



Potential change to Route 10
Summary of Feedback
December 16, 2015

Activities to solicit comment – beginning Monday, Dec. 7

- Blog post announcing potential change, soliciting comment
- Web update to U Link project site: www.kingcounty.gov/metro/LinkConnections
- Sounding Board outreach
- E-notification to route 8, 10, 11, 43, 47, and 49 riders; U Link project list
- Social media – Twitter, Facebook ad promoting survey

Feedback received – as of Monday, Dec. 14

Sounding Board

Heard from 5 members who support the change, no objections raised

Online Survey

Total responses – 1,269

What bus routes do you ride? (check all that apply)

- Route 10 – 75%
- Route 43 – 67%
- Route 8 – 54%
- Route 11 – 45%
- Route 49 – 44%
- Route 47 – 12%
- None of these – 5%

What do you think of this potential change to Route 10?

- 45% - I like it
- 24% - I don't like it
- 19% - I don't like it, but could live with it
- 12% - I have no opinion

Reasons people like it:

- It provides more service and connections to light rail
- Increases connectivity of the region to 15th Ave retail core and Volunteer Park
- With no off-peak 43, it's a good option/replacement
- The 8 is unreliable so having another option along E John to get to/from light rail is good

- More people will be better served without sacrificing too much to do so. It spreads the service around Capitol Hill better – rather than over-concentrating service along the Pike/Pine corridor at the expense of E John/Olive.
- While some are upset that Metro didn't either implement Alternative 1 from last March or what was adopted by council, they feel this is the least we can do to make up for what they perceive as letting a small minority afraid of change overrule a sensible restructure. Not moving forward with what was decided has caused a loss of trust for some in Metro.

Reasons people do not like it:

- Worry about capacity on Route 11 as the only route serving Pike/Pine through Capitol Hill. Route 10 and 11 riders often choose between the two when traveling the Pike/Pine corridor. They experience very crowded buses and being passed up today. Many with this worry say we should consider putting larger buses on the route – this would allay their concerns.
- Loss of inter-local connections... Consider that Capitol Hill is the densest area in Seattle with limited parking for both residents and visitor. Many who live there do not own cars. They use only transit. Route 10 riders use this route to get:
 - from Pike/Pine to the 15th Avenue retail core – groceries, Group Health, restaurants, bars, clothing stores, etc.
 - from the 15th Avenue corridor to get to Pike/Pine destinations like Seattle Central, restaurants, retail, theaters, Northwest School, Seattle Academy of Arts and Sciences, and groceries at Central Co-op and Trader Joes.
 - It's not so much the people getting on/off along the stretch of 15th that would lose service, but the one bus connection between Pike/Pine from Capitol Hill to downtown and 15th to Volunteer Park.
- Change breaks the north-south service grid – need service all along 15th; at least some level of service where E John has other options.
- Suggest that we add more service on Route 43 instead
- Suggest that we re-route Route 49 instead
- Suggest waiting until changes are implemented, seeing what happens to ridership, then changing more if needed

Other feedback of note:

- Since the only changes we had consider for Route 10 earlier in the process were addition to its service level – funded by Seattle – some seemed unfamiliar with the entire set of changes. Their comments reflected misunderstandings about the rest of the network changes and why we would be considering this.
- Some were upset about the lack of notice on the change and too short a period to comment on it.