

Metro Route 60 Speed and Reliability Planning Study Community Engagement Report

June 16, 2026



Table of contents

1	Executive summary	4
2	Study overview	7
2.1	Study area	7
2.1.1	Segment 1	10
2.1.2	Segment 2	12
2.1.3	Segment 3	14
2.1.4	Segment 4	15
3	Community engagement overview	17
3.1	Community engagement goals	17
3.2	Engagement methods	18
3.2.1	In-person outreach	20
3.3	Audiences reached	21
4	What Metro heard from the community	21
4.1	Overall summary of key takeaways	21
4.2	Summary of feedback by segment	23
4.2.1	Segment 1	23
4.2.2	Segment 2	24
4.2.3	Segment 3	24
4.2.4	Segment 4	25
4.3	Feedback per engagement method	25
4.3.1	Door-to-door business outreach	25
4.3.2	Bus stop outreach overview	27
4.3.3	Online Survey	28
4.3.4	Community briefings	51
4.3.5	Metro Transit Operator Panel Session	53
4.3.6	Blog post	54

4.3.7	Other comments Metro received	55
5	What Metro learned and what happens next.....	55
5.1	What worked well.....	55
5.2	Challenges and improvements.....	55
5.3	Next steps	56
6	Appendices	57
6.1	Appendix A: Business outreach list	58
6.2	Appendix B: Poster and poster locations	61
6.3	Appendix C: Metro Matters Blog post	62
6.4	Appendix D: Online survey questions.....	62
6.5	Appendix E: Social media.....	65
6.6	Appendix F: Transit Alerts	67
6.7	Appendix G: Media coverage	70
6.8	Appendix H: Route 60 factsheet (brochure-style).....	71
6.9	Appendix I: List of preparers	72

Acronyms and abbreviations

BAT lanes: Business, Access, and Transit lanes

I-5: Interstate 5

Metro: King County Metro

PBL: Protected bike lane

SDOT: Seattle Department of Transportation

QR: Quick Response

1 Executive summary

King County Metro, in collaboration with the Seattle Department of Transportation, is studying transit improvements for Route 60 to reduce bus travel times, improve reliability, and improve overall rider experience. Route 60 connects riders to jobs, schools, health care, essential services, and local businesses and plays an important role in daily mobility for thousands of people.

Between January 16 and February 20, 2026, Metro gathered feedback from riders, community organizations, and businesses along the corridor. Outreach focused on communities that rely most on Route 60, including people with low incomes, People of Color, immigrants, refugees, people with disabilities, and people with limited English proficiency. To make participation easier, Metro provided materials in six languages: Amharic, English, Simplified Chinese, Somali, Spanish, and Vietnamese.

Metro heard from more than 930 community members and 97 small businesses across Capitol Hill, First Hill, the Chinatown-International District, Beacon Hill, Georgetown, South Park, and Westwood Village. Feedback was provided through in-person outreach, a multilingual online survey with 748 respondents, a Metro Matters blog post (viewed more than 1,600 times), Transit Alerts to more than 8,000 subscribers, social media posts, community briefings with five neighborhood organizations, and two panels of Route 60 transit operators. This report summarizes what Metro heard and captures feedback that will help shape Route 60 improvements.

Key findings:

- **There is strong support for corridor study’s proposed concepts and approaches to improve speed and reliability.** People expressed a strong desire to make Route 60 faster and more reliable and expressed strong support for the specific concepts and approaches presented. People who responded to our survey voiced the strongest support for proposed improvements in Segment 1 (87%) where Route 60 has its highest ridership and lowest support in Segment 3 (71%).
- **Riders want more bus priority lanes and intersection improvements.** When asked to prioritize types of speed and reliability improvements, survey respondents’ highest priority was to add more bus lanes and second priority was to improve intersections to reduce delay. Support for bus lanes was also evident with key stakeholders and on specific survey questions about potential parking removal tradeoffs needed to implement bus lanes, though there were some strong concerns that

certain bus lanes could create excessive general purpose traffic impacts and potential neighborhood parking problems.

- **Reliability and frequency are top concerns.** Participants generally value Route 60's frequent service but noted inconsistencies in bus arrivals. Riders shared that delays and back-to-back arrivals make trip planning difficult, particularly during peak hours or evenings. Improving schedule reliability and maintaining even spacing between buses would enhance rider confidence and comfort.
- **Safety is a concern on and off the bus.** Safety concerns were raised consistently across all outreach methods and neighborhoods. Riders described feeling unsafe while waiting at stops and while riding, citing issues with lighting, pedestrian crossings, and behavior at stops and onboard. Businesses along the corridor echoed these concerns. Community organizations, particularly The Vera Project, emphasized the need for better-lit, welcoming stop environments that feel safe for young people travelling at night. Addressing safety conditions at stops is seen as essential to supporting both ridership and community confidence in the route.
- **Multimodal Safety.** Community members pointed out potential challenges and opportunities to improve road safety for all users. Respondents asked Metro to ensure transit improvements would be compatible with recently completed or planned bike lanes and multimodal paths. People also asked Metro to help address problematic intersections where collisions, near misses and excessive speeding occur.
- **Buses and stops need upgrades.** Maintaining clean and welcoming stops and buses emerged as an important factor in rider experience. Bus stop functionality is a priority, with the community wanting more shelters, seating, and real-time arrival information. Businesses also recognize the value of nearby bus service but stress the importance of safe, clean, and accessible stop areas, particularly for riders who are older adults and people with limited mobility.
- **Environmental priorities and community-specific needs.** Communities in South Park and the Duwamish Valley raised distinct concerns rooted in their local context. Community members and organizations highlighted the area's history of environmental impacts and expressed strong support for zero emission vehicles. Looking ahead, community leaders noted that South Park is growing, with more than 200 new housing units expected in the next three years, which will increase demand for frequent, reliable and emission-free service.

- **Strengthening connections and communication.** Through engagement events, participants emphasized the importance of reliable connections between Capitol Hill, First Hill, the Chinatown-International District, Beacon Hill, Georgetown, South Park, and Westwood Village. Some riders were not fully aware of how Route 60 links to major destinations. Increasing public awareness and reinforcing these connections could help riders better understand how Route 60 supports daily mobility across communities.
- **Route 60 is essential for daily life.** Route 60 is a vital transit lifeline for the communities it serves, connecting residents, workers, students, and businesses to key destinations and light rail stations. Engagement across Capitol Hill, First Hill, the Chinatown-International District, Beacon Hill, Georgetown, South Park, and Westwood Village demonstrated how transit reliability directly impacts access to essential services and daily stability for people. Businesses reported that many customers and employees rely on Route 60 or light rail to reach them, demonstrating the route's economic importance. Many businesses believe improvements to Route 60 could increase ridership.

Community input summarized in this report will guide planning level design concepts, cost estimates, and recommendations for Route 60 improvements. Metro will continue to share how feedback shapes final decisions and remain engaged with communities as the project moves into the design phase.

2 Study overview

King County Metro (Metro), in collaboration with the Seattle Department of Transportation (SDOT), is studying transit improvements for Route 60 to reduce travel times, improve reliability, and enhance rider experience. Route 60 operates daily from 4 a.m. to 1 a.m., with weekday service buses operating every 10 to 12 minutes between 7 a.m. and 6 p.m. The route connects neighborhoods from Westwood Village to Capitol Hill, including White Center, South Park, Georgetown, Beacon Hill, Chinatown-International District, and First Hill, helping people get to jobs, schools, and essential services.

Many Route 60 riders live in communities that [Metro's Mobility Framework](#) identifies as having priority populations, including people with low or no incomes, People of Color, and those without access to a personal vehicle. For these riders, reliable, affordable, and frequent transit is essential for reaching work, education, friends and family, and daily needs.

About 70% of Route 60 trips arrive on time, below Metro's goal of 80%. Despite these reliability challenges, the route serves an average of 6,200 weekday boardings, making this route a strong candidate for investments to reduce delays and inconsistent travel times.

Because Route 60 serves many priority populations, supports access to essential services, and currently experiences on-time performance challenges, this study focuses on the following investments:

- Reduce bus travel times by 10-15% during busy commute times.
- Improve reliability so more trips arrive on time.
- Improve connections to other travel modes in the area.
- Improve the experience for current riders and attract new riders to use Route 60.

2.1 Study area

This study focused on four main segments along the Route 60 corridor (see Figure 1) to help improve travel time and bus reliability.

- **Segment 1:** East Mercer Street to South Weller Street (First Hill, Capitol Hill, Chinatown-International District).
- **Segment 2:** South Lander Street to South Albro Place (North Beacon Hill).
- **Segment 3:** Swift Avenue South to 16th Avenue South (Georgetown).
- **Segment 4:** East Marginal Way & 16th Avenue South (South Park, Westwood-Highland Park).

The portion of Route 60 between South Weller Street and South Lander Street was not included as part of this study. It was recently analyzed as part of a similar study for Route 36. The

improvements identified as part of that study will also benefit Route 60 performance and its riders. SDOT is currently completing a project to address the transit flow needs identified in that study.

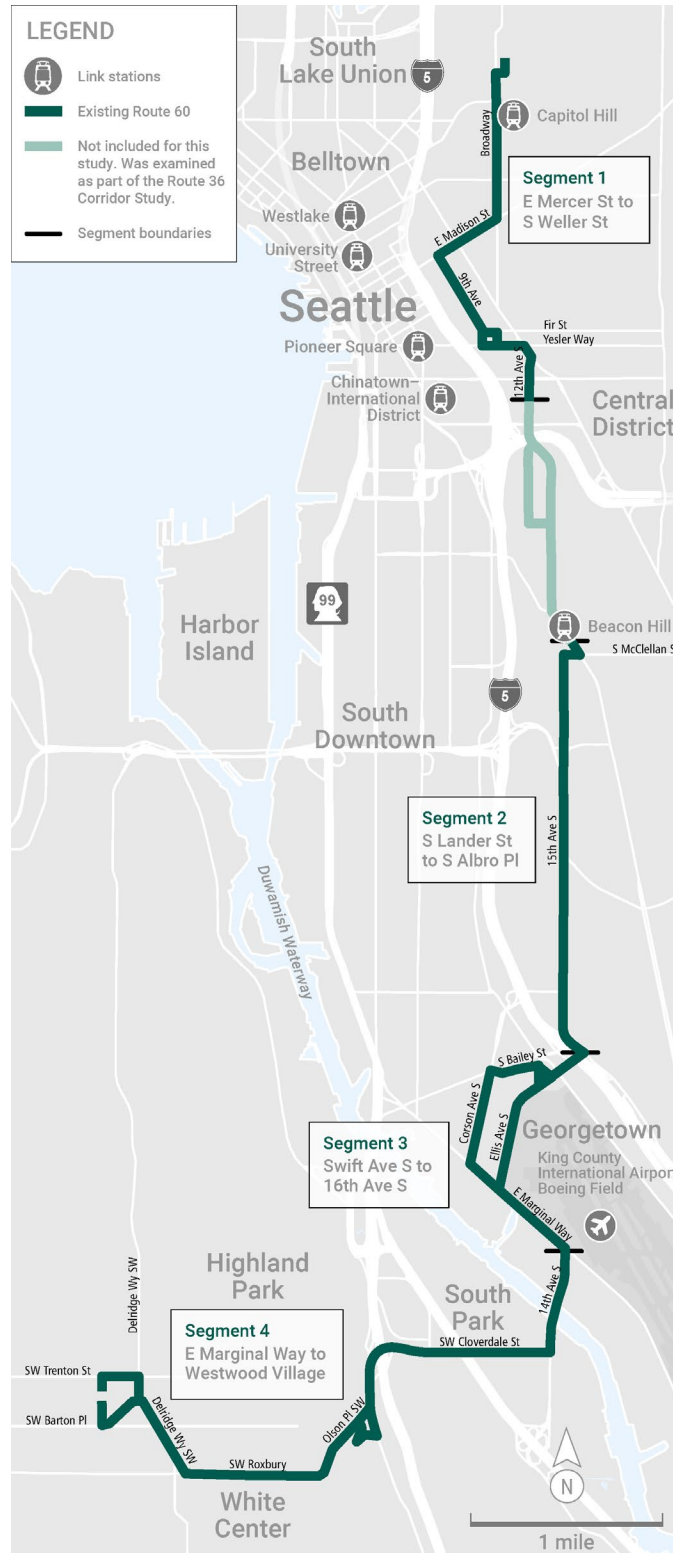


Figure 1: Map showing the study area for Route 60.

Metro identified a range of potential transit improvements that could make Route 60 faster and more reliable for the thousands of people who ride it each day. The following sections describe the types of improvements being considered, per segment, to enhance bus service for current riders and support the needs of a growing community. In addition to these investments, Metro will evaluate transit signal priority along the corridor to further improve travel times.

2.1.1 Segment 1

Broadway East & East Mercer Street to 12th Avenue South & South Weller Street (First Hill, Capitol Hill International District)

Segment 1 includes portions of the First Hill, Capitol Hill, and the Chinatown-International District neighborhoods. The route serves multiple community destinations in these neighborhoods including the Capitol Hill Link light rail station, Swedish Hospital, and Harborview Medical Center.

Transit improvements that are being considered for this segment include the following:

- Consolidation of bus stops on Ninth Avenue. Removing bus stops that are close together and modifying stop locations would improve reliability and save travel time.
- Rerouting northbound buses from Broadway and Fir Street to Yesler Way and Eighth Avenue. Buses on Fir Street currently face delays due to the narrow street width and loading activities outside of designated areas.
- Building bus bulbs (wider sidewalks at key stops where buses face challenges merging in and out of traffic), including the stops at Capitol Hill Station and Harborview. Allowing a bus to stay in the lane while serving a stop reduces the amount of time lost to merging in and out of traffic, improves accessibility for riders, and can improve safety for cyclists and pedestrians.
- Intersection improvements such as changes to signal operations and lane configurations where buses face delays. Prioritizing transit movements reduces the amount of time buses spend at traffic lights and can improve travel times.
- Business Access and Transit (BAT) lane and queue jump for northbound buses on 12th Avenue approaching Boren Avenue. A BAT lane and dedicated signal phase could improve reliability and address a location with significant delays during peak travel periods.

Figure 2 shows locations and types of potential improvements for this segment.



Figure 2: Segment 1 map (Capitol Hill and Beacon Hill).

2.1.2 Segment 2

Beacon Avenue South & South Lander Street to Stanley Avenue South & South Albro Place
(North Beacon Hill)

Segment 2 includes portions of the North Beacon Hill neighborhood. The route serves multiple community destinations in this neighborhood including the Beacon Hill Link light rail Station, Jefferson Park, and Grover Cleveland STEM High School. Transit improvements that are being considered for this segment include the following:

- Removing a bus stop pair at 15th Avenue South and South Stevens Street or at 15th Avenue South and South Hanford Street. Also, relocating the southbound stop at 15th Avenue South and South Orcas Street further south. Wider stop spacing at these locations would improve travel time and result in better stop spacing based on Metro's Bus Stop Guideline recommendations.
- Intersection improvements to prioritize transit movements including traffic signal changes and new lane configurations.
- Bus priority lanes at the following locations. Roadway lanes dedicated exclusively (or primarily) for the use of buses improve travel times as buses avoid general traffic delays in surrounding lanes.
 - Westbound at South McClellan Street and Beacon Avenue
 - Northbound at 15th Avenue South and South Columbian Way
 - Northbound at 15th Avenue South and South Spokane Street
- Raised bike lane on Swift Avenue to sidewalk level at the northbound 16th Avenue South bus stop. This change will allow the bus to serve the stop more efficiently while reducing potential conflict between bike riders and buses.

Figure 3 shows locations and types of potential improvements for this segment.



In some locations, more than one potential improvement is being considered.

Figure 3: Segment 2 map (Beacon Hill).

2.1.3 Segment 3

16th Avenue South & Swift Avenue South to East Marginal Way & 16th Avenue South (Georgetown)

Segment 3 includes portions of the Georgetown neighborhood. The route serves multiple community destinations in these neighborhoods including South Seattle College (Georgetown Campus), Georgetown Tiny House Village, and Boeing offices. Transit improvements that are being considered for this segment include the following:

- A minor route change of southbound buses to keep them on South Albro Place and serve a new stop at South Albro Place and 13th Avenue South instead of serving the southbound stop on 13th Avenue South and South Bailey Street. This change would speed up the route by reducing the number of turns it makes. It would also reduce confusion for riders, as both northbound and southbound buses currently serve the stop at 13th Avenue South
- Bus priority lanes at the following locations:
 - Eastbound on South Albro Place approaching Interstate 5 (I-5)
 - Eastbound on South Bailey Street approaching Carleton Avenue South
 - Southbound Ellis Avenue approaching East Marginal Way
 - Southbound on Marginal Way approaching 14th Avenue South
 - Northbound on 16th Avenue South approaching East Marginal Way
- Roadway lanes dedicated exclusively (or primarily) for the use of buses improve travel times by avoiding general traffic delays in surrounding lanes.
- Closing the northbound bus stop at South Albro Place and Stanley Avenue South. This stop has low ridership and is less than 600 feet from the previous stop at 13th Avenue South and South Bailey Street.

Figure 4 shows the locations and types of potential improvements for this segment.

[illegible]

Figure 4: Segment 3 map (Georgetown).

2.1.4 Segment 4

East Marginal Way & 16th Avenue South to Westwood Village (South Park, Westwood-Highland Park)

Segment 4 includes portions of the South Park and Westwood-Highland Park neighborhoods. The route serves multiple community assets in these neighborhoods including the Olson Place & Myers Way Park & Ride and Westwood Village. Transit improvements that are being considered for this segment include the following:

- A new bus priority lane on Cloverdale Street approaching 14th Avenue South. This lane would help buses bypass long lines of traffic during morning and evening rush hours.
- Intersection improvements near the Olson Place & Myers Way Park & Ride to reduce travel time and improve bus reliability.
- Closure of the eastbound bus stop at Barton Place and 22nd Avenue Southwest. Removing this stop will help improve travel time and result in better stop spacing that aligns with Metro’s recommended guidelines.

Figure 5 shows locations and types of potential improvements for this segment.

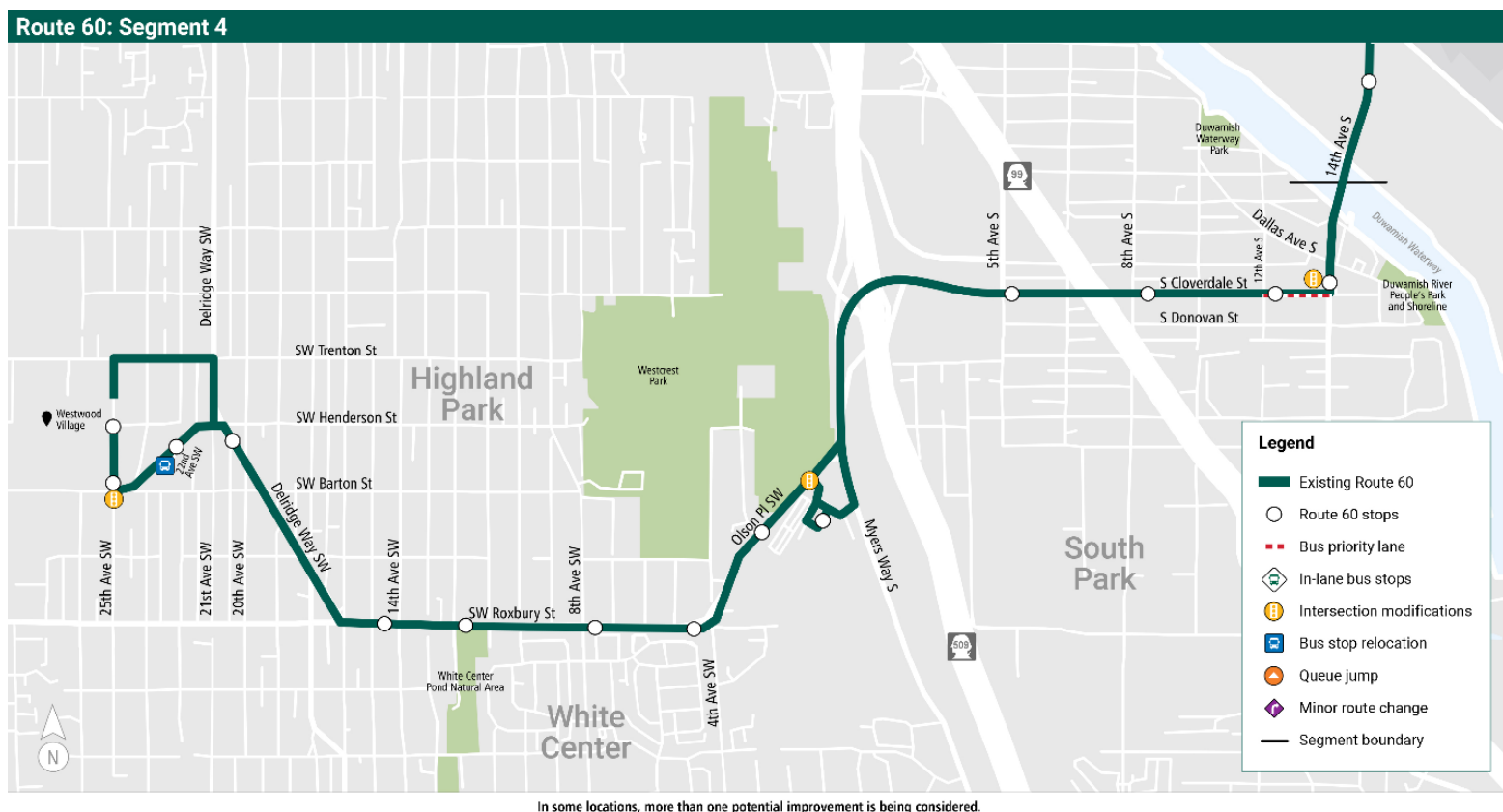


Figure 5: Segment 4 map (South Park and West Seattle).

3 Community engagement overview

Metro conducted five weeks of community outreach between January 16 and February 20, 2026. Outreach was designed to engage community members both in person and online, with a focus on hearing directly from people who rely on Route 60 every day.

Metro led a comprehensive community engagement effort to gather community input that will inform design decisions for Route 60 speed and reliability improvements. Metro engaged with riders, businesses, and community groups within the Route 60 corridor to inform them about the study, receive feedback on the proposed transit improvements, and help address questions or concerns. This feedback will inform project design decisions.

Outreach efforts were designed to:

- Build trust and relationships with riders and businesses along the corridor.
- Gather feedback from communities who are historically underserved and transit dependent.
- Identify barriers to and opportunities for safer, faster, and more reliable service.
- Learn how route operations affect local businesses as well as community members, including those with limited English proficiency and mobility challenges.
- Understand how Route 60 supports access to work, school, healthcare, services, community, cultural spaces, and more.
- Ensure feedback directly informs decisions and strengthens transparency between Metro and the community.
- Collect feedback through multiple, accessible channels, both in-person and online.

3.1 Community engagement goals

The community engagement strategy aimed to:

- Reduce barriers to participation through in-person and online, multilingual outreach.
- Collect feedback on Route 60 and how it is or is not working for riders. Meet people where they already gather, such as community spaces and bus stops with high ridership.
- Start developing a stronger Metro presence along the route to foster relationship building with riders, businesses, and communities.

3.2 Engagement methods

Metro used several outreach methods to gather feedback from riders, community organizations, and businesses along Route 60. Materials were provided in six languages, and bilingual project staff supported Spanish-speaking community members during the outreach period. Table 1, below, summarizes how Metro engaged with community members.

TABLE 1. ENGAGEMENT METHODS

Type	Action	Quantity	Duration	Description
In-person outreach	Business outreach	5 outings, multiple businesses visited per outing	4 hours each	Project team visited businesses along the Route 60 corridor to receive feedback on study, answer questions, and/or guide community members through the online survey. For a complete list of businesses Metro visited, see Appendix A .
	Bus stop outreach	4 outings, multiple stops visited per outing	4 hours each	Intercept-style outreach hosted by the project team at bus stops with high ridership. Staff spent time talking to riders and passersby during peak times of the day. See bus stop outreach locations in Table 2.
	Briefings	5 briefings	1 hour each	Virtual and in-person presentations to community-based organizations and Metro Transit Operators along the corridor. See organizations that met with Metro for a briefing in Table 2.
	Posters	17 posters	5 weeks	Multilingual posters hung at Route 60 bus stops asking people to take the online survey. See Appendix B for the posters and a complete list of bus stop locations where posters were hung.
Digital outreach	Blog (multilingual)	1 blog post	5 weeks	Information was posted on the Metro Matters online platform at the beginning of the engagement phase. Information provided in six languages, included project overview, proposed improvements, and a link to the survey. See the blog post in Appendix C .

Type	Action	Quantity	Duration	Description
	Online survey (multilingual)	1 survey	5 weeks	Virtual survey (six languages). See the survey questions in Appendix D .
	Social media	3 social media posts	2 weeks	Information posted to King County Metro platforms: X, Facebook, and Instagram. Posts were published on January 22 and February 18 encouraging the public to take the online survey. See examples of social media posts in Appendix E .
	Transit Alerts	10 texts and emails	5 weeks	Email and text notifications were sent to over 8,000 subscribed Route 60 riders throughout the five-week engagement period. Metro saw an increase of 92 subscribers between the start of engagement from January 16 until February 20 ¹ . See examples of Transit Alerts in Appendix F .
	Email / mail	5 one-on-one email received and responded to.	5 weeks	The project team monitored and responded to questions about the project.
	Earned media	5 media outlets	4 weeks	The study received coverage by the following media outlets between late January to early February, extending awareness beyond channels owned by Metro: Seattle Transit Blog, Capitol Hill Seattle Blog, Georgetown Community Council's blog, Seattle South Park Neighborhood Facebook group, and West Seattle Blog. See links to earned media in Appendix G .

¹ Note: an increase in subscribers may not be directly associated with the survey during this period.

3.2.1 In-person outreach

During business and bus stop outreach, Metro distributed a multilingual factsheet ([Appendix H](#)) that included an overview of the study, Quick Response (QR) codes to the blog and online survey and contact information for follow-up questions. Staff held on-the-spot conversations with riders and business representatives to understand concerns, receive verbal feedback, and help people complete the survey. Table 2 summarizes the schedule of in-person engagement activities by method.

TABLE 2. SCHEDULE OF IN-PERSON ENGAGEMENT ACTIVITIES BY METHOD.

Methods	Dates	Audience
Door-to-door business outreach	January 22 and 23	Businesses in Capitol Hill neighborhood
	January 29	Businesses in Beacon Hill neighborhood
	February 5	Businesses in Georgetown neighborhood
	February 19	Businesses in South Park neighborhood
Bus stop outreach	January 23	Riders at bus stop locations on Broadway and East Thomas Street and Broadway and East Denny Street
	January 29	Riders at bus stop locations on Beacon Avenue South and South Lander Street
	February 5	Riders at bus stop location on 13th Avenue South and South Bailey Street
	February 19	Riders at bus stop location on 25th Avenue Southwest and Southwest Trenton Street
Interviews	February 6	Metro Access Transportation Transit Operators
	February 6	Metro Transit Operators
Briefings	February 11	Cultivate South Park and South Park Business District
	February 11	Yesler Terrace Community Council
	February 17	The Vera Project
	February 18	Harborview Medical Center
	February 18	Duwamish Valley Sustainability Association
Posters	January 22 – February 19	17 bus stops (complete list in Appendix B)

3.3 Audiences reached

Across all engagement activities, Metro heard from more than 930 people, including:

- **748** online survey participants.
- **30** riders reached by performing bus stop and neighborhood outreach (8 total bus stops).
- **97** small business during door-to-door visits.
- **5** briefings with community-based organizations.
- **2** briefings with Transit Operators on Route 60.
- Additional community members who shared input through direct email with Metro or informal conversations.

In many instances, participants reflected the communities prioritized in King County Metro's [Mobility Framework](#), and their input provided valuable insight into how reliability, frequency, and safety directly affect access to essential services.

4 What Metro heard from the community

Feedback from riders, community members, and businesses provided a clearer understanding of how Route 60 is used, the challenges people experience when using Route 60, and the improvements they would like to see along the corridor. Together, these perspectives highlight what matters most to those who depend on Route 60 for daily travel, work, and access to essential services. Feedback gathered from business and bus stop outreach, briefings, and the online survey revealed several consistent takeaways across audiences.

4.1 Overall summary of key takeaways

There is strong support for corridor study's proposed concepts and approaches to improve speed and reliability. Respondents expressed a strong desire to make Route 60 faster and more reliable and survey respondents expressed strong support for the specific concepts and approaches presented. Survey respondents voiced the strongest support for proposed improvements in Segment 1 (87%) where Route 60 has its highest ridership and lowest support in Segment 3 (71%).

Riders want more bus priority lanes and intersection improvements. When asked to prioritize types of speed and reliability improvements, survey respondents' highest priority was to add more bus lanes and second priority was to improve intersections to reduce delay. This support for bus lanes was also evident in stakeholder meetings and on specific survey questions about potential parking removal tradeoffs needed to implement bus lanes, though there were some strong

concerns that certain bus lanes could create excessive general purpose traffic impacts and potential neighborhood parking problems.

Reliability and frequency are top concerns. Participants generally value Route 60's frequent service but noted inconsistencies in bus arrivals. Riders shared that delays and back-to-back arrivals make trip planning difficult, particularly during peak hours or evenings. Improving schedule reliability and maintaining even spacing between buses would enhance rider confidence and comfort.

Safety is a concern on and off the bus. Safety concerns were raised consistently across all outreach methods and neighborhoods. Riders described feeling unsafe while waiting at stops and while riding, citing issues with lighting, pedestrian crossings, and behavior at stops and onboard. Businesses along the corridor echoed these concerns. Community organizations, particularly The Vera Project, emphasized the need for better-lit, welcoming stop environments that feel safe for young people travelling at night. Addressing safety conditions at stops is seen as essential to supporting both ridership and community confidence in the route.

Multimodal Safety. Community members pointed out potential challenges and opportunities to improve road safety for all users. Respondents asked Metro to ensure transit improvements would be compatible with recently completed or planned bike lanes and multimodal paths. People also asked Metro to help address problematic intersections where collisions, near misses, and excessive speeding occur.

Buses and stops need upgrades. Maintaining clean and welcoming stops and buses emerged as an important factor in rider experience. Bus stop functionality is a priority, with the community wanting more shelters, seating, and real-time arrival information. Businesses also recognize the value of nearby bus service but stress the importance of safe, clean, and accessible stop areas, particularly for riders who are older adults and people with limited mobility.

Environmental priorities and community-specific needs. Communities in South Park and the Duwamish Valley raised distinct concerns rooted in their local context. Community members and organizations highlighted the area's history of environmental impacts and expressed strong support for zero emission buses on Route 60 and other routes that travel through South Park. Looking ahead, community leaders noted that South Park is growing, with more than 200 new housing units expected in the next three years, which will increase demand for frequent, reliable and emission-free service.

Strengthening connections and communication. Through engagement events, participants emphasized the importance of reliable connections between Capitol Hill, First Hill, the Chinatown-International District, Beacon Hill, Georgetown, South Park, and Westwood Village.

Some riders were not fully aware of how Route 60 links to major destinations. Increasing public awareness and reinforcing these connections could help riders better understand how Route 60 supports daily mobility across communities.

Route 60 is essential for daily life. Route 60 is a vital transit lifeline for the communities it serves, connecting residents, workers, students, and businesses to key destinations and light rail stations. Engagement across Capitol Hill, First Hill, the Chinatown-International District, Beacon Hill, Georgetown, South Park, and Westwood Village demonstrated how transit reliability directly impacts access to essential services and daily stability for people. Businesses reported that many customers and employees rely on Route 60 or light rail to reach them, demonstrating the route's economic importance. Many businesses believe improvements to Route 60 could increase rider traffic.

4.2 Summary of feedback by segment

The following section summarizes key takeaways from community members that took our online survey and participated with our team during our engagement phase about the proposed concepts along the Route 60 corridor.

4.2.1 Segment 1

- Service reliability is a major concern.
 - An employee in Yesler Terrace shared that in the evening she often walks about a mile to catch Route 48 home because waiting times for Route 60 are unreliable and frustratingly erratic at 5 pm.
 - Businesses and riders also shared that First Hill traffic is the corridor's most consistent bottleneck. It was stated that, starting in Capitol Hill, buses routinely slow in both directions to a crawl before reaching the Chinatown-International District.
- 87% of survey respondents supported the proposed approach to improving speed and reliability.
- Potential access impacts for people with mobility challenges if bus stops are spaced too far apart on 9th Avenue.
- Several respondents expressed concern that new changes to the roadway could negatively impact access including the use of the center lane for loading on Broadway, children pick-ups and drop-offs at the UW Childcare Center on 9th Avenue and James Street, and patient loading at Harborview.
- 12th Avenue and Jackson Street bus stops are a particularly challenging location for drug use and safety concerns.

4.2.2 Segment 2

- Responses to the study were positive with 80% of survey respondents supporting the proposed approach to Segment 2. Riders echoed concerns about traffic issues in First Hill, noting that peak-hour congestion delays the entire route heading south.
- A strong majority of survey respondents supported the following concepts:
 - A bus lane on 15th Avenue South approaching Oregon Street, despite parking impacts.
 - Improving traffic flow and safety at 15th Avenue South and Lucille Street where local businesses identified this as a pressing need and cited several collisions and safety concerns with the current configuration.
 - Creating a transit only eastbound left turn at South McClellan Street and Beacon Avenue South, near Beacon Hill Station.
 - While most respondents supported the bus lane concept on 15th Avenue South at South Oregon Street, some expressed concern about potential impacts of parking removal on businesses such as McPherson's and the general lack of curb space during school pick up and drop off.
 - A few businesses near Beacon Hill Station expressed concern that a left turn restriction on general purpose traffic at McClellan Street and Beacon Avenue could have a negative impact on access to their businesses.

4.2.3 Segment 3

- 71% of survey respondents supported the proposed approach and many respondents supported efforts to improve transit reliability. 23% of survey respondents opposed the approach which was the highest of the four segments.
- Majority of survey respondents supported transit lanes. Many respondents endorsed keeping southbound buses on South Albro Place to reduce turns and travel time. People appreciated that this would eliminate the confusing "both directions at one stop" situation at 13th Avenue & South Bailey Street, making the pattern more intuitive. Businesses were generally receptive to the effort and offered to share information with other employees.
- A Georgetown resident highlighted recent congestion on Ellis Avenue approaching Marginal Way during construction as evidence that a new bus lane here might be a major disruption. Other respondents voiced concerns about potential traffic impacts from bus lanes on Marginal Way and South Bailey Street.
- Multiple respondents pointed out that SDOT has recently completed several projects in the area and are aware of more coming and wanted to make sure Metro and SDOT were coordinating and considering how these projects would work together.
- Community members shared that the Vera Project is opening a new all ages performance space near a bus stop that Metro proposed closing at South Albro Place and Stanley Avenue South. They stressed the importance of maintaining that proximate stop for safety and accessibility.

- Students at Cleveland High School supported moving the South Orcas Street stop and suggested moving the northbound stop at Swift Avenue South and 16th Avenue South closer to the school.
- Several Georgetown workers depend on Route 60 to reach healthcare services in First Hill, transferring from other south Seattle routes in South Park, a reminder that improvements near healthcare services serve riders beyond the immediate neighborhood.
- Peak-hour backups on South Bailey Street from I-5 and State Route 99 on-ramps make the street difficult to navigate for both buses and businesses.
- Community members shared that freight traffic is heavy and contributes to roadway deterioration.
- Employees who drive expressed concern that a bus-priority lane on South Baily Street between Carleton Avenue South and Corson Avenue South would worsen congestion.

4.2.4 Segment 4

- 75% of survey respondents supported the proposed concepts in Segment 4. Respondents highlighted the long travel times for Route 60 to reach destinations in Segments 1 and 2.
- 67% of survey respondents voiced support for the bus lane on Cloverdale St in South Park even with the anticipated impacts on parking.
- Some respondents were concerned about the potential parking impacts of the bus lane on Cloverdale South. Several asked Metro to allow off peak parking or loading in the bus lane.
- Students traveling to Chief Sealth High School emphasized that reliability directly affects whether they get to school on time.
- Community members and a business owner requested traffic calming on 14th Avenue South and South Cloverdale Street.
- Many respondents requested Metro find ways to reduce delays for buses travelling through the Olson Meyers Park and Ride or even consider bypassing it altogether.

4.3 Feedback per engagement method

This section describes the engagement strategies and methods the team used to reach riders and businesses along the corridor.

4.3.1 Door-to-door business outreach

Between January 22 and February 19, 2026, Metro visited 97 small businesses in Capitol Hill, First Hill, Beacon Hill, Georgetown, and South Park neighborhoods, distributing flyers, sharing project information, and inviting on-the-spot survey participation. Flyers were successfully delivered to approximately 80% (77 businesses) of 97 businesses.

These interactions highlighted the importance of tailoring outreach messages to different audiences within small businesses and approaching visits with sensitivity to their time and peak business hours, allowing for quick but meaningful participation.

4.3.1.1 Key takeaways from business outreach

- **Route 60 is important for business access.** Some businesses, primarily in Segments 1 and 2, said customers regularly arrive by bus and bus stops can direct foot traffic to nearby businesses, showing Route 60's role in supporting local commerce.
- **Reliability and mode of choice.** Some reported that customers or employees use alternate bus routes, light rail or rideshare services when Route 60 service feels slow or inconsistent.
- **Employee commutes.** Some staff mentioned using transit to get to work, emphasizing the importance of frequent and reliable service.
- **Parking and deliveries.** A handful of comments referenced parking constraints, underscoring the need to consider short-term parking and loading zones during construction or nearby.
- **Safety concerns.** A small number of employees shared concerns related to personal safety along Route 60, including conditions they felt affected comfort and well-being while using transit.
- **Service frequency.** Employees who regularly ride Route 60 noted that while its current frequency is good, more frequent service would be very helpful.
- **Employee and rider use.** Numerous businesses noted that their employees and customers use Route 60 regularly.

4.3.1.2 Business feedback by segment

4.3.1.2.1 Segment 1

- Businesses near Broadway and East Thomas Street use the center turn lane for loading and unloading, which causes some concern around potential right-of-way changes.
- Several employees who start their trip on Capitol Hill noted that the bus often slows down in both directions and gets stuck in traffic in First Hill.
- Evening peak travel was highlighted as the least reliable time to ride Route 60. For example, an employee at Yesler Community Center described that while they usually rode Route 60 to and from work, in the evening they would sometimes walk a significant distance to get to a more reliable route to head north.
- First Hill businesses expressed strong support for Route 60 and general support for improvements to speed up the bus and improve reliability.
- Several healthcare service businesses on First Hill expressed concern about potential bus stop closures, noting this would negatively impact seniors and people with disabilities and/or limited mobility. On the other hand, some First Hill businesses strongly preferred stop consolidation or even shifting the First Hill alignment of Route 60 onto Broadway to speed the route up and create a more frequent corridor.

4.3.1.2.2 Segment 2

- Most businesses reacted positively to the study and supported distributing the brochures to their riders and employees.
- A few businesses expressed concerns that the proposed intersection modifications at Beacon Avenue South and South McClellan Street would impact traffic and customers who drive to their business.

4.3.1.2.3 Segment 3

- Several businesses noted that South Bailey Street between Corson Avenue South and Ellis Avenue South sees significant back-ups from cars entering the I-5 or State Route 99 on-ramps during peak traffic hours, which creates challenges for drivers accessing their businesses.
- Employees who drive to work expressed concern that a bus-priority lane on South Bailey Street between Corson Avenue South and Carleton Avenue South would exacerbate existing traffic delays.
- Heavy freight traffic on South Bailey Street leads to significant roadway deterioration.
- Several employees working in Georgetown transfer to Route 60 in South Park from other South Seattle routes and use it to access healthcare services in First Hill.

4.3.1.2.4 Segment 4

- One business requested traffic calming measures on 14th Avenue South and South Cloverdale Street in South Park and expressed support for any improvements that would aid rider safety and accessibility.
- Students traveling to Chief Sealth High School² highlighted the importance of bus reliability to get to school on time.

4.3.2 Bus stop outreach overview

Conducting in person bus stop outreach allowed Metro staff to engage directly with Route 60 riders during their trip. These sessions focused on gathering real-time feedback about service reliability, travel patterns, and safety concerns from riders. Metro engaged with 17 Route 60 riders, most of whom were adults and seniors and all of whom spoke English and did not request factsheets in other languages. Notably, very few riders boarded or exited at the Westwood Village terminus during outreach, which may be worth factoring into bus stop planning. Bus stop outreach occurred at the following stops:

- Broadway and East Denny Way (January 22, 2026)
- Broadway and East Thomas Street (January 23, 2026)

² Metro recognizes that a school is not a business. Due to its location along Segment 4, this school was part of the door-to-door outreach Metro conducted.

- Beacon Avenue South and South Lander Street (Beacon Hill Link Station) (January 29, 2026)
- 13th Avenue South and South Bailey Street (February 5, 2026)
- 25th Avenue Southwest and Southwest Trenton Street (Westwood Village) (February 19, 2026)

During rider conversations and on-site observations, several recurring themes emerged regarding service reliability, frequency, and operations along Route 60 and overlapping routes.

Rider feedback for Route 60 was generally positive.

- Riders noted that Route 60 is crucial to access destinations like hospitals and schools.
- Riders requested that more bus schedules be posted at bus stops because some bus stops do not have schedules available.
- Riders noted that quick stops and starts are challenging for riders, especially for riders who are older adults or people who use mobility devices.
- Riders shared their concerns about public safety and experiences related to feeling unsafe while riding the bus or waiting at a bus stop.
- Maintaining convenient transfers to other bus lines and the light rail were important to riders.
- Riders requested not to close bus stops in particularly steep areas, such as South Dawson Street and South Orcas Street.
- A few people at the Beacon Hill Link station (Beacon Avenue South and South Lander Street) noted that the rush hour in First Hill delays the rest of the route.
- Cleveland High School students expressed support for relocating the South Orcas Street stop and suggested moving the northbound stop at Swift Avenue South and 16th Avenue South closer to the high school to improve access.
- Very few people boarded and alighted Route 60 at the Westwood Village terminal at 25th Avenue Southwest and Southwest Trenton Street.

4.3.3 Online Survey

Metro hosted an online survey in six languages for five weeks. 748 people started the survey, resulting in 487 completions and 261 partial responses. Of the 748 respondents, 10 were business owners along Routes 60, and 222 were employed at a business along Route 60. See the survey questions in [Appendix D](#).

The majority of respondents filled out the survey in English. Below is a breakdown of how many responses were received per language.

- English: 710
- Spanish: 24
- Amharic: 6
- Vietnamese: 4
- Simplified Chinese: 3

- Somali: 1

The survey asked people about the Route 60 segment(s) for which they would like to give feedback and therefore respondents answered questions that were tailored by the segments they chose. Therefore, not all segments were applicable to each person who took the survey, and the number of responses (n) varied across questions and is noted throughout the results to facilitate accurate interpretation.

560 respondents answered this question. Because respondents could select multiple segments, the percentages below do not add up to 100 percent.

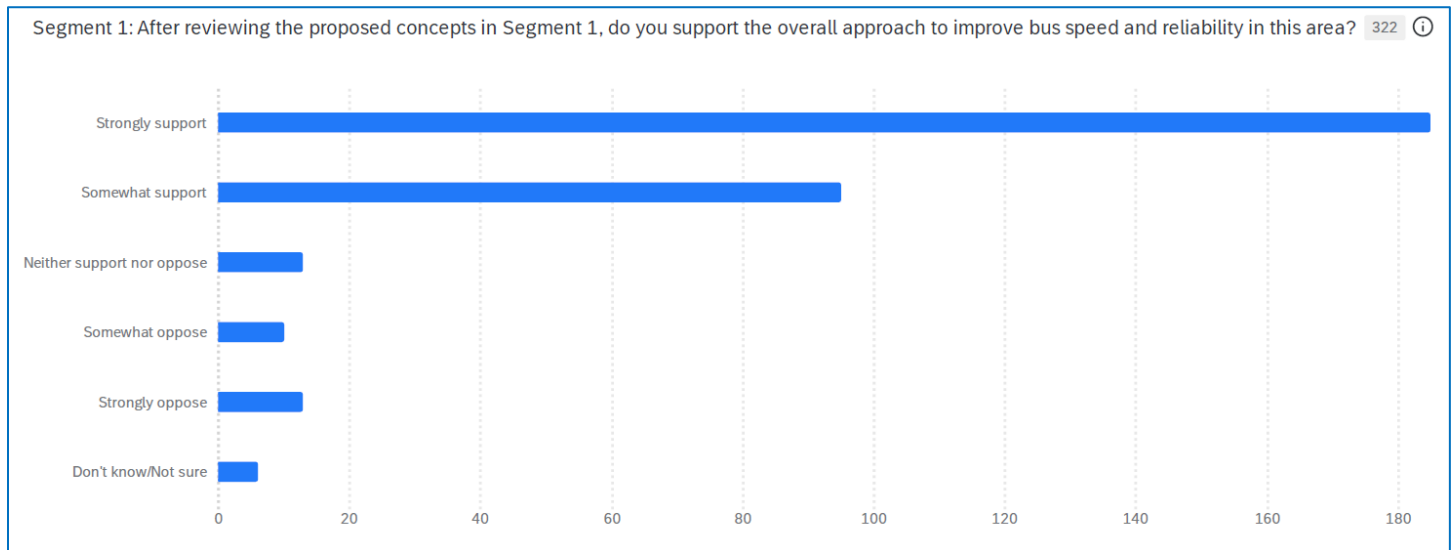
- 63% (355) of survey respondents selected Segment 1.
- 39% (218) of survey respondents selected Segment 2.
- 31% (176) of survey respondents selected Segment 3.
- 29% (165) of survey respondents selected Segment 4.

4.3.3.1 Key takeaways from the online survey

Survey results showed broad support for the proposed Route 60 improvements and reinforced several consistent priorities across the corridor. Respondents generally supported faster and more reliable service, especially when improvements focused on reducing delay at intersections and in congested segments. At the same time, comments highlighted the importance of preserving access for riders with mobility challenges, maintaining useful transfers, and improving safety and comfort at stops.

- Survey respondents showed strong overall support for the proposed speed and reliability improvements in all four study segments, with the highest support in Segment 1 and majority support in every segment.
- Riders identified more frequent service, more consistent travel times, and faster trips as the top improvements that would most improve their experience on Route 60.
- Intersection improvements, bus priority lanes, and minor route changes received broad support, showing strong interest in transit-priority tools that can reduce delays.
- Many respondents supported changes that involve tradeoffs, including parking removal for bus lanes and stop consolidation, when those changes would meaningfully improve reliability.
- Concerns about bus stop removals were strongest in First Hill and near medical destinations, where respondents emphasized the needs of seniors, people with disabilities, and riders making health care trips.
- Respondents also highlighted the need for better transfers, safer crossings, cleaner buses and stops, more shelters and seating, and clearer real-time information.
- Comments from South Park and the Duwamish Valley also pointed to environmental and equity concerns, including support for cleaner buses and reliable service that keeps pace with community growth.

When asked if respondents support the overall approach to improve bus speed and reliability for Segment 1 after reviewing all the proposed improvements, more than three fourths (87%) said they support these improvements. A very small portion of respondents opposed (7%) the overall approach to improve bus speed and reliability in this area. In total, 322 were submitted for this question.

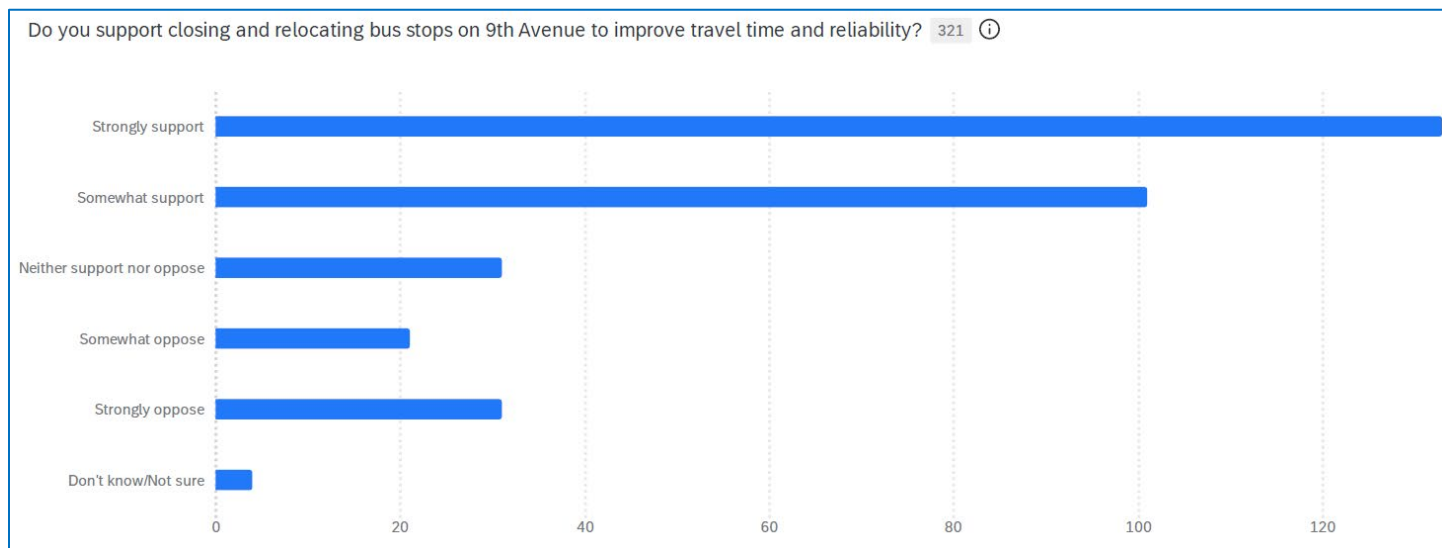


152 responses were submitted for this question. Themes of these responses are below:

- **Route changes.**
 - Several respondents recommended Metro keep Route 60 on Broadway until East Yesler Way instead of continuing on Ninth Avenue and Madison Street due to delays and traffic.
 - Respondents also shared their recommendation of extending Route 60 to Aloha Street due to reduction of Route 49 service and the fact that it could provide riders with more connections in north Capitol Hill (e.g. Volunteer Park).
- **Issues with Route 60 traveling along Madison Street.** Several respondents shared that Route 60 provides redundant service with RapidRide G Line. It was also brought up that Route 60, not being able to use the RapidRide G Line bus lane, has slowed down the route along Madison Street during peak times due to traffic and buses using the travel lane.
- **Concerns and opposition of bus stop removals along Ninth Avenue.** Respondents provided in more detail that bus stops should not be removed from Ninth Avenue at all because seniors, people with disabilities, and low-income people rely on the short distance between the bus stops and clinics to make it to their appointments. Others suggested that half of the bus stops along Ninth Avenue be removed, as long as bus stops near Harborview Medical Center remain or be included. Some respondents suggested their preference for which stops should remain. However, there was not consensus for which bus stop to remove based on the feedback gathered.

- **Traffic issues and congestion on Fir Street.** Respondents pointed out the challenges Route 60 buses experienced when traveling on Fir Street. Primarily sharing how narrow Fir Street is with parked cars when buses need to make turns. Some respondents suggested parking be removed to allow buses to travel and make turns. Others suggested that buses should be re-routed off Fir Street.
- **Safety concerns at bus stops.**
 - Some respondents recommended Metro relocate the bus stop on 12th Avenue South and South Jackson Street due to safety concerns. Other respondents requested this bus stop remain because it is a needed transfer location.
 - Some respondents shared concerns about drug use at the bus stop on Jefferson Street & Ninth Avenue.
- **Bike lanes.**
 - One respondent shared a possible opportunity to rechannelize the road on 12th Avenue South and South Jackson Street, due to the Protected Bike Lane (PBL) on 12th Avenue South.
 - One respondent mentioned incorporating a bike lane on the north end of Broadway, where it currently ends.

When asked if respondents support Metro closing and relocating bus stops on Ninth Avenue because they are closely spaced together and buses experience significant delays merging in and out of traffic, about three fourths (72%) said they support this change to improve travel time and reliability. A small portion of respondents opposed (17%) this change. In total 321 responses were submitted for this question.



109 responses were submitted for this question. Some respondents supported bus stop consolidation and identified specific stops for removal, while others highlighted specific stops they felt should be retained. In many cases, these preferences conflicted, underscoring the need for a careful and balanced approach. Other themes from comments included:

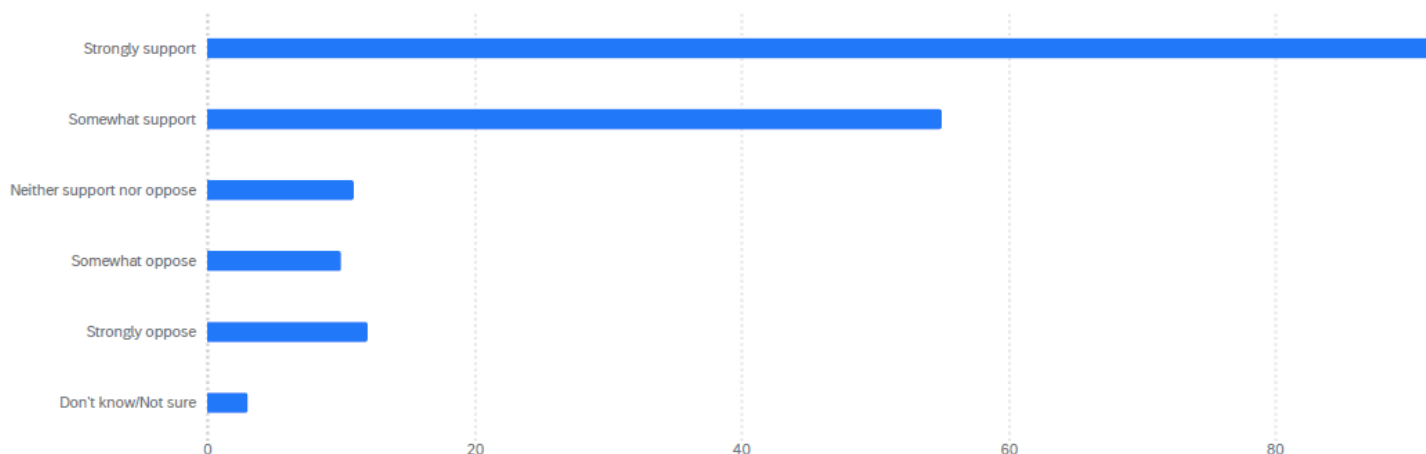
- **Re-iteration of concerns and opposition to consolidation of bus stops along Ninth Avenue.** Most respondents want all bus stops along Ninth Avenue to remain and reshared that bus stop consolidation should consider input from people with disabilities, seniors, and people that work in the area. Respondents shared that the cause of travel delays is not caused by having too many bus stops but due to traffic and needing better intersection and transit signal prioritization on Ninth Avenue and Jefferson Street and Ninth Avenue and James Street. Respondents shared that bus stop removal along Ninth Avenue is not high priority. All bus stops get used by riders and walking further distances is not accessible. Bus stops should remain near Harborview Medical Center.
- **Support for bus stop consolidation.** Some respondents supported the consolidation of bus stops along Ninth Avenue because they do not see many riders using these stops. Respondents that partially supported bus stop removal suggested keeping bus stops near Harborview Medical Center or maintaining two bus stop pairs or half of the bus stops along Ninth Avenue.
- **Addition of bus stops.** Respondents recommended Metro include a northbound bus stop at Jefferson Street and Ninth Street because it can provide a better transfer experience to riders and closer access to Harborview Medical Center.
- **Support for widening sidewalks (bus bulbs).** Some respondents want bus bulbs to keep buses moving and can help prevent delays from buses having to merge in and out of traffic.
- **Route changes.**
 - Some respondents recommended that Route 60 be re-routed off Ninth and instead continue on Boren, Broadway, or 12th Avenue.
 - Few respondents recommended that Ninth Avenue should only be accessed by transit and emergency vehicles
- **Accessibility at existing bus stops.** Bus stops should be updated with concrete platforms to be more accessible for people who use wheelchairs and mobility devices.
- **Safety concerns at bus stops.** Some respondents shared concerns about drug use that takes place at bus stops along Ninth Avenue.

4.3.3.2 Segment 2: Beacon Avenue South and South Lander Street to Stanley Avenue South and South Albro Place (North Beacon Hill).

Responses about proposed improvements for Segment 2

When asked if respondents support the overall approach to improving bus speed and reliability for Segment 2 after reviewing all the proposed improvements, about four fifths were in support of the proposed changes (80%) and a small portion (12%) opposed the changes. 183 responses were submitted for this question.

After reviewing the proposed concepts in Segment 2, do you support the overall approach to improving bus speed and reliability in this area? 183 ⓘ



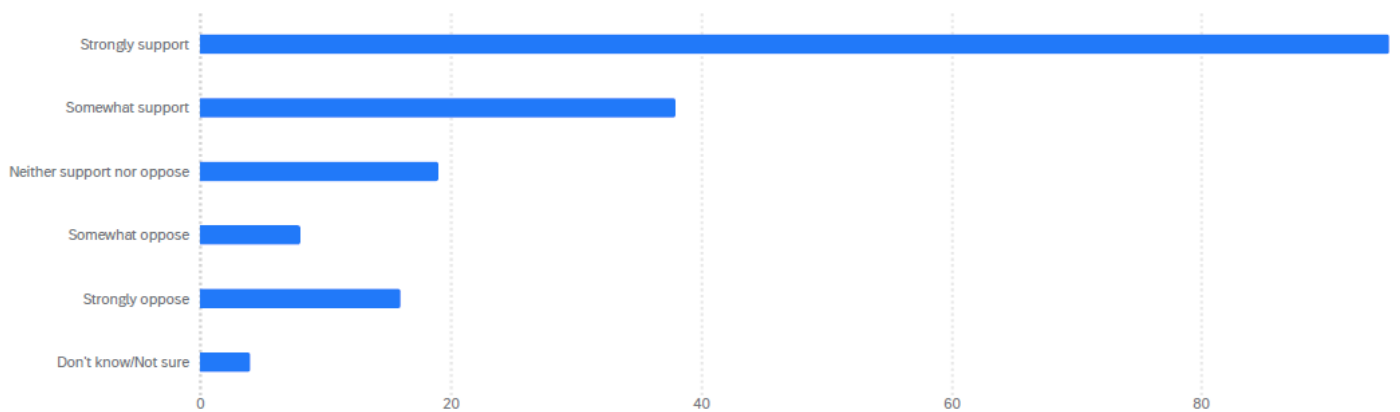
59 responses were submitted for this question. The themes from comments included:

- **Support for bus lanes, signal priority, bus bulbs, and selected bus stop removals.** Many respondents explicitly supported measures that prioritize Route 60, especially dedicated bus/BAT lanes, better signal priority/queue jumps, and strategic stop consolidation to improve speed and reliability along 15th Avenue South and the approaches to Beacon Hill Station.
- **Intersection improvements to reduce delays (South Spokane Street, Lucile Street, Columbian Street, Oregon Street).** A frequent pain point is delay caused by left-turning vehicles and short green times. Respondents strongly favored a northbound left turn pocket at 15th Avenue South & Lucile Street and asked for changes at 15th Avenue South & South Spokane Street (e.g., limiting northbound left turns or adjusting phases).
- **Tradeoffs with parking on 15th Avenue South.** Many respondents are willing to convert curb parking on 15th Avenue South for bus priority if it delivers meaningful reliability gains, while others raised concerns about impacts to nearby homes, McPherson's Produce (4500 15th Avenue South), riders, and school pick-up/drop-off routines.
- **Concerns around bike and bus lane interactions.** Some respondents cautioned against having bike lanes overlap with bus boarding zones. Some respondents reported that bike lanes and bus boarding zones being at the same level can cause issues³.

When asked if respondents support creating a northbound bus priority lane on 15th Avenue South between Snoqualmie Street and Oregon Street, which would remove parking on the east side, about three fourths (73%) said they support this change to improve travel time and reliability. A small portion (13%) opposed the change. 180 responses were submitted for this question.

³ It was not clear what type of issues the respondents were intending to note here.

A bus priority lane for northbound buses on 15th Avenue South between Snoqualmie Street and Oregon Street would improve transit travel time and reliability but would require removing parking spaces on the east side of 15th Avenue South. Do you support this change? 180 ⓘ

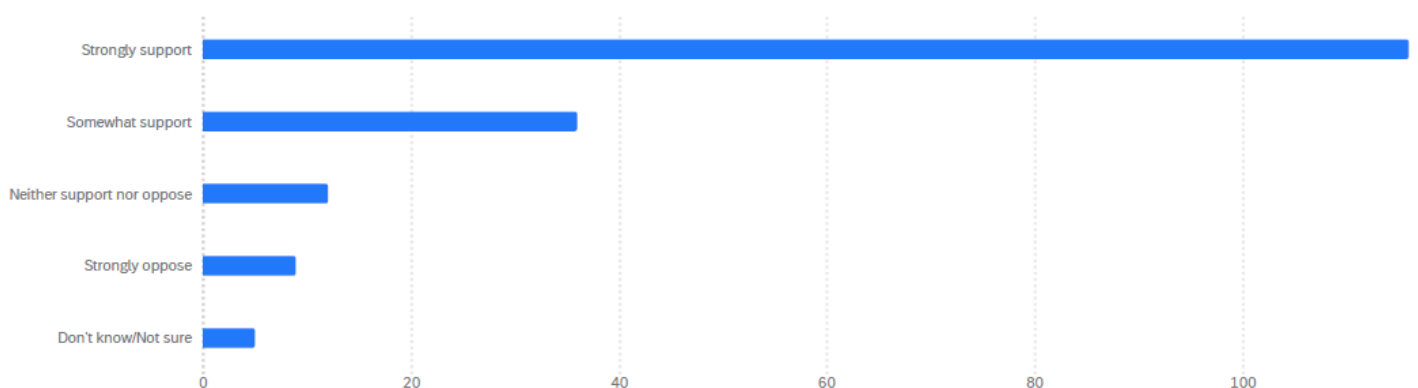


48 responses were submitted for this question. Themes from comments included:

- The addition of the proposed bus lane is important to riders.** Respondents emphasized the importance of having a bus lane could improve travel time and reliability of Route 60 over the small amount of street parking that would be removed. Some respondents worried about the impact a new bus lane would have on McPherson's Fruit & Produce but could support this addition if McPherson's was not negatively impacted.

When asked if respondents support separating lanes at 15th Avenue South & South Lucile Street to add a dedicated left turn lane (which would remove some northbound parking), more than four fifths (84%) said they support this change to reduce delays for buses and all traffic. A very small portion (5%) opposed the change. In total 178 responses were submitted for this question.

Route 60 buses headed north experience delays at 15th Avenue South and South Lucile Street. Separating the lanes to allow one lane for left turns and a different lane to go straight would reduce delays for buses and all traffic. Creating two lanes would require removing some northbound parking near the intersection. Do you support this change? 178 ⓘ



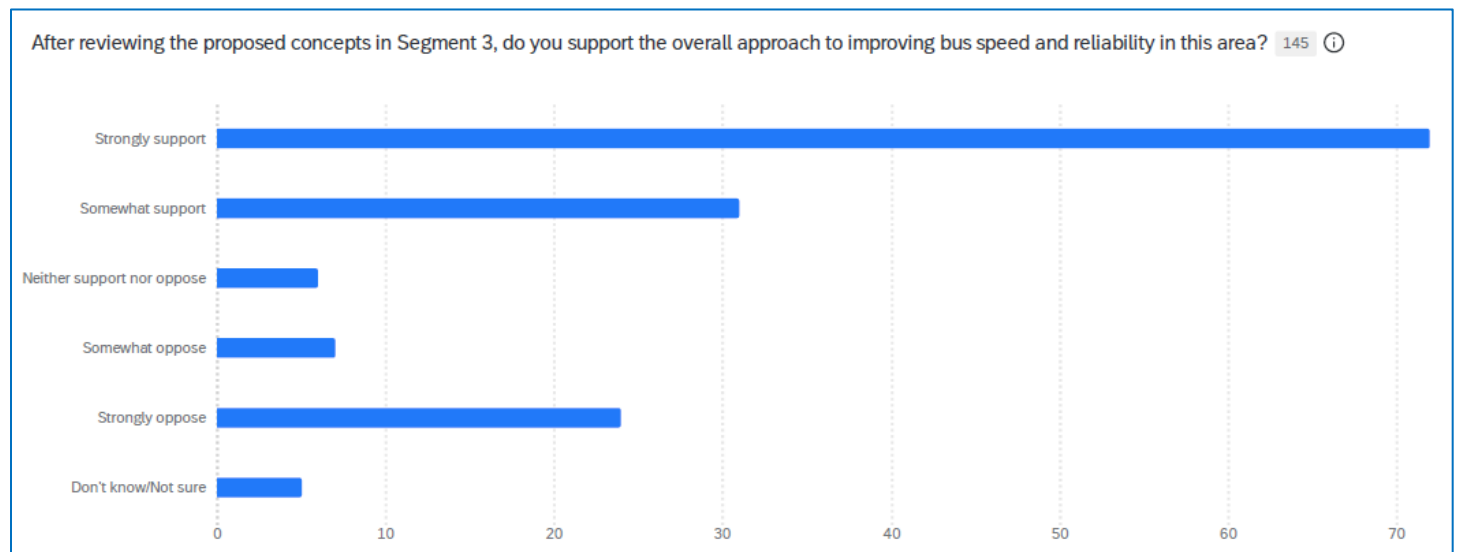
In total 30 responses were submitted for this question. Themes from comments included:

- **Strong support for removing on-street parking for bus lane.** Bus lanes and removing parking are seen as an acceptable trade-off to improve travel time and reliability for Route 60.
- **Desire for dedicated left-turn pocket.** Some respondents shared their concerns about people passing on the right when someone is making a left turn. Left-turn pockets are requested to reduce dangerous passing, ease backups, and let traffic safely bypass stopped buses.
- **Request for safe bicycle infrastructure uphill.** Some respondents would like to see bicycle improvements for this area as well, especially in the uphill direction.

4.3.3.3 Segment 3: 16th Avenue South & Swift Avenue South to East Marginal Way & 16th Avenue South (Georgetown)

Responses about proposed improvements for Segment 3

When asked if respondents support the proposed concepts in Segment 3, almost three quarters (71%) of respondents supported the concepts of Segment 3 while the remainder (23%) were opposed. In total 145 responses were submitted for this question.

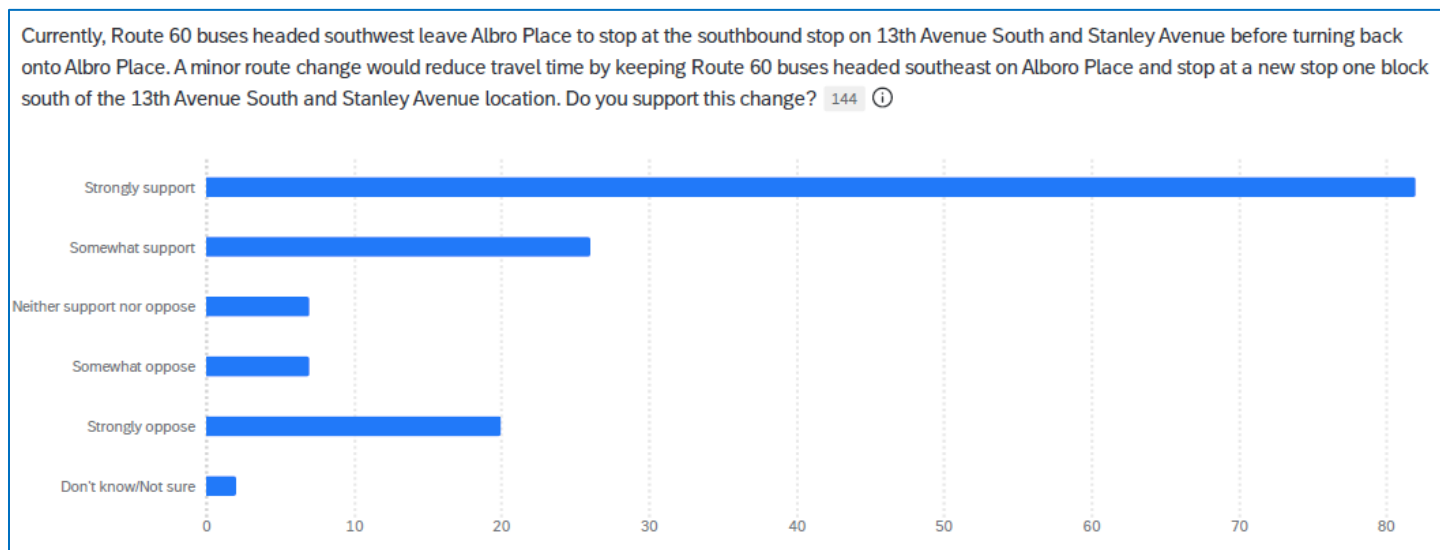


In total 62 responses were submitted for this question. Themes from comments included:

- **Support for simplifying the route on South Albro Place in Georgetown.** Many respondents endorsed keeping southbound buses on South Albro Place to reduce turns and travel time. People appreciated that this would eliminate the confusing “both directions at one stop” situation at 13th Avenue & South Bailey Street, making the pattern more intuitive. A minority of respondents opposed the change, noting potential longer walks to the Georgetown core and questioning whether time savings justify the change

- **Support for BAT lanes, queue jumps and signal retiming.** Respondents supported bus/BAT lanes, queue jumps, and signal retiming near I-5 (South Albro Place), South Bailey Street and Carleton Avenue South, Ellis Avenue approaching East Marginal Way, East Marginal Way approaching 14th Avenue South , and 16th Avenue South northbound approaching East Marginal Way, to keep buses out of congestion and improve reliability. However, there was notable opposition for these concepts in Georgetown, especially on Ellis Avenue and East Marginal Way, citing fears of lane reductions, added congestion, and neighborhood resistance to bus priority lanes.
- **More safety and stop amenities.** Respondents urged Metro to ensure lighting, shelters, benches, and safe crossings are added at any new or relocated stops, particularly at South Albro Place & 13th, where some respondents perceive isolation and limited visibility reduce safety. Requests included bus bulbs, reflective materials, and addressing bus stop conditions⁴ (e.g., 14th Avenue Southwest and Southwest Webster Street southbound along East Marginal Way). Safety for women and children at night came up repeatedly.
- **Concerns on impacts of parking on Ellis Avenue.** Respondents expressed mixed views on transit - priority lanes (Ellis Avenue, East Marginal Way) and residential parking impacts. While some supported bus/BAT lanes, others, especially along Ellis Avenue and East Marginal Way, opposed exclusive lanes due to perceived traffic spillover, loss of the on-street parking buffer next to homes, and concerns about noise, vibration, and speeding buses near residences.

When asked if respondents support keeping southbound Route 60 buses on South Albro Place with a new stop at South Albro Place and 13th Avenue South (instead of the current routing via Stanley Avenue South and 13th Avenue South), about three-fourths (74%) said they support this change to improve travel time and reliability.



⁴ It is not clear the specific conditions that respondents were concerned about.

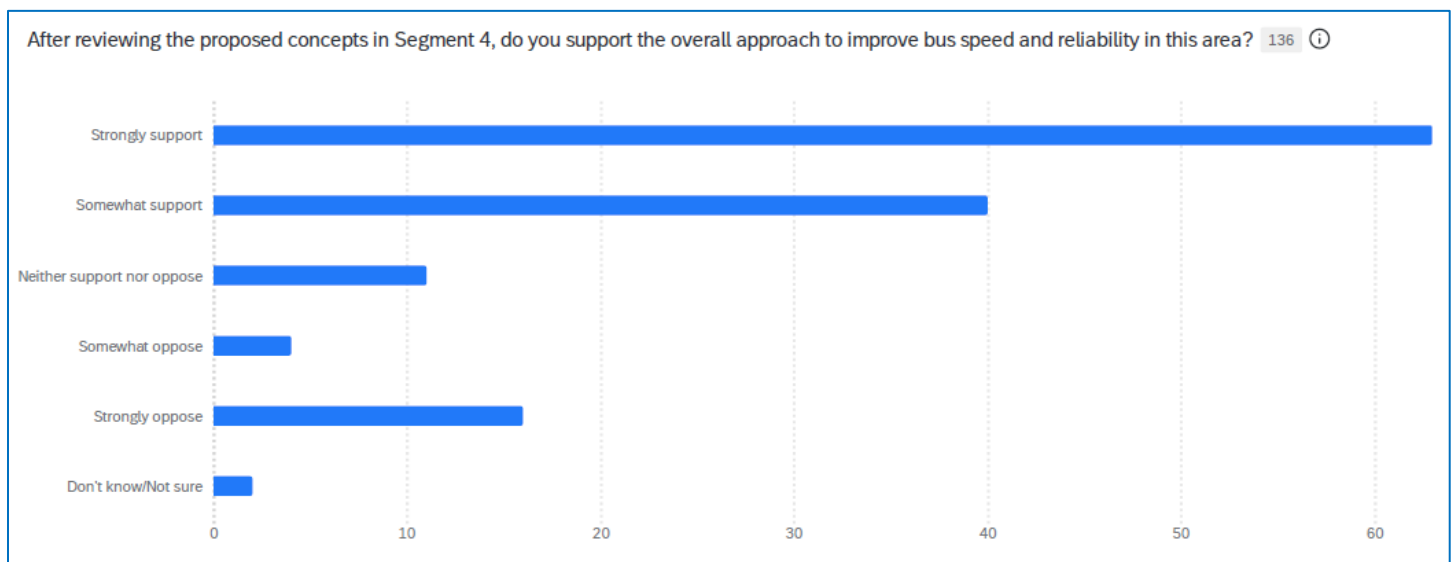
In total 52 responses were submitted for this question. Themes from comments included:

- **Confusion on bus direction at 13th Avenue South and South Bailey Street.** Many respondents said the current deviation that leads to the 13th and South Bailey Street stop for both northbound and southbound Route 60 buses is confusing.
- **More amenities for safety.** Respondents requested lighting, shelters, benches, and improved visibility for the stop at South Albion Place and 13th, citing after dark safety concerns
- **Other stop improvements.** Respondents called for bus bulbs and other stop improvements

4.3.3.4 Segment 4: East Marginal Way and 16th Avenue South to Westwood Village (South Park, Westwood-Highland Park).

Responses about proposed improvements for Segment 4

When asked if respondents support the proposed concepts in Segment 4, three fourths (75%) said they support the concepts. A smaller portion (15%) opposed the change, 8% were neutral, and 1% were not sure. 136 responses were submitted for this question.



In total 56 responses were submitted for this question. Themes from comments included:

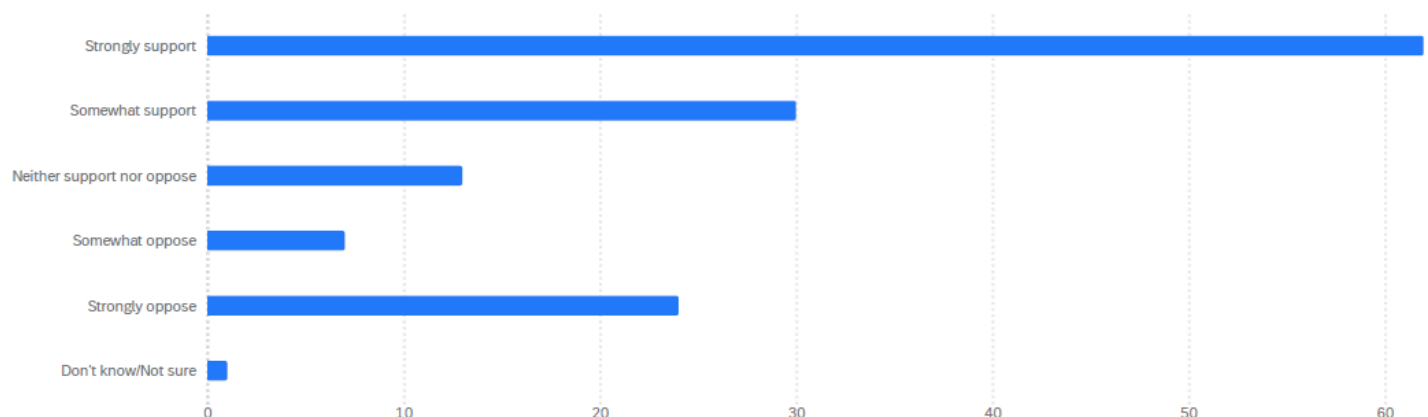
- **Support for bus lanes, signal priority, and queue jumps.** Respondents expressed support for a bus/BAT lane on Cloverdale approaching 14th Avenue South and intersection improvements at Olson Place & Myers Way, noting these tools could meaningfully reduce delays if the bus priority lane is long enough and paired with improved signal priority
- **Mixed feedback regarding removing parking on Cloverdale.** Respondents shared concerns about eastbound street parking between 12th Avenue South and 14th Avenue South being removed. Some supported trading curb parking for faster transit while others

warned of limited residential and business parking and suggested peak-hour operation for parking if the bus lane is installed.

- **Time loss issues with Olson Place & Myers Way Park and Ride.** Many comments flagged that time is lost serving the Olson Place & Myers Way Park and Ride, some even asking to bypass the park and ride completely.
- **Barton Place and 22nd Avenue Southwest key connection for seniors.** Some respondents indicated that the Barton Place and 22nd Avenue SW is a key connection for seniors and opposed removing the stop.
- **Westwood Village Layover and Stop Consolidation.** Many respondents noted how difficult it can be to transfer buses at Westwood Village citing that the Route 60 stop is too far away from popular connections like the RapidRide H Line, and Routes 131 and 132.

When asked about a new BAT lane on South Cloverdale Street and 14th Avenue, roughly two thirds (67%) were in support while roughly one fourth (23%) were opposed, 9% were neutral and 1% responded that they're not sure. 137 responses were submitted for this question.

A new Business Access and Transit lane on South Cloverdale Street and 14th Avenue would help reduce bus and general traffic delays. It would require removing some eastbound street parking between 12th Avenue South and 14th Avenue South. Do you support this change? 137 ⓘ



49 responses were submitted for this question. Themes from comments included:

- Many respondents support the implementation of a BAT lane and are comfortable removing on-street parking to improve reliability and travel times.
- Some respondents were concerned about parking scarcity for residents and businesses. Of those respondents many commented on being especially ok with a BAT lane if there was off-peak parking available.
- Respondents added concerns about overall safety of the intersection at South Cloverdale Street and 14th Avenue, especially around speeding and safety crossing the intersection. The addition of other traffic calming features and clear bus lane rules were something respondents would like to see implemented.

4.3.3.5 Additional survey questions-Not Segment Specific

In addition to segment specific questions, the survey requested responder feedback regarding other aspects of Route 60 service.

4.3.3.5.1 Other improvements.

The following themes emerged when Metro asked respondents if they had other Route 60 improvements that we should consider as part of this project. 220 responses were submitted for this question.

- **More evening, night, and weekend service.** Hospital and other employees that work evening and night shifts along the route's corridor would like to see more frequent service past 7 p.m. Some respondents shared the lack of nighttime transit connection between Capitol Hill and Georgetown and would be more inclined to take transit if this were made possible.
- **More frequent, reliable and on-time service.** The majority of respondents want more frequent, reliable, and on-time service. Respondents want to reduce the amount of waiting time at bus stops and for buses to arrive on time. Some respondents indicated that buses are not arriving at the anticipated scheduled time because they arrive too early or late causing unpredictability.
 - Respondents that want more frequent service also want service to better align with Link light rail and other buses arrival times. When a bus arrives too late, riders cannot make their transfer on time causing overall trip delays and having to wait longer for the next transit connection.
 - Some respondents requested that Metro provide more buses during morning and afternoon school bell schedule in Segments 2 and 4.
- **Start service earlier on weekdays.** Some respondents that rely on transit because they work along the corridor want earlier morning start times to make it to work on time.
- **Route changes.**
 - Respondents recommended Metro extend Route 60 to Aloha Street to provide riders with more connections in north Capitol Hill (e.g. Volunteer Park).
 - Several respondents suggested this route be split into two different routes – one route to better serve segments 1 and 2 and another route to serve segments 3 and 4. Some believe this can better improve service due to long waiting times and delays that occur throughout the corridor.
 - Respondents recommended Metro keep Route 60 on Broadway instead of continuing Ninth Avenue and Madison Street due to delays and traffic.
 - Respondents also recommended keeping Route 60 on Ellis Avenue and South Albro Place instead of the current Corson Avenue South detour.
 - Due to traffic congestion between Harborview Medical Center and Yesler Terrace, some respondents recommended this route operate away from these busy traffic areas. Ninth Avenue should be prioritized for transit and emergency vehicles.

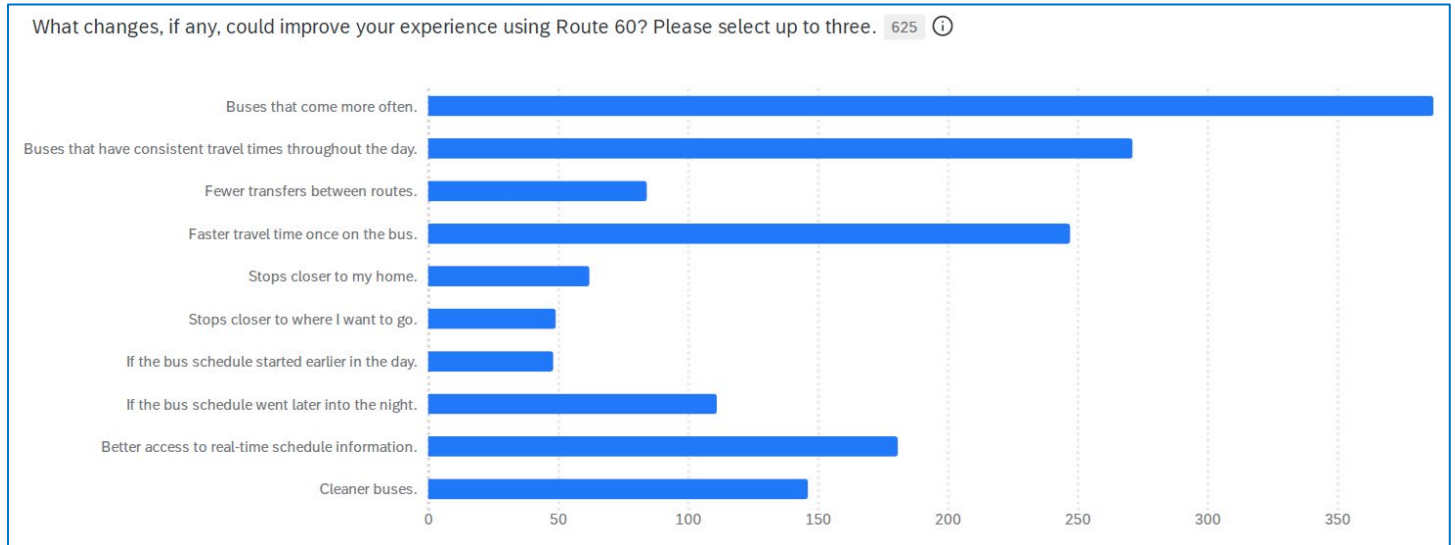
- **Support for transit signal priority, bus lanes, queue jump, and in-lane stop improvements.** Respondents shared safety concerns about cars parking in bus stop zones. It was stated that this makes it harder for riders to board and exit safely, and it forces buses to merge back into traffic to go around parked cars. Many noted that in-lane bus stops and clearer striping of bus zones could address these issues. Respondents also highlighted delays at congested intersections throughout the corridor and supported transit signal priority and queue jumps to help buses move through busy areas more efficiently. Some respondents identified specific locations where bus lanes should be prioritized, including throughout 15th Avenue South or specifically on 15th Avenue South between South Spokane Street and Columbian Way.
- Respondents also included additional suggestions for transit improvements to the corridor including:
 - Repaving the road throughout corridor for a smoother ride.
 - Real-time information at bus stops.
 - More shelters and benches at bus stops.
 - Improving timing of traffic signals during the morning and evening commutes.
 - Better bus stop platforms to improve accessibility for people that use wheelchairs or mobility devices.
 - Adding a sidewalk on East Marginal Way and South Webster Street to improve rider experience.
- **Electric buses.** Some respondents want this route to be converted into a battery electric or trolley route because this would help support communities in Segments 3 and 4 that experience air pollution near Boeing Field and the Port of Seattle.
- **Bike lanes.** Respondents advocated for more bike facilities including a PBL on Beacon Avenue South between 15th Avenue South and 16th Avenue South and a southbound bike lane on 15th Avenue South, between South Columbian Way and South Lucile Street. Respondents also included additional suggestions for improving bike facilities:
 - Improve safety at bus stops near bike lanes to prevent rider and cyclist collisions.
 - Desire for bike lanes that do not conflict with bus boarding.
 - Safer bike parking in Westwood Village.
- **Safety improvement ideas.** Suggestions to improve safety throughout the corridor included:
 - Improve crosswalks throughout the corridor to allow pedestrians to cross streets safely.
 - Provide better lighting at bus stops.
 - Provide cleaner buses and bus stops.
 - Provide more trash cans at bus stops and frequent pick up of trash.
 - Prevent drug use on buses and bus stops.
 - Provide security on buses.
 - Address on-going safety concerns at 12th Avenue South and South Jackson Street bus stop.

- **Bus stop recommendations.** Suggestions for bus stop improvements throughout the corridor included:
 - Provide an additional stop on Madison Street.
 - Improve the southbound bus stop on Madison Street and Boren Avenue to address the narrow sidewalk and no shelter.
 - Close the bus stops at 12th Avenue South and South Jackson Street.
 - Add sidewalk to bus stop on 14th Avenue South and South Webster Street because it is currently inaccessible⁵.
 - Add shelters at 12th Avenue South and South Cloverdale Street bus stops.
 - Create a shared bus stop at Westwood village for Routes 60, 21, 22, 125, 560, and RapidRide C and H Lines for a better transfer experience.
 - Create a shared westbound bus stop at Southwest 8th Street and Southwest Roxbury Street for a better transfer experience between Routes 131, 128, and 60.
- **Other suggestions.**
 - Some respondents want a better east-west connection between Georgetown and Seward Park.
 - A few respondents recommended Metro provide more 60-foot buses during peak times. Specifically, near hospitals and schools along the corridor.
 - No bus lanes on Ellis Avenue South.
 - More bus stops near hills and essential services (e.g. grocery stores, hospitals, etc.).
 - Restrict northbound left turns from northbound 15th Avenue South to westbound South Spokane Street. Drivers sometimes avoid traveling west on South Columbian Way by continuing north on 15th Avenue South and turning left at South Spokane Street, which contributes to traffic backups in the northbound direction.

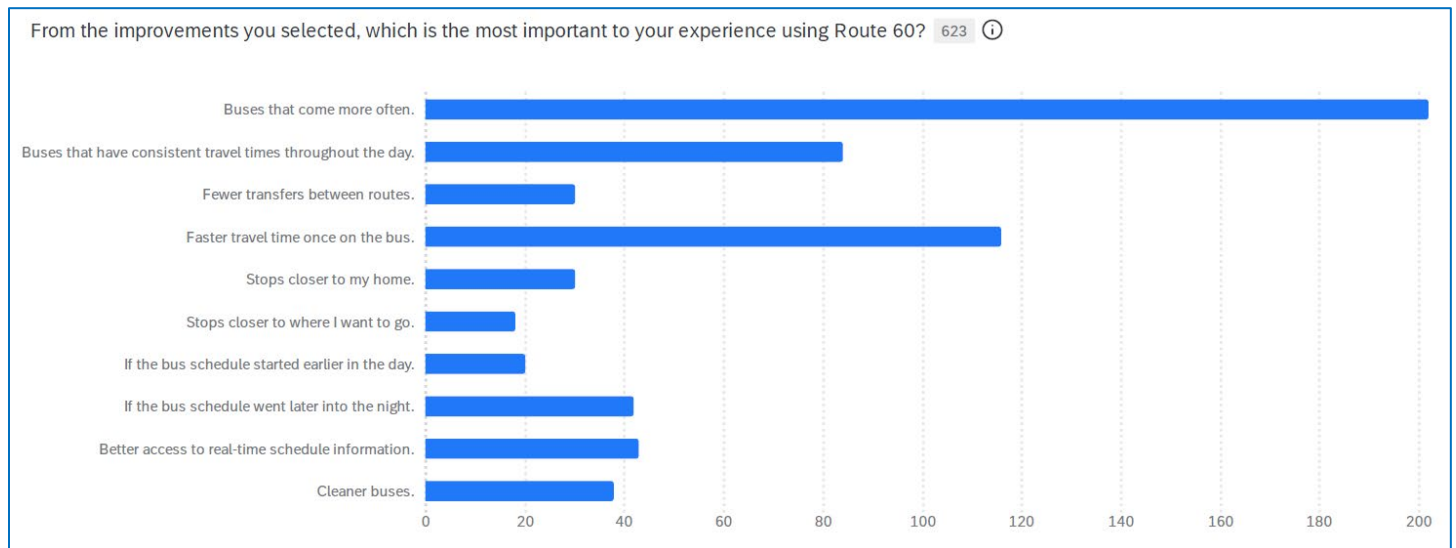
⁵ It is unclear what the respondent meant by “inaccessible.”

4.3.3.5.2 Top 3 rider experience improvements

When asked to choose the top three changes that could improve respondents' experience when using Route 60, riders selected buses that come more often (62%), buses that have consistent travel times throughout the day (43%), and faster travel time once on the bus (40%). 625 respondents answered this question.

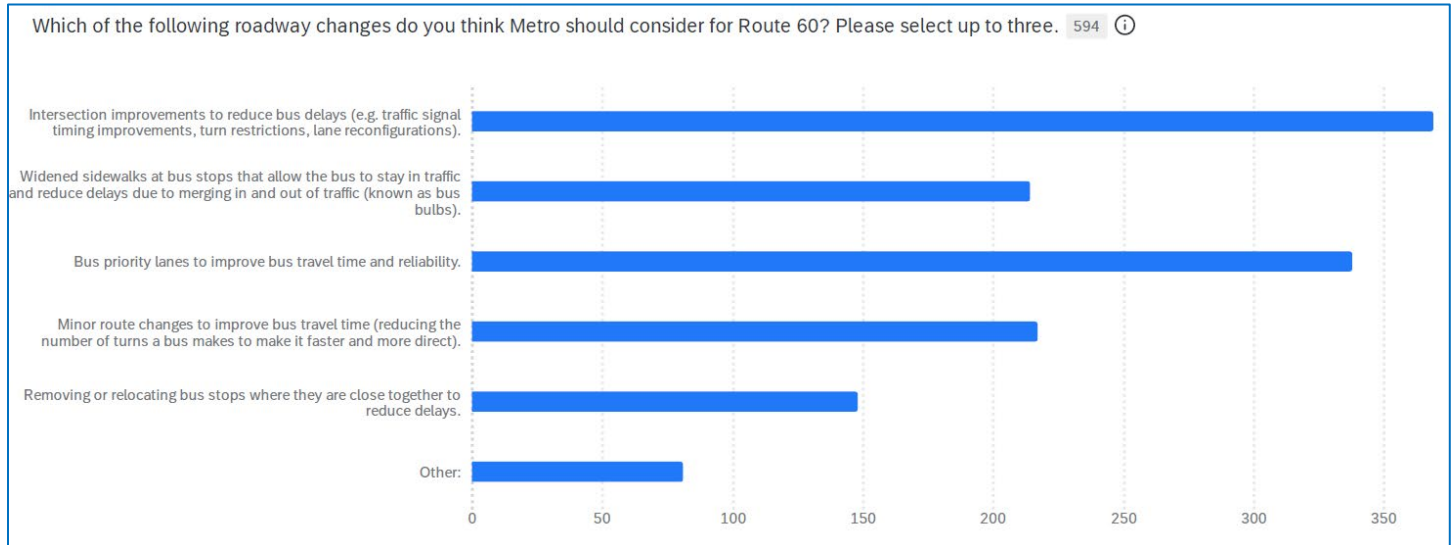


When asked which improvement was the most important to respondents' experience using Route 60 from the previous question, riders selected buses that come more often (32%). 623 respondents answered this question.

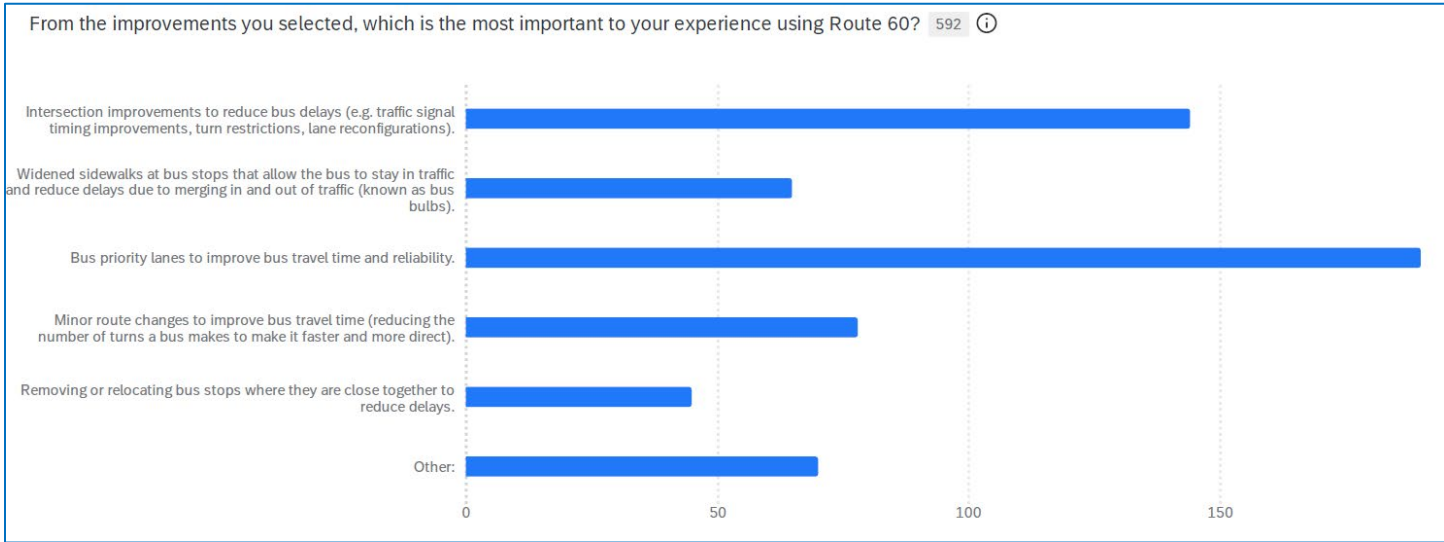


4.3.3.5.3 Top 3 roadway improvements

When asked to choose the top three road changes respondents think Metro should consider for Route 60, riders selected intersection improvements to reduce bus delays (62%), bus priority lanes (57%), and minor route changes to improve bus travel time (37). In total, 594 respondents answered this question.

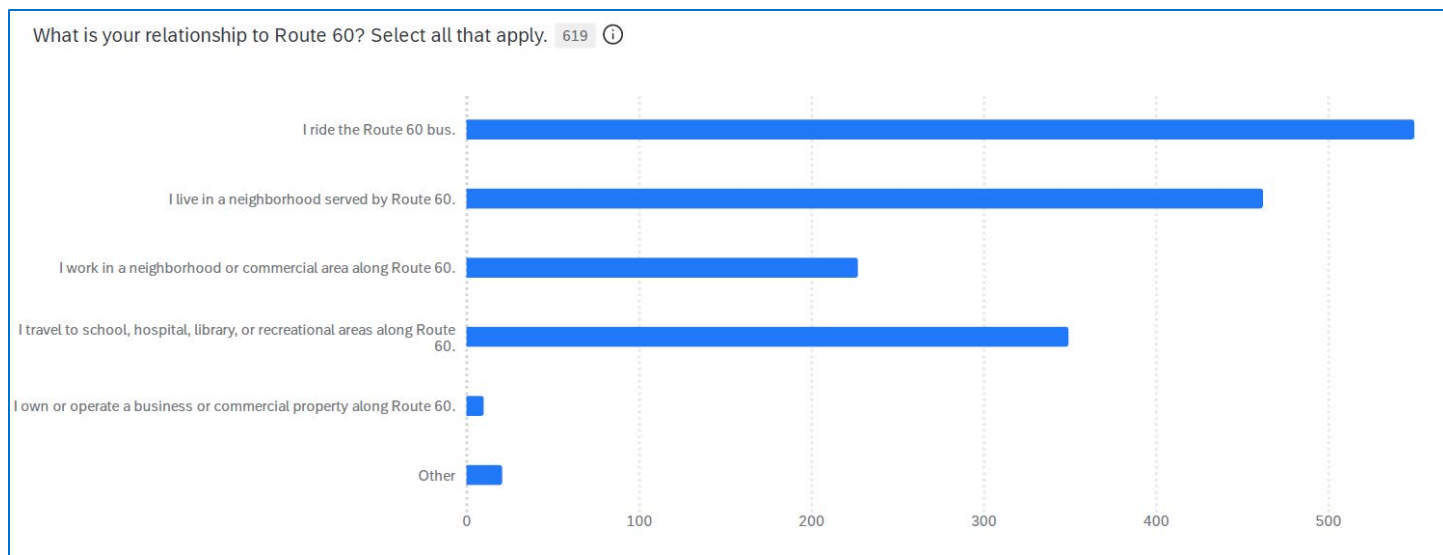


When asked which improvement was the most important to respondents' experience using Route 60 from the previous question, riders selected bus priority lanes (32%). In total, 592 respondents answered this question.

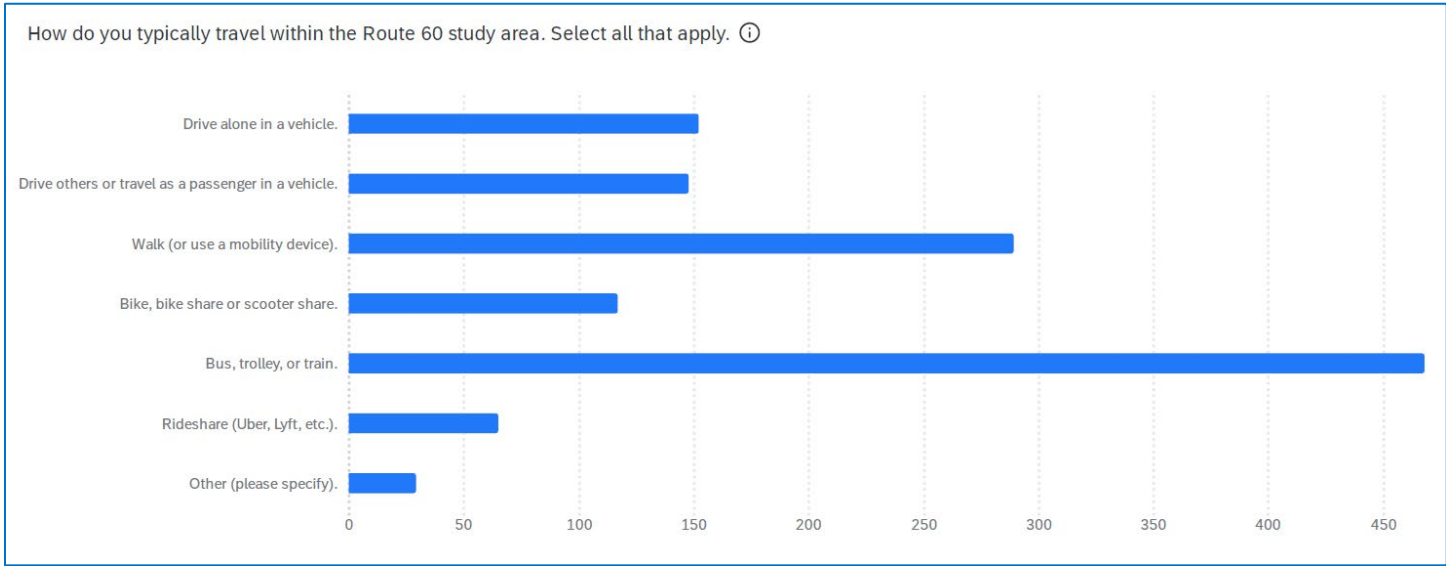


4.3.3.5.4 Rider relationship to Route 60

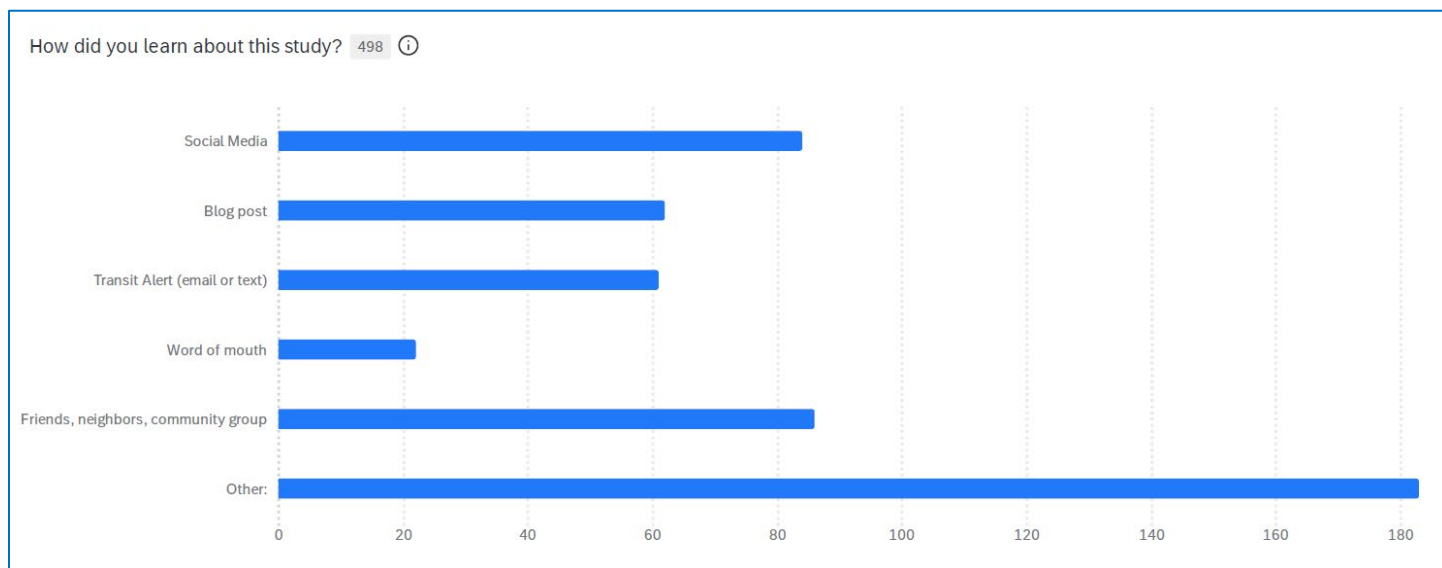
In terms of respondents' relationship to Route 60, most ride Route 60 (89%), live in a neighborhood served by this route (75%), and travel to school, hospital, library, or recreational activities along this route (56%). In total, 619 respondents answered this question.



Metro also learned that most survey respondents travel through the study area via public transportation (76%), walking or using a mobility device (47%), while some drive a vehicle (25%) or carpool (24%). In total 618 responses were submitted for this question.



The majority of survey respondents learned about this study from a sign placed at bus stops along the Route 60 corridor (other 37%), followed by friends, neighbors, community group (17%), and social media (17%). 498 responses were submitted for this question.



4.3.3.5.5 Respondent demographics and behavior summary

Age

Most respondents that took the survey were between the ages of 25 to 34 (27%) and 35 to 44 (27%). Below is a full breakdown of number of respondents that took the survey based on age. 486 responses were submitted for this question.

Race and ethnicity

Below is a breakdown of the percentage of people that responded to the question by race and ethnicity. 482 responses were submitted for this question.

- White, 59%
- Asian, 17%
- Hispanic or Latina/o/x, 12%
- Prefer not to answer, 11%
- African American, 6%
- American Indian/Native American or Alaska Native, 2%
- Middle Eastern or North African, 1%
- Native Hawaiian or Pacific Islander, 1%
- Race(s) or ethnicity(ies) not listed, (1%)

In response to additional questions about identity, 82 people responded noting the following identities:

- East Asian (including Chinese, Japanese, Korean, Mongolian, Tibetan, and Taiwanese), 50%
- Southeast Asian (including Burmese, Cambodian, Filipino, Hmong, Indonesian, Laotian, Malaysian, Mien, Singaporean, Thai, and Vietnamese), 36%
- South Asian (including Bangladeshi, Bhutanese, Indian, Nepali, Pakistani, and Sri Lankan), 10%
- None of these, 4%
- Prefer not to answer, 4%

Gender

Below is a breakdown of the 485 responses submitted by gender.

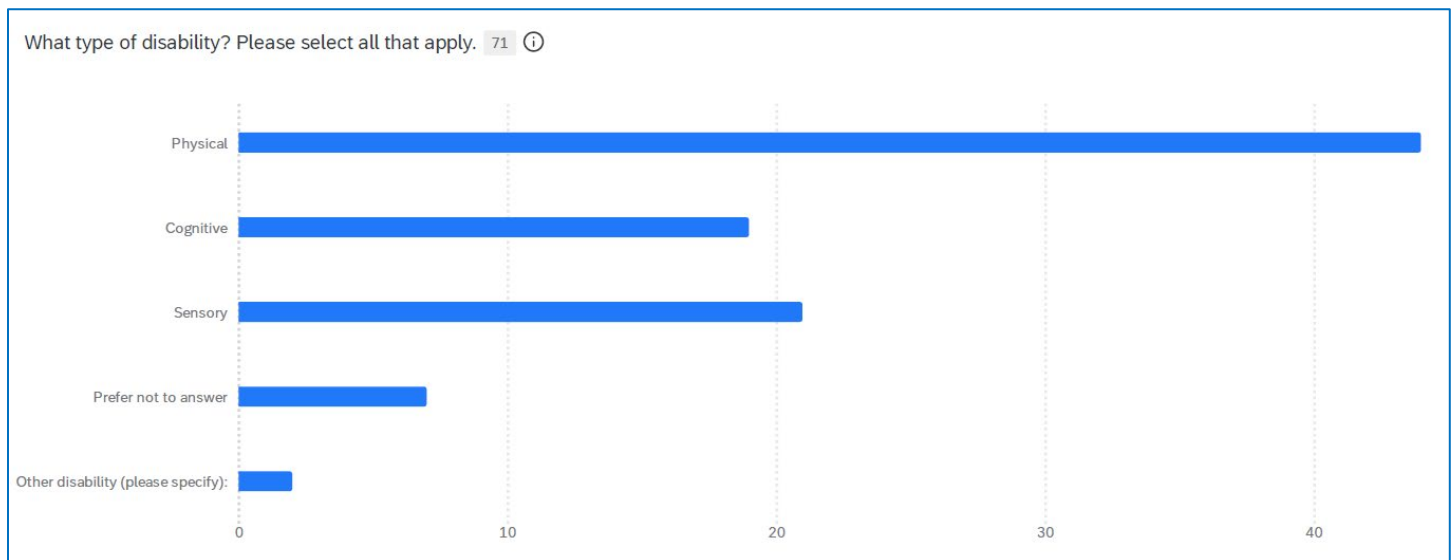
- Woman or female, 40%
- Man, or Male, 43%
- Non-binary or gender non-conforming, 9%
- X, 1%
- Identity(ies) not listed here, 1%
- Prefer not to say, 6%

Disability

When asked, 15% of respondents reported having a disability, while 76% of respondents reported not having a disability and 9% preferred not to respond. 485 responses were submitted for this question.

When asked if respondents could share the type of disability that they have, 71 people responded with the following breakdown:

- Physical disability, 62%
- Cognitive disability, 27%
- Sensory disability, 30%
- Preferred not to answer, 10%
- Other disability, 3%



Household income

Most respondents that took this survey earn \$150,000 or more, followed by earners of \$100,000 and then earners of \$75,000. Below is the overall breakdown of responses based on income. 404 responses were submitted for this question.

- Less than \$7,500
- \$7,500 to less than \$15,000
- \$15,000 to the less than \$25,000
- \$25,000 to less than \$35,000
- \$35,000 to less than \$55,000
- \$55,000 to less than \$75,000
- \$75,000 to less than \$100,000
- \$100,000 to less than \$150,000
- \$150,000 and up

Community Engagement Questions

King County Metro is committed to engaging communities where there is opportunity to shape decisions in ways that are equitable, accessible, meaningful, and transparent.

When asked if the notice, advertisement, or invitation to learn more and participate in this survey was clear and welcoming, 478 respondents answered this question:

- Agree, 76%
- Neutral, 14%
- Disagreed, 6%

When asked if respondents had enough time to provide meaningful feedback from the time they learned about the survey, 473 respondents answered this question:

- Agreed, 80%
- Neutral, 14%
- Disagreed, 6%

When asked if respondents understood how public feedback can help shape the decision-making on this project regardless of how they feel about Route 60, 479 respondents answered this question:

- Agreed, 78%
- Neutral, 12%
- Disagreed, 5%

4.3.4 Community briefings

Between February 2 to 18, Metro hosted five virtual briefings with community-based organizations and staff from community resources along the route. Metro shared the proposed improvements and focused the discussion on impact considerations most relevant to each organization's location.

4.3.4.1 Key takeaways from community briefings

The organizations and communities that Metro met with, and their respective feedback, is detailed below:

Yesler Terrace Community Council:

The Yesler Terrace Community Council is a resident-led group in Seattle that represents community members and participates in local planning and decision-making processes, including redevelopment efforts.

- Many community members do not mind losing parking around Yesler Terrace for improvements to Route 60.
- Some participants were concerned about Route 60's current left turn onto Fir Street.
- Members had a strong desire to maintain or add bus stops around Yesler Terrace, especially on 9th Avenue South and Boren Avenue, due to mobility challenges faced by their rising senior population.

Duwamish Valley Sustainability Association:

The Duwamish Valley Sustainability Association is a nonprofit organization that works on environmental, education, and community issues in the Duwamish Valley through community-led projects and programs.

- Attendees highlighted concerns about buses passing stops due to full buses, safety at bus stops, and need for more frequent Route 60 service.
- They also emphasized their support for creating a bus lane on South Cloverdale Street leading into 14th Avenue South.
- This community strongly supports electric or hybrid buses⁶ to address the historic pollution that South Park residents have been subject to. They recommended the use of electric buses for Route 60 and other routes that travel through South Park.

Cultivate South Park and South Park Business District:

Cultivate South Park is a resident-led community organization focused on neighborhood development, while the South Park Business District is a local coalition that promotes economic activity and events in the area.

- Community and business leaders want stronger transit connections into South Park and people support traffic signal improvements at South Cloverdale Street and 14th Avenue South.
- They emphasized that South Park is growing and will have more than 200 new housing units in the next 3 years, which will create more demand for Route 60.

The Vera Project:

The Vera Project is an all-ages nonprofit space dedicated to fostering personal and community transformation through collaborative, youth-driven engagement in music and art. They are planning to open a new venue in the Georgetown neighborhood near the stop at South Albion Place.

- The Vera Project strongly wants to keep the bus stop on South Albion Place, which will be directly in front of the entrance of their new 300-person-capacity music venue.
- They emphasized the need for better lighting and safe, visible access for young people leaving events at night.

Harborview Medical Center:

Harborview Medical Center is a public teaching hospital in Seattle, owned by King County and operated by UW Medicine, that provides comprehensive medical services and serves as the region's Level I adult and pediatric trauma center.

- Harborview is revising its Major Institution Master Plan (MIMP) and is interested in mode shift and faster transit for employees. The proposed improvements seemed to align with their institutional goals.

⁶ It was unclear what type of "hybrid" buses were referred to in these responses. Route 60 is currently operated with diesel hybrid buses.

- The bus-priority upgrades on 9th Avenue South (in-lane stops, right-turn pocket, potential bus lane) and improvements that speed up neighboring transit routes were well received.
- Harborview also expressed interest in supporting more service in the area such as extending Route 40 to First Hill Access Transportation.
- At 9th Avenue South and Jefferson Street, access service generates heavy demand (about 20 daily appointments); operators suggest the street rebuild should create more loading space, clearer lanes, and fewer obstructions, and that relocating the stop could improve bus reliability if impacts to infrastructure are minor.

4.3.5 Metro Transit Operator Panel Session

Route 60 operators also provided feedback in this engagement. The project team held two panel sessions with Transit Operators. The first session was to understand operational challenges along the route. Feedback received during the first session helped to inform the development of concepts that were eventually brought to the community for feedback. The second session was conducted during the engagement phase to gather reactions to the proposed improvements. Upon review of the concepts, operators supported most proposed changes across all four segments and offered specific recommendations on intersection modifications, bus lane configurations, and stop relocations. They also raised accessibility considerations at high use stops for riders with disabilities. Operators gave feedback per segment, and takeaways from both of those conversations are below.

4.3.5.1 Segment 1

- Operators voiced particularly strong support for the improvements on Broadway, the intersection improvement at 9th Avenue South and James Street, bus bulbs on 9th Avenue South, and a northbound BAT lane on Boren Avenue.
- Operators agreed that 9th Avenue South and Jefferson Street is a problematic stop location and the proposed bus stop changes here would help operations, however they noted that the 9th Avenue South and Jefferson Street stop is heavily used and wanted to make sure the new stop locations would not be a hardship for riders with accessibility needs.
- Operators noted that the proposed reroute for inbound buses from Broadway and Fir Street to Yesler and 9th Avenue South would likely need significant parking removal to allow for smooth operations on 9th Avenue South.
- Operators were highly skeptical of the southbound right turn only except transit lane at 12th Avenue and Jackson Street, observing that right turning traffic can get stuck due to congestion and high pedestrian crossing volumes.
- For any improvements to the intersections at 12th Avenue, Boren Avenue, and Yesler Way operators would like striping and signage to be very clear such as adding guide markings through intersections for left turns and shifting stop bars back where cars can inhibit smooth bus turns.

4.3.5.2 Segment 2

- Operators supported proposed improvements, particularly the intersection improvement at 15th Avenue and Lucille Street.
- At the intersection of McClellan Street and Beacon Avenue, operators noted an additional improvement that could be incorporated into intersection modifications: The barrier between the

northbound bike lane and travel lane should be reshaped where northbound buses make a right turn. A slight shortening of this barrier would make it easier for operators to make turns.

- Operators pushed back on traffic count results that did not show significant delay northbound on 15th Avenue at South Spokane Street noting that during peak congestion some drivers attempted to bypass queue on Columbian Way by making a northbound left turn at 15th Avenue and South Spokane Street. Cars making this northbound left can cause significant delays during peak congestion. Prohibiting the northbound left turn could be a solution.

4.3.5.3 Segment 3

- Operators noted a couple of ADA access issues at bus stops which were relayed to Metro's transit route facilities team for further investigation and improvement.
- Operators noted there are significant delays on the northbound pathway through Georgetown. The route could be consolidated on Ellis Avenue to prevent major impacts on riders.
- Operators generally supported the improvements and strongly supported the short bus lane on 16th Avenue South approaching East Marginal Way. Some operators have already adopted the approach of staying in the curbside lane to bypass the left turn queue and then shifting over to the short inside left turn lane which is generally underutilized.

4.3.5.4 Segment 4

- Delridge Way and Southwest Trenton Street was identified as an intersection that has significant delays due to Route 60 turning left in the northbound direction of this intersection.

4.3.6 Blog post

Metro published a multilingual blog post on Metro Matters during the engagement period that included an overview of the project, proposed transit improvements, and a link to the survey. During this engagement period Metro received the following blog post interactions per language:

- **English:** 1,600 views, 0 likes, 11 comments.
- **Spanish:** 15 views, 0 likes, 0 comments.
- **Amharic:** 6 views, 0 likes, 0 comments.
- **Vietnamese:** 3 views, 0 likes, 0 comments.
- **Simplified Chinese:** 3 views, 0 Likes, 0 comments.
- **Somali:** 2 views, 0 likes, 0 comments.

Metro received the following feedback as comments on the blog post:

- Add more benches at bus stops along 9th Avenue South.
- Extend Route 60 service to U-District station and the University of Washington.
- Increase more transit service between West Seattle and the University of Washington.

See the blog post at [this link](#) or in [Appendix C](#).

4.3.7 Other comments Metro received

Metro received six written comments via email and mail from community members. Themes in emails and mail included comments aligned with those raised during outreach, including improving service reliability and ensuring safety at stops and on buses.

5 What Metro learned and what happens next

Reaching community members across seven neighborhoods in less than a month required careful planning, flexibility, and a genuine commitment to meeting people where they are. The following reflects Metro's observations on what worked, what could be improved, and how those lessons can shape future engagement along the Route 60 corridor.

5.1 What worked well

- Consistent presence, multilingual communication, and strong community partnerships were key to successful outreach along the Route 60 corridor.
- In-person outreach helped Metro build relationships with riders and businesses and capture meaningful, firsthand feedback.
- Multilingual materials and bilingual staff reduced language barriers and broadened participation across the corridor.
- Engagement reaffirmed the importance of addressing environmental justice and future growth, particularly in South Park and the Duwamish Valley, where community input emphasized cleaner vehicles and reliable service that keeps pace with housing growth.
- Organizing outreach by neighborhood and assigning clear responsibilities to team members allowed the team to visit 97 businesses across five days.
- Offering multiple ways to participate, including in-person conversations and a digital multilingual survey, helped maximize accessibility and inclusion. The survey included tailored versions for riders, business owners, and community members to ensure questions were relevant to each audience.
- Conducting the survey in person alongside digital options helped reduce barriers for people with limited internet access, giving more community members an equitable opportunity to share their experiences.

5.2 Challenges and improvements

Future engagement efforts could be strengthened by these adjustments:

- Time estimates for business outreach to reflect the density and geographic spread of businesses in each segment. Capitol Hill, for example, required two days due to the high concentration of businesses, while other segments covered more ground with fewer stops at businesses. Planning accordingly will help the team use outreach time more efficiently.
- Separating the days on which the project team is doing bus stop and business outreach. Using days dedicated to one type of outreach helped the team focus their efforts and better engage

each audience. For example, rider outreach was most effective during peak commute hours, while business visits were more productive during slower periods, when employees and owners had time for in-depth conversation.

- Mid-way through outreach, Metro introduced staff lanyards with cards reading "Talk to me about Route 60 improvements." The cards helped passersby, including those wearing headphones or unfamiliar with the outreach team, quickly understand who staff were and why they were there. This low-barrier signal allowed community members to approach on their own terms, including people who might not have otherwise engaged.

5.3 Next steps

Over the coming months and throughout future project phases, Metro will:

- Review community feedback from this engagement period to help shape decisions about Route 60 improvements.
- Develop early design concepts, prepare preliminary cost estimates, and publish a final report with recommendations for Route 60 corridor improvements.
- Share early designs with the community at the end of this project phase.
- Explain how community feedback influenced the recommended improvements.
- Continue to welcome feedback from the community.

This project is currently funded through the planning phase only. Once dedicated funding is secured for the design, environmental review, and construction phases, Metro will launch a second round of community engagement and continue to capture community feedback as the project moves towards implementation.

This report was prepared by the project team listed in [Appendix I](#). Comments and feedback about Metro projects or activities outside this project will be reviewed and addressed through the appropriate teams and processes.

6 Appendices

6.1 Appendix A: Business outreach list

Name	Location
Businesses visited: Capitol Hill	
Al Bacha Restaurant	1833 Broadway, Seattle, WA 98122
Capitol Hill Dental Group	1732 Broadway, Suite 101, Seattle, WA 98122
[solidcore]	1812 Broadway, Seattle, WA 98122
Blick Art Materials	1600 Broadway, Seattle, WA 98122
Walgreens	1531 Broadway, Seattle, WA 98122
Lost Lake Cafe and Lounge	1505 10th Ave, Seattle, WA 98122
Elliott Bay Book Company	1521 10th Ave, Seattle, WA 98122
Mud Bay	1514 Broadway, Seattle, WA 98122
GenPride	1521 Broadway, Suite A, Seattle, WA 98122
Silver Cloud Hotel	1100 Broadway, Seattle, WA 98122
206 Burger Co. & Bar	1401 Broadway, Seattle, WA 98122
Metro by T-Mobile	1403 Broadway, Seattle, WA 98122
Chipotle	1415 Broadway, Seattle, WA 98122
Garlic Crush	1417 Broadway, Seattle, WA 98122
Dominos	1427 Broadway, Seattle, WA 98122
Frame Central Capitol Hill	901 East Pike Street, Seattle, WA 98122
76 Gas Station	1500 Broadway, Seattle, WA 98122
Insomnia Cookies	1513 Broadway, Seattle, WA 98122
Mud Bay	1514 Broadway, Seattle, WA 98122
Gen Pride	1521 Broadway, Suite A, Seattle, WA 98122
Spice bliss	1520 Broadway, Seattle, WA 98122
Shawarma Shack	1620 Broadway, F100, Seattle, WA 98122
FOB Poke Bar	1620 Broadway, #100d, Seattle, WA 98122
Paparerpas	1620 Broadway, Suite 100E, Seattle, WA 98122
Seattle Central College	1701 Broadway, Seattle, WA 98122
Wingstop	1812 Broadway, Suite R202, Seattle, WA 98122
Annapurna Café	1833 Broadway, Seattle, WA 98122
Carmelo's Tacos	1833 Broadway, Seattle, WA 98122
Sea Smith Coffee	118 Broadway, #1008A, Seattle, WA 98102
Metro by T-Mobile	109 Broadway East, Seattle, WA 98102
Phoenix Comics and Games	113 Broadway East, Seattle, WA 98102

Name	Location
Neighborhood Market	113 Broadway East, Seattle, WA 98102
Just Poke Capitol Hill	131 Broadway East, Seattle, WA 98102
M2M Market	128 Broadway East, Suite 201, Seattle, WA 98102
Kitanda Espresso and Acai	200 Broadway East, Seattle, WA 98102
High Tea Café	202 Broadway East, Seattle, WA 98102
Trendy Wendy	211 Broadway East, Seattle, WA 98102
Mirch Masala Indian Food	213 Broadway East, Seattle, WA 98102
Tobacco Lear Cigar Shop	215 Broadway East, Seattle, WA 98102
Mud Bay Pet Supply	231 Broadway East, Seattle, WA 98102
Panache Clothing	225 Broadway East, Seattle, WA 98102
Winner's Circle	233 Broadway East, Seattle, WA 98102
Bank of America	230 Broadway East, Seattle, WA 98102
Rondo Japanese Kitchen	224 Broadway East, Seattle, WA 98102
United States Postal Service	212 Broadway East, Seattle, WA 98102
Post Pike Bar and Café	212 Broadway East, Unit A, Seattle, WA 98102
Blade and Timber Axe Throwing	206 Broadway East, Seattle, WA 98102
Verizon	204 Broadway East, Seattle, WA 98102
Businesses visited: First Hill	
Multimedia Resource and Training Institute	808 East Fir Street, #135, Seattle, WA 98104
Epstein Opportunity Center	120 8th Ave, Seattle, WA 98104
Cafe Calaveras	860 Yesler Way, Seattle, WA 98104
Batik	123 Broadway, Seattle, WA 98122
Raven Terrace	820 Yesler Way, Seattle, WA 98104
Cypress	120 Broadway, Seattle, WA 98122
Wayfarer	1000 East Yesler Way, Seattle, WA 98122
Joyful Childcare	110 10th Avenue South, Apartment 144, Seattle, WA 98104
Yesler Community Center	917 East Yesler Way, Seattle, WA 98122
Businesses visited: Beacon Hill	
The Station	1600 South Roberto Maestas Festival Street, Seattle, WA 98144
El Centro de la Raza	1660 South Roberto Maestas Festival Street, Seattle, WA 98144
Hilltop Red Apple	2701 Beacon Avenue South, Seattle, WA 98144
CheBogz	2710 Beacon Avenue South, Seattle, WA 98144

Name	Location
Fresh Flours	1624 South McClellan Street, Seattle, WA 98144
Tacos Chukis	1608 South Roberto Maestas Festival Street, Seattle, WA 98144
Bank of America	2555 Beacon Avenue South, Seattle, WA 98144
Thanh Dat Tax Accounting	2520 Beacon Avenue South, Seattle, WA 98144
Shell Gas Station	2424 Beacon Avenue South, Seattle, WA 98144
76 Gas Station	2415 Beacon Avenue South, Seattle, WA 98144
Lioe's Automotive Service	2400 Beacon Avenue South, Seattle, WA 98144
Despi Delite Bakery	2701 15th Avenue South, Seattle, WA 98144
WaFd Bank	2800 Beacon Avenue South, Seattle, WA 98144
Seattle Public Library—Beacon Hill Branch	2800 Beacon Avenue South, Seattle, WA 98144
Businesses visited: Georgetown	
Maruta Shoten	1024 South Bailey Street, Seattle, WA 98108
Shell Gas Station	6200 Corson Avenue South, Seattle, WA 98108
Harbor Freight	6205 Corson Avenue South, Seattle, WA 98108
Wells Fargo Bank	5963 Corson Avenue South, Suite 140, Seattle, WA 98108
Emerald City Barber Co.	5963 Corson Avenue South, Seattle, WA 98108
Pho Hiho	5963 Corson Avenue South, Seattle, WA 98108
Rain City Cigar	5963 Corson Avenue South, #130, Seattle, WA 98108
Golden Smoke House Smoke Shop	5963 Corson Avenue South, Seattle, WA 98108
Herfy's Burgers	5963 Corson Avenue South, Seattle, WA 98108
Georgetown Inn	6100 Corson Avenue South, Seattle, WA 98108
Wood Craft of Seattle	5963 Corson Avenue South, #120, Seattle, WA 98108
Shell Gas Station	7200 East Marginal Way South, Seattle, WA 98108
Aero Motel	7240 East Marginal Way South, Seattle, WA 98108
Businesses visited: South Park and West Seattle	
Good Voyage	8520 14th Avenue South, Seattle, WA 98108
Uncle Eddie's Public House	8601 14th Avenue South, Seattle, WA 98108
The Scene in South Park	1249 South Cloverdale Street, Seattle, WA 98108
South Town Pie	8611 14th Avenue South, Seattle, WA 98108
Loretta's Northwesterner	8617 14th Avenue South, Seattle, WA 98108
Consejo Counseling and Referral Service	8615 14th Avenue South, Seattle, WA 98108
Seattle Public Library- South Park Branch	8604 8th Avenue South, Seattle, WA 98108

Name	Location
SeaMar Community Health Center	8720 14th Avenue South, Seattle, WA 98108
El Herradero Mexican Restaurant	8709 14th Avenue South, Seattle, WA 98108
El Rey Peruvian Restaurant	8515 14th Avenue South, Seattle, WA 98108
Honor Mexicano Restaurant	8517 14th Avenue South, Seattle, WA 98108
Mi fondita Del Itsmo	8525 14th Avenue South, Seattle, WA 98108
Arrowhead Garden Apartments	9230 2nd Avenue Southwest, Seattle, WA 98106

6.2 Appendix B: Poster and poster locations



Metro is studying transit improvements on Route 60
We want your feedback. **Take our survey by February 20, 2026.**

Metro está analizando algunas mejoras al transporte público en la ruta de autobús 60
Queremos su opinión. **Participe en nuestra encuesta a más tardar el 20 de febrero de 2026.**

Metro 正在开展 60 号巴士线的交通改善研究
我们诚邀您提供宝贵意见。
请于 2026 年 2 月 20 日前参与问卷调查。

Metro waxay daraasad ku samaynaysaa horumarinta gaadiidka dadweynaha ee wadada baska 60
Waxaan jeclaan lahayn inaan helno fikradaada. **Ka qayb qaado sahan kayaga ka hor 20-ka Febraayo, 2026.**

Metro đang nghiên cứu các cải tiến về giao thông công cộng trên tuyến xe buýt số 60
Chúng tôi rất mong nhận được ý kiến phản hồi của quý vị. **Vui lòng tham gia khảo sát trước ngày 20 tháng 2 năm 2026.**

Metro በአውቶቡስ መስመር 60 ላይ የሕዝብ ትራንስፖርት ማሻሻያዎችን እያጠና ነው
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kingcountymetro.blog/route60

@ community.relations@kingcounty.gov 206-263-9768

Locations	
17 bus stops	
Bus stop identification numbers	Location
11060	Broadway and Denny
11050	Broadway and Thomas
3810	Beacon Avenue South and Lander
12910	9th Avenue South and Jefferson Street
41930	9th Avenue South and Alder
21080	Roxbury and 15th Avenue South
41830	15th Avenue South and Oregon Street
41740	13th Avenue South and South Bailey Street
32150	14th Avenue South and Cloverdale
41940	9th and James
3700	12th Avenue South and Jackson
41900	12th Avenue South and Jackson
41980	Broadway/Pike
21141	Olson Place & Myers Way Park and Ride
39980	25th Avenue Southwest and Henderson
41780	15th Avenue South and Lucile
41980	Broadway and Pike

6.3 Appendix C: [Metro Matters Blog post](#)

6.4 Appendix D: Online survey questions

Route Relationship

- What is your relationship to Route 60? Select all that apply.
- How do you typically travel within the Route 60 study area. Select all that apply.

Top 3 experience improvements

- What changes, if any, could improve your experience using Route 60? Please select up to three.

Top experience improvements

- From the improvements you selected, which is the most important to your experience using Route 60?

Top 3 roadway improvements

- Which of the following roadway changes do you think Metro should consider for Route 60? Please select up to three.

Top roadway improvements

- From the improvements you selected, which is the most important to your experience using Route 60?

Segment introduction

The next questions will focus on the four route segments shown in the map below.

- Select the route segments you would like to see in detail and respond to the list below. Please note that it won't be possible to select new or change segment options beyond this point.

Segment 1

- After reviewing the proposed concepts in Segment 1, do you support the overall approach to improve bus speed and reliability in this area?
- Do you have additional feedback on the proposed improvements in Segment 1?
- Do you support closing and relocating bus stops in this area to improve travel time and reliability?
- Do you have any additional feedback or comments on how Metro should approach bus stop removals or relocations on 9th Avenue?

Segment 2

- After reviewing the proposed concepts in Segment 2, do you support the overall approach to improving bus speed and reliability in this area?
- Do you have additional feedback on the proposed improvements in Segment 2?
- A bus priority lane for northbound buses on 15th Avenue South between Snoqualmie Street and Oregon Street would improve transit travel time and reliability but would require moving parking spaces on the east side of 15th Avenue South. Do you support this change?
- Do you have any comments about this concept?
- Route 60 buses headed north experience delays at 15th Avenue South and South Lucile Street. Separating the lanes to allow one lane for left turns and a different lane to go straight would reduce delays for buses and all traffic. Creating two lanes would require removing some northbound parking near the intersection. Do you support this change?
- Do you have any comments about this concept?

Segment 3

- After reviewing the proposed concepts in Segment 3, do you support the overall approach to improving bus speed and reliability in this area?
- Do you have any additional feedback on the proposed improvements in Segment 3?
- Currently, Route 60 buses headed southwest leave South Albion Place to stop at the southbound stop on 13th Avenue South and Stanley Avenue before turning back onto South Albion Place. A minor route change would reduce travel time by keeping Route 60 buses headed southeast on Albion Place and stop at a new stop one block south of the 13th Avenue South and Stanley Avenue location. Do you support this change?

- Do you have additional feedback about this concept?

Segment 4

- After reviewing the proposed concepts in Segment 4, do you support the overall approach to improve bus speed and reliability in this area?
- Do you have additional feedback on the proposed improvements in Segment 4?
- A new Business Access and Transit Lane on South Cloverdale Street and 14th Avenue would help reduce bus and general traffic delays. It would require removing some eastbound street parking between 12th Avenue South and 14th Avenue South. Do you support this change?
- Do you have any comments about this concept?

General feedback

- Are there other Route 60 improvements that you believe Metro should consider as part of this project?
- How did you learn about this study?

Demographics

- What age group are you in?
- Race/ethnicity How do you identify your race and/or ethnicity? Please select all that apply.
- Do you identify as any of the following? Please select all that apply.
- Gender What is your gender identity? Please select all that apply.
- Do you have a disability that affects your ability to do one or more major life activities, such as walking, climbing stairs, running errands, hearing announcements, using a computer, reading, or understanding signs?
- What type of disability? Please select all that apply.
- Household income What is your total household income? Your best guess is fine.

Community satisfaction

- The notice, advertisement, or invitation to learn more and participate in this survey was clear and welcoming.
- From the time I was notified about this survey, I had enough time to provide meaningful feedback.
- Regardless of how I feel about Route 60, I can see how public feedback can help shape the decision-making on this project.

6.5 Appendix E: Social media

Below are examples of social media posts that were posted during the five-week engagement phase of this study.

Posted January 22, 2026:

X post promoting the Route 60 survey.



3:20 PM · Jan 22, 2026 · 487 Views

Posted February 18, 2026:

Facebook post highlighting library project information and survey.

King County Metro Transit

February 18 at 2:44 PM · 🌐

We're in the final week to find out how you would like to improve reliability and reduce travel times on Route 60. ... See more



21

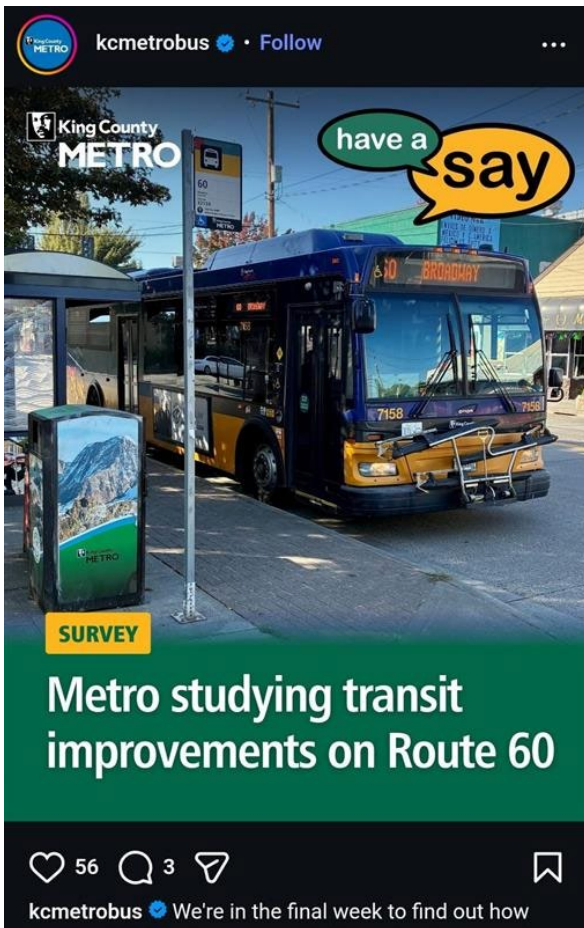
18 1

Like

Comment

Posted February 18, 2026:

Instagram post inviting people to share feedback.



6.6 Appendix F: Transit Alerts

Below are examples of email and text messages that were sent to Route 60 subscribers during the five-week engagement phase of this study.

Sent January 16, 2026:

Text message alert

Metro is studying transit improvements for Route 60. Visit kingcountymetro.blog/route60 to learn more and take our survey by February 20, 2026.

Email alert

From: "King County, WA" <KingCounty@subscriptions.kingcounty.gov>

Subject: Metro studying transit improvements on Route 60- Share your feedback with us!

Metro is studying transit improvements for Route 60 which runs from Seattle to White Center. To learn more about our study and how you can share your input visit kingcountymetro.blog/route60. Share your feedback with our team by February 20, 2026!

 SHARE



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Sent January 23, 2026:

Text message alert

We want to hear from you about how to improve service and reliability on Route 60. Visit, kingcountymetro.blog/route60, to take our survey by February 20, 2026!

Email alert

From: "King County, WA" <KingCounty@subscriptions.kingcounty.gov>

Subject: Correction- Metro studying transit improvements on Route 60- Share your feedback with us!

Serving 6,000 riders, Route 60 is an important connection between Seattle and White Center. We want to hear from you about how to reduce bus travel times and improve reliability. Visit kingcountymetro.blog/route60, to learn more and take our survey by February 20, 2026!

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Sent January 28, 2026:

Text message alert

We want to hear from you about how to improve service and reliability on Route 60. Visit, kingcountymetro.blog/route60, to take our survey by February 20, 2026!

Email alert

From: "King County, WA" <KingCounty@subscriptions.kingcounty.gov>

Subject: Don't forget to take our Route 60 survey by February 20!

Serving 6,000 riders, Route 60 is an important connection between Seattle and White Center. We want to hear from you about how to reduce bus travel times and improve reliability. Visit kingcountymetro.blog/route60, to learn more and take our survey by February 20, 2026!

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Sent February 3, 2026:

Text message alert

There is still time to share your feedback! Visit, kingcountymetro.blog/route60, to learn more and take our Route 60 survey by February 20, 2026.

Email alert

From: "King County, WA" <KingCounty@subscriptions.kingcounty.gov>

Subject: There is still time to take our Route 60 survey!

There is still time to take our Route 60 survey! Your feedback will help Metro look at ways to improve reliability and reduce travel times on Route 60. Visit, kingcountymetro.blog/route60, to learn more and take our survey by February 20, 2026!

 SHARE



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Sent February 11, 2026:

Text message alert

Have your say on the proposed Route 60 transit improvements. Visit, kingcountymetro.blog/route60, to learn more and take our survey by February 20, 2026.

Email alert

From: "King County, WA" <KingCounty@subscriptions.kingcounty.gov>

Subject: Take our Route 60 survey by February 20

Capitol Hill, Beacon Hill, South Park and White Center are four of the seven neighborhoods that depend on Route 60. Have your say on the proposed transit improvements to this busy route. Visit, kingcountymetro.blog/route60, to learn more and take our survey by February 20, 2026!



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Sent February 18, 2026:

Text message alert

We are in the final week of the Route 60 Speed and Reliability Study! Visit, kingcountymetro.blog/route60, take our survey by February 20, 2026.

Email alert

From: "King County, WA" <KingCounty@subscriptions.kingcounty.gov>

Subject: Route 60 Study- Final week to share feedback

We are in the final week of the Route 60 Speed and Reliability Study! Don't miss the opportunity to share how you would like to improve reliability and reduce travel times on Route 60. Visit, kingcountymetro.blog/route60, to learn more and take our survey by this Friday!



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Manage your subscriptions:

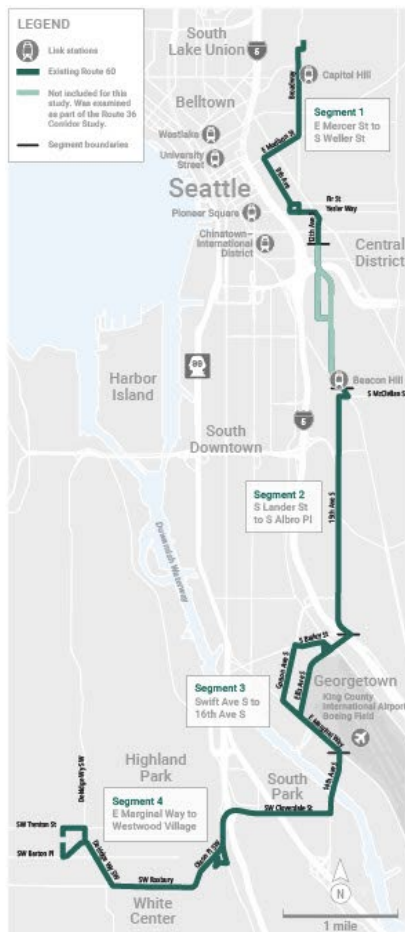
- Update your [preferences or unsubscribe](#)
- Questions about this service? Visit [Help](#)

6.7 Appendix G: Media coverage

- [West Seattle Blog](#).
- [Georgetown Community Council](#).

- [Seattle Transit Blog.](#)
- [Post 1.](#)
- [Post 2.](#)
- [Post 3.](#)
- [Capitol Hill Seattle Blog.](#)

6.8 Appendix H: Route 60 factsheet (brochure-style)



Map showing the study area for Route 60.

The segment between South Weller Street and South Lander Street is not included. It was recently studied as part of Route 36 improvements and will benefit Route 60 riders.

We want to hear from you!

Metro will engage with riders, businesses, and community members to receive feedback that will help inform the proposed concept design for Route 60 improvements.



Share your feedback with us! Scan the QR code to take our survey by February 20, 2026.



To learn more about our study visit kingcountymetro.blog/route60

WINTER 2026 Route 60 Bus Improvements Study



Route 60 is one of King County Metro's (Metro) busiest bus routes, serving an average of 6,200 riders on a weekday. This north-south network connects people from Westwood Village to Capitol Hill via White Center, South Park, Georgetown, Beacon Hill, Chinatown-International District and First Hill.

Metro, in collaboration with the Seattle Department of Transportation (SDOT), is studying ways to improve Route 60 travel times and reliability.

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Route 60 runs daily from 4 am to 1 am, with buses every 10–12 minutes between 7 am and 6 pm on weekdays. However, Route 60 has some challenges that slow it down and make service unreliable for riders.

Addressing transit challenges for Route 60

About 70% of all Route 60 buses arrive on time, performing below Metro's on-time performance goal of at least 80%. Metro is studying challenges along Route 60 to find short-term and long-term improvements that will:

- ▶ Reduce bus travel times by 10–15% during busy commute times.
- ▶ Provide a more reliable service for more buses to arrive on time.
- ▶ Improve connections to other travel modes in the area.
- ▶ Improve the experience for current riders and attract new riders to use Route 60.

Priority areas for improvements

The study area includes four main segments along the existing route to help improve travel time and bus reliability.

- ▶ Segment 1: East Mercer Street to South Weller Street (First Hill, Capitol Hill, Chinatown–International District).
- ▶ Segment 2: South Lander Street to South Albro Place (North Beacon Hill).
- ▶ Segment 3: Swift Avenue South to 16th Avenue South (Georgetown).
- ▶ Segment 4: East Marginal Way & 16th Avenue South (South Park, Westwood-Highland Park).

The process

The project is currently in the planning phase. During this phase, the study team will engage with bus riders, local organizations, businesses, community members, and other key groups to plan for the best ways to improve transit. We will continue to engage with the community once we move the project into final design and construction.

Potential improvements: what they are and why they matter

Metro has identified potential transit improvements that will provide faster, more reliable bus services to thousands of riders daily. Below are examples of the types of improvements under consideration to enhance bus service for current riders and our growing community.

Type of improvement	What it is	Why it matters
Bus stop relocation	 Moves the location of a stop and/or removes bus stops that are too close together.	Improves efficiency and helps buses travel faster by spacing out stops along the route; reduces travel times.
In-lane bus stops	 Allows buses to stop in the travel lane instead of pulling over to pick up/drop off passengers.	Reduces the amount of time lost to merging in and out of traffic and improves accessibility for riders.
Intersection modifications	 Adjusts the duration and coordination of traffic light cycles and lane configurations along bus routes.	Prioritizing transit movements reduces the amount of time buses spend at traffic lights and can improve travel times.
Queue jump	 Allows buses to merge into traffic from a dedicated bus lane or right-turn only lane.	Decreases travel delays by allowing buses to move ahead of surrounding traffic.
Bus priority lane	 Roadway lanes dedicated for the use of buses and vehicles turning right into or out of driveways or at intersections.	Improves travel times as buses avoid general traffic delays in surrounding lanes.
Minor route change	 Adjusting route or stop locations to bypass delays.	Improves speed and reliability by reducing turns and avoiding delays.

Contact information

Metro Community Engagement

For questions about the project, please contact us:

 (206) 263-9768

 community.relations@kingcounty.gov

6.9 Appendix I: List of preparers

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