

**APPENDIX N: SOCIAL, PUBLIC SERVICES, AND  
ENVIRONMENTAL JUSTICE DISCIPLINE REPORT**

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# I-405, Bellevue to Lynnwood Improvement Project

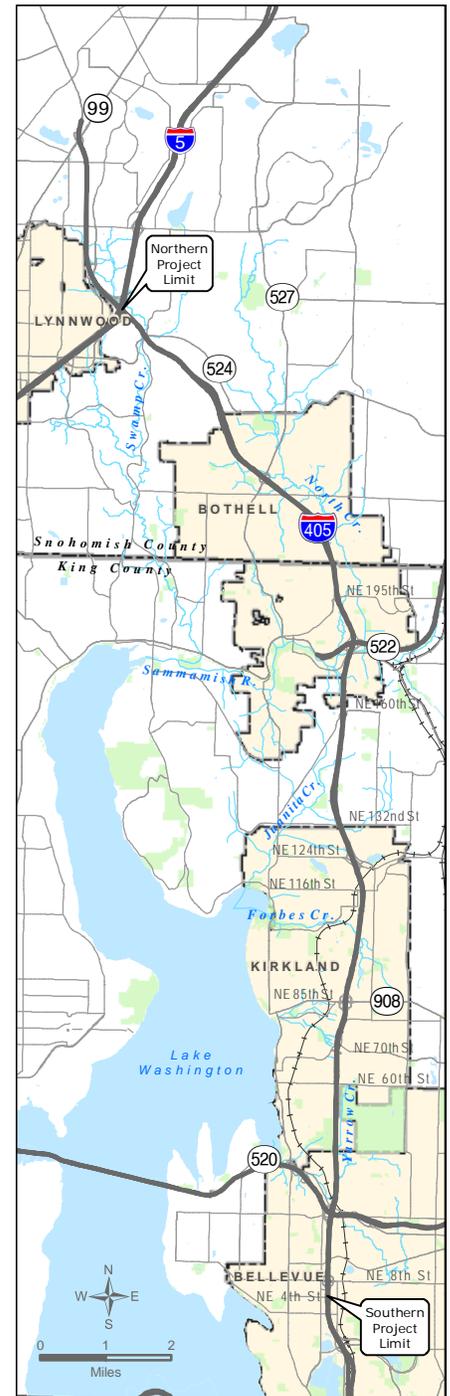


## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

# SOCIAL, PUBLIC SERVICES, AND ENVIRONMENTAL JUSTICE DISCIPLINE REPORT

April 2011





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## SUMMARY

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### *Study Approach*

The purpose of the Bellevue to Lynnwood Improvement Project is to improve personal and freight mobility and reduce traffic congestion in the I-405 corridor from Bellevue to Lynnwood. Specific benefits of the project include improved safety, reduced traffic congestion, increased travel speeds during peak travel periods, improved freight movement, and environmental improvements.

We collected information to identify existing social elements from information sources such as websites for local jurisdictions within the study area, geographic information system (GIS) mapping, interviews with area service providers, and U.S. Census Bureau data. We reviewed the discipline reports and technical memoranda prepared for this project on: Air Quality; Cultural, Historic, and Archaeological Resources; Cumulative Effects Analysis, Economics; Land Use Patterns, Plans, and Policies; Noise; Section 4(f); Transportation; Utilities; and Visual Quality to obtain information on social conditions in the area. For social resources, we identified effects from these reports and reviewed the effects on:

- Community cohesion;
- Parks and recreation activities and facilities;
- Population characteristics and growth;
- Government, religious, and social facilities and services; and
- Pedestrian, transit, and bicycle facilities.

We used input from the public involvement process to assess potential adverse effects to the community. We reviewed input from the public involvement process to verify demographic data and community resources.

For public services, we reviewed design information and interviewed project design engineers to determine effects. We also used GIS mapping and information from websites for jurisdictions in the study area to identify existing public services.

For environmental justice, we collected information from the U.S. Census Bureau, National Center for Education Statistics, and the I-405 public involvement team. The information obtained on social elements provided data for the environmental justice existing conditions.

For environmental justice, using the effects identified for social resources and public services, we assessed whether low-income and minority populations would be affected differently by the project than the general population. If we found that they were affected differently, we then determined whether the effect fell disproportionately on environmental justice populations. We used demographics of the project area travelshed, along with service provider interviews and published studies on highway tolling systems and transportation spending in low-income households to determine the environmental justice effects of the proposed build alternatives. We also analyzed the potential benefits of the project in addition to proposed mitigation.

### ***Baseline Conditions***

The study area includes the area where the project could affect community/neighborhood resources. We set this project's study area based on a combination of project effects, census block groups, and neighborhood boundaries. We anticipate that most project effects would not extend farther than about one-half mile from project activities along I-405. Because the census block groups used to characterize the community/neighborhood resources near the project tend to extend beyond one-half miles, the study area boundary for demographics varies depending on the boundaries of the census block groups.

The population of the study area in 2000 was 101,867. Approximately eight percent of the study area population in 2000 was elderly (65 years or older). Approximately twenty-three percent of the study area population in 2000 was disabled (all types of disabilities). Four percent of study area residents are low-income. This is similar to the cities of Bothell and Kirkland (5 percent low-income each) and lower than the City of Bellevue (6 percent low-income) and City of Lynnwood (9 percent low-income). Eighteen percent of study area residents are minorities. This percentage is similar to the cities of Bothell and Kirkland (17 percent minority each) and

lower than the City of Bellevue (28 percent minority) and City of Lynnwood (29 percent minority). Of the minorities in the study area, 4 percent are Hispanic, 1 percent are African American, less than 1 percent are American Indian/Native Alaskan, 9 percent are Asian, less than 1 percent are Native Hawaiian/Pacific Islander, less than 2 percent are some other race, and 3 percent are two or more races. The study area has substantial numbers of people who speak Spanish, Vietnamese, Chinese, or Russian.

According to Puget Sound Regional Council data, 9 percent of single-occupant vehicle drivers using I-405 between SR 520 and I-5 are low-income.

There are 19 publicly-owned parks and recreational facilities, 2 religious institutions, 21 schools, 4 health care facilities, and 4 fire stations in the study area. A total of 40 bus routes provide weekday service in the study area, with 14 of these routes offering weekend service. Buses are currently the only public transit service available in the project area. Pedestrian and bicycle facilities in the study area include seven pedestrian crossings of I-405.

### ***Project Effects***

Project construction will have minor short-term effects such as increased noise, increased dust, reduced visual quality, and increased traffic congestion that could affect people living in, working in, and traveling through the study area.

Build Alternatives 1 and 2 will require relocating Lake Washington Christian Church. However, the property owners were willing sellers, so the property has been acquired and the church has been relocated. No residences or businesses would be displaced. The build alternatives will increase traffic noise in some areas and change visual quality for some residents, which may have minor effects on cohesion. For all areas except transportation, project operational effects for Build Alternative 2 would be similar to those for Build Alternative 1.

Both build alternatives will benefit the area population by reducing congestion, increasing vehicle throughput, improving freeway travel speeds and travel times, and improving safety and transit facilities within the study area. Specifically, Build Alternatives 1 and 2 will carry more total vehicles than the No Build Alternative, and they will improve

travel speeds and travel times in the general-purpose lanes as compared to the No Build Alternative. The build alternatives would maintain similar travel speeds and travel times in the HOV or express toll lane as compared to the HOV lane with the No Build Alternative.

The express toll lanes pricing structure proposed under Build Alternative 1 is not expected to have disproportionately high and adverse effects to low-income travelers or minorities. By 2035 many people, including those traveling in the general-purpose lanes for free or people choosing to pay to use the express toll lanes, will benefit from the increased total vehicle throughput, increased travel speeds and travel time savings provide by Build Alternative 1, which is greater than the benefits these same people would receive with the No Build Alternative or Build Alternative 2. For HOV 3+ travelers using the express toll lanes, travel speeds and travel times with Build Alternative 1 are expected to be similar to the No Build Alternative. With Build Alternative 1, these travelers would be required to obtain a transponder and set up a *Good to Go!* account in order to travel in the express toll lane for free due to the type of toll collection system that is proposed. Currently, there is a total one-time cost of up to \$42 to obtain a transponder and set up an account. Transponders currently cost \$5 to \$12 and a \$30 minimum must be provided to open an account. HOV 3+ travelers that choose not to obtain a transponder and set-up an account would have the option to travel in the general purpose lanes, use transit, or receive a bill in the mail each time they travel in the express toll lanes. With the No Build Alternative, HOV 3+ travelers would continue to be able to access the HOV lane without a transponder as they do today.

### ***Measures to Avoid or Minimize Effects***

Each discipline report or technical memorandum lists the measures to minimize long-term or short-term effects for each element of the environment. We do not anticipate that the project will cause any substantial long-term effects to social resources or public services. Build Alternative 2 is not expected to have a disproportionately high and adverse effect on minority or low-income populations. With Build Alternative 1, all travelers using the express toll lanes, including transit and HOV 3+ users, would be required to have a transponder to obtain a free trip. Transit and HOV 3+

users would be able to use the express toll lanes for free, people driving alone or with a passenger would pay a toll to use the express toll lanes if they chose to use the lanes to obtain an express trip. Transponder access has been identified as a possible obstacle for low-income highway users. With the measures outlined below, Build Alternative 1 is not expected to result in a disproportionately high and adverse effect on minority or low-income populations.

WSDOT will be employing the following measures to make transponders more accessible for environmental justice populations, and specifically low-income populations:

- Establish two new walk-up Customer Service Centers in Seattle and Bellevue. Both locations will be transit accessible. Drivers will be able to purchase *Good To Go!* transponders, establish prepaid accounts, and pay outstanding toll bills with cash or Electronic Benefit Transfer (EBT) (Quest) cards issued by Department of Social and Health Services (DSHS) at these centers.
- Explore the possibility of increasing the number of retail outlets at convenient locations, such as grocery stores, convenience stores, or pharmacies throughout the region where transponders can be purchased.
- Share information and train social service providers by providing them with information about tolling and how to obtain transponders. This information would be provided in Chinese, Korean, Japanese, Russian, Spanish, and Vietnamese. These are the same languages that the Department of Licensing uses for translation of driver education materials.

Opportunities to help inform people about project construction activities are listed in the section titled, “What measures will be taken to mitigate social, public services, and environmental justice effects during construction?”

### ***Unavoidable Adverse Effects***

Although the project has some adverse construction and operational effects, these effects will not result in substantial effects to social resources or public services. The project will not have disproportionately high and adverse effects to minority or low-income populations. People will experience benefits from either build alternative as compared to the No

**Build Alternative.** These benefits include increased travel speeds, reduced congestion, and safety and transit improvements.

## ACRONYMS AND ABBREVIATIONS

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<b>Term</b>	<b>Meaning</b>
BNSF	Burlington Northern Santa Fe
dBa	A-weighted decibels
DOT	United States Department of Transportation
ETL	express toll lane
FHWA	Federal Highway Administration
GIS	geographic information system
I-405	Interstate 405
HOT	high-occupancy toll
HOV	high-occupancy vehicle
NEPA	National Environmental Policy Act
SEPA	State Environmental Policy Act
SOV	single-occupant vehicle
WSDOT	Washington State Department of Transportation

## GLOSSARY

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<b>Term</b>	<b>Meaning</b>
access	The ability to enter a freeway or roadway via an on-ramp or other entry point.
acquisition	The purchasing of property, residences, or businesses for right-of-way necessary to construct or support a project.
block group	A subdivision of a census tract, a block group is the smallest geographic unit for which the U.S. Census Bureau tabulates sample data. In urban areas, a block group typically encompasses two to four city blocks.
census	The U.S. Census Bureau takes the census of population and housing in years ending in zero. The census form includes both a short form (100 percent survey) and a long form (sample survey of one in six households).
census tract	Census tracts are small, fairly permanent subdivisions of a county. Their delineations are determined by a local committee of users of census data in order to present such data. They are designed to contain somewhat homogeneous population and economic characteristics as well as living conditions. Census tracts average 4,000 inhabitants.
community/neighborhood cohesion	The ability of people to communicate and interact with each other in ways that lead to a sense of community, as reflected in the neighborhood's ability to function and be recognized as a singular unit.
congestion	The condition when unstable traffic flows constrain travel speeds to less than the posted limit. Recurring congestion is caused by constant excess traffic volume compared with the highway's capacity. Nonrecurring congestion is caused by unusual or unpredictable events such as traffic accidents.
cumulative effect	The effect on the environment that results from the incremental effect of an action when added to other past, present, and reasonably foreseeable future actions regardless of what agency or person undertakes such actions. Cumulative effects can result from individually minor but collectively noticeable actions taking place over a period of time.
displacement	Removal of a business, residence, or public facility from its existing location. In the context of transportation improvements, displacement is generally the result of property acquisition for right-of-way expansion or elimination of access to a property due to traffic revisions.
disproportionately high and adverse effect	An adverse effect that: (a) is predominantly borne by a minority population and/or a low-income population; or (b) is suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.
effect	Something brought about by a cause or agent; a result. This may include ecological, aesthetic, historic, cultural, economic, social, health, or other effects, whether direct, indirect, or cumulative. Actions may have both beneficial and detrimental effects.

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<b>Term</b>	<b>Meaning</b>
environmental justice	The provisions of Executive Order 12898 require each federal agency to make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse health and/or environmental effects on minority and/or low-income populations. U.S. Department of Transportation has provided additional environmental justice guidance in US DOT Order 5610.2.
express toll lane	A limited-access freeway lane that is actively managed through a variable toll system to regulate its use and thereby maintain express travel speeds and reliability. Toll prices rise or fall in real time as the lane approaches capacity or becomes less used. This ensures that traffic in the express toll lane remains flowing at express travel speeds of 45 to 60 miles per hour. Transit and carpools do not pay a toll.
Federal Highway Administration (FHWA)	One of several agencies in the U.S. Department of Transportation, the FHWA provides federal financial assistance to the states through the Federal Aid Highway Program, the purpose of which is to construct and improve the National Highway System, urban and rural roads, and bridges.
gathering places	Locations where people congregate and spend time together, such as parks, community centers, churches, pubs, and stores.
general-purpose lane	A freeway or arterial lane available for use by all traffic.
geographic information system (GIS)	A digital computer mapping system that can overlay a wide variety of data such as land use, utilities, and vegetative cover, and provide a spatial analysis.
hazardous materials	Any material that may pose a threat to human health or the environment because of its quantity, concentration, or physical or chemical characteristics.
high-occupancy vehicle (HOV)	High-occupancy vehicle is a special designation for a bus, carpool, or vanpool provided as an encouragement to increase ride-sharing. Specially designated HOV lanes and parking are among the incentives for persons to pool trips, use fewer vehicles, and make the transportation system more efficient. HOV lanes are generally inside (left-side) lanes, and are identified by signs and a diamond on the pavement. Currently, two or more (2+) occupants are required to use the I-405 HOV lanes. Motorcycles are allowed to use freeway HOV lanes as well.
Hispanic/Latino	A self-designated classification for people whose origins are from Spain, the Spanish-speaking countries of Central or South America, the Caribbean, or those identifying themselves generally as Spanish, Spanish-American, etc. Origin can be viewed as ancestry, nationality, or country of birth of the person or person's parents or ancestors.
indirect effect	An effect that occurs later in time or is removed in distance from the proposed action, but is still reasonably foreseeable. Indirect effects may include growth-inducing effects and other effects related to induced changes in the pattern of land use, population density or growth rate, and related effects on air and water and other natural systems.
land use	The type of activity (i.e., residential, commercial, or industrial) that occurs on property.
low-income	A household income that is at or below the federally designated poverty level for a given household size.

<b>Term</b>	<b>Meaning</b>
Metro Transit	The King County public transit agency.
minority	Individuals listed in the Census as Black (a person having origins in any of the black racial groups of Africa); Hispanic (a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race); Asian American (a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands); American Indian/Alaskan Native (a person having origins in any of the original people of North America and who maintains cultural identification through tribal affiliation or community recognition); or some other race.
mitigation	An effort to: (1) avoid the effect altogether by not taking a certain action or parts of an action; (2) minimize the effect by limiting the magnitude of the action and its implementation, by using technology, or by taking affirmative steps; (3) rectify the effect by repairing, rehabilitating, or restoring the affected environment; (4) reduce or eliminate the effect over time by preservation and maintenance operations; (5) compensate for the effect by replacing, enhancing, or providing substitute resources or environments; and/or (6) monitor the effect and take appropriate corrective measures.
National Environmental Policy Act (NEPA)	Federal legislation adopted in 1969 that established a national environmental policy intentionally focused on federal activities and the desire for a sustainable environment balanced with other essential needs of present and future generations. NEPA also established federal agency responsibility and created the basic framework for integrating environmental considerations into federal decision-making. The fundamentals of the NEPA decision-making process include an interdisciplinary approach in planning and decision-making for actions that affect the human environment, interagency coordination, consideration of alternatives, examination of potential environmental consequences and mitigation, documentation of the analysis, and making the information available to the public for comment prior to implementation.
noise abatement criteria	The FHWA noise abatement criteria specify exterior and interior noise levels for various land activity categories such as residential and commercial. The Washington State Department of Transportation (WSDOT) considers a noise effect to occur if predicted equivalent hourly noise levels (Leq (h)) approach within 1 dBA of the noise abatement criteria.
noise barrier	A designed barrier that provides a noise buffer between a noise source and adjacent residences or other sensitive noise receptors.
outreach	Efforts to contact members of the general public or specific targeted groups or individuals to provide project information and to obtain input.
Poverty	Having a money income that falls below the federally designated threshold for a given household size and composition. If the total income for a household or unrelated individual falls below the relevant poverty threshold, then the household or individual is classified as being “below the poverty level.”
race	A characteristic of population. In the 2000 Census, race included White and Non-White (Persons of Color). Non-White includes Black or African-American alone, American Indian or Alaskan Native alone, Asian alone, Native Hawaiian or other Pacific Islander alone, some other race alone, or a mixture of two or more races. Non-White can include persons of Hispanic/Latino heritage; some Hispanic/Latinos,

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<b>Term</b>	<b>Meaning</b>
scoping	however, are White.  The process implemented early in project development by the lead agency to involve the public, agencies, local jurisdictions, tribes, and other concerned groups in identifying the range of proposed actions, alternatives, environmental issues, effects, and mitigation measures to be evaluated in an environmental document. For specific projects where an Environmental Assessment is being prepared, scoping may focus on environmental issues, effects, and mitigation.
social resources	Elements of the community or social environment, including population, housing, community facilities, religious institutions, social and employment services, cultural and social institutions, and government institutions.
study area	The area specifically evaluated for environmental effects.
travelshed	The area that contributes to traffic on a given transportation facility.
Vehicle	Any car, truck, van, motorcycle, or bus designed to carry passengers or goods. Bicycles and other pedestrian-oriented vehicles are not included in this definition.
view	That which can be seen either from or toward the transportation facility.
visual effect	The degree of change in visual resources and the viewer response to those changes caused by facility development and operations.

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## SECTION 1 INTRODUCTION

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### *What are the primary features of the I-405, Bellevue to Lynnwood Improvement Project?*

The I-405, Bellevue to Lynnwood Improvement Project will add pavement, restripe existing pavement, and add southbound transit shoulders. Two build alternatives are being proposed for the project and the primary difference between the alternatives is operational. WSDOT will implement these operational differences through different lane striping, and, in the case of Build Alternative 1, adding electronic equipment and signage to implement express toll lanes. With both build alternatives, lanes that are not managed as express toll lanes or HOV lanes will operate as general-purpose lanes. Both build alternatives will keep the existing two general-purpose lanes in each direction between SR 522 and I-5.

#### **Build Alternative 1**

Build Alternative 1 will result in a two-lane express toll lane system in both directions between NE 6th Street in Bellevue and SR 522, transitioning to a one-lane express toll lane system in both directions between SR 522 and I-5 in Lynnwood. The existing three general-purpose lanes between NE 6th Street and SR 522 will be kept. The capacity provided by the 1.4 mile section of lane in each direction between the NE 85th Street and NE 124th Street interchanges, built by the Kirkland Nickel Stage 1 project and providing the existing four lanes and an HOV lane in this section, will be used for the second express toll lane.

#### **Build Alternative 2**

Build Alternative 2 will result in a one-lane, high-occupancy vehicle (HOV) system in both directions throughout the project length between NE 6th Street in Bellevue and I-5 in Lynnwood. With Build Alternative 2, new lanes added by the project will operate as general-purpose lanes for a total of four general-purpose lanes in each direction.

### *What is the purpose of this report?*

The purpose of this report is to document project outreach, benefits, and effects on the community, public services, and

minority and low-income populations. For environmental justice, the goal is to determine whether or not environmental justice populations would experience disproportionately high and adverse effects from the proposed project.

### ***What topics are included in the Social, Public Services and Environmental Justice Discipline Report?***

We reviewed the following discipline reports and technical memoranda to gather information for the analysis:

- Air Quality
- Cultural, Historic, and Archaeological Resources
- Cumulative Effects Analysis
- Economics
- Hazardous Materials
- Land Use Patterns, Plans, and Policies
- Noise
- Draft Section 4(f)
- Transportation
- Utilities
- Visual Quality

### ***Why are social, public services and environmental justice important elements to consider?***

Social resources and values, and public services are important to consider when planning a transportation project because these resources and services can be negatively affected by project design, construction, and operation. If the Washington State Department of Transportation (WSDOT) is aware that the resources and services exist and that they are important to the community, project effects on these resources and services can usually be avoided or minimized.

Environmental justice is important to consider to avoid, minimize, and mitigate potentially disproportionately high and adverse project effects to low-income and minority populations. Executive Order 12898 and U.S. Department of

Transportation Order 5610.2 require federal agencies to identify and avoid “disproportionately high and adverse” effects on minority and/or low-income populations for federal programs that affect human health or the environment. Incorporating environmental justice principles throughout the transportation planning and decision-making processes supports the principles of the National Environmental Policy Act (NEPA). Environmental justice principles support Title VI of the Civil Rights Act; the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970; TEA-21; SAFETEA-LU; and other United States Department of Transportation (DOT) statutes, relocation regulations, and guidance that affect social, economic, environmental, public health, and public involvement.

### ***What studies were completed?***

The team completed the studies for the environmental disciplines listed in the "What topics are included in the Social, Public Services and Environmental Justice Discipline Report?" section above. We used these studies to analyze project effects.

### ***What are the key messages from this report?***

Both build alternatives will benefit the area population by reducing congestion, improving freeway travel speeds and travel times, and improving safety and transit facilities within the study area. The build alternatives will carry more total vehicles than the No Build Alternative, and they will improve travel speeds and travel times in the general-purpose lanes as compared to the No Build Alternative. The build alternatives will maintain similar travel speeds and travel times in the HOV or express toll lane as compared to the HOV lane with the No Build Alternative.

The express toll lanes pricing structure proposed under Build Alternative 1 is not expected to have disproportionately high and adverse effects to low-income travelers or minorities. By 2035, many people, including those traveling in the general-purpose lanes for free or people choosing to pay to use the express toll lanes, will benefit from the increased total vehicle throughput, increased travel speeds and travel time savings that Alternative 1 will provide. These benefits are greater than the benefits these same people would receive with the No

Build Alternative or Build Alternative 2. For HOV 3+ travelers using the express toll lanes, travel speeds with Build Alternative 1 are expected to be similar to the No Build Alternative. With Build Alternative 1, these travelers would be required to obtain a transponder and set up a *Good to Go!* account in order to travel in the express toll lane for free due to the type of toll collection system that is proposed. Currently, there is a total one-time cost of up to \$42 to obtain a transponder and set up an account. Transponders currently cost \$5 to \$12 and a \$30 minimum must be provided to open an account. HOV 3+ travelers that choose not to obtain a transponder and set-up an account would have the option to travel in the general purpose lanes, use transit, or receive a bill in the mail each time they travel in the express toll lanes. With the No Build Alternative, HOV 3+ travelers would continue to be able to access the HOV lane without a transponder as they do today.

### ***What measures are proposed to avoid or reduce effects?***

#### **Build Alternative 1**

Each discipline report or technical memorandum lists the measures to minimize long-term or short-term effects for each element of the environment. We do not anticipate that the project will cause any substantial long-term effects to social resources and public services. Possible adverse effects related to obtaining transponders for electronic toll collection will be mitigated as described below.

Electronic toll collection requires use of a transponder linked to a payment account in order avoid paying a surcharge. Setting up a transponder account could present a financial burden for low-income drivers and could be challenging for populations with limited English proficiency (LEP). In order to address these concerns, WSDOT has or will be employing the following measures to make transponders more accessible for environmental justice populations:

- Establish two new walk-up Customer Service Centers in Seattle and Bellevue. Both locations will be transit accessible. Drivers will be able to purchase Good To Go!™ transponders, establish prepaid accounts, and pay outstanding toll bills with cash or Electronic Benefit

Transfer (EBT) (Quest) cards issued by Department of Social and Health Services (DSHS) at these centers.

- Explore the possibility of increasing the number of retail outlets at convenient locations, such as grocery stores, convenience stores, or pharmacies throughout the region where transponders can be purchased.
- Share information and train social service providers by providing them with information about tolling and how to obtain transponders. This information would be provided in Chinese, Korean, Japanese, Russian, Spanish, and Vietnamese. These are the same languages that the Department of Licensing uses for translation of driver education materials.

Finally, suggestions to inform people about project construction activities are described in the section of this report titled “What measures will be taken to mitigate social, public services, and environmental justice effects during construction?”

## **Build Alternative 2**

Each discipline report or technical memorandum lists the measures to minimize long-term or short-term effects for each element of the environment. We do not anticipate that Alternative 2 will cause any substantial long-term effects to social resources and public services.

## **No Build Alternative**

The project team has not recommended any mitigation measures related to social, public services, or environmental justice for the No Build Alternative.

### ***What will happen if we adopt the No Build Alternative?***

If we adopt the No Build Alternative the benefits of this project, which include increasing vehicle and person-throughput on this section of I-405 will not be realized.

The No Build Alternative assumes the existing I-405 capacity between SR 520 and I-5 Lynnwood and that the I-405, NE 8th Street to SR 520 Braided Ramps Project is complete. By 2015, traffic volumes will increase in the study area and we expect traffic congestion in the general-purpose lanes to worsen and

travel speeds to decrease compared to 2009 existing conditions. By 2035, traffic volumes will be more constrained and the duration and intensity of congestion will increase.

We assume that the HOV occupancy requirement will be increased from HOV 2+ to HOV 3+ by 2015. Once HOV 3+ is implemented, the resulting decrease in the number of vehicles in the HOV lane will improve travel speeds.

With the No Build Alternative, we expect that future traffic volumes on local streets will increase and local traffic operations will generally worsen compared to 2009 existing conditions.

## SECTION 2 PROJECT DESCRIPTION

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### *What is the intent of the Bellevue to Lynnwood project and what are the improvements?*

The Bellevue to Lynnwood Improvement Project is intended to improve safety and reduce congestion along I-405 between NE 6th Street in Bellevue and I-5 in Lynnwood. To accomplish this, WSDOT proposes the following improvements:

- Add a northbound lane from NE 124th Street to SR 522;
- Add braided ramps between the I-405 northbound on-ramp from NE 160th Street and the northbound I-405 off-ramp to SR 522;
- Add southbound transit shoulders between SR 522 and NE 160th Street and between SR 527 and NE 195th Street to replace existing shoulders;
- Replace the existing northbound and southbound structures over NE 132nd Street and replace the existing northbound off ramp to NE 124th Street structure over the railroad; and
- Add small amounts of additional widening, between four and eight feet, at several locations for buffers, wider shoulders, tolling equipment, enforcement areas and maintenance pull-outs.

Exhibit 2-1 shows the Bellevue to Lynnwood project vicinity.

### *Are there related projects?*

The Bellevue to Lynnwood Improvement Project is designed to compliment other projects along I-405 including:

- Kirkland Nickel Stage 1 Project, which added one lane in each direction between NE 85th Street and NE 124th Street and opened to traffic in November 2007;
- NE 195th to SR 527 Auxiliary Lane Project, which added one northbound lane between NE 195th Street and SR 527 and opened to traffic in June 2010; and
- NE 8th Street to SR 520 Braided Ramps Project, which creates new multi-level “braided” ramps to separate

#### **What are braided ramps?**

Braided ramps vertically separate movements with bridge structures to eliminate traffic conflicts between closely-spaced on-ramps and off-ramps.

#### **What is a transit shoulder?**

A transit shoulder is a freeway shoulder that is designated for use by buses only during specific hours to avoid congestion in the general purpose lanes. Transit shoulders improve the appeal of transit by helping to maintain travel time and trip reliability. They also have a positive effect on the general purpose lanes, because buses cannot accelerate as quickly as vehicles and tend to slow traffic. Speeds for buses using the transit shoulder are usually restricted to ensure safety.

vehicles entering and exiting northbound I-405 between NE 8th Street and SR 520 and is anticipated to be open to traffic during the summer of 2012.

### **What are baseline conditions?**

Baseline conditions for the Bellevue to Lynnwood Improvement Project represent what will exist in the future after the NE 8th Street to SR 520 Braided Ramps Project is complete. Baseline conditions provide an important point of comparison for understanding the effects of the proposed build alternatives.

Kirkland Nickel Project Stage 2 improvements are a baseline condition for natural environmental analyses such as ecosystems, water resources, and soils and geology, but not for traffic and transportation analysis.

The above projects are included as part of the baseline conditions. The Kirkland Nickel Stage 2 Project was environmentally cleared to build northbound and southbound lanes between NE 70th Street and NE 85th Street, and a southbound lane between SR 522 and NE 124th Street, and between NE 70th Street and SR 520. The Kirkland Nickel Stage 2 Project is not considered part of the baseline conditions for the transportation conditions and effects of this analysis. (see “*What are baseline conditions?*” sidebar). The Kirkland Nickel Stage 2 Project has been environmentally cleared and permitted, and will be constructed at the same time as the Bellevue to Lynnwood Improvement Project.

### ***How will this portion of I-405 be operated after the project is completed?***

In this environmental document, WSDOT and FHWA are considering two operational alternatives: 1) Express Toll and General-Purpose Lanes (ETL); and 2) High-Occupancy Vehicle and General-Purpose Lanes (HOV). Under both scenarios, the project footprint is the same. Both alternatives will provide southbound transit-only shoulders between SR 527 and NE 195th Street and between SR 522 and NE 160th Street. The occupancy requirement for HOVs in this portion of the I-405 corridor is the same. It is assumed the occupancy requirement, to maintain HOV performance standards under WSDOT’s HOV policy, will be three or more people (HOV 3+). The primary difference is in how the roadway lanes would be managed.

### **What is WSDOT’s HOV Policy?**

WSDOT has established performance standards to ensure that the state’s freeway HOV system provides reliable travel time and dependability for transit users and carpoolers. Speeds and reliability of the HOV system are monitored year-round.

It is WSDOT’s current policy that vehicles in an HOV lane should be able to maintain an average speed of 45 mph or greater at least 90% of the time during the morning and afternoon rush hour.

### **Alternative 1: Express Toll and General-Purpose Lanes (ETL)**

This operational alternative will provide two express toll lanes in each direction between NE 6th Street in Bellevue and SR 522 in Bothell, and one express toll lane in each direction between SR 522 and I-5 in Lynnwood. The express toll lane system will be open toll-free to all HOV traffic with three or more occupants and all transit vehicles. The express toll lane system will also be open to single occupant vehicles (SOVs) and HOVs with two occupants through tolling.

The southern end of the express toll lane system will be at the existing direct access ramps at NE 6th Street in Bellevue where one of the two northbound express toll lanes will begin and one of the two southbound express toll lanes will end. South of the NE 6th Street, the other express toll lanes will connect with the existing single northbound and southbound HOV lanes. The northern end of the system would be much like it is today with I-405 becoming SR 525. Exhibit 2-2 shows the Build Alternative 1 and No Build Alternative configuration in each of the project segments.

Access points will be at various locations along the mainline as shown in Exhibit 2-4. The express toll lanes will be separated from the general-purpose (GP) lanes by a two- to four-foot wide buffer. At an access point in the two-lane section, the buffer will open and a section of transition lane may be provided between the express toll and general-purpose lanes to ease ingress and egress to the system. The single express toll lane section between SR 522 and I-5 will only have an opening in the buffer and not a transition lane.

### **Alternative 2: High-Occupancy Vehicle and General-Purpose Lanes (HOV)**

This operational alternative will allow HOV users with three or more occupants and transit vehicles to use the single HOV lane, similar to today's operation. Access between the HOV lane and GP lanes will be allowed throughout the project, except northbound between NE 6th Street and SR 520 where access is not allowed under today's operation. The new northbound lane between NE 124th Street and SR 522 will be operated as a GP lane. Exhibit 2-3 shows the Build Alternative 2 and No Build Alternative configuration in each of the project segments.

Although, the amount of pavement is the same for both build alternatives, Build Alternative 1 will have different lane striping to extend lanes to the NE 6th Street direct-access ramps. Build Alternative 1 will add a lane to northbound I-405 from NE 6th Street to NE 8th Street and a southbound lane from SR 520 to NE 6th Street.

### ***Why is WSDOT considering express toll lanes?***

WSDOT is evaluating the option for implementing express toll lanes between NE 6th Street and I-5 because express toll lanes

### **What are express toll lanes?**

Express toll lanes preserve trip reliability for transit and HOV users, while providing a new option to other motorists who choose to pay a toll when lane capacity is available. Express toll lanes on I-405 would be similar to the HOT lanes on SR 167.

Express toll lanes have been successfully implemented in several locations around the U.S: State Route 91 in Orange County; I-15 in San Diego; I-25 in Denver; and I-394 in Minneapolis to name a few. WSDOT is working with engineers from these existing facilities to capture lessons learned.

offer a proven and effective management tool to improve traffic flow. Express toll lanes maximize the benefit of the freeway system for all travelers, while also providing a new option for a more reliable trip in the express toll lanes. Express toll lanes generate tolling revenue that can help contribute to funding future improvements in the I-405 corridor.

The I-405 HOV lanes between SR 520 and I-5 have been a valued option to many drivers desiring a quicker and more reliable trip. Unfortunately, the lanes have been so well-used that during peak travel times, when a quick and reliable trip is needed, the lanes are often so full under the existing 2+ HOV occupancy requirement that they operate at less than a 45 mile-per-hour average speed. The HOV occupancy requirement is assumed to change to 3+ in the future in order to improve speeds during peak hours (in response to current WSDOT and FHWA policy), the HOV lanes will become underutilized and the adjacent general-purpose lanes would become more congested.

The express toll lane system can maintain an express trip throughout the peak travel period, providing a reliable choice for SOVs and HOV 2. All drivers benefit when traffic flow in all the lanes is improved by directly managing traffic volumes and flow in the express toll lanes.

### ***What will conditions be like if the project is not built?***

#### **No Build Alternative**

A No Build Alternative has been evaluated as the basis for comparing effects associated with the Build Alternatives. No new improvements would be made beyond those constructed as a part of the NE 8th Street to SR 520 Braided Ramps Project.

The No Build Alternative does not include additional stormwater treatment or any roadway improvements that would improve roadway capacity, reduce congestion, or improve safety on I-405. Only routine activities such as road maintenance, repair, and minor safety improvements would occur. As with the two build alternatives, we assume that the occupancy requirement for HOVs in this portion of the I-405 corridor will be three or more people (HOV 3+).

I-405, BELLEVUE TO LYNNWOOD IMPROVEMENT PROJECT  
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Exhibit 2-1: Project vicinity

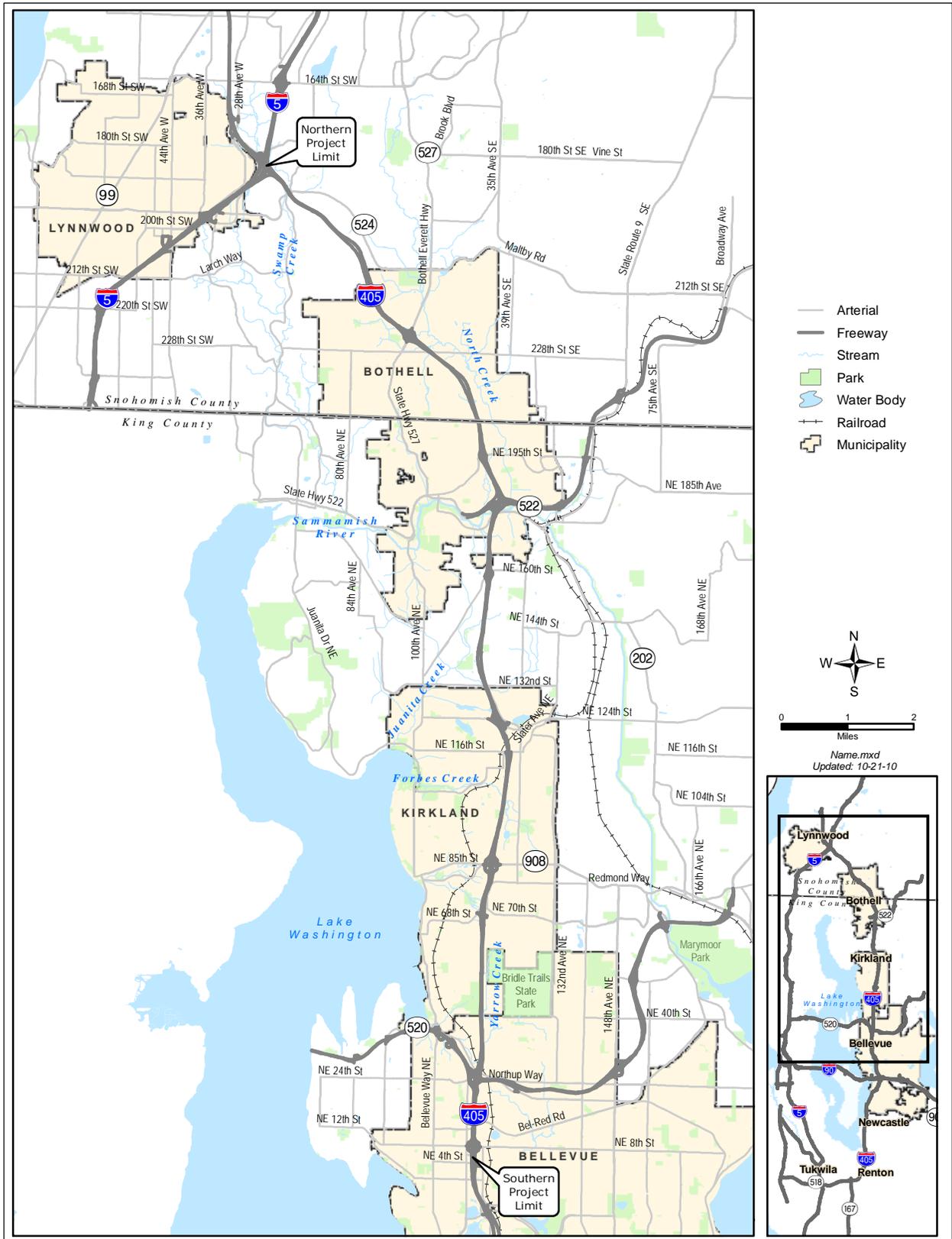
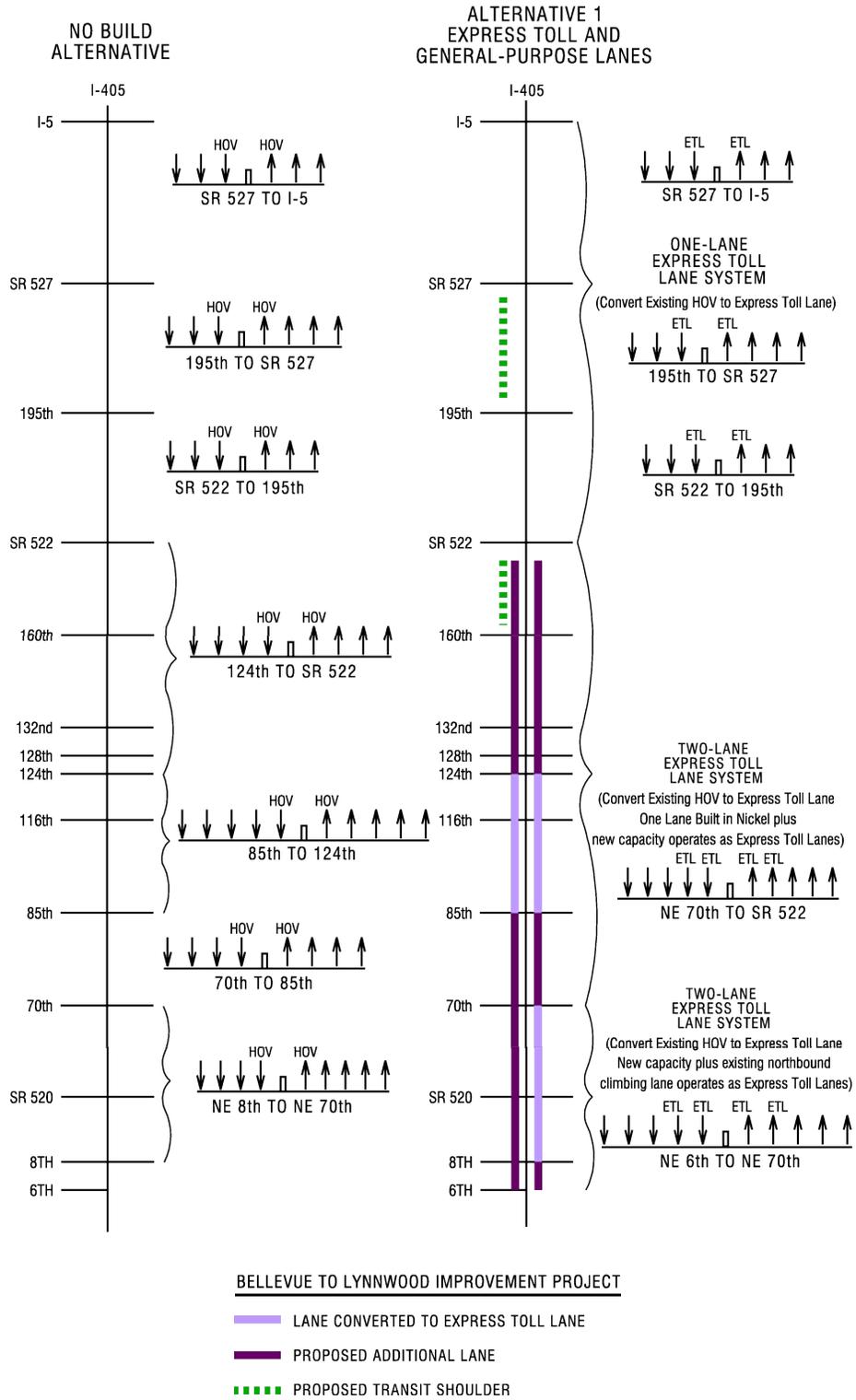
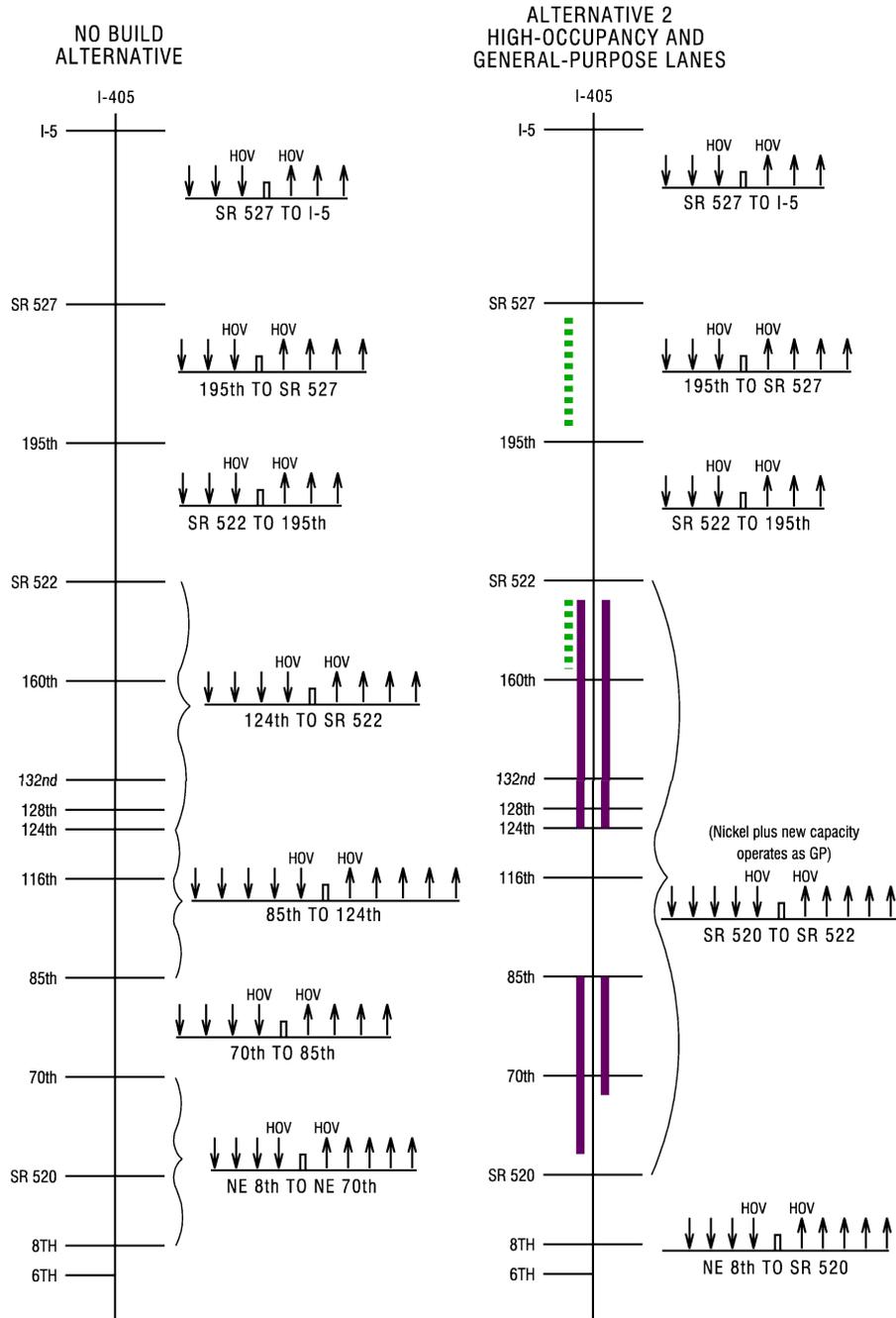


Exhibit 2-2: Project description – Build Alternative 1



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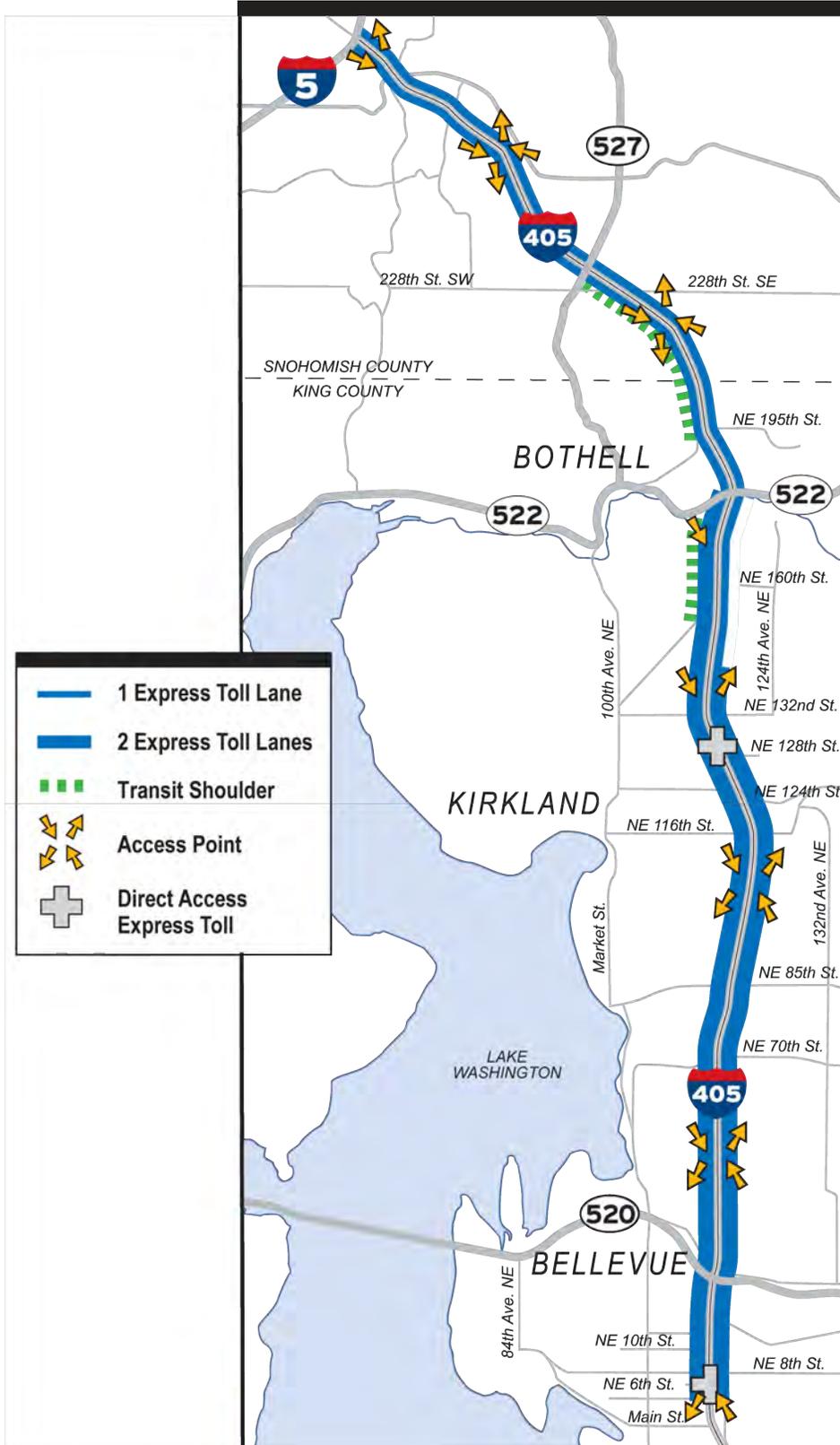
Exhibit 2-3: Project description – Build Alternative 2



**BELLEVUE TO LYNNWOOD IMPROVEMENT PROJECT**

- PROPOSED ADDITIONAL LANE
- PROPOSED TRANSIT SHOULDER

Exhibit 2-4: Express Toll Lanes access locations



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## SECTION 3 STUDY APPROACH

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### *What is the study area and how was it determined?*

The study area includes the area where the project might have meaningful effects on community/neighborhood resources. It was determined by a combination of effects, census block groups, and neighborhood boundaries. We anticipate that most project effects would not extend farther than about 0.5 miles from project activities along I-405. Because the census block groups used to characterize the community/neighborhood resources near the project tend to extend beyond 0.5 miles, the study area boundary for demographics varies depending on the boundaries of the census block groups.

### *What policies or regulations are related to effects on social elements, public services and environmental justice?*

#### **Social**

The National Environmental Policy Act (NEPA), 42 USC 4321, requires that all actions sponsored, funded, permitted, or approved by federal agencies undergo planning to ensure that environmental considerations such as social effects are given due weight in project decision-making (Federal Highway Administration [FHWA] 1997a). FHWA Technical Advisory T 6640.8A, Guidance for Preparing and Processing Environmental and Section 4(f) Documents (October 30, 1987), gives guidance on preparing sections on social, economic, and relocation impacts. The Federal Aid Highway Act part 23 USC 109(h), addressing community cohesion, availability of public facilities and services, and adverse employment effects, helps assure the transportation decision making process is fair and inclusive.

Under the State Environmental Policy Act (SEPA), Chapter 43.21C RCW, with implementing rules (Chapter 197-11 WAC), it is assumed that “the general welfare, social, economic, and other requirements and essential considerations of state policy will be taken into account in weighing and balancing

alternatives and in making final decisions” ( State of Washington 2003).

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, and national origin in the provision of benefits and services resulting from federally assisted programs and activities (U.S. Department of Justice 2003). Sex was added in a later amendment in the Civil Rights Restoration Act of 1987, which also mandated that agencies using any federal dollars must comply with Civil Rights laws during all their activities. Title VI touches every aspect of the State of Washington Department of Transportation’s (WSDOT) programs and processes, mandating that WSDOT provide equal access to transportation-related processes for all people in the state. This includes equal participation in the public involvement process.

The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, amended in 1987, establishes a uniform policy for the fair and equitable treatment of property owners, individuals, and businesses displaced as a direct result of programs or projects undertaken by a federal agency or with federal financial assistance (FHWA 1997b).

Persons with disabilities are protected under Section 504 of the Rehabilitation Act of 1973 and Americans with Disabilities Act (U.S. Department of Justice 2005). The Americans with Disabilities Act guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications. The Age Discrimination Act of 1975 protects the elderly (U.S. Department of Labor 2007).

The President’s Executive Order 13166, on Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000), is intended “to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency” (U.S. Department of Justice 2007).

### **Public Services**

NEPA requires that all actions sponsored, funded, permitted, or approved by federal agencies undergo planning to ensure that environmental considerations are given due weight in project decision-making (FHWA 1997a). Public services are

evaluated as part of the NEPA process for reviewing social impacts.

SEPA and its implementing regulations (WAC 197-11) mandate a similar procedure for state and local actions, and public services are listed among the elements of the built environment to be considered (State of Washington 2003).

## Environmental Justice

Executive Order 12898 requires federal agencies to identify and avoid “disproportionately high and adverse” effects on minority and/or low-income populations for federal programs that affect human health or the environment (EPA 1994). The U.S. Department of Transportation (USDOT) has provided additional environmental justice guidance in US DOT Order 5610.2. Incorporating environmental justice principles throughout the transportation planning and decision-making processes supports the principles of NEPA; Title VI of the Civil Rights Act; the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 as amended; TEA-21; SAFETEA-LU; and other DOT statutes, regulations, and guidance that affect social, economic, environmental, public health, and public involvement.

### *How did we collect information on social elements, public services, and environmental justice for this report?*

#### Social

We collected information to identify existing social elements such as community cohesion (population characteristics and linkages with churches, schools, and other community facilities and services); parks and recreation activities and facilities; population characteristics and growth; government, religious, and social facilities and services; and pedestrian, transit, and bicycle facilities. Information sources included websites for local jurisdictions within the study area, GIS mapping, interviews with area service providers, and U.S. Census Bureau data.

Existing conditions for community cohesion are not discussed for study area neighborhoods because the project does not require relocating any residences and it will not divide or separate residents.

#### **What disproportionately high and adverse effect?**

An effect that:

- (a) is predominantly borne by a minority population and/or a low-income population; or
- (b) is suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

#### **What is a Geographic Information System (GIS)?**

GIS is a digital computer mapping system that can overlay a wide variety of data such as land use, utilities, and vegetative cover, and provide a spatial analysis.

In addition, the length of the project makes it difficult to describe cohesion for so many neighborhoods, when there are few effects. Minor effects to cohesion are discussed in the effects section.

The following discipline reports and technical memoranda prepared for this project provided information on social conditions in the area:

- Air Quality
- Cultural, Historic, and Archaeological Resources
- Cumulative Effects Analysis
- Economics
- Hazardous Materials
- Land Use Patterns, Plans, and Policies
- Noise
- Section 4(f)
- Transportation
- Utilities
- Visual Quality

We also reviewed input from the public involvement process to verify demographic data and community resources.

### **Public Services**

We used GIS mapping and information from the jurisdictions in the study area's websites to identify existing public services. Individuals who have limited ability to understand English were also identified using census data. We included service providers if at least a portion of their service area intersects the half-mile study area. We identified services without defined boundaries, such as churches and community organizations, if their facilities were located within the half-mile study area. We also included recreation facilities that were within the half-mile study area.

### **Environmental Justice**

We collected information from a variety of sources. We used GIS mapping and information from the jurisdictions in the study area's websites to identify race, ethnicity, and poverty status. The National Center for Education Statistics website

provided demographic information on schools in the study area for the 2008-2009 school year, the most current information available.

We developed the public involvement plan to ensure inclusiveness of minority and low-income populations, including populations with limited ability to understand English. Consistent with the public involvement plan, we met with organizations that provide services to minority and low-income populations (service providers) in the study area. We met with these organizations on two separate occasions. The first set of meetings occurred in late 2006 and early 2007, and the second set of meetings occurred in 2010. In these meetings, we shared information about the project, learned about the organization's clients, and discussed the organization's view of the project's potential effects.

The social and public services information from this discipline report and the Cultural, Historic, and Archaeological Resources Discipline Report prepared for this project provided information on social conditions, tribes, and schools in the area.

### ***How did we evaluate effects on social elements, public services, and environmental justice?***

We identified potential effects of the project by interviewing authors or reviewing drafts of discipline reports and technical memoranda prepared for this project.

For social resources, the identified effects were looked at for effects to community cohesion; parks and recreation activities and facilities; population characteristics and growth; government, religious, and social facilities and services; and pedestrian, transit, and bicycle facilities. The public involvement process helped assess any adverse effects on the community.

For public services, we reviewed design information and interviewed project design engineers to determine effects.

For environmental justice, we assessed whether the adverse project effects would affect low-income and minority populations differently than the general population. Using a GIS, we mapped adverse project effects over the census block

groups. We then compared the race/ethnicity and poverty status of those affected. We used other information, such as findings from service provider interviews, and information obtained through outreach and windshield surveys, to confirm GIS map findings.

For analyzing effects of the express toll lanes, we identified the travelshed for the project using Puget Sound Regional Council data on users of I-405 between SR 520 and I-5. We used demographic information for the travelshed to analyze potential environmental justice effects. Other information we used to assess the social and environmental justice effects of express toll lanes included service provider interviews and published studies on highway tolling systems and transportation spending in low-income households. In addition, we used findings from the SR 167 HOT Lanes Pilot Project and the SR 520 Bridge Replacement and HOV Program to assess social and environmental justice effects.

We used the following criteria as outlined in the U.S. Department of Transportation's Order 5610.2 on Environmental Justice (USDOT 1997) to determine whether an effect fell disproportionately on environmental justice populations.

1. A minority and/or low-income population would predominantly bear the effects; or
2. The effects would be appreciably more severe or greater in magnitude than the adverse effects suffered by the populations who are not minority and/or who are not low-income.

We also analyzed potential positive effects (benefits) of the project in addition to proposed mitigation for any adverse effects.

## SECTION 4 BASELINE CONDITIONS

### *What are the demographics of the study area?*

The study area includes parts of the growing Cities of Bellevue, Kirkland, Bothell, and Lynnwood (see Exhibit 4-1). The City of Bellevue grew 26 percent from 1990 to 2000, from 86,874 persons in 1990 to 109,569 persons in 2000 (U.S. Census 2000). The 2010 population for Bellevue is estimated to be 122,900 (OFM 2010). The City of Kirkland grew 12 percent from 1990 to 2000, from 40,052 persons in 1990 to 45,054 persons in 2000, and the estimated 2010 population is 49,620 (U.S. Census 2000, OFM 2010). The City of Bothell grew 144 percent from 1990 to 2000, from 12,345 persons in 1990 to 30,150 persons in 2000 (U.S. Census 2000). The 2010 population for Bothell is estimated to be 33,430 (OFM 2010). The City of Lynnwood grew 18 percent from 1990 to 2000, from 28,695 persons in 1990 to 33,847 persons in 2000, and the estimated 2010 population is 36,160 (U.S. Census 2000, OFM 2010).

Because the study area for the project comprises the block groups fully or partially within 0.5 miles of the project corridor, more specific demographic information for the project can be gathered from census data for these study area block groups (Exhibit 4-1). The population of the study area in 2000 was 101,867 (U.S. Census 2000). Approximately eight percent of the study area population in 2000 was elderly (65 years or older). Approximately twenty-three percent of the study area population in 2000 was disabled (all types of disabilities). Race, ethnicity, and poverty information is discussed in the "*Are there populations in the study area that are protected under environmental justice?*" section below.

Information on race/ethnicity is useful in identifying populations with limited ability to understand English and the need for translation services to communicate project information. The U.S. Department of Justice recommends that agencies consider providing language translation services if an ethnic group with a primary language other than English composes 5 percent or more of an area. For example, if 5 percent or more of an area's population is Hispanic, there is a strong possibility that individuals may be limited in their



Spanish translation of project fact sheet

ability to understand English, thereby limiting their ability to participate in the project decision-making process. In this case, we should consider translation and interpreter services. Census demographics indicate that block groups in the study area have Hispanic and Asian populations that constitute 5 percent or more of the population (see Exhibit A-1 in Appendix A).

Information on language spoken at home is also helpful in identifying populations with limited ability to understand English. Based on this information, the study area has substantial numbers of Spanish, Asian, and Indo-European speaking people (U.S. Census 2000).



*Cherry Crest Park playground in the Bridle Trails neighborhood*

To help persons with limited ability to understand English use project materials to participate in the decision-making process, some outreach materials have been translated into Chinese, Russian, Spanish, and Vietnamese. Interpreters at public meetings and briefings are available upon request. The decision to provide these services was based on census data and information learned from service provider interviews.

### ***What neighborhoods exist in the study area?***

#### **Bellevue**

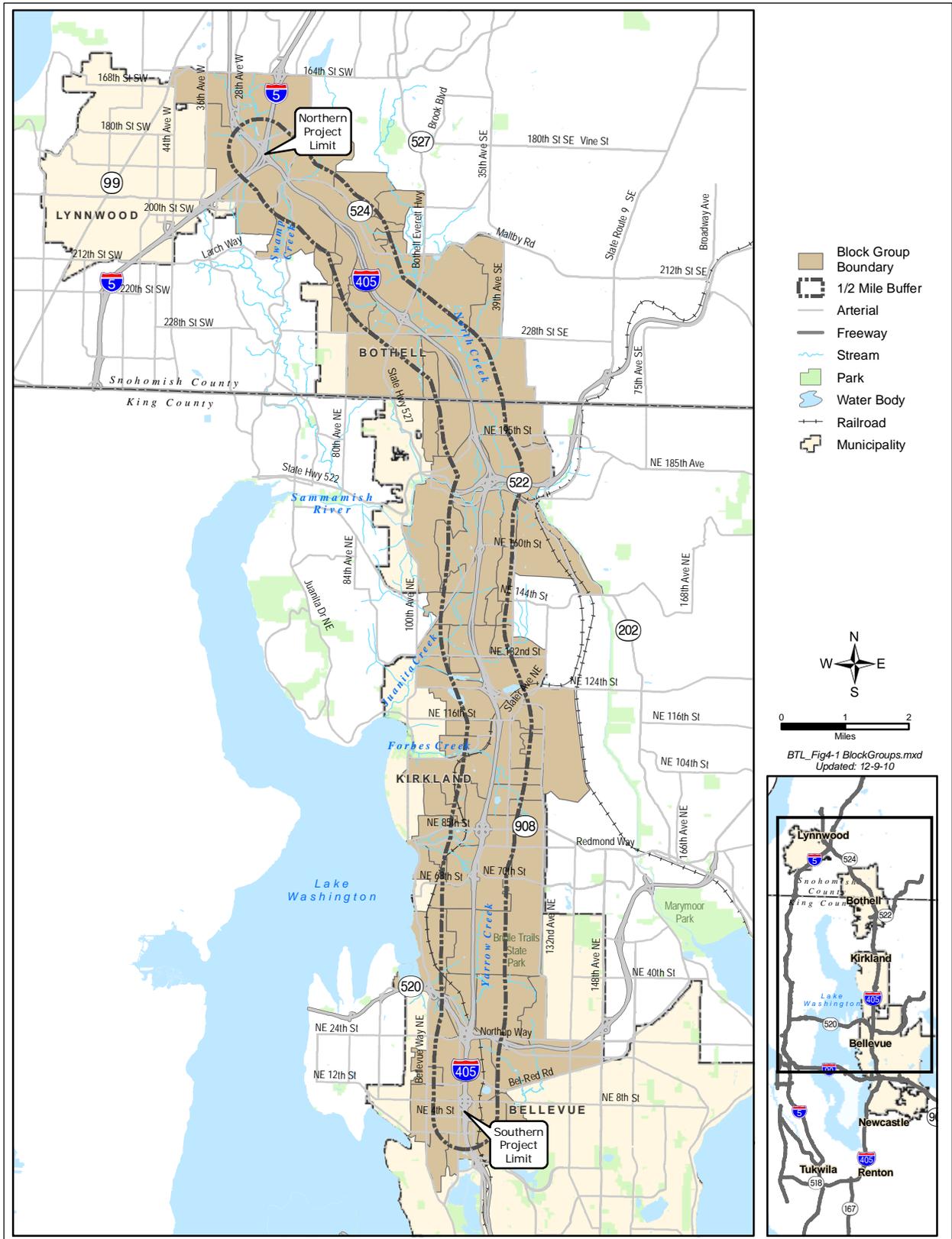
Downtown Bellevue is the hub of activity for the city of Bellevue, with home and office space and retail and cultural attractions.

Planned growth in downtown Bellevue is an important part of the Central Puget Sound's growth management strategy. The Puget Sound Regional Council's Vision 2040 and King County's Countywide Planning Policies identify downtown Bellevue as an urban center. This means that downtown Bellevue is a place where growth should be focused if the region is to further its growth management goals, such as reducing sprawl and retaining open spaces.

The Wilburton/NE 8th Street area was once home to farms and a logging mill. Today, this centrally located community with easy access to I-405 and downtown Bellevue is considered a desirable place to live. Its boundaries are generally I-405 to the west, Bellevue-Redmond Road to the north, 148th Avenue NE to the east, and the Lake Hills Connector to the south.

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Exhibit 4-1: Block groups in the study area



The Wilburton subarea is comprised of commercial areas along I-405, 116th Avenue NE, and NE 8th Street. Large sections of single-family residences make up the remainder of the neighborhood. Multi-family development is confined mostly to the NE 8th Street corridor.

This subarea is home to Overlake Hospital Medical Center, several car dealerships, and a variety of retail stores.

The Bel-Red/Northup neighborhood, just southeast of the SR 520/I-405 interchange, has developed as a strong commercial center and is a hub for retail, wholesale, and light industrial businesses.

Dogwood Park, an older residential neighborhood in the Bel-Red/Northup subarea, was built in the late 1950s. This collection of homes is located north of NE 12th Street along 116th Avenue NE, adjacent to I-405. Because of a shift in zoning that allowed business use in this neighborhood, a number of formerly residential properties have become businesses. This neighborhood is currently in transition from a primarily residential neighborhood to a primarily commercial one.

The Bridle Trails and North Bellevue neighborhoods in Bellevue are primarily residential in character. Bridle Trails is located on the east side of I-405 and is known for wooded, natural areas, large lot zoning (one unit per acre), and equestrian-related activities. The North Bellevue neighborhood is an older, well-established residential area with pockets of commercial retail and office development.

### **Kirkland**

In the southern portion of the City of Kirkland, the neighborhoods of Central Houghton and South Rose Hill/Bridle Trails are adjacent to the I-405 main line. These two areas provide low density residential living with large areas of open space and retail and commercial development.

The Highlands Neighborhood and the Everest Neighborhood are located on the west side of I-405, and are divided by the NE 85th Street interchange. Both neighborhoods have a mix of single-family and multifamily residential housing and commercial and industrial uses.

The Totem Lake and North Rose Hill neighborhoods border I-405 in the north end of the City of Kirkland. Both are well-

established neighborhoods. The Totem Lake area has commercial, multifamily residential uses along with expanded health care-related facilities. Evergreen Hospital is a regional medical center located in the Totem Lake neighborhood. North Rose Hill contains mostly low-density residential land use, although 124th Avenue NE north of NE 85th Street has many multifamily townhouses and condominiums.

## **Bothell**

The City of Bothell has several neighborhoods near I-405. The Waynita, Simmonds, and Norway Hill neighborhoods are on the west side of I-405 south of the Sammamish River. A large church and school facility has been developed on the west side of I-405, just north of NE 160th Street. The Brickyard and Queensgate neighborhoods are located on the east side of I-405. These neighborhoods are primarily residential. Large, multifamily housing complexes and a large church and school facility are the most recent developments on the west side of I-405 in Bothell.

Single-family residential housing is predominant in the Riverfront neighborhood in Bothell. Multifamily dwellings are the primary land use north and south of NE 180th Street and north of 188th Street across from Pop Keeney Field. A mix of single, senior, and multifamily housing is found along East Riverside Drive and along NE 185th Street. A sizeable mobile home park is located north of East Riverside Drive immediately west of I-405. There are several areas of commercial development, with a mix of neighborhood, retail, office, community, and regionally oriented businesses.

The North Creek neighborhood of Bothell has residential development primarily east and west on hillsides of the North Creek valley and a large apartment complex on the valley floor at the southern end. The many business parks in the area make it a major employment center in the region. North Creek has retail at the south end and mixed use neighborhood retail along Beardslee Boulevard.

The Fitzgerald neighborhood contains a mixture of residential types ranging from large acreage single-family residential to multifamily residential complexes. Little commercial development exists in this subarea.

The southern half of the Canyon Park neighborhood contains more residential development than the northern half, including multifamily housing. Residential development is also allowed in the mixed-use Canyon Park Community Activity Center at 228th Street SE and SR 527.

### **Lynnwood**

The City of Lynnwood is situated at the northern limit of the study area. Alderwood Mall, large retail stores, strip-retail shopping centers, and commercial establishments such as auto services and restaurants are in the area. The regional Interurban Trail parallels Alderwood Mall Boulevard and the Lynnwood High School and Athletic Complex. The Alderwood Manor neighborhood is located southeast of the city limits.

### **King County**

The Inglewood and Finn Hill neighborhoods in unincorporated King County are located on the west side of I-405, while the Kingsgate neighborhood is situated on the east side. Residences and scattered pockets of small-scale retail- and service-oriented commercial businesses are immediately adjacent to I-405. In late 2009, the Kirkland City Council voted to annex the Finn Hill and Kingsgate neighborhoods. The annexation will become effective in June 2011.

### **Snohomish County**

The Alderwood Manor neighborhood is on the west side of I-405 in unincorporated Snohomish County. This neighborhood is primarily single-family residential, with one small commercial area located to the north near the Lynnwood city limits.

The Martha Lake and North Creek neighborhoods are on the east side of I-405. This unincorporated area is primarily urban low-density, single-family residential, with some small pockets of low-density, multifamily residential.



### ***What social resources and public services are found in the study area?***

Social resources and public services in the study area include parks and recreational facilities, pedestrian and bicycle facilities, libraries, schools, churches, and emergency facilities (see Exhibit 4-2 on page 4-7).

#### **Recreational Facilities**

There are 19 publicly owned parks and recreational facilities in the study area (see Exhibit 4-3). For a more detailed description of these parks and recreational facilities, please see the Section 4(f) Technical Memorandum.

#### **Emergency and Healthcare Facilities**

Health care facilities in the study area include: Overlake Hospital Medical Center, Group Health Hospital, and Seattle Children's Hospital Bellevue Care and Surgery Center in Bellevue; Evergreen Hospital in Kirkland; the Northshore Public Health Center in Bothell; and Virginia Mason Clinic in Lynnwood. Other health care facilities serve populations in the study area, but are located farther away from the study area. Four fire stations are located within the study area: City of Bothell Fire Station Number 42, and City of Kirkland Fire Stations Number 22, 26, and 27.

#### **Public Transportation**

King County Metro (Metro), Sound Transit, and Community Transit (Snohomish County) provide transit service in the study area. A total of 40 bus routes provide weekday service in the study area with 14 of these routes offer weekend service. Bus routes traveling on I-405 provide service to the Bothell, Canyon Park, Brickyard, Kingsgate, South Kirkland, SR-908/Kirkland Way, and Houghton park-and-ride lots along I-405 in the study area.

#### **Pedestrian and Bicycle Facilities**

There are seven pedestrian crossings on I-405 in the study area. Four of the crossings are in the City of Kirkland at NE 65th Street, NE 80th Street, NE 100th Street, and NE 128th Street. The Sound Transit Canyon Park Pedestrian Overpass is in Bothell near SR 527. The Tolt Pipeline Trail crosses over I-405 in unincorporated King County near East Norway Hill Park. The Burke Gilman/Sammamish River regional trail crosses over I-405 near the SR 522 interchange.

*Exhibit 4-3: Parks and recreational facilities in the study area*

Facility	City	Description of Facility
McCormick Park	Bellevue	2.8-acre neighborhood park with walking trail, gardens, and sitting area.
Hidden Valley Sports Park	Bellevue	17.3-acre multi-sport complex with softball fields, tennis courts, and basketball court.
Watershed Park	Kirkland	66-acre park with hiking trails.
Bridle Trails State Park	Kirkland	482-acre park with 28 miles of horse and hiking trails and 30 picnic sites.
Paul J. Taylor Fields	Kirkland	40-acre park with 4 baseball fields.
Everest Park	Kirkland	18-acre park with playground, basketball court, tennis court, baseball and softball fields, concession stands, and trails.
Spinney Homestead Park	Kirkland	6.5-acre park with playground, paths, and lawns.
Forbes Creek Park	Kirkland	2-acre park with basketball court, tennis courts, and playground.
Forbes Lake Park	Kirkland	Undeveloped park.
Totem Lake Park	Kirkland	Designated urban wildlife and waterfowl refuge with wetland boardwalk trails and interpretive displays.
Edith Moulton Park	Kirkland	26-acre park with undeveloped area, lawns, and picnic areas.
Kingsgate Park	Kingsgate	Undeveloped park.
Windsor Vista Park	Kingsgate	4.8-acre greenbelt with trails.
Ohde Ave. Pea Patch	Kirkland	Community garden.
Sammamish River Trail	Bothell	Trail connecting Bothell to Redmond.
Sammamish River Park	Bothell	6.5-acre park with open space, picnic tables, and river access.
North Creek Sportsfield Park	Bothell	Park with sports fields, picnic areas, and biking and walking trails.
North Creek Trail	Bothell	Regional trail linking Bothell, Mill Creek, and Everett.
Cedar Grove Park	Bothell	14-acre park with picnic areas, basketball court, playfield, wetland boardwalk, and play structure.

Source: Draft Section 4(f) Technical Memorandum for the I-405, Bellevue to Lynnwood Improvement Project

***Are there populations in the study area that are protected under environmental justice?***

We identified minority and low-income populations in the study area using 2000 Census data on minorities (including

**How do we define low-income?**

A household income that is at or below the federally designated poverty level for a given household size.

**How do we define poverty level?**

Following the Office of Management and Budget's Directive 14, the Census Bureau uses a set of money income thresholds that vary by family size and composition to detect who is poor. If the total income for a family or unrelated individual falls below the relevant poverty threshold, then the family or unrelated individual is classified as being "below the poverty level".

**How do we define minority?**

Individuals listed in the 2000 Census as Black (a person having origins in any of the black racial groups of Africa); Hispanic (a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race); Asian American (a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands); American Indian/Alaskan Native (a person having origins in any of the original people of North America and who maintains cultural identification through tribal affiliation or community recognition); or some other race.

Hispanic/Latino) and poverty status (populations living at and below the poverty level).

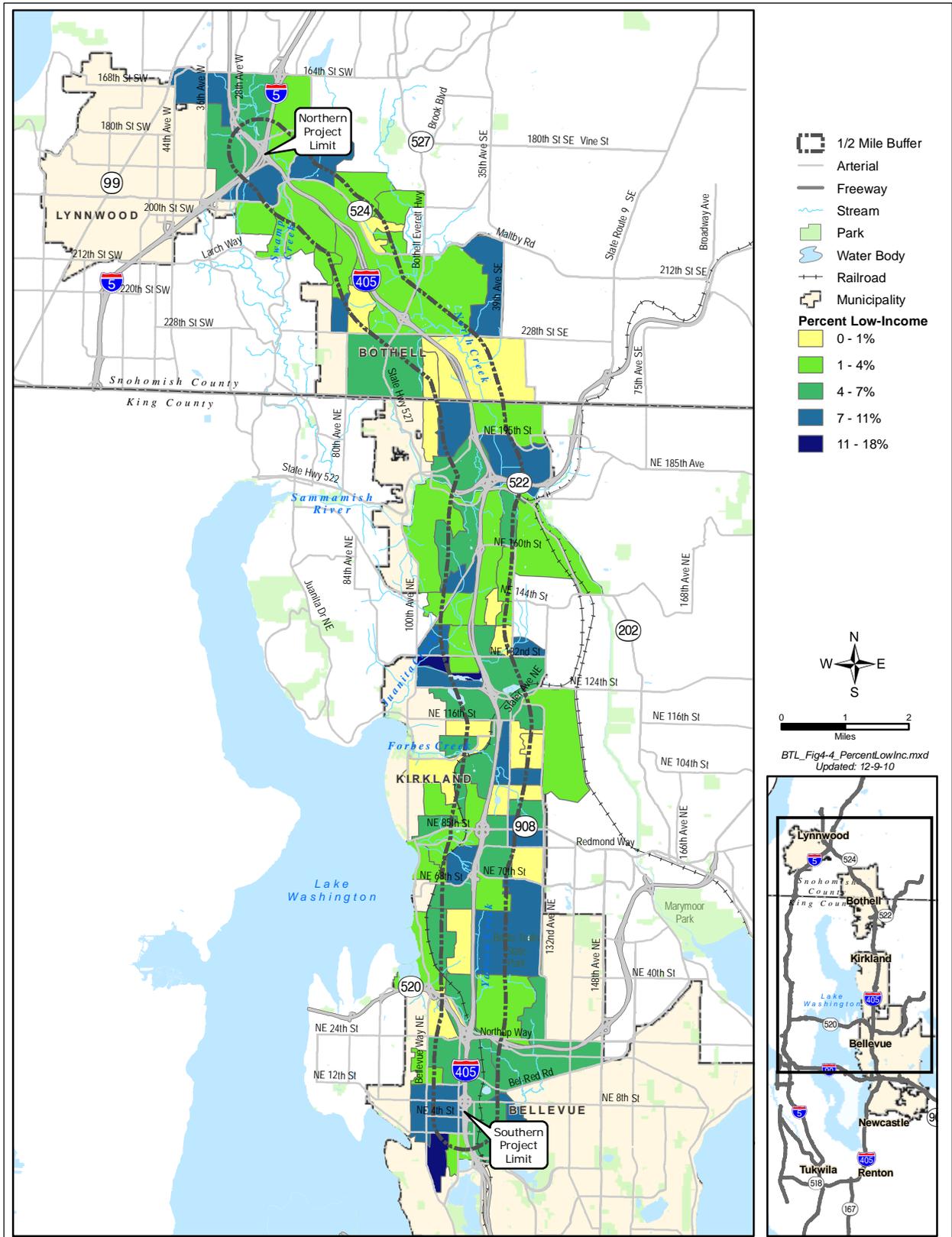
Four percent of study area residents are low-income (U.S. Census 2000). This is similar to the cities of Bothell and Kirkland (5 percent low-income each) and lower than the City of Bellevue (6 percent low-income) and City of Lynnwood (9 percent low-income). Exhibit 4-4 shows the concentrations of low-income populations in the study area. The highest concentrations of low-income populations are in Kirkland.

Eighteen percent of study area residents are minorities (U.S. Census 2000). This percentage is similar to the cities of Bothell and Kirkland (17 percent minority each) and lower than the City of Bellevue (28 percent minority) and City of Lynnwood (29 percent minority). Exhibit 4-5 shows the concentrations of minority populations in the study area. The highest concentrations of minority populations are in Lynnwood and Kirkland.

Race and ethnicity information is provided in Exhibit A-1 of Appendix A. Four percent of the population are Hispanic, 1 percent are African American, less than 1 percent are American Indian/Native Alaskan, 9 percent are Asian, less than 1 percent are Native Hawaiian/Pacific Islander, less than 2 percent are some other race, and 3 percent are two or more races. People who identify themselves as Hispanic can be any race, including white. Hispanic populations are represented in substantial numbers throughout the study area. Census tract 518.02 block groups 1 and 3 located in Lynnwood west of I-5 and census tract 226.03 block group 5 located east of I-405 near NE 95th Street in Kirkland have the highest overall percentages of minority populations, with over 30 percent minority populations each.

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Exhibit 4-4: Low-income populations





We further confirmed the presence of minority and low-income populations in the study area by obtaining school data from the 2008–2009 school year. Demographic data for the 13 public schools in the study area are depicted in Exhibit B-1 in Appendix B. The school data reflect higher levels of low-income populations (represented by students eligible for the free or reduced-price lunch program) and minority populations as compared to the Census data. This is likely due to increasing numbers of minority and low-income populations moving to the area as well as differing criteria for how low-income populations are defined for schools (students coming from households with incomes that are below 130 percent of federally established poverty levels). A comparison of 2005 American Community Survey estimates and 2000 Census data by race, ethnicity, and poverty status for King County and Snohomish County indicates an increase in minority populations and a decrease in low-income populations since the 2000 Census was taken. Hopelink, Family Resource Center, and Youth Eastside Services said that the Hispanic population is increasing in the area.

### ***Do low-income populations use I-405 between Bellevue and Lynnwood?***

A travelshed is the area that contributes to traffic on a given transportation facility. We identified the travelshed for the project by using Puget Sound Regional Council origin-destination data to identify the block groups where trips in the study area originate. The travelshed for this project is made up of block groups in parts of King, Pierce and Snohomish Counties because drivers from all of these counties use I-405. According to Puget Sound Regional Council data, 9 percent of single-occupant vehicle drivers using I-405 between SR 520 and I-5 are low-income. Almost the same percentage of King and Snohomish County residents are low-income (8 and 7 percent, respectively). The number of low-income people traveling in HOVs or on transit is unknown.

***Are there social resources or public services that are particularly important to environmental justice populations?***

**What is a gathering place?**

Locations where people congregate and spend time together, such as parks, community centers, churches, pubs, and stores.

Knowledge of gathering places, such as services, parks, and churches, for minority and low-income populations in the study area can help identify places where the project should avoid or minimize effects and identify avenues for reaching out to minority and low-income populations. A windshield survey, service provider interviews, and other project technical memoranda helped identify some of these gathering places for minority and low-income populations that are in or near the study area. Examples of such gathering places are:

- Service providers such as Northshore Public Health Center, Youth Eastside Services, and Hopelink are important services for minority and low-income populations. The buildings for most of these services are not located in the study area, but low-income and minority residents who live in the study area travel to these services. More information on these service providers is available in Exhibit 5-1 in Section 5, Project Effects.
- Parks often provide gathering places for environmental justice populations. The parks in the study area are identified in Exhibit 4-3.
- Schools are important resources within the communities. Not only do the attending students interact in schools, but the schools contain play equipment, ball fields, and other community facilities. Schools in the study area are identified in the Schools Section above.
- Churches and other religious institutions are important gathering places for some cultures. There are approximately 30 churches located in the study area.
- Many environmental justice populations are reliant on transit services. King County Metro, Sound Transit, and Community Transit provide service in the study area, as described in the Public Transportation Section above.

## *What public involvement activities did we conduct for the project?*

### **Early Public Involvement**

Public involvement for the Bellevue to Lynnwood Improvement Project has been ongoing since 1999, when we conducted scoping for the I-405 Corridor Program NEPA/SEPA Environmental Impact Statement.

To ensure that residents with limited-English proficiency could access information about I-405 projects during scoping for the Corridor Program EIS, we translated the I-405 Projects fact sheets into Chinese, Russian, Spanish, and Vietnamese. We also identified multilingual I-405 team members, in case we needed interpreters at scoping meetings or during outreach events.

This project's study area overlaps the Kirkland Nickel Project's study area. We also conducted public involvement activities for the Kirkland Nickel Project Environmental Assessment. The project team held a public scoping meeting and visited Kirkland neighborhood organizations when the Kirkland Nickel Project Environmental Assessment was in process in 2004 and 2005. Several of those same neighborhoods are now part of the Bellevue to Lynnwood Improvement Project (Bridle Trails, unincorporated King County, and Bothell). In addition, the I-405 project team interviewed social service providers that serve minority and low-income clients to share information about the Kirkland Nickel Project, identify any concerns, and gather their input on the project.



*Public meeting*

### **Agency and Public Scoping Meetings**

After developing a Public Involvement Plan for the Bellevue to Lynnwood Improvement Project, the project team held a public and agency scoping meeting on September 14, 2006. We invited the public and city, county, state, federal, and tribal agencies to the meeting. Thirty citizens and 14 agency representatives attended the meeting. We held the meeting at a location that was easily accessible by transit and to people with disabilities.

Mailings were sent to those within 750 feet of I-405, between SR 520 in Bellevue and I-5 in Lynnwood. The postcard included project and scoping meeting information, and how to

### **What is scoping?**

The process implemented early in project development by the lead agency to involve the public, agencies, local jurisdictions, tribes, and other concerned groups in identifying the range of proposed actions, alternatives, environmental issues, effects, and mitigation measures to be evaluated in an environmental document. For specific projects where an Environmental Assessment is being prepared, scoping

provide comments. A display ad in both English and Spanish was sent to the following publications:

- Bellevue Reporter
- Bothell/Kenmore Reporter
- Chinese Post (translated into Chinese)
- Edmonds Enterprise
- El Mundo (translated into Spanish)
- King County Journal (legal ad)
- Kirkland Courier
- Lynnwood Journal
- Lynnwood/Mountlake Terrace Enterprise
- North Seattle Herald Outlook
- Phuong Dong Times (translated into Vietnamese)
- Redmond Reporter
- Russian World (translated into Russian)
- Shoreline/Lake Forest Park Enterprise
- The Skanner

A press release detailing the project and call for public involvement was sent to the following publications:

- Bellevue “it’s your city”
- Bellevue Neighborhood News
- Bellevue Reporter
- Bothell/Kenmore Reporter
- Daily Journal of Commerce
- King County Journal
- Kirkland Chamber of Commerce Newsletter
- Kirkland Courier
- Seattle P.I.
- Seattle Times
- Totem Lake West Newsletter

## Environmental Justice Outreach

We learned more about the area's minority and low-income populations and their transportation needs through two sets of meetings we had with social service providers. In the first round of meetings that occurred in late 2006/early 2007, we explained the project to the service providers and received feedback on how the project and proposed alternatives could benefit or adversely affect their clients, staff, and volunteers. The Effects Section of this document includes a list of service providers interviewed for the project, their concerns about the project, and potential measures to address their concerns. In addition to the interviews, we spoke with the clients of some of these services by locating a table and display board in the lobbies of Family Resource Center and Sky Valley Foodbank for several hours. The clients learned more about the project and shared their thoughts on the project and other transportation issues. We conducted a second round of meetings with service providers in 2010 to update the organizations about the project and to get additional input. Although not all service providers interviewed are located in the study area, they do provide services to people living in the study area. Most service providers wanted to be included on the project's email list and offered to post or distribute information to their clients.

In addition to the activities described above, we are conducting the following outreach throughout the duration of the project:

- We distribute a corridor-wide weekly newsletter via email.
- A project brochure (or "folio") tells the I-405 story, while fact sheets on specific I-405 projects target areas of interest.
- We are keeping the media informed through press releases, media releases, press kits, meetings with reporters, and editorial board briefings.
- A website on the Bellevue to Lynnwood Improvement Project (<http://www.wsdot.wa.gov/Projects/I405/NE6thtoI5/>) provides information on project public involvement opportunities, finances, benefits, timeline, etc.

### ***Why is it important to involve tribal governments in the project?***

American Indians are included in environmental justice analyses because they are minorities and are protected under Civil Rights laws. WSDOT consults with Indian tribes that could be affected by a project. WSDOT sent letters providing information on the project to the Confederated Tribes and Bands of the Yakama Nation, Duwamish Tribe, Muckleshoot Indian Tribe, Snoqualmie Tribe, and Tulalip Tribe, and will continue to coordinate with the tribes. These tribes have crucial information on natural, cultural, and archaeological resources in the study area that WSDOT can incorporate into the environmental and design processes. Tribal coordination efforts are further enforced by a WSDOT Executive Order signed in 2003 and updated in 2009 that directs WSDOT employees to enter consultation with tribes who have ancestral homelands in affected areas.

## SECTION 5 PROJECT EFFECTS

### *What did service providers say about potential effects of the project?*

Exhibit 5-1 lists service providers interviewed for the project in late 2006/early 2007, their concerns about the project, and potential measures they suggested to address their concerns. At the time of these meetings, most service providers were concerned about construction delays and wanted information on construction activities in order to plan for delays or alternate routes. Some were also concerned about the effects of express toll lanes on low-income people. As part of the meetings that occurred in 2006 and 2007, we provided information to interested clients at the Family Resource Center and Sky Valley Food Bank at a booth hosted by WSDOT. As part of the discussions we had with individuals served by these organizations, we learned of their concerns about the reliability of I-405. Most people were supportive of improvements to I-405, and several individuals supported the express toll lanes alternative (Alternative 1).



*Sky Valley Food Bank*

*Exhibit 5-1: 2006-2007 service provider interview findings*

Name/Date	Concerns	Mitigation Suggested by Organization
City of Bothell December 1, 2006	Effects not discussed.	Mitigation not discussed.
City of Kirkland December 1, 2006	Economic effects of express toll lanes on low-income populations.	Mitigation not discussed.
City of Lynnwood December 4, 2006	Effects not discussed.	Mitigation not discussed.
Crossroads Community Center March 16, 2007	The project would not affect the Center's clients. Most people walk to the Center. Staff commuting from Renton may be delayed due to construction.	No mitigation necessary.
Eastgate Public Health Clinic February 14, 2007	Traffic delays. Economic effects of express toll lanes on low-income populations. Transit in some areas is not sufficient.	Increase transit in the area. Offer free or reduced cost tickets.

Name/Date	Concerns	Mitigation Suggested by Organization
Family Resource Center February 7, 2007	No concerns.	No mitigation necessary.
Hopelink Bothell February 6, 2007	Bottleneck between SR 522 and NE 195th Street. Congestion during construction.	Build extra lanes. Advertise alternate routes and maximize nighttime and weekend construction.
Hopelink Regional Meeting March 7, 2007	Express toll lanes sound like a regressive charge. People may be confused about how express toll lanes work.	Allow social service agencies to purchase prepaid express toll lane transponders to distribute to low-income individuals. Educate people early about express toll lanes.
Northshore Family Center February 8, 2007	Economic effects of express toll lanes on low-income populations.	Provide discounted express toll lane rates for low-income families. Increase bus service in the Bothell area.
Northshore Public Health Center November 20, 2006	Economic effects of express toll lanes on low-income populations.	Light rail and increased public transportation because bus routes in the northend are inefficient.
Youth Eastside Services December 6, 2006	Delays due to construction.	Increase public transportation on the Eastside; it is not a reasonable option now due to lack of bus routes.

In 2010, we conducted a second round of meetings with service providers in the project area to provide them with another opportunity to provide input and to hear about project updates. As part of our planning for the 2010 meetings, we updated our outreach list to include additional social service organizations. In 2010, we did not meet with the following organizations because they indicated they would not be affected in the 2006/2007 interviews, the organizations were located outside of our study area, or the organizations partner and share information with organizations that were interviewed:

- **Cities of Bothell and Lynwood** – Representatives from Bothell and Lynwood did not express concerns in the 2006/2007 interviews, so we did not schedule a specific meeting for them in 2010. However, representatives from these cities were invited to a joint meeting with other eastside service providers at the Eastside Human Services Forum on October 12, 2010. Representatives from Bothell and Lynwood did not attend, but they were sent materials from the meeting and representatives from several other eastside cities (Bellevue, Kirkland, Issaquah, Mercer Island, and Redmond) were present. A summary of the discussion at this meeting is provided below in Exhibit 5-2).
- **Crossroads Community Center** – In 2007, the project team met with representatives from the Crossroads Community Center and they indicated that the organization and their clients would be unaffected by the project and they were not concerned about it. Because of this, we did not meet with this organization in 2010.
- **Eastgate Public Health Center** – This organization is located off of I-90, which is outside of the affected study area. Because of this, we did not meet with this organization in 2010.
- **Family Resource Center** – In 2007, the project team met with representatives of Family Resource Center and they indicated that the organization and their clients would be unaffected by the project and they were not concerned about it. Because of this, we did not meet independently with this organization in 2010; however, they did attend and have another opportunity to hear about the project and provide comments at the October 12, 2010 Eastside Human Services Forum.
- **Northshore Family Center** – This organization is located next to Hopelink’s Bothell facility and this organization partners with Hopelink to provide services and activities. Because of this partnership, we expected concerns would be similar to Hopelink and we interviewed representatives from Hopelink in 2010.

Exhibit 5-2 summarizes the findings of our discussions with service providers in 2010.

*Exhibit 5-2: 2010 service provider interview findings*

Name/Date	Concerns	Mitigation Suggested by Organization
At Work! September 16, 2010	Many of our clients use transit service, so maintaining transit level of service is important.	Coordinate with Metro and other transit services to keep them moving.
Childcare Resources September 13, 2010	Are interested in more education on how express tolling works – how do we get transponders, how much it will cost to use the express lane, etc.	Education about how to obtain transponders, use the express lanes, etc.
Eastside Human Services Forum October 12, 2010	Has a sliding fee been considered?	Education about how express lanes work and how to use them.
Friends of Youth September 21, 2010	Cost of tolls and the affect of tolls on transit.	Is pleased that outreach is being done to determine effects to low-income and minorities.
Hopelink September 22, 2010	Concerned that volunteers or donors will be affected by the project. Most low-income clients don't have checking accounts.	See examples from SR 91 in California. Transponders can be used in multiple vehicles and they can verify the number of people in a vehicle.
Northshore Youth and Family Services September 15, 2010	No concerns, we support the project and don't see that it will disrupt our services.	None.
Service Alternatives for WA, Inc. September 13, 2010	Construction effects, seems like express tolls will be great for our staff and clients – we just need to understand how it works.	Education about how express toll lanes would work.
Youth Eastside Services September 28, 2010	Is concerned that toll lanes create inequity.	None.

### ***How will project construction affect neighborhoods and social resources?***

The overall project will be under construction for up to three years, but construction activity in some locations will take substantially less time. Construction activities will have minor short-term effects such as increased noise, increased dust, decreased visual aesthetics, and increased traffic congestion that could affect people living and working in and traveling through the project area. Because these construction effects are localized and temporary, they will have no substantial negative effect on the cohesiveness of neighborhoods or the social interactions or residents within the neighborhoods. Relocations and displacements are discussed under operational effects.

Sales taxes on construction costs will accrue to: Washington State; King County; Snohomish County; the cities of Bellevue, Kirkland, and Bothell; and other local jurisdictions and taxing districts. Assuming some project funding would come from outside the region (state and federal funding), the project would create some short-term employment for the region.

Contamination from several hazardous materials sites of concern will be managed in accordance with existing regulations, and should not adversely affect human health and the environment during construction.

### **No Build Alternative**

The No Build Alternative involves no additional construction beyond what is planned for and committed to within the corridor. These construction activities would generate effects on the community independent of the Bellevue to Lynnwood Improvement Project. The effects from these other projects are addressed within the separate environmental documentation for those projects.

### ***How will project operation affect neighborhoods and social resources?***

#### **Build Alternative 1**

Build Alternatives 1 and 2 will require relocating Lake Washington Christian Church. However, the property owners were willing sellers, so the property has been acquired and the church has been relocated. No residences or businesses would

be displaced. We determined the project would not have adverse air quality, hazardous materials, utilities, 4(f) resources, or land use effects. Similarly, the project will not adversely affect cultural, historic or archaeological resources.

**What is an effect?**

Something brought about by a cause or agent; a result. This may include ecological, aesthetic, historic, cultural, economic, social, health, or other effects, whether direct, indirect, or cumulative. Actions may have both beneficial and detrimental effects.

**What are the noise abatement criteria?**

The FHWA noise abatement criteria specify exterior and interior noise levels for various land activity categories such as residential and commercial. WSDOT considers a noise effect to occur if predicted equivalent hourly noise levels (Leq (h)) approach within 1 A-weighted decibel (dBA) of the noise abatement criteria.

The improved accessibility resulting from project improvements will benefit growth of the economy by improving the flow of people, goods, and services to and from the area. Because of this, Alternative 1 would offer more benefits to the local economy than Alternative 2. See the Economics Technical Memorandum for more detailed information.

With mitigation, 354 residences will be affected by noise (noise levels will approach or exceed the FHWA noise abatement criteria) in 2030. If the project is not built, 368 residences will be affected by noise. See the Noise Technical Memorandum for more detailed information.

The project will add capacity to I-405, which will improve operations and reduce congestion. This will, in turn, reduce congestion-related accidents in the study area. Congestion-related crashes are rear-end and sideswipe crashes, which make up 77 percent of freeway crashes in the study area.

Both build alternatives will reduce I-405 shoulder and lane widths in some areas of the corridor. This may increase the number of fixed-object and sideswipe crashes. However, we anticipate the overall crash rate will decrease with the build alternatives.

The project will include transit shoulders that improve travel conditions for buses traveling southbound between SR 522 and NE 160th Street and between SR 527 and NE 195th Street. Build Alternative 1 will carry more total vehicles and persons traveling at faster speeds than the No Build Alternative or Build Alternative 2. See the Transportation Discipline Report for a more detailed description of transportation effects.

The overall visual quality effects of the project would be minor. Most viewpoints would remain relatively unchanged with the proposed project. The visual quality of two viewpoints would decrease slightly in their overall visual quality rating.

## **Build Alternative 2**

For all areas except transportation, project operational effects for Build Alternative 2 would be similar to those for Build Alternative 1. Build Alternative 2 would increase the total number of vehicles traveling on this section of I-405 compared to the No Build Alternative, but it would not accommodate as many vehicles as Alternative 1. Alternative 2 would continue to allow HOVs with three or more people to enter and exit the HOV lanes at any location. Like Build Alternative 1, build Alternative 2 will include transit-only shoulders that will improve travel times for buses traveling southbound between SR 522 and NE 160th Street and between SR 527 and NE 195th Street. See the Transportation Discipline Report for a more detailed description of transportation effects.

## **No Build Alternative**

Choosing the No Build Alternative would avoid or delay the noise, visual, and construction effects listed above. However, with the No Build Alternative, the general-purpose lanes would slow due to congestion. Transit would not benefit from the addition of southbound transit shoulders between SR 522 and NE 160th Street, and between SR-527 and NE 195th Street.

Freeway delays would cause drivers to seek alternative routes on local and regional roadways, choose to travel by different means or at different times, or forego their desired trips altogether. An increase in drivers seeking alternative routes could lead to increased cut-in traffic through neighborhoods, and the increased air emissions, social, and safety effects associated with increased neighborhood traffic. In addition, the safety benefits would not be realized under the No Build Alternative. Like Build Alternative 2, the No Build Alternative would continue to allow 3+ HOVs to enter and exit the HOV lanes at any location.

## ***How will project construction affect public services in the study area?***

Public services such as emergency response services, police, and school buses could experience slight delays due to project construction activities for Build Alternatives 1 and 2.

However, these delays would be minimal because the project will minimize road closures, delays, and detours. Temporary closures would be limited to nights or weekends when

possible. WSDOT will make available a Transportation Management Plan during construction.

### **No Build Alternative**

Public services would experience the current congestion as under existing conditions, but would not experience any further delays due to project construction activities.

### ***How will project operation affect public services in the study area?***

#### **Build Alternative 1**

Build Alternative 1 would not have long-term, adverse effects to public services. Compared to the No Build Alternative, Build Alternative 1 would increase roadway capacity, which would benefit drivers by increasing total vehicle throughput and improving travel speeds and travel times on I-405.

Alternative 1 will provide all public service providers with the ability to obtain a faster trip if they chose to pay a toll. The improvements would also improve safety on I-405, potentially reducing demand for emergency responses. It is unlikely that any school bus routes would travel on I-405 for enough distance to use the express toll lane system.

#### **Build Alternative 2**

Build Alternative 2 would not have long-term, adverse effects to public services. Compared to the No Build Alternative, Alternative 2 would increase roadway capacity, which would benefit drivers by increasing vehicle throughput and improving travel speeds and travel times on I-405.

#### **No Build Alternative**

Transportation and safety benefits would not be realized with the No Build Alternative, which would likely increase travel times for public services such as emergency response services, police, and school buses.

### ***How will project construction affect minority and low-income populations?***

Project construction for Build Alternatives 1 or 2 would affect minority and low-income populations in the same way that the community is affected (see “*How will project construction affect neighborhoods and social resources?*” above). Project

construction would not result in disproportionately high and adverse effects to minority or low-income populations.

### **No Build Alternative**

The No Build Alternative does not propose to make improvements to this section of I-405, so there would be no construction-related effects to minority or low-income populations.

### ***How will project operation affect minority and low-income populations?***

For most disciplines, project operation of Build Alternatives 1 or 2 would affect minority and low-income populations in the same way that the non-minority and non-low-income community is affected (see "How will project operation affect the neighborhoods and social resources?" above). The only exception is transportation, which is expected to have slightly different effects to low-income populations depending on which alternative is selected.

To understand possible adverse effects and benefits to low-income and minority travelers among the alternatives evaluated, we must consider "all offsetting benefits, mitigation, and enhancements to the affected low-income population, as well as the design, comparative impacts, and the relevant number of similar existing system elements in non-minority and non low-income areas" (USDOT 1997).

To do this, Exhibit 5-3 below explains how each alternative would affect different I-405 users and Exhibits 5-4, 5-5, and 5-6 provide additional details about transportation benefits of the proposed Build Alternatives.

*Exhibit 5-3: Comparison of transportation effects among user groups*

	SOV and HOV 2+	Transit and HOV 3+	Emergency Vehicles
<b>No Build</b>	Compared to existing conditions, travel times would increase in the general purpose lanes by 2035.	Travel times for vehicles using the HOV lane would be near free flow speeds, since the HOV lane would be underutilized.	By 2035, travel times in the general purpose lanes would increase. In the HOV 3+ lane, speeds would be near free flow.
<b>Build Alternative 1</b>	<p><b>Benefit Compared to No Build and Build Alternative 2 –</b>                      Compared to No Build, travel times for drivers including SOVs and HOV 2+ traveling in the free general-purpose lanes would improve due to the addition of one lane in each direction on I-405. In 2035, Build Alternative 1 will carry more total vehicles in all locations traveling at faster speeds in most locations than No Build and Alternative 2. In addition, drivers of SOVs and HOV 2+ would experience additional travel time reductions if they choose to pay to use the express toll lanes.</p>	<p><b>Short-Term Adverse Effect Compared to No Build and Build Alternative 2 –</b> Compared to No Build, transit would benefit from the addition of southbound transit shoulders between SR 522 and NE 160th Street, and between SR 527 and NE 195th Street.</p> <p>Transit and HOV 3+ not in the express toll lanes will experience faster travel speeds in the general-purpose lanes in most locations compared to No Build and Build Alternative 2.</p> <p>To travel in the express toll lanes for free, transit and HOV 3+ will be required to have a transponder<sup>1</sup>. These travelers would need to pay a one time fee to purchase a transponder and open a <i>Good to Go!</i> account. Currently, it costs about \$5 to \$12 to purchase a transponder and \$30 to set up a pre-paid account<sup>1</sup>. If people chose not to obtain a transponder they would be charged to use the express toll lane, or could choose to travel in the general purpose lanes or use transit.</p>	<p><b>Benefit Compared to No Build and Build Alternative 2 –</b>                      Compared to No Build, travel in the free general-purpose lanes would improve due to the addition of one lane in each direction on I-405 and more vehicles in the express toll lanes. Travel times for HOV 3+ would be similar to No Build and Build Alternative 2. Compared to Build Alternative 2, in 2035 Build Alternative 1 will carry more total vehicles and persons traveling higher speeds.</p>
<b>Build Alternative 2</b>	<p><b>Benefit compared to No Build –</b>                      The addition of a general purpose lane would improve travel times and reduce congestion for travelers in the general purpose lanes in year of opening and 2035.</p>	<p><b>Similar to No Build -</b> The HOV lanes would operate similar to No Build, transit would benefit from the addition of southbound transit shoulders between SR 522 and NE 160th Street and between SR 527 and NE 195th Street. Similar to No Build, capacity in the HOV lane would be underutilized.</p>	<p><b>Benefit Compared to No Build -</b>                      The addition of a general purpose lane would improve travel times and reduce congestion for travelers in the general purpose lanes.</p>

1: All HOV 3+ travelers would need to purchase a transponder and set up an account to use the express toll lane for free due to the type of toll collection system that would be used.

## Traffic Overview

Both build alternatives would improve traffic conditions for drivers on I-405. Specifically, the proposed improvements would increase vehicle throughput (the number of vehicles that can travel on I-405 each day), increase travel speeds, and decrease travel times. Both alternatives propose the same roadway footprint. The primary difference between the build alternatives is how they would be operated. Build Alternative 1 will result in a two-lane HOV/express toll lane system in both directions between NE 6th Street in Bellevue and SR 522, transitioning to a one-lane HOV/express toll lane system in both directions between SR 522 and I-5 in Lynnwood. Build Alternative 2 will result in a one-lane HOV system in both directions throughout the project length between NE 6th Street in Bellevue to I-5 in Lynnwood, and an additional general-purpose lane in both directions between SR 520 and SR 522.

As shown in Exhibits 5-4, 5-5, and 5-6, both build alternatives provide benefits to the traveling public as compared to No Build. Nearly all travelers on I-405 will receive more benefits from the proposed project with Build Alternative 1 as compared to Build Alternative 2. The one exception is that people traveling as HOV 3+ may experience a short-term adverse effect from Build Alternative 1 because they would need to purchase a transponder and in order to continue to receive a free trip in the HOV/express toll lane. A discussion of the transportation benefits and effects provided by Build Alternatives 1 and 2 is provided below. Additional details about transportation benefits and effects provided by the project are provided in the Transportation Discipline Report. The discussion below focuses on transportation benefits and effects for 2035, information about expected conditions for year of opening in 2015 are provided in the Transportation Discipline Report.

### *Total Vehicle Throughput*

As shown in Exhibits 5-4, both build alternatives increase vehicle throughput on this section of I-405 in 2035. However, Build Alternative 1 provides a much greater increase and benefit to people traveling in the general-purpose lanes because they will have the choice to receive a faster trip by paying to use the express lanes.

Operating I-405 in this manner maximizes the total number of vehicles that can travel on this section of I-405. With Build Alternative 2, people traveling in the general-purpose lanes would not have this option and capacity in the HOV lane would be underutilized. As shown in Exhibit 5-4, in the 2035 AM peak period, Build Alternative 1 is expected to carry 24,420 vehicles in the southbound lanes of I-405 between SR 522 and SR 520 between the hours of 6:00 and 9:00 a.m. This is substantially more vehicles than No Build, which is expected to carry approximately 16,390 vehicles or Build Alternative 2, which is expected to carry 21,510 vehicles during the same three hour period. Similar results are seen for northbound traffic during the 2035 PM peak period when Build Alternative 1 is expected to carry 17,870 trips as compared to 9,070 trips for No Build or 11,000 for Build Alternative 2.

*Exhibit 5-4: 2035 peak period vehicle throughput between SR 522 and SR 520*

Alternative	Total Southbound AM Peak (6:00-9:00 AM)	Total Northbound PM Peak (3:30-6:30 AM)
No Build	16,390	9,070
Alternative 1	24,420	17,870
Alternative 2	21,510	11,000

### *Travel Speeds*

As shown in Exhibit 5-5, both build alternatives would improve travel speeds in 2035 for many drivers. For drivers in the general-purpose lanes, Build Alternatives 1 and 2 offer an improvement to drivers compared to the No Build Alternative. In addition, in all cases, travel speeds in the general-purpose lanes are expected to be faster with Build Alternative 1 as compared to Build Alternative 2. For both build alternatives, travel speeds in the HOV or express toll lanes are expected to be similar to the No Build Alternative, with one exception. Average speeds for southbound traffic during the morning commute from I-5 to SR 522 are expected to improve by 9 to 10 miles per hour with Build Alternatives 2 and 1, respectively.

**Travel Times**

Trends for travel times in 2035 are similar to those described above for travel speeds. Both build alternatives would improve travel times for many drivers as shown in Exhibit 5-6.

Travel times were estimated for drivers traveling on I-405 between I-5 and SR 520. Travel times in the general-purpose lanes are expected to be the fastest for Build Alternative 1 as compared to the No Build Alternative or Build Alternative 2. Compared to No Build, the travel time benefit in this stretch of highway may approach eight minutes for travelers driving in the general-purpose lanes with Build Alternative 1.

Travel times in the HOV or express toll lanes are expected to be similar to the No Build Alternative with expected travel times for southbound traffic during the morning commute between I-5 and SR 520 are expected to be slightly faster than No Build. Exhibit 5-6 shows I-405 average travel times during the three-hour morning and afternoon peak commute periods.

*Exhibit 5-5: 2035 peak period average speeds*

	Southbound AM Peak Period Peak Three Hours (6:00-9:00 AM)		Northbound PM Peak Period Peak Three Hours (3:30-6:30 PM)	
	GP Lanes Speed (mph)	ETL/HOV Lanes Speed (mph)	GP Lanes Speed (mph)	ETL/HOV Lanes Speed (mph)
I-5 to SR 522			SR 522 to I-5	
No Build	22	49	No Build	35
Alternative 1	34	59	Alternative 1	40
Alternative 2	29	58	Alternative 2	38
SR 522 to SR 520			SR 520 to SR 522	
No Build	35	60	No Build	18
Alternative 1	45	60	Alternative 1	29
Alternative 2	41	60	Alternative 2	23
I-5 to SR 520			SR 520 to SR 522	
No Build	29	56	No Build	27
Alternative 1	40	60	Alternative 1	35
Alternative 2	35	60	Alternative 2	31

*Exhibit 5-6: 2035 peak period average travel times on I-405 between I-5 and SR 520*

Southbound AM Peak Period Peak Three Hours (6:00-9:00 AM)		Northbound PM Peak Period Peak Three Hours (3:30-6:30 PM)	
General Purpose Lanes Travel Times (minutes)		General Purpose Lanes Travel Times (minutes)	
No Build	31	No Build	33
Alternative 1	23	Alternative 1	26
Alternative 2	26	Alternative 2	29
ETL/HOV Lanes Travel Times (minutes)		ETL/HOV Lanes Travel Times (minutes)	
No Build	16	No Build	15
Alternative 1	15	Alternative 1	15
Alternative 2	15	Alternative 2	15

### Build Alternative 1

The following criteria were used to determine whether the effects outlined in Exhibit 5-3 fall disproportionately on minority and low-income populations as outlined in the U.S. Department of Transportation’s Order 5610.2 on Environmental Justice (USDOT 1997).

1. A minority and/or low-income population would predominantly bear the effects; or
2. The minority and/or low-income population would suffer the effects and the effects would be appreciably more severe or greater in magnitude than the adverse effects suffered by the non-minority and/or low-income population.

For the minority population, we have no reason to believe that minorities would bear adverse effects from the project, nor would the effects be more severe or greater in magnitude than the adverse effects expected to non-minorities. Either of the build alternatives provides benefits to the entire traveling public as compared to the No Build Alternative. This determination is based on the fact that we identified that 18 percent of study area residents are minorities (U.S. Census 2000). This percentage is similar to the cities of Bothell and Kirkland (17 percent minority each) and lower than the City of Bellevue (28 percent minority) and City of Lynnwood (29 percent minority).

To assess criterion 1 for the low-income population, we looked at information on the low-income population. Four percent of study area residents are low-income (U.S. Census 2000). This is similar to the cities of Bothell and Kirkland (5 percent low-income each) and lower than the City of Bellevue (6 percent low-income) and City of Lynnwood (9 percent low-income). According to Puget Sound Regional Council data, 9 percent of single-occupant vehicle drivers using I-405 between SR 520 and I-5 are low-income. Almost the same percentage of King and Snohomish County residents are low-income (8 and 7 percent, respectively). The number of low-income people traveling in HOVs or on transit is unknown. These numbers indicate that the facility does not serve an area with a disproportionately high number of low-income people, so it does not appear that a low-income population would predominantly bear the effects.

Other factors were examined to address the second criterion. These factors included the effects to I-405 travelers as described in Exhibit 5-3, the cost to obtain a transponder, the cost of the toll, information from service provider interviews, and available research discussed below.

#### *Benefits to Low-Income Travelers in the General-Purpose Lanes*

As indicated in Exhibit 5-3, low-income travelers who travel in the general-purpose lanes would benefit from Alternative 1. Exhibits 5-4, 5-5, and 5-6 provide details of the specific benefits that these drivers would gain. Namely, increased vehicle throughput, increased travel speeds, and decreased travel times. The degree to which these benefits would be realized by low-income populations would vary depending on the trip length, trip direction, and the time of the trip.

With Alternative 1, low-income people traveling in the general-purpose lanes as SOVs and HOV 2+ would be provided the option to reduce their travel times to a greater degree than No Build or Alternative 2 if they chose to pay a toll and enter the express lanes for a faster trip. As shown in Exhibit 5-6, the travel time savings gained by paying for the express trip would range from 8 to 18 minutes between I-5 and SR 520. The toll to enter the express toll lanes could range between \$0.50 and \$4.85 in 2015, and between \$0.75 and \$10.80

in 2035. In 2015, the average toll rate is expected to be \$0.90. By 2035, the average toll rate is expected to be \$2.95.

The cost of using the express lanes to gain an express trip could be a barrier to low-income travelers. This concern was echoed by some service providers interviewed who indicated they were concerned about the financial effects of express toll lanes on low-income populations. Given demographics in the study area and travelshed, we believe we can assume that the total number of low-income people using I-405 is approximately 9 percent, or similar to the number PSRC reports as low-income SOVs. We feel this is a safe assumption due to the fact that the percentage of low-income users in the project travelshed (9 percent) is not appreciably different than the percent of low-income residents in King County (8 percent) and Snohomish County (7 percent), and this number is higher than the low-income population in the study area, which is about 4 percent. While we acknowledge that the toll may be a barrier to low-income travelers, it's important to note that all low-income people traveling in the general-purpose lanes will benefit from increased vehicle throughput, increased travel speeds, and reduced travel times provided by Alternative 1. Alternative 1 provides low-income travelers with an option to obtain additional benefits to their travel time if they choose to pay for a faster trip in the express toll lanes. WSDOT's study for the SR 167 HOT Lanes Pilot Project suggests that some low-income travelers would choose to pay for an express trip to get to work on time, keep childcare costs down, and to make appointments on time without taking as much leave from work (WSDOT 2006b). Additionally, research on two California facilities (SR 91 and I-15) demonstrates that low-income travelers do sometimes choose to pay for the express trip and that a slightly lower percentage of low-income people chose to pay for HOT lanes than higher income people (Weinstein and Sciara 2004). The SR 91 study indicated that no income group considers it worthwhile to use the tolled lanes for every trip.

Low-income drivers who do not have access to bank accounts, credit cards, or debit cards could have difficulty using the express toll lanes because these resources are commonly used to obtain transponders and bill for express toll lane use. According to the telephone survey results conducted for the SR 520: I-5 to Medina Bridge Replacement and HOV Project,

more than 25 percent of low-income respondents indicated that they would not be able to use a credit, debit, or checking account to prepay their account (WSDOT 2009). To alleviate this potential obstacle, WSDOT has proposed the mitigation discussed in Section 6, which includes the ability to purchase transponders with cash or Electronic Benefit Transfer (EBT)(Quest) cards issued by Department of Social and Health Services (DSHS) or pay by mail.

### *Project Benefits and Effects to Travelers in the Express Toll Lanes*

Low-income transit riders traveling southbound between SR 522 and NE 160th Street and SR 527 and NE 195th Street would benefit from the new transit travel shoulders included with Alternative 1.

Due to the type of tolling technology that is proposed, low-income HOV 3+ travelers would need to purchase a transponder to obtain a free trip in the express toll lanes. These travelers would need to pay a one-time fee to purchase a transponder and open a *Good to Go!* account. Currently, it costs about \$5 to \$12 to purchase a transponder and \$30 to set-up a pre-paid account. This one-time fee would only affect low-income travelers who don't already have a transponder. Costs to obtain a transponder and set-up a pre-paid account are determined by the Washington State Transportation Commission and may change between 2015 and the project's design year of 2035. Therefore, currently established rates and practices for obtaining transponders and setting up accounts have been used for purposes of this analysis.

We do not know how many low-income people might be affected, since we do not know how many low-income people travel only as HOV 3+ carpools. However, based on census and PSRC data, we know that the total low-income population living in the study area is about 4 percent and the low-income SOV population using I-405 between I-5 and SR 520 is about 9 percent. Based on these data points, we expect the number of low-income people traveling only as HOV 3+ carpools to be a smaller subset of the population that would be less than 4 to 9 percent.

We acknowledge that the one-time fee of up to \$42 may present a short-term burden to low-income travelers who only travel as HOV 3+. For low-income HOV 3+ users, the one-time

cost could be reduced by sharing or distributing it among people in the carpool. In addition, obtaining transponders has been identified as a possible obstacle to low-income drivers because they sometimes do not have access to bank accounts, credit cards, or debit cards that are commonly used to obtain transponders. To alleviate this potential obstacle, WSDOT has proposed mitigation discussed in Section 6. This mitigation includes the ability of low-income people to purchase transponders with cash or Electronic Benefit Transfer (EBT) (Quest) cards issued by Department of Social and Health Services (DSHS).

If low-income HOV 3+ carpoolers chose not to obtain a transponder to continue to obtain a free trip in the express toll lane, there are other options available. These travelers could choose to:

- Travel in the general-purpose lanes without a transponder;
- Use transit; or
- Receive a bill in the mail each time they travel in the express toll lanes.

If low-income travelers chose to travel in the general-purpose lanes without a transponder, they would lose the travel time benefits of traveling in the express toll lanes. Exhibit 5-6 indicates that travel times in the general-purpose lanes are expected to be eight minutes longer during the morning commute than the express toll lane for drivers heading southbound on I-405 between I-5 and SR 520. In the evening commute, the northbound trip in the general-purpose lanes between SR 520 and I-5 is expected to take 11 minutes longer than the express toll lanes.

Transit may be a viable alternative to driving for some HOV 3+ carpoolers. For others who are traveling to places not served by transit, this may not be a viable option.

Finally, it is possible for people to avoid purchasing a transponder and be billed by mail. A photo of the traveler's license plate would be taken and a bill would be sent to the registered owner in the mail. The traveler would be billed the cost of the toll at the time of travel (estimated to be \$0.75 to \$10.80, with an expected average of \$2.95 per trip by 2035) and surcharge. The expected surcharge in 2035 is unknown, but

currently is \$1.50. Therefore, the cost to use the lanes each time using this method could range from \$2.25 to \$12.30 per trip, with an average expected cost of approximately \$4.45 per trip in 2030. This might cost HOV 3+ drivers less than obtaining a transponder if they only plan to use the express toll lanes a few times; however, these drivers would be required to pay a toll each time they use the lanes, rather than travel in them for free. So, if they travel on this section of I-405 regularly, the cost of paying a toll could far exceed the one-time cost of obtaining a transponder to travel in the lane for free.

### *Conclusion of the Effects of Build Alternative 1 to Low-Income Travelers*

Per FHWA guidance, in considering effects to environmental justice populations, we must consider “all offsetting benefits, mitigation, and enhancements to the affected low-income population, as well as the design, comparative impacts, and the relevant number of similar existing system elements in non-minority and non low-income areas” (USDOT 1997). The text above lays out the effects and benefits of the project to specific low-income users on I-405.

With mitigation measures outline in Section 6 designed to improve transponder access to low-income travelers, we believe that the benefits provided to low-income travelers in the general-purpose lanes and the transit improvements exceed the one-time cost HOV 3+ travelers will need to pay in order to continue to receive a free, express trip. In addition, options are provided for HOV 3+ travelers if they choose not to purchase a transponder. Therefore, Alternative 1 would not result in disproportionately high and adverse effects to minority or low-income populations.

### **Build Alternative 2**

As indicated in Exhibits 5-3, 5-4, 5-5 and 5-6, Build Alternative 2 offers transportation benefits compared to the No Build Alternative. Vehicle throughput, travel speeds and travel times would improve compared to the No Build for low-income drivers traveling in the general-purpose lanes. Travel speeds for HOV 3+ would be near free-flow speeds, since the HOV lane would be under-utilized. Transit traveling southbound between SR 522 and NE 160th Street and between

SR 527 and NE 195th Street would benefit from the transit shoulders.

### **No Build Alternative**

The No Build Alternative would affect minority and low-income populations in the same way that the non-minority and non-low-income community is affected (see the No Build Alternative section under "*How will project construction affect the neighborhoods and social resources?*" above). Benefits described for the build alternatives would not be realized if this alternative were selected.

### ***Does the project have other effects that may be delayed or distant from the project?***

Indirect traffic effects could occur during construction when drivers seek routes on city streets during temporary, short-term closures of I-405. Some communities in the surrounding area may have more traffic than normal, but these effects are not expected to continue after construction.

### **No Build Alternative**

The No Build Alternative would avoid the construction effects described; however, traffic congestion could spill over onto local streets as traffic congestion on I-405 increases under the No Build Alternative over the long term. The additional traffic on local streets could have noise, air quality, visual, and safety effects on the affected neighborhoods, as well as affect community cohesion and/or livability.

### ***Were potential cumulative effects for social, public services and environmental justice considered?***

In accordance with the Council on Environmental Quality (CEQ) guidelines, an analysis of cumulative effects is not needed for every discipline studied in NEPA documentation. Disciplines selected for cumulative effects analysis are determined on a case-by-case basis early in the NEPA process. This Social, Public Services, and Environmental Justice discipline report was not identified for a cumulative effects analysis because there are no permanent direct adverse effects to social, public service, or environmental justice populations that will result from the project.

#### **What are indirect effects?**

An effect that occurs later in time or is removed in distance from the proposed action, but is still reasonably foreseeable. Indirect effects may include growth-inducing effects and other effects related to induced changes in the pattern of land use, population density or growth rate, and related effects on air and water and other natural systems.

#### **What are cumulative effects?**

The effect on the environment that results from the incremental effect of an action when added to other past, present, and reasonably foreseeable future actions regardless of what agency or person undertakes such actions. Cumulative effects can result from individually minor but collectively noticeable actions taking place over a period of time.

## SECTION 6 MEASURES TO AVOID OR MINIMIZE EFFECTS

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### *What measures will be taken to mitigate social, public services, and environmental justice effects during construction?*

Discipline reports and technical memoranda for different elements of the environment list measures to avoid and/or minimize construction effects. For example, the Economics Technical Memorandum describes the efforts that WSDOT will take to minimize impacts to adjacent businesses during construction.

Construction traffic effects were the most common concerns expressed during the service provider interviews. We will minimize traffic effects by limiting closures to nights and weekends when possible. WSDOT will make available a Transportation Management Plan during construction.

WSDOT will not implement all of the mitigation recommendations from the service provider interviews (see Exhibits 5-1 and 5-2) because many do not mitigate a specific project effect. The service providers identified communication and education as a key way to minimize construction and express toll lane effects on the public and minority and low-income population. They suggested the following communication techniques be implemented during project construction:

- Inform local agencies, the public, school districts, emergency service providers, and transit agencies of traffic changes ahead of time, including how to use and access express toll lanes.
- Send information to service provider contacts so that they can include the information in newsletters and relay the information face to face. We will accomplish this in part by sending service providers the project's monthly electronic newsletter.
- Send flyers and handouts to service providers for posting and distributing in key locations at their facilities. We will provide flyers in Spanish, Chinese, Russian, and Vietnamese using accurate and concise translations.
- Post flyers at key locations, such as community centers and churches.

- Set up a project table and talk with people at locations such as food banks.

***What measures will be taken to mitigate social, public services, and environmental justice effects of project operation?***

**Build Alternative 1**

Each discipline report or technical memorandum lists the measures to minimize long-term or short-term effects for each element of the environment. We do not expect that Alternative 1 would cause any substantial long-term effects to social resources or public services. In addition, Alternative 1 would not result in disproportionately high and adverse effects to minority or low-income populations. Possible adverse effects related to transponder access for low-income populations will be mitigated as described below.

Electronic toll collection will require the use of a *Good to Go!* transponder linked to a payment account in order to avoid paying a surcharge. Setting up a transponder account could present a financial burden for low-income drivers and could be challenging for populations with limited English proficiency (LEP). Drivers have the option to pay by mail, which doesn't require opening an account or purchasing a transponder; however, drivers would be charged a surcharge if they choose to pay by mail. Surcharge costs in 2035 are unknown, but currently the surcharge is \$1.50.

According to the telephone survey results conducted for the SR 520: I-5 to Medina Bridge Replacement and HOV Project, more than 25 percent of low-income respondents indicated that they would not be able to use a credit, debit, or checking account to prepay their account (WSDOT 2009). In order to address these concerns, WSDOT has or will be employing the following measures to make transponders more accessible for environmental justice populations:

- Establish two new walk-up Customer Service Centers in Seattle and Bellevue. Both locations will be transit accessible. Drivers will be able to purchase Good To Go!<sup>TM</sup> transponders, establish prepaid accounts, and pay outstanding toll bills with cash or Electronic Benefit Transfer (EBT) (Quest) cards issued by Department of Social and Health Services (DSHS) at these centers.

- Explore the possibility of increasing the number of retail outlets at convenient locations, such as grocery stores, convenience stores, or pharmacies throughout the region where transponders can be purchased.
- Share information and train social service providers by providing them with information about tolling and how to obtain transponders. This information would be provided in Chinese, Korean, Japanese, Russian, Spanish, and Vietnamese. These are the same languages that the Department of Licensing uses for translation of driver education materials.

### **Build Alternative 2**

We do not anticipate that Build Alternative 2 would cause any substantial long-term effects to social resources or public services. In addition, this alternative would not result in disproportionately high and adverse effects to minority or low-income populations. Therefore, this alternative does not require activities to avoid or minimize adverse effects.

### **No Build Alternative**

This alternative requires no action. Therefore, it would not cause any environmental effects to social resources, public services, or minority or low-income populations. This alternative does not require activities to avoid or minimize adverse effects.

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## **SECTION 7      UNAVOIDABLE ADVERSE EFFECTS**

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### ***Does the project have any substantial adverse effects that cannot be avoided?***

The project would not have any substantially adverse effects to social resources or public services. In addition, either of the build alternatives would not result in disproportionately high and adverse effects to minority or low-income populations.

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## APPENDIX A DEMOGRAPHIC INFORMATION

Exhibit A-1: Race and ethnicity

Census Tract	Census Block Group	Black or African American alone		American Indian and Alaska Native alone		Asian alone		Native Hawaiian and Other Pacific Islander alone		Some other race alone		Two or more races		Hispanic or Latino	
		Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent
051802	1	116	6%	0	0%	356	19%	0	0%	14	1%	32	2%	60	3%
051802	2	14	4%	7	2%	17	4%	0	0%	0	0%	11	3%	0	0%
051802	3	34	3%	0	0%	391	35%	0	0%	0	0%	40	4%	35	3%
051905	1	0	0%	8	1%	0	0%	0	0%	19	3%	68	9%	19	3%
051905	2	0	0%	0	0%	157	13%	0	0%	18	1%	54	4%	22	2%
051905	3	0	0%	14	2%	0	0%	0	0%	8	1%	9	1%	14	2%
051909	1	8	1%	0	0%	44	5%	0	0%	0	0%	23	2%	21	2%
051909	2	0	0%	5	0%	303	20%	0	0%	20	1%	51	3%	44	3%
051911	1	0	0%	0	0%	168	15%	0	0%	0	0%	44	4%	45	4%
051911	3	0	0%	0	0%	16	2%	0	0%	0	0%	0	0%	41	5%
051911	5	37	3%	10	1%	59	4%	0	0%	9	1%	40	3%	44	3%
051915	2	20	2%	0	0%	20	2%	0	0%	21	3%	43	8%	89	11%
051915	4	0	0%	0	0%	98	9%	0	0%	8	1%	0	1%	37	3%
051916	1	0	0%	0	0%	61	6%	0	0%	20	2%	34	4%	56	6%
051916	2	0	0%	0	0%	81	8%	0	0%	0	0%	43	4%	0	0%
051916	3	0	0%	10	1%	9	1%	0	0%	0	0%	27	5%	46	5%
051916	4	0	0%	11	1%	0	0%	0	0%	0	0%	0	0%	0	0%

Exhibit A-1 Race and ethnicity (continued)

Census Tract	Census Block Group	Black or African American alone		American Indian and Alaska Native alone		Asian alone		Native Hawaiian and Other Pacific Islander alone		Some other race alone		Two or more races		Hispanic or Latino	
		Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent
051918	1	0	0%	0	0%	89	12%	0	0%	0	0%	0	0%	0	0%
051918	2	0	0%	0	0%	199	15%	0	0%	0	0%	32	3%	8	1%
051918	3	0	0%	48	5%	25	2%	0	0%	0	0%	0	0%	23	2%
051918	4	6	0%	0	0%	188	13%	0	0%	15	1%	0	0%	40	3%
051919	2	0	0%	0	0%	128	9%	0	0%	20	1%	120	9%	107	8%
051919	3	0	0%	0	0%	0	0%	0	0%	81	6%	84	7%	94	7%
051919	4	6	1%	12	1%	51	5%	0	0%	14	1%	38	4%	30	3%
051919	5	0	0%	0	0%	7	1%	0	0%	0	0%	63	10%	32	5%
051919	6	49	5%	0	0%	58	5%	0	0%	14	1%	27	3%	60	6%
021802	1	0	0%	3	0%	42	4%	0	0%	0	0%	81	7%	0	0%
021802	2	10	1%	11	1%	32	2%	7	0%	139	8%	15	1%	158	9%
021804	1	22	1%	42	2%	107	6%	0	0%	84	5%	52	3%	124	7%
021804	2	15	1%	0	0%	43	3%	0	0%	79	5%	0	0%	151	10%
021804	3	0	0%	11	1%	0	0%	6	1%	0	0%	29	4%	10	1%
021903	1	70	3%	17	1%	172	6%	0	0%	174	7%	74	3%	217	8%
021903	2	26	2%	0	0%	158	14%	54	5%	0	0%	68	6%	7	1%
021903	3	0	0%	0	0%	36	5%	0	0%	0	0%	0	0%	14	2%
021903	4	0	0%	0	0%	69	10%	0	0%	0	0%	64	9%	29	4%
021903	5	0	0%	0	0%	21	3%	37	4%	0	0%	0	0%	0	0%
021904	2	0	0%	0	0%	138	16%	0	0%	0	0%	29	3%	7	1%
021905	1	23	1%	0	0%	191	9%	0	0%	0	0%	97	5%	74	3%

Exhibit A-1 Race and ethnicity (continued)

Census Tract	Census Block Group	Black or African American alone		American Indian and Alaska Native alone		Asian alone		Native Hawaiian and Other Pacific Islander alone		Some other race alone		Two or more races		Hispanic or Latino	
		Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent
021905	2	0	0%	0	0%	59	5%	0	0%	0	0%	26	4%	32	3%
021905	3	35	2%	28	2%	80	5%	0	0%	37	3%	28	6%	165	11%
021906	1	26	2%	0	0%	281	18%	0	0%	9	1%	53	3%	60	4%
022001	1	16	1%	0	0%	87	6%	0	0%	29	2%	38	3%	140	10%
022001	2	6	0%	0	0%	162	11%	5	0%	6	0%	45	3%	45	3%
022001	3	11	1%	0	0%	78	9%	0	0%	0	0%	25	3%	19	2%
022003	1	0	0%	0	0%	147	10%	0	0%	30	2%	71	7%	84	6%
022003	2	40	4%	32	3%	56	5%	0	0%	9	1%	18	6%	55	5%
022003	4	0	0%	6	1%	0	0%	0	0%	0	0%	26	3%	51	6%
022003	5	16	2%	0	0%	153	15%	0	0%	24	2%	26	5%	70	7%
022005	1	24	2%	0	0%	172	17%	0	0%	38	4%	0	1%	56	6%
022005	2	12	2%	0	0%	122	17%	0	0%	0	0%	0	1%	14	2%
022005	3	0	0%	8	0%	209	12%	0	0%	0	0%	86	9%	115	7%
022005	4	0	0%	0	0%	85	9%	0	0%	0	0%	21	2%	87	9%
022006	1	0	0%	0	0%	36	6%	0	0%	0	0%	12	2%	0	0%
022400	2	17	2%	0	0%	91	10%	0	0%	0	0%	38	4%	0	0%
022400	3	0	0%	0	0%	23	3%	0	0%	10	7%	0	0%	49	5%
022400	4	20	2%	0	0%	84	6%	0	0%	14	1%	62	5%	35	3%
022400	9	12	1%	0	0%	91	8%	0	0%	19	1%	39	3%	46	4%
022500	1	0	0%	0	0%	99	9%	0	0%	0	1%	25	2%	36	3%
022500	2	0	0%	0	0%	102	7%	0	0%	12	0%	35	2%	61	4%

Exhibit A-1 Race and ethnicity (continued)

Census Tract	Census Block Group	Black or African American alone		American Indian and Alaska Native alone		Asian alone		Native Hawaiian and Other Pacific Islander alone		Some other race alone		Two or more races		Hispanic or Latino	
		Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent
022500	3	7	1%	0	0%	34	4%	0	0%	0	0%	56	6%	0	0%
022500	4	18	1%	0	0%	69	5%	0	0%	0	0%	9	1%	48	4%
022500	5	14	1%	0	0%	88	6%	0	0%	12	1%	27	2%	37	2%
022603	1	0	0%	11	1%	136	16%	0	0%	48	12%	10	1%	83	10%
022603	2	0	0%	0	0%	87	10%	0	0%	5	0%	8	1%	7	1%
022603	3	28	3%	0	0%	101	11%	0	0%	0	1%	0	0%	33	3%
022603	4	0	0%	0	0%	105	9%	0	0%	0	0%	35	4%	13	1%
022603	5	15	2%	0	0%	143	20%	0	0%	0	1%	109	15%	12	2%
022604	1	0	0%	0	0%	57	9%	14	2%	66	1%	4	1%	78	12%
022604	2	31	4%	0	0%	14	2%	0	0%	37	2%	42	5%	83	9%
022604	3	46	4%	0	0%	91	7%	8	1%	34	0%	61	5%	58	5%
022604	4	0	0%	0	0%	82	8%	0	0%	0	1%	53	5%	0	0%
022605	1	18	1%	0	0%	127	6%	34	2%	65	0%	48	5%	262	13%
022701	2	0	0%	38	3%	76	6%	0	0%	6	0%	0	0%	9	1%
022702	1	0	0%	0	0%	43	4%	0	0%	15	1%	27	2%	38	3%
022702	2	0	0%	9	1%	68	6%	0	0%	0	6%	0	0%	25	2%
022702	3	41	4%	0	0%	36	3%	0	0%	0	1%	35	3%	17	2%
022703	1	59	4%	19	1%	188	13%	0	0%	22	0%	40	3%	26	2%
022703	2	0	0%	33	4%	68	8%	0	0%	0	0%	12	3%	18	2%
023601	2	0	0%	0	0%	33	4%	0	0%	0	0%	21	3%	0	0%
023601	4	0	0%	0	0%	194	15%	0	0%	93	10%	43	3%	93	7%

Exhibit A-1 Race and ethnicity (continued)

Census Tract	Census Block Group	Black or African American alone		American Indian and Alaska Native alone		Asian alone		Native Hawaiian and Other Pacific Islander alone		Some other race alone		Two or more races		Hispanic or Latino	
		Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent	Persons	Percent
023700	1	10	1%	0	0%	198	22%	8	1%	8	4%	28	3%	0	0%
023700	2	38	2%	0	0%	162	10%	0	0%	10	3%	10	1%	33	2%
023700	3	59	4%	0	0%	109	7%	0	0%	18	0%	35	3%	67	4%
023801	1	31	3%	0	0%	100	10%	0	0%	0	3%	84	8%	73	7%
023801	2	26	5%	0	0%	33	7%	0	0%	0	0%	4	1%	4	1%
023802	1	34	3%	0	0%	193	15%	0	0%	0	1%	23	2%	29	2%
023802	2	0	0%	10	1%	132	10%	19	1%	11	0%	28	2%	42	3%
024000	1	10	1%	6	1%	90	10%	0	0%	110	0%	9	1%	127	14%
024000	2	0	0%	0	0%	102	12%	13	2%	0	2%	20	2%	0	0%
024000	3	0	0%	10	0%	188	12%	0	0%	13	0%	79	5%	19	1%
Total for Study Area		1176	1%	419	0%	8898	9%	205	0%	1567	2%	3026	3%	4312	4%

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*Exhibit A-2: Minority and low-income populations in the study area*

Census Tract	Block Group	Total Population	Minority	% Minority	Low-Income	% Low-Income
051802	1	1,841	564	31%	142	8%
051802	2	381	49	13%	16	4%
051802	3	1,110	500	45%	73	7%
051905	1	744	95	13%	73	10%
051905	2	1,233	233	19%	16	1%
051905	3	766	37	5%	28	4%
051909	1	940	96	10%	81	9%
051909	2	1,491	403	27%	35	2%
051911	1	1,118	257	23%	43	4%
051911	3	880	57	6%	86	10%
051911	5	1,360	199	15%	9	1%
051915	2	836	172	21%	24	3%
051915	4	1,101	135	12%	20	2%
051916	1	950	151	16%	11	1%
051916	2	1,003	124	12%	12	1%
051916	3	928	92	10%	9	1%
051916	4	884	11	1%	96	11%
051918	1	770	89	12%	0	0%
051918	2	1,287	239	19%	0	0%
051918	3	1,033	96	9%	63	6%
051918	4	1,464	234	16%	75	5%
051919	2	1,364	355	26%	23	2%
051919	3	1,261	178	14%	35	3%

*Exhibit A-2: Minority and low-income populations in the study area (continued)*

Census Tract	Block Group	Total Population	Minority	% Minority	Low-Income	% Low-Income
051919	4	981	137	14%	37	4%
051919	5	608	102	17%	0	0%
051919	6	1,074	194	18%	33	3%
021802	1	1,144	126	11%	17	1%
021802	2	1,668	250	15%	170	10%
021804	1	1,728	347	20%	138	8%
021804	2	1,450	209	14%	72	5%
021804	3	1,048	56	5%	0	0%
021903	1	2,671	550	21%	111	5%
021903	2	1,091	313	29%	9	1%
021903	3	702	50	7%	0	0%
021903	4	703	162	23%	22	3%
021903	5	828	58	7%	46	6%
021904	2	878	174	20%	76	9%
021905	1	2,156	385	18%	56	3%
021905	2	1,149	117	10%	18	2%
021905	3	1,460	336	23%	100	7%
021906	1	1,591	420	26%	24	2%
022001	1	1,375	281	20%	150	11%
022001	2	1,523	263	17%	21	1%
022001	3	915	133	15%	58	6%
022003	1	1,418	311	22%	51	4%
022003	2	1,088	201	18%	102	10%
022003	4	843	83	10%	23	3%

*Exhibit A-2: Minority and low-income populations in the study area (continued)*

Census Tract	Block Group	Total Population	Minority	% Minority	Low-Income	% Low-Income
022003	5	1,036	265	26%	14	1%
022005	1	1,010	262	26%	177	18%
022005	2	727	148	20%	10	1%
022005	3	1,769	418	24%	148	8%
022005	4	941	193	21%	54	6%
022006	1	614	48	8%	0	0%
022400	2	872	146	17%	0	0%
022400	3	904	82	9%	21	2%
022400	4	1,302	201	15%	71	5%
022400	9	1,160	188	16%	66	6%
022500	1	1,111	160	14%	18	2%
022500	2	1,406	198	14%	65	5%
022500	3	914	97	11%	80	9%
022500	4	1,261	144	11%	49	4%
022500	5	1,554	166	11%	44	3%
022603	1	857	240	28%	51	6%
022603	2	847	107	13%	7	1%
022603	3	946	162	17%	9	1%
022603	4	1,110	153	14%	85	8%
022603	5	727	279	38%	0	0%
022604	1	644	153	24%	39	6%
022604	2	874	170	19%	86	10%
022604	3	1,258	264	21%	8	1%
022604	4	1,047	135	13%	64	6%

*Exhibit A-2: Minority and low-income populations in the study area (continued)*

Census Tract	Block Group	Total Population	Minority	% Minority	Low-Income	% Low-Income
022605	1	2,006	489	24%	60	3%
022701	2	1,237	123	10%	17	1%
022702	1	1,156	108	9%	65	6%
022702	2	1,120	102	9%	0	0%
022702	3	1,115	129	12%	56	5%
022703	1	1,444	332	23%	102	7%
022703	2	876	131	15%	16	2%
023601	2	809	54	7%	57	7%
023601	4	1274	330	26%	82	6%
023700	1	898	252	28%	54	6%
023700	2	1,633	243	15%	37	2%
023700	3	1,502	270	18%	82	5%
023801	1	1014	288	28%	150	15%
023801	2	505	63	12%	6	1%
023802	1	1107	279	22%	120	11%
023802	2	1171	231	17%	94	8%
024000	1	915	242	26%	0	0%
024000	2	833	135	16%	40	5%
024000	3	1524	309	20%	60	4%
Study Area Totals		101,867	18,113	18%	4,568	4%

## APPENDIX B PUBLIC SCHOOL DATA

*Exhibit B-1: School demographics*

	Total Students	Minority	White	Black	Asian	American Indian/Alaskan	Hispanic	Low-Income
Helen Keller Elementary	353	122	231	13	50	3	34	71
		35%	65%	4%	14%	<1%	10%	20%
Northshore Junior High	756	235	521	11	124	6	66	81
		31%	69%	1%	16%	0%	9%	11%
Robert Frost Elementary	407	151	256	11	47	2	71	94
		37%	63%	3%	12%	0%	17%	23%
Woodmoor Elementary	838	317	521	16	125	4	128	128
		38%	62%	2%	15%	0%	15%	15%
Northstar Junior High	90	11	79	0	7	0	3	0
		12%	88%	0%	8%	13%	3%	80%
Lake Washington High School	1,118	301	817	25	151	12	76	161
		27%	73%	2%	14%	1%	7%	14%
Best High School	158	49	109	2	11	5	20	28
		31%	69%	1%	7%	3%	13%	18%
Community School	67	11	56	0	8	0	0	0
		16%	84%	0%	12%	0%	0%	0%
International Community School	380	121	259	4	107	1	4	0
		32%	68%	1%	28%	0%	1%	0%
Maywood Hills Elementary	537	182	355	17	40	6	80	78
		34%	66%	3%	7%	1%	15%	15%

*Exhibit B-1: School demographics (continued)*

	Total Students	Minority	White	Black	Asian	American Indian/Alaskan	Hispanic	Low-Income
Hilltop Elementary	529	172	357	11	95	9	28	53
		33%	67%	2%	18%	2%	5%	10%
Crystal Springs Elementary School	520	215	305	17	82	7	70	80
		41%	59%	3%	16%	1%	13%	15%
Canyon Park Junior High School	729	177	552	23	56	9	63	79
		24%	76%	3%	8%	1%	9%	11%
Total for Schools in Study Area	6,482	2,064	4,418	150	903	64	643	853
		32%	68%	2%	14%	1%	10%	13%

## APPENDIX C SERVICE PROVIDER INTERVIEWS AND OUTREACH

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### *Exhibit C-1: Service provider interviews and outreach*

Provider	Contact Date	Page
City of Bothell	December 1, 2006	C-2
City of Kirkland	December 1, 2006	C-4
City of Lynnwood	December 4, 2006	C-6
Crossroads Community Center	March 16, 2007	C-8
Eastgate Public Health Clinic	February 14, 2007	C-10
Family Resource Center	February 7, 2007	C-13
Family Resource Center Outreach	March 15, 2007	C-16
Hopelink Bothell	February 6, 2007	C-17
Hopelink Regional Meeting	March 7, 2007	C-20
Northshore Family Center	February 8, 2007	C-21
Northshore Public Health Center	November 20, 2006	C-24
Sky Valley Food Bank Outreach	March 28, 2007	C-27
Youth Eastside Services	December 6, 2006	C-28
At Work!	September 16, 2010	C-31
Childcare Resources	September 13, 2010	C-33
Eastside Human Services Forum	October 12, 2010	C-35
Friends of Youth	September 21, 2010	C-38
Hopelink	September 22, 2010	C-40
Northshore Youth and Family Services	September 15, 2010	C-42
Service Alternatives for WA, Inc.	September 13, 2010	C-44
Youth Eastside Services	September 28, 2010	C-46



### **I-405 Questionnaire for Agencies Serving EJ Populations**

**Agency:** City of Bothell

**Interviewee:** Joyce Goedecke, Public Information Officer

**Date:** 12.1.06

**Interviewers:** Colby Self, PRR

I met with Joyce Goedecke, Public Information Officer for the City of Bothell. The interview was misdirected a bit due to the presence of both the Director of Public Works and the Transportation Manager.

Joyce works with social service agencies and the community as a whole, to help inform the public on city projects. She suggested leaving materials at the public library, and conducting outreach events during the holidays at various shopping centers in the area.

*1. Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

They have been well informed on the project, and have received briefings from I-405 Project staff. They offered positive feedback on the project, and had various questions on the functionality of HOT lanes.

*2. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Checking in the Joyce on a monthly basis will be a great way to keep the City of Bothell involved. Various staff members receive regular updates through the I-405 listserve; Joyce offered to forward relevant updates on to City of Bothell staff.

*3. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

They communicate to the public through their website and various email lists.

*Do you prefer to forward I-405 project information to your constituents yourself?*

They are linking from their website directly to the I-405 Project website, including the HOT lanes website and the SR 520 to I-5 Widening Project.



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

*Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

- Hopelink
- Northshore Family Center
- Northshore Youth and Family Services
- Arbor House
- King County Public Health Center
- Northshore Senior Center



### **I-405 Questionnaire for Agencies Serving EJ Populations**

**Agency:** City of Kirkland

**Interviewee:** Kari Page, Neighborhoods Services Coordinator

**Date:** 12.1.06

**Interviewers:** Colby Self, PRR

Interview did not offer great information on EJ population; the relevant information is described below.

*1. What service does your organization provide?*

She is the liaison between the neighborhood associations and the City of Kirkland. She helps people get involved in their neighborhoods.

*2. How do you provide the service?*

They provide grant money through Neighborhood Connections, offering a \$25,000 grant for qualifying associations with an additional \$3,500 annually.

*3. Who are your constituents?*

She assists a large number of retired seniors.

*4. What are your concerns regarding the project's potential effects on the people you serve?*

She was very upset at the idea of HOT lanes and tolls. She felt the HOT lanes program would be regressive, and would negatively impact low-income individuals. Affordability should not be on our roads, creating another class division where the rich enjoy additional privileges. If you create privileged lanes, why not make the lanes accessible to those with electric cars, low emissions vehicles...reward social responsibility, not those who have money.

*5. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Send updates through email.

*6. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

She speaks with neighborhood leaders, assisting them in coordinating neighborhood meetings. She also has a 600 household listserv and sends various hard copy mailings.

*7. Do you prefer to forward I-405 project information to your constituents yourself?*



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

No, she can put us in direct contact with the neighborhood associations, and we can work directly with them.

*8. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

- Boys and Girls Club
- Senior Center
- North Kirkland Community Center



## I-405 Questionnaire for Agencies Serving EJ Populations

**Agency:** City of Lynnwood

**Interviewee:** David Kleitsch, Director of Economic Development

**Date:** December 4, 2006

**Interviewers:** Colby Self, PRR

I met with Director of Economic Development for the City of Lynnwood. The interview was misdirected a bit due to the presence of several city directors expressing interest in the project.

*1. Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

They have been well informed on the project, and have received briefings from I-405 Project staff. They offered positive feedback on the project, and had various questions on the functionality of HOT lanes. They were happy to be included in our outreach on the project.

*2. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Check in periodically with David to offer substantial updates. Various staff members receive regular updates through the I-405 listserv; David will pass relevant updates on to others.

*3. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

They communicate with the public through their website and various e-newsletters. They have a quarterly newsletter with a 15,000 circulation. They also have access to the King County Chamber Board e-newsletter (Gene Hells is the contact), where they may be able to link to project updates.

*Do you prefer to forward I-405 project information to your constituents yourself?*

They expressed interest in possibly linking from their website directly to the I-405 Project website.

*Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

- The Diversity Commission
- Pathways for Women



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

- United Way (Karl Zappora)



### I-405 Questionnaire for Agencies Serving EJ Populations

**Agency:** Crossroads Community Center

**Interviewee:** Vicki Drake

**Date:** 3.16.07

**Interviewers:** Colby Self, PRR

1. *What service does your organization provide?*

“Crossroads Community Center enriches, enhances, and complements the diverse Crossroads neighborhood by providing comprehensive recreational, educational, and human services programs and activities.”

“Crossroads Community Center opened in 1981, specializing in recreation and social services for at-risk youth. Throughout the years, participant diversity has reflected the changes in immigration patterns. The Center has also grown in focus to include many recreation and human service programs for pre-school, elementary-age youth, and families.”

2. *Who are your constituents?*

The community center has preschool programs, youth programs (aged 7-12), teen programs (aged 13-18), adult programs, senior programs and family programs. Most people who attend the programs live in close proximity to the center.

3. *Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

The summer time is exceptionally busy. Also, the after school programs are very busy weekdays from 2:30 to 8:00 pm.

4. *What are your concerns regarding the project’s potential effects on your service(s)?*

The project will not affect our service. Most people participating in our programs live within walking distance of the center.

5. *What are your concerns regarding the project’s potential effects on your staff and/or volunteers?*

We have staff commuting from Renton, Redmond, Monroe and Duvall. Few staff members use I-405 during their commute, except those coming from Renton. Construction will affect commute times for those living in Renton.



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6. *Does your organization sponsor any special events or fundraisers that may be affected by the project?*

We hold a catered holiday dinner party in December, with 200 attendees. We also have a Thanksgiving dinner, with 200 attendees in November. These events will not be directly affected by the project, though some individuals in attendance may deal with construction impacts.

7. *What languages do the people you serve speak?*

There are 64 languages spoken in the Crossroads Community. Russian, Spanish and Chinese are the most prevalent.

8. *How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

Most information is passed through the community by word of mouth. We also have a quarterly brochure and various handouts available at the center.

9. *Do you prefer to forward I-405 project information to your constituents yourself?*

Yes, relevant hard copy materials can be made available at the center. Free bus passes are appreciated.

10. *It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

Crossroads has always been a very diverse community. It would be very difficult to assess any increase in diversity in the area.

11. *Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

There are many family owned businesses in the Crossroads Shopping Center. The Crossroads Mall also holds many culturally important businesses.

*Thank you*



## I-405 Questionnaire for Agencies Serving EJ Populations

**Agency:** Eastgate Public Health Clinic

**Interviewee:** Sherman Lohn, Health Administrator

**Date:** 2.14.2007

**Interviewers:** Jamie Strausz-Clark, PRR

1. *What service does your organization provide?*

We provide primary care medical services, maternal-infant care (WIC), family planning, dentistry, and immunization. We also address environmental health issues, including sewage, water quality, and plumbing inspections. W

2. *Who are your constituents?*

Clients are very low-income residents (at or below the federal poverty level) from North, East, and South King County. We are a safety net provider for people who can't find services elsewhere. Approximately 52% of clients have low or no English proficiency and must communicate with providers in their native language, so the clinic provides translators in several languages.

3. *How do you provide the service?*

We have a team of pediatricians, dentists, public health nurses, nutritionists, and social workers who provide care on site and in the home. Free or low cost care is available for people experiencing homelessness, and the facility provides payment plans based on income and family size. The clinic also accepts Medicaid and Medicare.

4. *Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

The center serves clients from 8 am to 5 pm, five days a week.

5. *Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

Mr. Lohn has met with I-405 staff before, and he is on the email listserv, so he has a good sense of I-405 improvements. Ms. Strausz-Clark shared with him a document that shows Kirkland projects, a Renton staging document, and photos and information about the Bellevue Braided Crossing project.

6. *What are your concerns regarding the project's potential effects on your service(s)?*

The biggest concern is for staff. Most clients travel to the clinic from the Crossroads area and south of Bellevue, but staff come from all over, including Kirkland and Bothell. When



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there is an accident or delays on the freeway and staff are late, it drastically affects the clinic's ability to serve patients. On occasion, Mr. Lohn has been unable to open for business because he did not have enough staff in the building. This is not the type of business where staff can work alternate hours or compressed schedules.

7. *What are your concerns regarding the project's potential effects on the people you serve?*

HOT lanes are unlikely to be useful to the centers clients. Although most clients do not come from the north end, the clinic does make referrals to Evergreen Hospital and other facilities in the area where HOT lanes are a proposed option. These clients are so poor (all at or below federal poverty level, and 60% have no means to pay for any services), that even an outlay of \$1.50 to get a faster trip would be too much.

Another challenge is that the pharmacy that the clinic uses is not within walking distance and there is no good transit, so it is difficult for some clients to fill prescriptions without access to a car.

8. *What are your concerns regarding the project's potential effects on your staff and/or volunteers?*

See above.

9. *Is there another way we can get you, your clients or your employees to your destination that we may not have already considered?*

Many clients use transit because the clinic is located next to the Eastgate transit center, so improvements in transit and free or reduced cost tickets are always a help.

10. *What can we do that we are not already doing to improve trip reliability?*

see above

11. *Do you have any suggestions for ways the project could make up for or fix the effects to your services, constituents or staff?*

NONE

12. *Does your organization sponsor any special events or fundraisers that may be affected by the project?*

NO



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*13. What languages do the people you serve speak?*

Spanish (45%), Vietnamese, Russian, Somali, Hmong, Chinese, Ukranian, Arabic, Farsi

*14. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Keep emails coming - Mr. Lohn circulates to staff, who share important information with their clients. Keep in touch - if there are points where it would be helpful to have further contact with clients, we can talk about opportunities.

*15. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

All updated information is available in the center's lobby. Flyers are available for all services provided. Everything is translated into Spanish, and they also have the ability to translate to Vietnamese.

*16. Do you prefer to forward I-405 project information to your constituents yourself?*

Mr. Lohn will forward information.

*17. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

*18. It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

T

*19. Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

*Thank you*



### I-405 Questionnaire for Agencies Serving EJ Populations

**Agency:** Family Resource Center

**Interviewee:** Paula Matthyse, Project Coordinator

**Date:** 2.07.07

**Interviewers:** Colby Self, PRR

1. *What service does your organization provide?*

More than 18 independent health and human service agencies offer a hundred programs from the Family Resource Center campus, including medical and dental care, emergency food and shelter, job skills training, youth activities, low-income housing assistance, mental health counseling, education and support services, therapeutic programs for at-risk youth, information and support for the disabled and volunteer placement.

2. *Who are your constituents?*

Over 40,000 residents from East King County use the on-site services each year. Over 60% of those served at Family Resource Center are of low or very low income (and half are children). Yet, financially comfortable families (the 30% with moderate incomes or incomes unrecorded) tap a multitude of programs on campus: counseling services, disability supports, child care and much more.

3. *How do you provide the service?*

Most services are free, but those seeking services such as dental care may have to pay for certain services. People generally register with the center to ensure eligibility for free services. Appointments are scheduled with agencies, all services are provided on-site. Centralizing over 100 programs and services in one location relieves the difficulties of getting to community services.

4. *Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

We are busy year round.

5. *Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

I think the project sounds like a great way to improve congestion in the area.

6. *What are your concerns regarding the project's potential effects on your service(s)?*

NONE



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7. *What are your concerns regarding the project's potential effects on the people you serve?*

Most people we serve take advantage of the bus system. The transit center is only a few blocks away, which makes our location very accessible. I am not concerned with any potential effects on our clients.

8. *What are your concerns regarding the project's potential effects on your staff and/or volunteers?*

Most staff members travel by car, and many travel the I-405. I think staff will benefit from improvements on I-405 by shorter travel times.

9. *Is there another way we can get you, your clients or your employees to your destination that we may not have already considered?*

NO

10. *What can we do that we are not already doing to improve trip reliability?*

I think getting out and talking to people about the planned projects is a great way to keep people involved. I don't know of any new ideas to improve trip reliability, but HOT lanes sound like an interesting approach for this area.

11. *Do you have any suggestions for ways the project could make up for or fix the effects to your services, constituents or staff?*

NO

12. *Does your organization sponsor any special events or fundraisers that may be affected by the project?*

We have an annual event at Bellevue Crossroads in November. I don't think the project will have a large impact on this event.

13. *What languages do the people you serve speak?*

Spanish, Russian, Vietnamese, Chinese

14. *What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*



## Corridor Program

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Email updates are helpful

*15. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

We have information available in the lobby. Our website is also used by many volunteers as a way to stay informed. You could place hard copy materials in our lobby.

*16. Do you prefer to forward I-405 project information to your constituents yourself?*

Yes, I will forward on any email updates that are relevant to staff and partnering agencies.

*17. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

This campus houses 18 non-profit organizations.

*18. It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

Yes, Hispanic

*19. Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

?

*Thank you*



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

### **I-405 Environmental Justice Outreach Event**

**Agency:** Family Resource Center

**Date:** 3.15.07

**Interviewers:** Colby Self, PRR

We had a table and display board at the Family Resource Center from 10:00 am to 1:30 pm on Thursday, March 15<sup>th</sup>. More than 18 independent health and human service agencies offer one hundred programs from the Family Resource Center campus. Hopelink which is located on the campus, distributed food from the food bank on the day of our outreach event.

Client interest in the I-405 Project was very low. Though, 12 staff members at the center stopped by to ask questions. Most employees travel to the center by car, but avoid the I-405 to use arterial streets as much as possible.

### **Comments**

- Trip reliability on I-405 is extremely low. Hot lanes, as an option to improve trip reliability, were supported by several individuals. They also suggested that tolling in the Puget Sound region will be a difficult order to accomplish based on driver mentality.
- Several individuals attended RTID open houses. They were very supportive of RTID and the improvements to I-405, though they had fears that people will vote RTID down as taxes will increase (Monorail revisited).
- One individual was pleasantly surprised by the Bellevue Braids project as he commutes from the University District to Redmond along SR 520.
- One individual discussed the 605 alternative route as a viable option. He was not convinced that widening the I-405 can ever keep up with demand.



### I-405 Questionnaire for Agencies Serving EJ Populations

**Agency:** Hopelink Bothell

**Interviewee:** Teresa Andrade

**Date:** 02.06.07

**Interviewers:** Colby Self, PRR

*1. What service does your organization provide?*

Hopelink's mission is to promote self-sufficiency for all members of our community. They are a private non-profit organization providing services including food bank, housing, childcare and family development, adult education, transportation and interpreter services and emergency financial assistance.

*2. Who are your constituents?*

Hopelink serves homeless and low income families, children, seniors and people with disabilities.

*3. How do you provide the service?*

This office serves Woodinville, Bothell and Kenmore. Clients must register with Hopelink to ensure eligibility. After eligibility is confirmed, clients schedule appointments to visit Hopelink offices. There are also general blocks of time allotted for different groups; these groups include seniors with disabilities, working adults, students and the general population.

*4. Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

We generally serve more people during the winter months, October-January. Utility bills tend to be higher during this period, and the holidays increase the financial strain on many families.

*5. Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

Why is WSDOT not building additional lanes on the section between SR 522 and NE 195<sup>th</sup> St.? It seems like this section will be a bottleneck.

HOT lanes sound like a great idea for I-405. I can think of many times when I would choose to pay a toll for a faster, more reliable trip. I travel to downtown Bellevue twice a week for meetings; the morning congestion would persuade me to use HOT lanes in order to reach my destination on time.



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

6. *What are your concerns regarding the project's potential effects on your service(s)?*

NONE

7. *What are your concerns regarding the project's potential effects on the people you serve?*

NONE

8. *What are your concerns regarding the project's potential effects on your staff and/or volunteers?*

One of our six employees lives in Renton. The commute along I-405 is very difficult for her; the additional lanes will help reduce her travel time. The remaining five employees live within close proximity to our office.

9. *Is there another way we can get you, your clients or your employees to your destination that we may not have already considered?*

NO

10. *What can we do that we are not already doing to improve trip reliability?*

Distributing information to the public is very important. During construction I would like to see alternative routes being advertised. I would also like to see an increase in night and weekend construction.

11. *Do you have any suggestions for ways the project could make up for or fix the effects to your services, constituents or staff?*

NO

12. *Does your organization sponsor any special events or fundraisers that may be affected by the project?*

We have three events each year; they are in downtown Kirkland, downtown Redmond and downtown Bellevue. Construction will certainly affect travel times to and from these events, but the benefits of the additional lanes far exceed the short term negative effects of construction.

13. *What languages do the people you serve speak?*

40% Spanish; 15% Russian; other languages include Ukrainian, Vietnamese, American Sign and Portuguese.



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

*14. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Please send me email updates. Hard copy materials are great as well.

*15. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

We keep all announcements on our bulletin board and make all materials available for take away next to the client sign in sheet.

*16. Do you prefer to forward I-405 project information to your constituents yourself?*

Yes, you can send me email updates and I will pass them on to our staff and clients. Hard copy materials can also be placed in our office for take-away. Free bus tickets are great, as many of our clients use transit services.

*17. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

YMCA Bothell, the Bothell School District, Churches

*18. It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

Yes, I see the number of Hispanics increasing in this area.

*19. Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

YMCA, Group Health, McDonalds, Hotels

*Thank you*



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

### Environmental Justice Outreach: SR 520 to I-5 Widening Project

**Agency:** Hopelink  
**Date:** 3.07.2007  
**Staff:** Jamie Strausz-Clark, Colby Self (PRR)

We attended a regional meeting at Hopelink Bellevue, to discuss I-405 Projects. Hopelink representatives from 10 East side locations participated in the discussion.

#### Hopelink's Mission:

In partnership with the Department of Social and Health Services (DSHS), Hopelink coordinates transportation to and from medical appointments for low income residents on Medicaid assistance. Hopelink also operates Dial-a-Ride Transit (DART) under a contract with King County Metro. DART offers variable routing in some areas within King County. It operates on a fixed schedule, but one that has more flexibility than regular Metro Transit buses.

In addition, Hopelink Transportation offers the following services:

- Schedulers at Harborview Medical Center in Seattle to arrange non-emergency patient and staff transportation and package delivery.
- Brokering transportation for clients of contracting school districts, social service and healthcare agencies throughout King County.
- Administration of the Residential Transportation Coordinator Program in Bellevue for King County Metro.
- Technical assistance, such as driver training and vehicle acquisition, to other organizations developing and operating transportation services.

#### HOV Comment:

- HOV requirements should be more precise. The HOV lane 2+ should be a reward to those who remove 1 additional car from the roadway. Vehicles with underage drivers (children) should not qualify as HOVs.

#### HOT lane Comment:

- HOT lanes should only charge tolls during non-peak hours. During peak hours all lanes should be general purpose.
- HOT lanes sound like a regressive charge. HOT lanes would work much the same as a sales tax, everyone is taxed the same on their consumption, but how can we ensure low income mobility?

#### HOT lane Questions:

- Can social service agencies purchase prepaid HOT lane passes to distribute to low income individuals?
- Are Good to Go accounts pre-paid, or are accounts linked to bank accounts? If they are prepaid, how does one know when funds are no longer available?
- How far in advance will WSDOT begin educating people about HOT lanes and how the process will work?

#### Driver Restriction Comment:

- Limiting high school aged drivers on the road would reduce congestion on our freeways during the morning commute.

#### Public Transportation Comment:

- Public Transportation needs improvement in the region, and light rail seems to be the answer.



### I-405 Questionnaire for Agencies Serving EJ Populations

**Agency:** Northshore Family Center

**Interviewee:** Megan Stout, Family Support Specialist

**Date:** 2.08.2007

**Interviewers:** Colby Self, PRR

1. *What service does your organization provide?*

The Northshore Family Center is a place where families can find activities, support, resources and services to meet their needs and interests. Some of the programs offered by the Family Center include School Readiness programs, Parent-Child activities, Multi-cultural programming, ELL classes, children's clothing exchange, youth programming and Spanish Parenting classes.

2. *Who are your constituents?*

Clients live in Bothell, Kenmore, Juanita, Lynnwood and Woodinville. Most of the clients are women and children that fall in the middle to low income brackets. Most clients are not single parents.

3. *How do you provide the service?*

The center provides families in the community the opportunity to learn, exchange ideas, access resources and make connections. We offer many classes on-site for community members, from language and art classes to computer and tax preparation classes.

4. *Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

The center has been in this location for two years. After school hours are typically busier than morning hours.

5. *Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

Ms. Stout felt HOT lanes would negatively affect the low income population; this group can not afford the additional cost. HOT lanes seem to be a luxury, with monthly expenses adding up quickly. Ms. Stout suggested providing discounted rates for low income families.

She expressed great interest in lane management technology and felt it would be beneficial in increasing trip reliability. The challenge is developing a fair pricing scheme.

6. *What are your concerns regarding the project's potential effects on your service(s)?*



## Corridor Program

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NONE

7. *What are your concerns regarding the project's potential effects on the people you serve?*

NONE

8. *What are your concerns regarding the project's potential effects on your staff and/or volunteers?*

NONE

9. *Is there another way we can get you, your clients or your employees to your destination that we may not have already considered?*

The center does not have information on client transportation trends, though they are interested in gathering this information to better assess the center's accessibility. They plan to conduct a survey and will provide the I-405 Project with the results.

10. *What can we do that we are not already doing to improve trip reliability?*

Bus services in the Bothell area are very limited. Increasing bus services would allow more people to use the system, and would decrease the number of drivers on the road.

11. *Do you have any suggestions for ways the project could make up for or fix the effects to your services, constituents or staff?*

NONE

12. *Does your organization sponsor any special events or fundraisers that may be affected by the project?*

NO

13. *What languages do the people you serve speak?*

Russian, Hispanic, Chinese, Vietnamese and Korean

14. *What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Send hard copy materials to update the staff and clients. Email updates are also welcomed.



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

*15. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

All updated information is available in the center's lobby. Flyers are available for all services provided.

*16. Do you prefer to forward I-405 project information to your constituents yourself?*

Yes, transportation materials can be distributed in the center's lobby.

*17. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

Hopelink Bothell

*18. It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

The center has only been in this location for 2 years, I can't comment on any increase in ethnic groups

*19. Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

None

*Thank you*



### **I-405 Questionnaire for Agencies Serving EJ Populations SR 520 to I-5 Widening Project**

**Agency:** Northshore Public Health Center

**Interviewee:** Ronit Gourarie

**Date:** 11.20.06

**Interviewers:** Colby Self, PRR

*1. What service does your organization provide?*

We provide various health services, immunizations, environmental health, and maternity services.

*2. Who are your constituents?*

The majority of people who seek health services from our clinic are low income and are from a minority group. We also have a large number of teens who seek assistance at our teen clinic. Additional services are directed toward travelers, we assist with legal documentation and health related issues.

We also serve Restaurants by evaluating and grading their cleanliness according to environmental health regulations.

*3. How do you provide the service?*

We have a large number of people who seek our assistance on a regular basis. Individuals can make appointments in advance, though walk-ins are also welcome. We reach out to the community to ensure people are aware of our services though direct mailings and by making information available at local schools.

*4. Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

Our busy time is during flu season. We also have an increase in immunization services in August for Back to School Shots.

*5. Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

Yes, I have a fair understanding of the future plans.

*6. What are your concerns regarding the project's potential effects on your service(s)?*



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

Regardless of how close our clients live to our office, most people use the I-405 to get here. Construction will surely affect travel times, though I do not think it will prevent people from seeking our services.

*7. What are your concerns regarding the project's potential effects on the people you serve?*

I am extremely concerned about the potential impacts of HOT lanes on this community. I do not feel this disparate treatment will benefit our clients. They will not utilize this system, they will be forced to make the decision to either feed their family or arrive at their second job on time; 65% of our clients are currently hungry. They will have to spend more money on transportation and will depend even more on food banks.

The majority of our clients carpool to our clinic, their travel time will likely increase due to additional traffic in the HOV lane.

*8. What are your concerns regarding the project's potential effects on your staff and/or volunteers?*

Delays due to construction are common on the I-405; construction is something we have all learned to deal with on the eastside.

*9. Is there another way we can get you, your clients or your employees to your destination that we may not have already considered?*

Light rail and increased public transportation is necessary. The bus routes in the northend benefit very few people; most of us are reliant on driving because transit is not efficient.

*10. What can we do that we are not already doing to improve trip reliability?*

Increase the number of bus routes in the north end.

*11. Do you have any suggestions for ways the project could make up for or fix the effects to your services, constituents or staff?*

Think about the low income populations and how they will be affected before you implement tolling.

*12. Does your organization sponsor any special events or fundraisers that may be affected by the project?*

NO



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

*13. What languages do the people you serve speak?*

Spanish, Portuguese, Russian, English

*14. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

We placed handouts in our lobby in the past, but people did not express interest. I think the most effective way to communicate to the public is on large signs along the freeway during construction. Other avenues are newspaper publications, television and email.

*15. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

We reach out to the community to ensure people are aware of our services through direct mailings and by making information available at local schools.

*16. Do you prefer to forward I-405 project information to your constituents yourself?*

Yes, the brochures with free bus passes are great, we can make those available in our lobby.

*17. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

Schools, Hope Link

*18. It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

Yes, I do feel this is the case, but I do not see a trend in any specific ethnic group.

*19. Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

Not that I am aware of.

*Thank you*



### Environmental Justice Half Day Outreach: SR 520 to I-5 Widening Project

**Agency:** Sky Valley Food Bank

**Date:** 3.28.2007

**Staff:** Colby Self, PRR

We had a table and display board at Sky Valley Food Bank in Monroe from 9:00 am to 11:30 am on Wednesday, March 29<sup>th</sup>. Interest in the project was very low, as most people seeking services at the food bank do not use I-405.

#### Demographics

- Monroe has a very large Hispanic population. Many of the individuals seeking assistance at the food bank are Hispanic with very low English proficiency.
- The majority of clients at the food bank are Caucasian.

#### Employment

- A very large percentage of the population in Monroe commute to Everett and the East side of Lake Washington via I-405. A volunteer at the food bank suggested 90% of Monroe residents commute to either Bellevue or Everett each day for employment purposes.
- The Hispanic population is growing very rapidly. This group works primarily in the farming and construction industries. Considering the rapid growth of the region, construction is in high demand offering many employment opportunities to this group.

#### Comments from Clients

- One gentleman expressed his concern about the RTID package, and the linking of light rail expansion with road expansion. He said he would be happy to vote for light rail, but would vote road expansion down if he had a chance.
- One gentleman expressed his frustration with tax dollars paying for bus services. He did not feel bus services were necessary in Monroe as it is too rural an area to be beneficial.
- One gentleman expressed his anguish over HOV lanes. He felt all lanes should be GP lanes. He also said there is a disconnect between legislators, government agencies and the public. Legislators are not hearing the cries of the public.  
He also praised our efforts on this given day, as we were connecting with the people and distributing valuable transportation information to the public.



## I-405 Questionnaire for Agencies Serving EJ Populations

### SR 520 to I-5 Widening Project

**Agency:** Youth Eastside Services

**Interviewee:** Kirk Laughlin

**Date:** 12.06.2006

**Interviewers:** Colby Self, PRR

1. *What service does your organization provide?*

We provide youth and family counseling.

2. *Who are your constituents?*

Our clients are youth aged 6-20 and their family members who seek counseling services. Clients attend the Lake Washington and Bellevue School Districts and live within close proximity to our office.

50% of our clients are culturally diverse and are considered minorities.  
60% of our clients are low income.

3. *How do you provide the service?*

We have offices in Bellevue, Kirkland and Redmond. Clients come to our offices for counseling services. We also go to teen centers and schools to provide services.

4. *Are there periods of time that are crucial to the services you provide (ie: times during the day or year)?*

We are very busy weekdays from 3:00 to 9:00 PM.

5. *Do you feel you have a good understanding of the improvements planned on I-405? Do you have any questions about the details of the project improvements, the project schedule, or the upcoming construction?*

I have a good understanding of the I-405 improvements.

6. *What are your concerns regarding the project's potential effects on your service(s)?*

I am not concerned about the project affecting our services. Most families we serve live within close proximity to our office.

7. *What are your concerns regarding the project's potential effects on the people you serve?*

Our Kirkland office has plans on moving up to 85<sup>th</sup> near Totem Lake; the families in this area will surely be affected by the delays due to construction. We serve over 36,000 people each



year which includes one time meetings and group settings. We have 3,600 regular clients. Many of these people will have to deal with travel delays.

8. *What are your concerns regarding the project's potential effects on your staff and/or volunteers?*

Most of our staff drives to work as bus routes are not convenient to our location. We have 75 employees who are dispersed to over 70 locations throughout the year (e.g. schools, teen centers). I am concerned that added construction will increase commutes to and from work.

9. *Is there another way we can get you, your clients or your employees to your destination that we may not have already considered?*

Increase number of bus routes/express routes; many of us continue to drive to work because transit is not a reasonable option, there are not always bus routes that offer efficient commutes.

10. *What can we do that we are not already doing to improve trip reliability?*

Our trip reliability advice is to avoid the I-405 altogether.

11. *Do you have any suggestions for ways the project could make up for or fix the effects to your services, constituents or staff?*

NONE

12. *Does your organization sponsor any special events or fundraisers that may be affected by the project?*

Yes, we have an annual breakfast at the Meydenbauer Center in May. We will have 500-600 people in attendance this year, most of whom will be traveling along the corridor to reach the event.

13. *What languages do the people you serve speak?*

English, Spanish, Russian, Eastern European languages, Japanese, Pacific Rim languages.

14. *What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

Email updates to me and I can distribute information to staff and clients. We can also link to WSDOT's website from our website to offer traffic updates to our clients.



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*15. How do you communicate with your constituents? Do you have a newsletter, kiosk, meetings that we could be part of?*

Our counselors are in direct contact with our clients. The best way to reach our clients is to ensure our counselors are informed; I can do this by email.

*16. Do you prefer to forward I-405 project information to your constituents yourself?*

Yes

*17. Are there other organizations that you suggest we speak with or include in the project's outreach activities?*

Salvation Army, Kinderling Center, Family Resource Center in Redmond, Hopelink

*18. It appears the number of minorities has increased in the study area since the 2000 Census. Do you feel this is the case? Are there any trends or specific ethnic groups that have increased in the area?*

Yes, the Hispanic population has increased in the area.

*19. Are there any culturally important businesses in the area? Are there any minority employers, businesses that are minority focused or employ a sizeable number of minorities?*

Microsoft

Crossroads Shopping Center has ethnic grocery stores

*Thank you*



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

### **Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project**

**Agency:** At Work! Bellevue, WA

**Interviewee:** Jane Kinkly, Development Director

**Date:** 9-16-10

**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person interview at At Work!'s headquarters office in Bellevue and discussed the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternative.

### **Interview Questions:**

1. *What service does your organization provide?*

- We work with people in King County with different disabilities, identify their marketable skills to acquire and keep jobs to keep them out of poverty. Our headquarters is located in Bellevue.

2. *Who is your audience? How many clients do you see a day/year?*

- We work with approximately 250 low-income individuals with disabilities.

3. *How do you provide the service?*

- Our employment consultants work with clients on goal setting, volunteering and job shadowing.
- We also work directly with employers on behalf of our clients to create beneficial relationship for both parties.
- Our staff will drive to meet clients and conduct training, but most clients use Metro Access services to go to work. There are a few clients who are able to drive themselves.

4. *Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*

- Our clients mostly work during the day. Some have night jobs, but the majority of them work during the day.

5. *Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*

- Yes, I have a good understanding of the project due to my involvement in transportation planning.
- I do have a question:
  - By allowing more vehicles into the HOV lane, will it slow down travel in for carpoolers and transit?

6. *What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*

- Our biggest concern with a potentially slower HOV lane is that many of our clients use Metro access to get to and from work and if they have to sit in traffic for a lengthy period of time it will result in physical and mental problems.
- I do not believe the construction itself will cause an abnormal disruption to our organization's operations.

7. *Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*



## Corridor Program

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- No, it will be the worker's personal choice to use the HOT lane and that it wouldn't be reimbursed but we do reimburse for mileage.

*8. Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

- It is important to coordinate with Metro and other transit services. I think it is important to keep carpools and Metro Access services moving.

*9. As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

- We have direct contact with our clients.

*10. What languages do the people you serve speak?*

- Most clients speak English, but when we need translations, we use the Red Cross's translation services.
- The most popular languages are Spanish and Chinese.

*11. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

- Contact me, development director. I am retiring on Sept. 30 – my replacement will be Sarah Popelka 425-274-4030.

*12. Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

### Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Childcare Resources

**Interviewee:** Faye Melton (Provider Service Director) and Marty Jacobs (Family Services)

**Date:** 9-13-10

**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person interview at the Childcare Resources headquarters office in Seattle to discuss the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternatives.

### Interview Questions:

1. *What service does your organization provide?*

- Childcare Resource is a human services agency that helps parents seek childcare and improve the quality of childcare they receive. Childcare Resource partners with other non-profits to increase resources focused on learning and child care. As a human service program, clients are narrowed down to low-income or homeless families. Parents who work evenings or weekends and have children with special needs and need assistance, can access Childcare Resources online or via phone.

2. *Who is your audience? How many clients do you see a day/year?*

- Childcare Resources works with approximately 6,000 -7,000 families in addition to the 2,000 childcare providers throughout King County.

3. *How do you provide the service?*

- In addition to their Seattle office, smaller branch offices are located in Redmond and Kent. Most clients do not travel to the offices for services. Most business is conducted over the phone or online. On occasion, staff members will drive out to meet clients to determine their needs. The Seattle office houses 18 staff members that travel mostly from south of Seattle including Renton.

4. *Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*

- We keep regular business hours so commute times are important to staff and service providers.

5. *Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*

- Yes, we have a good understanding of the proposed project.

6. *What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*

- Faye: With the toll potentially reaching above \$5.00 I can see why they might be called Lexus Lanes.
- Marty: However, for our clients, who maybe can't waste time sitting in traffic, a \$5 toll is worth it to them instead of paying a possible \$50 late pick up fee for child care.

7. *Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*

- We need more education on how optional tolling works, such as:
- How do we get transponders?
- Is what we see on SR 167, what we will see on I-405?



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

- Will this help fund transit?
- How do we use tolling?
- How much is the cost?
- What would the range of cost be?

*8. Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

- Faye said she used SR 167 daily as part of her commute to the Seattle office. While she sees the signs every day, she never uses the HOT lane because she is unfamiliar with the process or how it works.
- We think the most confusing part about the HOT lanes is that it is unclear about the entrance and exit points.
- Maybe Child Care Resources can work with Good to Go! to purchase transponders for the company.

*9. As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

- We can help distribute any information with a quarterly newsletter that we send out to childcare providers.
- Information can be sent to families through childcare providers.
- We have a private e-mail list that can be used to contact families.

*10. What languages do the people you serve speak?*

- The most translated languages we run into are Spanish, Somali, Farsi, and Urdu.

*11. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

- E-mail (gave us business cards)
- We discussed future contact on their experience using the HOT lanes if applicable.

*12. Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*

- DSHS, City Human Services Departments;
- Family Resource Center (Redmond)



## Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Eastside Human Services Forum

**Interviewee:** See below

**Date:** 10-12-10

**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person panel meeting with the Eastside Human Services Forum to discuss the upcoming I-405 Bellevue to Lynnwood project, with a focus on the express toll lane alternative. The Eastside Human Services Forum is comprised of human services representatives from local cities, school districts, health organizations, and non-profit organizations to build public and private partnerships for the benefit of all East King County residents. The following representatives were a part of the meeting we attended.

- Dee Aust (Evergreen Healthcare)
- Alaric Bien (Chiense Information and Services)
- Brooke Buckingham (City of Redmond)
- Joan Campbell (Friends of Youth)
- Steve Gierke (City of Issaquah)
- Cindy Goodwin (City of Mercer Island)
- Bill Hallerman (Catholic Community Services)
- Carrie Hite (City of Kirkland)
- Colleen Kelly (City of Redmond)
- Emily Leslie (City of Bellevue)
- Pam Mauk (Family Resource Center)
- Alex O'Reilly (City of Bellevue)
- Paula Steinke (Child Care Resources)
- Rochelle Strunk (Hopelink)
- Carol Wood (United Way)

### Interview Questions:

*1. What service does your organization provide?*

The Eastside Human Services Forum works to benefit people in need by advocating for funding, collaborating services, and education to proactively impact regional issues. These services help children, families, teenagers and elderly people. Many of the clients can be in minority groups as well.

*2. Who is your audience? How many clients do you see a day/year?*

Members of the forum represent human service organizations and cities that serve people in east urban and east rural sub regions of King County. This includes, Lake Washington, Bellevue, Mercer Island, Issaquah, Snoqualmie Valley and Riverview.

*3. How do you provide the service?*

The forum gathers to discuss issues and strategies to provide resources for financial help, housing assistance, food services, job training, and health care. There is an information line and online assistance.

*4. Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*

This forum provides services year round with special programs for the Thanksgiving and Christmas holidays.

*5. Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*

The group mentioned that they know about the SR 167 HOT lanes but unfamiliar with how they operate.



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**Alaric Bien:** I've seen the SR 167 HOT lanes but I don't think I understand them how they work. Can we still use the toll lane as a carpool lane? Do you get charged every time you go under the sign? I heard that SR 167 is losing money, is this true? What sort of feedback have you received from people were a part of the original report? Do you hear from current users?

**Pam Mauk:** The Renton S-curves are slow. You did some work but it's still slow. I'm interested in knowing how 3+ carpool would affect traffic. Are we actually going to get people moving? I didn't know that transit and 2+ carpool were currently having problems. That is good to know when making decisions about this.

**Alex O'Rielly:** Have you looked into what the range of tolls would be? I guess I'm wondering if that cost covers the entire trip in the lane.

*6. What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*

**Colleen Kelly:** Has there been or will there be any exception of a sliding fee? It seems like something the state should consider when moving toward implementation of a larger system of these lanes.

*7. Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*

**Bill Hallerman:** We barely understand how it works as English speakers, it must be extra challenging with low English proficient populations.

*8. Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

**Pam Mauk:** I think educating people would be most important. A lot of us don't understand what the HOT lanes are, and you need to send that message to a broad base of people.

*9. As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

**Colleen Kelly:** It seems like you should work with a lot of non-profit organizations to implement this kind of system. Thank you for coming out here and being so up front with this project.

*10. What languages do the people you serve speak?*

The group mentioned that they work with a diverse group of people that speak many languages. Hopelink mentioned that they provide translations services.

*11. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

**Alaric Bien:** One of the things I know you do is have flyers with different translations. But to be honest most people won't read it. Some of them may be illiterate. I think it would be best for you



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to work with each individual organization to create the most benefit. We won't work for you for free, but we can help you most efficiently with community based organizations.

*12. Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*

**Rochelle Strunk:** We have different people in different departments, it would be most efficient to talk to people in both the transportation and community based programs.



## Corridor Program

Congestion Relief & Bus Rapid Transit Projects

### Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Friends of Youth

**Interviewee:** Julie McFarland – Program Manager

**Date:** 9-21-10

**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person interview at Friends of Youth in Redmond to discuss the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternative.

### Interview Questions:

1. *What service does your organization provide?*

- The Redmond branch oversees homeless teen services. We provide shelter for homeless teens ages 18-24. As an agency we provide services for young mothers, foster care, residential placement assistance, and counseling in east King County. We offer five different transition programs.

2. *Who is your audience? How many clients do you see a day/year?*

- Our clients are homeless teenagers ranging in ages 18-24. We serve approximately 2,000 clients.

3. *How do you provide the service?*

- Our staff members go out into the community to find homeless teenagers. The case managers reach out to the youth to let them know about the services we provide.

4. *Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*

- We are usually working between the hours of 9 a.m. and 8 p.m.

5. *Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*

- Yes, now that it has been explained to me. I am pleasantly surprised there is extensive environmental justice outreach for construction projects. What is the range of tolls?
- I am unfamiliar with HOT lanes.

6. *What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*

- Most of our staff drive on highways, but most of our clients use the transit system to reach to and from work. I am concerned about the traffic impact. There are not many viable options when traveling on the eastside regionally. It is very rare that clients are housed in the same city where they work. We have to place them in homes where there are openings and it might not be close to their job. Sometimes it can be difficult for them to get a job at all, so when they find one, they try to keep it. Traveling via the transit system can take up to two hours roundtrip. It's common for clients to live in Issaquah and commute to Bothell each day.
- My only concern would be the cost of the tolls and the affect it would have on transit.

7. *Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*



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- I doubt the agency would be able to reimburse for the tolls. If our staff uses the HOT lanes it would be considered a personal choice. A very common complaint from our staff is the amount of traffic they have to sit through.

8. *Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

- I'm surprised and glad that there is an environmental justice requirement for construction projects; I didn't know that there were such requirements for projects.

9. *As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

- Our case managers coordinate and lead weekly communication meetings with our clients in different areas of the cities. Sending information through them would be very efficient.
- Clients do have access to the internet.

10. *What languages do the people you serve speak?*

- Spanish and Somali. We provide translation services.

11. *What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

- It would be best to contact me and I can send the information to the staff, which includes case managers.

12. *Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*



## 405 Corridor Program

Congestion Relief & Bus Rapid Transit Projects

### Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Hopelink

**Interviewee:** **Gerald Wright** (Bellevue Center Manager), **Teresa Andrade** (Kirkland Center Manager)

**Date:** 9-22-10

**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person interview at Hopelink's Bellevue Center to discuss the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternative.

### Interview Questions:

*1. What service does your organization provide?*

**TA:** We are a non-profit agency that serves low-income clients. We hope to make a change in their lives and help them become self-sufficient. Service programs include food banks, housing, family development, adult education, transportation and interpreter services, energy assistance, and emergency financial assistance.

*2. Who is your audience? How many clients do you see a day/year?*

**TA:** Our clients are not entirely low-income, but most are. We serve approximately 1,350 households a year and between 4,000 – 5,000 individuals.

*3. How do you provide the service?*

**GW:** We provide services to our clients out of our Hopelink centers in Kirkland, Bellevue, and Bothell.

Depending on the service and agreement contract, our staff can be responsible for arranging and scheduling transportation for clients. We recently launched a new transportation program in Bellevue called "EZ Rider Connector". It has been extremely popular since it is a free partnership service between King County Metro, Sound Transit, and other neighborhood services. Sometimes the transit stops are too far for clients to walk. The EZ Rider will pick up clients and take them to fixed Metro and Sound Transit bus routes (16 stops) and home again. I would say that in Bellevue, the numbers of clients who drive solo or use transit buses are even.

*4. Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*

**GW:** Each program offers different services. The transportation program provides service 24 hours a day in case clients have a medical emergency. The family based programs and food bank are usually conducted during regular business hours.

*5. Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*

**GW:** I am familiar with the SR 167 HOT lanes but I've never seen them in use. I am very familiar with the HOT lanes in general because I drove and used similar lanes in California. Sometimes tolls went up to \$9.

**TA:** I am unfamiliar with the HOT lane system. Would this project affect the transportation group or the food bank group? How does the system know how many people are in the car? Would the tolling option be permanent? How will you know how much it costs?

*6. What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*



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**GW:** I am more concerned about clients being able to travel east and west verses north and south. Most of our clients are unbanked. Our clients have a small commute range. Most of them don't have business elsewhere.

**TA:** We recently merged two centers together (Woodinville and Kenmore). I am concerned that our volunteers and donors that normally come to the center using I-405 will be affected by the project work. Most of our clients do not have checking accounts. Kirkland does not have a very good bus system so most of the clients I see drive.

*7. Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*

**GW:** I would have very few concerns. This project will help provide additional options. It will be beneficial to those who are regular drivers by taking some vehicles out of the general purpose lanes. Those who can afford it will use it most of the time. I see the upside of lightening traffic across all lanes.

**TA:** Our staff does not get business salaries; the express toll lane system would greatly impact our staff.

*8. Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

**GW:** I used to live in California where they implemented a similar program on SR 91. What they used for permanent transponders was to attach them by using a Velcro strip so drivers could use them in multiple vehicles. In addition to the transponders they used video technology to verify people in the vehicle so vehicles with three or more people would not be charged. In California – it was basically one way in and one way out. But people used the HOT lanes on SR 91. It lightened traffic.

*9. As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

**TA:** You should be in contact with our transportation department.

**GW:** Jeff Johnson (General Manager for Transportation Services). General outreach is done at each of our centers. The largest ones are at our food banks located on the Eastside (Bellevue, Kirkland/Northshore, and Redmond).

*10. What languages do the people you serve speak?*

**TA:** Our translation services include staff that speaks 16 different languages among. Redmond has the largest Portuguese population.

**GW:** We offer translation services all over King County. They speak mostly Russian and Spanish.

*11. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

**GW:** Working with our center managers.

*12. Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*



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### Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Northshore Youth and Family Services  
**Interviewee:** Bruce Mulvey (Director)  
**Date:** 9-15-10  
**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We conducted a phone interview at with Bruce Mulvey from Northshore Youth and Family Services to discuss the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternatives.

### Interview Questions:

1. *What service does your organization provide?*
  - We help youth and families with mental health issues and provide drug and alcohol prevention in north King County and South Snohomish County. This includes the cities of Lynnwood and Bothell.
2. *Who is your audience? How many clients do you see a day/year?*
  - We see about 1,200 new clients each year. Our clients schedule appointments during normal business hours. This is not a 24 hour service.
3. *How do you provide the service?*
  - We offer counseling and classes during business hours. Our clients are responsible for arranging their own transportation to and from appointments; most drive themselves or take the bus. On occasion staff members will drive to help with the teenage mother program.
4. *Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*
  - No
5. *Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*
  - Yes. I highly recommend the project and do not see it disrupting our service to patients. Bruce is familiar with the HOT lanes system but has never used it.
  - I highly recommend this project.
  - I do not see this project disrupting our service.
6. *What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*
  - I don't have any.
7. *Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*
  - No
8. *Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*
  - No
9. *As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*



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- We do not have a newsletter or distribution list for patients. We do not see this project affecting us.

*10. What languages do the people you serve speak?*

- Mostly English, but we do have two Spanish speaking employees who provide Spanish translations. We do have a significant amount of patients that speak Spanish.

*11. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

- We do not see this project affecting our program or clients.

*12. Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*

- Bothell Senior Center



## Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Service Alternatives for WA, Inc  
**Interviewee:** Yankuba Jawara, King County ASP Program Manager  
**Date:** 9-13-10  
**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person interview at Service Alternative's headquarters office in Bothell to discuss the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternative.

### Interview Questions:

1. *What service does your organization provide?*
  - Service Alternatives is a human services agency that supports individuals and families of all ages, backgrounds, and abilities to provide a range of services. Those services include employment, residential, wraparound/kinship, foster care, school based, independent living support, consultation and training.
2. *Who is your audience? How many clients do you see a day/year?*
  - Those people in the Puget Sound region that need assistance mostly because of a mental disability; and/or are in need of adult care.
3. *How do you provide the service?*
  - Service is offered both in and out of the office. The staff spends a lot of time in vehicles to coordinate services with clients up and down the Eastside Corridor.
4. *Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*
  - Services are provided 24 hrs a day.
  - Our staff is responsible for finding reliable transportation for clients in Seattle, Shoreline, Kirkland, Bellevue, Kent, and Tacoma.
5. *Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*
  - I understand the construction aspect, but I need more information on how the HOT lanes operate on SR 167 and how they will operate on I-405.
6. *What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*
  - Where construction is concerned there have been times where closures are an issue with the 24 hour service. Tolling seems like it will be great for the staff and the clients. Just need more education on how it all works.
  - *Policy and operations questions were:*
    - Will there be a discount for handicapped or disabled individuals who use our services?
    - Do you have to pay before you enter the HOT lane?
    - How much would the tolls be?
7. *Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*
  - Will WSDOT need to close all of I-405 at any point in time during construction?



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8. *Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

- The biggest complaint from staff is the traffic they experience when they are driving clients from Bothell to Puyallup. They can carpool down but drive back as a single occupant.
- Most of the staff are unaware of the purpose of HOT lanes or how they work.
- I believe this project and toll information is a good idea and would be beneficial to Service Alternative because our staff would be able to use vehicles more efficiently and we could possibly reimburse them the toll when using staff vehicles.
- The cost of the tolls could determine how useful the option would be.

9. *As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

- Yankuba said to send him updates and information and he could then send it out to his staff who could in turn communicate with their clients.

10. *What languages do the people you serve speak?*

- Most, if not all, of our clients are English speakers, and do not require translation services.

11. *What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

- Yankuba said to send him updates and information and he could then send it out to his staff who could in turn communicate with their clients.

12. *Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*

- City Human Services coordinators



## Environmental Justice Outreach: I-405 Bellevue to Lynnwood Improvement project

**Agency:** Youth Eastside Services

**Interviewee:** David Downing – Associate Director

**Date:** 9-28-10

**Staff:** Jennifer Sandberg (PRR), Sandy Lam (WSDOT)

We attended an in person interview at Youth Eastside Service's main office in Bellevue to discuss the upcoming I-405 Bellevue to Lynnwood project with a focus on the express toll lane alternative.

### Interview Questions:

1. *What service does your organization provide?*

- We focus on youth and family services in east King County for drug and alcohol treatment, mentally challenged individuals, psychiatric intervention, counseling services, and family planning. We also work on prevention and education classes in schools for things such as anti-bullying, violence in relationships, pregnant teenagers, and we mentor an eastside LGBT (lesbian gay, bisexual, and transgender) teens.

2. *Who is your audience? How many clients do you see a day/year?*

- We work with young teenagers and families just above the poverty level.

3. *How do you provide the service?*

- By going out into schools to educate and offer classes. We have branches in Redmond and Kirkland and offer many toll free hotlines.

4. *Are there periods of time that are crucial for the service you provide (i.e., times during the day or year)?*

- Our business hours are from 9 a.m. to 8:30 p.m.

5. *Do you feel you have a fairly good understanding of the proposed project? Do you have questions about the proposed construction and operation (tolling) of the alternatives?*

- I understand that this project builds a general purpose lane with funds we already have, but looks into a tolling possibility. So the tolling pays more for maintenance and future costs. I've seen the HOT lanes system on SR 167 but have not used it. I'm not sure if I fully understand how it works.
- I recognize the importance of continuing to improve I-405, especially in the south end of the corridor which is currently unfunded.
- So you are only charged if you are a single occupant?
- This is changing an HOV lane for single drivers?
- Why would the cost change during the day?
- How would you know how much the toll would be?
- Have you as an agency experienced significant budget cuts?  
So is the issue that there is no funding now?
- You have the same issue we have – how to raise funds.

6. *What are your concerns regarding the potential impacts of the project on your service(s) and/or people that you serve?*

- I'm concerned about this project creating more inequity among people. Our clients work service jobs and have to travel far. They don't have a Microsoft job that pays for their carpool. \$2 or \$5 can be very significant to these people. Our clients are right above the



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Medicaid level; they do not receive help from the government but are still struggling financially. We do charity care and it's a challenging place for public assistance.

- Are there programs in place for people with low social economical status to use these lanes? So there isn't a program?
- Is there currently one down south?
- These are pretty much Lexus lanes. We see it all the time. Philosophically, we believe this does not provide an equal playing field.

*7. Do you have any concerns regarding the potential impacts of the project on your staff and/or volunteers?*

- The potential tolling element could have a huge impact on our staff financially. Some of our staff live in Seattle and will have to pay a daily bridge toll to cross SR 520. Some of our staff travel from the north and the south to reach our offices.

*8. Do you have any suggestions for ways the project can help reduce the impacts that people you are serving may encounter?*

- From a human services standpoint and someone who represents 51 other non-profit organizations, this project is creating inequity among people. If this is the direction our state is going, I'm very concerned. The legislature needs to find solutions within the budget. We shouldn't have to pay more. We shouldn't be privatizing roads. They need to figure out how to pay for the roads with the budget rather than tolling. You start with this and then what's next? This is saying "You can't use this road without paying for it." There is a large wealthy population but there is also a large low-income population. It's a mixed amount of people that can pay for these tolls. I can't imagine people ever saying that they don't value their time more (in reference to the value of HOT lanes). I don't think that surveys accurately represent what would be the best benefit for themselves (low income/tolling study). We have a large disparity of classes. We have donors who write us several thousand dollar checks; we have others who have no money. What does this mean for the state? This project creates more gaps. The elected do not find solutions for us. People don't have the same opportunities here. This is what we call "learned helplessness" where people feel like no matter what they say, it won't change the course. This will go down the pipe with no solutions. This will still happen.

*9. As we reach out to all groups and individuals that may be affected by the project, what is the most effective way to reach the people you serve?*

- I'm not sure. Most people will not go attend a hearing. We can, of course, share the information you provide us.

*10. What languages do the people you serve speak?*

- We provide Spanish translation services, but we also see Russian, East African and Middle Eastern clients.

*12. What is the most effective way to continue to involve and inform your organization in the project as it moves forward?*

- I'm not sure. I feel like this is the sort of thing that will happen anyway. Unless you are going to testify face to face, you won't make an impact on the legislature. Will there be members of the legislature at the hearings?



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*13. Are there other organizations that you suggest we speak with or include in our project's public involvement activities?*

- There are human service representatives on the city level, but there are also human service councils within the cities. These are the groups that actually make recommendation for services. It would be interesting to hear what their take on this.