APPENDIX F: STAKEHOLDER AND COMMUNITY OUTREACH

F.1 STAKEHOLDER OUTREACH

Outreach was initiated early on during the study and included key stakeholders within the study area, such as the City of Los Angeles, City of Glendale, Los Angeles Department of Transportation, Elected Officials, and SCRRRA. A Corridor Cities Working Group (CCWG) was created to effectively engage stakeholders, which included the City of Los Angeles, City of Glendale, City of Burbank, and SCRRRA. The CCWG met four times over the course of the Study as well as participated in three workshops where critical technical input was provided on the feasibility of station locations and feasibility of transit mode alternatives.

The project also conducted meetings with additional key stakeholders that included LOSSAN, Alliance of River Communities, Eco Rapid, Glendale Streetcar, Disney and Dreamworks. These stakeholders were given an overview of the study’s purpose as well as an introduction to the transit mode alternatives that were being considered. In addition to stakeholder outreach, there was coordination with teams leading transportation projects within the study area. These were with Metro project teams for Santa Ana Branch and Link Union Station, and the North Antelope Valley Line Improvements Study. Table F-1 summarizes the dates stakeholder and CCWG meetings were held.

Table F-1: Stakeholder Meetings

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCWG Meeting #1</td>
<td>June 21, 2018</td>
</tr>
<tr>
<td>LOSSAN Meeting</td>
<td>August 24, 2018</td>
</tr>
<tr>
<td>CCWG Meeting #2</td>
<td>August 28, 2018</td>
</tr>
<tr>
<td>Council District 1 Briefing</td>
<td>September 6, 2018</td>
</tr>
<tr>
<td><strong>CCWG LRT Workshop #1</strong></td>
<td>September 14, 2018</td>
</tr>
<tr>
<td>City of Glendale Meeting with Disney/Dreamworks</td>
<td>September 18, 2018</td>
</tr>
<tr>
<td>AVL Study Coordination Kick-off Meeting</td>
<td>October 15, 2018</td>
</tr>
<tr>
<td><strong>CCWG LRT Workshop #2</strong></td>
<td>October 30, 2018</td>
</tr>
<tr>
<td><strong>CCWG LRT Workshop #3</strong></td>
<td>November 16, 2018</td>
</tr>
<tr>
<td>Glendale Streetcar Meeting</td>
<td>November 27, 2018</td>
</tr>
<tr>
<td>Alliance of River Communities Community Meeting</td>
<td>December 17, 2018</td>
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<tr>
<td>Eco-Rapid Transit Meeting</td>
<td>March 13, 2019</td>
</tr>
<tr>
<td>CCWG Meeting #3</td>
<td>March 20, 2019</td>
</tr>
<tr>
<td>City of Glendale Transportation and Parking Commission Meeting</td>
<td>March 25, 2019</td>
</tr>
<tr>
<td>California High Speed Rail Coordination Meeting</td>
<td>April 16, 2019</td>
</tr>
<tr>
<td>CCWG Meeting #4</td>
<td>June 5, 2019</td>
</tr>
<tr>
<td>Glendale Stakeholder Meeting</td>
<td>June 11, 2019</td>
</tr>
<tr>
<td>Glendale City Council Meeting</td>
<td>June 18, 2019</td>
</tr>
</tbody>
</table>
F.2  STAKEHOLDER SURVEY

A public opinion survey was issued to gather feedback on passenger preferences for the mode alternatives. The targeted audience was existing Metrolink riders on the Antelope Valley and Ventura County Lines. The online survey was advertised through seat drops on the AVL and VCL, marquee announcements at Metrolink stations on these lines, as well as through City, Metro and Metrolink’s social media outlets. The survey was distributed in English, Spanish, and Armenian.

In total, there were about 2,500 survey participants. The following are some key results from the survey:

- 76% of those who use Metrolink use it to commute to work
- The top 5 origin stations are as follows:
  - 12% from Union Station
  - 10% from Santa Clarita
  - 9% from Burbank Downtown
  - 8% from Lancaster
  - 8% from Palmdale
- Almost 60% of respondents indicated that Union Station is their destination station
- Half of respondents take Metrolink 5 or more days per week
- Most respondents (71%) were supportive of one new station in the Media District in the City of Glendale, despite a 3-minute travel time increase. Those who were not supportive of the station reported that they would not travel there and were concerned with slower travel times.
- 65% of respondents were supportive of one new station in the Cypress Park neighborhood in the City of Los Angeles, despite a 3-minute travel time increase. Those
who were not supportive of the station reported that they would not travel there and were concerned with slower travel times.

- 71% of respondents indicated that they would use both Metrolink and LRT to get to downtown Glendale or Burbank. Of those who reported that they would not use these services indicated that they have no need to visit these destinations.

Overall, survey respondents were generally supportive of potential improvements to transit service.
F.2.1 SURVEY SEAT DROP ANNOUNCEMENT

Scan this QR code with your mobile device to take the English survey:

WE WANT TO HEAR FROM YOU

Survey participants have the opportunity to be entered into a drawing for a grand prize $400 Amazon gift card. The two runners up will each receive a one-month complimentary Metrolink pass. Please provide your contact information at the end of the survey if you want to be entered into this drawing.

Survey closes on Tuesday, April 16 at 11:59 p.m.

Metro, in collaboration with Metrolink (SCRRRA), is studying potential opportunities to add more rail service from Lancaster to Los Angeles.
F.2.2 Survey Questionnaire

Thank you for taking part in this important survey to gather your valuable feedback! Metro, in collaboration with Metrolink (SCRRA), is studying potential opportunities to add more rail service from Lancaster to Los Angeles.

This survey is being conducted for information gathering purposes only. Any future service and/or rail infrastructure improvements are subject to further study and are dependent on future funding.

Survey participants have the opportunity to be entered into a drawing for a grand prize $400 Amazon gift card. The two runners up will each receive a one-month complimentary Metrolink pass. Please provide your contact information at the end of the survey if you want to be entered into this drawing. Survey results will be presented as a summary and no identifying information about you will be shared. Your email will only be used if we need to contact you about the drawing.

1a. Do you currently take Metrolink?
   a. Yes
   b. No, please explain why: ________

1b. If you take Metrolink, what is your trip purpose? Please check all that apply:
   a. Work
   b. Leisure
   c. School
   d. Other, please provide: ________

1c. If you take Metrolink, from what station do you normally board the train?
   a. Burbank – Downtown
   b. Burbank Airport – North
   c. Burbank Airport – South
   d. Camarillo
   e. Chatsworth
   f. Glendale
   g. Los Angeles Union Station (LAUS)
   h. Lancaster
   i. Moorpark
   j. Newhall
1d. If you take Metrolink, what is your typical destination station?
   a. Burbank – Downtown
   b. Burbank Airport – North
   c. Burbank Airport – South
   d. Camarillo
   e. Chatsworth
   f. Glendale
   g. Los Angeles Union Station (LAUS)
   h. Lancaster
   i. Moorpark
   j. Newhall
   k. Northridge
   l. Oxnard
   m. Palmdale

k. Northridge
l. Oxnard
m. Palmdale
n. Santa Clarita
o. Simi Valley
p. Sun Valley
q. Sylmar/San Fernando
r. Van Nuys
s. Ventura – East
t. Via Princessa
u. Vincent Grade/Acton
v. Other, please provide: __________
n. Santa Clarita
o. Simi Valley
p. Sun Valley
q. Sylmar/San Fernando
r. Van Nuys
s. Ventura – East
t. Via Princessa
u. Vincent Grade/Acton
v. Other, please provide: __________

1e. On average, how many days per week do you take Metrolink?
   a. Less than 1 day per week
   b. 1 day per week
   c. 2-4 days per week
   d. 5 or more days per week

2. We are considering adding one late night Antelope Valley Line (AVL) departure from LA Union Station (LAUS) on weekdays and Saturdays. What departure time from LAUS would you prefer?
   a. 10:30 p.m.
   b. 11:00 p.m.
   c. 11:30 p.m.

3. How important are mid-day departures at regular intervals such as 11:00 a.m., 12:00 p.m., 1:00 p.m. as compared to the current schedule?
   a. Very Important
   b. Somewhat Important
   c. Not important

4. Do you prefer more frequent peak express service or peak service stopping at all stations? Express Service has limited stops at LAUS, Burbank-Downtown, Sylmar/ San Fernando, Santa Clarita and Palmdale only, but saves up to 10 minutes between Lancaster and LAUS.
a. Peak Express Service  
b. Peak Service Stopping at all stations

5. What would you prefer? (RANK YOUR PREFERENCES – 1 LEAST PREFERRED TO 6 MOST PREFERRED)  
a. More frequent peak rail service (inbound towards Downtown Los Angeles in the morning, 5:00 a.m. to 10:00 a.m.; outbound from Downtown Los Angeles in the afternoon, 3:00 p.m. to 8:00 p.m.)  
b. More express rail service (limited stops at LAUS, Burbank-Downtown, Sylmar/ San Fernando, Santa Clarita, and Palmdale only)  
c. More reverse-commute service (such as Los Angeles to Santa Clarita and the Antelope Valley in the morning and back in the evening).  
d. More mid-day rail service (10:00 a.m. to 3:00 p.m.)  
e. More late-night rail service (8:00 p.m. to 11:30 p.m.)  
f. More weekend rail service

6. In addition to the existing Metrolink service, the study is analysing a new light rail transit alignment from Los Angeles Union Station through the Glendale and Burbank central business districts and to the Metrolink Burbank Airport North station. Would you use both Metrolink and light rail transit to get to downtown Glendale or Burbank?  
a. Yes  
b. No, please explain why: __________

7. The study is considering the addition of one new station in Glendale near the Media District. This may increase your commute time by 3 minutes. Would you be supportive of this additional station?  
c. Yes  
d. No, please explain why: __________

8. The study is considering the addition of one new station in the City of Los Angeles near Cypress Park. This may increase your commute time by 3 minutes. Would you be supportive of this additional station?  
a. Yes  
b. No, please explain why: __________

9. How did you hear about this survey?
a. Metrolink seat drop
b. Metrolink station sign
c. Metrolink social media
d. Metro social media
e. Other (please specify) _____________________

10. To be entered in the drawing to win a $400 Amazon gift card or one of two one-month Metrolink passes, please provide the following (three winners will be chosen):

Name: ____________________
Email Address: ____________________
Phone: ____________________

Thank you for taking part in this important survey to gather your valuable feedback!

F.2.3 SURVEY RESULTS

F.2.3.1 ENGLISH SURVEY RESULTS

1a. Do you currently take Metrolink?

<table>
<thead>
<tr>
<th></th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>90.00%</td>
</tr>
<tr>
<td>No</td>
<td>10.00%</td>
</tr>
<tr>
<td>No, please explain why:</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
1b. If you take Metrolink, what is your trip purpose? Please check all that apply:

- Work: 80.00%
- Leisure: 30.00%
- School: 20.00%
- Other, please provide: 10.00%

1c. If you take Metrolink, from what station do you normally board the train?

- Burbank - Downtown: 5.00%
- Burbank Airport: 10.00%
- Camarillo: 15.00%
- Chatsworth: 20.00%
- Glendale: 25.00%
- Lancaster: 0.00%
- Moorpark: 0.00%
- Newhall: 0.00%
- Northridge: 0.00%
- Oxnard: 0.00%
- Palmdale: 0.00%
- Santa Clarita: 0.00%
- Simi Valley: 0.00%
- Sun Valley: 0.00%
- Sylmar/San Fernando: 0.00%
- Van Nuys: 0.00%
- Ventura - East: 0.00%
- Via Princessa: 0.00%
- Vincent Grade/Acton: 0.00%
- Other, please provide: 0.00%
1d. If you take Metrolink, what is your typical destination station?

1e. On average, how many days per week do you take Metrolink?
2. We are considering adding one late night Antelope Valley Line (AVL) departure from Los Angeles Union Station (LAUS) on weekdays and Saturdays. What departure time from LAUS would you prefer?

![Bar chart showing departure times: 10:30 p.m. (40%), 11:00 p.m. (30%), 11:30 p.m. (20%).]

3. How important are mid-day departures at regular intervals such as 11:00 a.m., 12:00 p.m., 1:00 p.m. as compared to the current schedule?

![Bar chart showing importance levels: Very important (60%), Somewhat important (40%), Not important (10%).]
4. Do you prefer more frequent peak express service or peak service stopping at all stations? Express Service has limited stops at LAUS, Burbank-Downtown, Sylmar/ San Fernando, Santa Clarita and Palmdale only, but saves up to 10 minutes between Lancaster.

5. What would you prefer? (RANK YOUR PREFERENCES - 1 LEAST PREFERRED TO 6 MOST PREFERRED)
6. In addition to the existing Metrolink service, the study is analyzing a new light rail transit alignment from Los Angeles Union Station through the Glendale and Burbank central business districts and to the Metrolink Burbank Airport North station. Would you...

![Bar chart showing responses to the question about a new light rail station.]

7. The study is considering the addition of one new station in Glendale near the Media District. This may increase your commute time by 3 minutes. Would you be supportive of this additional station?

![Bar chart showing responses to the question about an additional station.]

8. The study is considering the addition of one new station in the City of Los Angeles near Cypress Park. This may increase your commute time by 3 minutes. Would you be supportive of this additional station?

![Survey Results Graph]

9. How did you hear about this survey?

![Survey Results Graph]
F.2.3.2 SPANISH SURVEY RESULTS

1a. ¿Utiliza actualmente el servicio de Metrolink?

1b. Si toma Metrolink, ¿cuál es el propósito de su viaje? Por favor marque todos los que correspondan:
1c. Si toma Metrolink, ¿desde qué estación suele subirse al tren?

1d. Si toma Metrolink, ¿cuál es su estación de destino típica?
1e. En promedio, ¿cuántos días a la semana toma Metrolink?

- Menos de un día a la semana: 0.00%
- 1 día por semana: 10.00%
- De 2 a 4 días por semana: 20.00%
- 5 o más días por semana: 50.00%

2. Estamos considerando agregar una salida nocturna de la Línea Antelope Valley (AVL) desde la estación Union LA (LAUS) entre semana y los sábados. ¿Qué hora de salida de LAUS preferiría?

- 10:30 p.m.: 60.00%
- 11:00 p.m.: 10.00%
- 11:30 p.m.: 30.00%
3. ¿Qué tan importantes son las salidas del mediodía a intervalos regulares, como las 11:00 a.m., 12:00 p.m., 1:00 p.m., en comparación con el horario actual?

<table>
<thead>
<tr>
<th></th>
<th>Muy importantes</th>
<th>Algo importantes</th>
<th>No son importantes</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>60.00%</td>
<td>30.00%</td>
<td>10.00%</td>
</tr>
</tbody>
</table>

4. ¿Preferiría contar con el servicio Pico Express más frecuente o con paradas de Servicio Pico en todas las estaciones? El servicio Express tiene paradas limitadas en LAUS, Burbank-Centro, Sylmar / San Fernando, Santa Clarita y Palmdale solamente, pero a

<table>
<thead>
<tr>
<th></th>
<th>Servicio Pico Express</th>
<th>Paradas de Servicio Pico en todas las estaciones</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>60.00%</td>
<td>40.00%</td>
</tr>
</tbody>
</table>
5. ¿Qué preferiría usted? (NUMERE SUS PREFERENCIAS - 1 MENOS PREFERIDO A 6 MÁS PREFERIDO)

6. Además del servicio existente de Metrolink, el estudio está analizando una nueva alineación del tránsito del tren ligero desde la estación Union Los Ángeles a través de los distritos comerciales centrales de Glendale y…
7. El estudio está considerando la adición de una nueva estación en Glendale cerca del Distrito de los Medios. Esto puede aumentar su tiempo de viaje en 3 minutos. ¿Apoyaría el establecimiento de esta estación adicional?

8. El estudio está considerando la adición de una nueva estación en la Ciudad de Los Ángeles cerca de Cypress Park. Esto puede aumentar su tiempo de viaje en 3 minutos. ¿Apoyaría el establecimiento de esta estación adicional?
F.2.3.3 ARMENIAN SURVEY RESULTS

1a. Այսպիսով մեկնելավորում եմ Metrolink
(Մետրոլինկ-ից)

Responses

Responses
1b. Այստեղ որոշվում է Metrolink-ից զբաղվող նահանգի երկարության մասին նախագիծի վերաբերյալ տվյալները

1c. Այստեղ որոշվում է Metrolink-ից զբաղվող նահանգի երկարության նախագիտության դեմքը
1d. Բոլորը օգտագործում են Metrolink-ից, սովորաբար ո՞րն է ձեր ուղևորման կայարանը.

1e. Միջին հաշվով, շաբաթական քանի՞ օր եք օգտվում Metrolink-ից.
2. We examined the LA Union Station (LAUS)-to-Union Station work pattern and 2-way commute patterns. During the study period, the Antelope Valley Line (AVL) service was: LAUS-to-Union Station

3. From the graph, it can be compared how important the corridors, for example 11:00 a.m., 12:00 p.m., 1:00 p.m.
4. The passengers agreed to provide a higher frequency of service on the bus lines. In the survey, the results show that the passengers were satisfied with the current service levels in the LAUS, Glendale-Burbank, Sylmar-San Fernando, Santa Clarita, and Paramount areas.

5. The survey participants (representing different age groups) rated the service factor from 1 to 7, with the highest satisfaction scored 6 and the lowest satisfaction scored 1.

Responses

Score
6. The feasibility study evaluates the current Metrolink service, analyzing the benefits and challenges of a new train service to be added to the existing BART service. A new train service, from Los Angeles Union Station to Burbank’s central area, would augment the existing Metrolink service.

7. The study evaluates the impact of a new station addition in Glendale’s Media area: it might reduce travel time by 30 minutes. Would you support this addition?

Responses
8. The study examines the feasibility of adding a new station to Los Angeles. This could reduce your travel time by 3 minutes: Are you in favor of such a change?

9. How did you learn about this survey?