



Attachment 2

Transit Needs Study: Public Engagement Update

Since launching the study, Staff have directly reached out to thousands of community members representing priority populations identified in the public engagement plan, including:

- BIPOC
- Business (employees/employers)
- Community service organizations
- Disabilities
- Human services organizations
- LGBTQIA+
- Limited English proficiency
- Seniors
- Youth and parents

Community members were invited to participate in planned focus groups (June 2026) and in direct engagement opportunities tailored to the needs of individual organizations and groups.

Summary of Public Engagement Opportunities Since Project Kick-Off

The following summarizes the public engagement activities that have occurred since this study began.

1. Focus Groups (June 2026)
 - a. Youth
 - b. Seniors & Other Community Members
 - c. Workforce
2. Direct Engagement (Ongoing), including but not limited to:
 - a. Meetings with Hopelink Staff
 - b. Meeting with Pride Across the Bridge Staff
 - c. Meeting with Kirkland Teen Union Building (KTUB) Staff
 - d. Kirkland Teen Union Building (KTUB) after-school pop-up event
 - e. Kirkland Senior Council meeting
 - f. Bike Everywhere Day Celebration Station pop-up event

Next Engagement Opportunities (Q3 2026):

- a. Eastside Easy Rider Collaborative (EERC) meeting
- b. Kirkland Kiwanis Club meeting
- c. Kirkland Chamber of Commerce meeting
- d. Language Services Programs, Peter Kirk Community Center pop-up events

Focus Group Meeting Summaries

a. Youth Focus Group

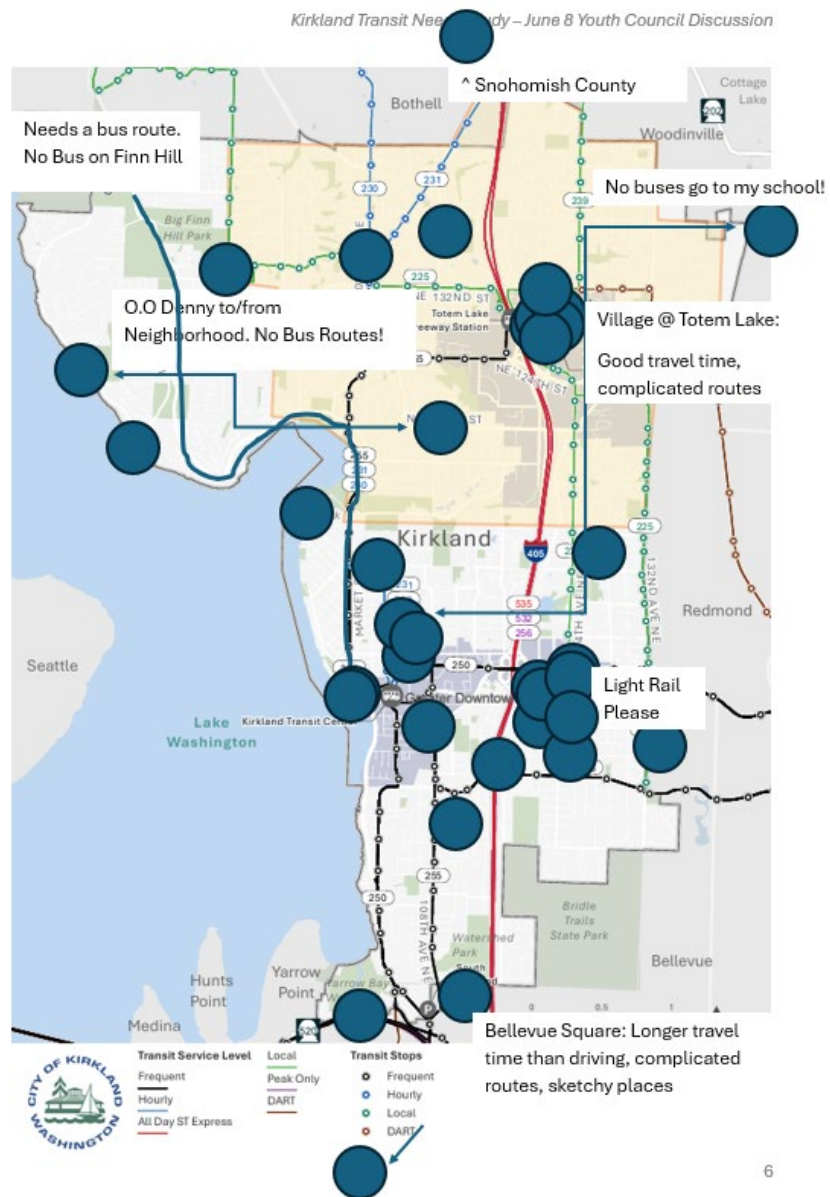
Youth appreciate that transit is free for them, but it is often unreliable and can feel unsafe.

Barriers Identified:

- Transit Service frequency is not fast enough (inconvenient) in many areas
- Bus stop locations are sometimes inconveniently located
- Some feel uncomfortable on the bus / have personal safety concerns
- Many are driven to key destinations rather than take the bus
- Sometimes buses get stuck in traffic and don't arrive when they're supposed to.

Solutions Suggested:

- Transit service in areas without existing service, like Finn Hill and adjacent neighborhoods.
- Real-time bus arrival information signage at key bus stops/stations
- Bus reliability improvements on routes 245 and 255



b. Seniors & Other Community Member Focus Group

Public transit is crucial for seniors, but key service gaps and concerns exist.

Barriers Identified:

- Limited transit to/from Finn Hill, Juanita, and Kingsgate neighborhoods
- Indirect service to key destinations (e.g., Transit Center, Totem Lake)
- Reliability & safety concerns with on-demand options
- Lack of lighting and shelter at many bus stops
- There is some overcrowding on buses during certain hours of the day



Solutions Suggested:

- Kirkland Circulator shuttle
- Improved wayfinding + information access (e.g., timetables, voice announcements at transfers)
- Direct bus routes from Kirkland to downtown Seattle and Eastside cities
- 100th Ave NE service connections to downtown, 85th St Station, and Totem Lake Shopping Center
- Reliable, and safe on-demand services

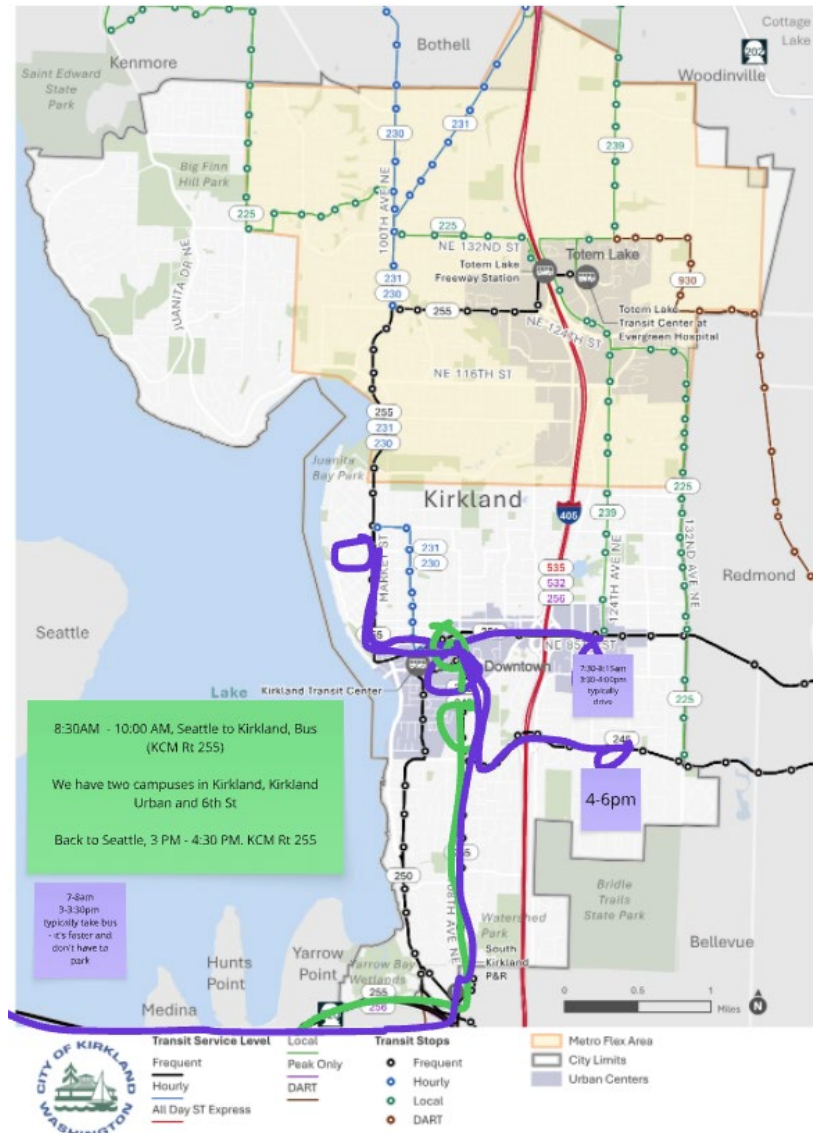
c. Workforce Focus Group

Barriers Identified:

- Given personal obligations it's often challenging to ride transit
- It's not convenient to take transit if they have to bring bulky items
- There are several areas around the city where there is little or no service.
- Sometimes buses can get crowded during rush hour.

Solutions Suggested:

- Dedicated bus lanes and corridors to help buses move faster / avoid gridlock
- Routes in Finn Hill and Juanita , especially to/from major employment areas
- Explore first/last-mile connections & on-demand services



Direct Engagement Feedback Summaries

Barriers Identified:

- *For many, access to transit means access to the community. Without transit, they are unable to fully participate or access what they need.*
- *Many trips can take significantly longer if taken via public transit.*
- *Many do not have access to transit services between where they are and where they are trying to go.*
- *Service is not frequent enough or sometimes riders have to wait a long time to access the bus.*
- *The bus can sometimes feel unreliable or inconvenient.*
- *Lifting an e-bike onto a bus is challenging, and many don't know how to put a bike on a bus in general.*
- *Some bus routes don't run late enough or early enough when needed.*
- *Safety concerns at bus stops on onboard buses.*
- *Perceptions of bus stops or buses being dirty or unsanitary.*
- *Navigating bus schedules, how to pay, transferring from one bus to another etc. is often confusing or unfamiliar.*
- *Life responsibilities don't align well with taking transit.*

Solutions Suggested:

- *Many like light rail because its high-quality, clean, convenient, quick, etc.*
- *Better amenities at bus stops, like shelters, information, etc.*
- *More, better service to make riding the bus faster*
- *Improved communication on services that exist, how to use, etc.*