



# Seattle – Delridge – White Center – Burien



## RapidRide H Line Design Outreach Report

King County Metro (Metro) is expanding RapidRide service—building the METRO CONNECTS vision of bringing more and better transit service to King County. RapidRide brings investments to communities who need it most and engages those communities in decision-making along the way.

**In 2022, Metro Route 120 is becoming RapidRide H Line.** RapidRide H Line will provide connections from neighborhoods in Burien, White Center, and West Seattle to Downtown Seattle and South Lake Union. It will improve travel times, reliability, and connections to other bus service and to Link light rail.

This report summarizes the outreach activities that Metro conducted throughout planning and design for RapidRide H Line.



*RapidRide is Metro's highest level of investment in service, amenities, speed and reliability, and innovation.*

**This exciting upgrade will bring many investments to your neighborhood**

- Better access
- Easy to board
- Frequent and on-time service
- Bus station upgrades
- Speed and reliability
- Business access and transit lanes

## Equity and Social Justice

RapidRide H Line is an investment in one of the most racially, socioeconomically, and ethnically diverse communities in King County. Communities along the route speak many languages and include a notable population of youth and senior transit riders; those whose access to a personal vehicle is limited; immigrants and refugees; and individuals living with disabilities.

Successfully engaging underrepresented populations requires awareness of specific barriers to participation and taking proactive steps to overcome them. Common barriers to participation include speaking limited English, having low-income, limited literacy, having mobility challenges, and having disabilities.

Metro prioritized outreach through non-English traditional and social media and worked to reach communities that speak primarily Spanish, Khmer/Cambodian, Vietnamese, and Somali.

### COMMUNITY PARTNER SPOTLIGHT: The White Center Community Development Association



Metro partnered with the White Center Community Development Association to reach underserved stakeholders in the area via word of mouth, translation, and flyer distribution, and to help us distribute a “needs and priorities” survey.

The White Center Community Development Association also provided child care at RapidRide H Line open houses. Thanks to this important partnership, Metro was able to provide meaningful outreach to historically underrepresented groups.

Throughout design outreach, Metro led a robust, inclusive outreach effort, guided by King County’s Equity and Social Justice Plan. Tactics included:

### EQUITY AND SOCIAL JUSTICE TACTICS

Offered online and in-person surveys in English, Spanish, Somali, Vietnamese, and Khmer/Cambodian

Met people where they are through on-the-ground conversations with Route 120 riders

Organized an ethnic media outreach campaign generating 308,000 impressions

Attended 10 briefings and presentations with key community groups

Translated project materials and distributed through community-based organizations

Offered Spanish, Somali, Vietnamese, and Khmer/Cambodian interpretation services at events

Offered child care at open house events

Organized online and in-person events to provide more options for people to engage with the project team

## Gathering Community Feedback

RapidRide provides dependable transit that helps build stronger, healthier communities. As we prepare to launch the new RapidRide H Line service, we know that community input throughout the planning and design phases will prove critical to its success.

Our outreach goals during RapidRide H Line design included:

- ▶ Building awareness and understanding of the plans to expand RapidRide service with the new RapidRide H Line.
- ▶ Collecting feedback from the community on the route alignment, station locations, amenities, and safety improvements.
- ▶ Building and growing positive relationships with our partners and communities along the route to create project buy-in.
- ▶ Implementing an equitable outreach process to collect feedback from those most affected by changes.

### DESIGN OUTREACH AT A GLANCE



# Outcomes of Community Input

During outreach, Metro’s comprehensive effort resulted in rich feedback from the communities surrounding the future RapidRide H Line. This feedback was critical in shaping the RapidRide H Line final design. These are some of the ways the public shaped the project:

**SAFETY IMPROVEMENTS:** An early public survey revealed that the community prioritized safety at bus stations. They also noted a need for bus station amenity upgrades or additions, such as weather shelters, garbage cans, lighting, and maintenance. Metro used this feedback to add shelters, lighting, and garbage cans at new RapidRide H Line stations.

**STATION ACCESS:** The community provided input about where stations were located, and they had ideas about how to ensure that all users have safe access to the stations. Metro used this information to define the final RapidRide H Line station locations.

**ROUTE ALTERNATIVES:** The community expressed a desire to maintain connections through West Seattle, such as stations near Westwood Village. Most feedback we heard supported a route that would travel onto SW 150th Street in Burien, rather than SW 148th Street, and for an option in White Center that would travel along SW Roxbury Street and 15th Avenue SW. Metro used this information to define the final RapidRide H Line route alignment.

**STATION AMENITIES:** Public feedback addressed key station amenities such as shelters and seating, and access-to-station design decisions, such as crosswalks and improved sidewalks. The community showed strong preferences for certain station amenities, such as real-time arrival information and lighting. Metro used this information to help determine the allocation of station resources among almost 50 RapidRide stops along this route.

Overall, we heard widespread support for the upgrade of the Route 120 to the RapidRide H Line.

Fact sheets were translated into Khmer/Cambodian, Spanish, Vietnamese, and Somali.

The image displays three fact sheets for the RapidRide H Line project, each in a different language: Spanish, Vietnamese, and Khmer/Cambodian. Each sheet includes a photograph of a yellow and red RapidRide H Line bus, a map of the route from Burien to Downtown Seattle, and key project details. The Spanish sheet is titled 'La Ruta 120 va a ser mejorada' and lists statistics such as 13 miles in length, 80 stops, and 9,200 daily passengers. The Vietnamese sheet is titled 'Tuyến 120 đang được nâng cấp' and provides similar statistics. The Khmer/Cambodian sheet is titled 'Tuyến 120 sẽ trở thành tuyến RapidRide H' and includes information about station amenities and safety improvements. All sheets mention the route: Burien—White Center—Westwood Village—North Delridge—Downtown Seattle.



## RapidRide H Line Design

The RapidRide H Line project launched the design process in late 2017 and reached final design in spring 2020.



*In-person outreach to local businesses and stakeholders.*

**EARLY DESIGN:** Metro conducted early design outreach between fall 2017 and March 2018. During this time, the public was asked to provide feedback on route alignment alternatives and to complete a “needs and priorities” survey. As part of a comprehensive outreach approach, Metro partnered with the City of Seattle to lead this robust outreach effort, which engaged over 1,000 community members.

**ADVANCING DESIGN:** In 2018 and 2019, Metro reported back to the community on information we learned from the public during early design outreach. During this phase of the project, we presented the updated design, station locations, roadway changes, and design renderings, and sought community feedback on these improvements.

**FINAL DESIGN:** In the final design stages, Metro sent personalized letters to more than 100 properties to inform them of anticipated construction impacts (e.g., paving near their property) or changes they will see once construction is complete (e.g., a new station near their property). Metro also reached out to owners of high-impact properties to ensure they thoroughly understood the impacts. Metro also worked with them, when possible, to adjust designs to be mutually agreeable.



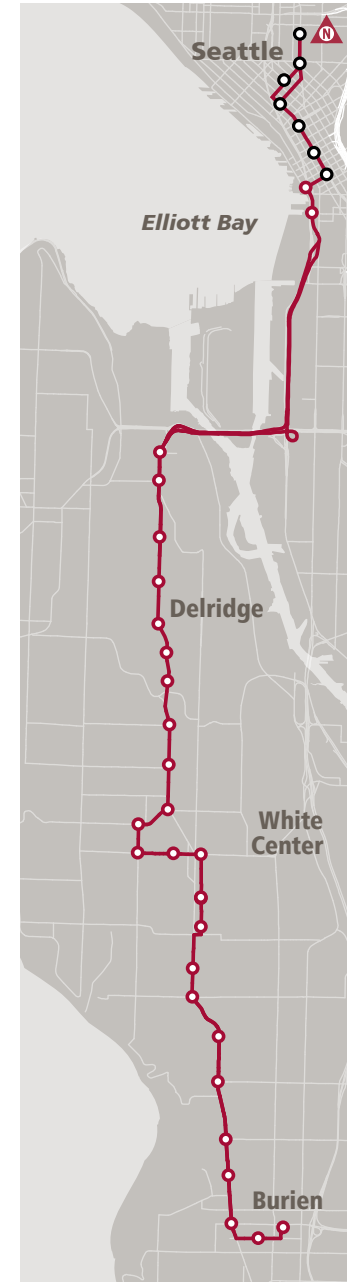
*Kevin Kibet (right), King County Metro Transit Capital Project Manager, answers questions at RapidRide H Line open house.*

## Final Design

In spring 2020, the RapidRide H Line project reached final design. This means we are ready to move into constructing the route improvements to prepare for RapidRide H Line operation as soon as fall 2022. Thank you to everyone who participated during the RapidRide H Line design process by sharing your feedback and attending community events!

Final design was influenced by three rounds of public outreach over the past several years. With this new service, many improvements will come to the neighborhood including:

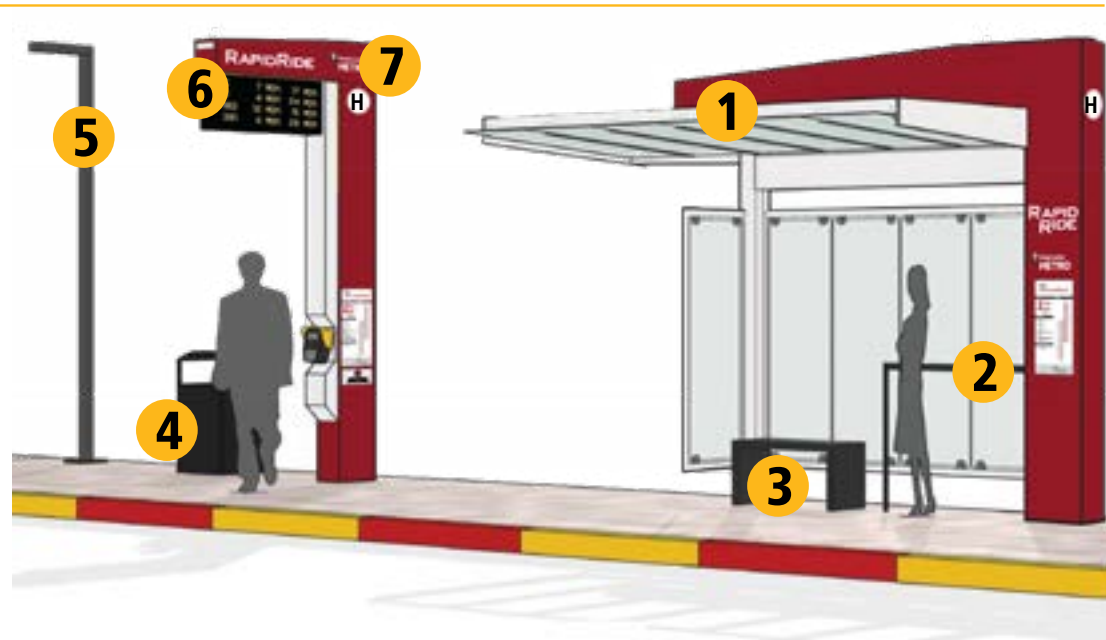
- ▶ Station upgrades
- ▶ Access-to-station improvements, such as new crosswalks and sidewalk repairs
- ▶ Safety improvements at stations, such as lighting
- ▶ Roadway repairs and paving
- ▶ New signals
- ▶ New turn lanes
- ▶ Business access and transit (BAT) lanes



RapidRide H Line route.

### RapidRide station conceptual design

- 1 Shelter
- 2 Leaning rail
- 3 Bench
- 4 Litter receptacle
- 5 Pedestrian light pole
- 6 On-demand lighting via push button
- 7 Tech pylon



Subject to change.

## What's Next

Before RapidRide service begins on the new route, Metro will construct safety improvements throughout the corridor and upgrade the bus stations with RapidRide shelters and amenities. We expect construction to begin early summer 2021, with RapidRide H Line operational as soon as fall 2022.

We'll reach out to route neighbors and users in advance of construction to notify them of the work and any anticipated construction impacts.

Sign up for RapidRide H Line email or text alerts to stay up to date on construction: [www.kingcounty.gov/metro/hlineinfo](http://www.kingcounty.gov/metro/hlineinfo)

Sign up for Route 120 rider alerts to stay informed of any transit detours or temporary stops during RapidRide H Line construction: [www.kingcounty.gov/metro/signup](http://www.kingcounty.gov/metro/signup)



Multiple interpreters were on hand at RapidRide H Line open houses.

### Contact us:

Visit our website to sign up for construction email updates:

[www.kingcounty.gov/metro/hlineinfo](http://www.kingcounty.gov/metro/hlineinfo)

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Para solicitar esta información en Español, sírvase llamar al 206-263-9988 o envíe un mensaje de correo electrónico a [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov)

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