

## Open House #1 Summary

Tuesday, November 14, 2017, 5:30 – 7:30 PM  
Heritage Hall, 203 Market St, Kirkland, WA 98033

---

### Overview

The Kirkland Transit Implementation Plan project team held an open house on Tuesday, November 14, 2017 from 5:30 – 7:30 PM at Heritage Hall near Downtown Kirkland. The project team estimated that 20 members of the public attended the meeting, with 18 attendees having signed-in at the welcome station.

The purpose of the meeting was to share a general project overview and to gather feedback from the community on the existing and planned transit networks in the area. Community members also had the opportunity to provide their input on prioritizing potential transit investment opportunities, such as speed and reliability, frequency, accessibility, and more. Members from the project team were available to speak directly with the community to gather their feedback.

Participants were also asked to share their feedback regarding the open house and community outreach structure. **After feedback is collected, the input will be used to** guide transit improvement priorities in Kirkland and to identify specific projects which enhance transit service through the city.

### Staff

Staff from the City of Kirkland and the consultant team (EnviroIssues) attended the public meeting to facilitate the meeting, answer the community's questions, staff the open house stations and document attendee feedback.

Stephen Padua, City of Kirkland  
Joel Pfundt, City of Kirkland  
Aaron Gooze, Fehr & Peers  
Don Samdahl, Fehr & Peers  
Sophie Cottle, EnviroIssues  
Betsy Kinsey, EnviroIssues  
Dennis Sandstrom, EnviroIssues  
Anne Broache, WSDOT  
Diana Giraldo, WSDOT  
Evelyn Pao, WSDOT

### Notifications

Community notifications for the November 14 meeting included the following:

- Social media posts
  - Tweets sent on November 1, 7, and 14
  - Facebook posts on November 1, 7, and 14
- Posters displayed beginning on November 2 at:

- Kirkland Library
- Kirkland City Hall
- Kirkland Performance Center
- Peter Kirk Community Center
- Kirkland Teen Union Building
- Kirkland Bicycle
- South Kirkland Park & Ride
- Flyers distributed to community centers beginning on November 2
  - Kirkland Library
  - Kirkland City Hall
  - Kirkland Performance Center
  - Peter Kirk Community Center
  - Kirkland Teen Union Building
  - Kirkland Bicycle
- Flyers were distributed to all City neighborhood associations
  - Central Houghton Neighborhood Association
  - Everest Neighborhood Association
  - Evergreen Hill Neighborhood Association
  - Finn Hill Neighborhood Alliance
  - Highlands Neighborhood Association
  - Juanita Neighborhoods Association
  - Lakeview Neighborhood Association
  - Market Neighborhood Association
  - Moss Bay Neighborhood Association
  - Norkirk Neighborhood Association
  - North Rose Hill Neighborhood Association
  - South Rose Hill/Bridle Trails Neighborhood Association
  - Totem Lake Neighborhood Association
- City email newsletters
- City project website

### **Meeting format**

The meeting was an open house, with several information and feedback stations. Attendees visited stations to learn more about the project history, the project timeline, potential improvements under consideration, provide feedback on potential improvements, and leave comments on maps of existing and future transit networks in the area. Meeting attendees prioritized transit improvements from a list of six potential options. Attendees also had the opportunity to provide written comments regarding the KTIP and the open house structure.

## **Attendee feedback**

Attendees were asked to provide feedback on the existing transit network and the future transit network maps, as well as on potential improvement priorities. People left notes on the maps and display boards, and comment cards as well as sharing their feedback with project staff.

Much of the feedback from the community was regarding Metro Route 255, future network integration with the future BRT, and increasing reliability and service with the existing network. Attendee feedback is summarized below. Verbatim feedback can be found in the Appendix.

### *Existing Network*

- There are several areas surrounding Kirkland that suffer from traffic and pedestrian congestion
  - South Kirkland Park & Ride
  - Northwest University
  - Neighborhood of Juanita
- Metro Route 255 is an existing asset to the community
- There are concerns with existing service and reliability
  - Sound Transit Route 540 is unreliable
  - Increase frequency of existing routes

### *Future Network*

- Metro Route 255
  - Extend service into the weekend and weeknights
  - Limit the number of stops on the existing route
  - Improvements should focus in relieving delays due to traffic
- Integrate and expand existing network with the future BRT
  - Connect park and rides to BRT
  - Ensure safe pedestrian access
  - Improve east-west connections to BRT
- Use the rail corridor for transit
- Promote transit-oriented development with the BRT
  - Up-zone areas
  - Create safer pedestrian/bicycle access to stations
- Reliability
  - Increase signal priority for transit
  - Promote reliable transfers and connections with other transit modes
  - Increase reliability and predictability with mobile apps

### *Prioritizing Potential Improvements*

Attendees were asked to rank six potential transit improvements using dots at the meeting on a scale of one to six, one being the highest priority and six being the lowest. Attendee rankings of these potential improvements are averaged below. The full ranking can be found in the appendix.

	Speed and Reliability	Safety	Frequency	Accessibility	Comfort	Information Technology
Average rating	1.9	4.2	2.2	3.6	5.3	3.9

### **Observations and recommendations**

- Some attendees were expecting a presentation and arrived promptly at the beginning of the open house in order to ensure they didn't miss it. Recommend publicizing the event with language that indicates participants can stop by any time or that there is a presentation at a specific time.
- Most attendees stayed at the open house for around an hour and took time to have conversations with staff and provide thoughtful feedback. Attendees seemed familiar with this type of meeting and many had attended transit open houses with other agencies. Recommend using roll plots again in the future, as much discussion and feedback was gathered around the roll plots in the center of the room.
- Contacting the neighborhood associations helped attendance. Recommend to continue outreach with the neighborhood associations.
- Recommend having fewer staff at future events if attendance level is expected to be roughly the same.
- The size of the space and information provided felt appropriate for the number of attendees and purpose of the event.

Photos





**Appendix: Feedback**
**Evaluating Potential Improvements**

	Speed and Reliability	Safety	Frequency	Accessibility	Comfort	Information Technology	
	1	3	3	4	6	3	
	1	5	2	3	6	6	
	3	4	1	4	6	6	
	2	2	4	2	5	5	
	1	6	1	4	6	5	
	2	5	2	3	6	5	
	1	3	1	4	5	4	
	1	5	4	3	5	2	
	1	6	4	1	6	2	
	3	5	2	3	4	6	
	5	3	2	3	5	6	
	1	5	1	6	6	4	
	1	3	1	3	6	4	
	2	4	2	4	2	4	
	1	5	2	3	6	4	
	3	6	2	6	5	1	
	3	1	4	4	5	2	
			1	5	5	2	
			2				
			3				
<b>Average</b>	<b>1.9</b>	<b>4.2</b>	<b>2.2</b>	<b>3.6</b>	<b>5.3</b>	<b>3.9</b>	

## Existing Transit Network

Category	Comment	Location	Route (If Applicable)
Other	Use Washington DC zone model	General	
Cost	Lakeview area feels they are repeated and overcharged for these services; consider partnering with Eastside for flat rate even within Kirkland	Lakeview/Kirkland	
Service Improvements	Queue jumps from [South Kirkland] Park and Ride to 520	Park and Ride	
Safety	Reduce crossing need	Watershed Park	
General	Heavy student volume	Northwest University	
Service	Move [bus] stop	108th Ave NE & NE 53rd St	
General	Look at right-of-way and sidewalk space	Watershed Park	
Safety	Future signal	Lake Washington Blvd Ne & NE 52nd St	
Service	The 255 is great! The 540 is unreliable - always late!	General	255, 540
Service	I ride the 255 most often, at non-commute times. I love having a route along 108th. Wish the Bellevue route still ran there.	General	255
Park and Rides, Service	How can we better use the NE 70th Park and Ride, especially in conjunction with the I-405 BRT?	NE 70th Park and Ride	
Traffic	Really bad backups in the morning	132nd St & 108th Ave	
Safety	Using transit in this business area is hard. Pedestrian access to bus stops is bad.	Juanita Woodinville Way NE & 100th Ave NE	
Service, cost	Peak-only rates are useless to me. So are routes with more than 15 min frequency	General	



## Future Transit Network

Category	Comment	Location	Route (If Applicable)
Service	You asked us about lighting and safety, but NOT where we want the buses to go! How many Kirklanders want to go to Seattle versus Bellevue?	General	
Service	CRITICAL to have a fast, efficient transfer from east/west buses on 520 to UW light rail	UW Light Rail	Light rail
Reliability	More reliable data feed for One Bus Away etc., especially for 255 and bus tunnel	General	255
Service	Eliminate 50% of stops on route 255	General	255
	I really want more 255 weekend and week night hours, especially after downtown events	General	255
Reliability	A more reliable method of tracking bus via phone would help greatly	General	
Service	Would like convenient tie-in from South Kirkland to 85th when/if 85th will be the main tie to I-405	General	
Service	How do we connect NE 85th St BRT to downtown/jobs/housing/festivals in a meaningful way? If making that investment, how do we upzone to take advantage?	General	BRT
Parking	Covered bike parking, well signed, and obvious for bike share and owned bike parking	General	
	Prioritize safe walking access to future NE 85th St BRT station on both sides of 405.		BRT
Reliability	Priority for transit signal priority	General	
Routes	For the love of god, USE THE RAIL CORRIDOR FOR TRANSIT (please, thanks)	Rail corridor	
Other	What about a ferry?	Lake Washington	

Accessibility	Split city into regions. Make sure each region can access all others safely by walking (sidewalks), and biking (protected bike routes), and buses. Also, each region should be able to access all transit hubs via the same methods.	General	
Reliability	Yes to bus only lanes	General	
Routes	Current routing makes sense for now, but alternative routing is more feasible for a RapidRide model serving Finn Hill	Finn Hill	
Service	We need an east/west [connection] from 100th Ave to Redmond/Willows via NE 124th St	Redmond	
Park and Ride	Relocate Totem Lake Transit Center to west of 120th Ave NE to function more like Bellevue Transit Center	Totem Lake TC	
Service, Reliability	Queue jumps on 108th ASAP. TSP integrated with Metro.	108th Ave NE	
Service	Bus improvements to get people to use the bus + off the overcrowded roads between Juanita and 520	Juanita	
Service	255 bus route between Juanita and South Kirkland Park and Ride on the bus takes usually 45 mins+; this is due to roads being at WAY over capacity	Juanita	255
General	Manage park and ride transit access	General	
Service	Improve east-west transit to connect to I405 transit service and future BRT	General	BRT
Park and Ride	Congestion; park and rides; they're full	General [note was left between Brickyard Road P&R and the Korean Covenant Church P&R]	
General	Keep conversation about corridor alive! 405 misses most people	I-405	
General	Prioritize RR; much more valuable than 85th St	Rail corridor	

### Metro Connects 2025

Category	Comment	Location
Service	Could you do a loop shuttle within the central core of Kirkland?	Downtown Kirkland