

MEMORANDUM

Date: *May 10, 2016* RNL Project No.: 4079

To: *Wells Lawson* Project Name: Metro Willowbrook/Rosa Parks
Director of Joint Development, Station Improvement project
LA Metro

From: *Amy Chang and Randal Curtis*

CC: *Kenyon Price, Paul Whang, Robert Calix, Christine Robert, Phil Klinkon, Mark Palomera,*
Will Todd

RE: *Summary of Community Workshop #1 (4/19/16)*

Executive Summary

On Tuesday April 19, 2016 a community workshop was held at the Martin Luther King Jr. Center for Public Health located at 11833 S. Wilmington Ave. Los Angeles, CA 90059 from 6pm to 8pm to discuss the Willowbrook/Rosa Parks Station Improvement project. Metro received feedback from over 15 community members, including residents, property owners and businesses discussing their concerns with the station and what they would like to see improved.

The meeting began with a brief project update on both the new Senior Housing and Library project by Tyler Monroe from Thomas Safran and Associates, and the Willowbrook Area Roadway and Landscape Improvement project. Tyler provided a company background and summary of the project including 104 units for low-income seniors and 8,000 sf for the County public library. The tenant population will include seniors, households earning between 30% and 60% of area median income, and special needs homeless residents, the latter of which will be provided with services by St. Joseph's Center. The building will be sustainable and environmentally sensitive.

The project update for the Willowbrook Area Roadway and Landscape Improvement project was presented by Precious Cosby from Los Angeles County Department of Public Works. She provided an overall update for the area including 120th Street from Compton Avenue to Wilmington Avenue, 119th

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Street from Wilmington Avenue to Willowbrook Avenue and South Wilmington Avenue from Imperial Highway to 120th Street. These improvements include landscape and irrigation, sidewalk enhancements, curb ramp upgrades, pavement repair, crosswalk enhancements and renovated raised medians with landscaping, enhanced bus shelters, trash receptacles, benches and bike racks. The project also includes pedestrian lighting, bike routes and lanes, wayfinding and monument signage and traffic signal upgrades.

Once these presentations were completed, Metro led the presentation focusing on the Willowbrook/Rosa Parks Station improvements. Kenyon Price discussed the project milestones, existing conditions and project goals which include addressing safety and security concerns, enhancing connections to surrounding community, expanding station capacity and improving multi-modal connections. He also provided a project schedule from 2015 to 2019 when the project will be completed.

Letitia Ivins then provided an update on the art component of the station. Showing the existing artwork around the station, she stated the goals of the art commission include transforming and enhancing the customer's journey; connecting people, sites and neighborhoods; commissioning a diverse range of contemporary artists; contributing to LA County's artistic vibrancy; and creating safe, durable and maintainable artworks. Letitia also shared recent artwork in other stations and discussed the artist selection process. This was the first in depth conversation Metro has had with the community on the process of the artwork from selection to implementation. The presentation concluded leaving the public with three questions regarding "What can artwork do for the Willowbrook/Rosa Parks Station?"

- What about Willowbrook makes you proud?
- Describe Willowbrook with as many verbs as possible.
- How do you want the artwork to make you feel?

Phil Klinkon from RNL then presented the project site and the proposed improvements, which include lighting, security, acoustics, community plaza, kiss-n-ride, bike hub, improved stairs and escalators, a customer service center, and new art.

After the presentation concluded, the meeting opened up to more discussion with the team and public, providing six stations that covered different areas of the station improvements. The public had the opportunity to walk around to each station to talk to the team members about what they would like to see, and to leave comments about their priorities and concerns. Three of the stations,

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including Safety and Security, Community Plaza, and Neighborhood Connectivity, had multiple boards and dot exercises, in order for the public to indicate their preferences.

Below are the stations and comments from the public for each.

Safety and Security

There were two boards for this station: one showed the existing site plan, while the other requested the community to select the top three important features to improve safety and security.

On the existing site plan, the team asked the workshop attendees to point out where they currently experience safety and security concerns. The attendees provided feedback about where and how they perceive that safety and security could be improved; e.g. increased security on pay days, presence of police or security staff, sufficient lighting throughout the site especially under the bridge, and installation of blue light emergency phones.

One item worth addressing is lighting under the freeway bridge. During the night time the area is well lit. However, during the daytime, the strong contrast outside the freeway makes the underside of freeway appear dark. The design team has taken notes regarding this issue and will address the concern through lighting design.

The design team asked the attendees how technology could improve safety for the at-grade crossing. The response was that one should ‘stop and wait’ when the signals were on and the gate arms were down. It appears that safety education programs would be an effective method to improve safety for at-grade crossings.

Community Plaza

The design team presented the preliminary concept of the community plaza and asked the workshop attendees to state the top three features that would make them spend time at the plaza. The items include lighting and shade, and space for multiple uses. Attendees visiting this station also indicated that they would like the fence around the shopping center removed and that the new community plaza should not be fenced during non-Metro operation hours.

Neighborhood Connectivity

We asked the workshop attendees to identify the areas where they live or work. Most attendees lived within a half-mile of the Willowbrook / Rosa Parks station. We also asked the attendees to

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tell us the top three items that would make their trip to the station easier. The top items include safe sidewalks, secured bicycle storage and a better drop-off area. Additional comments included improving accessibility for seniors and children with disabilities, and providing a dedicated walkway into the station.

Bike Hub

The attendees would like to know more details about the programing of this bike hub. General feedback was that the teams should reach out to nearby bicycle clubs such as the Eastside Riders Club and the Boys/Girls Club at 120th Street. The programs, activities and events should also be posted on Metro’s website. One comment also suggested developing a rental program for people working at the nearby medical centers.

Moving Through the Station

The attendees provided most comments regarding this topic. They would like to add digital signs at the station entry points, not on the train platform, that show when the next train is arriving; add lighting at at-grade crossing in pavement, flashers, and audio announcement when the train is arriving; provide a bicycle path to the Bike Hub; remove the security fence in the plaza; and provide a better connection to Watts. The attendees also brought up that homeless people roaming the station is an outstanding issue.

Public Art

Metro Public Art program asked the attendees three questions:

1. What about Willowbrook makes you proud?
2. Describe Willowbrook with as many verbs as possible.
3. How do you want artwork to make you feel?

The responses from the attendees not only informed Metro of the goal and theme of artwork they would like to see, but also set forth the design principles for the artist, which include timelessness, high quality work in craftsmanship and materials, longevity, site specificity, and consideration of what the future might be.

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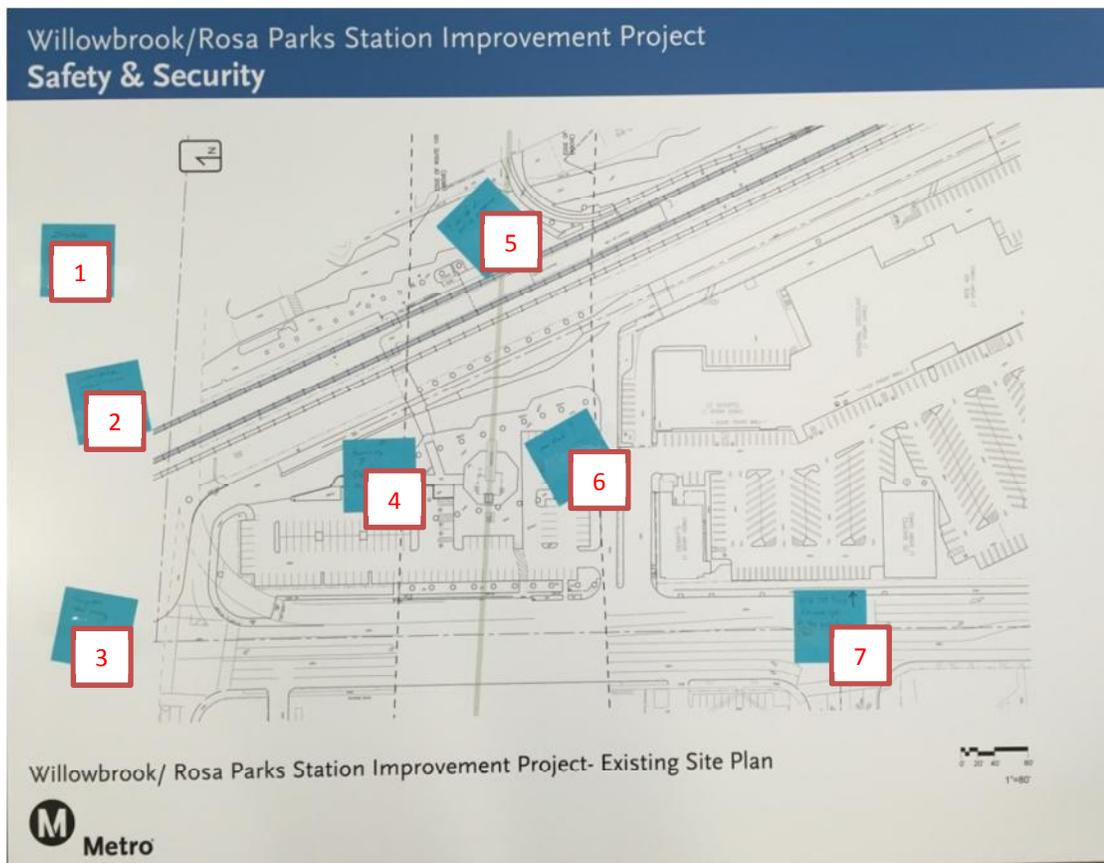
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ACTUAL COMMUNITY INPUT TRANSCRIBED

SAFETY & SECURITY – Existing Site Plan Board

Comments on the board:

1. Increase Security on Pay Day
2. Under Bridge patrons cause concern
3. Gangsters steal money
4. Homeless Drugs? Alcohol
5. OK because of police presence
6. Too Dark (has arrow pointing to area)
7. Will the fence remain open at the new pedestrian promenade?



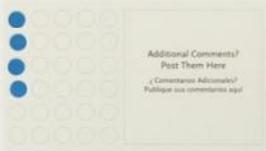
SAFETY & SECURITY

Place a dot next to the top 3 features that would make you feel safer at the station.

- Lighting – 5 Dots
- People – 0 Dots
- Crossing Safety Technology – 0 Dots
 - Additional Comment: When the gates are down, you stop and wait.
- Cameras – 3 Dots
- Blue Light Emergency Phone – 4 Dots
- Police/Security – 5 Dots
 - Additional Comments:
 - Consolidate sheriff substation at the shopping center into the plaza security building.
 - Thefts of 10:00pm from projects.

Willowbrook/Rosa Parks Station Improvement Project
Safety & Security

Place a dot next to the top 3 features that would make you feel safer at the station.
 Coloque un punto al lado de las 3 principales características que lo(a) harían sentir más seguro(a) en la estación.

 Lighting		 Cameras	
 People		 Blue Light Emergency Phone	
 Crossing Safety Technology		 Police/Security	

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COMMUNITY PLAZA

Place a dot next to the top 3 features that would make you spend more time here.

- Shade – 5 Dots
- Seating – 2 Dots
- Play – 2 Dots
 - Additional comment:
 - Tot Lot Mothers and their kids
- Lighting – 6 Dots
 - Additional comment:
 - Pedestrian Lighting
- Landscape – 3 Dots
 - Additional comment:
 - Add Green Space Landscaping
 - Green lawn Amphitheater seating for performances
- Multiple Uses – 6 Dots

Examples – What do you like best?

- 1st photo – 2 Dots
- 2nd photo – 3 Dots
- 3rd photo – 3 Dots
 - Additional comment:
 - Great place for kids
- 4th photo – 0 Dots
- 5th photo – 6 Dots
 - Additional Comment:
 - Great for Senior Outdoor Space/game
- 6th photo – 0 Dots

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Willowbrook/Rosa Parks Station Improvement Project Community Plaza

Place a dot next to the top 3 features that would make you spend more time here. Coloque un punto al lado de las 3 principales características que lo(a) harían pasar más tiempo z.

Examples-What do you like best? Ejemplos: ¿Cuál le gusta más?

Feature Category	Image 1	Image 2	Dot Selection	Additional Comments? Post Them Here	Image 1	Image 2	Dot Selection	Additional Comments? Post Them Here
Shade			● ● ● ● ●	Additional Comments? Post Them Here			● ●	Additional Comments? Post Them Here
Seating			● ● ● ● ●	Additional Comments? Post Them Here			● ● ● ● ●	Additional Comments? Post Them Here
Play			● ● ● ● ●	Additional Comments? Post Them Here			● ● ● ● ●	Additional Comments? Post Them Here
Lighting			● ● ● ● ●	Additional Comments? Post Them Here			● ● ● ● ●	Additional Comments? Post Them Here
Landscape			● ● ● ● ●	Additional Comments? Post Them Here			● ● ● ● ●	Additional Comments? Post Them Here
Multiple Uses			● ● ● ● ●	Additional Comments? Post Them Here			● ● ● ● ●	Additional Comments? Post Them Here



COMMUNITY PLAZA - PROPOSED SITE PLAN

No comments.



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NEIGHBORHOOD CONNECTIVITY

Where are you coming from? Place a dot.

118th Street - 1 Dot

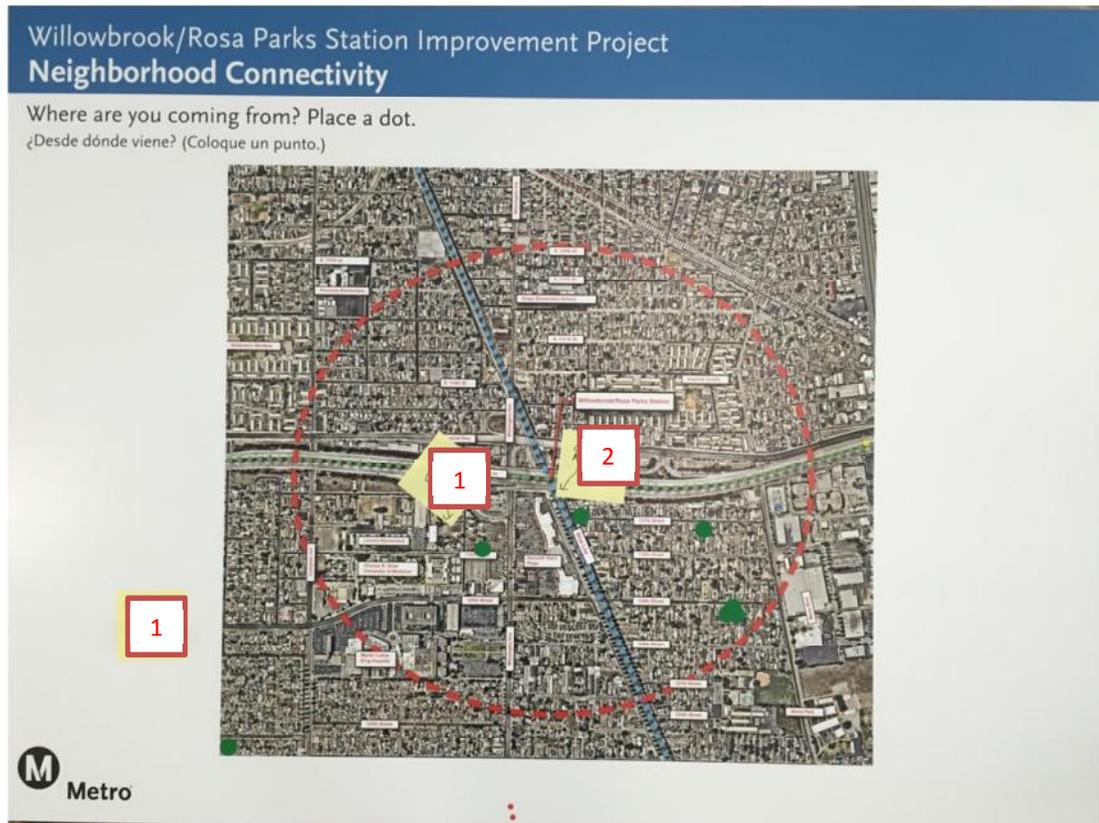
117th Street near blue line - 1 Dot

Between 117th and 118th Streets and Blue Line and Mona Blvd - 1 Dot

Between 119th and 120th Streets and Blue Line and Mona Blvd - 3 Dots

Additional comments:

1. The Community Garden is located on Avalon/121st St.
2. Car Accidents just south of the Willowbrook/Rosa Parks Station on Blue Line.



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NEIGHBORHOOD CONNECTIVITY

Place a dot next to the top 3 items that would make your trip to the station easier.

- Safe Sidewalks – 2 Dots
- Bike Paths – 1 Dot
- Secure Bike Storage – 2 Dots
- Easy To Read/Understand Signage – 2 Dots
 - Additional Comment:
 - Will the colors /design go hand and hand with LA County Public Works?
- Drop Off – 2 Dots
- Other – Additional Comments:
 - Accessibility (Star next to it) Seniors & Children with disabilities.
 - Dedicated Walkway into the Station. Where can I pull my car in? Where do I park? Where do I go?
 - How do I get to the Green Line/Blue Line? Navigations - Easy to forget local and shuttle bus service.

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Willowbrook/Rosa Parks Station Improvement Project Neighborhood Connectivity

Place a dot next to the top 3 items that would make your trip to the station easier.
Coloque un punto al lado de los 3 principales entidades que simplificarían su trayecto a la estación.



Safe Sidewalks

Additional Comments?
Post Them Here
Comentarios Adicionales?
Publique sus comentarios aquí.



Easy To Read/
Understand Signage

Additional Comments?
Post Them Here
Comentarios Adicionales?
Publique sus comentarios aquí.



Bike Paths

Additional Comments?
Post Them Here
Comentarios Adicionales?
Publique sus comentarios aquí.



Drop Off

Additional Comments?
Post Them Here
Comentarios Adicionales?
Publique sus comentarios aquí.



Secure Bike Storage

Additional Comments?
Post Them Here
Comentarios Adicionales?
Publique sus comentarios aquí.

Additional Comments?
Post Them Here
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Other



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BIKE HUB

Comments on the board:

1. Bike Hub & Boards on the Website
2. Bike Class: LA County Bike Coalition
3. Bike Class: EASTSIDE RIDERS
4. Bike Rental: Possible need for Employees for Medical Services between transit stations.
5. Maps/Information: Possibly part of Wayfinding for bike riders.
6. Bike Clubs: Boys/Girls Club at 120th St.

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Bike Hub



Bike Hub

2



Bike Class

3



Retail



Bike Clubs 6



Repair



Exterior Secure Storage



Bike Rental 4



Air Pump



Tool Lending



Indoor Secure Storage



Maps/ Information 5



Cycle Track



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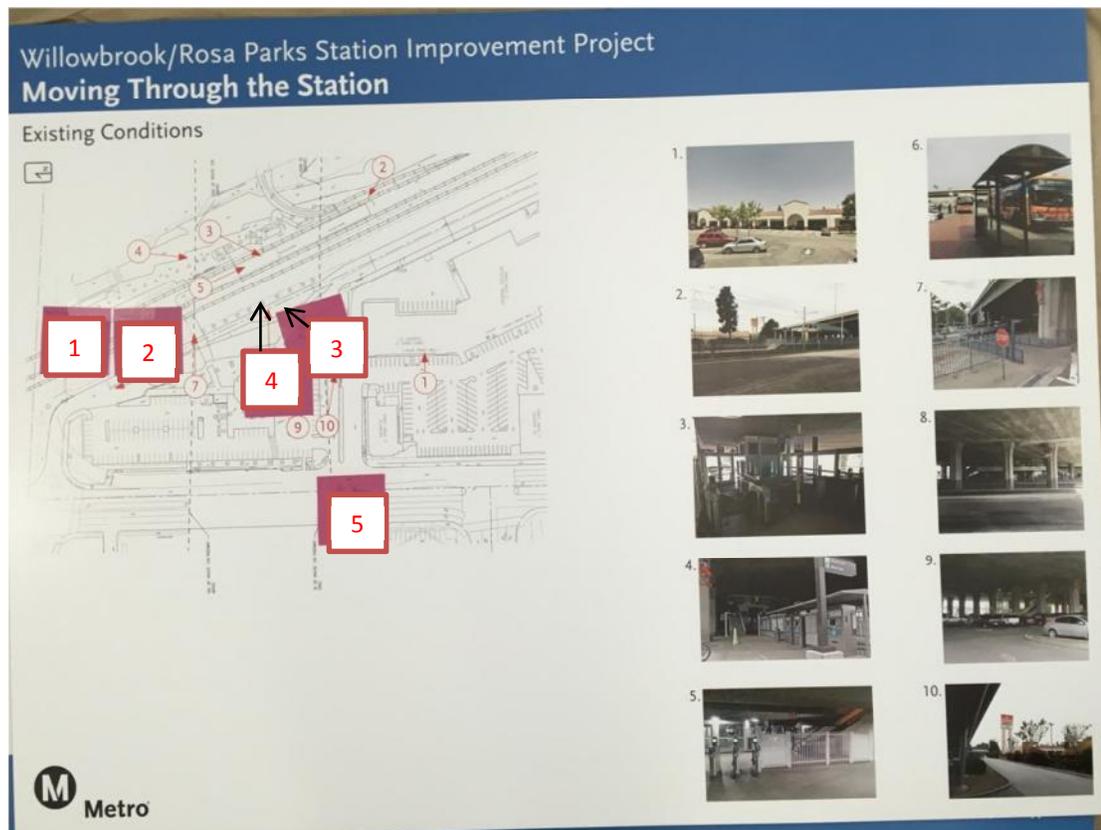
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MOVING THROUGH THE STATION

EXISTING CONDITIONS

Comments on the board:

1. Next train at entry points
2. Lighting at crossing, in pavement, flashers, audio announcement, digital board of next train.
3. King Medical shuttle at current Kiss-n-Ride
4. Willowbrook Shuttle (with arrow indicating area on map)
5. Pedestrian Safety at driveway entrance (with arrow indicating area on map)



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MOVING THROUGH THE STATION

PROPOSED CONDITIONS

Comments on the board:

1. King and Willowbrook Shuttles
2. Focus TVMs on East to offset Customer Service
3. TVMs near entrances, ability to get Tap Card
4. Bike Path to Bike Hub
5. Access to services
6. Program circulation improvements for local needs (i.e. not necessarily bikes)
7. Homeless people issue
8. Opening Fence in Plaza
9. Connect Watts & Willowbrook



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PUBLIC ART

Community Comments on the board:

4. What about Willowbrook makes you proud?

- The people
- Potential
- Spirit - Genuine - Love for the community - Pride
- Seeing people like myself!
- Unity
- Neighborly Look out for each other
- The fact that most people understand and are in no way disturbed by “Whatever Happens!”

5. Describe Willowbrook with as many verbs as possible.

- Always Evolving!
- Reflect true community as it is now and will be.
- We ain't takin no sh__
- Not unthawing
- Self-reliant
- Supported
- Police presence is positive
- “We are taught to survive”

6. How do you want artwork to make you feel?

- Inspired
- Reflective of life
- Need for more supportive services
- Light hearted & Uplifting
- Loud
- Lively
- Colorful
- “I want the artwork that I make from a notion into a physical object existing in the world to help people to do today what they could not do yesterday...No matter what it is!”

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- Proud
- Painter
- Shots of colors
- Connected & Powerful



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