Federal Way City Center Access Study
Community Outreach Summary
March – April 2018
Purpose and Need

Contents
Introduction

Project overview

The City of Federal Way is pursuing the City Center Access project to find ways to improve access to Federal Way’s City Center and the surrounding area. The City is studying solutions to congestion in the vicinity of the S 320th Street corridor between SR 99 (Pacific Highway) and Military Road S.

This project will study the current and future traffic conditions, expected future needs, and environmental impacts associated with:

- Enhancing traffic operations
- Leveraging transit opportunities
- Increasing safety and efficiency
- Improving pedestrian and bicycle connections

The Federal Way City Center is comprised of both the City Center Core, an urban center/regional growth center, and the City Center Frame which, together, are meant to complement each other to create a “downtown” area in the City’s Comprehensive Plan. The City Center is bounded by I-5 to the east, S 312th Street to the north, and 11th Place S and 14th Avenue S to the west.

This study is identified in the City of Federal Way 6-Year Transportation Improvement Plan (TIP) as an environmental documentation study. The study is driven by the City’s identified plans to modify access at S 320th Street and S 324th Street along I-5, as well as other local infrastructure improvement needs.

The City is preparing this study in cooperation with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, King County Metro, South King Fire and Rescue, and King County Roads.

Report summary

In 2017, the City of Federal Way revived its City Center Access study due to increased pressure on roadways as population increased and traffic congestion worsened throughout the Puget Sound Region. Traffic conditions in the preceding decade changed significantly, prompting the City to revisit the past study, and use previous outcomes to establish a new starting place that would consider both local solutions and interchange modifications. This required approaching the community anew to understand their current experience of congestion in and around the City Center.

This report details the study team’s outreach methods and summarizes the feedback received during the phase of community outreach from February 1-April 22, 2018. The study team conducted extensive outreach, using both targeted and broad methods, to communicate the focus of the new study and solicit feedback from the community to understand how to approach and orient the new study.

The study team held four briefings for business and residential communities in or near the study area and interviewed key stakeholders, including commercial property owners and representatives from service organizations and advocacy groups. These briefings helped inform the study team about specific traffic congestion locations, ideas for strategies, and perspectives on best community outreach methods.
To reach and offer comment opportunities from the broader community, the City also hosted an in-person open house on April 11, an online open house from April 9-22, and collected comments on an April 4 Facebook post.

Through these comment opportunities, community members reacted to the 2009 study alternatives, and also revealed openness to local solutions to traffic congestion. Other strong themes included preserving neighborhoods and green spaces, access to transit, and widespread frustration with traffic congestion in general.

Approach

The study team developed outreach materials to tell the project’s history, why the City reinitiated the study, and what problems the study will address. By communicating this narrative, the team was able to collect educated community feedback to inform the study’s goals and provide direction for its future activities.

The team used diverse methods to reach community members and equally diverse formats for collecting their feedback. Participants had an opportunity to provide feedback on the study whether they were more comfortable engaging in-person, from the comfort of their own home, on a website, social media, or in a meeting with their neighbors and colleagues.

Key findings

The study team received 169 comments. Businesses, neighbors, and other concerned community members in and around the City Center expressed interest and asked questions in addition to providing comments.

<table>
<thead>
<tr>
<th>Open houses</th>
<th>Date</th>
<th>Attendees</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-person open house</td>
<td>April 11, 2018</td>
<td>60</td>
<td>46</td>
</tr>
<tr>
<td>Online open house</td>
<td>April 9-22, 2018</td>
<td>99</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stakeholder briefings</th>
<th>Date</th>
<th>Attendees</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Businesses just east of I-5 in Federal Way between S 320th and S 348th streets</td>
<td>March 29, 2018</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Businesses in and near the City Center on the west side of I-5 in Federal Way</td>
<td>April 2, 2018</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Residents of the North Lake and North Ridge neighborhoods</td>
<td>March 29, 2018</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Residents near S 312th Street on both sides of I-5 in Federal Way, including neighbors near Steel Lake</td>
<td>April 5, 2018</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
The study team proposed the following problem statements at the in-person open house, online open house, on social media, at business and community briefings, and in stakeholder interviews:

- The existing S 320th Street cannot handle the number of vehicles using it
- Congestion moving into, out of, and around the City Center hinders economic vitality, including the movement of goods and services and future development opportunities
- Congestion affects transit reliability
- Inadequate pedestrian and bike access to the City Center
- Emergency response on S 320th Street is affected

Feedback mirrored these problem statements closely, coalescing around these key topics:
- Traffic congestion
- Interchange modification recommendations
- Local improvements
- Multi-modal options
- Other
  - Green spaces/parks
  - Community safety
  - Community engagement

**Traffic congestion**
Comments from residents and local business employees demonstrate they are experiencing growing congestion entering and leaving the City Center. Participants noted various alternate routes they take to avoid the traffic on S 320th Street and some explained that they deal with traffic congestion by avoiding the City Center altogether. Participants in the stakeholder briefings noted that they choose to shop in Auburn and other locations outside of Federal Way in order to avoid congestion. Participants shared concerns about traffic backing up onto local surface streets and noted current infrastructure they found problematic. Most participants agreed that the traffic congestion was a growing concern and felt strongly that something must be done to address it.

**Interchange modification recommendations**
Many individuals shared comments in response to the two final interchange alternatives from the 2009 City Center Access study. Many strongly support an interchange at S 312th Street, while others strongly oppose it. There was a similar split among those who like or dislike the idea of an interchange at S 324th Street. Several participants suggested interchange solutions at other locations, including improvements at S 272nd Street and S 317th Street.
Participants opposed to a specific interchange location generally remained receptive to new or modified interchanges at other locations as a solution.

Local improvements
Many participants suggested improving local transportation infrastructure. Participants who made suggestions for improvements within and near the City Center, as well as several comments about improving Military Road S, to the east of I-5. Participants grounded their comments in personal experience and focused on larger traffic flow patterns throughout the study area. Suggestions included synchronizing signals on S 320th Street, adding lanes to Military Road S, creating new connections between arterials, building overpasses, adding roundabouts, opening HOV lanes to all vehicles, and re-routing freight traffic. Most participants indicated a combination of local improvements and interchange improvements might be needed to address the congestion issue. Center.

Multi-modal options
Many commenters support the City creating bicycle lanes and pedestrian pathways, as well as increased access to transit options. Participants expressed concern about current pedestrian safety, requesting pedestrian bridges and protected pathways to improve access to the City Center and transit. Several participants asked the City to consider the relatively heavy pedestrian use on S 312th Street before placing an interchange at that location.

Many participants urged the City and other agencies to provide additional services to support access to the Federal Way Transit Center, including shuttles and additional parking. Similarly, participants asked for additional parking and access options to accompany the planned Sound Transit Link light rail station at the Federal Way Transit Center.

Other
Participants fear possible solutions would compromise green space and parks and indicated preserving them is a priority. Community members expressed concern about traffic increasing in their neighborhoods and their local streets being less safe.

Several participants added that they are happy to have an opportunity to provide feedback and encouraged the City to continue offering such forums throughout the project.

Conclusion
In early 2018, the City surveyed a broad swath of interested communities, businesses, and stakeholders prior to the City Center Access study team began their traffic analysis. The public affirmed the study team’s proposed problem statements and the need for solutions to growing congestion into, out of, and around the City Center.

As the project progresses, the City will need to conduct more community outreach to assess any alternatives and provide information for neighborhoods and businesses impacted by any possible solution.
Outreach Summary

Background
The City of Federal Way conducted outreach in winter and spring of 2018 at the re-initiation of the study. The goal of the outreach was to build awareness about the study and gather feedback from community members to inform the study.

The study team conducted outreach for two specific sets of activities:
- Small group briefings for specific stakeholder groups
- An in-person and online open house for the public

Stakeholder briefings focused on community members most likely to experience the impacts of traffic and projects in the City Center, including business owners, employees of local businesses, residential property owners, and residents.

The study team used outreach methods for the public open house, both in-person and online, to reach a broad population affected by traffic in Federal Way’s City Center using:
- Direct mail
- Email
- Phone calls
- Flyer distribution
- Social media
- Newspaper announcements

<table>
<thead>
<tr>
<th>Outreach by the numbers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct emails sent</td>
<td>644</td>
</tr>
<tr>
<td>Flyer distributed in person</td>
<td>233</td>
</tr>
<tr>
<td>Neighborhood stakeholder briefings (March 29-April 5)</td>
<td>2</td>
</tr>
<tr>
<td>Business stakeholder briefings (March 29-April 5)</td>
<td>2</td>
</tr>
<tr>
<td>Open house attendees (April 11)</td>
<td>60</td>
</tr>
<tr>
<td>Online open house visitors (April 9-22)</td>
<td>99</td>
</tr>
<tr>
<td>Postcards sent</td>
<td>24,244</td>
</tr>
<tr>
<td>Social media reach</td>
<td>17,867</td>
</tr>
<tr>
<td>Print media circulation</td>
<td>19,650</td>
</tr>
</tbody>
</table>

This diversified outreach approach reached the community broadly and targeted groups and individuals. This allowed the study team to connect meaningfully with as many people as possible, regardless of their familiarity with the project and in a way most comfortable for them.
Stakeholder outreach

The City Center Access study team hosted four briefings between March 29 and April 5 to inform potentially impacted stakeholders about the study and understand their experience with congestion in Federal Way’s City Center. The City held two meetings for local business owners and employees and two meetings for residents of neighborhoods in and around the study area.

Business outreach

Direct email

The study team emailed business briefing invitations to nine commercial property managers and owners in the study area and five business owners east of I-5 around S 320th Street. The email included a short summary of the study goals and encouraged property managers to attend the briefing and share information with their tenants. Property managers at East Campus Corporate Park I and II distributed printed flyers to their 12 tenants. The team also notified World Vision and other businesses outside the study area who are impacted by traffic in the City Center.

In-person outreach

Study team members visited businesses in person and handed out a flyer inviting business owners and employees to the April 2, 2018 briefing at The Commons. The City connected with over 150 businesses in the City Center through door-to-door outreach at Gateway Center, Pavilions Center I and II, and Celebration Center. While at the stores, the study team member spoke with business employees, answering questions about the study, including conversations in Spanish with two of the business managers. In lieu of going to every business at The Commons, the property manager distributed printed flyers to every tenant.

<table>
<thead>
<tr>
<th>Commercial property</th>
<th>Number of businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Commons</td>
<td>72</td>
</tr>
<tr>
<td>Hillside Shopping Center</td>
<td>35</td>
</tr>
<tr>
<td>Pavilions Center</td>
<td>19</td>
</tr>
<tr>
<td>Pavilions Center II</td>
<td>24</td>
</tr>
<tr>
<td>Celebration Center</td>
<td>26</td>
</tr>
<tr>
<td>East Campus Corporate Park</td>
<td>32</td>
</tr>
<tr>
<td>NWCC Center Plaza</td>
<td>15</td>
</tr>
<tr>
<td>Gateway Center</td>
<td>20</td>
</tr>
<tr>
<td>Federal Way Center</td>
<td>11</td>
</tr>
</tbody>
</table>
Neighborhood outreach

Direct email

The study team identified and invited neighborhood associations and other community leaders in the North Lake, Northlake Ridge, and Steel Lake areas to two neighborhood briefings. The outreach coordinator sent email invitations with an attached flyer to neighborhood association presidents and block watch captains who agreed to distribute the flyers to their neighbors. The outreach coordinator followed up with a phone call to the block captains a week in advance of the briefing.

On April 5, 2018 the City hosted the briefing for neighbors near S 312th Street at the Federal Way City Council Chambers.

Lori Sechrist, North Lake Neighborhood Association President, hosted the briefing on March 29, 2018 for neighbors at the North Lake Improvement Club.

<table>
<thead>
<tr>
<th>Briefing date</th>
<th>Neighborhood</th>
<th>Neighborhood contact</th>
<th>Flyers distributed to neighbors</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/29/2018</td>
<td>North Lake</td>
<td>Lori Sechrist</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Julie Cleary</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>North Lake Ridge</td>
<td>Mark Pierovich</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Norm Feiss</td>
<td>25</td>
</tr>
<tr>
<td>4/5/2018</td>
<td>Steel Lake</td>
<td>Linda McCarthy</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Jean Warmbo</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Toska Rodriguez</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phil Strange</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dave Kaplan</td>
<td>15</td>
</tr>
</tbody>
</table>

In-person outreach

The outreach coordinator hand-delivered flyers to several neighbors on the east side of I-5 around S 312th Street. One of these recipients was Gary Anderson, an influential resident active in the 2008-2009 City Center Access study. Mr. Anderson was not able to attend, however he shared the invitation with several of his immediate neighbors. A study team member distributed flyers to briefing attendees to invite their neighbors to the in-person open house on April 11.
Community outreach

The City hosted an online and an in-person open house for the public to provide feedback on the City Center Access study. Both the online and in-person open house provided information to help attendees understand the study context, including project history and current need, and provided a forum for them to give in-depth feedback to the study team.

In-person open house

Sixty-six community members attended the in-person open house on April 11, from 4:00 - 7:30 p.m., at the Federal Way Community Center, of whom 22 submitted a comment form. Attendees viewed informational boards and spoke with study team members and City staff who explained the project, answered questions, and collected comments. Two interpreters, for Spanish- and Korean-speaking attendees, were available for the duration of the event.

A table map of Federal Way provided attendees the opportunity to give input on their experience of traffic, including alternate routes they use to avoid traffic and their ideas for solutions to congestion. Study team members collected comments from attendees, writing each comment to include in the comment summary to inform the study.

Online open house

The online open house garnered 1,299 page views in 175 sessions. Ninety-nine unique users visited the online open house at www.federalwaycitycenter.org during the comment period from April 9-22, 15 of whom submitted a comment.

The average user’s stay on the site was nearly five minutes. No visitors left the site immediately (a zero percent bounce rate). The average user visited 7.42 pages on each visit. The website contained only six pages, so several users visited some pages multiple times. This data suggests that users spent time reading the site content and providing thoughtful comments during their visit to the site.

Outreach for in-person and online open house

The City developed and implemented a plan to reach the community that included diverse tactics to reach different populations and ensure community members were aware of their opportunities to participate. The plan included:

Federal Way City Center Access Study – Purpose and Need
Community Outreach Summary

Participants discuss the study with a City engineer at the in-person open house on April 11.

The online open house collected comments from April 9-22, 2018.

The study team mailed 24,244 postcards to invite the community to an in-person open house on April 11, 2018.
Community Outreach Summary

- Sending postcards through direct mail
- Emailing interested parties
- Distributing flyers to community gathering places
- Engaging on social media

In addition to these tactics, City staff presented to the Korean Community Quarterly Meeting on Thursday, March 15. City staff explained the project purpose and invited attendees to the April 11 open house.

**Direct mail**

On March 30, 2018, the City mailed postcard invitations to 24,244 addresses. The postcard included a brief project overview, a link to the online open house, and details about the in-person open house. The City mailed the postcard to addresses from the northern boundary of S 272nd Street south to SR 18 to ensure people who use those interchanges could provide feedback. To increase the input from residents and business owners who use S 320th Street and other City Center roads, the City included addresses west to First Avenue and east to the Auburn city limits.

![Map of the study area](image)

*The study team mailed postcards to addresses in the study area, including addresses west to First Avenue and east to the Auburn city limits.*

**Email outreach**

The project team sent emails to stakeholders, including:

- Briefing attendees
- Community organizations who participated in stakeholder interviews
  - Federal Way Community Connections
  - Transportation Choices Coalition
  - Consejo Counseling and Referral Service
  - FUSION (Friends United to Shelter the Indigent, Oppressed and Needy)
  - Cascade Bicycle Club
Community gathering places where community outreach staff delivered flyers

<table>
<thead>
<tr>
<th>Federal Way Library</th>
<th>St. Luke’s Lutheran Church/Centro de Amistad Cristiano</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Way 320th Library</td>
<td>KAC Baptist Church</td>
</tr>
<tr>
<td>Federal Way Boys and Girls Club</td>
<td>Christian Faith Center</td>
</tr>
<tr>
<td>Federal Way Transit Center</td>
<td>First Ukrainian Baptist Church</td>
</tr>
<tr>
<td>Federal Way Community Center</td>
<td>Journey Church</td>
</tr>
<tr>
<td>Korean Women Association</td>
<td>Safeway</td>
</tr>
<tr>
<td>Federal Way Senior Center</td>
<td>H Mart</td>
</tr>
<tr>
<td>Performing Arts and Event Center</td>
<td>Trader Joe’s</td>
</tr>
<tr>
<td>Dumas Bay Centre</td>
<td>Marlene’s Market &amp; Deli</td>
</tr>
<tr>
<td>St. Vincent De Paul Church</td>
<td>Minisuper La Familia</td>
</tr>
<tr>
<td>St. Theresa’s Parish</td>
<td>La Nueva Lupitas</td>
</tr>
<tr>
<td>Iglesia de Restauración</td>
<td>Campeón Market</td>
</tr>
<tr>
<td>Federal Way Hispanic Church</td>
<td>Valley Harvest</td>
</tr>
<tr>
<td>All Nations Seventh-Day Adventist Church</td>
<td>Fred Meyer</td>
</tr>
<tr>
<td>Slavic Gospel Church</td>
<td>QFC</td>
</tr>
<tr>
<td>Calvary Lutheran Church</td>
<td>Hong Kong Market</td>
</tr>
<tr>
<td>Church of Christ-Federal Way</td>
<td>Wal-Mart</td>
</tr>
<tr>
<td>Good Shepherd Episcopal Church</td>
<td>Winco</td>
</tr>
</tbody>
</table>

The email included a flyer and detailed information about the April 11 open house and the online open house to share with others. The email asked recipients to share the City’s open house Facebook post and invite their contacts to attend.

The study team emailed invitations to the in-person and online open houses to 71 contacts through the City Center Access listserv.

On April 5, the study team distributed flyers to 27 Federal Way community gathering places, including churches, the Performing Arts and Event Center, Federal Way Senior Center, Korean Women’s Association, and 13 grocery stores frequented by residents in the study area. The community outreach representative gave someone at each location a flyer or poster and talked with them, sharing project information, describing ways for interested community members to participate, and answering questions.
The study team also conducted outreach to places where limited English proficient populations gather, including ethnic grocery stores. The community outreach coordinator who distributed flyers is bi-lingual and engaged managers at the Campeon Market, La Nueva Lupitas, and the Minisuper La Familia in conversation in Spanish, encouraging them to attend the open house and assuring them Spanish language materials would be available at the open house.

The study team also posted a flyer at the Federal Way Transit Center near the ORCA card reader.

**Social media**

The City of Federal Way posted an invitation to the in-person open house on their Facebook page, which has 1,300 followers. Other Facebook accounts shared the post 24 times, including the Federal Way Multi-Service Center, the Federal Way Police Department, and South King Fire and Rescue.

The Facebook post had 66 user comments, including recommendations for ways to fix congestion and thoughts on individual experiences with traffic in the City Center.

<table>
<thead>
<tr>
<th>Organizations on Facebook who shared post</th>
<th>Number of Facebook followers</th>
</tr>
</thead>
<tbody>
<tr>
<td>South King Fire and Rescue</td>
<td>4,139</td>
</tr>
<tr>
<td>Federal Way Multi-Service Center</td>
<td>1,126</td>
</tr>
<tr>
<td>Washington State Proud of the Blue</td>
<td>3,820</td>
</tr>
<tr>
<td>Federal Way Police Department</td>
<td>7,226</td>
</tr>
<tr>
<td>Martin Moore for Federal Way City Council</td>
<td>256</td>
</tr>
</tbody>
</table>

**Print media**

The City sent a press release with information about the open house to the *Federal Way Mirror*, which the newspaper ran April 4, both in print and online. The City submitted a legal notice which the *Mirror* ran in the March 30 print edition and a calendar listing which ran in the April 9 print edition. Both the March 30 legal notice and the April 9 calendar listing were also on the newspaper’s online website.
The Federal Way Mirror ran an article on April 4 notifying community members of the April 11 in-person open house.
Stakeholder Summary

Background
The City is committed to having constructive ongoing dialogue with community members who are most impacted by congestion in the City Center and stakeholders who are low-income, minority, and limited-English proficient (LEP). The City conducted interviews and briefings with key stakeholders to

- introduce the City Center access study to service providers, advocates, and other key stakeholders,
- promote their understanding of the purpose and need for the study and the process leading to possible solutions
- inform public engagement for this study, and
- inform the study’s purpose and need statement.

The City of Federal Way conducted eighteen stakeholder interviews with commercial property owners, social service providers, advocates, and others and four stakeholder briefings with residents and business owners during February, March, and April 2018.

Key findings
Most participants support the City undertaking this study. Participants agree that congestion in the City Center is growing and problematic.

- General
  - Participants take alternate routes to avoid S 320th Street.
  - Some participants shop outside of Federal Way to avoid congestion in the City Center.
  - Participants budget extra time for commuting and travelling during peak periods, especially in the afternoons.
  - Participants are worried about a perceived increase in crime in the City Center.

- Interchange modification recommendations
  - Participants suggest building a new interchange on I-5, believing a new interchange will improve congestion on S 320th Street.

- Walkability and bikeability
  - Participants support new safe and accessible paths for pedestrians and bicyclists.

- Community engagement
  - Participants suggest conducting a combined outreach efforts, including social media, community briefings, and newspaper advertising.
  - Some stakeholders prefer direct communication from the City on a regular basis.

Stakeholder interview summary
The study team conducted eighteen interviews on behalf of the City of Federal Way during February, March, and April 2018. The study team conducted the interviews by phone with stakeholders representing commercial properties, the business community, service providers, and vulnerable populations in the City Center.
<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Interview date</th>
<th>Audience represented / property representing</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Kaplan</td>
<td>Private citizen</td>
<td>February 14, 2018</td>
<td>Steel Lake Park advocate</td>
</tr>
<tr>
<td>Chris Nguyen, Mike Corbitt, and Lindy Goodling</td>
<td>Harsch Investment Properties</td>
<td>February 13, 2018</td>
<td>Celebration Centre, Pavilions Centre II, and SeaTac Village (manage only)</td>
</tr>
<tr>
<td>James G Williams</td>
<td>Merlon Geiers</td>
<td>February 26, 2018</td>
<td>Commons Mall, Sunset Square</td>
</tr>
<tr>
<td>Lisa Skari</td>
<td>Federal Way Chamber of Commerce and Highline College</td>
<td>February 26, 2018</td>
<td>Businesses and college students</td>
</tr>
<tr>
<td>Mike McClure</td>
<td>MJR Development</td>
<td>February 28, 2018</td>
<td>Federal Way Center, Heron Building, Talon Building</td>
</tr>
<tr>
<td>Daryl Reichstein</td>
<td>Rosen Properties</td>
<td>February 28, 2018</td>
<td>Hillside Shopping Center, Fountain Plaza</td>
</tr>
<tr>
<td>Inger Johnson</td>
<td>Kimco Realty</td>
<td>March 6, 2018</td>
<td>Pavilions Centre</td>
</tr>
<tr>
<td>Joanna Barhart</td>
<td>NWCC Center Plaza, LLC</td>
<td>March 7, 2018</td>
<td>NWCC Center Plaza</td>
</tr>
<tr>
<td>Brian Bruininks, Mike Hemphill</td>
<td>Industrial Realty Group</td>
<td>March 8, 2018</td>
<td>The Greenline (Former Weyerhaeuser Campus), East Campus Tech Center</td>
</tr>
<tr>
<td>Margery Godfrey</td>
<td>Private citizen, formerly Chair of Hylebos Wetlands</td>
<td>March 20, 2018</td>
<td>Hylebos Wetlands advocates/ Federal Way residents</td>
</tr>
<tr>
<td>Hester Serebrin</td>
<td>Transportation Choices</td>
<td>March 21, 2018</td>
<td>Multi-modal transportation advocates</td>
</tr>
<tr>
<td>Mario Paredes</td>
<td>Consejo Counseling and Referral</td>
<td>March 21, 2018</td>
<td>Latinx residents in Federal Way, Consejo Counseling clients</td>
</tr>
<tr>
<td>Peggy LaPorte</td>
<td>FUSION (Friends United to Shelter the Indigent, Oppressed and Needy)</td>
<td>March 23, 2018</td>
<td>FUSION clients and employees, advocates against homelessness</td>
</tr>
<tr>
<td>Vicky Clarke</td>
<td>Cascade Bicycle Club</td>
<td>March 29, 2018</td>
<td>Cyclists</td>
</tr>
<tr>
<td>Robin Corak</td>
<td>Federal Way Multi-Service Center</td>
<td>March 29, 2018</td>
<td>Customers, volunteers, and employees</td>
</tr>
<tr>
<td>Andrew Kritovich</td>
<td>Ukrainian Community Center</td>
<td>March 29, 2018</td>
<td>Ukrainian community</td>
</tr>
<tr>
<td>Lauren Farinas</td>
<td>Refugee Women’s Alliance</td>
<td>March 30, 2018</td>
<td>Refugees and immigrants</td>
</tr>
</tbody>
</table>
The majority of commercial property owners and business participants believe economic development will produce more traffic, and thus that the City should ensure transportation infrastructure is in place. Participants also stated the need for the City to have a good understanding of traffic impacts related to the future light rail station and anticipated adjacent development. In addition, a participant stated that the City needs to understand the traffic impacts of bringing in more hotels, the proposed higher education center, and housing.

Participants also shared concerns for pedestrian and bicycle safety, including the lack of sidewalk on the north side of S 320th Street east of I-5, and safety concerns for bicyclists and pedestrians near 1700 S 320th Street. Several participants suggested the City look toward cities who are similar to Federal Way or who have grown in similar ways to Federal Way in the past, including: Seattle and Bellevue, Bremerton, Renton, Lynwood, and Tukwila.

Most social service and advocate participants expressed concern over safety issues in the study area, including poor lighting for pedestrian and bicycle paths, no sidewalks across I-5, and a lack of space for buses to collect transit riders on S 320th Street causing traffic delays and a risk of collision with buses. Participants also expressed the desire for a new interchange in addition to the existing interchange at S 320th Street. In addition, participants stressed the importance of seeking input and conducting outreach to historically underserved populations. Overall the perception of the study was positive.

### Stakeholder briefings summary

The City hosted four stakeholder briefings about the City Center Access study during March and April 2018. The City emailed neighborhood leaders, distributed flyers door-to-door, and emailed commercial property owners to invite tenants. Sixteen community members attended the four briefings.

<table>
<thead>
<tr>
<th>Business Briefing</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Businesses just east of I-5 in Federal Way between S 320th and S 348th streets</td>
<td>March 29, 2018</td>
<td>Federal Way City Council Chambers</td>
</tr>
<tr>
<td>Businesses in and near the City Center on the west side of I-5 in Federal Way</td>
<td>April 2, 2018</td>
<td>The Commons Mall</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Briefing</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents of the North Lake and North Ridge neighborhoods</td>
<td>March 29, 2018</td>
<td>North Lake Improvement Club</td>
</tr>
<tr>
<td>Residents near S 312th Street on both sides of I-5 in Federal Way, including neighbors near Steel Lake</td>
<td>April 5, 2018</td>
<td>Federal Way City Council Chambers</td>
</tr>
</tbody>
</table>

Many attendees want the City to create better east-west connections. Attendees at every briefing suggested building a new interchange on I-5. Many attendees support a new interchange at S 324th.
Street. Attendees also support local improvements, especially those that increase safety and keep traffic moving. Attendees agreed that there are no safe paths for pedestrians and bicyclists in the City Center. In addition, attendees suggested the City continue to conduct briefings to inform residents and business owners. Most attendees suggested using social media to increase awareness. Many attendees also expressed wanting a better sense of community, including more connection and cohesion.
Comment Summary

Background
The City of Federal Way’s City Center Access study team hosted various events and reached out to multiple stakeholder groups to engage the people who work, shop, and live in Federal Way to understand their experience accessing the City Center and the surrounding area. The study team tailored feedback venues to specific groups with varying levels of interest. Whether in-person or online, the City provided community members impacted by the congestion in the vicinity of S 320th Street between SR 99 (Pacific Highway) and Military Road S an opportunity to share their experience and propose solutions.

<table>
<thead>
<tr>
<th>Date</th>
<th>Channels</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2 and 9</td>
<td>Social media</td>
<td>84</td>
</tr>
<tr>
<td>April 9-22</td>
<td>Online open house</td>
<td>15</td>
</tr>
<tr>
<td>April 11</td>
<td>In-person open house</td>
<td>20</td>
</tr>
<tr>
<td>April 3-11</td>
<td>Other</td>
<td>4</td>
</tr>
</tbody>
</table>

Key findings
Depending on the channel where people left comments, their themes varied substantially. People who commented through social media mostly focused on local solutions, whereas people who commented through the online open house, which required more sustained engagement with study information, mostly referenced interchange alternatives from the 2009 study. People who attended and commented at the in-person open house provided the most diverse input, likely due to the in-depth conversations attendees were able to have with study team members. Some key themes stood out, including:

- Interchange modification recommendations
  - Comments varied but focused mostly on 2009 alternatives; some comments favored a new interchange at S 312th Street, others favored an interchange at S 324th Street
  - Consider interchange modifications or additions north of S 312th Street
  - Revise the S 317th Street HOV exit as a general purpose exit and/or provide a connection to the east side of I-5

- Local improvements
  - Build roundabouts
  - Synchronize traffic signals during peak morning and afternoon hours
  - Widen Military Road S

- Walkability and bikeability
  - Support for new safe and user-friendly pedestrian and bicycle access

- General
  - Be mindful not to compromise green spaces and negatively impact existing neighborhoods
Purpose and Need

- Increase and improve transit options
- Increase community safety
- Add more parking around Federal Way Transit Center
- Fix congestion; congestion is bad
- Community engagement
  - Keep community informed; ask the community for input

Online open house

The City of Federal Way hosted an online open house to engage a broad audience in and around the Federal Way City Center. Visitors learned about the project’s history, current need, and next steps while providing feedback on their experience of congestion at a time that worked for them.

The online open house comment period was open from April 9-22, during which time 99 individuals visited the site, 15 of whom submitted comments. All participants indicated they shop in Federal Way. Six of the visitors who commented live in Federal Way and two work in Federal Way.

Key themes:
- Concern about and praise for 2009 interchange alternatives
- Preservation of green spaces
- Access to transit

Frequent comments include:
- An off ramp on S 312th Street is the best option to alleviate traffic around the City Center.
- The City should build more pedestrian and bicyclists options that are safe and user friendly.
- An off ramp on S 324th Street would not address the congestion issue and does not improve access to City Center.
- A new interchange may compromise green spaces.
- Consider the impacts a future light rail station will have on traffic congestion.
- Concern about negative impacts on the Steel Lake neighborhood.
- Increase transit options around the City Center and do not spend City funding on new structures.

In-person open house

The City of Federal Way’s study team hosted an in-person open house at the Federal Way Community Center on April 11, 2018 to inform residents about the City Center Access study, learn about their experience of traffic in the area, and answer specific questions.

The open house’s 66 attendees received a participant guide to lead them through the event, from historical background on the 2009 study to the team’s proposed need statements. The study team embedded opportunities for attendees to comment and engage with study team members throughout the event and provided several opportunities to submit written comments.

Comment forms
The study team collected 22 comment forms at the open house. The comment form asked three questions:

1. Are there specific solutions you would like us to consider?
2. Other than the needs that the project team identified, and any feedback you have on the project needs boards, is there anything you would like to share about community issues?
3. Anything else you want us to know?

Key themes:
- Neighborhood impacts
- Interchange additions and modifications
- Bicycle and pedestrian access
- Community engagement

Frequent comments included:
- Consider solutions that do not impact an existing neighborhood.
- An on/off ramp on S 324th Street will drive traffic close to Belmor Park where mobile homes that may be affected.
- An interchange at S 312th Street would be too far from downtown to help with congestion around City Center.
- The City should consider interchange modifications or additions north of S 312th Street for those who are not going to City Center.
- The City should consider incorporating bicycle lanes going across I-5 since there are currently no safe paths.
- Impacts on Steel Lake Park would affect the senior citizens and children who use it.
- Please notify potentially impacted neighborhoods of future infrastructure plans for Federal Way.
- It is important to make pedestrian and bicycle access a priority in this project.
- Engage in more communication and open dialogue with Federal Way and unincorporated King County residents surrounding the study area.
- Provide more information on Sound Transit’s Federal Way Link light rail project.
- Choose options that do not impact the neighborhoods and parks north of S 320th Street.
- I am glad the City is addressing this issue and hosting events for the community to engage with this study.

“What do you experience?” table map

In addition to the comment forms, the study team invited participants to comment on a large map of the area, displayed on a table, and labeled “What do you experience?” Attendees placed a 26 comments around the map using sticky notes.

Key themes:
- Safety concerns
- Preserving green spaces
- Need new interchanges
- Parking and access to transit
- Restricting freight access
Frequent comments included:

- The City needs to ensure the safety of Federal Way residents.
- The City should preserve existing green spaces around Federal Way Transit Center and create new ones.
- The City should place an interchange at S 324th Street.
- The City needs to make new connections east and west of City Center.
- There is a need for more pedestrian access around City Center, as current conditions are not safe.
- There is a need for more parking around Federal Way Transit Center to accommodate City Center and future light rail users.
- Government agencies should offer shuttle services to move users from gathering places in City Center.
- The City should restrict freight access to City Center by routing trucks away from S 320th Street and S 324th Street.
- There should be physical barriers between vehicles, pedestrians, and bicycle traffic.

Social media

The City of Federal Way promoted the in-person and online open house on its Facebook page on April 2, in advance of the April 9-22 online open house comment period. The post on Facebook received 28 likes. Other users, including the Federal Way Police Department, South King Fire and Rescue, and the Multi-Service Center in Federal Way, shared the post 24 times.

Users commented 84 times, including comments left on partner agency Facebook accounts. In general, Facebook users focused on local solutions to congestion around the City Center.

Key themes:

- Experience of traffic congestion
- Local solutions
- Alternate routes
- Safety concerns

Frequent comments included:

- I feel frustrated with traffic congestion in City Center.
- Roundabouts in City Center are a solution to increase traffic flow, improve safety, and eliminate traffic signals.
- Try synchronizing traffic signals around City Center during peak morning and afternoon hours.
- The City and King County should widen Military Road to increase access to less traveled surface streets.
- The City should build a connection from S 312th Street to residential surface streets.
- Repurpose the S 317th Street HOV lane for all traffic and connect HOV lanes to roads and highways east of I-5.

Other comments

Residents had the opportunity to submit comments to the study team directly through email and verbally at the April 11 open house. Study team members recorded the comments they received.
Key themes:

- Concern about interchanges
- Green spaces preservation
- Parking and access to transit

Frequent comments included:

- The City should allocate more parking for the Federal Way Transit Center.
- I use alternate routes to avoid S 320th Street while accessing the City Center.
- An overpass at S 324th Street would not benefit local access and would not connect to surrounding major highways.
- A connection on S 324th Street may impact green spaces, like Celebration Park.

Next Steps

The study team will use the feedback collected from February 1 to April 22, 2018 and summarized in this report to inform their technical analysis and determine next steps for the City Center Access project. The study team will report back to the community with their findings and to communicate the next phase of the project.
APPENDICES
Appendix 2: Emails to stakeholders

Appendix 2.1: Email to property managers

Please join the City of Federal Way for our upcoming briefing for local businesses to hear project updates and share your insights or concerns.

Date:
Monday April 2, 2018

Location:
The Commons Mall E-30 (Next to the Regis Salon)
1928 S Commons Mall
Federal Way, WA 98003

Time:
10:00 a.m. – noon

Project background: The City of Federal Way, with the help from the community, is leading the City Center Access project to enhance access to and circulation within the City Center in order to improve safety and reduce congestion. This project will study the current conditions, future needs, and environmental impacts associated with enhancing traffic operations, safety, and efficiency in the vicinity of the South 320th Street corridor between SR 99 (Pacific Highway) and Military Road S.

If you are unable to attend this briefing, the City will be hosting an open house for all Federal Way residents, on April 11 at the Federal Way Community Center, 4 – 7:30 p.m. More details to come!

The City is doing this project in partnership with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, and King County.

We hope to see you there!

JACQUELINE RAMIREZ
Appendix 2.2: Email to businesses

To: Vicki Kirchner - US <vkirchner@WorldVision.org>
Subject: City Center Access

Hello!

Please join the City of Federal Way for our upcoming briefing for local businesses to hear project updates and share your insights or concerns.

Date:
Thursday March 29, 2018

Location:
Federal Way City Council Chambers
33325 8th Ave S
Federal Way, WA 98003

Time:
10:00 – 11:30 a.m.

Project background: The City of Federal Way, with the help from the community, is leading the City Center Access project to enhance access to and circulation within the City Center in order to improve safety and reduce congestion. This project will study the current conditions, future needs, and environmental impacts associated with enhancing traffic operations, safety, and efficiency in the vicinity of the South 320th Street corridor between SR 59 (Pacific Highway) and Military Road S.

If you are unable to attend this briefing, the City will be hosting an open house for all Federal Way residents, on April 11 at the Federal Way Community Center, 4 -7:30 p.m. More details to come!

The City is doing this project in partnership with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, and King County.

A flyer with more information will be sent your way shortly. We hope to see you there!

JACQUELINE RAMIREZ
Project Coordinator
Hi Lori,

Thank you for the time you have already invested in helping the City of Federal Way with the City Center Access Study. I appreciate you passing on the invitation to neighbors in the North Lake, and surrounding areas to attend the neighborhood briefing last week.

To update you, every address in the study area should be getting a postcard in the mail this week inviting them to the open house next Wednesday, April 11. We are also posting flyers around town. I’ve attached the flyer in case you want to share it with anyone or post it anywhere.

Would you consider sharing the City’s Facebook post announcing the open house?

Here is some language for you to consider for your share:
Can we beat traffic in Federal Way? Head to the Federal Way Community Center on April 11 from 4:00 – 7:00 to talk face-to-face with City officials about how congestion affects you and learn more about the City Center Access project.

The City will post a second time on Monday with a reminder about the in-person open house and a link to the online open house. I will send you another email then, asking you to share that one too.

Thanks!

JAQUELINE RAMIREZ
WE WANT TO HEAR FROM YOU!

The City wants to hear your insight. Please come to this briefing to share your experiences and ideas, and to learn about the project history, current project status, and next steps. Attend the briefing April 5 to learn more!

For questions and to RSVP please contact Jacqueline Ramirez at 206.462.6386 or by email at jramirez@prrhbiz.com

You’re invited to weigh-in on the Federal Way City Center Access project!

The City of Federal Way, with assistance from the community, is leading the City Center Access project. The City is studying solutions to congestion in the vicinity of S 320th Street Corridor between SR 99 (Pacific Highway) and Military Road S. This project will study the current conditions, future needs, and environmental impacts associated with enhancing traffic operations, safety, and efficiency near the City Center.

The City is doing this study in cooperation with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, South King Fire and Rescue, and King County.

ATTEND THE BRIEFING FOR COMMUNITY MEMBERS

March 29, 2018
4:30 – 6:30 p.m.
North Lake Improvement Club
33228 58th Ave S
Federal Way, WA 98001
Appendix 4: Open house outreach materials

Appendix 4.1: Open house postcard

You're invited to participate in the Federal Way City Center Access project!

The City of Federal Way, with assistance from the community, is leading the City Center Access project which proposes to improve access to the City Center and surrounding area by studying solutions to the congestion within the S 320th Street corridor near 156th Avenue SE. This project will study the current conditions, future needs, and environmental impacts associated with enhancing traffic operations, safety, and efficiency near the City Center.

If you are impacted by downtown Federal Way traffic, we want to hear from you!

The City is doing this study in cooperation with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, and South King Fire and Rescue, and King County.

Come to our open house on April 11 to learn more!

Washington State Department of Transportation | Federal Highway Administration

WE WANT TO HEAR FROM YOU!
Ways to participate
Please share your insight and experience and learn about the project. Fill out surveys, project status, and move maps. You can participate in person or through our online open house.

ATTEND THE OPEN HOUSE:
April 11, 2018
4:00 – 7:00 p.m.
Federal Way Community Center
500 32nd Street
Federal Way, WA 98003

HAVE QUESTIONS?
Contact us: Navneet Chahal, P.E., Street Systems Project Engineer
Navneet.Chahal@cityoffederalway.com | 253-835-2729

You can contact the project team at 253-835-2729 or email Navneet Chahal at Navneet.Chahal@cityoffederalway.com.
Appendix 4.2: Open house postcard distribution map
You’re invited to weigh-in on the Federal Way City Center Access project!

The City of Federal Way, with assistance from the community, is leading the City Center Access project. The City is studying solutions to congestion in the vicinity of S 320th Street Corridor between SR 99 (Pacific Highway) and Military Road S. This project will study the current and future traffic conditions, expected future needs, and environmental impacts associated with:

- enhancing traffic operations
- leveraging transit opportunities
- increasing safety and efficiency
- improve pedestrian and bicycle connections

If you are impacted by downtown Federal Way traffic, we want to hear from you!

The City is doing this study in cooperation with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, South King Fire and Rescue, and King County.

Come to our open house on April 11 to learn more!

WE WANT TO HEAR FROM YOU!

Ways to participate
Please share your insight and experience and learn about the project history, current project status, and next steps. You can participate in person or through our online open house.

HAVE QUESTIONS?

Contact us: Naveen Chandria, P.E., Street Systems Project Engineer
Naveen.Chandria@cityoffederalway.com | 253-835-2729

This flyer talks about a public meeting about traffic in downtown Federal Way. If you would like to receive it in Korean or Spanish, please call the project hotline at 253-835-2714.

Esta hoja informativa es sobre el proyecto Acceso a la Ciudad relacionado con el tránsito en el centro de Federal Way. Para recibirlo en español, llame a la línea directa del proyecto: 253.835.2714.

이 지시문은 시내 교통에 대한 공청회에 대한 내용입니다. 한국어 또는 스페인어로 원하는 경우, 253.835.2714에 전화할 수 있습니다.

ATTEND THE OPEN HOUSE:
April 11, 2018
4:00 – 7:30 p.m.
Federal Way Community Center
876 S 333rd Street
Federal Way, WA 98003

WEIGHT IN ON THE ONLINE OPEN HOUSE:
federalwaycitycenter.org
April 9 – 15
Appendix 4.4: Facebook post

Federal Way, WA
April 2 at 9:53 am

Look familiar? We want your help to decide how to change traffic in the Federal Way City Center and the surrounding area! Share your insight with us from 4 to 7:30 p.m. Wednesday, April 11 at the Federal Way Community Center, 876 333 Street.

Appendix 4.5: Federal Way Mirror newspaper article and calendar listing
City invites public to comment at upcoming meeting

April 11 meeting will address traffic concerns.

By Mirror Staff
Wednesday, April 4, 2018 4:41pm | NEWS

The city of Federal Way, with assistance from the community, is leading the City Center Access project. The effort aims to improve access to the city center and surrounding area by studying solutions to the congestion in the vicinity of the South 320th Street corridor between state Highway 99 (Pacific Highway) and Military Road South.

The city is inviting public comment from residents who are impacted by downtown Federal Way traffic or have specific areas of interest they feel should be addressed by the study at a public meeting from 4 to 7:30 p.m. Wednesday, April 11, at the Federal Way Community Center, 876 333rd St.
Federal Way City Center Access Open House

Federal Way Community Center

Wed, Apr. 11
4:00pm - 7:30pm

If you are impacted by downtown Federal Way traffic or have specific areas of interest that should be addressed by the study, we want to hear from you!

The City of Federal Way, with assistance from the community, is leading the City Center Access project which proposes to improve access to the City Center and surrounding area by studying solutions to the congestion in the vicinity of the S 320th Street corridor between SR 99 (Pacific Highway) and Military Road S. This project will study the current conditions, future needs, and environmental impacts associated with enhancing traffic operations, safety, and efficiency near the City Center.
Welcome to the Federal Way City Center Access online open house!

We’re glad you joined the conversation. Thank you for providing comments. The open house is now closed.

Check back soon for a summary of the comments collected through this online open house from April 5-22, 2018 and an in-person open house in Federal Way on April 11, 2018. For more information, visit our project page on the City of Federal Way’s website.

About the study
The purpose of this study is to improve access to City Center and the surrounding area by identifying solutions to the congestion in the vicinity of S 320th Street between SR 99 (Pacific Highway) and Military Road S.

The study team will review current and expected future traffic conditions and environmental impacts associated with enhancing traffic operations, safety, and efficiency.

The City identified the City Center Access Study in the 6-Year Transportation Improvement Plan (TIP) as an environmental documentation study.

The City is conducting this study in cooperation with the Federal Highway Administration (FHWA), Washington State Department of Transportation (WSDOT), Puget Sound Regional Council (PSRC), Sound Transit, Pierce Transit, South King Fire and Rescue, and King County.