

COACH OPERATOR OUTREACH REPORT



**Bellevue Transit
Master Plan**

CITY OF BELLEVUE

September 2013

Transportation Department



THANK YOU!

The City of Bellevue would like to thank all of the individuals at King County Metro who took the time to complete or coordinate our coach operator survey. Your input and assistance is greatly appreciated!

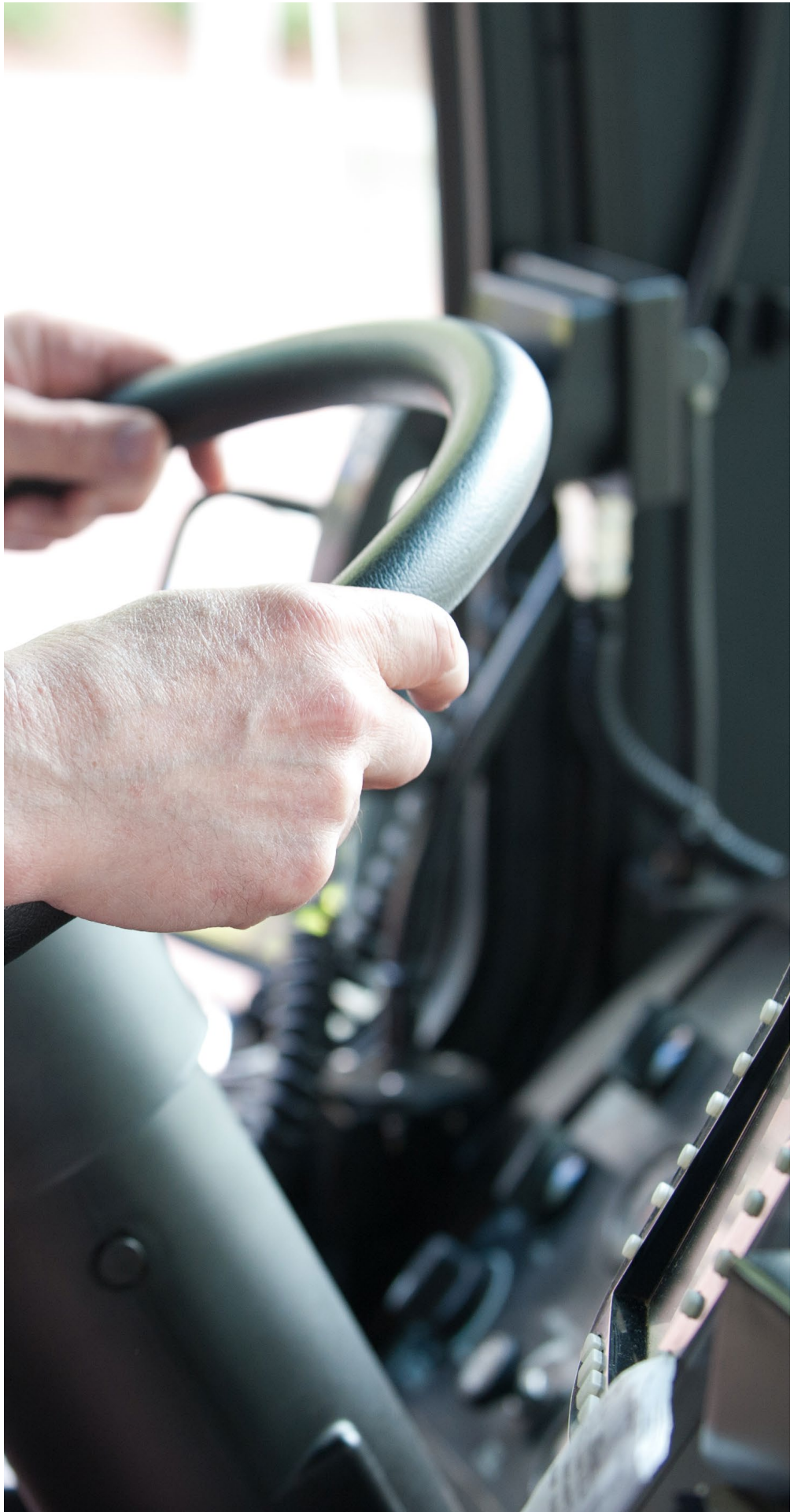


PHOTO BY John Tiscornia

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INTRODUCTION

The City of Bellevue is updating its 2003 Transit Plan with a comprehensive twenty year look ahead to the type of system that will be required to meet Bellevue's transit needs through 2030. The Transit Master Plan (TMP) currently being developed will establish short- and long-term policies, programs, and projects that help foster a high-quality transit system that is more effective at connecting residents, employees, and visitors in Bellevue with the places they want to go.

As part of the ongoing outreach supporting this planning process, the Transportation Department worked together with King County Metro to develop and administer a voluntary survey that sought the input of Metro coach operators on matters related to congestion problems that compromise the efficiency of transit operations in Bellevue. Responses to this survey will help to inform the planning of infrastructure improvements that could help improve transit speed and reliability. This report summarizes the responses obtained from this outreach effort and demonstrates how this information is being applied to the Capital Element of the Bellevue Transit Master Plan.

PURPOSE

Those most familiar with the day-to-day traffic congestion on city streets are Metro's bus drivers. Through their work and often years of experience, bus drivers learn traffic patterns in a way that most road users likely never will. They see how traffic changes during the day and over the course of a year, as well as how service changes affect the interaction between transit and traffic.

Bus drivers, who are known as coach operators in the transportation profession, were asked to provide feedback in several general categories related to safety, speed, and reliability. Their feedback is valuable because operators can help fill in the gaps left by other data sources as well as reaffirm data from those sources. This feedback can also include possible solutions to speed and reliability issues based on the unique perspective of those who operate the routes and schedules established by service planners.

Operators were asked to provide feedback in five broad categories: locations with safety issues, intersections that take multiple green lights to pass through, intersections or corridors where signal timing could be improved, locations where operators have a difficult time turning or changing lanes, and locations where other delays occur.

- **Safety Issues** – Safety is always a primary concern for Metro. Safety issues can result in slower and less reliable travel times as operators slow to ensure that they are operating coaches safely.
- **Signal Failures** – It can take buses multiple green lights to get through some intersections, adding delay and affecting travel time reliability. The causes of these delays vary depending on location, but they can often be addressed through transit priority treatments like transit signal priority or some form of lane exclusivity for transit.

Figure 1 Flyer advertising the Coach Operator Survey.

Bellevue Transit Master Plan

COACH OPERATOR SURVEY

Your input will help

- Speed up transit
- Reduce delay of transit
- Improve reliability of transit
- Improve safety of transit

King County Metro and the City of Bellevue are working together to improve travel time and reliability of services in Bellevue.

Metro and Bellevue staff have worked together to develop this survey to collect your thoughts and concerns about where in the City of Bellevue congestion problems compromise transit's efficiency.

Your input will inform the City of Bellevue's work on its Transit Master Plan – a 20-year look ahead to the type of transit system that will be required to meet Bellevue's transit needs through 2030.

King County Department of Transportation
Metro Transit
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201 South Jackson Street
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RESULTS

Surveys were distributed to King County Metro’s Bellevue Base and East Base in mid-July, and completed surveys were accepted through mid-September. During this time, twenty-eight surveys were returned to Bellevue’s Transportation Department. Of these, two were excluded from consideration in calculating the statistics that follow because the comments provided are not consistent with the survey instructions and relate to issues that Bellevue has no authority to address (i.e. the amount of break time included for operators in route schedules and the impact of SR-520 bridge openings on traffic delay). The insights offered by the remaining twenty-six respondents are reviewed in the sections that follow.

Respondents were given the opportunity to indicate issues they have experienced visually on a map according to specified codes (see Figure 3) and/or provide written comments in the space provided (see Figure 2). Some respondents provided the former, others the latter, and many provided both. In instances where respondents provided written comments but no coded answers, City staff assigned the code(s) that best reflected the written response. Some respondents associated multiple codes with a single issue that they reported. For example, one respondent commented on the difficulty of merging into traffic on Northup Way from NE 24th St due to the location of bus stop 81637, and they identified this with codes D, E, F, and G, which relate to both delay and safety issues. Each of these is counted in the statistical results presented in the next section.

Additionally, comments provided by respondents of the Coach Operator Survey were categorized thematically to help better understand the overarching issues experienced, similar to the process used for write-in responses submitted to the online Transit Improvement Survey in early 2012 (see the *Transit*

Figure 3 Blank Coach Operator Survey, page 3.



Improvement Survey Report). Responses were assigned to a theme primarily on the basis of the content of any written commentary, and secondarily on the basis of the codes associated with a given issue. In instances where a single comment relates to multiple issues (e.g. delay and safety), or when several codes were assigned to a single comment, both issues are counted. For this reason, although the twenty-six respondents provided ninety unique comments, 136 issues were identified in total. Table 1 on page 13 provides a summary of these results.

The primary challenge with leveraging operator feedback is combining this more subjective feedback with the more objective measures used in other transit planning analyses. For example, a signal might appear to be poorly timed to one operator while to another operator it does not, so determining how to reasonably quantify the issue expressed by only one operator is an inexact science. It is therefore perhaps most appropriate to consider such an endeavor and the results therefrom as illustrative—operators can help to identify problem areas, but the identification of a poorly-timed signal by one operator may not be sufficient to commit significant resources to its adjustment.

Nevertheless, all responses obtained were recorded, grouped by theme or common issue, and geocoded into geographic information systems (GIS) to facilitate consideration together with other quantitative measures to the extent possible. The following section details the common themes expressed by respondents, and Appendix 1 on page A24 shows the resulting GIS map. See Appendix 2 for the complete response sheets submitted by coach operators who participated in the voluntary survey.

Signal Delays

The issues most commonly identified by respondents are related to delays experienced at traffic signals, which were noted by 65% of all respondents and account for 44% of all issues identified. Signal delay issues can generally be classified as one of three problems: (1) long signal cycles for cross-traffic or through-lanes cause delays for approaching or turning buses; (2) short green signals, most often for left turns, are insufficient to allow queued vehicles and buses through the intersection in a single cycle; (3) consecutive or proximate signals are not coordinated in a manner accommodating to existing transit route patterns. Figure 4 on page 15 depicts the locations where coach operators claimed to experience delays due to signal issues.

Long Signal Cycles / Poor Timing

The timing of traffic signals cause delay to transit at numerous locations in Bellevue according to 46% of the coach operators who responded to this survey. These issues account for about 28% of all comments submitted and 18% of all issues identified. The most commonly cited corridors include NE 8th St, Bellevue Way, 108th Ave NE, 156th Ave NE, and 150th Ave SE.

Short Green / Multiple Signal Cycles

Considered together, issues related to short green signals and buses waiting through multiple signal cycles account for 22% of all issues identified by coach operators who responded to this survey. Collectively, these are the most common issue identified, and it is reasonable to consider them this way because short greens tend to result in failure to clear an intersection in a single signal cycle. However, they remain itemized individually in Table 1 because a couple instances were cited in which buses fail to clear an intersection due to other factors, such as pedestrians in crosswalks delaying right-turning

"Left turn onto 24th [from 156th Ave NE] is not long enough--flashing yellow confuses people!! Heavy heavy traffic at 5-7 PM southbound on 156th only allows 2-3 vehicles through on green if you're lucky!!"

"Late at night (11:2 PM), the light [on 156th Ave NE at NE 20th St] seems to still be on a day signal timing"

"Southbound 108th turning right onto NE 4th - Signal turns red, many times, as soon as the crosswalk signal stops flashing. Especially a problem at lunchtime when there are lots of pedestrians. Sometimes only a couple of cars or 1 bus gets through on signal."

"Entering South Bellevue Park-and-Ride, the light is green for quite a while for traffic on Bellevue Way SE. We lose time before entering the park-and-ride."

Table 1 Themes and issues affecting the efficiency of transit operations in Bellevue as identified by coach operators.

| Themes | Issues | Number of Issues Identified | Percent of Issues Identified | Percent of Comments Citing Issue | Number of Respondents Citing Issue | Percent of Respondents Citing Issue |
|----------------------------|------------------------------|-----------------------------|------------------------------|----------------------------------|------------------------------------|-------------------------------------|
| Bus Stop Locations | Total | 13 | 10% | 14% | 9 | 35% |
| | Adjust Stop Location | 4 | 3% | 4% | 3 | 12% |
| | Eliminate Stop | 7 | 5% | 8% | 6 | 23% |
| | New Stop | 1 | 1% | 1% | 1 | 4% |
| | Miscellaneous | 1 | 1% | 1% | 1 | 4% |
| Maneuverability | Total | 13 | 10% | 14% | 7 | 27% |
| | Bus Pull-Out | 3 | 2% | 3% | 3 | 12% |
| | Lane Changes | 6 | 4% | 7% | 4 | 15% |
| | Roadway Design | 4 | 3% | 4% | 2 | 8% |
| Safety Issues | Total | 23 | 17% | 26% | 11 | 42% |
| | Bus Zone | 5 | 4% | 6% | 5 | 19% |
| | Pedestrian Conflicts | 4 | 3% | 4% | 3 | 12% |
| | Traffic Conflicts | 14 | 10% | 16% | 8 | 31% |
| Signal Delay | Total | 60 | 44% | 67% | 17 | 65% |
| | Signal Coordination | 4 | 3% | 4% | 3 | 12% |
| | Long Cycle / Poor Timing | 25 | 18% | 28% | 12 | 46% |
| | Multiple Cycles | 12 | 9% | 13% | 6 | 23% |
| | Short Green | 18 | 13% | 20% | 10 | 38% |
| | Miscellaneous | 1 | 1% | 1% | 1 | 4% |
| Slow Areas | Total | 19 | 14% | 21% | 6 | 23% |
| | Bellevue College | 1 | 1% | 1% | 1 | 4% |
| | Bellevue Transit Center | 1 | 1% | 1% | 1 | 4% |
| | Bellevue Way SE | 2 | 1% | 2% | 2 | 8% |
| | Bel-Red | 1 | 1% | 1% | 1 | 4% |
| | Crossroads | 1 | 1% | 1% | 1 | 4% |
| | Downtown Bellevue | 6 | 4% | 7% | 4 | 15% |
| | Eastgate | 1 | 1% | 1% | 1 | 4% |
| | Newcastle | 1 | 1% | 1% | 1 | 4% |
| | Overlake Park & Ride | 1 | 1% | 1% | 1 | 4% |
| | Overlake Transit Center | 1 | 1% | 1% | 1 | 4% |
| | S. Kirkland P&R and Vicinity | 2 | 1% | 2% | 2 | 8% |
| | SR-520 at NE 40th St | 1 | 1% | 1% | 1 | 4% |
| | Traffic Delay | Total | 7 | 5% | 8% | 5 |
| Congestion | | 3 | 2% | 3% | 3 | 12% |
| Conflicts with Other Modes | | 4 | 3% | 4% | 2 | 8% |
| Miscellaneous | Total | 1 | 1% | 1% | 1 | 4% |

| Totals | |
|-------------------------|-----|
| Total Issues Identified | 136 |
| Total Unique Comments | 90 |
| Total Respondents | 26 |

Note: The number of issues identified within each theme sum to the theme's total in the 'Number of Issues Identified' column, but do not necessarily in the 'Number of Respondents Citing Issue' column. This is because an individual respondent may have commented on multiple issues related to a single theme. Likewise, there are fewer unique comments than issues identified because some comments address multiple issues.

vehicles and ineffective coordination between consecutive lights restricting traffic flow.

Of the eighteen instances when issues with short green signals were cited, fourteen (78%) related to left turns, of which half specifically cited the left turn signal from eastbound NE 4th St to northbound 108th Ave NE. Some other intersections where short green signals and waiting through multiple signal cycles are an issue include westbound NE 4th St to southbound Bellevue Way NE, NE 8th St at 148th Ave NE, 156th Ave NE and multiple signals between 108th Ave NE and 120th Ave NE, and the signal for southbound buses leaving the South Bellevue Park-and-Ride.

"The westbound right lane [on NE 8th St at 148th Ave NE] gets held up by slow moving right turn vehicles/pedestrians. Sometimes the bus is only 6-8 cars back and gets caught again at the light."

"The problem spot is westbound on NE 4th St trying to get to the southbound on-ramp to I-405 at about 4 PM. You first have to stop at the light on the overpass in the left turn lane. When that light turns green, it doesn't coincide with the next left turn light. The second left turn light needs to stay green longer or turn green first so there is room for traffic at the first light to proceed. You usually have to wait at both lights."

"The light at 4th St and I-405 is slow for traffic intending to go south (on I-405) from westbound 4th. The arrow is green for those coming off I-405 WB but red for those wanting to go SB. Two lights to sit through in the afternoon."

Signal Coordination

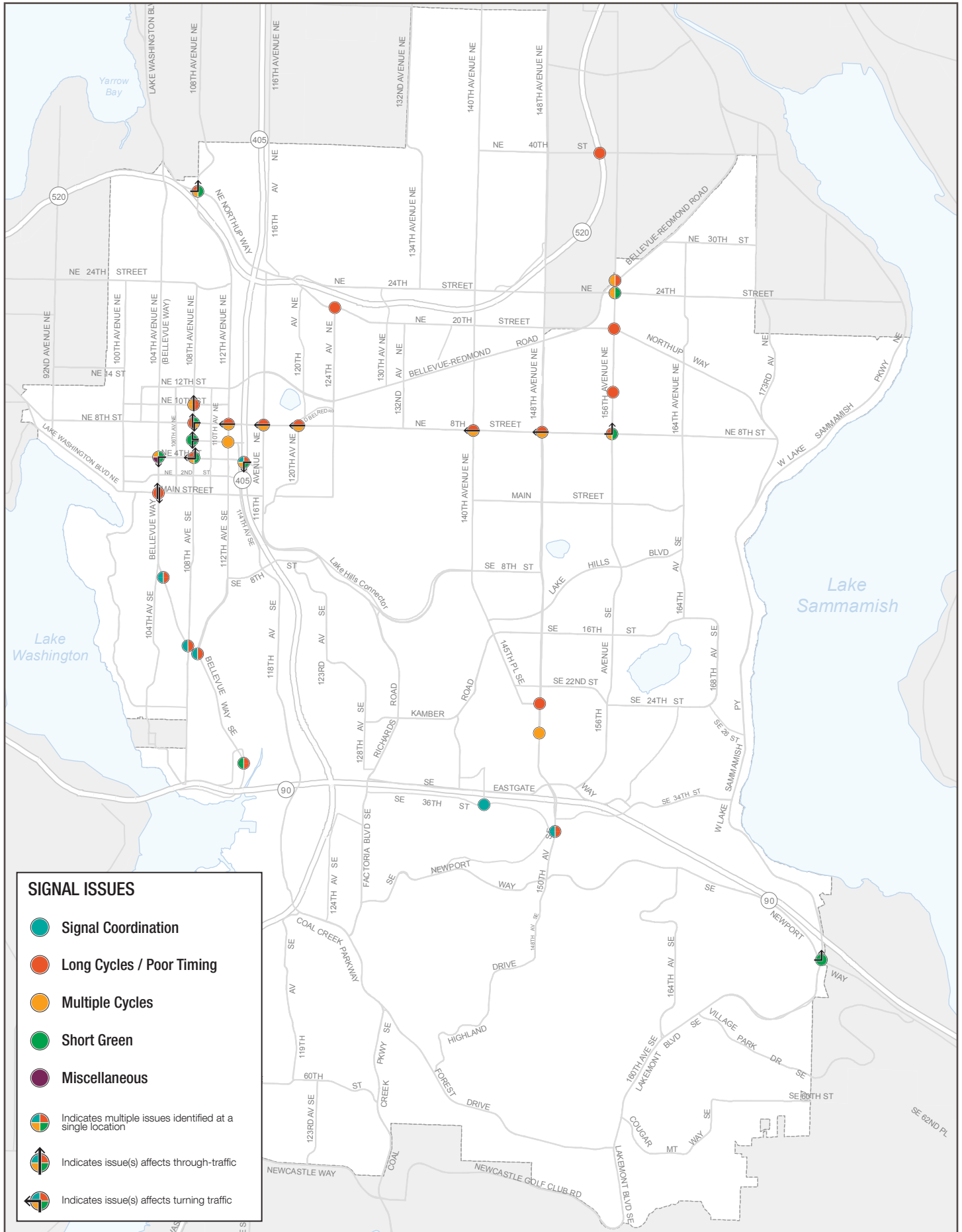
Four signal coordination issues were identified by three respondents (about 11%), representing 3% of all issues identified. Two kinds of signal coordination issues were noted. The first relates to the timing of signals at consecutive intersections, making it difficult for buses to pass through one or both intersections during one signal cycle. This issue was said to occur in Eastgate at the 150th Ave SE/SE 38th St and 142nd Ave SE/SE 36th St series of intersections and in Downtown at the NE 4th St interchange with I-405.

The second type of coordination issue relates to cross traffic on local streets activating signals and causing delay to buses traveling along a major arterial. One operator noted both instances where this occurs: on Bellevue Way at 108th Ave SE and at SE 10th St.

Safety Issues

Issues related to safety represent the second most common theme, both in terms of the number of respondents citing such issues (42%) and the number of issues identified (17%). Fourteen of the twenty-three (61%) safety issues identified relate to some

Figure 4 Signal delay issues identified by coach operators.



"[The] bus stop [on NE 8th St] at 118th Ave NE westbound is an accident waiting to happen! Bus stops, cars turn right in front of the bus to go into/out of Whole Foods. Traffic is heavy and gets backed up from the light at 116th. The bus gets caught in the right turn only lane while needing to move over two lanes left."

"Southbound Bellevue Way turning left into the P&R is often delayed by speed and spacing of oncoming traffic—even with signal change. Traffic from cross street at intersection speeds up so quickly it is hard to get enough space to turn safely."

"Southbound zone 81637... [on Northup Way] is hard to pull out of in traffic merging from 24th St. Needs to be moved back under freeway overpass."

"Southbound zone 90782 [on 140th Ave NE at NE 24th St] is too close to the corner--backs traffic up into intersection. Needs to be moved south; will be better serving customers."

form of conflict with other motorists. Some examples include intersections where sight lines are limited, a couple locations where fast-moving traffic makes it difficult for buses to merge or change lanes, and a few instances where the location of the bus stop causes traffic to back up into a nearby intersection. Five bus stops were cited by five different respondents (nearly one-fifth of all respondents) as causing the latter issue regarding backed-up traffic, so this issue is also itemized separately. Additionally, four locations were identified where conflicts with pedestrians present a safety issue. Figure 5 depicts the locations where coach operators identified issues related to safety.

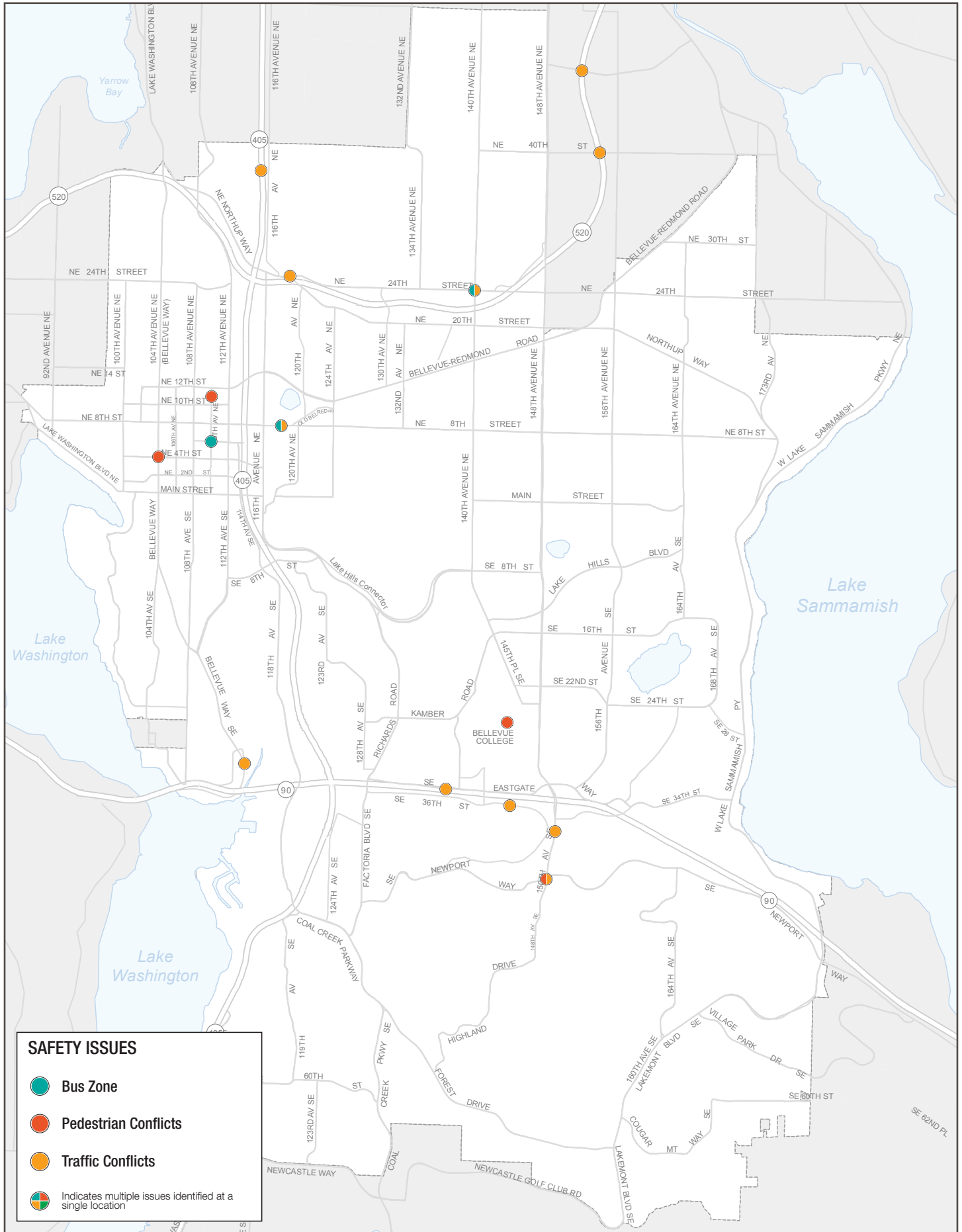
Bus Stop Locations

More than one-third (35%) of respondents identified issues related to bus stop locations, including recommendations for their adjustment, elimination, and in one case a recommended new location. Figure 6 on page 19 depicts these locations.

Adjust Stop Location

There are four bus stops whose locations were recommended for adjustment. That at 140th Ave NE and NE 24th St (zone 90782), which is served by Route 249, was said to cause general purpose traffic to back up into the intersection. The stop at Northup Way and NE 24th St (zone 81637), also served by Route 249, was said to cause difficulty for buses merging back into traffic. The stop served by Route 550 on NE 12th St between 108th and 110th Ave NE (zone 68056) was said to be confusing, and it was recommended that it be moved east of 110th. One operator's description of the stop at NE 8th St and 118th Ave NE suggests it is in particular need of reassessment: the westbound stop "is an accident waiting to happen!"

Figure 5 Safety issues identified by coach operators.



"I believe that the stop just after the railroad crossing heading up 108th Ave from Kirkland Park-and-Ride is a waste of time, as people could walk from the tracks quite easily instead of two back-to-back stops at the beginning of the pullout."

"Bus stop [on] Bellevue Way southbound at NE 2nd St can be eliminated for inbound trips--only 1 block from the stop at Main St."

"I would like to see stops on 142nd Ave SE for people transferring to and from ST 554."

"Difficult to merge back into lane [from the northbound stop at South Bellevue Park-and-Ride] due to the curve of the road and speed of traffic."

"Crossing traffic to get to the Evergreen Point [Freeway Station] stop heading west is a major bottleneck."

Stops Recommended for Elimination

Twenty-three percent of survey respondents recommended one or more bus stops for elimination, accounting for 5% of all issues identified. Two coach operators recommended that the aforementioned Route 550 stop on NE 12th St be eliminated, rather than just moved as the other respondent suggested. Another operator recommended that stops be eliminated in two different locations in Kirkland—one served by Route 255 on 108th Ave NE just north of the South Kirkland Park-and-Ride, and one or more unspecified stops along NE 68th St, served by Route 245, which was said to stop more frequently than needed along this corridor.

New Stop Recommendations

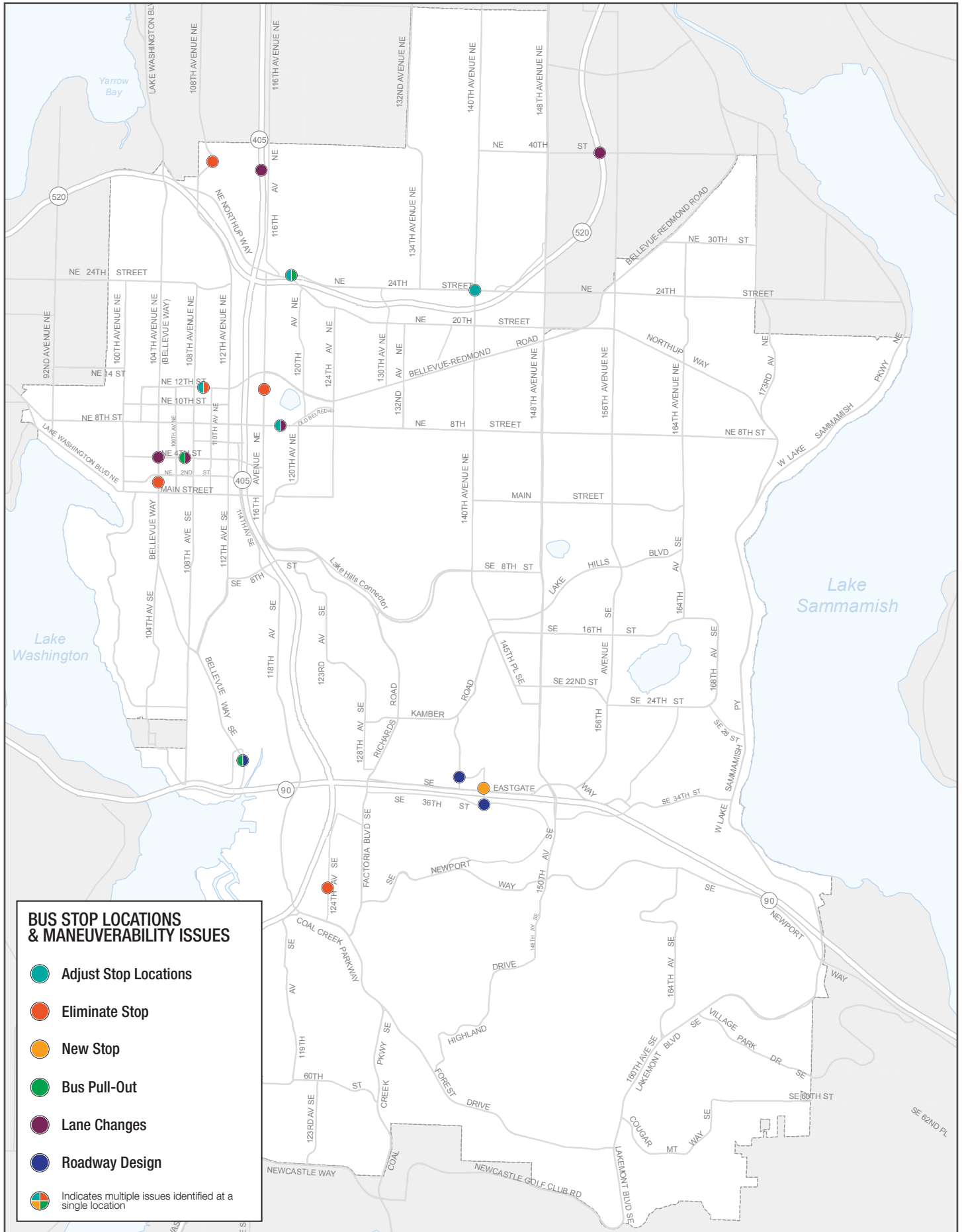
One respondent suggested that new stops be created on 142nd Ave SE to better accommodate riders transferring to and from Route 554.

Maneuverability Issues

About one-quarter (27%) of coach operators who responded to the survey provided comments related to maneuverability, accounting for nearly 10% of all issues identified. These include difficulty merging back into traffic from bus pull-outs, difficulty changing lanes, and roadway design that is unaccommodating to turning buses. Figure 6 depicts the locations where coach operators identified these issues.

Two of the issues related to difficulty merging from a stop—on NE 4th St between Bellevue Way NE and 108th Ave NE, and at the northbound stop of the South Bellevue Park-and-Ride—referenced the volume or speed of traffic as a contributing factor. The third comment about merging—on Northup Way at NE 24th St—cited the location of the bus stop as problematic and recommended its adjustment to under the nearby freeway overpass.

Figure 6 Bus stop locations and maneuverability issues identified by coach operators.



"Very difficult to merge from lane [on NE 4th St] after heavy volume bus zone to the left lane to turn left on 108th Ave NE."

"I lose 5-10 minutes around lunch time [on Factoria Blvd] due to terrible traffic."

"Every day on at least 4 out of 5 days a week after running the 212 from Downtown to [Eastgate] Park-and-Ride, on the deadhead back to Seattle to run the 218 to Issaquah, I'm late at least 10 to 30 minutes each day due to heavy traffic on either I-90 or 4th Ave or Virginia or 9th Ave. This is causing me to be overloaded each time and frustrates customers daily."

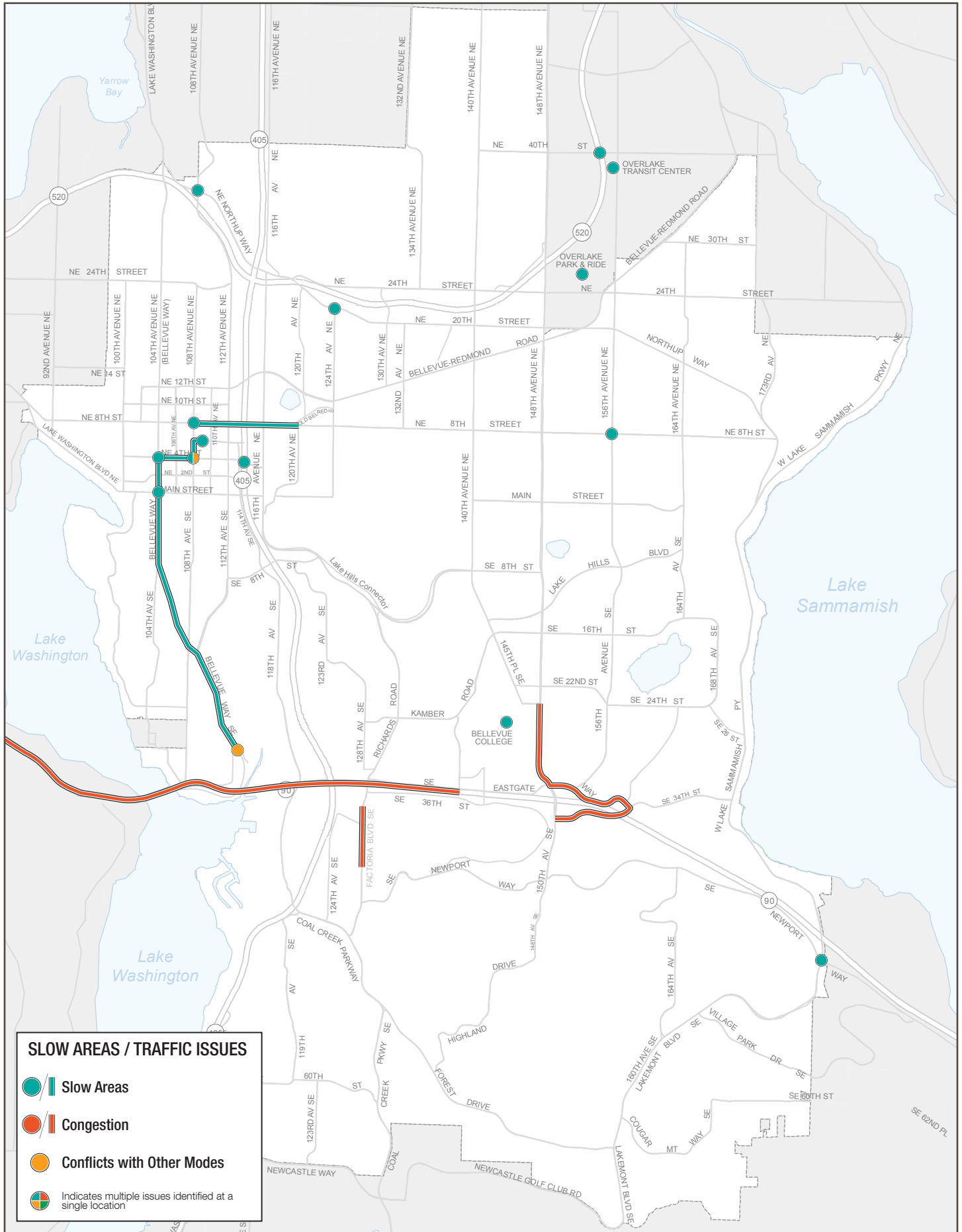
Respondents cited instances of lane changing issues in a variety of locations throughout Bellevue, with no single location mentioned by more than one operator. Some of the locations include I-90 in Eastgate, SR-520 at NE 40th St and westbound approaching the Evergreen Point Freeway Station, and NE 8th St at 118th Ave NE. Roadway design issues were cited at the South Bellevue Park-and-Ride, 142nd PI SE at SE 36th St, SE 32nd St at 140th St SE, and SE 36th St at 142nd PI SE.

Slow Areas and Traffic Delays

The two themes cited least commonly by survey respondents are related to areas where operations are slow due to unspecified reasons (23% of respondents, 14% of all issues identified) and locations that experience delays due to congestion and conflicts with general purpose traffic (19% of respondents, 5% of all issues identified). However, because interactions between buses and other vehicles can significantly impact the efficiency of both modes, and areas where operators lose time along a route are of particular interest to the analysis of potential transit priority investments, these issues remain important to highlight (see Figure 7).

Among the areas where slow operations were identified, four were cited by multiple respondents: Bellevue Way SE, NE 4th St in Downtown Bellevue (at 108th Ave NE and the I-405 interchange), NE 8th St between 108th Ave NE and 120th Ave NE, and the intersection of Northrup Way and 108th Ave NE, just south of the South Kirkland Park-and-Ride. Whereas the causes of slow operations were unspecified for those areas, three other locations were identified for the delay they cause due to traffic congestion: Factoria Blvd SE mid-day, I-90, and the Eastgate loop operated by Route 271 on 148th Ave SE between 145th PI SE and 150th Ave SE via Eastgate Way.

Figure 7 Slow areas and traffic delay issues identified by coach operators.



ADDITIONAL FEEDBACK

In addition to the feedback obtained from the Coach Operator Survey, a limited amount of operator input was also submitted to City staff via email. The following is a brief summary of the content of those communications, which at the time of this writing have related solely to operations of the RapidRide B Line and Sound Transit Express Route 550. Comments received can generally be classified according to many of the same themes presented in the previous section for the Coach Operator Survey.

Signal Delays

Signal delays remain the most notable concerns, as expressed by the quote on the left about the intersection of 152nd Ave NE and NE 24th St. According to one coach operator, traffic signals generally work well for the B Line on 156th Ave NE, but the reliability of signal timing declines where the jurisdictions of Bellevue and Redmond meet. For example, when turning left from northbound 156th Ave NE to westbound NE 24th St, a short green signal often leaves buses caught at the flashing yellow without enough time to clear the intersection. After completing that left turn, buses then just miss a green light when crossing Bel-Red Road, compounding the delay incurred on this short segment.

Another notable suggestion was provided about the signal cycle at the intersection of 108th Ave NE and NE 6th St—the west end of Bellevue Transit Center. The coach operator noted that the signal turns green for north-south traffic on 108th first, then provides a green arrow to buses waiting in the transit center second. The operator suggested that this cycle be reversed—providing the same cycle time to each but allowing buses leaving the transit center to incur less delay. He acknowledged that the cycle may be programmed as it currently is to avoid excessive congestion along 108th, but he claimed such a problem has been rare

"If I were given enough money to fix ONE problem with the B Line, I would fix the signal priority (or lack thereof) at 152nd and NE 24th heading southbound. I spent the better part of two shakeups at a red light there while watching very thin cross-traffic pass by for up to two minutes at a time."

"Getting [Route 550] across Downtown Bellevue on 108th typically involves stopping at almost every light. The time it takes to get from Bellevue Transit Center to the library feels longer than it needs to be."

in his experience. He also admitted that this would make buses turning into the transit center wait longer to do so, but he believes the safety benefit realized by deterring pedestrians from walking on ‘Don’t Walk’ signals—as they often do while buses wait to leave the transit center, which puts them in danger when signals change—would outweigh this disadvantage.

Safety Issues

In addition to the pedestrian safety improvement incurred by the above suggestion, another safety issue worth noting is that the location of the stops on NE 8th St at 140th Ave NE and 156th Ave NE encourage a significant amount of jaywalking. Adding a mid-block crossing to the west of the RapidRide stops was suggested as a possible means to reduce this problem at the 140th stops. At 156th, the crosswalks were said to be too far away and require long waits for a ‘Walk’ signal. In terms of vehicular safety, it was recommended that some form of indicator be installed along Bellevue Way SE at SE 8th St, SE 10th St, and SE 16th St, such as countdown ‘Don’t Walk’ signals. Because visibility can be low at some of these intersections and no countdown indicators are present, operators drive slower to ensure that they are not surprised by signal changes and cross-traffic entering the intersection, which reduces operating speed and can result in missed signal cycles.

"Due to plantings on private property... coupled with a tight turn radius on the corner [of 156th Ave NE and NE 24th St], it is very difficult to safely turn right on red there. (It's impossible if there are any pedestrians in the vicinity.) A lot could be done to improve bus movements at this intersection."

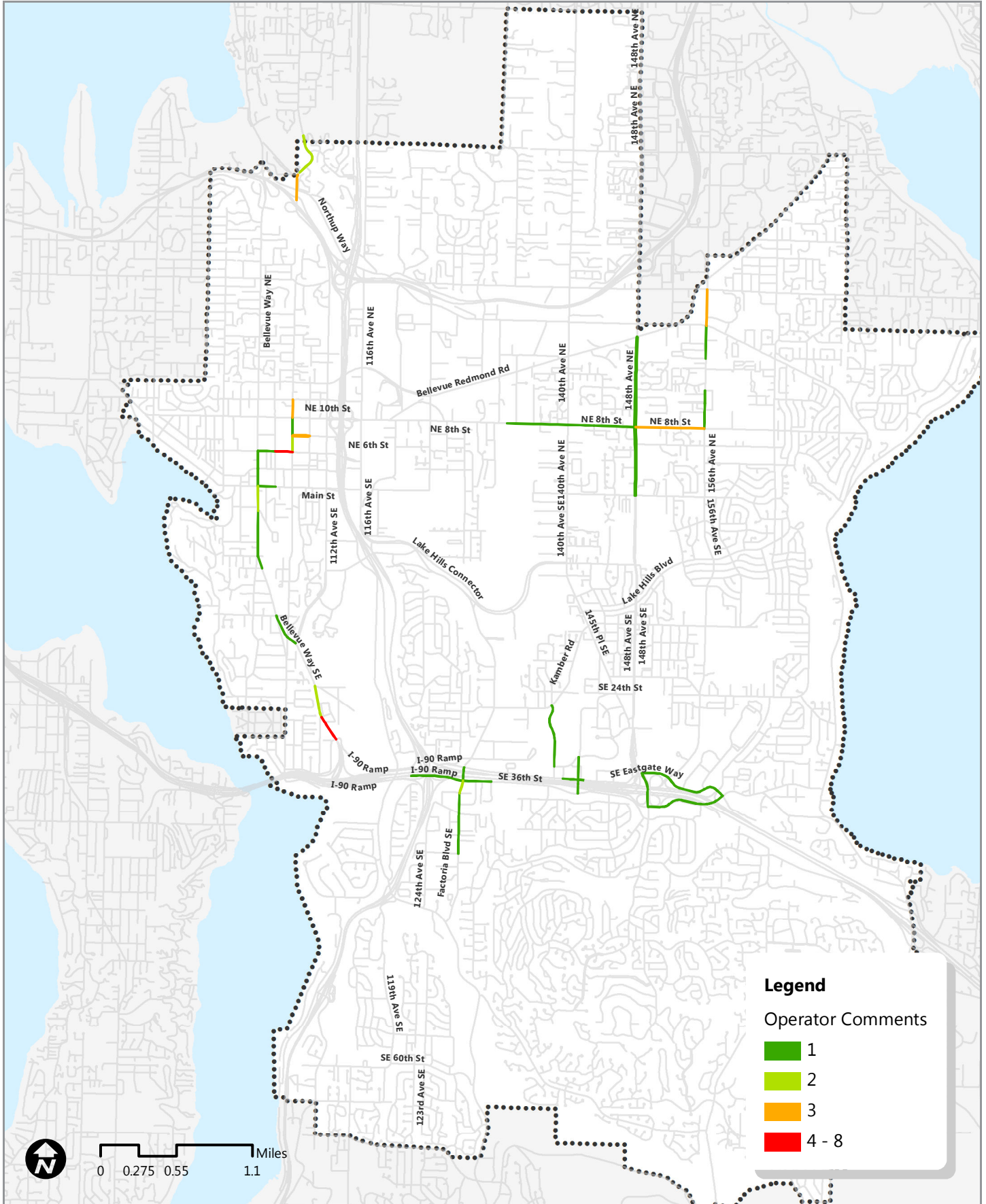
"I often 'just miss' the left turn green arrow from westbound NE 4th to southbound Bellevue Way, leading to about a 2 minute delay."

Bus Stop Locations

It was recommended that the southbound Route 550 stop at Bellevue Way and NE 1st St be eliminated and its ridership split between other nearby stops. Regarding the B Line, one operator expressed his belief that the route’s deviation along 152nd Ave NE to serve the Overlake Park-and-Ride has hurt the route’s performance and ridership.

APPENDICES

Appendix 1 Geocoded coach operator comments for use in quantitative GIS analysis.



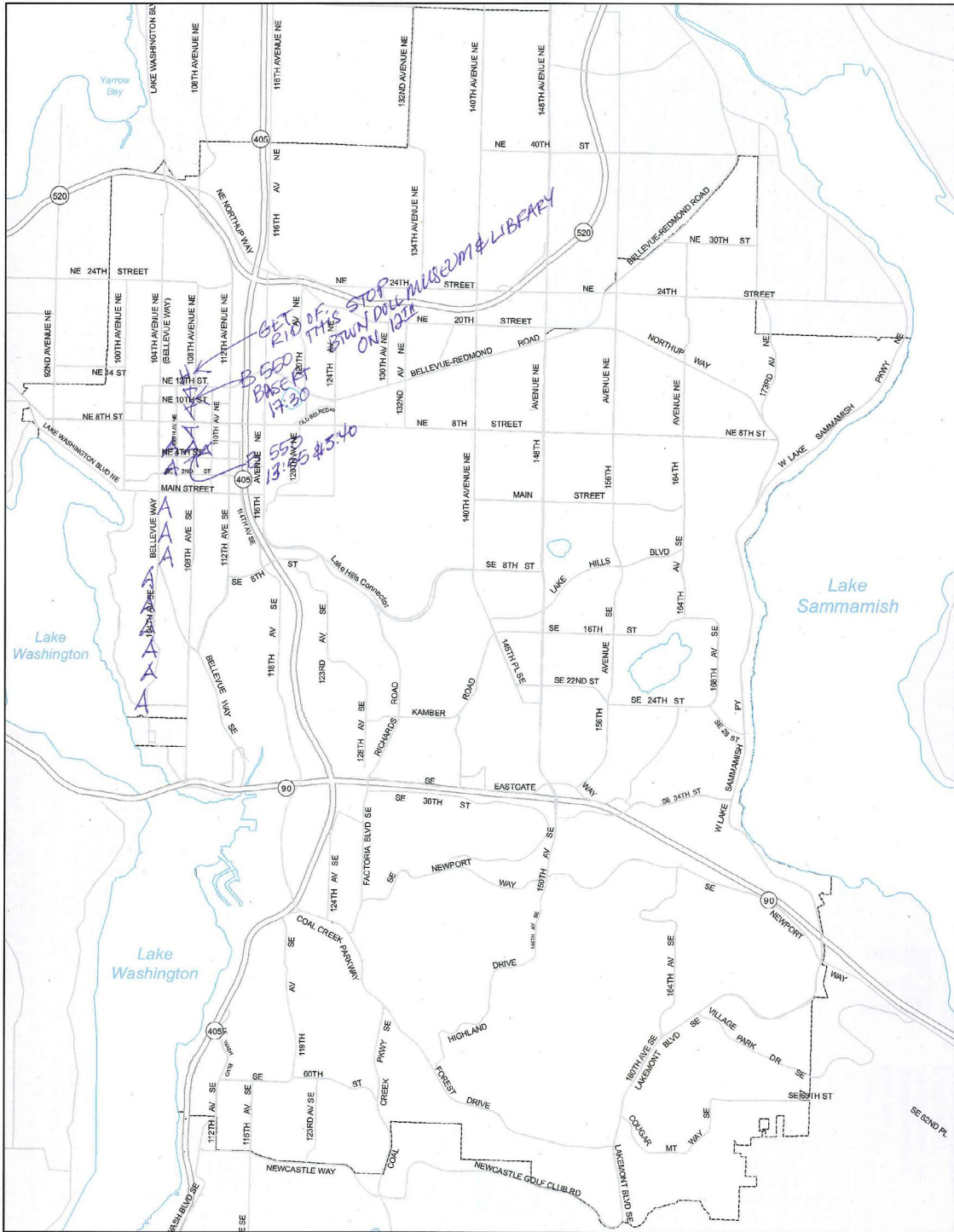
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COACH OPERATOR SURVEY

Using the map and letters provided, please indicate where you experience any of the following:

- A. Areas where you lose most time
- B. Bus waits through multiple signal cycles to get through intersection (indicate route, time of day, day of week, and direction of travel)
- C. Bus is delayed by long signal cycles or poor signal timing for transit (indicate route, time of day, day of week, and direction of travel)
- D. Delay caused by required lane changing maneuvers
- E. Delay caused by bus pull-outs
- F. Safety problems related to bus zone
- G. Safety problems related to traffic conflicts
- H. Any bus stop locations that passengers or operators have expressed an opinion could be better located.

Return completed survey to **Ken Johnston**.



Bellevue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments: THE GREEN LIGHT IS SO SHORT, THAT IT TURNS YELLOW BEFORE A LOT OF BUS CAN GET THRU IT. NOT ENOUGH TIME IS ON THE GREEN LIGHT. SOME TIMES YOU HAVE TO SIT THRU A WHOLE OF LIGHTS MORE THAN ONCE TO MAKE YOUR ~~THRU~~ THRU. AT 108th AVE. D/E. & D/E. 8th & 1/B, THE CYCLE OF LIGHTS AT INTERSECTION ARE DIFFER ON N.E. 8th THAN ON 108th AVE. D/E.

Blank lines for additional comments.

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Bellevue Transit Master Plan



COACH OPERATOR SURVEY

King County Metro and the City of Bellevue are working together to improve travel time and reliability of services in Bellevue. Metro and Bellevue staff have worked together to develop this survey to collect your thoughts and concerns about where in the City of Bellevue congestion problems compromise transit's efficiency. **This survey is strictly voluntary and unpaid.**

Your input will inform the City of Bellevue's work on its Transit Master Plan – a 20-year look ahead to the type of transit system that will be required to meet Bellevue's transit needs through 2030.

We are interested in hearing your thoughts as we assess roadway, signal system, and other rights-of-way improvements that could be made to support the city's transit vision.

Using the map and letters provided on the next page, please indicate where you experience any of the following:

- A. Areas where you lose most time
- B. Bus waits through multiple signal cycles to get through intersection (indicate route, time of day, day of week, and direction of travel)
- C. Bus is delayed by long signal cycles or poor signal timing for transit (indicate route, time of day, day of week, and direction of travel)
- D. Delay caused by required lane changing maneuvers
- E. Delay caused by bus pull-outs
- F. Safety concerns related to bus zone
- G. Safety concerns related to traffic conflicts
- H. Any bus stop locations that passengers or operators have expressed an opinion could be better located.

Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 55D

Comments: (use back of survey for additional comments) *EXTRA LANE S.D. DR. THE LIGHT IS GREEN FOR QUITE AWHILE FOR TRAFFIC ON BELLEVUE WAY SIDE, NEEDS TIME BEFORE ENTERING P&R E/B TO DIE 4th IN THROUGH AVE FOR 108 AVE. D/E (CONT. ON BACK)*



Return completed survey to **Ken Johnston**.



King County

Department of Transportation
Metro Transit
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COACH OPERATOR SURVEY

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Return completed survey to **Ken Johnston**.



BelleVue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

(C) NE 4TH ST Eastbound @ 108TH AVE NE Northbound - long wait for left arrow; signal light timing favors eastbound / westbound through traffic on NE 4th ST.

(H) Bus stop Bellevue way Southbound @ NE 2ND ST can be eliminated for inbound trips - only 1 block from stop @ Main ST.

Cross traffic instantly trips signal Bellevue way Southbound @ 56 10th ST (often after red change to green @ Green station)

Cross traffic instantly trips signal Bellevue way Northbound @ 108th Ave 56 (after red change to green @ 112th Ave St).

m11089.7/13.ind

BelleVue Transit Master Plan



COACH OPERATOR SURVEY

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- E. Delay caused by bus pull-outs
- F. Safety concerns related to bus zone
- G. Safety concerns related to traffic conflicts
- H. Any bus stop locations that passengers or operators have expressed an opinion could be better located.

Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive:

550 (Saturday / Sunday evening / night)

Comments: (use back of survey for additional comments)

(C) NE 4TH ST westbound @ Bellevue way
Left turn arrow is too short; cannot clear intersection without light timing out



Return completed survey to **Ken Johnston**.



Department of Transportation
Metro Transit
Service Development
201 South Jackson Street
M.S. KSC-TR-04-26
Seattle, WA 98104-3856

King County

COACH OPERATOR SURVEY

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Bellevue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments: *wanting to go SB.
Two lights to sit through in the afternoon*

Lined area for additional comments and suggestions.

m11089.713.mxd

Bellevue Transit Master Plan



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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: *655 Base Route*

Comments: (use back of survey for additional comments) *The light @ 4th st + 405 is slow for traffic intending to go south from westbound 4th. The ~~red~~ arrow is green for those coming off NB405, but red for those*



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BelleVue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments: Why are there 2 stops on either side of 108th in Kirkland when 1 would be sufficient?
 RE: Entering traffic on 500 from the Evergreen Point stop is too short + very dangerous.
 Bus wait at IDS turnaround Northbound around 5:30 P.M. there is no consideration that the 255 is supposed to be last in line + always gets passed up, but a single 255 will fit at the back of a bus lineup for expedience.
 I believe that the stop just after the Railroad crossing heading up 108th Ave from Kirkland P+R is a waste of time as people could walk from the tracks quite easily instead of 2 back to back stops at the beginning of the pullout.
 Crossing traffic to get to the Evergreen Point stop heading West is a major bottleneck

m11088.7/13.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 255

Comments: (use back of survey for additional comments)



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Bellevue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

- ① LIGHT @ NE 8th + 148th AVE NE - WB RIGHT LANE GETS HEAD UP BY SLOW MOVING RIGHT TURN VEHICLES / PEDESTRIANS - SOMETIMES BUS IS ONLY 6-8 CARS BACK AND GETS CAUGHT AGAIN AT LIGHT.
- ALSO LATE @ NIGHT - 10/11PM TRAFFIC SIGNAL IS / DOES NOT SEEM TO BE ON A "CALL" STATUS - SIGNAL STAYS GREEN FOR CYCLE WITH NO CARS COMING IN EITHER NORTH OR SOUTH DIRECTION.
- ② LIGHT @ 156th + 20th LATE NIGHT SEEMS TO BE ON DAY SIGNAL TIMING??
- ③ (FGH) BUS STOP AT 118th AVE NE WESTBOUND IS AN ACCIDENT WAITING TO HAPPEN! BUS STOPS, CARS TURN RIGHT IN FRONT OF BUS TO GO INTO WHOLE FOODS, TRAFFIC IS HEAVY AND GETS STUCK UP FROM LIGHT @ 116th. BUS GETS CAUGHT IN RIGHT TURN ONLY LANE WHILE NEEDING TO MOVE OVER 2 LANES LEFT.
- * THANK YOU FOR FINALLY SIGNING TRACKS OUT OF SERVICE ON NE 8th + 118th !!! VERY VERY HELPFUL.

m:10892713.mxd

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: B LINE

Comments: (use back of survey for additional comments)

① LIGHT @ 156th AVE NE + NE 24th ST LEFT TURN ONTO 24th IS NOT LONG ENOUGH - YELLOW FLASHING CONUSES PEOPLE!! HEAVY HEAVY TRAFFIC @ 5PM SB ON 156th ONLY AHEADS 2-3 VEHICLES THEN ON GREEN IF LUCKY!!



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Bellevue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

Multiple horizontal lines for writing comments.

m11089.7/13.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 550, 255, 672, 554, 545

Comments: (use back of survey for additional comments)

- 1- 108 Ave NE & Northup Wy - R755 - NB in the P.M.
- 2- Bell Wy - Maris to I-90 - R4550 - WB in the P.M.
- 3 - NE 8th - 120 Ave Ne to 108 Avenue - R672 - WB in the P.M.



Return completed survey to Ken Johnston.

EBA-TR-0100



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BelleVue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments: LIGHT IS GREEN FOR A LONG TIME. CAN WE HAVE CITY OF BELLEVUE TRY & ADJUST TIMING SO WE DON'T HAVE TO WAIT SO LONG TO GET OUT IN THE TRAFFIC.

Series of horizontal lines for additional comments.

m11089.7/13.ind

BelleVue Transit Master Plan



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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 550

Comments: (use back of survey for additional comments) N/B BELLEVUE WALKS E. AT 20 BELLEVUE AVE. WHEN LEAVING THERE'S A BLIND CURVE TO WHERE YOU CAN'T SEE TRAFFIC PRODIG & THIS IS REAL DANGEROUS & ALSO THE SIGNAL

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Bellevue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments: S. BELL PIR E/B - DIFFICULT TO MERGE BACK INTO
LANE DUE TO CURVE OF ROAD & SPEED OF TRAFFIC.

S/B BELL WY TURNING LT INTO PIR IS OFTEN DELAYED BY
SPEED & SPACING OF ONCOMING TRAFFIC - EVEN WITH SIGNAL
CHANGE, TRAFFIC FROM CROSS STREET @ INTERSECTION SPEEDS
UP SO QUICKLY IT IS HARD TO GET ENOUGH SPACE TO TURN
SAFELY.

C. NE 4TH E/B TURNING LT ONTO 108TH AVE - SIGNAL FOR
LEFT TURN IS VERY SHORT
S/B 108TH TURNING RT ONTO NE 4TH - SIGNAL TURNS
RED, MANY TIMES, AS SOON AS THE CROSSWALK SIGNAL
STOPS FLASHING. ESPECIALLY A PROBLEM @ LUNCHTIME
WHEN THERE ARE LOTS OF PEDESTRIANS. SOMETIMES ONLY
A COUPLE OF CARS OR 1 BUS GETS THROUGH ON SIGNAL

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 550 - CURRENTLY WED 7:30 AM - 4:30 PM

Comments: (use back of survey for additional comments)

C. NE 4TH WB TURNING LT ONTO BELL WY. SIGNAL IS TOO SHORT
S. BELL PIR WB - SIGNAL DOESN'T ALLOW ENOUGH TIME TO CHANGE
TRAFFIC EXITING PIR. TRAFFIC FROM OTHER SIDE IS NOT VISIBLE UNTIL
THEY ARE RIGHT @ INTERSECTION (I THEY ARE OFTEN MOVING VERY FAST)



Return completed survey to **Ken Johnston**.



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Bellevue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

1. OB 550 AT NE 4th STOP LIGHT AT 108 L. TURN LIGHT SHORT

2. OB 550 NB 108th JUST MISSES LIGHT NE 10th

3. BASE PROP OFF BOME UNDER FOOTBRIDGE ON 12th AND 10900 CONE USING NEEDS TO BE MOVED EAST OF 110th AFTER CONSTR IS COMPLETE

1. TB 550 - SIG AT BTC WB TO 108th SHORT

2. TB 550 SIG AT SB 108th TO WB 4th SHORT

3.

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Routes you drive: 550

Comments: (use back of survey for additional comments) ON BTK WITH EDGE



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Note: Signature redacted for publication.

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BelleVue Transit Master Plan



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Comments:

E/B 4th TO 11th AVE - MIGHT BE FIXED WITH NEW FLARELINE SIGNALS
 SO WE CAN COMPLETE THE LEFT TURN AT THE END OF THE CYCLE
 (S40 550 - ANY TIME)
 N/B 146th SE TO 106th SE 32nd (BT 241) LIMITED SIGHT LINES FROM SIGNAL
 14146 AT 150th SE @ SE 32nd WITH SE 32nd @ 142nd FE. 4 WAY STOP
 X COMMENTS NEEDED TO BE IMPROVED FOR TURNING
 W/B 55-36th TO N/B 142nd AL SE. (241)
 S/B 142nd SE TO W/B SE 36th (245)
 E/B SE 32nd TO S/B 140th SE (240)

m11089713.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: SHARPLEY - 560 WITHIN THE LAST YEAR 550, 241, 245, 271, 221, 226

Comments: (use back of survey for additional comments)

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BelleVue Transit Master Plan



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Comments:

Multiple horizontal lines for writing comments.

m11089.7/13.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 550

Comments: (use back of survey for additional comments) w/b NE 4th @ Bellevue Ave - green arrow should change to blinking yellow
sl/b NE 4th at 108th left turn arrow should last longer.
Al. Dunbar 11/5/13



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Seattle, WA 98104-3856

King County

COACH OPERATOR SURVEY

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Return completed survey to **Ken Johnston**.



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BelleVue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

AC: S. E. Newport way and Lakemont Blvd. making left turn
Route 271.

Series of horizontal lines for handwritten input.

BelleVue Transit Master Plan



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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: AC 550 Young E.B. or N.E. 4th St. & 108th Ave. N.E. (LEFT TURN).

AC Deaccelerating back to the B-Line on N.E. 207th. & 124th Ave. N.E.

AC Bellevue way and Hamlet St. S.B. and N.B. (550 Route)

Comments: (use back of survey for additional comments)

AC N.E. Newport way and 108th Ave. N.E. Route 255 Making left turn.

AC 15th Ave. N.E. and N.E. 8th St. on B. Lane (670) making left turn.

AC 108th Ave. N.E. and N.E. 8th St. Young W. B. to turn to 108th on B-Line

Return completed survey to **Ken Johnston.**



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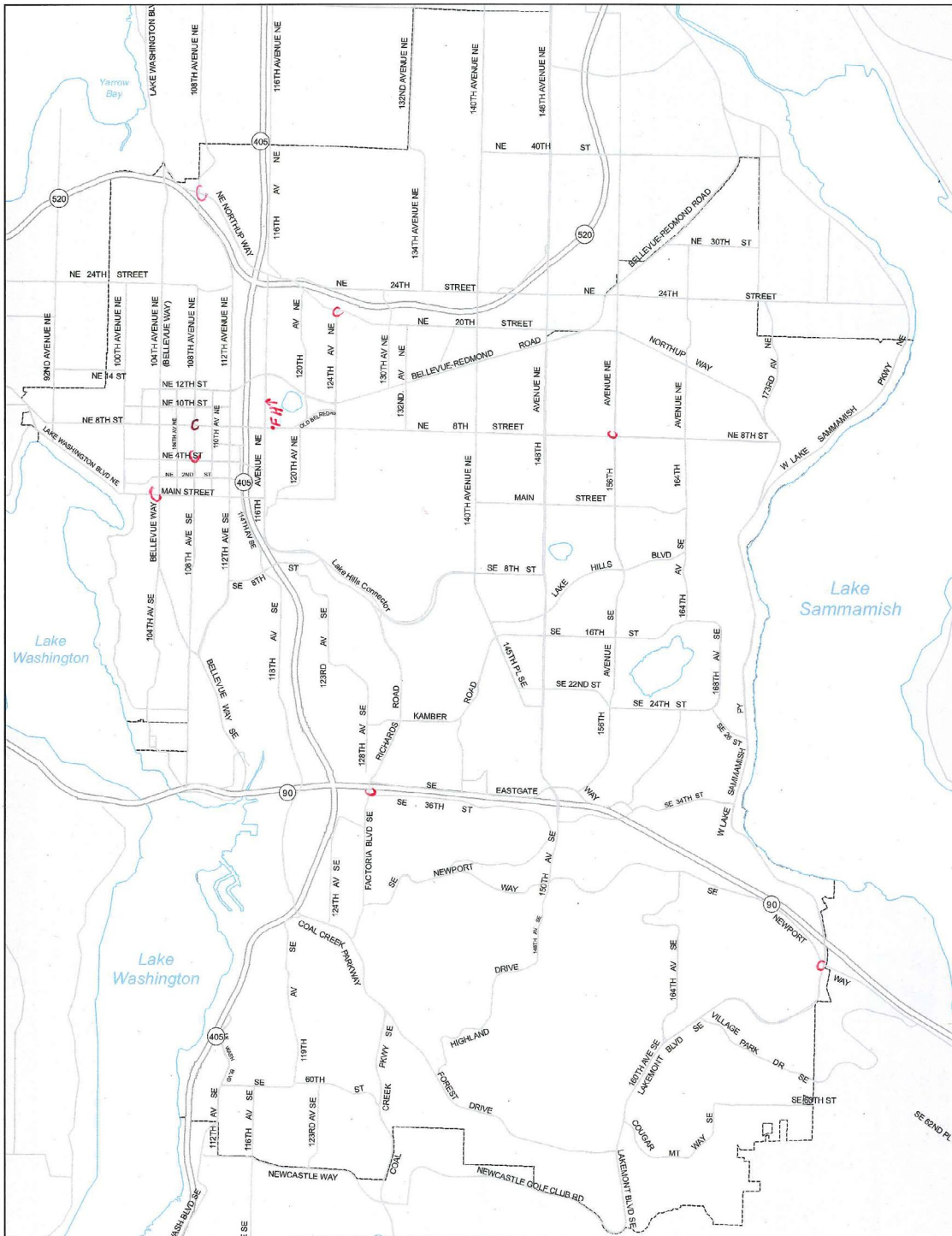
King County

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BelleVue Transit Master Plan



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Cont

Comments: TO ISSAQUAH I'm LATE AT LEAST 10 TO 30 MIN EACH DAY DUE TO HEAVY TRAFFIC ON EITHER I-90 OR 47th AVE OR VIRGINIA OR 9th AVE. THIS IS CAUSING ME OVERLOAD EACH TIME & FRUSTRATED CUSTOMERS DAILY. SOMETHING NEEDS TO BE DONE PLEASE.

BelleVue Transit Master Plan



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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 212/17 (PM Shift)

Comments: (use back of survey for additional comments) Every Day on At Least 4 out of 5 Days A Week After Running the 212 from Downtown to Bellevue P.R. The Dead Head Back to Sea. To Run the 218

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Comments: 545 in bound at 40th or 51st 101's of family or friends will drop off in bus zone way in safe. I usually have 2-5 parked cars running waiting for the bus to come.

at S.R. 520-W.B. 40th people will drop off friends on freeway so they wait for the light so they can catch the bus. Very unsafe.

Always over loaded at SR 520 WB 40th.

I enjoy having bikes on my bus. It would be nice if we can in force bikes to be on the bus stop & not ride up to the bus as it's moving or on the left side. More visibility "bus accidents" in

218 my A.M.

over loaded bus university 85% of the week still abt of people that want minicam & kategate. maybe more signs

m11009713.ind

Bellevue Transit Master Plan



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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 646/12

Comments: (use back of survey for additional comments)

Return completed survey to **Ken Johnston.**



King County

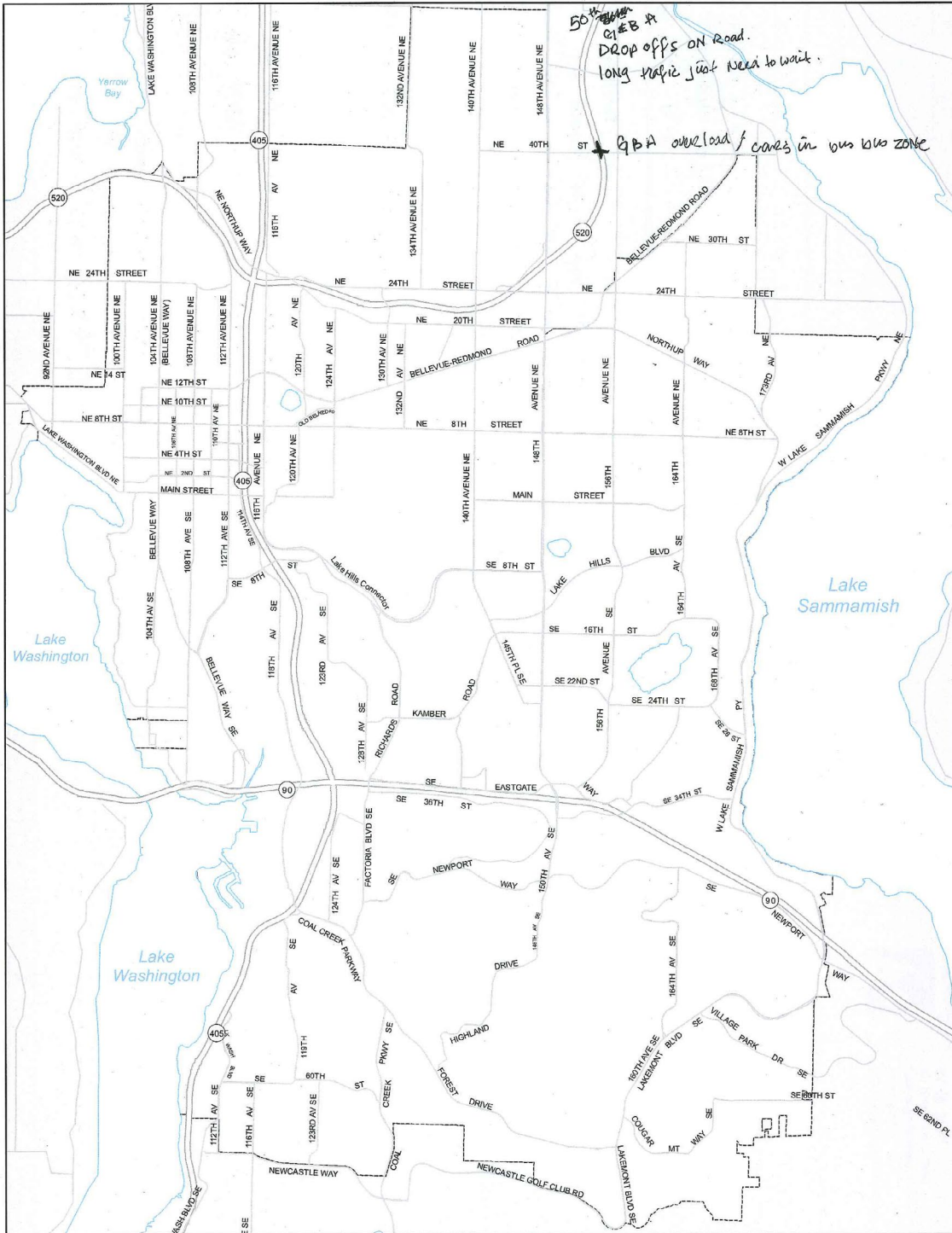
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Seattle, WA 98104-3856

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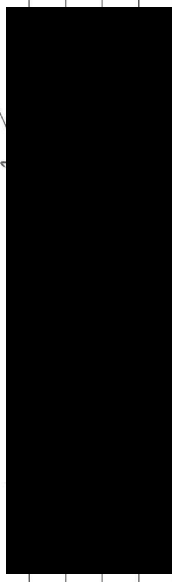


Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

I would like to see stops on 142nd ave S.E. for people transferring to and from ST #554.

stops where the back door opens onto bushes, I would like to see the bushes cleared out so we can encourage rear door exiting. Rear door exiting is more efficient allowing people to board quicker giving drivers more recovery time, causing happier more productive workers



m11089713.mxd

Bellevue Transit Master Plan



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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 271, 241, 226, 221, 245

Comments: (use back of survey for additional comments)

The yellow highlighted roads are badly congested for route 271 in the afternoon from about 4:30 to 7:00

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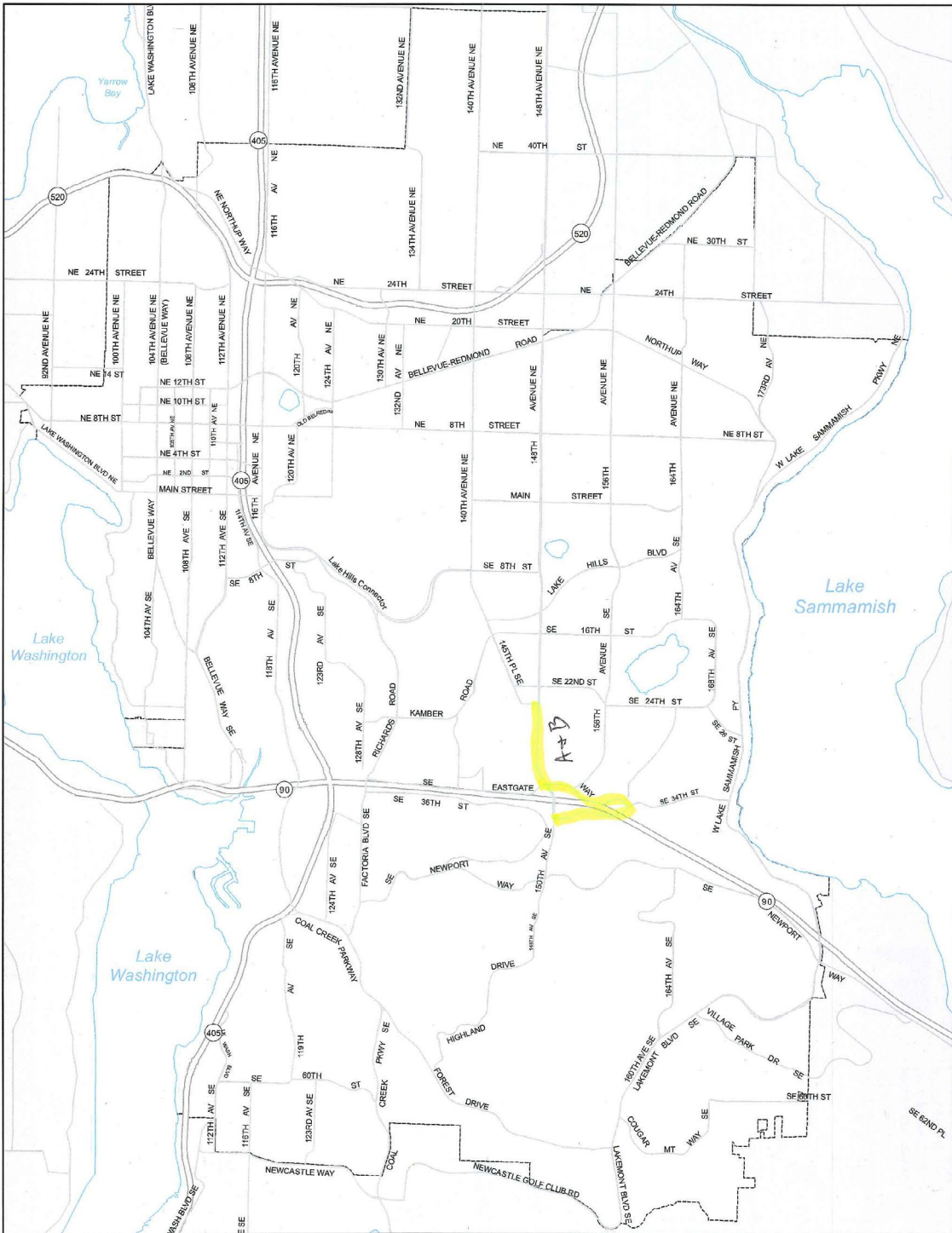
Note: Signature redacted for publication.

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BelleVue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

(F) AT TERMINAL ON 110th AT NE 11th
PEOPLE CROSS IN FRONT OF BUS AT PROPOSED
CORNER OF NE 11th CROSSWALK NEEDED

BelleVue Transit Master Plan



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Routes you drive: 550 TRUMANS

Comments: (use back of survey for additional comments) SEE BACK



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Bellevue Transit Master Plan



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Comments: MULTIPLE SIGNALS DELAY SCHEDULE
ALONG CROSSROADS AND NE 8th (TSA DOESN'T
ALLOW ENOUGH TIME) DURING RUSH HOUR
MULTIPLE SIGNAL CHANGES → WB NE 8th,
EB NE 8th TO NB 158th, NB 158th TO WB NE 24th

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Routes you drive: 672 RAPID RIDE

Comments: (use back of survey for additional comments) SEE BACK

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BelleVue Transit Master Plan



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Comments: SR ZONE 70782 140th NE 24th IS TO
CLOSE TO CORNER - BACKS TRAFFIC UP IN
INTERSECTION (NEEDS AN OVER SOUTH WILL BE
BETTER SERVICE CUSTOMERS)

SB ZONE #81637 ON NORTHER WAY AT NE 24th HARD
TO PULL OUT IN TRAFFIC MERGING FROM 24th
(NEEDS MORE BASE UNDER FREEWAY OR.)

m11089.7/13.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 249

Comments: (use back of survey for additional comments) SEE BACK



Return completed survey to **Ken Johnston**.



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Bellevue Transit Master Plan



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Comments: LANE AFTER READY VOLUME BUS ZONE TO THE LEFT LANE TO TURN LEFT ON 108TH AVENUE NORTHEAST.

THE LEFT TURN TRAFFIC SIGNAL LIGHT FROM NORTHEAST FOURTH STREET TO 108TH AVENUE NORTHEAST IS TOO SHORT, THAT TRAFFIC LIGHT ONLY ALLOWS THREE CARS TO GO BEFORE AN AMBER TURNS ON. THIS IS A FOUR MINUTE WAIT TIME.

m11089713.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 550, AND PARO AIDE B LANE

Comments: (use back of survey for additional comments) ON ROUTE 550, NORTHEAST FOURTH STREET (EASTBOUND) BETWEEN BELLEVUE WAY NORTHEAST AND 108TH AVENUE NORTHEAST, VERY DIFFICULT TO MERGE FROM

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Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments: on the overpass in the left turn lanes when that light turns green it doesn't coincide with the next left turn light.

The 2nd left turn light needs to stay green longer or turn green first so there is room for traffic at the first light to proceed.

You usually have to wait at both lights.

m11089.2713.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 268 Dead heading to Atlantic Yard to begin route.

Comments: (use back of survey for additional comments) Problem spot is W/O on NE 4th St trying to get to the SB on ramp to I-405, ~4 PM. You first have to stop at the light



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Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

Lined area for handwritten comments.

m11089.2713.ind

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Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive: 255

Comments: (use back of survey for additional comments) 520 closure for boats! Boat Fair at 7 p.m., the bridge closed for 20 min. for one boat. Thousands of cars, all transit stopped for one boat. all that fuel wasted all that pollution of idling cars. Thousands of cars and people and transit held up for one sail boat. Are we stupid or what?



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Using the map and letters provided, please indicate where you experience any of the following:

- A. Areas where you lose most time
- B. Bus waits through multiple signal cycles to get through intersection (indicate route, time of day, day of week, and direction of travel)
- C. Bus is delayed by long signal cycles or poor signal timing for transit (indicate route, time of day, day of week, and direction of travel)
- D. Delay caused by required lane changing maneuvers
- E. Delay caused by bus pull-outs
- F. Safety problems related to bus zone
- G. Safety problems related to traffic conflicts
- H. Any bus stop locations that passengers or operators have expressed an opinion could be better located.

Return completed survey to **Ken Johnston**.



BelleVue Transit Master Plan



Thank you for your participation. For additional comments and suggestions, please use the space below.

Comments:

IF YO YOU WANT DRIVERS
HELP - PLEASE HELP THE
DRIVERS FIRST
THERE IS NO TIME
ON THE SCHEDULES
NO BREAKS OR REST STOPS
THE DRIVERS ARE FED
UP PERIOD - THANK YOU

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BelleVue Transit Master Plan



COACH OPERATOR SURVEY

JUL 3 1 2013

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King County Metro and the City of Bellevue are working together to improve travel time and reliability of services in Bellevue. Metro and Bellevue staff have worked together to develop this survey to collect your thoughts and concerns about where in the City of Bellevue congestion problems compromise transit's efficiency. **This survey is strictly voluntary and unpaid.**

Your input will inform the City of Bellevue's work on its Transit Master Plan - a 20-year look ahead to the type of transit system that will be required to meet Bellevue's transit needs through 2030.

We are interested in hearing your thoughts as we assess roadway, signal system, and other rights-of-way improvements that could be made to support the city's transit vision.

Using the map and letters provided on the next page, please indicate where you experience any of the following:

- A. Areas where you lose most time
- B. Bus waits through multiple signal cycles to get through intersection (indicate route, time of day, day of week, and direction of travel)
- C. Bus is delayed by long signal cycles or poor signal timing for transit (indicate route, time of day, day of week, and direction of travel)
- D. Delay caused by required lane changing maneuvers
- E. Delay caused by bus pull-outs
- F. Safety concerns related to bus zone
- G. Safety concerns related to traffic conflicts
- H. Any bus stop locations that passengers or operators have expressed an opinion could be better located.

Please indicate the routes you drive and provide any additional comments you feel would be useful to the project.

Routes you drive:

Comments: (use back of survey for additional comments)



Return completed survey to **Ken Johnston**.



Department of Transportation
Metro Transit
Service Development
201 South Jackson Street
M.S. KSC-TR-0426
Seattle, WA 98104-3856

King County

COACH OPERATOR SURVEY

Using the map and letters provided, please indicate where you experience any of the following:

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