

Appendix A

Detailed Public Feedback

Event: Puyallup Farmers Market

Location: Meridian and 4th Street SW, Puyallup, WA

Date: September 30, 2006

Number of booth visitors: 36 people engaged in detailed conversations

Comments:

- Visitors were happy to learn the HOV lanes are being extended both northbound and southbound.
- Some visitors expressed the HOV lanes should extend as far south as possible
- The majority of the visitors were pleased about the SR 167 improvements.
- One visitor mentioned that SR 410 traffic is very heavy in the evenings.
- The toll should be based on congestion, not the time of day (like Saturdays in California).
- There were questions about the hours of HOT lanes operation.
- A number of people who were hearing about HOT lanes for the first time thought it sounded like a good idea. There were also several people who were concerned about “Lexus lanes.”
- Many visitors had questions about the SR 167 Extension project and took materials.
- Some visitors wanted information about other local projects such as the SR 704 Cross-Base Highway Project.

Public questions that need follow-up:

- A man wanted to set up a bridge tour or have an engineer come speak to his child’s highly capable class. He would also like to receive additional information about the SR 167 Extension project because it runs right by his property. His contact information: Steve Schenk, 253-606-5184, PO Box 99, Sumner, WA 98390.
 - Resolution: Amy Turner contacted Todd Lamphere and asked that he respond to Steve Schenk. (LampheT@wsdot.wa.gov, 360-705-7049) Amy also forwarded the SR 167 Extension request for information to Tara Hazarian.

Event: Kent Farmers Market

Location: 4th Ave N and W Smith St, Kent, WA

Date: September 16, 2006

Number of booth visitors: 49 people engaged in detailed conversations

Comments:

- The majority of the visitors were pleased about the SR 167 improvements.
- Many of the visitors were enthusiastic regarding the HOT lanes project.
- Several visitors articulated an existing problem with enforcement in the HOV lanes, and they suggested that the same problem might occur in the HOT lanes. Visitors questioned how WSDOT will maintain speed and trip reliability in the HOT lanes.
- “I didn’t know about the double white line. That makes a difference.”
- One visitor suggested building a longer onramp for the SR 167 / I-405 interchange.
- One visitor, Angela Dampier, drives a bus on SR 167 and I-405 and asked to be contacted once the HOT lanes open. She would like to provide feedback about how the lanes are working.

Event: Puyallup Farmers Market

Location: Meridian and 4th Street SW, Puyallup, WA

Date: June 17, 2006

Number of booth visitors: 76 people engaged in detailed conversations

Comments:

- The overall perception of projects planned for SR 167 was positive.
- Many of the visitors had prior knowledge of HOT lanes.
- Most of the visitors felt that HOT lanes would provide them with the option to get to work, daycare, etc. in a more timely fashion if desired.
- Those who didn't like the HOT lanes project were strong in their opposition.
- Many visitors were very happy to see that the HOV lanes will be extended both northbound and southbound. Additionally they were particularly happy to see signs of construction northbound.
- Many of the visitors were retired and were not as concerned about future improvements to SR 167.
- Many visitors had questions concerning the Tacoma to Edgewood freeway construction and wanted additional visuals pertaining to this project. They were particularly interested in how it connects with I-5 and where specifically it ends in Tacoma.
- Visitors expressed the need for additional lanes.
- Visitors believe that construction of new projects is not occurring fast enough.
- Several visitors expressed a number of negative comments with regards to Tim Eyman.
- We had multiple comments suggesting that HOV lanes aren't being properly patrolled.
- A small portion (4 people) of the visitors had plans to move to another region of Washington due to the congestion on SR 167.
- Several people who live in Pierce County expressed frustration that "all of the money" for improvements goes to SR 167 in King County

Public questions that need follow-up:

- Assuming that the transponders will be universal, where will they be placed on motorcycles? In the HOT lanes on SR 167, motorcycles will not need transponders to pay a toll because they are considered HOVs, however where will they place a transponder for other automatic tolling systems on the Tacoma Narrows Bridge or other routes where HOV lanes are also tolled? (Please respond to Roy Talbot at roytalbot@hotmail.com).
- Although this is not directly related to us, Donna Hill requested information on Haz-Mat renewal for her eighteen-wheeler. (Please respond to Donna Hill at ladyhill@msn.com).

- Gary Grasher requested that we send him general information on sound transit. (Please respond to Gary Grasher at 21823 124th Ave SE Kent, WA 98031).
- Where is the park and ride in Puyallup for the Sounder Train? Would the commute from Puyallup to UW be faster by taking the sounder, or the 594 express? (Please respond to Chelsea Crisostomo at 253-297-1660).
- When will we add an interchange between SR 18 to 167? What are the plans for SR 512? (Please respond to Michael Harris at michaelharris@nsc.com).
- Will we connect SR 161 to 409? (Please respond to Mike at 306-825-1036).

Event: Kent Farmers Market

Location: 4th Ave N and W Smith St, Kent, WA

Date: June 24, 2006

Number of booth visitors: 40 people engaged in detailed conversations

Comments:

- The majority of the visitors were pleased about the SR 167 improvements.
- Many of the visitors were enthusiastic regarding the HOT lanes project.
- Visitors were happy to learn that the HOV lanes are being extended both northbound and southbound. And many were particularly pleased that construction on the northbound lane is already underway.
- Visitors eagerly accepted the flashlights displaying website information.
- Several visitors affirmed that they often visit the website to check for the latest updates on transportation projects and traffic.
- Three visitors acquired comment forms to mail in upon completion.
- Several visitors referred to California's SR 91 Express Lanes as a failure.
- Several visitors articulated an existing problem with enforcement in the HOV lanes, and they suggested that the same problem might occur in the HOT lanes.
- One visitor asked "why they should pay additional money when they are already paying taxes for SR 167?"
- Several visitors commented that they would be retired by the time WSDOT finished SR 167 improvements.
- Several visitors expressed concern for the evident congestion at the intersection of SR 167 and I-405.
- Several visitors asked about I-5 improvements.
- Several visitors expressed the need for additional bus routes and trips to Kent.

Public questions that need follow-up:

- What is the current construction at the intersection of SR 167 and 180th street? (Please respond to Jim.egelston@boeing.com).

Questions that need to be addressed by project staff:

- Why they are paying twice (tolls and taxes)?
- What does pilot project mean? Will they take it away if it doesn't work? What happens after the pilot project?
- What is the status of I-91 fast lanes? Is it working or are they closing it down?
- What other cities have hot lanes projects? Can we use a map at the booth?
- What is the minimum and maximum toll?

Event: Kent Cornucopia Days

Location: 2nd Ave and Meeker St, Kent, WA

Date: July 14, 2006

Number of booth visitors: 120 people engaged in detailed conversations

Comments:

- The majority of visitors are in favor of HOT lanes, however those that are opposed, feel very strongly against them.
- Approximately half of the visitors utilize SR 167. The rest of the visitors expressed their hatred toward SR 167, and explained that they avoid it at all costs.
- Children love the HOT lane model. It lures them into the booth, along with their parents.
- Many of the visitors asked questions about I-405 improvements and construction.
- Many of the visitors contrast the SR 167 HOT lanes project to comparable projects throughout the country and world.
- Many of the visitors have heard of the concept of tolled lanes but aren't familiar with the term "HOT lane."
- Many of the visitors were interested to know how the revenue from the tolling would be used.
- Many visitors wanted to know the maximum toll or if the HOT lanes can be "shut off" when full.
- Several visitors wanted to know specifics about how congestion will be managed and when the toll will increase.
- Several visitors asked questions regarding the 410 interchange.
- Several visitors stressed the need for comprehensive enforcement.
- Several visitors inquired about payment alternatives and billing for using the HOT lanes.
- One visitor mentioned seeing a SR 167 postcard with our event dates and in turn came to our booth.

- One visitor asked if the SR 167/SR 18 interchange would be improved.
- One visitor suggested that cameras on the highway would help to catch people cheating the system.

Questions that need follow-up:

- Are you adding any park & rides along SR 167? (Please respond to Philip Art at Theasts@comcast.net).

Questions that need to be addressed by project staff:

- Will the HOT lanes only be open during peak driving hours? Currently, don't the carpool lanes open up to single occupancy vehicles at a certain time?

Event: Pacific Days

Location: 3rd Ave SE and Park, Pacific, WA

Date: July 15, 2006

Number of booth visitors: 50 people engaged in detailed conversations

Comments:

- The majority of visitors expressed a very positive outlook toward the HOT lanes project.
- Many of the visitors were primarily concerned about congestion on SR 167 south of Ellingson Road. They feel that WSDOT needs to shift its focus toward this segment of SR 167.
- Most of the visitors were very interested in the SR 167 improvements and engaged us in detailed conversations.
- Most of the visitors said that they try and avoid SR 167.
- Several visitors recommended that WSDOT implement HOT lanes on I-5.
- Several visitors suggested that tolling is a good idea, and something that is quite common in other parts of the country.
- Several of the visitors expressed the need for a lane designated for eighteen-wheelers.
- One visitor was concerned that construction near highway 410 would promote sediment accumulation in neighboring streams.
- One visitor suggested that WSDOT construct reversible lanes for commuters. Subsequently these lanes should be tolled electronically.

Event: Renton River Days

Location: Bronson Way and Houser Way, Renton, WA

Date: July 21, 22, and 23, 2006

Number of booth visitors: 107 people engaged in detailed conversations

Comments:

- The majority of the visitors feel that HOT lanes will help to manage congestion.
- More than half of the visitors were not familiar with the concept of HOT lanes.
- Most of the visitors were especially concerned about improvements to the I-405/SR 167 interchange given our close proximity to I-405 and the booth was shared by I-405 and SR 167 staff.
- Several visitors expressed that they are happy to pay a toll to drive at a maintained speed.
- Several visitors felt reassured that tolled HOV/HOT lanes have been successful in other parts of the country.
- Several visitors were particularly happy to know that one additional southbound lane is being added on SR 167 from the I-405 intersection to South 180th street.
- Several visitors were glad to hear about the double striping that will discern the HOT lanes from the general-purpose lanes. They feel that this will discourage “cheaters” from weaving in and out of the HOT lanes.
- One visitor suggested that jersey barriers should be installed rather than using double striping.
- Eight visitors articulated concern regarding enforcement for the HOT lanes. They are concerned that currently there are too many HOV lane “cheaters” on SR 167.
- Several visitors stated that the SR 167 improvements are happening very slowly, and that they will be dead by the time they are complete.
- Several visitors expressed discontent that their tax dollars are being used for the HOT lanes pilot project rather than for highway expansion.
- One visitor suggested that the HOV lanes should only be for transit, carpool, vanpool, etc. twice a day during the four-hour peak period, and throughout the remainder of the day it should be open to all drivers.

Questions that need follow-up:

- What is the current capacity in SR 167 carpool lanes (peak vs. non-peak hours)? (Please respond to Yeun.S.Cheung@Boeing.com).

February 2006 Summary of Winter Open Houses

Overview

The Washington State Department of Transportation (WSDOT) hosted the second series of open houses on the SR 167 Corridor Plan and SR 167 High Occupancy Toll (HOT) Lanes Pilot Project. The purpose of the Winter 2006 open house series was to introduce the projects, inform the public about WSDOT projects along SR 167, and solicit comments on the corridor plan and HOT lanes projects. The HOT lanes project team highlighted the key features of the project, such as operational details, likely toll ranges, payment options and enforcement tools. During the meetings, the public had an opportunity to view project information and speak to the project teams about problem locations and proposed improvements along SR 167 and the HOT lanes concept.

Open houses were held on:

- February 15th, 2006 from 6:00 – 8:00 pm, Sumner Middle School
- February 16th, 2006 from 6:00 – 8:00 pm, Kent Senior Center

Advertisement for the Open Houses

The public was notified of the open houses in the following ways:

- Display advertisements ran in publications, such as the (*King County Journal, Auburn, Kent and Renton Reporters, Seattle Times and Seattle Post-Intelligencer, Puyallup Herald, Tacoma Tribune, and Daily Journal of Commerce*)
- Announcements were placed in local newsletters and community calendars (*Auburn Update, Edgewood News, and the Algona Town Crier, and Pierce Transit's RideOn News*)
- E-mail invitations sent to the project email list of 65 members
- E-mail invitations sent to King County Metro vanpoolers who potentially travel along SR 167
- E-mail invitations sent to committee chairs, ranking minority members, senators, and representatives in Districts 5, 11, 25, 27, 29, 30, 31, 33, 37, 41 and 47
- Postcards (70) sent to the project mailing list
- Postcards (700) and posters (100) distributed throughout the community at public gathering places, e.g. libraries, community centers, and other public buildings
- Postcards were also available at information booths at the South Hill Mall and Super Mall
- Announcement of the open houses to January Focus Group participants
- Announcements posted on the WSDOT project Web sites below:
www.wsdot.wa.gov/projects/sr167/valleyfreewaycorridorplan
www.wsdot.wa.gov/projects/sr167/hotlanes
- Media briefings with WSDOT staff members (*Seattle Times, Daily Journal of Commerce, Seattle Post-Intelligencer, King County Journal, The Mountain, KIRO, KOMO, KUOW, Channels 4, 5, and 7*)
- Corridor Working Group members were also encouraged to notify their constituents about the open houses

Meeting Format

Members of the public were greeted and asked to sign-in. Open house attendees also indicated where they lived and where they commuted by placing colored stickers on a map. Most of the attendees lived in Sumner and commuted to various places either along the corridor or north of SR 167. The room was divided in half with the SR 167 corridor plan and HOT lanes display boards around the perimeter of the room and comment tables in the center. Members of the project teams and jurisdictional partners greeted participants at each display and were available to answer questions. No formal presentations were given.

The following materials were available at the SR 167 corridor plan display.

- A newsletter introducing the corridor plan
- A comment form shared with the HOT Lanes Pilot Project
- Seven display boards outlining the problems along the corridor, potential long-term and short-term solutions, and the schedule and goals of the corridor plan

The following materials were available at the SR 167 HOT lanes display.

- A newsletter introducing the concept of HOT lanes
- A comment form shared with the SR 167 Corridor Plan
- A sample transponder reader that is similar to what would be used for the SR167 HOT Lanes
- Video clips from a local Minnesota news station on the MnPass Express Lanes project in Minneapolis, Minnesota.
- A video on HOT lanes produced by the Minnesota Department of Transportation
- Nine display boards outlining the key features, conceptual design, schedule, funding, and forecasted performance of the project.
- A model of the proposed HOT lanes on SR 167

Meeting participants were able to comment in several ways:

- Written comments on legal pads located at each station
- Verbal comments to members of the project teams
- Written comments on designated forms
- Written or verbal comments to Carol Hunter, the Project Manger for the SR 167 Corridor Plan and HOT Lanes Pilot Project, following the open house event.

A total of 19 people signed in at the open houses. Members of the project teams in attendance at one or more of the open houses included David Forte, Richard Warren, Carol Hunter, Thomas Noyes, Katherine Betzer (WSDOT), Loren Sand (Perteet), Patrick Watson, Greg Henk (Carter & Burgess), Karen Freund (IBI Group), Gary Demich (Demich Consulting), Linda Mullen, Kristine dos Remedios, Kathlyn Kocher and Tracy Kirkland (EnviroIssues).

Summary of Comments

The following is a summary of questions and comments raised during the open houses. This list is not meant to be all-inclusive, but attempts to capture some key points and common themes heard from the public. Three written comments were returned to the project teams.

SR 167 Corridor Plan

- Address the safety issues at the southbound SR 167 to SR 410 eastbound interchange and the westbound Hwy 18 to southbound SR 167 interchange
- Add three more general-purpose lanes.
- Morning commute times ranged from 10 minutes to 50 minutes and evening commute times from 10 minutes to 80 minutes.
- Two participants indicated that they use alternate routes to avoid SR 167
- Why is the key bottleneck at the SR 167 and I-405 interchanges the last scheduled improvement on SR 167?
- Schedule the improvements so that they will address the worst first to prepare for the increasing growth in the area.

SR 167 HOT Lanes Pilot Project

- I would pay to use HOT lanes if I felt my trip merited it.
- I agree that HOT lanes can help improve traffic.
- The HOV lane is seldom congested primarily due to the lack of use and should be opened to all SR 167 users.
- Enforcement is a significant element to the success of HOT lanes. Is that an effective use of the Washington State Patrol's time and resources?

Next Steps

The project teams will continue to answer questions and concerns raised by community members. All materials available at the open houses will be posted on the project Web sites. Contact information for those requesting future project updates will be added to the database. The project teams will continue their public outreach efforts and are in the process of developing other ways to engage more citizens and provide opportunities for public comment on both the SR 167 Corridor Plan and SR 167 HOT Lanes Pilot Project.

themselves and identify the location of each corridor display. The room was divided in half and the SR 167 projects had its own section with display boards around the perimeter of the room and comment tables in the center. Members of the project teams and jurisdictional partners greeted participants at the beginning of each display and were available to answer questions. No formal presentations were given.

The following materials were available at the SR 167 Corridor Plan display.

- A newsletter introducing the corridor plan
- A comment form shared with the HOT Lanes Pilot Project
- An aerial map for participants to comment on specific locations using post-it notes
- Five display boards outlining the problems along the corridor, potential long-term and short-term solutions, and the schedule and goals of the corridor plan

The following materials were available at the SR 167 HOT Lanes display.

- A newsletter introducing the concept of HOT lanes
- A comment form shared with the SR 167 Corridor Plan
- A sample transponder reader that is similar to what would be used for the SR167 HOT Lanes
- Video clips from a local Minnesota news station on the MnPass Express Lanes project in Minneapolis, Minnesota.
- A video on HOT lanes produced by the Minnesota Department of Transportation
- Six display boards outlining the key features, conceptual design, schedule, funding, and forecasted performance of the project.

Meeting participants were able to comment in several ways:

- Written comments on flip charts located at each station
- Verbal comments to members of the project teams
- Written comments on designated forms
- Written or verbal comments to Carol Hunter, the Project Manger for the SR 167 Corridor Plan and HOT Lanes Pilot Project, following the open house event.

Members of the project teams in attendance at one or more of the open houses included David Forte, Richard Warren, Carol Hunter, Thomas Noyes, and Renee Zimmerman (WSDOT), Loren Sand (Perteet), Greg Henk and Jared Moore (Carter & Burgess), Diane Adams, Kristine dos Remedios, Kathlyn Kocher and Molly Edmonds (EnviroIssues). Corridor Working Group partners also attended one or more of the open house events. A total of approximately 75 people signed in at the open houses: 33 people indicated that they were interested in the SR 167 Corridor Plan, 37 people indicated they were interested in the HOT Lanes Pilot Project, and the remainder of people expressed interest in either the SR 164 or SR 169 Route Development Plans.

Summary of Comments

The following is a summary of questions or concerns raised during the open houses. This list is not meant to be all-inclusive, but attempts to capture some key points and common themes heard from the public. Nine written comments were returned to the project teams.

SR 167 Corridor Plan

- Add at least two lanes between Puyallup and Auburn.
- Open the carpool lane to all traffic because it is underutilized.
- Build bicycle lanes on all of the streets that cross SR 167.
- Morning commute time ranged from 15 to 50 minutes and afternoon commute time from 30 to 60 minutes.
- Seattle, Bellevue, and Renton were mentioned as usual destinations when traveling on SR 167.
- Highway 18 and I-405 were mentioned as common entrance and exit points for SR 167.

SR 167 HOT Lanes Pilot Project

- Implement the HOT lanes from Renton to Puyallup
- Change the HOV lanes to be open on rush hour times like Portland, Vancouver and California, etc.
- Add more lanes and make them all general-purpose lanes.

Next Steps

The project teams will continue to answer questions and concerns raised by community members. All materials available at the open houses will be posted on the project websites. Contact information for those requesting future project updates will be added to the database. The project teams will continue their public outreach efforts and provide more opportunities for public comment on both the SR 167 Corridor Plan and SR 167 HOT Lanes Pilot Project.