



May 31st, 2023

Gordon Clowers, Seattle Dept. of Construction and Inspections (SDCI)
Sarah Spicer, Seattle Dept. of Transportation
Ellie Smith, Seattle Dept. of Transportation

700 Fifth Avenue, Suite 2000
Seattle, WA 98124-4019

Re: Swedish Cherry Hill Response Letter to Cherry Hill MIMP Report

Dear Gordon,

Thank you for sending in the following questions and comments regarding the Annual Report for Swedish Cherry Hill. We appreciate the thorough review. Please see below answers to the questions and comments. If no further questions or comments are needed, a revised Annual Report for Swedish Cherry Hill will be submitted no later than June 30th, 2023.

We appreciate the partnership and are looking forward to continuing to work with SDCI and SDOT.

Sincerely,

Camila T. Level
Manager – Parking and Commuting Services
Providence Swedish

Important note: Responses to each question and comment required, made by SDCI and SDOT, are provided below as needed. Identified with italic font.

SDCI

1. The single-occupant vehicle (SOV) percentage performance rates you cite on pages 4, 14, and 21 are not correct, and likely reflect only the performance of the SMC subset of the institution. Evidence of this is that your table on page 22 provides the possibly accurate calculation as 47.0%. Please review these past findings and ensure the new survey results are correctly calculated as well. We look forward to seeing your edits regarding the old survey and the new survey numbers in the revised report version you will send. SDOT will be in further communication with you on these topics.

Response: Revised single-occupant vehicle (SOV) percentage performance rates will be submitted in the revised Annual Report. These will reflect the aggregate data from previous year to latest 2022 CTR Survey data.

Campus-wide	2014	2016	2017	2019	2022
Drive-Alone	57.5%	56.7%	56.6%	47.0%	56.6%

Information will be corrected for all portions of the annual report where this data is presented.

2. Page 4. Correct an apparent typo “187th Avenue” to, I assume, 18th Avenue.

Response: Correction will be made to reflect proper address in this portion of the revised annual report.

3. Page 5. I agree that Swedish should make every effort to hold a public meeting in 2023 to discuss progress made so far in the Major Institution Master Plan, with appropriate publicity in advance of the meeting.
4. Gordon echoes SDOT’s transportation related comments and interests in follow-up clarifications and discussions on certain topics and getting requested information, as noted below.

SDOT

5. **Update the report with recent commute survey data.** SDOT appreciates Swedish Cherry Hill's efforts to successfully administer the 2022 Commute Trip Reduction Survey. We note that this annual report does not reflect the inclusion of the 2022 Commute Trip Reduction Survey data. As such, it does not fully identify opportunities, challenges, and future pathways for improved performance based on insights gained from this recent data. Please revise the annual report upon receipt of final survey results and provide discussion in the "Anticipated Transportation Activities for 2023" section

to reflect survey insights.

Response: Results from the 2022 CTR Survey were not made available to all employer within the Swedish Cherry Hill campus before the submission of the annual report. To this day, WSDOT has not sent to Swedish and all other employers within the Swedish Cherry Hill campus a completed 2022 CTR Survey report. Swedish Medical Center is missing data from pages 6-8 of the WSDOT CTR report and the Sabey portion of the report have not been submitted. Swedish Medical Center and partner Sabey have asked Commute Seattle to engage with WSDOT to provide completed reports. Aggregated and individual employer data will be submitted in the revised version of annual report. Discussion will be provided for anticipated transportation activities for 2023.

Swedish Medical Center is committed in submitting the annual reports no later than the first quarter of each year. On the years where a Community Trip Survey is administered, we will be including this data if received before the end of the first quarter of the following year.

6. **Ensure thorough descriptions of activities during reporting period.** We have not received an annual report since 2018, so this report covers the reporting period 2019-2022. As such, we expect you to provide a reasonably detailed summary of development and transportation-related activities during this longer period of time. This may be best placed on page 21 of your report. We see that many descriptions of activities mostly duplicate the content from the 2018 report. Please provide more detail on the activities that specifically happened from 2019-2022, including ways in which activities shifted during the COVID-19 pandemic and related disruptions. Please also double check that each condition requirement is addressed, even if no progress was specifically made in the time period (this applies especially to Table 5.3 in the TMP conditions section).

Response: Information regarding transportation related activities from 2019-2022 will be added to revised version of the annual report. Details of the Covid-19 pandemic impacts and disruptions, as it related to each condition requirement, will be mentioned in the various areas of this report where the information is required.

7. **Update references to SOV goals/targets.** Please ensure the MIMP Plan's referenced SOV goal throughout is accurate. Based on the MIMP, the goal started with 50% in 2016, and anticipated a 2% reduction every 2 years, until reaching a 32% SOV rate by 2034. This would mean the 2022 SOV goal is 44%.

Response: Accurate references to SOV goals will be provided in the revised version of the annual report.

8. **Update references to SOV performance.** Please also revise the SOV performance

referenced in this document, since there is a discrepancy. It appears the reported performance of past years does not reflect campus wide results, but rather only the results from Swedish Medical Center. Campus-wide results need to include the following:

Employer Code	Employer
e-82636	(SMC)
e-81892	(SMG)
e-82100	(NWK)
e-85696	(LabCorp)
e-81540	(Sabey)

Here are the performance numbers we have for the Cherry Hill campus (blending all e-codes listed above):

Campus- wide	2014	2016	2017	2019
Drive-Along	57.5%	56.7%	47.9%	47.0%

Response: Aggregated result data will be submitted in the revised version of annual report.

Campus-wide	2014	2016	2017	2019	2022
Drive-Along	57.5%	56.7%	56.6%	47.0%	56.6%

9. **Include a high-level timeline of campus development activities, in alignment with Phased plans in MIMP.** It would be helpful to provide an overview of general status of the campus development at the time of report submission, particularly as it relates to the conditions outlined in the MIMP approval. This might also be best placed around page 21 of the report. Please provide a timeline of past key submittals, City reviews and approvals. This way, the big picture of development under the MIMP does not need to be pieced together by reading condition by condition responses. Because this is a document for public consumption, it is important to demystify this information as much as possible.

Response: Swedish Medical Center and Sabey will provide the best efforts to give a high-level summary of submittals and approvals in the revised version of the annual report.

MIMP CONDITIONS

10. Page 5: Condition 3. Please update the SOV goal to reflect the downward trend of 2% every two years. The 2017 goal should have been 49%, and the 2019 goal should be 47%

Response: *Accurate references to SOV goals will be provided in the revised version of the annual report.*

11. Page 6: Condition 8. This is the same entry as in 2018, in which it was indicated they are "open to exploring different bikeshare partnership options." How has Swedish Cherry Hill explored bikeshare partnerships in the last few years? Please provide more detail here.

Response: *In 2021 Swedish has partnered with Velofix to offer bike tune-ups for all caregivers and tenants across all Swedish Campus. In person bike tune-ups were offered during Caregiver Appreciation week and throughout the year, a discount code was given to caregivers to book their own appointment that was most convenient for them. Swedish has offered a discount code for caregivers to try out Spin Scooters in 2022. It is our goal to highlight the different bike programs provided by the city for all caregivers to use. This information will be clarified on the revised version of the annual report.*

12. Page 6: Condition 9. Who is SOTO? Is it referring to a City signal and traffic operations group? Was there ever a formal acknowledgement by the City or in the master plan approval proceedings that a signal would not be needed there ever at 16th and Cherry?

Response: *SOTO was a typo. Sabey is working with the City to produce a formal acknowledgement regarding the decision to not add a signal. This information will be added to the revised version of the annual report.*

13. Page 10: Condition 24. This condition speaks to the inclusion of Jefferson Street transit street improvements between 15th and 17th Avenues with very specific commitments (real time info signs, covered waiting areas, pedestrian scale lighting, expanding boarding area, additional benches, and landscaping). The response only indicates that impacts from 18th Avenue are being addressed, but not this specific separate requirement. What plans does Swedish Cherry Hill have to meet this condition?

Response: *Future transit stop improvements are part of the street improvement plan (SIP) that was approved by SDOT. As of the end of 2022, the SIP work has not begun.*

TMP Conditions

14. Page 23: Applies to all of Table 5.3. Make sure each item included in the description is addressed in the 2022 update column, even if it wasn't specifically tackled. We need a more thorough inventory so we understand the full scope of activities that occurred over the past few years.

Response: Information regarding each condition on Table 5.3 will be addressed individually and chronically from 2019-2022. In the years where no changes were made, it will be clarified as “no changes.” Updates will be provided in the revised version of the annual report.

15. Page 23: Applies to all of Table 5.3. Please double check that this table reflects updates from Table 5.6 from the 2018 report, which indicates upcoming activities. Identify if they have been accomplished or not.

Response: All updates from Table 5.6 activity portion, will be reflected on Table 5.3 individually. In the years where no updates were made, it will be clarified as “no changes. Updates will be provided in the revised version of the annual report.

16. Page 23: Please provide a clear description of what "Caregiver commute" is and which employers have access to it. Are there program metrics to be shared to help us understand the use/uptake of the program?

Response: The Caregiver Commute Program is Swedish Medical Center's Transportation Program name that encapsulates all our commuting programs and represents the team behind it. The members of the “Caregiver Commute” team are responsible for administering, coordinating, and managing programs including but not limited to Orca Bus program, Guarantee Ride Home Program, Carpool and Vanpool program, Parking, Zipcar, Shuttle, and Intercampus Commute programs. The Caregiver Commute Program is also the name of our virtual portal (powered by Luum software). Our portal is considered a “one-stop shop” for caregivers to manage their commuting benefits such as applying for Orca bus passes, find and/or create a vanpool group, find and/or create a carpool that best serves their commuting needs. The Caregiver Commute portal also has the ability to show Commute Leadership boards, host rewards for non-SOV champions and more. The portal can be accessed via desktop and via mobile device. All Swedish employed caregivers have access to this portal. This information will be also added to the revised version of the annual report.

17. Page 23: Please provide some level of discussion of the changes and challenges the Swedish Cherry Hill institution experienced from 2019-2022? It feels especially important to speak about the travel impacts from COVID.

Response: Details of the Covid-19 pandemic impacts and disruptions, as it relates to our Transportation Management Plan, will be mentioned in this portion and in the various areas of this report where the information is required.

18. Page 23: We point out an apparent need for Swedish to reinstate a 100% transit pass subsidy if the institution as a whole is not meeting commuting goals across all tenants. We will expect to coordinate further with you on this topic to reach a

resolution about next steps.

Response: *We would like to take this opportunity to clarify the “Transit” TMP condition. It appears that since 2005 the Cherry Hill annual report has had legacy language that does not accurately reflect Swedish Medical Center transit program benefits. Swedish Medical Center purchases 100% subsidized regional transit pass as well as 100% subsidized monthly ferry passes for all employees, full time, and part time. As of April of 2023, this program has successfully issued out close to 800 passes which cover over 47% of the entire population (1634 caregivers) demonstrating that there is no barrier for employees to access a transit pass. All Orca pass holders are able to participate in 100% subsidized Guarantee Ride Home program, Vanshare Program and as of January 2023, 100% subsidized participation on vanpool programs with free and preferential parking for vanpools and Vanshares. Thank you for catching the error in our language. Moving forward we will correct this error so that we accurately reflect that our program is meeting the TMP obligation.*

19. Page 27/28: Intercampus Commute program – have you been able to identify if this program is effectively improving commutes? In other words, does this service allow for people to make their commute mostly by non-driving modes, knowing that this service is available upon their arrival for use during the day? How many people have taken advantage of this?

Response: *The Swedish Intercampus Commute Program was created in 2020 at the height of COVID and when Parking and Commuting had to shut down the shuttle services that travel between First Hill, Chery Hill, Bank of America, Met Park, the Ferry Dock, and King Street Train Station. In 2022, the program was used across the Swedish hospitals by 276 caregivers. Rides to the Ferry Colman Dock makes up 34% of the usage, rides to the King Street station makes up 31% of the usage, rides from Cherry Hill to First Hill makes up 20% of the usage, rides from one Swedish campus to another Swedish Campus make up for 15% of the usage.*

A recommendation has been made to Swedish leaders to bring back the shuttle service to and from the King Street Station, Ferry Colman Dock, and in between Cherry Hill, First Hill and MetPark to be used during high-peak transit hours, Monday to Friday (6AM to 9AM and 2PM to 5PM). Approval has already been granted for the line serving to and from Swedish Cherry Hill and First Hill campus, which is starting on June 1st, 2023.

This information will also be added into the revised version of the annual report.

20. Page 27/28: What data or factors are you using to decide if it's safe to re-start the shuttle? Given the COVID emergency declaration has expired, it seems like an appropriate time to ask about this topic. For employees that relied on using the shuttle to complement their transit journeys, how have their commutes changed?

Response: Information regarding part of this questions has been addressed in the question above. The recommendation to reinstate the shuttle has been made by using guidance from internal sources such as our Infection Prevention leaders and external resources such as current information regarding cases in the “COVID-19 Data Dashboard” provided by the WSDOH and recommendation from King County Metro that has been shared with passengers.

21. Page 28: Provide specific discussion of each requirement, and edit the response to indicate that the annual reports were not submitted on schedule for the 2019-2022 timeframe.

Response: Information regarding each condition on Table 5.3 will be addressed individually and chronically from 2019-2022. In the years where no changes were made, it will be clarified as “no changes.” The annual report was submitted on time for 2022, however we agree that information regarding the absence of annual reports from 2019-2021 should be addressed in the latest annual report. This will be provided in the revised version of the annual report.

22. Page 35: Please include Ellie Smith, Senior Transportation Planner, as the SDOT representative.

Response: Ellie Smith, Senior Transportation Planner, will be added as the SDOT representative in the revised version of the annual report.

23. Page 33: For the first item in this look ahead for topics of work in 2023, please edit the first sentence to say, “In 2023, Swedish will actively engage with transit service providers...”

Response: Paragraph in the “Transit” element of anticipated transportation activities for 2023 will be edited to satisfy the needs of the TMP conditions in the revised version of the annual report.

Additional comments for consideration:

MIMP Conditions

24. Page 6: Condition 7. Has the bicycle parking provided been maintained per City Council conditions? Has the demand for these facilities changed during the last few years? Regarding 18th Ave bike parking: will the bike parking for the new development meet the design elements listed?

Response: Bicycle parking has been maintained as per the conditions. Demand has not increased. The bike parking for the medical office building on 18th Ave includes bicycle storage room, bicycle parking and showering facilities. This information will be added into the revised version of the annual report.

25. Page 8: Condition 13. The status item indicates there is no planned pocket park, but the MIMP indicates there is a commitment to a pocket park at 18th & Cherry as a part of Phase A development.

Response: Sabey submitted a draft of the street frontage plan for the proposed office building along 18th Ave and the SAC decided they did not want this amenity on Cherry or E. Jefferson. Other elements such as seating were added along the 18th Ave frontage since this section was part of the Greenway path. This information will be added into the revised version of the annual report.

TMP Conditions

26. Page 7: Condition 12. Please specify how the institution has interacted with the Central Ridge Neighborhood Greenway project.
<https://www.seattle.gov/transportation/projects-and-programs/programs/greenways-program/central-ridge>

Response: The Central Ridge Neighborhood Greenway group met with the institution and Sabey in 2017 to identify 18th Ave as the Greenway path. This information will be added into the revised version of the annual report.

27. Page 24: It is good to see the upcoming use of LifTango to improve carpool matching.

28. Page 24: We would be curious to understand participation in car/vanpool numbers, and the plan for pricing structures/performance plan given the shift in incentive during this recent period. Will there be a time when you go back to what was outlined in the TMP?

Response: Swedish submitted this question for clarification to Ellie Smith at SDOT. This question was clarified by SDOT as “Is the plan to maintain the free carpool parking incentive at two occupants (reduced from 3 in 2019)? Or are there metrics you all are using to reconsider that policy in the future? Mostly curious about how that decision was made, how much participation you saw shift because of it, and if you will be keeping it around as a useful TDM measure.” Currently, all carpool parking and program participation is 100% subsidized for caregivers across all Swedish campuses. We believe this program is successful with the current set up and we do not foresee modifying it in the near future. Information regarding the decision-making process for 2019 (carpool requirements dropping from 3 member to 2 members to qualify for free carpool parking) will be provided in the revised version of the annual report.

29. Page 24: Please provide status updates on bicycle topics not addressed in your

last column. Specifically:

- a. Bike lockers – first come, first served – what is the demand for this? The TMP suggests making it available to "all employees" - is there enough provided at this time?

Response: *At this time there are enough bike lockers provided on all campuses. Bike lockers are available to "all employees" including tenant employees.*

- b. What is the signage for bike parking locations?

Response: *Signage for bike locations is available on the campus maps, which are made available via internal and external websites, physically on campus, and upon request.*

- c. How is pedestrian and bike safety promoted?

Response: *We promote pedestrian and bike safety by highlighting crosswalks, bike lanes and the use of helmets.*

- d. Bike racks added to shuttle vehicles?

Response: *Bike racks are available on shuttle vehicles.*

30. Page 25: Please provide specificity as to how bike share is promoted, and what exploration of partnerships have occurred in the last few years.

Response: *Bike share is promoted via Swedish Intranet on Caregiver Commute portal along with fliers posted throughout campus on meeting boards and breakrooms. We are exploring the idea of partnership with local vendors who can help our current bike community with maintenance of their bikes. We will be promoting bike buddy program to match experience bikers with those who are interested in biking to work and learning more about how to bike to work.*

31. Page 25: Provide more details as to what the "bike spot" was.

Response: *Swedish, along with Sabey as sponsored a "bike spot" also known as a "Celebration Station" as part of Cascade Cycling organization's "Bike to Work Day" in the month of May. Swedish Cherry Campus is added as a station on Cascade.org website for visibility and it is promoted internally and externally. We set up a station with water, snacks and bike swag for all bikers including employees and community members. We use this day as an opportunity to chat with the biking community and our biking caregivers. This will be clarified and submitted in the revised version of the annual report.*

32. Page 29: Have there been any updates or adjustments made in the last few years to the transit screens in your facilities?

Response: *The Transit Screen are still located in James and Jefferson Towers along with the Swedish Hospital Main entrance. The transit information is updated in real time. As*

programs change, such as the Swedish Shuttle, the information is removed or updated.

33. Page 30: If Zipcars are used extensively, are there enough provided? How do you know? Similar to the Intercampus commute program question, does the flexibility of the Zipcars allow more folks to make their primary commute via transit?

Response: *The Zipcar program is intended for caregivers to use at work for when there is an event where multiple people need to attend to and/or or to transfer items to various location. Unlike the Intercampus Commute Pass, the Zipcar can be driven to any location that the caregiver may need to go not limited to Swedish campuses. This program is 100% subitized by Swedish Medical Center and it allows caregivers to leave their cars at home in case they maybe be thinking of driving because they have to mobilize themselves. Currently, Swedish Cherry Hill has 1-2 cars at the Swedish Cherry Hill campus, which accommodates the current demand. We will be promoting this program during the 2023 Transportation Fair in the summertime. If demand increases, we will reach out to Zipcar to get an additional vehicle.*

34. Page 30: Please give a brief update about any recent changes since 2019 related to the topics of wayfinding for cyclists and pedestrians, the implementation of the vendor parking policy, and any further work on the residential pilot program.

Response: *At this time, no changes have occurred to wayfinding signage on the campus. Maps have been posted and shared with employees regarding bicycle amenities, and parking. Swedish Medical Center and Sabey provide parking access for all vendors. The parking ambassador and Sabey Property Management assist with communicating with any vendors seen parking on the street. This information will be added into the revised version of the annual report.*

35. Page 32: Please indicate what year the parking inventory and utilization rate is documented for. What can you say about changes since 2019 in the parking inventory and the parking utilization rate?

Response: *The Campus Parking Space Count & Utilization table is the finding from the original MIMP report. There have been no changes to the stall count. Utilization changed during the Covid-19 pandemic due to the impacts to in person patient care, reduced elective medical procedures, changes in staffing counts and restrictions on staff using public transportation. Even with the variety of impacts the Covid-19 pandemic caused for parking and driving to the campus, there was enough parking capacity. This information will be added to the revised version of the annual report.*