

23rd Avenue Corridor Improvements Project

COMMUNITY CONSTRUCTION SURVEY RESPONSE SUMMARY

June 2017

OVERVIEW

From April 27 – May 15, 2017, we hosted a community survey to gather feedback about recent construction on 23rd Ave. Construction on 23rd Ave from S Jackson St to E John St started in June 2015 and was completed in early 2017. Survey questions covered topics such as residential and business experiences during construction, construction outreach and notifications, business impacts, and project improvements.

We will use the results of this survey to guide our outreach and engagement for future construction projects on 23rd Ave and elsewhere. Thank you to everyone who provided feedback!

BY THE NUMBERS

We received 132 survey responses, including 27 from owners of local businesses.

The survey was shared with the community through a variety of channels, including:

- The project website; the survey was available online in English, Amharic, and Tigrinya
- Email to the project listserv (approximately 740 subscribers)
- Flyers distributed door-to-door to the entire Phase 1 construction area, from E John St to S Jackson St; the flyer included information about the online survey and the opportunity to take the survey in-person at a community drop-in session
- At a community drop-in session on May 11 hosted at the Garfield Community Center
- Targeted outreach to East African business owners in the area by a Community Liaison from the Seattle Department of Neighborhoods



RESULTS AT A GLANCE

- Respondents most commonly lived next to the 23rd Ave project (52%). Others indicated that they:
 - Worked next to the 23rd Ave project (21%)
 - Lived and worked next to the 23rd Ave project (16%)
 - Did not live or work next to the 23rd Ave project (11%)
- The top three responses for project benefits respondents considered most important for the community were:
 - Pedestrian improvements, such as sidewalks, crosswalks, and pedestrian crossings (64%)
 - Newly paved street (48%)
 - Three-lane roadway (one lane in each direction with a center turn lane) (41%)*(Note: percentage exceeds 100% because respondents could select up to three responses)*
- Respondents most commonly learned about the 23rd Ave project via:
 - Email updates (66%)
 - Neighborhood news/blogs (42%)
 - Postcards or other mailings (37%)
 - Project website (36%)*(Note: percentage exceeds 100% because respondents could select multiple responses)*

FEEDBACK TOPICS AND THEMES

Please read below for additional themes from the community survey organized by topic.

Topic: Construction outreach

- Email was the most used and helpful form of communication
- Responses were usually prompt
- Need better coordination with the management of large residential buildings so tenants receive construction notifications in a timely manner
- Provide more information about how to get around within the neighborhood during construction

Topic: Construction impacts

- Bus stop closures and transit detours could be confusing
- The frequency, duration, and timing of driveway closures were an inconvenience
- Need better management of construction phasing to control duration
- Construction signage and equipment should be limited and kept tidier
- Cut-through traffic on neighborhood streets and higher volumes of traffic on the Martin Luther King Jr Way detour route were not adequately planned for or addressed

Topic: Project design

- Feedback about the reconfigured roadway
 - Driving and taking the bus are better experiences than they were before
 - Speeding cars are now using the center turn lane to pass cars going the speed limit
 - Traffic is more predictable without people frequently changing lanes
 - Dedicated left turn lanes should have blinking yellow lights
 - 23rd Ave is slower and more congested
 - Wish there was space for bike facilities on 23rd Ave
- Feedback about the sidewalks and pedestrian environment
 - Sidewalks could be wider in some areas / poles intrude on the pedestrian space
 - Appreciate more pleasant pedestrian environment

- More signalized or flashing crossings would be helpful
- Other feedback
 - Street lighting is too bright

Topic: Businesses

- The top three responses for what was most impactful to businesses during construction were:
 - Northbound 23rd Ave closure with detour to Martin Luther King Jr Way (long-term) (69%)
 - Driveway closures or loss of business access (65%)
 - Intersection closures and detours (short-term) (58%)
 - *(Note: percentage exceeds 100% because respondents could select up to three responses)*
- Several business owners indicated they didn't know what business support services were available to them during construction
- Utilize more in-language outreach to better communicate business impacts to East African business owners
- Keep the duration of construction as short as possible
- Do more construction outside of regular business hours
- Financial assistance was limited / did not adequately compensate all businesses for impacts

NEXT STEPS

The results of this survey will help us and our partners with outreach and engagement on future phases of construction and other City projects.

At the Phase 2 design open house coming up in July 2017, we will discuss with you the lessons learned from this survey and how they will be incorporated into the next phase of the project. Phase 2 runs along 23rd Ave between S Jackson St to Rainier Ave S. Meeting details will be posted to the project website (http://www.seattle.gov/transportation/23rd_ave.htm), so please stay tuned.