

# North Eastside Mobility Project

Kirkland Transportation Commission

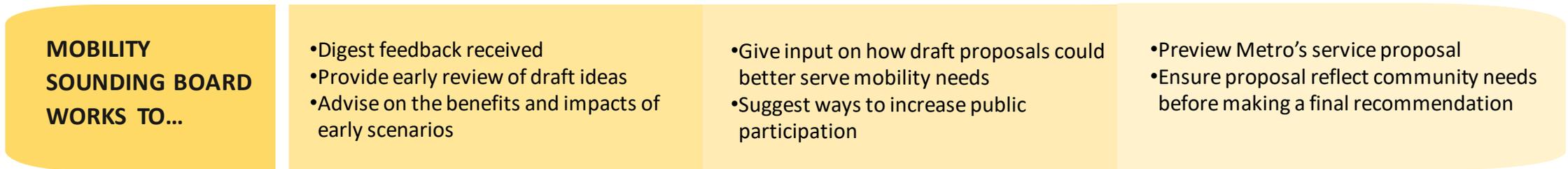
December 5, 2018

Kirkland City Hall

# Public Engagement Overview



**WE REACH OUT TO COMMUNITY MEMBERS AT EVERY STEP TO UNDERSTAND MOBILITY NEEDS AND LOOK FOR INNOVATIVE WAYS TO MEET THEM.**



# Public Engagement Overview

## Phase III: Proposal for Change

### Ways we gathered input

- Public forums
  - 4 English-language Open Houses
  - 4 in-language ESJ Community Conversations
- Online survey
  - 1,600 responses
- North Eastside Mobility Board
  - 17 members
- 12 community group or elected officials group briefings
- Jurisdictional Staff Partners meetings

### How we notified the community

- Street Teams at Kirkland TC
  - 1,950 flyers distributed over 3 days
- Signs at 200 busiest bus stops with highest ridership of routes being considered
- Transit Alert notifications by text & email
- Social Media
  - Targeted advertisements in English, Spanish, & Chinese
- North Eastside organizations & businesses
  - 74 received community partner toolkits
- Chinese Information Service Center, jurisdictions, employers, and community organizations

# Who did we hear from?

## Public forums

- UW Bothell open house, 10/23
- Redmond Senior Center open house, 10/27
- Kingsgate Library open house, 11/5
- Kirkland City Hall open house, 11/7
  - Total open house attendance: 100+
- Chinese-language Community Conversations
  - 10/30 in Kirkland;
  - 11/8 in Redmond
- Spanish-language Community Conversations
  - 11/9 in Kirkland;
  - 11/29 in Bothell
  - Total comments returned from ESJ community conversations: 84

## Online Survey

- Nearly 1,600 English-language responses
  - With nearly 3,700 visitors to the site
- Over half from Kirkland
- Most used routes: 255, 234, ST 540
- Majority ride the bus 5+ days a week

### *Of the respondents providing demographic information:*

- Many identified as White
- Mostly English-speaking
- About 12% with annual household incomes <\$55,000
- About 50% between 25 - 44 years old

# Online Survey

# March 2019, No Change Scenario

## Key Takeaways

- About 80% of riders are concerned about March 2019
- About 40% of riders report that a Link connection will increase their transit use
  - Around 10% say it will decrease their use
- About 25% of riders say that the No Change scenario will decrease their transit use beyond March 2019

# Proposal B, Change Scenario

## Key Takeaways

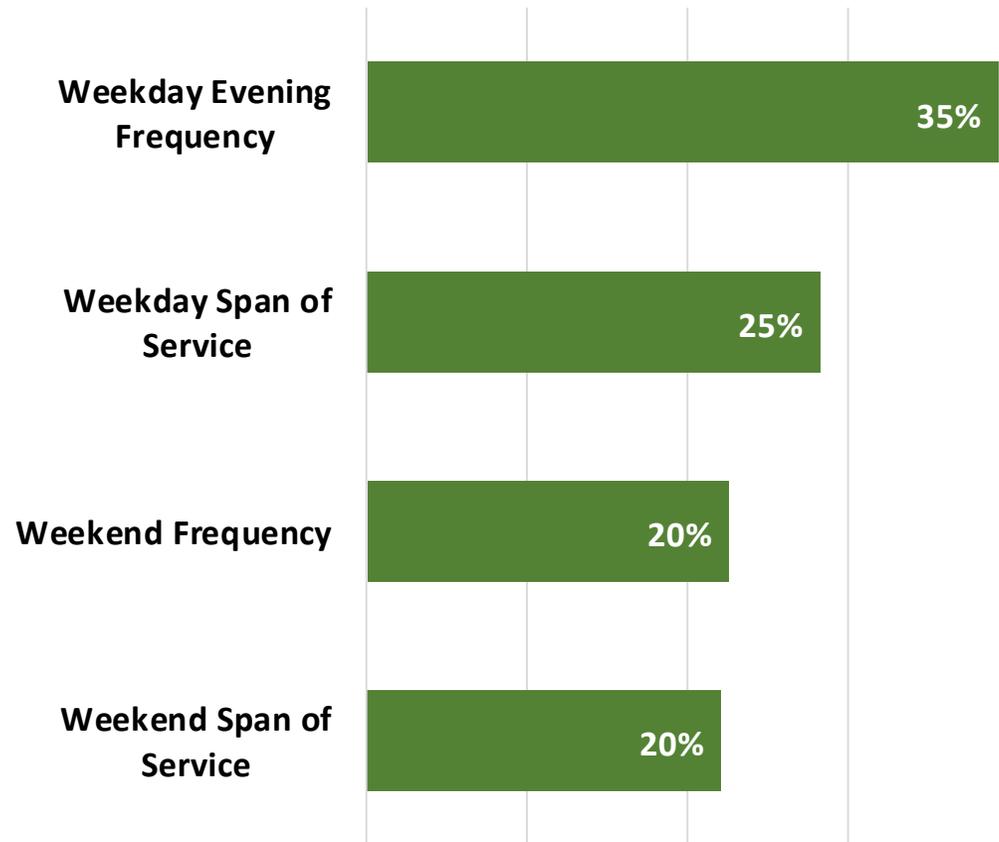
- Riders are most excited about investments in weekday/evening service, connecting to light rail, stop improvements at UW, & connecting to new destinations on Route 225
- About a quarter express interest in learning more and trying new flexible services
- Around 85% support or are indifferent about the ST 540 reorienting to SLU

To what degree do you agree or disagree that the needs from the community were addressed in the September proposal?

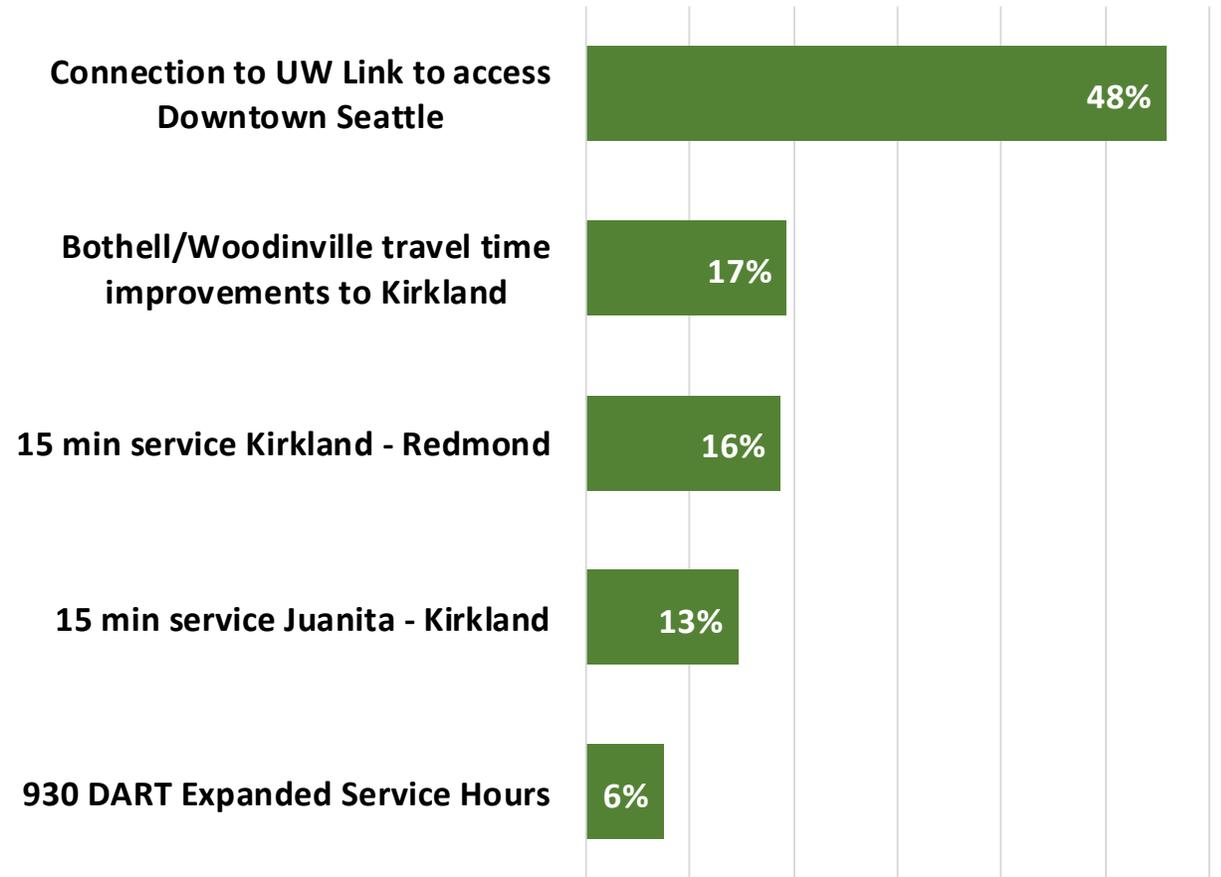
<b>Community Needs</b>	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Neutral</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
<b>Access to local destinations</b>	<b>21%</b>	<b>37%</b>	<b>22%</b>	<b>8%</b>	<b>11%</b>
<b>Availability at both traditional &amp; non-traditional hours</b>	<b>24%</b>	<b>37%</b>	<b>26%</b>	<b>6%</b>	<b>7%</b>
<b>Convenience &amp; ease of use</b>	<b>22%</b>	<b>29%</b>	<b>22%</b>	<b>11%</b>	<b>16%</b>
<b>Dependability &amp; reliability</b>	<b>25%</b>	<b>29%</b>	<b>27%</b>	<b>9%</b>	<b>11%</b>

Spend 10 dots to indicate which investments best address community needs and priorities.

### Frequency & Span of Service Investments

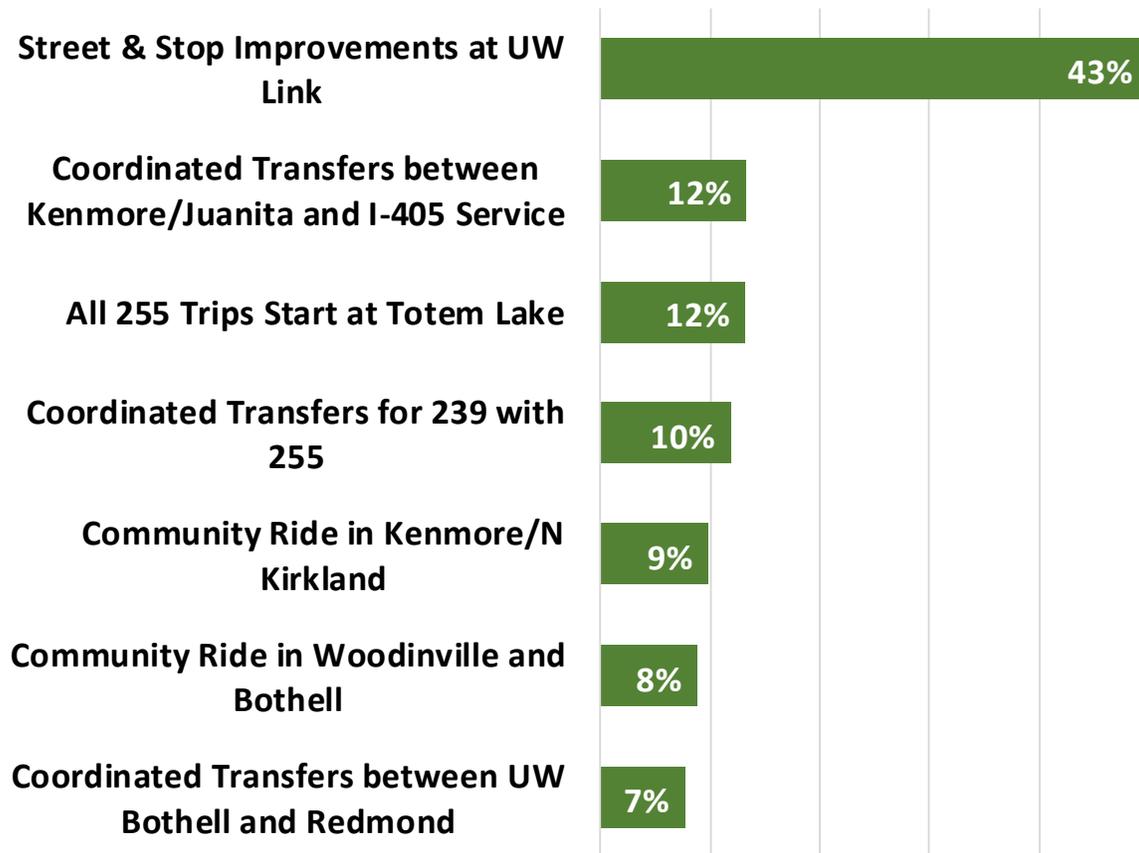


### Reliability & Dependability Investments

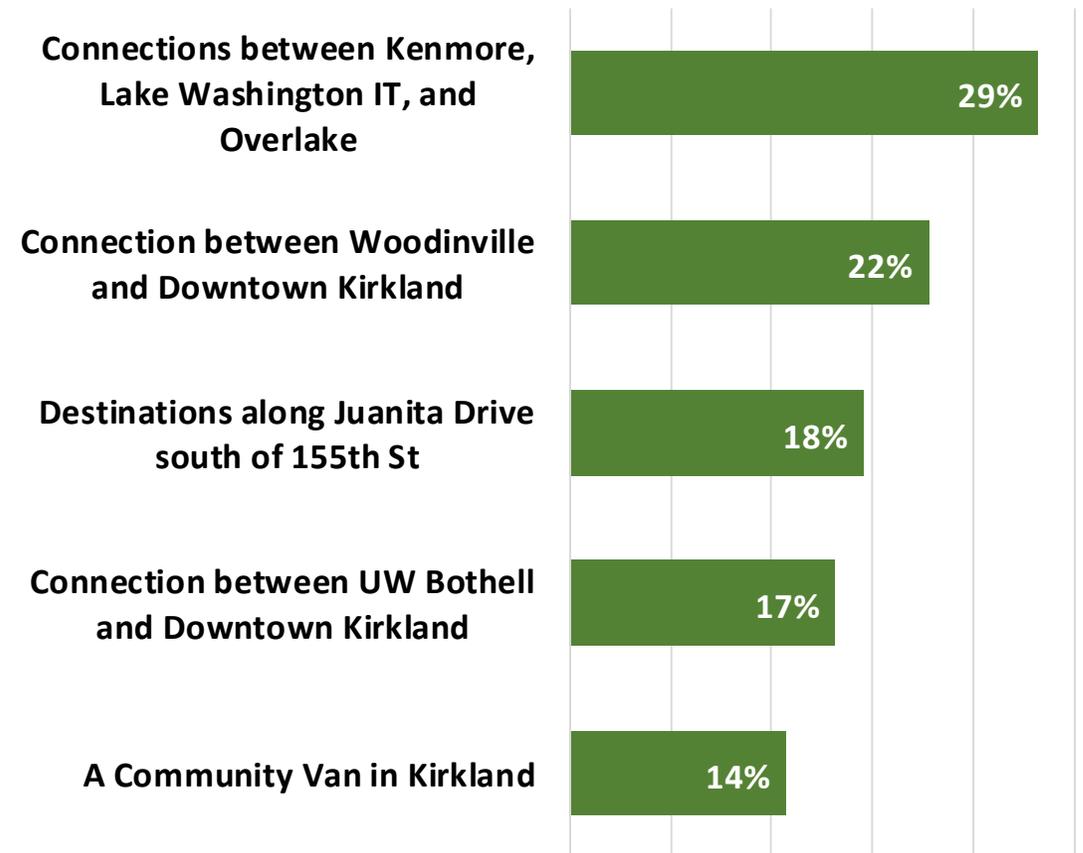


Spend 10 dots to indicate which investments best address community needs and priorities.

### Convenience & Ease of Use Investments

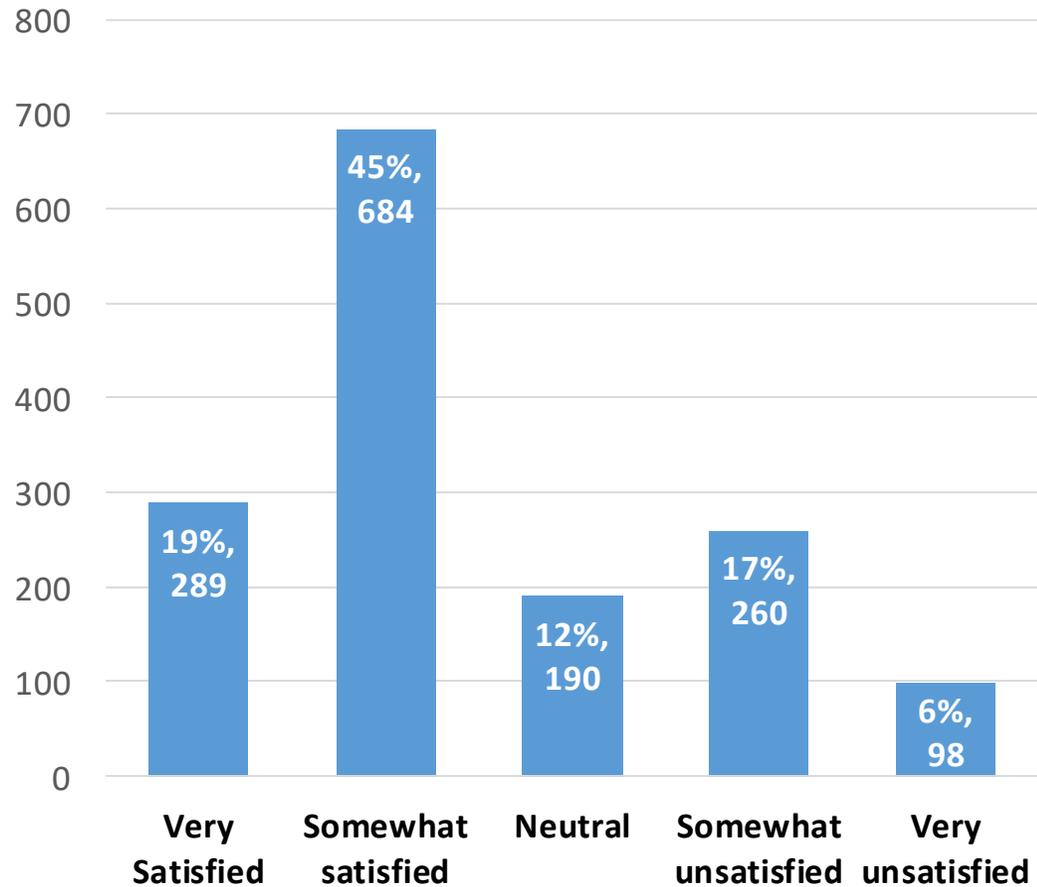


### Access to Destination Investments

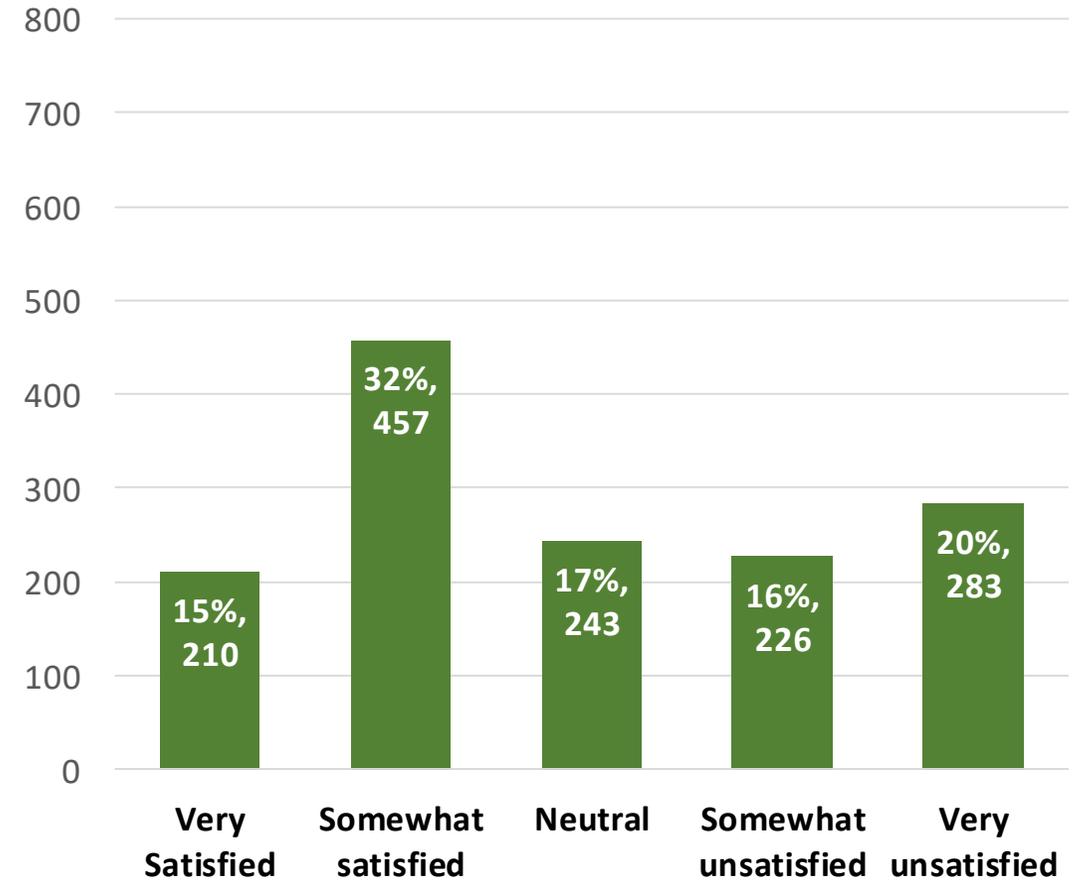


# Rider Satisfaction

## How satisfied are you today?



## How satisfied do you think you would be with the September 2019 proposal, if implemented?



Questions?