

Prepared for:



Prepared by:



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

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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.

	Date	Attendees	Comments
Open houses			
In-person open house	April 11, 2018	60	46
Online open house	April 9-22, 2018	99	15
Stakeholder briefings			
Businesses just east of I-5 in Federal Way between S 320th and S 348th streets	March 29, 2018	2	2
Businesses in and near the City Center on the west side of I-5 in Federal Way	April 2, 2018	2	2
Residents of the North Lake and North Ridge neighborhoods	March 29, 2018	9	9
Residents near S 312th Street on both sides of I-5 in Federal Way, including neighbors near Steel Lake	April 5, 2018	3	3

Stakeholder interviews			
Target stakeholders	February 13-March 8, 2018	12	12
Vulnerable population stakeholders	March 20-April 4, 2018	9	9
Social media			
City of Federal Way Facebook	April 4-9, 2018	1,300*	33
Partner Facebook pages	April 4-9, 2018	16,567*	41

**Number of Facebook followers on the page*

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

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

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

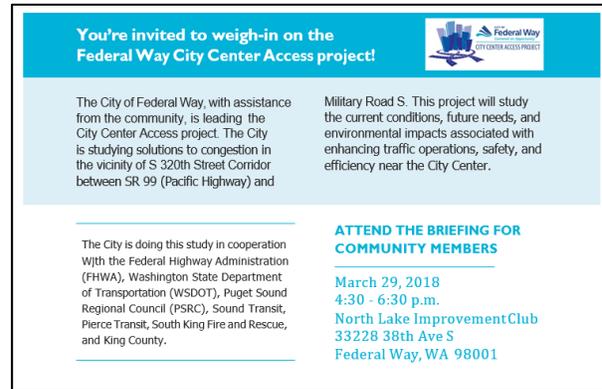
Study team members visited businesses in person and handed out a flyer inviting business owners and employees to the April 2, 2018 briefing at The Commons. The City connected with over 150 businesses in the City Center through door-to-door outreach at Gateway Center, Pavilions Center I and II, and Celebration 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.

Commercial property	Number of businesses
The Commons	72
Hillside Shopping Center	35
Pavilions Center	19
Pavilions Center II	24
Celebration Center	26
East Campus Corporate Park	32
NWCC Center Plaza	15
Gateway Center	20
Federal Way Center	11

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.



Flyer distributed to community stakeholders inviting them to the March 29 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.

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

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.



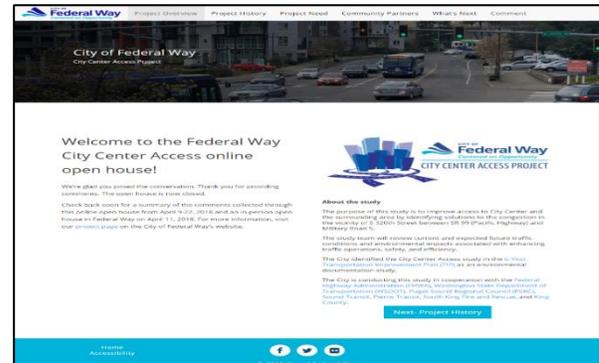
Participants discuss the study with a City engineer at the in-person open house on April 11.

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.

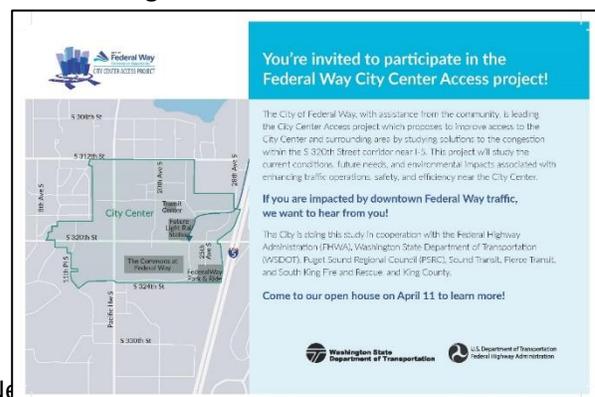


The online open house collected comments from April 9-22, 2018.

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



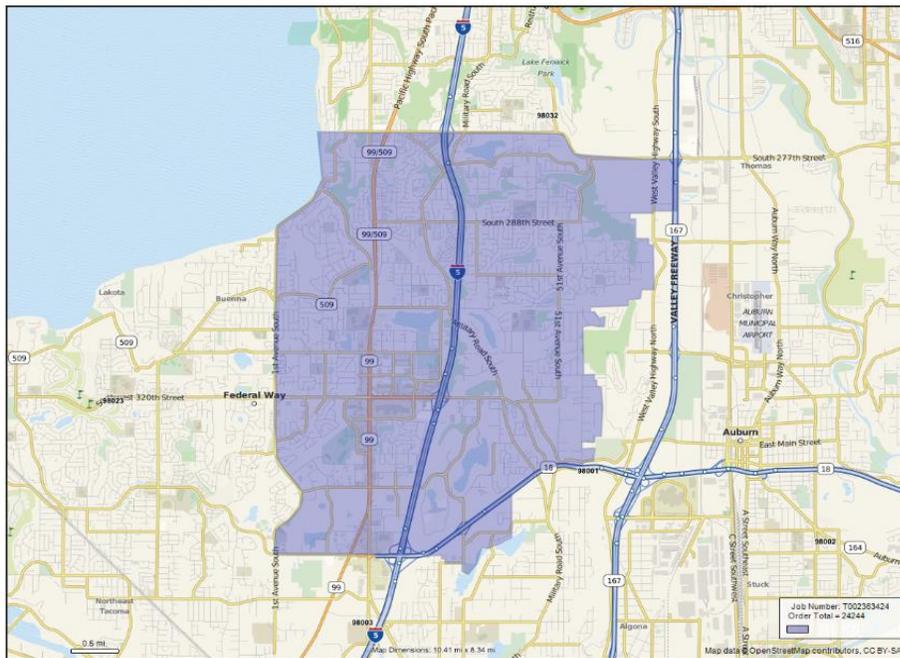
The study team mailed 24,244 postcards to invite the community to an in-person open house on April 11, 2018.

- 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.



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

- Federal Way Multi-Service Center
- Ukrainian Community Center
- Refugee Women’s Alliance
- Federal Way Senior Center
- Commercial property owners and managers who participated in stakeholder interviews

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

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.



On April 2, 2018, the City of Federal Way posted an invitation to the April 11 in-person open house on their Facebook page. A second post on April 9 invited the community to comment via the online open house between April 9-22.

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

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.

Menu Q

FEDERAL WAY MIRROR

News Sports Life Business Opinion Calendar Letters to the Editor

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

Facebook Twitter YouTube Email Print Comment

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.

The Federal Way Mirror ran an article on April 4 notifying community members of the April 11 in-person open house.

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.

The City placed a calendar listing in the Federal Way Mirror online and print newspaper.

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.

Name	Organization	Interview date	Audience represented / property representing
David Kaplan	Private citizen	February 14, 2018	Steel Lake Park advocate
Chris Nguyen, Mike Corbitt, and Lindy Goodling	Harsch Investment Properties	February 13, 2018	Celebration Centre, Pavilions Centre II, and SeaTac Village (manage only)
James G Williams	Merlon Geiers	February 26, 2018	Commons Mall, Sunset Square
Lisa Skari	Federal Way Chamber of Commerce and Highline College	February 26, 2018	Businesses and college students
Mike McClure	MJR Development	February 28, 2018	Federal Way Center, Heron Building, Talon Building
Daryl Reichstein	Rosen Properties	February 28, 2018	Hillside Shopping Center, Fountain Plaza
Inger Johnson	Kimco Realty	March 6, 2018	Pavilions Centre
Joanna Barhart	NWCC Center Plaza, LLC	March 7, 2018	NWCC Center Plaza
Brian Bruininks, Mike Hemphill	Industrial Realty Group	March 8, 2018	The Greenline (Former Weyerhaeuser Campus), East Campus Tech Center
Margery Godfrey	Private citizen, formerly Chair of Hylebos Wetlands	March 20, 2018	Hylebos Wetlands advocates/ Federal Way residents
Hester Serebrin	Transportation Choices	March 21, 2018	Multi-modal transportation advocates
Mario Paredes	Consejo Counseling and Referral	March 21, 2018	Latinx residents in Federal Way, Consejo Counseling clients
Peggy LaPorte	FUSION (Friends United to Shelter the Indigent, Oppressed and Needy)	March 23, 2018	FUSION clients and employees, advocates against homelessness
Vicky Clarke	Cascade Bicycle Club	March 29, 2018	Cyclists
Robin Corak	Federal Way Multi-Service Center	March 29, 2018	Customers, volunteers, and employees
Andrew Kritovich	Ukrainian Community Center	March 29, 2018	Ukrainian community
Lauren Farinas	Refugee Women's Alliance	March 30, 2018	Refugees and immigrants

Name	Organization	Interview date	Audience represented / property representing
Shelley Puariea	Federal Way Senior Center	April 4, 2018	Federal Way seniors

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.

Business Briefing	Date	Location
Businesses just east of I-5 in Federal Way between S 320th and S 348th streets	March 29, 2018	Federal Way City Council Chambers
Businesses in and near the City Center on the west side of I-5 in Federal Way	April 2, 2018	The Commons Mall
Community Briefing	Date	Location
Residents of the North Lake and North Ridge neighborhoods	March 29, 2018	North Lake Improvement Club
Residents near S 312th Street on both sides of I-5 in Federal Way, including neighbors near Steel Lake	April 5, 2018	Federal Way City Council Chambers

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.

Date	Channels	Comments
April 2 and 9	Social media	84
April 9-22	Online open house	15
April 11	In-person open house	20
April 3-11	Other	4

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

- 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.



Participants fill out comment forms at the in-person open house on April 11.

“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 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.

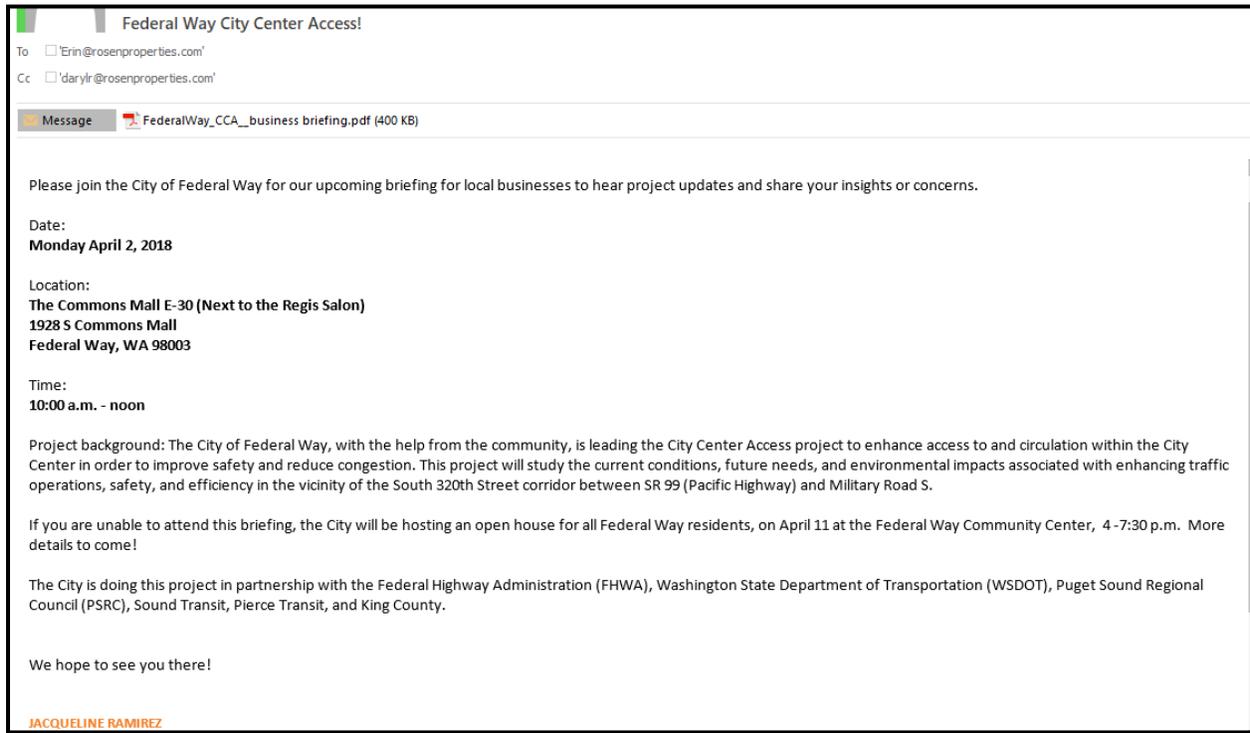
APPENDICES

Appendix 1: Comment log

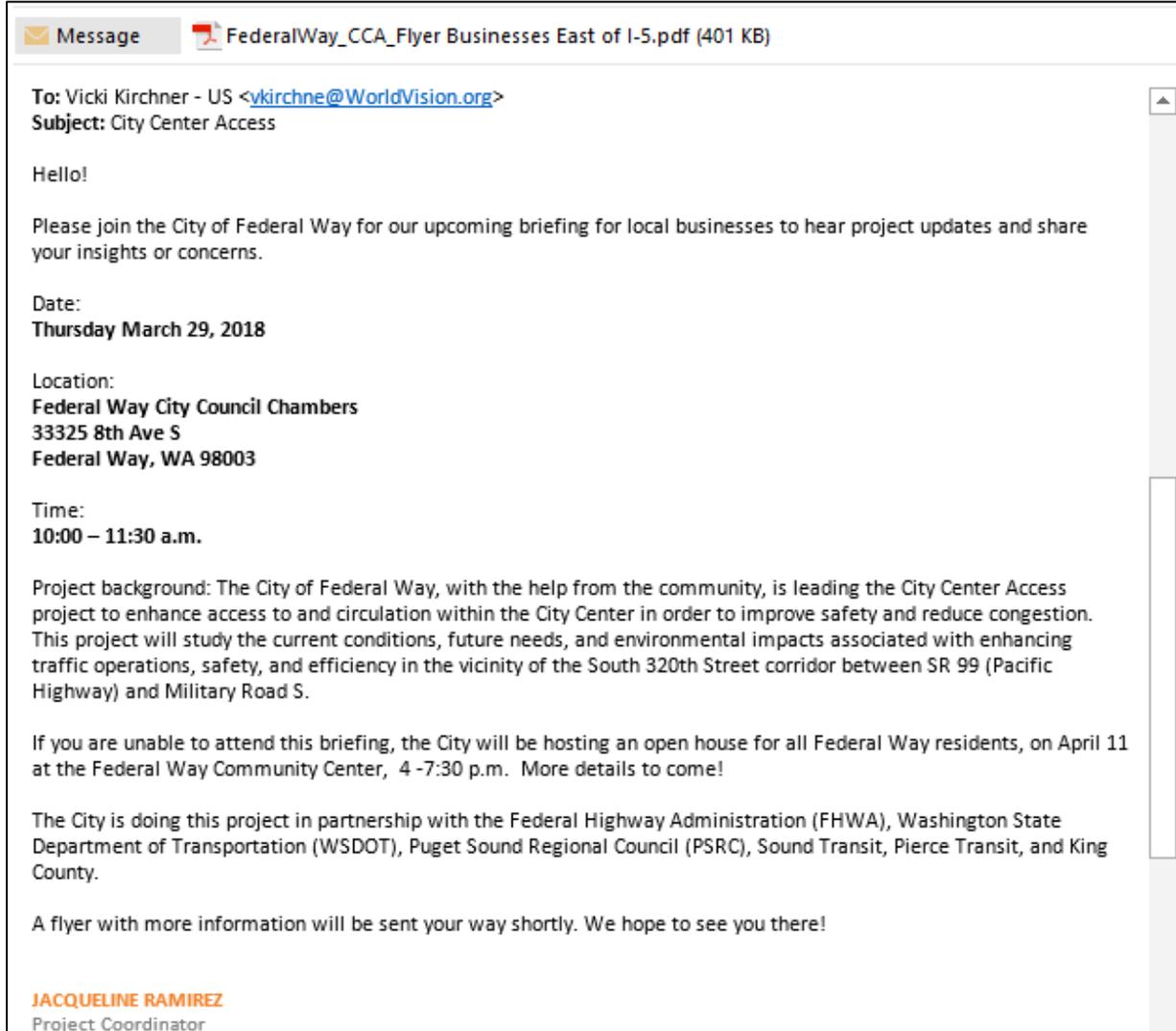
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Appendix 2: Emails to stakeholders

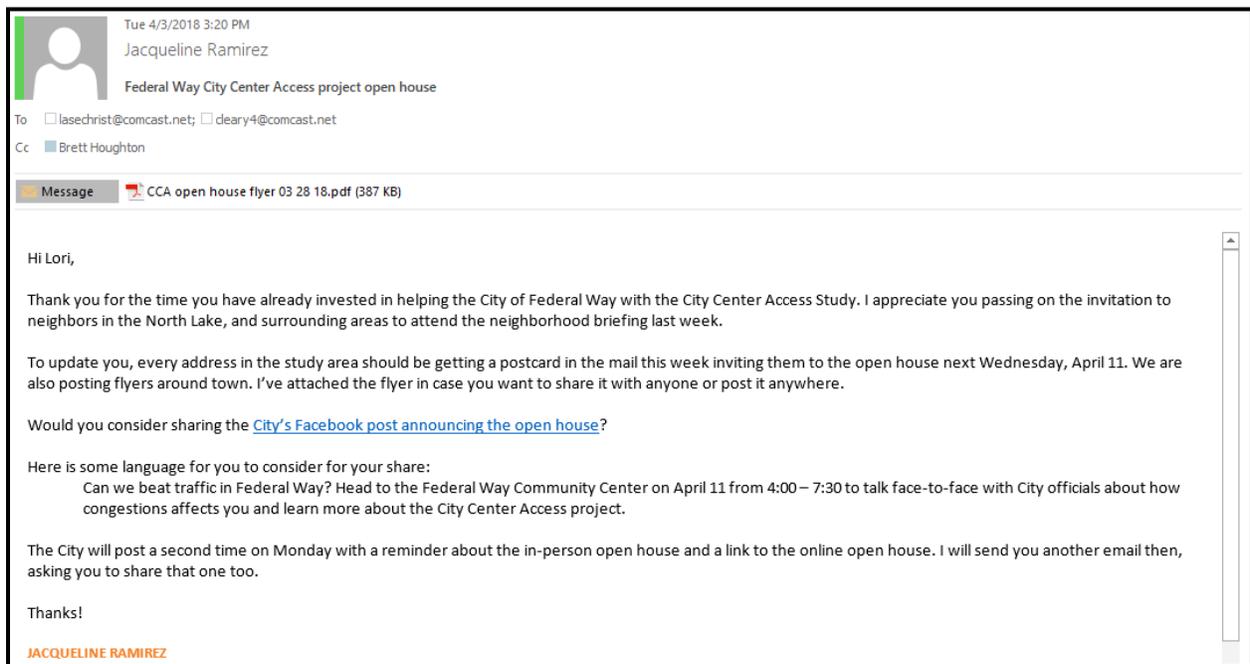
Appendix 2.1: Email to property managers



Appendix 2.2: Email to businesses



Appendix 2.3: Email to neighborhood leaders



Appendix 3: Stakeholder briefing flyer

WE WANT TO HEAR FROM YOU!

The City wants to hear your insight. Please come to this briefing to share your experience 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@prrbiz.com





This postcard 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 tarjeta postal es sobre una reunión pública sobre el tránsito en el centro de Federal Way. Para recibirla en español, llame a la línea directa del proyecto: 253.835.2714.

이 사프포(사실보고서)는 페더럴 웨이 시내 교통과 관련된 도심부 접근 프로젝트에 대해 이야기하는 것입니다. 당신이 이를 한국어로 받고자 하는 경우, 253.835.2714에서 프로젝트 핫라인에 문의하시기 바랍니다.



Title VI Statement to Public: The City of Federal Way ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color, national origin or sex in the provision of benefits and services resulting from its federally assisted programs and activities.

Alternative formats: Persons with disabilities may request this information be prepared and provided in alternate formats by calling the project hotline at 253.835.2714. Persons who are and on the basis of hearing may call Washington State Telecommunications Relay service by dialing 7-1-1 and asking to be connected to 253.835.2714.

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 38th 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 I-5. 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!




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.

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	WEIGH IN ON THE ONLINE OPEN HOUSE: federalwaycitycenter.org April 9 - 15 Directions to the Federal Way Community Center: itd.waopenhouse.org/directions.html
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HAVE QUESTIONS?
Contact us: Naveen Chandra, P.E., Street Systems Project Engineer
Naveen.Chandra@cityofederalway.com | 253-835-2729

This postcard 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 tarjeta postal es sobre una reunión pública sobre el tránsito en el centro de Federal Way. Para recibir en español, llame a la línea directa del proyecto 253.835.2714.

이 자카르다(사실포스터)는 커뮤니티 센터 교통과 관련된 도심부 접근 프로젝트에 대해 이야기하는 것입니다. 당신이 이를 한국어로 받고자 하는 경우, 253.835.2714에서 프로젝트 핫라인에 문의하시기 바랍니다.



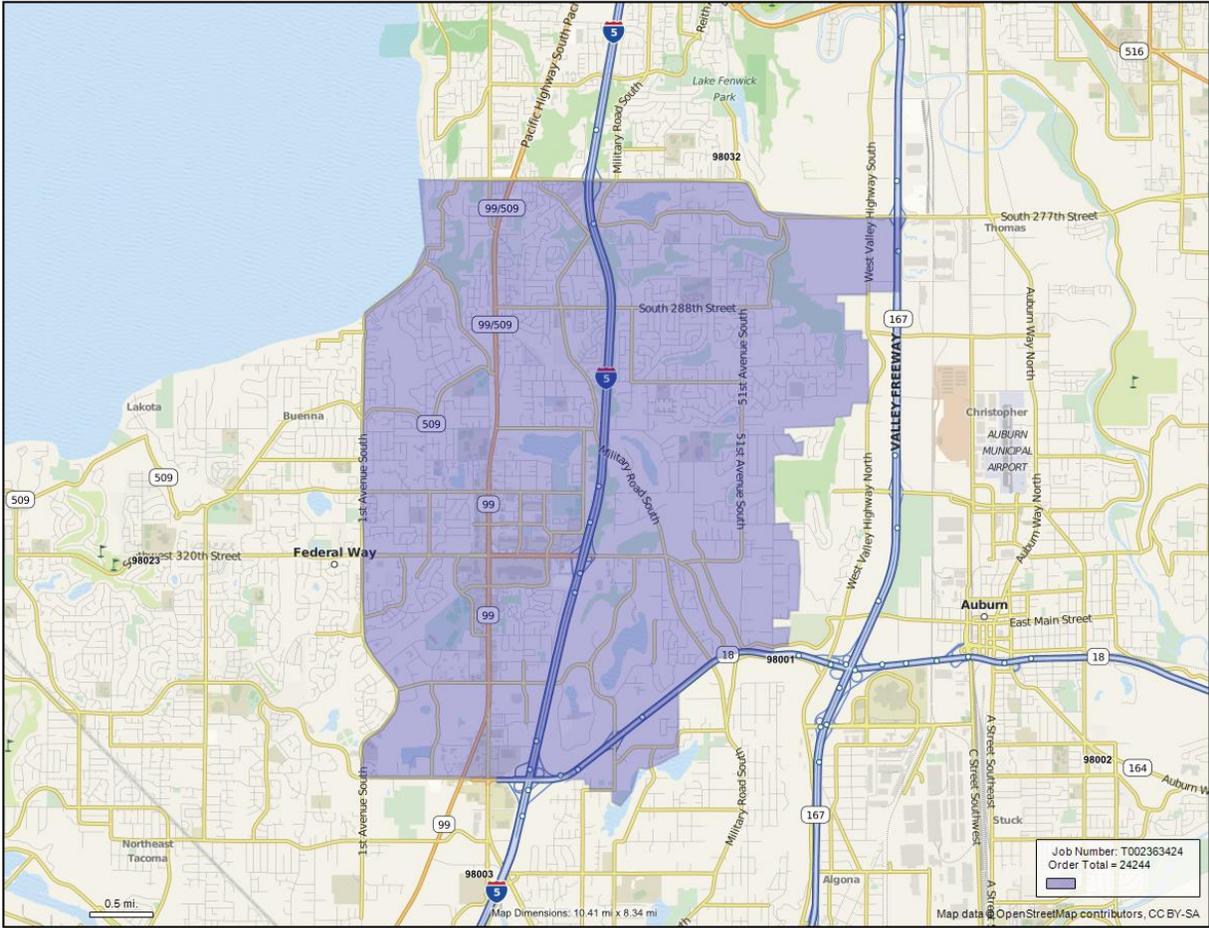
City of Federal Way
 33325 8th Ave South
 Federal Way, WA 98003

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Alternative formats: Persons with disabilities may request this information or proposed oral responses in alternative formats by calling the project hotline at 253.835.2714. Persons who are deaf and hard of hearing may call Washington State Relay (toll-free) at 1-800-368-6848. If you are unable to be contacted to 253.835.2714.

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 Chandra, P.E., Street Systems Project Engineer
Naveen.Chandra@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 al Centro de la Ciudad relacionado con el tránsito en el centro de Federal Way. Para recibirla en español, llame a la línea directa del proyecto: 253.835.2714.

이 자료표(사실보고서)는 페더럴 웨이 시내 교통과 관련된 도심부 접근 프로젝트에 대해 이야기하는 것입니다. 당신이 이를 한국어로 받고자 하는 경우, 253.835.2714에서 프로젝트 핫라인에 문의하시기 바랍니다.

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

Directions to the Federal Way Community Center:
itallhappenshere.org/directions.html

WEIGH IN ON THE ONLINE OPEN HOUSE:

federalwaycitycenter.org
April 9 - 15



Title VI Statement to Public: The City of Federal Way ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color, national origin or sex in the provision of benefits and services resulting from its federally assisted programs and activities.

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Appendix 4.4: Facebook post

 **Federal Way, WA** April 2 at 9:53am · 🌐

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.



👍 Like 💬 Comment ➦ Share

 **Federal Way, WA** April 9 at 8:47am · 🌐

Residents are invited to weigh in on the Federal Way City Center Access project.

The City of Federal Way is committed to meeting the needs of the community. We are working to improve access to the City Center and the surrounding area by studying solutions to traffic congestion in the vicinity of the S 320th Street corridor between SR 99 (Pacific Highway) and Military Road S.

Comments can be submitted to our online open house through April 22 or join us in person from 4 to 7:30 p.m. Wednesday (April 11) at the Federal Way Community Center, 876 S 333rd Street.

federalwaycitycenter.org
FEDERALWAYCITYCENTER.ORG

👍 Like 💬 Comment ➦ Share

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.

Appendix 5: Online open house

Project Overview Project History Project Need Community Partners What's Next Comment



City of Federal Way

City Center Access Project

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 9-22, 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](#).

[Next- Project History](#)

[Home](#)
[Accessibility](#)



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