North King County Mobility Coalition

2020 GAPS Analysis
EXECUTIVE SUMMARY

A variety of unique transportation gaps exist in North King County, an area that includes the cities of North Seattle, Shoreline, Bothell, Kenmore, Lake Forest Park, and Woodinville. These gaps may be spatial, temporal, institutional, infrastructural, or awareness gaps. Seeing these needs, a community task force supported by the North King County Mobility Coalition formed to understand the region's unique needs better. The purpose of this analysis is to: Understand the mobility challenges in the North King County region for populations with special transportation needs and, in doing so, better coordinate members and service providers to facilitate mobility improvement projects.

As a result of this analysis, the North King County Mobility Coalition has identified several prioritized projects and actions for the region. Whether you’re a resident, an elected official, a human service organization, or a private business, a unified voice is required to enact these changes and ensure transportation better serves people throughout North King County. We invite you to join in on these conversations.

Accomplishing projects related to the needs identified in this report will result in many benefits for the region and the people our coalition aims to serve. The most prominent recommendations for the North King County Region identified by this report are as follows:

► Directly engage with all North King County cities around transportation issues outlined in this Gaps Analysis and implement actions that will address these issues.
► Increase outreach to underserved communities, especially limited English speakers.
► Alternative services should be as low-barrier as possible with their intake process.
► Increase coordination of cross-county travel, both for fixed-route and paratransit services, by providing more comfortable transfers and more local connections around the county border.
► Increase access to the following areas via transit:
  • Areas near to but not immediately along the SR 522 Corridor;
  • Areas near to but not immediately along the Bothell/Everett Highway;
  • Accessing Bellevue, nearby Snohomish County, Seattle, and Ballard.
  • Traveling from Kenmore and northeast Seattle to a variety of locations.
► Improve sidewalk and bicycle infrastructure, particularly near the two KCHA properties located along Ballinger Way.

Community engagement should be the first step in any transportation planning process. We hope this report provides enough information for those working on improving transportation in the North King County Region. To request this report in alternative formats or get more involved, contact:

Maggie Harger, Mobility Coordinator, at mharger@hopelink.org or 425-943-6730, or general inquiries can be sent to mobility@hopelink.org. More information about the North King County Mobility Coalition (NKCMC) is found here: https://www.kcmobility.org/nkcmc.
ACKNOWLEDGMENTS

The North King County Mobility Coalition would like to give special thanks to our many community partners who have worked hard to make this report possible. Our community partners represent citizens, businesses, and organizations in six cities; North Seattle, Shoreline, Lake Forest Park, Kenmore, Bothell, and Woodinville.

This work was made possible through the North King County Mobility Coalition members’ commitment and hard work. We’d like to thank the individuals and organizations who participated in this project. In alphabetical order:

- Center for Human Services
- City of Bothell
- City of Kenmore
- City of Lake Forest Park
- City of Shoreline
- City of Woodinville
- Community Transit
- Community Advocates
- Compass Housing Alliance
- Department of Social and Human Services (DSHS)
- Hopelink
- Kenmore Senior Center
- King County Housing Authority (KCHA)
- King County Metro
- King County Mobility Coalition
- Lake Forest Park Citizen’s Commission
- Northshore Senior Center
- North Urban Human Services Alliance (NUHSA)
- Puget Sound Regional Council (PSRC)
- Residents of North King County who participated in our survey
- SHAG Senior Living
- Snohomish County Transportation Coalition (SNOTRAC)
- Sound Generations

North King County Mobility Coalition Staff Support

- Maggie Harger, North King County Mobility Coalition Coordinator
- Bree Boyce, Program Manager for Coalitions
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INTRODUCTION

The North King County Mobility Coalition (NKCMC) was formed in the fall of 2010 as one of the four sub-regional mobility coalitions in King County overseen by Hopelink’s Mobility Management team. For this analysis, the North King County area includes the cities of Bothell, Kenmore, Lake Forest Park, Seattle\(^1\), Shoreline, and Woodinville. The NKCMC has identified overarching priority goals that our coalition seeks to address, which include:

- The facilitation of mobility improvement projects for special needs populations\(^2\) in North King County;
- The improvement of education and awareness of transportation resources; and
- The coordination of members and service providers to identify transportation challenges in our region.

A variety of unique transportation needs and gaps exist in the North King County region. Still, these gaps are often discovered through needs assessments conducted by individual organizations, cities, or known only to the individuals who experience them daily. This report aims to compile the transportation needs and gaps of people living in the North King County region in a single, referenceable document that will be used to inform upcoming transportation changes and initiatives in North King County. This report will also categorize the quality of existing programs, services, and policies. While this report aims to uncover transportation needs for all North King County residents, it does focus specifically on target special needs populations identified by the coalition. This includes youth (ages 5-17), older adults (age 65+), people with disabilities, individuals with incomes at or below 200% of the Federal Poverty Line (FPL), households with limited English proficiency, and households not in possession of a personal vehicle. These groups were chosen as they are more likely to be dependent on transit or specialized services for their mobility needs.

NORTH KING COUNTY TODAY

Demographics

North King County defined by the NKCMC encompasses the cities of North Seattle, Shoreline Bothell, Kenmore, Lake Forest Park, and Woodinville, which are represented by the zip codes of 98011, 98021, 98028, 98072, 98103, 98105, 98107, 98115, 98117, 98125, 98133, 98155, 98177 and 98195.

All calculated demographic components used data from the U.S. Census Bureau’s American Community Survey (ACS) 5 Year Estimates from 2014-2018 and can be found in Appendix 2: Collected Data.\(^3\) According to the ACS, the total population of North King County is approximately 440,000 people. Of that population, a

\(^1\) The NKCMC primarily focuses on Seattle north of the ship canal.

\(^2\) Special needs populations are identified as follows: youth (5-17), older adults (65+), people with disabilities, individuals with incomes at or below 200% of the Federal Poverty Line (FPL), households with limited English proficiency (LEP), and households not in possession of a personal vehicle.

\(^3\) Appendix 2, Figure 1: Demographics of North King County, pg. 33.
A significant portion falls into specific target populations that are likely to be underserved. For this analysis, the target demographics chosen by the North King County Mobility Coalition included the following:

- **Youth (ages 5-17):** This is an age group that tends not to drive themselves to destinations and may have to walk to school.
- **Older Adults (age 65+):** Older adults are essential to consider because transportation is frequently identified as one of the most critical issues for this group in King County.\(^4\)
- **Individuals with disabilities:** Individuals with disabilities may be entirely dependent on transit, paratransit, or volunteer transportation programs for mobility.
- **Low-income households at or below 200% of the Federal Poverty Level (FPL):** According to 2018 poverty guidelines, to be considered low income at a federal level, a family of four had to make $25,100 or less.\(^5\) The North King County Mobility Coalition and our partners at Puget Sound Regional Council (PSRC) define poverty as 200% of the federal poverty level.\(^6\) In North King County, approximately 16.9% of individuals meet these requirements. ORCA LIFT and similar programs also use 200% FPL to determine program eligibility.
- **Households with limited English proficiency:** These groups may be less likely to have a working knowledge of how public transit operates due to language limitations.\(^7\)
- **Households who do not own a vehicle:** This is a group that is entirely dependent on public mobility services and may encompass one or several of the targeted groups listed above.

### Figure 1: Demographics of North King County

<table>
<thead>
<tr>
<th></th>
<th>Bothell</th>
<th>Kenmore</th>
<th>Lake Forest Park</th>
<th>North Seattle</th>
<th>Shoreline</th>
<th>Woodinville</th>
<th>All North King County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total population</td>
<td>44,994</td>
<td>22,546</td>
<td>11,178</td>
<td>291,522</td>
<td>56,020</td>
<td>12,026</td>
<td>440,286</td>
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<td>Youths (5-17)</td>
<td>7,146</td>
<td>3,366</td>
<td>2,005</td>
<td>30,267</td>
<td>7,157</td>
<td>1,793</td>
<td>51,734</td>
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<tr>
<td></td>
<td>15.9%</td>
<td>14.9%</td>
<td>15.2%</td>
<td>10.4%</td>
<td>12.8%</td>
<td>14.9%</td>
<td>11.8%</td>
</tr>
<tr>
<td>Seniors (65+)</td>
<td>5,850</td>
<td>3,110</td>
<td>2,450</td>
<td>35,437</td>
<td>9,849</td>
<td>1,689</td>
<td>58,385</td>
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<tr>
<td></td>
<td>13.0%</td>
<td>13.8%</td>
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<tr>
<td>Individuals with disabilities</td>
<td>4,390</td>
<td>2,022</td>
<td>1,129</td>
<td>24,429</td>
<td>7,093</td>
<td>1,098</td>
<td>40,161</td>
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<td></td>
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<td>9.0%</td>
<td>8.6%</td>
<td>8.4%</td>
<td>12.7%</td>
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<tr>
<td>Low income individuals</td>
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<td>3,840</td>
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<td>60,960</td>
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<td>295</td>
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<td>17.0%</td>
<td>8.6%</td>
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<td>2.5%</td>
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<td>Limited English</td>
<td>4.4%</td>
<td>4.3%</td>
<td>1.8%</td>
<td>4.0%</td>
<td>5.1%</td>
<td>1.7%</td>
<td>3.6%</td>
</tr>
<tr>
<td>No vehicle available*</td>
<td>926</td>
<td>362</td>
<td>201</td>
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<td>1,723</td>
<td>374</td>
<td>19,556</td>
</tr>
<tr>
<td></td>
<td>5.4%</td>
<td>4.2%</td>
<td>3.8%</td>
<td>12.6%</td>
<td>7.8%</td>
<td>7.5%</td>
<td>6.9%</td>
</tr>
</tbody>
</table>

All demographic data taken from 2014-2018 American Community Survey (ASC) 5 Year Estimates.

*This set of percentages is calculated from a different ACS population total than listed above due to multiple data sets.

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Looking to the Future of North King County Mobility

North King County has begun to see some core changes to the way transit operates in the region, mainly in the form of the Northgate and Lynnwood Link Light Rail expansion, a phased expansion of the commuter train expected to reach Lynnwood in 2024. This extension will also include a new Stride Bus Rapid Transit line (BRT) running from the Shoreline 145th Street Station to Bothell and a Swift BRT line running from Everett towards the Lynnwood City Center Station and Edmonds Community College. Large-scale service changes such as these highlight the need to uncover possible mobility gaps at this time, especially as the Puget Sound region grows in population. See Appendix 1: Transportation Programs and Providers in North King County for the current list of providers as of 2020.

With the expansion of Link Light Rail comes the priority to develop more affordable housing in North King County. Washington State Statute RCW 81.112.350 requires regional transit authorities such as Sound Transit to offer 80 percent of its surplus property suitable for housing towards the development of affordable family housing at 80 percent of area median income or less. This ensures that low-income families will reside in North King County in the future and that services targeted towards their mobility needs will continue to be relevant.

Impacts of COVID-19 on North King County

As of this writing, it is expected that the budget impacts of the COVID-19 pandemic will have a significant impact on mobility services in the area. King County Metro, which operates nearly all the fixed route service in North King County, is preparing for a loss in sales tax revenue and farebox collections totaling upwards of $615 million in 2020-2022 and service reduction that is 85% of pre-COVID levels. To learn more about these impacts visit the Metro Matters Blog.

Additionally, the pandemic has already dramatically changed travel patterns in our region. The lasting effects of these changes still remain to be seen, but for some preliminary data on travel patterns in King County we encourage you to check out the UW COVID-19 Mobility Survey Results, completed in October 2020.

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SUMMARY OF FINDINGS

For this Gaps Analysis, the NKCMC conducted a literature review, a community needs survey, and stakeholder interviews with community and city representatives. The following sections list these components in-depth and highlight critical takeaways gained.

LITERATURE REVIEW

In preparation for the North King County Gaps Analysis, coalition staff and task force members collected needs assessments, listening sessions, and data related to the North King County region to understand the gaps that have already been identified in past studies. Summaries of the reports are listed below; however, at first glance, it is clear that not many transit needs assessments have explicitly focused on the North King County region. This underscores this research’s need, especially with the increased changes coming to the area with the Northgate Link Light Rail extension in 2021 and the Lynnwood extension in 2024. The reports below are listed with varying levels of detail, with the broader needs assessments listed first and more specific targeted data analyses listed at the end.

NEEDS ASSESSMENTS

Needs assessments are essential because they specifically look at broad issues in a region and provide insights that can be generalized to large segments of a population. Fundamental studies over the last ten years were considered, emphasizing those conducted during the previous five. Preference was given to a needs assessment if it had a specific focus or connection to North King County.

2011 North King County Needs Assessment

In May 2011, the North King County Mobility Coalition conducted a needs assessment of the North King County region to evaluate service gaps among transportation providers. A survey was sent to residents to receive a representative sample of population segments, including older adults aged 55+, children and youth, people with disabilities, people with low incomes, and people with limited English proficiency. This survey provides valuable information as it was conducted with a specific focus on North King County, although it is somewhat dated. The questions were broad and did not pertain to any particular bus route that may have been altered during the last nine years. Generally, the questions asked were about transit services used, frequency of use, and barriers faced when attempting to access these services.

One takeaway from this report is that awareness of alternative services in North King County can be limited. Many people indicated that it was difficult to tell if they were eligible for specific programs. This insight demonstrates that transportation providers should be thoughtful with the outreach material they provide and ensure that eligibility...
requirements are clearly stated on the handouts when conducting outreach for their programs.\textsuperscript{13}

There was also a section\textsuperscript{14} that listed addresses where the survey respondents thought transit service should be implemented. As shown in Figure 2, many of the residents lived by a bus stop and were unaware of it or have had a bus stop added near their address in recent years. The locations which are still without a bus stop in 2020 are in the north Lake Forest Park and Kenmore areas. This may be because the sites indicated are very close to the Snohomish County border, and the lack of cross-county local routes in that area is limited.

**Key Takeaways:**

- There is a lack of awareness of alternative services in North King County.
- Individuals living in the Lake Forest Park and Kenmore areas have limited access to north-south cross-county travel options.

**2014 Solid Ground Needs Assessment**

Solid Ground, a local community-based nonprofit focused on housing and support services for people who are low income or experiencing homelessness in the Seattle area, conducted their community needs assessment in 2014. Their offices are in the Wallingford neighborhood of North Seattle; therefore, they serve many people who live in that area, though technically, their services can be accessed by people living throughout King County. This needs assessment is pertinent to the gaps analysis because it focuses on low-income individuals, one of the groups underserved by transportation services. Additionally, Solid Ground runs a circulator shuttle in downtown Seattle and serves as a subcontractor for the King County Metro Access contract.

**Key Takeaways:**

- Some of the highlighted needs and gaps in the Solid Ground assessment included education and outreach to resources being an exceptionally high barrier, especially if potential riders had limited English skills.
- Technological innovation can present opportunities for the closure of gaps but can create others by being inaccessible or difficult for some users to understand.\textsuperscript{15}
- The cost of living in core areas well served by transit is increasing, which means more impoverished communities that may have been served by transit in the past are becoming displaced.\textsuperscript{16}
- People with low incomes or who have limited English skills face disproportionately high barriers when accessing transit.

**2020 Lynnwood Transportation Needs Assessment Report**

Released in 2020, the Lynnwood Transportation Needs Assessment Report conducted by Community Transit aimed to look specifically at the travel patterns of residents who lived in the city of Lynnwood. Though this jurisdiction is technically outside of the North King County Mobility Coalition area, it is still pertinent because 41\% of survey respondents lived in areas outside of Lynnwood. These residencies included Edmonds, which directly borders the City of Shoreline, Shoreline itself, Bothell, and Seattle, all of which are included in the North King County mobility scope.\textsuperscript{17}

\textsuperscript{13} “North King County Mobility Coalition Needs Assessment,” King County Mobility Coalition. June 2011, pg. 9. \url{https://irp-cdn.multiscreensite.com/c86a944e/files/uploaded/NKCMC_NA-Analysis-Report_FINAL.pdf}
\textsuperscript{14} Ibid., Figure 4, pg. 14. \url{https://www.google.com/maps/d/edit?mid=17OekknjKmFEyb_98x0T7HdRshZ0unAYfsusp=sharing}
\textsuperscript{16} Ibid., 55.
According to the survey, respondents who lived both in Lynnwood and outside of it were interested in traveling to southeast Lynnwood, including destinations such as Alderwood Mall, Costco, and the Lynnwood Convention Center. Additionally, Lynnwood’s non-residents indicated an interest in traveling to the section of Lynnwood, which contains health provider services such as Kaiser Permanente, as well as other destinations such as the Young Women’s Christian Association (YWCA) and the Department of Social and Human Services (DSHS). This area is currently served by the Lynnwood Transit Center and will host the future Light Rail Station. Transit service in this area should be robust to meet the needs of the community.

Key Takeaways:

► Even if residents of an area do not live within certain city limits or the same county, they may still desire to travel to top destinations outside of their immediate vicinity.

► Specifically, Shoreline, Bothell, and Seattle residents are interested in traveling to Lynnwood to access destinations and services via transit.

LISTENING SESSIONS

In addition to more formalized surveys, community groups in North King County will occasionally conduct listening sessions to better understand individuals’ specific needs in their community. While valuable, multiple-choice surveys may not fully depict the nuances to people’s travel behaviors and their various reasons for choosing or not choosing transit. An in-depth listening session can extrapolate these nuances and provide a complete picture of transportation barriers people may be facing.

NKCMC Kenmore Senior Center Listening Sessions in 2016

Conducted in partnership between NKCMC, the City of Kenmore, and the Kenmore Senior Center, the staff took the time to listen to older adults living in Kenmore about concerns and opportunities related to the Kenmore community and mobility in that area. During the discussions, a few primary problems arose. For instance, many people were concerned about the lack of available space at the Kenmore Park & Ride that could be accessed by non-commuters looking to travel to downtown Seattle at off-peak times during the day. Parking continues to remain an issue in the area today, with WSDOT reporting that the Kenmore Park & Ride’s 606 spaces tended to be 100% utilized in their 2019 report. A lack of feeder routes from the northern areas of Kenmore to the transit center indicates that people have no option but to use the Park & Ride if they wish to access transit. Residents also expressed an interest in seeing more

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18 Ibid., 16.
19 Ibid., 17.
bus routes along Simonds Road and Briar Road, which continue to see limited bus service today, as demonstrated in Figure 3.

Key Takeaways:
► Many older adults living in Kenmore prefer to drive themselves to their destination. Still, they also recognize the bus as a potentially viable alternative when they can no longer drive.
► Bus route 522 is an excellent option for older adults who do not feel comfortable driving into Seattle.
► Current inconveniences of a full Park & Ride and a lack of alternatives to reach transit connections such as the 522 served as a significant barrier for residents wishing to travel via bus more often.

2018-2019 ORCA Youth Transportation Demand Management Grant
From July 2018-June 2019, King County Metro partnered with Hopelink to execute the ORCA Youth Transportation Demand Management (TDM) project. The State of Washington awarded this grant to distribute pre-loaded ORCA Youth cards and transit education materials to high school students throughout King County.21 Additionally, a survey was sent out to student participants about their transit use. For respondents from North King County, several insights were gained:
► With their new ORCA Youth card, 52% of respondents indicated they might take 1-4 trips per week on the bus.
► The top thing youth planned to use their ORCA card was to get to school or school activities.
► The top reason youth were prevented from riding transit in the past was because it was too expensive. The second leading reason was that there are no direct routes to their destinations.

Key Takeaways:
► Youth are interested in improved transit routes connecting schools to transit centers and community hubs.
► The ORCA Youth enrollment process needs to be simplified.
► An online portal for ORCA Youth enrollment should be prioritized.

DATA REVIEW
Finally, several data sets were looked at to understand larger transportation trends in the North King County region. These data sets are important because they expand the sample size to broad sections of the population instead of the listening sessions which are often focused on the needs of a particular group.

Hyde Shuttle Community Feedback 2020
Sound Generations, operator of Hyde Shuttle, recently conducted in-depth community outreach to understand better why former riders had stopped utilizing their service. Hyde Shuttle provides door-to-door van transportation services to older adults and adults with disabilities throughout King County.22 Residents must be traveling in Hyde Shuttle’s neighborhood service area, which spans many regions in King County and currently includes parts of North Seattle, Lake Forest Park, and Shoreline, among others. The ridership analysis is vital because it is a community-based ride service, not a fixed route.

Former rider’s responses were free form but could be categorized into several key categories. A full list of responses can be found in Appendix 2: Collected Data. The first question, “In your own words, what is the reason you no longer use Hyde Shuttle?” saw a variety of responses. The top three reasons riders no longer used the shuttle are as follows:

1. They had access to a private vehicle driven by either themselves, a friend/family member, or their housing association.
2. They felt that the service area boundaries of the shuttle were too restrictive.
3. They felt that the requirement for a three-day reservation window was too long.

Similarly, when asked if there was anything Hyde Shuttle could do to earn back the rider’s business, people responded that the service boundaries should be expanded and that Hyde Shuttle should implement a shorter reservation time. The survey also contained a few multiple-choice questions. One that is not reflected in the qualitative data above was 4) Which of the following best describes the transportation service you currently use? Respondents could select more than one answer.

As can be seen from the above responses, just because customers are not utilizing a specific type of public transportation does not mean that they are not dependent on others to get where they need to go. Of the responses, the two most popular answers selected were “I depend on my family or friends for transportation” and “I use Metro Access.” Therefore, a person’s need for public transportation does not go away simply because they have elected not to use a specific service. Instead, reliable systems that are not personal vehicles are needed.

As a result of this survey, in October 2020, Hyde Shuttle reduced its three-day reservation window. They also launched an online reservation system to help make the reservation process easier for clients.

ORCA Ridership by Card Type

The One Regional Card for All (ORCA) card program is a valuable resource that enables transit riders to transfer between agencies at no additional cost. The program also provides various discount programs for underserved populations, including adults aged 65 and older, people with disabilities, youth, and low-income individuals. The Puget Sound Regional Council (PSRC) received these numbers from Sound Transit and compared them to North King County population demographics taken from the 2014-2018 American Community Survey conducted by the US Census Bureau.

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When percentages of riders enrolled in a specific ORCA card are compared to the estimated actual rates of those demographic groups in North King County, it becomes apparent that there are discrepancies between who is enrolled and the number of people who potentially qualify for the program.24

Key Takeaways:

► Population percentages are always higher than the rates of riders enrolled in a specific ORCA card program.

► More outreach should be conducted with these target communities to help more people enroll in the reduced fare programs if they are eligible and wish to be enrolled in the service.

Transit Ridership and Technology Use

The City of Seattle conducted outreach about technology use within the city.25 This dataset looked at households in North Seattle only. It is important to note the Federal Poverty Line, or FPL, in 2018 for a family of four had to earn at or less than $25,100 per year to be considered at or below the FPL.26 As shown in Figure 6, generally, people who had incomes at or below the FPL and older adults tended to use the internet less to arrange transportation online. For older adults aged 60+, 80% of whom self-assessed their internet as adequate, only 26% frequently

arranged transportation online. For low-income individuals, 48% self-assessed their internet as being less than adequate. Additionally, only 31% arranged transportation online frequently. People with disabilities and people who earned more than the federal poverty guidelines tended to use their internet to arrange transportation more frequently; 34% and 43%, respectively.

Key Takeaway:
► Technology access and education about technology may pose a barrier for people if they frequently arrange transportation online.

**King County Housing Authority (KCHA) Bus Access**
For this component, the North King County Mobility Coalition looked at KCHA housing\(^{27}\), and the various levels of access residents have to necessary destinations, such as the nearest grocery store or transit center.\(^{28}\) Only KCHA residencies in North Seattle, Bothell, Shoreline, Kenmore, Lake Forest Park, and Woodinville were included. Groceries chosen were the nearest to the residences, and transit centers were selected if they were closest to the residences in miles driven. The transit centers included Aurora Village, Kenmore Park & Ride, Northgate, and UW Station, all of which host various busses frequently running throughout the day and night. One should also note that this data was collected before service reductions on September 19, 2020. Due to COVID-19, it is presumed some routes used may have experienced a change in service frequency. See Appendix 2: Collected Data for more info.

Key Takeaways:
► It usually takes a lot more time to reach a transit center via bus. Only 7 out of 41 (17%) apartment complexes looked at had a bus travel time that was less than double the amount of time it would have taken to drive to the same location. The average drive time to a nearby transit center was 8 minutes, whereas the average time spent on a bus to reach a nearby transit center was 23 minutes.
► The time needed to reach the grocery store during mid-day, off-peak hours was also examined. Generally, the closest nearby grocery store was used for reference, unless it was a specialty store like PCC or Whole Foods. Sometimes the grocery store was within easy walking distance—less than 0.5 miles from the residence. In this case, the time it took to walk to the grocery was used because taking the bus would probably take longer. Drive time was always used no matter the walking distance.
► The time it might take a resident to reach a nearby grocery store was significantly less than the time it might take them to reach the transit center. The average time to get to the grocery via car was 4 minutes, and the average time to walk or bus to the grocery was 9 minutes. Additionally, the time savings with a vehicle was not as pronounced; 24 out of 41 apartments (58%) had a bus/walk travel time that was less than double the amount of time it would have taken to drive to the same location.
► Overall, local trips tend to work well for residents traveling via bus. When the trips become longer and require more transfers, the time spent traveling can add up.

**Cross County Services in North King County**
Geographically, North King County is located along the border of Snohomish County. This means many people living in the area are likely to travel to nearby destinations in Snohomish County. The North King County Mobility Coalition looked at the number of cross-county routes run by Community Transit, Sound Transit, and King County Metro. A total of 39 routes were identified. Of those, 69.2% were run by Community Transit, 10.3%

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\(^{27}\) One should note that this data was collected prior to the September 19, 2020 service reductions due to COVID-19, and thus it is likely some routes used may have experienced a change in service frequency. For a graphical representation of this data please see Appendix 2: Collected Data.

\(^{28}\) See Appendix 2: Collected Data
were run by King County Metro, and Sound Transit ran 20.5%. Additionally, 26 of these routes, or 66%, were identified as commuter routes, which means they only travel during peak commute hours during the morning and evening and make infrequent stops along heavy traffic corridors such as I-5.

There are some options in North King County that are considered flexible service, which may provide some relief for riders. Paratransit can travel from King County to Snohomish County. However, if riders need to do so, they will have to ride Access for the King County part of their trip and then meet another provider at a transfer location to take them the rest of the way. Community Van, whose North King County jurisdictions include Woodinville, Bothell, Kenmore, Shoreline, and Lake Forest Park, can travel across county lines provided that the trip originates or ends in one of the jurisdiction cities. This may be a better alternative for riders interested in crossing county lines for local trips in some North King County cities.

Key Takeaway:

► The majority of fixed-route cross-county options are commuter routes that stop infrequently and head towards the downtown core.

COMMUNITY NEEDS SURVEY

Community engagement was conducted via online and paper surveys distributed to many households throughout North King County and emphasized reaching underserved communities. This was achieved by partnering with various community organizations to distribute the survey to members of senior centers, food banks, and low-income housing sites. The impacts of the COVID-19 pandemic significantly impacted any in-person engagement. However, despite this, the NKCMC still managed to reach people who did not have access to the internet with paper flyers and surveys conducted over the phone. In total, 176 valid survey responses were collected. The full set of answers can be found in Appendix 4: Community Survey Data and a summary of the findings is found below.

HIGH-LEVEL TAKEAWAYS

Current Transportation Use

Of the respondents surveyed, approximately 54% indicated that they used public transit consistently. Of those respondents who stated that they used public transportation, 20% primarily used it for their commutes, 21% used public transit because it was the cheaper option, and 30% used public transit because they did not drive or did not have a car. Of the respondents who had an income less than $35,000 per year, 67% never drove or did so rarely, and are thus one of the more transit-dependent groups.

Use of Transportation Services

Approximately 57% of single individuals earning less than $25,000 per year, and therefore eligible for the reduced fare ORCA LIFT card were enrolled in the program. However, about 28% of those individuals were enrolled in the Adult ORCA card, despite qualifying for the reduced fare. This indicates that more outreach involving ORCA LIFT may be necessary.

Approximately 80% of households with two people who were ORCA LIFT eligible were enrolled in the Regional Reduced Fare Permit (RRFP) card, indicating that they were older adults or people with disabilities. Additionally, this shows most eligible households in this study were participating in reduced fare programs.

Approximately 5% of respondents used community transportation services such as Community Van, Hyde Shuttle, or transportation within their senior center at least once per year. Of those users, 40% had enrolled in an ORCA RRFP card. The average rating they gave the service was 3.5 out of 5 stars, and their top transportation need was a service that connects them to their destinations quickly.

Primary Destination Gaps

► 21% of respondents identified the Ballard area as being the most difficult to reach. Many of these respondents lived in the 98155 or 98028 zip codes, or Kenmore and Wedgewood neighborhoods, respectively.

► The next most popular destination that was difficult to access was Shoreline north of 145th and west of I-5. Many of these respondents lived in Wedgewood or Kenmore, indicating that these areas may be poorly served by routes connecting them to desired destinations.

► For destinations outside of North King County that residents found challenging to get to, the top three locations were downtown Seattle, Bellevue, and nearby Snohomish County, including cities such as Lynnwood, Edmonds, and Everett.

Top concerns/needs

► 31% of respondents said their top transportation priority was service that gets them to their destination quickly.

► 23% wanted safer walking or biking paths.

► 14% wanted increased service connections to local destinations.

Responses by city

Respondents from the City of Woodinville, including zip codes 98072 and 98077, indicated that increased mid-day service was most important to them and service that quickly gets them to their destination. They also appreciated the need for local trips and at the same time felt that those local trips were difficult to access.

Respondents from the City of Bothell, which includes zip codes 98011, 98034, and 98021, overwhelmingly wanted service that gets them to their destination quickly. They also wanted increased neighborhood service. The top destination they wished to go to but could not access was Green Lake, and they primarily made local trips within Bothell.
Respondents from the City of Kenmore, or zip code 98028, also wanted service that gets them to their destination quickly. They also wanted two transfers or less. The top destination that they felt was difficult to access but wanted to go to was Shoreline, and they primarily made local trips.

Respondents from the City of Shoreline and Lake Forest Park, or zip codes 98133, 98155, and 98177, wanted service that can get them to their destination quickly and service that travels across county lines. The top destination they felt they could not access was Ballard, and they primarily made local trips within Shoreline or Lake Forest Park.

Respondents from North Seattle, or zip codes 98103, 98105, 98115, 98117, and 98125, wanted service that can get them to their destination quickly and safe walking or biking paths. The top destination they could not access was Ballard or Green Lake, and they primarily made local trips near Northgate or the Roosevelt and Wallingford neighborhoods.

TARGETED GROUPS & THEIR NEEDS

**Older Adults (age 65+)**

One target population is older adults aged 65 and older. At the age of 65, a person becomes eligible for the ORCA RRFP card, and it can be a time in a person’s life when they begin to drive less. Of survey respondents, 21% were older adults, which is an over-representation compared to the estimated 13.3% of older adults in North King County.

Key insights:

► 86% of older adults still drive nearly every week, and 41% walk or roll every day.

► The top transportation need was safe walking and biking paths.

► 7% of older adults have used community transportation options.

► Of the older adults who take the bus at least once a week, approximately 50% have never taken the train. This may indicate a need for education surrounding transfers between bus and light rail once the North Link extension opens in late 2020 and as it continues to expand northward to Lynnwood.

Some other limiting factors that older adults listed in the comments section included the limitation of not having a bus stop near where they lived, they felt that the bus took too long given the distance traveled, and they had a limiting medical condition that made mobility difficult.

**Youth (ages 5-17)**

Youth aged 5-17 were another target population as they likely do not have a driver’s license and therefore may utilize transit or other alternative means of transportation. In the NKCMC survey, 0.5% of survey respondents were youth, which is an underrepresentation compared to the estimated 11.8% in North King County.
Key Insights:

► The primary reason youth use public transportation was because they did not drive or had limited access to a car.
► 100% of youth surveyed were enrolled in ORCA Youth, and they took the bus nearly every week.
► Their top transportation need was service that runs during the mid-day.
► Finally, youth indicated that bus routes that took too long, given the distance traveled, could limit their mobility. The lack of youth representation in the NKCMC survey suggests this group could benefit from increased outreach from the coalition.

People with Disabilities

People with disabilities represented 22.1% of the survey respondents, which was an overrepresentation of the estimated 9.1% of people with disabilities living in North King County. This population is significant as a target population due to specialized mobility needs.

Key Insights:

► 46% of people with disabilities never drove or drove only once or twice a year
► 15% of people with disabilities stated that they had no mobility barriers than 20% of people without disabilities.
► 41% of people with disabilities had an ORCA Regional Reduced Fare Permit (RRFP), indicating a need for more education surround reduced fares.
► The top two concerns are that the bus takes too long given the destination and the bus trip requires too many transfers.

People with Low Incomes

For this analysis, low-income individuals were defined as earning close to or under 200% of the federal poverty line (FPL), the qualification for ORCA LIFT, and several other low-income programs in King County. Of the survey respondents, 20% earned an income under 200% FPL, a slight over-representation of 16.9% of the North King County population.

Key Insights:

► 42.9% of people surveyed were enrolled in ORCA LIFT. For single individuals, 55.6% were enrolled in ORCA LIFT, but 28% of individuals were enrolled only in the regular ORCA adult card, indicating that there is still work that needs to be done surrounding education on eligibility.
► 69% of people with low incomes drive less than once or twice a month.
► 55% said that they relied on transit because they couldn’t drive or didn’t have a car.
► The top two transportation concerns for low-income individuals were the number of transfers they have to take and the fact that the bus can take a long time to reach a specific destination.

“Shopping via Access is impossible - waiting in a busy area for an hour or more to be picked up isn’t doable for me. Going outside of King County is also impossible given the need to transfer vehicles, even though many locations in Edmonds are technically closer to me than those in King County. Getting places on the bus is equally difficult, due to having to transfer… I’m both physically and mentally disabled - the long trips (both riding and waiting) are physically painful for me and also frequently overwhelming and anxiety inducing.”

“[Public transit is my] primary transportation, [I’m] disabled, no car, limited income.”
People who have Limited English Proficiency (LEP)
Approximately 4% of respondents surveyed had limited English skills or identified a different primary language. Of the survey respondents, only 1% did not speak English, which is an under-representation when compared to 3.6% of the North King County population.

Key Insights:
► There was a general need for more information and outreach.
► Several respondents stated that they did not have a car, and only one respondent said that they drove a few times a week or more. The other respondents said that they never drove or did so infrequently.
► The top transportation need for LEP individuals was for service that gets them to their destination quickly.
► Cultural locations were also crucial for people to access. For example, one Spanish speaking respondent found it difficult to get to El Centro de la Raza from Bothell. One Korean speaker enjoyed going to Redmond to a specialized Korean grocery, despite living in Northgate.

Households Without a Vehicle
Of survey respondents, 21% indicated that they never drove or did so only once or twice a year. This is an over-representation compared with the 6.9% of North King County residents who have no vehicle.

Key Insights:
► 94% of respondents without a car were enrolled in some sort of ORCA card program
► The top transportation needs included: service that gets them to their destination quickly, safe walking and biking paths, and service that runs during the mid-day.
► Approximately 40% of the respondents who did not have a car indicated their income was very low, at $15,000 per year or less.
► 43% of people without a vehicle had a disability.

STAKEHOLDER INTERVIEWS
To complement the studies and data listed above, the North King County Mobility Coalition also conducted stakeholder interviews to examine transportation gaps and limitations for our target populations. These in-depth discussions allowed room for nuances and insights, perhaps not captured by far-reaching studies or broad data sets. A mix of city agencies and community service providers were chosen for the stakeholder interviews to obtain various perspectives at differing levels within the community. Below is a summary of the critical transportation gaps identified in the interviews. For complete text documentation of the interviews, please see Appendix 3: Notes from Stakeholder Interviews.
HUMAN SERVICE PROVIDERS
Interviews were conducted with several human service professionals located in North King County. Agencies represented include:

► The Department of Social and Health Services (DSHS) King North office, located near North Seattle Community College
► Northshore Senior Center, located in Bothell, Kenmore, and Mill Creek
► Ronald Commons affordable housing project, located in Shoreline
► The Center for Human Services, located in Shoreline

One overarching theme which emerged from the service provider interviews is that there can be educational gaps in providing good transportation services. For instance, many immigrants who first arrive in this country may be very dependent on the bus until they can save up for a car and have difficulty understanding it due to the language barriers.\(^{30}\)

In terms of spatial gaps, several key destinations were identified as challenging to access. It was noted that the Magnuson Park affordable housing complex along Sandpoint Way is a difficult location to access quickly via bus. It was pointed out that North Helpline Food Bank and Shoreline Community College take a long time to access via transit. Service providers in south and central Seattle were also highlighted as areas that low-income North King County residents might need to visit but find challenging to access. Shoreline Community College, Edmonds Community College, UW Food Bank, North Helpline Food Bank in Lake City, and Hopelink food bank in Shoreline were also identified as common destinations people may wish to visit.\(^{31}\)

The need for increased coordination between cross-county partners was also emphasized. In the context of Northshore Senior Center transportation, their funding primarily comes from King County Metro Access, yet they serve the city of Bothell, which includes components of Snohomish County.\(^{32}\) Riders often need to travel across the county border, but travel time and logistics can present barriers to different operating agencies.

Finally, the cost was also presented as a barrier to the transportation service providers of alternative transportation services. Vehicles that can transport wheelchairs tend to be more expensive because they have to account for the time it takes to unload and load a person in a wheelchair and the costs for training staff, maintenance, and office support.\(^{33}\)

CITY REPRESENTATIVES
City representatives from Shoreline, Bothell, Kenmore, Lake Forest Park, and Woodinville were all contacted for this analysis. Only the city of Lake Forest Park did not have a city representative available for comment at the time of this analysis. To provide insight on Lake Forest Park, the Lake Forest Park Citizen’s Commission, a local community advocacy group, was contacted instead.

One consistent observation from several cities is that many bus routes traveling through their city are located along one central corridor, such as State Route 522 or the Bothell/Everett Highway.\(^{34}\) For people living more than a mile from this corridor, accessing transit can be difficult or impossible without adequate first/last mile

\(^{30}\) “Arunas Gaurys, WorkFirst Program Specialist with the Department of Social and Human Services (DSHS),” Appendix 3: Notes from Stakeholder Interviews.
\(^{31}\) Justin Fellores, WorkFirst Program Specialist with the Department of Social and Human Services (DSHS),” Appendix 3: Notes from Stakeholder Interviews.
\(^{32}\) “Cliff Perry, Transportation Operations Manager for Northshore Senior Center,” Appendix 3: Notes from Stakeholder Interviews.
\(^{33}\) Ibid.
\(^{34}\) “Sherman Goong, P.E., Transportation Planner with the City of Bothell, John Vicente, City Engineer with the City of Kenmore and Mike Dee, Citizen’s Commissioner for the City of Lake Forest Park,” Appendix 3: Notes from Stakeholder Interviews.
solutions such as on-demand shuttles, community-based transportation, or the ability to travel via personal vehicle or bicycle to a nearby bus stop.

A need for more flexible and understandable eligibility criteria for alternative transportation options was also discussed. Many resources, such as Community Van, Vanpool, and Community Ride, were mentioned. Still, the service area, payment method, and ride requirements for these resources may look very different depending on the service, confusing potential riders.35

Many cities expressed that sidewalk and bike infrastructure are areas of improvement for the future. All city representatives noted that their cities’ sidewalk infrastructure might be lacking or nonexistent in several regions, which can be especially difficult for people with mobility challenges. Locations identified as presenting difficulty for people walking or rolling included the area near Ballinger Homes along Ballinger Way, the area near Ballinger Commons at NE 205th & 1st Ave NE, and the bike path network in Bothell. Additionally, a lack of bike lanes makes it challenging to encourage bicycling as a useful first/last mile solution.36

Finally, the limitations surrounding cross-county connections were mentioned. Many cities in North King County lie along the border with Snohomish County, and thus travel between the two is frequent. For the City of Bothell, this presents a problem because their city limits include both King and Snohomish Counties, which are serviced by two different transit agencies.37

EMERGING NEEDS AND GAPS

Given the above research, interviews, needs assessments, and data, North King County’s primary transportation gaps are summarized below.

SPATIAL GAPS
Locations that are underserved or not served at all by transportation services.

► Cross county travel often presents limitations due to the different transit providers who service this region.

► Corridor only bus service is difficult to connect to from North King County’s various neighborhoods if one does not have a car. These neighborhoods include, but are not limited to, Wedgewood, Kenmore north of SR 522, homes off Ballinger Way, areas around Bothell Everett Highway, Horizon View in Lake Forest Park, and the tourist district of Woodinville.

► Destinations such as Bellevue, nearby Snohomish County, and Ballard are frequently challenging for North King County residents to access via transit. Still, they are often destinations people would like to or need to visit.

TEMPORAL GAPS
When transportation service is not available at times when it is needed.

35 “John Vicente, City Engineer with the City of Kenmore and Mike Dee, Citizen’s Commissioner for the City of Lake Forest Park,” Appendix 3: Notes from Stakeholder Interviews.
36 Appendix 3: Notes from Stakeholder Interviews.
37 “Sherman Goong, P.E., Transportation Planner with the City of Bothell,” Appendix 3: Notes from Stakeholder Interviews.
► The turnover time between calling to request a specialized service and the time of the ride is often too long to be convenient. For example, many services require at least two days of advanced notice.

► The time it takes to get to destinations, especially when adding multiple transfers, can often be very long compared to the time it might take if using a personal vehicle. This can present challenges for people trying to access services, go to work, drop off their kids at childcare, shop for groceries, or other daily errands.

INSTITUTIONAL GAPS
The rules, regulations, and requirements that govern transportation service providers.

► A lack of funding, especially for alternative services, can cause transportation barriers.

► Several city planners mentioned that knowing where the priority populations live would help their jobs, but this information remains largely unknown or difficult to access.

► The primary method of engagement for cities when providing information and requesting feedback about transportation is voluntarily done online or in person, which means certain groups may miss opportunities to provide feedback.

INFRASTRUCTURAL GAPS
Areas where a lack of physical or technological infrastructure prevents individuals from accessing needed transportation options.

► There is a lack of good bike and sidewalk networks in North King County and a lack of crosswalks at busy intersections.

► Ballinger Way was highlighted as an area that is difficult to access for people with mobility challenges due to a lack of crosswalks, despite being along a bus line.

AWARENESS GAPS
When individual riders, potential riders, and social service agencies are not fully informed on available transportation options.

► Many of the alternative transportation options are confusing or not well known.

► The immigrant and limited English-speaking communities may have limited educational opportunities and a lack of knowledge about their transportation options.
REGIONAL EXAMPLES OF ADDRESSING NEEDS & GAPS

SNOQUALMIE VALLEY TRANSPORTATION DUVALL-MONROE SHUTTLE

The Duvall-Monroe Shuttle responds to long travel times from Duvall (King County) to Monroe (Snohomish County). Instead of taking four hours via transit, connections between communities now take approximately fifteen minutes, and travel throughout Monroe can be done in forty minutes. This service was a direct response to a lack of convenient cross-county service between two neighboring communities.

VIA TO TRANSIT

Via to Transit is a pilot, on-demand service that connects riders to and from three transit hubs in southeast Seattle and Tukwila. People who live, work, or go to school within the specific service area can download the app and request a ride from Via to Transit to catch a Link Light Rail train or a bus at Othello, Rainier Beach, or Tukwila International Boulevard Stations. Riders can expect to be picked up within 10-15 minutes of their trip request and pay a traditional ORCA fare for their ride.

PLANNING FOR THE FUTURE OF NORTH KING COUNTY

When planning transportation in North King County, planners should be aware of the region's overall expected increase in growth. Areas mentioned explicitly in the research and stakeholder interviews included an increase in affordable housing growth in areas such as Roosevelt and Magnuson Park, as well as near Canyon Park in Bothell and the Woodinville downtown core.

Readers of this report should also keep in mind that at the time of its publishing, the COVID-19 pandemic has led to a dramatic drop in transit ridership and sales tax revenue, thus limiting the budgets for regional transportation agencies for years to come. King County Metro has reduced service by approximately 85% of pre-COVID levels, which will potentially increase the need for alternative transit services to get people to their destinations. It remains to be seen what long-term effects the pandemic will have on travel patterns in our region, but it is clear that it has impacted future transportation budgets. For some preliminary data on the impacts of COVID-19 on travel patterns, we recommend reading the UW COVID-19 Mobility Survey report, completed in October 2020.40

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GOALS, PRIORITIZED PROJECTS, AND RECOMMENDED ACTIONS

► Increase engagement with all North King County cities around transportation issues and potential next steps to address the problems. Engaging the cities in this process will aid in a holistic approach to solutions and impact plans and funding for years to come.

► Increased and continued outreach to underserved communities, especially limited English speakers. Efforts should be made to connect with these groups to provide relevant transportation information and ensure their mobility needs are being met in culturally competent and in-language ways.

► Additional feeder routes or increased flexibility with alternative services are needed in neighborhoods around the SR 522 BRT corridor. Currently, several Park & Rides exist or are in the process of being developed, but these options do not work for people without cars or for people who wish to travel at off-peak commuter hours.

► Alternative services need to become more flexible in their intake process, payment methods, and scheduling timeframe. Assuming service cuts and reductions due to COVID-19, these services will become increasingly important, so it is crucial to make them as accessible as possible.

► Cross-county travel needs to become more coordinated, both with fixed-route services and paratransit services. There are currently few routes that make local trips across the county lines if needed, making it difficult for people who live along the border, especially in north Shoreline, to access everyday services such as the grocery. Increased coordination should provide more seamless transfers and more local connections around the county border.

► Increase sidewalk and bicycle infrastructure, particularly the area near Ballinger Homes along Ballinger Way, the area near Ballinger Commons at NE 205th & 1st Ave NE, and Bothell's bike path network.

CONCLUSION

We wish this gaps analysis to be used as a guide for future transit planning in North King County and encourage broad, innovative thinking on transportation for increased quality of life and equitable access to services.

Community engagement should be the first step in any transportation planning process. We hope to have provided you with enough information for those working on improving transportation in the North King County Region to take some next steps.

The North King County Mobility Coalition will use these findings and priority projects to develop partnerships and solutions to address these gaps. We invite you to join us in these conversations and take part in improving mobility in North King County.

HOW CAN YOU HELP?

► Contact the North King County Mobility Coalition (NKCMC) to learn more about how you can get involved with these projects. Maggie Harger, the North King County Mobility Coordinator, can be reached at mharger@hopelink.org or 425-943-6730. You may also contact us via our general email: mobility@hopelink.org.

► The NKCMC holds bi-monthly meetings in North King County. We encourage you to join us! Contact Maggie Harger for more information.

► Use this Gaps Analysis to initiate discussions with your elected officials, organization, and other community members about our region's transit needs and what can be done about it.
APPENDIX 1: TRANSPORTATION PROGRAMS AND PROVIDERS IN NORTH KING COUNTY

The following list and table describe the various transportation services operators in North King County as of October 2020. For further details on these service providers, you can use Hopelink’s FindARide webpage, call our transportation resources line, or send us an email.

**Hopelink Mobility Management**
- [www.kcmobility.org](http://www.kcmobility.org)
- [www.findaride.org](http://www.findaride.org)
- Mobility@hopelink.org
- (425) 943-6760

**Active Transportation**
Several dedicated active transportation trails run through North King County. These paths are open to nonmotorized users such as cyclists, walkers, and runners.

**ADA Paratransit**
Equal access to transit is one of the elements federally required by the Americans with Disabilities Act (ADA). Transit agencies are required to provide ‘paratransit’ services for persons whose disabilities prevent them from using accessible, non-commuter fixed-route bus services. Paratransit is intended to provide a comparable service level operated by the regular fixed-route bus service in an area.

**Demand Response Service and Deviated Fixed Route**
Demand response services operate in response to trip requests from passengers to transportation providers, who then dispatch a vehicle to pick up a passenger and take them to their desired destinations. These services provide demand response services to people who may not be eligible for Americans with Disabilities Act (ADA) transportation but still have special transportation needs or live too far from a bus stop.

**Financial Subsidies**
Financial subsidies include financial assistance to support special needs transportation and other transportation services or programs. These services may have specific eligibility requirements.

**Fixed Route Services**
These transit services include bus or rail service that operates on an established, fixed route at a predetermined schedule. Customers do not need to book ahead to schedule a ride; instead, they show up at the pre-marked bus stop or train station. These services are open to all members of the public.

**Information Referral and Assistance**
These services are ways for customers to access information about transportation programs and resources in their area. They can come in various forms, including maps, informational phone lines, and travel apps.

**Non-Emergency Medical Transportation (NEMT)**
The Health Care Authority (HCA) covers non-emergency medical transportation for eligible clients to get to covered services through contracted brokers. The brokers arrange and pay for trips for qualifying clients.

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Currently, eligible clients are those in Apple Health (Medicaid and CHIP) and other state-funded medical assistance programs that include a transportation benefit.

**Program Transportation**
These are specific transportation programs that may operate with limited capacity or eligibility requirements.

**Transportation Network Companies**
Transportation Network Companies (TNGs) operate independently from public transportation programs and are often driven by private interests. They usually are open to a variety of riders for a fee.

**Vanpool**
Vanpool shared-ride services are often vans or small buses operating as a ride-sharing service that provides transportation to groups of individuals. They may also have limited capacity or specific eligibility requirements.

**Volunteer Programs**
These services are explicitly run by volunteer drivers, not paid drivers.
### Individual Transportation Programs and Providers in North King County

<table>
<thead>
<tr>
<th>Category</th>
<th>Program Name</th>
<th>Description</th>
<th>Wheelchair accessible?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Active Transportation</strong></td>
<td>Interurban Trail</td>
<td>Bike/walking trail running from North Seattle through Shoreline and up to Everett.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Active Transportation</strong></td>
<td>Burke-Gilman Trail</td>
<td>Bike/walking trail running from Ballard towards UW, then along the north shore of Lake Sammamish to Lake Forest Park.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Active Transportation</strong></td>
<td>Sammamish River Trail</td>
<td>It connects with the Burke-Gilman Trail in Lake Forest Park and then runs along the Sammamish River towards Woodinville and Redmond.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>ADA Paratransit</strong></td>
<td>Community Transit Dial-A-Ride Transportation (DART)</td>
<td>Access-equivalent in Snohomish County, riders entering King County must transfer to Access at border transfer points.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>ADA Paratransit</strong></td>
<td>King County Metro Access</td>
<td>Shared-ride service for people with disabilities who cannot utilize fixed-route transit in King County.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Demand Response Service</strong></td>
<td>Around the Sound (ATS)</td>
<td>A private operator that serves older adults or people with disabilities for a fee.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Demand Response Service</strong></td>
<td>Demand Area Response Transit (DART)--Metro</td>
<td>Fixed-route transit service that uses smaller transit vehicles with the flexibility to perform a limited number of off-route deviations upon request within a defined service area. Everyone is welcome on DART service, and ORCA cards can be used.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Demand Response Service</strong></td>
<td>Mercy Transportation</td>
<td>A private operator committed to providing safe, timely transportation for those who do not qualify for public transportation or who live outside the ADA corridors for a fee.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>St. Vincent de Paul</td>
<td>Flexible financial assistance; could be used for transportation.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>Human Services Bus Tickets</td>
<td>Transit agencies distribute it to community centers around King County.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>King County Taxi Scrip</td>
<td>Subsidies for taxi services in King County for older adults, people with disabilities, or low-income King County residents.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>ORCA RRFP Permit</td>
<td>Regional Reduced Fare Permit for people with disabilities or older adults 65+.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>ORCA Subsidized Annual Pass</td>
<td>Entirely subsidized pass for recipients of specific state benefit programs such as TANF or SSI.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>ORCA LIFT</td>
<td>Reduced fare card for income qualifying individuals.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Financial Subsidies</strong></td>
<td>ORCA Youth</td>
<td>Discounted ORCA card for riders between ages 6-18.</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Fixed Route Service</strong></td>
<td>Community Transit</td>
<td>Snohomish County transit service that has routes to King County.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Fixed Route Service</strong></td>
<td>King County Metro</td>
<td>King County transit service.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Fixed Route Service</strong></td>
<td>Sound Transit</td>
<td>Regional, cross-county transit service.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Fixed Route Service</strong></td>
<td>Metro Night Owl bus service</td>
<td>For added convenience, Metro allows you to ask your driver to let you off at any point along your bus route between 8 PM and 5 AM. For safety reasons, wheelchair lifts can only be deployed at lift-approved bus stops along the route.</td>
<td>No</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>5-1-1 dial</td>
<td>Information referral and assistance provided by the US Department of Transportation.</td>
<td>n/a</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>2-1-1 dial</td>
<td>Human services resource line provided by United Way of King County.</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>King County Accessible travel map</td>
<td>Created by the King County Mobility Coalition, available online at resources.kcmobility.org or by request at <a href="mailto:mobility@hopelink.org">mobility@hopelink.org</a>.</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>Find A Ride</td>
<td>Website resource where travelers can filter eligibility and location requirements to find a transportation program to suit their needs.</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>Regional Trip Planner</td>
<td>Website and app resource provided by King County Metro.</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>Travel Apps</td>
<td>Private-party applications that can be installed into the user's mobile device. Examples of apps include Google Maps, Transit, and One Bus Away.</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>Travel Training</td>
<td>Free training provided by King County Metro for people with disabilities or older adults wishing to know more about using the bus.</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Referral and Assistance</td>
<td>Transportation Resources Line</td>
<td>A resource line staffed from 9 AM to 4 PM Monday through Friday. Call (425) 943-6760 to inquire.</td>
<td>n/a</td>
</tr>
<tr>
<td>Non-Emergency Medical Transportation (NEMT)</td>
<td>Hopelink Medicaid Transportation Program</td>
<td>Free medical transportation/reimbursement for Medicaid-eligible clients.</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>CRISTA Senior Living</td>
<td>Service provided only to CRISTA senior living residents for door-to-door NEMT trips.</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>King County Metro Shoreline-Lake Forest Park Community Ride</td>
<td>On-demand, evening service daily in Shoreline-LFP. Standard Metro fares apply.</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>McKinney-Vento Homeless Student Transportation</td>
<td>Transportation for students experiencing homelessness so they can continue attending their preferred school. For assistance, contact your school's office.</td>
<td>n/a</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>Northshore Senior Center</td>
<td>Door-to-door service to Northshore senior centers and local medical appointments in Bothell, Kenmore, and Woodinville. Donations suggested. Primarily serve ADA qualified individuals (e.g., Access, DART)</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>SHAG Senior Housing</td>
<td>Service provided only to SHAG senior living residents for door-to-door NEMT trips.</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>Solid Ground</td>
<td>Partially staffs Metro Access services, as well as a free shuttle in downtown Seattle.</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>Sound Generations Hyde Shuttles</td>
<td>Free, door-to-door service in neighborhood service areas for people 55+ or 18+ with disabilities. Operates in Shoreline-Lake Forest Park, Northwest Seattle, and Northeast Seattle.</td>
<td>Yes</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>Wallingford Senior Center Shuttle</td>
<td>Transportation to and from Wallingford Senior Center and other destinations within Wallingford for residents age 60+. $1.50 suggested donation.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Transportation Network Companies</strong></td>
<td><strong>Company</strong></td>
<td><strong>Description</strong></td>
<td><strong>Availability</strong></td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Envoy America</td>
<td>Private pay, on-demand transportation service contracting with Uber/Lyft, providing tailored service to older adults.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>GoGo Grandparent</td>
<td>Private pay, concierge program to call and book Uber/Lyft for older adults without a smartphone. Users pay for ride and concierge fees.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Jump (Uber)</td>
<td>Smartphone-based bike rental service</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Lime</td>
<td>Smartphone-based bike/scooter rental service</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Lyft</td>
<td>Private pay, on-demand transportation service. Requires smartphone to schedule and pay for the ride.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Uber</td>
<td>Private pay, on-demand transportation service. Requires smartphone to schedule and pay for a ride.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>American Cancer Society Road to Recovery Program</td>
<td>Free transportation for cancer treatment appointments. No age or income eligibility requirements. Volunteers use their vehicles. To contact, call (800) 227-2345.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Bothell-Woodinville Community Van</td>
<td>Volunteer driver service that needs 2+ riders to fulfill ride. There is no age or income eligibility, and they can go to any destination within a 2-hour drive. Metro fares apply.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Catholic Community Services Volunteer Transportation</td>
<td>Free transportation for general errands. Riders must be 60+, live in King County, and have income or mobility limitations. Volunteers use their vehicles.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Northeast Seattle Together (NEST)</td>
<td>Volunteer transportation network for North Seattle older adults/NEST members. Membership fees apply.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>North Kirkland-Kenmore Community Van</td>
<td>Volunteer driver service that needs 2+ riders to fulfill ride. There is no age or income eligibility, and they can go to any destination within a 2-hour drive. Metro fares apply.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Northwest Neighbors Network</td>
<td>Volunteer transportation network for Shoreline area older adults. Membership fees may apply.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Phinney Neighborhood Association (PNA)</td>
<td>Transportation for PNA Village members to any destination they wish.</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Rideshare King County</td>
<td>Rideshare coordination services in King County include Vanpool, Vanshare, Metropool, Trip Pool, and SchoolPool.</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Shoreline-Lake Forest Park Community Van</td>
<td>Volunteer driver service that needs 2+ riders to fulfill ride. There is no age or income eligibility, and they can go to any destination within a 2-hour drive. Metro fares apply.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Sound Generations Volunteer Transportation Program</td>
<td>Transportation to medical appointments for older adults (60+) living in King County. Donation suggested. Volunteers use their vehicles.</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX 2: COLLECTED DATA

The following information provides in-depth data referenced in various parts of this report. If you have further questions about where the data was sourced, feel free to reach out to Hopelink mobility at Mobility@hopelink.org.

### Figure 1: Demographics of North King County

<table>
<thead>
<tr>
<th>Demographic Category</th>
<th>Bothell</th>
<th>Kenmore</th>
<th>Lake Forest Park</th>
<th>North Seattle</th>
<th>Shoreline</th>
<th>Woodinville</th>
<th>All North King County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total population</td>
<td>44,994</td>
<td>22,546</td>
<td>11,178</td>
<td>291,522</td>
<td>56,020</td>
<td>12,026</td>
<td>440,286</td>
</tr>
<tr>
<td>Youths (5–17)</td>
<td>7,146</td>
<td>3,366</td>
<td>2,005</td>
<td>30,267</td>
<td>7,157</td>
<td>1,793</td>
<td>51,734</td>
</tr>
<tr>
<td>Seniors (65+)</td>
<td>5,850</td>
<td>3,110</td>
<td>2,450</td>
<td>35,437</td>
<td>9,849</td>
<td>1,689</td>
<td>58,385</td>
</tr>
<tr>
<td>Individuals with disabilities</td>
<td>4,390</td>
<td>2,022</td>
<td>1,129</td>
<td>24,429</td>
<td>7,093</td>
<td>1,098</td>
<td>40,161</td>
</tr>
<tr>
<td>Low income individuals</td>
<td>6,949</td>
<td>3,840</td>
<td>1,128</td>
<td>60,960</td>
<td>1,223</td>
<td>295</td>
<td>74,395</td>
</tr>
<tr>
<td>Limited English</td>
<td>4.4%</td>
<td>4.3%</td>
<td>1.8%</td>
<td>4.0%</td>
<td>5.1%</td>
<td>1.7%</td>
<td>3.6%</td>
</tr>
<tr>
<td>No vehicle available*</td>
<td>926</td>
<td>362</td>
<td>201</td>
<td>15,970</td>
<td>1,723</td>
<td>374</td>
<td>19,556</td>
</tr>
</tbody>
</table>

All demographic data taken from 2014-2018 American Community Survey (ASC) 5 Year Estimates.

*This set of percentages is calculated from a different ACS population total than listed above due to multiple data sets.

### Hyde Shuttle Former Customer Survey Responses

**Question 1: In your own words, what is the reason you no longer use Hyde Shuttle?**

- 51—Uses private car, has family/friend that drives/housing provides transport
- 28—Service area boundaries are too restrictive
- 17—Riders must reserve shuttle too many days in advance
- 16—Moved and is unaware that Hyde Shuttle serves their new neighborhood
- 13—No longer needs or is unable to use transportation due to change in health condition
- 12—Hours of service are not compatible with times needed to travel
- 10—Poor service/Driver is unavailable
- 9—Waiting for the shuttle takes too long, or the time spent on the shuttle is too long
- 8—Rider died
- 5—Metro Access is more convenient
- 3—Bag limit is too restrictive
- 2—Needs help scheduling
Question 2: Is there anything Hyde Shuttle could do to earn back your business?

- 12—May use service again if needed
- 11—Service boundaries should be expanded
- 10—Hyde Shuttle should implement a shorter reservation time
- 10—Overall service experience should be improved
- 2—Msc. or No, there is nothing you can do

Question 3: Were you satisfied with the service you received from Hyde Shuttle?

![Satisfaction Levels graph]

Question 4: Which of the following best describes the transportation service you currently use?

![Former Hyde Customer's Current Mode of Transportation graph]
Question 5: Why did you choose a transportation service other than Hyde Shuttle? (Check all that apply)

Former Customer's Reason for Switching

- I can schedule my transportation the same day I need it. 41
- I can travel farther than Hyde Shuttle is willing to go. 57
- I had a negative experience with Hyde Shuttle. 8
- I found the other transportation more convenient. 32
- Other 34

KCHA Housing and Bus Access

Time taken to travel to a nearby transit center via car or bus

Location of KCHA Housing by City
*Individual bar pairs represent individual apartment complexes

- Time to transit center (bus)
- Drive time to transit
Time taken to travel to a nearby grocery store via car or bus/walking

Location of KCHA Housing by City
*Individual bar pairs represent individual apartment complexes

- Green: Time to grocery (walk or bus)
- Black: Drive time to grocery
### Cross-County Services in North King County as of August 2020

<table>
<thead>
<tr>
<th>Route</th>
<th>Start</th>
<th>End</th>
<th>Agency</th>
<th>Commuter? Y/N</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Mukilteo</td>
<td>Shoreline</td>
<td>Community Transit</td>
<td>N</td>
</tr>
<tr>
<td>105</td>
<td>Mill Creek</td>
<td>Bothell</td>
<td>Community Transit</td>
<td>N</td>
</tr>
<tr>
<td>106</td>
<td>Mill Creek</td>
<td>Bothell</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>115</td>
<td>Mill Creek</td>
<td>Shoreline</td>
<td>Community Transit</td>
<td>N</td>
</tr>
<tr>
<td>120</td>
<td>Edmonds CC</td>
<td>Unincorporated Bothell</td>
<td>Community Transit</td>
<td>N</td>
</tr>
<tr>
<td>130</td>
<td>Edmonds</td>
<td>Lynnwood</td>
<td>Community Transit</td>
<td>N</td>
</tr>
<tr>
<td>230</td>
<td>Bothell</td>
<td>Kirkland</td>
<td>King County Metro</td>
<td>N</td>
</tr>
<tr>
<td>342</td>
<td>Aurora Village</td>
<td>Renton</td>
<td>King County Metro</td>
<td>Y</td>
</tr>
<tr>
<td>347</td>
<td>Montlake Terrace</td>
<td>Northgate</td>
<td>King County Metro</td>
<td>N</td>
</tr>
<tr>
<td>402</td>
<td>Lynnwood</td>
<td>Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>405</td>
<td>Edmonds</td>
<td>Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>410</td>
<td>Everett</td>
<td>Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>412</td>
<td>Mill Creek</td>
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<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>413</td>
<td>Lynnwood</td>
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<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>415</td>
<td>Lynnwood</td>
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<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>416</td>
<td>Edmonds</td>
<td>Seattle</td>
<td>Community Transit</td>
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<td>Mukilteo</td>
<td>Seattle</td>
<td>Community Transit</td>
<td>Y</td>
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<td>421</td>
<td>Marysville</td>
<td>Seattle</td>
<td>Community Transit</td>
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<tr>
<td>422</td>
<td>Stanwood</td>
<td>Seattle</td>
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<tr>
<td>424</td>
<td>Snohomish</td>
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<td>Community Transit</td>
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<tr>
<td>425</td>
<td>Lake Stevens</td>
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<td>435</td>
<td>Mill Creek</td>
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<td>Community Transit</td>
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</tr>
<tr>
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<td>Everett</td>
<td>Seattle</td>
<td>Sound Transit</td>
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<td>Everett</td>
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<td>Sound Transit</td>
<td>Y</td>
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<td>512</td>
<td>Everett</td>
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<td>Sound Transit</td>
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<td>Everett</td>
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<td>Sound Transit</td>
<td>Y</td>
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<td>Woodinville</td>
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<td>N</td>
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<tr>
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<td>Everett</td>
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<td>Sound Transit</td>
<td>Y</td>
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<tr>
<td>535</td>
<td>Lynnwood</td>
<td>Bellevue</td>
<td>Sound Transit</td>
<td>Y</td>
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<tr>
<td>810</td>
<td>Snohomish Co</td>
<td>UW Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>821</td>
<td>Snohomish Co</td>
<td>UW Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>855</td>
<td>Snohomish Co</td>
<td>UW Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>871</td>
<td>Snohomish Co</td>
<td>UW Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>880</td>
<td>Snohomish Co</td>
<td>UW Seattle</td>
<td>Community Transit</td>
<td>Y</td>
</tr>
<tr>
<td>952</td>
<td>Boeing Everett</td>
<td>Auburn</td>
<td>King County Metro</td>
<td>Y</td>
</tr>
<tr>
<td>Swift Blue Line</td>
<td>Everett</td>
<td>Shoreline</td>
<td>Community Transit</td>
<td>N</td>
</tr>
<tr>
<td>Swift Green Line</td>
<td>Seaway (Boeing)</td>
<td>Unincorporated Bothell</td>
<td>Community Transit</td>
<td>N</td>
</tr>
</tbody>
</table>
APPENDIX 3: NOTES FROM STAKEHOLDER INTERVIEWS

Stakeholders representing human service organizations and North King County cities were also contacted to take part in a stakeholder interview. The full notes from the talks can be seen below.

Arunas Gaurys, WorkFirst Program Specialist with the Department of Social and Human Services (DSHS)

Arunas is a WorkFirst program specialist working with one-parent households who receive TANF (Temporary Assistance for Needy Families). His office is located near the Northgate transit center at North Seattle College. Due to the central location in North King County, he feels that this is a good location for the office. They used to be located in Ballard, which was a less convenient location for people to access.

About 30% of his families have a car, and 70% ride or depend on buses. They may be coming from anywhere in North King’s service area, dependent on zip code. Anyone living north of the ship canal in Seattle is eligible, north to Snohomish county lines, and then east to Ballinger Way NE.

One area which is difficult for families to come from is Magnuson Park affordable housing. Many families live in that area, but it may take two or three buses to travel to Northgate from their apartment. People from the north tend to take the 345, which runs every half hour from Montlake Terrace. This is a convenient route for many clients. Aurora Avenue and the E Line Rapid Ride is another frequently traveled path for clients, and the walk from Aurora to the office is about a half-mile. Clients may also be traveling from Mary’s Place shelter at Aurora and N 130th street.

They also see clients from several local DV shelters, but DSHS cannot know the physical location for these shelters, only the zip code. However, there are generally some found in Greenwood, Kenmore, and Bothell. Usually, Kenmore and Bothell would be outside of the North’s service area, but they are given an option to transfer because they are DV survivors. Other clients living in Bothell and Kenmore would be served by the East office at Bellevue crossroads mall. This is a challenging location for clients to access because of the long bus ride, and he has heard complaints about this trip.

In terms of transportation services DSHS provides, it is generally in the form of bus tickets or money for gas. They can give bus passes when someone is engaging in activities such as a doctor’s appointment, work, or other necessary trips. Employment Security, which has an office nearby, can give people gas cards or bus tickets if they are engaged in a job search. If the client runs out of that money, DSHS can sometimes help with a little extra, depending on their funding. After somebody gets a job, their financial need for transportation is supported for one month, but they must purchase a bus pass or gas after that.

As a final thought, he does not see many people riding bikes. Most are dependent on a bus or a car. Immigrants are especially bus dependent because they usually have to save money for a year or two until they can buy a car. Immigrants have a tough time understanding the bus basics due to cultural and language differences.

Cliff Perry, Transportation Operations Manager for Northshore Senior Center

Northshore senior center serves older adults of Northshore and beyond. It has three locations—the Bothell campus along East Riverside Drive, the Kenmore location at Juanita Dr. NE and NE 170th Street, and the Mill Creek center at 132nd St SE and 41st Ave SE. The Bothell campus also hosts the Health and Wellness Center, a separate building connected by a sky bridge that focuses on senior health and a state program for disabled adults. The transportation center is also located here.
The senior center transportation is primarily used to access the Health and Wellness Center or the Senior Centers. However, passengers may also be traveling to other necessary locations throughout the day, such as a medical appointment, the library, or a shopping trip. To be eligible for the program, passengers are ideally Access (King County Metro paratransit) qualified; however, this is unnecessary. A large portion of the Northshore Senior Center’s funding relies on Metro Access, which is why they encourage riders to be Access eligible or test to qualify for the service. Their service area is relatively broad and includes Bothell, Kenmore, Kirkland, and Shoreline. They try to stretch the boundaries as far as possible, especially if the customer is Access eligible.

Currently, the program has switched to delivering food, including lunch meals and bags from the food pantry, since the COVID-19 pandemic has limited non-essential travel.

One of the main gaps for the transportation service is that because Access is run by King County Metro, no one in Snohomish county is eligible. The city limits of Bothell stretch into Snohomish county. People will still get transported; however, the number of people the transportation service may transport is limited and must rely only on funding from other grants, such as the City of Bothell, Kenmore, or WSDOT. The need in Snohomish county is equal to the need in other areas, but it is more difficult to serve these people due to the funding requirements.

Another gap the program runs into is serving people who live in outlying areas such as Maltby and Carnation. They even see difficulties with helping people in North Seattle because they are far from the senior center and transportation hub. Sometimes people may need to go to Seattle for Swedish or Harborview medical trips, which are simply out of the Northshore Senior Center service area. In these instances, they will do a cost/benefit analysis on a case by case basis. The cost of a ride, which includes insurance, gas, and the driver, is often much more than people realize, which is why longer trips are more complicated. Specialized transportation of the sort that the Northshore Senior Center provides is costly because the vehicles must be able to transport wheelchairs and account for the time it takes to load and unload a person who has a wheelchair and costs for training, maintenance, and office support.

Craig Bruckshen, Case Manager with Compass Housing Alliance

Craig works as a case manager at Ronald Commons, a low-income housing unit supported by Compass Housing Alliance. For their housing program, the income requirements vary. About half of the units come through referrals from King County. The other half have specific income eligibility requirements based on 50% of the area median income (AMI). For example, a family of two would have to make around $44,000 per year or less to qualify, and ideally, their income is equal to double the amount of rent for the unit. Generally, Craig estimates that about 50% of their residents have consistent access to a personal vehicle, while 50% are solely transit-dependent.

The housing unit does not partner with too many transportation programs. They provide human services bus tickets for people going out shopping or going downtown. The top reason people might request bus tickets is for recreation, which could include going to the zoo, going downtown, or going shopping. The second most frequent reason a person might request a bus ticket would be to go for their doctor’s appointment. Craig assumes people ask for the bus tickets because they have run out of money for the month. Even if they do have the ORCA LIFT fare, it is still cheaper for the individual to get a free bus ticket. The program’s requirements are flexible—as long as a person is not abusing the system, they tend to get a bus ticket.

One location that Craig has heard residents have a difficult time accessing is Shoreline Community College. This is a relatively close location, but people wishing to take the bus tend to transfer or walk at least 15-20 minutes after getting off the bus. Other than that, they are in a good location next to Aurora. The E Line is very
close to the building, and it comes frequently. Most residents can get to their essential destinations by taking the bus or walking.

**Dillon Roth, Senior Planner with the City of Woodinville**

Dillon is a planner with the City of Woodinville. He, as well as other members of his team, collaborated to answer the following questions via email:

**Are there specific destinations in your area that you can think of which are difficult to access via transit?**

- Our park and ride is centrally located in Downtown Woodinville, which will be a great resource for our growing downtown, but provides limited access to our highly visited tourist district.

**Are there common areas in your area and in the region that people need to go to on a consistent basis?**

- Over 11,000 employees travel to Woodinville’s industrial job center for work every day, and many residents regularly commute to Redmond, Bellevue, and Seattle.

**How does transportation fit within your city?**

- The Public Works Department manages the right-of-way and capital improvement projects. City Council and staff sit on many regional transportation boards and are actively engaged in expanding transportation services to Woodinville.

**Do you provide or contract out to any specialized transportation providers?**

- Metro and Community Transit currently provide some transit access to residents, but the City does not have additional specialized transportation.

**How do you get education out about transportation options to residents?**

- Social Media, monthly e-newsletters, and local paper press releases are our most commonly used tools for sharing information with residents.

**Which do you see as the biggest barrier for effective mobility services overall: lack of money, lack of education, lack of service, something else?**

- Minimal service, combined with a lack of education, is likely the primary reason for reduced mobility services. As our denser downtown population continues to grow combined with expanded 522 BRT and 405 Express services coming in the next few years, we hope that we can begin to address these barriers to use.

**What outreach methods do you use when planning new projects or making people more aware of transportation within the City of Woodinville?**

- Social Media, monthly e-newsletters, and local paper press releases are our most used tools for sharing information with residents.

- The City utilizes social media, project information pages created on its website, monthly e-newsletters, and outreach conducted during the development of the Capital Improvement Plan to engage the community when planning a new transportation project. If the project impacts a specific community or businesses, every effort is made to engage with the impacted parties.
Are there any interesting transportation projects you’ve worked on/the city has worked on recently?

► Our downtown core population is expected to increase dramatically with many new developments in progress, increasing the demand for transportation services in a denser portion of the City. Sound Transit is expanding 522 BRT and 405 Express options through ST3, which will support Woodinville residents commuting to Seattle, Bellevue, and Redmond.

John Vicente, City Engineer with the City of Kenmore

John is an engineer with the City of Kenmore. He works on a wide range of plans, which are not explicitly limited to transit. They may also include sidewalks, infrastructure, roads, and bridges. To get information out to their residents about transportation in the area, the City primarily relies on social media and their website to link people to significant transportation providers in the region, like King County Metro or Sound Transit. One of the first things to note about the City of Kenmore regarding public transportation is that the primary corridor serviced by transit is state route 522. They also have some transit running along NE 153rd Street and Juanita Way, which runs south and east towards Overlake. Except for these roads, pretty much everything else in the city can be challenging to reach.

Beyond the fixed-route service, the City also has a variety of other transportation options. Metro runs the Community Van and Vanpool, which are meant to service some of the areas not covered by fixed-route service. Bastyr University also has a shuttle, which runs from their Center for Natural Health in Fremont up Lake City Way and to their main campus at St. Edward State Park. However, where and how these services run can sometimes be difficult to understand.

One of the reasons for the lack of transit in Kenmore is that there are not many regional centers within the city, so there is not much incentive to create bus routes. The majority of their riders are commuters headed towards Seattle via 522, or they might be going to UW or UW Bothell. Beyond that, many of the neighborhoods have low ridership. For instance, there used to be bus service on 61st Ave, but it was cut due to lack of ridership. Locally, some of the major destinations might be grocery stores such as Safeway or Grocery Outlet and some of the regional parks like St. Edwards State Park and Rhododendron Park. Both of the parks may be difficult for people with limited mobility to access.

The main barriers to mobility within the City of Kenmore identified were a lack of bus service and a lack of infrastructure, especially sidewalks. Even some of the city’s sidewalks can become impediments because they are older or cracked with tree roots.

In the future, Link Light Rail at Northgate and Shoreline will be a prominent destination for transit users. The new Bus Rapid Transit line along State Route 522 will also be a route people may want to connect to. The City is also working on several infrastructure improvement projects. For instance, 61st Ave is one of their significant corridors, but many sidewalks in this area are burdensome for people to walk on due to tree roots. They are working on improving the sidewalks in this area. The City recently completed bike lanes on Simonds Road/NE 170th St from the southern City limits to 68th Ave NE. Juanita Drive and 68th Avenue are also getting new sidewalks and bike lanes.

Justin Fellores, WorkFirst Program Specialist with the Department of Social and Human Services (DHS)

Justin is a TANF case manager and serves the two-parent households enrolled in the TANF (Temporary Assistance for Needy Families) program in the King North Community Services office. They are referred to him once registered in TANF, and he is there to support them so they can move beyond the program. It is a participation-based program. He works with the families to identify their needs and what services there are
available for them. His region’s service area starts in Ballard at the 98117 zip code and continues north through Mountlake Terrace. This includes the city of Shoreline and North Seattle.

The TANF program specifically works with parents, and one of the main things parents face is a small window of opportunity to get things done. They may have to drop kids off at daycare or school and then make their scheduled appointments on time. Transportation can often be a considerable part of people’s successes. It’s usually one of the first things families ask about when they first enroll in the program. Generally, Justin doesn’t think the bus price is a considerable barrier; he believes it’s the length of time it takes many routes to go to places. For the majority of people, the bus is their only option. Sometimes customers will even opt to take the bus instead of driving their car because they do not want to put additional mileage on their vehicle. Having affordable and efficient transportation is key to getting people out of the hardship and into a better income bracket, and hopefully seeing less generational poverty.

The first thing that comes to mind when thinking about transportation gaps is the Mercy Magnuson affordable housing complex in Magnuson Park. Getting clients out of this area is difficult. If there’s someone who must take the bus into downtown Seattle, they have to transfer. Transferring is one of the main issues that clients have to face. What could be an under an hour trip turns into an hour and a half. Many people are moving to North Seattle who may need additional support services, as can be seen with the Magnuson Park housing complex. It has led to an increase in DSHS caseloads, but generally, clients in North Seattle have fewer service providers available to them.

Due to this change in the caseload, when the Northgate Seattle light rail opens, they hope to send many people to South Seattle. Many established service providers in south and central Seattle that clients might benefit from, but people are often unwilling to go due to the lack of efficient transportation to these areas. For instance, one location they commonly send people to is the Opportunity Place YWCA in Belltown. However, this is approximately a 45-minute bus ride from North Seattle College, as opposed to a 15-minute drive. Additionally, parking in that location is often unaffordable for many clients, so even if they have access to a car, it may not be their first choice.

Generally, Justin observes that the people who live on the east side of I-5 tend to have the most difficult time with public transportation. People often take multiple transfers to get to their destination due to the barrier that I-5 presents. People might be wishing to access common destinations, including Edmonds Community College in Snohomish County and Shoreline Community College from North Seattle College. Additionally, they might want to access various food banks, including UW Food Bank, North Helpline Food Bank in Lake City, and Hopelink. The North Helpline food bank is complicated to access because clients often have to make two transfers to access it.

DSHS does not have a transportation division. Their main job is to connect people to support services and provide cash assistance programs. They do have the ability to fund people’s transportation on paratransit through referral in their system. Access will then send an ORCA card to the person. They will also help people connect with Hopelink for Medicaid transportation and help people look up bus routes. There are several bus stops near the King North DSHS. The 26E stop is immediately adjacent. The 92nd St & Corliss Ave N is slightly further and has routes 26, 40, 345, and 346 nearby. There are also stops along Meridian, with the only additional bus route being the 316, which is commuter-only.
**Mike Dee, Citizen’s Commissioner for the City of Lake Forest Park**

Mike Dee represents the Lake Forest Park Citizen’s Commission, which works to engage residents of Lake Forest Park on local issues at their city government. As a representative and frequent bus rider in the city, he is well qualified to discuss potential transit gaps within the city of Lake Forest Park and the surrounding region.

One of the first things that came up when discussing Lake Forest Park is that there are only a few bus lines that travel through the city, and the majority run along state route 522. There is one that goes through the neighborhoods and along Ballinger Way towards Aurora Village, route 331. There is also a neighborhood route 308, but that is a commuter only proposed to be cut. This brings up another issue: a lot of the routes in Lake Forest Park are targeted towards commuters, which makes it difficult for mid-day travelers to access destinations via bus quickly, if at all. Even much of the new transit proposed in their area, such as the new Bus Rapid Transit (BRT) line, will still run along state route 522 and not into the neighborhoods.

Some key locations that are not currently served by bus but may benefit from it include Brookside Elementary and the Horizon View park just south of Brier. It seems like many of the busses which serve Lake Forest Park tend to go towards the U District, Downtown Seattle, and the Kenmore Park & Ride. From the Kenmore Park & Ride, riders can access much of the Eastside, but it may take a long time or require transfers. It also takes a lot of foresight and planning to efficiently make a trip because some busses do not run very frequently.

Another gap in Lake Forest Park is a lack of direct outreach with residents. For example, when the 331 bus schedule was changed, it was difficult to find information about this, and there were no changes put on the sign. Additionally, the city does not advertise the feedback meetings very well, making it difficult for people who may be impacted to get involved in the decision-making process.

There is also confusion and difficulty when transferring between bus agencies, which people in Lake Forest Park have to do frequently due to their proximity to Snohomish County. For example, the Swift Blue line, which runs from Edmonds to Aurora Village, follows a very similar route to the 101 Community Transit bus. Still, the two busses tend to stop at alternating stops, which makes it confusing for riders looking to transfer or who may have gotten on the wrong bus. Mike is concerned that a similar situation may happen when the BRT along state route 522 comes in because the stops for that route were rather far apart in distance and may not be aligned with the other busses already running along that route. Routes with stops closer together make it easier for people to transfer and access various destinations, rather than a few select locations along a route. Additionally, Sound Transit may confuse some people and limit their traveling ability because of the increased fare compared with King County Metro. People looking to travel locally may not wish to take Sound Transit but may not have any other options.

There have been efforts to provide alternative transportation in Lake Forest Park, with the Shoreline/Lake Forest Park Community Van being one alternative option. However, this resource is still confusing and difficult for potential riders to understand, which prevents people from using it. For example, even the payment method is confusing since you cannot use a traditional ORCA card with an e-purse. Easy to use alternative services such as this would be a good thing to complement the new Park & Ride and parking garage coming to Lake Forest Park near the Town Center. This would allow people who do not have cars to still access the new transit services that are coming to this area.

**Nora Daley-Peng, Senior Transportation Planner with the City of Shoreline**

Nora Daley-Peng is a transportation planner for the City of Shoreline’s Transportation Services Division under the Public Works Department. She works on a variety of transportation projects for the city. Shoreline values robust stakeholder and public participation in transportation projects and provides multiple ways to gain their feedback, including public workshops, walk and bike tours, surveys, and focus group meetings. Also, the City
frequently forms advisory committees at the onset of projects to bring multiple perspectives to the design process.

Specific destinations in the City of Shoreline that people might find difficult to access via public transportation include the Shoreline Senior Center area, including the Spartan Recreation Center, tennis courts, and playfields. Richmond Beach Saltwater Park is also difficult to access, as well as Kruckeberg Gardens and Twin Ponds Park. Shoreline Community college can also be difficult to access during the evenings and weekends. Finally, the area around Ballinger homes off Ballinger Way and 22nd Ave NE can be difficult to access for people with mobility issues due to the lack of crosswalks at this intersection. Traffic calming, coupled with marked crossings at this intersection, would allow people to safely get to/from the bus stops in this area.

Common areas that residents might need to access consistently include the Aurora Village Transit Center, the 192nd Street Park & Ride, Shoreline Community College, Shoreline parks, and Shoreline Center. A common barrier that prevents people where they need to go is the lack of accessible sidewalks and protected bike lanes in Shoreline. Many streets throughout the city lack sidewalks and bike lanes, and existing sidewalks may be old or uneven due to tree roots. If more of this infrastructure was updated, residents might have an easier time completing door to door trips. In response to this problem, the City is moving forward with their Sidewalk Prioritization Plan, a plan to improve the sidewalk network by constructing new sidewalks or alternative pedestrian facilities and maintaining and bringing existing sidewalks up to the Americans with Disabilities Act (ADA) standards.

To get information about transportation options to people, the city of Shoreline primarily uses their website, which contains a page explicitly focused on a variety of transportation options within the City of Shoreline and in the region. They also work specifically with affected commute trip reduction (CTR) employers in Shoreline. When planning new transportation changes, the City of Shoreline aims to facilitate robust stakeholder and public participation. They provide multiple ways for people to give feedback, including public workshops, walk and bike tours, surveys, and focus group meetings. Also, the City frequently forms advisory committees at the onset of projects to bring multiple perspectives to the design process.

One project the City of Shoreline is currently working on is updating their Transportation Master Plan (TMP). This will assess city-wide multimodal transportation needs and guide prioritization of investments that serve Shoreline residents, businesses, and visitors over a 20-year planning horizon. In doing so, the TMP Update will define transportation policies, goals, programs, and projects to align with the City’s Comprehensive Plan vision. To prepare for the future, the TMP Update will respond to transformations that are occurring through zoning changes and transportation infrastructure investments and address emerging policy and technology trends. Also, the TMP Update will incorporate larger concepts such as equity, health, safety, maintenance, shared-use mobility, accessibility, sustainability, and livability, among others.

**Sherman Goong, P.E., Transportation Planner with the City of Bothell**

Sherman is a transportation planner with the City of Bothell. He works on all forms of transportation projects and is not limited to just one mode. Overall, the city is involved and engaged with their community regarding transportation projects. They send out mailers, flyers, and post to the website to conduct outreach. They have also partnered with Metro to bring alternative services to the region, such as Community Van and Vanpool. They also work with Community Transit for the city’s Commute Trip Reduction program.

One of the most important things to note regarding the City of Bothell is that they are serviced by two different transit agencies, King County Metro and Community Transit, because the city limits include both King and Snohomish Counties. Due to this border, there is a difficulty regarding how far each transit agency can go into the other county. There are no layover zones or places to turn the busses around, and transit agencies are hesitant to run busses too far across the border.
The Bothell Everett highway is one of only two roads running north/south that is serviced by transit. It can be difficult for people who do not live directly along this corridor to access the transit service. For example, the Maywood Hills neighborhood to the north of downtown Bothell and the West Hill neighborhood on the west side of the Bothell Everett highway do not have transit service leading to the Bothell Everett Highway. The other north/south route runs through the North Creek Business Park east of I-405. One different neighborhood that is not well served by transit is the Norway Hill area, just west of I-405 and the Brickyard Park & Ride.

One gap that Sherman is particularly interested in is the addition of more protected and buffered bike lanes in the City of Bothell. They are interested in adding connector routes to the North Creek Bothell Trail's critical north/south bike trail. One of the crucial limitations to projects such as this is pavement width. It may be too costly or too time-consuming to add new bike lanes to every road, so they are developing alternatives utilizing the available infrastructure that would allow people to access much of the city via bicycle safely.

An area that may see an increased need for mobility services in the future is the Canyon Park Subarea. This part of Bothell will be updated to increase density. The projects in this area include a variety of mixed-use commercial buildings and residential dwellings for a variety of income levels. The Subarea is also coordinating with WSDOT to construct the 405 Direct Access Ramp, which will access the future WSDOT Express Toll Lanes on I-405 in the future. As this area continues to grow, people will need to access a variety of transportation options.

Regarding barriers to transportation, Sherman identified funding as one of the biggest challenges, especially as the region begins to see increased repercussions from the pandemic. Additionally, finding out who and where the vulnerable populations is always a difficult question, but serving them should always be a priority.

**Tamara Piwen, Family Support Associate Director with the Center for Human Services (CHS)**

Tamara is the Family Support Associate Director with the Center for Human Services (CHS). She oversees the Kinship group and helps facilitate Kaleidoscope Play and Learn, both of which are programs targeted at families. Overall, the Center for Human Services aims to strengthen the community through counseling, education, and support to children, youth, adults, and families. They have a variety of programs that aim to support people who may need help. The Shoreline center's service area is quite large and can go as far north as Everett and as far south as south Seattle. Clients are generally low income, Medicaid or Medicare eligible, and are referred into a specific program.

In the Family Support programs, a majority of the parents drive. For those that do not, or for participants in other programs such as the Substance Abuse program, the time spent on busses can be very difficult for people. It is time-consuming, which can present a significant barrier for people trying to access services. For families with limited English-speaking abilities, language differences can present obstacles to successfully navigating public transportation. Older adults might also have increased difficulty due to mobility limitations. If they have to make multiple transfers, this can make the trip time consuming and more difficult.

CHS sometimes finds that they have to give participants rides to the center. In these instances, the client may be disabled or utterly reliant on family or friends for rides. In cases such as these, they might occasionally sign off for a volunteer driver or refer the client to a transportation program that will fit their needs. Access, ORCA LIFT, and human service bus tickets are all programs they frequently rely on to get clients where they need to go. The Access program specifically can sometimes present a barrier because clients are confused about the application process. It is a long and complicated process that may deter people from signing up for services they need.

One region that sticks out as being difficult to access via public transit is the City of Bothell. Many busses in that area only run along the Bothell-Everett Highway, which means that people living in the surrounding
neighborhoods often have to walk a reasonable distance to catch a bus. They also saw a need for service to the Bothell Methodist Church, near Bothell High School. This area is nearly a mile from nearby bus stops. Another location that people may have to go to frequently but have difficulty accessing is the US Citizenship and Immigration Services office in Tukwila. It can take a long time to get there via transit, which is a barrier for making it to their appointments on time.

APPENDIX 4: COMMUNITY SURVEY DATA

An online community survey was conducted for this project. In total, 176 valid responses were collected. For a full excel document of the collected responses, please contact mobility@hopelink.org.

Demographics
The following tables display the overall demographics of the survey respondents.

### Age of Respondents

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### Gender of Respondents

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**Household income**

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### Race

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<tr>
<td>Other</td>
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<tr>
<td>Total</td>
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<tr>
<td>Answer choices</td>
<td>Percentage</td>
<td>Responses</td>
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<tr>
<td>Prefer not to say</td>
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<tr>
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<td>English &amp; Spanish</td>
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<tr>
<td>Hindi</td>
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<tr>
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<tr>
<td>Pashto</td>
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<tr>
<td>Russian</td>
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<tr>
<td>Spanish</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>176</strong></td>
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Question Summaries
The following question summaries detail the responses to the categorical questions only. For qualitative survey responses, please reach out to mobility@hopelink.org.

Q1: Where do you currently travel to in the North King County Region?

A — Popular destinations include downtown Ballard, Ballard food bank, Golden Gardens Park
B — Popular destinations include downtown Fremont, Wallingford, the Woodland Park Zoo
C — Popular destinations include Greenlake park, Roosevelt shops
D — Popular destinations include UW, Seattle Children’s Hospital, UW Medical Campus
E — Popular destinations include Magnuson Park, Lake City Way businesses, Wedgewood businesses
F — Popular destinations include Jackson Park, Lake City Way businesses, Fircrest Center
G — Popular destinations include Northgate Mall, DSHS, North Seattle Community College, UW Medical Center NW
H — Popular destinations include Holman road businesses, Carkeek Park
I — Popular destinations include Aurora Square shopping center, Shoreline Department of Licensing, Social Security Administration
J — Popular destinations include Costco, Shoreline City Hall, Richmond Beach, Aurora Village Transit Center
K — Popular destinations include the town center at Lake Forest Park
L — Popular destinations may include Kenmore Park & Ride, Kenmore Library
M — Popular destinations may include UW Bothell, downtown Bothell, Cascadia College, Northshore Senior Center
N — Popular destinations may include downtown Woodinville, Woodinville wineries, Kaiser Permanente Northshore
Q2: Where do you wish to travel to, but cannot access in the North King County region?

A — Popular destinations include downtown Ballard, Ballard food bank, Golden Gardens Park
B — Popular destinations include downtown Fremont, Wallingford, the Woodland Park Zoo
C — Popular destinations include Greenlake park, Roosevelt shops
D — Popular destinations include UW, Seattle Children’s Hospital, UW Medical Campus
E — Popular destinations include Magnuson Park, Lake City Way businesses, Wedgewood businesses
F — Popular destinations include Jackson Park, Lake City Way businesses, Fircrest Center
G — Popular destinations include Northgate Mall, DSHS, North Seattle Community College, UW Medical Center NW
H — Popular destinations include Holman road businesses, Carkeek Park
I — Popular destinations include Aurora Square shopping center, Shoreline Department of Licensing, Social Security Administration
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K — Popular destinations include the town center at Lake Forest Park
L — Popular destinations may include Kenmore Park & Ride, Kenmore Library
M — Popular destinations may include UW Bothell, downtown Bothell, Cascadia College, Northshore Senior Center
N — Popular destinations may include downtown Woodinville, Woodinville wineries, Kaiser Permanente Northshore

Nowhere they cannot access 36%
Q6: Please select your transportation needs in North King County.

<p>| | |</p>
<table>
<thead>
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<tr>
<td>A</td>
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<td>B</td>
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<tr>
<td>I</td>
<td>5%</td>
</tr>
<tr>
<td>J</td>
<td>5%</td>
</tr>
</tbody>
</table>

A — More education about transportation
B — Safe walking and biking paths
C — Service that connects me to local destinations
D — Service that connects me to major transportation hubs
E — Service that gets me to my destination quickly
F — Service that requires two transfers or less
G — Service that runs earlier in the day
H — Service that runs in the mid-day
I — Service that runs in the evening
J — Service that travels across county lines

Q7: Prior to COVID-19, how often did you use the following types of transportation? This can be for recreational purposes as well as essential travel.

Drive Alone

- Every day
- A few times a week
- Every week
- One or two times a month
- Once every few months
- Once or twice a year
- Never
*Includes those using wheelchairs.

**Carpool**

- Every day
- A few times a week
- Every week
- One or two times a month
- Once every few months
- Once or twice a year
- Never

**Walk/Roll**

- Every day
- A few times a week
- Every week
- One or two times a month
- Once every few months
- Once or twice a year
- Never

**Bus**

- Every day
- A few times a week
- Every week
- One or two times a month
- Once every few months
- Once or twice a year
- Never

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*includes community van, Hyde Shuttle, transportation with a senior center, etc.
Q9: In the past year, have you been enrolled in or accessed any of the following programs? You may pick more than one.

- ORCA Card-Adult: 510% 410% 334%
- ORCA Card-Youth: 213%
- ORCA Lift (low income card): 110%
- ORCA Card-RRFP (Regional Reduced Fare Permit, for seniors...): 33%
- Human services bus tickets obtained at local community...: 213%
- No, I have not enrolled in or accessed any of these programs.

Q10: What is your overall satisfaction level with the bus service options available to you in North King County? 5 stars is most satisfied, one star is least.

- 1 star: 10%
- 2 stars: 13%
- 3 stars: 33%
- 4 stars: 34%
- 5 stars: 10%
Q11: What is your overall satisfaction level with the community transportation options open to you in North King County? (Community Van, Community Ride, Hyde Shuttle, etc.) 5 stars is most satisfied, one star is least. If you are unsure what community transportation is, please leave the question blank.

Q12: What is your overall satisfaction level with the walking/rolling environment, such as sidewalks, pedestrian crosswalks, and trails open to you in North King County? 5 stars is most satisfied, one star is least.
Q13: Overall, do you feel that you are consistently able to get where you need to go? 5 stars is most satisfied, one star is least.