



LYNNWOOD
WASHINGTON

City of Lynnwood Commuter Trip Reduction Four-Year Plan Update: 2025-2029

December 2, 2024 DRAFT FOR WSDOT REVIEW



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Abbreviations

ACS	American Community Survey
Census	U.S. Census Bureau
City	Lynnwood
Comprehensive Plan	<i>Imagine Lynnwood</i> Comprehensive Plan 2044
County	Snohomish County
CTR	Commute Trip Reduction
DAR	Drive Alone Rate
ETC	Employee Transportation Coordinator
PSRC	Puget Sound Regional Council
RCW	Revised Code of Washington
RTPO	Regional Transportation Planning Organizations
WAC	Washington Administrative Code
WSDOT	Washington State Department of Transportation

Summary

Lynnwood’s transition and transformation with the Lynnwood City Center has been centered around but also the continued investment into transit by the public. The opening of *Swift* Orange Line by Community Transit and Lynnwood Link Extension by Sound Transit on August 30, 2024 makes a dramatic shift of services, resources, and connectivity for the community. These services will only expand with the opening of *STRIDE* Bus Rapid Transit by Sound Transit with service along the I-405 corridor. The Lynnwood City Center Station will be a primary hub for connectivity for transit, but also for people throughout Snohomish County.

However, many business locations includes the abundance of free on-site or on-street parking. Most of the CTR-affected worksites in the City of Lynnwood offer free parking to their employees and in most cases there are no constraints on parking capacity. The implementation of CTR Programs and achieving desired targets will require other incentives to promote behavioral changes.

Previously, many employers may not have considered the employee benefit of an ORCA Card. The arrival of Lynnwood Link Extension and connection to the regional employment market may place additional considerations for sponsoring ridership costs to recruit talent and meet metrics of the CTR Program.

Benefits of CTR

1. Local Land Use and Transportation Context and Objectives

a. Setting In Lynnwood as it is Today or Will Be in the Near Future

Lynnwood has begun a significant transition. This includes the development of Lynnwood City Center but also the continued investment into transit by the public. The opening of *Swift* Orange Line by Community Transit and Lynnwood Link Extension by Sound Transit on August 30, 2024 makes a dramatic shift of services, resources, and connectivity for the community. These services will only expand with the opening of *STRIDE* Bus Rapid Transit by Sound Transit with service along the I-405 corridor. The Lynnwood City Center Station will be a primary hub for connectivity for transit, but also for people throughout Snohomish County.

As new residents and businesses continue to be focused on locating near this important piece of infrastructure, Lynnwood will continue to plan the next extension of light rail service to Everett to open in 2037.

b. Features of Land Use and Transportation Facilities and Services that Affect Commuters

Lynnwood's history of suburban expansion during the 1950's and 1960's is represented in our landscape including large blocks surrounded with arterials focused on single-occupancy vehicle level of service. Legacy Lynnwood, later the Lynnwood City Center Plan, recognized the need for downtown Lynnwood which capitalized on the investment of transit.

The Lynnwood City Center Station recognizes the importance of centrally locating transit services within a hub of residential and commercial activity. Originally constructed as part of a WSDOT Park and Ride known as 'Lynnwood Transit Center', the Lynnwood City Center Station saw significant investment to facilitate pedestrian connectivity while maintaining access to the adjacent Interurban Trail and investing into development of the Scriber Creek Trail. These improvements were coupled with street improvements to support access from new development around the station.

City Center development has continued to redefine the scale of development from automobile based development to pedestrian scale including reduced block sizes, improved sidewalk widths, placemaking, and compatible surrounding land uses such as street level commercial and future parks.

c. Whether and How Commuting Patterns Have Changed in the Past Few Years

The transportation industry experienced a significant transition from 2019-2023. This isn't an exhaustive account of events, but a summary of what influenced the CTR program and future plans.

Shifting Mobility Patterns

The COVID-19 pandemic stimulated remote work, resulting in broad changes in commuters' choice of transportation mode. However, Lynnwood businesses experienced these changes differently. Many Lynnwood businesses industries couldn't transition to remote work because of nature of their work and the need for employees to be physically present in the workplace. As such, employers prioritized remote work to varying degrees. This was evident with dramatic reduction of parking demands at the Lynnwood Transit Center throughout construction of the Lynnwood City Center Station

Mobility trends underway before the pandemic also continued, including changes to mobility services and patterns around the suburbanization of poverty, housing affordability, climate change and resilience, racism, inequity, advances in technology, aging population, and aging infrastructure. The result was uncertainty in TDM program delivery and planning.

Lynnwood has continued to see shift in mobility with the implementation of the Community Transit Zip Service which is a focused rideshare program supporting last mile connection near City Center and Alderwood area.

Moving forward, the need for multimodal commuting options persists despite the rise in remote work. Congestion, transportation-related emissions, and mobility access remain critical issues for Washington's communities, environment, and economy.

d. The Most Important Land Use and Transportation Objectives from Plans that Commute Trip Reduction Most Directly Affects

Throughout the public outreach of the *Imagine Lynnwood 2044 Comprehensive Plan*, staff continued to hear the message of walkability and being able to connect within their community. We also heard the frustration with traffic that occurs during our peak demands of roadways. The *Imagine Lynnwood* plan identifies the following policies that Commute Trip Reduction directly affects.

Land Use & Community Design Element (LUCD)

- LUCD 2.7 Utilize Transportation Demand Management and Commute Trip Reduction strategies to efficiently manage traffic and congestion within the City Center + Alderwood Subarea.
- LUCD 3.6 Continue coordination with transportation providers to further develop joint- and mixed-use developments that promote physical, mental, and social health of the community, while reducing impact to the surrounding environment.
- LUCD 6.4 Encourage alternative approaches to parking in commercial areas and neighborhood nodes to reduce additional vehicle trips and encourage pedestrian activity.

Transportation Element (Tr)

- Tr 4.8 Review and update the City's Commute Trip Reduction Plan every four years for effectiveness.

Tr 7.2 Support programs and infrastructure that reduce greenhouse gas emissions to maintain consistency with regional climate goals.

e. Critical Aspects of Land Use and Transportation that Should Be Sustained and Key Changes that Should Be Considered to Improve Commute Trip Reduction’s Contribution to the Land Use and Transportation Objectives Referenced

Critical Aspects of Land Use and Transportation that Should Be Sustained

Mixed Use Highway 99 Corridor & College District

The Highway 99 corridor in Lynnwood is part of a major north-south surface street connection for Washington. It carries heavy commuter and commerce demand on a daily basis. Highway 99 and College District are planned nodes in Lynnwood for mixed use development which is supported by transit.

Community Transit’s successful Swift Blue Line route frequent headways provides essential mobility within and beyond Lynnwood borders. The recent addition of Swift Orange Line route provides new east/west connection between Edmonds College Transit Station and McCollum Park & Ride via Lynnwood City Center Station and Alderwood.

Lynnwood City Center

City Center standards have been created to guide property owners and developers towards changing existing lower density commercial uses to higher density mixed-use. In addition to higher density for residential, commercial, and business structures, standards also account for increased pedestrian mobility.

City Center is served by Interurban Trail and further pedestrian improvements to the Lynnwood City Center Station will allow new development to make connection to the regional hub of transit connection. This will support future Lynnwood residents commuting to

Alderwood Area

Otherwise known as Alderwood Mall, the Regional Commercial zone in Lynnwood is where most of the affected employers are located. Local transit routes adequately provide mobility for shoppers and commuters. Surface streets in this area are heavily influenced by the junction of two important freeways: Interstate 5 and Interstate 405.

Abundant Free Parking

Consistent with business locations is the abundance of free on-site or on-street parking. Most of the CTR-affected worksites in the City of Lynnwood offer free parking to their employees and in most cases there are no constraints on parking capacity. Parking management is difficult in most of these cases because of large amounts of available off-site parking with the potential for spill-over impacts on neighboring properties.

Key Changes that Should Be Considered

1. Update development standards to support implementation of the Complete Streets Ordinance and Connect Lynnwood to further connectivity of pedestrian and bicycle movements to transit hubs.

2. Further fund capital improvements that prioritize pedestrian and bicycle improvements as part of street improvements.
3. Review and reduce parking standards in commercial areas that benefit those participating and implementing Transportation Demand Management and Commute Trip Reduction.
4. Further support and incentivize CTR participants who integrate and promote programs and infrastructure that reduce greenhouse gas emissions.
5. Reengage CTR Participants for program implementation in post-Covid era.

2. How the CTR Program Will Help Achieve Lynnwood’s Land Use and Transportation Objectives

The CTR Program will support achieving land use and transportation objectives by placing additional emphasis on policy direction to reduce the rate of single occupancy vehicles. This includes the considerations of impacts of free and abundant parking and understanding the regulations to limit construction of new parking fields, as well as promoting new development that creates a pedestrian area dense enough to support transit demands. CTR is a commonly seen as a post-development program, the landscape which people commute and must focus on the needed infrastructure for a successful CTR program that occurs during policy development and permitting.

As Lynnwood integrates new bus rapid transit service and light rail service into the community, new programs with employers become more feasible. Previously, many employers may not have considered the employee benefit of an ORCA Card. The arrival of Lynnwood Link Extension and connection to the regional employment market may place additional considerations for sponsoring ridership costs to recruit talent and meet metrics of the CTR Program.

3. How the CTR Program Will Help Achieve Lynnwood’s Environmental Objectives

a. How the CTR Program Will Support Lynnwood’s Greenhouse Gas Emission Reduction Efforts

The Imagine Lynnwood Comprehensive Plan will be amended in 2029 to implement the new requirements of RCW 36.70A.070(6) including greenhouse gas emissions tracking, and vehicle miles traveled reductions. The current CTR Program supports a stop gap between now and the adoption of new policies to support.

The 2025-2029 CTR Program focuses to address that in Snohomish County, the majority of greenhouse gas emissions are attributable to transportation. Lynnwood has identified methods of further supporting reducing vehicles miles traveled and associated greenhouse gas emissions through continuing work from home opportunities and proposing to revamp the CTR Program in the 2025-2026 Biennial Budget. This proposal will review feasibility of funding the role of an Employee Transportation Coordinator (ETC), sponsoring ORCA Cards, and increasing support of carpooling.

b. How the CTR Program Will Support Lynnwood’s Environmental Objectives in Addition to Greenhouse Gas Emission Reductions

At its most basic level, reducing the number of vehicles on the road will inherently decrease emissions from those vehicles. In addition to decreasing the emission of carbon dioxide, a reduction in vehicles on the road will decrease the emission of carbon monoxide, particulate matter, volatile organic compounds, and oxides of nitrogen in the air. Furthermore, a decrease in the emission of volatile organic compounds and oxides of nitrogen will lower the opportunity for ground-level ozone formation.

Anything that can be done to increase walking, biking, and rolling mobility will thereby reduce GHG, particulate matter, and ozone emissions. CTR is the most straightforward way of challenging employers to do their fair share of the effort to help meet Lynnwood’s Environmental Objectives.

4. How the CTR Program Will Help Achieve Regional and State Objectives

a. The Local, Regional, and State Benefits that Would Be Gained If Lynnwood Achieves the CTR Targets

Meeting State and County Climate Change Goals –

In Snohomish County majority of greenhouse gas emissions are attributable to transportation. By working to manage vehicle miles traveled, CTR supports both the Governor’s and County Executive’s executive orders on climate change and reduction or management of GHG.

Responsible Distribution of Costs for Roadway Expansion

The cost of expanding roadways is increasing. In some cases it is cost effective to manage demand compared to widening roads.

Meeting the Needs of Increased Urbanization

By 2035, the Snohomish County population is expected to grow by over 230,000 and employment is estimated to increase by almost 150,000 jobs. Most of this growth is expected go to the areas that are already urbanized. These are also areas where traffic problems can be significant and offering of alternative modes might be effective.

Energy Costs

Rising and unpredictable fuel costs have put strains on most of the personal budgets of the residents of Snohomish County. The CTR program, through subsidies and assistance with lower cost commuting options, can help this subset of commuters meet their household needs.

Consumer Preferences and Market Trends

CTR should address current consumer preferences. These seem to be toward living in multi-modal communities where it is possible to walk and bicycle safely, use neighborhood services, and have access to adequate public transportation.

Other Environmental Concerns –

CTR helps to address concerns over air pollution and impacts to natural areas by offering alternatives to traveling via single occupant automobiles during peak period demand.

b. Adjacent CTR-Affected Cities and Counties.

Puget Sound Regional Council (PSRC) reported Lynnwood to have 27,023 jobs. Approximately 94 percent of these positions are occupied by individuals who commute from locations outside the City, with the remaining 6 percent residing and working within the City.

No city in the region is home to more than 9 percent of Lynnwood's workforce; however, Seattle and Everett accommodate the largest populations of Lynnwood workers.¹ Additional adjacent CTR-Affected Cities include Bellevue, Redmond, Edmonds, Bothell, Shoreline, Mukilteo, Marysville, and other locations in Snohomish and King County.

Approximately 65 percent of commuting occurred in individual automobiles. About 10 percent engage in carpooling, 9 percent utilize public transportation, and the remaining individuals either work from home, walk to work, or employ alternative transportation methods². Continued housing and job growth in City Center + Alderwood will likely shift some commuting individual automobiles trips to include some form of public transportation and multimodal connectivity.

The top cross-border and regional transportation issues that affect Lynnwood include Lynnwood's large employment in services and retail which most typically require on-site work and have a variety of work schedules. Many of these workers also do not live in Lynnwood due to housing unaffordability and rely on available of free parking to support their commute to commercial centers. While some of these trips are outside of traditional commute hours, Lynnwood's significant commercial service centers also may experience different time periods of peak demand including Saturday Morning due to regional destination of Alderwood.

c. The Top Few Cross-Border and Regional Transportation Issues that Affect Lynnwood.

Lynnwood faces many Cross-Border and Regional Transportation issues. According to the PSRC GHG emissions inventory analysis, on-road vehicles make up 35% of the GHG emissions for the Puget Sound Region. Of that 35%, passenger vehicles account for 74%, while freight and service vehicles account for 14%. Additionally, stormwater runoff from the region's transportation system is a major pollutant for the Puget Sound. A tangentially related issue is the location of housing versus employment. Focusing housing development near employment opportunities will reduce the need for long commutes and in turn will reduce VMTs, congestion, and GHG emissions.

On an individual level, Lynnwood ranges from moderate to very low for PSRC's "Opportunity Map", which scores cities on their "Neighborhood Condition". One factor is Mobility and

¹ United States Census Bureau. 2021. LEHD Origin-Destination Employment Statistics.

² United States Census Bureau, American Community Survey, 2022 5-Year Estimate, Table DP03, Retrieved January 2024.

Transportation. The lack of accessible and reliable bike and public transit options for much of Lynnwood causes the city to rank among the lowest for “Core” cities in the region. (See Below). This lack of transportation opportunity hurts Lynnwood’s community members daily and increases VMTs, congestion, and GHG emissions.

d. The Strategies Lynnwood, Adjacent Cities and Counties, and the Region Have Agreed to Use to Address the Top Issues Described in Section 4c

Strategies that will continue to address the top issue listed above include:

- Establish built environments that support last mile connections to major transit centers.
 - Integration of transit-oriented development to support residential areas within the existing transit hubs of Lynnwood. This includes implementation of the College District Plan, Highway 99 Plan, and City Center + Alderwood Plan.
 - Continued partnership with Community Transit for local service connections including last mile. This was demonstrated with the successful pilot project for the Zip Rideshare Service that facilitates on demand service within the City Center + Alderwood Area.
 - Continued coordination with Sound Transit for operation and construction of Lynnwood Link Extension providing connection to the 1 Line and 2 Line providing service to Seattle, Federal Way, Bellevue, and Redmond.

Performance Targets

5. CTR Performance Targets

a. Performance Targets that Reflect Only CTR-Affected Worksites

The City of Lynnwood has a CTR Affected Worksites to have a Drive Alone Rate (DAR) Performance Target of 67%.

b. Additional Performance Targets

The City of Lynnwood has no additional performance targets.

6. Base Values for Each Performance Target

a. The Baseline Number

Performance targets will be tied to the CTR survey. We will establish a base value during the 2023-2025 survey cycle and measure progress using 2025-2027 survey results.

7. Method Used to Determine the Base Value for Each Target

a. The Source for Each Base Value Listed

Performance targets will be tied to the CTR survey. We will establish a base value during the 2023-2025 survey cycle and measure progress using 2025-2027 survey results.

8. How Lynnwood Will Measure Progress Toward Each Target

a. The Method Used to Measure Progress for Each Target

Performance targets will be tied to the CTR survey. We will establish a base value during the 2023-2025 survey cycle and measure progress using 2025-2027 survey results.

9. CTR-Affected Worksites in Lynnwood

a. List of CTR-Affected Worksites

Business Name	Address	Within Zip Service
City of Lynnwood	19100 44th Ave W	Yes
Edmonds College	20000 68th Ave W	No
WA State Dept. of Social and Health Services	20311 52nd Ave W Suite 100	Yes
Zumiez Inc	4001 204th Street SW	No

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Additional business in Lynnwood for consideration but are not required to participate in CTR.

Business Name	Address	Within Zip Service
24 Hour Fitness	18930 29th Ave W	Yes
Abercrombie & Fitch	3000 184th St SW	Yes
Alderwood Community Services	20311 52nd Ave W	Yes
Apple Store	3000 184th St SW	Yes
Best Buy	19225 Alderwood Mall Parkway	Yes
Buffalo Wild Wings Grill & Bar	18508 33rd Ave W	Yes
Costco Business Center	19105 Highway 99	Yes
Costco Wholesale	18109 33rd Ave W	Yes
Dave & Buster's	18606 Alderwood Mall Pkwy	Yes
Directv	20630 56th Ave W	Yes
Fogo de Chao Brazilian Steakhouse	18602 Alderwood Mall Pkwy	Yes
Fred Meyer	4615 196th St SW	Yes
Gene Juarez Salons	3000 184th St SW	Yes
Harris Ford Isuzu	20006 64th Ave W	Yes
Hollister	3000 184th St SW	Yes
Home Depot	2901 184th St SW	Yes
JC Penny	1860133rd Ave W	Yes
Kohl's	18405 Alderwood Mall Parkway	Yes
Lowe's Home Center	3100 196th St SW	Yes
Macy's	18700 Alderwood Mall Parkway	Yes
Manor Care of Lynnwood	3701 188th St SW	Yes
Nordstrom	3200 184th St SW	Yes
Nordstrom Rack	19500 Alderwood Mall Parkway	Yes
Pemco Mutual Insurance	19020 33rd Ave W	Yes
Stantec Consulting Services	3400 188th St SW	Yes
Target	18305 Alderwood Mall Parkway	Yes
VCA Animal Hospitals	20115 44th Ave W	Yes
Washington Energy Services Company	3909 196th St SW	Yes
Whole Foods Market	2800 196th St SW	Yes

10. Performance Targets for Each CTR-Affected Worksite

a. Performance Targets Established during the 2023–2025 Survey Cycle

Performance targets will be tied to the CTR survey. We will establish a base value during the 2023-2025 survey cycle and measure progress using 2025-2027 survey results.

11. List the Base Value for Each Site

a. Base Values Established during the 2023–2025 Survey Cycle

A base value will be established during the 2023-2025 survey cycle.

Services and Strategies

12. Services and Strategies Lynnwood Will Use to Achieve CTR Targets

To help achieve the goals and targets of the CTR plan, Lynnwood will revise the CTR ordinance to require affected employers to implement additional measures designed to increase the percentage of employees using some or all of the following modes: transit; vanpool; carpool; bicycle or walking; telework, compressed work week, or flexibly work schedule; and other non-single occupant vehicle modes. The revised ordinance will require affected employers to choose at least five of the following measures including one from each category. Alternative measures may be submitted by the employer to Community Transit for review and approval.

Commuting Support and Incentives

- Subsidized or free transit passes for employees.
- Pre-tax payroll deductions for transit or vanpool expenses.
- Provision of subsidies for carpooling or vanpooling.
- Incentives rewarding avoidance of single-occupancy commuting such as gift cards or a parking cash-out program.
- Guaranteed ride home programs for emergencies.
- Shuttle services from transit stations to the workplace.
- Employer telework program.
- Flexible or compressed workweek schedules.
- Options for working at alternative sites closer to employees' homes.
- Incentives for walking or biking, such as gift cards or discounts on outdoor gear.
- Rideshare matching events for vanpools and carpools.

Information and Education

- Commute options information and orientation for new hires.
- Communication plan for sharing print and digital information on the employer's CTR program.
- Information on commute options and resources displayed in common areas at the workplace and/or available online or by mobile app.
- Educational campaigns on the benefits of alternative commuting.
- Outreach campaigns to promote walking or biking, such as a "bike to work" month.
- Workshops or fairs promoting sustainable transportation options.
- Personalized travel planning assistance for employees, which could include guidance on transportation benefits, planning routes, or finding rideshare partners.
- Real-time transit information display at the workplace or in a centrally accessible location.

Amenities and Infrastructure*

- *Worksites located next to other employers may wish to partner to provide shared commuting amenities and distribute costs and benefits more broadly.
- Preferential parking for carpoolers and vanpoolers.

- Amenities for bike commuters including secure bike storage, showers, or bike repair stations.
- Onsite amenities like a cafeteria, fitness center, micro-market, or daycare to reduce off-site trips.
- Provision and maintenance of electric vehicle charging stations.
- Parking space for carshare vehicles or company-owned cars for employee use.

13. Employers

Community Transit Services and Strategies

Through agreements with Lynnwood and the Washington State Department of Transportation (WSDOT), Community Transit is responsible for employer outreach, education and training, technical assistance, marketing incentives, program review, and administration of the employer data collection process. Community Transit acts as the liaison between Lynnwood and major affected employers and assists with preparation of CTR notification documentation and enforcement recommendations.

Community Transit also manages and implements complimentary and mutually reinforcing transportation demand management programs, including partnerships with multifamily communities, youth focused partnerships with schools and youth-serving organizations, and field marketing at neighborhood events.

Through long-term agreements with each CTR-affected jurisdiction and WSDOT, Community Transit works with CTR-affected and voluntary employers to develop and successfully implement CTR programs. This assistance includes:

- Employee Transportation Coordinator (ETC) Development and Support - The ETC is an integral part of the trip reduction program. Their job duties should include coordination of annual fairs, conducting promotions, distributing information, notifying Lynnwood about program changes, and the collection and reporting of data. Community Transit provides training courses, networking meetings, and other assistance to the ETC designed to help meet the requirements of the program and increase the success of this key person.
- Program and Strategy Development – Community Transit provides consultation with employers to help worksites design and develop appropriate trip reduction strategies. Strategies may include carpool and vanpool programs, parking management, incentives programs, bicycling and walking programs, alternative work schedules, and telework programs.
- Promotions – Community Transit works with employers to design and conduct promotions, on-site transportation fairs, and other special events to increase awareness and use of commute alternatives. Assistance includes design and provision of materials, promotional items, staffing information booths and on-site ride matching.
- Incentives – Community Transit provides incentives to employees at affected worksite, such as the quarterly Smart Commuter Rewards program, to encourage the use of non-drive alone commute modes.
- Guaranteed Ride Home – Through an agreement with the employer, Community Transit offers emergency transportation to employees who choose an alternative to driving alone.

- Transit Pass Programs – Community Transit can work with employers to help identify appropriate ORCA Business Account programs for worksites.
- Affordable Transportation Alternatives – Community Transit provides affordable transportation alternatives to single occupancy vehicle commuting.
- Vanpool Services – Community Transit operates one of the largest vanpool programs in the nation. Vans are provided to groups of 5-15 commuters who pay a monthly fare based on travel distance and number of passengers.
- Transit Services – Community Transit, Everett Transit and Sound Transit provide bus and commuter rail service within Snohomish County. Community Transit staff assists ETCs with identifying potential riders, planning individual trips and marketing specific routes. Transit schedules and on-site transit pass programs are also available.

Lynnwood Services and Strategies

Lynnwood’s coordination with Community Transit to support information to businesses is vital to the success of the CTR Program. To do so, Lynnwood’s Development & Business Services (DBS) Department includes Economic Development and Business Licensing which provide annual touch points with businesses throughout the community. Additionally, DBS has recently filled a Small Business Program Manager which can support further communication of CTR principles to businesses that are not required to participate.

Additionally, the Lynnwood may consider budgeting for a role within the organization focused on transportation planning who would be able to support and coordinate CTR principles and Transportation Demand Management programs. This could possibly extend to further partnerships with non-profits to manage TDM programs in addition to CT’s role on CTR management.

14. Barriers Lynnwood Must Address to Achieve CTR Targets

a. How Lynnwood Will Address the Barriers

Snotrac shared a report during the CBO interviews: "Progress of Commute Trip Reduction Efforts in Snohomish County 2007-2022." The report identifies potential barriers to CTR including two applicable to Lynnwood:

Insufficient accountability: Without any fear that jurisdictions will penalize employers for failure to comply with the CTR law, employers may be insufficiently motivated to conduct surveys, create CTR plans, and provide CTR programs and services to their employees.

Suburban built environment: The land use patterns and transportation systems of Snohomish County favor driving to such a strong degree that CTR strategies are ineffective.

One Lynnwood example for this includes connectivity to Zumiez on 204th Street SW. This facility is near the Lynnwood City Center Station, but pedestrian and bicycle facilities to this office complex have long since been inadequate. Until significant local, regional, state, and federal dollars were compiled together through various grants and direct appropriations, the 44th Underpass project continued to be a barrier for alternative connections.

Transit service: In 2024, Lynnwood has seen significant transit service increases including establishing Zip as permanent service, opening of Community Transit Orange Line, and opening of Lynnwood Link Extension. Of the four required CTR participants, Zumiez is the only facility that lacks adequate immediate transit service.

How addressing: Lynnwood has continued discussions with Community Transit about expanding the Zip Service area to include the entirety of the Regional Growth Center and Zumiez. This would provide an additional transit service to Zumiez as the CT 120 Route currently provides service. Other transit service in Lynnwood is plentiful and convenient to further support CTR with employers.

Non-motorized access incomplete: Many of the CTR affected work sites, including in the regional growth center, have limited access for non-motorized modes due to gaps in the non-motorized infrastructure networks (sidewalks, trails, bikeways, safe crossings.)

How addressing: Lynnwood recently adopted the Connect Lynnwood Active and Accessible Transportation plan which reviewed non-motorized gaps throughout Lynnwood and provided prioritization methodology for project completion.

High employee transportation coordinator turnover and lack of worksite support: Designation of an employee transportation coordinator is the responsibility of the CTR-affected employer. Often these duties are tacked onto a wholly unrelated job with no internal support.

How addressing: Lynnwood’s CTR Ordinance identifies Development & Business Services Department as the responsible party for CTR. This department was newly formed in 2021 and has been appropriately staffed to support technical side of CTR, but also supporting connection with businesses through Economic Development.

Employer and ETC Investment: Lack of major employer cooperation and investment in CTR worksite programs and lack of support for their appointed employee transportation coordinators is a frequent and universal CTR barrier. The employer and ETC are the backbone of CTR programs. But at many sites the ETC is not given the opportunity to succeed because of lack of time and resources.

How addressing: The city will designate a CTR coordinator to collaborate proactively with Community Transit to identify and notify CTR affected worksites of requirements, and to determine that employers are demonstrating a good faith effort to achieve targets. As appropriate, the city will implement enforcement actions as outlined within the CTR Ordinance.

Additionally: The Lynnwood will propose a commuter benefit ordinance requiring businesses with 20 or more employees to allow their employees the opportunity to make a monthly pre-tax payroll deduction for transit or vanpool expenses. Employers may instead offer a partially or wholly employer-paid transit pass to satisfy its obligations under this law. This encourages commuters to use transit or vanpool to reduce traffic congestion and carbon emissions. Because the deduction is pre-tax, the law has the added benefit of lowering costs for both workers and businesses.

15. The Transportation Demand Management Technologies Lynnwood Plans to Use to Deliver CTR Services and Strategies

Rideshare Online: Employee transportation coordinators use the Rideshareonline.com platform to join and form carpools and vanpools, and for trip logging in support of non-drive alone incentives.

WSDOT CTR survey tool: The CTR RideAmigos tool is used for data collection purposes including biennial CTR surveys and worksite program reports.

16. Lynnwood’s Local CTR Ordinance

The CTR ordinance implemented by Lynnwood was adopted in 2017 (Ordinance No. 3255), which the previous CTR ordinance (Ordinance No. 2741) from 2008. The CTR Ordinance will be amended to reflect the 2025-2029 CTR Plan.

17. Lynnwood’s Financial Plan

a. The Estimated Average Annual Costs

The Orca Card Program gives employers with more than five employees discounted rates for supplying cards for employees. The program is called the Orca Passport, and Lynnwood City Hall is in the “Snohomish County Urban” zone. First year Orca Passport for Business cost is \$57.72 per person (new customer rate), renewal fee is \$62.28. The City of Lynnwood has 334 employees affected by the CTR requirement and 182 other employees. Alongside the opening of the City Center light rail station, supplying employees with Orca cards for CTR Employees would show that Lynnwood is serious about commute trip reduction. Orca Passport also allows employees to pay a percentage of the costs. Creating an opt-in program for non-CTR Employees that charges employees who opt in 50% of the cost would provide opportunities for part-time employees.

Table: Estimated Average Annual Costs

Activity	Estimated Average Annual Cost
CTR Program Administration	\$10,000
Orca Passport for Business (1 st Year)	\$20,000
Orca Passport for Business (2 nd Year)	\$21,000
Orca Passport for Business (1 st Year, 50% Opt. In Fee)	\$600
Orca Passport for Business (2 nd Year, 50% Opt. In Fee)	\$550

b. Likely Funding Sources, Public and Private, to Implement the Plan

Table: Estimated Average Annual Revenue

Source of Revenue	Estimated Average Annual Revenue
General Fund	\$27,000
WSDOT CTR Grant	\$5,000

18. Lynnwood’s Implementation Structure

a. Who Will Conduct the Activities Listed in the Plan

The Lynnwood has contracted with Community Transit to administer and implement this plan in coordination with the Lynnwood Development & Business Services Department.

b. Who Will Monitor Progress on the Plan

Job Title	Name	Department
DBS Director	David Kleitsch	Development & Business Services
Community Planning Manager	Karl Almgren	Development & Business Services

Karl Almgren is the CTR program coordinator for Lynnwood. They will coordinate with Community Transit routinely on behalf of Lynnwood.

19. Lynnwood’s Implementation Schedule

a. Timeline for Anticipated Projects and Actions

Project Name	Start	End
ORCA Card Budget Review	June, 2024	December, 2024
CTR Program Review	June, 2024	December, 2024
CTR Business Outreach	January, 2025	Continuous
Bike To Work Month	Annually in May	Continuous

20. CTR Plan for Lynnwood Employees

The current CTR program for Lynnwood employees includes:

City employees are eligible for 50% reimbursement for a bus pass, a guaranteed ride home program, and an employee transportation subsidy of \$30/mo to qualifying participants.

Employees must meet the following requirements to be eligible for \$30 monthly incentive (paid quarterly) or 50% reimbursement of bus passes:

- Work full time
- Register with the ETC and on Ride Share Online
- Utilize alternative modes of transportation 60% of work shifts per month
- Begin your workday between 6:00 am and 9:00 am on two or more weekdays for at least 12 continuous months

The proposed CTR program as part of the 2025-2026 Biennial Budget for Lynnwood Employees includes:

CTR affected employees:

Employees are issued ORCA passes within one month of starting employment with the City of Lynnwood. Employees that enroll in the Remote Work Policy & Agreement (revisions required) must also enroll in the CTR Program and register with the ETC and on Ride Share Online. Monthly reporting on the Ride Share Online is required as part of the Remote Work Policy & Agreement.

Any Lynnwood Employee:

Any employee that utilize alternative modes of transportation or work from home 60% of work shifts per month may receive a transportation subsidy of \$30/month.

Any other employee (non-CTR or part time) may opt-in for an ORCA card at a 50% reduced fee.

This revised program to CTR is a significant step forward for Lynnwood and is becomes a further example for other Snohomish County jurisdictions.

21. How the CTR Plan for Lynnwood Employees Contributes to the Success of the Overall Plan

a. How the Plan for Lynnwood Employees Reinforces the Success of the Jurisdiction Plan

Many of Lynnwood's employees are outspoken in their desire for better incentives for CTR. City employees face the same issues with the current plan as any other employee, but they have a better opportunity to have their ideas heard based on proximity to decision makers. Implementing City employee feedback and ideas into the 2025-2029 CTR Plan will increase its efficacy and community utilization.

Alignment with Plans

22. Transit Agencies That Provide Service in Lynnwood

Transit Agencies:

- Community Transit
- Everett Transit
- King County Metro
- Homage Senior Services of Snohomish County
- Sound Transit

23. Transit Plans Reviewed While Developing this Plan

Information Sources:

- Community Transit 2023-2028 Transit Development Plan
- Journey 2050 Community Transit Long Range Plan
- Transit Changes in 2024 & Beyond (Community Transit)
- Homage 2022 Annual Report
- Sound Transit Development Plan 2023-2028
- Sound Transit's System Performance Tracker

24. How This CTR Plan Supports the Transit Plan(s)

The CTR Plan continues the ridership support of the existing Transit Plans to further reduction of VMT and GHG emissions throughout Snohomish County and the region.

25. Comprehensive Plan Updates Needed and When They Will Be Made

The Imagine Lynnwood Comprehensive Plan is currently being updated and no updates are anticipated to be needed to conform to the CTR Plan.

Engagement

26. Lynnwood’s Stakeholder Engagement

Community Transit along with local jurisdictions organized a series of stakeholder engagement activities on CTR topics throughout the development of this CTR Plan. Lynnwood collaborated with Community Transit by promoting and participating in stakeholder engagement activities. CTR engagement activities included:

- Online open house and surveys for two public comment periods:
 - CTR concepts public comment period (April 18 to May 18, 2024)
 - Draft CTR Plan public comment period (July 1 to July 31, 2024)
- Tabling events
- Community-based organization interviews
- Transit agency interviews
- CTR-affected employer workshops
- Notifications and other digital distribution

a. Who Lynnwood Talked To

Community Transit and Snohomish County-area jurisdictions reached out to community members through a two-phase online open house engagement period. The first phase conveyed information about commute trip reduction, the CTR plan update process, and invited visitors to participate in a survey. The second phase of the online open house sought feedback on jurisdiction’s draft CTR plans and allowed the visitor to select which plan they commented on based on the jurisdictions in which they live and/or work.

During the first phase of the online open house, 2,137 people visited the open house website, and 144 responded to the survey. Lynnwood had 5 of residents and 12 of workers respond to the survey. During the second phase of the open house, 908 visitors to the website reviewed draft CTR plans and 20 submitted comments.

Community Transit attended six community events around Snohomish County to discuss transit services and upcoming services changes, CTR initiatives, and to provide attendees an opportunity to comment on the jurisdictional draft CTR Plans. Tabling events included the following:

- Arlington Farmers Market (engaged with 90 people)
- Everett Public Library Drop-In (engaged with 43 people)
- Marysville Farmers Market (engaged with 107 people)
- Everett Farmers Market (engaged with 165 people)
- Marysville Public Library Drop-In (engaged with 32 people)
- Latino Educational Training Institute (LETI) Expo (160 people)

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On August 30th, Sound Transit opened Lynnwood Link Extension which included Night Market Celebrations throughout the extension. This included a significant celebration at Lynnwood City Center Station and organized by SnoTrac and Lynnwood Chamber of Commerce. The public's opportunity to use light rail was on full display for Snohomish County with the event well exceeding over 5,000 participants with additional participants at Mountlake Terrace Station and Shoreline Stations.



Opening Day Celebration at Lynnwood City Center Station, photo credit Sound Transit

Community-based organizations

Community Transit interviewed representatives from a variety of community-based organizations in Snohomish County. Each community-based organization also received an engagement toolkit including social media posts and newsletter copy allowing them to easily engage community members in their networks with the CTR Plan update project. The community organizations interviewed as part of the CTR Plan update project include the following:

- Hopelink
- Community Health Centers
- Snohomish County Transportation Coalition (Snotrac)

**City of Lynnwood
Commute Trip Reduction Four-Year Plan Update: 2025–2029**

- Homage
- North Sound Bicycle Advocacy Group
- BIKES Club / Sharing Wheels Community Bike Shop

Snotrac continues to be a valuable partner with the City of Lynnwood including their direct involvement on development of a multimodal level of service policy in the Imagine Lynnwood Comprehensive Plan and initial discussions of support TDM program management. The City of Lynnwood continues to partner with SnoTrac’s coordination and advocacy of transportation for all.

CTR-affected employers

Community Transit hosted a virtual workshop May 14, 2024, for ETCs and management staff from CTR-affected businesses in Snohomish County to discuss the draft CTR plans, provide feedback on increasing local CTR ordinance requirements for employers, and to make suggestions for improving CTR programs. Community Transit also provided CTR-affected employers with information about the CTR online open house and survey in the CTR newsletter and provided related outreach materials for ETCs to share with their employees.

Thirty-eight individuals representing 30 Snohomish county-area, CTR-affected employers attended a virtual workshop. Employers represented in the virtual workshop are listed below:

Employer Workshop Participation

Employer Name	Worksite Location
City of Arlington	Arlington
Skagit Regional Health/Cascade Valley Hospital	Arlington
DSHS	Arlington/ Unincorporated Snohomish County
City of Bothell	Bothell
Nelson Nygaard (Transportation Consultant)	Bothell
AGC Biologics	Bothell
AT&T (and Move Redmond)	Bothell
GE Digital / Vernova	Bothell
Leviton Network Solutions / Wellington Hills Bothell Park	Bothell
Pfizer	Bothell
T-Mobile	Bothell
University of Washington Bothell/Cascadia College	Bothell
City of Edmonds	Edmonds
Edmonds College	Edmonds
City of Lynnwood	Lynnwood
City of Marysville	Marysville
The Everett Clinic	Marysville
City of Monroe	Monroe
Canyon Creek Cabinet Company	Monroe
Natural Factors	Monroe
City of Mountlake Terrace	Mountlake Terrace

**City of Lynnwood
Commute Trip Reduction Four-Year Plan Update: 2025–2029**

Premera Blue Cross Mountlake Terrace	Mountlake Terrace
City of Mukilteo	Mukilteo
Novanta	Mukilteo
Snohomish County	Snohomish County
Boeing	Unincorporated Snohomish County
Korry Electronics	Unincorporated Snohomish County
Partner Therapeutics	Unincorporated Snohomish County
Reid Middleton	Unincorporated Snohomish County

Transit Agency Interviews

Community Transit and MFA interviewed transit agencies to help inform the CTR plans and invite feedback on the drafts. The interview questions related to the Alignment with Plans section of the CTR Plan (#22-25) and #1c, “whether and how commuting patterns have changed in the past few years.” Transit agencies also received email invitations to comment on the draft CTR plans. The transit agencies interviewed include the following:

- Snow Goose Transit
- Community Transit
- Everett Transit
- Homage
- King County Metro
- Sound Transit

b. When Lynnwood Talked to Them

Community members engagement activities

- Online open house and survey: April 18-May 18, 2024
- Online open house and draft plan public comment period: July 1-31, 2024.

Community events

- Arlington Farmers Market: July 13, 2024
- Everett Public Library Drop-In: July 15, 2024
- Marysville Farmers Market: July 19, 2024
- Everett Farmers Market: July 21, 2024
- Marysville Public Library Drop-In: July 24, 2024
- LETI Expo: July 27, 2024
- Lynnwood Link Extension Grand Opening: August 30, 2024

Community-based organization interviews

- Hopelink: April 23, 2024

- Community Health Centers: April 25, 2024
- Snotrac: May 1, 2024
- Homage: May 8, 2024
- North Sound Bicycle Advocacy Group: May 14, 2024
- BIKES Club and Sharing Wheels Community Bike Shop: May 14, 2024

CTR-affected employer workshops

- Employer workshop: May 14, 2024

Additionally, Community Transit reached out to CTR-affected employers to provide information and outreach materials:

- CTR newsletter article (April Issue) about Phase 1 of the online open house and survey: April 2, 2024
- Email with outreach materials reminding ETCs to share the Phase 1 online open house and survey: April 24, 2024
- CTR newsletter article (July Issue) about Phase 2 of the online open house and survey: July 2, 2024
- Email with outreach materials encouraging ETS to share Phase 2 of the online open house and draft CTR plans: July 11 and July 19, 2024

Transit agencies interviews

- Email and phone interviews: April 2024
- Invitation to provide draft plan comments: July 2024

c. What did they have to say?

Community Members

Visitors to the online open house who completed surveys, noted the following:

- **Transportation Modes/Work from Home:** By far, the most common transportation mode mentioned is driving alone in a car, followed by riding the bus, and working from home. A few respondents mentioned bicycling or walking, carpooling/vanpooling, or working a compressed schedule.
- **Commute patterns:** Nearly every respondent mentioned that increased traffic, especially on area highways, was a noticeable change. A few mentioned that shifts in jobs and lack of employer support for work-from-home options required them to change their commute.
- **Convenience of single-occupancy vehicle trips:** Nearly every survey participant affirmed that it would be difficult to get around without a personal vehicle because of long commute times, transit stops that are not convenient to their home or workplace, transit routes that require too many transfers, and transit commute times that are up to three times longer than single-occupancy vehicle commutes.
- **Safety Concerns:** Most cited safety concerns as reasons they do not choose to take transit or other alternative transportation modes. Respondents noted high vehicle

speeds and the lack of sidewalks and bike lanes deter them from walking or biking as part of their commute. Some respondents fear crime where transit stops lack amenities like lighting.

- **Benefits of CTR:** Respondents commonly recognized that CTR programs have the potential to reduce traffic congestion, improve road safety, reduce traffic noise, and improve air quality.
- **Suggestions:** Many respondents indicated a desire for more frequent transit services, more convenient transit stop locations, infrastructure improvements for biking and walking safety, and flexible work schedules that allow employees the option to work from home.

Visitors to the second phase of the online open house had an opportunity to review the draft CTR plans. Comments received on Lynnwood’s draft CTR plan include the following:

- Support of Lynnwood participation in CTR
- Focus of safety for pedestrian and bicycle connection to Lynnwood Transit Center
- Continued support for employee benefits to augment SOVs.

Visitors to community events (listed in #26a above) engaged with Community Transit staff about CTR and other public transit-related topics. The feedback received related to CTR falls under three major themes: service area, service times, and barriers. Key feedback includes the following:

- **Service Area**
 - Several visitors asked when the light rail would reach Everett.
 - Several visitors expressed their enthusiasm for the opening of a new light rail line.
 - A visitor requested bus routes near the Hibulb Cultural Center and casinos in Everett.
 - A visitor asked for bus service in Marysville on 67th Street.
 - A visitor said they would love to see frequent commuter times and routes that connect to Arlington Business Center.
 - A visitor asked about nearby bus routes that pass by the Everett Farmers Market.
 - A visitor commented they were excited about Route 106 having weekend service so DART would be back in that area.
 - A couple visitors did not know the light rail would have a stop in Shoreline.
 - A visitor requested bus service from 67th to 100th street to connect to Cascade High School.
 - A visitor identified a need for bus stops near Arlington High School.
 - A visitor asked if buses can go directly to the new Everett Stadium in the future.
 - A visitor mentioned how they would like bus service at an additional exit in Arlington to Island Crossing and downtown Arlington.
- **Service Times**

- A visitor shared they don't ride transit from Marysville through Everett to Lynnwood in the morning as the buses don't pass frequently enough.
- A few visitors commented that they look forward to increased service frequency in Snohomish County after service changes will be implemented in September 2024.
- **Barriers to Commute Trip Reduction**
 - A few visitors noted they don't use transit because they have a car.
 - A visitor expressed concern about safety on buses and the drug usage on them.
 - Several visitors needed trip planning information. Some asked how to get to certain destinations and one inquired if there are parking fees at park and rides.
 - Several visitors asked about where to obtain free ORCA cards.

Community-based organizations

Community-based organizations noted the following:

- **Limited transit service area:** Many interviewees identified the barrier of limited transit service in most of Snohomish County. Transportation service providers such as Homage and Hopelink shared that their organizations are flooded by demand and can only offer highly essential trips, such as getting to work and accessing medical services. Other commonly needed trips, such as going to the grocery store, accessing childcare, or going to the park, do not qualify for these transportation services.
- **Limited service hours:** Multiple interviewees shared that even when transit is available in their area, it may not be an option for employees with nontraditional hours, such as those working in healthcare. This could be due to gaps in service during non-peak hours or employees' feeling of safety using public transit during darker hours. Multiple people shared that offering shuttles or Dial-a-Ride Transportation (DART) were helpful measures to bridge these gaps.
- **Time and flexibility:** Saving time and the ability to make multiple stops are important considerations when choosing travel modes. Families who need to make multiple stops on their way to work for school or childcare may find ride sharing or taking transit more challenging. Multiple interviewees shared that effectively marketing the time savings of riding in the carpool lane and other perks of non-drive-alone modes could help address this. People who need to get to medical appointments are more likely to choose door-to-door service offered through DART or other services, because this provides a simpler solution, although the pickup services are not consistently on time.
- **ADA Services:** Interviewees acknowledged that ADA-compliant pickups must be offered with any fixed route and that demand for fixed-route service may not be as high in rural locations. They suggested that jurisdictions might direct more resources to organizations such as Homage or Hopelink to provide additional pickup services in areas where fixed-route public transit may not be a practical option. This could provide cost savings in addition to significant community benefits.
- **Land Use Planning:** The importance of affordable, transit-accessible housing was reiterated by many. Multiple interviewees shared that workers are commuting very long distances that are often outside the reach of transit, because it's too expensive to live closer to where they work. This creates barriers that can limit people from accessing employment if they would

need a car to get to and from work or prevent them from using transit if the commute is too long. Multiple interviewees shared that affordable housing along transit corridors should be a high priority for jurisdictions, and that housing should be considered alongside transportation planning and not as two separate issues.

- **Criminal Activity:** Many cited fears of criminal activity on public transit as a deterrent to taking public transit. Even if the risk of crime is relatively low, perceptions of safety can be very negative. Installing lighting and other security measures as well as holding discussions on safety concerns can help address some of these barriers.
- **Amenities and Infrastructure:** Additional barriers to transit include the lack of safe, accessible sidewalks (particularly for riders who rely on mobility devices) and well-lit, sheltered bus stops. Many areas lack sheltered bus stops or adequate sidewalk space, particularly in more rural areas that are outside the main transit corridors. Devoting resources to increasing and improving these structures could go a long way in encouraging greater ridership.
- **Outreach and Education:** Multiple interviewees shared that enhanced education and marketing could encourage more workers to try alternatives to single-occupancy vehicles for their commute trips. Interviewees noted that employees and community members in general may have limited awareness of the programs and benefits available to them. Transit agencies and local jurisdictions could address this by working to increase awareness of transit routes, vanpool options, reduced-fare programs, and convenience of the multimodal ORCA transit card. Housing developments, shopping centers, and healthcare waiting rooms, as well as transit agencies and jurisdictions, could all promote these available options for employees and for the broader community.

Transit agencies interviews

Transit agencies interviewees discussed recent changes in commute patterns and noted planned service expansions.

- **Changes in commute patterns:** Community Transit, Everett Transit, King County Metro, Sound Transit indicated that post-pandemic ridership numbers are rising but have not returned to pre-pandemic levels. Everett Transit noted that they are at 82 percent of their pre-pandemic ridership levels and that peak commute hour trips are still below pre-pandemic levels. King County Metro indicated that peak-only routes (routes that only run during peak commuting hours) continue to underperform and thus, they are prioritizing increasing service on all-day and all-week routes. Sound Transit indicated that service levels have bounced back from the pandemic faster on light rail, commuter rail, and express buses.
- **Service expansions:** Sound Transit and Community Transit indicated that there is a planned light rail service extension from Lynnwood Transit Center to West Alderwood Station and bus service expansion along the light rail line. In response to recent community surveys, Community Transit is planning to increase mid-day, evening and weekend service and direct resources toward providing more local routes and enhancing access to the light rail for regional travel.

CTR-affected employers

Employers noted the following:

- Local CTR ordinances: Employers noted that providing CTR information and worksite amenities is easier than offering transit pass subsidies and incentives, increasing vanpool and transit services, and facilitating parking management programs.
- Smaller employers noted that offering vanpool vehicles, onsite daycare, and other services is more difficult given their smaller size.
- Making information about commuting options and resources accessible and easy to find is key.
- Not everyone knows about the pre-tax CTR incentive, so it is not always offered or well marketed.
- Parking benefits have room for exploration; managing programs and monitoring parking spaces are the biggest barriers. Challenges to parking management include the sunk costs of parking spaces and employee expectations of "convenient" parking.
- Incentives and promotions are preferable to deterrents, such as charging for parking that was previously free.

d. How did what they said influence the plan?

Lynnwood plans to revise the CTR ordinance as detailed in Section #12 above to require affected employers to implement a choice of measures to increase the percentage of employees using commuting alternatives to driving alone. The list of pre-approved implementation measures relates to feedback received from employers, community members, and community-based organizations on barriers to using commute trip options other than driving alone. Examples of this include:

- Providing free or discounted ORCA cards (suggested by community members)
- Improving outreach and education about reducing drive-alone trips (suggested by employers, community-based organizations)
- Providing bicycle storage and amenities onsite (suggested by employers)
- Encouraging pre-tax deductions for commuting options to driving alone (suggested by employers)
- Providing trip planning support for using alternative commute options (suggested by community members)

Lynnwood also plans to continue partnering with Community Transit to support CTR-Affected employers by providing ETC training, commute trip reduction outreach and incentives, discounted ORCA pass programs, and trip planning support as detailed in Section #13 above.

e. What Stakeholders Said

The City of Lynnwood reported that some organizations may choose new locations that are transit-oriented and walkable/rollable. They could also offer ergonomic assessments to make sure people choosing to work from home are comfortable.

Respondents from Lynnwood mainly work within Lynnwood or neighboring cities like Mukilteo or Edmonds; they reside in a wider range of communities spread across the Puget Sound

area. Driving alone is the primary mode of transportation, followed by working from home, carpooling, and riding the bus. Challenges include personal vehicle dependence, limited transit options, safety concerns, long commutes, and traffic congestion. Increased traffic, job changes, and relocations have impacted commuting patterns, often increasing reliance on personal vehicles. Benefits of reducing commute trips include decreased traffic congestion, improved air quality, and enhanced road safety. Suggestions for improvement include better transit infrastructure, safety enhancements, environmental considerations, and educational resources on alternative transportation modes.

f. How Stakeholders’ Comments Influenced the Plan

Working from home considerations was rolled into a proposed update to the Remote Work Policy and Agreement to require enrollment in the CTR Program. Other comments received are consistent with comments being rolled into the Imagine Lynnwood Comprehensive Plan, Connect Lynnwood Plan, and City Center + Alderwood Plan.

27. Vulnerable Populations Considered

As part of a concerted effort to ensure the interests of vulnerable and highly impacted communities were represented in each jurisdiction’s draft CTR Plan, Community Transit engaged representatives from a variety of community-based organizations in Snohomish County that serve vulnerable populations including people who are low-income, disabled, unhoused, or speak English as a second language, as well as youth and the elderly. Additionally, several of the community events that Community Transit tabled at were held at libraries that serve vulnerable populations. Community Transit also provided an information table at the Latino Educational Training Institute (LETI) Expo at Edmonds College. In addition, these events created opportunities to meet people where they are at, removing barriers to participation.

CTR is most utilized by those who have lower access to automobiles. When the CTR update process began community engagement from individuals with lower incomes and the BIPOC community were the first to speak out and express their need for better multimodal transportation options. Primarily, pedestrian and public transit opportunities.

28. Engagement Focused on Vulnerable Populations

a. Who Lynnwood Talked To

Interested community members have been showing up to City held outreach events and expressing their opinions on transportation in Lynnwood. Many of Lynnwood’s community members who have lower incomes or are in the BIPOC community attend outreach events.

- **Hopelink:** serves homeless and low-income families, children, seniors, and people with disabilities in King and Snohomish counties by providing a network of critical social services through programs for housing, transportation, family development, financial assistance, employment programs, adult education, financial literacy training, and five food banks.
- **Community Health Centers:** a nonprofit provider which offers affordable primary healthcare services, including medical, medical walk-in, dental, physical therapy, and pharmacy.

- **Snohomish County Transportation Coalition (Snotrac):** advocates for improvement in transportation service and solutions for people in Snohomish County with specialized transportation needs through community engagement, coordination of resources, and strategic partnerships.
- **Homage:** The largest provider of services for older adults and people with disabilities in Snohomish County, with programs in food and nutrition, health and wellness, home repair, social services, and transportation.
- **North Sound Bicycle Advocacy Group:** works with local jurisdictions and transportation departments **to raise safety awareness for cyclists and pedestrians and find workable solutions related to intermodal transportation, public safety, clean air, and quality of life for local communities.**
- **Sharing Wheels Community Bike Shop:** is a nonprofit bike shop located in Everett providing refurbished, used bicycles to thousands of adults and children as well as offering programs and resources for bike repair and upkeep.
- **BIKES Club:** is a recreational club which hosts rides and events year-round, in addition to advocating and fundraising for bike-related grants.

Community Transit also provided information tables at community events held at the Marysville Library, Everett Library, and the Latino Expo (LETI) at Edmonds College.

b. When Lynnwood Talked to Them

Comments are provided at Staff tabling sessions during public outreach events. Most feedback was heard at the Swift Orange Line opening event (date) and the June 13th Major Projects open house.

Community-based organizations

- Hopelink: April 23, 2024
- Community Health Centers: April 25, 2024
- Snotrac: May 1, 2024
- Homage: May 8, 2024
- North Sound Bicycle Advocacy Group: May 14, 2024
- BIKES Club and Sharing Wheels Community Bike Shop: May 14, 2024

Community events

- Everett Public Library Drop-In: July 15, 2024
- Marysville Public Library Drop-In: July 24, 2024
- LETI Expo: July 27, 2024
- Lynnwood Link Extension Grand Opening: August 30, 2024

c. What Stakeholders Said

Community-based organizations serving vulnerable populations noted the following:

- **Limited transit service area:** Many interviewees identified the barrier of limited transit service in most of Snohomish County. Transportation service providers such as Homage and Hopelink shared that their organizations are flooded by demand and can only offer highly essential trips, such as getting to work and accessing medical services. Other commonly needed trips, such as going to the grocery store, accessing childcare, or going to the park, do not qualify for these transportation services.
- **Limited service hours:** Multiple interviewees shared that even when transit is available in their area, it may not be an option for employees with nontraditional hours, such as those working in healthcare. This could be due to gaps in service during non-peak hours or employees' feeling of safety using public transit during darker hours. Multiple people shared that offering shuttles or Dial-a-Ride Transportation (DART) were helpful measures to bridge these gaps.
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- **Criminal Activity:** Many cited fears of criminal activity on public transit as a deterrent to taking public transit. Even if the risk of crime is relatively low, perceptions of safety can be very negative. Installing lighting and other security measures as well as holding discussions on safety concerns can help address some of these barriers.
- **Amenities and Infrastructure:** Additional barriers to transit include the lack of safe, accessible sidewalks (particularly for riders who rely on mobility devices) and well-lit, sheltered bus stops. Many areas lack sheltered bus stops or adequate sidewalk space, particularly in more rural areas that are outside the main transit corridors. Devoting resources to increasing and improving these structures could go a long way in encouraging greater ridership.

- **Outreach and Education:** Multiple interviewees shared that enhanced education and marketing could encourage more workers to try alternatives to single-occupancy vehicles for their commute trips. Interviewees noted that employees and community members in general may have limited awareness of the programs and benefits available to them. Transit agencies and local jurisdictions could address this by working to increase awareness of transit routes, vanpool options, reduced-fare programs, and convenience of the multimodal ORCA transit card. Housing developments, shopping centers, and healthcare waiting rooms, as well as transit agencies and jurisdictions, could all promote these available options for employees and for the broader community.

Visitors to community events (listed in #26a above) engaged with Community Transit staff about CTR and other public transit-related topics. The feedback received related to CTR falls under three major themes: service area, service times, and barriers. Key feedback includes the following:

- **Service Area**
 - Several visitors asked when the light rail would reach Everett.
 - Several visitors expressed their enthusiasm for the opening of a new light rail line.
 - A visitor requested bus routes near the Hibulb Cultural Center and casinos in Everett.
 - A visitor asked for bus service in Marysville on 67th Street.
 - Would love to see frequent commuter times and routes that connect to Arlington Business Center.
 - A visitor asked about nearby bus routes that pass by the Everett Farmers Market.
 - A visitor commented they were excited about Route 106 having weekend service so DART would be back in that area.
 - A couple visitors did not know the light rail would have a stop in Shoreline.
 - A visitor requested bus service from 67th to 100th street to connect to Cascade High School.
 - A visitor identified a need for bus stops near Arlington High School.
 - A visitor asked if buses can go directly to the new Everett Stadium in the future.
 - A visitor mentioned how they would like bus service at an additional exit in Arlington to Island Crossing and downtown Arlington.
- **Service Times**
 - A visitor shared they don't ride transit from Marysville through Everett to Lynnwood in the morning as the buses don't pass frequently enough.
 - A few visitors commented that they look forward to increased service frequency in Snohomish County after service changes will be implemented in September, 2024.
- **Barriers to Commute Trip Reduction**
 - A few visitors noted they don't use transit because they have a car.
 - A visitor expressed concern about safety on buses and the drug usage on them.
 - Several visitors needed trip planning information. Some asked how to get to certain destinations and one inquired if there are parking fees at park and rides.

- Several visitors asked about where to obtain free ORCA cards.

d. How Stakeholders' Comments Influenced the Plan

The absence of CTR from conversations showed that awareness of commute trip reduction programs is not effective. The Plan was therefore thought of as a way to adapt to the needs and interests of the community, instead of continuing with the current policies with minor updates. There is a desire from the community to reduce their automobile trips, but the current Plan does not meet them where they need it. Lynnwood is taking feedback seriously and is making significant changes to the current CTR plan.

Lynnwood] plans to continue partnering with Community Transit to support CTR-Affected employers by providing ETC training, commute trip reduction outreach and incentives, discounted ORCA pass programs, and trip planning support as detailed in Section #13 above. A few examples of comments received that are incorporated into the plan are:

- Providing free or discounted ORCA cards (suggested by community members)
- Improving outreach and education about reducing drive-alone trips (suggested by community-based organizations)
- Providing trip planning support for using alternative commute options (suggested by community members)

29. Employers' Suggestions to Make CTR More Effective

Increase awareness, increase clarity, and increase benefits.

Employers made the following suggestions during the Employer Workshop:

- Make information about commuting options and resources easier to find. Use newsletters and other forms of engagement sent directly to employees along with campaign posters and bulletin board notices.
- Increase awareness about pre-tax transit passes.
- Offer resources for managing parking programs and parking benefits.
- Focus on incentives for commute trip reductions rather than deterrents like charging for parking.
- Hold yearly wellness fairs featuring commute trip reduction options.
- Provide vanpool programs for employee work trips during the day.
- Implement parking programs aimed to reduce parking tension with surrounding neighborhoods.
- Offer internal shuttles for campuses and businesses with multiple locations.
- Improve safety and reduce crime around transit stops.
- Focus on “last mile” connections where transit stops are not convenient to the business’ location.
- Provide more grant funding and incentives for employers’ CTR programs.

- Help widely promote CTR programs and options.
- Increase bus routes, service hours, and public transportation options.

30. Results of Engagement Focused on Vulnerable Populations that Will Be Provided for Use in Comprehensive Plan and Transit Plan Updates

Community comments highlighted the need to continue to focus on the multimodality of transportation. The lack of sidewalks, bike lanes, and transit coverage are common themes in the Transportation, Land Use, and Public Facilities and Utilities Elements in the 2024 Comprehensive Plan update.

In addition, comments and suggestions from vulnerable populations and other groups will be considered as part of Community Transit’s future transit planning processes. Community Transit is currently implementing its [Transit Changes in 2024 and Beyond](#) service plan. Many suggestions about increased frequency and new service areas will be implemented as part of the service plan update process which will continue through 2026.

Community Transit makes changes to bus service up to four times per year. When considering changes, the Planning team considers many factors including input from the public.

Regional Transportation Planning Organization CTR Plan Review

Lynnwood provided the 2025-2029 CTR Plan to Puget Sound Regional Council (PSRC) for review on [date].

PSRC Comments:

Photo Credits

Community Transit

Andrew Villeneuve/NPI accessed from nwprogressive.org