



## Meeting Information

**Date:** 12/2/19 (Meeting 009, 4th Quarter Meeting 2019)

**Time:** 10:00 am – 12:00 pm

**Location:** Seattle Municipal Tower, Rooms 4050/4060 (40<sup>th</sup> Floor)

**Facilitators:** SDOT ADA Program

## General: Committee Intent

The intent of the Pedestrian Access Advisory Committee (PAAC) meetings is to discuss potential accessibility issues or concerns within the Seattle public right-of-way for those living with disabilities. Finding solutions leading to better pedestrian access and prioritization for improvements is an important goal of the Committee. SDOT will strive to prioritize improvements based on Committee recommendations.

## Meeting Minutes

- I. Welcome and Introduction (10:00-10:10 am)
  - *As a reminder to all participants, we are striving to make these meetings a fragrance-free environment, so all were encouraged to be mindful of this.*
  - *We also understand that it is important for some participants to receive the presentations and material prior to the meeting. We are working hard to make sure this content is ready a week before the meetings. In addition, we are reminding presenters to include "alt text" in their digital content that verbally depicts images for those utilizing screen-reader technology or other.*
- II. Bike and Scooter Share Updates (SDOT) (10:10-11:00 am)
  - *Stefan Winkler from SDOT came to talk to the group about the scooter share program. Stefan is the program manager for the scooter share pilot. Joel Miller is the program manager of the bike share program.*
  - *In May, the Mayor mentioned four priorities for the scooter share pilot: safety, equity, access, and something that would enhance (not replace) the bike share program.*
  - *Seattle is one of the last major cities in the U.S. to implement a scooter share. This gives us a chance to look at how the programs have worked in other cities and to learn from them. We did focus on scooter share programs in four west coast cities: Portland, San Francisco, Sacramento, and Los Angeles. These cities have similar values to Seattle and/or weather patterns and terrain. We were interested in knowing how the scooter programs have impacted these cities.*
  - *Safety: we have spoken to King County Public Health and the UW Harborview Injury Prevention and Research Center as well as the Seattle Police Department to develop an approach on scooter safety.*
  - *Coordination has occurred with pedestrian and bicycle advisory boards as well as King County Metro and Sound Transit. The scooter share pilot has also coordinated with*

*Seattle Parks and Recreation. Outreach has occurred with disability rights groups, transportation advocacy groups, and transportation equity groups. An online survey is available for additional feedback, and a link to that survey will be provided after this meeting through Mike Shaw.*

- *Three of the major themes for feedback received as a result of coordination meetings and outreach are: safe riding, safe parking, and equity/access.*
- *Many feel riding scooters on crowded sidewalks is not a good idea and can put people with disabilities, seniors, and children in harm's way.*
- *The Seattle Municipal Code (SMC) states that motorized foot scooters can only be ridden on the road and not allowed on the sidewalk. They are currently not allowed on bike lanes or on paths/trails. However, many people believe that riding scooters in bike lanes may be the most appropriate location, provided that the scooters are traveling at a similar speed to the bikes.*
- *People have expressed concerns for the safety of people on scooters that travel slower than vehicle traffic. We've also been having discussions about potential head injuries and helmet use while using scooters.*
- *Scooter parking was a big issue raised through outreach. Scooters parked incorrectly could potentially negatively impact people with disabilities. Scooters can potentially block access routes or canes can get stuck inside the spokes of bikes (when left on the ground or on the sidewalk). We want to educate people – even people visiting Seattle -- where to park scooters and bikes so that they won't block access.*
- *Conversations with transportation equity organizations tended to focus on affordability for low-income people and people of color.*
- *Options are also being reviewed for scooters that can accommodate other users, including the option to be able to operate a scooter while seated. We have been in contact with eight or nine vendors that offer different kinds of scooters.*
- *The next step is to draft the permitting requirements for the applicants. We will also be completing the pilot framework, including goals and the scope/scale of the program.*
- *Question (Kristina S.): "How is scooter-share going, it's either Kirkland or Redmond. They have scooters out there."*
- *Response (Stefan Winkler): "How the scooter share is going in some of our neighboring stills such as Kirkland. I believe Redmond also has scooter share there. You know, I think that the -- for me to kind of respond to that, I would be out of place in the sense that I have not done an outreach program there, but I have been in those areas and have noticed that they are being used. For the most part, I don't see them scattered everywhere. I can easy I see some of them out of the area where they might not should be, but usually not for too long. That's just from my reflection. When I have spoken with members over there, they seem to think they are keeping it mostly under control, other than the fact that people do tend to be using them to move a little further sometimes than they expected. So -- there will be scooters moving out of the city of Kirkland, for instance, into neighboring -- a neighboring city. That might have been something they might not have expected when they first started the program."*
- *Question (Marci C.): "So, first, about Redmond, I can tell you from anecdotes from blind people who live in Redmond, multiple people, that they are encountering lots and lots of improperly parked scooters. People talk about encountering three or four*

*on the way from their apartment to their bus stop, so that's what I know about that. So, will -- a couple questions. Will there be a public comment period? I can't remember how the SEPA works. Is there a public comment period when that first comes out, for people to comment on that?"*

- *Response (Stefan Winkler): "Yes... Once we submit the SEPA, we will be placing it up on our Web site and we'll be doing a blog post on it and you'll be able to follow from there to the SEPA and make whatever comments or suggestions that you have. And as well as prior to that, you can also submit any comments that you have. And I believe that you have already provided some comments. We have talked at past meetings. But we will be providing a link to a survey and a place that you can provide your ideas."*
- *Mike Shaw will provide a link to the survey.*
- *Question/Comment (Marci C.): "And just -- one other question and then an FYI. I know that there is turkey balancing when you are talking about drafting regulations that council hasn't seen yet, but please, please, please, you need to include the stakeholder groups before those regulations are finalized. The other FYI is that the public forum that was held was not really for the public -- well, it was a show and tell for the scooter companies. That's my opinion. Over three quarters of the time was for an open house for people to check them out and then for the scooter companies and the guy from Portland to be up front and answering questions from Joel and there was only time at the end for like three questions. It was also not an accessible meeting in that we were supposed to submit our questions on those little cards, which is not an accessible way to submit questions. So just FYI for future meetings."*
- *Question/Comment (Karen T.): "I remember a few years ago the City of Seattle had an intention to make walking safe everywhere, which was not having any machinery or any equipment or motorcycles, not motor vehicles, not having any of that on sidewalks. That to me makes it a safe place to walk. So now you are talking about adding scooters and having a basically motorized vehicles on sidewalks. I have a real concern about that for blind people and deaf-blind people. I mean at this point we're able to walk all by ourselves. We don't have to worry about things. Inevitably people are going to be hit by these vehicles and I think that it's poor judgment to even consider this. There's a lot of young people who are on these vehicles and they are yelling to try to alert people that they are coming by and the Hearing world is very, very different. Hearing people don't think about deafness or deaf blindness. There's no consciousness toward that at all. And I actually have had experiences like this before, where things have happened to me specifically, and I was nearly hit by a bicycle and the person didn't realize that I was deaf and blind so they had no idea. At that time I was not using a cane, so I think that people are -- there's no judgment about this kind of thing. People do not think about it. It's not in their consciousness at all. There's no way to identify ourselves. So hearing people are yelling and ringing their bells and trying to alert us that they are coming by, but I don't hear anything, and it can cause serious injury." "So, I have traveled in Europe, and I was in Amsterdam, and the people, the culture in that country, they are used to both sharing bikes and walking, and there are areas that are specifically set up only for walking. And where the other vehicles go, for bikes, it's a separate lane. Scooters are also in a separate lane. They actually separate them with a curb. So it's set up in a way where people know where the right-of-way is. So, you know, basically people are responsible for themselves before they cross the street and in that kind of situation it was actually really awkward for me because it was my responsibility to see all of these different vehicles going by. There is actually more bicycles than cars there. And bikes have the right-of-way. And so they might be turning and I have to be looking out for that. So I think it's important to identify who has the right-of-way in a certain circumstance. So that's one of my questions for you is: Who would have the right-of-way in this situation?"*

- Response (Stefan Winkler): "Thank you for the comments and questions. When you are describing being hit, that sounds terrifying. I can't imagine just as a person who can see and hear, myself being hit by a moving vehicle, much less not knowing that it's even coming and being hit out of nowhere because I can't hear it or see it. Appreciate you sharing that with us. What you described as it relates to scooters being allowed on sidewalks, remember right now they are not allowed on the sidewalk and this isn't -- we're not stating that they will be ridden on the sidewalk. We are wanting to understand how the public feels about all aspects of where they should be ridden. And I think you will see from when we release the SEPA in a few days, I think we will be releasing it or submitting it in the next -- I think next week possibly. You will be able to see there what we are intending. But we are very much keeping -- one of the things that is very important to us is that the safety of everyone and access to the city by everyone feels safe. We don't want to place the public in -- to feel uncomfortable. We already know there is a lot of things in the right-of-way as it pertains to moving around on the sidewalk as it is, and so I appreciate the feedback and it's very much along the lines of what we have heard already. We have been hearing this a lot and we are seriously giving serious thought to how to weigh the safety of the rider along with the pedestrians." "So, I will respond to the second part of your question as it relates to who has the right-of-way. So, as it stands now, the right-of-way is always the pedestrian and it will continue to be that way regardless of where -- that's just always going to be the case, the pedestrian has the right-of-way. And now as you know, bicycles are allowed on the sidewalk and the law states that if a person is riding on the sidewalk, that they must give way to pedestrians and be aware of that. So the pedestrian will always have the right-of-way."*
- Question/Comment (Sandra): "I'm Sandra from the Department of Services for the Blind. I don't necessarily have a question but just something to think about as far as education goes because I know for the bicycles, the City of Seattle or the Department of Transportation or whoever partnered with Rooted in Rights to make an educational video, I was just on their YouTube page and I realized there are only about 5,000 views on that video and so I think -- I mean that mark has still been missed where we can say don't ride on the sidewalk, don't ride on the sidewalk, but the reality is that most of the people that are renting these bicycles are not trained bicycle riders and they don't know what the rules are, so they do ride on the sidewalks still. So I think that that education piece is really something that people should invest time and good thought in because that's obviously still something that's missing, when you consider the population of Seattle, 5,000 people watched video about how to park a bicycle is -- the percentage is just so small and so I think that there has to be a bigger campaign on education if this is to go forward."*
- Response (Stefan Winkler): "Basically not only making the educational material, but making sure that the city -- people in the city are aware of it as it relates to not only blind people, but deaf people and people of all disabilities. So I agree that is something that with scooter share and we will be launching scooter share in the springtime, which is at the same time that we will be renewing the Bike Share program. And the way that we expect this to work is that some of the funding that's coming from scooter share we hope to kind of push together so that we can increase awareness and education of the public around safety as it relates to parking and riding. So, I appreciate you making that comment and I agree with that."*
- Question/Comment (Kristina S.): "I was flipped by a bike left in a sidewalk in my manual chair and I found it pretty obscene that there was no way I could do anything about it, like go after LimeBike and that kind of thing. We need to include those type*

*of protections for individuals who get hurt by either the bike or the scooters that are left on the sidewalk, because they are hurting people as well.*

- *Response (Stefan Winkler): "So the comment, in case anyone didn't hear was she was flipped in her manual wheelchair by a bicycle that was in the way and really had no way of knowing who she should go to, to pay for or handle any injuries that would be a result of that. So what you're referring to is what the City is calling an indemnification clause, something that would protect riders and the city and that's something that the mayor, if you read her op-ed in GeekWire, in May, when they came out and talked about doing a scooter pilot, doing it in the right way, that was something she was not willing to budge on. That we have a very safe program here, not only in terms of how we execute it, but also that when injury do happen, that the person who is injured is not left having to fend for themselves. So a lot of thought is being given how to do this in a way that would be fair across the board. I appreciate you making that comment."*
- *Question/Comment (unnamed): "I had one question, because you mentioned about these bikes and stuff. Well, I'm in a wheelchair also and there's been times where we've gone to the buses and these bikes have been blocking our way and so how, in that case, do we let these people know that it's not okay to leave these bikes in the middle of the sidewalk so people in power wheelchairs can get around, because it blocks our way to where we need to go?"*
- *Response (Stefan Winkler): "So, the question is when trying to access transit, often he is blocked by bikes. And how are people to know where they are not allowed to be parking them in front of transit access areas, so that they don't block people with -- who are in wheelchairs or have other types of disabilities. So, currently when you look at what happens when you download the app to ride Jump or Lime, there are instructions there. But as you stated, not everyone is adhering to this. So, there is something that we are considering now when it comes to this next phase of scooter-share as well as Bike Shares, is: How can we enforce. Not only enforce, but educate. And then there is a third part too and that's infrastructure. So, the City has been investing over the past year in quite a bit of parking that keeps bikes and keeps scooters out of the right-of-way, infrastructure that we didn't have prior to this, and we will continue to do this. That's a slow approach to the problem that's going to take time to create enough infrastructure for parking for all of these devices. And even when that's the case, there will still be people, as you stated, who will continue to leave their device in the wrong area. Then comes education: Educating on what harm this can do to people who have certain disabilities. Also having sort of a public awareness around moving things if they see it. I have actually been on the street and I have seen -- for instance, last week I saw a young kid move a bike out of the way. He didn't work for the City or anything. He was walking by and he moved it out of the way. It was blocking right in the middle of the sidewalk. Which showed me that there are people who are aware and who are aware of where things should go and who are sort of paying it forward and taking care of the city. They are being good stewards of the program even though they are not working for the company, they are not working for the City. The final thing is enforcement. We definitely need to have stronger enforcement and this is something that we are giving serious consideration to, how to have enforcement in a way that would be equitable and fair so that one group of people is not being treated unfairly in materials of how we enforce parking and riding. I appreciate you bringing that up. That is an issue that we are aware of and we will continue to work on with Bike Share and we will continue to work on with scooter share as well."*
- *Question/Comment (unnamed): "I don't think you answered the question though. Who are we supposed to contact when we see the bikes in the way, to help prevent it if we cannot move the bike?"*

- *Response (Stefan Winkler): "Okay, you're right. I didn't understand the question. So, who should we be contacting if we see a bike, we can't move it. Who should we contact to move that bike. So, currently on each bike you will see a phone number. That's one way. Call directly the phone number. Another way that we will have in the future that we are working on is a way to work directly with the City to handle the situation as well. Now, obviously this does not handle the issue in the moment. In the moment that you are in front of this device, whether it's a bike or scooter in the future and it's blocking your way, calling a phone number or calling the City is not going to solve the problem you are having at that moment. And that's why I think what we need to do as a city is to focus more on education and enforcement so we have less of these issues that are disrupting your day. Does that answer the question better?"*
- *Question/Comment (Angela T.): "My name is Angela. And I had a question about the program readiness related to the scooters. I'm assuming you're taking it out to bid. Or have you already identified a company is my first question. And secondly my question is: Where are the funds coming from for these programs?"*
- *Response (Stefan Winkler): "So the first question, have we already gone out to -- released an RFP, request for proposal, from vendors that want to participate in this program and how will that happen. So the answer is that we are not at the point yet where we are looking for vendors at this moment. We are talking to vendors. There are several interested vendors. And process will be very similar to what we have gone through with Bike Share in the sense that this will be a permit. It won't be just one company that will operate here under some sort of a contract. In terms of how many that will be, we're not looking to have a ton of companies here, as you see in some cities. We don't feel that that is a way to kind of move forward effectively. But we think that having a few different types of vendors would be appropriate. Remember, that we are also trying to give a -- we are trying -- we don't want to replace Bike Share. And right now we have two companies currently service the city for Bike Share. That's JUMP and Lime. Both of them provide scooters. And we want to make sure that we are incentivizing that continued support of Bike Share and that scooters don't just come in to replace this. So that's something that will have a great impact on how we assess bringing in companies. The other thing that will impact this is the types of devices. A lot of the devices that you are familiar with, in fact the one that you will see up here at the front of the corner, that Lime was so kind to bring in, is a standing scooter, but there are many other types of scooters that can possibly open up accessibility to a greater group of people, such as the ones that I mentioned earlier. There are scooters that you can sit down on. So these will be things that we take into consideration as we start interviewing and talking with different vendors. And the other thing that we will want to make sure is that these devices are safe and that's something that we will be assessing, so we will have a whole number of things we are assessing, as well as the programs that they have in place to address the issues that are important to us as a city, the issues that we have heard from you and the community. We want to make sure that the vendors that we are talking to and that we even bring to the table will have answers and have a way for us to deal with some of these issues that we have already talked about."*
- *Question/Comment (Angela T.): "Sorry, but -- the second question was: When do you anticipate the start date of this?"*
- *Response (Stefan Winkler): "When will we start? So, we are shooting for spring, basically second quarter. Hope to get this program moving within that time frame for a couple of reasons. Number one, it doesn't really work to start a program late in the summer or the summer here in Seattle. It only gives us a certain amount of time to kind of get things up, get people educated, aware of things, before it starts raining on us constantly. So we want to make sure that we take advantage of the good*

*weather that we have and so we're right now looking to have scooters on the street probably April, maybe May, somewhere around that. Depends on the process. And a lot of things can happen along the way that can kind of hold this up but that's kind of what we are shooting for right now." "In much the same way that Bike Share is funded through permits, this will be funded through permits as well. So, the staff that runs this at SDOT, as well as any education that we're doing, all of this will be coming from the fees that are paid for by vendors, they are operated in the city. That's where the money will be coming from."*

- *Question/Comment (unnamed): "Does that include the enforcement component of this as well?"*
- *Response (Stefan Winkler): "Question is: Does that include the enforcement part of it as well. So, as it relates to enforcement, we are still thinking around how to go about enforcement, so, I can't answer exact -- I can't answer that specifically, but what I can say is that we're not looking to further tax or further sort of put a burden on any specific department for enforcement, without any sort of funding that's coming in through the permit to support that."*
- *Comment (Marci C.): "Just one thing to say to the room. City council will be deciding on the ordinances and the permits and everything that are going to go into place, so, if you -- I would encourage people to provide feedback through the Web links mentioned but also to contact your city council member and let them know of your feedback and your concerns."*

### III. Seattle Squeeze: Chapter 3, Get Informed and Prepare (SDOT) (11:00 am – 12:00 pm)

- *Meghan Shepard from SDOT kicked off the presentation on the Seattle Squeeze. She was joined by Emily Glad from WSDOT and Alex Ko from Sound Transit.*
- *The group previously presented to the PAAC to discuss the permanent closure of the Alaskan Way Viaduct. In addition to the viaduct closure, there have been many changes to how people get around, including the opening of the SR 99 tunnel.*
- *With the changes that are happening in addition to the many construction projects happening impacting our streets and sidewalks, we call this the Seattle Squeeze.*
- *Emily Glad from WSDOT talked to the group about State Route 99 and tolling.*
- *The first \$200 million in tolling will go towards construction bonds used to build the tunnel. The second \$170 million is dedicated to operations and maintenance costs of the tunnel.*
- *Drivers are tolled as they exit the tunnel. The lowest toll rates can be achieved using a WSDOT Good to Go pass. These passes are good on all WSDOT toll roads. Tolling for the SR 99 tunnel began on November 9.*
- *Alex Ko from Sound Transit came to discuss Connect 2020. This is a project connecting the Eastside to Sound Transit's existing light rail line. The Blue Line (East Link) will open in 2023, which will include 10 stations and 14 miles of light rail track.*
- *For the first 10 weeks of 2020, through mid-March, operations through the downtown area will run on a single-track configuration to allow for construction activities at the ID station. One side of the station will be served for the first 5 weeks. Trains will come in to serve each station downtown, but will use one side of the track. Trains from the north will be on the east side of the tracks, and trains from the south will be on the west side of the tracks. Passengers will transfer across a temporary center platform at the Pioneer Square station that has recently been constructed. After 5 weeks, the operations will reverse (using the opposite sides of each station).*

- Question/Comment (unnamed): *“So conceptually, my understanding is Pioneer Square station is closed from the surface, correct? You can't go down once this is underway?”*
- Response (Alex Ko): *“So, riders will still be able to access the station from the surface, so they will be able to enter or exit there, but that's where all passengers continuing past Pioneer Square will need to transfer.”*
- Question/Comment (unnamed): *“So, if you are coming from the north and you want to keep going south, at Pioneer Square you need to change trains? Or you can exit?”*
- Response (Alex Ko): *“So the doors will open on the outsides for people that need to exit at Pioneer Square station. For those continuing their trip, the doors will open on the inside so that they can transfer trains.”*
- Question/Comment (unnamed): *“The elevators in Pioneer Square station are they due to be operational by the time this starts? Because both -- the elevators at both entrances were not accessible the last time I wanted to access that station.”*
- Response (Alex Ko): *“So we will be having an on-call team to make sure that elevators are operating to the highest degree possible during this ten-week period so there will be maintenance staff on call during this entire ten-week period and elevators will also have signage in place as well as some security protocols that ensure that they are being used for those that need them and not just anyone who wants to use them.”*
- Question/Comment (Kristina S.): *“Will there be somebody stationed at Pioneer Square, because Securitas doesn't necessarily like to do directions. Will there be somebody to help people like me if I get confused and stuff, like a separate staff person that does directions?”*
- Response (Alex Ko): *“So that's a great question. And I will get to our ambassador effort in a little bit, and I can talk a little bit more to that, but if I don't answer all of your questions, I'm happy to then.”*
- Question/Comment (Marci C.): *“Will there be Braille signage?”*
- Response (Alex Ko): *“I know that we are changing our signage. I'm not sure whether it's going to incorporate Braille into it.”*
- Comment (Marci C.): *“If it doesn't, it's not useful.”*
- Question/Comment (unnamed): *“For deaf-blind, hearing blind, people -- we can't see the colors of the light rail. How are we going to identify where to go and what to do? That makes things so much more confusing.”*
- Question/Comment (David M.): *“Just a clarification on Scott's comment, because this is something we have all been discussing and that has to do with the conundrum that deaf-blind riders will have once they open up the station to both lines, that there will be no tactile way of discerning which line they will be getting on and currently Sound Transit doesn't have a solution for that. They will not be able to rely on visual or auditory information. So there needs to be a tactile solution for this.”*
- Response (Alex Ko): *“So I'm noting that and I will definitely take that back to the office.”*
- *There will be three weekend closures of all downtown stations: January 4/5, February 8/9, and March 14/15.*
- Question/Comment (David M.): *“Just out of curiosity, going through downtown, where will the shuttle be running? Will it be running on Fourth or Second? And will there be stops in downtown that correspond with the stations?”*
- Response (Alex Ko): *“Yes, there will be a stop that corresponds with each station and I believe it runs down Third, primarily, downtown. The exact locations of each of the*

- bus stops is available on Connect 2020.org. But I don't have the exact location of each of those stops. I'm happy to provide that information later."*
- *During this Connect 2020, Sound Transit will employ its largest ambassador effort ever. Sound Transit's 1,000+ staff will be asked to take five half days away from work to be at the stations providing information and trip planning and wayfinding for customers. Ambassadors will be trained to assist riders, including people with disabilities. Sound Transit's accessibility manager, Donna Smith, helped develop this approach.*
  - *Question/Comment (unnamed): "Okay, so, what time are the ambassadors going to be staffed? Is it 24/7? What does that look like? Will they be there any time?"*
  - *Response (Alex Ko): "Ambassadors will be there from about 8:00 in the morning to 8:00 in the evening. And that will be all days that we have a weekend closure, as well as that first full week. And then there will be ambassadors during that time frame at specific stations after that first week. And there will also be -- there will always be security staff and will also be other staff there to provide assistance when we don't have ambassadors at a station."*
  - *Question/Comment (Angela T.): "I'm wondering when we are doing these transfers and the trains are coming up to each other, will they be there at the same time? Or do you get off of one, wait for the transfer, or will they be there at the same time? I'm wondering what that transfer will look like. Is it an automatic thing or do we have to wait? Will the schedules be any different?"*
  - *Response (Alex Ko): "So it's definitely a delicate dance in having the trains arrive there to make this transfer work, but our aim is to always have both of those trains there at the same time and due to safety regulations we will never have passengers waiting on that center platform with no train there, because it does not have any safe ways of exit and so there always needs to be a train there for safety regulations. So the goal will be that both trains are always there at the same time. If that's not the case, though, there will be the train that you came in on there until the other train arrives, and then you can make that transfer."*
  - *Question/Comment (David M.): "I have asked this question before. In terms of the center platform, will there be early warnings strips on either side of that center platform for a blind or a deaf blind person to avoid extending their cane over the edge?"*
  - *Response (Alex Ko): "There will be the tactile strips on both sides of the platform."*
  - *Question/Comment (Scott B.): "So, I have heard there's been a bit of an issue with arrival. So I'm wondering -- I'm not saying incidents happening in the train station. I heard about some sort of shooting that was happening in one of the stations, so I'm wondering. It seems like safety's getting a little bit worse. How would a deaf-blind person like myself know to get out in case of a dangerous situation like that? There has not been much training, much outreach for police and fire to help us escape if there is a shooting or if there is a fire or something. We would be unaware as deaf-blind citizens. Is there anything in the works about that?"*
  - *Response (Alex Ko): "That's a great question and I, to be honest with you, I don't know because that's not my area of expertise and so that's not really something that I can confidently speak to, but it's definitely a question that I can ask and get the answer to, to provide at a later date."*
  - *Comment (unnamed): "So, I see that we usually have an X on the back. That means that if there's something to do to get out right away, would the ambassadors have an X or something -- an X is when you need to tell a deaf-blind person it's time to get out. Is it possible to teach the ambassadors -- I propose you also let them know to draw an X on the back lets deaf-blind people know immediately to get out immediately."*

- *Comment/Question (Marci C.): "So, during the first week of each five-week period, will there be ambassadors there during morning rush hour?"*
- *Response (Alex Ko): "Yes. There will be."*
- *Question/Comment (Marci C.): "And last time I checked, and I did send feedback to the person who posted the Connect 2020 link, there was some alt text that explained there would be shuttles and they said something like, you know, you will board shuttle at Broadway and John or whatever it was. But it needs to be more specific. It needs to say which corner, which direction it is going if they are both going to stop in the same place. And the same for the stops downtown. There need to be alt text that says, you know, southbound shuttles on the west side of Third, between, you know, Pine and Union -- Pike and Union or whatever it is. So there is some alt text that still needs to be added to the maps."*
- *Question/Comment (Melissa): "I'm Melissa from the King County mobility coalition. I have a question again just about the timing of ambassadors. I know you mentioned that they would be available from 8:00 AM to 8:00 PM, but I'm curious about those traveling between 6:00 AM and 8:00 AM, during those peak hours too."*
- *Response (Alex Ko): "For the first week, I believe there will be ambassadors earlier to accommodate for more of the commuting hours. But that 8:00 AM to 8:00 PM is what we will have throughout the ten-week period. For each of those first weeks, the first five weeks and the second five weeks, the first week the hours will be slightly longer."*
- *Comment/Question (Mae L.): "I had something happen recently. It was the 41 bus from Northgate to downtown. And the bus stopped. I don't know, it was probably ten minutes or so that we were sitting there. And a few people were -- I was not sure if I should get off the bus or if I should stay on the bus, so I went to the iPhone and I was talking with a person sitting next to me and apparently there was a medical emergency going on. I had no idea what was happening. So, I know that if the train is closed and the transfer needs to happen, I'm just thinking about how is communication going to be accessible for deaf-blind people? You know, I mean, I don't know, I know that sometimes you have those reader boards that have information going across it, maybe you can have something like that that tells people what's going on you but I was completely clueless in that situation and information needs to be somehow accessible."*
- *Response (Alex Ko): "So I guess I will say that we are definitely working on providing more realtime information in the event of incidents or things coming up and trying to figure out how to make that accessible, but that's something that we're working on and I, again, I'm not sure that I have the answer to that question. But during this time period, it will be fairly dynamic and we will be asking both ambassadors and security as well as other staff present in the stations to help customers in any way that they might need."*
- *Question/Comment (Kristina S.): "So when my train pulls into that middle -- where the middle thing is, that middle door is not going to open until that other train is there. Correct? So I won't get confused and be in that middle area? Or is -- am I going to have to, if it's not there, get in the middle and then hurry to get across the other side?"*
- *Response (Alex Ko): "The door might open but it won't close until the other train arrives and that door opens and there is adequate time for passengers to cross the platform. So trains won't leave -- will never leave a passenger on that platform with no train, because there is no way to exit that platform. So there will always be at least one train and, you know, hopefully we're timing it so that the trains are meeting at the same time and passengers are transferring across that center platform. But there will never be a time when a passenger's on that platform and trains won't leave until the platform is cleared."*

- *Meghan Shephard from SDOT talked more about impacts to the transportation system.*
- *New sidewalk connections are being constructed in the South Lake Union neighborhood on John, Thomas, and Harrison streets. The Battery Street tunnel is being filled and improvements are underway on the surface streets. Construction on the waterfront has started. A new pathway is being installed for those riding buses from West Seattle and Burien. Those buses will come up Alaskan Way onto Columbia St and connect to 3<sup>rd</sup> Ave.*
- *There are cameras all over the city and downtown that are monitoring traffic activity; changes are made to traffic lights/signals when necessary.*
- *To reduce congestion, we are trying to reduce the number of trips made by single drivers into the downtown area.*
- *Question/Comment (unnamed): "When it comes to Mt. Rainier and it's a little bit confusing and I'm concerned about how it's still not clear the instructions of where to go. It's a confusing station for me. It doesn't have a good setup. That area does need to be relooked at. The crossing over there is a little bit difficult. It's not clear on where to go at Mt. Rainier... The vibrating, when you cross the street, the vibrator on the pole doesn't work very well. It still needs to get fixed. It's not finished."*
- *Response (Mike Shaw): "I want to clarify the location. Is it Rainier and Hill?"*
- *Comment (unnamed): "Yes."*

IV. Adjourn (12:00 pm)

- *Comment (Mike Shaw): "I did want to let this group know I have received some comments over the past couple of years and one thing that we're going to be working on as a group is to try to have our meeting agendas a little bit less packed. We want to make sure that we have adequate time for you to not only learn about our projects and our initiatives, but most importantly, we want to hear from you what concerns that you may have or what challenges that you may have. And you are always more than welcome to reach out to me if there are certain topics that you would like to discuss in. In 2020 we do have a number of topics that have been proposed and we will work on making -- mixing those into our meetings next year, but please be aware that we do -- your voice is important and we do want to make sure there is adequate time for that. And please let me know if there are any topics that you want to talk about next year."*