

# Outreach Summary Report

## In-Person Neighborhood Walks

### C LINE (GREEN) EXTENSION TO TORRANCE



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January 2023

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### Abbreviations/Acronyms

- EIR ..... Environmental Impact Report
- Metro ..... Los Angeles County Metropolitan Transportation Authority
- ROW ..... Right-of-Way

## 1. INTRODUCTION

This report summarizes outreach efforts (neighborhood walks) held during Spring 2022 as part of the Metro C Line Extension to Torrance Project. Due to the COVID-19 pandemic and LA County Health restrictions, the in-person walks were anticipated to take place in early-Fall 2021, but were delayed to Spring 2022 in order to adhere to the latest guidelines. During that time, virtual neighborhood walks were made available using the ArcGIS Esri software program, StoryMaps to offer community members the option to still participate in a virtual walk prior to and in addition to in-person walks. The virtual walks included interactive maps of each walk route with narrated videos and captions of specific segments along each route. Over 1,600 users have visited the virtual neighborhood walk site and over 2,500 page views (as of Summer 2022) and the virtual walks can be found at <https://arcg.is/H9TrW>.

The in-person neighborhood walks were orchestrated to adhere to current LA County Health guidelines so that community members could participate in the project team led walks while socially distanced. The walks provided a project update and focused on listening to the community to understand how certain segments of the Metro-owned right-of-way (ROW) and Hawthorne Boulevard alignment options will impact the existing conditions. The walks were an opportunity to listen and address comments and concerns on a localized neighborhood level. The walks were scheduled on both weekday mornings and weekend mornings to accommodate the communities varying schedules and to allow multiple opportunities to ensure group sizes do not exceed health guidelines. Each group had at least two dedicated team members to lead the walk and facilitate discussion and take notes. Printed materials provided to participants included walk maps, fact sheets, contact cards and comment cards. All materials were available in English and Spanish.

## 2. NEIGHBORHOOD WALK NOTIFICATIONS

Prior to the walks, targeted outreach was conducted to project stakeholders via email (e-blasts) and door-to-door flyers announcing the availability of the neighborhood walks and how to register. A deadline was set for the registration to ensure sufficient time to organize each walk and ensure adequate groups sizes for social distancing and effective dialogue between project team members. A total of three e-blasts were sent to over 2,100 unique email addresses notifying the public about the neighborhood walk registration with an average open rate of approximately 39%. All e-blast notifications were distributed in English and Spanish. A total of 32,000 flyers in English and Spanish were distributed to homes and businesses within a one-mile radius of the Metro ROW and Hawthorne Boulevard alignments being studied, including the entire City of Lawndale announcing the registration and availability of the neighborhood walks. An additional 18 e-blasts were sent notifying and reminding those registered for each walk with an average open rate of approximately 69%. A map of where flyers were distributed is included as Figure 1.

**Figure 1. Flyer Distribution Map: One-Mile Radius**

Source: The Robert Group, 2022

### 3. NEIGHBORHOOD WALK FACILITATION AND PARTICIPATION

A total of eight walks were held with an opportunity for one weekday morning and one weekend option for each walk. The walks were held in areas that were accessible by foot and offered the most visibility of the either the Metro ROW or Hawthorne Boulevard or both. Additionally, each walk included specific areas of concern or design considerations for street crossings, station access, safety, traffic, parking, noise and vibration, sightline aesthetics, landscaping, among others. The walks were held at alternate days and times in order to accommodate the many stakeholders' schedules and these additional opportunities were designed to be transparent and inclusive in order to adequately respond to many questions.

Four additional neighborhood walks were held with community members at the request from residents and community groups along the Metro ROW in Redondo Beach and Lawndale. The additional neighborhood walks were coordinated with key stakeholders during days and times that accommodated the majority of residents' schedules. Additionally, the walks and meeting areas were held in locations at the request of residents and areas that offered the most visibility of residential neighborhoods and the Metro ROW. Table 1 provides the date of each walk and the approximate number of attendees. The

walks were approximately 1.5 hours in length. Details of the walks are provided in Table 1, Figure 2, and Figure 3.

**Table 1. Neighborhood Walk Details**

Walk Date	Walk Route	# of Attendees
March 2, 2022; 8am	Condon Ave/Metro ROW Walk (Walk 1)	25
March 5, 2022; 10am	Condon Ave/ Metro ROW Walk (Walk 1)	35
March 3, 2022; 8am	Hawthorne Blvd (North) Walk (Walk 2)	19
March 5, 2022; 12pm	Hawthorne Blvd (North) Walk (Walk 2)	22
March 9, 2022; 8am	South Bay Galleria Walk (Walk 3)	28
March 12, 2022; 10am	South Bay Galleria Walk (Walk 3)	41
March 10, 2022; 8am	Metro ROW/Hawthorne Blvd (South) Walk (Walk 4)	21
March 12, 2022; 12pm	Metro ROW/Hawthorne Blvd (South) Walk (Walk 4)	29
April 11, 2022; 12pm	South of 182 St/ Metro ROW & Firmona Ave (Additional Walk <sup>1</sup> )	59
May 11, 2022; 2:30pm	Breakwater Village & Metro ROW (Additional Walk <sup>1</sup> )	60
May 11, 2022; 2:30pm	Grant Ave & Metro ROW (Additional Walk <sup>1</sup> )	43
May 11, 2022; 4pm	172 <sup>nd</sup> St & Metro ROW (Additional Walk <sup>1</sup> )	12
<b>Total Attendees</b>		<b>394</b>

Source: The Robert Group, 2022

<sup>1</sup>Additional walks were requested by resident and community groups.

**Figure 2. Neighborhood Walk Routes**



Condon Ave/ Metro ROW Walk Route 1



Hawthorne Blvd (North) Walk Route 2



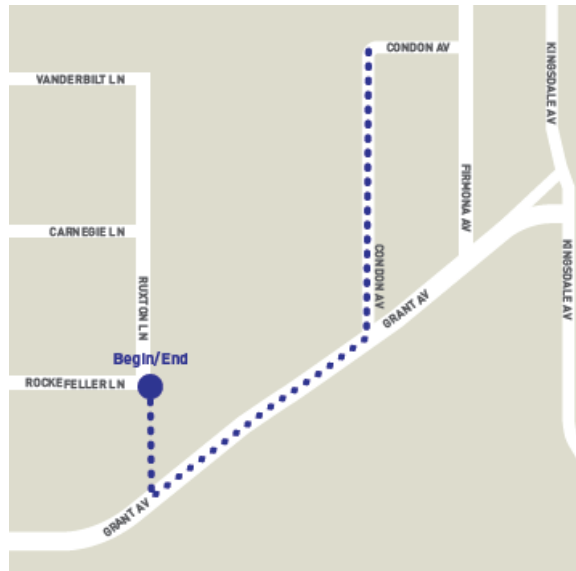
South Bay Galleria Walk Route 3



Hawthorne Blvd/ Metro ROW (South) Walk Route 4



South of 182 St/ Metro ROW & Firmona Ave  
(Additional Walk)



Grant Ave & Metro ROW (Additional Walk)

Source: The Robert Group, 2022

**Figure 3. Neighborhood Walks**



Condon Ave/ Metro ROW Walk (Walk 1)



Hawthorne Blvd (North) Walk (Walk 2)



South Bay Galleria Walk (Walk 3)



Metro ROW/Hawthorne Blvd (South) Walk (Walk 4)

Source: The Robert Group, 2022

## 4. NEIGHBORHOOD WALK FEEDBACK

During the neighborhood walks, comment cards were made available at sign-in tables and throughout the walks. Additionally, each group-led walk was accompanied by notetakers from the project team to record verbal comments and questions. Table 2 provides the number of comment cards received during the walks.

**Table 2. Neighborhood Walk Comment Cards**

Neighborhood Walk Route	# of Comment Cards
Condon Ave/Metro ROW Walk 1	7
Hawthorne Blvd (North) Walk 2	2
South Bay Galleria Walk 3	3
Hawthorne Blvd (South) Walk 4	0
Grant Ave & Metro ROW (Additional Walk <sup>1</sup> )	1
Breakwater Village & Metro ROW (Additional Walk <sup>1</sup> )	9
182 <sup>nd</sup> St/Metro ROW & Firmona Ave (Additional Walk <sup>1</sup> )	2
<b>Total Comment Cards Received</b>	<b>24</b>

<sup>1</sup>Additional walks were requested by resident and community groups.

The following key takeaways were received from each walk.

### 4.1 CONDON AVE/ METRO ROW WALK 1 KEY TAKEAWAYS

- > Concerns with safety around the tracks and at crossings, especially with children. Additional concerns of an increase in crime and homelessness with implementation of the project.
- > Concerns of noise and vibration with the project and questions on how that may be mitigated.
- > Comments and clarifying questions regarding design and operations, such as depth of trench, measurements of tracks, shifting freight and number of tracks and utility relocation.
- > Comments on a need for a station in Lawndale.
- > Concerns of potential property impacts and change in property values.
- > Support for a neighborhood path, but would like more specifics, including landscape features.

### 4.2 HAWTHORNE BLVD (NORTH) WALK 2 KEY TAKEAWAYS

- > Concerns of noise and vibration with the project and questions on how that may be mitigated, such as soundwalls and sound dampening.
- > Comments and clarifying questions regarding design and operations, such as measurements for the elevated structure, station locations, removal of median and parking, ridership and costs.
- > Comments expressed a need for a station in Lawndale.
- > Concerns of potential encroachments and property impacts, especially near Grevillea Ave and I-405.

- > Questions regarding potential loss of parking in median and possible replacement.
- > Questions raised about pedestrian and bike access and if safety measurements for bikes and pedestrians will be included with the project.

### **4.3 SOUTH BAY GALLERIA WALK 3 KEY TAKEAWAYS**

- > Comments and clarifying questions regarding design and operations, such as measurements and design of the elevated structure and design of the light rail on the Metro ROW, station locations, at-grade crossings, removal of median and parking, ridership and costs.
- > Concerns and questions about potential loss of parking, parking replacement and increase in traffic from the project.
- > Concerns of safety with vehicles and pedestrians. Additional concerns of potential increase in crime and homelessness with implementation of the project.
- > Concerns of noise and vibration with the project and questions on how that may be mitigated, such as soundwalls and fencing.
- > Concerns about potential property impacts and property values.

### **4.4 METRO ROW/HAWTHORNE BLVD (SOUTH) WALK 4 KEY TAKEAWAYS**

- > Comments and clarifying questions regarding design and operations, such as measurements and design of the elevated structure and design of the light rail tracks on the ROW, station locations, crossings at 182<sup>nd</sup> and 190<sup>th</sup> St, and visual representative graphics.
- > Concerns of noise and vibration with the project and questions on how that may be mitigated, such as soundwalls and train horns.
- > Questions about pedestrian and bike access and those needing ADA access.
- > Questions about property impacts, encroachments and property values.
- > Questions about the construction process and schedule.

### **4.5 SOUTH OF 182<sup>ND</sup> ST/ METRO ROW & FIRMONA AVE ADDITIONAL WALK KEY TAKEAWAYS**

- > Comments and questions regarding the construction process and how impacts are addressed from noise, vibration, trucks and if there is potential compensation to homeowners during construction.
- > Questions regarding the current freight tracks, including if they will be moved, upgraded or removed.
- > Questions regarding the dimensions and proximity of both the light rail and freight tracks being studied.
- > Questions and concerns regarding noise and vibration and if there will be features such as soundwalls and/or fencing with the project.
- > Concerns of property impacts and a potential decrease in property values.
- > Concerns and questions of potential derailment and project features to prevent or protect residential homes from derailment.
- > Concerns of potential increase in crime and homelessness with implementation of the project.

- > Concerns and questions regarding the existing pipeline and utilities and the potential impacts during construction of the project.
- > Concerns of lack of outreach and residents not involved in previous meetings.

#### **4.6 BREAKWATER VILLAGE ADDITIONAL WALK KEY TAKEAWAYS**

- > Residents voiced concerns of potential impacts to property values and affects to senior residents that live on fixed incomes.
- > Concerns of noise and vibration with the project and questions regarding mitigation efforts, such as soundwalls. Comments noting they currently experience a quiet neighborhood and are concerned that the project that could potentially negatively affect quality of life.
- > Comments raised regarding issues with current soundwall and structural integrity issues with the apartment building. Comments raised regarding damage to potential soundwalls from freight operations.
- > Questions raised regarding dimensions, light rail configurations and locations of the light rail and freight rail tracks in proximity to Breakwater Village.
- > Questions raised regarding the decision process and how to provide feedback on the project.

#### **4.7 GRANT AVENUE & METRO ROW ADDITIONAL WALK KEY TAKEAWAYS**

- > Concerns of potential property impacts and a decrease in property values from construction and implementation of the project.
- > Concerns of potential impacts with existing pipelines and utilities along the Metro ROW during construction of the project.
- > Questions regarding the dimensions of the light rail, retaining walls and proximity to residential properties.
- > Concerns of noise and vibration with project during and after construction.
- > Questions regarding the decision process and how comments are submitted and included in the project. Several questions about the Draft EIR process, what's included and how to access materials.

#### **4.8 172ND ST & METRO ROW ADDITIONAL WALK KEY TAKEAWAYS**

- > Concerns about potential property impacts during and after construction to fence walls along the Metro ROW.
- > Concerns about potential negative impacts to property values and quality of life.
- > Questions were raised about dimensions of the light rail and proximity of trains to residential properties along the Metro ROW.
- > Concerns about visual aesthetic and sightline concerns from both the view of the trains and passengers viewing into homes and backyards.
- > Questions raised regarding construction, including duration, time of day and potential impacts.
- > Concerns raised from Lawndale elected offices regarding lack of outreach to City of Lawndale and desire for a no build alternative.

## 5. NEXT STEPS

The comments and questions received during the in-person neighborhood walks will be reviewed by the project team to inform the design approach and analyzed, where relevant as part of the environmental study. The Draft Environmental Impact Report (EIR) is anticipated to be available for review and public comment in early 2023, followed by public hearings in the Project Area to gather additional community input on the draft environmental document.