



South Tacoma and Lakewood Stations Access Improvements

Spring 2021 Engagement Summary

Overview

Sound Transit is working to make regional transit more convenient for all. The goal of the voter-approved South Tacoma and Lakewood Stations Access Improvements projects is to improve the experience of getting to Sounder trains and regional buses in South Tacoma and Lakewood. This could mean investments in things like safer walking, rolling and bicycling connections between stations and their surrounding neighborhoods; better pickup and drop-off areas; additional station lighting and weather shelters; parking options and more.

Sound Transit hosted an online open house from April 1 – April 20, 2021, to introduce these projects and to seek public feedback on types of improvements that would support the community. More than 550 people visited the online open house, which was available in English, Spanish, Vietnamese, Korean and Tagalog. A total of 34 people completed the South Tacoma survey and 25 people completed the Lakewood survey, including one response in Spanish. There were no survey responses in Vietnamese, Korean or Tagalog. In addition, Sound Transit held briefings with 11 local community groups, service organizations and commissions to talk about the project and seek input on potential improvements.

The online open house was publicized through a mailer to over 14,000 addresses (everyone within a mile of each station), posters at community locations, signs at the stations, advertisements on social media, and emails to the project newsletters and Sounder South Capacity Expansion program listserv. The following summary includes response themes from the online surveys as well as themes from the community briefings.

Engagement by the numbers



Over 550 users visited the online open house from April 1 – April 20.



59 people completed a survey (34 South Tacoma, 25 Lakewood).



Sent more than **14,000 mailers** to nearby homes and businesses with information in **5 languages**; sent **3 email updates** to over **3,000 people**.



A-frame signs at South Tacoma and Lakewood stations plus **posters at 27 businesses and community organizations**.



11 briefings or interviews with local community groups.



28,000+ people reached via social media ads in English, Spanish, and Vietnamese with more than **400 engagements**.

South Tacoma and Lakewood Stations Access Improvements

Summary of feedback

When asked about challenges getting to and from the South Tacoma and Lakewood stations or general feedback about riding Sounder, survey respondents and organizations often touched upon multiple themes, whether it was bicycle and pedestrian routes or station visibility and amenities. Themes by station are listed below.

Like most projects of this kind, we have several limitations to consider when incorporating feedback in project planning. Some feedback, such as changing Sounder schedules or fares, does not fit the criteria for these projects, which cover capital improvements that improve access. Feedback that is out of the project scope has been captured towards the end of this summary and shared with relevant staff at Sound Transit and partnering transit agencies.

South Tacoma Station feedback

Survey

We heard from 34 people about access to South Tacoma Station. About a quarter of respondents live in the same zip code as the station, with others coming from Tacoma, Fircrest / University Place, and Lakewood. About two-thirds of respondents have taken Sounder from the station; of those who have used the station, respondents reported a variety of modes to access the station including driving, carpooling, or getting dropped off, biking, walking, and using a walker, and using Pierce Transit (routes 3 and 2). About 40% of respondents said they will go back to commuting as they did before COVID-19, while slightly fewer expect to telecommute part-time.



Themes from South Tacoma included:

- **Bicyclist infrastructure and safety:** Protected east-west bicycle connections and connections to the Water Flume Trail would help fill gaps when traveling to the station.

“Tacoma’s bicycle network has good north/south connections...However, the east west connections are lacking.”

- **Pedestrian infrastructure and safety:** Installing pedestrian-activated traffic lights, painted crosswalks, curb ramps, and pedestrian-scale lighting would make walking in the station neighborhood feel safer.

“It is hard to get to the station by foot if you live in the neighborhoods west of the station. The Gray Middle School keeps their gates locked which prevents a direct path to the station from the Manitou neighborhood.”

- **Station awareness:** Adding art and lighting at the South Tacoma station would help connect it to the surrounding community.

“It would be nice for the station to have a bit more identity. Not many people know of it, or where it is, unless they already use the station.”

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- **Parking and accessibility:** Comments included interest in adding a multi-level parking garage and painting parking stalls on nearby side streets. Some respondents also shared that the parking lot's current location can cause barriers for people with disabilities.

“Provide a safer or above-grade crossing for pedestrians and wheelchairs between the parking lot and the platform”

- **Feedback on project goals:** A few respondents provided feedback on the language in the environmental goal and asked for a goal of minimizing greenhouse gas emissions.

South Tacoma organizations

We met with representatives from five organizations or commissions that represent communities in South Tacoma: Family Housing Network, South Tacoma Business District Association, Tacoma Bicycle Pedestrian Technical Advisory Group, Tacoma Transportation Commission, and the Tacoma Area Commission on Disabilities, as well as two regional organizations, Asia Pacific Cultural Center and Mi Centro (formally Centro Latino). Many of these conversations included topics that are out of scope for this project, which are listed below. Feedback themes specific to the South Tacoma project include:

- Interest in having cameras, better lighting, and other safety measures at and near stations to increase the feeling of personal safety and minimize property damage and theft.
- Better bicycling facilities in the area, including east-west connections.
- More signage or other techniques to increase awareness of the station.
- Ensuring accessible features at the station for people with disabilities.

Lakewood Station feedback

Survey

Twenty-five people answered the Lakewood Station survey, including one person who responded in Spanish. About 40% of the respondents have a home zip code from Lakewood, with others responding from Tacoma, Olympia, and Lacey. About 80% of respondents have taken Sounder to/from the station, nearly half have taken a Sound Transit Express bus, and roughly a third having taken an InterCity Transit bus to/from the station. To get to and from the station, driving and parking in the garage was a common response. A few respondents said they carpooled or took a bus, and one person said they walked. No respondents reported biking to or from Lakewood Station.



About a third of respondents said they will go back to commuting as they did before COVID-19, about 20% said they expect to commute less and telecommute part-time, and the rest had other responses (e.g., commute pattern did not change during the pandemic, retired, not sure).

South Tacoma and Lakewood Stations Access Improvements

Themes from the Lakewood survey included:

- **Station access and safety:** Several respondents noted that lighting improvements at the station and on surrounding streets would help them feel safer.
"Honestly, we would like more presence of lights and security."
- **Parking:** Several participants support additional parking at or near the station.
"The parking garage gets full very quickly at least pre-COVID."
- **Pedestrian infrastructure and experience:** Ideas included adding sidewalks, crosswalks, lighting and shelters near the station, and widening existing sidewalks.
"Much of the 20-minute walk to the closest bus stop does not even have a dirt shoulder to walk on so you are in the road. There is little street lighting. The bus stops have no shelter and no lights"
- **Bicyclist infrastructure and safety:** A lack of cyclist infrastructure in the surrounding neighborhood was mentioned, and suggestions for improvements.
"Sidewalk and bike lanes on both sides of 47th Ave SW over I-5. Protected bike lanes on Pacific Hwy SW."

Lakewood organizations

We met with representatives from four organizations that represent communities in Lakewood: Springbrook Connections, Lakewood Boys and Girls Club, Lakewood Library and Clover Meadows Apartments, as well as two regional organizations, Asia Pacific Cultural Center and Mi Centro (formally Centro Latino). Many of these conversations included topics that are out of scope for this project, which are listed below. Feedback themes specific to Lakewood Station include:

- Safer pedestrian and bicycle access from the Springbrook neighborhood to the station, including on 47th Ave SW and the 47th Ave SW bridge over I-5.
- Better bicycling routes between Lakewood Town Center and the station.
- Better sidewalks and lighting in the neighborhood.

Other feedback (outside of the project scope)

Both survey respondents and organizations shared feedback on topics that are not within the scope of this project:

- **Increasing transit service:** More service on Sounder and buses was requested.
- **Rider experience:** Some respondents suggested more bike storage on the trains. Others requested more detailed rider alerts when trains are delayed or cancelled.
- **Security staff:** Several respondents were interested in adding security staff at stations to feel safer.
- **Low-income fares:** People shared feedback about Sounder fares and desires for more low-income options.
- **Transit information in multiple languages:** Two community organizations shared that comprehensive signage and transit information in languages other than English would improve access to both stations.
- **Low-income fares:** Interest in learning more about discount fares for low-income community members.

This feedback has been shared with relevant staff at Sound Transit and partnering transit agencies.

Next steps

Sound Transit is incorporating input from this round of outreach as we put together a list of potential access improvements for each station, which we expect to release for public input this fall. After this second round of outreach, the Sound Transit Board will choose some potential improvements for further study.

Due to impacts from the COVID-19 pandemic, the project schedule is subject to change. The Sound Transit Board is working to determine how plans and schedules for many expansion projects, including South Tacoma and Lakewood Stations Access Improvements, will need to change to address financial pressures, through a process called [realignment](#). The Board is expected to make decisions about realigning project schedules and plans in summer 2021.

To stay informed:

- Contact Melanie Mayock, Senior Engagement Specialist: melanie.mayock@soundtransit.org, 206-689-4877
- Sign up for project updates by email:
 - [South Tacoma Station Access Improvements](#)
 - [Lakewood Station Access Improvements](#)
- Visit the project websites:
 - South Tacoma: www.soundtransit.org/system-expansion/south-tacoma-station-access-improvements
 - Lakewood: <https://www.soundtransit.org/system-expansion/lakewood-station-access-improvements>

South Tacoma and Lakewood Stations Access Improvements

Appendix A1: South Tacoma mailer



South Tacoma Station Access Improvements
Mejoramientos de acceso para la estación South Tacoma
Cải Tạo Cách Di Chuyển Vào Trạm South Tacoma
South Tacoma 역 접근성 개선
Mga Pagpapabuti sa mga Daanan Papunta sa Istasyon ng South Tacoma

Weigh In by April 20! | ¡Participe antes del 20 de abril! |
Đóng góp ý kiến không muộn hơn ngày 20 tháng 4! |
4월 20일까지 참여하세요! | Pag-isipan hanggang Abril 20!

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Learn about potential investments and share your ideas.
Online open house April 1-20:
soundersouth.participate.online

Infórmese sobre las potenciales inversiones y comparta sus ideas.
Jornadas de participación abierta en línea desde el 1 de abril al 20 de abril:
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어떤 투자가 이루어질지 알아보고 여러분의 의견을 공유해 주세요.
온라인 오픈하우스 4월 1일~4월 20일:
soundersouth-korean.participate.online

Tìm hiểu về các khoản đầu tư tiềm năng và chia sẻ ý kiến của quý vị.
Sự kiện giới thiệu trực tuyến từ 1 tháng 4-20 tháng 4:
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Alamin ang tungkol sa potensyal na mga pamumuhunan at ibahagi ang mga ideya mo.
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South Tacoma and Lakewood Stations Access Improvements

South Tacoma Station Access Improvements

Sound Transit is working to make Sounder train service more convenient for all. This could mean investments in things like safer walking, rolling and bicycling connections between stations and surrounding neighborhoods; better pick-up and drop-off areas; additional station lighting and weather shelters; parking options and more.

Tell us how we can improve the experience of getting to Sounder in South Tacoma!

The COVID-19 recession and increased cost pressures may affect transit expansion projects and timelines. Learn more: soundtransit.org/realignment.

Learn more and share your thoughts

Online open house April 1-20:

soundersouth.participate.online

Mejoramientos de acceso para la estación South Tacoma

Sound Transit está trabajando para que el servicio de trenes Sounder sea más cómodos para todos. Esto podría significar inversiones como conexiones más seguras para caminar, andar en sillas de ruedas o bicicleta entre las estaciones y las comunidades; mejores áreas de ascenso y descenso de pasajeros; iluminación adicional en las estaciones y refugios contra el clima; opciones de estacionamiento y más.

¡Díganos cómo podemos mejorar la experiencia de llegar a la estación South Tacoma!

La recesión desatada por el COVID-19 y un mayor aumento de los costos podrían afectar a los proyectos y a los plazos de expansión del transporte público. Aprenda más en: soundtransit.org/realignment.

Obtenga más información y comparta sus opiniones

Jornadas de participación abierta en línea desde el 1 de abril al 20 de abril:

soundersouth-spanish.participate.online

South Tacoma 역 접근성 개선

Sound Transit은 누구든지 Sounder 기차 서비스를 더욱 편리하게 이용할 수 있도록 노력하고 있습니다. 이는 도보, 휠체어 및 자전거 이용을 위한 더욱 안전한 역사 및 주변 환경 간 연결 시설, 차량 정차 구역 개선, 역 조명 및 차양막 추가, 주차 옵션 등에 투자하는 것을 의미합니다.

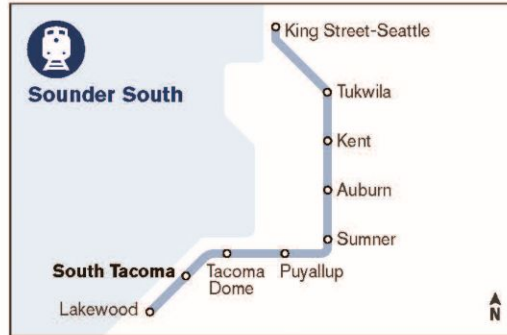
더욱 편리하게 South Tacoma의 Sounder를 타러 갈 수 있는 방법을 알려 주세요.

COVID-19로 인한 경기 침체와 비용 압박의 증가로 통행 시설 확장 프로젝트 및 일정이 변동될 수 있습니다. 자세한 내용은 soundtransit.org/realignment 를 참조하세요.

자세히 알아보고 여러분의 의견을 공유해 주세요

온라인 오픈하우스 4월 1일~4월 20일:

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Cải Tạo Cách Di Chuyển Vào Trạm South Tacoma

Sound Transit đang nỗ lực để dịch vụ xe lửa Sounder thuận tiện hơn cho tất cả mọi người. Điều này có thể đồng nghĩa với những khoản đầu tư vào các vấn đề như kết nối an toàn hơn khi đi bộ, đi xe lăn và đi xe đạp từ trạm đến các khu dân cư xung quanh và ngược lại; cải thiện khu vực đón trả khách; bổ sung đèn chiếu sáng ở trạm và nhà chờ để tránh thời tiết; các phương án đậu xe, v.v.

Xin hãy cho biết những cách mà chúng tôi có thể thực hiện để cải thiện trải nghiệm di chuyển đến Trạm South Tacoma!

Tình trạng suy thoái và gia tăng sức ép chi phí do COVID-19 có thể ảnh hưởng đến các dự án và tiến độ mở rộng hệ thống giao thông công cộng. Tìm hiểu thêm: soundtransit.org/realignment.

Tìm hiểu thêm và chia sẻ suy nghĩ của quý vị

Sự kiện giới thiệu trực tuyến từ 1 tháng 4-20 tháng 4:

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Mga Pagpapabuti sa mga Daanan Papunta sa Istasyon ng South Tacoma

Nagsisikap ang Sound Transit para gawing mas kumbinyente ang serbisyo ng tren ng Sounder para sa lahat. Maaaring itong mangahulugan ng mga pamumuhunan sa mga bagay gaya ng mas ligtas na mga koneksyon ng paglalakad, pag-roll at pagbibisikleta sa pagitan ng mga istasyon at nakapaligid na kapitbahayan; mas maayos na lugar para sa pagsakay at pagbaba; karagdagang ilaw at silungan sa istasyon; mga opsyon para sa paradahan at marami pang iba.

Sabihin sa amin kung paano namin mapapabuti ang karanasan ng pagpunta sa Sounder sa South Tacoma.

Ang resesyong dulot ng COVID-19 at tumaas na mga presyur ng gastusin ay maaaring makaapekto sa mga proyekto at timeline ng pagpapalawak ng transit. Alamin ang higit pa: soundtransit.org/realignment.

Alami ang higit pa at Ibahagi ang mga nalisip mo

Online open house sa Abril 1-20:

soundersouth-tagalog.participate.online

South Tacoma and Lakewood Stations Access Improvements

Appendix A2: Lakewood mailer



Lakewood Station Access Improvements
Mejoramientos de acceso para la estación Lakewood
Cải Tạo Cách Di Chuyển Vào Trạm Lakewood
Lakewood 역 접근성 개선
Mga Pagpapabuti sa mga Daanan Papunta sa Istasyon ng Lakewood

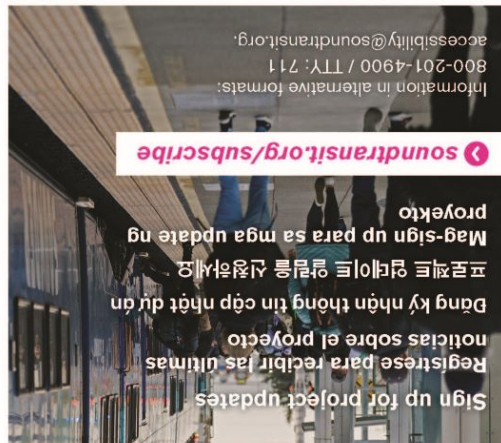
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South Tacoma and Lakewood Stations Access Improvements

Lakewood Station Access Improvements

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Tell us how we can improve the experience of getting to Lakewood Station!

The COVID-19 recession and increased cost pressures may affect transit expansion projects and timelines. Learn more: soundtransit.org/realignment.

Learn more and share your thoughts

Online open house April 1-20:

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Mejoramientos de acceso para la estación Lakewood

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soundersouth-spanish.participate.online

Lakewood 역 접근성 개선

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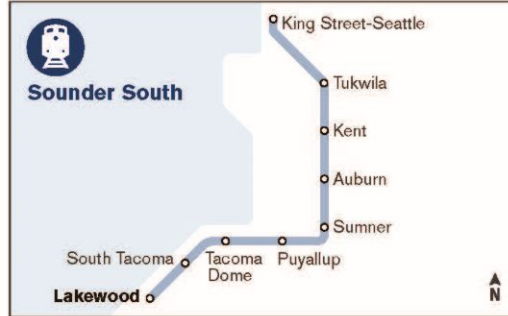
더욱 편리하게 Lakewood 역으로 갈 수 있는 방법을 알려주세요!

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온라인 오픈하우스 4월 1일~4월 20일:

soundersouth-korean.participate.online



Cải Tạo Cách Di Chuyển Vào Trạm Lakewood

Sound Transit đang nỗ lực để cải thiện dịch vụ xe lửa Sounder và xe buýt ST Express thuận tiện hơn cho tất cả mọi người. Điều này có thể đồng nghĩa với những khoản đầu tư vào các vấn đề như kết nối an toàn hơn khi đi bộ, đi xe lăn và đi xe đạp từ trạm đến các khu dân cư xung quanh và ngược lại; cải thiện khu vực đón trả khách; bổ sung đèn chiếu sáng ở trạm và nhà chờ để tránh thời tiết; các phương án đậu xe, v.v.

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Tìm hiểu thêm và chia sẻ suy nghĩ của quý vị

Sự kiện giới thiệu trực tuyến từ 1 tháng 4-20 tháng 4:

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Mga Pagpapabuti sa mga Daanan Papunta sa Istasyon ng Lakewood

Nagsisikap ang Sound Transit para gawing mas kumbinyente ang serbisyo ng tren ng Sounder at serbisyo ng bus ng ST Express para sa lahat. Maaari itong mangahulagan ng mga pamumuhunan sa mga bagay gaya ng mas ligtas na mga koneksyon ng paglalakad, pag-roll at pagbibisikleta sa pagitan ng mga istasyon at nakapaligid na kapitbahayan; mas maayos na lugar para sa pagsakay at pagbaba; karagdagang ilaw at silungan sa istasyon; mga opsyon para sa paradahan at marami pang iba.

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Alami ang higit pa at ibahagi ang mga naisip mo

Online open house sa Abril 1-20:

soundersouth-tagalog.participate.online

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Appendix B: Online open house

The snapshot below shows the online open house that was live from April 1 – April 20, 2021. A full [capture of the site](#) can be accessed on the project website. The site was available in English, Spanish, Vietnamese, and Korean.

The screenshot shows the top portion of the Sound Transit website. At the top left is the Sound Transit logo with the text "SOUNDTRANSIT" and "한국어 | Tiếng Việt | Tagalog | Español". To the right is a "Select Language" dropdown menu and "Powered by Translate". Below this is a grey banner with "Participate online: April 1 – April 20, 2021". The main header is a dark blue bar with a colorful graphic of a train track and a train icon, followed by the title "South Tacoma and Lakewood Stations Access Improvements". Below the header is a navigation menu with "Welcome", "Improvements", "Goals and objectives", "South Tacoma Station", "Lakewood Station", and "Learn more". A yellow banner with a warning icon contains the heading "How will COVID-19 impact these projects?" and a close button "X". The text in the banner explains that the COVID-19 recession has reduced revenues, and Sound Transit is working to determine how plans and schedules for many projects, including South Tacoma and Lakewood Stations Access Improvements, will need to change to address these financial pressures. A "Learn more" link is provided.

Welcome

Making it easier to take regional transit

Sound Transit is working to make regional transit more convenient for all. We want your input on how we can improve the experience of getting to Sounder trains and regional buses in South Tacoma and Lakewood.

What are we planning?

Access improvement projects can mean investments in things like safer walking, rolling and bicycling connections between stations and their surrounding neighborhoods; better pickup and drop-off areas; additional station lighting and weather shelters; parking options and more.

We're currently in the early planning phase for both South Tacoma and Lakewood. In this phase, we develop and compare possible improvements to meet the projects' goals, as outlined below, in partnership with local agencies, organizations and community groups. After that, the Sound Transit Board will select a package of improvements to move forward to the next phase of planning, and we'll begin designing concepts and environmental review.



Sounder South's weekday service connects Lakewood and Seattle, with seven stops along the way.

South Tacoma and Lakewood Stations Access Improvements

Appendix C: Community poster locations

South Tacoma

- Armor Athletics
- Asia Pacific Cultural Center
- Beyond ThunderDome Café
- Boys and Girls Club
- Dawson's Bar and Grill
- Doll'd Up Beauty Bar
- Empanadas Luis Panes
- Family Housing Network
- Grocery Outlet
- Patty's Burgers
- Pho V & V Vietnamese
- The Fernseed
- The Muttropolitan
- Tortas Locas

Lakewood

- 5 Sisters Barber Shop
- Dona Casera
- El Antojito
- El Mercado Latino
- Erawan Sports Bar and Grill
- Grocery Outlet
- Hong's Restaurant
- Kh Barber
- Lakewood Library
- Los Guerreros Tienda Y Carniceria
- Mazatlan Mexican Restaurant
- Starbucks
- Taqueria El Sabroso

