

Engagement & Communication with Property Owners

Sound Transit Board of Directors

4/25/2019

Why we are here

- Overview of the agency's acquisition process
- Examples of targeted communications based on the East Link Extension
- Today we are here to provide information

Agency's Acquisition Authority

Sound Transit only acquires property to:



Construct, Operate & Maintain the Transit System

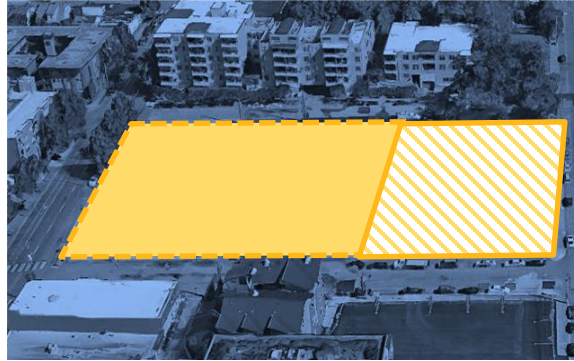
Types of Rights Acquired

Full Acquisition



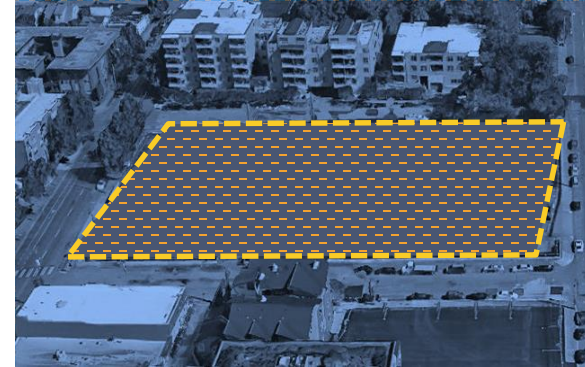
Purchase entire property

Partial Acquisition



Purchase partial areas of property or permanent easements

Temporary Acquisition



Temporary use of all or part of property, but no permanent need

Building projects in dense, populated areas is hard and requires acquiring property that is not for sale

Objectives for Engaging with Property Owners

- + Build a long-term relationship
- + Access to information
- + Single point of contact
- + Transparent & clear communications
- + Personal assistance throughout all processes
- + Respect and empathy for impacted parties

Project Development - Acquisition/Relocation Process



Alternatives Development (0-5% Design)

- ▶ Sound Transit **identifies alternatives to be studied in environmental review** (including a preferred alternative)



Environmental Review (5-30% Design)

- ▶ Sound Transit **identifies potential impacts of each alternative, including property**



After Environmental Evaluation (~30% Design)

- ▶ Sound Transit Board **selects project to be built**

Project Development – Engagement with Property Owners

Improved Communications

- + Properties within 100 feet of all potential alignments notified of planning and engagement efforts
- + Potentially impacted properties notified ahead of environmental evaluation publication
- + All properties notified of timing for key decisions and Board action
- + Property owners assigned a Single Point of Contact

Final Design - Acquisition/Relocation Process



Final Design

- Sound Transit **identifies full / partial acquisitions**
- Sound Transit Board **authorizes property purchases**
- Sound Transit will **prepare an appraisal** to determine fair market value of property needed for the project
- Sound Transit will provide **relocation services** to people and businesses displaced by the project, including referrals to comparable properties and payment of moving costs
- Sound Transit **staff and consultants are available to support property owners and tenants** through this process

Final Design – Engagement with Property Owners

Improved Communications

- + Property owners notified first by phone and then certified letter prior to Board action
- + Explanatory letter using “plain talk,” including details of acquisition process and reimbursable expenses
- + Notice of eligibility for relocation benefits sent to property renters

Governing & Guiding Documents

- + Uniform Relocation Assistance and Real Property Acquisition Act (1970)
- + Property owner notification
- + Board Policy (Resolution 98-20-1)
- + Sound Transit Real Property Acquisitions and Relocation Policy, Procedures and Guidelines
- + Federal Transit Agency Circular 5010

Resources for Owners & Tenants

- + Assigned acquisition and relocation agent
- + Translation Services if needed
- + Professional services up to \$7500
- + Independent appraisals up to \$5000
- + Accounting fees up to \$2500
- + Advance payment for relocation expense
- + Business reestablishment up to \$50,000

Key Areas for Continual Improvement

- + Efforts to mitigate anxiety to individual property owners are **consistent**
- + Communications designed to ensure property owners or occupants are informed in a way they **understand**
- + **Coordinate** across the agency to ensure property owners interaction with agency staff and representatives is seamless
- + Roles, responsibilities, and standards for customer communication stay **clear**

Notification Letter: Previous Example



September 5, 2017

Certified Mail

Nancy Treibel
357 NE 149th St
Shoreline, WA 98155

RE: Notification of Board Action
County Tax Parcel No.: 2004100090
Site Address: 357 NE 149th St, Shoreline WA
Sound Transit ROW No.: LL157.11

Dear Nancy Treibel:

In April 2015, the Lynnwood Link Extension Final Environmental Impact Statement (EIS) was presented to the Sound Transit Board of Directors. It analyzed the Preferred Alternative, along with the other proposed light rail alternatives and the No Build Alternative, and responded to the comments received on the Draft EIS. With issuance of the Final EIS, the Sound Transit Board of Directors made a final decision on the route and station locations on April 23, 2015. On July 10, 2015, the Federal Transit Administration issued its Record of Decision (ROD) for the Lynnwood Link Extension. The alignment will follow the eastern edge of I-5 going north from the Northgate Transit Center, cross over at 236th Street SW near the Mountlake Terrace Transit Center, and then follow the western edge of I-5 until it reaches the Lynnwood Transit Center. The Lynnwood Link Extension is an 8.5-mile light rail extension and will originate at Northgate Mall in north Seattle and end at the Lynnwood Transit Center.

On September 28, 2017, the Sound Transit Board will consider a resolution authorizing Sound Transit to acquire property interests needed for the construction, operation, and maintenance of the Lynnwood Link Extension. Public records indicate that you own the property identified above that will be impacted by the Lynnwood Link Extension.

If the Sound Transit Board approves the resolution, a right of way agent will contact you to discuss the specific rights Sound Transit proposes to acquire. The law guarantees fair market value will be paid when property or a property right must be acquired, and the owner is entitled to have the amount of compensation determined by a court of law if a negotiated purchase cannot be reached. There are also provisions for property owners to be reimbursed for costs such as appraisals and attorney fees.

Sound Transit is required by law to provide you with formal written notice before it takes final action to authorize the acquisition of the property rights needed to construct the project. This action will include the right to condemn the needed property in the event an acceptable agreement cannot be reached. This action will

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Peter M. Rogoff

be on the Sound Transit Board agenda for approval on September 28, 2017. This authorization for the purchase of the property identified above will be considered as part of Sound Transit's final action on the Resolution at this public meeting. Once the Resolution is enacted, Sound Transit may acquire property rights for the Lynnwood Link Extension from you through negotiation, or Sound Transit may use its powers of eminent domain to condemn the necessary property if we are unable to reach a voluntary agreement with you.

If you wish to attend the Sound Transit Board meeting, the Board meets at 1:30 pm in the Sound Transit Ruth Fisher Board Room located at 401 S. Jackson Street, Seattle, WA. If you would like, you will have the opportunity to express your views on the Resolution during the public comment period at the beginning of the Sound Transit Board meeting.

If you have any questions about the upcoming Sound Transit Board meeting or the Resolution, please contact Warren Eckstrom, Acquisition Manager, at (206) 903-7241, or Kevin Stout, Project Manager, at (206) 398-5494. General information about the project and the time and location of the Board meeting can be obtained on Sound Transit's website at <http://www.soundtransit.org>.

Sincerely,

Kevin Workman
Sound Transit
Director of Real Property

Areas of concern:

- + Dense text; some jargon used
- + Important information buried
- + Did not set clear expectations
- + Impersonal

Notification letter: new standards



[DATE]

John Jones
111 S. Main Street
Shoreline, WA 98111

County tax parcel number: 11111
Site Address: 111 S. Main Street, Shoreline, WA 98111
Sound Transit ROW No.: 11111

RE: Board action on September 28, 2018

Dear Mr. Jones:

You are receiving this letter because you are the owner of the property located at (address; parcel number).

An upcoming action of the Sound Transit Board of Directors will impact this property.

Board action:

On September 28, 2017, the Sound Transit Board will consider a resolution authorizing Sound Transit staff to acquire the needed properties and easements, or rights to cross or otherwise use property, to construct, operate, and maintain the Lynnwood Link extension. This project, currently being planned, will extend light rail 8.5 miles from Northgate to Lynnwood Transit Center, with two intermediate stations in Shoreline and one in Mountlake Terrace.

For your reference, this letter includes a map of the Board-approved route and stations.

The Board action will occur at a public meeting held at **1:30 p.m.** in the **Ruth Fisher Board Room** located at **401 S. Jackson Street** in **Seattle, WA**. Members of the public are welcome to attend and provide comment directly to Sound Transit board members.

If the resolution is approved, the Board's action at this meeting will be its final action to authorize Sound Transit to acquire property rights needed for Sound Transit's Lynnwood Link light rail extension through negotiation or, if a negotiated agreement cannot be reached, through condemnation.

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Background:

Sound Transit plans, builds and operates high capacity transit in King, Pierce and Snohomish counties. Voters approved the Lynnwood Link extension in 2008. On April 23, 2015, the Sound Transit Board of Directors selected a route and station locations for this extension. An extensive public process informed that decision.

Next steps:

If the Board approves the resolution, here's what you can expect:

- Planning and engineering staff will determine the specific impact Board-approved alignment
- Sound Transit staff will contact you within in the next few days to discuss impacts to your property
- As needed, Sound Transit will begin negotiating with you to purchase your property.

My team commits to you that this process will proceed transparently, and I've enclosed a brochure explaining our standards and process for working with you.

If you have questions, please reach out to (Name, email, address). If you have questions about our system expansion program, visit www.soundtransit.org.

Sincerely,

Name
Title

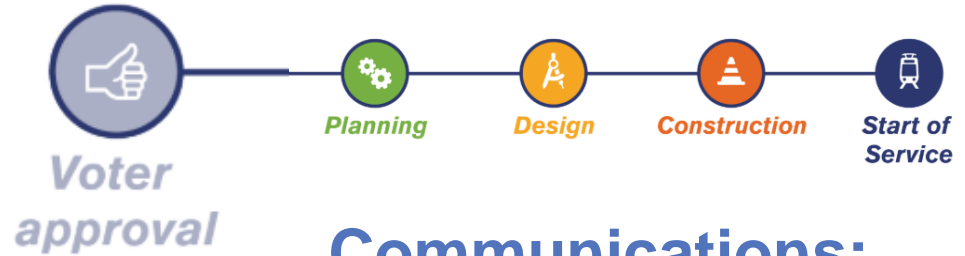
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Approach:

- + Plain language; define terms
- + Be brief, lead with most important info
- + Set clear expectations
- + Balance formality with personal tone
- + Enclose a map and/or brochure as appropriate

***Example of Targeted
Communications: East Link***

During ST2 Development



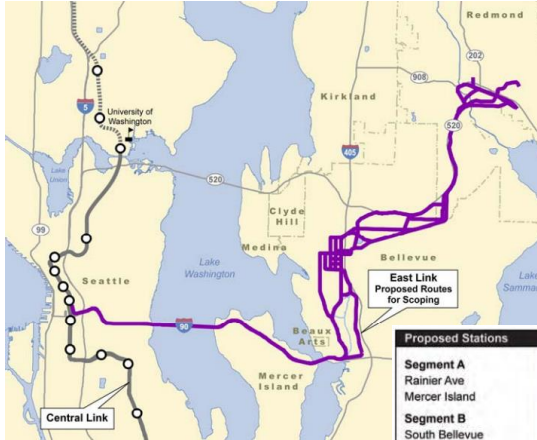
Aerial of East Link Corridor

Communications:

- + Voters guide mailed to voting district
- + Project open houses
- + Neighborhood briefings

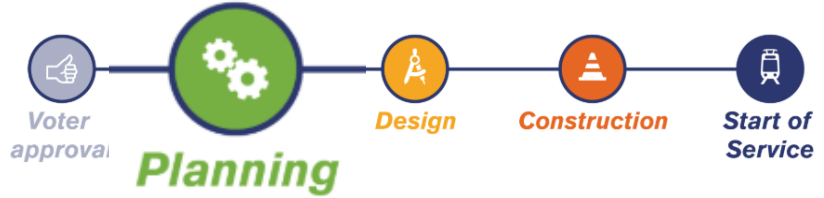
During Project Planning

Scoping Alternatives



DEIS Alternatives

Proposed Stations	
Segment A	Rainier Ave Mercer Island
Segment B	South Bellevue 118th SE SE 8th
Segment C	East Main Old Bellevue Bellevue Transit Center Hospital Ashwood/Hospital
Segment D	124th 130th Overlake Village Overlake Transit Center
Segment E	Redmond Town Center Redmond Transit Center SE Redmond

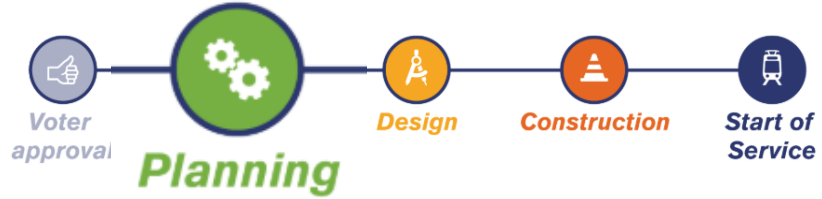
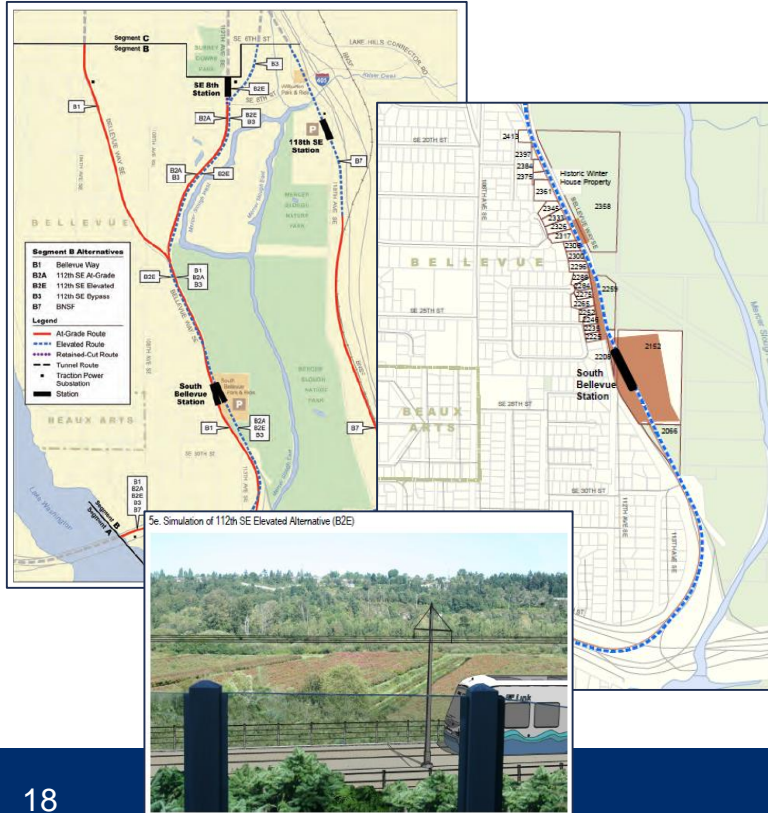


Communications:

- + Postcards sent to 154,000 residents & businesses for scoping meetings
- + Scoping & DEIS Meetings
- + Neighborhood briefings

During Environmental Evaluation

DEIS Evaluation



Communications:

- + Certified letters to 1,185 property owners ahead of DEIS
- + Individual briefings with property owners and agency staff
- + Information sessions in eastside locations
- + Meetings in neighbor's homes
- + Used homes to inform visual impacts

During Project Design

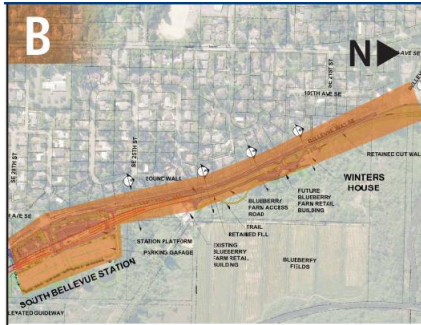
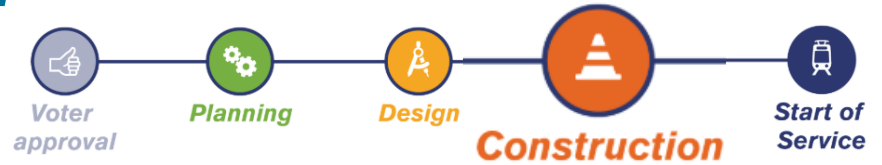


Communications:

- + Board selection of project to be built reduced communications
- + Continued relationship with property owners and shifted to specifics on relocation and acquisition activities



During Construction



Key project components/elements:

- Construction of columns and aerial guideway.
- Elevated station construction.
- Multi-story 1,500 stall parking garage.
- Retained fill construction from blueberry farm to Wye.
- Utility relocation.
- Excavation, grading and paving of roadway areas.

Early activities:

- Archaeological work.
- Utility relocation – weekend closures of Bellevue Way SE.
- Demolition and clearing of construction site.
- Build new temporary trailhead parking lot and pedestrian walkway.



Communications:

- + Relocation agents work to find similar situation for each party
- + Relocations occur before construction can start
- + Timing arranged with each property owner

Acquisitions and Relocations Per Link Extension (as of 4/16/19)

	Acquisitions	Relocations	Full Condemnation (Trial)
East Link	237	227	4
University Link	242*	141	2
Northgate Link	235*	42	2
Lynnwood Link	373	325	1
Federal Way Link	255	499	0
Downtown Redmond Link	93	1526**	0

* Tunnel Easements

**1,500 personal storage units for Downtown Redmond Link Extension

Continually Improve Our Practice

- + Personalized service to acquisition and relocation
- + Make it easy for people to get and understand information that affects them personally
- + Apply best practices and improve upon lessons learned

Thank you.



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