# Metro C and K Line Operating Plan Update Community Engagement Summary 

prepared for
Los Angeles Metropolitan Transportation Authority
prepared by
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## $1.0 \quad$ Background

Los Angeles Metropolitan Transportation Authority (Metro) is in the process of updating an operating plan decision for the C and K rail lines once the lines connect. As part of the plan updating process, Metro conducted a series of community engagement events to help obtain public input on three alternatives (shown below) for combining the two lines as part of an updated operating plan.

Figure 1. Option for C and K Line Operations


This report summarizes the views and feedback shared by participants during a series of public meetings discussing the proposed alternatives for combining the C and K Lines. The engagement process consisted of three in-person community meetings organized in Norwalk, Redondo Beach, and South LA, with an online option made available for participants joining virtually. Additionally, two focus group meetings were conducted online, allowing participants to provide feedback in a smaller online-only setting.

| Public Meeting | Venue | Date and Time | Number of Attendees |
| :---: | :---: | :---: | :---: |
| Community Meeting 1 | Norwalk City Hall 12700 Norwalk BI Norwalk | $\begin{aligned} & \text { April 24, } 2023 \\ & \text { 6:00 pm } \end{aligned}$ | 13 in person participants |
| Community Meeting 2 | Hilton Garden Inn 2410 Marine Av Redondo Beach | $\begin{aligned} & \text { April 26, } 2023 \\ & \text { 6:00 pm } \end{aligned}$ | 9 in-person participants 39 online participants |
| Community Meeting 3 | Magic Johnson Recreational Center 1050 E 120th St Willowbrook | $\begin{aligned} & \text { April 29, } 2023 \\ & \text { 10:00 am } \end{aligned}$ | 4 in person participants 10 online participants |
| Community Meeting 4 | Zoom | $\begin{aligned} & \text { May 2, } 2023 \\ & \text { 6:30 pm } \end{aligned}$ | 20 participants |
| Focus Group 1 | Zoom | $\begin{aligned} & \hline \text { April 27, } 2023 \\ & \text { 6:00 pm } \\ & \hline \end{aligned}$ | 12 participants |
| Focus Group 2 | Zoom | $\begin{aligned} & \hline \text { April 29, } 2023 \\ & \text { 1:00 pm } \end{aligned}$ | 7 participants |

### 2.0 Key Takeaways

Throughout these public meetings, a few consistent themes emerged:

- Support for each alternative varied depending on the location. Participants from the first community meeting held at Norwalk expressed strong support for Option 1. For the remaining public meetings, more attendees preferred Option 2.
- Participants who preferred Option1 said that having a one-seat ride from Norwalk to the Westside would minimize transfers and encourage more people to use the system. The first option would also benefit the equity-focused communities that are concentrated in certain sections of the C Line.
- Those who opted for Option 2 said that it provided a North-South connection on the Westside, which can help alleviate traffic congestion on the 405. Connectivity to LAX was also one of the reasons participants chose either Option 1 or 2.
- Some participants noted that with the redundancies in Option 3, this alternative might not be the best use of limited public resources. However, those who were traveling from the east to the South Bay shared that Option 3 was the most convenient alternative for them.
- Participants offered suggestions to expand the coverage of all the proposed alternatives. Metro representatives explained that while this was operationally possible, such alternatives would be resource intensive, and there would likely have to be a trade-off with frequency for each line included in such alternatives.
- Improving the transit experience is important to encourage more people to ride Metro. This includes minimizing transfers and increasing the frequency of trains, improving safety, increasing connectivity with other lines, and improving station facilities and pedestrian access.
- Participants were also interested in future expansion plans. Several attendees inquired about Metro's plans to connect the C Line to Metrolink's Norwalk Station.


### 3.0 Highlights of the Public Meetings

The public meetings started with presentations given by Metro staff and Cambridge Systematics facilitators. Metro shared a brief history of the project and explained how certain events led to changes in project sequencing and other factors such as travel patterns, operational issues, and future rail expansion that necessitated or promoted the need for a review of the operating plan. The presenters also showed the travel volumes and ridership patterns along the C Line, and the implications of the various options in terms of resource requirements. The future extensions funded by Measure $M$ were also shared with the participants.

Throughout these meetings, Metro responded to a series of questions posed by the attendees. Several participants asked about the possibility of increasing coverage. Metro explained that the "everywhere to everywhere option" was far more resource intensive (many more trains, operators needed) than the options under consideration. While this would increase one-seat connectivity, there would be a trade-off with train
frequency on each line if existing resources were to be maintained. Metro also elaborated on future plans to connect different rail lines across the County. In response to participants' questions on plans to serve all C Line stations with operation of three-car trains in the future, Metro staff shared that there are four stations with platforms only long enough for two-car trains but that a recently secured grant will cover station upgrades to accommodate three-car trains.

### 3.1 Community Meeting 1

During the first community meeting, where most participants were residents of the Gateway Cities, there was overwhelming support for Option 1. The attendees noted that with Option 1, passengers will have the opportunity to take one seat rides, increasing their access to opportunities. Option 1 would also serve several low-income communities. The participants underscored that transfers are inconvenient and can discourage potential riders from taking public transit since they have to wait for longer periods. For this reason, some participants preferred Option 1 over Option 2. Since there were some redundancies in Option 3, the participants agreed that it would not be the best use of Metro's limited resources.

A few participants also suggested piloting different options and gathering ridership data before deciding which alternative to pursue. Several attendees also shared that pedestrian access to Norwalk Station is limited, forcing riders to walk along the 105 -freeway ramp. There was also an inquiry on Metro's plans to connect the C Line to the Metrolink Norwalk Station.

### 3.2 Community Meeting 2

The majority of participants expressed support for Option 2. Option 2 appealed to several attendees who felt that having a north-south line on the Westside would be beneficial. A participant pointed out that Option 2 would be the most cost-effective alternative to operate and would make the most sense considering future connections to Torrance. Attendees who preferred Option 1 or 2 noted that the connectivity to LAX would be a huge draw to South Bay riders. A participant added that Option 2, in particular, would be more convenient for South Bay residents traveling to LAX and Inglewood. A Lawndale resident preferred Option 2 since Option 1 would require more transfers. An operator on the Green Line suspected that ridership for Option 1 would be limited.

Some attendees were concerned about how the different alternatives will affect travel times and the frequency of trains. Some participants asked Metro to expedite the connection to Metrolink's Norwalk Station, citing its potential to connect LAX to riders from Orange County and the Inland Empire. A few participants also asked Metro to consider using three rail cars.

In addition to discussing the preferred alternatives, some participants also shared their experiences while riding the Metro, including concerns about the homeless population, challenges face by riders with mobility issues, and the lack of station facilities.

### 3.3 Community Meeting 3

The attendees of the third community meeting mostly leaned towards Option 1 or 2 . Option 1 gives access to the Westside and Redondo Beach and serves several low-income communities. However, since it is a long ride, the homeless population might be more enticed to use the system as a shelter. A participant shared that Option 1 offers the most value for money and if Option 2 was selected, the train headways would not improve. Another participant explained that travel time under Option 1 would take much longer, especially
with the planned Hollywood and Torrance extensions. The same participant preferred Option 3, stating that they thought the ridership between Aviation and Rosa Parks was the highest in the C Line.

Other suggestions raised during the meeting include merging all three options similar to how San Francisco operates its Red Lines, avoiding transfer points at Aviation/Imperial Station which may cause delays, and interlining the C and K Lines. As in the previous community meetings, some participants also asked Metro to extend the C Line to connect to Metrolink's Norwalk Station.

### 3.4 Community Meeting 4

The majority of participants who expressed a preferred alternative supported the C-2 option citing budgetary and operator concerns. Participants also thought that having one north-south and one east-west line would I allow for easier connections, make the system easier to understand, and would align well for easier operation of future extensions.

Many of the questions asked during the session were centered around overall system connectivity and operational considerations once the full line is operating. Questions asked included whether the LAX People Mover will have 24 hour service, how long it will take to make the trip between downtown LA and the LAX Airport once the line is complete, how the Inglewood People Mover should connect to the Green Line, and when the Regional Connector will open.

### 3.5 Focus Group 1

Focus group participants were asked to vote at the beginning and end of each session to say which option they preferred. At the start of Focus Group 1, half of the attendees chose Option 2 as their preferred alternative, with all other options receiving votes. By the end of the meeting, the votes for Option 3 and "no strong preference" shifted to Option 2, with the Option 1 and "something else" maintaining their votes. As a participant noted, the focus group likely has an overrepresentation of attendees riding in the Westside and South Bay. Those who chose Option 2 indicated that this alternative will provide a North-South rapid transit route in the Westside, while those who chose Option 1 liked that it entailed the least transfers. Option 3 was the least preferred alternative since riders have to take transfers to reach their destinations.

Figure 2. Which option would you prefer for combining the C and K Line Operations? ( $n=12$ )


There were a number of questions on how the different options would impact the frequency of trains. A few participants emphasized that minimizing transfers would encourage riders to use the rail. Participants also offered suggestions to expand rail coverage such as a hybrid of Option 1 and 2, combining Option 2 and 3, and extending Option 1 and 2 north. Participants also touched on the connectivity with municipal bus lines, the possibility of infill stations in the future, and discrepancies in the platform length.

### 3.6 Focus Group 2

The poll conducted at the start of the meeting showed that Option 3 was the most preferred alternative. After the presentation at the end of the focus group when the poll was retaken, Option 2 emerged as the most popular choice. As part of the discussion, a participant was interested in the other options considered by Metro before the alternatives were narrowed down to three. Additionally, a resident from Orange County shared that while all three alternatives were untenable for him, Option 3 would be the most acceptable alternative. The participant thought that the ridership emphasis is misplaced and that the alternatives presented seemed to prioritize the occasional LAX traveler over everyday Metro riders. Other participants, however, noted that several workers use the C Line to get to the airport. There was also a discussion on the future of remote work and how that will impact ridership.

Figure 3. Which option would you prefer for combining the C and K Line Operations? ( $n=7$ )


## Appendix A. Meeting Notes

Below is a summary of the discussion during the Question \& Answer section of each meeting. Metro staff and the facilitation team responded to questions and comments providing information to help participants understand the three alternatives.

## A. 1 Community Meeting 1

- Consolidating resources behind Option 1 would benefit people currently riding the network and get them to less accessible places. It should be a high priority to maintain one-seat connection to most stations per person in the middle section of the C Line, where the equity community is most concentrated. With this option, particularly west approaching the Aviation corridor, it would be accessible to people in Hawthorne, Watts, etc. This would be the speediest connection to the E Line. Currently, the East and Central areas of the C Line have a well-defined ridership and with Option 1, there's the opportunity to take it north. In contrast, on the Aviation corridor of the current C Line, the ridership market developed less robustly and has seen less recovery post pandemic.
- C1 and C3 offer that connection to the E Line and has larger regional catchment
- Most Gateway cities will support Option 1; take that line and extend further south if needed and leave the Green Line with a one ticket seat all the way to Crenshaw stop. A lot of common sense to design it such that those riding the Green Line can go to Crenshaw with one ticket, otherwise riders have to take a transfer and it's more inconvenient. Transfers are discouraging because people have to wait for longer periods. Those wait times are delays for those riding transit.
- Supports Option 1 because of the one-seat ride to LAX and Inglewood. Hopefully, there will be a good connection to SoFi and Inglewood. What other outreach activities are you doing in Gateway Cities?
- Other outreach activities include survey teams riding the lines and working with partners from Council of Governments before going to the Board with final recommendation
- Is there any way we can trial both Option 1 and 2 (or a combination of both) for six months and see actual ridership numbers and come to a conclusion to which option is best? You never really know until you try it out. It's one thing to see it on paper but people need to see how it actually works.
- The Board can direct Metro to operate one of the options for a trial period. For the C3 option, Redondo Beach does not enjoy direct connection to LAX unlike C1 and C2 with direct ride to LAX People Mover without having to change light rail trains. C3 preserves the majority of existing C Line.
- Doesn't like Option 3. Lots of redundancies; funds should be used as efficiently as possible. Option 2 is not bad, but it is better to have one-seat rides.
- Is there a possibility for Option 4? Every other Green Line train to continue doing what it does now and every other K Line train to continue so there's still through service to existing Green Line and
there's through service north and south in addition to connecting routes. How will the system connect to West Santa Ana branch (WSAB)?
- WSAB is new project from Artesia to DTLA as new light rail line. Proposal to create new Green Line station where West Santa Ana branch would cross over the Green Line alignment, just to the east of 710 freeway in Gardendale area. West Santa Ana branch documentation shows the proposed $C$ Line station in their maps.
- Everywhere to everywhere option - Norwalk to Redondo Beach, Norwalk to Expo, Redondo Beach to Expo for example. It is operationally doable, but the frequency would be half what you would get compared to the three options if budget is limited
- Extend existing Green Line to connect the gap between Norwalk Metrolink and the Green Line station
- Measure M funding plan to connect to Norwalk. Extension project exists but further out to 2057.
- Will your extension of existing east side lines have third phase to continue out to the border of La Habra to connect to OCTA lines?
- A lot of potential future options to connect to other systems but only Green Line to Norwalk Metrolink is in Measure M
- Noticed pedestrians using the 105 freeway to get to the Green Line station. Any plans to make it more pedestrian accessible? There's pedestrian access but people usually have to go all the way around or walk on the ramp
- A brief history on the 105 freeway - the rail line was a mitigation measure that helped the authorities gain approval to build the rail line in the middle of the freeway. Comes with some positives in that it is visible, but it's not the greatest passenger environment in terms of access and the freeway traffic noise
- How about the parking traffic at Studebaker? There are too many cars parked on the residential street
- This may be because there's a fee associated with parking at Norwalk Station. Parking fees were introduced when demand was starting to overwhelm the station.
- The Regional Connector will help with a lot of the passenger congestion on the $B$ and $D$ Lines in DTLA
- The new rail line will go through DTLA; currently light rail lines are separated. Lines will be joined together. Metro is currently testing the system but has no set opening date yet.
- What options are there for extending the $K$ Line further north to the $D$ and $B$ Lines to make a complete line so you can go up to San Fernando Valley without having to pass through DTLA?
- Any of the options would bring the line from Expo/Crenshaw up to Hollywood. There will be connection to both $B$ and $D$ subway lines.
- The Green Line is really slow and takes forever to get to DTLA and Hollywood and change from the Blue to the Green Line; long waits are discouraging to riders. Works in Long Beach pre-pandemic and gets there faster even with traffic by car.
- Working on improved frequency for light rail. Hoping to improve frequency from 15 to 10 minutes on the C Line for off peak weekday and weekends.


## A. 2 Community Meeting 2

- Definitely in favor of Option 1 or Option 3 because connection to LAX is a huge priority. After spending time in Europe, it was disappointing to come back to LAX.
- A critical difference between the three options is that Option 3 does not provide connectivity to LAX Station from all segments. Redondo Beach leg would not be connected to LAX Station. Option 3 prioritizes existing C Line instead of connecting to LAX.
- Prefers Options 1 and 2 with connectivity to LAX; this is a big draw for South Bay riders. Few people from South Bay ride eastbound during work hours. Is Metro planning to run trains through K Line before airport connection is open?
- Construction at AMC Station to operate trains through the station. This was the original plan but more recently, construction is more focused on coordinating LAX and the People Mover train opening days. Not opening K Line operations as soon through AMC and working faster on the AMC project to align opening days is now being explored.
- Supports Option 2. West side of LA is developing quickly and having a coherent north-south line would be beneficial especially with transfers having to be made; LA roads based on a grid. Not sure if South Bay density deserves that quite yet so Option 2 is better; also considering future connections to Torrance.
- A Lawndale resident shared their reservations with Option 1, favors Option 2, and indifferent to Option 3. For $\mathrm{C}-1$ and $\mathrm{C}-2$, riders have one-seat ride to LAX. One-seat ride is beneficial, might be confusing if they have to transfer. If C -1 were to be implemented, riders would have to take the train from Redondo to LAX and from there, take the K Line or C Line. Riders would end up taking three instead of two light rail trips.
- A current operator on the Green Line shared that they don't expect to see enough ridership for Option 1. For Option 2, does Metro anticipate the ridership to increase? Operating two cars between Crenshaw to existing westbound to Redondo Beach - ridership will be packed between the two cars. Option 3 is the best option except passengers don't read signs and they might go past Wilmington to Norwalk. Suggested that one side Norwalk going to Expo, and one side to Marine Station. With Option 3, if you have a train stop, how long will it stay before going westbound?
- Trains would go further east of Willowbrook/Rosa Parks to use crossover to come back. Dwell won't take place on platform.
- Likes C-2. Looking at the bigger picture and future projects, C-2 keeps operations in check for the short and long term. It might be most cost-effective to operate and get more people to use it.
- A lot of people from South Bay supporting C-2 makes most sense to move people from South Bay going to LAX and Inglewood. People are aware of the extension to Torrance; hopes everyone is also considering options.
- LA is hosting the Olympics. How will these lines bring people to and from Olympic areas?
- Some of the venues such as the SoFi stadium are close to the $C$ and $K$ Lines; these lines definitely have a role to play. There will be a substantial influx of people so LAX will be challenged to move more people. Events are scattered across the region. Opening and closing ceremonies will be at SoFi. There are also events at the Coliseum, Crypto Arena, and Downtown Long Beach.
- How much time will it take for the train to get from Norwalk to Crenshaw Station?
- Around 43 minutes, from Norwalk to Expo/Crenshaw Station
- Is the K Line a three-car line?
- The K Line was built to accommodate three-car trains. We have stations on the existing C Line that were built to accommodate two-car trains. LA Metro recently secured a state grant to expand the four stations that currently have two-car platforms to be three-car platforms.
- Option 3: Will the frequency of trains remain the same? Will they share the same track, from Aviation to Willowbrook Station?
- Metro tries to use the same frequency across all lines. Currently, the headway is around ten minutes in peak periods. Pre-COVID, six minutes was the traditional peak headway. It is still feasible to operate the same LOS. We are going through a transitional period for rail. Rebound still not strong on the rail network; unsure when Metro can go back to the sixminute headway.
- We all know Options 1 and 2 are at-grade because of the K Line, is that going to affect travel times compared to Option 3 which is grade separated?
- It would not impact travel times; will be using same speed and equipment, trains scheduled three minutes apart to keep distance between them
- A participant recalled that Option 3 was not the option Metro recommended to the Board. South Bay recommended the option.
- The staff recommendation was C-1 alternative but after deliberation with the Board, they wanted to preserve the C Line, hence, Option 3 was chosen. The critical difference is also that LAX-AMC connector is in place. South Bay has interest in the north-south alignment, but they have to take a position as they make their option. LA Metro meets with them and is waiting for a formal response from South Bay and the Gateway Cities.
- The C Line provides single seat service between Norwalk and Redondo Beach, the Metro Board may want to consider at least a new single seat line between Aviation LAX and Redondo Beach in addition to existing options.
- This is our moment for the Metro network to have a meaningful connection to LAX. One of the characteristics of the network is simplicity and avoiding too many patterns since this adds to the operating cost. Point-to-point service is definitely customer-friendly but extremely expensive because every section of the line is duplicated.
- What about extending the C Line to the Westside to Expo/Bundy and eventually to Veterans Hospital to connect to the E and D Lines?
- We have Torrance extension planned, that will happen first. The second project will extend the K Line further north, these are in the funding measures and have future funding dollars allocated to them.
- Other than the three alternatives, what were the other operating scenarios? Hopes that C Line can still run between Norwalk and Redondo Beach because people will have to connect with A and J Lines. Would prefer C-3 with modifications on the C Line continuing to Norwalk because people have to get off the train at Rosa Parks and transfer to Norwalk using the K Line.
- Everywhere to everywhere option, feasible to do it operationally but the challenge is affordability. This would double the number of rail services that Metro is running. Instead of eight-minute frequency, it may reach twelve or fifteen minutes. A lot of riders make transfers, depends on how convenient Metro could make those transfers.
- The People Mover Station and LA Metro Station are far from each other, especially for those with luggage. How do you go from the Metro Station to the People Mover?
- There are escalators and elevators to connect these systems since they will be on different levels; there are vertical transfer opportunities. One station platform is underneath the other.
- Please make it a priority to connect the K Line to the Expo Line. We can go past LAX. If you get on Red Line to North Hollywood, you have to take the Green Line, Blue Line, and Red Line to North Hollywood. At least 4 transfers.
- West Santa Ana Branch Gardendale Station - Green Line trips can terminate there and be out of way; similar design to San Diego station
- C Line from Torrance - Redondo Beach extension down to Hawthorne Boulevard. Ridership will be higher if it goes down the road.
- Project team has received feedback on this issue
- C Line -Is it possible to start with LAX station?
- timeline for construction of platform extensions not yet clear but we have funding stream for the project
- Bus from Westchester to Green Line - bus transfers have diminished ridership vs one seat ridership
- We operate a bus bridge so people can move between two lines, but it does take an effort to transfer
- Is Metro planning for the future? By 2030, West Santa Ana branch is going to have a station, maybe extend to Norwalk and Santa Fe Metrolink Station. How is this going to impact the lines Metro will use?
- Metro has the West Santa Ana project, other projects in development - opening in early 2030s. Will have brand new station adjacent to C Line and building C Line station to connect those two lines. Whatever option is chosen will accommodate future development. Extension from Norwalk C LIne to Norwalk Metrolink is another Measure M project but in the 2050s.
- Downtown Regional Connector project - Blue Line to Pasadena. How long will two new routes take in terms of total round trip time and how many new train sets will be required?
- 168 rail cars when service is launched, we will increase operating train sets. We are testing these two new lines - opening maybe later this year.
- Volunteers for Metro's on the Move Program. Unpleasant experience riding the C Line especially with the homeless population.
- Current challenge with homeless population being discussed with the Board - policy involves how to deploy law enforcement and other resources to get people who are not using the system for transportation out of the trains and stations. Major issue for the Metro Board.
- Use Transit Watch app to make reports - take pictures of elevators that are not working; data also used by security to direct resources.
- The elevator goes out of order, it is difficult for the handicapped. Has mixed feelings about the new drivers. The drivers don't want to lower the ramp. Keep in mind the handicapped in whatever service you provide.
- Please report through comment opportunities and note time and vehicle number
- When will Metro start switching signs to reflect patterns from new lines? Union Station still has the yellow circle.
- Metro is working overtime to update the signages
- Appreciates what Metro is doing with the ambassadors, their visibility and presence makes the trains feel safer


## A. 3 Community Meeting 3

- At Aviation LAX, there's a shuttle that goes to Westchester/Veterans from the Green Line. Is the use of that shuttle overwhelming? Curious if there are a lot of trips and transfer activities. Pico Station on

Blue Line where people from the south would switch to the Expo Line. Are people coming from South LA to get to the Expo Line and ride it?

- Shuttle bus typically has 250 riders by day by direction compared to K Line of about 2,000 riders a day. We have seen a small volume transfer off K Line to travel across the C Line. Every Crenshaw line has a bus arriving, but we haven't seen that as the most substantial volume. Expo/Crenshaw and Westchester/Veterans busiest station of the line. Interested in how this will change with direct connection to LAX.
- Looking at shuttle numbers misrepresents what the situation could be because it could affect how people choose to use transit if they didn't have to do that extra step. With numbers being modest, it would be a growth challenge to get people coming from Redondo Beach. One reason that Option 1 is attractive is that information on budget and resources for all three operating patterns is useful and those wanting to use those resources to get the best value. But also, the relatively lean number of train sets for Option 2, we could do Option 1 with less. If Option 2 is selected, the headways on the Green Line as they are today wouldn't get any better. Wants to see a shift for shorter wait times on the Green Line.
- Rail frequency standard across all light rail lines. For any of these options, Metro would offer the same frequency. Right now, Metro operates light rail every ten minutes at peak period, generally twelve minutes frequency off peak. C Line generally has fifteen minutes of frequency off peak but expect to correct that to match headway of other lines. Hopes for eight-minute peak frequency, ten minutes off peak.
- Option 1 and 2 preferred. Option 3 is similar to how $B$ and $D$ Lines are right now. Thinking about municipal buses on the C Line (Torrance to Redondo Beach Station) - GTrans going between Aviation and Willowbrook/Rosa Parks Station, DASH buses available too. There are several Long Beach Transit buses. Connections of these municipal bus lines to C Line?
- Metro has a lot of municipal transit activity providing connections to C and K Lines, would continue to have those lines connect. Lots of opportunities to partner with municipalities and not duplicate their efforts. TAP card option available for municipal agencies
- Density with the section of track between Aviation and Rosa/Parks being the highest in the C Line also one of the slowest parts of the system is why Option 3 is preferrable, but merging all three options would be better - keeping the C Line intact and piggybacking off of what San Francisco does with their Red Line, where a specific train goes to the airport, turns around, driver switches ends, and continues on the same route. K Line will also serve Aviation to Rosa Parks which would make Rosa Parks a major transfer point in the system. However, this includes construction along the upper platforms of the station which Metro might not consider, given their budget cuts. With Hollywood and Torrance extensions, Option 1 would take a lot longer and a lot of trains coming out of the K Line division.
- Preserving C Line - everywhere to everywhere option, Norwalk to Redondo Beach, expanded version of C-3. Goes to every station without having to change trains. Physically possible, but doubles operations. Likely looking at less frequency for each line due to budget limits which matters for people's willingness to use the system.
- Avoid transfer points at Aviation/Imperial Station which may cause delays to the airport. That route can stop at existing Aviation/Century so people do not have to transfer all the way to Imperial
- The reason Metro didn't add stops is that the physical conditions are not set up for a bus stop. Alignment is often subject to road closures, so we have to detour as they get closer to the opening of AMC.
- Interlining $C$ and $K$ Line - how the $B$ and $D$ Lines are now. If that were implemented, would it have the same frequency as B and D Line? Would K Line become C Line at Expo/Crenshaw?
- Metro has to develop a schedule to see if interlining would be required. Can easily train operators. If deemed the best way, it would be great if both division operators trained on both lines.
- Likes Option 1 and Option 2, but has safety concerns on these very long rail trips. The breakup and transfers help alleviate those safety concerns. Option 1 is reaching some of the lowest income communities and it would be no transfers for them. Preference for what's best for the community. Lowest hanging fruit is riding the line. Doesn't like that the C Line makes a curve going north and stops. C Line is central to a few communities and for them to transfer might be an issue but might also be safer.
- It might create a more convenient environment for the homeless to shelter in, a challenge for longer rail lines. Equity focused communities where transit is more vital. The ability to travel further on one train ride is more convenient for the riders.
- How does Metro plan to get railcars from there all the way to Atlantic? Also proposed extending the Green Line to Metrolink Norwalk Station
- Norwalk project in Measure M, further out in the timeline. In terms of regional connector opens in a few months - Board selected combining $A$ and $L$ line. Launching this format end to end. A case of getting used to running this system comes with some complexities but Metro is already in test mode. Homeless issues have to be monitored. Ambassadors are deployed on the C Line.
- Will there be a station near the Commerce Shopping Center?
- Eastside Extension project - Atlantic Station travelling further east. Probably will be implemented in a couple of stages which plans to include a stop at the Citadel Outlets.


## A. 4 Community Meeting 4

- Favors C-3 with a modification of the C Line to continue down to Norwalk so that riders don't forget to get off the train and transfer. Thinks they would have a better travel experience from Redondo Beach to connect to the A and J Lines to or from DTLA. The K Line should operate from Expo/Crenshaw to Norwalk, and Redondo Beach to Norwalk.
- Metro has the tracks and infrastructure; it would be more expensive and would require additional train sets. Providing everywhere to everywhere service would be a full duplication of existing service levels and would require reducing frequency.
- Will the LAX People Mover have 24 hour service?
- That will be up to LAX as they will operate that service. It is likely that if they do not operate a full 24 hours, then they will operate close to that as it will provide a key link for their employees and to things like the rental car facilities.
- How long it will take to make the trip between downtown LA and the LAX Airport once the line is complete?
- The trip will take approximately 45 minutes. Riders would connect to the LAX People Mover train which would be located at the station and would operate very frequently.
- In Options 1 and 2, the C Line stops short of where it would meet with the Inglewood People Mover. Anyone coming up to SoFi or the Forum from South Bay will have to transfer after transferring trains at LAX. It seems clumsy to require a transfer to go 2 more stops to get to the Stadium. Why not run the first train all the way up to the Inglewood People Mover? The Inglewood People Mover will run around $1 / 2$ mile from the Green Line. It would make sense to connect it directly to the Green Line, but it seems to have been designed in isolation and not considered in network planning. Is it possible to extend the C Line north to DT Inglewood Station?
- A subsequent phase would extend Inglewood People Mover to the C Line. Neither the initial or future phases are fully funded. That operation would be revisited when there is more certainty about the Inglewood People Mover project. Metro typically operates shuttles from Hawthorne/Lennox Station to the Stadium. That service would continue until the Inglewood People Mover opened.
- Why can't both be extended up to Expo/Crenshaw?
- There is a short-term power supply issue, but Metro recently received notice of a state grant award to address platform lengths and power issues. In 2018, C-1 and C-2 were designed to have minimum overlap and maximize frequency to allow easy connections.
- Supports C-2 due to budgetary and operator concerns. Also thinks having one north-south and one east-west line will allow for easier connections, and that keeping as east-west and north-south lines sets up for easier operation of future extensions. A short-term solution until phase 2 Inglewood People Mover is completed could be to operate special event trains for events held at the Forum or other nearby venues. LAWA has moved the People Mover opening to 2024 to LAX/Metro Center. Is it possible that the C Line to Aviation/Century will open before the end of 2023, or will its opening be delayed until the entire extension can open?
- Metro had expected ability to operate through LAX Transit Center Station, LAX People Mover train completion date has moved a little. Have found that if Metro delays operating trains through the station, construction would be able to advance more quickly. Metro is working with LAX to align dates. Metro would not open to Aviation/Century Station alone.
- Favors option $\mathrm{C}-2$. What is the relative cost savings are for $\mathrm{C}-2$ compared to $\mathrm{C}-1$ and $\mathrm{C}-3$ ?
- Metro did not want cost to be the major discussion point for the public outreach, but wanted the discussion to be centered around functionality, which is why the options are discussed in
terms of resources. The operational costs would vary by multiple millions of dollars each year. The C-3 option would require around 19 2-car trains, C-2 would use 16 car train sets, and $\mathrm{C}-1$ would use 17.
- Uses Metro one-two times per month from Azusa to LAX by riding to Union Station, transferring to the Blue Line towards Long Beach, then transferring at Willowbrook all for $\$ 1.75$. C-3 would be his choice, but coming from Azusa, what would be his alternative to get to LAX once Regional Connector opens?
- When Regional Connector opens, L Line will become the A Line and he would be able to ride to Willowbrook and take the train across from there to the People Mover. All three options would be equivalent. C-3 wouldn't benefit turns south and doesn't reach the People Mover. Another option would be to ride to downtown, transfer to the E Line and ride south to the People Mover. That trip may be slightly shorter but does involve an additional transfer.
- One of the presentation slides says that over 20 operational scenarios were originally considered what were they?
- Those scenarios date back to the 2018 discussion. Staff can follow up to provide more information. Many of the options were ruled out due to technical reasons.
- Happened across the meeting notification on Twitter, but it was not reflected on metro.net/calendar. Hopes in future will consider having added to the calendar.
- What is the opening date for the Regional Connector?
- Trains have been operating a full schedule in testing mode since April 9. Once Metro can obtain CPUC approvals, an opening date can be established. An announcement from the CEO is pending, but it will be coming soon within 2023.


## A. 5 Focus Group 1

- C-2 is the most useful and practical option because people are coming from east/west and trying to go to LAX and if they want to go north, they can transfer. Feels like having as many transit options as possible is important. LAX is a big transportation hub; there's opportunities. Short-term worker availability and feasibility might be an issue, but maybe next time there could be 3 lines. Maybe one that could go to Torrance or a combination of C-2 and C-3. Doesn't understand why Norwalk Station isn't connected to Metrolink.
- There is a project, but still in the distant future to link the existing Norwalk Station from the C Line to the Metrolink station.
- Everywhere to everywhere alternative - expand the C-3 option by expanding the Green Line alignment to Norwalk and north-south alignment at Redondo Beach. It's not an infrastructure challenge but Metro would double the amount of rail service and increase the operating budget. The other way to do it would be to reduce the service and the frequency would be less. There's a tradeoff between one seat rides and more frequency of lines.
- For Option 2, one thing to consider is the combination of LAX and Marina del Rey. The extended chokepoint for traffic from Santa Monica to South Bay would be an advantage for Option 2. With regards to Option 3, it's cutting usefulness. Transit riders are taking routes with more than one transfer. Doesn't see any benefit of extending to Torrance if it doesn't connect anywhere other than taking transfers.
- One of the notable differences is that for $\mathrm{C}-3$ not all stations have direct access to LAX. With the other two alternatives, all stations on any part of the network enjoy a direct connection to LAX. C-2 does align with the regional travel pattern for the western end with north-south concentrations of movement.
- Shoutout for C-1 option. Takes C Line from end to end. Choosing C-1 gives riders the option not to transfer to go all the way up to the Expo Line. For these surveys and focus groups, do you capture where people start from where they live to ensure that results aren't skewed?
- Yes, survey includes home zip code to cross check the different lines and see what the distribution is for the zip codes.
- Thinks Option 3 is the worst. Strong transit network has short headways to minimize time, especially if riders have several transfers. For people waiting at stations, this can be a strong deterrent.
- Likes idea of the line going past LAX Station to Inglewood; would facilitate people going to games. Metro has to facilitate many rides north of Expo Station. A lot of factors outside of Metro make it hard to use the lower end of C Line. Would like Options C-1 and C-2 extended north. Is there precedent for ending a train midline? Like C-3 and C-2 stopping and going back around?
- Not sure what LAX's plans are for the flyaway network - most rail operation has been end to end without active use of short lines. It is doable and feasible but adds complexity with mix of protocols and switch tracks.
- On K Line portion - at grade, while operationally you can move trains faster there might be standards that Metro abides by.
- Is it possible for any one of these options anytime in the future?
- The Board's intent was to select the option that could be piloted and consider the results of testing. Interested in a permanent option since it's expensive to redo signage and other arrangements. Definitely some challenges with conducting a pilot and reinstating a different operating plan.
- Platform length discrepancy between different parts of line.
- C Line was built in 1995 as part of the mitigation measures to allow for building 105 freeway. At the time, there were engineering actions which were to build 4 stations with limit of two car vs three-car platforms. All two-car length stations are in the west end of existing line Aviation LAX, Redondo Beach, Mariposa, and Douglas. Metro received state funding to address platform length discrepancy at those four stations.
- Are the anticipated headways six minutes regardless of service pattern? Is there a possibility of making infill stations on C Line in the future? And the line that connects C to K - in the future, can Metro extend the C Line westward?
- Six minutes was traditionally Metro's light rail maximum peak frequency pre-COVID. Metro has the capacity to build back to that level of frequency, but ridership remains subdued. Recovery is 67 percent. The current headway is ten minutes during peak periods. We're looking to get to eight minutes peak frequency but need to hire more operators and more ridership. We have another rail initiative that will open - the Regional Connector through DTLA. Only definite infill station is Santa Ana branch
- Can $\mathrm{C}-2$ continue north to at least the People Mover or K Line north?
- If we look at C-2 option whether Norwalk continued north - yes, additional train sets required. Physically, yes, we can operate further north but operation costs will be higher.
- Excited for the Regional Connector. When looking at arrangements for trains, we need to get people where they want to go and minimize transfers. You have to transfer so many times; as a lifelong Metro rider, doesn't trust transfers. Prefers Option 1 since it requires the least transfers. The goal of light rail is to minimize car travel, the opportunity to travel long distances without transfer. C Line doesn't really take you anywhere. Supports extending the C Line all the way to K Line, hybrid of C-1 and C-2 option. Minimizes transfer and gets people to farther places.
- On extending C-2 option to Expo/Crenshaw Station, Metro can set up more efficient transfers and set trains up to be three to five minutes apart so there can be quick easy transfers between each line if necessary.
- This focus group likely has an overrepresentation of folks riding in the west side and South Bay. Reducing miles traveled by car should focus on getting folks long distances easily. Lots of traffic in the west of the county due to workers from the east (that's why the 10, 105, and 405 freeways are always jammed). If Metro can run long distance lines like Azusa to Long Beach then a line from Norwalk to Hollywood is now a problem (though you could conceivably do this by taking C, to A, to B).
- Challenge is Norwalk to Hollywood - problematic and would offer larger regional catchment.
- What would it take for Metro to consider new heavy rail lines?
- Metro flagging for heavy rail format. The Sepulveda Transit Corridor is an active project under the study. Hopefully operational by mid-2030, minor extension east side in DLTA.
- Sepulveda pass - please don't use monorail since it's completely different infrastructure. Alternate C-2 option for the rest of the day, but during peak hours add dashed line instead of stopping at LAX for a period of three and four hours. Would this be a feasible option since there would be more riders coming in anyway?
- Operationally doable - move the train so they can switch directions.
- What are the future plans of Metro rail? To what extent can Metro proactively plan?
- No overall rail vision plan but Metro needs it. The future rail initiatives already in planning include the Sepulveda Transit Corridor, West Santa Ana Branch, and East San Fernando Valley corridor. Several projects for Metro rail expansion are in the pipeline. There's a framework for continued expansion but other corridors such as Vermont have to be developed as a project. Metro can create a rail vision.


## A. 6 Focus Group 2

- Operating plan of $C$ and $J$ Lines - most important is to keep $C$ Line service between Norwalk and Redondo Beach because Redondo Beach and Torrance people need to make connections at A \& J Lines traveling to DTLA. Suggests one route, Norwalk to Redondo Beach, which would be the C Line. If Option C3 is chosen, it's an okay option with C Line being able to continue to Norwalk. If it starts at Rosa Parks Station, riders will forget to transfer to another train to Norwalk. What were the other 20 operating scenarios considered?
- Option described is the everywhere-to-everywhere option. One of the options the Board considered earlier on was to preserve the full C Line, keep Norwalk to Expo/Crenshaw, but take the north-south alignment from the $\mathrm{C}-2$ alignment. This doubles the amount of rail service. There would likely need to be a tradeoff with reduced frequency for each line to be able to budget for operation of that network of lines.
- Suspects that support for Option 3 is because of the audience. Lives in north OC, commutes to South Bay - all 3 options are really bad. If Option 1 or 2 is adopted, can't ride Metro. Option 3 is the least evil. Commute is not shorter using Metro today, but having to transfer adds another 20-30 minutes to the commute time and is untenable. If Option 3 is chosen, might still continue riding Metro. Glad the Metro system is being expanded but ridership emphasis might be misplaced. Metro is forsaking regular riders to give preference to the occasional LAX traveler.
- Anything but Option 3, because getting workers to the airport is an important component of what's happening here. Lives in Long Beach to go to LA. Given the route, travel time with the C Line takes much longer than driving. You stand on the platform, and you can't have a conversation with someone. The system isn't serious about luring people out of cars.
- LAX travel market - AMC connection to the People Mover. C Line was built as mitigation measure for the new 105 -freeway construction but it's designed at the heart of the freeway and picks up noise from surrounding traffic. Acknowledges that waiting environment is not great because of the noise.
- Used to work in El Segundo, takes the Metro at Lakewood Station and gets off at Mariposa. Started working in Venice last year. Commutes from Downey to Venice, is only 15 minutes longer by transit than by car. Can take a ride at Lakewood Station and go to LAX. Get off at Aviation, take Santa Monica bus and use the Metro bike share. Any of the routes will serve airport staff; sees a lot of airport staff taking the C Line, getting off Aviation and taking a shuttle to the airport.
- Remote work will go away, and in-person work will go back soon. Planning for ridership based on COVID is a mistake.


## Appendix B. Sign-in Sheets

Metro

## C \& K Line Operating Plan <br> Public Meeting

| NAME (Please print) | EMAIL <br> Print clearly if you'd fike to be added to email iist | Add to Service Council Email List? | How did you learn abour the meeting? |  |
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Please print your email address clearly if you wish to be added to the email list.


Metro

C \& K Line Operating Plan Public Meeting

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| Serena Liu | mail. Sereraliu (\%)gmil.ccm | $\begin{aligned} & \square \text { Yes } \\ & \square \text { No } \end{aligned}$ | $\square$ Brochure/Flyer $\square$ Facebook Twitter | Email <br> Friend <br> The Source Blog |
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| Vivana Gomer | vgomez@bos-1acounty.gov | $\begin{aligned} & \square \text { Yes } \\ & \square \text { No } \end{aligned}$ | $\square$ Brochure/Flyer <br> $\square$ Facebook <br> $\square$ Twitter | $\square$ Email $\square$ Friend $\square$ The Source Blog |

## C \& K Line Operating Plan Public Meeting

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| Christgg | Christing.ng@gmil.cm |  | Brochure/Flyer Facebook Twitter | Email Friend The Source Blog |
| Kim Wonco | KimFanWang $\theta$ Yakor.Cum | Yes No | $\square$ Brochure/Flyer $\square \square$ Facebook $\square$ Twitter | Email <br> Friend <br> The Source Bligg |
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Please print your email address clearly If you wish to be added to the email list:

## Appendix C. Public Comment Cards Received



## C \& K Line Public Meeting

Most frequently used Bus/Rail Line
Name(optional): $l$ Harar
Times of day most frequently ride:

Please pick your preferred option for the redesigned Metro C Line and K Line rail service:
Option 1
$\square$ Option 2


Option 3


Comments: $\square$ With A Bronze cove
LA Airport couch Be "L "Line (apus)

- How Long wu L The Trip tope Berasen Expo crenshaw cincloonk
$\widehat{\omega}_{\text {metoro }}$ Reunión pública de la línea C \& K
Fecha: $\qquad$ Nombre(opcional): $\qquad$
Líneas de autobús/tren más utilizadas: $\qquad$
Horario del día con más frecuencia de paseo: $\qquad$
Elija su opción preferida para el servicio de trenes Metro C Line y K Line rediseñado:

20pción 1

-Opción 2

-Opción 3

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## $\Theta_{\text {weto }}$ C \& K Line Public Meeting

Date: $\qquad$ Name(optional): Alejandrs Alvarado
Most frequently used Bus/Rail Lines: Y60, C Line, B line, E line
Times of day most frequently ride: $\qquad$
Please pick your preferred option for the redesigned Metro $C$ Line and $K$ Line rail service:

WOption 1

$\square$ Option 2


## DOption 3



Comments: $\qquad$
$\qquad$
$\qquad$

## $\otimes_{\text {metro }} C \& K$ Line Public Meeting

Date: $4 / 24 / 23$
Name(optional): Yvette.
Most frequently used Bus/Rail Lines: Used to ride $910,81, \ldots 460$
Times of day most frequently ride: $\qquad$

Please pick your preferred option for the redesigned Metro C Line and K Line rail service:

Option 1

$\square$ Option 2



Comments: I prefer this route whit would provide
more access $t$ the Wests.cle 4 the rest of tho metro system. Ore seat ride potentials. Option C3 is to redundant $A I$ doit repent it.
$\omega_{\text {metro }}$ C \& K Line Public Meeting
Date: APRIL 2023 Name (optional): ©AILMORAKAM]
Times of day most frequently ride: $\qquad$
Please pick your preferred option for the redesigned Metro $C$ Line and K Line rail service:

$\square$ Option 3


Go past lay FER GREALINT


Comments: dAT STOP AT LAX.


## $\otimes_{\text {metro }}$ C \& K Line Public Meeting

Date: $4 / 26 / 2023$
Name(optional): $\qquad$
Most frequently used Bus/Rail Lines: _C and silver hus
Times of day most frequently ride: $\qquad$

## Please pick your preferred option for the redesigned Metro C Line and K Line rail service:

$\square$ Option 1


DOption 2

-Option 3


Comments: $\qquad$
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## $\otimes_{\text {metro }}$ C \& K Line Public Meeting

Date: $\qquad$ Name(optional): $\qquad$
Most frequently used Bus/Rail Lines: $C, K, L, C^{2}-K$ bus
Times of day most frequently ride: morning
Please pick your preferred option for the redesigned Metro C Line and K Line rail service:
$\square$ Option 1

-Option 2


## $\square$ Option 3



Comments: $\qquad$
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$\qquad$
$\omega_{\text {metro }}$ C \& K Line Public Meeting
Date: $4 / 26 / 23$ Name(optional): Steven
Must frequently used Bus/Rail Lines: $\qquad$ CLine, 40 Metro Bus
Times of day most frequently ride: $\qquad$ Varies

Please pick your preferred option for the redesigned Metro C Line and K Line rail service:
$\square$ Option 1

roptoption 2
Option 2


Option 3


Comments: In favor of Option 2. Option 1 would
mate it more difficult to get to 7 th street Metro station.

## $\otimes_{\text {metro }} \mathrm{C} \& \mathrm{~K}$ Line Public Meeting

Date: $4 / 29 / 23$
Name(optional): $\qquad$
Most frequently used Bus/Rail Lines:
C
Times of day most frequently ride: mos hour, evening
Please pick your preferred option for the redesigned Metro C Line and K Line rail service:

$\square$ Option 2


## $\square$ Option 3



Comments: Option I only

## $\otimes_{\text {weroro }} C \& K$ Line Public Meeting

Date: $4-29-2$
Name(optional): Randy wheeler
Most frequently used Bus/Rail Lines: $K$-Line Because I live in Inglewodicrenste Times of day most frequently ride: When receiving a haircut Cor going to family lac
Please pick your preferred option for the redesigned Metro C Line and K Line rail service:
-Option 1

$\square$ Option 2


## cOOption 3



Comments: Option 3 because of les) congestion of people from traveling to work on the greentine as well also goes from expe/crenshaw to Norwalk, people can save gas arrive at work ontime, also freeways won't be to congested
as well from parking at dipfrent train
ka line stops get to destination l faster

## $\circlearrowleft_{\text {metro }}$ C \& K Line Public Meeting

Tune $84129 / 0023$
 Most frequently used Bus/Rail Lines: Times of day most frequently ride: s: $A, B, C$ Please pick your preferred option for the redesigned Metro $C$ Line and $K$ Line rail service:
$\square$ Option 1

-Option 2


## $\square$ Option 3



Comments: $\qquad$
$\qquad$
$\qquad$
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## $\otimes_{\text {metro }}$ C \& K Line Public Meeting

Date: $2023 / 04 / 29$


Name(optional): Jer imiah Phillips Most frequently used Bus/Rail Lines: $204 / 754 / 720 / 901 / 802 / 803 / 804 / 761$
Times of day most frequently ride: $\qquad$

Please pick your preferred option for the redesigned Metro C Line and K Line rail service:


Comments: $\qquad$
$\qquad$
$\qquad$
$\qquad$

Tally of comment cards received:

| Option 1 | 6 |
| ---: | :---: |
| Option 2 | 4 |
| Option 3 | 1 |
| Selected more than one option | 1 |
| Total comment cards completed | 12 from 46 total in-person participants |

