



**OVERVIEW**

SDOT conducted outreach activities in March 2017 to inform the community about the RapidRide H Line and share options for transit, bike, and pedestrian improvements along the Delridge corridor. From March 13 to 31, 2017, SDOT used a variety of engagement opportunities including: an online open house; online survey; in-person events; door-to-door flyering; briefings; and media outreach. This mix of tools was used to reach the diversity of users of Delridge Way SW, aiming to involve people living, working, taking the bus, biking, and walking along the corridor.

Online open house	Online survey	In-person events	Door-to-door flyering	Briefings	Media coverage
961 unique visitors	482 responses	150 attendees	40 businesses / organizations	7 presentations	8 stories

This is a summary of the survey results received through the online open house.

**OVERARCHING THEMES**

**General**

- Excitement around upgrading Metro Route 120 to the RapidRide H Line
- Desire to see transit prioritized over other travel methods along Delridge Way SW
- Support for improving bicycle and transit infrastructure
- Support to improve accessibility for the most vulnerable in the community

**Improvements for people riding transit**

- Most respondents supported the idea for bus-only lanes to be added on Delridge Way SW
  - Many noted these lanes would be important to improve bus speed and some suggested making the peak-only lanes all-day bus-only lanes
  - Some respondents questioned the need for a southbound peak, bus-only lane between SW Graham and SW Holden streets since they do not see buses being caught in traffic during the evening commute
  - Design the roadway so buses can get around car traffic via queue-jumps were needed and place bus stops so cars can pass buses when they are stopped to let people on and off
- Respondents noted several suggestions to improve bus service along Delridge Way SW:
  - Make buses more frequent and faster
  - Extend night hours
  - Services that benefit the elderly and disabled such as a neighborhood shuttle service or a way for the elderly or disabled to hail a bus when not at a bus stop
  - Provide improved east/west transit connections
  - Extend the route to Burien park and ride; Tukwila light rail station; South Lake Union
- Respondents noted what they wanted to see at new bus stops:
  - ORCA card readers and ticket vending machines
  - Kept clean, safe, and protected from the elements
  - Should be ADA accessible
  - Need improved lighting

- Improving bus speed on Delridge Way SW won't improve overall bus speeds into downtown if the project does not address the onramp to the West Seattle Bridge, which causes a significant bottleneck
- The layout of RapidRide buses is difficult for people with disabilities to use

### **Potential bus stop changes**

- Most respondents were supportive of removing or relocating stops to improve bus speeds
- Desire to ensure bus stops are kept near schools, community centers, senior housing, and neighborhood services
- Concerns were raised in general about how changes to bus stops impact seniors and people with disabilities; a 10-minute walk to a bus stop is too far
- Metro Route 120 is used both for community and for people to get around in the Delridge community – changes to bus stops need to consider people getting to local services, not just to improve how fast commuters can get to Downtown Seattle

### **Improvements for people who bike**

- People who bike were the only modal group who preferred Option 2 to Option 1 in the survey. However, this preference was very close with 45.3% preferring Option 1 and 54.7% preferring Option 2.
- Respondents were divided on whether bike facilities should be prioritized on Delridge Way SW or if people who bike could be accommodated by the neighborhood greenways. We heard things like:
  - Pro bike lanes on Delridge Way SW
    - Concern with grade and lack of connectivity via neighborhood greenways
    - Some respondents cited the Bike Master Plan and called for protected bike lanes in both directions on Delridge Way SW from the West Seattle Bridge to SW Kenyon St
    - Bike advocates asked for additional option to be considered where bus improvements were prioritized north of SW Juneau St and provides space for people biking on Delridge Way SW itself south of SW Juneau St. This would improve bike infrastructure on the west side of Delridge Way SW where the neighborhood greenway ends at SW Graham St where the east side neighborhood greenway is largely inaccessible.
  - Con bike lanes on Delridge Way SW
    - The existing bike lanes on Delridge are underutilized
    - Some people who bike noted the neighborhood greenways are useful for them and Delridge Way SW should be prioritized for transit and for bike investments to be prioritized along the neighborhood greenways
    - While the topography of Delridge Way SW makes it an accessible route for people who bike, some noted the amount of traffic, large trucks, and increasing development make riding on Delridge Way SW unpleasant and even with bike lanes they don't feel it would be a preferred route
- In general, respondents wanted to see more attention to an overall bike network connecting bike lanes, neighborhood greenways, and trails throughout the neighborhood
- Desire for additional bicycle amenities like bike racks and lockers at bus stops, and traffic lights that account for people biking on Delridge Way SW

### Improvements for people living in South Delridge

- Recommendation for the RapidRide H Line route to stay on Delridge Way SW and rather than serve Westwood Village via SW Barton ST and 26th Ave SW
  - Concern if the line does not run on Delridge Way SW it isolates residents east of the corridor, especially those living in Highland Park
  - Consider future development and density, especially considering HALA, which shows increasing density in White Center and east of Delridge Way SW
  - Elimination of the Westwood Village loop would improve bus speeds
  - Concerns with impact from buses on pavement conditions and private property along 26th Ave SW
  - One suggestion was to split the route where certain buses would stay on Delridge Way SW and other buses would go to Westwood Village

### Roadway conditions and changes

- Pavement conditions along Delridge Way SW. They noted:
  - Many potholes and cuts caused from development
  - The current condition of the pavement is a safety hazard to those driving, walking, and biking
- The condition of the center lane pavement should not prevent consideration of the best way to use the available space. By repaving the center turn-lane, it would create more space and remove the conflict between bus and bike lanes. This is more important than a landscaped median.
- Concerns about adding a landscaped median including a median would:
  - Make it harder for people to cross the street mid-block
  - Limit driver visibility
  - Make it harder for cars to make turns, merge into traffic, and access driveways
- Reducing the speed on Delridge would increase safety for users

### Parking

- Divide on whether to remove more parking.
  - Pro additional parking removal:
    - Offer more space for transit-only lanes and bike lanes
    - Parking on Delridge is underutilized
    - People drive into the neighborhood and park their cars for easier access to bus routes
  - Cons of parking removal:
    - Not everyone can take the bus to work
    - As density increases, parking will be in high demand

### Improvements for people walking

- Delridge needs more visible crosswalks
- Delridge needs improved adjacent sidewalks

### OPTION PREFERENCE BY HOW PEOPLE GET AROUND THE CORRIDOR

Mode	# of respondents	Option 1	Option 2
Ride a bus	313	75%	25%

Mode	# of respondents	Option 1	Option 2
Drive a car alone	279	74%	27%
Drive in a car with others	240	76%	24%
Walk (or use some mobility device)	220	70%	31%
Bike	128	44%	55%
Carsharing	64	67%	33%
Taxi	15	87%	13%

## PARTICIPATION SUMMARY

### Who took the survey?

- Majority of survey takers lived within five blocks of Delridge Way SW (62.9%)
- Slight majority of survey takers had not engaged in prior outreach on the project (57.8%)
- Majority of survey takers were age 25-44 (63.6%), only 4.3% were 65 or older
- Majority of survey takers identified as White or Caucasian (67.7%)

### Top ways people heard about the survey:

- Coverage on the West Seattle Blog (50.8% of survey takers)
- Email updates from SDOT (20.9% of survey takers)
- Postcard mailer (15.9% of survey takers)
- Other media (12.5% of survey takers)

## NOTIFICATION REACH

Notification	Sent/posted	Recipients	Viewed
Postcard mailing	March 13	10,744	Unknown
Email 1	March 13	187	100 (open rate of 53.8%)
Email 2	March 20	320	164 (open rate of 51.9%)
Email 3	March 29	357	132 (open rate of 37.4%)
SDOT Facebook	March 16 – 27	Impressions: 10,756	Clicks: 436
International Examiner	March 13 – 27	Impressions: 59,014	Clicks: 14
Runta News	March 13 – 17	<i>No data available</i>	<i>No data available</i>
Seattle Globalist	March 13 – 15	36,813	10
Seattle Globalist Twitter	March 13	773	9

*\*All display ads were combined with Madison BRT*

### Effectiveness of notifications

Top ten sources of traffic to the online open house:

1. Direct link (RapidRideHLine.participate.online) – 25.3%
2. West Seattle Blog – 23.2%
3. SDOT website – 16.8%
4. Metro Transit Alert (email) – 5.6%
5. Seattle Transit Blog – 4.4%
6. Google search – 3.7%
7. Facebook referral – 3.7%
8. Seattle Curbed – 2.4%
9. West Seattle Herald – 2.1%
10. Twitter – 1.9%