

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 SCRRA. 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 SCRRA. 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

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

Meeting	Date
San Fernando Valley Council of Governments Transportation Committee	June 20, 2019
Metro Technical Advisory Committee	July 3, 2019
Glendale City Council Briefing	July 8, 2019
Metro Planning and Programming Committee	July 17, 2019
Metro Streets and Freeway Committee	July 18, 2019
San Fernando Valley Council of Governments Meeting	July 18, 2019
North County Cities Technical Advisory Committee	July 29, 2019
Greater Cypress Park Neighborhood Council Meeting	September 10, 2019

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 (SCRRA), is studying potential opportunities to add more rail service from Lancaster to Los Angeles.

THIS PROJECT
MADE POSSIBLE BY



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

- 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: _____

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

- 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: _____

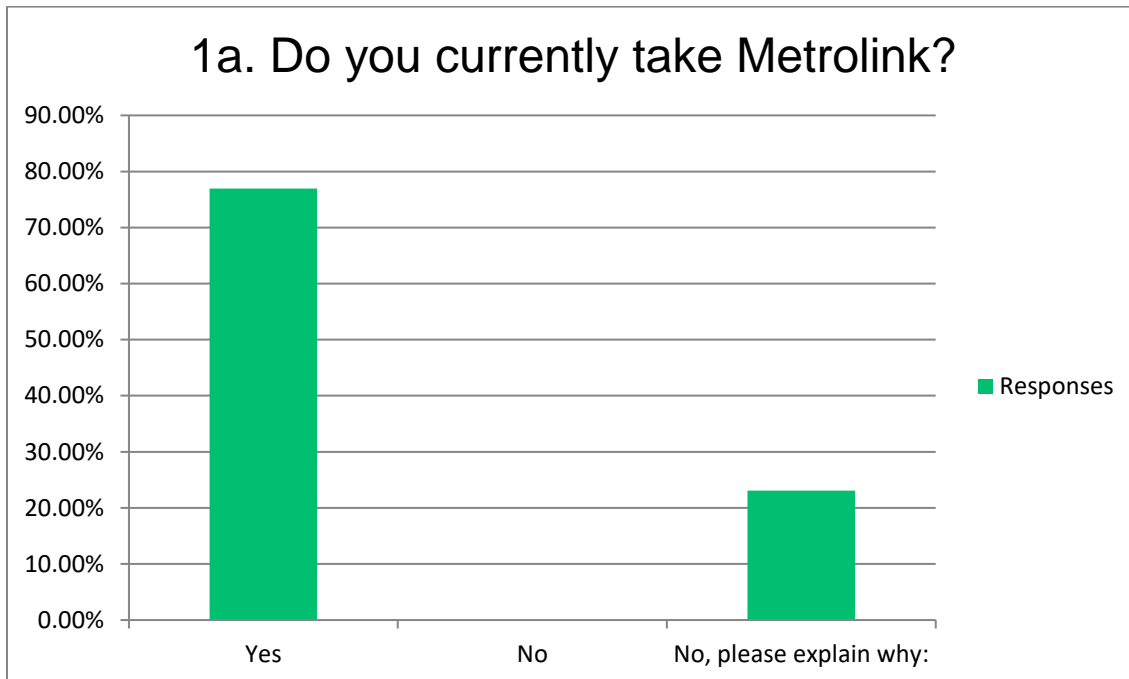
Email Address: _____

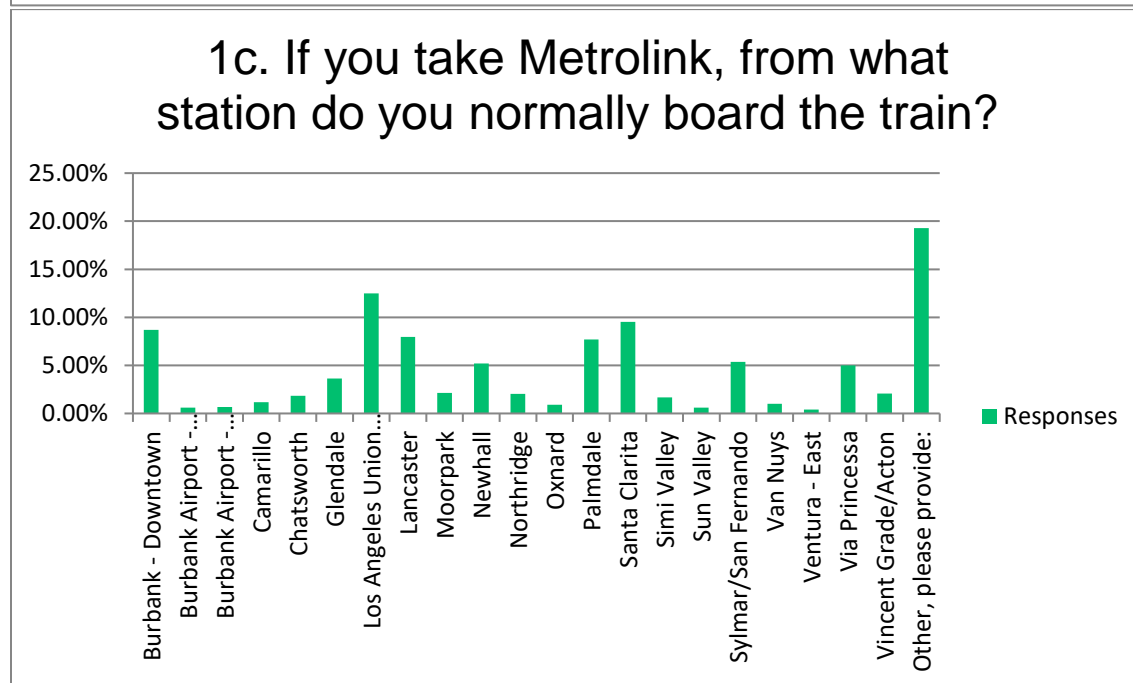
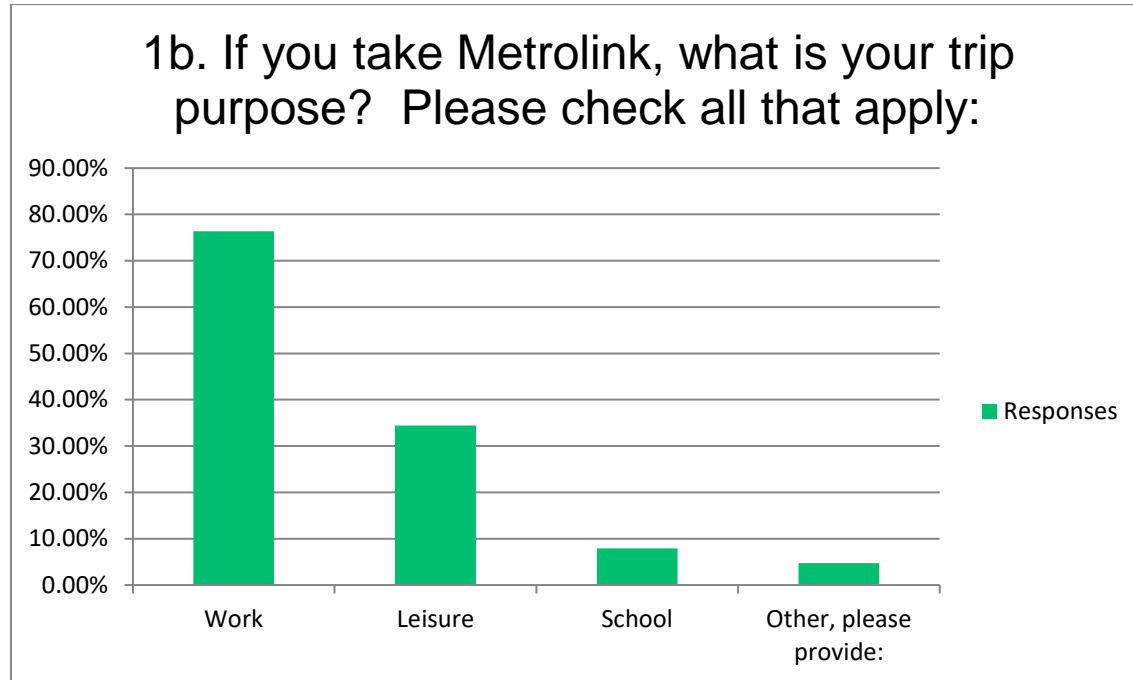
Phone: _____

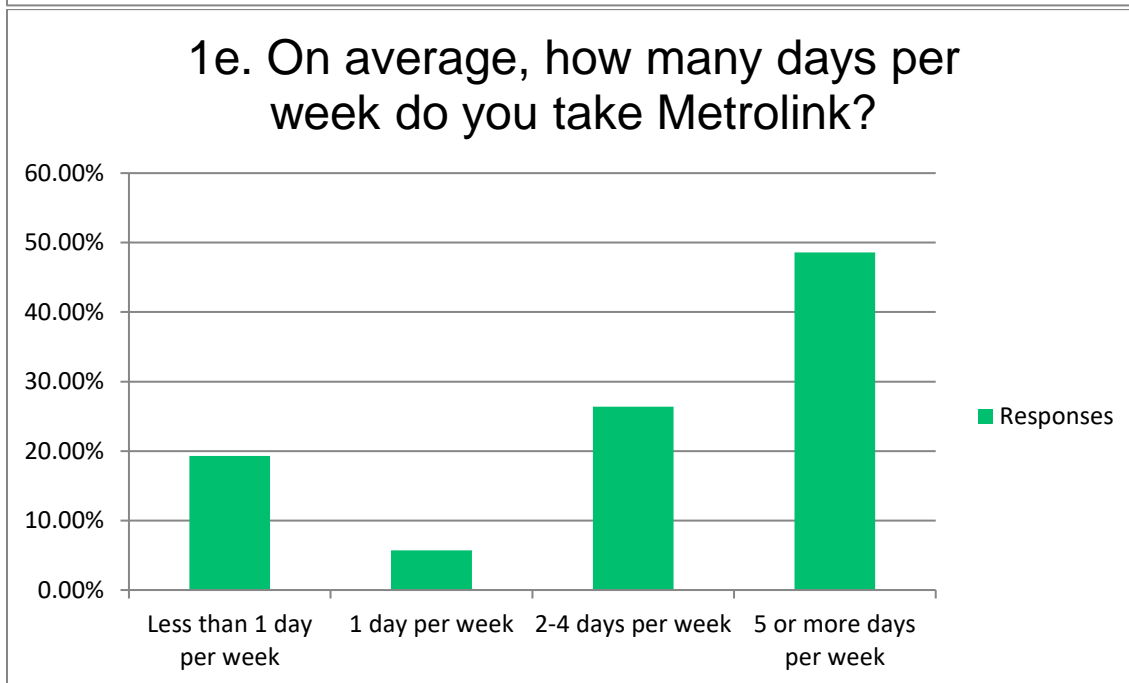
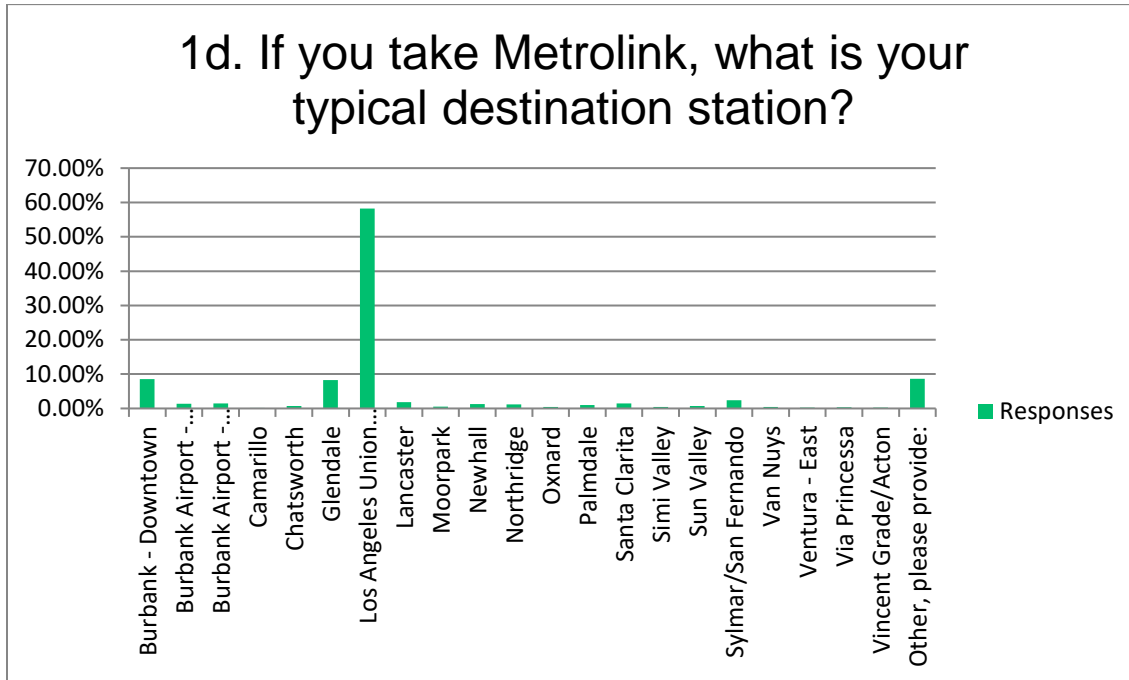
Thank you for taking part in this important survey to gather your valuable feedback!

F.2.3 SURVEY RESULTS

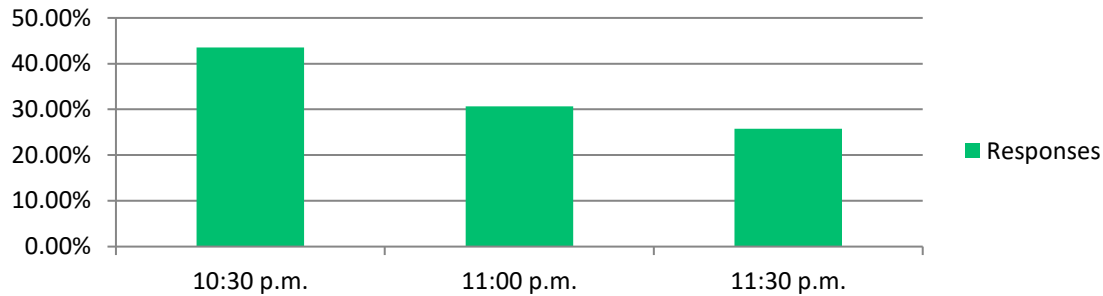
F.2.3.1 ENGLISH SURVEY RESULTS



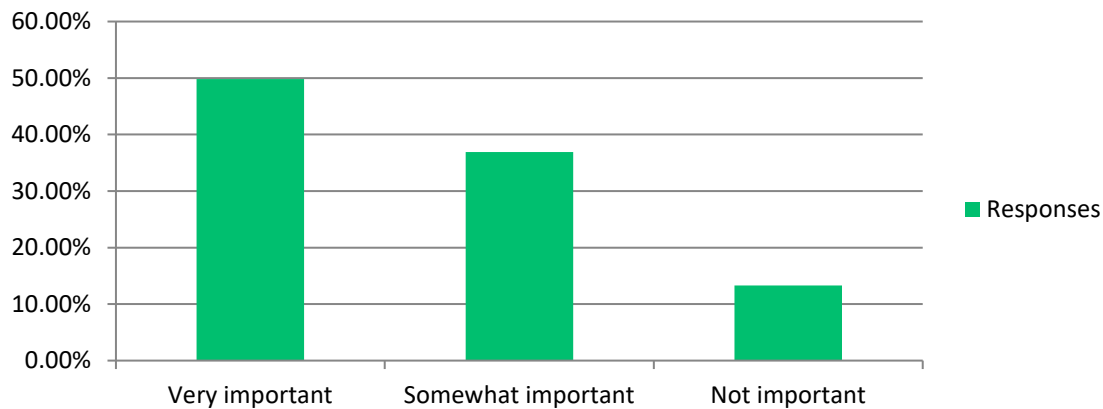




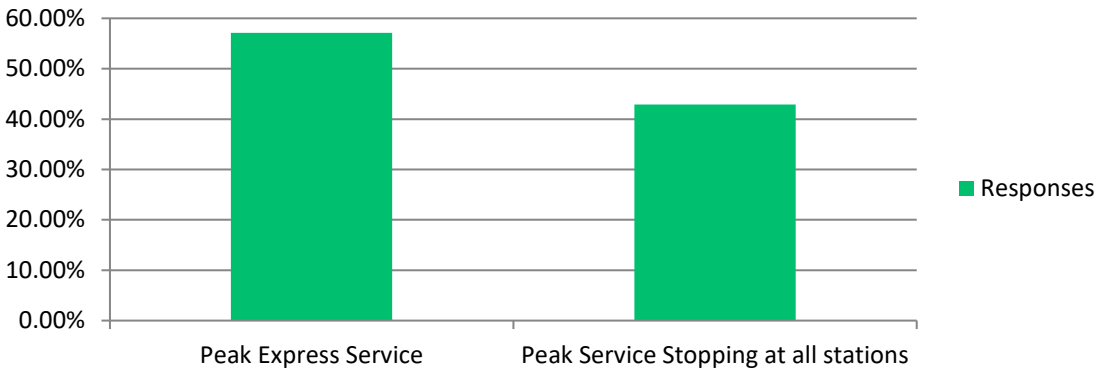
2. We are considering adding one late night Antelope Valley Line (AVL) departure from Los Angeles Union Station (LAUS) on weekdays and Saturdays. What departure time from LAUS would you prefer?



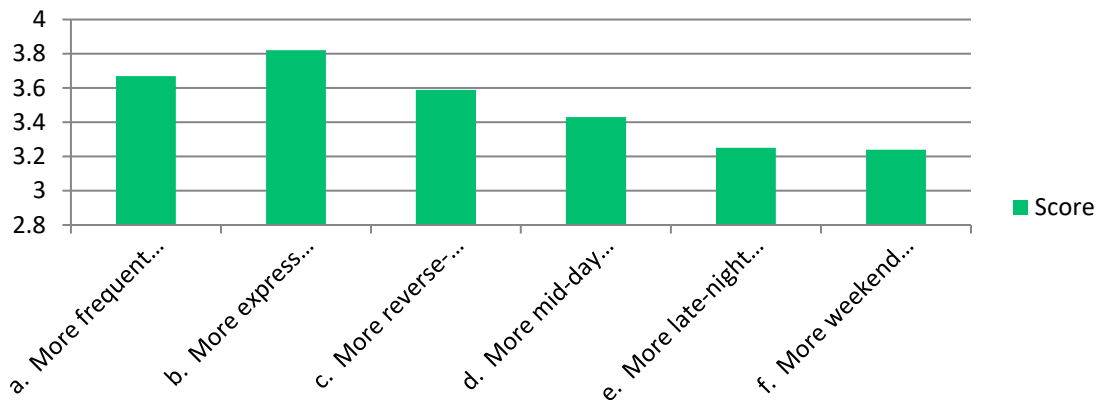
3. How important are mid-day departures at regular intervals such as 11:00 a.m., 12:00 p.m., 1:00 p.m. as compared to the current schedule?

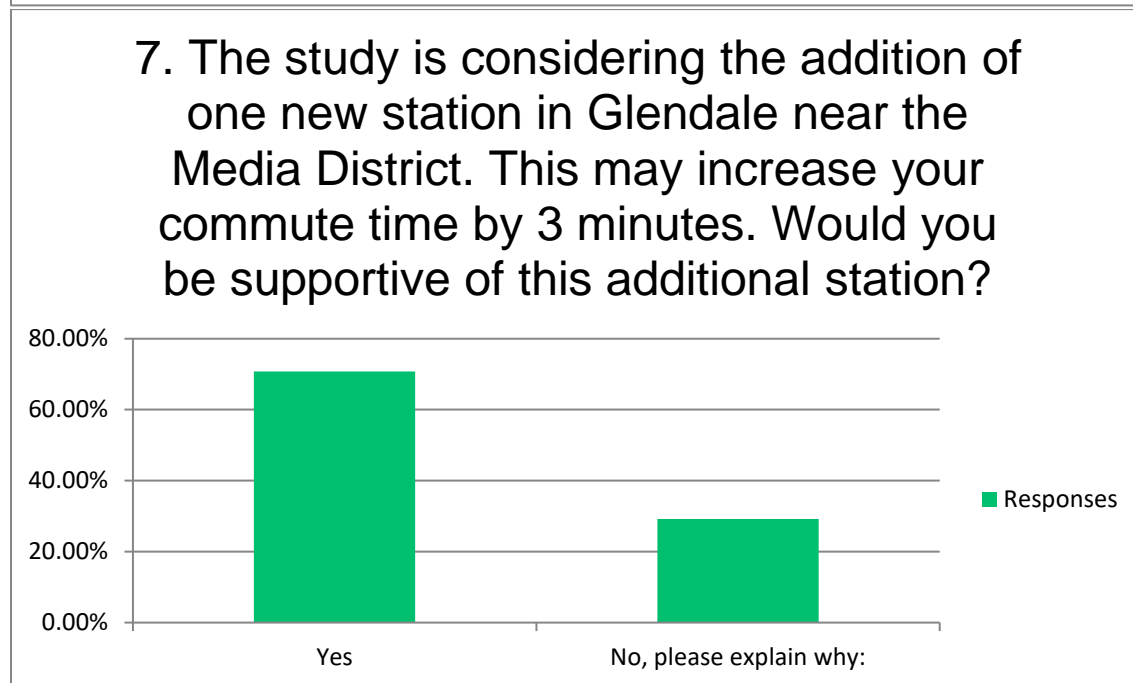
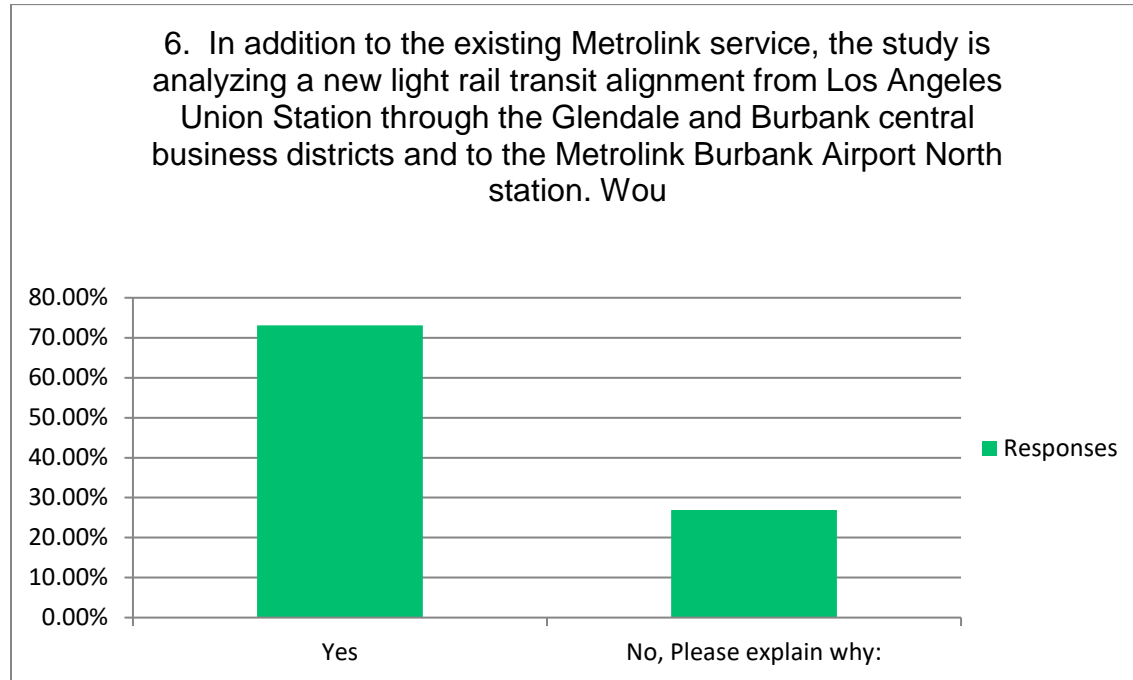


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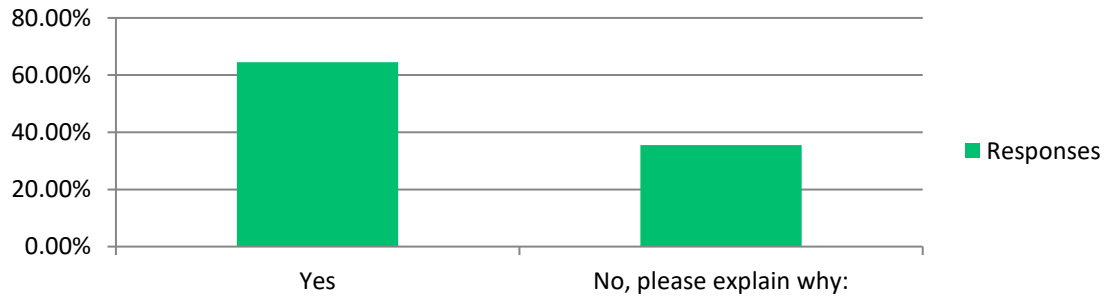


5. What would you prefer? (RANK YOUR PREFERENCES - 1 LEAST PREFERRED TO 6 MOST PREFERRED)

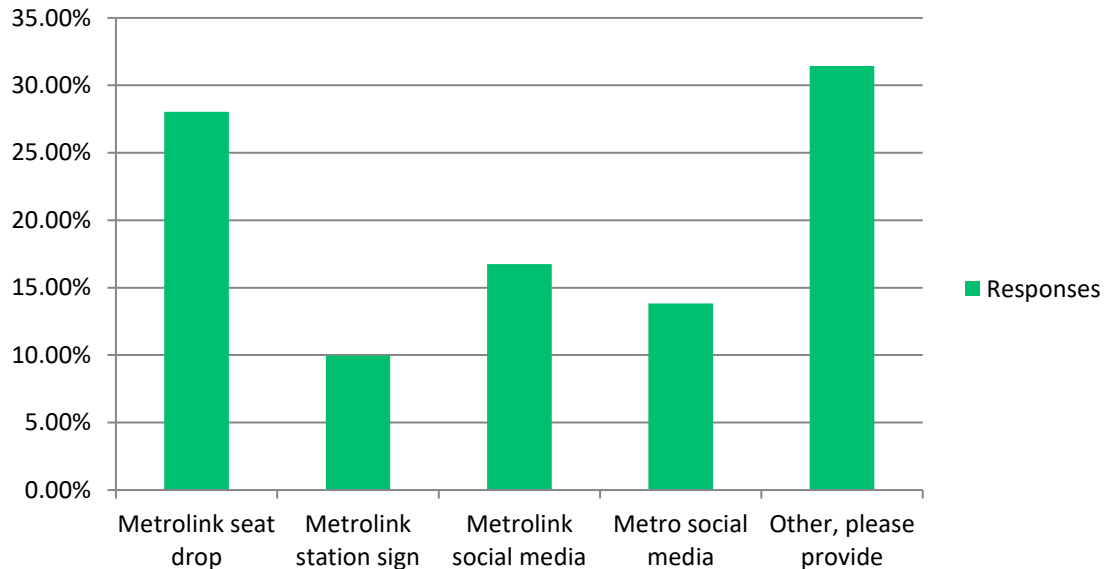




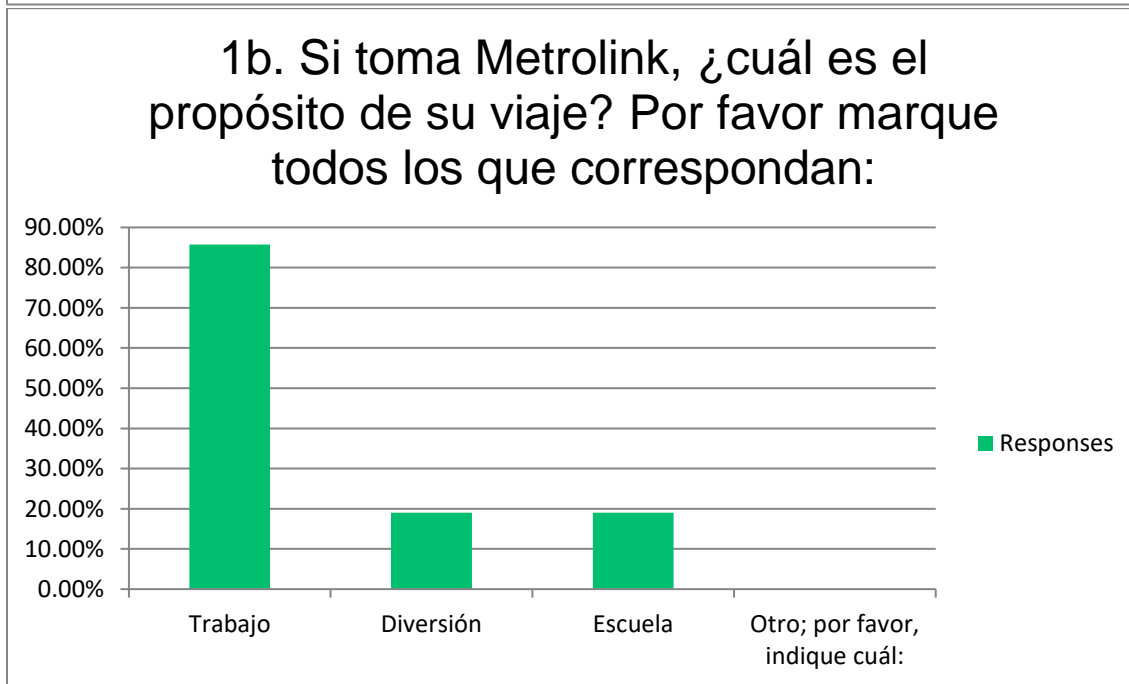
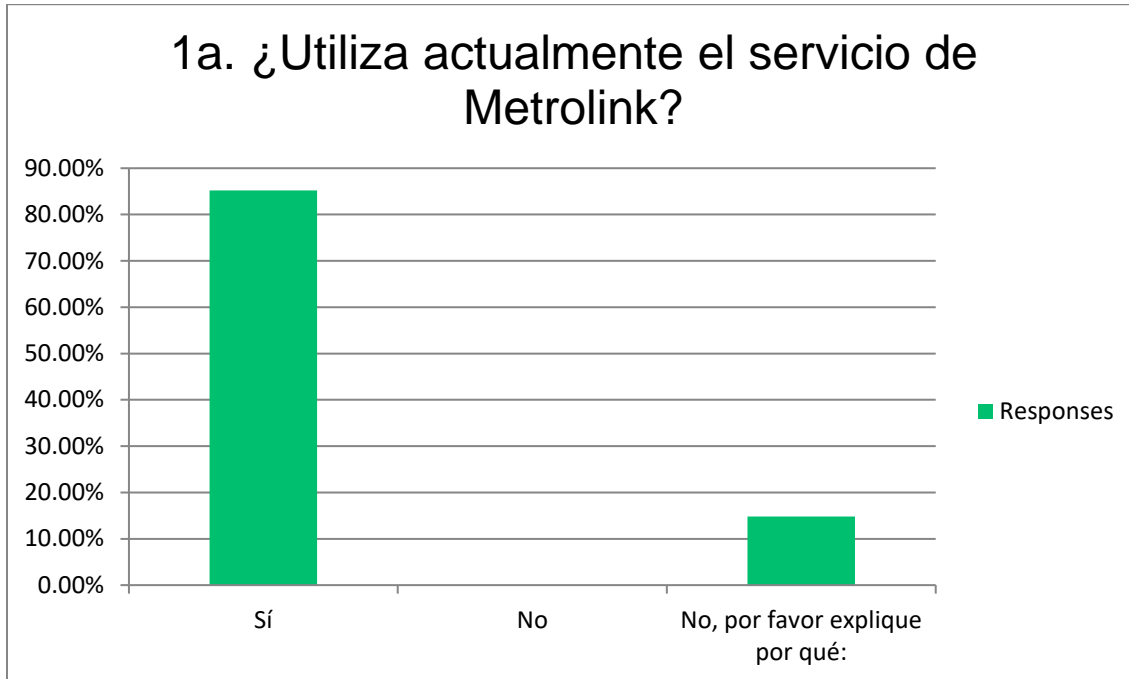
8. The study is considering the addition of one new station in the City of Los Angeles near Cypress Park. This may increase your commute time by 3 minutes. Would you be supportive of this additional station?

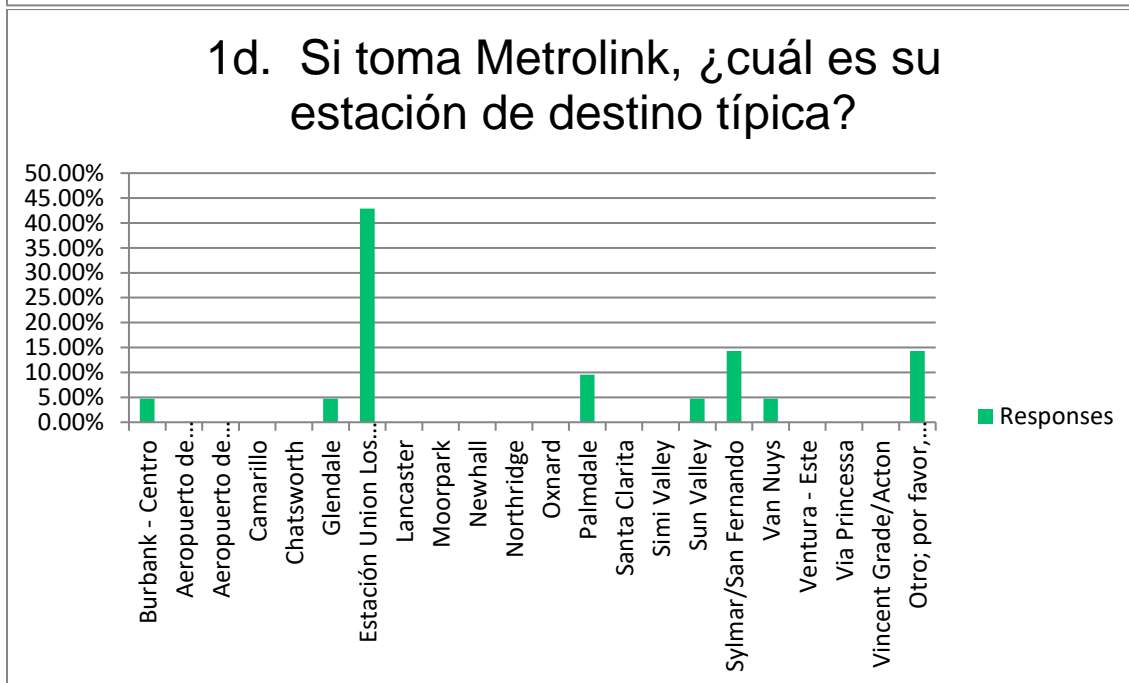
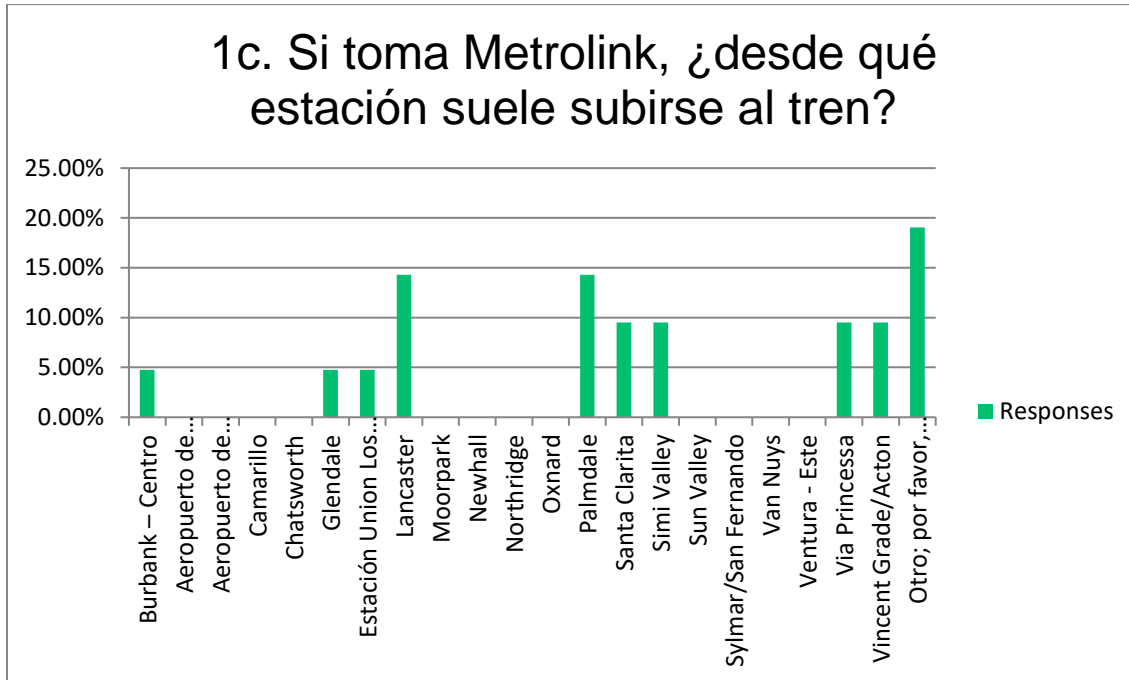


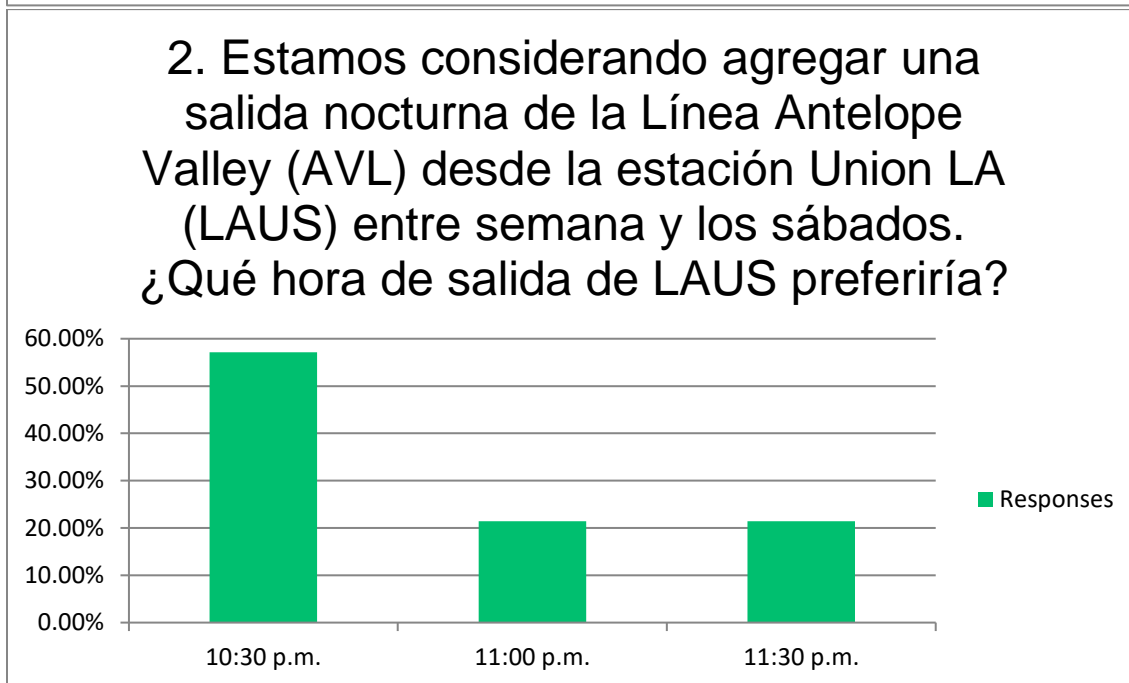
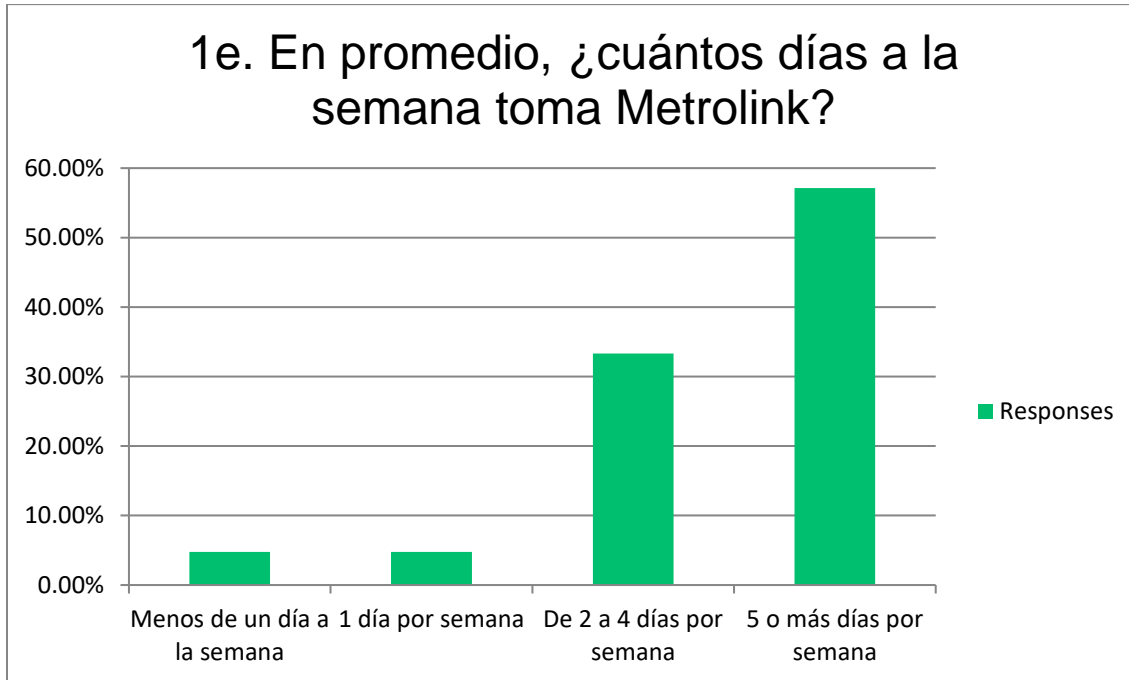
9. How did you hear about this survey?

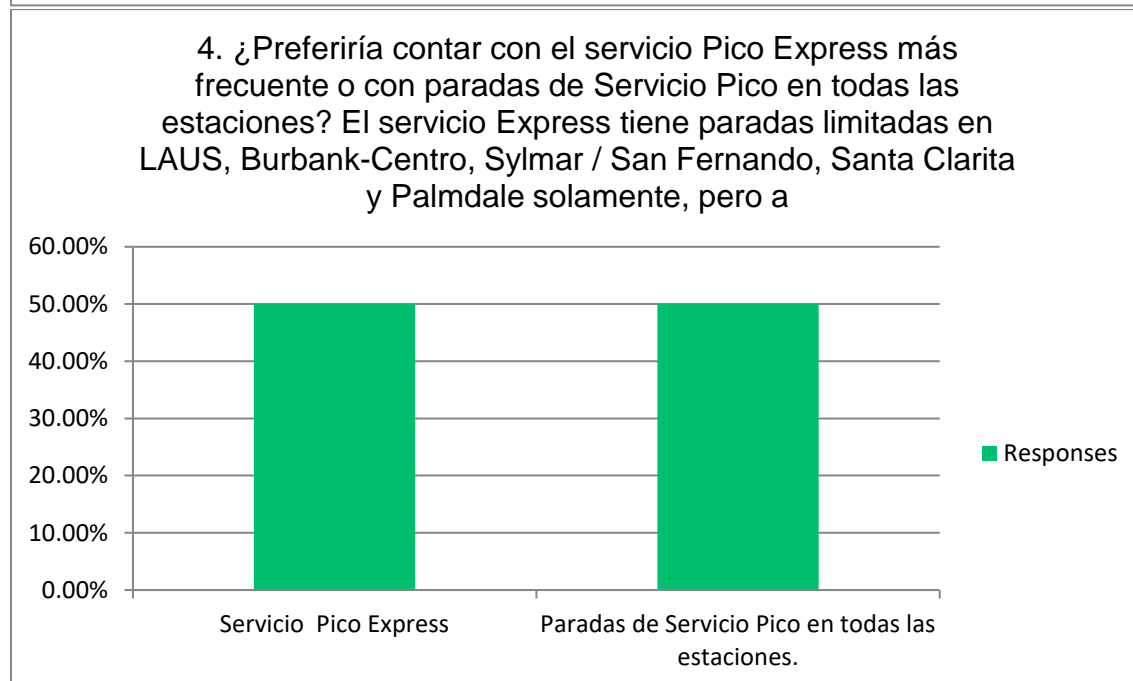
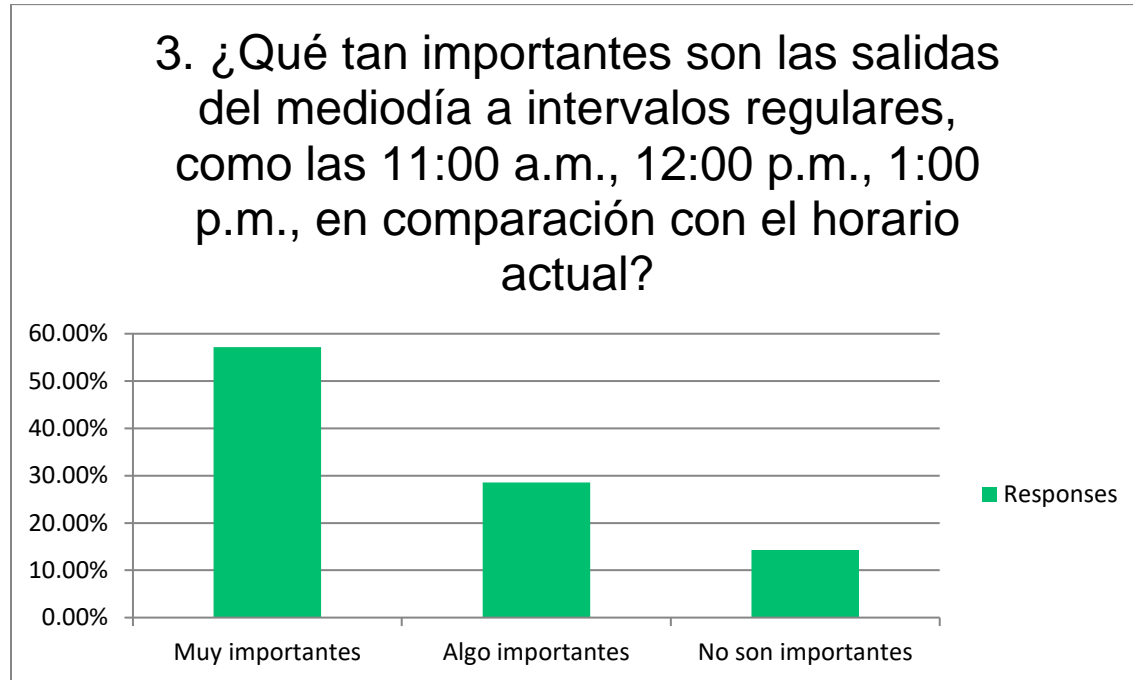


F.2.3.2 SPANISH SURVEY RESULTS

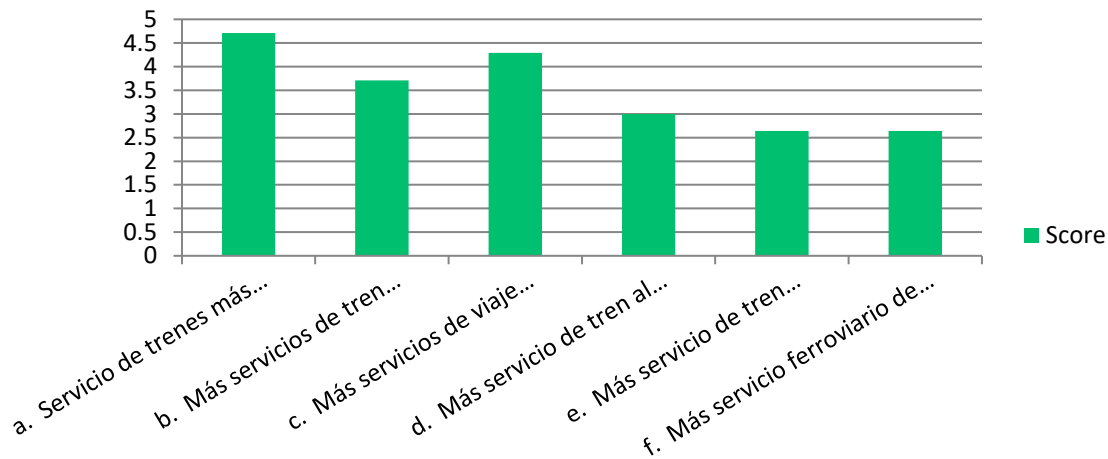




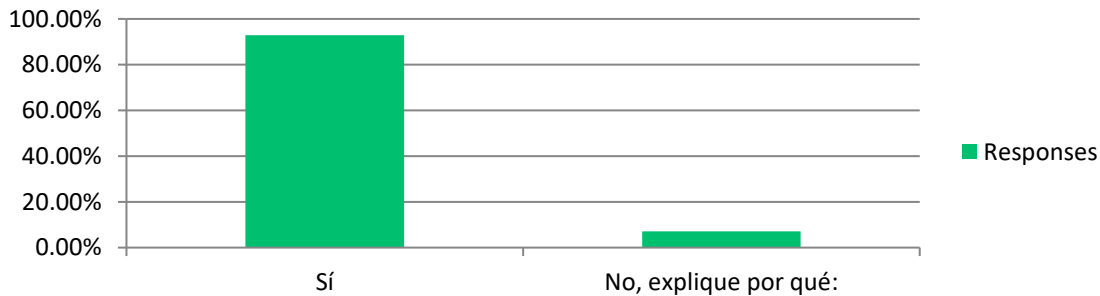




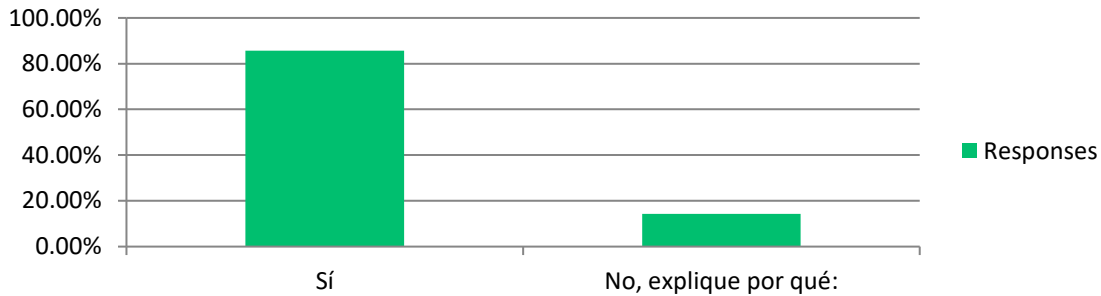
5. ¿Qué preferiría usted? (NUMERE SUS PREFERENCIAS - 1 MENOS PREFERIDO A 6 MÁS PREFERIDO)



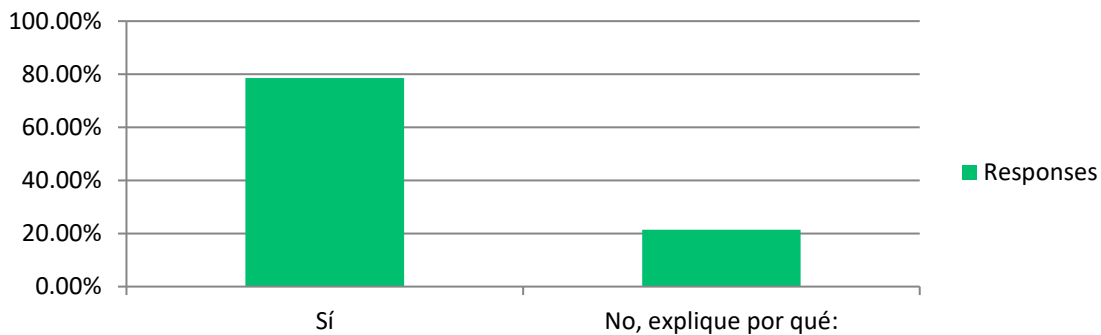
6. Además del servicio existente de Metrolink, el estudio está analizando una nueva alineación del tránsito del tren ligero desde la estación Union Los Angeles a través de los distritos comerciales centrales de Glendale y...

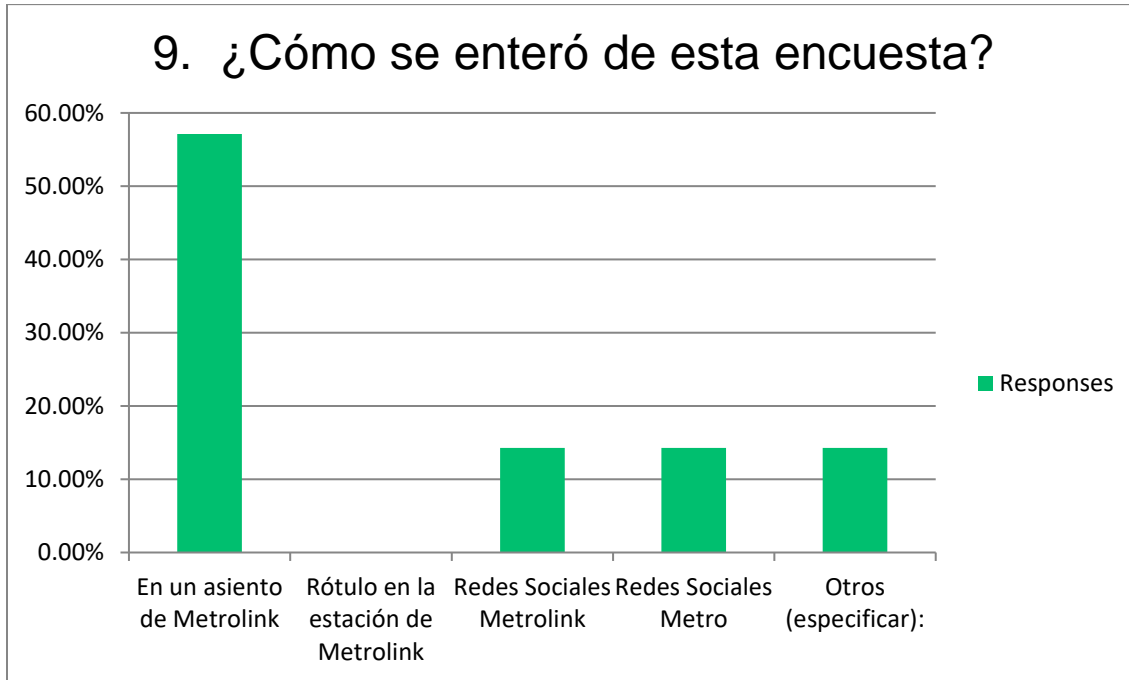


7. El estudio está considerando la adición de una nueva estación en Glendale cerca del Distrito de los Medios. Esto puede aumentar su tiempo de viaje en 3 minutos. ¿Apoyaría el establecimiento de esta estación adicional?

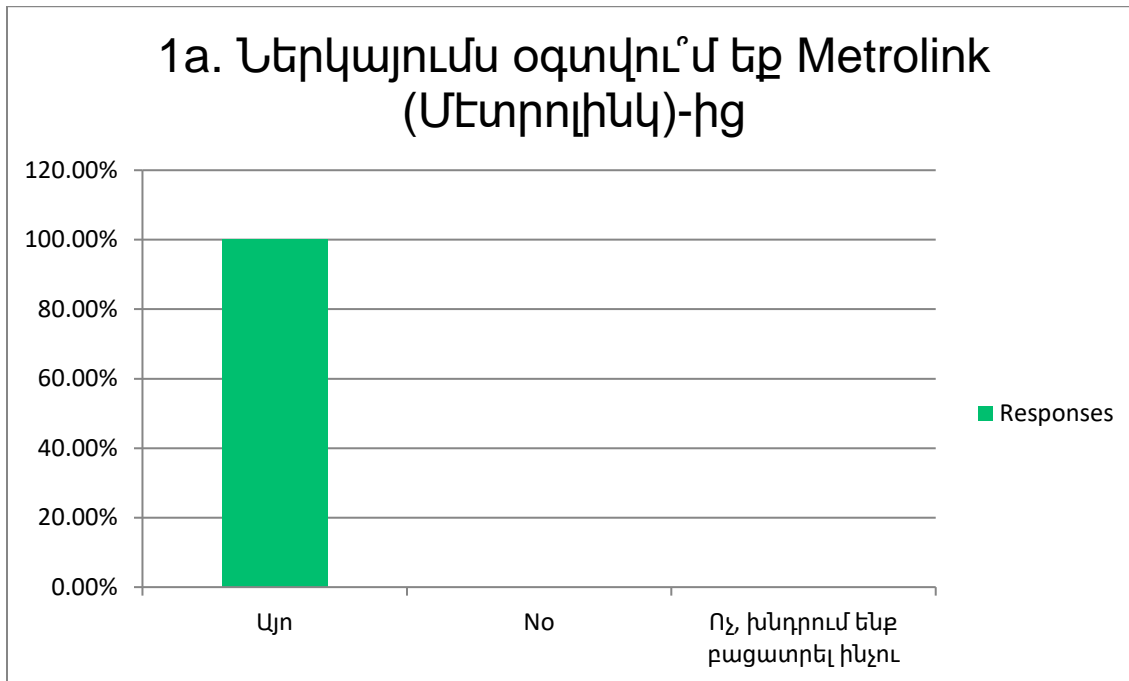


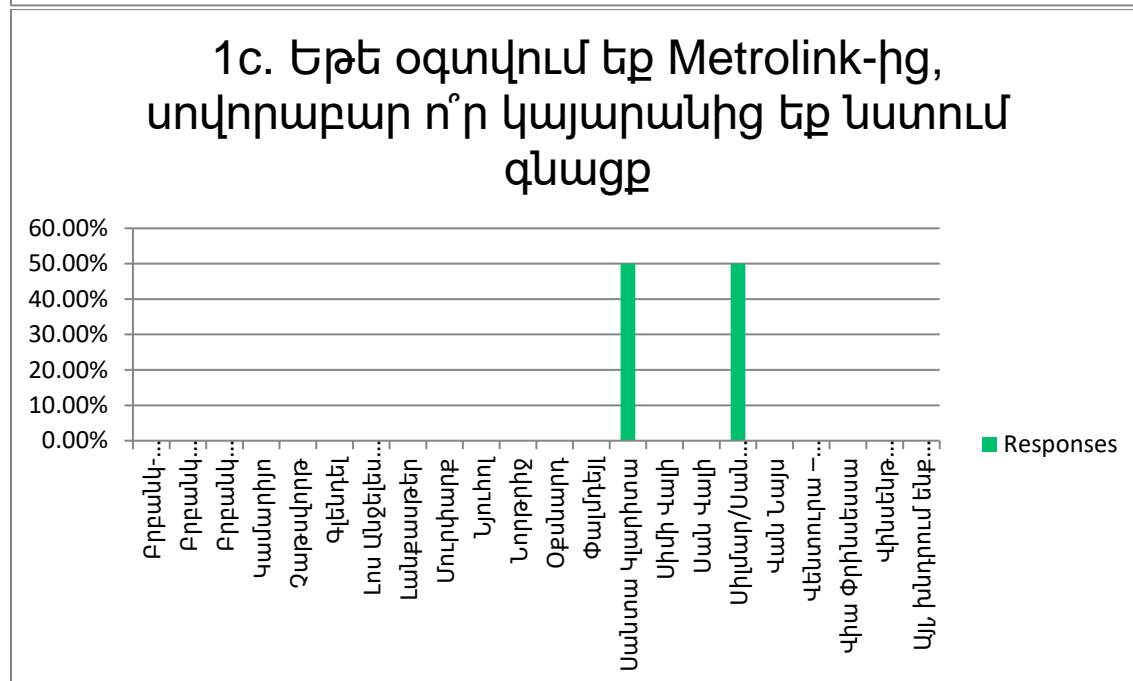
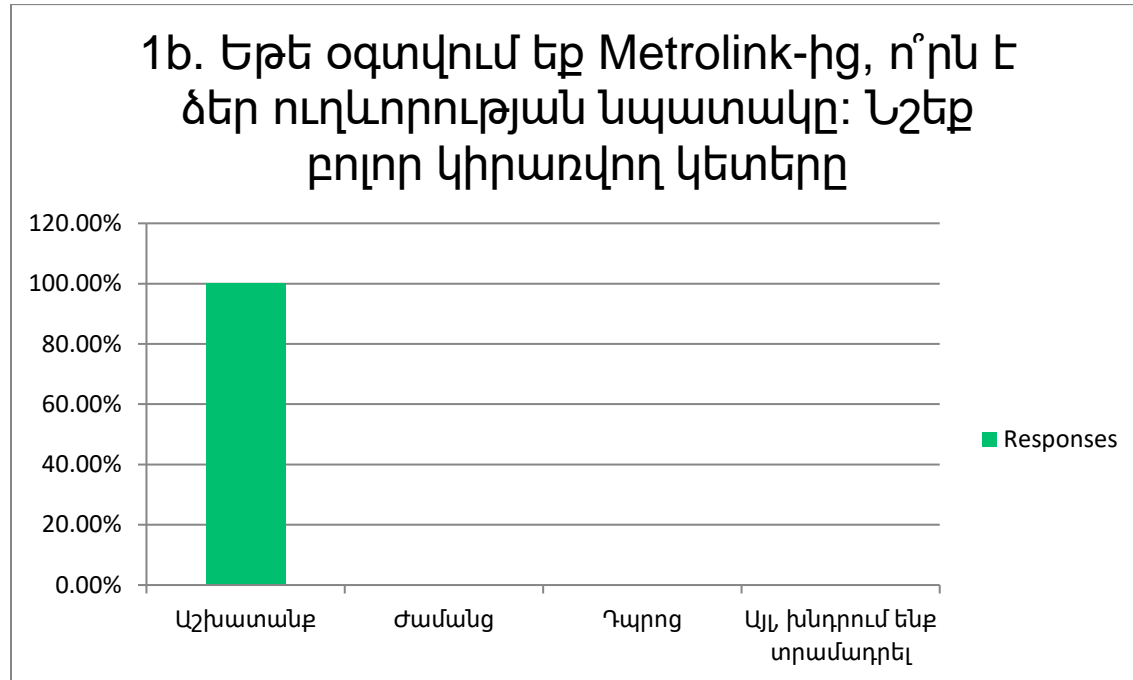
8. El estudio está considerando la adición de una nueva estación en la Ciudad de Los Ángeles cerca de Cypress Park. Esto puede aumentar su tiempo de viaje en 3 minutos. ¿Apoyaría el establecimiento de esta estación adicional?

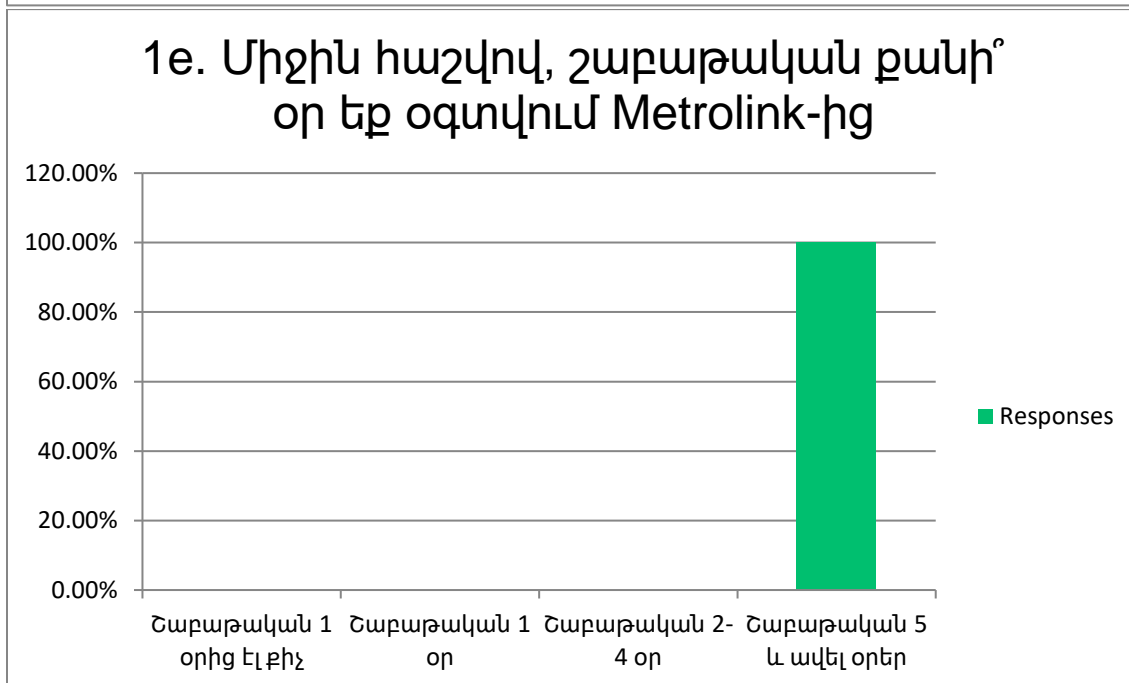
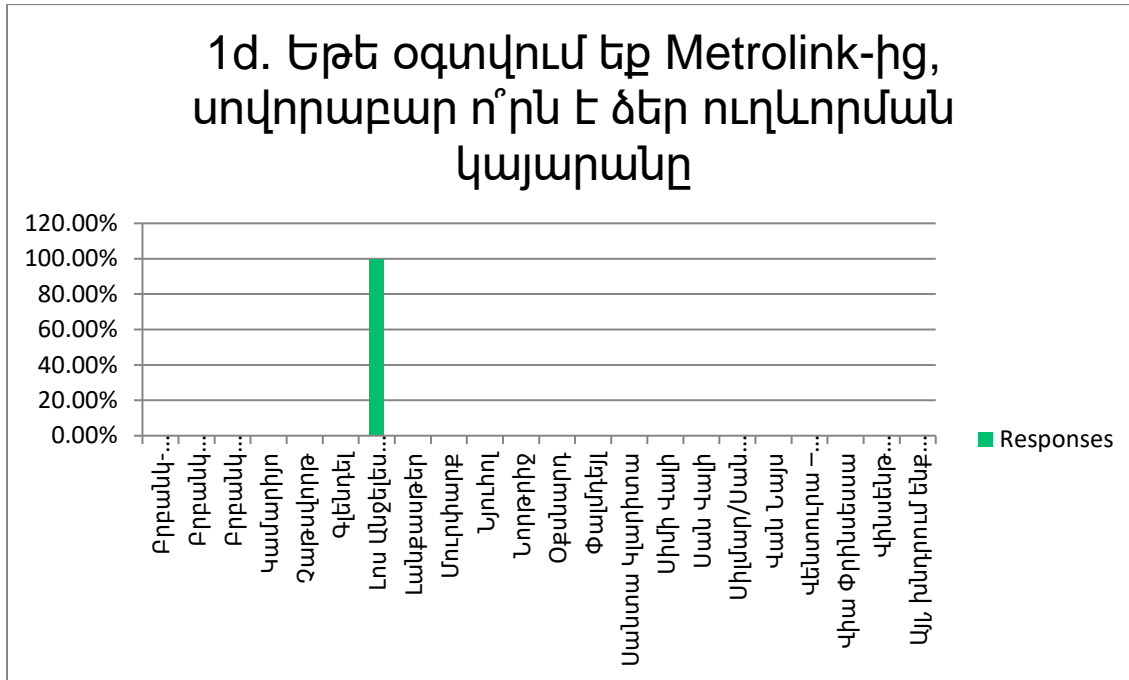




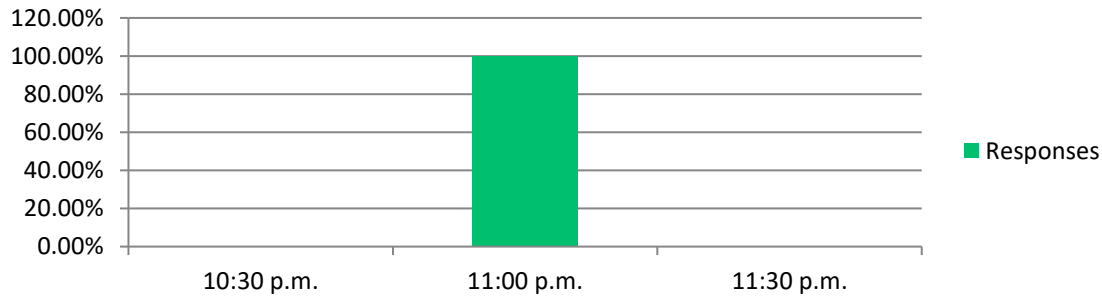
F.2.3.3 ARMENIAN SURVEY RESULTS



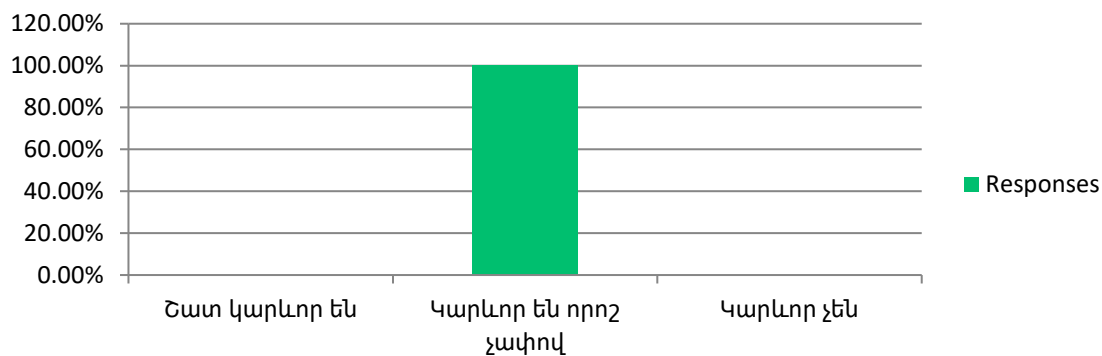


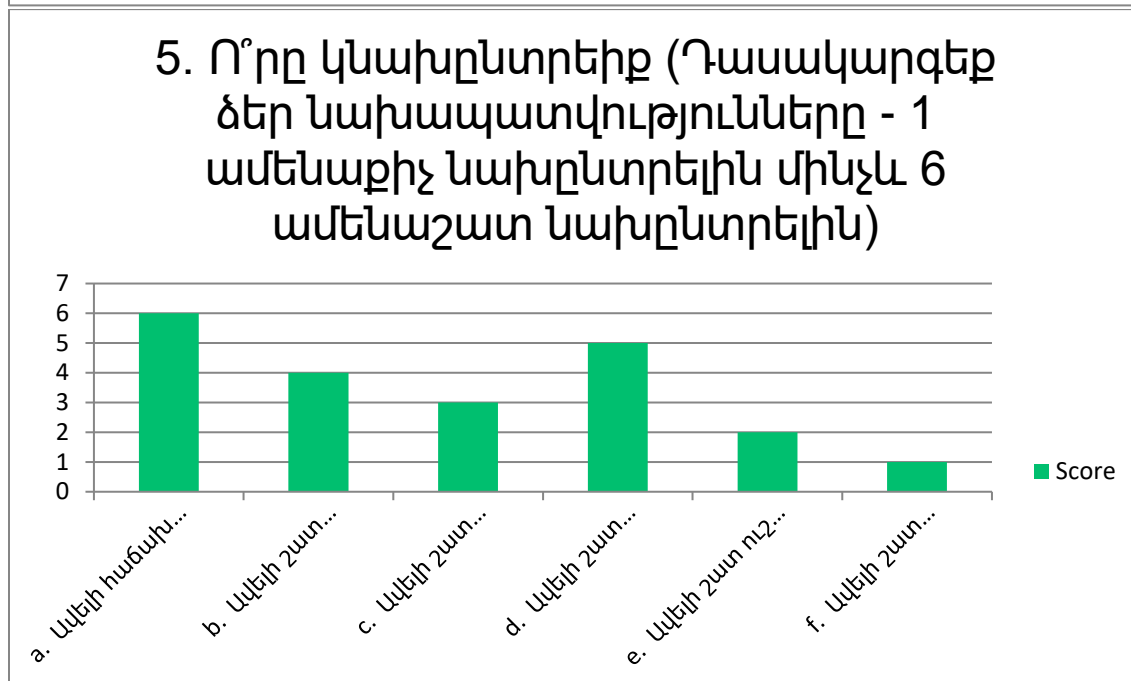
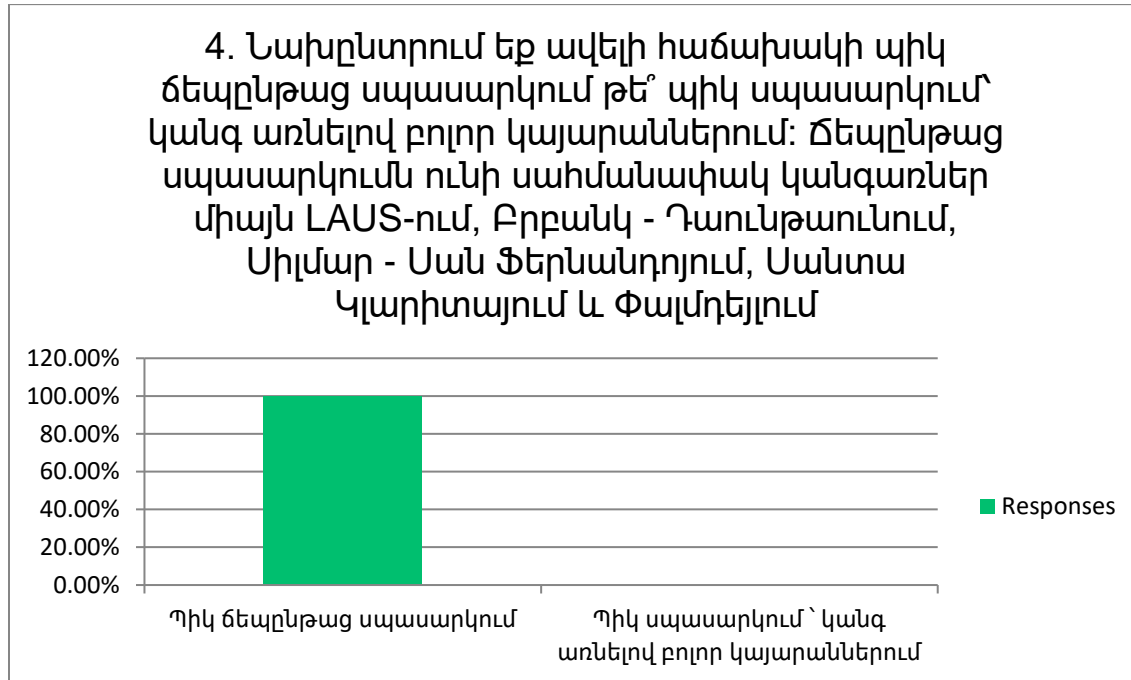


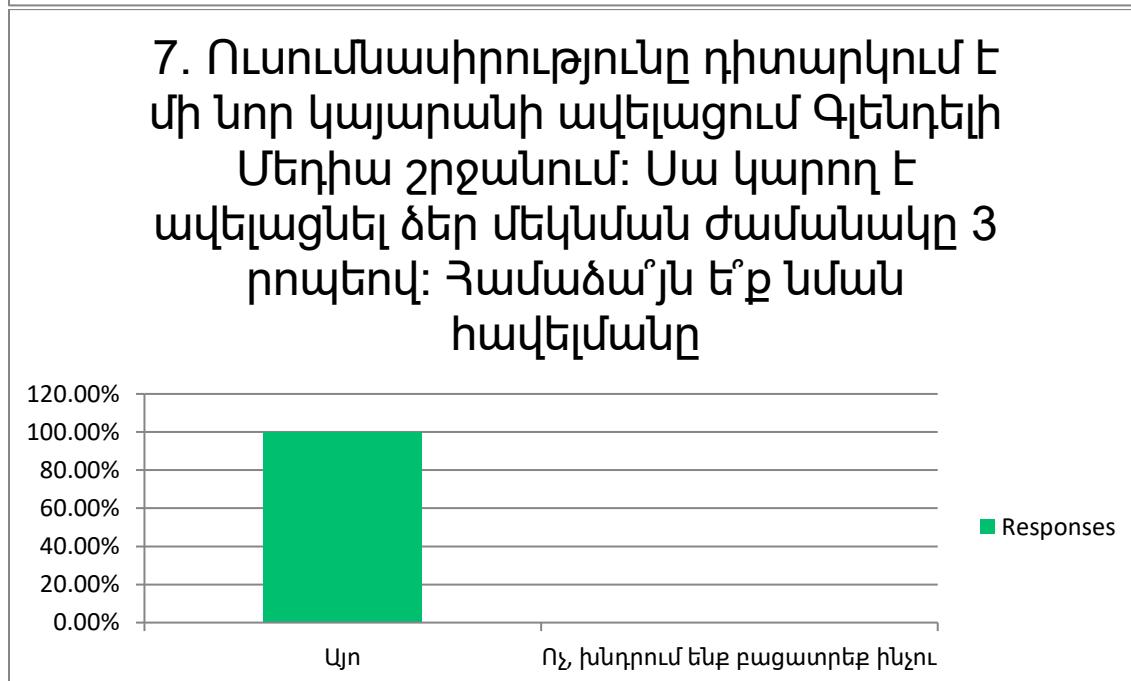
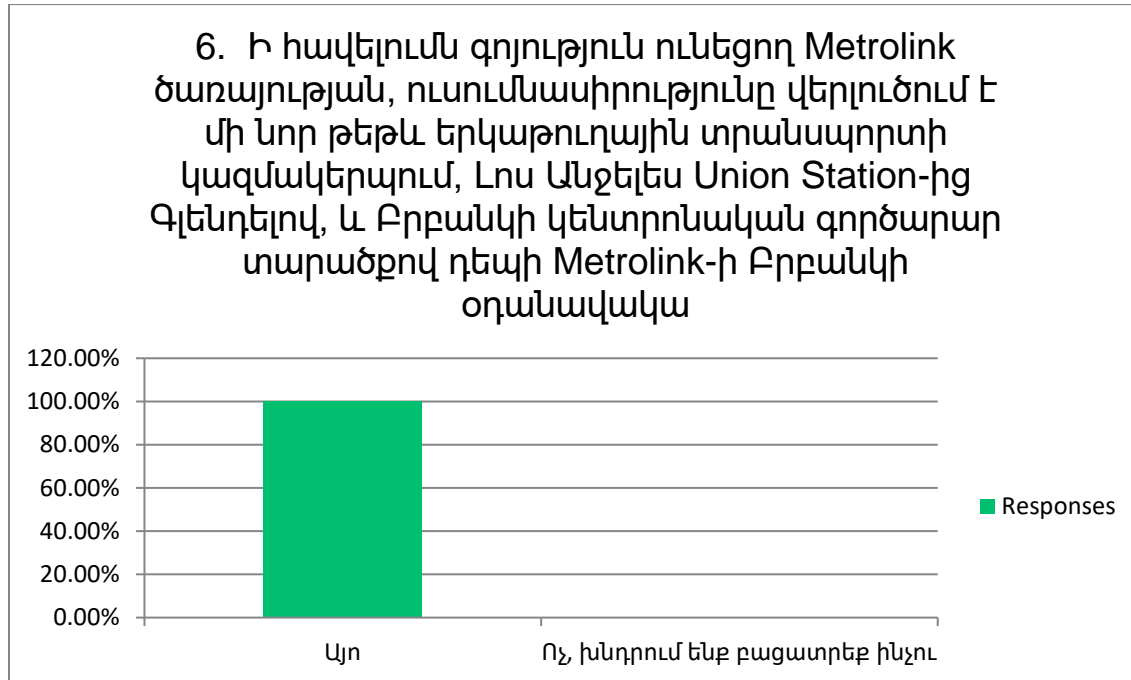
2. Մտածում ենք LA Union Station (LAUS)-ից մեկնող աշխատանքային և շաբաթ օրերին ուշ գիշերվա Անտիլոպ Վալի ուղեգիծ (AVL) ավելացնել: LAUS-ից ո՞րն է մեկնման ձեր նախընտրած ժամը



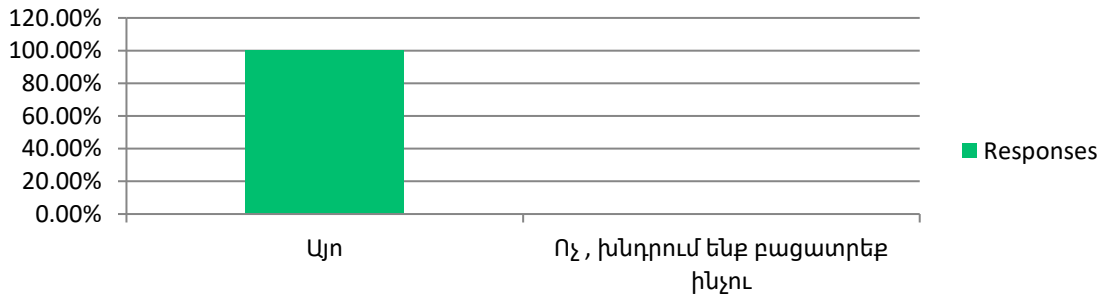
3. Ներկա գրաֆիկի հետ համեմատած, որքա՞ն կարևոր են կեսօրին, կանոնավոր ընդմիջումներով մեկնումները, օրինակ՝ 11:00 a.m., 12:00 p.m., 1:00 p.m







8. Ուսումնասիրությունը դիտարկում է մի նոր կայարանի ավելացում Լոս Անջելեսում՝ Սայփրես Փարք-ի մոտ: Սա կարող է ավելացնել ձեր մեկնման ժամանակը Յրոպեով: Համաձայն ե՞ք նման հավելմանը



9. Ինչպես՞ եք իմացել այս հարցման մասին

