

METRO ORANGE LINE IMPROVEMENTS PROJECT

Project Kick-Off Community Open House Meetings and Webinar

Wednesday, November 29 – Thursday, December 7, 2017

	Open House Meeting #1 North Hollywood – November 29, 2017	Open House Meeting #2 Canoga Park - November 29, 2017	Open House Meeting #3 Van Nuys – December 2, 2017	Open House Meeting #4 Webinar – December 2, 2017	Total
Participants	51	17	20	32	120
Question/ Comment Cards	29	7	18	16	70
Elected Offices	<ul style="list-style-type: none"> - Office of Senator Bob Hertzberg, (18th District) – Steve Fukushima - Office of Los Angeles City Councilmember Nury Martinez (District 6) – Arcelia Arce and Lauren Padick - Office of Los Angeles City Councilmember Paul Krekorian (District 2) – Doug Mensman 	<ul style="list-style-type: none"> - Office of Los Angeles City Councilmember Bob Blumenfield (District 3) – Jeff Jacobberger - Office of Los Angeles City Councilmember Paul Krekorian (District 2) – Doug Mensman 	<ul style="list-style-type: none"> - Office of Congressman Tony Cardenas, District 29 - Nigel Sanchez - Los Angeles City Council District 6 - Nury Martinez - Ovanes Chobanian - Office of Los Angeles City Councilmember Paul Krekorian (District 2) – Doug Mensman 	<ul style="list-style-type: none"> - Office of Los Angeles City Councilmember Mithcell Englander (District 12) – Eric Moody 	
Neighborhood Councils	<ul style="list-style-type: none"> - North Hollywood NC - Reseda NC - Studio City NC 	<ul style="list-style-type: none"> - Valley Alliance of Neighborhood Councils (VANC) - Canoga Park Neighborhood Council - Encino Neighborhood Council - Reseda Neighborhood Council 	<ul style="list-style-type: none"> - Encino Neighborhood Council - Tarzana Neighborhood Council 	<ul style="list-style-type: none"> - Tarzana Neighborhood Council 	
Other Stakeholders	<ul style="list-style-type: none"> - Valley Industry Commerce Association (VICA) - Los Angeles County Bicycle Coalition (LACBC) - NoHoArtsDistrict.com 	<ul style="list-style-type: none"> - N/A 	<ul style="list-style-type: none"> - N/A 	<ul style="list-style-type: none"> - N/A 	
Q&A and Comments	<ul style="list-style-type: none"> - Railroad Type Gates – Concern over significant traffic impacts that would result from the proposed railroad type gates at heavily congested intersections; request for Metro to conduct a beta test for the gates at a busy intersection to assess impacts to traffic before installing all of the 	<ul style="list-style-type: none"> - Railroad Type Gates/Noise – Concern over how loud the bell noise will be for the railroad type gates - Traffic – Improve traffic signal timing in local streets to address major bottle necks at MOL crossings; it takes 30 minutes to cross Vanowen 	<ul style="list-style-type: none"> - Grade Separation – Concern expressed over space beneath future grade separations becoming homeless encampments. - Traffic – Concerns and comments made concerning impact new gates could have on traffic. 	<ul style="list-style-type: none"> - Connectivity with other Metro transit: Question raised about if this project will evaluate connections from other bus lines to the Orange Line and how the Orange Line will connect with future Metro lines (I/E The East San Fernando Transit Corridor and Sepulveda Transit 	

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	<p>gates</p> <ul style="list-style-type: none"> - Noise – Multiple comments expressing concern over the bell noise that will be generated by the railroad type bells (when they go up/down); request for a soundwall along Oxnard St between White Oak Ave and Louise Ave - Grade Separation – Concern over detours and travel time delays during the construction of the Sepulveda to Van Nuys aerial structure - First/Last Mile – Consider connectivity options for the disabled and seniors that cannot use active transportation options as well as for those that are not using apps and Uber/Lyft to reach their final destination - Operations – General questions, comments and concerns regarding the existing Orange Line facility and operations. 	<p>St and Eton Ave (one block away from the MOL Canoga Ave/Vanowen St crossing) during peak hours</p> <ul style="list-style-type: none"> - Operations – General questions, comments and concerns regarding the existing Orange Line facility and operations (including homeless encampments, number of buses and frequency, need for DASH service) 	<ul style="list-style-type: none"> - Active Transportation – Concerns expressed over bike accommodations and lack of storage capacity on buses and at stations. - Safety and Security – Concerns expressed over station security and safety on buses. Several requests for additional transit security and police presence on buses and at stations. - Operations – Concerns expressed over lack of restrooms at most Orange Line stations. General comments and concerns regarding current the Orange Line facility and operations (bus frequency and connections to DASH service). 	<p>Corridor).</p> <ul style="list-style-type: none"> - Railroad Type Gates/Noise – Concern raised over how gating may impact traffic in the Orange Line Corridor. - Grade Separation – Question raised as to why grade separations weren't planned for the entire corridor. A question was also raised about what will happen with space underneath planned grade separations. - Active Transportation – Concern expressed over lack of bike storage on Orange Line buses and at stations. Question raised about Metro installing a future bike hub at an Orange Line station. A question was also raised concerning connectivity for bicyclists and pedestrians to the grade separated structures. - Operations – Questions raised about express service on the Orange Line, if fares would increase, and who makes the final determination for what gets approved and implemented as part of this project. 	
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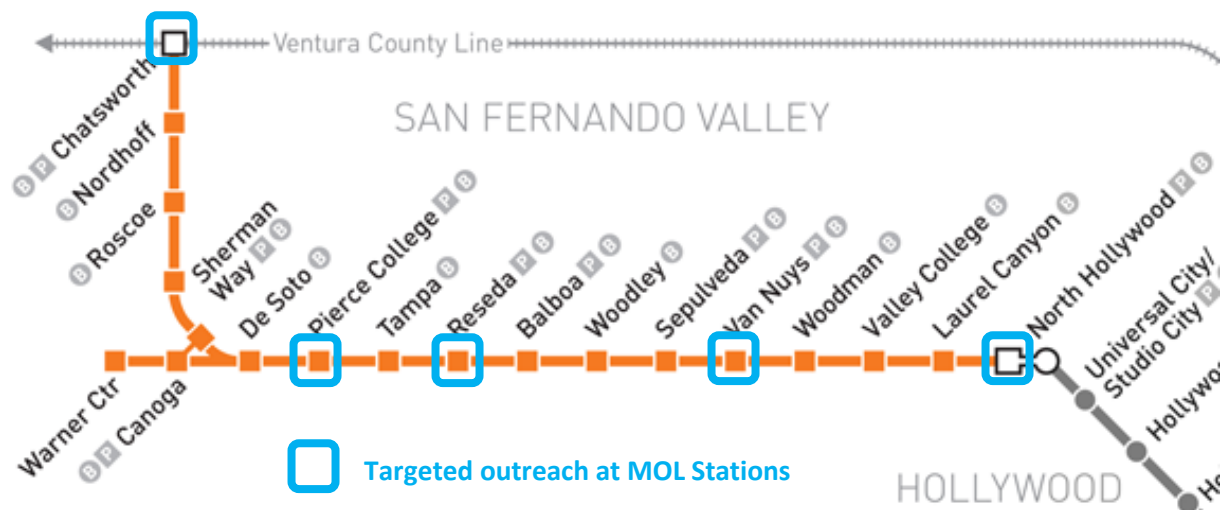
**Orange Line BRT Improvements Project
Targeted Outreach to MOL Riders – Summary
November 14-16, 2017**

Targeted outreach to Metro Orange Line (MOL) riders was conducted at key MOL stations to promote and solicit input via a brief survey on the proposed MOL improvements funded by Measure M. The surveys offered an opportunity to engage active MOL riders who may otherwise not participate at the Project Kick-Off meetings, including non-English speaking riders. Bilingual (English/Spanish) outreach staff set up pop-up information booths at the stations to provide riders and passersby with an opportunity to learn about the proposed improvements and take the brief survey. In general, one outreach team member staffed the information booth while other outreach team members approached transit riders waiting or arriving at different areas of the station.

Paper and digital surveys were offered in English and Spanish to encourage participation from as many transit riders as possible. Members of the public were offered incentives for engaging with outreach staff and/or for taking the survey, including Metro tote bags, pens, reflector bracelets, window decals and granola bars. Stakeholders who took the survey were also offered the chance to enter into a raffle for a \$25 Metro TAP Card or a \$25 Visa gift card. A winner was randomly selected from each of the surveyed stations. Riders that chose not take the survey were still handed a bilingual ‘take-one’ handout with information on the proposed improvements and details for the upcoming Project Kick-Off Open House Meetings.

The survey included seven (7) short questions that require a “check box” response. The surveys were conducted at five of the top performing MOL stations across the transit corridor during peak service days and hours (based on Metro ridership data). The surveys were conducted during the week from November 14-16 at the following MOL stations: Van Nuys (11/14/17, morning hours), North Hollywood (11/14/17, evening hours), Reseda (11/15/17, morning hours), Pierce College (11/15/17, afternoon hours), and Chatsworth (11/16/17, evening hours).

Figure 1. Targeted Outreach Conducted at Key MOL Stations



In all, the outreach team engaged a total of 910 MOL riders of which 620 completed the survey, with one in five (20%) of the surveys completed in Spanish. Below is a quick summary of the number of

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survey participants, number of riders engaged through the “pop-up booths”, and a brief outline of input that was collected through these stakeholder interactions.

Table 1. Survey Participants

Station	English Survey			Spanish Survey			Total Surveys	Total Stakeholder Interactions
	Print	Digital	Total	Print	Digital	Total		
Van Nuys – 11/14, morning	41	35	76	7	28	35	111	200
North Hollywood – 11/14, evening	100	47	147	13	22	35	182	300
Reseda – 11/15, morning	37	35	72	10	18	28	100	120
Pierce College – 11/15, afternoon	100	39	139	8	5	13	152	170
Chatsworth – 11/16, morning	38	23	61	8	6	14	75	120
TOTAL			495 (80%)			125 (20%)	620	910

Table 2. Key Issues and Concerns

Key Issues/Comments
<p>General comments/concerns</p> <ul style="list-style-type: none"> • Lots of support for the Orange Line – existing and proposed improvements; minor opposition from users that did not see the need for the improvements • Support for conversion of Metro Orange Line to rail now, instead of phased approach • Support for expansion of the Orange Line going farther east <p>Safety – Proposed Improvements</p> <ul style="list-style-type: none"> • Support for the proposed safety improvements to the existing corridor • Need for the railroad type crossing gates <p>Operations</p> <ul style="list-style-type: none"> • Safety <ul style="list-style-type: none"> ○ Have police officers inside the buses and at each station ○ Sheriff’s deputies don’t do anything except check tickets, but city police enforce rider conduct rules

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- Theft occurs at the stations and on buses – bikes and purses are stolen
- Make stations more secure with additional security during off-peak times
- A large number of riders feel unsafe inside the bus due to the high number of homeless people who ride the Metro Orange Line and riders who under the influence of drugs
- Operational Improvements – Enhancing User Experience
 - A number of riders would like USB chargers on the bus and/or stations
 - Free Wifi (at the stations and on the buses)
 - Lower bus fares
 - Electronic time signs at stations are sometimes inaccurate
 - Better time accuracy in phone app
 - Bus drivers could improve their customer service skills
 - Drivers should reopen doors if they see people running toward bus – Bus drivers sometimes will not wait for the passenger who is running to catch the bus and leave or close the door as they approach the bus.
 - More service during the weekend
 - Cleaner stations and buses
 - Install additional seating
 - TAP card machines don't work sometimes
 - Need for more trash cans
- Service reliability
 - Fewer red lights would improve service
 - Need for faster buses, dedicated express lanes
 - Buses come very frequently
 - 2-3 buses will sometimes show up at the same time causing delays
 - Service delays are unacceptable; buses are sometimes late
 - Need for more buses at night
- Stations
 - Request for a bus station at White Oak Ave
 - Station design of Reseda station makes it difficult to catch the bus before it leaves