

# APPENDIX E

# SURVEY SUMMARY

This document provides a description of the community survey from early 2022 and its methods, and an analysis of the results and findings.



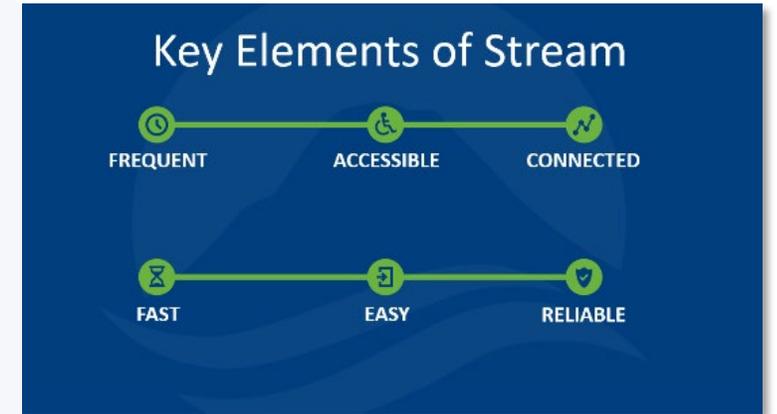
PierceTransit  
***Stream***

**SSES Corridor Survey Summary**

March 2022

# SURVEY METHODS

- Survey purpose:
  - Introduce the public to the project study corridors.
  - Review the elements of Stream.
  - Gather feedback on SSES corridors to help the project team validate study alignments and speed and reliability opportunities.
- The survey was open for 5 weeks - January 25 to March 1, 2022 and received 418 responses. 14 individuals provided additional email comments.



## Where should we “Stream” next?

Pierce Transit is in the process of identifying the next corridor for investment in Bus Rapid Transit (BRT). The **Stream BRT System Expansion Study** is analyzing four potential corridors to determine which one is the best option for our second Stream BRT line. The four corridors under consideration were chosen because they:

- *Have high existing ridership.*
- *Connect Regional Growth Centers with high numbers of people and jobs.*
- *Have high potential for future growth.*

The four corridors are:

- **Corridor A** (current Route 2)
- **Corridor B** (current Route 3)
- **Corridor C** (Segment of current Route 402 from Pierce County Airport to Downtown Puyallup)
- **Corridor D** (current Route 4)

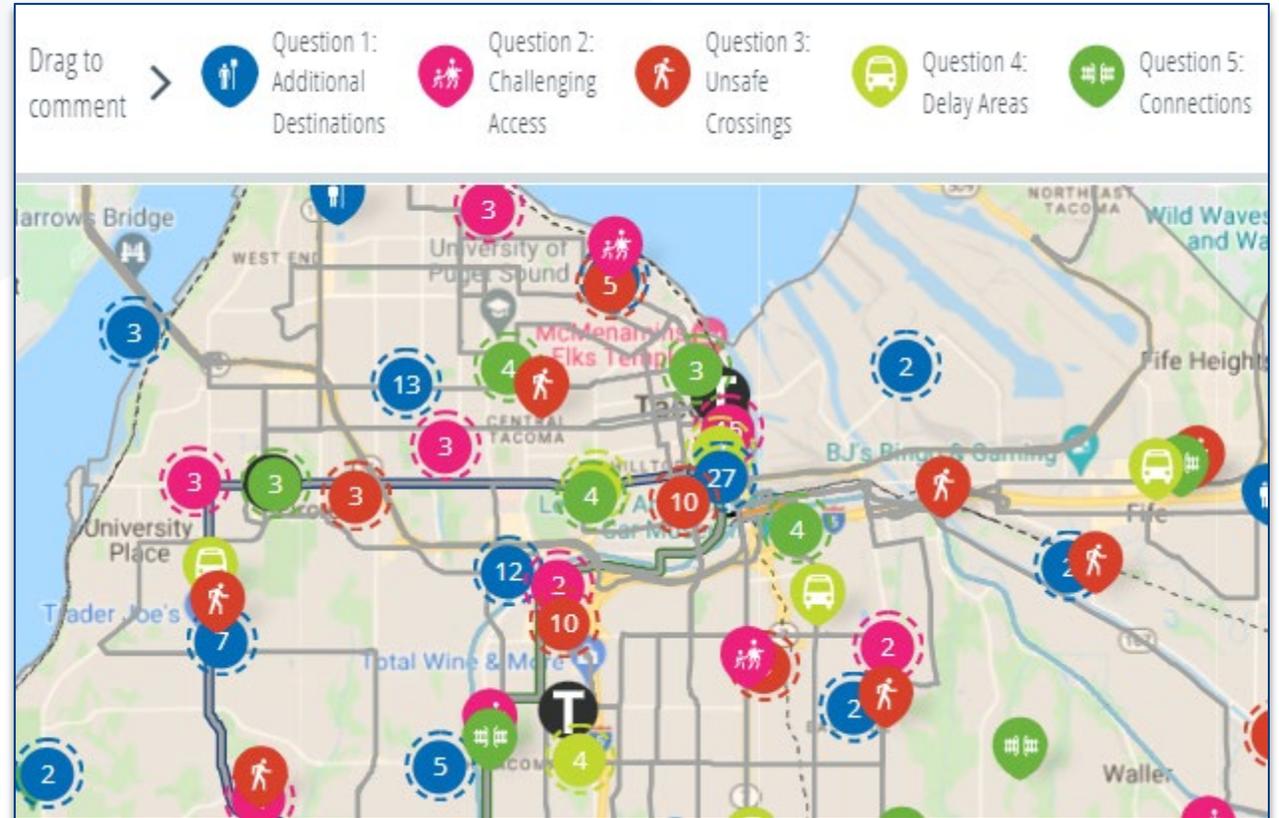
# SURVEY METHODS

- Participants were asked to give feedback on 5 topics for each SSES candidate corridor in a map-based survey:
  1. **ADDITIONAL DESTINATIONS:** Are there additional destinations this corridor should serve?
  2. **CHALLENGING ACCESS:** Are there areas along this corridor where you have challenges accessing destinations?
  3. **UNSAFE CROSSINGS:** Are there areas along this corridor that you currently find difficult or unsafe to cross?
  4. **DELAY AREAS:** If you ride Route 2 or drive along this corridor, where do you experience the most delay or congestion?
  5. **CONNECTIONS:** What other transit services do you wish you could connect to from this corridor?



# SURVEY METHODS

- Survey was distributed to the Technical Advisory Committee and communities around the four candidate corridors.
- Participants accessed the survey via an online link or QR Code from the Pierce Transit homepage or promoted on social media.



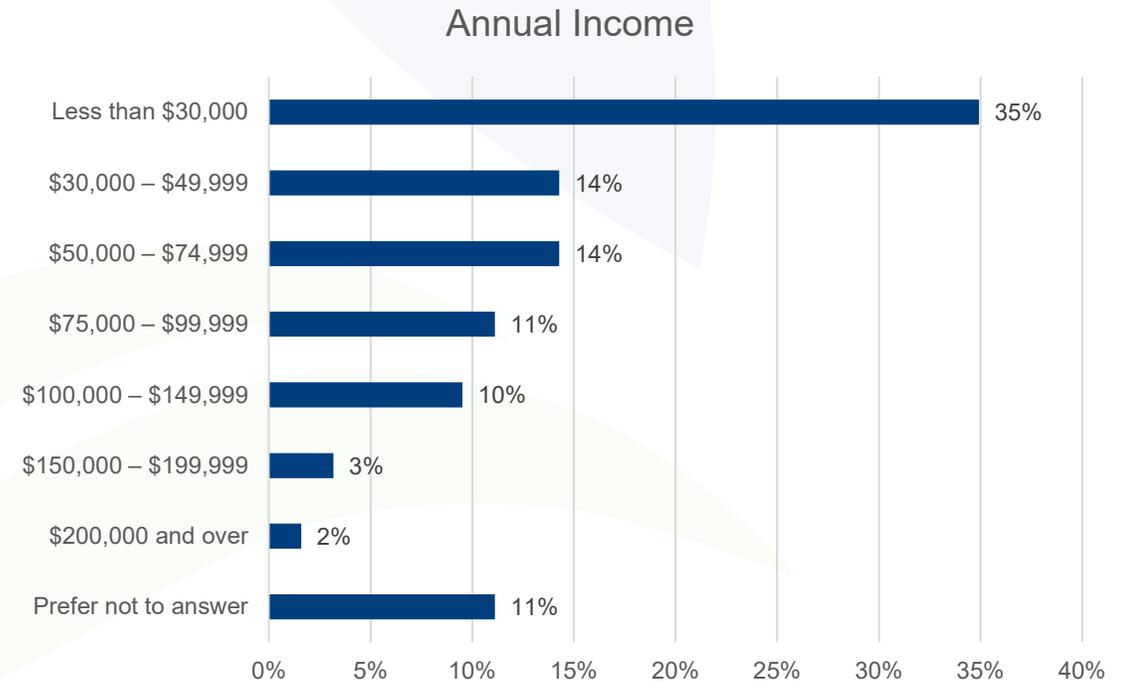
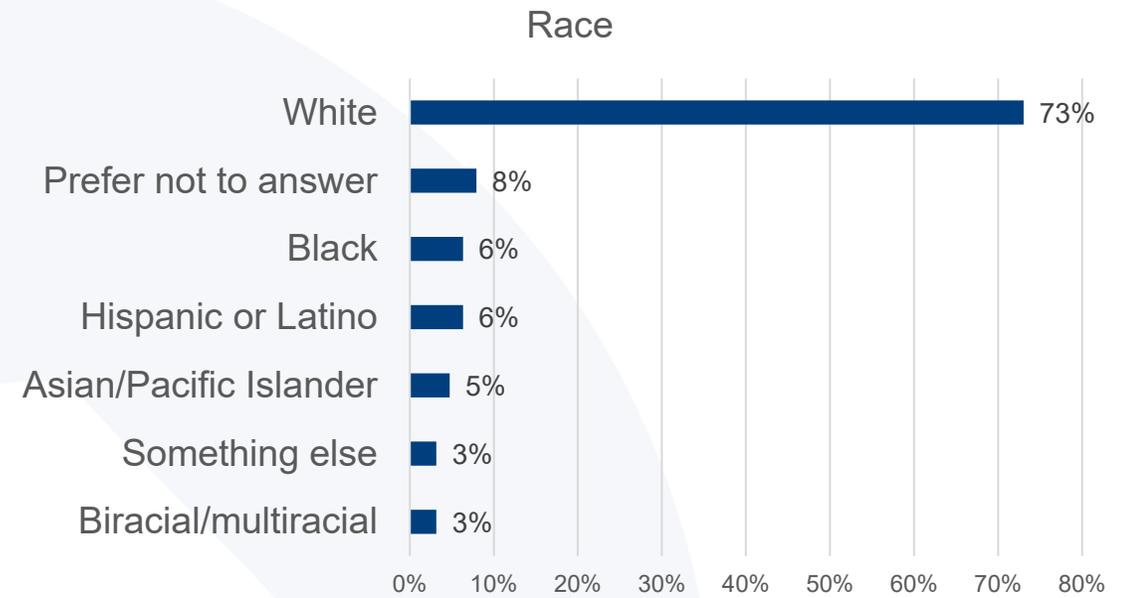
## Take the Stream BRT Expansion Study Survey

for a chance to win one of five ORCA cards valued at \$20! This survey will take approximately 10 minutes to complete.

[Click here to take the survey!](#)

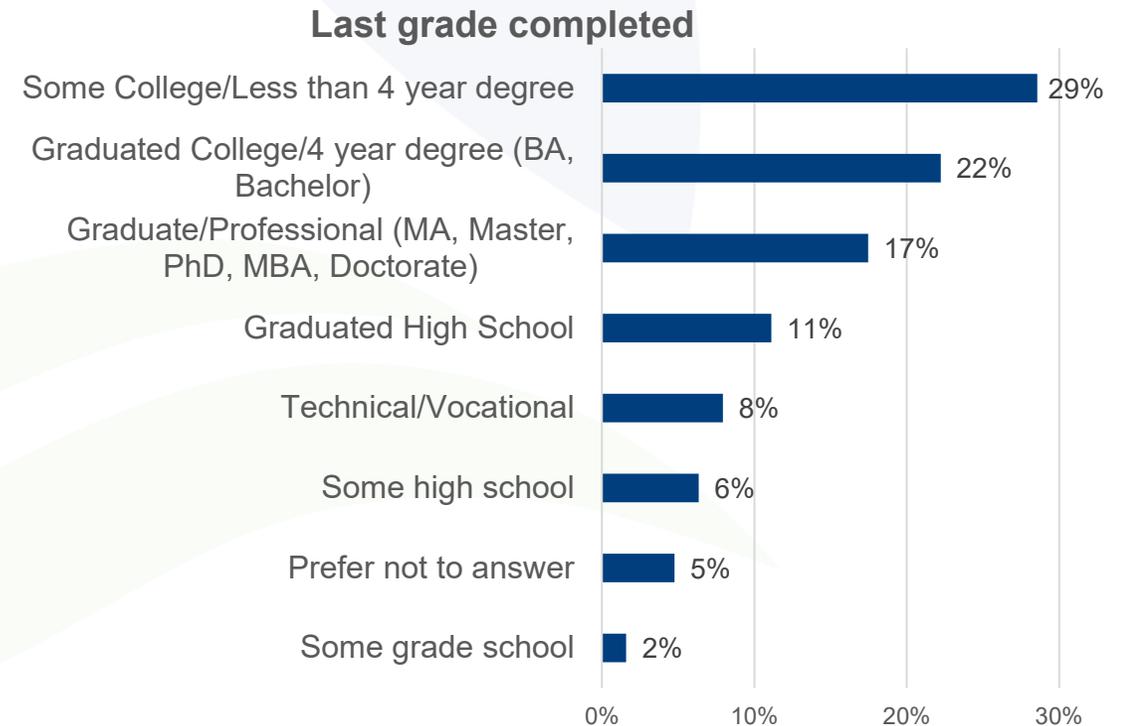
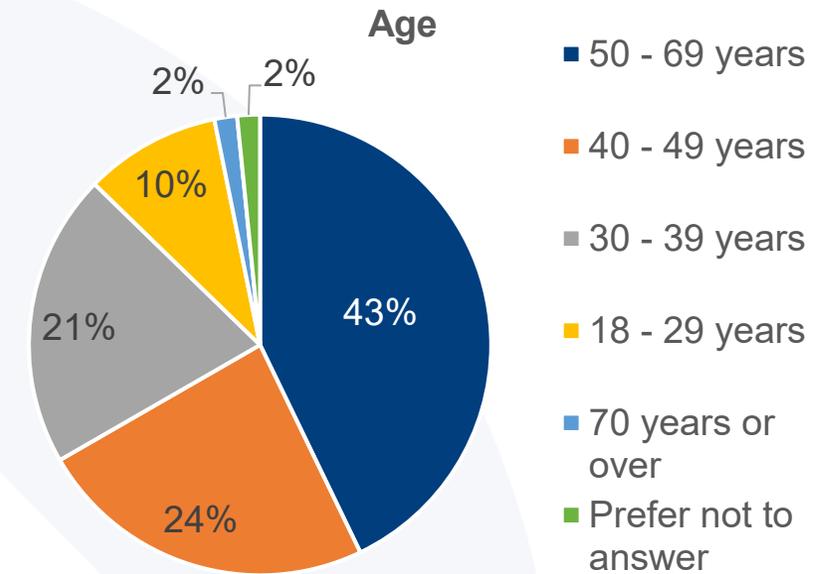
# DEMOGRAPHIC SUMMARY

- 63 demographic profiles completed:
  - 73% White
  - 6% Black
  - 6% Hispanic or Latino
- 49% of all respondents identified as female while 44% identified as male. 2% identified as Non-Binary.
- The largest share of respondents earned less than \$30,000 annually (35%), while 25% of total respondents made over \$75,000 annually.



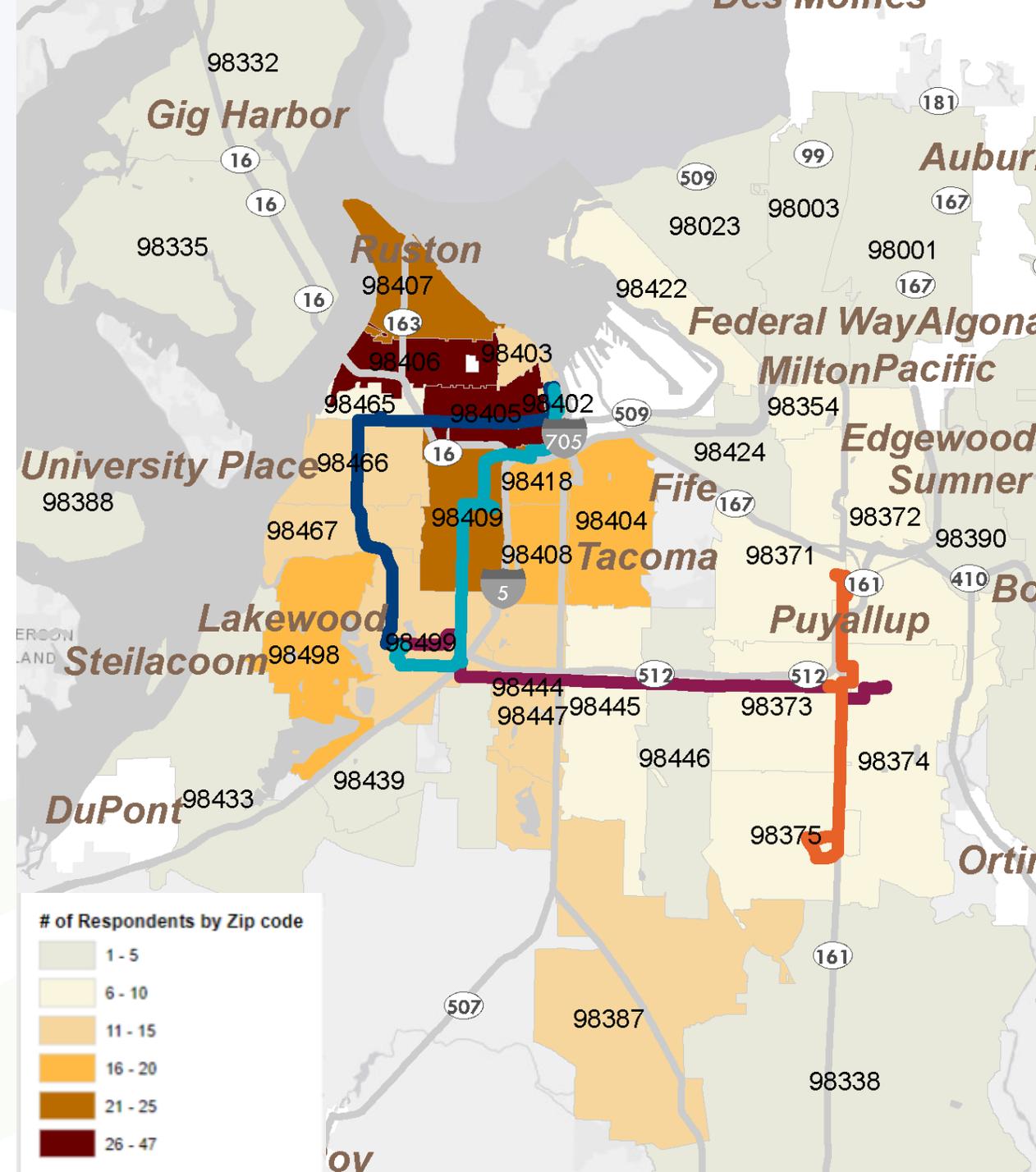
# DEMOGRAPHIC SUMMARY

- The largest share of respondents was between the ages of 50 and 69 (43%).
- Most individuals have completed some higher education (68%).
- 19% of individuals did not complete any higher education or vocational school.
- Most respondents used desktop or laptop computers to complete the survey (52%), while 46% used their mobile device.



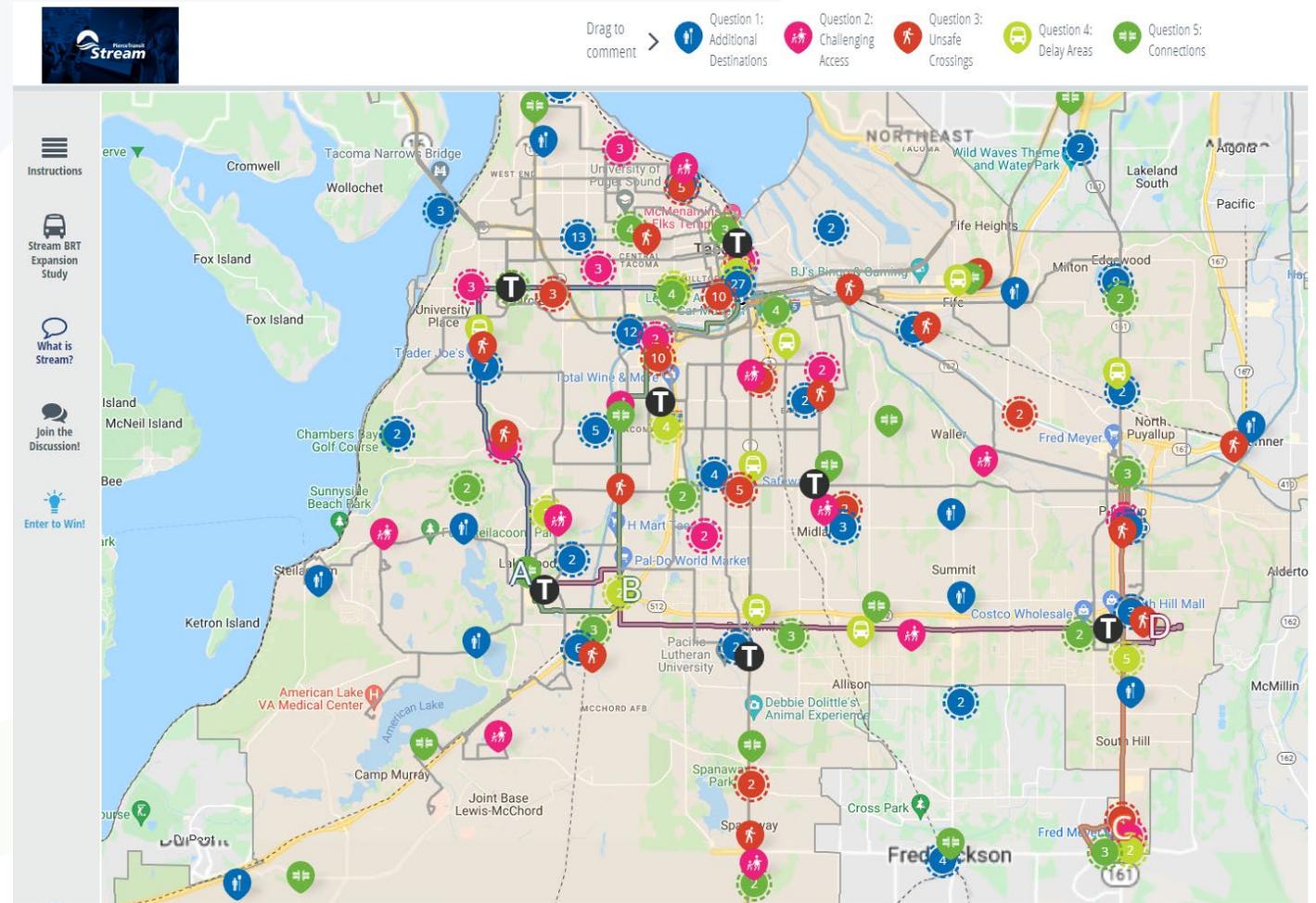
# RESPONSES BY ZIP CODE

- 72% of respondents live in Tacoma.
- Top respondent ZIP Codes within Tacoma:
  - 98405 Tacoma (11%); Upper Tacoma District/Central Neighborhood, centered along Corridor A
  - 98406 Tacoma (7%); West End neighborhood, north of Corridor A
  - 98409 Tacoma (6%); South Tacoma Neighborhood, centered along Corridor B.
- Outside Tacoma, Lakewood residents had the highest percent of respondents (4%).



# MAP-BASED SURVEY RESULTS

- 472 map comments provided by the 418 unique respondents to the survey:
  - Q1 Additional Destinations: 47% of all comments
  - Q2 Challenging Access: 13%
  - Q3 Unsafe Crossings: 14%
  - Q4 Delay Areas: 8%
  - Q5 Connections: 18%



# Common Themes



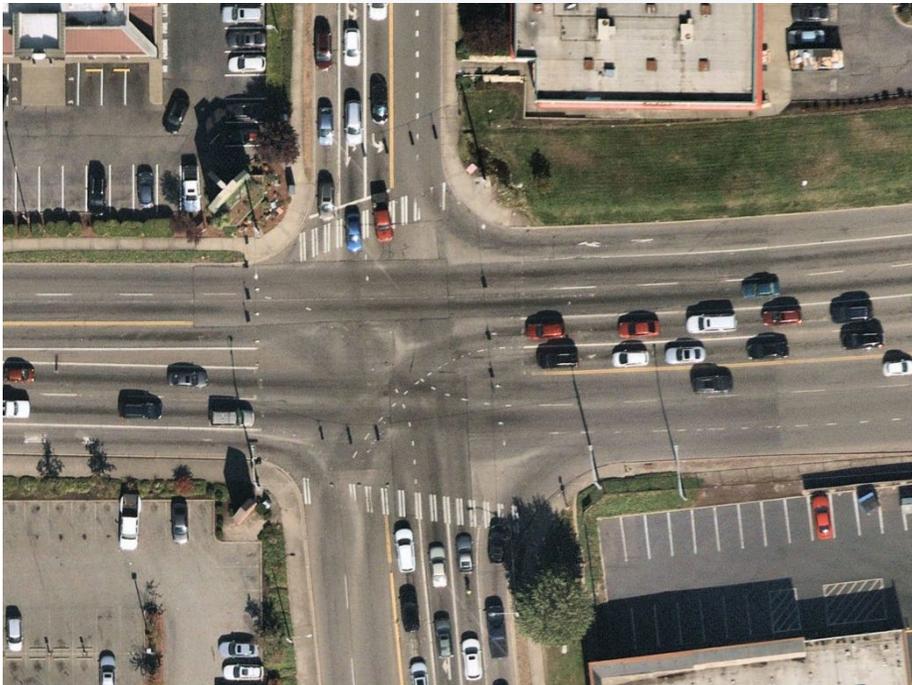
# Pedestrian Safety

- **Various locations that require additional pedestrian crossings or pedestrian signals to improve access and reduce risk from vehicle traffic.**

## **South 38<sup>th</sup> Street & Steele Street (Corridor B)**

*“You’re taking your life in your hands here!”*

*“Worst intersection in Tacoma.”*



## **Meridian near 176th Street East (Corridor C)**

*“There is no sidewalk from Meridian leading to Fred Meyer. That whole area is very pedestrian unfriendly. Even worse if you are in a wheelchair.”*



# Routing and Stations

- **Suggestions to improve routing, access, or connections.**

## Corridor A

***“The BRT line could go south down 67th and then west down 27th or 40th to connect back to Bridgeport. There is redevelopment starting soon along 67th.”***

## Corridor B

***“Steilacoom down Lakewood Drive. then to the Lakewood town center would hit more businesses and things people might want to get to.”***

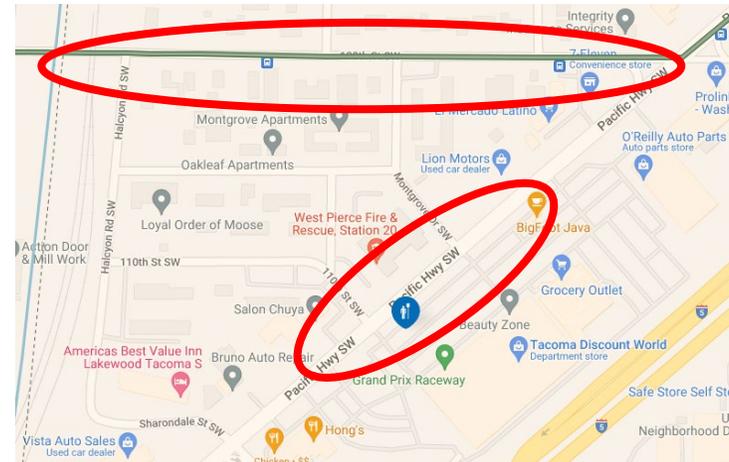
***“Route 3 should make a connection to Tacoma Dome Station if possible, instead of Downtown Tacoma.”***

## Corridor C

***“Being able to access the [Good Samaritan] Hospital complex without trudging up the steep hill outside of the hours that the 425 runs would be very helpful.”***

## Corridor D

***“3 hotels and a number of businesses under served by the BRT routing. Not sure why 108th was chosen?”***



***“How does this route connect to the Sounder?”***

# Congestion and Delay

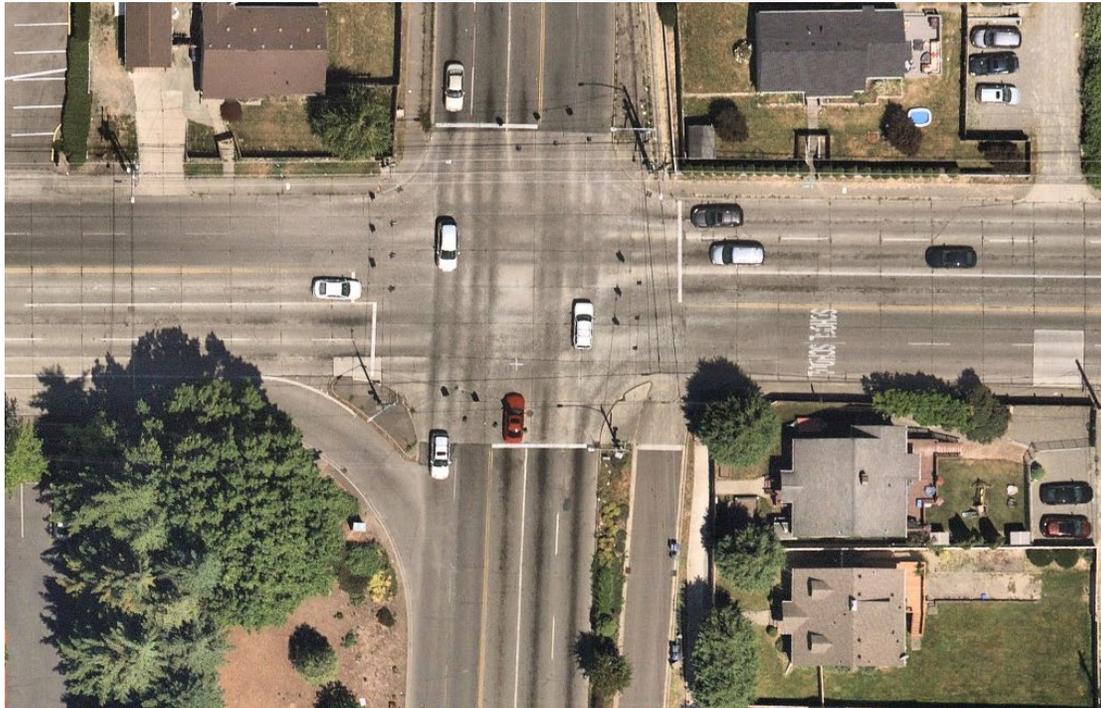
- **Congested or high delay areas to analyze for transit speed and reliability improvements.**

## Corridor A

**19<sup>th</sup> Street and Sprague Avenue**

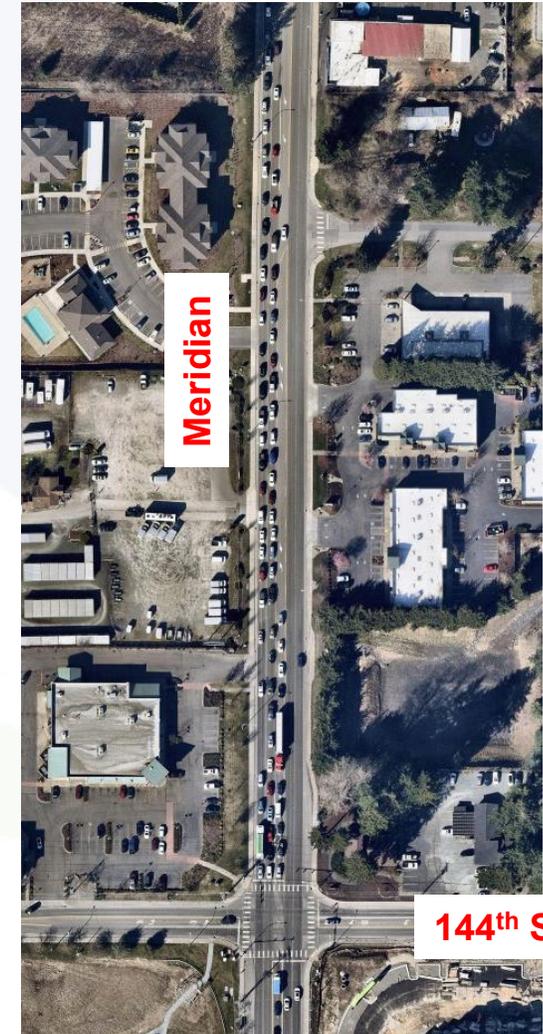
**Traffic light takes a long time to change here.**

**Can it be improved for east-west transit access?**



## Corridor C

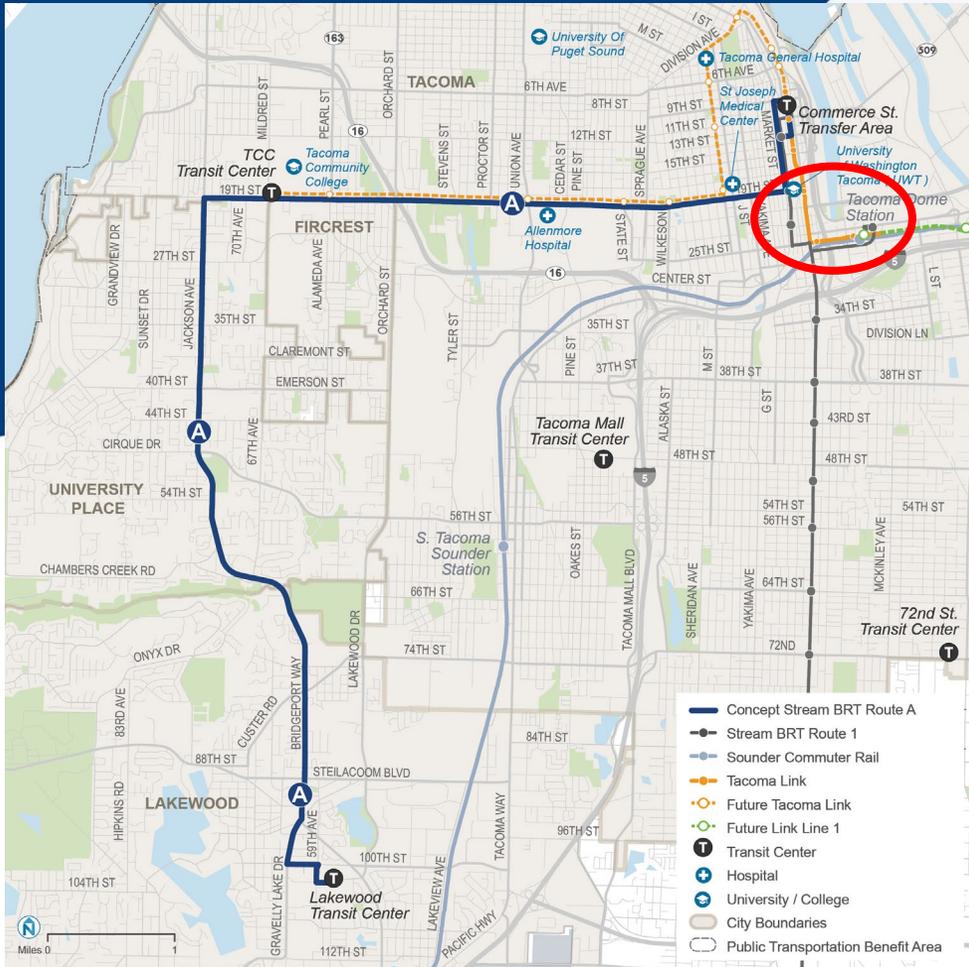
***“From 160th all the way to the Mall in both directions. Weekdays traffic flows to about 8:30 AM but becomes clogged until after workday commute until about 8 PM at night.”***



# Key Input by Corridor



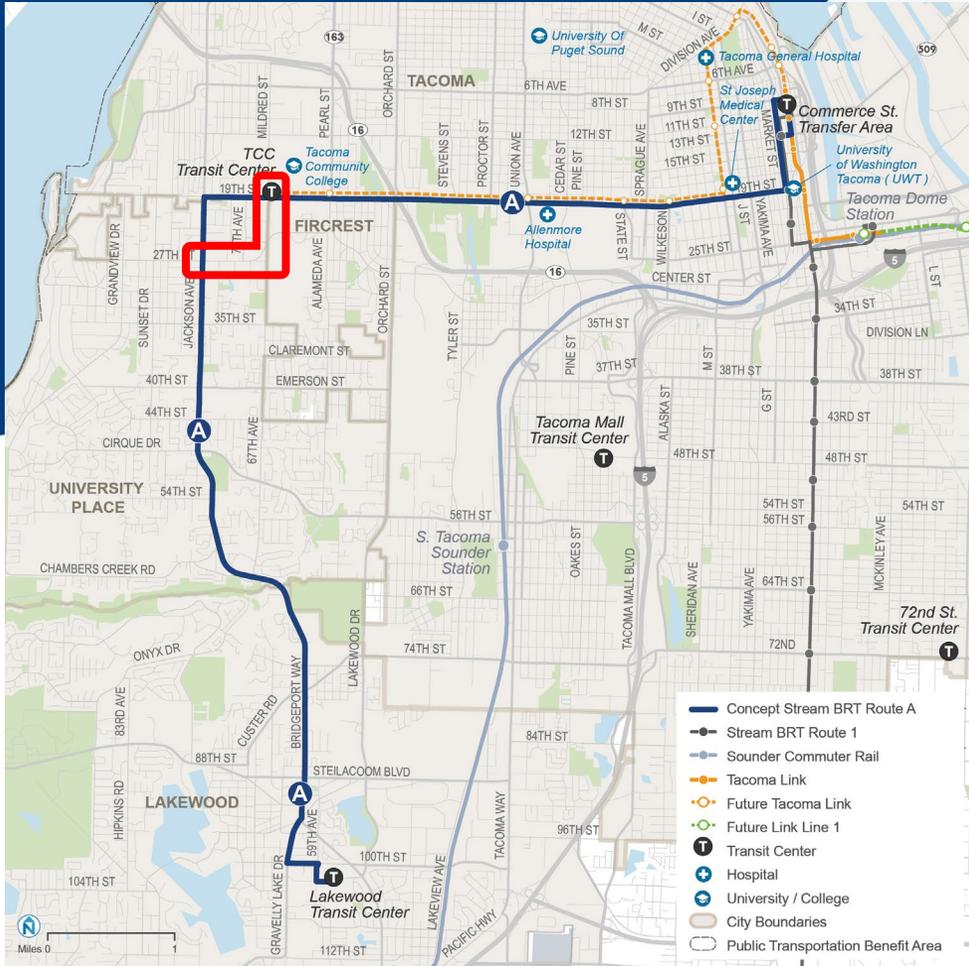
# Corridor A



## Consider service to Tacoma Dome Station

- Would provide regional connectivity.
- Would create east-west axis that would coordinate with north-south axis of Stream 1.
- Would avoid delay issues in Downtown Tacoma.
- Some respondents did not like this idea, due to need for access to University of Washington campus.

# Corridor A

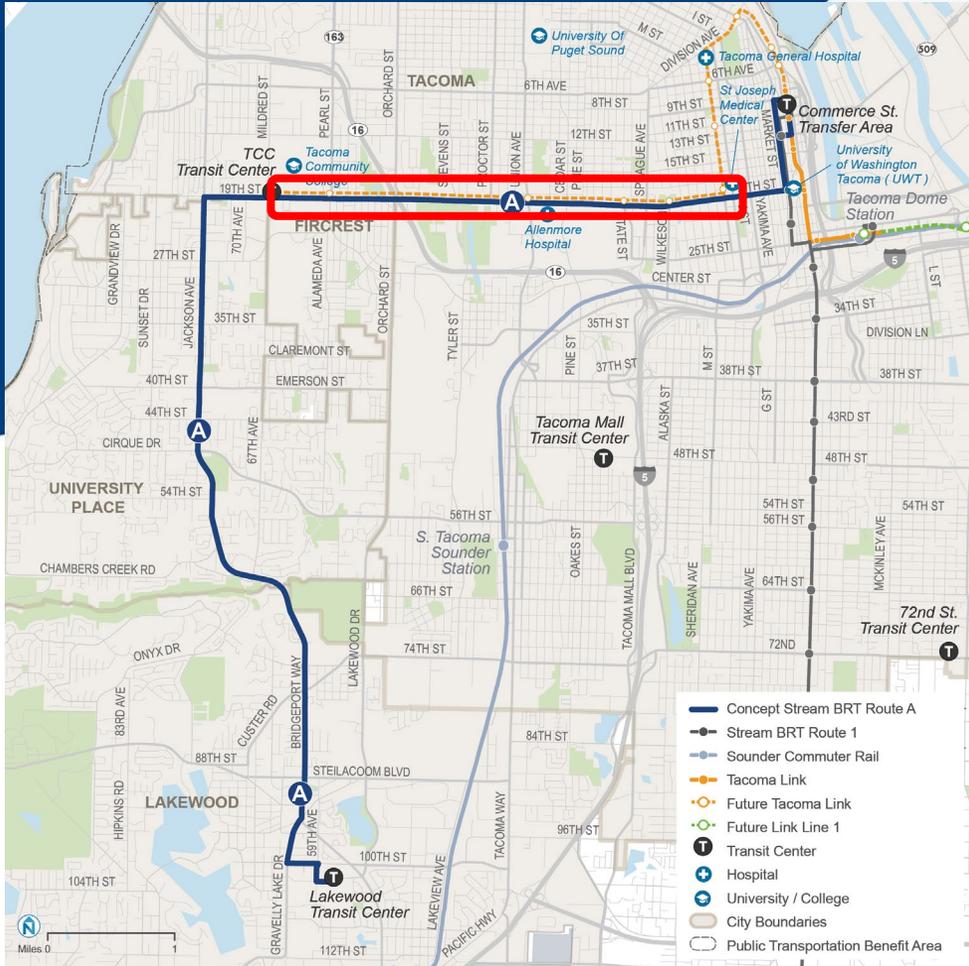


## Consider re-route onto 27th Street and Mildred Street

- Area has higher density than 19th Street west of Tacoma Community College or Bridgeport Way north of 27th Street.
- Area is designated as a 'Regional Growth Center' and a 'Countywide Center.'
- There is a lot of future growth expected in this corridor (including in the next few years).



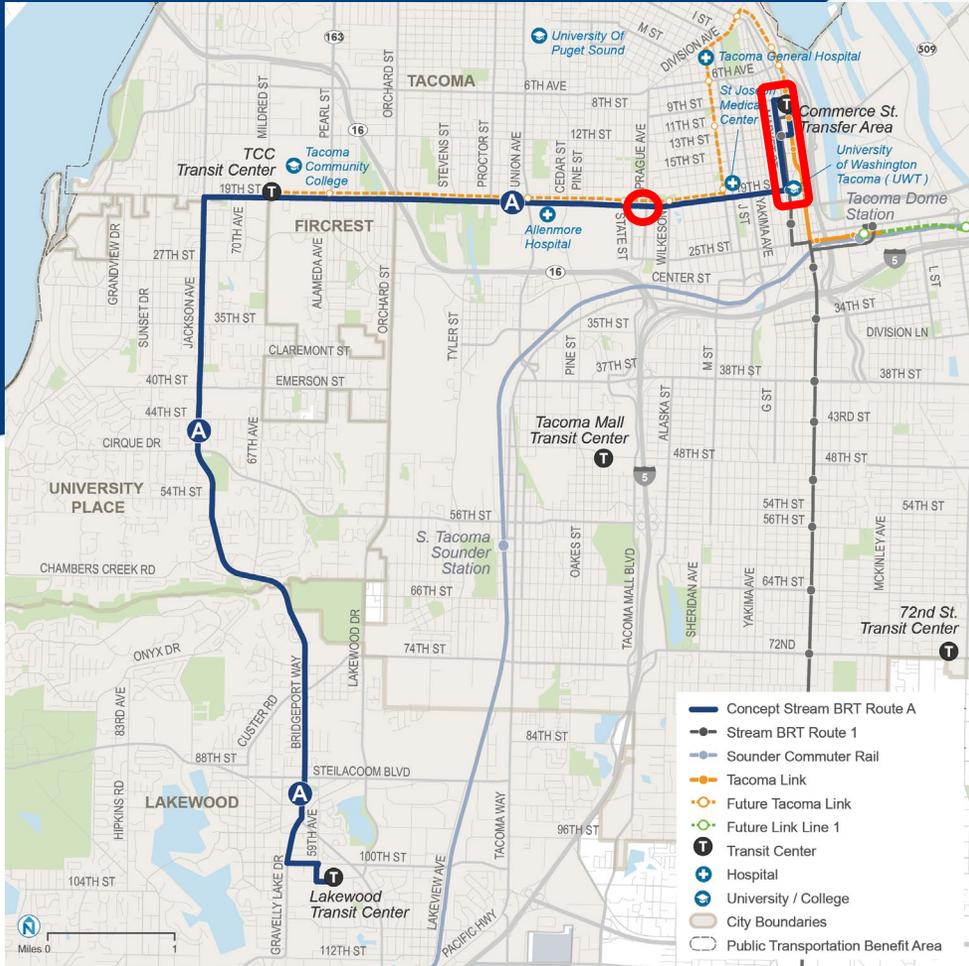
# Corridor A



Consider implications of T Line (formerly known as Tacoma Link) extension to Tacoma Community College

- It might not make sense to spend money on BRT along 19th Street if T Line (formerly known as Tacoma Link) will be constructed in the future. If platforms can be built for both vehicles, that would be wise.
- Improved service along 19th Street is needed today. T Line is still more than a decade away, so it might make sense to do something in the interim.
- To improve connectivity with future T Line, Corridor A should serve 6th Avenue or 12th Street, not 19th Street.

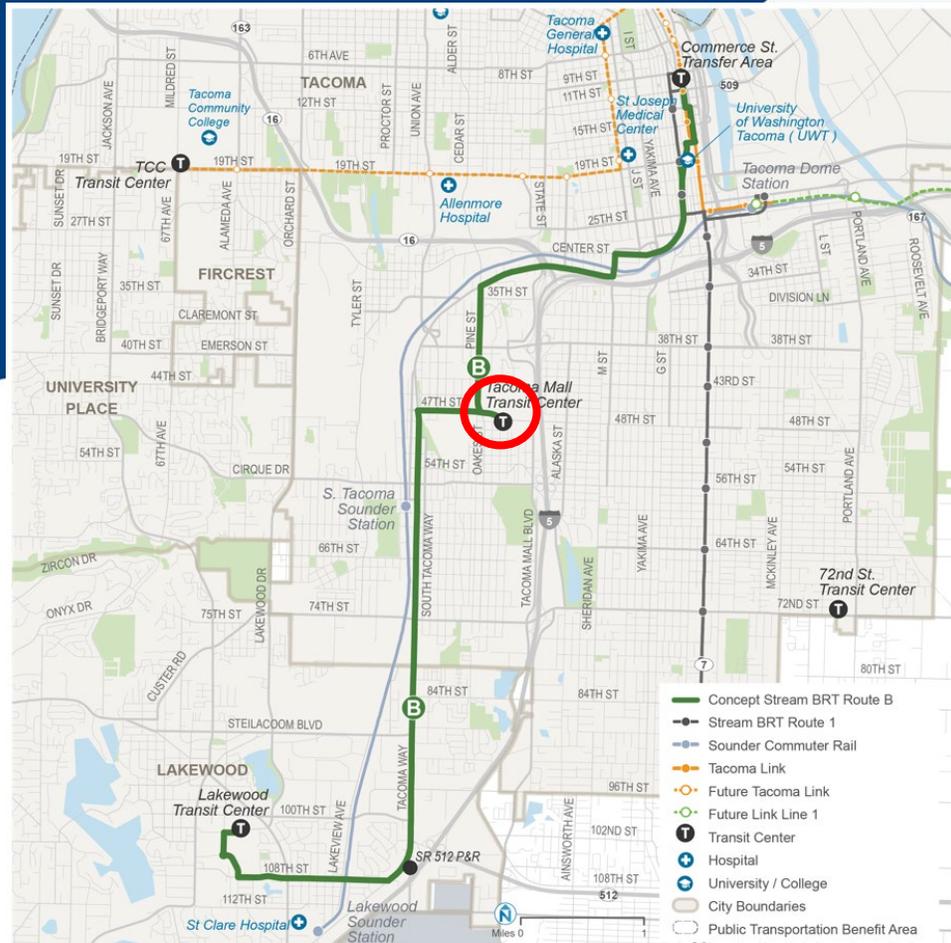
# Corridor A



## Buses are delayed at several locations

- Various challenges with buses getting delayed by T Line (formerly known as Tacoma Link), especially as it relates to signals.
- Suggestion to convert Market Street to transit-only and keep buses and T Line in separate lanes.
- Traffic light at 19th Street and Sprague Avenue can take a long time to change.

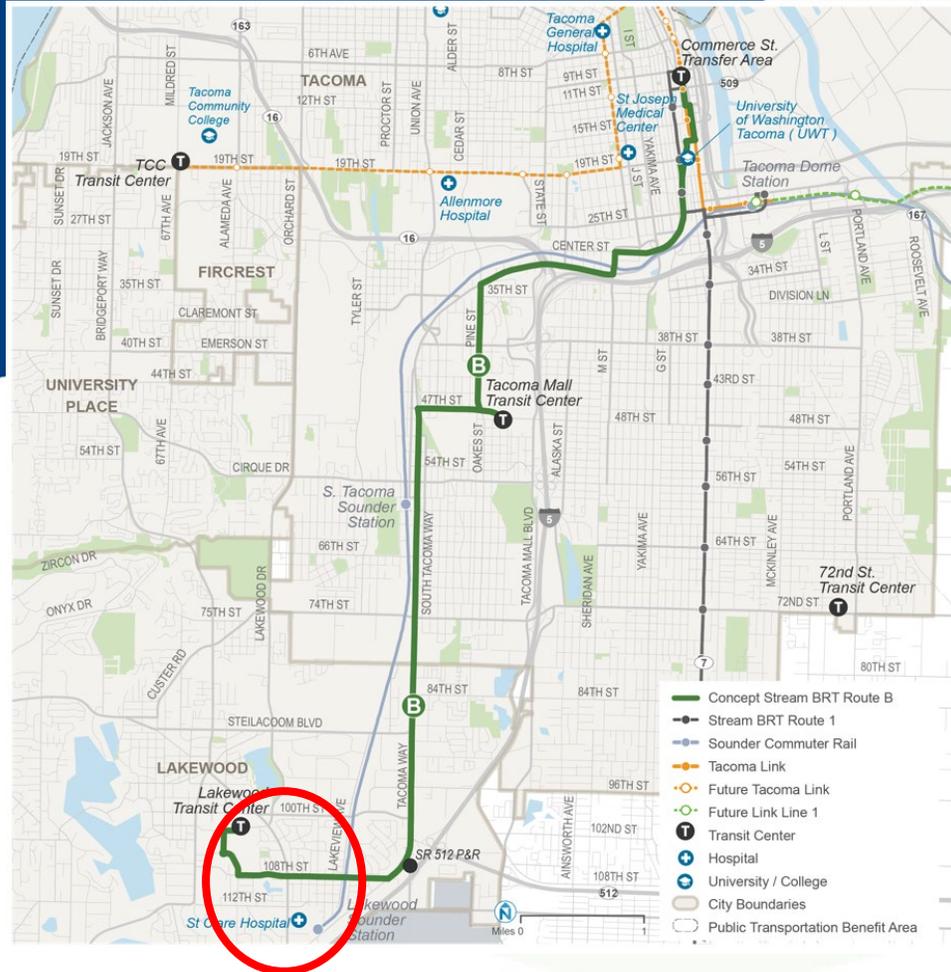
# Corridor B



## Service to Tacoma Mall adds travel time

- The deviation to Tacoma Mall adds time to people's journey and may not be needed. Remaining on Pine Street and 47th Street was preferred by some respondents.
- One suggestion was made to shift the transit center to Pine Street to reduce the time lost by going out-of-direction.

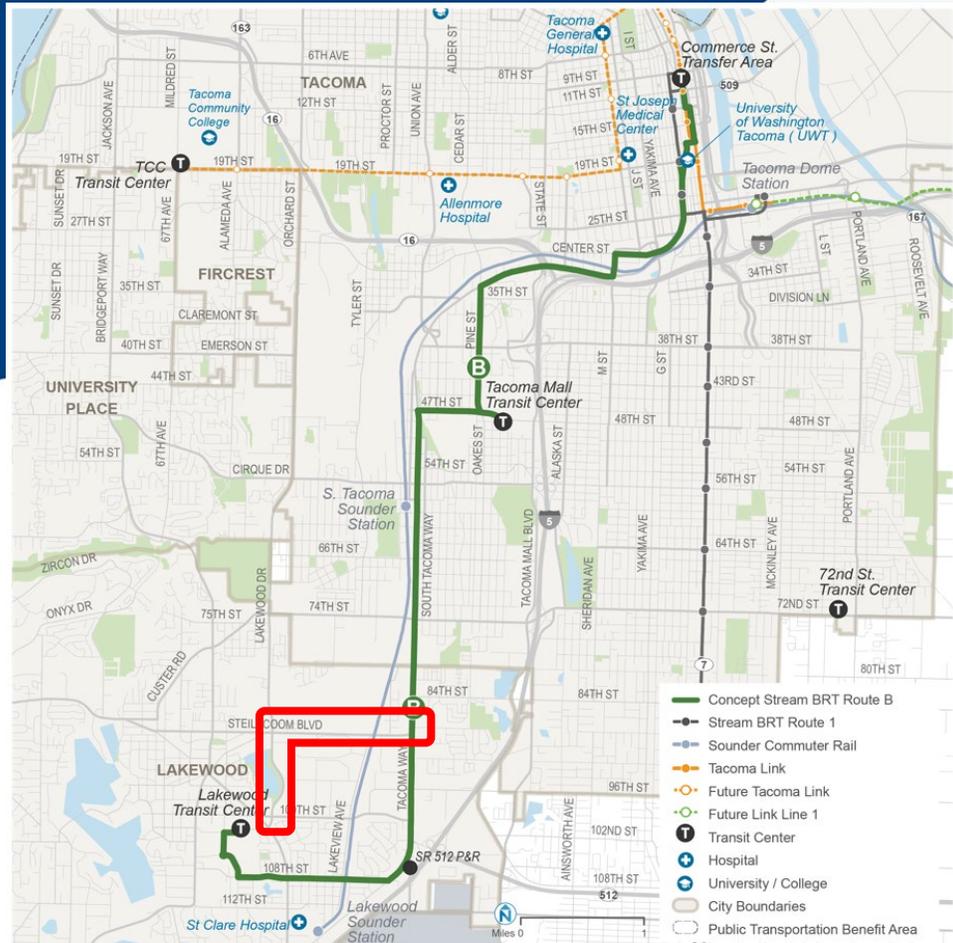
# Corridor B



## Service to Lakewood Sounder Station and to Pacific Highway

- Some respondents suggested service to Lakewood Station is important and should be considered.
- Connections to Sound Transit Route 594 would enhance regional connectivity.
- Many businesses along Pacific Highway might make it a more viable corridor to serve, instead of 108<sup>th</sup> Street.

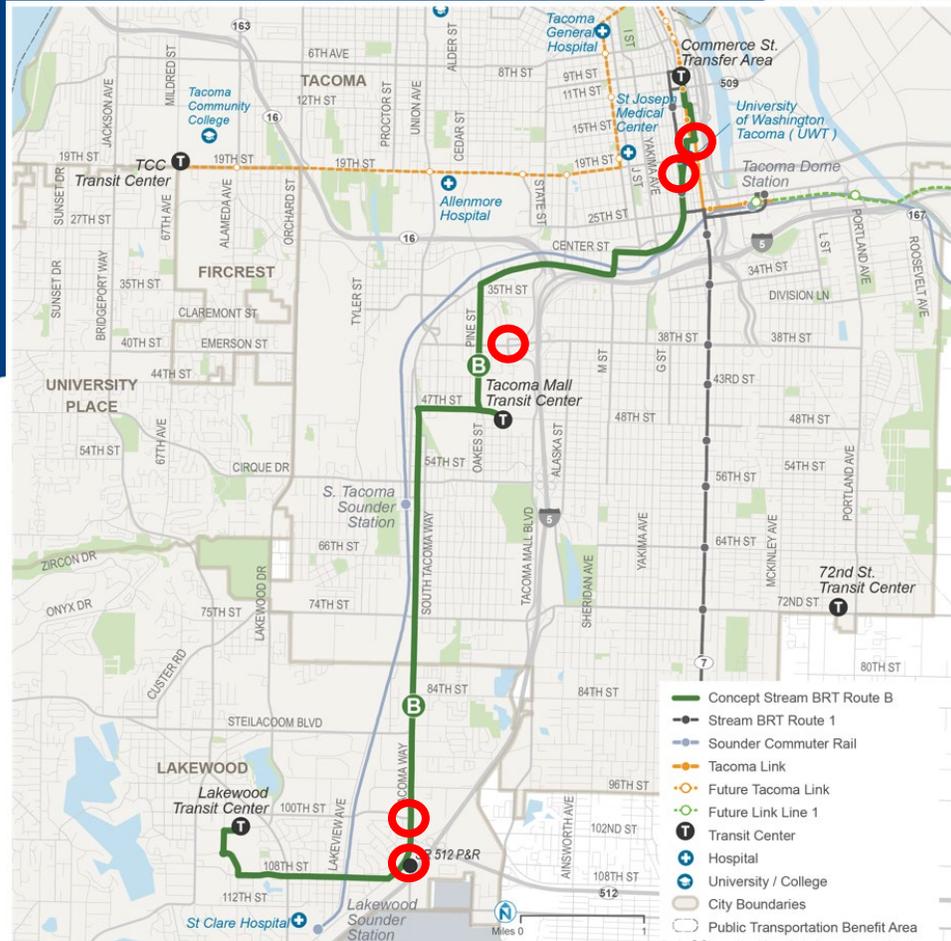
# Corridor B



## Re-align service onto Steilacoom Boulevard and Lakewood Drive

- It was suggested that this corridor has more businesses and places that people want to go.

# Corridor B



## There are multiple locations where buses experience delay

- Pacific Avenue and 17th Street – Traffic light causes a lot of delays; complex with T Line (formerly known as Tacoma Link), pedestrians, and bicyclists. Traffic signal usually gives preference to traffic on Pacific Avenue. Bus should stay on Market Street instead.
- Jefferson Avenue and 21st Street – Traffic light can take a long time to change.
- 38th Street and Steele Street – Long delays; heavy traffic.
- S. Tacoma Way and 100th Street – Heavy traffic during peak hours.
- S. Tacoma Way & Pacific Highway – Heavy traffic during peak hours.

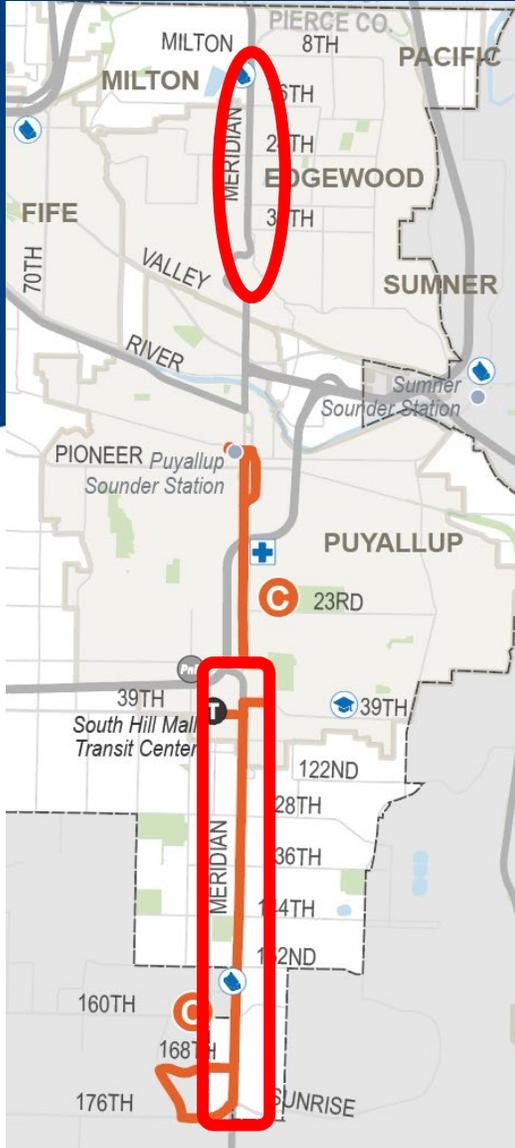
# Corridor C



Corridor C should extend farther north and south

- Suggestions included extending to Federal Way and south as far as Graham (outside the Pierce Transit service area).
- Edgewood is experiencing rapid growth, and service & frequency improvements are needed to support it.

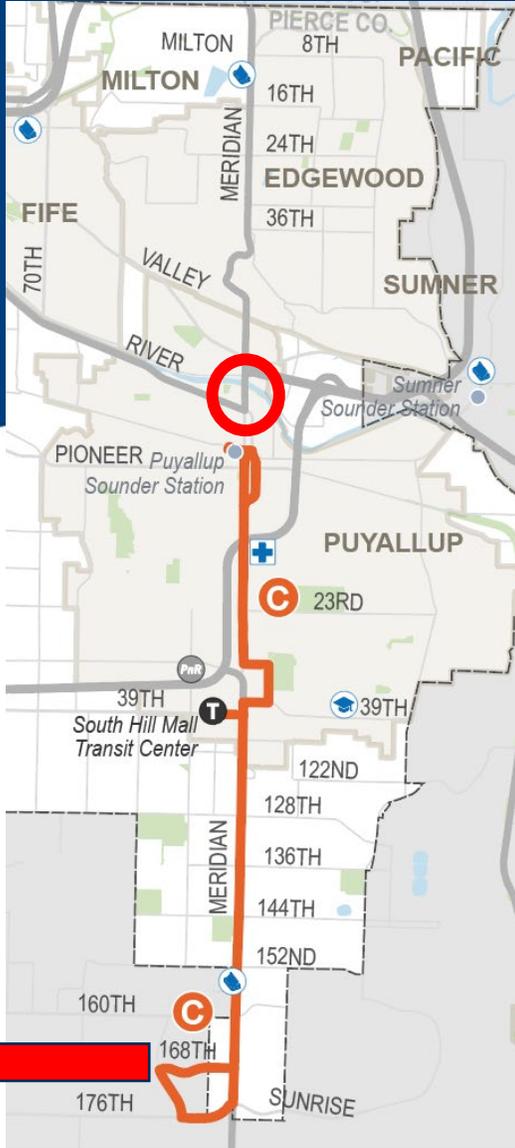
# Corridor C



## Congestion is a major concern all along Meridian

- Suggested areas for transit priority treatments included Edgewood, and along much of Meridian from South Hill Mall to the southern terminus.
- Comments suggested congestion is greatest between 112<sup>th</sup> Street East and 144<sup>th</sup> Street East.
- Traffic makes it difficult to access anything along Meridian.

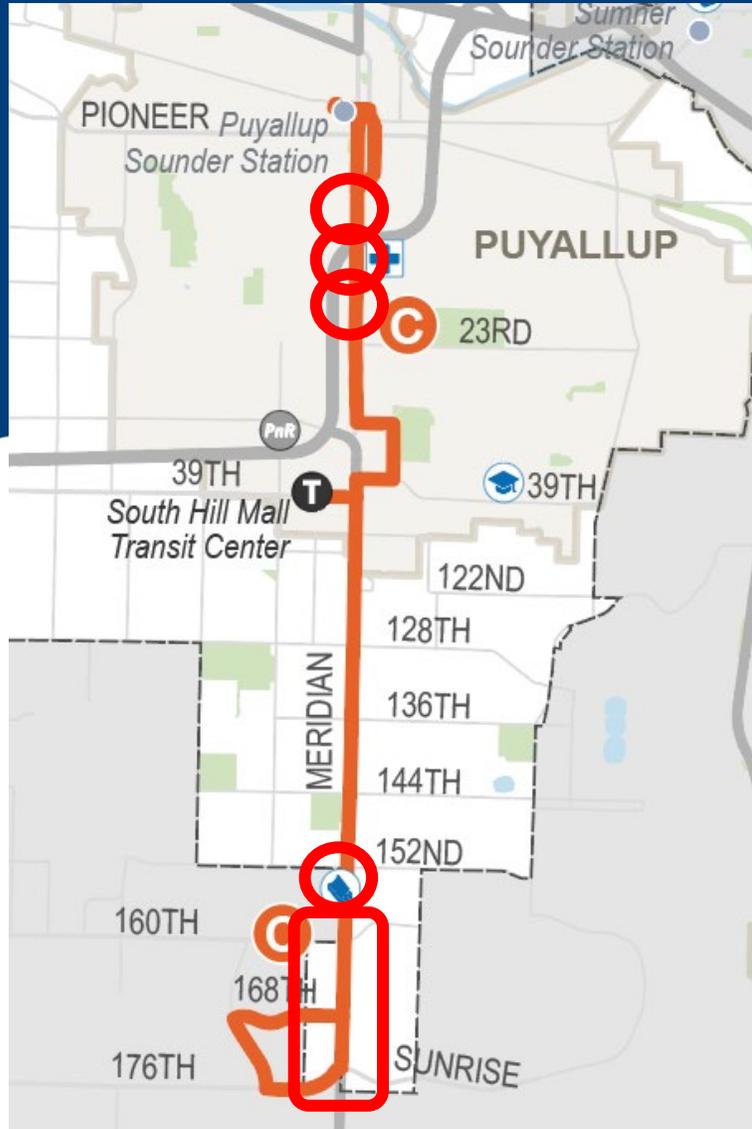
# Corridor C



Meridian should be prioritized for transit improvements over corridors A and B

- It was suggested that Corridor C should be a greater priority since A and B have a more developed street and transportation network, giving travelers more options and flexibility.
- Meridian is the only north-south travel corridor in this area and therefore has greater need for transit improvements.
- A complementary route should be added on 176<sup>th</sup> Street East to connect Corridor C with Pacific Avenue/Stream 1 (at Walmart).
- Service could connect to future Tacoma-Puyallup River corridor trail.

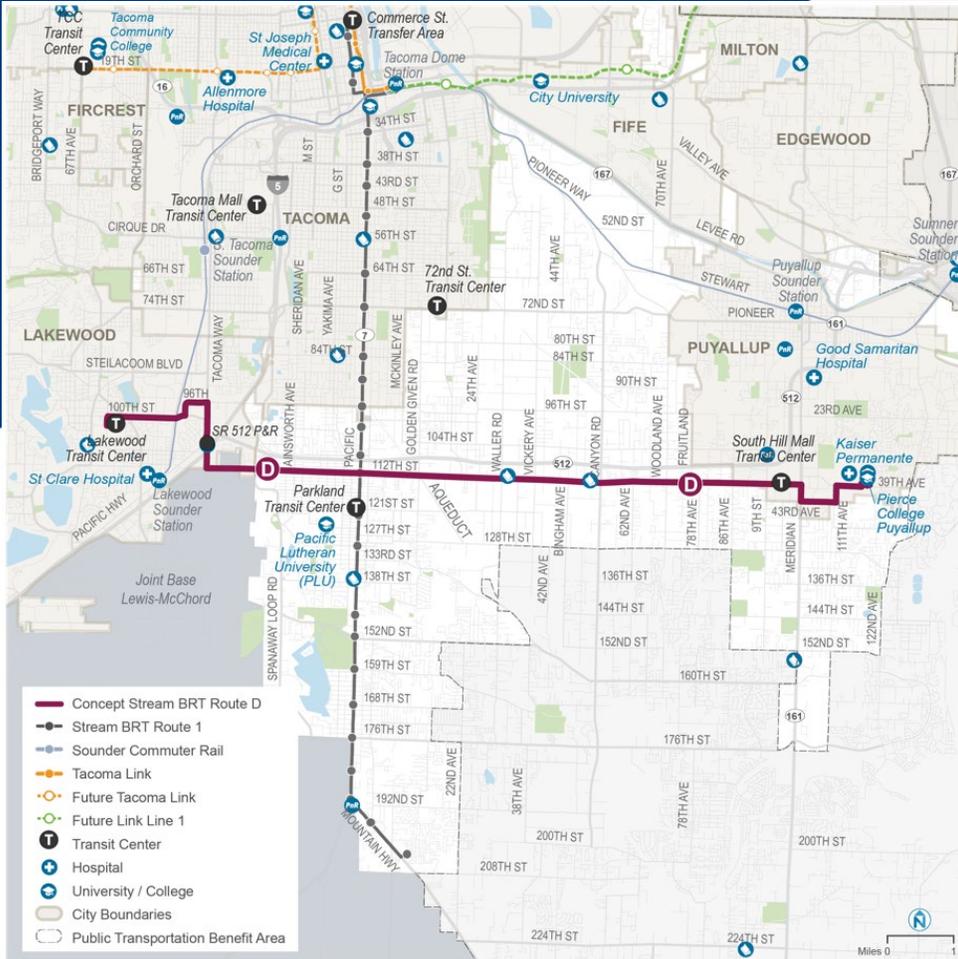
# Corridor C



It is difficult to walk and roll along and across Meridian through much of the proposed corridor

- Access is challenging in the Fairgrounds area, and to/from Good Samaritan Hospital because of the steep hill.
- Crossing improvements needed at Cascade Christian Schools/19<sup>th</sup> Avenue Southeast, and at 156<sup>th</sup> Street East near South Hill Library (drivers block crosswalks during congested periods).
- There are few sidewalks at the south end of the corridor connecting from Meridian to businesses (Fred Meyer, for example).

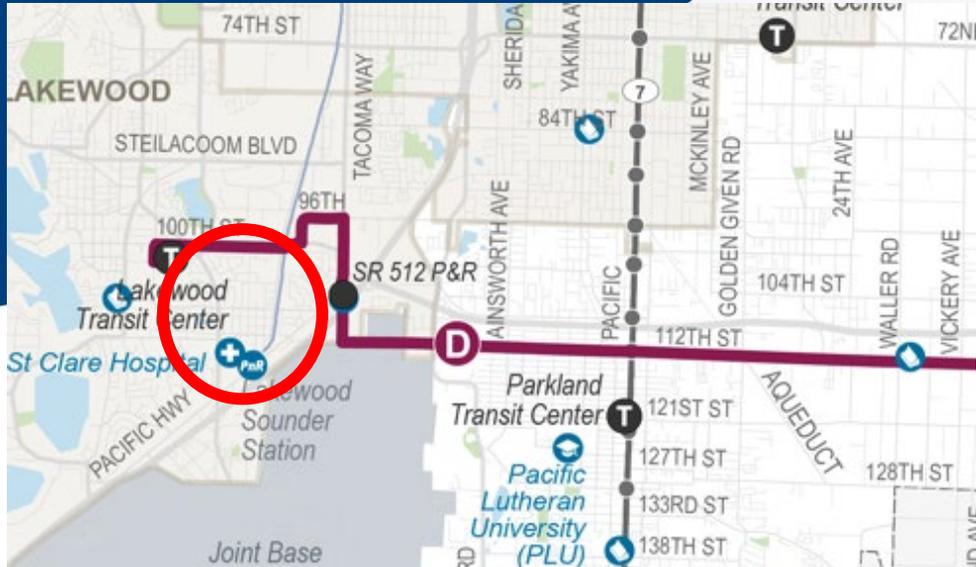
# Corridor D



In general, support was lower for developing Stream BRT along Corridor D

- This corridor generated the fewest comments and least conversation.
- Respondents did note the important and needed connection it would provide between Puyallup and Lakewood.

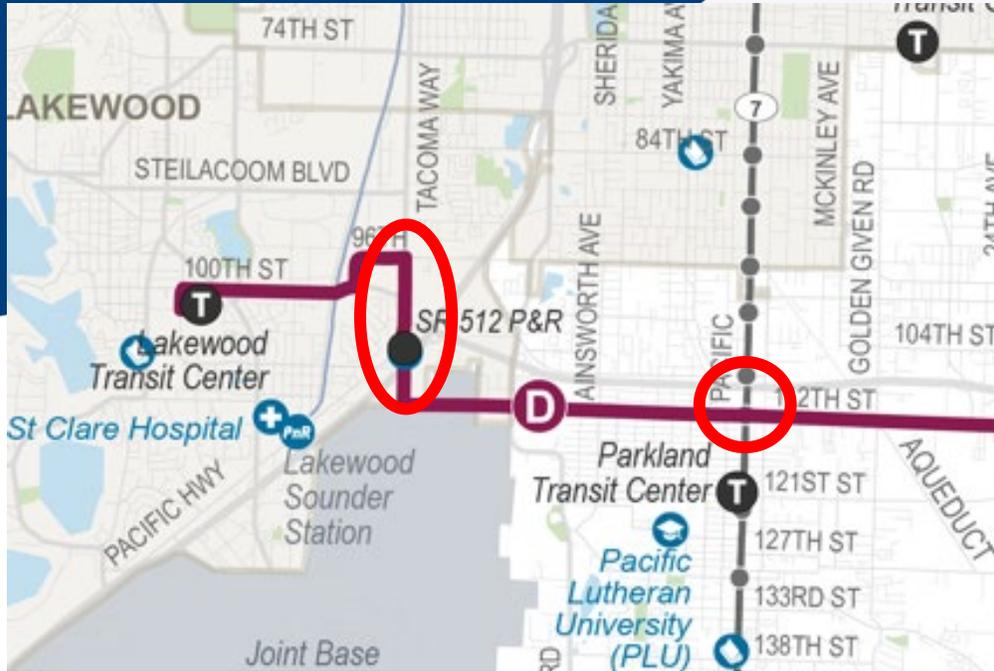
# Corridor D



Connect Corridor D with additional major destinations

- Saint Clare Hospital.
- Lakewood Sounder station.

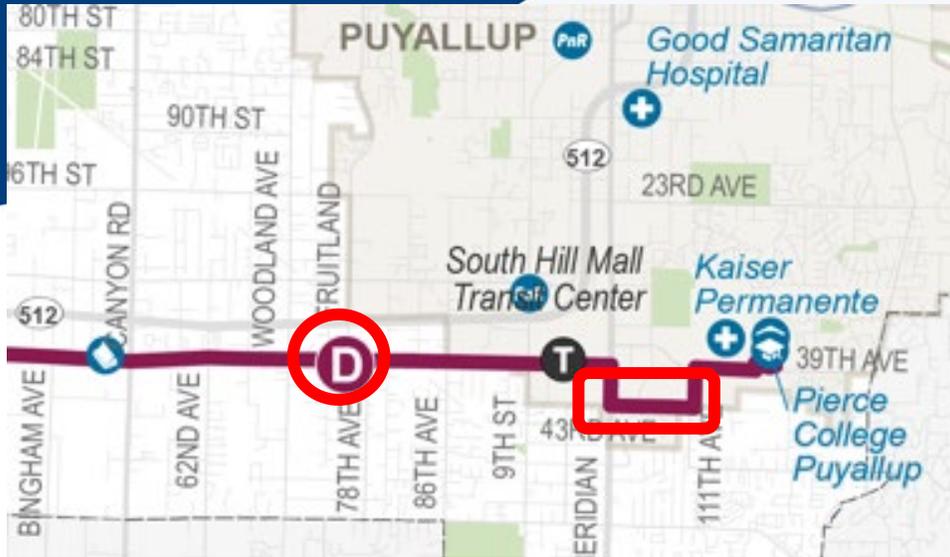
# Corridor D



Congestion is heavy at two locations in the proposed alignment

- Pacific Avenue.
- Along South Tacoma Way near the SR 512 park-and-ride.

# Corridor D



## Opportunities for improved walking and biking connections

- Future Pipeline Trail extension should have good wayfinding and connections between bus and trail near 80<sup>th</sup> Avenue East.
- Crossing improvements needed, especially at bus stops, along 43<sup>rd</sup> Avenue Southwest between Meridian and 110<sup>th</sup> Avenue East.

