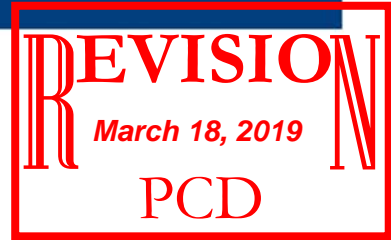




Lynnwood Link Extension

CONSTRUCTION COMMUNITY OUTREACH PLAN



Goal

To build a foundation of trust with stakeholders, businesses and residents that minimizes public complaints and negative project perceptions.

To achieve this goal we will employ several strategies that have proven successful on numerous Sound Transit projects, as well as large-scale transportation projects throughout the nation. This document lays out our outreach strategy, with objectives, tactics and standards or measures we will employ to achieve this goal on the Lynnwood Link Extension.

Objectives, Tactics and Measures

No surprises

Sound Transit takes a no surprises approach to communication with the public. We will provide advanced notification of construction activities before they begin and set realistic expectations in the community for construction impacts. Often construction impacts are unavoidable and disruptive. However, with a proactive outreach and advance information, acceptance in the community increases and complaints decrease.

No Surprises		
Objectives	Tactics	Standard or Measurement
Provide regular project-wide and segment-specific updates about construction activities	Electronic construction alerts	As needed prior the start of activities that will present impacts
	Electronic project updates	Quarterly
	Segment-specific web pages	Updated quarterly
	Community board / kiosks	Updated quarterly
	Segment-specific listserv	Increase distribution by 10% by June 1, 2019
	Pre-construction neighborhood briefings	Hold 10 by June 2019
	Develop wayfinding signage for temporary parking	By March 2019
	Distribute construction alerts through partner organizations (including local media)	At least one per alert
Conduct person-to-person outreach to impacted businesses/residents before construction activities begin	Hardcopy construction flyer	As needed with 72-hour minimum notice
	Street teams at Transit Centers/P&R prior to parking changes	Contact 500 users prior to June 2019
	Personal contact with property owners prior to them receiving TCE activation letters	80% contacted 2 weeks prior to receiving letter
Facilitate implementation of Sound Transit's Business Relations Program in the project area	Localize a business construction toolkit	By March 1, 2018
	Provide businesses with a construction toolkit	Provide to 30 businesses by February 2019

Accessible and available staff

Sound Transit has knowledgeable and accessible community outreach staff dedicated to each segment of the project. Community Outreach staff will engage members of the public prior to construction and ongoing throughout construction. Assigned staff and their contact information will be widely distributed and available. Project partners and jurisdictions will be comfortable knowing that any inquiries or complaints that find their way to them can be sent to outreach staff and will be handled in a timely manner.

Objectives	Tactics	Standard or Measurement
Provide around-the-clock availability to community members in the project area for questions, comments or concerns	24-hour construction hotline	Respond to all inquiries within 24 hours
	Outreach contacts with photos listed on project website	By February 2019
	Outreach contacts with photos listed in project update	By March 2019
	Distribute contact cards in pre-construction mailer	Prior to open houses
	Distribute magnets listing contact info and hotline to residents impacted by night work	By May 2019
	Hotline banners on all construction fences	By June 2019
Offer opportunities for members of the public to meet with project staff in-person	Drop-in sessions	Hold 8 drop in sessions in 2019
	Regular briefings to community groups	20 in 2019
	Outreach staff co-located with construction staff	By June 2019
	Hold pre-construction open houses, plus an online open house	Completed by May, 2019, 300 attendees and 3,500 online visitors
Invite diverse participation in the community	Translate all key documents	Complete by February 15, 2019
	Train employees to use translation services	Complete by February 15, 2020

Responsive and timely communication

Inquiries, complaints and questions will reach Community Outreach staff in many ways including through our project email box and phone line, 24-hour construction hotline and from our project partners and construction staff. In all instances, we will provide a timely response to inquiries. Outreach staff will also make special efforts to ensure broad participation from a diverse audiences.

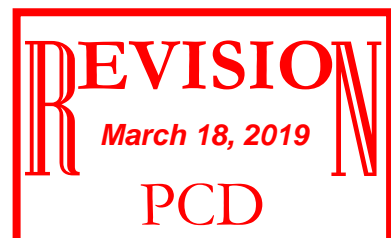
Be Responsive		
Objectives	Tactics	Standard or Measurement
Maintain clear internal and third party roles and responsibilities	RACI Matrix: Construction Outreach Tactics	Agreed upon by March 1, 2019

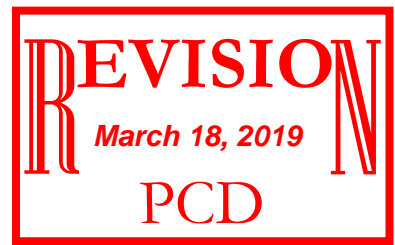
Uphold commitments of the contractor in the contract specifications, and work with the contractor to collaborate on other solutions	Adhere to Sound Transit's good neighbor commitments	Reduce complaint calls by x percent
	Provide noise mitigation packages to those most significantly impacted	Offer noise mitigation to all people identified in Appendix B
	Resident Engineer's Weekly Meeting	Outreach item on every agenda, at least 75% attendance
Timely response from a real person (we ONLY engage in personal outreach. No automated responses, EVERYONE gets a personal response).	Monitor project phone line 206-398-5300	Project outreach lead responds to all inquiries within one business day
	Monitor project e-mail box lynnwoodlink@soundtransit.org	Project outreach lead responds to all inquiries within one business day
	Be responsive to the 24-hour construction hotline	When requested, project outreach lead responds to all hotline calls within one business day
Track and report public correspondence	Community Outreach Action Log (COAL)	Discuss items on COAL at weekly progress meetings
	Provide outreach summary to project partners	Every other month
Solve problems	Track all issues in Enviroltycal and close them only when resolved.	Close 95% of all comments in 2019

Keep the end in sight.

Segment-specific and project-wide updates during construction will be framed within the context of project progress. Part of informing community members of impacts of construction is maintaining momentum and excitement for the benefits of the project being built.

Keep the End in Sight		
Objectives	Tactics	Standard or Measurement
Maintain a positive presence in the project area	Web page updates	Updated quarterly
	Segment-specific fact sheets	Updated quarterly
	Fact sheets or updates on specific topics	As needed
	Community board / kiosk / site signage	Updated quarterly
	Drop-in sessions	Hold 8 drop in sessions in 2019
	Regular briefings to community groups	20 in 2019
	Sponsor community events and groups	Sponsor 6 in 2019
Celebrate Milestones	Project groundbreaking ceremony	Held in June 2019
	Project updates communicate progress	Published in quarterly project update





Segment specific considerations

The Lynnwood Link Extension has several construction activities that are unique to each segment. For these activities, specific strategies will be developed to direct outreach activities, involve the right partner agency and/or internal staff, addresses the timing of the work and direct communications to the impacted neighborhood, targeted residents, businesses or commuters as necessary and in advance of the work.

Shoreline and Seattle - L200

- Ronald Bog mitigation work
- Ridgecrest Park and nearby improvements
- Impacts to NE Northgate Way
- Closure of 5th Ave NE adjacent to the Jackson Park golf course
- Impacts to bicyclists associated with roadway closures
- 145th flyer stop, North/South Jackson Park-and-Ride closures
- Outreach and coordination for the future NE 130th station
- Coordination with the BRT project and connection at Shoreline South/145th Station
- Key stakeholders including the Latvian Center and Northgate West Condos
- NE 185th St and 8th Ave NE intersection impacts

Lynnwood, Mountlake Terrace and partial Shoreline - L300

- Lynnwood business and residential coordination adjacent to the Lynnwood Transit Center for access and impacts during construction
- Potential night and weekend work for 200th Street SW road improvements
- Scriber Creek and Interurban Trail closures and re-routes
- Parking lot closures and temporary parking relocation at Lynnwood and Mountlake Terrace transit centers
- Potential closure of the Mountlake Terrace freeway stop

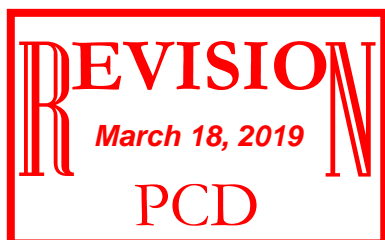
Roles and responsibilities

Lynnwood Link Community Outreach Specialists act as the liaison between Sound Transit and the public, bringing issues and concerns to each audience. Sound Transit is responsible for the overall community outreach with the public, stakeholders, community leaders, businesses, the news media working with Media Relations staff and elected officials through Government and Community Relations staff. Community Outreach Specialists assigned to each construction segment will be co-located with the construction management team.

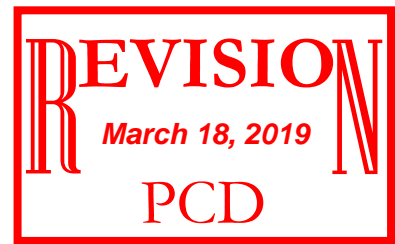
The Resident Engineer is a third party Construction Management Consultant reporting to Sound Transit's Construction Manager. The Resident Engineer is charged with the professional administration of the construction contract as Sound Transit's authorized representative. The Resident Engineer holds a weekly meeting with a standing Community Outreach section on the agenda. Community Outreach Specialists attend the Resident Engineer's weekly meeting to review schedule updates, identify upcoming impactful work, understand the three- week look ahead activities and address outreach issues through the Community Outreach Action Log for review at each meeting. Any direction to the contractor must be provided by the Resident Engineer.

Jurisdictions and project partner outreach representatives play an important role in informing and partnering with Community Outreach. Each jurisdiction, transit provider or project partner have designated points of contact or public information representatives. Sound Transit’s Community Outreach staff will keep third party outreach representatives informed of construction activities affecting the public through regular communications with Community Outreach Specialists, with construction team support as needed.

RACI Responsible: Who is working on this? Accountable: Who has decision authority? Consulted: Anyone who can tell me more about this task? Informed: Anyone who has to be kept updated about progress?	Lynnwood Link Community Outreach Specialists	Resident Engineer	Jurisdictions	Members of the public
Provide regular segment-specific updates about construction activities <ul style="list-style-type: none"> • Electronic construction alerts • Segment-specific web pages • Community board / kiosk updates • Segment-specific listserv 	R, A	C	I	I
Conduct door-to-door outreach to impacted neighbors before construction activities begin <ul style="list-style-type: none"> • Hardcopy construction flyer 	R, A	C	I	I
Facilitate implementation of Sound Transit’s Business Relations Program in the project area <ul style="list-style-type: none"> • Business relations toolkit 	R, A	C	I	I
Provide around-the-clock availability to community members in the project area for questions, comments or concerns <ul style="list-style-type: none"> • 24-hour construction hotline 	R, A	C	I	I
Respond to phone calls and emails within 48 hours <ul style="list-style-type: none"> • Internal hotline protocols with phone tree 	R, A	C	I	I
Track public correspondence in the COAL <ul style="list-style-type: none"> • Community Outreach Action Log (COAL) 	R, A	I	I	I
Maintain a positive presence in the project area <ul style="list-style-type: none"> • Website updates • Segment-specific fact sheets • Fact sheets or updates on specific topics as needed • Project-wide listserv • E-Newsletters • Community board / kiosk • Drop-in sessions • Group or individual briefings • Open houses in coordination with project management 	R, A	C	I	I



Project Team Sign Off



Outreach

Project Director

Communications

GCR

APPENDIX 1

Sound Transit's Good Neighbor Commitments

Sound Transit is aware that major construction can be disruptive to a neighborhood, which is why the agency is committed to being a good neighbor during the construction of our projects. The commitments below are standard to which Sound Transit and its Contractors, through requirements of the Contract, will adhere when working in neighborhoods.

Keep you informed about progress and potential impacts

- Construction updates as needed via e-mail, twitter, or Facebook. 72-hour notice for new or changed impacts
- Monthly project updates via e-mail to our subscriber list.
- 24-hour construction hotline
- Door to door outreach to affected businesses and residents
- Periodic construction meetings in affected neighborhoods
- Dedicated outreach staff embedded in the construction team to help resolve issues

Proactively reduce impacts

Keep the site and adjacent streets clean

- Spray water during demolition to minimize dust
- Trucks have covered loads, and wash wheels before exiting site
- Sweep adjacent streets regularly
- Remove graffiti promptly

Manage noise impacts – ST construction crews comply with all existing local ordinances during normal work hours. In addition to local requirements, ST will:

- Keep all stationary equipment covered
- Replace beeping back up alarms with strobes or non-beeping alarms
- Limit idling from vehicles to 5 minutes

Keep construction lights out of your home or business

- Install shrouds on lighting
- Aim lights away from residences

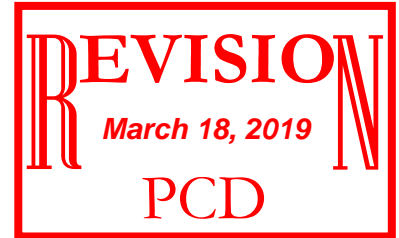
Maintain vehicle, bike and pedestrian access

- Maintain access to driveways, sidewalks, and loading zones
- Provide customized wayfinding and signage

- If we must block your access, we'll contact you to work out the details

Manage parking impacts from workers - contractor provides parking for their employees (no on-street parking)

Keep traffic moving – follow approved traffic control plans



Be responsive to impacts we can't eliminate

- Wash windows and cars to remove stray dust,
- Maintain janitorial services to clean up dirt or debris
- Work with the contractor to collaborate on other solutions

Support and promote businesses impacted by construction

- Create awareness that businesses are open during construction with advertising and signage
- Organize promotions (prize with purchase, enter to win, etc.) that encourage customers to frequent impacted businesses
- Sponsor neighborhood events as a way to raise awareness of local businesses
- Organize guided tours to increase visibility of impacted business districts
- Provide customers with information on the best way to navigate construction
- Provide businesses with a "Construction toolkit" that explains what to expect and identifies third party resources

APPENDIX 2

Construction noise mitigation

Prior to construction of the Lynnwood Link Extension, sections of existing I-5 noise walls will be temporarily removed and replaced in the future. Removal of these walls for up to three years is required for construction access or due to conflict with the future guideway. To mitigate noise impacts due to the removal of the noise walls, temporary noise barriers will be established during construction in select locations informed by a detailed noise analysis. The barriers will consist of acoustic blankets installed on six-foot chain link fencing. A specific criteria of 6dBA increase in sound level was used to identify locations eligible for mitigation. The results of the study indicated that overall, the temporary noise barriers will be effective for much of the corridor. Of the 360 receptors modeled, with the traffic noise walls removed and replaced with temporary noise barriers:

- 195 receptors are predicted to experience an increase in sound level, including;
 - 20 receptors with increases of 6 dBA or greater; and
 - 57 receptors with increases of 3-5 dBA.
- 108 receptors have a predicted change in sound level of less than 0.5 dB
- 57 receptors are predicted to decrease in sound level.

For the 20 receptors anticipated to experience an increase of 6 dBA or greater, Community Outreach staff will proactively reach out to the property owners and extend a noise mitigation package consisting of:



1. Ear plugs
2. White noise machine
3. Sound dampening curtains

Noise mitigation packages will be offered to owners via a mailed letter and will also include a meeting invitation to provide a construction overview and present a sample of the curtains and installation logistics. An agreement between Sound Transit and the property owner will also be presented for signature.

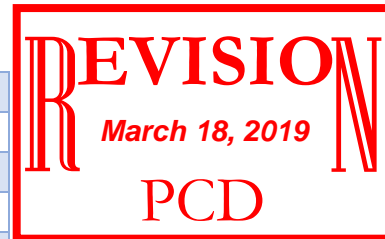
Following signature by the property owner, an inventory will be created that identifies the windows facing the construction work area and their dimensions. The curtains will be ordered by Sound Transit and installed by the homeowner.

If residents (beyond the 20 previously identified) complain about noise and express a desire for additional mitigation beyond the temporary noise barrier, an invitation for a meeting will be provided. The meeting will consist of Sound Transit taking a noise measurement. If there is proof that the noise received is higher than what was modeled, Sound Transit will then offer the noise mitigation package.

APPENDIX 3

Stakeholder Analysis

Lynnwood Link Alignment Half mile Vicinity		
Demographic Estimates		
	<u>Total (est.)</u>	<u>%</u>
Total Population	48,260	-
<u>Gender</u>	<u>Total (est.)</u>	<u>%</u>
Male	23,900	49.5%
Female	24,360	50.5%
<u>Age</u>	<u>Total (est.)</u>	<u>%</u>
Under 5 years	2,850	5.9%
5 to 9 years	2,530	5.2%
10 to 14 years	2,280	4.7%
15 to 19 years	2,310	4.8%
20 to 24 years	2,790	5.8%
25 to 29 years	5,040	10.4%
30 to 34 years	4,140	8.6%
35 to 39 years	3,500	7.3%
40 to 44 years	3,720	7.7%
45 to 49 years	3,060	6.3%
50 to 54 years	3,120	6.5%

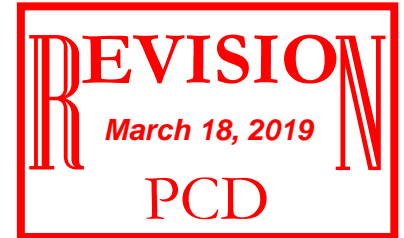


55 to 59 years	3,260	6.8%
60 to 64 years	3,110	6.4%
65 to 69 years	2,030	4.2%
70 to 74 years	1,390	2.9%
75 to 79 years	1,050	2.2%
80 to 84 years	790	1.6%
85 years and over	1,280	2.7%
<u>Race</u>	<u>Total (est.)</u>	<u>%</u>
White	30,080	62.3%
Asian	6,500	13.5%
Hispanic or Latino	5,260	10.9%
Black or African American	3,120	6.5%
Two or more races	2,490	5.2%
American Indian and Alaska Native	490	1.0%
Native Hawaiian and Other Pacific Islander	290	0.6%
Some other race	30	0.1%
<u>Home Spoken Language (All English Abilities)</u>	<u>Total (est.)</u>	<u>%</u>
English	35,100	72.7%
Spanish	3,740	7.7%
Chinese (incl. Mandarin, Cantonese)	1,810	3.8%
Other Indo-European languages	1,380	2.9%
Other and unspecified languages	1,370	2.8%
Other Asian and Pacific Island languages	1,060	2.2%
Tagalog (incl. Filipino)	780	1.6%
Russian, Polish, or other Slavic languages	710	1.5%
Korean	700	1.5%
Vietnamese	660	1.4%
Arabic	420	0.9%
French, Haitian, or Cajun	270	0.6%
German or other West Germanic languages	260	0.5%

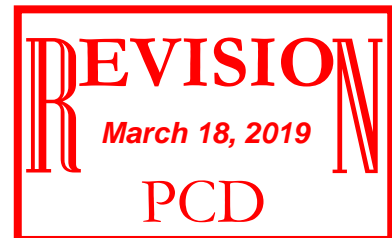
- 385 property acquisitions or tenant relocations are anticipated throughout the course of the project. While the bulk of the work will be completed prior to the start of construction, Community Outreach will support Sound Transit Real Property with outreach activities as needed.

Lynnwood Link Extension Property Acquisition Status – Through October 2018					
Anticipated Acquisitions	Board Approved	Offers Made	Closings to date	Relocations Required	Relocations Completed
365	345	183	97	267	206

- In order to communicate with people who speak limited English (Title VI requirement) Sound Transit will:
 - Translate all important documents into languages identified in Title VI analysis
 - Offer translation services on an as needed basis
- The following community/neighborhood groups will be communicated with regularly to ensure they are fully aware of the project and its upcoming impacts:



- Bicycle groups to help with interurban trail impacts
- Audubon society – daylighting creeks
- Conservation districts – tree removal communication
- Business owners
- Latvian church
- Lynnwood Chamber of Commerce
- Lynnwood Rotary
- Collins Junction Apartments
- Oxford Square Apartments
- Park Five Departments
- Cedar Creek Condominiums
- Beaver Creek Apartments
- Lynnwood Eagles Club
- Economic Alliance Snohomish County
- Rotary Club of Alderwood-Terrace
- Greater Edmonds Chamber of Commerce
- Ballinger Neighborhood
- Echo Lake Neighborhood
- Meridian Park Neighborhood
- Parkwood Neighborhood
- Briarcrest Neighborhood
- Highland Terrace Neighborhood Association
- Hilwood Community Network
- North City Neighborhood
- Richmond Highlands Neighborhood
- Ridgecrest Neighborhood
- Lakeside School
- Pinehurst Community Council
- Maple Leaf Community Council
- North Seattle Chamber of Commerce
- Halcyon Mobile Home Park
- Northwest Hospital Advisory Committee
- Haller Lake



24-Hour Construction Hotline Process

