Project Team
Introduction and Overview

• Pilot Project Purpose: to develop an innovative transportation service in Lynnwood, WA

• Phase 1 Goal: to assess the transportation needs in Lynnwood, so that a transportation service could be developed in response to these needs
Survey Methods

- Online Survey in English and Spanish
- Community partners’ in-person outreach
- Community Working Group outreach (thank you!)
- Supplementary Spanish listening session
- In-person outreach with English and Spanish surveys
- Tagalog and Mandarin interpreters if needed
Who Participated in the Survey?

863 people

Age
- Fairly representational for respondents over 20 years old
- Under-representation those 19 and under

Race/Ethnicity
- Slight over-representation of non-Hispanic white respondents
- Slight under-representation of Hispanic or Latino, Black, and Asian

Disability
- Over-representation of people with disabilities
Spanish Listening Session

• January 2020 with 16 participants
• In partnership with the nonprofits ECOSS and Latino Education Training Institute
• Qualitative results only (e.g. comments)
Spanish Listening Session

Survey Zones G, F, and E were most popular.

LETI located in G

Number of destinations

<table>
<thead>
<tr>
<th>Number of destinations</th>
<th>0-4.9</th>
<th>5-9.9</th>
<th>10-14.9</th>
<th>15+</th>
</tr>
</thead>
<tbody>
<tr>
<td>N = 16</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
Spanish Listening Session

Barriers

- Inconvenient Bus Routes
- Lack of information
- Infrequency of Bus Arrivals
- Difficult with Transfers
- Pedestrian danger
Data Results
Destinations

Where people go, or want to go, in Lynnwood?
Destinations

Where did people go, or want to go, in Lynnwood? (con’t)
Destinations

How did where people live affect where people wanted to go?

Lynnwood Residents

Non-Lynnwood Residents

More travel to Zone F (EdCC)
Access to Transportation Resources

What transportation resources did people have access to?

- Internet: 93%
- Smartphone or device: 91%
- Valid driver's license: 86%
- Personal car: 80%
- ORCA card (bus pass): 73%
- Rideshare/Ridehail app: 46%
- Bicycle: 43%
- Carpool app...: 15%
What transportation modes did people use in the last 3 years (other than driving alone)?

- 82% Bus
- 55% Ferry
- 46% Ride Hailing
- 41% Train
- 35% Carpool
- 22% Bicycle
- 12% Taxi
- 8% Other
- 3% Vanpool
- 3% Paratransit

Top 3 modes: Bus, Ferry, Ride Hailing.
Transportation Modes

How did people’s barriers relate to their primary transportation mode?

See handout

Figure 27: Top Ranked Barriers by Transportation Mode
Transportation Modes

How familiar were people with different transportation modes?

- **Ride Hailing**: 28% Not at all, 39% Somewhat, 33% Very
- **Vanpool**: 9% Not at all, 71% Somewhat, 24% Very
- **Bus**: 9% Not at all, 33% Somewhat, 58% Very
Transportation Modes

*What transportation modes were used most frequently (3+ days per week?)*

- **Drive Alone**: 60%
- **Drive or ride with others**: 32%
- **Walk (or use mobility device)**: 36%
- **Bicycle**: 6%
- **Bus/Train**: 41%
- **Ferry**: 2%
- **Paratransit**: 1%
- **Taxi**: 1%
- **Ride Hailing...**: 1%
- **Other**: 2%

*Top 3*
Transportation Modes

What were the reasons respondents chose public transit?

- My main form of transportation: 28%
- To get back and forth to work: 46%
- To avoid parking or traffic: 45%
- Special events like a game or concert: 40%
- Other: 21%
Barriers to Using Transportation Modes (other than driving alone)

- Physical mobility: 7%
- Using a smartphone: 8%
- Knowledge of options: 9%
- Hills in my area: 11%
- Working from home: 12%
- Safety: 13%
- Cost: 15%
- Knowledge of bus schedule: 15%
- Lack of bike lanes: 17%
- Discomfort riding with strangers: 18%
- Weather: 21%
- In case of emergency: 23%
- Changes to my schedule: 24%
- Need car during day: 26%
- Distance to walk: 27%
- Where the bus goes: 27%
- When the bus goes: 28%
- Feel safe biking or walking: 31%
- No one to share a ride with: 31%
- Bus trip duration: 42%

Significant Barriers (% of respondents)
Barriers (con’t)

Top 6 Barriers

• Bus trip duration
• No one to share a ride with
• Feel safe biking or walking
• When the bus goes
• Where the bus goes
• Distance to walk
How did resident location affect the top barriers?
What are notable differences in how different respondents experienced barriers?

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Experience of Select Respondent Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of knowledge about transportation options</td>
<td>Race/Ethnicity: 6% of white respondents found lack of knowledge about transportation options to be a barrier, compared to 13% of people of color.</td>
</tr>
<tr>
<td>Cost</td>
<td>Age: Respondents aged 19-24 were most impacted by the cost of transit. Older respondents were less impacted by the cost of transit.</td>
</tr>
</tbody>
</table>
Qualitative Feedback (comments)
## Open-Ended Survey Questions

<table>
<thead>
<tr>
<th>Topic</th>
<th># of Respondents</th>
<th>% of Total Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus schedule</strong> (when and how often buses run)</td>
<td>112</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Transit Center concerns</strong> (e.g. parking, access, difficulty transferring)</td>
<td>74</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Where the bus goes</strong> (proximity, destinations, etc.)</td>
<td>93</td>
<td>16%</td>
</tr>
<tr>
<td><strong>Time it takes to ride the bus</strong></td>
<td>19</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Bicycle safety and infrastructure</strong></td>
<td>23</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Pedestrian safety</strong> (safety concerns walking around Lynnwood)</td>
<td>27</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Car preference</strong> (reasons people choose to drive)</td>
<td>25</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Ease of use</strong> (making public transportation a better experience)</td>
<td>20</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Suggested new transportation alternatives</strong></td>
<td>17</td>
<td>3%</td>
</tr>
</tbody>
</table>
Qualitative Feedback

“As someone who can't afford a car and lives and works almost entirely within the city... I've noticed a lack of well-timed connections between north south running routes and the east west running routes.... I've had days where it takes me more than 90 min to get home because my connection was stuck in traffic, thus making me wait 30 min for the next scheduled bus.”

-- Lynnwood City Resident
Qualitative Feedback

“... I had to buy a car once I moved to Lynnwood. I’m close enough to walk some places, but don’t because of a lack of sidewalks and crosswalks so I don’t feel safe.” -- Lynnwood City Resident

“Walking is a significant barrier from my neighborhood across Hwy 99 and 196th St. SW. Pedestrians are stranded for long periods on relatively unsafe islands.” -- Lynnwood City Resident
Key Findings
Key Transportation Barriers*

• Time it takes to ride the bus, especially when transfers are involved
• Finding someone to share a ride with
• Feeling safe biking or walking, especially along highways
• When the bus goes, including infrequent arrivals and limited options outside of common commute times
• Where the bus goes, including difficulty accessing transit centers via bus
• Distance to walk to access transit stops

*Qualitative and quantitative
Key Learnings from Survey

• Provide access within Lynnwood, not just commuter routes from Lynnwood to other cities.

• Allow people to reach southeast Lynnwood – including the Lynnwood Transit Center – without driving alone.

• Shorten transit trip times and make transit more convenient.

• Serve off peak hours.
Key Learnings from Survey (cont’d)

• Improve safety for bicycles and pedestrians.

• Serve those who are most dependent on transit, including youth, seniors, low-income individuals (under $45,000 per household), and people with disabilities.

• Do not solely rely on a separate app or piece of technology.
Next Steps

Community Working Group develops Needs Statements

Community Transit proposes potential services to meet community needs

Community Working Group evaluates potential services

Community Transit determines if/how to implement service

We are here
Next Steps – Needs Statements

My community needs transportation solutions that will...
Contact Information

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Report Components

• Survey methods
• Sample statistics
• Data results
• Qualitative survey results
• Data limitations
Sample Statistics: Demographic Data vs. Survey Data

Age Demographics of Respondents Compared to Lynnwood at Large

- 18 years and under (US Census: 19 and under)
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

- Lynnwood Population
- Survey Respondents
- Column1
Transportation Modes

• Did bus usage change based on where respondents lived?

<table>
<thead>
<tr>
<th>Location</th>
<th>No Bus Use</th>
<th>Used Bus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area A</td>
<td>72%</td>
<td>28%</td>
</tr>
<tr>
<td>Area B</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Area C</td>
<td>61%</td>
<td>39%</td>
</tr>
<tr>
<td>Area D</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Area E</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>Area F</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>Area G</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Outside Lynnwood</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Greater Lynnwood (MUGA)</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>No response</td>
<td>83%</td>
<td>17%</td>
</tr>
</tbody>
</table>

No Bus Use Used Bus
Notes on Data Limitations

• **Generalizability:** To what extent can the data provided by the Needs Assessment Survey be used to make general conclusions about the experience of all Lynnwood residents?

• **Potential sources of bias:** Are there characteristics in the respondent pool that may skew results?