

Reconnect West Seattle Follow-Up Survey Report

November 2022

Background

The West Seattle Bridge connected 90,000 people a day before it was closed in March 2020 due to the discovery of rapidly growing cracks during a routine inspection. This closure, whose timing coincided with the lock-down and social distancing measures aimed at addressing the COVID-19 global pandemic, created challenges in different parts of West Seattle and the Duwamish Valley. In the summer of 2020, we launched a survey asking people who live and/or work in West Seattle and surrounding communities to identify transportation challenges in the wake of the West Seattle Bridge closure. Nearly 17,000 people responded. Community feedback guided the creation of our [Reconnect West Seattle Implementation Plan](#), which describes initially planned investments for neighborhood mitigation projects, bike projects, freight projects, and projects/services to support pedestrian accessibility and mobility for all travelers.

In Fall 2022, after the bridge was repaired and reopened, we conducted another survey to help us understand how the investments we made impacted the way community members traveled across the Duwamish River during the bridge closure. The survey was open from Sept 1- October 3. This report highlights the results of the 2022 follow-up survey to understand how people traveled around West Seattle during the closure.

Methodology

In late August 2022, the survey distributed digitally to residents of West Seattle and the Duwamish Valley through the West Seattle Bridge Safety project and the Home Zone project email listservs. The survey was sent digitally to over 10,000 recipients, and a physical postcard was mailed to 58,000 addresses. These efforts were supplemented with digital ads and in-person outreach, including printed handouts to businesses and community centers in the areas. The survey was offered in 7 languages; English, Spanish, Vietnamese, Simplified and Traditional Chinese, Somali, Korean, Khmer, and Oromo. The survey received a total of 1630 responses.

Key Takeaways

- **Most respondents said that their commute methods stayed the same throughout the bridge closure.** For all methods of transportation listed (driving alone, carpooling, employer shuttle, vanshare, public transit (King County Metro bus or Water Taxi, walking, biking, or scootering), the majority of people reported that they continued to use the modes they did before the closure.
- **Due to the Covid-19 pandemic, most respondents said they reduced or stopped commuting because of remote work or distance learning.** Unsurprisingly, the COVID-19 pandemic impacted

many aspects of daily life during the closure of the bridge. 62% of respondents stated they worked from home, teleworked, did distance learning, or stopped commuting during this time.

- **Survey respondents reported that they used the water taxi, bikes, and buses more during the bridge closure.**
 - 17% of respondents used the water taxi more during the closure of the West Seattle Bridge.
 - 14% of respondents used public transit more during the closure of the West Seattle Bridge.
 - 11% of respondents biked more instead of using another mode of transportation during the closure of the West Seattle Bridge.
- **Most respondents heard about SDOT's Flip Your Trip program.** One of the programs implemented through Reconnect West Seattle was the Flip Your Trip campaign, which encouraged the use of transit, vanpool, shared bikes, and scooters. 55% of respondents stated they had heard about the program, and of those respondents, 37% signed up or intended to sign up for the program.

Respondent Demographics

- 73% of respondents were above the age of 41
- 90% self-identify as white
- 97% primarily spoke English

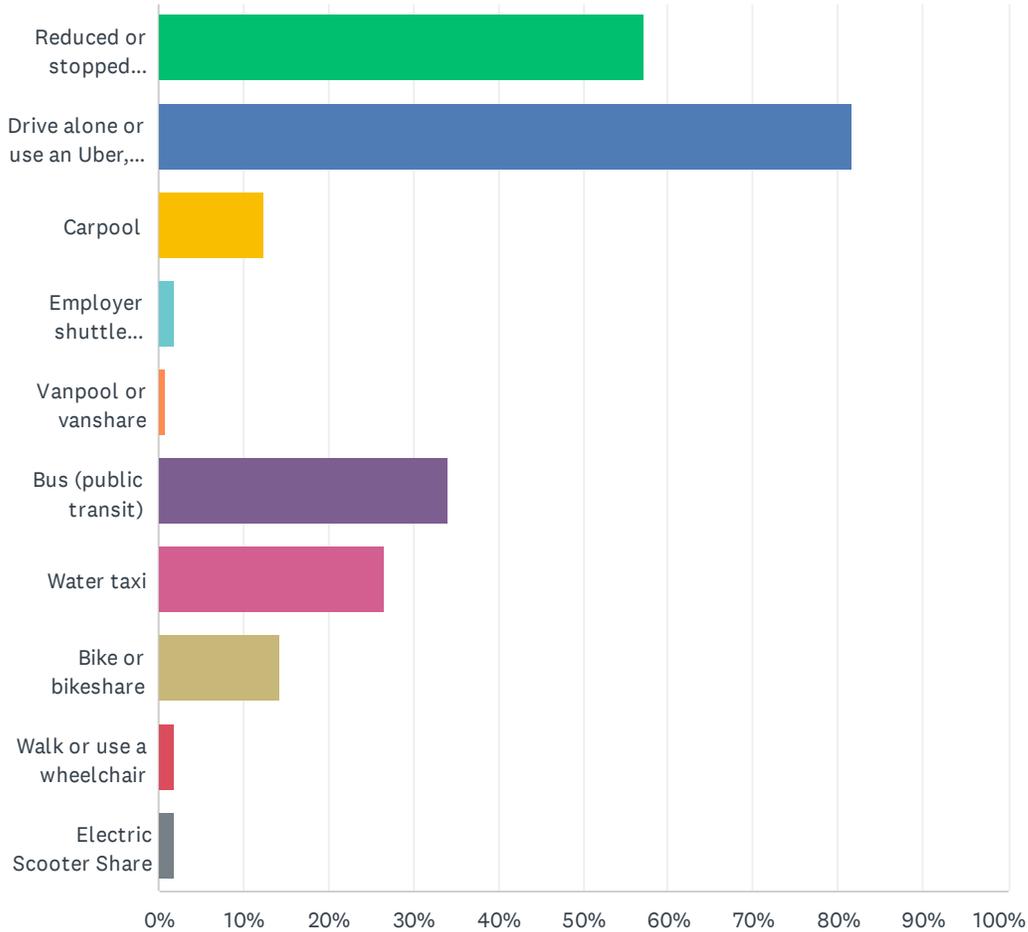
Intentional Outreach to BIPOC Communities

Through the City of Seattle's Community Liaison program, we were able to increase engagement with community members who may not otherwise respond. The Community Liaisons coordinated the translations of the surveys and conducted in-person outreach to individuals, businesses, and community organizations to support engagement with the survey. As a result of their efforts, we were able to obtain 57 surveys from community members who speak languages other than English.

Primary Language	Responses	
English	97.35%	1545
Vietnamese	0.50%	8
Chinese	0.19%	3
Korean	0.19%	3
Somali	0.50%	8
Oromo	0.06%	1
Khmer	0.06%	1
Spanish	1.07%	17
Japanese	0.06%	1
Other	0.01%	15

Since the West Seattle Bridge closure, which of the following transportation modes have you used to travel across the Duwamish River to/from West Seattle? (Check all that apply)

Answered: 1,589 Skipped: 41

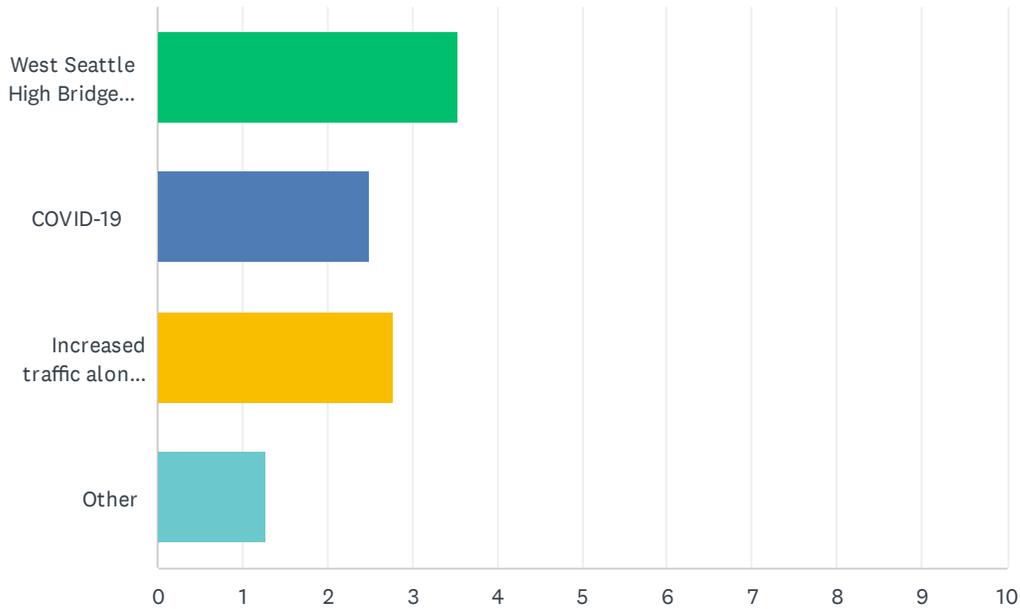


Reconnect West Seattle 2022 Follow Up Survey

ANSWER CHOICES	RESPONSES	
Reduced or stopped commuting because of working from home, teleworking, or distance learning	57.08%	907
Drive alone or use an Uber, Lyft, taxi or similar	81.56%	1,296
Carpool	12.46%	198
Employer shuttle (private bus)	1.89%	30
Vanpool or vanshare	0.88%	14
Bus (public transit)	34.05%	541
Water taxi	26.62%	423
Bike or bikeshare	14.35%	228
Walk or use a wheelchair	1.83%	29
Electric Scooter Share	1.89%	30
Total Respondents: 1,589		

In the past 2 years, what has influenced your travel behavior to/from West Seattle (across the Duwamish River) the most? Please drag the options below to rank the factors from the most influential to least influential.

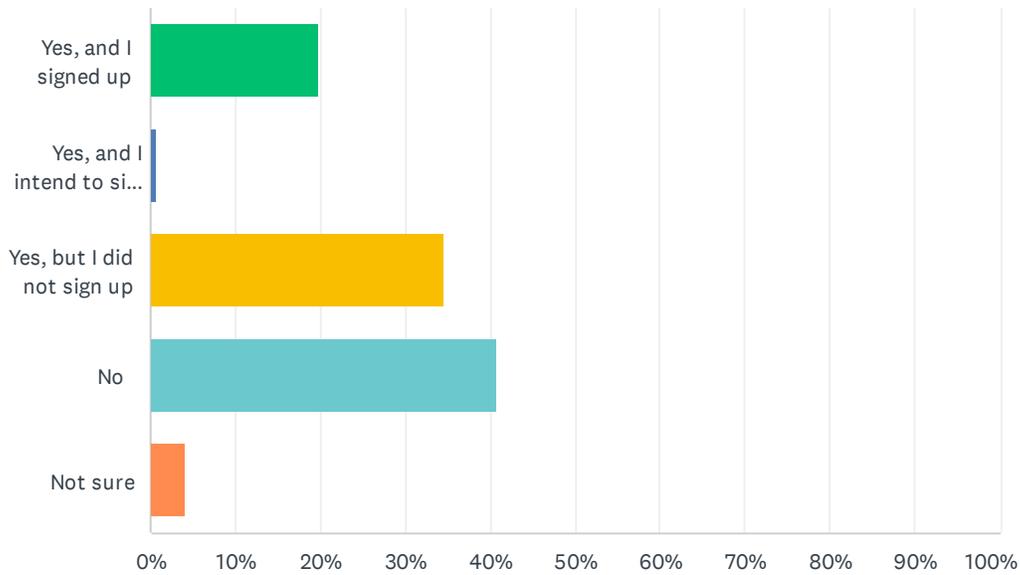
Answered: 1,590 Skipped: 40



	1	2	3	4	TOTAL	SCORE
West Seattle High Bridge Closure	64.14% 1,000	27.07% 422	6.03% 94	2.76% 43	1,559	3.53
COVID-19	21.41% 319	17.65% 263	49.93% 744	11.01% 164	1,490	2.49
Increased traffic along the detour routes	13.00% 200	53.67% 826	30.54% 470	2.79% 43	1,539	2.77
Other	3.55% 43	1.65% 20	13.06% 158	81.74% 989	1,210	1.27

Have you heard about the Flip Your Trip West Seattle program?

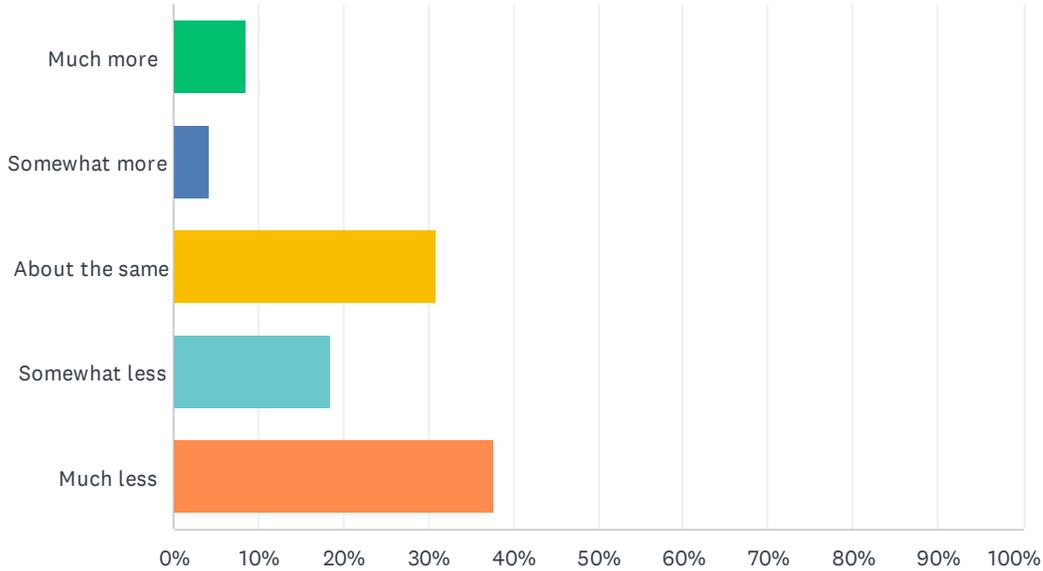
Answered: 1,627 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, and I signed up	19.85%	323
Yes, and I intend to sign up	0.74%	12
Yes, but I did not sign up	34.48%	561
No	40.81%	664
Not sure	4.12%	67
TOTAL		1,627

Since the closure of the West Seattle High Bridge, how often have you driven alone or used an Uber, Lyft, taxi, or a similar service across the Duwamish River to/from West Seattle compared to before the closure:

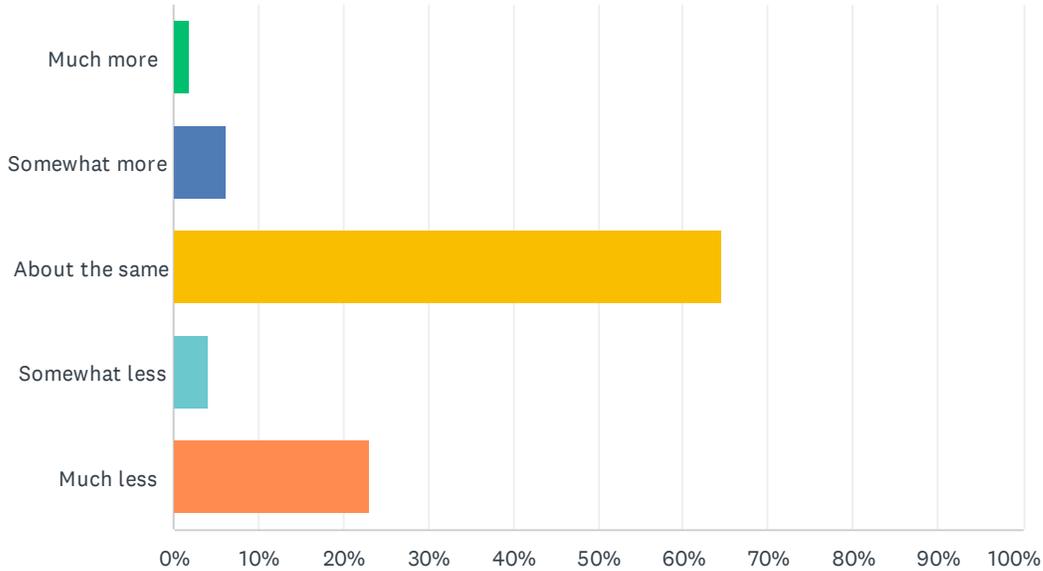
Answered: 1,623 Skipped: 7



ANSWER CHOICES	RESPONSES
Much more	8.44% 137
Somewhat more	4.31% 70
About the same	30.87% 501
Somewhat less	18.55% 301
Much less	37.83% 614
TOTAL	1,623

Since the closure of the West Seattle High Bridge, have you carpooled to travel across the Duwamish River to/from West Seattle:

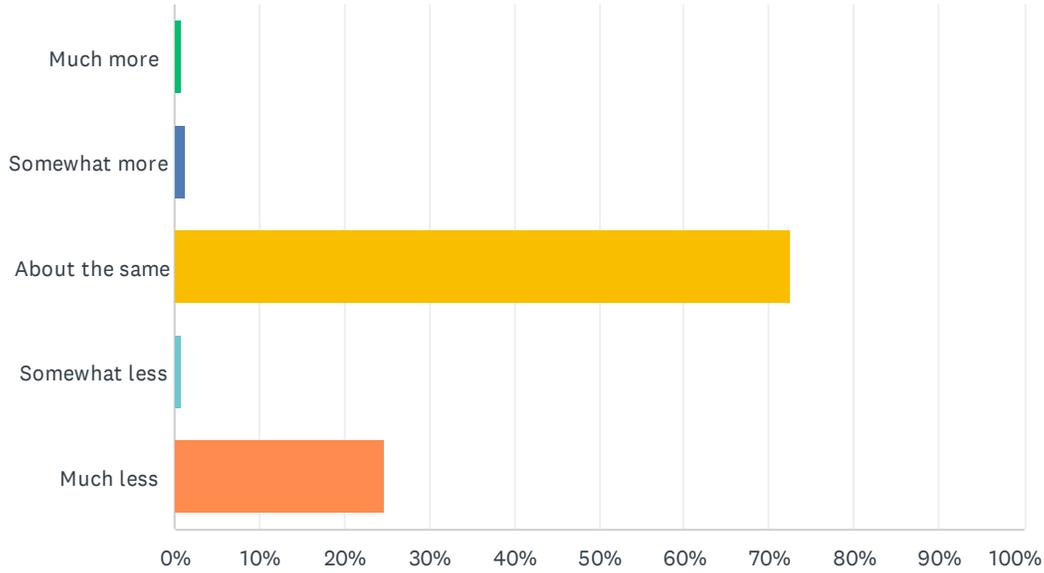
Answered: 1,539 Skipped: 91



ANSWER CHOICES	RESPONSES	
Much more	2.01%	31
Somewhat more	6.17%	95
About the same	64.65%	995
Somewhat less	4.09%	63
Much less	23.07%	355
TOTAL		1,539

Since the closure of the West Seattle High Bridge, have you used an employer shuttle (private bus) to travel across the Duwamish River to/from West Seattle:

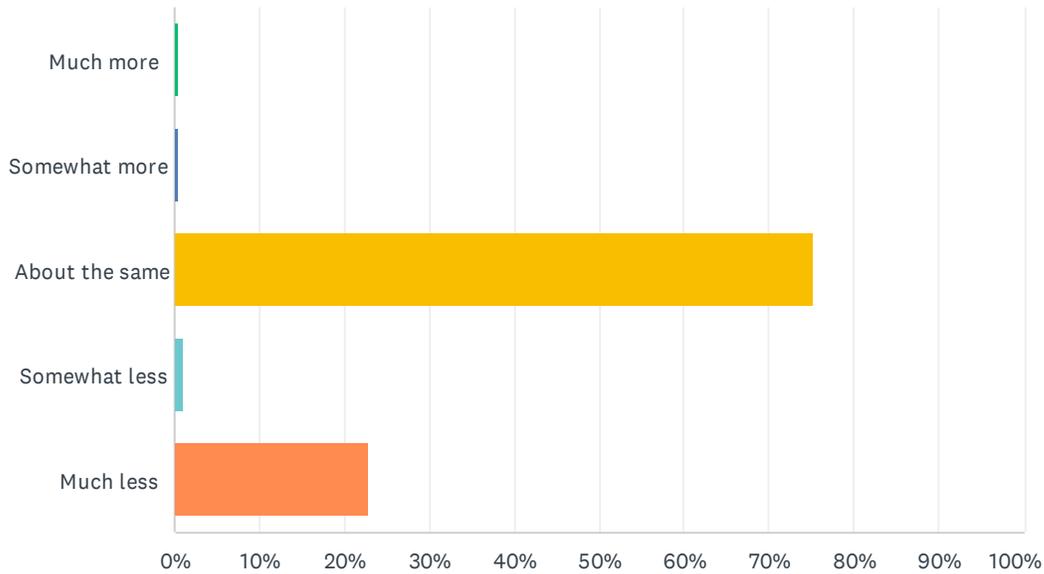
Answered: 1,416 Skipped: 214



ANSWER CHOICES	RESPONSES	
Much more	0.78%	11
Somewhat more	1.20%	17
About the same	72.46%	1,026
Somewhat less	0.92%	13
Much less	24.65%	349
TOTAL		1,416

Since the closure of the West Seattle High Bridge, have you used vanpool or vanshare to travel across the Duwamish River to/from West Seattle:

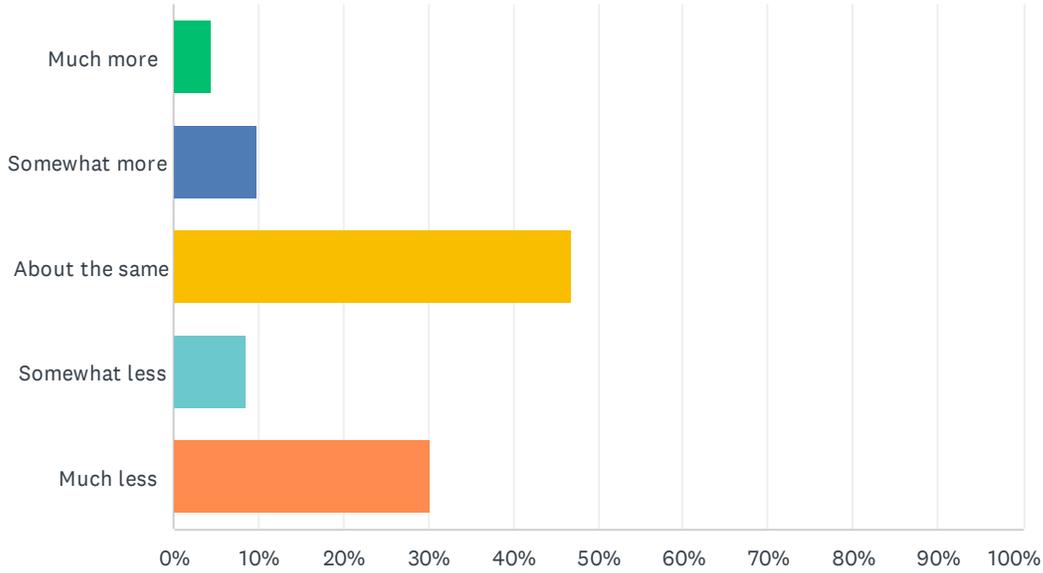
Answered: 1,415 Skipped: 215



ANSWER CHOICES	RESPONSES	
Much more	0.49%	7
Somewhat more	0.35%	5
About the same	75.34%	1,066
Somewhat less	0.99%	14
Much less	22.83%	323
TOTAL		1,415

Since the closure of the West Seattle High Bridge, have you taken buses (public transit) across the Duwamish River to/from West Seattle:

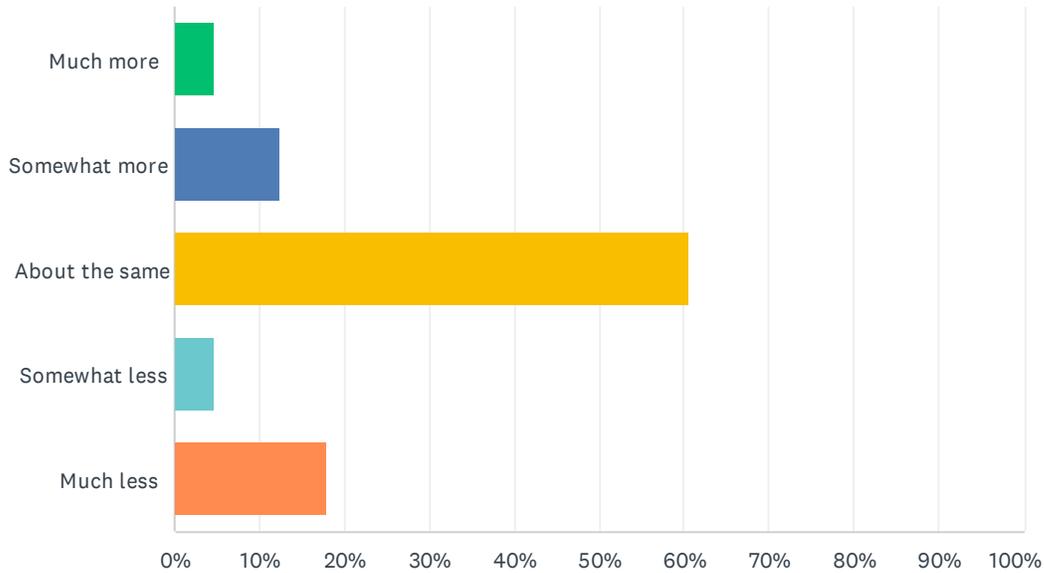
Answered: 1,522 Skipped: 108



ANSWER CHOICES	RESPONSES
Much more	4.40% 67
Somewhat more	9.86% 150
About the same	46.85% 713
Somewhat less	8.54% 130
Much less	30.35% 462
TOTAL	1,522

Since the closure of the West Seattle High Bridge, have you taken the water tax to/from West Seattle:

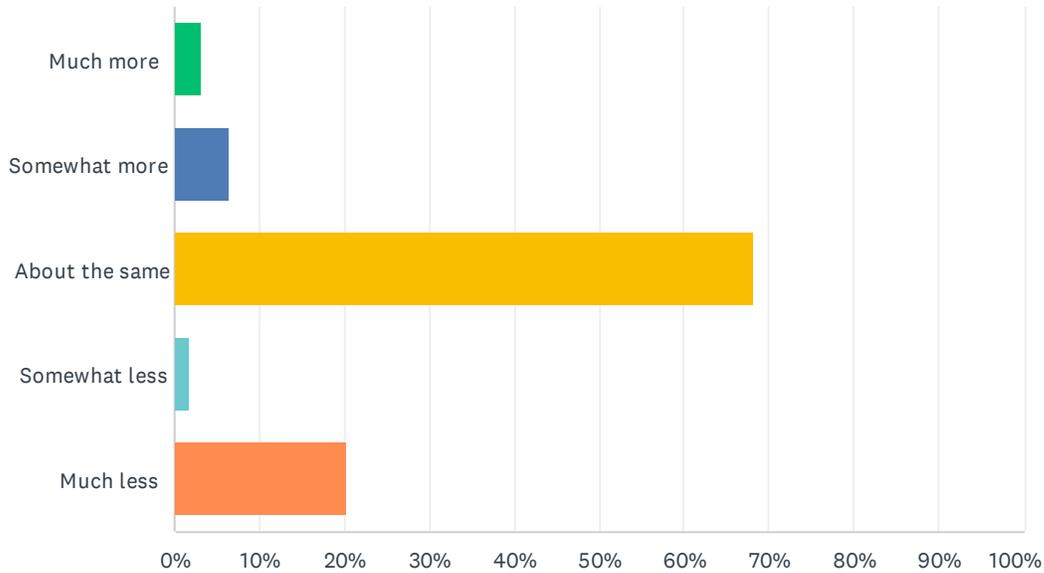
Answered: 1,504 Skipped: 126



ANSWER CHOICES	RESPONSES
Much more	4.79% 72
Somewhat more	12.30% 185
About the same	60.51% 910
Somewhat less	4.59% 69
Much less	17.82% 268
TOTAL	1,504

Since the closure of the West Seattle High Bridge, have you biked across the Duwamish River to/from West Seattle:

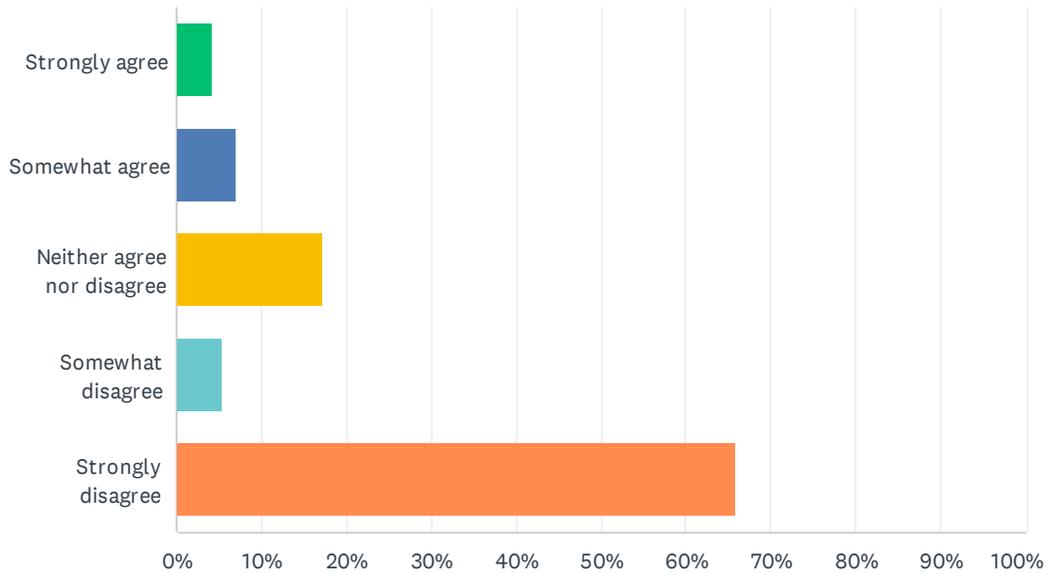
Answered: 1,453 Skipped: 177



ANSWER CHOICES	RESPONSES
Much more	3.23% 47
Somewhat more	6.47% 94
About the same	68.27% 992
Somewhat less	1.79% 26
Much less	20.23% 294
TOTAL	1,453

How much do you agree with the statement below: Since the closure of the West Seattle High Bridge, I have been biking more instead of using another mode of transportation.

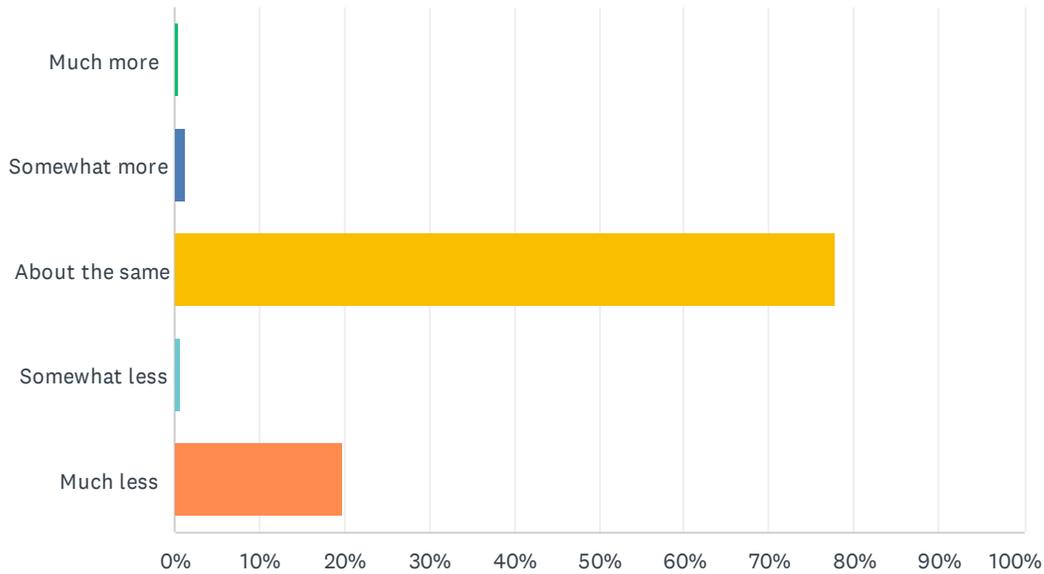
Answered: 1,581 Skipped: 49



ANSWER CHOICES	RESPONSES
Strongly agree	4.36% 69
Somewhat agree	7.08% 112
Neither agree nor disagree	17.33% 274
Somewhat disagree	5.38% 85
Strongly disagree	65.84% 1,041
TOTAL	1,581

Since the closure of the West Seattle High Bridge, have you walked or used a wheelchair across the Duwamish River to get to/from West Seattle:

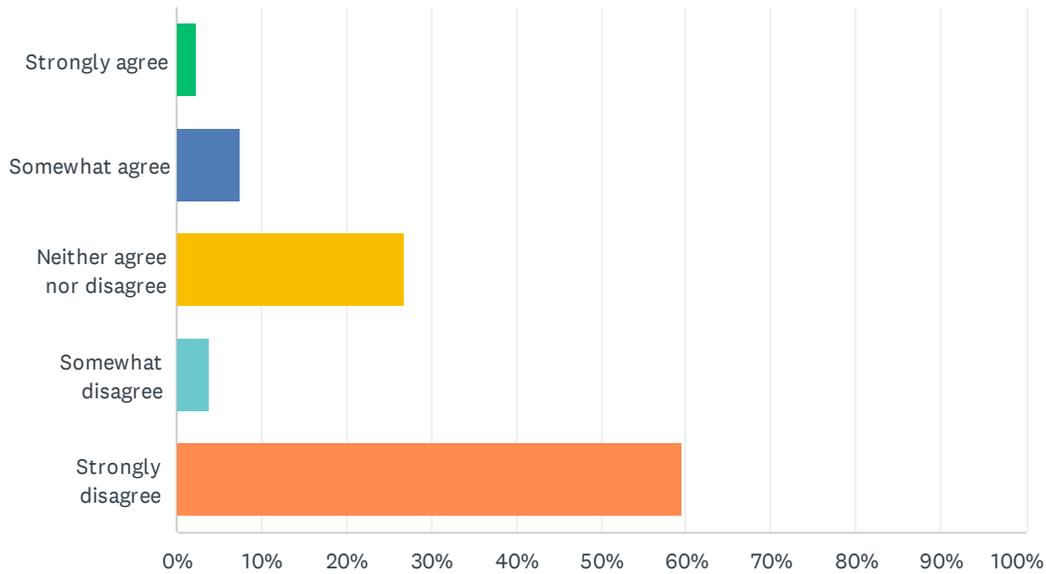
Answered: 1,422 Skipped: 208



ANSWER CHOICES	RESPONSES
Much more	0.35% 5
Somewhat more	1.34% 19
About the same	77.78% 1,106
Somewhat less	0.63% 9
Much less	19.90% 283
TOTAL	1,422

How much do you agree with the statement below: Since the closure of the West Seattle High Bridge, I have been walking or using a wheelchair more instead of using another mode of transportation.

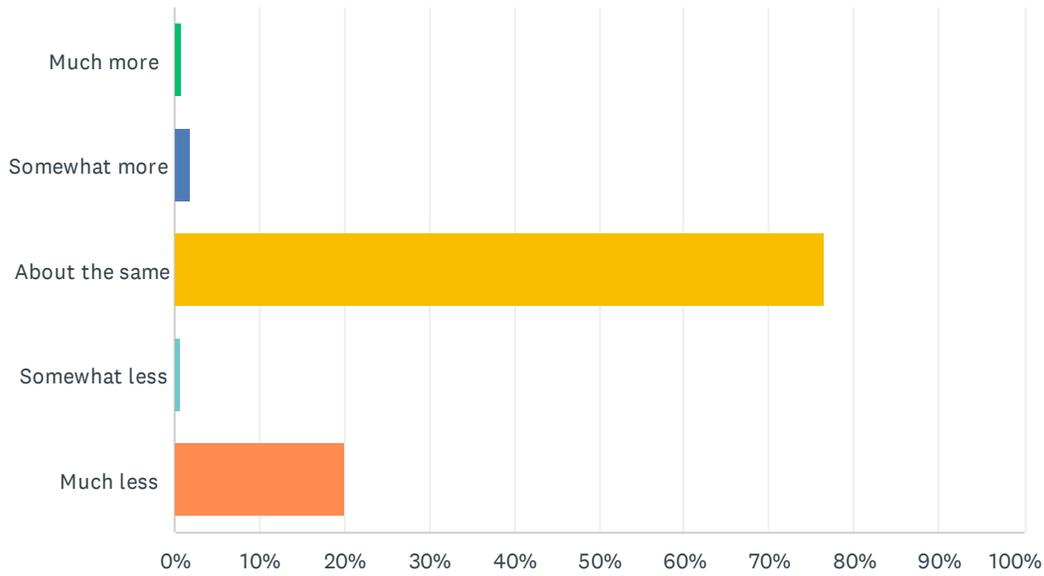
Answered: 1,524 Skipped: 106



ANSWER CHOICES	RESPONSES
Strongly agree	2.30% 35
Somewhat agree	7.48% 114
Neither agree nor disagree	26.90% 410
Somewhat disagree	3.94% 60
Strongly disagree	59.38% 905
TOTAL	1,524

Since the closure of the West Seattle High Bridge, have you used an electric scooter share to travel across the Duwamish River to/from West Seattle:

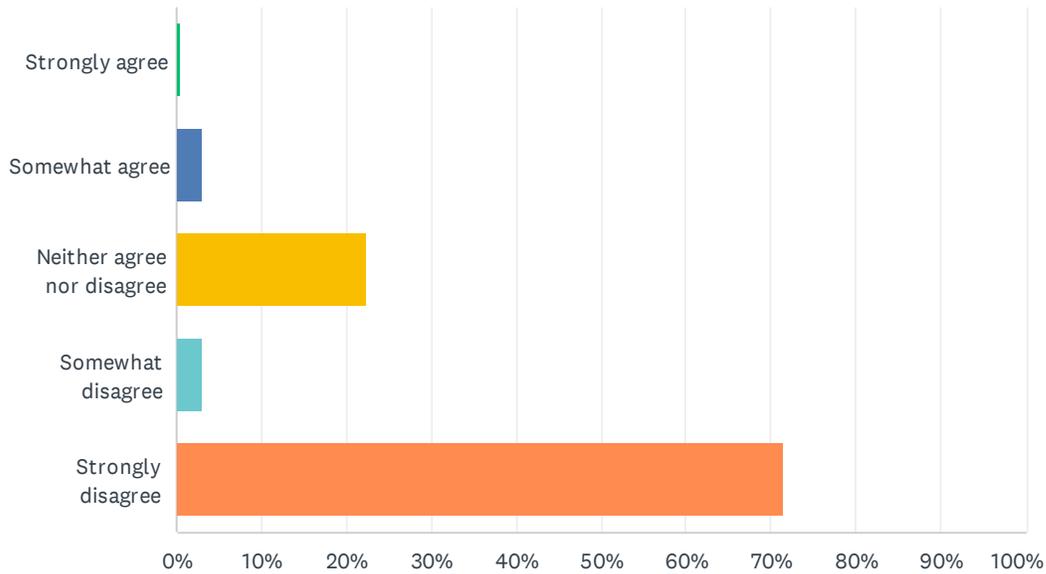
Answered: 1,423 Skipped: 207



ANSWER CHOICES	RESPONSES	
Much more	0.84%	12
Somewhat more	1.97%	28
About the same	76.46%	1,088
Somewhat less	0.63%	9
Much less	20.10%	286
TOTAL		1,423

How much do you agree with the statement below: Since the closure of the West Seattle High Bridge, I have been using electric scooter share instead of another mode of transportation.

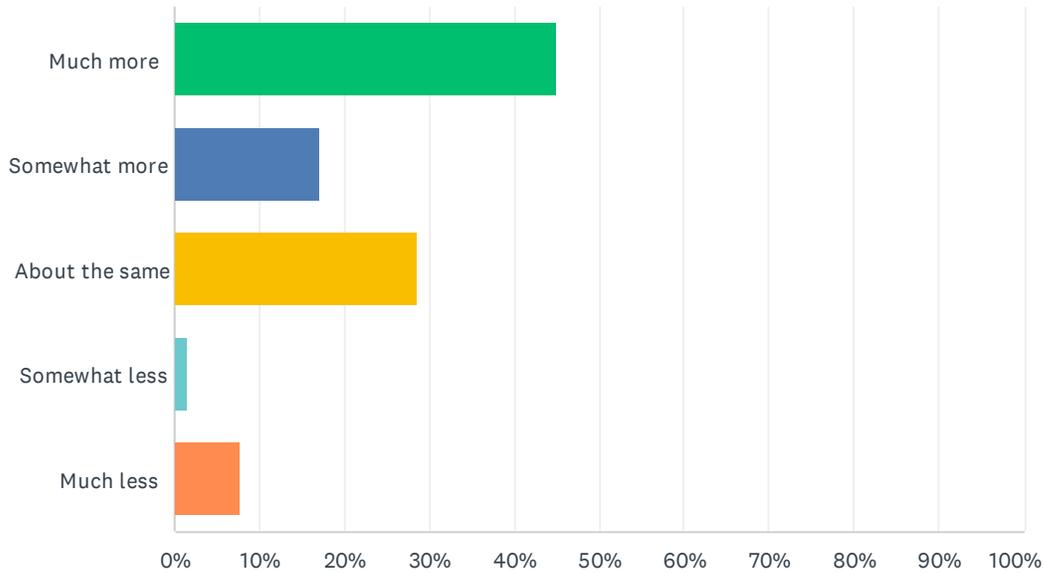
Answered: 1,512 Skipped: 118



ANSWER CHOICES	RESPONSES
Strongly agree	0.53% 8
Somewhat agree	2.91% 44
Neither agree nor disagree	22.29% 337
Somewhat disagree	2.91% 44
Strongly disagree	71.36% 1,079
TOTAL	1,512

Since the closure of the West Seattle High Bridge, have you worked from home, teleworked, done distance learning, or stopped commuting:

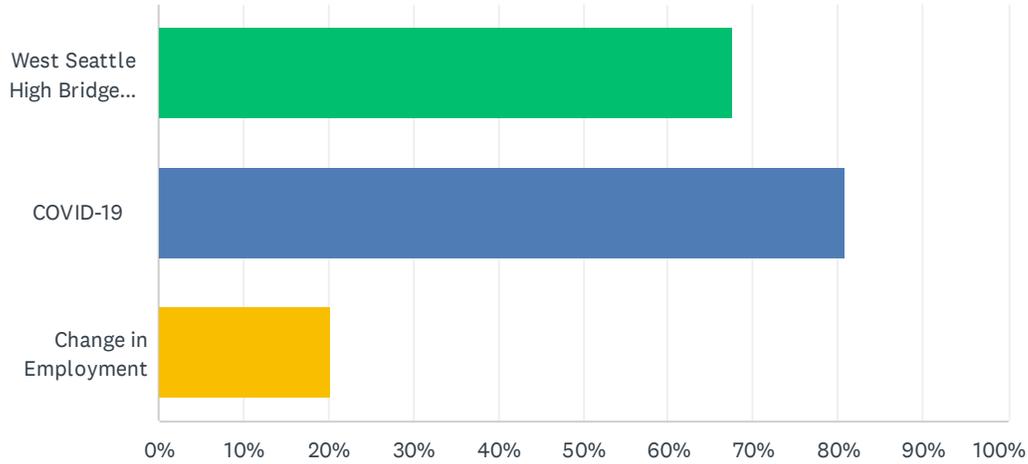
Answered: 1,554 Skipped: 76



ANSWER CHOICES	RESPONSES	
Much more	45.05%	700
Somewhat more	17.12%	266
About the same	28.57%	444
Somewhat less	1.54%	24
Much less	7.72%	120
TOTAL		1,554

Which of the following factors have led to you to work from home more? (Check all that apply)

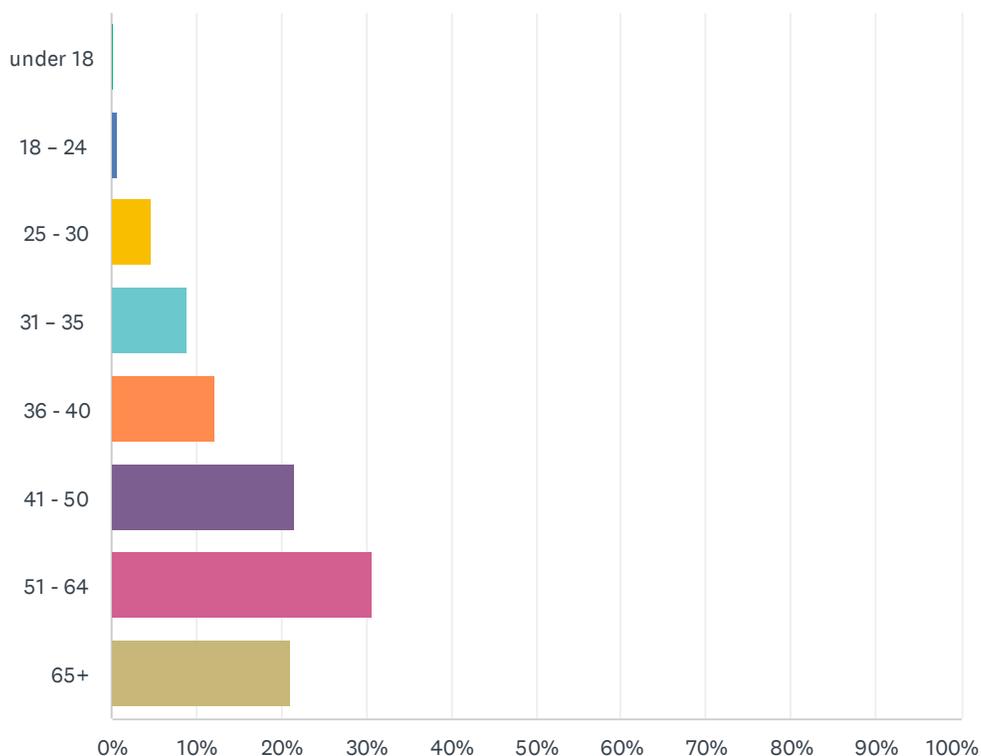
Answered: 1,219 Skipped: 411



ANSWER CHOICES	RESPONSES	
West Seattle High Bridge closure	67.60%	824
COVID-19	80.72%	984
Change in Employment	20.34%	248
Total Respondents: 1,219		

What is your age?

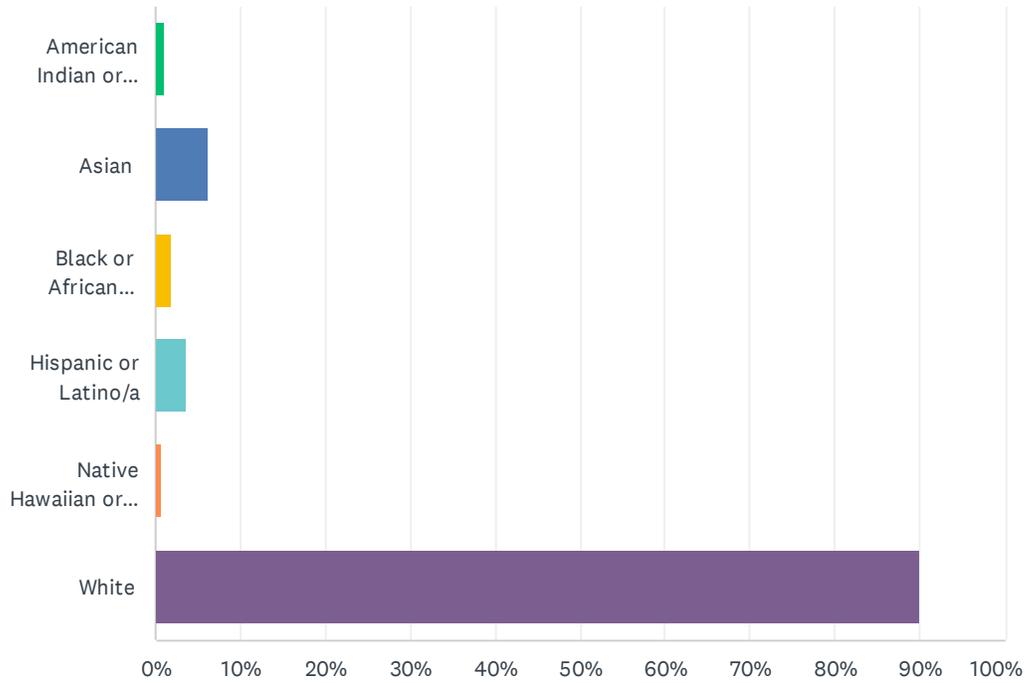
Answered: 1,594 Skipped: 36



ANSWER CHOICES	RESPONSES
under 18	0.13% 2
18 - 24	0.63% 10
25 - 30	4.77% 76
31 - 35	8.97% 143
36 - 40	12.23% 195
41 - 50	21.58% 344
51 - 64	30.68% 489
65+	21.02% 335
TOTAL	1,594

How would you describe your race/ethnicity? (Please select all that apply)

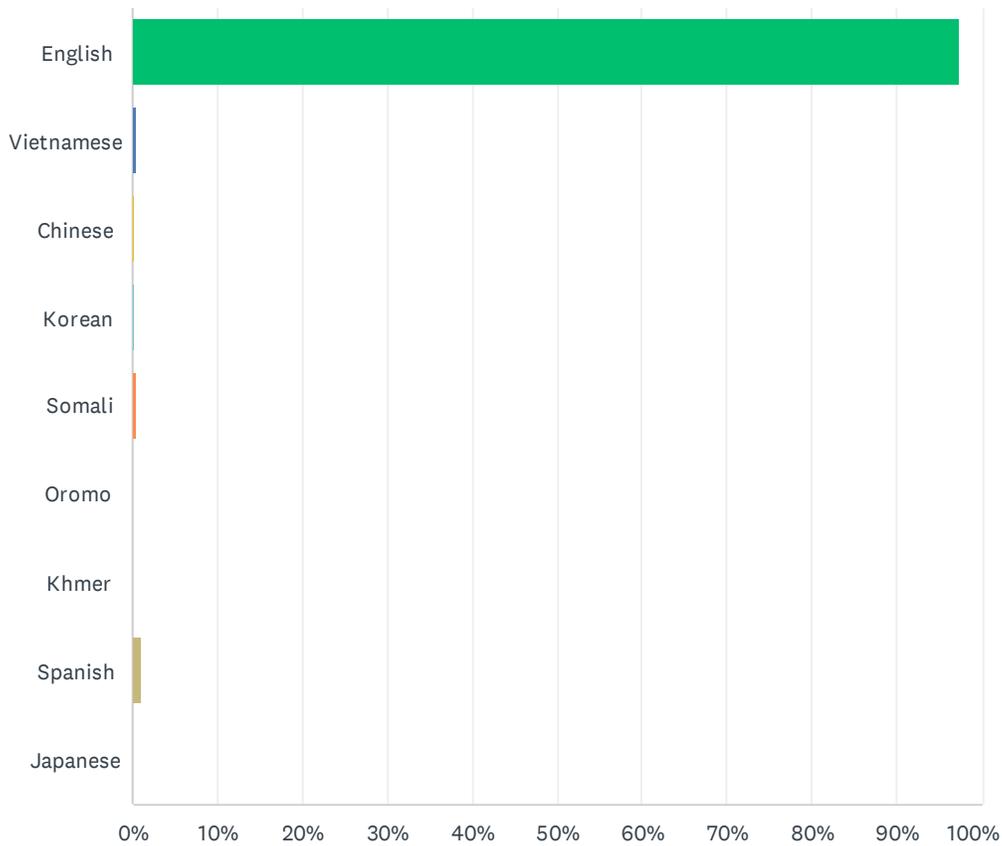
Answered: 1,535 Skipped: 95



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	0.98%	15
Asian	6.25%	96
Black or African American	2.02%	31
Hispanic or Latino/a	3.71%	57
Native Hawaiian or Pacific Islander	0.72%	11
White	90.03%	1,382
Total Respondents: 1,535		

What is the primary language spoken in your household?

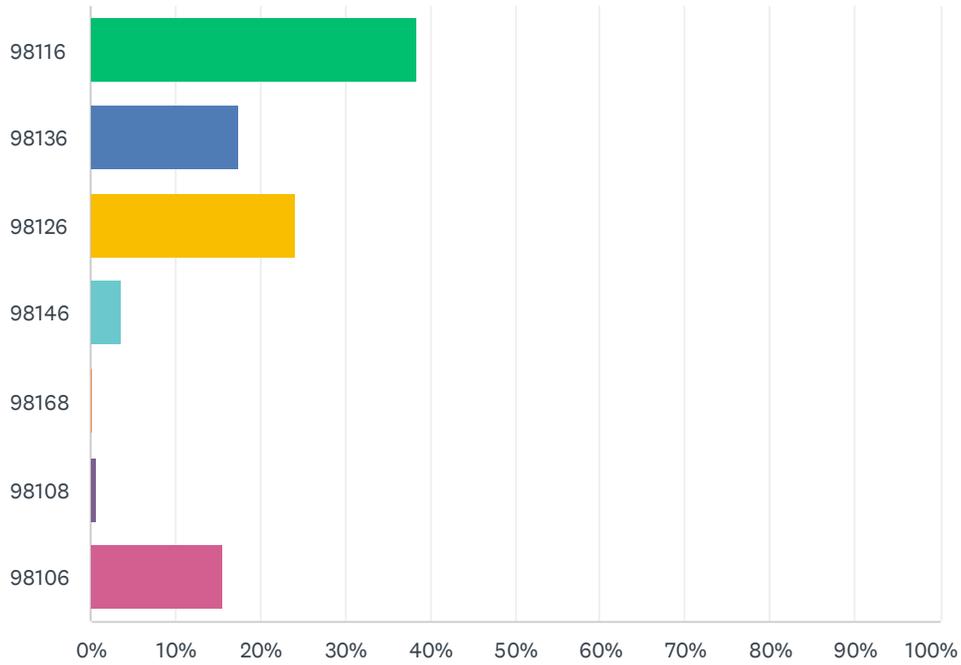
Answered: 1,587 Skipped: 43



ANSWER CHOICES	RESPONSES	
English	97.35%	1,545
Vietnamese	0.50%	8
Chinese	0.19%	3
Korean	0.19%	3
Somali	0.50%	8
Oromo	0.06%	1
Khmer	0.06%	1
Spanish	1.07%	17
Japanese	0.06%	1
TOTAL		1,587

What is your ZIP Code?

Answered: 1,563 Skipped: 67



ANSWER CHOICES	RESPONSES	
98116	38.32%	599
98136	17.47%	273
98126	24.06%	376
98146	3.58%	56
98168	0.26%	4
98108	0.70%	11
98106	15.61%	244
TOTAL		1,563