction:

- How long will construction take? Minimizing impacts to property owners.
- Phasing construction efficiently. Businesses will go to Council if big problem comes up.
- What are the impacts of undergrounding power lines? Will it impact the trees? She needs to know more about the corridor as it sits now and what the plan is. Are there heritage or landmark trees?

Community Outreach

- Education. Need to educate those who were not involved (who are there now). Need to share the history, technical issues debated, shared access plans, signs and nonconformance issues that were debated years ago.
- Relationship between this project and the Transit Center? Pump station may be under construction while this project is.

6. Moving forward, are there any issues which do not have internal agreement? If so, what are they and why do you think there was disagreement?

Nothing

- None that I am aware of.
- Nothing.
- Don't know – until he's done the full evaluation of the situation (signs).
- No disagreement that I know of. Keep in mind that there is irrigation on the west side of I405 on 85th that needs to be taken into consideration during and after construction. We want to maintain this infrastructure asset.
- No. Planning has already done a great deal of work in the planning phase of this project and getting everyone's input. The corridor is being designed to bring continuity to the area and is a very large project.

Design details:

- Lot across from Honda – not yet figure out the access. We really need two circulation points for this lot. Additional lane in front of Petco property need additional turning lane into it? There are four to five “hot spots” along the corridor where property owners could be losing something or we could have potential opportunities.
- Are traffic engineers in sync with CIP engineers? Public needs “unity of design.”
- Would like to see signals standardized all the way down the corridor. Finances are a problem.
- Planning and Public Works should collaborate on retention plan. Potential for isolation is here. Need reviews from Public Works and Planning.

U turns:

- Allowing U turns? Did we promise U turns? Not to Janice's knowledge. Not resolved the median locations. Make sure design doesn't get watered down (don't eliminate features due to cost cutting and don't delete anything from the vision of the street).

Signs:

- 2004/2005 – building department with signs = permit or fee problem. Each sign is like a mini project. How should this be handled?

7. Are there outside factors or issues which could affect the scope of this project? If so, what are they?

Financial

- Economy, impact to businesses during construction, needs a contact person with businesses. Should consider working at night. Concern that businesses could come out opposing the project.
- Financial – right of way acquisition – cooperativeness business owners.
- Economy, going out of business, property ownership changes, weather, Council/City Manager changes, and change in residents (all these changes are magnified given the length of this process/project).
- Bid Climate
- Funding – economy.
- Legal challenges, cost of construction, and possibly change in City Council.
- Budget.

Communication Plan

- Businesses need weekly updates like WSDOT is doing with their email system. Need weekly meetings with Contractors to stay in the loop and communicate updates to the community.

Maintenance:

- Maintenance does most of the tree work in the CBD. Maybe we need more time by the arborist.
- We don't want the street to become a Lynnwood. It needs to feel and look like Kirkland. We do need to think about how we continue to maintain the infrastructure we invest in along 85th Street.
- Structural soils, innovative materials. The structural soils could be a limiting factor (for planting trees). Deb may be able to help with innovative materials for planting.

Adjacent property owners:

- Small properties are problematic – are we helping or hurting them?
- Disgruntled business owners.

Construction

- If project is not managed creatively to allow traffic flow throughout the duration of construction, could create major problems. Risky during times of economic recession – need to be managed well.
- Underground utilities – do we know where they are? Have we thought all of this thru?

- Curb cuts – C curves – have we worked this entire out ahead of time? Everyone on the corridor needs a set of plans spelling out exactly what will be happening to their own piece of land (with details).

8. Do you feel that traffic signal controller cabinets are noticeable on the NE 85th Street Corridor?

No 8
 Yes 3
 Don't know 2

9. How important is it to you that traffic signal controller cabinets be considered for aesthetic treatment?

We created this 'importance' now there is an expectation to mitigate the location/appearance of the signal boxes. Need to do a cost/benefit analysis.

Keep Council up to date on status of signal boxes. They are interested in this issue (during all of the updates to Council). Be creative in design, appearance and location. Move it off to the corner and not on the sidewalk.

- a. Very Important 2
- b. Somewhat Important 6
- c. Neutral 1
- d. Somewhat unimportant 4
- e. Very unimportant
- f. Don't know

10. Do the stakeholders have different geographic areas of interest? If so, what are they?

Neighborhood and business

- Yes, neighborhood concerns are around pedestrian safety and aesthetics.
- Obviously, neighborhood versus businesses, etc. Transit riders.
- Yes, neighborhood versus businesses, public driving by, aesthetics, economy (threatening for the businesses).

East and west property owners along NE 85th Street

- Businesses are smaller at the east end and more concerned about residential character.
- The east end is more vocal – Body Boutique. Smaller the business the more concerns they have with greater percent of impact.
- East end is more concerned – older businesses and most just focused on their frontage. How am I going to be affected? Undergrounding is liked by most.

- Interchange versus east end. Smaller lots and narrow depth. Design is intended to do this – urban feel to less intense middle – to residential feel at east end. Different land use as you goes east.
- Property owners, residents, metro/transit, east/west difference as you head toward Redmond it feels and looks more residential.
- As you go east, the property owners are more sensitive to larger signs. IF signs don't comply – they will want the sign to be brought into conformance. Residents may have issues with particular signs along the corridor – especially as you head east.

124th Avenue NE rather than NE 85th Street

- 124th see project differently than 85th street. People driving thru will feel differently. People living on 85th Street may feel they have more ownership of the project.

Size of business

- We have different relationships with different businesses along the corridor. The larger businesses it's easy to just pick up the phone and talk with someone. The smaller businesses may be more difficult.

11. What affected stakeholders are not likely to be represented by an existing group?

- Small businesses are more impacted and east end = property owners are smaller and more concerned about property value.
- Language barrier with Mexican restaurant.
- Need to talk with people west of I405 (Highlands Neighborhood). Improvements on west side of I405 for HOV bypass.
- Transit riders – pedestrians – bus stops – businesses – places where people congregate – cars driving thru.
- Ask Redmond who from their community should receive information/updates. Lake Washington Tech College, bike riders. Etc.
- Currently no business district to speak as a unit.
- High school students, seniors/accessible for transit during construction?
- The users of the corridor. It will be hard to reach them.
- Vacant properties, developers and land lords not present. Language barriers. Develop list of all businesses on the corridor and figure out how to communicate to each one.
- General motorized public – hard to reach those driving thru. Customers of the businesses.

12. Who else should we be interviewing?

- Both neighborhood associations, property owners, high school, Costco, auto dealers, businesses. Chamber. Key property owners, Petco.
- Economic Development Committee
- Larry Mallory and Costco
- The Fire Department to talk about how the preemption works. They need to know where the preemption signals are located.
- ROW consultant (negotiating with property owners). Major employers (Costco, Honda, Lee Johnson's, LWHS, etc.)

13. What do you think we will achieve by reaching out to the public at this stage?

- What is happening, when, where, and why?
- Early heads up – sequencing of construction. Need massive public outreach.
- Acceptance of impact, patience, assistance, ideas, ownership of project.
- The planning has been wrapped up. Don't call it public participation if everything has already been planned. There is a microscopic (door to door) negotiation about property lines – which isn't public participation. Make sure there are no surprises for the businesses and people.
- Hearing and addressing concerns. Explain the project to people and the history (as it has such a long history and people have changed).
- Keeping information open on status of project (things changed over time – like the new market is no longer going in). Other major issues may have changed now. Should do a quick scan of the development along the corridor to see the new businesses and property owners who may know nothing about the project.
- People want to be informed. They want to know where the project is (status).
- Making it easy for property owners to get permits.
- Consensus from corridor – they can live with the construction. Constant communication to keep people informed.
- Anticipate and resolve issues at our level rather than polarizing (politics). Be proactive.

14. Is there any role for public participation at this stage? If so what?

- Seasonal considerations for the businesses in preparation for construction process.

- Mitigation committee to help figure out mitigation of complaints. Feedback loop set up before construction starts.
- No. Project has been scoped. Only to share status and milestones.
- Depends if anything can be changed at this point. If not, then there isn't. Approach the public at this time.
- Once they are done with evaluation, and then send information out to property owners.
- Can't help decide anything? Not sure small pieces may require involvement but for the most part it's informing the public of what is planned.
- It's harder to get people to be involved at the "construction mitigation" phase. Maybe use an advisory group? But not sure. One on one with businesses about the real concerns with them is a good plan. Doubt people really want to engage in a process with staff – they are more interested in their own property and resolving those specific questions/issues.
- There is always a role for public participation, questions and answers, and public outreach.

15. Do you have any additional thoughts or ideas about how best to reach/communication with the various stakeholders for this project?

- E-Mail Alerts, post cards, web page, contact person, who is responsible when someone is upset – ombudsman. Who? Not someone new. Chamber? More graphic illustration of street as visual. A collage of the basic elements. Landscaping, sidewalks, landscape, median, bike lane, etc.
- Face to Face is best. Go to them! Even home owners. Provide information – gain trust.
- Newsletter – ongoing?
- Keep in mind that many of the impacted people are non Kirkland residents. Reader board is probably the most efficient way to reach "users" of the corridor.
- Involving/interviewing the Economic Development Committee. Dave said just keep the whole council informed at the same time (with regular updates). Can use the EDC as a resource as you go but not a formal interview process with them.
- Should we send the flyers we handed out to the property owners so they know what we gave the businesses (Don's answer was no – they are fully informed and we may be sending out something more comprehensive later).
- Think about going to Shoreline and talking with Joe Tovar about what they did and their lessons learned. Possibly University Place and SeaTac.

- Think about having a booth at the Wednesday or Friday Market. This has proven to be an excellent way to get information out to the general public in Kirkland.
- Be honest and open to the public.
- Use blog and everything on the menu. Marie can write a communication plan. Video businesses talking about the project. They can ask the question and we can answer it. Turn flyer into fact sheet. Show schematic roadway section. Don't use aerial. Stand alone story about the project.
- City crew had a good point I think when they said that the medians used to be tapered so that the street sweeper could clean around the medians (when they are just straight medians without the taper, the sweeper doesn't get the ends so they are hand swept). It might be worth considering if medians are going to be installed. It would also make it safer for crew when working there.

External Stakeholder Interview

10. Name of stakeholder interviewed:

Bill Vadino, Kirkland Chamber
 Carter Bagg, Action Team
 Christy Niemann, State Farm, Newcomer
 Duncan Malloy, Chamber of Commerce
 Jerry Chi, First Tech Credit Union, Newcomer
 Jim McElwee, Kirkland Alliance of Neighborhoods, South Rose Hill/Bridle Trails
 Jon Pascal, Transportation Commission
 Karen Tennyson, Action Team, Planning Commission
 Larry Mallory, Honda
 Linda Jones, Action Team
 Margaret Carnegie, North Rose Hill Neighborhood
 Mark Dinwiddie, Action Team, business owner
 Norm Storme, Kirkland Alliance of Neighborhoods.
 Rob Ahrendt, Edward Jones, Newcomer
 Steve Tindall, Action Team
 Tod Johnson, Lee Johnson Chevrolet Mazda Kia

11. Have you been involved in the project so far? If so, describe your involvement and how long you have been involved.

Comprehensive Plan	6
Action Team for Design Guidelines	6
Neighbor	6
Business	6
Newcomer	3
Chamber of Commerce	2
Transportation Commission	2

Years of Involvement in Corridor Process:

None:	3
1-2:	2
3-5:	4

5+:

7

12. What do you know about this project?

Sidewalks on 85th – pedestrian enhancements	10
Sound Transit/Metro improvements	7
Underground power lines	5
Intersection improvements	5
Landscaping	4
Currently feel out of touch	3
Changes in ingress/egress to businesses	3
Stimulate redevelopment and investment	3
Sidewalks on 124th	2
Lighting	2
Medians	2
Know nothing	2
Aesthetic enhancements	1
U turn issues	1
Moving business signs	0
Drainage, surface water	0
Intelligent Transportation System	0

13. What do you need to know?

Timing/phasing of construction	8
What is up now, has anything changed	5
Compliance with Comp Plan not just project but developments since adoption	5
Consideration of business needs being met	5
Final plan -- details of whole street	5
Construction contract negotiations/details (hours, noise, timeline, phasing, etc.)	5
Access during and after construction	4
Final plan as it relates to my business	4
Communication Plan	3
Council/City priorities for the project elements	2
Funding (where is money coming from)	2
Pedestrian amenities - what are they	2
What is the goal of this project	1
What will it look like?	1
Construction impacts	1
Design details about planter strips and medians	1
Where undergrounding will be	1
Public art	1
Don't know	1

14. What are your current views about this project?

Positive, excited, looking forward to improvements	8
Moving too slowly	4
Lack of trust about implementing Comprehensive Plan	1
Don't know status of project	1
Concerned about widening 124th and 85th	1
Concerned about overall project, cost benefit, goal of moving transit is flawed	1
Make sure individual business issues are resolved	1
Neutral/don't know	1

15. How important is the project to the local community?

Very Important	7
Don't know	4
Important	2
Not important	2
Nice to have but not necessary	1

16. In your opinion, what are the top three issues for you as a stakeholder?

Below is a listing of verbatim comments from stakeholders weighted to determine relative level of significance. Points assigned: High = 3, Median = 2, Low = 1

Category	Issue	Level of Concern	Score	Geographic Framework
Streetscape				
	Curb side improvements (sidewalk, planting, undergrounding wires, medians)	High	3	East end
	Medians	High	3	Throughout corridor
	Sidewalk and planter strip	Moderate	2	Throughout corridor
	124th and 85th: 5 lanes	Moderate	2	Yes
	Sidewalks	High	3	Yes
	Trees	High	3	Yes. State Farm street trees were cut down
	Appearance of businesses	High	3	Throughout corridor
	Pedestrian safety and comfort	Moderate	2	Throughout corridor
	Safety	High	3	124th and 85th
	Sidewalks	Moderate	2	Yes. Some sidewalks exist.
	Pedestrian Safety	High	3	Yes. Both along 85th and streets intersecting 85th
	Landscaping berms	High	3	Yes
	Streetscape	High	3	
	Total Streetscape Score		35	
Construction, coordination, impacts, timeline, noise, pollution, hours, traffic delays.				
	Construction coordination	High	3	Don't know
	Impact on existing businesses	High	3	Don't know.
	Construction timeline	Moderate	2	Yes. Businesses
	Construction noise and pollution	Low	1	Yes. Businesses and residents.
	Construction work hours	Low	1	Yes. Businesses, restaurants
	Construction traffic delay	High	3	Yes. Back up into Redmond.
	Construction timeline	Moderate	2	Throughout corridor

	Construction impacts	Moderate	2	
	Construction impacts		2	
	Total Construction Score		19	
Access to businesses				
	Access to businesses	High	3	Yes. East end.
	Access	Moderate	2	Don't know.
	Access	High	3	Yes. Businesses and residents
	Access management and safety	Moderate	2	
	Access to businesses	High	3	Throughout corridor
	Access to businesses	High	3	Yes.
	Total Access to Businesses Score		16	
Communications Plan				
	Re-circle for input	High	3	Throughout corridor
	Communication Plan	High	3	Throughout corridor
	Adherence to the Comprehensive Plan	High	3	Whole corridor
	Land Use	High	3	Yes
	What is the plan?	Don't know	2	Don't Know.
	Adherence to the Comprehensive Plan	Low	1	Throughout corridor
	Total Communication Plan Score		15	
Overall impact on business				
	Impact on businesses	Moderate	2	Throughout corridor
	Impacts on businesses	High	3	Throughout corridor
	Long term loss of business	High	3	Throughout corridor
	Long term loss of business	Moderate	2	Throughout corridor
	Total Overall Impact on Business Score		10	
Traffic along corridor				
	Traffic	Moderate	2	Throughout corridor
	Traffic	Low	1	Throughout corridor.
	Traffic	High	3	Yes, need street along I405 next to Costco
	Traffic	High	3	Throughout corridor
	Traffic	High	3	Throughout Corridor
	Total Traffic Score		12	

Undergrounding				
	Undergrounding power lines	High	3	East first
	Undergrounding power lines	High	3	East end
	Underground utilities	Moderate	2	Yes
	Total Undergrounding Score		8	
Parking	Parking	High	3	Yes. Car wash.
Public Transportation	Public transportation	High	3	Yes. Benefits local residents

17. Do you feel that traffic signal controller cabinets are noticeable on the NE 85th Street Corridor? (They're the gray metal cabinets near a signalized intersection which house the traffic controller computer).

No 12
Somewhat 1
Yes 2
Don't know

18. How important is it to you that traffic signal controller cabinets be considered for aesthetic treatment?

Very Important 2
Somewhat Important 5
Neutral
Somewhat unimportant 4
Very unimportant 4
Don't know

19. What do you feel are the benefits to involving the public in the decision making process for this project?

Buy in for the improvements 2
Involve those affected 2
Better decisions and end product 2
Public money so public should be involved 2
Don't reopen the plan. It's been decided 2
Make sure both sides (business and residents) are involved 2
People more willing to deal with inconveniences 1
Less complaining if they are brought into process 1
Good ideas get incorporated 1
Compromising could satisfy everyone (win win) 1
Involve more than the squeaky wheel – will reduce City costs and find consensus 1
More people involved the more reasonable the solutions 1
Needs of citizens will be met 1
Make sure money isn't wasted 1
No surprises 1
Helps people get around during construction/reduce traffic jams 1

20. How would you like to be informed or involved in the project from here out?

Email	9
Web site (use for additional more in depth information)	3
E-Mail Alerts	2
Meetings	2
Phone	1
Electronic reader board (keep it positive)	1
Tour neighborhood and businesses providing updates (even if no changes)	1
Refresh people's memories of the project and goals	1
Mailings	1
Updates of status	1
Announce key decisions	1
Post cards, flyers	1
Visual aids	1
Keep individuals who want to know the pulse up to date	1
Lay out the plan and explain what is happening and what impacts will be	1
Show progress for construction and reports	1
Debrief after first stage. Learn what not to do or what to do before next phase	1
Open house at the end to celebrate. Store can run specials.	1
Use neighborhood associations for distributing information	1
City TV channel	1
Signs	1
Newspaper	1
Give businesses the plans and tell them if something changes	1
Personal contact with staff	1
Use Duncan as a resource	1
One point person to coordinate with businesses	1
Chamber communication channels	1
Twitter	1
Print media	1
Use multitude of ways to connect	1

Remember people don't always pass information on (Managers to employees, property owners to businesses, etc.)

21. Without knowing our list of interviewees, is there anyone else you feel we should be interviewing or including in the interview process?

Action Team
Action Team drop outs
Body Boutique Property Owner,
Brian White
Bud (ask Margaret) 822-7390
Carter Bagg 828-6565, 206-233-7663,
Chamber of Commerce
City of Redmond
Costco
Dave Boyer
Dierdra Johnson
Eastside business association.
General public

High School and Elementary School.
Interested parties
Jeff Trager
Jim Hoff 425-828-6868
Larger businesses.
Larger independent owned non-chain type businesses
Larry Mallory
Lee Johnson
Mark Dinwiddie
Mark Isacs (NRH)
Most impacted businesses
Neighborhood associations
People who live nearby
Petco
PTSAs in the area
Ray Hansen
Small businesses
Smir Saluja
Vacant property owners
Veterinarian
WSDOT

ATTACHMENT B ANTICIPATED PROJECT STAKEHOLDERS

Project Stakeholders: The following have been identified as internal and external stakeholders to reach during the project's design and construction.

Internal Stakeholders

Key Internal:

Kirkland City Council
Kirkland Cultural Council
Kirkland Transportation Commission

Other Internal:

Allan O'Neill, Police
Amy Bolen, Public Works Web Support
Amy Burtis, Information Desk Attendant
Bobbi Wallace, Surface and Wastewater Manager
Brian Dalseg, Signal Shop
Dan Rogers, Signal Shop
Dave Ramsay, City Manager*
Deb Powers, Urban Forester*
Ellen Miller Wolfe, Economic Development Manager and Cultural Council*
Fire BC Duty
Gina Hortillosa, Project Engineer*
Greg Neumann, Water Manager
Iris Cabrera, Transportation Engineer*
Jack Henderson, Fire TITLE
Janice Perry, Multi Media Communications Manager
Janice Soloff, Senior Planner*
John Hopfauf, Street Manager*
Kirkland City Council
Kirkland Cultural Council
Kirkland Transportation Commission
Lisa Nelson, Public Works Web Rep
Marie Stake, Communications Program Manager*
Marilynne Beard, Assistant City Manager*
Mark Berntsen, Lead Street Department
Michael Cogle, Park Planning and Development Manager *
Mike Ursino, Police
Paul Stewart, Deputy Planning Director*
SeppoTervo, Lead - Storm/Sewer Department
Steve Ensminger, Lead Water Department
Sudie Elkayssi, Special Events Coordinator

Tony Leavitt, Associate Planner*
Wendy Kremer, Public Grounds Supervisor*
* Interviewed in Public Involvement Scoping

External Stakeholders

Directly Impacted businesses, employees, residents and property owners
General public using NE 85th Street and 124th Avenue NE

- Drivers
- Cyclists
- Bus Riders
- Shoppers/patrons of businesses
- Pedestrians

Business owners identified in the Public Involvement Scoping

- Business Owner, Christy Niemann, State Farm*
- Business Owner, Jerry Chi, First Tech Credit Union*
- Business Owner, Larry Mallory, Honda*
- Business Owner, Rob Ahrendt, Edward Jones*
- Business Owner, Tod Johnson, Lee Johnson Chevrolet Mazda Kia *
- Business Owner, Kim Sanford, Costco
- Business Owner, McDonalds, Ernie Simas
- Business Owner, Rose Hill Shopping Center, Gayle Guynup
- Business Owner, Crescent Lighting Shopping Center, David Kao

Buddhist, American Evergreen

City of Redmond, Communications

City of Redmond, Transportation

Evergreen Hospital

Fed Ex, Tim Adams

Holy Family Church

KC Metro

KC Metro Sewer

King County Construction Coordination, Mike Boonsripisal

King County Intelligent Transportation System, Aileen McManus,

Kirkland Alliance of Neighborhoods, Norm Storme*

Kirkland Chamber of Commerce, Duncan Malloy*

Kirkland Chamber of Commerce, Bill Vadino*

Kirkland Downtown Association, Brenda Simmes

Lake Washington Methodist Church

Lake Washington Tech School

LWSD Transportation, Beth Brock

LWSD, Communications, Kathryn M. Reith

LWSD, Transportation, Jeff Miles

Metro Transit, Eric Brumback

Metro Transit, Richard Garcia

NE 85th Street Project(s) Contractor(s)

NE 85th Street Action Team

NE 85th Street Action Team, Business Owner, Mark Dinwiddie*

NE 85th Street Action Team, Linda Jones*

NE 85th Street Action Team, Planning Commission, Karen Tennyson*

NE 85th Street Action Team, Steve Tindall*

NE 85th Street Action Team, Carter Bagg, Action Team*

North Rose Hill Chair, Margaret Carnegie*

Northwest University

Overlake Hospital

Puget Sound Energy

Rose Hill Presbyterian Church

Sound Transit, Linda Robson

South Rose Hill/Bridle Trails Neighborhood, Jim McElwee*

Transportation Commission Chair*

United States Postal Service, Don Hatch

United Parcel Service

Verizon

Waste Management, Katherine Salinas

WSDOT

* Interviewed in Public Involvement Scoping

ATTACHMENT C

DRAFT PRECONSTRUCTION SURVEY

DRAFT Pre-construction Business & Institutional Survey (Source: Sound Transit)

Purpose: To introduce agencies and projects, explain why construction is necessary, to better understand business needs and reduce possible impacts of the Kirkland construction projects.

Property Owner Name _____

Business Name _____

Business Address _____

Contact /Interviewee and Title _____

Business phone _____ Cell phone _____

E-mail _____

1. What days and hours are you open?

2. How many employees do you have?

3. Number of shifts/employees per shift?

4. Do you anticipate significant changes in staff numbers or the way you do businesses in the upcoming months? *Yes* *No*

 If so, please describe:

5. Where do employees normally park?

6. How many clients or customers do you have each day?

7. How do your patrons arrive? *Car* *On foot* *Bike* *Bus*

8. Where do your patrons normally park?

9. What are your busiest days?

10. What time of day is busiest?
11. Do you host any regular monthly or annual events? If so, please describe:
12. Are there certain times of the year that are busier than others?
13. Please describe your garbage and recycling location and pick-up schedule:
14. Do you receive many deliveries or ship out from this location? Yes No
- If so, about how many per day?
 - Do they occur at certain times during the day or week?
 - Which door(s) do they use?
15. Do you receive or ship with very large trucks? Yes No
- If so, where do they enter and exit?
 - Do they turn around in your lot or elsewhere?
16. Do you anticipate changes in the way deliveries or shipments are made?
17. Are you the best contact to receive information on short notice about the project?
- If yes, if you are away from the phone, who could we ask for to locate you?
 - If no, is there someone who is in charge of daily operations that would be a better contact? *Name, phone number*
18. What is the best way for you to receive information in order to distribute to your staff and customers?
- Phone*
 - E-mail*
 - Flier*
 - Door hanger*
 - Personal visit*

Other suggestions?

19. What concerns or questions, if any, do you have about these projects?

Do you have any questions? If questions come up, please feel free to call or e-mail us with questions. Thank you very much.

ATTACHMENT D

CAPITAL IMPROVEMENT PROJECT PUBLIC FEEDBACK FORM

> Home Page > Departments > Public Works > Capital Improvement Projects > <>

Please take a few minutes to help us measure our effectiveness in providing you with information and reducing impacts from construction.

Page 1 of 1

Preview

Please choose the specific CIP project from this drop-down list.

85th Street Corridor

REQUIRED

Do you recall receiving information about this project before it began?

Yes

No

REQUIRED

If you selected "yes" for the question above, what method of contact reached you? (Choose all that apply.)

City of Kirkland project update flyer

City representative called/stopped by my residence or business

Signs

Neighborhood meeting/open house

Variable reader board

Newspaper

Web site

Electronic/email notice

Other

Do you feel you were adequately informed of the construction impacts?

Yes

No

Did the City provide regular updates about the project's progress?

Yes

No

Not necessary

Did you have a clear sense of whom to call if you had a question or problem?

Yes

No

Did you ever call the City with a question or problem regarding this project?

Yes

No

If you responded "yes" to the question above, was your call responded to quickly?

Yes

No

Did you visit the City web site for project updates or information on this specific project?

Yes

No

If you responded "Yes" to the question above, did the web site provide helpful information?

Yes

No

In addition to the information you remember seeing, what sources of information would be most effective in keeping you informed? (Please rank, #1 being the highest/most effective.)

REQUIRED

City of Kirkland project update flyer Enter a valid ranking. Example: 1, 2 or 3

Call me Enter a valid ranking. Example: 1, 2 or 3

Email me Enter a valid ranking. Example: 1, 2 or 3

Variable reader board/project signs Enter a valid ranking. Example: 1, 2 or 3

Newspaper Enter a valid ranking. Example: 1, 2 or 3

Web site Enter a valid ranking. Example: 1, 2 or 3

Blog Enter a valid ranking. Example: 1, 2 or 3

Twitter Enter a valid ranking. Example: 1, 2 or 3

Facebook Enter a valid ranking. Example: 1, 2 or 3

Other Enter a valid ranking. Example: 1, 2 or 3

Any other suggestions for the City on ways we can better communicate with you during construction projects?

Please feel free to clarify or further explain any of your answers to the above questions.