

Metro Transit Department

Parking Facility User Fee Revenue Expenditure Plan and
Parking Fee Program Plan

April 25, 2019

Prepared for:
King County Council

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Alternative Formats Available
206-477-4287 TTY Relay: 711

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Executive Summary

There is extreme demand for space in the most popular park and ride lots in King County. Consistent with the King County Equity and Social Justice Strategic Plan, METRO CONNECTS and Metro's Strategic Plan for Public Transportation 2011-2021, in close coordination with Sound Transit, and in alignment with customer feedback and pilot program findings, Metro is developing a paid permit parking program for implementation at high-demand park and ride lots in summer 2019.

Council Action

In November 2018 the King County Council approved ordinance (#18837) allowing Metro to impose fees for use of park and ride facilities, and adopting two provisos (#18835, Striking Amendment S1, Provisos 4 and 5) which, together, called for:

- 1) A summary of Metro's rulemaking process related to this program
- 2) A program implementation plan
- 3) An expenditure plan including projected costs, revenues and planned uses for excess revenues
- 4) A performance measurement plan

This report responds to these proviso requirements.

Rulemaking Process

Following Council approval of the ordinance, Metro carried out a public rule process to establish permit prices, citation fines, appeals processes and other program elements. Metro conducted general outreach and targeted Equity and Social Justice (ESJ) outreach to collect feedback on the proposed rule.

Key themes that emerged from public feedback include:

- Crowding at P&Rs presents a barrier to using transit
- Affordability is a priority: support for ORCA LIFT discounted permit price, and concerns about whether prices would be too high for middle-income users
- Ridership and parking impacts: concerns about effects on transit ridership and spillover parking
- Permits time period: reserved permit parking until 10 a.m. will expand access for some, but may not offer enough flexibility for others

In response to these themes, Metro recommends:

- Adoption of the public rule, including permit pricing, with revisions to prioritize permit availability for both ORCA LIFT participants and carpool permit applicants
- Close coordination with Metro's fare team and the income-based fares program to align parking pricing levels with emerging fare classifications and fare products in the future
- Ongoing evaluation and adjustment of permit pricing per lot to support program goals and meet the market
- Ongoing monitoring of lot utilization, access mode, and spillover parking activity
- Continued work to develop new parking management initiatives to meet diverse travel needs and to plan for future parking and access enhancements called for in METRO CONNECTS

Implementation Plan

The paid permit parking program will be implemented at ten Metro-owned park and ride lots where 90% or more of the stalls fill on a typical weekday. Permits will give regular transit riders access to designated permit parking areas Monday-Friday from 4 a.m.-10 a.m.; any remaining stalls are open for general transit use on weekends and after 10 a.m. Permits will be issued as demanded by the market, but permit parking areas will not exceed 50% of total spaces at any individual park and ride lot.

Carpool parking permits will be free and available for groups of two or more travelers who drive together to the park and ride. Solo driver parking permits will be offered to travelers who drive alone. Standard solo driver permit prices will vary by location based on market conditions; ORCA LIFT participants will pay a flat \$20 monthly fee for solo driver permits at any lot.

The ten lots identified eligible for inclusion in the program are listed below, along with the permit prices identified by the public rule for each lot:

Park & Ride Facility	Single Occupant Vehicle Monthly Permit Fee	ORCA LIFT Single Occupant Vehicle Monthly Permit Fee	Carpool Monthly Permit Fee
Northgate Transit Center	\$120	\$20 across all locations	\$0 across all locations
Aurora Village Transit Center	\$90		
Bear Creek Park & Ride	\$90		
Bothell Park & Ride	\$90		
Kenmore Park & Ride	\$90		
Redmond Park & Ride	\$90		
South Kirkland Park & Ride	\$90		
Tukwila Park & Ride	\$90		
Issaquah Highlands Park & Ride	\$60		
Shoreline Park & Ride	\$60		

Regular ridership will be required for monthly renewal of both carpool and solo driver permits. Metro will work with a parking vendor to carry out program administration and daily enforcement patrols to address unauthorized parking. Per public rule, violators will receive citations and \$20 fines for the first three instances, and will receive citation, \$20 fine and a tow/impound for the fourth violation.

Metro plans a marketing and outreach effort, in June and July to let the public know what the permits are and when they are available for purchase. In addition to general outreach to existing and potential park and ride users, Metro plans to work with community based organizations and other service providers and community groups to build awareness of the program among people with low-incomes, communities of color, and among limited English-speaking communities. Permits for all ten lots will go on sale in July, and permit parking will begin in August. Access to permits will be prioritized for ORCA LIFT participants.

Expenditure Plan

Metro will rely on a vendor to help administer and enforce the paid permit parking program. At this time Metro is under contract with Republic Parking Northwest to support the existing carpool permit parking program. The contract provides a set of unit costs for the administration and enforcement tasks. Based on these unit costs, and the permit prices outlined above, Metro projects the following program costs, revenues and net revenues.

	2019/2020	2021/2022
Costs	-\$1,248,296	-\$1,547,248
Revenues	\$1,771,745	\$2,825,644
Net Revenue	\$523,449	\$1,278,396

Metro's program projections indicate that revenue will exceed program expenditures beginning in the 2019/2020 biennium. Metro recommends dedicating excess funds to study, design and implement real-time information systems to deliver parking and access information to transit customers. These systems will improve the customer experience, balance demand across the regional network of parking facilities, reduce idling as drivers search for parking, and support more efficient operation of transit parking.

Performance Measurement Plan

The King County Council adopted parking management objectives, embedded within the ordinance authorizing fees for parking facilities (#18837):

- Spread peak-of-peak demand for transit
- Encourage use of transit
- Increase ridership in the region
- Improve access to transit parking for low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders
- Increase use of carpooling
- Cover program costs

Metro has developed a robust performance measurement plan to evaluate progress against these goals. Metro will synthesize data from a variety of sources, including transit operational information, parking utilization counts and fill rates, customer feedback and survey responses, and vendor invoicing and data to measure performance. Metro will revisit its approach to performance measurement once the Mobility Framework is completed to ensure alignment.

Per K.C.C. 28.94.265, Metro will submit a report on program progress, annually by September 30 to the King County Council.

Introduction

This report is structured to provide readers with an overview of key paid permit parking program elements, and to respond to Ordinance #18835, Striking Amendment S1, Provisos 4 and 5.

Proviso Requirements

P4 PROVIDED FUTHER THAT:

No moneys restricted by Expenditure Restriction ER5 of this section shall be expended or encumbered until the executive transmits a Metro transit department parking facility user fee revenue expenditure plan and a motion that should approve the expenditure plan and reference the subject matter, the proviso's ordinance, ordinance section and proviso number in both the title and body of the motion, and a motion approving the expenditure plan is passed by the council.

The expenditure plan shall include, but not be limited to: the costs to implement the transit parking facility user fee program to be implemented in accordance with Ordinance (#18837), including costs and forgone revenues related to implementation of the user fee program. The expenditure plan shall also include a description of any proposed use of the user fee to expand the Metro transit department's network of park and ride facilities or transit access to those facilities, or the application of innovative technology and management practices to the network.

The executive should file the expenditure plan and a motion required by this proviso in the form of a paper original and an electronic copy with the clerk of the council, who shall retain the original and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the mobility committee, or its successor.

P5 PROVIDED FURTHER THAT:

No moneys restricted by Expenditure Restriction ER7 of this section shall be collected, expended or encumbered until the executive transmits a parking fee program plan and a motion that should approve the plan and reference the subject matter, the proviso's ordinance, ordinance section and proviso number in both the title and body of the motion and a motion approving a plan is passed by the council.

The parking fee program plan shall include, but not be limited to:

- A. A report on a rulemaking procedure carried out under the authority of K.C.C. chapter 2.98, including a description of the public outreach process detailing outreach and public meetings conducted in the affected communities listed in this subsection A. The report should also address the specific ways in which the outreach process complies with the goals of the King County Equity and Social Justice Strategic Plan. The report should also describe how the rules promulgated by the department improve access to transit parking for populations that experience low income, including communities of color, immigrants and refugees, limited-English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders;*

- B. *An implementation plan for the parking fee program, which shall include, but not be limited to: a timeline, criteria for determining which parking facilities may participate in the plan; estimates of costs and fee revenues; and public notification and communication plans;*
- C. *A performance measurement plan that describes the performance measures used to evaluate parking fee program success or failure, its costs and benefits, and its goals, which include: encouraging use of transit; spreading peak-of-the-peak demand for transit; increasing ridership in the region; improving access to transit parking for low income populations as described in section A of this proviso; increasing carpooling; and covering program costs; and*
- D. *A report on the department's proposed expenditures supported by parking fee program revenues.*

The executive should file the plan and a motion required by this proviso in the form of a paper original and an electronic copy with the clerk of the council, who shall retain the original and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the mobility committee, or its successor.

Report Structure

This report is structured to respond to the council provisos referenced above, and to provide readers with an overview of key paid permit parking program elements.

A background section provides readers with information about how the regional park and ride system is currently used, which policies guide Metro's approach to transit parking, and the work Metro and other regional transportation partners have undertaken better manage this parking.

A Council Action section briefly describes the legislation adopted by the King County Council authorizing implementation of the paid permit parking program, and the provisos adopted along with that legislation.

In response to Proviso 5, the Rulemaking Report section describes the outreach process and outcomes related to the public rulemaking process. Staff recommendations about permit pricing, enforcement and other program elements are laid out in this section.

In response to the Proviso 5, the Implementation Plan section describes paid permit parking, including the program design, pricing, equity considerations, outreach and marketing plans, Metro's service delivery approach, and the anticipated implementation timeline.

In response to Proviso 4 and Proviso 5, the Expenditure Plan section projects anticipated costs and revenues associated with the permit program, and proposes an approach for allocation of net revenue.

In response to Proviso 5, the Performance Measurement Plan section outlines key performance metrics and Metro's plans to measure, evaluate and report on the program's performance against these metrics.

Background

Context

Park and Ride lots are a key element of the regional transportation system. In lower density areas, they function to concentrate travelers at a single location where they can access higher quality transit service, find abundant transfer options, and meet up with others to join carpools or vanpools. They allow travelers who might otherwise drive their entire trips, to store their cars and transfer to higher-capacity options for the most congested portions of their journeys.

There are currently 63 permanent park and ride facilities with more than 24,000 parking spaces in King County, provided by various public agencies and jurisdictions including Metro, Sound Transit, WSDOT and local cities. In addition, Metro and others lease space in privately owned lots belonging to churches, grocery stores and community organizations throughout the county for use by transit riders during limited hours/days of the week. In total, there are more than 26,000 park and ride stalls throughout King County.

There is extreme demand for space in the most popular park and ride lots. These lots are typically located along the region's busiest travel corridors and offer frequent transit service and an abundance of route options that serve business districts with paid parking. As of Q4 2018, 27 of the 63 permanent lots countywide, and 10 of the 22 lots owned and operated by King County Metro are at or above 90% full on a typical weekday.

This crowding pushes travelers to arrive earlier and earlier to find a space, resulting in inequitable and inefficient delivery of parking to transit riders. Travelers with less flexibility around arrival time are excluded from park and ride lots, resulting in drive alone commutes. Meanwhile, a rush for parking at the beginning of the morning peak means the first buses and trains serving the most crowded lots are at or over capacity, while space on later trips goes underutilized.

Metro has been working for the last several years to develop new strategies to manage demand for parking. Metro has expanded capacity by reconfiguring existing lots to yield more stalls, seeking new leased lot locations, and partnering with private parking vendors to provide transit riders with paid parking options. Metro is working to discourage the misuse of transit parking through an enhanced parking enforcement effort focused on the most crowded lots. Metro is providing first and last mile services to connect customers to park and rides without driving (i.e. Ride2 Eastgate) and offers financial incentives to customers who try new mobile platforms for dynamic carpool matching. And in collaboration with Sound Transit, Metro is working to encourage carpooling by offering free reserved permit parking for people who carpool to crowded lots.

Metro recognizes the need for additional parking management tools, such as paid permit parking, in order to more effectively manage demand.

Policy Foundation

Metro's desire to more effectively manage parking, and pursuit of paid permit parking in particular, emerged from guidance put forth in both King County's Equity and Social Justice (ESJ) Strategic Plan, and Metro's long-range plan, METRO CONNECTS. The ESJ Strategic Plan calls upon the County to "develop a more actively managed park-and-ride program...and implement a permit system that would ensure parking availability at park-and-rides at later times of the morning, benefitting transit-reliant populations and those who work during on-peak hours." Similarly, METRO CONNECTS calls to prioritize both the management of existing parking and the development of low-cost solutions to expand parking

(such as the reconfiguration work described in the previous section), before constructing permanent new parking capacity. The permit program is designed in accordance with both of these plans, and with equity in mind, to expand access to communities with the most need, and to structure outreach and engagement with an equity focus.

In addition to guidance from the ESJ Strategic Plan and METRO CONNECTS, parking management and a paid permit parking program are consistent with the following adopted policy documents:

- Metro’s Strategic Plan for Public Transportation 2011-2021 calls for policies and programs that support access to transit in King County
- Regional Three-Phase Transit Parking Management Implementation Framework, established by the PSRC-convened Regional Parking Management Working Group comprised of Metro, Sound Transit, WSDOT and other regional transit agencies
- The Regional Transit Access and Parking Strategy laid out in PSRC’s Draft Transportation 2050 Plan, which calls to maximize non-SOV (single occupant vehicle) access to transit and to manage parking demand at the highest demand facilities
- WSDOT’s 2016 State Public Transportation Plan’s call to maximize the effectiveness of park and ride lots as part of the integrated multimodal system
- The Sound Transit Board’s Motion No. M-2015-83 authorizing implementation of paid permit parking at Sound Transit owned and operated park and ride facilities

Metro is afforded the general authority to implement a paid permit program by the following Washington state and King County codes:

- Under RCW 35.58.240, a metropolitan municipal corporation authorized to perform transportation functions has the power to “maintain, operate, and regulate the use of metropolitan transportation facilities and properties [...] including [...] parking facilities and properties.”
- Title 2 of the King County Code (KCC) grants the metropolitan public transportation functions, as authorized by RCW 35.58 (above), to the King County Department of Transportation.
- KCC Chapter 2.99 deals with fee imposition. Specifically, 2.99.030 allows King County to establish fees that are not “specifically prohibited by state statute.” Because Transit is an enterprise fund agency, the paid permit proposal – as a new fee-for-service had to be passed by ordinance as detailed in 2.99.030(G).

Program Development Process

In response to customer feedback, and in close coordination with partner transit agencies including Sound Transit, Metro developed the concept of a permit parking program comprised of both a free carpool permit parking option, and a paid solo driver permit parking option. In 2016 Sound Transit implemented carpool parking permit program at nine Sound Transit-operated parking facilities. In 2017 Metro also began offering carpool permits at 15 of its parking facilities. Participant surveys of both Metro and Sound Transit customers revealed general support for carpool permit parking, and customer desire for more flexible options such as solo driver permit parking. Given this feedback, and learnings from the carpool permit program implementation, both Metro and Sound Transit began to explore the possibility of implementing permit parking for both carpoolers and solo drivers at crowded park and ride lots across the system.

In early 2018 Metro and Sound Transit undertook a joint public outreach process to examine potential approaches to parking management generally and the implementation of paid solo driver permits.

The joint outreach effort was carried out in accordance with King County's Community Engagement Guide and the ESJ Strategic Plan. Metro and Sound Transit were committed to providing abundant options for the public to learn about the proposed program and share feedback. Following an analysis of languages spoken across the County, Metro and Sound Transit opted to provide outreach materials in ten languages both online and through in-person at outreach events. The ten languages were:

- English
- Spanish
- Chinese
- Punjabi
- Russian
- Ukrainian
- Amharic
- Korean
- Vietnamese
- Somali

In addition to targeted media and in-language materials, Metro also opted to hold outreach events at a variety of different times and days of the week to work with diverse schedules, and to hold extra sessions in South King County, where lower-income, minority and limited English-speaking populations are concentrated. In sum, staff held a total of 36 in-person outreach activities including nine public drop-in sessions, and street team events at 27 park and ride lots.

Over the course of the outreach, staff heard from more than 3,500 individuals. The survey instrument used, and the demographics of respondents are included in Appendix C. Detailed results of survey responses are available upon request. In summary, this outreach revealed:

- General support for solo driver permits at the fullest lots
- A desire that Metro and ST prioritize parking management strategies that ensure there is always a space available
- Concerns that designating 50% of a lot for permit parking may be too much
- A preference for carpool permits to cost \$5/month, rather than \$0
- A preference to discount solo driver permit fees by 50% for ORCA LIFT participants
- A preference for the lowest price option for solo driver permit fees (\$15-30/month), followed by the middle price option (\$75-90/month)

In response to these findings, the program design Metro developed includes the following elements:

- The ability to designate fewer than 50% of the stalls in a given lot for permit parking if there is low demand for permits at that location.
- A general pricing approach that allows for adjustment over time by public rule, in an effort to balance availability of parking permits and price levels that are attractive to park and ride customers at a given lot.
- A discounted price for ORCA LIFT participants to ensure low-income travelers can access the program.
- A free carpool parking permit to incentivize carpooling to park and ride lots to access transit

In addition, in response to affordability concerns, Metro conducted an in-depth analysis about the extent to which different permit pricing alternatives would be financially burdensome to transit customers. A cost burden was defined as excessive if the combination of permit price and other

transportation costs (transit fare and the average cost of car ownership) constitute greater than 10% of a household's income. Metro evaluated several pricing alternatives, against this measure. The alternative most similar to the pricing currently proposed in the draft public rule – including free carpool permits, solo driver permits costing \$90/month and a discounted rate of \$30/month for ORCA LIFT participants, was found to impose an excessive cost burden on 1.5% of park and ride users.

Given outreach results, technical analyses, coordination with Sound Transit parking staff and engagement from County leadership, Metro developed this program design, and proposed supportive legislation to the King County Council in late 2018, as detailed in the next section.

Council Action Initiating Paid Permit Parking Program

On November 13, 2018 the King County Council unanimously approved Metro's paid permit parking ordinance (#18837). The ordinance established Metro's parking management goals and generally describes the department's authority and limits for implementing a paid parking program including setting prices, enforcement, use of revenue, and maximum duration a vehicle can park at a facility.

Ordinance Contents

Metro's Parking Management Goals

The ordinance identifies Metro's parking management goals which include:

- 1) Spreading peak-of-the-peak demand for transit
- 2) Encouraging use of transit
- 3) Increasing ridership in the region
- 4) Improving access to transit parking for low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders
- 5) Increasing use of carpooling
- 6) Covering program costs

Setting Parking Fees

The ordinance allows Metro to charge fees for parking at park and ride lots that are owned, managed, or leased by Metro Transit, and requires Metro to offer reduced fees for ORCA LIFT cardholders, not to exceed 50% of the standard permit fee. The ordinance specifies that fee amounts for participating lots be set at the department level through a public rulemaking process.

Metro is authorized to review parking and adjust fees based on market considerations and the parking management goals established through the ordinance.

Paid Permit Parking Enforcement

The ordinance also authorizes Metro to enforce the parking fee program and impose and collect penalties with limits. The ordinance states that parking penalties may not exceed King County's established penalty for unlawful parking (\$20), and that late fees cannot exceed King County's established penalty for failure to pay a traffic fine. The precise penalty and late fine amounts to be charged through the parking fee program are not specified in the ordinance, and are to be set at the departmental level through a public rulemaking process.

The ordinance also limits Metro to collecting unpaid debts through a collection agency only after debts reach \$300 or more.

Use of Revenue

The ordinance directs Metro to deposit permit fees, related fees, or fines into Metro's operating account and use is restricted to support the parking permit program implementation, maintaining and expanding parking facilities, and access to transit improvements including implementing innovative technology and management practices.

Duration of Stay

The ordinance reduces the length of time that a vehicle can be parked in an approved area on a Metro-owned or operated park and ride from 72 consecutive hours to 48 consecutive hours.

Proviso Requirements

In addition to adopting the ordinance (#18837), the Council also adopted two budget provisos that are excerpted in the Introduction section, and that call for:

- 1) A summary of Metro's rulemaking process related to this program
- 2) A program implementation plan
- 3) An expenditure plan including projected costs, revenues and planned uses for excess revenue, and
- 4) A performance measurement plan

Responses to these requirements are provided in subsequent sections of this report.

Summary of Public Rulemaking Process

KCC 2.98.010 states that "the rule making process shall consist of the establishment of formal procedures through which ordinances adopted by the King County Council and enacted by the county executive are translated into sets of specific requirements to be carried out and enforced by county agencies."

KCC chapter 2.98 gives county agencies general authority to promulgate rules and sets out the minimum procedural requirements for promulgation.

Contents of the Public Rule

Building on the Council-adopted ordinance framework, Metro Transit developed a draft public rule, included as Appendix A to this report, defining various permit program elements, including the monthly permit fee schedule, strategies to supporting low-income participation in the program, enforcement approach and appeals processes. The public rule integrates the rules for the paid parking permit program with the existing rules for the free carpool parking permit program into a single document.

The following provides a summary of the draft public rule content.

Parking Permit Fees

The draft public rule identifies the following fees for monthly parking permits at participating park and ride lots.

Park & Ride Facility	Single Occupant Vehicle Monthly Permit Fee	ORCA LIFT Single Occupant Vehicle Monthly Permit Fee	Carpool Monthly Permit Fee
Northgate Transit Center	\$120	\$20 across all locations	\$0 across all locations
Aurora Village Transit Center	\$90		
Bear Creek Park & Ride	\$90		
Bothell Park & Ride	\$90		
Kenmore Park & Ride	\$90		
Redmond Park & Ride	\$90		
South Kirkland Park & Ride	\$90		
Tukwila Park & Ride	\$90		
Issaquah Highlands Park & Ride	\$60		
Shoreline Park & Ride	\$60		

Waiting Lists and ORCA LIFT Permit Targets

Expanding access to transit for key populations, including low-income users is a primary program objective. To ensure the permit program makes access to park and ride lots more equitable, the draft rule would establish the following approaches to permit waiting lists and participation targets:

- During the first month of permit sales, 10% of permits available at each lot will be set aside for ORCA LIFT participants.
- If permits sell out for a lot, a waiting list will form based on the order in which applications were received.
- The rule establishes a target that 10% of permits are purchased by ORCA LIFT eligible customers.
- As such, waiting lists would prioritize ORCA LIFT eligible customers until 10% target is met for that lot.

Permit Parking Enforcement

The draft rule would establish the following fine schedule associated with citations for improper parking, invalid permit, and late payment:

- First three violations receive a citation with \$20 fine.
- Fourth citation and beyond = \$20 fine + plus tow/impound.
- \$25 late fee for unpaid citations.
- Fines and late fees must reach \$300 minimum before they can be sent to collections.
- Non-payment results in terminated permit.

Renewal of Permits

The draft rule specifies that parking permits are renewed by parking administrator on a monthly basis.

- **Transit use:** A permit will be renewed if the solo driver permit holder or if every member of the carpool permit group is documented to have used the form of public transportation (bus transit, carpool, or vanpool) associated with the permit an average of 3 days per week, measured on a monthly interval as 12+ days in the preceding month, and maintains a registered and paid vanpool account, if applicable. The transit use is checked during the morning enforcement hours.
- **On-time payment:** All active accounts must be paid by the deadline set by the vendor selected to administer the parking permits.

Late payment

Permit holders will be provided with one instance where their permit will be held for up to four weeks during which time the permit holder can pay for their permit plus a \$25 late fee and reactivate their account. For lots with a waiting list, if payment is not made within four weeks, permit holders will have to join the waiting list and wait for a permit to become available.

Appeals

Customers will be able to appeal when they are denied permit renewal for one of the reasons listed in the previous section. The draft public rule identifies the following situations in which an appeal will be granted:

- **Absence:** Permittees are allowed two months each calendar year in which one or more ORCA cards or carpool logs may fall below the required ridership threshold due to vacation or medical reasons.
- **New ORCA numbers:** Permittees are allowed two instances per calendar year in which the required ridership is below the threshold as a result of not updating the ORCA numbers associated with their permit to reflect newly-issued ORCA numbers.
- **ORCA Equipment Failure or Data Error:** King County recognizes that a broken ORCA card reader or other ORCA equipment failure could lead to under-reporting of ridership, or that an ORCA record might not properly reflect actual ridership or instances in which the ORCA card was used (each, an “ORCA System Failure”). Permittees may renew a terminated permit due to an ORCA System Failure.
- **Failure to Properly Maintain Vanpool Account:** Permittees are allowed one instance per calendar year in which they may renew a permit that was terminated for lack of a registered and paid vanpool account with a transit agency.

Public Outreach

In early 2019 Metro conducted outreach for the development of the public rule that establishes parking permit fees and other elements related to administration and enforcement of the program. Metro followed the King County Records Management requirements for notifying the public and gathering feedback on the public rule. In addition, targeted outreach was done to gather feedback from populations including people earning low incomes, immigrants and refugees, limited-English speaking people, and communities of color on the permit parking program and public rule. The following describes the general public comment period outreach efforts, targeted ESJ community outreach efforts, and a summary of the feedback received.

General Public Rule Comment Period Outreach Efforts

The draft permit parking public rule was published on January 4, 2019 and public and stakeholders were notified about the opportunity to weigh in during a 45-day public comment period in the following ways.

- **Online comment form:** The Permit Parking webpage was updated with a notification about the opportunity to review the draft public rule document. The full document was made available, along with a link to a summary of key elements of the public rule and an online comment form.
- **Seattle Times Notification:** A notification was published in the Seattle Times from January 4 – 11 directing people to the information and comment form online and informing them about other ways to provide comment over the phone, by email, by mail, or in person at a public hearing.
- **Public Hearing:** A public hearing was scheduled for the week of January 28th – February 1st. The public was notified about the hearing through a notification in the Seattle Times and information online. Metro staff were available throughout the week to take comments in person.
- **Public Rule ZZ Group Email:** An email was sent to a pre-identified group of County elected officials and staff that regularly reviews public rules.
- **Stakeholder Email:** In addition to the required ZZ group, an email was sent to a list of staff contacts for jurisdictions in King County, transportation agencies, and stakeholder groups.

- **Stakeholder Briefings:** Parking staff provided briefings to the South County Area Transportation Board, Eastside Transportation Forum, SeaShore Transportation Forum, and the City of Kenmore (by request).

Targeted Equity and Social Justice Public Rule Outreach Efforts

The permit parking program and public rule was designed to make accessing transit at park and rides equitable and accessible to everyone in King County. Program elements like a flat low-income permit fee of \$20 for ORCA LIFT customers, parking reserved until later in the morning peak to be accessible to people with non-traditional work schedules, prioritizing ORCA LIFT customers on permit waiting lists, and low fees for parking violations were included in the public rule with this goal in mind.

The objective of the targeted ESJ outreach, as described below, was to gather input on these elements from communities including people earning low incomes, immigrants and refugees, limited-English speaking people, and communities of color.

- **Surveying ESJ Groups:** A survey, available online at <https://publicinput.com/permitparking>, was developed that asked for feedback about the equity related elements of the parking permit program. The survey was translatable and mobile friendly which was a priority as research from the Pew Research Center shows that 67 percent of people with incomes under \$30,000 and 82% percent of people with incomes between \$30,000-\$49,999 own smartphones. These income groups are also more likely than higher income groups to depend on smartphones for internet access because they don't have broadband access on home computers or other devices.

The survey was distributed to many community-based organizations that serve low-income, immigrants and refugees, communities of color, people with disabilities, and seniors, including:

- 779 people who are ORCA LIFT eligible and/or use park-and rides (identified through Metro's Rider/Non-Rider Survey)
- Community-based organizations:
 - Alliance of People with disAbilities
 - Area Agency on Aging
 - Byrd Barr Place
 - Catholic Community Services
 - Children's Country Home
 - Chinese Information and Service Center
 - City of Auburn
 - City of Bellevue
 - City of Issaquah
 - City of Kent
 - City of Redmond
 - Compass Housing Alliance
 - Dale Turner Family YMCA
 - DSHS
 - Eastside Easy Rider Collaborative
 - Eastside Friends of Seniors
 - Friends of Youth

- GEM (Glover Empower Mentoring)
- Harborview Medical Center
- Housing Development Consortium
- Iraqi Community Center
- Jewish Family Service
- Kent Senior Center
- Kent Station Management
- Kent Youth and Family Services
- King County Housing Authority
- King County Library System
- King County Veterans Coalition
- King County Veterans Coalition
- Living Well Kent
- Mother Africa
- Muckleshoot Indian Tribe
- New Beginnings
- North King County Mobility Coalition
- North Urban Human Services Alliance
- Northshore Council PTSA
- Northshore/Shoreline Community Network
- Open Doors for Multicultural Families
- Open Doors for Multicultural Families
- Public Health Seattle/King County
- Puget Sound Educational Service District
- Renton Inclusion Task Force
- Seattle Children's Hospital
- Seattle Goodwill
- Seattle-King County Public Health
- Senior Housing Assistance Group (SHAG)
- Shoreline Community College
- Snoqualmie Tribe
- Snoqualmie Valley Transportation
- Solid Ground
- Sound Generations
- Ukrainian Community Center
- UW Sustainable Transportation Lab
- Wheelchair Accessible Taxi Association of Seattle and King County
- World Relief
- YouthCare

In-person ESJ outreach

- **Hopelink drop-in sessions:** Drop in sessions were held at the Hopelink Kirkland/Northshore foodbank on Monday, March 18th and Tuesday March 19th. Metro parking and community relations staff were present to provide an overview of the permit parking program and public rule and gather feedback in person with employees and clients of the foodbank.

Participants were asked to rate the ESJ related aspects of the program on an easel and staff recorded comments (summarized below).

- **Rainier Beach Community Job & Resource Fair:** This event was organized by CHAMPS Resource & Service Center in partnership with Rainier Beach Action Coalition, Seattle Neighborhood Group, Seattle Parks and Recreation, King County, and Communities of Opportunity. Metro had a table at the job fair held on Saturday, March 23 at the Rainier Beach Community Center. Metro parking program staff were present to provide an overview of the permit parking program and public rule and gather feedback in person with employees and clients of the foodbank. Participants were asked to rate the ESJ related aspects of the program on an easel and staff recorded comments.

Feedback Received

In total, Metro received more than 800 comments, surveys and in-person responses to the public rule.

Metro's general outreach effort yielded more than 190 unique comments, as well as a stakeholder letter of support sent jointly from Transportation Choices Coalition, Futurewise, Housing Development Consortium, Sierra Club Washington, and Cascade Bicycle Club.

Metro also received in person feedback at three ESJ-focused in-person engagement opportunities, and 592 responses to the online survey distributed to organizations and community groups with an ESJ focus, and to ORCA LIFT program participants and/or park and ride users identified through Metro's rider/non-rider survey.

Survey responses

The online survey asked a series of questions including demographic and geographic information, and is the easiest way for us to understand how perspectives on the program vary by group. The survey instrument and demographic information about respondents is included as Appendix D to this report. Detailed results of survey responses are available upon request.

- **Respondents by Income:** As part of the survey, respondents were asked to report household income. This question, along with all other demographic questions, was optional. Respondents by income:
 - 41% of respondents have a high annual household income of \$100,000 or above
 - 39% of respondents have a medium annual household income of \$45,000-\$100,000
 - 15% of respondents have a low annual household income under \$45,000 per year which closely corresponds to the maximum income that a family of three could earn and still be ORCA LIFT eligible (200% of the federal poverty level).

In addition to household income, respondents were asked whether they currently have an ORCA LIFT card. 8% of respondents said they have an ORCA LIFT card. This number is consistent with Metro data suggesting 7% of all fares are paid using ORCA LIFT.

- **Respondents by Race, Ethnicity and Primary Language Spoken:** The survey asked respondents to identify their race, and to specify whether English was a second language. Of respondents surveyed:
 - 27% identified as people of color
 - 8% identified English as a second language

- **Respondents by Geography:** Respondents were asked to provide their home zip code to help us understand whether responses varied by geography. Of respondents who provided a zip code:
 - 33% of respondents live in North King County
 - 34% of respondents live in South King County
 - 33% of respondents live in East King County
- **Respondents by Travel Habits:** The survey also asked about how respondents typically use park and ride lots.
 - 25% of respondents are frequent park and ride users (1-5 days/week)
 - 75% of respondents are infrequent park and ride users (less than 1x/week)
 - 69% of respondents arrive at park and rides in the morning
 - 16% arrive at park and rides at 6:30 a.m. or earlier
 - 33% arrive at park and rides between 6:30-9:00 a.m.
 - 20% arrive at park and rides between 9:00-11:30 a.m.

Respondent demographics compared to countywide demographics

Race/Ethnicity	Survey respondents	Countywide
173 out of 592, or 29% of survey participants answered this question		
People of Color	28%	34%
White or Caucasian only	72%	66%
Income	Survey respondents	Countywide
245 out of 592, or 41% of survey participants answered this question		
Low-income	15% (<\$45K)	30% (<\$50K)
Middle or higher income	80% (>\$45K)	70% (>\$50K)
Primary Language Spoken at Home	Survey respondents	Countywide
247 out of 592, or 42% of survey participants answered this question		
English	89%	73%
Another Language	8%	27%

Key Themes from Survey Responses

The permit program is intended to address crowding, reduce the need for customers to arrive early in the morning, and increase certainty that they will find a parking space. The survey asked several questions to help identify current experiences and any challenges with using park and rides as a way to connect to transit.

- **Crowding in park and ride lots makes it more difficult for travelers to use transit.** 57% of all respondents said they had challenges finding a space at a park and ride lot, including 45% of low-income respondents, 29% of respondents who identified as people of color, 42% of limited English-speaking respondents and 34% of users who typically arrive between 9:00 and 11:30 a.m. Around a third of all respondents, regardless of which part of the county they live in, stated that difficulties finding a space presents a significant barrier to using park and ride lots.
- **The reduced permit fee for ORCA LIFT eligible customers would increase access to park and ride lots for some customers.** While 19% of all respondents said a reduced permit price for ORCA LIFT participants would likely increase their use of park and rides, 40% of respondents

belonging to ESJ populations said it would likely increase their use of park and rides. 49% of all respondents support prioritizing ORCA LIFT eligible applicants on waiting lists.

- **Enforcement of designated permit parking areas is a critical program element.** Respondents supported Metro’s enforcement and citation and fine approach. 41% of all respondents, and 52% of ESJ respondents said enforcing permitted stalls is a key element to ensuring that permitted stalls remain available.
- **Reserved parking until 10 a.m. will expand access for some, but may not be late enough for others.** 30 % of all respondents, and 43% of ESJ respondents said they would use transit more often if they had a stall reserved until 10 a.m. Only 26% of people who currently arrive after between 9:30 and 11:30 a.m. would be more likely to take transit with a reserved stall until 10:00 a.m.

Other Key Themes

Other themes, emerging from the general outreach effort and open ended comments include:

- **Concerns permits will make riding transit difficult** (66 comments)– concerns that permit parking may drive customers away from transit
- **Concerns about equity/affordability** (42 comments received)– questions about whether the ORCA LIFT discount would address affordability barriers for middle-income users, and concerns that the program will better benefit wealthy users
- **Parking is a public asset, don’t make it harder to use** (30 comments)– frustration around having to pay for something that is tax-funded, a desire to keep parking free and first-come, first served
- **Interest in flexibility** – (15 comments) desire for more flexible options for travelers with irregular schedules
- **Desire for increased parking capacity** (11 comments) – preference for building more parking, over managing existing parking through permit program
- **Spillover parking** (6 comments)– concerns that permit parking may generate spillover of transit customers into adjacent on-street parking
- **Focus on convenience** (4 comments)– the permit parking program, as designed, would offer a convenient and attractive option for travelers
- **Request for transparency** (2 comments) – expectation that Metro will clearly communicate program rules, and where revenues are being re-invested

Metro Response to Feedback

In response to feedback received, Metro recommends revision of the language in the rule as well as adoption of several strategies to address key comment themes. The revised public rule is included as Appendix B to this report.

Revised Rule Language

Metro recommends revising the public rule to prioritize access to carpool permit applicants to align with the goal of encouraging carpooling.

In response to feedback, and in an effort to align with the program goal of encouraging carpooling, Metro recommends the addition of language to the draft rule stating that once the 10% ORCA LIFT

participation target is met, or if there are no ORCA LIFT participants on a given lot's waiting list, carpool permit applicants will be prioritized before solo driver permit applicants.

Additional Strategies in Response to Feedback

In addition, in response to feedback received through the outreach process, Metro will adopt the following strategies:

- **In response to concerns about affordability and equity, the parking program will closely coordinate and align with Metro's income-based fares program** - Metro does not currently have a way to verify customer incomes, outside of the ORCA LIFT eligibility process. Parking program staff will work closely with Metro's fare team and the income-based fares program to align parking pricing levels with emerging fare classifications and fare products in the future. In addition, Metro will conduct ongoing surveys of both permit holders and non-permit holders to understand the benefits and barriers of the permit program.
- **In response to concerns that permits may make it more difficult to ride transit, Metro will carry out ongoing evaluation and adjustment of permit pricing per lot to support program goals and meet the market** – Metro is building in the ability to adjust permit pricing based on demand, program performance against the parking management objectives, and other considerations.
- **In response to concerns about spillover parking, Metro will carry out ongoing monitoring of lot utilization, access mode, and spillover activity** - Metro will conduct parking surveys on an annual basis to understand how users are utilizing participating park and rides, whether access modes have shifted, and the extent to which spillover parking is taking place.
- **In response to requests for expanded parking capacity and a more flexible permit program, Metro will continue work to develop new parking management initiatives to meet diverse travel needs and to plan for future parking and access enhancements called for in METRO CONNECTS** – Metro will continue to explore development of access enhancements and parking management strategies, such as partial month permits and daily/hourly paid parking options to meet the needs of a broader range of travelers.

Program Overview and Implementation Plan

Program Elements

The paid permit parking program is designed for implementation at high-demand park and ride lots where 90% or more of the stalls fill on a typical weekday. It was developed, collaboratively, with Sound Transit, and is planned for implementation at both Metro and Sound Transit park and ride facilities in 2019. The program gives regular transit riders access to designated permit parking areas, not to exceed 50% of the total parking stalls in a given park and ride lot. Customers must display a valid permit to park in these designated areas Monday-Friday from 4:00 a.m. to 10:00 a.m. On weekends and after 10:00 a.m. on weekdays, any remaining stalls open for general use by transit riders on a first-come, first-served basis.

Metro will offer two types of parking permits. Carpool parking permits will be available for groups of two or more travelers who drive together to the park and ride. Solo driver parking permits will be offered to travelers who drive alone.

Per the public rule, Metro plans to offer carpool permits for free in an effort to support carpooling to the highest-demand lots. Monthly fees for solo driver permits will vary by park and ride lot, and can be adjusted over time based on market conditions and Metro's parking management objectives. ORCA LIFT cardholders will be charged a discounted flat fee of \$20/month for solo driver permits across all participating park and ride lots.

Metro will work with a parking vendor to administer and enforce permit parking. Unauthorized vehicles (parked in permitted areas without a valid permit) will receive citations with \$20 fines for the first three offenses, followed by an additional \$20 fine and tow and impound on the fourth offense.

Additional program elements are detailed below.

Site Selection Criteria and Permit Area Designation

Consistent with Metro's current approach to carpool permit site selection, a combination of solo driver and carpool permits will be implemented at any park and ride facility that is at or above 90% utilization on a typical weekday, and that Metro has the full authority to manage. Metro has identified ten lots that currently meet the criteria. In addition, Sound Transit is in the process of implementing paid permit parking at fifteen of its park and ride lots that exceed 90% utilization. Both agencies are working in close coordination to maximize consistency for customers.

Metro park and ride lots currently eligible for inclusion in the permit program are listed in the table below.

Lots eligible for carpool and solo driver permit implementation			
Location	Occupancy (Q4 2018)	Total stalls	Max stalls permitted
Redmond Park & Ride	99%	377	188
Tukwila Park & Ride	93%	267	133
Aurora Village Transit Center	100%	202	101
Bear Creek Park & Ride	99%	283	141
Bothell Park & Ride	99%	220	110
Shoreline Park & Ride	90%	393	196
Issaquah Highlands Park & Ride	100%	1010	505
South Kirkland Park & Ride	99%	833	416
Kenmore Park & Ride	92%	606	303
Northgate Transit Center	100%	448	224

At this time Metro lacks the authority to charge for parking at WSDOT-owned lots. A legislative action creating a new RCW would be required in order to grant this authority. As a result, Metro will continue to offer carpool parking permits, but will not be able to offer paid solo driver permits at the following high-demand, state-owned lots: Eastgate Park and Ride, South Renton Park and Ride, Green Lake Park and Ride, Wilburton Park and Ride and Kingsgate Park and Ride.

A maximum of 50% of the parking stalls at participating lots could be designated for permit parking. Metro will only designate enough stalls to accommodate active permits. –If demand for permits is slow to grow at a given lot, Metro will designate fewer than 50% of the parking stalls. Permit parking designations will apply Monday-Friday from 4:00 a.m. until 10:00 a.m. On weekends, and after the designated permit period, any available parking spaces will open up for general transit parking on a first-come, first-served basis.

Monitoring, Enforcement

Metro will work to ensure permit parking rules are clear and easy to understand. Signage and materials will be trans-created in English, Spanish and other languages as needed to educate park and ride users of the general rules and requirements of the permit parking areas, and of consequences for repeatedly parking in violation of these rules.

Permit parking areas at each participating lot will be patrolled during weekday morning peak travel periods. During these patrols, enforcement staff will track permit utilization and violations.

During the first month of permit parking, enforcement staff will distribute informational materials rather than citations. After the first month, information about the permit program and how to contact customers service representatives will be included along with citations.

Per the public rule, vehicles found parked in a permitted area without a valid carpool or solo driver parking permit for that lot will be issued a citation with a \$20 fine for the first three offenses. Violations will be tracked in a database. A fourth citation and beyond within a given year will result in a \$20 fine plus a tow/impound. Fines and late fees will have to reach \$300 before the parking administrator sends it to collections.

Metro aims to ensure anyone who has purchased a permit can always find a space during the a.m. permit period by designating the right number of permitted stalls and limiting the number of permits sold for a given lot. Permit utilization rates observed during daily enforcement patrols will be used to determine the permit to stall ratio.

Utilization monitoring of Metro's carpool permit program has consistently demonstrated that fewer than 100% of permit holders utilize a permit parking stall each day. If this trend persists as Metro introduces solo driver permits, Metro may increase the permit to stall ratio so that there are slightly more active permits than permitted stalls, or 'oversell rate'. Any overselling would be driven by data suggesting consistently low utilization, and would provide for a buffer to ensure there is always space available for permit holders who show up during the permit period.

Waiting Lists and Prioritizing ORCA LIFT and Carpool Permit Applicants

Metro anticipates the likelihood that demand will exceed supply for permits at some locations. Metro will begin accepting permit applications a month prior to the actual start of permit parking (when stalls will be reserved and enforcement will begin). Metro has set a target that 10% of permits will be issued to ORCA LIFT eligible customers. During this initial application period, Metro will set aside 10% of available permits for use by ORCA LIFT participants, to ensure this group has access should demand for permits exceed supply. If permits sell out for a lot, a waiting list will form based on the order in which applications were received. After the initial application period and if a waiting list develops for a given lot, ORCA LIFT eligible customers will be given priority until this 10% target is met.

After the 10% ORCA LIFT target is met, or if there are no ORCA LIFT eligible applicants on a waiting list, HOV permit applicants will be given priority access to available permits. If there are no ORCA LIFT eligible applicants or carpool permit applicants on a waiting list, all other individuals on a waiting list will be offered permits as they become available, on a first come/first served basis.

Permit Holder Eligibility Requirements

Any individual who anticipates regularly using a given park and ride facility to connect to fixed route transit, a carpool or a vanpool will be eligible to apply for a solo driver parking permit. Any group of two or more individuals who commit to driving together to a park and ride to connect to fixed route transit, a carpool or a vanpool will be eligible to apply for a carpool parking permit.

Past ridership will not be required for initial permit issuance, but Metro will require each permit holder to submit an ORCA card number, Vanpool ID or rideshare ID. Regular ridership on transit routes serving a permitted lot, or on a vanpool or carpool will be validated on a monthly basis. A record of ridership at least 12 days/month is required in order to renew a permit.

Metro will provide an appeals process (as outlined in the rulemaking section) to ensure appropriate program flexibility and accountability.

Pricing Structure and Adjustments

At launch, Metro will charge the prices detailed in the table below. Metro developed this initial price schedule to prioritize availability of permits, affordability for users, and consistency with Sound Transit, which is also in the process of implementing paid permit parking. To ensure permit availability, Metro began with an average rate for paid private parking near park and ride lots throughout the region of around \$90 with tax (the market survey conducted by Sound Transit and used to establish this regional average can be found in Appendix E).

Sufficient comparable prices were not available to determine individual market rates for each lot where Metro will offer permits. Instead, at each permitted lot Metro evaluated local market prices for paid parking, parking utilization, location along transit corridor, availability of frequent transit service, and coordination with other public transit service providers that own and operate park and rides to determine whether a market rate for parking would fall above, below or at the regional \$90 rate. To minimize customer confusion and simplify parking across the region, Metro adjusted estimates to conform to a three tiered parking pricing system developed by Sound Transit, which sets standard solo driver permit prices at \$60, \$90 and \$120 per month. And in response to customer concerns about affordability, and to support equitable access to the program, Metro established a flat \$20/month fee for low-income customers who participate in the ORCA LIFT program.

The flat \$20/month discounted fee option will be available for ORCA LIFT participants only. Customers who possess a Regional Reduced Fare Permit (RRFP) and who are low-income will need to complete the ORCA LIFT sign-up and income verification process to receive the discounted fee. Given that RRFP cards offer users lower transit fares than ORCA LIFT cards, a customer who possesses both an ORCA LIFT card and an RRFP may submit the ORCA LIFT card number during the permit application process to qualify for the discounted fee, and the RRFP card number for use verifying the monthly transit ridership necessary for permit renewal.

Prices may be adjusted over time through a public rulemaking process.

Park & Ride Facility	Single Occupant Vehicle Monthly Permit Fee	ORCA LIFT Single Occupant Vehicle Monthly Permit Fee	Carpool Monthly Permit Fee
Northgate Transit Center	\$120	\$20 across all locations	\$0 across all locations
Aurora Village Transit Center	\$90		
Bear Creek Park & Ride	\$90		
Bothell Park & Ride	\$90		
Kenmore Park & Ride	\$90		
Redmond Park & Ride	\$90		
South Kirkland Park & Ride	\$90		
Tukwila Park & Ride	\$90		
Issaquah Highlands Park & Ride	\$60		
Shoreline Park & Ride	\$60		

Metro is authorized to review parking fees and adjust fees based on market considerations and the established parking management goals. For example, if demand for permits at a given lot is consistently low, Metro may consider dropping permit prices at that lot. If demand for permits at a given lot consistently exceeds supply, Metro may consider increasing permit prices. Metro will monitor demand on an ongoing basis, and will make a determination at least annually of whether to adjust pricing.

Metro expects demand for permits to evolve over time. As such, Metro anticipates continuity to monitor and adjust prices to ensure the goals of the program continue to be met.

Per K.C.C. 28.94.265, Metro will submit a report to the King County Council annually by September 30 on program performance.

Equity Assessments and Impacts

Consistent with King County's Equity and Social Justice Strategic Plan, expanding access to transit for priority populations, including low-income users is a key program objective. Low-income customers often have less flexible work schedules and other obligations (such as childcare) that make it difficult to arrive at a park and ride early enough to ensure finding a space. By offering reserved parking until 10 a.m., the permit program will offer participants increased certainty of finding a space, and increased flexibility around arrival time at the park and ride. In addition to designing the program to accommodate more diverse schedules, Metro is supporting access by low-income customers through a reduced permit price, first priority when there is a waiting list for permits, and through marketing and outreach efforts that focus on hearing from low-income transit riders, people of color and limited English-speaking communities.

The Council-adopted ordinance directs Metro to offer a discounted solo driver permit fee price for ORCA LIFT eligible customers, set at no more than 50% of the standard solo driver permit fee. The public rule establishes the ORCA LIFT discounted fare below the 50% threshold, at a \$20 flat fee. Together with Sound Transit, Metro conducted an in-depth analysis about the extent to which different permit pricing alternatives would be financially burdensome to transit customers. A cost burden was defined as excessive if the combination of permit price and other transportation costs (transit fare and the average cost of car ownership) constitute greater than 10% of a household's income. Metro evaluated several pricing alternatives, against this measure. The alternative most similar to the pricing currently proposed in the draft public rule – including free carpool permits, solo driver permits costing \$90/month and a discounted rate of \$30/month for ORCA LIFT participants, was found to impose an excessive cost burden on 1.5% of park and ride users.

In addition to a reduced fee, Metro is working to facilitate low-income participation in the permit program by prioritizing availability of permits for low-income customers and by expanding awareness and enrollment in the ORCA LIFT program. Metro has established a target that 10% of permits will be issued to ORCA LIFT cardholders. This target is slightly above the 7% of all transit fares paid via ORCA LIFT. During the initial permit application and sales period, and as waiting lists for park and ride lots form, ORCA LIFT customers will be prioritized until the 10% target is met for a given lot. In addition, Metro will pair ORCA LIFT outreach efforts with permit parking marketing to make sure that customers who are income eligible for ORCA LIFT have the information and support to successfully enroll in the program.

As part of the evaluation and monitoring plan detailed later in this report, Metro will be monitoring both low-income participation in the program, and specific feedback about price and access impacts of the program.

Implementation Plan

Metro plans to work with a private parking vendor, and in close coordination with Sound Transit to implement the permit program. Sound Transit began offering paid solo driver permits in late 2018, and is continuing implementation at additional lots in 2019. Metro will launch the program at ten park and ride lots in summer 2019. The implementation timeline is detailed below, followed by an overview of Metro's marketing and outreach plan, the service delivery approach, and performance monitoring plan.

Implementation Schedule

Metro is preparing to launch permit parking at the ten park and ride lots identified above in mid-2019. The following schedule outlines key milestones beginning with Council adoption of the paid parking ordinance in late 2018, and continuing through the end of 2019 and beyond.

2018 – Q4

- **Sound Transit introduces paid permits November 2018** – Sound Transit began selling paid parking permits at Northgate Station garage in November 2018, permits will be available at additional lots in 2019
- **Ordinance adoption November 2018** - King County Council adopts ordinance to impose fees at Metro park and ride lots, and includes two provisos requiring reporting prior to program launch

2019 – Q1

- **Public rule outreach January-March 2019** – Metro develops draft rule, collects public comment and carries out targeted ESJ outreach on the draft public rule

2019 – Q2

- **Proviso report delivery June 2019** – Metro responds to council provisos with report on rulemaking process, plans for implementation, performance measurement, and financials
- **Baseline data collection June 2019** – Starting in June, Metro collects baseline data about parking and transit access at and around participating park and ride lots to help monitor the effects of permit parking implementation. Metro will carry out ongoing data collection to allow for easy comparison between baseline conditions, and conditions under permit parking.
- **Public rule effective July 2019** – Metro compiles public comments and adopts final version of public rule governing permit pricing, enforcement, appeals and additional program elements

2019 – Q3

- **Program marketing and outreach July-September 2019** – Metro carries out multi-channel marketing and outreach strategy to inform park and ride users of coming changes, to promote the availability of parking permits, to encourage participation in ESJ communities, and to provide information and enrollment support for ORCA LIFT eligible transit customers
- **Permit sales July 2019** – Beginning in July, customers can apply for and purchase parking permits at participating lots. Permit sales will continue until all available permits are in circulation. If demand exceeds supply, waiting lists will be developed, with ORCA LIFT participants having first priority until a 10% ORCA LIFT participation target is achieved at a given lot.

- **Permit parking August 2019** – Carpool and solo driver permit parking will be available to permit holders beginning in August. Street teams will canvas participating lots during the first weeks of permit parking to continue promoting the program, and to help parkers understand the changes to parking rules.
- **Program report to council September 2019** – Council requires Metro to report annually each September on the progress of the permit parking program. The first progress report will be delivered to council in September 2019. The initial report will focus on implementation, as the Parking Program will not yet have program performance data.

2019 – Q3 and beyond

- **Program marketing and outreach ongoing** – Metro will continue marketing and outreach related to the program, with a focus on ESJ communities and ORCA LIFT outreach
- **Performance monitoring ongoing** – Metro will continue to monitor permit utilization, participant ridership and other indicators identified in the performance monitoring section of this report on an ongoing basis.
- **Reporting to council annually in September, or as requested** – Per the ordinance, Metro will prepare an annual program report to council, and provide additional reporting or information as requested.
- **Pricing and stall adjustments ongoing, as needed** – Per the ordinance, in an ongoing fashion Metro will continue to monitor utilization, market conditions, and program performance against key objectives to guide adjustments to permit pricing and the number of stalls designated for permit parking at each participating lot.
- **Coordination with partner agencies ongoing** – Metro will continue to engage with Sound Transit, Pierce Transit and other partner transit agencies to exchange knowledge, coordinate approaches, ensure a seamless experience for shared customers, and to anticipate and manage the network effects that result from changes to parking management approaches.

Outreach and Marketing Plan

Metro will launch a multilingual public information campaign leveraging traditional media and multicultural media, social media and direct outreach to customers through Street Teams, signage, Transit Alerts and other tools to let people know about the new permit parking system and locations in addition to first-come, first serve spaces, carpool permits, and other alternatives. Marketing will be designed to be accessible to limited English-speaking and low-income transit customers. It will promote both carpool and solo driver parking permits and educate the public about intensified parking enforcement activities as part of a larger effort to efficiently manage parking for transit customers.

- **Communications activities and methods include:**
 - Digital Communications
 - Informational websites
 - Transit alerts (targeted on routes serving locations)
 - Metro Matters blog post
 - Press release
 - Social media
 - Posts
 - Advertising

- Targeted multi-lingual outreach
 - TDM (Transportation Demand Management) and other partner project communications
 - Just One Trip, In Motion, RSO (Ride Share Online)
 - Employer outreach to CTR (Commute Trip Reduction) and ETC (Employee Transportation Coordinator) partner organization communications
 - Cities
 - Sound Transit/WSDOT
 - Key community based organizations (multilingual, multicultural, social services)
 - Metro Customer Service FAQ
 - Customer surveys: pre- and post-implementation
- Print Communications
 - Multilingual marketing collateral available at park and rides
 - Temporary signs/posters on site
- In-Person Communications
 - Street teaming at affected Park & Rides
 - Metro customer service – FAQ and training for Metro staff
 - Integration into existing Metro outreach
 - Community events
 - ORCA LIFT & ORCA-to-Go at community hubs
- Other Communications Opportunities
 - Radio (multilingual opportunities)
 - Television (multilingual opportunities)
 - Guest posts on neighborhood/community blogs
- **Target Audiences:**
 - Existing Park & Ride customers
 - New transit customers
 - Low-income/ ORCA LIFT transit customers and potential transit customers
 - Limited English-speaking customers
 - Communities of color
 - Customers with young children
- **ORCA LIFT Promotion:** Marketing and communications will raise awareness about the availability of ORCA LIFT for low-income customers and the reduced cost of monthly parking permits. Materials will drive people to the ORCA LIFT webpage to check for eligibility and learn how to apply for ORCA LIFT. The parking permit vendor will coordinate with Metro’s ORCA LIFT eligibility staff to provide a positive customer experience when applying for a reduced cost parking permit.

Service Delivery Approach

Metro plans to use a vendor to carry out most administrative/fulfillment tasks related to this program. Through a cooperative purchasing agreement, both Metro and Sound Transit currently contract with Republic Parking Northwest for administration of carpool permit programs. The contract allows for expansion of these services to support solo driver permits at each agency’s facilities.

Per the contract, Republic can be utilized to maintain a website, manage online and paper applications, process payments, mail out permits, issue renewal denial letters, manage appeals, and handle customer service. Republic will coordinate with Metro on a monthly basis to validate transit/rideshare ridership. If demand for permits exceeded supply at a given location, Republic will establish a per-lot waiting list and prioritize issuance of permits to ORCA LIFT participants.

Metro will also rely on Republic to carry out enforcement tasks. Republic's enforcement staff will carry out regular patrols during the designated permit period at each participating facility, collect utilization and violation data, issue citations, collect fines and coordinate with Metro operations staff for impounds.

Expenditure Plan

This section presents projected program costs, projected revenues, and a plan for how revenues in excess of the program costs will be used.

Projected Program Costs

Metro will rely on a vendor to help administer and enforce the paid permit parking program. At this time Metro is under contract with Republic Parking Northwest which provides a set of unit costs for the administration and enforcement tasks. The cost estimate included below is built off those unit costs.

Program implementation costs assume that Metro will provide carpool permit parking, paid solo driver permit parking and discounted solo permit parking for ORCA LIFT eligible customers in up to 50% of the parking stalls at ten lots that currently qualify for permit parking. Metro will also continue providing carpool permits free of charge at the five WSDOT-owned lots that are currently at or above 90% occupancy, but where Metro lacks the authority to charge for parking (and thus, the authority to offer paid solo driver permits).

Program costs are organized into three cost categories: one-time costs, monthly (ongoing) costs, and indirect costs.

One-time costs include:

- Signage – to design, produce and install signage at participating lots, including extra signs to account for replacement/maintenance
- Launch marketing – to develop and implement a one-time information and marketing campaign
- Program startup costs – for web development, software licensing and an initial lottery for permits

Ongoing monthly costs include:

- Administration – vendor-provided program administration, permit fulfillment, payment processing and customer service for ten lots offering carpool and solo driver permits, and for five WSDOT-owned lots offering only carpool permits
- Enforcement – vendor-provided enforcement for ten lots offering carpool and solo driver permits, and for five WSDOT-owned lots offering only carpool permits

Indirect costs include:

- Metro technical/administrative staff time

Anticipated costs associated with program startup and operation over the next two biennia are detailed below in 2019 dollars:

Costs Summary:

One-time costs	2019/2020	2021/2022
Signage	\$17,857	\$0
Launch marketing	\$49,000	\$0
Program startup	\$15,000	\$0
Subtotal of one-time costs	\$81,857	\$0
Ongoing costs	2019/2020	2021/2022
Administration	\$412,990	\$581,324
Enforcement	\$482,721	\$679,478
Subtotal of ongoing costs	\$895,711	\$1,260,802
Indirect costs	2019/2020	2021/2022
Metro staff time	\$270,728	\$286,446
Subtotal of indirect costs	\$270,728	\$286,446
Total Expenditures	\$1,248,296	\$1,547,248

Projected Program Revenues

Revenue projections were built assuming the pricing structures described in previous sections with free carpool permits, \$20 solo driver permits for ORCA LIFT participants, and \$60-\$120 standard priced solo driver permits depending on location. The projections detailed below are conservative in two key ways:

- 1) Metro uses a conservative approach to estimating the number of permit holders, capping it at the total number of permitted stalls. In reality, Metro anticipates slightly overselling to maximize the number of permits available, without preventing valid permit holders from finding a space on a given day.
- 2) Metro also assumes a ramp up of demand for permits, with fewer active permits in 2019, than are anticipated in 2020 and beyond.

In addition to the assumptions listed above, Metro deducted local sales taxes as well as commercial parking taxes from the projected revenues. Program revenues, in 2019 dollars, are projected below.

Revenues Summary

Revenue	2019/2020	2021/2022
Carpool permits	\$0	\$0
Solo driver permits (standard and ORCA LIFT priced)	\$1,771,745	\$2,825,644
Total Revenues	\$1,771,745	\$2,825,644

Net Revenue

Using the projected program expenditures and revenues identified in the previous sections, the projected net is detailed in the table below, in 2019 dollars.

Net Revenue Summary

	2019/2020	2021/2022
Expenditures	-\$1,248,296	-\$1,547,248
Revenues	\$1,771,745	\$2,825,644
Net Revenue	\$523,449	\$1,278,396

Excess Revenue

When the King County Council adopted the permit parking ordinance, it directed Metro to deposit permit fees, related fees, or fines into Metro’s operating account. Use of this money is restricted to support the parking permit program implementation, maintaining and expanding parking facilities, and access to transit improvements including implementing innovative technology and management practices.

Metro’s program projections indicate that revenue will exceed program expenditures beginning in the 2019/2020 biennium. During the 2019/2020 biennium the permit program is projected to net over \$500,000 (in 2019 dollars), this number increases to over \$1.2M during the 2021/2022 biennium.

Metro recommends dedicating excess funds to study, design and implementation of real-time information systems to deliver parking and access information to transit customers.

These systems could include features such as:

- Real time parking availability information on mobile platforms (i.e. through a mobile app or website)
- Real time parking availability information onsite at park and ride lots via variable messaging signage
- Parking guidance systems to support wayfinding and help customers locate available spaces

These systems will improve the customer experience, reduce idling as drivers search for parking, and support more efficient operation of transit parking.

Metro’s Connecting to Transit program works to provide travelers throughout King County with a full range of safe and abundant ways to access public transit. In addition to parking, the Connecting to Transit Team works to enhance bicycle and pedestrian access, and to deliver services and partnerships that leverage innovative technologies and mobility solutions.

Performance Measurement Plan

Metro has developed a robust evaluation and reporting plan to monitor program performance against the six key parking management goals adopted by the King County Council:

- 1) Spreading peak-of-the-peak demand for transit
- 2) Encouraging use of transit
- 3) Increasing ridership in the region
- 4) Improving access to transit parking for low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders
- 5) Increasing use of carpooling
- 6) Covering program costs

Parking program staff are also following Metro’s current work to develop a Mobility Framework in response to a Council proviso. As additional performance metrics and measurement tools are identified, staff will work to align permit program monitoring with Framework guidance.

Plan Overview

Metro developed measurable objectives based on the six goals identified by the King County Council. They are outlined in the table below, along with the metrics and data used to measure progress. More information about Metro’s performance measurement approach is detailed in the text that follows.

Goal	Objective	Metric	Data source	Cycle/Timing
Goal 1: Spread peak-of-peak demand	Passenger loads become more consistent across runs on a given route during AM peak.	Passenger load factors for routes serving permitted lots	Load factor reports published by Service Planning associated with each service change	Twice a year, in September and March
	Bus pass ups decrease during AM peak.	Bus pass ups reported on routes serving permitted lots	Load factor reports published by Service Planning	Twice a year, in September and March
	Vehicle arrivals spread out across time , rather than bunching early in the AM peak.	Lot fill rate measured by 30-minute interval	Annual parking data collection conducted by Connecting to Transit program	Once a year, collected in Q2
Goals 2 and 3: Encourage use of transit &	Ridership is higher among permit holders	Responses to survey question: “How frequently do you ride transit?”	Annual surveys of both permit holders and non-permit holders at	Once a year, collected in Q2

Increase ridership in the region	than among non-permit holders.		permitted lots conducted by Connecting to Transit Program.	
		Responses to survey question: "Since receiving a parking permit, do you ride transit more frequently, less frequently, about the same?"	Annual survey of permit holders conducted by Connecting to Transit program	Once a year, collected in Q2
	The number of riders-accommodated-per-parking-stall is greater for permitted parking spaces than for unpermitted parking spaces.	Responses to survey question: "How many people (including yourself) were in the car you took to the park and ride today?"	Annual surveys of both permit holders and non-permit holders at permitted lots conducted by Connecting to Transit Program.	Once a year, collected in Q2
		Number of active parking permits (both carpool and solo driver)	Account data collected and tracked by the Connecting to Transit Program	Monthly
Goal 4: Improve access to transit parking for low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders	Representation of priority populations is higher among permit holders than among non-permit holders of a given lot.	Number of permit holders and non-permit holders who self-identify as members of priority populations, in answer to optional survey questions about demographics and travel habits.	Annual surveys of both permit holders and non-permit holders at permitted lots conducted by Connecting to Transit Program.	Once a year, collected in Q2
		Number of active permit holders who participate in the ORCA LIFT program.	Account data collected and tracked by the Connecting to Transit Program	Monthly
	Minority, low-income and limited English-speaking transit customers do not experience a reduction in	Number of survey respondents (both permit holders and non-permit holders) who agree that permits make it harder for them to	Annual surveys of both permit holders and non-permit holders at permitted lots conducted by	Once a year, collected in Q2

	access or increased affordability barriers as a result of the permit program.	access transit, and who self-identify as minority, low-income or limited English-speaking, compared to the number who do not self-identify with one of these groups.	Connecting to Transit Program.	
		Number of survey respondents (both permit holders and non-permit holders) who agree that permit pricing presents an affordability barrier, and who self-identify as minority, low-income or limited English-speaking, compared to the number who do not self-identify with one of these groups.	Annual surveys of both permit holders and non-permit holders at permitted lots conducted by Connecting to Transit Program.	Once a year, collected in Q2
Goal 5: Increase use of carpooling	The ratio of carpool permits to solo driver permits increases year to year at participating lots.	Number of active carpool permits and solo driver permits at each participating lot.	Account data collected and tracked by the Connecting to Transit Program	Monthly
	The share of travelers arriving to transit by carpool increases at participating lots.	Number of survey respondents identifying carpooling as their access mode, relative to the number of respondents identifying other access modes.	Annual surveys of both permit holders and non-permit holders at permitted lots conducted by Connecting to Transit Program.	Once a year, collected in Q2
Goal 6: Cover program costs	Program revenues meet or exceed program costs across a given biennium.	Program costs and revenues	Program invoicing and revenue statements compiled and maintained by Connecting to Transit Program.	Monthly

Monitoring Approach

Metro will collect a variety of data to help evaluate the permit parking. Evaluation methodologies for each key goal are detailed below.

Goal 1: Spread peak of peak demand - Metro expects that permit parking will smooth some of the peak of the peak demand for space on transit serving the most popular park and ride facilities, and reduce the rush of drivers arriving early to find available parking spaces.

- **Objectives:** To evaluate success against this goal, Metro will look for passenger loads on transit to become more consistent and reports of bus pass ups (when buses pass up stops because they are too full to accommodate additional passengers) to decline as riders no longer have to arrive at lots early to find a parking space. Metro will measure progress against these metrics using bus load factor reports for routes serving participating park and ride lots, which are produced by Metro's service planning group. Metro also expects that the rate of vehicle arrivals at participating park and ride lots will spread out across the AM peak, rather than bunching on the early end of the morning. Metro will measure progress against this metric using information compiled during an annual parking data collection effort conducted by Metro's connecting to transit program.
- **Measurement cycle:** Bus load factor data, including pass up reports, is published twice a year, in conjunction with the spring and fall service changes. Each spring, load factor reports are published based on data collected from September of the previous year through March of the current year. And each fall, load factors are published based on data collected from March through September of the current year. Metro staff collect fill rate data by visually observing vehicles entering and exiting park and ride lots, and tallying these vehicles at fixed time intervals. Metro staff collect this data during the mid-week morning travel peak during second quarter of each year at permitted park and ride lots.
- **Baselining:** Metro will use the baseline load factor data and pass up reports from routes serving participating lots published in both fall 2018 and spring 2019 to evaluate the permit program. Metro will use these baselines to establish appropriate targets for reducing variation in load factor across runs of a various route, and for reduction in pass ups. Metro staff will collect baseline fill rate data at lots identified for inclusion in the permit program during second quarter of 2019. This baseline will be used to establish appropriate targets for more consistent fill rates across the morning peak period.
- **Actions driven by performance against these objectives:** Over time, data about effects of the program on peak-of-the peak demand for transit will help Metro evaluate and adjust the cutoff time for permit parking. At locations where load factor, pass up, and fill rate targets are not met, Metro will consider adjusting and/or extending the permit parking period later in the morning to encourage demand to spread.

Goals 2 and 3: Encourage the use of transit & increase ridership in the region - Metro anticipates permit parking will encourage the use of transit and increase transit ridership by making it easier to access transit, more attractive to ride transit frequently, and more difficult for non-transit customers to use remaining unpermitted stalls. Metro expects permit parking to encourage riders to try other access options, including carpooling, biking and walking to transit.

- **Objectives:** To evaluate the effect of permit parking on transit use and ridership, Metro will look for survey results indicating that permit holders ride transit more frequently than non-permit holders. Metro will also look for the number of riders accommodated per permitted parking stall to exceed the number accommodated per non-permitted stall, as measured through survey data and carpool permit account data.
- **Measurement cycle:** Annually in the spring, Metro will carry out survey of permit holders and non-permit holders who use permitted park and ride lots asking about transit use, mode of access and other travel and demographic information. Surveys will be distributed in-person at park and ride lots, as well as via email lists of permit program participants. Metro will also use permit program account data to track the number of active solo-driver permits with the number of active carpool permits for each lot. This data is provided to Metro by the permit parking vendor on a monthly basis.
- **Baselining:** Metro will conduct a survey of users of each permitted park and ride lot to collect baseline data about frequency of transit use, mode of access and carpool participation during second quarter of 2019, prior to the launch of solo driver permits. Metro will compile existing permit account data to form a per-lot baseline level of carpool permit program participation. Metro will use these baselines to establish appropriate targets for increasing transit ridership and the number of transit riders per parking stall.
- **Actions driven by performance against these objectives:** Data about the effect of the permit program on ridership, mode choice and the number of carpool permits versus solo driver permits will inform marketing and outreach strategies. At locations where ridership and non-drive alone targets are not met, Metro could consider targeted communications strategies, incentives and other marketing and outreach techniques.

Goal 4: Improve access to transit parking for low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods and other transit riders - The permit parking program presents both a benefit and a potential burden to affected communities and travelers. Participants in the permit parking program benefit with greater flexibility and certainty. The ability to arrive at a park and ride later in the morning makes transit an option for a wider range of travelers. These benefits do come with a potential burden for some participants in the solo driver permit program who are subject to the monthly cost of a permit.

Metro's goal is to use permit parking to make access to transit more equitable. To measure progress against this goal, Metro will evaluate whether the program makes park and rides accessible to diverse travelers, and whether ESJ communities experience a reduction in access or increased affordability barriers as a result of permit parking.

- **Objectives** - To evaluate whether permit parking makes park and rides accessible to diverse travelers, Metro will look for representation of priority populations (low-income populations, communities of color, immigrants and refugees, limited English-speaking populations, transit-dependent populations, individuals who work nontraditional schedules or during off-peak travel periods) among permit holders to be higher than among non-permit holders at participating lots as documented in an annual survey of permit holders and non-permit holders at participating lots. . Metro will also track the percentage of active permit holders who participate in the ORCA LIFT program.

In addition, Metro will be looking to verify that minority, low-income and limited English-speaking communities do not experience a reduction in access or increased affordability barriers as a result of the permit parking program. To measure performance against this objective, Metro will compare responses from self-identified members of minority, low-income and limited English-speaking populations with all responses to survey questions about whether permit parking makes it easier or harder to access transit, and about whether permit prices present a cost barrier.

- **Measurement cycle:** Annually in the spring, Metro will carry out the survey of permit holders and non-permit holders who use permitted park and ride lots asking respondents to voluntarily answer questions about race, income, language spoken at home, and the extent to which permits affect access to transit and/or present a financial barrier. Surveys will be distributed in-person at park and ride lots, as well as via email lists of permit program participants. Metro will also use permit program account data to track the number of ORCA LIFT participants who are a part of the program. This data is provided to Metro by the permit parking vendor on a monthly basis.
- **Baselining:** Metro will conduct the survey of users of each permitted park and ride lot to collect baseline data during second quarter of 2019, prior to the launch of solo driver permits. Metro will use this data to establish targets for participation from priority populations. Metro did not ask current participants in the carpool permit program if they are ORCA LIFT eligible as part of their initial application process, so while ORCA LIFT participation will be measured by the number of ORCA LIFT eligible customers with active parking permits in the future, the initial target will be based on baseline data collected through the survey.
- **Actions driven by performance against these objectives** - Data about program participation will help guide Metro's program marketing by identifying locations where increased efforts or resources are needed. Data about cost burdens may be used to help Metro appropriately adjust ORCA LIFT discounts to minimize burdens and barriers and to maximize participation.

Goal 5: Increase use of carpooling: Metro expects permit parking to encourage riders to carpool to park and ride lots, rather than driving alone.

- **Objectives** – To determine the effect of permit parking on access mode choice, Metro will be looking for the ratio of carpool permits to solo driver permits to increase year on year, and for the overall share of travelers arriving to transit by carpooling to increase.
- **Measurement cycle** - To measure performance against this metric, Metro will track permit account information collected and maintained by the connecting to transit program. This information is provided to Metro by the permit parking vendor on a monthly basis. Metro will also use responses about access mode provided by both permit holders and non-permit holders via the annual survey conducted during spring of each year at participating park and ride lots.
- **Baselining** - Metro will conduct a survey of users of each permitted park and ride lot to collect baseline data about access mode during second quarter of 2019, prior to the launch of solo driver permits. Metro will compile existing permit account data to form a per-lot baseline level of carpool permit program participation. Metro will use these baselines to establish appropriate targets for the ratio of carpool to solo driver permits and for increasing the carpooling access mode share.
- **Actions driven by performance against these objectives:** Data about the effect of the permit program on mode choice and the number of carpool permits versus solo permits will inform

marketing and outreach strategies. At locations where carpool targets are not met, Metro could consider targeted communications strategies, incentives and other promotional techniques.

Goal 6: Cover Program Costs - Projected permit parking revenues would cover the costs of implementing and operating the program. To evaluate performance against this goal, Metro will track costs over time, as well as revenue collected from permit fees.

- **Objectives** - Metro will be monitoring to ensure program revenues meet or exceed program costs across a given biennium.
- **Measurement cycle** - To evaluate performance against this metric, Metro will track vendor invoices and revenue collected via permit fees on a monthly basis to ensure they are consistent with the terms of the contract and are aligning with program projections.
- **Baselining** – Metro will use the financial projections documented in this report, as well as the agreement terms with the parking vendor once a contract has been executed to establish the baseline and appropriate targets.
- **Actions driven by performance against this objective** - Failure to align with projected costs and revenues, and long range failure to recoup costs may cause Metro to evaluate the fee structure and the program design.

Additional Areas of Evaluation

- **Customer experience** - Metro anticipates permit parking will improve the customer experience. Permits offer customers greater flexibility, allowing travelers to arrive at park and rides throughout the morning peak. Permits offer increased certainty of finding a space by ensuring availability throughout the designated permit parking period. Metro will monitor customer perceptions of flexibility and certainty, as well as their general satisfaction and perceptions around cost or other access burdens related to the program through an annual survey of both permit holders and non-permit holders.

To evaluate the extent to which permit parking provides flexibility for permit holders, Metro will track customer perceptions of flexibility as reported in the survey of permit program participants. Metro will also track whether permit holders enjoy greater flexibility than customers without permits by comparing the permit parking cutoff time at each participating facility with the average park and ride fill time at that facility as measured in park and ride observations.

Metro will evaluate the certainty permit parking offers to permit holders using customer feedback provided in the survey of permit program participants, and by tracking reports made to Metro and the vendor's customer service lines by permit holders unable to find spaces at permitted lots.

Overall satisfaction will be evaluated based on the survey of program participants, as well as through an annual tally of the number of individuals on the permit parking waiting lists by facility. The assumption is that while long waiting lists don't affect the satisfaction of participants who already have permits, they do not contribute to satisfaction among Metro customers who do not have permits but would like them.

Perceptions around cost and other access burdens will be measured based on responses collected through the annual survey. Both permit holders and non-permit holders will be asked whether permits make it easier or more difficult to access transit, and will be asked about whether permit pricing presents a barrier to accessing the program.

- **Lot utilization** - On a monthly basis, Metro counts how many parkers overall are in each permanent and leased lot throughout the system. These ongoing counts will be used to determine whether a lot is eligible for inclusion in the permit parking program. Lots owned and operated by King County Metro and that are at or above 90% full on a typical weekday for three consecutive months will be added to (or retained within) the program. Lots that fall below 90% full on a typical weekday for three consecutive months will be removed from the program.
- **Lot fill time** - Metro staff observe each park and ride lot that is at or above 90% full on a typical weekday to determine what time it reaches peak capacity. This observation will be used to help set and re-evaluate appropriate permit parking start and end times for given facilities.
- **Permit utilization and permitted stall utilization** - On a regular basis, as part of morning enforcement patrols, use of permitted stalls will be observed. The number of parked permit holders, unpermitted violators, and the number of unoccupied spaces within a permitted lot will be recorded. The number of parked permit holders will be compared with the number of active permit holders at a given lot to help Metro determine how many permits to make available at a given facility. The number of unpermitted violators will be used to allocate additional enforcement staffing resources if needed. The number of unoccupied spaces will be used to determine if the number of designated permit parking spaces needs to be increased or reduced.
- **Permit demand** - Metro will regularly evaluate the number of customers on the waiting list for solo driver permits for a given lot. If there is a significant number of wait listed customers with limited turnover on the wait list, Metro staff will consider an update to the public rule to increase the standard solo driver permit price for that lot. If the number of wait listed customers is small and turnover offers customers a short wait time, Metro staff will generally recommend that standard solo driver permit prices remain unchanged. If there is no one on the customer waiting list for a given facility, Metro staff may recommend reducing the price of permits for that lot.

Reporting Plan

Per K.C.C. 28.94.265, Metro will submit a report on program progress, annually by September 30 to the King County Council. The first report, submitted in September 2019, will present baseline data and establish performance targets for the first year of the permit program. Subsequent years' reports will detail permit parking program performance against the six goal areas and additional evaluation measures, and will identify performance targets for the year to come. Parking program staff will also work to align their permit program evaluation approach with any performance-related guidance emerging from development of the Mobility Framework.

Appendix A: Draft Public Rule for Permit Parking Program

Pricing, Enforcement, and Requirements for Renewal of HOV and SOV Parking Permits

Document Code No.: FES-7-2-1-PR
Sponsoring Agency: King County Metro Transit
Effective Date: tbd
Type of Action: New

I. Purpose

To implement the provisions of King County Code Section 4A.700.650 regarding establishment of user fees for Metro transit Park & Ride facilities, to implement the provisions of King County Code Section 28.96.010 regarding enforcement of permit parking restrictions on Metro Transit property, to provide a process to appeal permit parking violations and review Vanpool warnings, and to provide a process to review non-renewal of parking permits.

Applicability and Audience Metro transit department; Park & Ride lot users; Metro transit permit holders; contracted Park & Ride lot management firms; towing operators

II. Definitions

“Business days” means every day of the week except Saturday and Sunday and except for days on which fall the official holidays observed by the State of Washington.

“High Occupancy Vehicle,” “HOV” or “carpool” means a vehicle with two or more individuals parking at a Park & Ride where the individuals continue their journey on public transportation.

“Park & Ride” means locations at which persons park their individual vehicles and transfer to a county vehicle or car/vanpool vehicles, including all improvements and landscaping (K.C.C. 28.92.110).

“Parking Enforcement Staff” means the individuals authorized to enforce Metro parking rules under K.C.C. 28.96.010.A, including but not limited to King County employees, employees of Republic Parking Northwest, or employees of such other firm as Metro Transit may contract with from time to time to manage certain aspects of its Park & Ride facilities.

“Permit group” means all people associated with a HOV permit.

“Permit holder” or “Permittee” means a person holding a physical permit or virtual permit associated with a vehicle license plate number to park in Park & Ride facility stalls reserved for SOVs or HOVs.

“Single Occupancy Vehicle” or “SOV” means a vehicle with a single occupant (the driver) parking at a Park & Ride where the individual continue their journey on public transportation (bus transit, carpool, or vanpool).

“Vanpool” means a prearranged group of at least five individuals who share their commute in a public agency-sponsored van.

III. Policy

A. Setting and Adjusting Permit Fees; Waiting Lists

1. Setting and Adjusting Permit Fees. SOV permit fees will be established on a per lot basis depending on factors including local market prices for paid parking, parking utilization, location along transit corridor, availability of frequent transit service, and coordination with other public transit service providers that own and operate park and rides. Metro will sell parking permits to ORCA Lift eligible customers at a reduced rate. HOV parking permits will be provided free of charge.

2. Metro SOV Parking Permit Fees

Park and Ride Facility	SOV Monthly Permit Fee	ORCA Lift Monthly Permit Fee
Northgate Transit Center	\$120	\$20
Aurora Village Transit Center	\$90	\$20
Bear Creek Park & Ride	\$90	\$20
Bothell Park & Ride	\$90	\$20
Kenmore Park & Ride	\$90	\$20
Redmond Park & Ride	\$90	\$20
South Kirkland Park & Ride	\$90	\$20
Tukwila Park & Ride	\$90	\$20
Issaquah Highlands Park & Ride	\$60	\$20
Shoreline Park & Ride	\$60	\$20

3. Waiting Lists. Permits will be sold on a first come first serve basis. Where demand is higher than the number of permits available, the vendor tasked with administering the program will maintain a waiting list of customers seeking permits at each lot. Waiting lists will be kept with applicants names listed in chronological order based on when they submitted their permit application. If a permit becomes available the applicants will be notified of the opportunity to purchase a permit in the order in which they are on the waitlist.

During the first thirty days of permit sales 10% of permits at each lot will be reserved for customers who meet the eligibility requirements for ORCA Lift customers to provide adequate time for those customers to verify their eligibility for ORCA Lift. After the first month, and in the case of a waiting list at a lot, priority will be given to verified ORCA Lift eligible customers for any permits that become available until the 10% ORCA Lift target has been met. If there are no ORCA Lift eligible customers on the waiting list, then the permits will be sold to customers on the waiting list who do not qualify for ORCA Lift.

B. Enforcement of Permit Parking Restrictions at Metro Park & Ride Facilities; Appeals Review Process; Towing and Impoundment of Vehicles Improperly Parked in Permit Areas

1. Regulatory Framework. King County Code Section 2.16.038 specifies that the Metro transit department is responsible to manage and maintain Metro transit facilities. King County Code Section 4A.700.650 grants Metro transit the authority to establish user fees for public use of vehicle parking stalls at park and ride lots and garages located on property owned, managed or leased by the Metro transit department. King County Code Chapter 28.96.010.A.7 specifies that operating, stopping, standing, or parking a vehicle in any roadway or location restricted for use only by transit vehicles or otherwise restricted is a civil infraction punishable by fine under RCW 7.80, unless a greater penalty or criminal sanction applies. King County Code Chapter 28.96.010.A.20 specifies that using transit property, including, but not limited to, park and ride lots or garages, without paying a fee or obtaining a permit if a fee or permit is required for the use of such property is a civil infraction punishable by fine under RCW 7.80, unless a greater penalty or criminal sanction applies. In RCW 46.55.010(14)(a)(iii), state law provides that vehicles left unattended in a publicly-owned or -controlled parking facility in violation of restrictions properly posted under RCW 46.55.070 may be towed immediately.

2. Citation or Towing of Vehicles Improperly Parked in Restricted Areas. In furtherance of its responsibility to manage customer facilities, Metro Transit has established restricted parking areas in its Park & Ride facilities, including but not limited to parking stalls reserved for Metro service vehicles, for disabled parking, for electric vehicles, and for permit parking. Parking rules are posted at each Park & Ride facility entrance and restricted stalls are clearly marked with signage, paint markings, or by other means. Parking in a restricted Park & Ride stall without a proper permit or other authorization is a violation of K.C.C. 28.96.010.A and is punishable by fine as a civil infraction under RCW Chapter 7.08 or by towing under RCW Chapter 46.55.

3. Enforcement of Permit Parking Restrictions—Citations and Fines Before Towing. The following rules will guide enforcement of posted permit parking restrictions at Metro Park & Ride facilities.

a. If a vehicle is parked in a designated permit area during the restricted time period (1) without a valid physical permit or virtual permit associated with the vehicle's license plate, or (2) with an improperly displayed physical permit, or (3) with an invalid physical permit displayed, or (4) not properly parked within the marked parking stall, or (5) where fewer than two people are observed by Parking Enforcement staff to have exited a car registered with a HOV permit, then that vehicle will initially receive a citation and fine that will be placed on the vehicle windshield. Three citations for any type of violation will result in towing and impound of the vehicle on a fourth instance of unauthorized parking in a permit parking area.

b. A current, valid physical permit should be displayed either (1) by hanging it right-side up on the interior rear-view mirror with the front of the permit facing out the windshield, or (2) by laying the permit face up on the driver's side dashboard with the bottom edge of the permit angled towards the driver's side front wheel. For cars permitted through a virtual permit, the vehicle license plate associated with the permit must be visible and legible from the outside of the vehicle.

c. Examples of improperly-displayed physical permits include, but are not limited to: Leaving it on a dashboard face down; hanging it from the mirror but covering it with something else; leaving it on a seat; or displaying it in such a way that Parking Enforcement Staff cannot verify its validity from outside of the car.

d. Examples of displaying an invalid permit include, but are not limited to: Displaying an expired permit; displaying a permit that is valid for parking at a facility other than the one in which the vehicle is located; or displaying a VAN permit (valid for transit agency issued VanShare or TripPool vehicles only) in a private vehicle.

e. Any given vehicle may receive no more than three citations for improperly parking in a restricted stall. The third citation will include notification that the next violation may result in a towing and impound. A fourth incident may result in towing and impound.

f. Parking Enforcement Staff will be equipped with handheld devices that allow for up to 4 photos per citation issued, and allow for a customized citation printout that includes a photo of the vehicle's license plate and specifies the nature of the infraction that led to the warning, applicable late fees, and information about the process to appeal the citation, including contact information. The equipment utilized may change over time as technology advances and enforcement needs evolve.

g. Parking violation fines may not exceed \$20. Fines not paid by the deadline identified on the citation are subject to a late fee not to exceed \$25. Per King County Code section 4A.700.650, Metro is authorized to use a collections process to recoup fines and fees reaching or exceeding \$300.

4. Appeals of Citations. If a vehicle owner wishes to contest a citation, then the owner shall follow the appeal process set forth in K.C.C. 23.20. This rule does not provide a different or additional process to appeal or contest a citation.

5. Towing Vehicles from Permit Areas and Other Areas; Contesting Tows Under State Law. Vehicles that have received three citations for improper parking in a permit parking area may be towed upon a fourth instance of unauthorized parking in a permit parking area. Vehicles improperly parked in other Park & Ride facility areas in violation of posted Park & Ride facility rules may be towed immediately without any citation as provided under RCW chapter 46.55. The following procedure will apply:

- a. Before towing and impound, Parking Enforcement Staff will contact the Metro Service Quality supervisor designated for that facility to notify Metro of the incident and the intention to tow.
- b. If the Metro Service Quality supervisor authorizes the tow request, then Parking Enforcement Staff will request the vehicle be towed consistent with state law in RCW 46.55. Parking Enforcement Staff will utilize the tow vendor identified on the signage posted at the entrance to the Park & Ride facility where the offending vehicle is parked.
- c. If the vehicle owner contests the tow, the vehicle owner should follow the appeal process set forth in state law at RCW 46.55 and file for a tow court hearing at district or municipal court as provided by law. This rule does not provide a different or additional process to appeal or contest a vehicle tow or impoundment.
- d. If the court rules the tow was improper then under state law at RCW 46.55 the Parking Enforcement Staff that authorized the tow (typically, a contracted parking management firm; potentially King County Metro Transit) will be responsible to pay the cost of the towing fees and such other costs as are provided by law. This rule does not provide a different or additional remedy for an improper vehicle tow or impoundment other than those available under RCW chapter 46.55.

C. Requirements for Renewal of Parking Permits; Parking Permit Termination Review Process

1. Renewals of Permits.

- a. Transit Use: Permits are renewed by Parking Enforcement Staff on a monthly basis. A permit will be renewed if the SOV permit holder or if every member of the permit group is documented to have used the form of public transportation (bus transit, carpool, or vanpool) associated with the permit an average of 3 days per week, measured on a monthly interval as 12+ days in the preceding month, and maintains a registered and paid vanpool account, if applicable. The transit use is checked during the morning enforcement hours. If a SOV permit holder or permit group fails to meet these requirements, then Parking Enforcement Staff will notify the permit holder or permit group via email that their monthly permit will be terminated. If a permit holder or member(s) of a permit group wishes to challenge this decision he or she may do so in writing via email or mail. The permit will not be renewed and parking privileges will not be available to permit holder or permit group unless and until the challenge is granted. A permit holder or permit group whose permit has been terminated and not renewed may always submit a request for a new permit. This rule does not address the initial issuance of new permits.
- b. Payment: SOV permits will be issued on a monthly basis to customers after payment is received by the vendor administering the program on behalf of Metro. All active accounts must be paid by the deadline set by the vendor. The vendor will provide one reminder by email if payment is not received by the established deadline. If payment is not received by the final deadline the vendor may close the account. Closed accounts may reapply for the permit program to be considered for reinstatement. For lots where there is a waiting

list, permit holders will be provided with one instance where their permit will be held for up to four weeks during which time the permit holder can pay for their permit plus a \$25 late fee and reactivate their account. Parking privileges will not be available to permit holders until the permit and late fee has been paid. Deadlines for payment will be established by the vendor as needed to allow a reasonable amount of time for processing, permit issuance, and related administrative tasks. The vendor shall communicate the deadlines on their webpage and notify permit holders in writing by mail or email at least one month in advance of any changes.

2. Review of Permit Termination. This section outlines the reasons and procedures to renew a terminated permit. A terminated permit will not be renewed for any reason other than those set forth in this Section III.C.2. A permit holder or permit group whose permit has been terminated and cannot be renewed may always apply for a new permit.

a. Absence. Permittees are allowed two months each calendar year in which one or more ORCA cards or carpool logs may fall below the required ridership threshold. If a permittee is challenging termination on the grounds that a SOV permit holder or one or more members of the permit group was absent due to vacation or medical reasons during the noncompliance period for which the permit was terminated, then the following process will apply:

I. The permittee(s) must email or mail the Parking Enforcement Staff a letter including names and ORCA numbers, VanPool ID, or RideshareOnline.com account names associated with the permit, and the dates of absence that resulted in insufficient ridership. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. The Parking Enforcement Staff will create a record associated with the permit holder or permit group indicating that it has used one of the two allowable months in the calendar year when ridership can dip below required levels as a result of absence (each, an "Absence Exception").

III. The Parking Enforcement Staff will renew the permit up to two times per calendar year following an Absence Exception. If the permit holder or permit group has used both of the Absence Exceptions for a given calendar year then the permit will not be renewed.

b. New ORCA numbers. Permittees are allowed two instances per calendar year in which they dip below the required ridership threshold as a result of not updating the ORCA numbers associated with their permit to reflect newly-issued ORCA numbers. A permit group is entitled to two instances per year per group. If a permittee is challenging termination on the grounds that a SOV permit holder or one or more members of the permit group received a new ORCA number during the noncompliance period for which the permit was terminated, then the following process will apply:

I. The permittee(s) must email or mail the Parking Enforcement Staff a letter including names, the old ORCA numbers and any updated ORCA numbers associated with the permit. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. The Parking Enforcement Staff will create a record associated with this permit holder or permit group indicating that it has used a month in the calendar year when ridership can dip below required levels as a result of failure to update ORCA information (the "ORCA Update Exception").

III. The Parking Enforcement Staff will renew the permit to two times per calendar year following an ORCA Update Exception. If the permit holder or permit group has used its two ORCA Update Exceptions for a given calendar year then the permit will not be renewed.

c. ORCA Equipment Failure or Data Error. King County recognizes that a broken ORCA tapper or other ORCA equipment failure could lead to under-reporting of ridership, or that an ORCA record might not properly reflect actual ridership or instances in which the ORCA card was used (each, an "ORCA System Failure"). Using the process outlined below, permittees may renew a terminated permit due to an ORCA System Failure. If a permittee is challenging termination on the grounds that there was an ORCA System Failure during the period when the permit was terminated, then the following process will apply:

I. The permittee(s) must email or mail the Parking Enforcement Staff a letter including name(s) and ORCA number(s) associated with the permit, and asserting that the SOV permit holder or all members of permit group did meet the ridership threshold. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. If the Parking Enforcement Staff confirms the ORCA System Failure or failures, then the Parking Enforcement Staff will create a record associated with this permit and the Parking Enforcement Staff will renew the permit. If the Parking Enforcement Staff do not confirm the ORCA System Failure, then the Parking Enforcement Staff will not renew the permit.

III. If a permit holder or permit group experiences repeated problems with an ORCA card or permit number, the permit holder or a member of the permit group should contact Metro Transit Customer Service by calling (206) 553-3000, or in person at Metro's Customer Information Office located at 201 S. Jackson St., and refer the ORCA number for manual verification.

d. Failure to Properly Maintain Vanpool Account. Permittees are allowed one instance per calendar year in which they may renew a permit that

was terminated for lack of a registered and paid vanpool account with a transit agency (each an "Vanpool Account Maintenance Failure"). A permit group is entitled to one instances per year per group. If a SOV permit holder or permit group is challenging termination on the grounds that an otherwise-valid permit was terminated due to a Vanpool Account Maintenance Failure, and that they are currently a registered and paid member in a vanpool, then the following process will apply:

I. Permittee(s) must email or mail Parking Enforcement Staff a letter including name, vanpool account name, and vanpool Group ID number associated with the permit, and asserting that the permit holder or member of a permit group is in good standing with a registered and paid vanpool account with the relevant transit agency. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. If the Parking Enforcement Staff verifies that there is a valid, registered and paid vanpool account with the relevant transit agency, then the Parking Enforcement staff will create a record associated with the permit holder or permit group indicating that it has used its Vanpool Account Maintenance Failure exception for the calendar year, and renew the permit. If the Parking Enforcement Staff cannot verify that there is valid, registered and paid vanpool account with the relevant transit agency, or if the permit holder or permit group has used its Vanpool Account Maintenance Failure exception for the calendar year, then the Parking Enforcement Staff will not renew the permit.

III. If a permit holder or permit group experiences repeated difficulties with its vanpool account registration or payment status, then the permit holder or a member of the permit group should contact the relevant transit agency that sponsors the vanpool group.

D. Procedures Applicable to Transit Agency-operated Vans

1. Permits for qualifying transit agency-operated van groups ("Transit Agency Vans") will be issued directly from the Parking Enforcement Staff to the operator agency (i.e. King County Metro, Pierce Transit, etc.).

2. A Transit Agency Van may be issued a warning notice for parking (1) without a valid permit, or (2) with an improperly displayed permit, or (3) with an invalid permit displayed, or (4), not properly parked within the marked parking stall. The Parking Enforcement Staff will leave a copy of the warning notice on the vehicle. The warning document will include up to 4 photos documenting the nature of the infraction that led to the warning, and a photo of the vehicle's license plate. Within three business days of the date on the notice Parking Enforcement Staff will also send notification of the warning (with supporting information) to the operator agency and to Metro.

3. A van group participant can contest a warning by contacting the Parking Enforcement Staff by email or mail with any relevant information or documentation. If a warning notice is overturned then the Parking Enforcement Staff will update the vehicle parking record and notify the van group participant, the relevant transit agency, and Metro. If the warning notice is not overturned then the Parking Enforcement Staff will so notify the van group participant, the relevant transit agency, and Metro.

4. The Parking Enforcement Staff will not issue tow requests for Transit Agency Vans improperly parked in permit parking areas. Instead Metro will seek to resolve such violations and avoid further infractions through other action in cooperation with the relevant transit agency. However, Transit Agency Vans improperly parked in other Park & Ride areas in violation of posted Park & Ride facility rules (e.g. fire lane, drive lane, disabled parking stall, etc.) or otherwise in violation of K.C.C. 28.96.010.A may be towed consistent with that section and RCW chapter 46.55.

5. A warning notice issued by Parking Enforcement Staff under this section III.D is not a citation under RCW 7.80 and does not impose a fine or require payment of a fee. A warning notice merely documents an incident of improper parking in a permit stall.

IV. Implementation Plan

A. This public rule is effective thirty days after filing with King County Archives, Records Management and Mail Services (ARMMS). The Metro transit department is responsible for the implementation of this rule.

V. Maintenance

A. This rule will be maintained by the Metro transit department, or its successor agency.

VI. Consequences for Noncompliance

A. Written citations, written warnings, towing, or revocation of parking permit as described in Section III above.

Appendices: None

Appendix B: Revised Public Rule for Permit Parking Program

Pricing, Enforcement, and Requirements for Renewal of HOV and SOV Parking Permits

Document Code No.: FES-7-2-1-PR
Sponsoring Agency: King County Metro Transit
Effective Date: tbd
Type of Action: New

I. Purpose

To implement the provisions of King County Code Section 4A.700.650 regarding establishment of user fees for Metro Transit Park & Ride facilities, to implement the provisions of King County Code Section 28.96.010 regarding enforcement of permit parking restrictions on Metro Transit property, to provide a process to appeal permit parking violations and review Vanpool warnings, and to provide a process to review non-renewal of parking permits.

Applicability and Audience: Metro transit department; Park & Ride lot users; Metro transit permit holders; contracted Park & Ride lot management firms; towing operators

II. Definitions

“Business days” means every day of the week except Saturday and Sunday and except for days on which fall the official holidays observed by the State of Washington.

“High Occupancy Vehicle,” “HOV” or “carpool” means a vehicle with two or more individuals parking at a Park & Ride where the individuals continue their journey on public transportation.

“Park & Ride” means locations at which persons park their individual vehicles and transfer to a county vehicle or car/vanpool vehicles, including all improvements and landscaping (K.C.C. 28.92.110).

“Parking Enforcement Staff” means the individuals authorized to enforce Metro parking rules under K.C.C. 28.96.010.A, including but not limited to King County employees, employees of Republic Parking Northwest, or employees of such other firm as Metro Transit may contract with from time to time to manage certain aspects of its Park & Ride facilities.

“Permit group” means all people associated with a HOV permit.

“Permit holder” or “Permittee” means a person holding a physical permit or virtual permit associated with a vehicle license plate number to park in Park & Ride facility stalls reserved for SOVs or HOVs.

“Single Occupancy Vehicle” or “SOV” means a vehicle with a single occupant (the driver) parking at a Park & Ride where the individual continue their journey on public transportation (bus transit, carpool, or vanpool).

“Vanpool” means a prearranged group of at least five individuals who share their commute in a public agency-sponsored van.

III. Policy

A. Setting and Adjusting Permit Fees; Waiting Lists

1. Setting and Adjusting Permit Fees. SOV permit fees will be established on a per lot basis depending on factors including local market prices for paid parking, parking utilization, location along transit corridor, availability of frequent transit service, and coordination with other public transit service providers that own and operate park and rides. Metro will sell parking permits to ORCA LIFT eligible customers at a reduced rate. HOV parking permits will be provided free of charge.

2. Metro SOV Parking Permit Fees

Park and Ride Facility	SOV Monthly Permit Fee	ORCA LIFT Monthly Permit Fee
Northgate Transit Center	\$120	\$20
Aurora Village Transit Center	\$90	\$20
Bear Creek Park & Ride	\$90	\$20
Bothell Park & Ride	\$90	\$20
Kenmore Park & Ride	\$90	\$20
Redmond Park & Ride	\$90	\$20
South Kirkland Park & Ride	\$90	\$20
Tukwila Park & Ride	\$90	\$20
Issaquah Highlands Park & Ride	\$60	\$20
Shoreline Park & Ride	\$60	\$20

3. Waiting Lists. Permits will be sold on a first come first serve basis, subject to the rules in this section. Where demand is higher than the number of permits available, the vendor tasked with administering the program will maintain a waiting list of customers seeking permits at each lot. Waiting lists will be kept with applicants names listed in chronological order based on when they submitted their permit application. If a permit becomes available the applicants will be notified of the opportunity to purchase a permit in the order in which they are on the waitlist, except as noted below.

a. ORCA LIFT Customers: During the first thirty days of permit sales, 10% of permits at each lot will be reserved for ORCA LIFT customers and customers who meet the eligibility requirements for the ORCA LIFT program to provide adequate time verify their eligibility for ORCA LIFT. After the first month, and in the case of a waiting list at a lot, priority will be given to verified ORCA LIFT eligible customers for any permits that become available until the 10% ORCA LIFT target has been met.

b. HOV and SOV Customers: For each lot, after the 10% ORCA LIFT target is met, or if there are no ORCA LIFT customers on the waiting list, priority will be given to HOV parking permit applicants on the waiting list. If there are no HOV parking permit applicants on the waiting list, then the permits will be sold to remaining SOV permit customers on the waiting list.

B. Enforcement of Permit Parking Restrictions at Metro Park & Ride Facilities; Appeals Review Process; Towing and Impoundment of Vehicles Improperly Parked in Permit Areas

1. Regulatory Framework. King County Code Section 2.16.038 specifies that the Metro transit department is responsible to manage and maintain Metro transit facilities. King County Code Section 4A.700.650 grants Metro transit the authority to establish user fees for public use of vehicle parking stalls at park and ride lots and garages located on property owned, managed or leased by the Metro transit department. King County Code Chapter 28.96.010.A.7 specifies that operating, stopping, standing, or parking a vehicle in any roadway or location restricted for use only by transit vehicles or otherwise restricted is a civil infraction punishable by fine under RCW 7.80, unless a greater penalty or criminal sanction applies. King County Code Chapter 28.96.010.A.20 specifies that using transit property, including, but not limited to, park and ride lots or garages, without paying a fee or obtaining a permit if a fee or permit is required for the use of such property is a civil infraction punishable by fine under RCW 7.80, unless a greater penalty or criminal sanction applies. In RCW 46.55.010(14)(a)(iii), state law provides that vehicles left unattended in a publicly-owned or -controlled parking facility in violation of restrictions properly posted under RCW 46.55.070 may be towed immediately.

2. Citation or Towing of Vehicles Improperly Parked in Restricted Areas. In furtherance of its responsibility to manage customer facilities, Metro Transit has established restricted parking areas in its Park & Ride facilities, including but not limited to parking stalls reserved for Metro service vehicles, for disabled parking, for electric vehicles, and for permit parking. Parking rules are posted at each Park & Ride facility entrance and restricted stalls are clearly marked with signage, paint markings, or by other means. Parking in a restricted Park & Ride stall without a proper permit or other authorization is a violation of K.C.C. 28.96.010.A and is punishable by fine as a civil infraction under RCW Chapter 7.08 or by towing under RCW Chapter 46.55.

3. Enforcement of Permit Parking Restrictions—Citations and Fines Before Towing. The following rules will guide enforcement of posted permit parking restrictions at Metro Park & Ride facilities.

a. If a vehicle is parked in a designated permit area during the restricted time period (1) without a valid physical permit or virtual permit associated with the vehicle's license plate, or (2) with an improperly displayed physical permit, or (3) with an invalid physical permit displayed, or (4) not properly parked within the marked parking stall, or (5) where fewer than two people are observed by Parking Enforcement staff to have exited a car registered with a HOV permit, then that vehicle

will initially receive a citation and fine that will be placed on the vehicle windshield. Three citations for any type of violation will result in towing and impound of the vehicle on a fourth instance of unauthorized parking in a permit parking area.

b. A current, valid physical permit should be displayed either (1) by hanging it right-side up on the interior rear-view mirror with the front of the permit facing out the windshield, or (2) by laying the permit face up on the driver's side dashboard with the bottom edge of the permit angled towards the driver's side front wheel. For cars permitted through a virtual permit, the vehicle license plate associated with the permit must be visible and legible from the outside of the vehicle.

c. Examples of improperly-displayed physical permits include, but are not limited to: Leaving it on a dashboard face down; hanging it from the mirror but covering it with something else; leaving it on a seat; or displaying it in such a way that Parking Enforcement Staff cannot verify its validity from outside of the car.

d. Examples of displaying an invalid permit include, but are not limited to: Displaying an expired permit; displaying a permit that is valid for parking at a facility other than the one in which the vehicle is located; or displaying a VAN permit (valid for transit agency issued VanShare or TripPool vehicles only) in a private vehicle.

e. Any given vehicle may receive no more than three citations for improperly parking in a restricted stall. The third citation will include notification that the next violation may result in a towing and impound. A fourth incident may result in towing and impound.

f. Parking Enforcement Staff will be equipped with handheld devices that allow for up to 4 photos per citation issued, and allow for a customized citation printout that includes a photo of the vehicle's license plate and specifies the nature of the infraction that led to the warning, applicable late fees, and information about the process to appeal the citation, including contact information. The equipment utilized may change over time as technology advances and enforcement needs evolve.

g. Parking violation fines may not exceed \$20. Fines not paid by the deadline identified on the citation are subject to a late fee not to exceed \$25. Per King County Code section 4A.700.650, Metro is authorized to use a collections process to recoup fines and fees reaching or exceeding \$300.

4. Appeals of Citations. If a vehicle owner wishes to contest a citation, then the owner shall follow the appeal process set forth in K.C.C. 23.20. This rule does not provide a different or additional process to appeal or contest a citation.

5. Towing Vehicles from Permit Areas and Other Areas; Contesting Tows Under State Law. Vehicles that have received three citations for improper parking in a permit parking area may be towed upon a fourth instance of unauthorized parking in a permit parking area. Vehicles improperly parked in other Park & Ride facility areas in violation of posted Park & Ride facility rules may be towed

immediately without any citation as provided under RCW chapter 46.55. The following procedure will apply:

- a. Before towing and impound, Parking Enforcement Staff will contact the Metro Service Quality supervisor designated for that facility to notify Metro of the incident and the intention to tow.
- b. If the Metro Service Quality supervisor authorizes the tow request, then Parking Enforcement Staff will request the vehicle be towed consistent with state law in RCW 46.55. Parking Enforcement Staff will utilize the tow vendor identified on the signage posted at the entrance to the Park & Ride facility where the offending vehicle is parked.
- c. If the vehicle owner contests the tow, the vehicle owner should follow the appeal process set forth in state law at RCW 46.55 and file for a tow court hearing at district or municipal court as provided by law. This rule does not provide a different or additional process to appeal or contest a vehicle tow or impoundment.
- d. If the court rules the tow was improper then under state law at RCW 46.55 the Parking Enforcement Staff that authorized the tow (typically, a contracted parking management firm; potentially King County Metro Transit) will be responsible to pay the cost of the towing fees and such other costs as are provided by law. This rule does not provide a different or additional remedy for an improper vehicle tow or impoundment other than those available under RCW chapter 46.55.

C. Requirements for Renewal of Parking Permits; Parking Permit Termination Review Process

1. Renewals of Permits.

- a. Transit Use: Permits are renewed by Parking Enforcement Staff on a monthly basis. A permit will be renewed if the SOV permit holder or if every member of the permit group is documented to have used the form of public transportation (bus transit, carpool, or vanpool) associated with the permit an average of 3 days per week, measured on a monthly interval as 12+ days in the preceding month, and maintains a registered and paid vanpool account, if applicable. The transit use is checked during the morning enforcement hours. If a SOV permit holder or permit group fails to meet these requirements, then Parking Enforcement Staff will notify the permit holder or permit group via email that their monthly permit will be terminated. If a permit holder or member(s) of a permit group wishes to challenge this decision he or she may do so in writing via email or mail. The permit will not be renewed and parking privileges will not be available to permit holder or permit group unless and until the challenge is granted. A permit holder or permit group whose permit has been terminated and not renewed may always submit a request for a new permit. This rule does not address the initial issuance of new permits.
- b. Payment: SOV permits will be issued on a monthly basis to customers after payment is received by the vendor administering the program on behalf of Metro. All active accounts must be paid by the deadline set by the vendor. The vendor will provide one reminder by email if payment is not received by the established deadline. If payment is not received by the final deadline the

vendor may close the account. Closed accounts may reapply for the permit program to be considered for reinstatement. For lots where there is a waiting list, permit holders will be provided with one instance where their permit will be held for up to four weeks during which time the permit holder can pay for their permit plus a \$25 late fee and reactivate their account. Parking privileges will not be available to permit holders until the permit and late fee has been paid. Deadlines for payment will be established by the vendor as needed to allow a reasonable amount of time for processing, permit issuance, and related administrative tasks. The vendor shall communicate the deadlines on their webpage and notify permit holders in writing by mail or email at least one month in advance of any changes.

2. Review of Permit Termination. This section outlines the reasons and procedures to renew a terminated permit. A terminated permit will not be renewed for any reason other than those set forth in this Section III.C.2. A permit holder or permit group whose permit has been terminated and cannot be renewed may always apply for a new permit.

a. Absence. Permittees are allowed two months each calendar year in which one or more ORCA cards or carpool logs may fall below the required ridership threshold. If a permittee is challenging termination on the grounds that a SOV permit holder or one or more members of the permit group was absent due to vacation or medical reasons during the noncompliance period for which the permit was terminated, then the following process will apply:

I. The permittee(s) must email or mail the Parking Enforcement Staff a letter including names and ORCA numbers, VanPool ID, or RideshareOnline.com account names associated with the permit, and the dates of absence that resulted in insufficient ridership. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. The Parking Enforcement Staff will create a record associated with the permit holder or permit group indicating that it has used one of the two allowable months in the calendar year when ridership can dip below required levels as a result of absence (each, an "Absence Exception").

III. The Parking Enforcement Staff will renew the permit up to two times per calendar year following an Absence Exception. If the permit holder or permit group has used both of the Absence Exceptions for a given calendar year then the permit will not be renewed.

b. New ORCA numbers. Permittees are allowed two instances per calendar year in which they dip below the required ridership threshold as a result of not updating the ORCA numbers associated with their permit to reflect newly-issued ORCA numbers. A permit group is entitled to two instances per year per group. If a permittee is challenging termination on the grounds that a SOV permit holder or one or more members of the permit group received a new ORCA number during the noncompliance

period for which the permit was terminated, then the following process will apply:

I. The permittee(s) must email or mail the Parking Enforcement Staff a letter including names, the old ORCA numbers and any updated ORCA numbers associated with the permit. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. The Parking Enforcement Staff will create a record associated with this permit holder or permit group indicating that it has used a month in the calendar year when ridership can dip below required levels as a result of failure to update ORCA information (the "ORCA Update Exception").

III. The Parking Enforcement Staff will renew the permit up to two times per calendar year following an ORCA Update Exception. If the permit holder or permit group has used its two ORCA Update Exceptions for a given calendar year then the permit will not be renewed.

c. ORCA Equipment Failure or Data Error. King County recognizes that a broken ORCA tapper or other ORCA equipment failure could lead to under-reporting of ridership, or that an ORCA record might not properly reflect actual ridership for instances in which the ORCA card was used (each, an "ORCA System Failure"). Using the process outlined below, permittees may renew a terminated permit due to an ORCA System Failure. If a permittee is challenging termination on the grounds that there was an ORCA System Failure during the period when the permit was terminated, then the following process will apply:

I. The permittee(s) must email or mail the Parking Enforcement Staff a letter including name(s) and ORCA number(s) associated with the permit, and asserting that the SOV permit holder, or at least two members of the HOV permit group did meet the ridership threshold. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. If the Parking Enforcement Staff confirms the ORCA System Failure or failures, then the Parking Enforcement Staff will create a record associated with this permit and the Parking Enforcement Staff will renew the permit. If the Parking Enforcement Staff do not confirm the ORCA System Failure, then the Parking Enforcement Staff will not renew the permit.

III. If a permit holder or permit group experiences repeated problems with an ORCA card or permit number, the permit holder or a member of the permit group should contact Metro Transit Customer Service by calling (206) 553-3000, or in person at Metro's

Customer Information Office located at 201 S. Jackson St., and refer the ORCA number for manual verification.

d. Failure to Properly Maintain Vanpool Account. Permittees are allowed one instance per calendar year in which they may renew a permit that was terminated for lack of a registered and paid vanpool account with a transit agency (each an "Vanpool Account Maintenance Failure"). A permit group is entitled to one instances per year per group. If a SOV permit holder or permit group is challenging termination on the grounds that an otherwise-valid permit was terminated due to a Vanpool Account Maintenance Failure, and that they are currently a registered and paid member in a vanpool, then the following process will apply:

I. Permittee(s) must email or mail Parking Enforcement Staff a letter including name, vanpool account name, and vanpool Group ID number associated with the permit, and asserting that the permit holder or member of a permit group is in good standing with a registered and paid vanpool account with the relevant transit agency. The letter should be sent to the address identified in the letter or email by which the Parking Enforcement Staff initially notified the permit holder or permit group that their permit was terminated.

II. If the Parking Enforcement Staff verifies that there is a valid, registered and paid vanpool account with the relevant transit agency, then the Parking Enforcement staff will create a record associated with the permit holder or permit group indicating that it has used its Vanpool Account Maintenance Failure exception for the calendar year, and renew the permit. If the Parking Enforcement Staff cannot verify that there is valid, registered and paid vanpool account with the relevant transit agency, or if the permit holder or permit group has used its Vanpool Account Maintenance Failure exception for the calendar year, then the Parking Enforcement Staff will not renew the permit.

III. If a permit holder or permit group experiences repeated difficulties with its vanpool account registration or payment status, then the permit holder or a member of the permit group should contact the relevant transit agency that sponsors the vanpool group.

D. Procedures Applicable to Transit Agency-operated Vans

1. Permits for qualifying transit agency-operated van groups ("Transit Agency Vans") will be issued directly from the Parking Enforcement Staff to the operator agency (i.e. King County Metro, Pierce Transit, etc.).

2. A Transit Agency Van may be issued a warning notice for parking (1) without a valid permit, or (2) with an improperly displayed permit, or (3) with an invalid permit displayed, or (4), not properly parked within the marked parking stall. The Parking Enforcement Staff will leave a copy of the warning notice on the vehicle. The warning document will include up to 4 photos documenting the nature of the infraction that led to the warning, and a photo of the vehicle's

license plate. Within three business days of the date on the notice Parking Enforcement Staff will also send notification of the warning (with supporting information) to the operator agency and to Metro.

3. A van group participant can contest a warning by contacting the Parking Enforcement Staff by email or mail with any relevant information or documentation. If a warning notice is overturned then the Parking Enforcement Staff will update the vehicle parking record and notify the van group participant, the relevant transit agency, and Metro. If the warning notice is not overturned then the Parking Enforcement Staff will so notify the van group participant, the relevant transit agency, and Metro.

4. The Parking Enforcement Staff will not issue tow requests for Transit Agency Vans improperly parked in permit parking areas. Instead Metro will seek to resolve such violations and avoid further infractions through other action in cooperation with the relevant transit agency. However, Transit Agency Vans improperly parked in other Park & Ride areas in violation of posted Park & Ride facility rules (e.g. fire lane, drive lane, disabled parking stall, etc.) or otherwise in violation of K.C.C. 28.96.010.A may be towed consistent with that section and RCW chapter 46.55.

5. A warning notice issued by Parking Enforcement Staff under this section III.D is not a citation under RCW 7.80 and does not impose a fine or require payment of a fee. A warning notice merely documents an incident of improper parking in a permit stall.

IV. Implementation Plan

A. This public rule is effective thirty days after filing with King County Archives, Records Management and Mail Services (ARMMS). The Metro transit department is responsible for the implementation of this rule.

V. Maintenance

A. This rule will be maintained by the Metro transit department, or its successor agency.

VI. Consequences for Noncompliance

A. Written citations, written warnings, towing, or revocation of parking permit as described in Section III above.

Appendices: None

Appendix C: 2018 Survey Instrument and Respondent Demographics

Survey Instrument

Parking Permit Program Expansion Survey for Sound Transit and King County Metro

Sound Transit (ST) and King County Metro (Metro) are seeking feedback on the concept of paid, reserved permit parking for transit customers at some park & ride facilities. Permit parking is already available for carpoolers who drive together to select park & rides. ST and Metro are now considering offering permits to solo drivers as well.

Your input is essential as ST and Metro consider program details such as which park & ride lots would offer permit parking and how much permits would cost.

How your feedback will be used:

Feedback collected through this outreach process will be reported to the ST Board of Directors and the King County Council and Executive. Sound Transit plans to implement solo driver permits later in 2018. Metro leadership will use this feedback as it considers future parking management strategies at Metro.

Take the survey or attend a drop-in session near you to share your thoughts.

Drop-in sessions:

Burien Library
Thursday, March 8
400 S.W. 152nd St.
Burien, WA 98166
5:00-7:00 p.m.

Federal Way Library
Saturday, March 11
34200 1st Way S.
Federal Way, WA 98033
3:30-5:30 p.m.

Edmonds Library
Thursday, March 15
650 Main St.
Edmonds, WA 98020
5:00-7:00 p.m.

Northgate Library

Sunday, March 18
10548 5th Ave. N.E.
Seattle, WA 98125
Seattle, WA 98125
1:00-3:30 p.m.

Mukilteo Library
Wednesday, March 20
4675 Harbour Pointe Blvd.
Mukilteo, WA 98275
5:00-7:00 p.m.

Renton Library
Wednesday, March 21
100 Mill Ave. S.
Renton, WA 98057
5:00-7:00 p.m.

Puyallup Library
Tuesday, March 27
324 S. Meridian St.
Puyallup, WA 98371
5:00-7:00 p.m.

Union Station
Wednesday, March 28
401 S. Jackson St.
Seattle, WA 98104
5:00-7:00 p.m.

Kirkland Library
Saturday, March 31
308 Kirkland Ave.
Kirkland, WA 98033
2:00-5:00 p.m.

Tell us about how you currently use transit and park & ride facilities.

1. How often do you ride transit?

- Never
- Rarely - Less than one day per month
- Occasionally - 1-3 days per month
- Frequently – 4-11 days per month
- Very frequently – 12 or more days per month

2. How often do you use a park & ride?

- Never
- Rarely - Less than one day per month
- Occasionally - 1-3 days per month
- Frequently – 4-11 days per month
- Very frequently – 12 or more days per month

3. If you use park & ride lots, which lot do you use most often? (Please specify.)

Parking Management Priorities

As population and employment in the region grow, Metro and ST are working hard to keep up with growing demand for transit parking. Both agencies have plans to expand parking capacity and are working to make it easier to reach buses and trains by walking, biking and taking transit. In addition, Metro and ST are developing parking management strategies – like permit parking - that help transit customers get the most out of park & rides.

Metro and Sound Transit want feedback on the goals they should prioritize as they develop parking management programs to better serve transit customers.

5. Which goals should Metro and Sound Transit prioritize when designing parking management programs? (Please rank priorities from 1 to 5. 1 is the highest priority, 5 is the lowest priority)

___ Recovering costs – design programs that recover the costs of administering and enforcing permits.

___ Maximizing revenue – design programs that bring in revenue to re-invest in improvements and amenities to make the customer experience better.

___ Making sure there’s always an open parking space – design programs to manage demand and ensure there’s always an open space.

___ Making sure users pay a fair share – design programs that pass along the cost of providing and operating parking to the people who are using it regularly.

___ Encouraging biking, walking and carpooling – design programs to encourage riders to bike, walk or carpool to transit; re-invest revenue in bicycle and pedestrian improvements.

Learn more about Sound Transit and Metro park & ride utilization

Across the region there is enormous demand for transit parking. Sound Transit and King County Metro operate 164 owned and leased parking facilities in King, Pierce and Snohomish counties. Each month, parking counts are conducted. The latest available data shows among facilities where the agencies are currently able to manage parking through price, 23 see 90 percent or greater regular weekday occupancy, and 13 see at or greater than 100 percent regular weekday occupancy.

Both agencies recognize that easy and reliable access to the transit system is critical. Parking management strategies – like permit parking for carpoolers and solo drivers - can help transit agencies make the most of limited parking resources.

Lessons from the carpool permit programs and anticipated demand for solo driver permits

Sound Transit and Metro currently offer carpool permit parking at 24 park & ride lots across the region. To qualify for a carpool parking permit, two or more transit customers have to drive together to the park & ride to catch transit. Permits are renewed on a monthly basis. Both carpoolers have to ride transit regularly to qualify for renewal. Both Sound Transit and Metro have received feedback that suggests customers would like a solo-driver parking permit option, and would be willing to pay for it.

Parking permits offer regular transit riders reserved parking at participating park & ride lots during the morning rush hour. Any empty spaces open up for general transit parking later in the day. The number of reserved spaces depends on the number of active parking permits.

6. As ST and Metro consider offering solo driver permit parking alongside carpool permit parking, they are collecting feedback about capping the number of permitted spaces at 50% of the total spaces in a lot. Do you think allocating 50% of the park & ride for permit holders is too little, just right, or too much?

- 50% is just right.
- 50% is too little. The permitted zone should be expanded to this % of the lot. (Please specify.)
- 50% is too much. The permitted zone should be expanded to this % of the lot. (Please specify.)

Learn more about carpool parking permits, paid solo driver parking permits and Sound Transit and Metro's shared vision for parking management

At the most popular lots, people who arrive earlier and earlier to secure a space end up crowded onto the earliest buses and trains, while seats remain empty on later runs. When lots fill up early, there is often no space left for people who need to travel later in the day. The number of people and jobs are growing throughout the region, making park & ride lots more popular than ever.

Today carpool permits are available for two or more transit customers who regularly drive together at 24 park & rides across the region.

- The carpool permit programs are designed to encourage regular transit customers to drive together to park & rides by offering them low/no-cost reserved parking spaces.
- Carpool permits cost \$5 per month at participating Sound Transit lots. Metro does not charge for carpool permits at lots it owns and manages, or at lots owned by WSDOT but managed by Metro.
- Parking spaces are reserved for carpool permit holders Monday-Friday during the morning rush hour. After the morning rush hour, any remaining permit spaces open up for general transit use on a first-come, first-served basis.
- The number of reserved spaces depends on the number of active carpool permits, but is currently capped at 50% of the total spaces in a lot.
- Permit holders must maintain regular transit ridership (12+ days/month) to be eligible for monthly permit renewal.

Managing parking is one of the many things Sound Transit and King County Metro are doing to improve access to transit. Looking ahead, offering priced parking options – such as paid solo driver permits - is consistent with the access to transit strategy laid out in Metro's Long Range Plan, METRO CONNECTS.

In 2012, the Sound Transit Board of Directors asked staff to update the agency's parking policy and develop a pilot project to test new parking management strategies. A successful pilot study was conducted in 2015 and based on that Sound Transit started offering carpool permits at selected lots in 2016, and Metro began piloting carpool permits at fifteen lots in 2017. Solo driver permits are the next phase of this effort.

Sound Transit plans to begin offering paid solo driver parking permits alongside carpool permits later in 2018. The King County Council and Executive will also consider this concept. Solo driver parking permits would work similarly to carpool permits, but would come with a monthly cost and would be available to transit customers driving alone.

Where to offer solo driver permit parking

Across the region, park & rides are owned by a variety of public agencies and private owners. At this time, state law allows Metro and ST to offer paid permit parking at lots that they own and operate. Of those lots, Metro and ST are only considering paid solo driver permits at the most crowded – either lots where 90% of stalls are filled, or where 97% of stalls are filled on a typical weekday.

The map shows park & ride facilities that are both owned and operated by either Metro or Sound Transit, and that where more than 90% of stalls are filled on a typical weekday. Lots that are not both owned and operated by Metro or Sound Transit - such as Eastgate Park & Ride and Tacoma Dome Station - are not shown.

7. Where would you like to see solo driver permits implemented (please see the map)? (pick one)

- Lots that are at least 90% full most weekdays
- Lots that are at least 97% full most weekdays
- I want solo driver permits implemented at a park & ride lot that isn't shown on the map (please specify)
- I don't want to see solo driver permit parking implemented
- I'm not sure/no opinion

Learn more about location selection criteria that determine where permits are offered

Sound Transit currently offers carpool permits at its park & ride lots that are at or above 97% full. Metro offers carpool permits at lots that are at or above 90% full. Sound Transit is considering using the same standard as Metro and offering both carpool and solo driver permits at lots that are at or above 90% full. This would allow Sound Transit to offer permits at more park & ride lots, including Edmonds and Mukilteo Stations.

Today, Metro and Sound Transit have the authority to offer paid parking permits at lots that are both owned and operated by either agency. This authority does not extend to facilities owned by other private or public owners. Coordination with other transit agencies would be required to offer paid permits at facilities they own, such as Tacoma Dome Station. A change in state law would be required to allow Metro and Sound Transit to offer paid parking permits at lots owned by the Washington State Department of Transportation (WSDOT), such as Eastgate Park & Ride.

Approaches to pricing solo driver permits

Parking permits offer benefits to both transit customers and transit agencies. Customers with parking permits can show up throughout the morning rush hour and be sure they will find parking spaces. Permit parking helps transit agencies monitor and enforce parking, and makes it easier to prevent non-transit customers from taking up valuable park & ride spaces.

Beyond these basic benefits, the effects of parking permits on customers and transit agencies varies based on how much they cost.

Metro and Sound Transit are seeking your feedback on three different solo driver permit parking pricing options. Each pricing option has a different set of outcomes, and comes at a different price to customers.

Information about each pricing option is provided in the table.

	Option A	Option B	Option C
Outcomes	Price recovers program costs.	Price competitive with local markets for parking.	Price competitive with regional markets for parking.
Permit Availability			
Short waiting list to get a permit at <u>all</u> participating lots			✓
Short waiting list to get a permit at <u>some</u> participating lots		✓	✓
Financial Responsibility			
Permit fees generate revenue for major customer improvements (examples could include real-time customer information systems, sheltered waiting areas, or projects to make it easier to get to transit)			✓
Permit fees generate revenue for minor customer improvements (examples could include new lighting or more frequent trash removal)		✓	✓
Permit fees cover administrative costs of permit parking	✓	✓	✓
Pricing			
Monthly price range	\$15-\$30	\$75-\$90	\$115-\$130
Daily price range	\$.50-\$1.50	\$3.50-\$4.00	\$5.25-\$6.00

8. Given anticipated outcomes and price ranges, which solo driver permit pricing option would you like Metro and Sound Transit to make available at crowded park & ride lots? (pick one)

- Option A: Cost recovery parking
- Option B: Local market pricing
- Option C: Regional market pricing

Permit pricing for low-income customers

The ORCA LIFT program currently offers half-priced transit fares to low-income riders on buses and trains operated by Metro, Sound Transit and other regional transit agencies.

9. How should solo driver parking permit be priced for low-income transit customers? (pick one)

- Offer permits for free to ORCA LIFT program participants.
- Offer permits for less than 50% of the standard permit fee.
- Offer permits for 50% of the standard permit fee

Permit pricing for carpoolers

Sound Transit currently charges \$5/month for carpool parking permits; Metro does not charge for carpool parking permits. Sound Transit is considering eliminating the \$5 fee to:

- Provide customer consistency
- Encourage carpooling
- Offer carpool permits at more lots. State law prevents ST and Metro from charging parking fees at some lots. Making carpool permits free would allow ST to offer this option at additional lots, such as South Everett Freeway Station.

10. How much should a monthly carpool parking permit cost? (pick one)

- Carpool parking permits should be free
- Carpool parking permits should cost \$5/month
- No opinion/other (please specify)

Tell us about yourself

Metro and Sound Transit collect demographic data to understand the effects of programs and services on our community. The following questions are optional.

11. In what zip code do you reside?

12. What is your age?

- Under 16
- 16-17
- 18-24
- 25-39
- 40-65
- 66+

13. What is your gender identity?

- Male

- Female
- Non-binary/other

14. Are you Hispanic/Latino/Latina?

- Yes
- No

15. What is your race? (Select as many as apply.)

- African American/Black
- Asian
- Native American/Alaskan Native
- Pacific Islander/Native Hawaiian
- White
- Multiple race
- Other

16. What is your annual household income?

- Less than \$24,000 per year
- \$24,000-\$35,000 per year
- \$35,000-\$65,000 per year
- \$65,000-\$100,000 per year
- \$100,000-\$159,000 per year
- \$160,000-\$250,000 per year
- More than \$250,000 per year

17. Do you currently participate in ORCA LIFT (low-income transit fare) program?

- Yes
- No

18. How many cars do you have in your household?

- 0
- 1
- 2+

Sound Transit parking facilities are supported by various taxes collected in the urbanized areas of King, Pierce and Snohomish Counties (RTA taxes). However, some customers who use Sound Transit parking live outside of Sound Transit's taxing district and do not pay RTA taxes. They may, however, be customers of or pay other local taxes to support partner agency services such as King County Metro, Community Transit or Pierce Transit. The map shows the RTA boundary and Sound Transit facilities under consideration for this approach.

19. For parking facilities owned by Sound Transit do you think Sound Transit should offer parking permits only to those who pay RTA taxes? Should Sound Transit charge a higher price to customers who live outside of Sound Transit's taxing district? (please pick one)

- I think only people who pay the RTA tax should be able to purchase permits for guaranteed SOV parking.
- I think people who live outside of Sound Transit's taxing district should be able to purchase SOV permits for Sound Transit-owned parking, but should be charged a higher price than people who live and pay taxes within Sound Transit's taxing district.
- I think SOV parking permits should be made available to everyone at the same price.
- I do not think Sound Transit should sell SOV parking permits to anyone.
- I don't know/no opinion

20. Is there anything else you would like to share?

Metro and Sound Transit send occasional email updates about parking programs and plans. Please enter your email address if you would like to receive these updates.

Thank you for sharing your thoughts.

Please submit your completed survey by March 31 online, via email to ParkandRide@kingcounty.gov, in person to Metro or Sound Transit staff at a drop-in session, or by mail to:

Connecting to Transit
C/O Metro Transit Division
Department of Transportation
KSC – TR – 0411
201 South Jackson Street
Seattle, WA 98104-3856

Respondent Demographics:

Income

Survey respondents were asked to answer optional questions about household income. Of 3630 total responses, 3123 respondents or 86% answered this question. Breakdowns are as follows.

Response	Percentage
More than \$250,000	4%
\$160,000-\$250,000	15%
\$100,000-\$159,000	30%
\$65,000-\$100,000	27%
\$35,000-\$65,000	18%
\$24,000-\$35,000	3%
Less than \$24,000	3%

Comparison with countywide income statistics (as reported in the 2017 American Communities Survey (ACS)) are shown below. Although some low-income households have incomes above \$35,000, because the income brackets used in this survey differ from those used in the ACS, comparison is only available for households above or below \$35,000 per year.

Income	Survey respondents	Countywide
Low-income (less than \$35,000)	6%	20%
Middle or higher income (above \$35,000)	94%	80%

Race/Ethnicity:

Survey respondents were asked to answer an optional question about racial/ethnic identity. Of 3630 total responses, 3175 or 87% answered this question. Respondents were able to select as many options as applied so percentages add up to more than 100%.

Response	Percentage
White or Caucasian	82%
Asian American (Including South and Southeast Asia)	10%
Spanish, Hispanic, Latino (Mexican, Mexican American, Chicano, or Latino)	3%
Black or African American	2%
American Indian/Alaska Native	2%
Pacific Islander/Native Hawaiian	1%
Multiracial	6%
Other	3%

Of the 3175 respondents, 18% selected at least one racial or ethnic identity other than White or Caucasian. These statistics are compared to countywide demographics (as reported in the 2017 ACS) below.

Race/Ethnicity	Survey respondents	Countywide
POC or Spanish/Hispanic/Latino	18%	31%
White or Caucasian only	82%	69%

Location:

Survey respondents were asked where in the region they access park and ride lots. Of 3630 total respondents, 3452 or 95% answered this question. Because Sound Transit and Metro customers were targeted in this surveying effort, some customers identified lots in Pierce and Snohomish counties.

Response	Percentage
King County	80%
Pierce County	11%
Snohomish County	8%

Distribution of responses across King, Pierce and Snohomish counties is compared to population distribution across the three counties (as reported in the 2017 ACS) below.

Response	Survey respondents	Region Wide
King County	80%	56%
Pierce County	11%	23%
Snohomish County	8%	21%

Vehicles in Households:

Survey respondents were asked how many vehicles they had in their household. Of 3630 total respondents, 3497 or 96% percent answered this question.

Response	Percentage
2+ cars	65%
1 car	33%
0 car	2%

Vehicle per household data among survey respondents is compared to countywide demographics (as reported in the 2017 ACS) below.

Response	Survey respondents	Countywide
2+ cars	65%	56%
1 car	33%	34%
0 car	2%	10%

This survey did not ask questions about primary language spoken in respondents' homes.

Appendix D: 2019 Survey Instrument and Respondent Demographics

Survey Instrument:

We need your help to better understand how a Paid Permit Parking program would affect people's ability to use transit at park and rides.

Your feedback is important to us. Please aim to complete the survey by midnight on February 28th, but we will accept survey submissions until midnight on March 31st. The survey should take approximately 10 minutes to complete.

Once you complete this survey and input your email address, you will be entered in a raffle with other survey respondents to win a \$100 VISA gift card.

Why we are offering paid parking permits:

Across the region, the busiest park and rides fill early in the morning. Travelers must arrive earlier and earlier to find a space, creating challenges for those who cannot arrive early due to work, family, or other constraints. It also leads to overcrowding on the service early in the morning and underutilized service later in the morning.

By better managing our park and ride lots, we aim to give customers more certainty and flexibility to arrive later in the morning and find guaranteed parking

How the program will work

Metro is implementing paid monthly permits at 10 of our most crowded park-and-rides (see list on following page)

Permits will be optional with up to half of the parking stalls at each location available for permit holders. Remaining stalls will be open to any transit customer, first come first served.

Permit stalls will be reserved until 10 a.m., after which time they will be open first come first serve

Survey Questions

- 1) Where do you live? (Move the circle to your location on the map or enter your address.)
- 2) How often do you typically use park and rides to access transit?
 - a. 5 or more days a week
 - b. 3 days a week

- c. Once a week
 - d. Once or twice a month
 - e. Once or twice a year
 - f. I don't use park and rides to access transit
 - g. Other
- 3) What time do you currently arrive at a park and ride
- a. Early morning (6:30 AM or earlier)
 - b. Midmorning (6:31AM-9AM)
 - c. Late morning (9:01AM-11:30AM)
 - d. Midday (11:31AM-1PM)
 - e. Early afternoon (1:01pm-2pm)
 - f. Afternoon or evening (2:01pm or later)
 - g. I don't currently use park and rides
- 4) How often have you found it challenging to find parking at park and rides?
- a. Every day
 - b. More than once a week but not every day
 - c. Once a week
 - d. Once or twice a month
 - e. Once or twice a year
 - f. Never
 - g. Not applicable
- 5) On a scale of 0 to 5, please rate how much of a barrier finding parking is to using a park and ride to access transit
- 0=No barrier at all
 - 1=Slight barrier
 - 2=Small barrier
 - 3=Moderate barrier
 - 4=Large barrier
 - 5=Very large barrier
- 6) On a scale of 0 to 5, please rate how much of a barrier each item listed is to using a park and ride lot to access transit, with 0 indicating no barrier and 5 indicating a very large barrier:
- a. Buses too crowded to pick up passengers at the time I need to ride
 - b. Standing room only on buses during the time I need to ride
 - c. No room for riders with wheelchairs or strollers during the time I need to ride
- 7) People with a household income of less than double the federal poverty level (as established by US Health and Human Services Department) qualify for ORCA LIFT. What makes ORCA LIFT special is riders with low-incomes have all the power and convenience of the ORCA card system at reduced rates. With the ORCA LIFT card, income-qualified riders can save up to 50 percent or more on:
- Metro Transit buses
 - Kitsap Transit buses
 - Sound Transit Link light rail
 - Sound Transit Regional Express buses
 - Sounder Trains

- King County Water Taxi
- Seattle Streetcar

- 8) Did you know about ORCA LIFT before taking this survey?
- Yes, and I have an ORCA LIFT card.
 - Yes, but I don't know if I'm eligible.
 - Yes, but I'm not eligible.
 - No, but I don't know if I'm eligible.
 - No, but I'm not eligible.

ORCA LIFT eligible riders will also qualify for a highly discounted monthly parking permit rate. Learn more and see if you qualify here: kingcounty.gov/depts/transportation/metro/fares-orca/orca-cards/lift.aspx

Below is a table of Single Occupancy Vehicle (SOV) parking permit rates for the various park and rides where this program would be implemented.

Park & Ride Facility	Single Occupant Vehicle Monthly Permit Fee	ORCA LIFT Single Occupant Vehicle Monthly Permit Fee	Carpool Monthly Permit Fee
Northgate Transit Center	\$120	\$20	\$0
Aurora Village Transit Center	\$90	\$20	\$0
Bear Creek Park & Ride	\$90	\$20	\$0
Bothell Park & Ride	\$90	\$20	\$0
Kenmore Park & Ride	\$90	\$20	\$0
Redmond Park & Ride	\$90	\$20	\$0
South Kirkland Park & Ride	\$90	\$20	\$0
Tukwila Park & Ride	\$90	\$20	\$0
Issaquah Highlands Park & Ride	\$60	\$20	\$0
Shoreline Park & Ride	\$60	\$20	\$0

- 9) Metro wants to make accessing transit at park and rides affordable and accessible to everyone. Please indicate how likely these aspects of the paid permit parking program are to increase your use of transit at park and rides. (Options: very unlikely, somewhat unlikely, neither unlikely or likely, somewhat likely, very likely, I'm not sure).
- A parking stall reserved for me until 10AM
 - An ORCA LIFT reduced cost parking permit fee of \$20/month
 - Parking enforcement to ensure permit holders are guaranteed a parking stall
 - A low parking citation fee of \$20 for the first three parking violations
- 10) Another component of this program is to prioritize low-income/ORCA LIFT customers on parking permit waiting lists. Do you support this component of the paid permit parking program?
- Strongly supportive

- b. Somewhat supportive
 - c. Somewhat unsupportive
 - d. Not supportive at all
 - e. Neither unsupportive or supportive
 - f. I'm not sure
- 11) How would you like to learn more about this program and its rules? (Open field for answers)
- 12) To sign to be entered in the raffle for a \$100 VISA gift card, please enter your email address (Open field for answers)

The following demographics questions are optional and confidential. These data will be used for analytical purposes only.

- 13) What is your annual household income?
- a. More than \$140,000
 - b. \$100,001-\$140,000
 - c. \$75,001-\$100,000
 - d. \$65,001-\$75,000
 - e. \$55,001-\$65,000
 - f. \$45,001-\$55,001
 - g. \$35,001-\$45,000
 - h. \$25,001-\$35,000
 - i. \$15,001-\$25,000
 - j. \$7,500-\$15,000
 - k. Less than \$7,500
 - l. I don't know
- 14) How many people including yourself live in your household?
- a. 1
 - b. 2
 - c. 3
 - d. 4 or more
- 15) What is your gender identity?
- a. Female
 - b. Male
 - c. Non-binary/Third gender
 - d. I'd rather not say
- 16) What is your age?
- a. 65 or older
 - b. 55-64
 - c. 45-54
 - d. 35-44
 - e. 25-34
 - f. 20-24
 - g. 18-19
 - h. I'd rather not say
- 17) How do you identify? Select any that apply

- a. White or Caucasian
 - b. Asian American (Including South and Southeast Asia)
 - c. Spanish, Hispanic, Latino (Mexican, Mexican American, Chicano, or Latino)
 - d. Black or African American
 - e. American Indian/Alaska Native
 - f. Pacific Islander/Native Hawaiian
 - g. Another not listed here
 - h. I'd rather not say
- 18) What is the primary language you speak at home?
- a. English
 - b. Chinese (Mandarin, Cantonese, Etc.)
 - c. Spanish
 - d. Amharic
 - e. Russian
 - f. Tigrinya
 - g. Ukrainian
 - h. Arabic
 - i. Korean
 - j. Somali
 - k. Oromo
 - l. Tagalog
 - m. Vietnamese
 - n. Another language not listed here
 - o. I'd rather not say

Metro will use the results of this survey to inform the implementation of the Permit Parking at Park & Rides program. [Click here](#) to learn more about Metro's existing Carpool permit parking program.

Thank you very much for taking time to complete this survey. If you win the raffle drawing, we will contact the email address you provided.

Respondent Demographics:

Income:

Survey respondents were asked to answer an optional question about household income. Of 592 total responses, 245 respondents or 41% answered this question. Responses are shown below.

Response	Percentage
More than \$140,000	21%
\$100,001-\$140,000	20%
\$75,001-\$100,000	20%
\$65,001-\$75,000	9%
\$55,001-\$65,000	11%
\$45,001-\$55,001	0%
\$35,001-\$45,000	8%
\$25,001-\$35,000	2%
\$15,001-\$25,000	2%
\$7,500-\$15,000	1%
Less than \$7,500	2%
I don't know	5%

Comparison with countywide income statistics (as reported in the 2017 American Communities Survey (ACS)) are shown below. The parking survey bracketed incomes slightly differently than the ACS, resulting in the different income ranges shown below.

Income	Survey respondents	Countywide
Low-income	15% (<\$45K)	30% (<\$50K)
Middle or higher income	80% (>\$45K)	70% (>\$50K)

Race/Ethnicity

Survey respondents were asked to answer an optional question about racial/ethnic identity. Of 592 total responses, 174 or 29% answered this question. Respondents were able to select as many options as applied so percentages add up to more than 100%.

Response	Percentage
White or Caucasian	75%
Asian American (Including South and Southeast Asia)	12%
Spanish, Hispanic, Latino (Mexican, Mexican American, Chicano, or Latino)	9%
Black or African American	4%
American Indian/Alaska Native	1%
Pacific Islander/Native Hawaiian	0%
Another not listed here	2%

I'd rather not say	5%
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Of the 174 respondents, 28% identified themselves as people of color and/or Spanish/Hispanic/Latino. These statistics are compared to countywide demographics (as reported in the 2017 ACS) below.

Race/Ethnicity	Survey respondents	Countywide
POC or Spanish/Hispanic/Latino	28%	31%
White or Caucasian only	72%	69%

Primary Language

Survey respondents were asked to select the primary language spoken in their home. Of the 592 total respondents, 247 or 42% answered this question.

Response	Percentage
English	89%
Chinese (Mandarin, Cantonese, Etc.)	4%
Spanish	2%
Amharic	0%
Russian	0%
Tigrinya	0%
Ukrainian	0%
Arabic	0%
Korean	0%
Somali	0%
Oromo	0%
Tagalog	0%
Vietnamese	0%
Another language not listed here	2%
I'd rather not say	1%

Of the 247 respondents, 8% identified a language other than English. This statistic is compared to countywide demographics below as reported in the 2017 ACS.

Primary Language Spoken at Home	Survey respondents	Countywide
English	89%	73%
Another Language	8%	27%

Appendix E: Private Parking Rate Survey

A survey of monthly paid parking nearby a sampling of regional park and ride lots was conducted by Sound Transit in fall 2017. Findings from this study are detailed in the table below.

Private and municipal parking within approximately 1/2 mile of specified park and ride facility*		
Angle Lake Station		
Lot	Address	Monthly
SeaTacPark	2701 S 200th St, SeaTac, WA 98198	\$ 179.95
Skyway Airport Parking	20045 International Blvd, SeaTac, WA 98168	\$ 129.99
Aeroparking	2612 S 208th St, SeaTac, WA 98198	Monthly rate not advertised (reservation for Nov. 2017: \$293.00)
Average cost for facilities offering monthly rate		\$ 154.97
Auburn Station		
Lot	Address	Monthly
Diamond Parking of Auburn Lot WT94-SW	100 A Street SW, Auburn, WA	\$ 75.00
Diamond Parking of Auburn Lot WT99 - Auburn	232 C Street N.W., Auburn, WA	\$ 75.00
Diamond Parking of Auburn Lot WT33 –Auburn Garage	110 2nd St SW, Auburn, WA	\$ 80.00
City of Auburn	Gravel Lot (Southwest of A Street SW / W Main Street intersection) - Area #1	\$ 70.00
City of Auburn	Mural [B Street] Lot Parking	\$ 45.00
City of Auburn	Safeway Parking Lot	\$ 45.00
City of Auburn	D Street /E Main Street Surface Lot	\$ 30.00
Average cost for facilities offering monthly rate		\$ 60.00

Federal Way Transit Center		
Lot	Address	Monthly
n/a	n/a	n/a
Average cost for facilities offering monthly rate		n/a
Issaquah Transit Center		
Lot	Address	Monthly
n/a	n/a	n/a
Average cost for facilities offering monthly rate		n/a
Kent Station		
Lot	Address	Monthly
Diamond Parking WN01-US Bank Kent	305 4th Ave N, Kent, WA	Not advertised
Diamond Parking WN03 Key Bank Kent	505 W. Meeker St., Kent, WA	\$ 30.00
Average cost for facilities offering monthly rate		\$ 30.00
Puyallup Station		
Lot	Address	Monthly
Diamond Parking Lot WT50	108 West Stewart, Puyallup, WA	\$ 70.00
Diamond parking Lot WT78 US Bank	302 S Meridian, Puyallup, WA	n/a
Average cost for facilities offering monthly rate		\$ 70.00
Sumner Station		
Lot	Address	Monthly
Station Lane Lot (City of Sumner)	Station Lane, south of Sumner Fire Department	\$ 100.00
Red Apple Lot	At Alder/Kincaid Avenues and Maple/Academy Streets	\$ 75.00
Average cost for facilities offering monthly rate		\$ 87.50

Tukwila International Boulevard Station		
Lot	Address	Monthly
Extra Car	16300 International Blvd, Seattle, WA 98188	30 day smart card for 6.55/day
Lot C (Master Park)	16025 International Blvd, Seattle, WA 98188	Monthly rate not advertised
MPark Seatac Airport Parking	3035 S 160th St, SeaTac, WA 98188	Monthly rate not advertised
ShuttlePark 2	3610 S 158th St, Tukwila, WA 98188	Monthly rate not advertised (Weekly 80.00)
Ajax Airport Parking Lot 1	3211 S 154th St, Seattle, WA 98188	Monthly rate not advertised
Average cost for facilities offering monthly rate		n/a
Tukwila Sounder Station		
Lot	Address	Monthly
n/a	n/a	n/a
Average cost for facilities offering monthly rate		n/a
Market average monthly parking price for lots within 1/2 mile of Sound Transit facilities where HOV parking permits are offered		\$ 80.49
Average of each rather than average of averages by location		\$ 77.30

Seattle Commercial Core (as defined by City of Seattle Neighborhood Plan Area

<https://www.seattle.gov/Documents/Departments/Neighborhoods/Planning/Map/Commercial-Core-map.pdf>)

Lot	Address	Monthly
Diamond Parking Lot A857 - 3010 1st Ave	3010 1ST AVENUE, Seattle, WA	\$ 130.00
Diamond Parking Lot A071 - 2900 on First Apts	2900 1st Avenue, Seattle, WA	\$ 155.00
Diamond Parking Lot A021 - 2929 2nd Ave	2929 2ND AVENUE, Seattle, WA	\$ 160.00
Diamond Parking Lot - 4592 - Olympus Garage	2801 WESTERN AVENUE, Seattle, WA	\$ 205.00
Diamond Parking Lot - A088 - 2810 3rd Ave	2810 3RD AVENUE, Seattle, WA	\$ 248.00
Diamond Parking Lot - A466 - The Century Apts	101 TAYLOR AVENUE NORTH, Seattle, WA	\$ 150.00
Diamond Parking Lot A621 - The Century Apts	121 TAYLOR AVENUE NORTH, Seattle, WA	\$ 250.00
Diamond Parking Lot A287 - 5th & Bell Bldg	2301 5TH AVENUE, Seattle, WA	\$ 248.98
Diamond Parking Lot A009 - Shelby Apts	2201 4th Avenue, Seattle, WA	\$ 205.00
Diamond Parking Lot 4500 - Cost Plus Garage	2103 WESTERN AVENUE, Seattle, WA	\$ 198.00
Diamond Parking Lot A256 - 2021 5th Ave	2021 5TH AVENUE, Seattle, WA	\$ 300.00
Diamond Parking Lot 4504 - Warwick Hotel	2024 4TH AVENUE, Seattle, WA	\$ 250.61
Diamond Parking Lot A968 - 8th + Olive Garage	720 OLIVE WAY, Seattle, WA	\$ 298.84
Diamond Parking Lot 4541 - Olivian Garage	809 OLIVE WAY, Seattle, WA	\$ 210.00
Diamond Parking Lot A279 - Medical Dental Bldg	509 Olive Way, Seattle, WA	\$ 295.00
Diamond Parking Lot 4527 - Newmark Garage	1401 2ND AVENUE, Seattle, WA	\$ 242.62
Diamond Parking Lot 4518 - Harbor Steps Garage	1221 1ST AVENUE, Seattle, WA	\$ 265.09
Diamond Parking Lot 0244-1201 3rd	1201 Third Ave., Seattle, WA	\$ 285.83

Diamond Parking Lot 4552 - Commuter Garage	807 WESTERN AVENUE, Seattle, WA	\$	225.00
Diamond Parking Lot 4559 - 4th & Columbia Garage	723 4TH AVENUE, Seattle, WA	\$	282.56
Diamond Parking Lot 4590 - Cherry St Garage	213 CHERRY STREET, Seattle, WA	\$	285.56
Republic Parking Northwest 30-101 IBM	1200 5th Ave, Seattle, WA	\$	285.48
Republic Parking Northwest 30-103 PS Plaza/Cobb Building	315 Union St, Seattle, WA 98101	\$	285.48
Republic Parking Northwest 30-512 Market Place Tower	2025 1st Ave., Seattle, WA 98121	n/a	
Republic Parking Northwest 30-102 Financial Center	1215 4th Ave, Seattle, WA 98161	\$	285.48
Republic Parking Northwest 30-515B	2610 1st Ave., Seattle, WA 98121	\$	204.75
Republic Parking Northwest 30-082 Fountain Court	2400 4th Ave., Seattle, WA 98121	\$	216.15
Republic Parking Northwest , 30-130 Blanchard	50 Blanchard, Seattle, WA 98121	Non-reserved monthly rate not available (this location may have a waitlist)	
Republic Parking Northwest, 30-515A	2312 1st Ave., Seattle, WA 98121	\$	286.65
Republic Parking Northwest, 30-208 Griffis Belltown	2400 Elliott Avenue, Seattle, WA 98121	Non-reserved monthly rate not available (this location may have a waitlist)	
Republic Parking Northwest, 30-533 West Edge	1500 2nd Ave., Seattle, WA 98101	\$	244.70
Republic Parking Northwest 30-590 Westlake Tower	1601 5th Ave, Seattle, WA 98101	\$	285.48
Republic Parking Northwest 30-552 801 Tower Apartments	801 Pine Street, Seattle, WA 98101	\$	203.92
Republic Parking Northwest 30-534 Century Square	1501 4th Ave., Seattle, WA 98101	\$	266.72
Republic Parking Northwest 30-176L Remote Access Parking Garage	2012 2nd Ave, Seattle, WA 98121	\$	250.00
Republic Parking Northwest 30-593 Market Place Garage	65 Lenora St, Seattle, WA 98121	\$	256.93
Republic Parking Northwest, 30-071 3rd and Stewart Garage	1619 Third Ave, Seattle, WA 98101	\$	284.67

Republic Parking Northwest, 30-529 Russell Investments Garage	1301 2nd Ave., Seattle, WA 98101	\$	285.48
Republic Parking Northwest 30-592 2nd and Union	1400 Second Ave, Seattle, WA 98101	\$	248.78
Republic Parking Northwest 30-079 Pacific Building Garage	720 3rd Ave, Seattle, WA 98104	\$	273.25
impark Benaroya Hall - Lot #146	200 University Street , Seattle, WA 98101	\$	299.00
impark Seattle Tower - Lot #114	1218 Third Ave, Seattle, WA 98101	\$	320.00
impark Second and Seneca Garage - Lot#155	1191 Second Avenue, Seattle, WA 98101	\$	335.00
impark 1101 Garage - Lot #156	1101 Second Avenue, Seattle, WA 98101	\$	335.00
impark Waterfront Place - Lot #103	1009 Western Avenue, Seattle, WA 98104	\$	300.00
impark Millennium Tower Garage - Lot #80	719 2nd Avenue, Seattle, WA 98104	n/a	
impark Seattle Municipal Tower - Lot #65	700 5th Avenue, Seattle, WA 98104	n/a	
impark SeaPark Garage - Lot #66	609 6th Avenue, Seattle, WA 98104	n/a	
Market average cost for facilities offering monthly rate in Seattle Commercial Core			\$ 253.43

*Prices shown represent best available information at the time of data collection. Parking pricing and availability subject to change.