

COMMUNITY ENGAGEMENT

In May 2022, Metro began introducing a new option for the North San Fernando Valley Transit Corridor project, the BRT (Bus Rapid Transit) Network Improvements, which differs from the single line BRT option originally proposed and later studied during the Alternatives Analysis (AA) in 2019. Metro conducted an additional round of public outreach to update the communities within the study area on revisions made to the project and the new BRT Network Improvements approach. These revisions were made in response to the over 4,500 comments received during the prior public engagement period from 2018 to 2020 and Metro Board direction to include a Roscoe Bl option, incorporate the NextGen Bus Plan, and further outreach to diverse communities. In order to present the BRT Network Improvements to the community and solicit feedback, the project team conducted several briefings and presentations with elected officials representing the project area, administration officials representing California State University, Northridge (CSUN), attended coordination meetings with Metro Board Deputies and City staff, and conducted key stakeholder meetings, as well as virtual and in-person community meetings.

This report documents the outreach activities conducted to engage with diverse and seldomly-engaged populations, including conducting transit rider intercept interviews at high ridership locations, engaging transit riders via anonymous questionnaires through the Transit App, and conducting door-to-door business outreach along key corridors including Roscoe Boulevard, Reseda Boulevard and Lankershim Boulevard. Additionally, an online engagement tool was made available using Esri StoryMaps to allow the community to learn more about the project and the BRT Network Improvements through interactive maps and graphics. A project update video was made available to provide background information on the history of the project leading up to the current period.

Additionally, this report documents the outreach activities conducted in coordination with the Senate Bill 288 (SB 288) statutory exemption process, which includes four community meetings from June 2022 through September 2022, at which time the project business case and racial equity analysis were presented at the SB 288 virtual community meeting held on September 29, 2022. The two reports were made available prior to the virtual community meeting and after the meeting for public review. This report documents the notification efforts leading up to the four community meetings and the feedback received throughout the outreach process from June 2022 through October 2022.

Throughout the public engagement effort, the project team gathered overall feedback on the BRT Network Improvements, SB 288 exemption process and any potential revisions to technical aspects. This effort provided multiple opportunities for key stakeholder groups, CSUN students and staff, transit riders, and communities within the North San Fernando Valley to provide feedback on the new approach and environmental review process. Public engagement opportunities were designed to be equitable, transparent, and inclusive, and provided community members with optional virtual and in-person meetings. Meetings occasionally extended beyond their scheduled times to ensure community questions and comments were adequately responded to. Due to the ongoing COVID-19 pandemic and to

ensure that vulnerable populations had adequate opportunities to participate in the community meetings, the first meeting in June and last meeting in September were held virtually to allow the public to attend from the safety of their homes. In addition, both meetings were recorded and made available on the project website along with the meeting presentation materials. Two in-person community meetings were held in settings that allowed for everyone to socially distance both inside and outside, and all attendees were encouraged to wear face coverings.

ENGAGEMENT ACTIVITIES: SPRING 2022 (MAY – AUGUST)

Elected Official and Key Stakeholder Briefings and Presentations

The project team attended several one-on-one meetings with key stakeholders to provide an overview of the project, the new BRT Network Improvements option, project timeline, outreach and engagement, and next steps in the process, as well as gather their feedback. Additionally, the project team briefed Metro Board staff, City staff, and other key elected offices regularly throughout the duration of the Spring 2022 outreach process.

As shown in Table 1, the briefings and presentations included the following key stakeholders:

Table 1. Elected Official and Key Stakeholder Briefings and Presentations

Meeting Date	Organizations
April 7, 2022	CSUN Leadership
May 4, 2022	Metro San Fernando Valley Service Council
May 6, 2022	Metro Board Staff
May 9, 2022	State and Federal Elected Offices
May 10, 2022	Los Angeles City Council Briefing (Council Districts 3, 4, & 12)
May 10, 2022	Valley Industry Commerce Association (VICA) Transportation Committee
May 16, 2022	Los Angeles City Council Briefing (Council District 6)
May 19, 2022	San Fernando Valley Council of Governments (COG) Transportation Committee
June 2, 2022	LADOT Vision Zero Staff
June 16, 2022	Los Angeles City Council Briefing (Council District 7)
June 24, 2022	Galpin Ford Motors
June 27, 2022	New Horizons
July 21, 2022	San Fernando Valley COG Board of Directors
July 22, 2022	Anheuser Busch
August 11, 2022	Valley Alliance of Neighborhood Councils
August 15, 2022	CD 12 “Conversations with Councils” Event

Key Stakeholder Roundtable Meetings

The stakeholder meetings included neighborhood councils, community-based organizations, businesses and business groups, and CSUN groups and organizations.

Roundtable Meetings

Two virtual roundtable meetings were conducted for mobility advocacy groups and neighborhood council leaders. These two meetings were held on weekdays and two meeting times were offered in order to accommodate their schedules. At each meeting, the project team provided an update on the project, timeline, outreach and engagement, and next steps, followed by an opportunity for dialogue and discussion with project staff. Each of the meetings allowed attendees to ask questions and provide feedback on the project and the BRT Network Improvements.

Neighborhood council leaders were notified by email leading up to the scheduled roundtable meetings with a total of six email notices (e-blasts), with an email open rate of approximately 46%. Table 2 provides a list of these meetings.

Table 2. Key Stakeholder Roundtable Meetings

Meeting Date	# of Attendees
Thursday, June 9, 9 AM – 10:00 AM	2
Wednesday, June 22, 11:30 AM – 12:30 PM	3
Total	5

The following key takeaways were received from the roundtable meetings:

- Questions about community and leadership feedback regarding direction to study the BRT Network Improvements.
- Concerns and questions regarding bus bulbs on Nordhoff Street and how vehicles and bicycles would interact with these new features.
- Questions regarding bus shelter design and coordination with the City of Los Angeles.
- Questions regarding outreach and organizations involved in the process.

Community Feedback During Spring Outreach

During the community outreach process leading up to the community meetings in June, additional comments were received via the project email and voicemail. The majority of comments received during that timeframe did not reference support for the project, but generally raised potential concerns and questions regarding the project update.

Key takeaways and individual comments received included:

- Comments expressed the need to increase hours of service and frequency of buses, and add bus priority lanes, queue jumpers, bus shelters and zero emission buses as part of the project.
- Concerns about bus only lanes on Nordhoff St.
- Comments and questions regarding how to learn more about the project and attend the community meetings.
- Concerns that the project no longer meets the initial goals of BRT and doesn't meet the needs of transit riders in the North Valley.
- Questions and comments regarding some of the proposed improvements, including locations of bus bulbs.
- Comments and questions about connections to destinations and other transit lines, including Metrolink, as well as future Metro projects, including Sepulveda Transit Corridor and the East San Fernando Valley Light Rail.
- Concerns about safety on buses and at bus stops.

Transit Rider App Questionnaire and In-person Intercept Interviews

Outreach efforts to existing transit riders were conducted to help ensure that those taking transit within the project area were aware of the updated project and the BRT Network Improvements, and had opportunities to provide feedback. In order to accomplish this, in-person transit rider intercept interviews were conducted at key bus stops with high ridership along Roscoe Boulevard, Nordhoff Street, Reseda Boulevard and the North Hollywood B Line (Red)/G Line (Orange) station.

Additionally, a questionnaire was sent out to transit riders within the project area via the Transit App. The questionnaire was designed to better understand the characteristics of transit riders in the project area and which elements of the BRT Network Improvements they deemed most important. The questionnaire was targeted to the geographic area within the North San Fernando Valley and was sent to approximately 12,011 unique devices. The questionnaire was available from June 1, 2022 – June 14, 2022 in both English and Spanish.

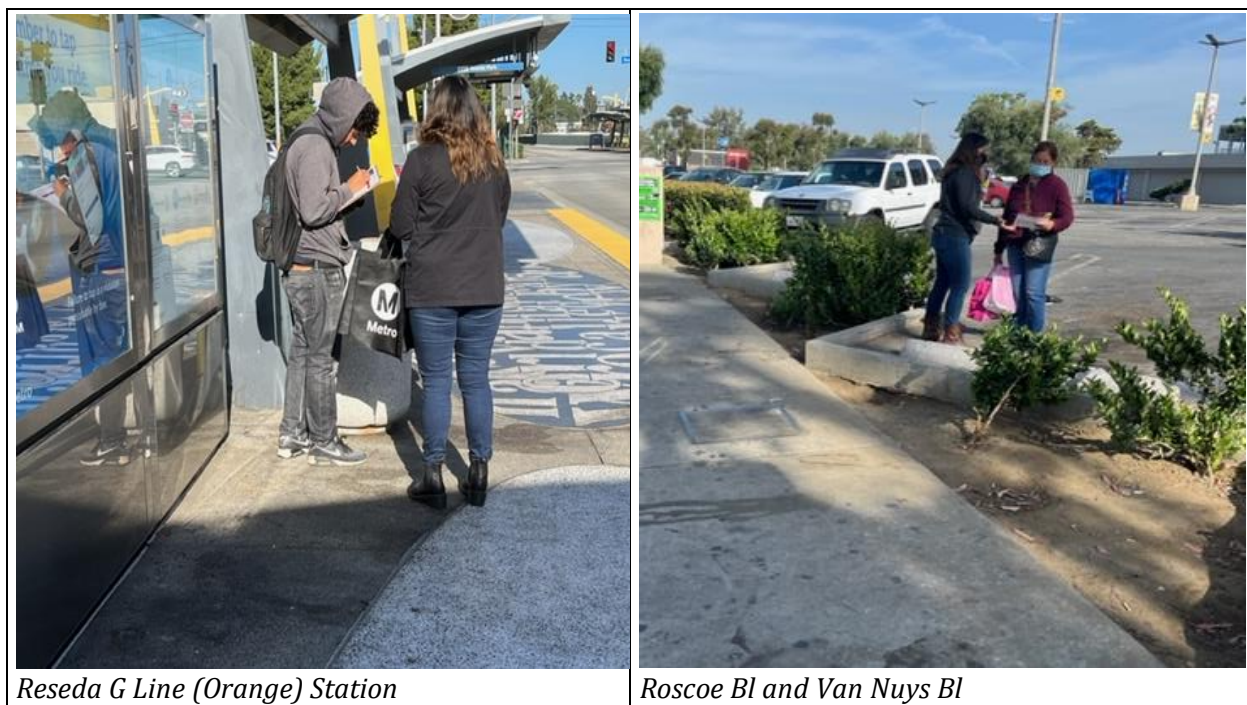
Table 3. Transit Rider Intercepts

Meeting Date/Time	Bus Stop Location
Tuesday, May 31, 2022, 7:00 – 9:00 AM	Nordhoff St and Van Nuys Bl
Wednesday, June 1, 2022, 7:00 – 9:00 AM	Reseda G Line (Orange) Station
Thursday, June 2, 2022, 7:00 – 9:00 AM	Roscoe Bl and Van Nuys Bl
Friday, June 3, 2022, 7:00 – 9:00 AM	Nordhoff St and Lindley Av
Monday, June 6, 2022, 7:00 – 9:00 AM	Roscoe Bl and Reseda Bl
Tuesday, June 7, 2022, 7:00 – 9:00 AM	NoHo B Line (Red)/G Line (Orange) Station

The following key takeaways were received from the transit rider intercept interviews:

- Majority of transit riders interviewed did not know about the project, but were generally supportive.
- Questions raised about the possibility of introducing light rail.
- Questions raised regarding frequency of service and additional hours of service.

Figure 1. Transit Rider Intercepts





Roscoe Bl and Reseda Bl



Roscoe Bl and Van Nuys Bl

Table 4. Transit App Questionnaire

Transit App Questionnaire Targeted Audience	# of Completed Surveys
English Questionnaire	391
Spanish Questionnaire	115
Total Completed Questionnaires	506

The following key takeaways were received from the Transit App surveys:

- The top bus improvement benefits ranked by transit riders were: increased frequency of service; more reliable on-time buses; and shorter travel times from bus lanes and transit signal priority.
- The majority of respondents indicated they often experience delays due to traffic congestion.
- The majority of respondents indicated having a faster, more reliable trip time would encourage them to use the bus more.
- The majority of respondents ride Metro five or more days per week.
- Over half of respondents earn less than \$25,000 annually.

Door-to-Door Outreach to Businesses

Outreach to businesses along Roscoe Boulevard, Lankershim Boulevard and Reseda Boulevard was conducted to further inform business owners and employees in the project area about the updated project and capture their feedback on the BRT Network Improvements. Door-to-door outreach was conducted along Roscoe Boulevard between Haskell Avenue and Lennox Avenue, Lankershim Boulevard between Tuxford Street and Chandler Boulevard, and Reseda Boulevard between Nordhoff Street and Oxnard Street. Flyers providing project background information, the BRT Network Improvements, and contact information for the project were distributed to these businesses.

Table 5. Door-to-Door Outreach to Businesses

Date/Time	Location	# of Businesses Contacted*
Monday, June 6, 2022, 9:00 AM – 2:00 PM	Roscoe Boulevard	103
Tuesday, June 7, 2022, 9:00 AM – 3:00 PM	Lankershim Boulevard	121
Wednesday, June 8, 2022, 9:00 AM – 12:00 PM	Reseda Boulevard	56
Total Businesses Contacted		280

*Open businesses that were contacted by project team members and provided with project information.

The following key takeaways were received from the door-to-door business outreach conducted:

- Majority of businesses contacted did not know about the project, but were generally supportive of the project overall.
- Many employees identified themselves as transit riders and expressed excitement about an increase in frequency and reliable service.
- Some businesses expressed concern about increased bus shelters and potential loitering outside of businesses.

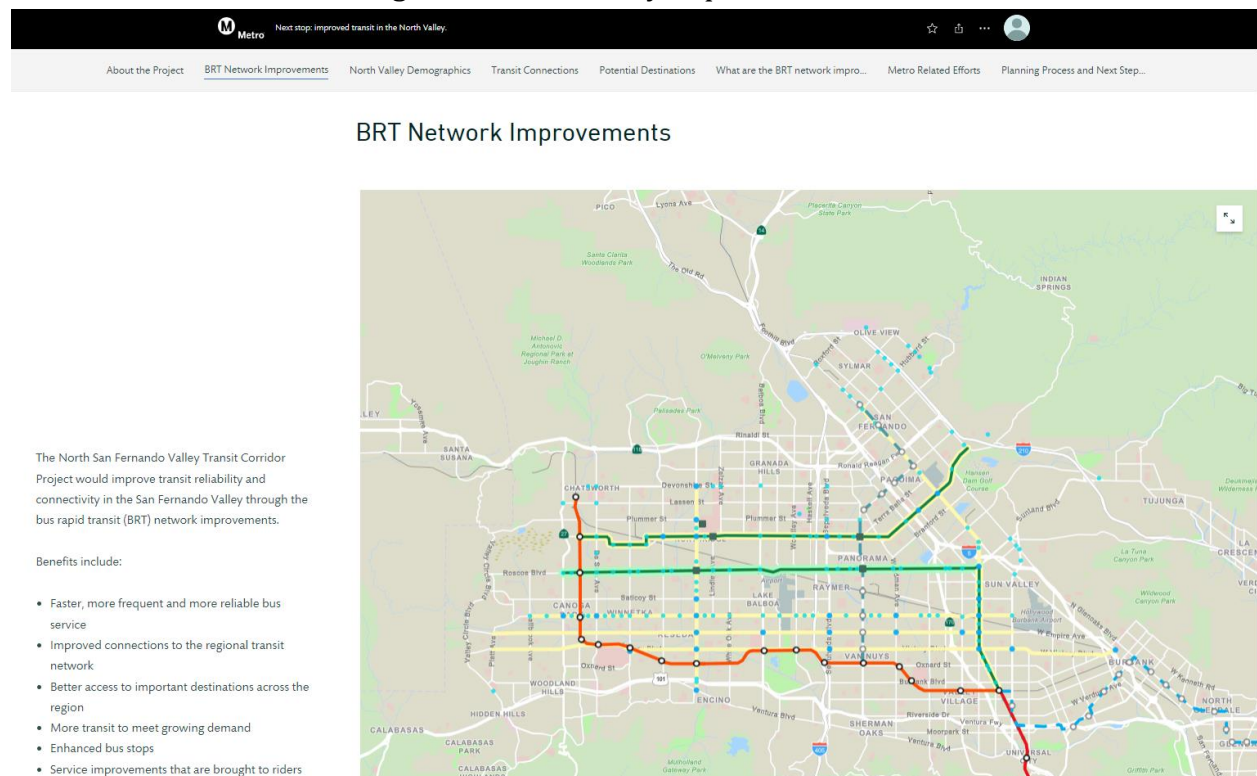
June 2022 Community Meetings

A total of three community meetings were held (one virtually and two in-person) to provide an update on the project and introduce the BRT Network Improvements. The first community meeting was held virtually on Wednesday, June 15, 2022 and presented background information on the project and key details regarding the BRT Network Improvements, before facilitating a question and answer (Q&A) session responding to

questions and comments received during the meeting. The other two community meetings were held on Saturday, June 18, 2022 at Panorama High School in Panorama City and on Tuesday, June 21, 2022 at the Orchard Conference Center on the CSUN campus, and provided an open house setting with meeting boards and a formal presentation about the project, followed by a facilitated Q&A session, where project team members responded to questions and comments received. The intent of these meetings was not only to provide updates to the community on the project and the BRT Network Improvements, but to solicit public feedback and respond to any questions and/or concerns. All meeting dates were chosen to provide opportunities for the public to attend at different times of the day during the week and on the weekend to accommodate the community's various schedules. All meetings included Spanish and Armenian interpretation, and all materials were made available in Spanish and Armenian.

An online StoryMap was developed and made available as part of the notification process for the community meetings. The StoryMap provided background information on the project, details on the BRT Network Improvements, and interactive maps highlighting the improvements and connections to local and regional transit and destinations in the North San Fernando Valley. The online StoryMap was made available in English, Spanish and Armenian. Figure 2 provides a screenshot of the StoryMap, which launched on May 27, 2022 and was included as a dedicated virtual link in notices to the public. This format continued to support Metro's goal of providing a safe and equitable environment for all participants during the ongoing COVID-19 pandemic.

Figure 2. Online StoryMap Presentation



NORTH SAN FERNANDO VALLEY TRANSIT CORRIDOR PROJECT SPRING – FALL 2022 OUTREACH REPORT


Próxima parada: Mejora del transporte público en North SV

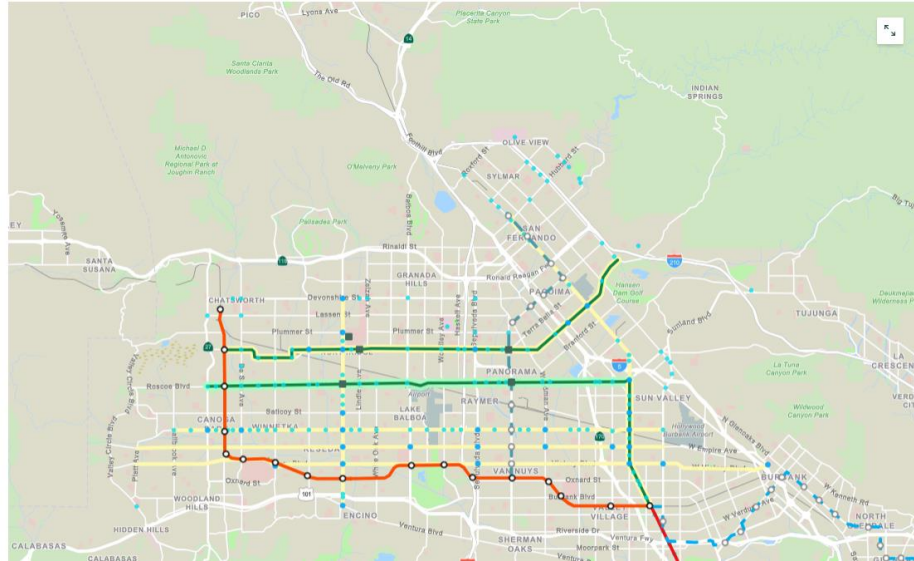
[Sobre el proyecto](#)
[Mejoras de la red de autobuses...](#)
[Datos demográficos de North Va...](#)
[Conexiones del transporte públ...](#)
[Destinos posibles](#)
[¿Cuáles son las mejoras de la ...](#)
[Otros esfuerzos de Metro](#)
[Proceso de planificación y pró...](#)


Mejoras de la red de autobuses de tránsito rápido

El proyecto del corredor de transporte público del norte del Valle de San Fernando mejorará la fiabilidad y la conectividad del transporte público en el Valle de San Fernando a través de las mejoras de la red de autobuses de tránsito rápido

Los beneficios incluyen:

- Un servicio de autobús más rápido, más frecuente y más confiable
- Mejores conexiones con la red de transporte público regional
- Más acceso a destinos importantes en toda la región




“Rápido y confiable” para mejorar la fiabilidad del transporte público en North Valley-met

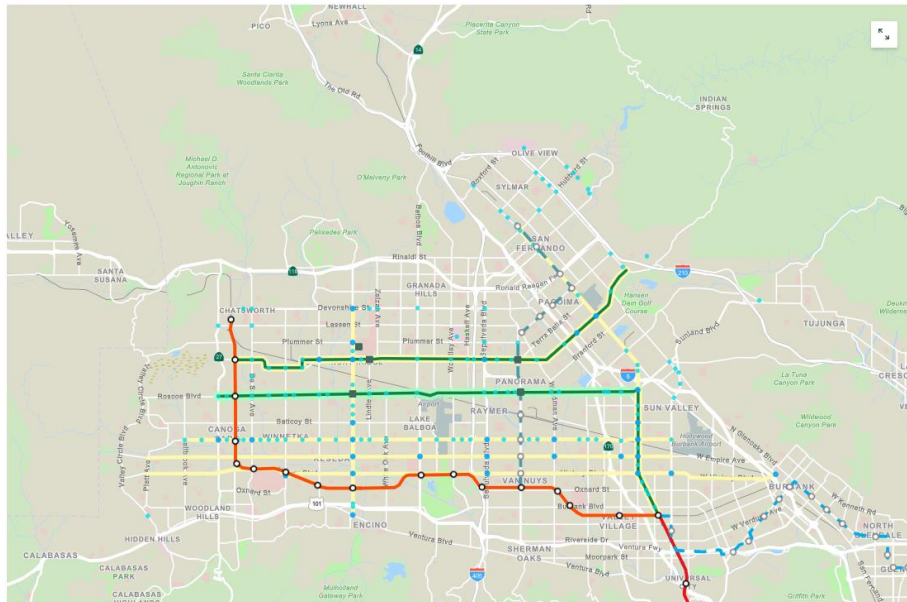
[Նախագիծ մասին](#)
[BRT Ցանցի բարելավումները](#)
[North Valley-ի ժողովուրդագրություն...](#)
[Փոխադրումների կապակցումները](#)
[Հնարավոր վերջնակետերը](#)
[Որո՞նք են BRT Ցանցի բարելավում...](#)
[Metro-ի հետ կապված ջանքերը](#)

BRT Ցանցի բարելավումները

North San Fernando Valley-ի Փոխադրումների միջանցիկ Նախագիծը կբարելավի փոխադրման հուսալիությունը և կապակցումը San Fernando Valley-ում՝ ավտոբուսային արագ փոխադրման (bus rapid transit, BRT) ցանցի բարելավումների միջոցով:

Նպատակները ներառում են՝

- Ավելի արագ, ավելի հաճախակի և ավելի վստահելի ավտոբուսային ծառայություն
- Ավելի շատ կապակցում շրջանային փոխադրումների ցանցի հետ
- Ավելի լավ հասանելիություն ղեպի տարածաշրջանի կարևորագույն նպատակային կետեր



Community Meeting Notices

Noticing of the community meetings to project stakeholders was accomplished via emails (e-blasts), direct mailing to targeted equity-focused corridors, door-to-door flyer distributions, car cards on Metro buses, a notification on Metro’s “The Source” and through Metro’s social media accounts (Facebook and Twitter). A total of five e-blasts were sent notifying the public about the community meetings to a total of 2,851 individual email addresses, with an average email open rate of approximately 36%. Additionally, an e-blast was sent following the conclusion of the community meeting series thanking those who participated, and providing guidance on where to find the meeting materials presented, how to access the project StoryMap and the meeting recording, and a discussion on next steps. All e-blast notifications were distributed in English, Spanish and Armenian. A total of 96,000 flyers in English, Spanish and Armenian were distributed along the BRT Network Improvement corridors leading up to the community meetings (see Figure 3). Additionally, a direct mailing in English, Spanish and Armenian was distributed to 37,366 residential and commercial properties (including both owners and tenants) located in the project area’s equity-focused communities (see Figure 4).

Figure 3. Door-to-Door Flyer Distribution Map

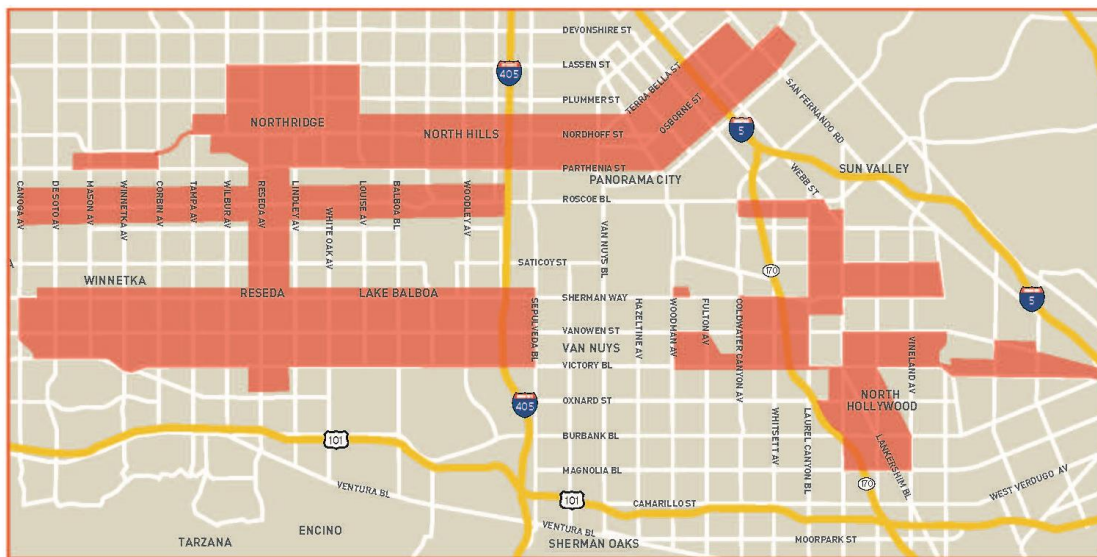


Figure 4. Direct Mailing Distribution Map

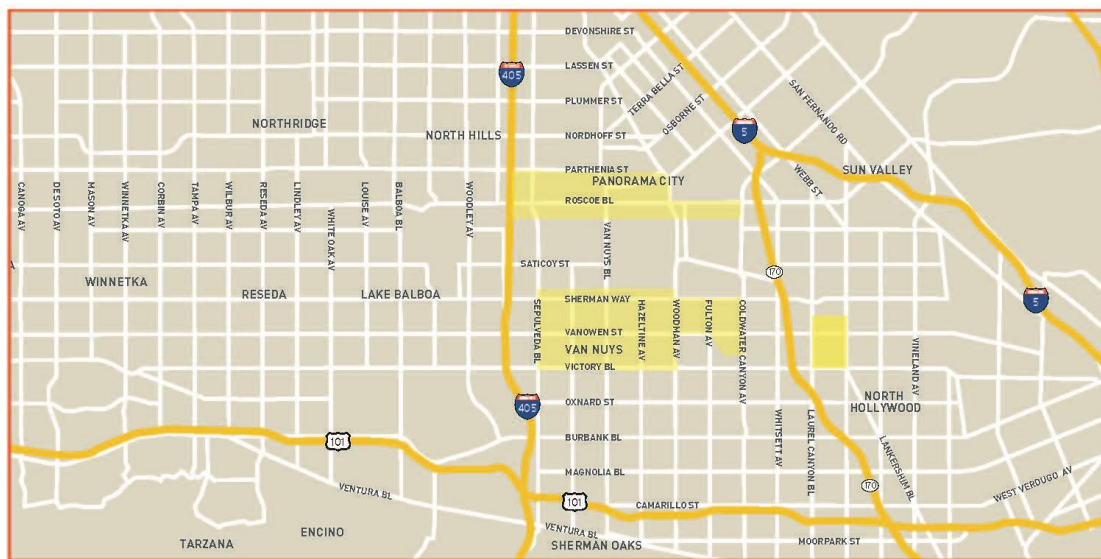


Table 6. Community Meetings

Meeting Date/Time	Location	# of Attendees	# of Comment Cards	# Written Questions/Comments
June 15, 2022, 11:00 AM – 1:00 PM*	Virtual via Zoom	67	N/A	77
June 18, 2022, 10:00 – 11:30 AM	Panorama High School	11	2	5
June 21, 2022, 6:00 – 7:30 PM	Orchard Conference Center, CSUN	41	3	19
Total Comments			5	101

*The virtual meeting time was extended 30 minutes to accommodate responding to questions received.

Community Meeting Format and Materials

The format of the virtual community consisted of a PowerPoint presentation given by the project team followed by a facilitated question and answer session directly after the presentation. To allow for sufficient time to respond to questions and concerns, attendees were asked to submit them via the Zoom Q&A function or via a dedicated text message line. All comments and questions were documented during the meeting, but only responded to following the presentation.

The format of the two in-person community meetings began with meeting boards displayed in an open house setting with project team members available at each station to respond directly to questions and comments from attendees. Following the brief open house, the same PowerPoint presentation used at the virtual meeting was given by the project team followed by a facilitated question and answer session. Attendees were directed to write their questions on speaker cards provided at the sign-in station, as well as before and after the presentation. Upon conclusion of the question and answer session, the open house resumed and attendees were able to discuss their questions and comments directly with project team members.

The PowerPoint presentation provided information on the project background, details of the BRT Network Improvements, outreach conducted to-date, and next steps in the process. In addition to simultaneous Spanish and Armenian interpretation during all three meetings, a copy of all meeting materials was made available in Spanish and Armenian.

Meeting Comments

The majority of the comments and questions received at the community meetings were supportive of the project overall, but expressed concerns or questions regarding specific aspects of the BRT Network Improvements. The community meetings were designed to respond to clarifying questions and many of the questions and comments received were regarding individual aspects of the project.

The following key takeaways and individual comments were received from the community meetings:

- Questions raised regarding ridership projections and daily ridership numbers on the project corridors after BRT Network Improvements implementation.
- Questions raised about potential loss of travel and parking lanes on Nordhoff St.
- Questions raised about including bus only lanes on Nordhoff St and Roscoe Bl.
- Questions and concerns regarding bus bulbs, how they will be implemented, the dimensions of the bus bulbs and how they will interact with vehicles and cyclists.
- Questions and concerns regarding current safety on buses and at bus stops, and how safety will be addressed with implementation of this project.
- Questions regarding inclusion of bicycle infrastructure and bicycle lanes with this project.
- Questions regarding funding for the project compared to the single line BRT, and opportunities for additional improvements.
- Concerns regarding traffic from implementation of this project and how traffic congestion may be mitigated.
- Questions regarding outreach conducted and inclusion of CSUN students during the process.

- Questions regarding specific bus stops, which bus stops will receive amenity improvements, and how the proposed bus shelters will be implemented.
- Questions regarding transit signal priority and how vehicles and buses will interact.
- Questions regarding the proposed zero emission buses and how they will be charged and implemented.
- Questions and concerns about bus frequency and increased service in the North San Fernando Valley. Comments to consider increases to overall frequency, reliability and hours of service.

ENGAGEMENT ACTIVITIES (FALL 2022)

Table

Key Stakeholder Briefings and Presentations

The project team attended one-on-one meetings with key stakeholders to provide an overview of the project, the BRT Network Improvements option, SB 288 process, outreach and engagement, and next steps, as well as gather their feedback.

As shown in Table 7, the briefings and presentations included the following key stakeholders:

Table 7. Key Stakeholder Briefings and Presentations

Meeting Date	Organizations
October 3, 2022	CSUN Leadership
October 17, 2022	Joaquin Miller High School Site Visit
October 20, 2022	Roscoe Boulevard and Nordhoff Street Schools
October 20, 2022	San Fernando Valley Council of Governments
October 25, 2022	Cleveland High School Site Visit
October 26, 2022	Winnetka Elementary School Site Visit
October 26, 2022	Vista Middle School Site Visit

Outreach to CSUN Students

Outreach efforts to CSUN students were conducted at the Associated Students Welcome Week on August 30, 2022 to help ensure that students within the project area were aware of the project and the BRT Network Improvements, and had opportunities to provide feedback. In order to accomplish this, a booth was set up at the event with project boards and materials to showcase the improvements in the North San Fernando Valley. Students were asked to complete a survey by scanning a QR code from a project flyer.

The questionnaire was designed to better understand the characteristics of students in the project area and which elements of the BRT Network Improvements they deemed most important. One questionnaire in both English and Spanish was made available.

Table 8. CSUN Transit Questionnaire

CSUN Transit Questionnaire to Targeted Audience	# of Completed Surveys
English Questionnaire	136
Spanish Questionnaire	0
Total Completed Questionnaires	136

The following key takeaways were received from CSUN transit questionnaires:

- The top bus improvement benefits ranked by CSUN transit riders were: (1) more reliable on-time buses; (2) shorter travel times from bus lanes and transit signal priority; and (3) increased frequency of service. Over half of the respondents indicated they always or usually experience delays due to traffic congestion.
- The majority of respondents indicated having a faster, more reliable trip time would encourage them to use the bus more.
- The majority of respondents ride Metro less than 1 day per week, and about 25% of respondents indicated riding the bus 3-4 days per week or 5 or more days per week.
- Over half indicated their preferred mode of transportation was by car and over half either own or had access to a car.
- The most frequently used bus lines were the 166, 240 and the G line (Orange).
- One third of respondents indicated they had mobility difficulties.

Additionally, the project team presented to the CSUN Associated Students Leadership on October 3, 2022 to provide an update on the project, the SB 288 process and understand additional opportunities to engage with CSUN students during Fall 2022. The project team also plans on attending CSUN's Bikefest on Sunday, October 23, 2022 with a booth and project information to further engage with CSUN students and the community.

Community Feedback During Fall Outreach

During the community outreach process leading up to the SB 288 virtual community meeting in September, additional comments were received via the project email and voicemail. Some comments received during that timeframe did reference support for the project, but generally raised potential concerns and questions regarding the project update.

Key takeaways and individual comments received included:

- Concerns about bus only lanes on Nordhoff St.
- Comments and questions regarding how to learn more about the project and attend the community meetings.
- Comments regarding how the proposed project does not meet the initial goals of the original BRT single line or the needs of transit riders in the North San Fernando Valley.
- Comments and questions regarding the proposed bus only lanes on Roscoe Bl and how that might affect current travel lanes.
- Questions about inclusion of bike lanes or bike infrastructure as part of the project.
- Questions and comments regarding some of the proposed improvements, including where bus bulbs would be located.
- Comments and questions about connections to destinations and other transit opportunities, such as light rail and extending the Roscoe Bl bus line.

September 2022 SB 288 Virtual Community Meeting

A virtual community meeting was held to provide information on the SB 288 exemption process, findings from the project business case and racial equity analysis and information on the BRT Network Improvements. The community meeting was held virtually via Zoom on Thursday, September 29, 2022 and presented background information on the project, the SB 288 exemption process and key details regarding the performance of the BRT Network Improvements under the project business case and racial equity analysis. A question and answer (Q&A) session followed the presentation. The meeting included Spanish interpretation, and all materials were made available in Spanish.

The online StoryMap developed in May 2022 was updated to include information on the SB 288 process, access to the reports and updated maps to reflect the latest version of the BRT Network Improvements. The online StoryMap was made available as part of the notification process for the community meeting. The StoryMap provided background information on the project, SB 288 exemption process and reports, details on the BRT Network Improvements, and interactive maps highlighting the improvements and connections to local and regional transit and destinations in the North San Fernando Valley. The online StoryMap was made available in English, Spanish and Armenian. This format continued to support Metro's goal of providing a safe and equitable environment for all participants during the ongoing COVID-19 pandemic.

Community Meeting Notices

Noticing of the community meeting to project stakeholders was accomplished via emails (e-blasts), direct mailing to targeted equity-focused corridors, door-to-door flyer distributions, a notification on Metro's "The Source" and through Metro's Facebook account. A total of four e-blasts were sent notifying the public about the community

meetings to a total of 2,865 individual email addresses, with an average email open rate of approximately 33%. Additionally, an e-blast was sent following the conclusion of the community meeting thanking those who participated, and providing guidance on where to find the meeting materials presented, how to access the project StoryMap, SB 288 reports and the meeting recording, and information on next steps. All e-blast notifications were distributed in English, Spanish and Armenian. A total of 96,000 flyers in English, Spanish and Armenian were distributed along the BRT Network Improvement corridors leading up to the community meeting (see Figure 5). A direct mailing in English, Spanish and Armenian was distributed to 37,366 residential and commercial properties (including both owners and tenants) within the equity-focused communities in the project area (see Figure 6). Additionally, flyers were dropped off at 38 locations within the corridor targeting locations that are open to the public or familiar within the community, including schools, community centers, libraries and recreation centers.

Figure 5. Door-to-Door Flyer Distribution Map

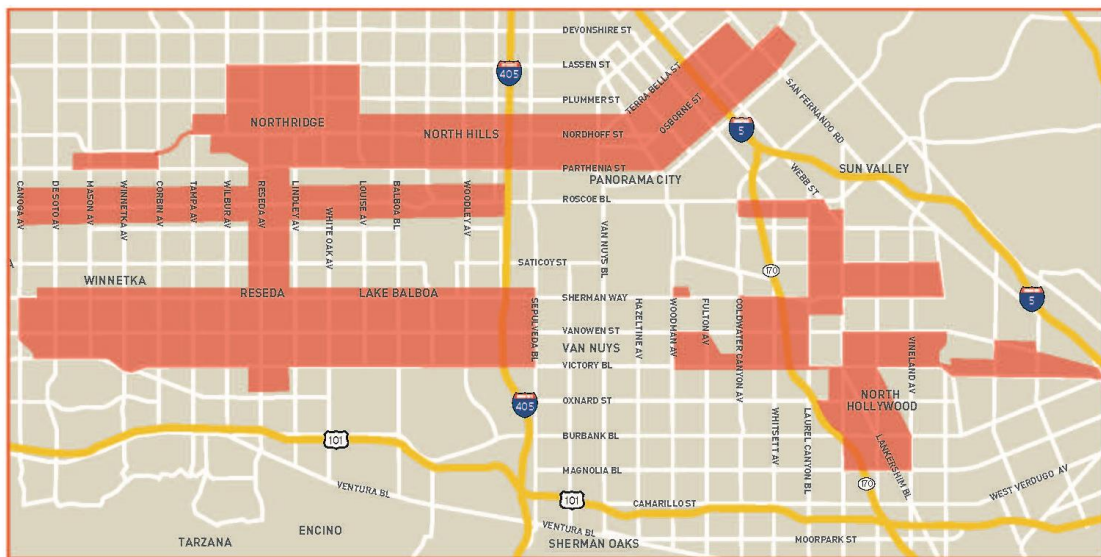


Figure 6. Direct Mailing Distribution Map

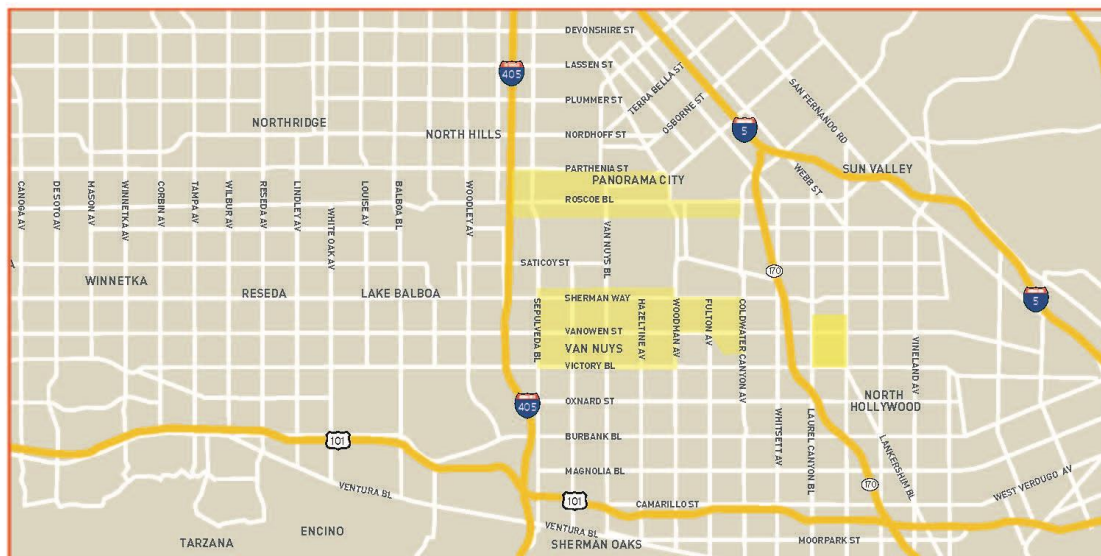


Table 9. September Community Meeting

Meeting Date/Time	Location	# of Attendees	# Written Questions/Comments
September 29, 2022, 6:00 – 8:00 PM	Virtual via Zoom	71	84

Community Meeting Format and Materials

The format of the virtual community meeting consisted of a PowerPoint presentation given by the project team followed by a facilitated question and answer session directly after the presentation. To allow for sufficient time to respond to questions and concerns, attendees were asked to submit questions via the Zoom Q&A function or via a dedicated text message line. All comments and questions were documented during the meeting, but only questions were responded to following the presentation.

During the PowerPoint presentation, information was provided on the project background, the SB 288 exemption process, how the BRT Network Improvements performed in the project business case and racial equity analysis reports, outreach conducted to-date, and

next steps in the process. In addition to simultaneous Spanish interpretation during the community meeting, a copy of all meeting materials was made available in Spanish.

Meeting Comments

The majority of the comments and questions received at the community meeting were supportive of the project overall, but expressed concerns or questions regarding specific aspects of the BRT Network Improvements. The community meeting was designed to respond to clarifying questions and many of the questions and comments received were regarding individual aspects of the project.

The following key takeaways and individual comments were received from this meeting:

- Questions raised regarding ridership projections and daily ridership numbers on project corridors after BRT Network Improvements implementation.
- Questions and comments raised about potential loss of travel or parking lanes on Nordhoff St.
- Questions and comments raised about the project increasing traffic congestion on Nordhoff St.
- Clarifying questions raised about bus only lanes on Nordhoff St.
- Questions and concerns regarding bus bulbs, how they will be implemented, the dimensions of the bus bulbs, and how they will interact with existing lanes, vehicles and cyclists.
- Questions and concerns regarding current safety on buses and at bus stops, bus operator safety, and how safety will be addressed with implementation of this project.
- Questions and concerns regarding unhoused individuals and how the project may help address concerns during implementation.
- Questions regarding inclusion of bicycle infrastructure and bicycle lanes with this project.
- Concerns regarding traffic from implementation of this project and how traffic congestion may be mitigated.
- Questions regarding outreach conducted and inclusion of schools on Nordhoff St and Roscoe Bl during the process.
- Questions regarding bus stops, which bus stops will receive amenity improvements, and how the proposed bus shelters will be implemented.
- Questions regarding specific bus lines, access to bus lines and their current status of service.
- Questions regarding transit signal priority and how vehicles and buses will interact.
- Questions regarding funding for continued operations and maintenance after the project is implemented.
- General questions regarding bus fares and bus rider information.