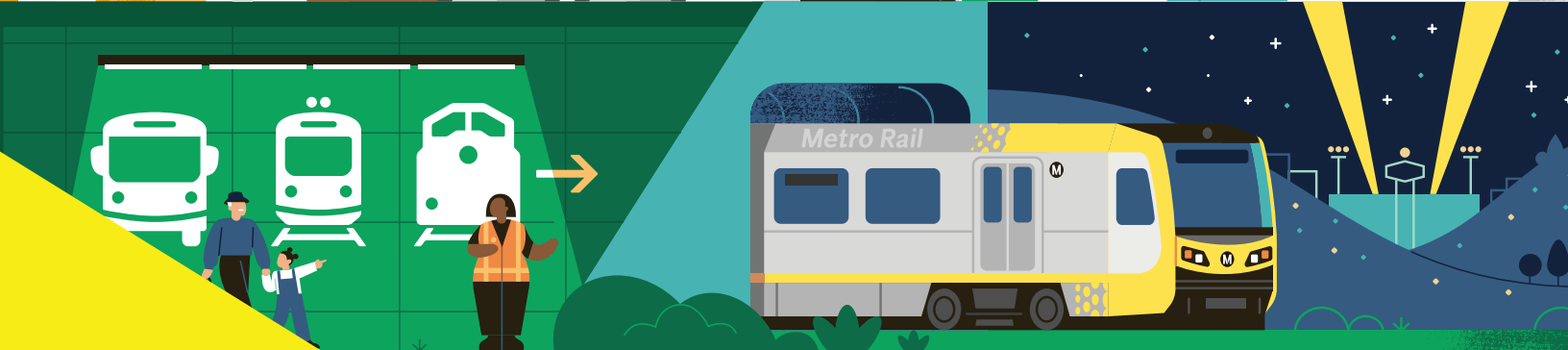


# 2022 Community-Based Partnership Program Documentation Report

WE'RE PLANNING A NEW WAY TO RIDE ON VERMONT.

## VERMONT TRANSIT CORRIDOR



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# Executive Summary

## Background

The study area for the Vermont Transit Corridor extends 12.4 miles from Hollywood Boulevard in the north to 120th Street in the south. The study area map is illustrated as Appendix A. It is the busiest north-south travel corridor in the entire Metro system with about 45,000 daily boardings pre-COVID, connecting the B/D Lines (Red/Purple), the E line (Expo) and C Line (Green), and various east-west bus lines to many key activity centers, including educational, cultural, medical, governmental, and faith-based institutions.

The Vermont Transit Corridor is a Measure M project with \$425M in funding for improvements. To prepare for those improvements, Metro has completed two studies:

- > Vermont Transit Corridor Bus Rapid Transit Technical Study
- > Vermont Rail Conversion Feasibility Study

In February 2017, Metro identified two promising Bus Rapid Transit (BRT) alternatives for the project when it concluded the Vermont Transit Corridor BRT Technical Study. In March 2019, the Vermont Rail Conversion Feasibility Study identified several feasible rail modes and further evaluated the BRT alternatives to ensure that they not preclude a future conversion to rail.

In April 2019, the Metro Board directed its staff to advance both BRT and rail concepts into the environmental review. At that same time, the Board directed staff to study the feasibility of extending these BRT and/or rail concepts further south – evaluated separately as the Vermont Transit Corridor South Bay Extension Feasibility Study which was completed in December 2021.

Prior to the Vermont Transit Corridor Project moving into the environmental review process, Metro conducted a pre-environmental, community-based planning effort aligned with agency’s Equity Platform Framework that has successfully elevated the voices of stakeholders who live, work, play, study and/or worship along Vermont Avenue. The purpose of the community-based planning approach is to engage with community partners and stakeholders early to build a common vision for the corridor, listen to their transit needs and concerns, and incorporate their feedback into the development of an equitable transit solution for the corridor.

Over a seven-month period, from December 2021 to June 2022, Metro partnered with community-based organizations, faith-based groups, and local neighborhood groups to solicit feedback about the types of improvements that should be planned for the Vermont Transit Corridor (VTC) Project.

## Project Timeline



**ONGOING PUBLIC PARTICIPATION**

## Community-Based Outreach

This report documents the activities completed as part of the Community Partnership Program, highlights the findings of all engagement efforts and recommends next steps for planning transit improvements along this important corridor.



*Local neighborhood groups provided feedback about improvements that should be planned for the VTC Project.*



*This process included a wide range of opportunities for feedback that were designed to be transparent and inclusive.*



*The Metro team gathered feedback regarding technical aspects of the study, proposed BRT and rail concepts, potential station locations, and general comments regarding project funding, ridership, and preferred alternative selection process.*



## Purpose

The purpose of the community-based planning process was to:

- > Promote project awareness of the Vermont Transit Corridor.
- > Ensure that community stakeholders had an opportunity to better understand the transit options being considered and provide feedback.
- > Partner with community-based organizations with deep roots within the corridor to meaningfully engage stakeholders.
- > Establish a vision for the corridor and re-evaluate the project goals and objectives.
- > Identify near-, mid-, and long-term transit improvements for the corridor.

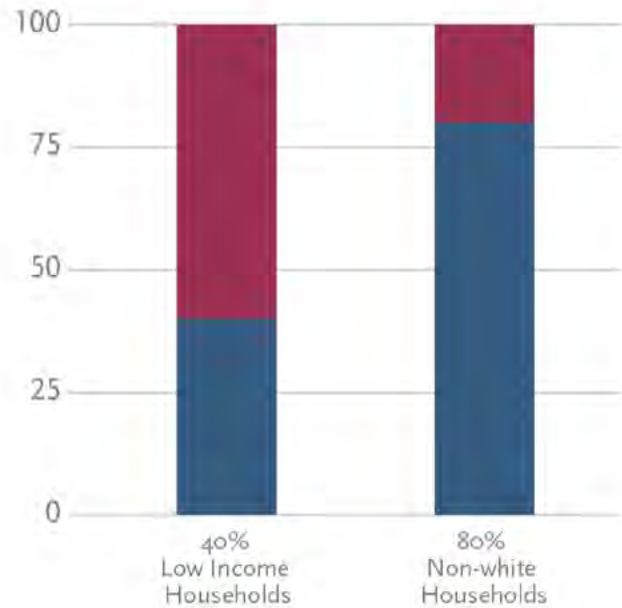
## Program Area

The 12.4-mile-long corridor traverses six Los Angeles City Council Districts, two Supervisorial Districts, 14 neighborhood councils and many key educational, cultural, medical, social and faith-based centers. The various communities that make up the VTC include, but are not limited to: East Hollywood, Thai Town, Little Armenia, Little Bangladesh, Wilshire Center, Koreatown, West Adams, USC Village, Expo Park, Vermont Square, Vermont Knolls, Vermont Vista, Broadway-Manchester, and Westmont-Athens.

All corridor-wide communities are considered Equity Focused Communities given their socioeconomic characteristics where more than 40% of households are low income (making less than \$35,000 annually), 80% are non-white and 10% do not have access to a vehicle.

## Equity Focused Communities

Metro identified communities throughout the corridor that are considered Equity Focused Communities given their socioeconomic characteristics.

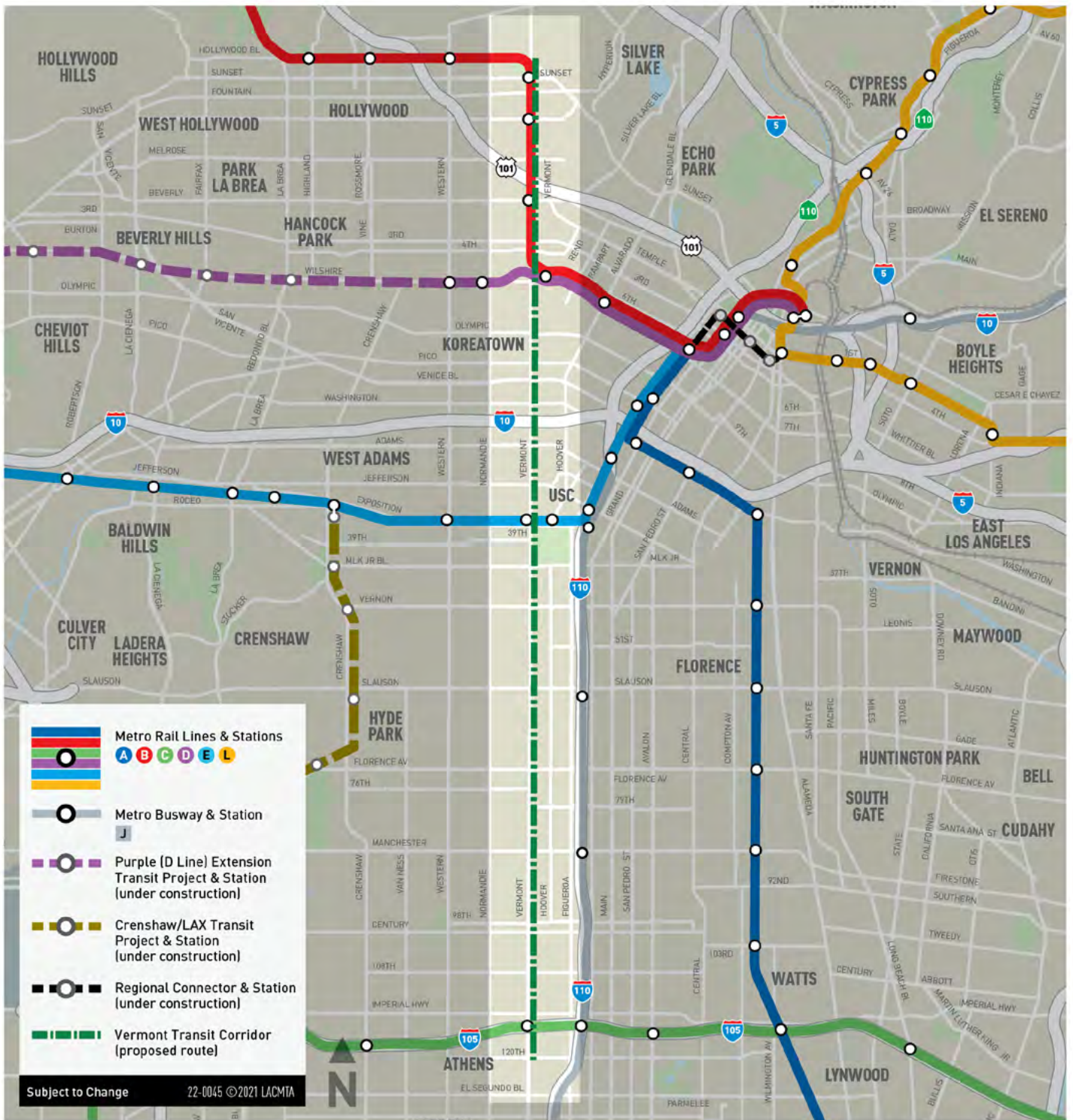


As of May 2022



We engaged area stakeholders by partnering with community-based organizations throughout the corridor.

# Vermont Transit Corridor Study Area



## Engagement Approach

As an agency, Metro ensures people can reach everyday destinations, such as jobs, schools, healthy food outlets, and healthcare facilities, safely and reliably. For Los Angeles County as a whole, but specifically for the Vermont Transit Corridor, public transportation services play an essential role for people who depend on it – such as those that are unable to drive or do not have access to personal vehicles; low-income adults; children; individuals with different abilities; older adults, among other populations. Transit investment along the Vermont corridor is a critical equity issue because improvements will provide people with faster, more reliable mobility options and improve access to employment, community resources, medical care, and recreational opportunities that, in turn, drastically improve the quality of life for area stakeholders.

Transit investment along the Vermont corridor is a critical equity issue because improvements will provide people with faster, more reliable mobility options and improve access to employment, community resources, medical care, and recreational opportunities that, in turn, drastically improve the quality of life for area stakeholders.

To capture the feedback of the diverse stakeholders that make up the Vermont Transit Corridor, Metro implemented a comprehensive engagement program that included:

- > Market Research Surveys
  - 9 focus groups
  - 1 telephone survey
  - 1 online survey targeting transit riders at 6 key bus stops along Vermont Avenue and via Metro’s Transit app
- > 11 pop ups at community and school events
- > 21 briefings with key institutional stakeholders
- > 4 community listening sessions
- > Community-Based Partnership (CPP)
  - 32 community conversations hosted by 20 Community-Based Organization (CBO) partners

Outreach was conducted in Armenian, English, Korean, Spanish, and Thai to ensure that all groups participated in the process. In addition, the team connected with stakeholders that spoke Russian, Bangladeshi, and Zapotec (an Indigenous dialect from the southern part of Mexico).

Project Information was shared by Metro via virtual and in-person meetings, community events, project website, The Source/El Pasajero blogs, social media posts and email campaigns.

## Outreach Overview



## Community-Based Organization Partnership Program

A key aspect of the engagement approach was the implementation of a CBO partnership program that provided stakeholders with various opportunities to engage with Metro. The conversations also allowed Metro staff with the chance to listen to the community and know what they want and need – which is the guiding principle of Metro’s Equity Platform Framework.

Metro partnered with 20 community and faith-based organizations that provide services along the Vermont Transit Corridor to engage with their network of stakeholders who traditionally do not engage with Metro on transportation planning projects.

Metro’s CBO partners shared information through their email and/or text message campaigns, WhatsApp community group chats, newsletters, websites, announcements made at gatherings, flyer distributions and hosted community conversations to elicit feedback from stakeholders on their experiences riding Metro, their current transportation needs, and future vision for transit improvements along Vermont. Collectively, CBO partners hosted 32 virtual and in-person community conversations throughout the entire corridor.

Through these various engagement activities, more than 6,000 stakeholders actively participated sharing their thoughts for future transit improvements along Vermont.



*Collaborative communication is key when reaching out to large bodies of people. Listening to each individual response is imperative to learning the culture of the community.*

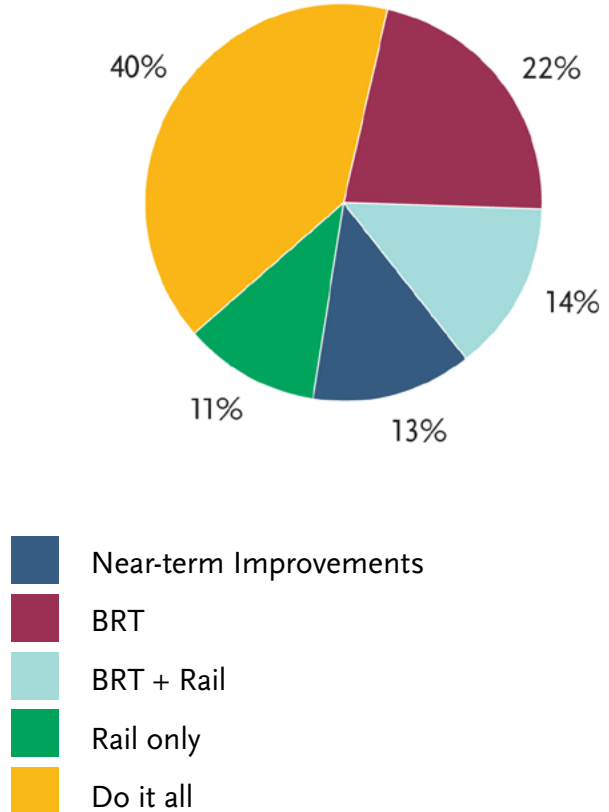
## Findings

Throughout the engagement process stakeholders were presented with possible transit improvements for the Vermont Corridor, which included: near term bus improvements to existing lines 204 and 754, medium-term BRT, long-term Rail, and an option to do all improvements. The benefits and tradeoffs of each transit option were presented in order for stakeholders to provide informed feedback as to their preferred approach that would best address their transit needs, concerns, and priorities as well as achieve the goals of the project.

Based on all the engagement activities completed as part of the Community Based Partnership Program, 40% of all stakeholders prefer that Metro do it all and implement immediate bus improvements, deliver BRT by 2028 and plan for rail as quickly as possible (not waiting until 2067). Further, 22% opted to implement a BRT project. 14% opted for both BRT and rail, 13% would like to see bus service improvements and 11% would like to see rail only.

### Overall Findings from All Engagement Activities

The majority of participants preferred for Metro to implement major capital improvements along Vermont Avenue.



Participants received Metro swag that included free TAP cards for use on Metro transit.

## Context

To fully understand why people selected all viable options available – do it all – one must comprehend their decision in a deeper context. Historically, public agencies and other government institutions representing Vermont Avenue have promised critical infrastructure and quality of life improvements. Unfortunately, many of these promises have not been delivered to date.

Unsure if the improvements promised under Measure M will be implemented, community members have taken a stance to ensure immediate transportation improvements are delivered as quickly as possible and certainly before 2028. Although people like rail, they feel that 25 to 30 years is too long to wait for improvements that are critically needed today. The question becomes, “What can we have now?” BRT, in the near medium term, is more appealing when compared to a thirty–forty-year wait for rail. However, rail is ultimately preferred by the majority of the corridor-wide stakeholders.

When community members opted for immediate improvements, they selected this option as a call to action for Metro to create a safer public transportation experience – where riders feel valued and respected.

When community members opted for immediate improvements, they selected this option as a call to action for Metro to create a safer public transportation experience – where riders feel valued and respected.

Through the engagement activities conducted, various sentiments were expressed by stakeholders that included themes related to safety and security, equity, customer experience, and traffic. These sentiments are detailed in the full report.

## Recommendations

Given the context of service on Vermont Avenue, the street conditions, the customer experience, the core issue of equity underlying everything, and more importantly, based on community feedback, the overall recommendations are that Metro:

- > Implement immediate bus improvements to Metro Lines 754 and 204.
- > Deliver a medium-term Bus Rapid Transit Project by 2028, and
- > Begin to plan a rail project as quickly as possible.



*Transit rider feedback helps us plan a better transportation experience.*

# Introduction



Vermont Avenue, as a major central artery in Los Angeles, moves people via transit, car, bicycle and by foot, to many major destinations ranging from hospitals and medical clinics; to houses of worship; educational, vocational and career institutions; social and human service agencies; cultural, arts, history, science museums and institutions; government offices as well as many entertainment, food and retail establishments.

The Vermont Transit Corridor Project (Project) study area includes a 12.4-mile-long stretch from Hollywood Boulevard in the north to 120th Street in the south and one half-mile to the east and west. Voter-approved Measure M allocated \$425 million from sales tax to fund the Project along this important corridor which carries the highest number of riders north-south in all of Metro's system.

In early Winter 2022, a community engagement program was conducted to seek feedback on the alternatives being considered, how the alternatives might be enhanced or modified, and identify other transportation improvements that should be planned and analyzed in an environmental phase and inform how they will be implemented.

## History of the Vermont Transit Corridor and this Project

In 1914, the Los Angeles Railway built the Vermont–Vernon (V) line, the only crosstown line to serve Angelinos' transportation needs. As priorities shifted, so did the need to keep the V Line running.



*Horsecar on tracks, Vermont Avenue, ca. 1886*



*Junction at Main, Spring, and 9th Streets, 1917*



*Washington and Vermont, 1925*

University of Southern California Libraries  
and California Historical Society



*Wilshire and Vermont Avenue, 1934*



*6th and Vermont, 1948*



*8th and Vermont, 1950*

In 1929, the Los Angeles Times published a story marking Vermont's street expansion, "Vermont Avenue all dressed up in celebration." At the time, a surge in population required housing construction and an upgrade to its transportation systems that would sustain the City's need to accommodate its shift to a thriving metropolis. As such, Vermont Avenue became one of the most heavily trafficked streets in Los Angeles. The trajectory continues to this day.

In 1963, after 54 years of service, Angelinos said goodbye to the streetcar and its service, while Vermont Avenue remained a central corridor and the population continued to grow in and around it.

Today, the Vermont Transit Corridor is Metro's busiest north-south corridor and second-busiest service line experiencing more than 45,000 boardings daily prior to the COVID-19 pandemic. The corridor traverses densely populated, highly congested, low-income, and heavily transit dependent communities. Vermont Avenue provides connections to numerous other transit services including the Metro B Line (Red), D Line (Purple), E Line (Exposition), and C Line (Green), as well as connects some of the most economically and socially diverse communities and major destinations in the Los Angeles region.

The Vermont Transit Corridor Project is intended to improve mobility along Vermont Avenue. To improve transit service on Vermont Avenue, in February 2017, Metro identified two promising Bus Rapid Transit (BRT) alternatives for the project with the Vermont BRT Technical Study. In March 2019, Metro completed the Vermont Transit Corridor – Rail Conversion/ Feasibility Study that identified several feasible rail modes and further evaluated the BRT alternatives to ensure that they did not preclude a future conversion to rail for the community.

In April 2019, the Metro Board directed its staff to advance both BRT and rail concepts, including an end-to-end center-running BRT, into the environmental review process. At that same time, the Board also directed staff to study the feasibility of extending these BRT and/or rail concepts further south – which was evaluated separately as the Vermont Transit Corridor South Bay Extension Feasibility Study and completed in March 2022.

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The corridor traverses densely populated, highly congested, low-income, and heavily transit dependent communities.

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Prior to the Vermont Transit Corridor Project moving into the environmental review process, Metro conducted a community-based planning effort aligned with the agency's Equity Platform Framework and Community Based Partnering Strategy to elevate the voices of stakeholders who live, work, play, study and/or worship along Vermont Avenue.

Between December 2021 and June 2022, Metro partnered with community-based organizations, faith-based groups, and local neighborhood groups to reach a broad range of stakeholders in this very expansive and diverse corridor. The concept behind this partnership is that these groups are in the best position to help Metro reach people rooted in the community; these are the subject matter experts and are best poised to provide input to inform the Vermont Transit Corridor Project.



*Wilshire and Vermont, 2020*

**Exit**



**Shatto Pl**



**Wilshire Bl/Vermont Av  
Metro Customer Center**

tion's Largest Clean-Air Fle

# Purpose

The purpose of the community-based planning process was to:

- > Promote project awareness of the Vermont Transit Corridor.
- > Ensure that community stakeholders had an opportunity to better understand the transit options being considered and provide feedback.
- > Partner with community-based organizations with deep roots within the corridor to meaningfully engage stakeholders.
- > Establish a vision for the corridor and re-evaluate the project goals and objectives.
- > Identify transit improvements for the corridor.

Ultimately, the intent was to engage the hardest-to-reach stakeholders and incorporate their feedback into the development of an equitable transit solution that fulfills their vision for the corridor.

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Community and stakeholder input received through the community engagement efforts will help inform the next planning phase for the Project including the alternatives and other transportation improvements that should be considered for further environmental review and development.



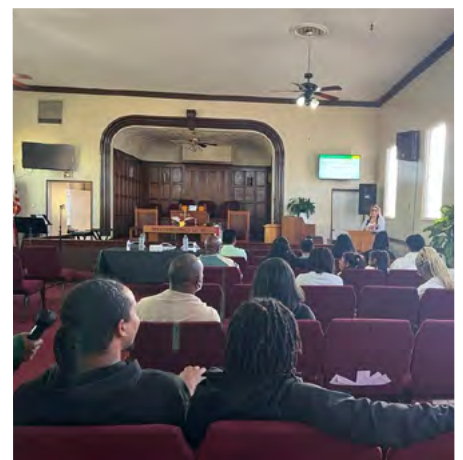
*Local neighborhood groups provided feedback about improvements that should be planned for the VTC Project.*



*This process included a wide range of opportunities for feedback that were designed to be transparent and inclusive.*



*The Metro team gathered feedback regarding technical aspects of the study, proposed BRT and rail concepts, potential station locations, and general comments regarding project funding, ridership, and preferred alternative selection process.*



# Program Area and Characteristics

The Vermont Transit Corridor extends approximately 12.4 miles along Vermont Avenue, from Hollywood Boulevard south to 120th Street. Pre-COVID, the Vermont Corridor had approximately 45,000 daily boardings on the Metro Rapid Line 754 and Metro Local Line 204, with important connections to numerous other transit services, including:

- > Metro B Line (Red)
- > Metro D Line (Purple)
- > Metro E Line (Expo)
- > Metro C Line (Green)

The corridor also serves many key activity centers. A few well known destinations include:

- > Medical Facilities
  - Kaiser Permanente
  - Children’s Hospital Los Angeles
  - Hollywood Presbyterian Medical Center
- > Educational Institutions
  - University of Southern California
  - Robert F. Kennedy Community Schools
  - Los Angeles City College
  - American Career College
  - West Coast University
  - SEED Transportation School
  - Braille Institute
  - John Muir Middle School
  - Manual Arts High School

> Government Agencies

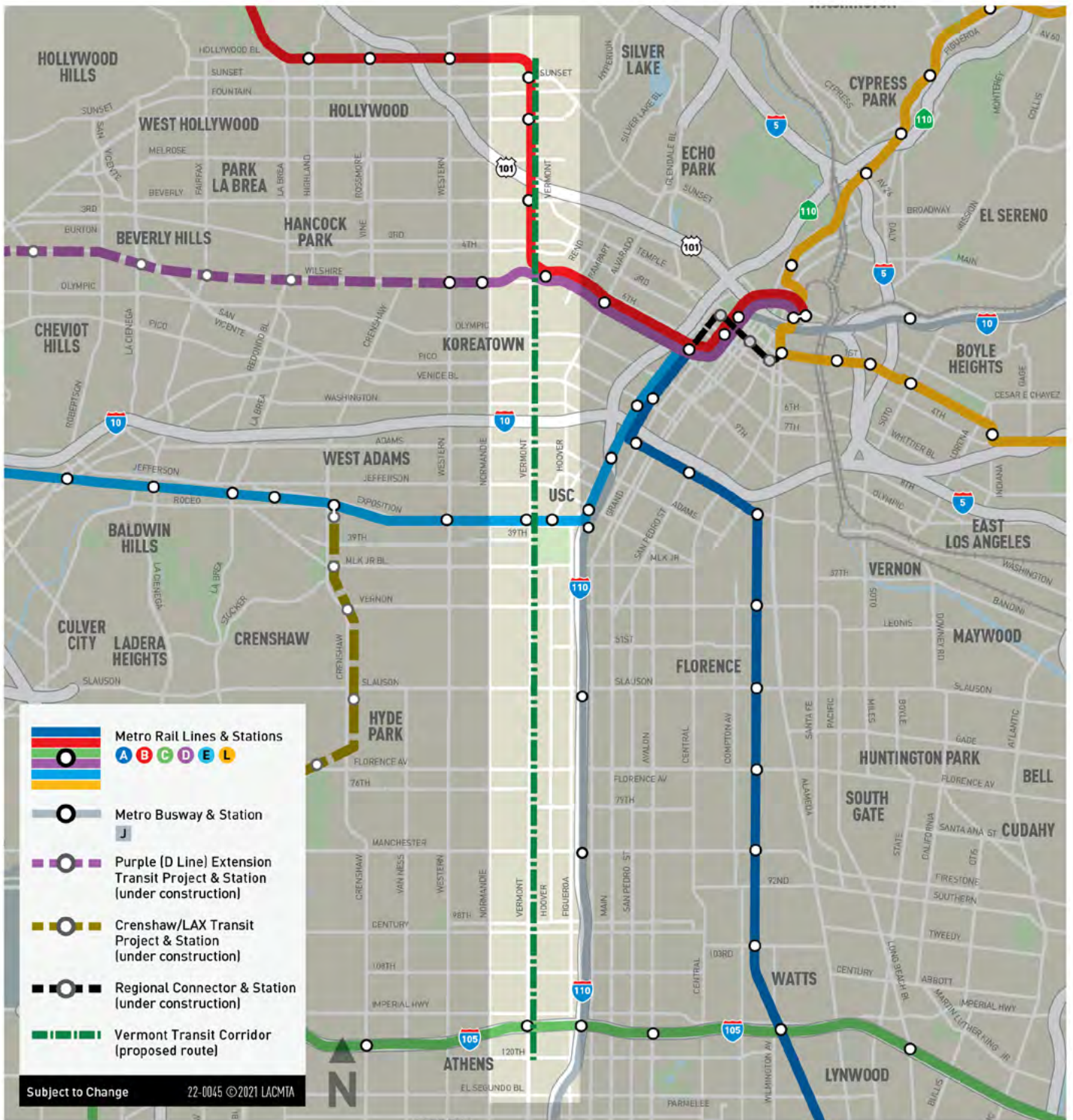
- Consulates
- Los Angeles County Department of Social Services

> Cultural Destinations

- Thai Town
- Little Armenia
- El Salvador Community Corridor
- Little Bangladesh
- Koreatown
- Pico Union
- Exposition Park
- California African American Museum
- Natural History Museum
- California Science Center
- Lucas Museum of Narrative Art
- Los Angeles Memorial Coliseum
- Los Angeles Football Club’s Banc of California Stadium

The corridor also traverses Los Angeles City Council Districts 1, 8, 9, 10, 13 and 15; Los Angeles County Supervisorial Districts 1 and 2; and many significant cultural and historic communities including East Hollywood, Rampart Village, Historic Filipinotown, Wilshire Center, Exposition Park, West Adams, Vermont Vista, Vermont Knolls, West Athens, Westmont and South Los Angeles.

# Vermont Transit Corridor Study Area





The Vermont Transit Corridor is entirely within or adjacent to a Metro-defined Equity Focused Community (EFC) which would benefit from improved access to opportunities.

Metro defines an Equity-Focus Community (EFC) as:

- > A geographic area where more than 40% of households are low-income (less than \$35,000 annual income);
- > 80% or more households are non-white
- > 10% of the population have no vehicle access

The EFC map shows the areas that fall under Metro's Equity Focus Communities, which identify areas where households are less likely to have access to opportunity due to income, access to a private vehicle, or ethnicity.

Metro's 2019 on-board passenger survey for Metro Rapid Line 754 and Metro Local Line 204 informs an understanding of the characteristics and travel needs of existing transit riders on Vermont and who would be served by any improvements that would be implemented on this corridor.

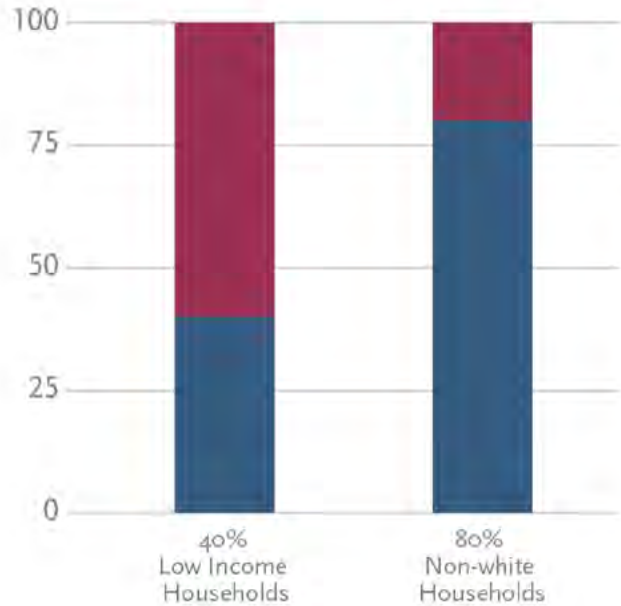
According to the survey, the Vermont Transit Corridor bus riders' socioeconomic and demographic characteristics include:

- > More than 60% of the households earn \$35,000 or less
- > Nine out of 10 people living in the corridor are Black, Indigenous or People of Color and 58% are Latinx
- > 84% of the population have no vehicle access
- > 50% of riders in the corridor do not transfer (meaning they live or work in the corridor)
- > 66% of riders use Metro five or more days a week

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## Equity Focused Communities

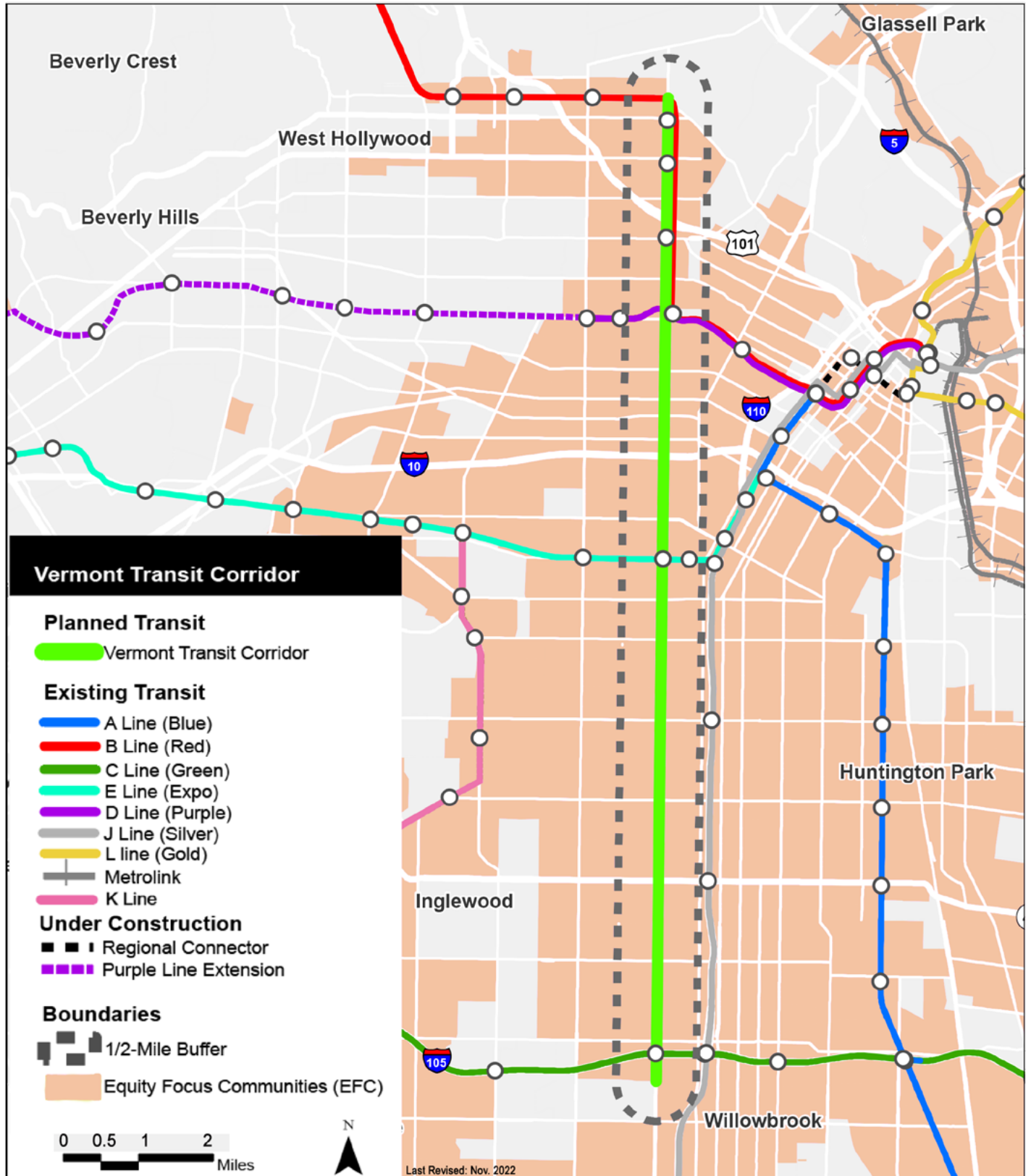
Metro identified communities throughout the corridor that are considered Equity Focused Communities given their socioeconomic characteristics.



*As of May 2022*

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## METRO EQUITY-FOCUS COMMUNITY (EFC) MAP

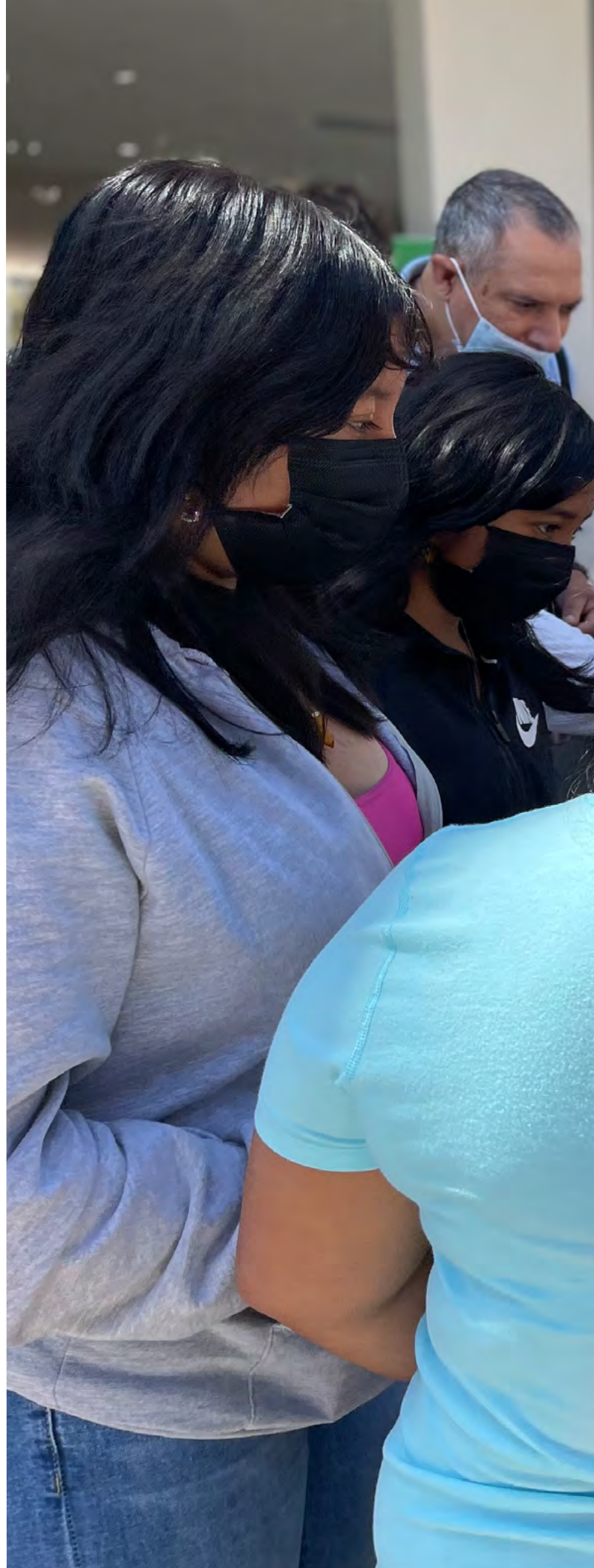


# Equity Focused Outreach Approach

Metro acknowledges there are institutional, systemic, and structural barriers that perpetuate inequity and silence the voices of communities over time. Metro made certain equity and community-led partnerships served as the foundation of the community engagement approach.

Moreover, Metro is mindful that transit investment is a critical equity issue and improvements in the transit system provide better, faster and more reliable mobility to employment, community resources, medical services, education and recreational opportunities. As such, Metro elevated the equity-focused approach by implementing a community engagement program that followed the best practices and guiding principles in the agency's Public Participation Plan, Vision 2028 Strategic Plan and Community-Based Organization Partnering Strategy.

Listen to the community;  
they know what they  
want and they have a  
right to be heard.





# Engagement Strategy

For example, Metro's Equity Platform focuses attention on the act of listening as a key guiding principle. It states, "Listen to the community; they know what they want and they have a right to be heard." In following this principle, the community engagement approach ensured that stakeholders were provided opportunities for engagement to learn about and weigh in on the Vermont Transit Corridor Project, including identifying a vision for transportation improvements along Vermont Avenue.

To engage in a deep listening strategy, the 12.4-mile program study area was divided into three segments:

1. North Vermont – Hollywood Boulevard to the 10 Freeway
2. Central Vermont – 10 Freeway to Slauson Avenue
3. South Vermont – Slauson Avenue – 120th Street

Dividing the study area into segments allowed for a more thorough and tailored approach for each of the communities to share their concerns and aspirations about what investing in the community would look like with the improvement of mobility and livability in their neighborhoods.

Outreach was conducted in the Armenian, English, Korean, and Spanish languages to ensure that all groups participated in the engagement process. In addition, the team connected with stakeholders who spoke Russian, Tagalog, Bangladeshi, and Zapotec (an Indigenous dialect from the southern part of Mexico).

**Metro's outreach team has a deep understanding of each of the segments throughout the corridor because they are stakeholders—they are from those communities.**

Metro's outreach team has a deep understanding of each of the segments throughout the corridor because they are stakeholders—they are from those communities. Team members informed and guided engagement for each of the segments with their deep-rooted understanding of:



*Interpreting and disseminating information in multiple languages helps us consider more feedback, and ultimately, improve Metro for all riders.*

1. The community's key demographics, languages, and the culture;
2. Relationships with organizations that support and serve the community;
3. Trusted sources that disseminate information;
4. Acceptance and respect from community members.

## Implementation Approach

The engagement program started in December 2021 and was completed in June 2022. More than 6,000 people actively participated in one of the following six initiatives throughout the Vermont Transit Corridor:

- > Community-Based Partnership Program (CPP)
- > Community listening sessions
- > Institutional briefings
- > Bus intercepts
- > Pop-ups/Booths at events
- > Qualitative and quantitative research
  - Focus groups
  - Scientific survey

## Community-Based Partnership Program

Metro's *Community-Based Organization Partnering Strategy, Elements for Successful Partnering in Professional Services (CBO Partnering Strategy)*, establishes consistent and clear parameters for CBO partnerships, and the document was used as a guide in establishing the partnerships for this project.

Per the CBO Partnering Strategy, organizations with whom Metro partnered are broadly interpreted and can encompass groups with formal legal status and unregistered groups that may not have a legal designation yet are still organized to work on collective efforts providing a community benefit.

Cognizant that equity takes collaboration and that it cannot be achieved in a silo by one organization or public agency, Metro sought the assistance of various organizations in the community for this effort. The Community-based Partnership Program (CPP) aimed to increase equity and reach deeper into the community to solicit feedback from stakeholders who traditionally do not engage with Metro on transportation planning projects.

## Goals

The goals for the Vermont Transit Corridor project are to:

1. Improve service performance.
2. Enhance the customer experience.
3. Invest in the community.

With an understanding that the communities which make up the Vermont Transit Corridor are equity-focused communities (EFCs), the CPP created the platform for Metro to reach stakeholders utilizing non-traditional methods to hear their vision for their community, and hence, provide the opportunity to demonstrate Metro's intent to equitably improve mobility along Vermont Avenue and deliver a significant transit investment in the corridor.

The Community-based Partnership Program (CPP) aimed to increase equity and reach deeper into the community to solicit feedback from stakeholders who traditionally do not engage with Metro on transportation planning projects.



*Metro collaborated with organizations who provide services to their community to reach historically underrepresented stakeholders within the Vermont Transit Corridor.*

## CBO Engagement

As a large and varied corridor from north to south, it was important for Metro to cast a wide net to recruit a diverse pool of community-, community development- and faith-based organizations to partner.

The effort began with planning meetings with Metro's Office of Equity and Race and review an established list of organizations to invite to an informational roundtable session that outlined the Community-based Partnership Program for the Vermont Transit Corridor. This list was also augmented based on further community research.

During the initial phase of the community engagement program, a stakeholder database was developed that included schools, faith institutions, neighborhood councils, civic, social, service, economic development, senior, and youth organizations, chambers of commerce, etc. along the corridor and divided into segments. This stakeholder database was used to augment the list provided by the Office of Equity and Race to ensure organizations invited to learn about the partnership program served the corridor.

Ultimately, more than 400 organizations were invited to the introductory roundtable sessions.

In December 2021, Metro launched the Community-based Partnership Program by hosting two roundtable sessions that outlined the Vermont Transit Corridor project and the CPP goals and objectives. Metro held two sessions on separate dates to allow prospective partners the opportunity to attend at least one session. The December roundtable sessions were held on December 14 and 15, 2021. One meeting was held during the day and the other was held in the evening.

A second series of roundtable sessions were held on February 8, 2022, again with one session during the workday and one evening session. At these roundtables, the CPP scope of work, options for partnership opportunities, and next steps for how community-based organizations could participate were discussed.

From the 400 organizations invited to participate, Metro partnered with 20 community-, community-development- and faith-based organizations that provide services to stakeholders along the Vermont Transit Corridor. To establish a consistent and equitable approach to reach corridor stakeholders, Metro provided CBOs with a sample menu of activities that could be implemented by each partner. Many CBOs not only utilized the menu of activities but also added their own activities to ensure stakeholders were engaged.

The 20 organizations that collaborated with Metro include:

- > AADAP Employment Access
- > AADAP Therapeutic Community
- > AADAP Youth & Family Programs
- > Anderson Munger Family YMCA
- > Bryant Temple AME Church Community Development Corporation
- > Bryant Temple AME Church
- > Community Reflections, Inc.
- > El Salvador Foundation
- > Friends of the Vermont Corridor
- > Koreatown Youth & Community Center
- > Pacific Asian Consortium on Employment
- > SAJE
- > Southeast Community Development Corporation
- > St. Mark AME Church
- > Strategic Action for a Just Economy
- > TrueLA Church
- > Ward AME Church
- > West Athens Westmont Task Force
- > Westmont-Athens Explorer Scouts
- > Word of Encouragement Church

## We are improving the customer experience for all Metro riders.



Community-based partners activated their communities to attend feedback sessions.



Participants shared names of hot spots they frequent across the corridor.



Participants experienced virtual simulations of potential improvements to the corridor.



We engaged with participants of all ages.



Stakeholders learned about options and shared preferences based on their ridership needs.



Community members within the corridor are making their voices heard.

## Collaborative Engagement

Since the community partners work directly with people who live, work, play, study and/or worship in the Vermont Transit Corridor, each provided a detailed plan for the engagement they would lead. Their efforts included:

### Distributing/disseminating information (about how to participate/engage)

- > Organizations disseminated information to their members and/or constituencies to drive their participation/engagement in the manner in which their constituencies were accustomed to.

### Delivering outreach programs to seek input from stakeholders

- > Organizations created meaningful ways to integrate information about the Vermont Transit Corridor Project to their constituencies through events, programming and activities to reach medium or large audiences.

### Facilitating and gathering community-led conversation(s)

- > Organizations coordinated meetings/gatherings of a minimum of 15 to 20 members/constituents to gather meaningful input in-person or virtually.

### Conducting community engagement and outreach programs

- > Organizations coordinated tailored engagement programs inclusive of outreach activities to reach 200 or more members/constituents to garner meaningful input for the Vermont Transit Corridor Project.

## Community-led Conversations

Of the CPP engagement activities, the community-led conversation was the most exercised option. Collectively, between March 29 and May 23, 2022, organizations hosted 32 virtual and in-person community conversations throughout the corridor. Nine of 32 conversations were conducted in Spanish.

Participation varied from five to 25 participants who spoke English or Spanish. From the nine conversations that were held in Spanish, seven were conducted entirely in Spanish and two conversations were conducted in Spanish with English interpretation for the English-speaking participants.

Again, because an essential aim for Metro was to engage with stakeholders who traditionally have not been part of Metro's transportation planning projects, each CBO opened the doors to reach stakeholders at rehabilitation centers, shelters, churches, parent/older adults/youth support groups, and social service programs.

Further, the intent of the community conversations was to provide a safe space for participants to share their experiences about public transportation and their Metro experience.

For full list of community-led conversations, please see Appendix.

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Because an essential aim for Metro was to engage with stakeholders who traditionally have not been part of Metro's transportation planning projects, each CBO opened the doors to reach stakeholders at rehabilitation centers, shelters, churches, parent/older adults/youth support groups, and social service programs.

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Each of the community conversations lasted approximately 90 to 120 minutes and featured an overview of the VTC along with its proposed transit options and tradeoffs. Moderators led the participants into four discussion topics:

1. Getting around Vermont Avenue;
2. Metro and Vermont Avenue;
3. Improvements along Vermont Avenue; and
4. Transit options on Vermont Avenue

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Each of the community conversations lasted approximately 90 to 120 minutes and featured an overview of the VTC along with its proposed transit options and tradeoffs.

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Below are the outcomes, issues, and a sampling of the discussions for each of the main topics 1 through 4.

### 1. Getting around Vermont Avenue

A significant majority of participants currently use Metro or have used Metro before the pandemic to travel north or south on Vermont Avenue from where they live. Many participants shared their experiences riding Metro along the corridor. The general consensus during the community conversations about getting around Vermont Avenue through their communities was good. Riders felt, regardless of their experience on the bus or rail, that getting around the Vermont Corridor was positive. The consensus was that Lines 204 and 754 take riders to and from their destinations seamlessly.

For those who participated in the community conversations who did not use public transit, their main reason for not taking transit was that they own a car and would rather drive.



*Constituent were eager to engage in conversations that surrounded equity, safety and security.*

## 2. Metro and Vermont Avenue

When asked about their experience getting around Vermont Avenue using Metro more broadly, participants offered a wide range of responses. The overwhelming issue surrounded concerns about safety, personal safety, and security. Safety and security were the primary theme of the conversations, but other themes that arose included issues related to equity, traffic and service performance.

### **Safety/Security**

Safety and security comments clearly fell into three subcategories:

- Public safety presence
- The unsheltered
- Lighting

Participants shared 72 comments about the need for more and visible presence of either public safety officers and Metro Ambassadors on buses, rail cars, at stations and stops. Further, they desired a more visible presence of law enforcement, security cameras and undercover law enforcement on transit, buses and trains and at bus stops and rail stations (similar to Air Marshals).

Many participants shared their stories about their experiences. Following is a sampling of the types of comments received.

***“You have your family with you and there are things happening that you don’t want to have your family see. My son was holding onto my leg. I was terrified. I was taking my son to school and a man was lighting himself on fire on the bus.”***

***“I’ve experienced people fighting on transit, it was violent, bloody, and now I have PTSD and can’t take transit anymore.”***

***“I’m female and I shouldn’t say this, but I carry a knife and pepper spray because I get hassled while I’m waiting for the bus.”***

***“My daughter witnessed a kid get slapped and his air pods stolen. No one helped him. She was traumatized and didn’t want to take the bus after that because it was so scary. No one will help you if anything happens to you on the bus, and there is no security or cameras.”***

The other significant underlying concern about safety and security is the impact that unsheltered individuals have on the overall Metro experience for other riders. Numerous concerns, complaints and comments were made about personal experiences from interactions and/or the impact of unhoused individuals on the Metro system that have to do with Metro better enforcing its code of conduct.

For example, many concerns and comments addressed how Metro vehicles are used in a way other than how they are intended because unsheltered individuals use vehicle floors and seating areas as restrooms, for storage of their personal belongings, sleeping, smoking, using drugs and/or acting irrationally such as yelling at patrons or into the air. Thirty-seven (37) participants shared comments and stories about not feeling safe at bus stops and bus shelters because they are overtaken as residency for unhoused individuals.

A sampling of comments illustrating the frustration about the unsheltered are included below.

***“A lot of bus stops have been taken over by homeless people who have their stuff everywhere. We understand these people have nowhere to stay, but at the same time, there are people who need to sit down, especially elderly people. It is a turnoff.”***

***“Homeless people bring five trash bags of their possessions on the bus. I am sympathetic to their condition as some of them may be going to recycling center to earn money. But it takes up a lot of space on an already packed bus.”***

A myriad of comments about lighting arose during the community conversations as well.

Many participants cited the need for lighting as a safety issue. Initially, lighting was offered as an example of possible improvement options for participants to choose and it was listed as “enhanced lighting.”

It became immediately evident, however, during the community conversations, that lighting is definitely a priority for transit riders. Seven comments were made about the need for lighting at bus stops in the southern part of the corridor, particularly along the corridor south of Manchester Boulevard and Gage Avenue. Several participants said there is no lighting in this part of the corridor.



*Our team talked to transit riders regarding their experiences with Metro services. Discussions were often related to safety and security, equity, customer experience, and traffic.*

## Equity

Equity came up as an issue in a variety of ways. Moreover, equity perspectives transcended all of the main themes – funding, planning, service, rider experience, safety/security, communication, and engagement.

Three key themes, however, emerged and fell under the equity umbrella:

1. Gentrification and planning;
2. Engagement; and
3. Service and fares

## Gentrification and Planning

There were 48 comments and concerns raised about gentrification, planning, and displacement of residents and businesses. Concerns expressed about gentrification addressed the rising cost of housing and pricing current residents out of their own neighborhoods after development is spurred from a Metro project.

While participants want to see positive economic development projects and improvements to their neighborhoods, they want to enjoy the benefits of the beautification and urban design elements, retail establishments, and new housing but not be priced out of their neighborhood.



Concerns about the negative impacts from long-term Metro construction projects, such as the Crenshaw/K Line construction, came up repeatedly; comments were expressed about the devastating effects that the project has had on local businesses.

Four participants raised questions about eminent domain and if a BRT or rail system would displace residents.

Also, numerous participants wanted equity for the communities along the Vermont Transit Corridor in terms of contracting opportunities for small and local businesses along the corridor – especially during construction. Local hiring is highly desired during construction of transportation improvements along Vermont Avenue.

In terms of funding allocations and equity, six comments were made about the \$425 million allocated for the Vermont Transit Corridor. All participants were informed of the estimated costs for both BRT, \$310 million, and rail, between \$4.4 billion and \$8.4 billion. On countless occasions, participants wanted to know why their community only received \$425 million versus other areas of the County that received larger amounts for rail projects.

Several participants resigned themselves once again to the expectation of inequitable treatment for reasons that include systemic racism and conscious or unconscious bias.

From the 91 comments, below is a sampling of feedback reflecting these sentiments:

***“Rail has historically increased home prices. My church is in Boyle Heights, and property values have risen dramatically. But it’s important to make sure people can still afford to live and work in their communities.”***

***“USC stops are much nicer and safer than other stops such as Manchester/Vermont. Why is this?”***

***“How many jobs are going to be guaranteed for people who live in this community?”***

*“It is essential that if this project is going to benefit the community, then it has to involve the community in both planning and implementation. Metro must address the drivers of disparity that have been going on in this corridor, especially South L.A. We will not stand for the displacement of people. I’ve seen it in so many places, San Francisco, Oakland, New York. Too many times developers use U.S. government projects to facilitate displacement and ongoing perpetuation of disparity in low-income communities.”*

*“It’s important for Metro to look at and work with affordable housing agencies and home buying so that people in the community can actually benefit when housing prices increase versus being priced out after it changes. There is a new apartment unit on Vermont and Adams, and the units are going to be available August 1. Rent for a one-bedroom apartment is \$4,100 per month. So, all of my family have college degrees, my kids are gainfully employed, but my son and daughter would not be able to afford a \$4,100 a month rent to stay in the neighborhood where my wife and I live in and bought a house. So, adding a Metro line to an area where rent is already \$4,100 a month, I think is going to get worse. But there should be something that we can do about it. And I think there also should be opportunities for minority contractors to be able to bid on Metro projects instead of the few who seem to get the majority of these contracts.”*

*“Would any of these improvements impact housing, rent costs in such a way that it adversely impacts residents and prices people out?”*

*“Loss of revenue to local businesses during construction is a concern.”*

### **Engagement**

Equity was also reflected in terms of engagement. These community-led conversations were completely coordinated by the community and faith-based organizations who were Metro’s project partners. Everyone involved understood that the intent of the Community-Based Partnership Program was to reach stakeholders who are not regular participants in Metro’s projects and planning processes.

Given that context, however, many comments included statements of appreciation that Metro took the time to talk to participants and ask their opinions. Some individuals expressed the need for Metro’s outreach and engagement process to be even more inclusive and be more accessible to a wider audience. This sentiment is reflected in a sampling of the comments below.

*“Thank you for holding these workshops, they are important for the community.”*



Community conversations were held in English and Spanish.

***“Metro needs to implement a better outreach campaign that will change the public’s perception about its bus and rail services.”***

***“Feedback meetings like these are important. They should be held once a month so that we can tell Metro our complaints.”***

### **Service and Fares**

The last theme within the equity category was around service and fares. A total of 14 comments were made about the Metro fare. This could be due to Metro’s fareless program during the pandemic and the reintroduction of fares during this engagement program; however, many people commented about fares in terms of:

- > Unfair enforcement by drivers (e.g., drivers allow some riders on the bus without paying fares while insisting others pay and are dismissed if they are a few cents short of the fare)
- > Requests for reduced fares during non-peak hours
  - Requests for a fareless (free) system

Equity comments about service and fares included:

***“In more affluent areas, they don’t allow individuals experiencing homelessness in those areas or on transit or transit stops/stations, you can walk freely.”***

***“I pay my full fare, as do all of my school-age children. But too many times I see three or four people get on without paying. It’s not fair.”***

***“Concerned about fare increases with new projects” (multiple responses).***

### **Traffic**

Traffic was consistently mentioned during the community conversations and two themes emerged under traffic: 1) congestion and 2) dedicated lanes.

Most participants raised concerns about the impact a transit system would bring to Vermont Avenue, especially because of

the narrow width of Vermont Avenue on the northern part of the corridor and extremely busy activity in the middle of the corridor near Exposition Park by USC.

In terms of dedicated bus lanes for a BRT system, comments were mixed. Overwhelmingly, transit riders welcomed the idea of implementing a permanent dedicated bus lane that would allow for faster service and more reliable frequency while drivers who travel along Vermont strongly opposed dedicated bus lanes of any kind, especially in the northern part of Vermont Avenue because of the narrowness of the street.

A wide divide was created between transit riders and drivers over the traffic issue.

Comments about traffic included the following:

***“Create a dedicated bus lane.”***

***“Why can’t Metro dedicate one major street in Los Angeles to transit-users? There are so many other streets drivers can take instead of Vermont. Please prioritize transit riders.”***

***“Other streets will get more congested.”***

***“All of this will help transit riders, but what might be the negative impacts to us? There will be some.”***

***“BRT doesn’t make sense at all. Do not take away any car lanes. L.A. has grown up using their cars.”***

***“No one respects traffic lanes anymore.”***

***“Bus lanes would create confusion.”***

***“For better or worse, Los Angeles is and always will be a car city. Removing a lane of traffic and dedicating it exclusively for buses would definitely be an issue. It might do more harm than good.”***

## Service

Service was the fourth category emerging from the community conversations with three themes:

1. Experience
2. Customer service and operators
3. Planning

## Experience

Many participants commented about late and crowded buses. Transit riders stated that buses are often crowded because they do not run on-schedule. At times, two buses will arrive consecutively. While the first bus is crowded because it is running late, the second bus is nearly empty because it arrived early.

In addition to bus crowding and reliability, 17 people commented about dirty bus stops and stations, dirty and unsanitary rail cars and buses, vandalized buses and amenities on the bus, such as USB ports in non-working order. There were 23 requests for more and regular cleaning of Metro's vehicles.

Some of the comments surrounding service overlapped with safety/security and equity as well. Some comments addressed disparities in service levels and conditions of the buses and stops along Vermont as compared to those in more affluent, specifically Westside, neighborhoods where there is a perception that service and amenities are better.

There were 105 comments about rider/passenger inappropriate conduct and many of those comments demonstrated the feeling and experience of a lack of personal safety as discussed above.

A sampling of comments from the community conversations about the rider experience are below:

***“Urine on seats (multiple responses).”***

***“It’s dirty (multiple responses).”***

***“I was pregnant, and no one would give me a seat. The same happens with the elderly. Is there anything we can do in these cases?”***

***“People smoke marijuana on transit all the time, it is no longer unusual, it’s the norm, and the drivers don’t do anything (multiple responses).”***

While the conduct of other riders contributed to a significant part of the overall Metro customer experience, interactions with operators also influenced the opinions of participants.

## Customer Service and Operators

There were 64 comments about customer service and operator behavior. Comments were both positive and negative. Also, many riders raised concerns for operators and their safety and mental health; many participants requested more training and support for operators, seemingly because of the empathy felt from the understanding of the challenges they face with unruly passengers, issues related to the unhoused, crime and other inappropriate rider behaviors.

***“Drivers are racist/biased.” (multiple comments, especially in Spanish community conversations)***

***“I’ve heard of bus drivers on the Vermont line being attacked.”***

***“Many drivers make aggressive starts and stops while passengers are still getting on board.”***

***“Some drivers do not pull up to the curb, making it difficult for passengers to board.”***

***“I was a penny short and the driver made me exit from the bus because I didn’t have the full fare to ride, and then he pulled up alongside me and told me I could get back on. It was humiliating and scary.”***

***“Drivers seem stressed.”***

***“Drivers need training related to the code of conduct, and how to deliver better customer service.”***

***“Some bus drivers are nice, others are not nice.”***

And many riders are not aware of and do not understand Metro's policies related to operators intervening or facilitating interactions with and between passengers; most riders do not consider the risk and personal safety of the operator, but rather expect them to intervene or take action. Some of the comments reflect this as well:

***“Drivers don’t help when there is violence.”***

***“Better training for bus drivers in dealing with conflict resolution.”***

## Planning

There were over 200 planning-related comments that fell under the service category as well. These included concerns about the mode concepts: support for and against BRT and support for and against rail.

There were 15 comments about bikes, mostly in support of bike lanes and the need for more bike amenities. From those, two comments were made requesting more bike racks on buses. Over a dozen concerns were raised about the desire for a protected bike lane on Vermont Avenue. Concerns were raised about removing a bike lane on Vermont Avenue as well if a dedicated bus lane is implemented.

Over 170 requests were made for amenities including:

- > Wi-fi on all Metro vehicles
- > Working USB ports
- > More and better (more clear) directional and informational signage
- > Requests for digital displays (bus routes and schedules) at bus stops
- > Landscaping
- > Public art
- > Bus shelters
- > Seating at bus stops
- > Bike racks

### 3. Improvements along Vermont Avenue

Participants provided recommendations on improvements they would like to see along Vermont Avenue. These items included:

- > Enhanced lighting
- > Bus shelters
- > Landscaping
- > Public art

The types of improvements recommended during the community conversations included:

- > More frequent service, especially during peak hours to address the issue of crowded buses

- > Maintaining bus schedules to address the issue of late and early buses
- > A dedicated lane for buses on Vermont Avenue during peak hours
- > More visible presence of security including cameras and staff on Metro vehicles and at stops and stations as well as undercover security staff
- > More and regular cleaning and sanitizing of Metro vehicles
- > Lighting at bus stops - there were significant concerns, comments and requests for lighting, particularly in the southern part of the corridor around Gage Avenue
- > Need for bus shelters and seating at bus stops
- > Request for solutions for rider behavior/conduct (no solutions were offered in the conversations)
- > Aesthetics at stops and stations – landscaping and public art
- > Support services and training for operators - conflict resolution, communication, customer service
- > Fair/equal fare enforcement
- > Free fare or reduced fare on holidays and for special events
- > Signage and digital display information at bus stops
- > Accurate information on the transit app
- > Business assistance for businesses during construction
- > Local hiring of corridor residents for Metro projects
- > Fair funding allocations for the Vermont Transit Corridor generally – definitely a sentiment about fairness for the communities along the corridor compared to other communities in Metro’s service area
- > Ensuring all corridor stakeholders are heard and have opportunity/access to provide feedback
- > Mindful implementation of transit-oriented development around Metro projects that improve communities, not displace residents and price people out of their neighborhoods because of new development (avoid/prevent gentrification)
- > More bike amenities on Metro vehicles
- > Providing bike lanes in the corridor



Constituents shared various suggestions to improve rider experience.

#### 4. Introducing transit options on Vermont Avenue

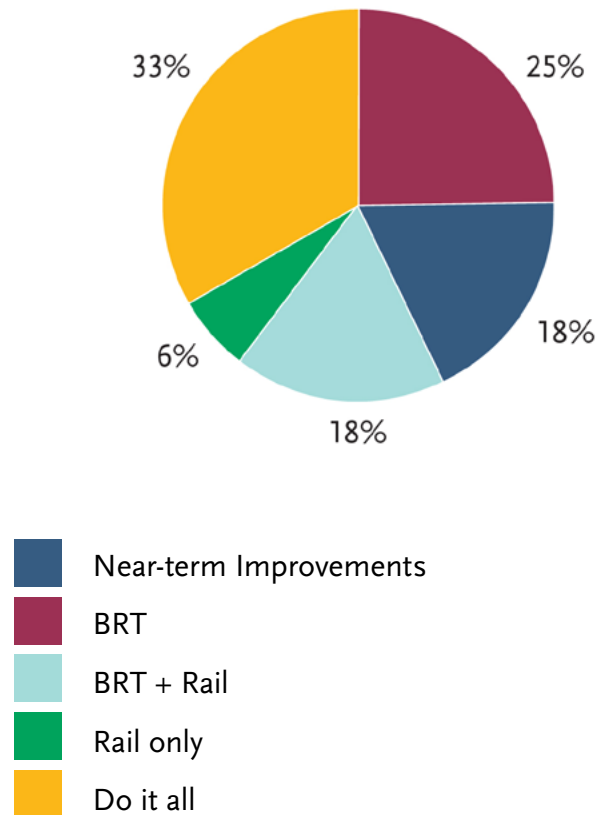
During the community conversations, participants learned about the corridor and had the opportunity to provide feedback about the proposed options. In addition and as part of the last activity, they voted on what they wanted for the future of the VTC.

The benefits and tradeoffs of each transit option were presented in order for stakeholders to provide informed feedback as to their preferred approach that would best address their transit needs, concerns, and priorities as well as achieve the goals of the project.

- > 33.38%  
Do it all: immediate bus improvements; implement medium-term BRT; and plan for future rail
- > 24.85%  
Pursue BRT completion by 2028
- > 18.13%  
Make immediate improvements to the existing bus system
- > 17.54%  
Pursue BRT and seek funding for rail
- > 6.14%  
Pursue rail only

#### Transit Options on Vermont Avenue

Participants voted on what they wanted for the future of the Vermont Transit Corridor during Community Conversations



# Post Engagement Roundtable and Evaluation

After the engagement period concluded, community partners were invited to participate in the one of two final CPP roundtable sessions to provide an overview of the engagement efforts and to provide feedback about their experience working on this program.

In addition to the roundtable, community partners took a program evaluation survey to provide additional comments and recommendations. Here are the highlights:

- > Community partners felt that the people they serve felt heard in this outreach effort.
- > 80% felt that the community partnership was a success.

Some community partners shared:

- The CBOs appreciated Metro's approach to intently listen to the community and involve them in the decision-making process about the Vermont Transit Corridor.
- The CPP Program was well organized; it was seamless and created opportunities for stakeholders to provide honest feedback. Metro was responsive and flexible.

- The program was all-inclusive and very thorough.
- The CBOs embraced Metro's focus on change.
- The West Athens/Westmont community stakeholders appreciated being part of the process because it was the first time they were included in the decision-making process and look forward to the next steps of the project.
- CBOs appreciated Metro coming to them (to the community) for the engagement in addition to including them in Metro-led events.

They also recommended:

- > Continued growth and partnership in corridor communities
- > More workshops, discussions, and community resources events
- > More interactive engagement



# Community Listening Sessions

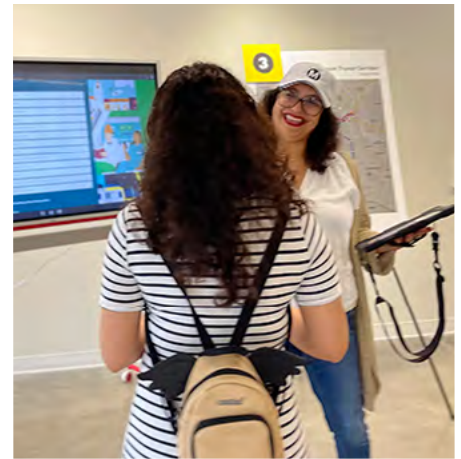
Metro wanted to ensure the community engagement effort was as far-reaching as possible, so in addition to the CPP engagement activities, Metro hosted four interactive community listening sessions with the intent to get feedback on the proposed options for the future of the Vermont Transit Corridor.



Station 1: Registration



Station 2: VTC Virtual Reality (VR) Simulation



Station 3: Storymap



Station 4: Taco about Transportation



Station 5: Vote



After voting, participants received a ticket to get lunch from local Black-owned taco truck All Flavor, No Grease

To create as accessible and equitable opportunity for participation, Metro coordinated three in-person community listening sessions and one virtual session. These listening sessions were open to all stakeholders; however, the three in-person events took place in the northern, central and southern sections of the corridor. The in-person events were held on Saturdays and the virtual meeting was held on a weekday evening:

> Segment A – North Vermont

- Los Angeles City College
- Saturday, April 30, 2022

> Segment B – Central Vermont

- Ward African Methodist Episcopal Church
- Saturday, May 7, 2022

> Segment C – South Vermont

- Irmas Youth Center
- Saturday, April 23, 2022

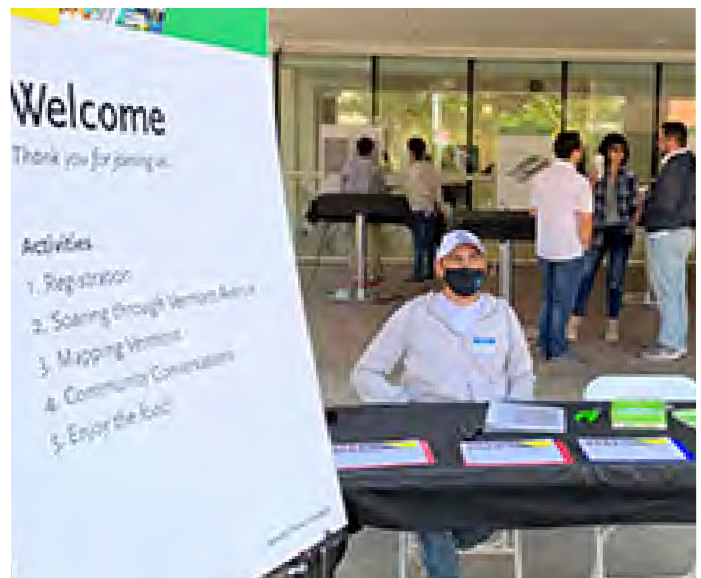
> Corridor-wide – Virtual Meeting

- Wednesday, May 4, 2022

The in-person community listening sessions were titled, “Let’s Taco About Transportation: Community Listening Sessions.” Each “Taco Talk” was an interactive experience where participants toured five stations with a Metro passport card.

### Station 1: Registration

Attendees would sign in for the event and also receive project updates. Upon registration, attendees received directions on how to take part in the listening session.



Community stakeholders registered to participate.



Participants signed up to receive project updates.

### Station 2: Vermont Transit Corridor Virtual Reality (VR) Simulation

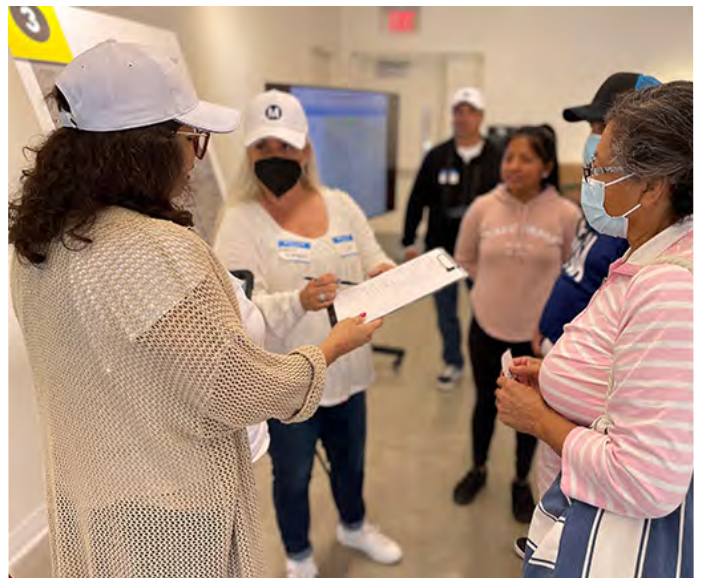
Attendees wore VR goggles to experience a thrilling virtual tour of Vermont Avenue. The trip started south from 120th Street and took participants on a wild ride north to Hollywood Boulevard, making stops along the way to several historic landmarks and favorite destinations: USC, L.A. Coliseum, Koreatown, museums, churches, and much more.



Community stakeholders experienced a VR tour of Vermont Avenue.

### Station 3: Storymap

After learning about the entire corridor via the virtual tour, participants had one more digital exercise. By using a touchscreen, participants identified all of the places along Vermont Avenue that they frequent, whether it was for home, work, play, study, worship, or other activities. Participants added their favorite places by category on the storymap, which included business, organization, community center, education, public art/mural/landmark, healthcare facility, museum/gallery, restaurant, event/festival/informational gathering area, house of worship, and parks.



Participants identified places in their neighborhoods that they frequent



Community members of all ages were able to get a virtual tour.



CBO partners also engaged and identified landmarks along the corridor.

### Station 4: Taco About Transportation

Where the real conversations and the listening took place. Members of the outreach team engaged in one-on-one conversations with participants by first sharing details about the Vermont Transit Corridor project. In these individual conversations, participants were provided information about the bus rapid transit and rail alternatives. They also had the opportunity to ask questions and provide feedback about their experiences with Metro's transit system.



### Station 5: Voting Station

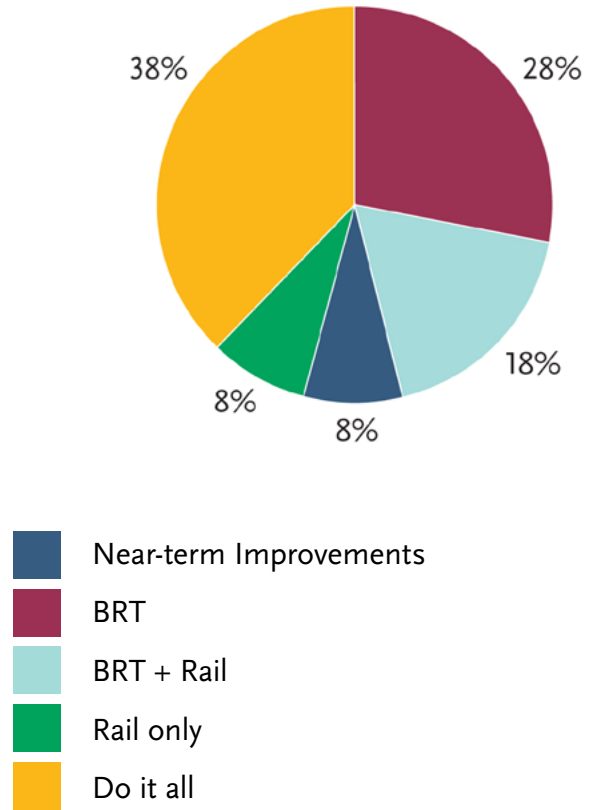
In the last activity, participants voted on which option they felt would best serve public transit needs. Below are the results from the four meetings:

- > 37.78%  
Do it all: immediate bus improvements; implement medium-term BRT, and plan for future rail
- > 27.78%  
Pursue BRT for completion by 2028
- > 17.78%  
Pursue BRT and seek funding for rail
- > 8.52%  
Make immediate improvements to the existing bus system
- > 8.15%  
Pursue rail only

At each station, participants had their Metro passport card stamped. After participants voted for their preferred option, their fully stamped Metro passport card served as their food ticket to have lunch from a locally owned vendor along the corridor.

More than 300 people participated in the community listening sessions. Detailed results from the meetings are available in the findings section of this report.

### Community Listening Sessions



Participants voted for their preferred VTC transit options.



Participants received a light snack after providing feedback.

## Key Stakeholder (Institutional) Briefings

Metro staff met with 21 community, policy, and business leaders and their teams to provide in-depth presentations and discussions about the Vermont Transit Corridor. Below is a list of the organizations that participated in the briefings:

- > American Career College
- > Children's Hospital Los Angeles
- > East Hollywood Business Improvement District
- > Empowerment Congress
- > Exposition Parkwide Leadership Meeting
- > Harbor Gateway North Neighborhood Council
- > Hollywood Presbyterian Medical Center
- > Kaiser Permanente - Sunset
- > Los Angeles City College
- > Los Angeles Exposition Park Leadership
- > Los Angeles Southwest College
- > Lucas Museum of Narrative Art
- > Neighborhood Council Briefings - Corridor-Wide
- > North Area Neighborhood Development (Empowerment Congress North)
- > Pico-Union Neighborhood Council
- > Rampart Village Neighborhood Council
- > University of Southern California (USC)
- > Voices Neighborhood Council
- > West Athens Westmont Task Force
- > West Coast University/American Career College
- > Wilshire Center Business Improvement District Board



# Bus Intercepts and Transit App Survey

Since the Vermont Transit Corridor has one of the highest daily bus ridership rates in the county, the outreach team aimed to connect with transit riders at the most frequented bus stops through intercepts. The in-person intercepts took place during peak morning and afternoon/evening hours on weekdays from 7:00 a.m. to 9:30 a.m. and 3:00 p.m. to 7:00 p.m. Conversations took place in English, Spanish, Korean, and Zapotec, at the following bus stops:

- > Vermont Avenue/3rd Street
- > Vermont Avenue/Wilshire Boulevard
- > Vermont Avenue/Exposition Boulevard
- > Vermont Avenue/Slauson Avenue
- > Vermont Avenue/Manchester Avenue
- > Vermont Avenue/Athens Station

In addition to the in-person intercepts at the busiest bus stops, the transit users had the option of taking the survey via the Metro app. The survey ran on the Metro app for a two-week period.

Through both the app survey and the intercepts, more than 2,250 bus riders along the corridor responded to the survey.

Below are the key questions from the survey.

- > Which elements are most important to you as a transit rider?
- > Which improvements would benefit you in the SHORT-TERM for bus lines 204 and 754?
- > How would you describe your experience on the existing bus lines 204 and 754?
- > Prior to today, had you heard or read about transportation improvement plans for the Vermont Corridor?
- > What transportation improvements would you prefer for Vermont?

Detailed results from the survey are available in the findings section of this report. Below are the highlights from the findings:

- > Ranked the importance of transit elements:
  - 1st Improve bus speed & reliability
  - 2nd Minimize traffic congestion
  - 3rd Improve bus stops
  - 4th Keep existing street parking
- > Adding bus-only lanes, upgrading bus shelters, and enhancing security are the top improvements riders would benefit in the short-term for bus lines 204 and 754.
- > 67.72% of respondents are somewhat satisfied with their experience on the existing bus lines 204 and 754.
- > 54.42% of the respondents want Metro to do all transportation improvements available: immediate bus improvements; implement medium-term BRT, and plan for future rail.



## Pop-ups

The team held 11 pop-up events and school presentations starting in December of 2021. Approximately 620 community members provided feedback in English, Spanish, and Korean in the following events:

- > 21st Annual Navidad en Los Angeles
- > Westmont Food Drive
- > Community Reflections Drive-through Food Pantry
- > Los Angeles Urban League Job Fair
- > TrueLA Church Community Event
- > Keller Park Bunny Hop
- > Koreatown Youth + Community Center's Flores de Mayo
- > Koreatown Youth + Community Center's Teen Summit
- > Anderson Munger Family YMCA Senior Food Distribution

During these events, participants shared their transit experiences and recommendations along the VTC. Below are highlights from their feedback:

- > To improve transit along the VTC:
  - 55% of participants preferred BRT
  - 32% of participants preferred only rail
- > Sanitation and safety in the bus and bus stops are critical improvements needed.
- > Riders and drivers need to have a shared understanding of transit ridership conduct.
- > Increase low-tech marketing to seniors regarding the LIFE and other senior programs in Spanish and Korean.
- > Increase law enforcement presence in buses, trains and bus stops.

Detailed information from the events is available in the Event Summaries, under the Appendix section of this report.

## Consultation with Elected Officials Representing the Corridor

As a large and sprawling corridor, several elected officials represent sections of the Vermont Transit Corridor. Los Angeles City Council Districts 1, 8, 9, 10, 13 and 15 as well as Los Angeles County Supervisorial Districts 1 and 2 cover the corridor. As such, these elected officials and members of their staff are highly invested in the success of the Vermont Transit Corridor and were highly interested in the community engagement program during this pre-environmental phase of the project.

Metro staff consulted with officials interested in this project's success to gain their feedback and input on how best to maximize public participation and stakeholder involvement to ensure everyone had an opportunity to participate in the engagement process.





*Around 620 community participants shared feedback in various languages, and 55% of participants voted for BRT.*

# Findings

We used scientific qualitative and quantitative methods, as well as non-scientific qualitative processes, to determine that riders want to implement all viable options to transform the corridor: make immediate bus improvements; implement a medium-term BRT and plan for future rail.

To ensure a rich and more comprehensive approach, the team implemented scientific qualitative and quantitative methods for data collection via survey and focus groups. Quantitative data focused on specific data points, ensuring there was a controlled process to understand what people along the Vermont Transit Corridor wanted for the future of the corridor. The scientific qualitative data was gathered through nine (9) focus groups and also conducted in a controlled environment.

The goal of the comprehensive approach was to provide an opportunity for stakeholders to hear what Metro is considering for public transportation improvements and provide their feedback as well as to reach stakeholders who do not often participate in public processes about changes in their neighborhood.

Equity and representation were critical components to the gathering of the scientific data as well to ensure Metro included stakeholders who reflect diverse backgrounds by geography, ethnicity and race, language preferences (English, Spanish, Korean, and Armenian), age, gender, socio-economic status, and public transportation usage (Metro riders and potential riders).

Likewise, the scientific survey was representative demographically to reflect the rich diversity of the corridor.

Interestingly, the non-scientific qualitative data collected through the community engagement process through the CPP, community listening sessions, intercepts/transit app survey, pop-ups reflect narratives and outcomes that support the scientific research data.

Collectively, both approaches shared similar findings:

People who live along the Vermont Transit Corridor want to implement all viable options to transform the corridor: make immediate bus improvements; implement a medium-term BRT and plan for future rail.



*Data from community outreach events reflects similar results that support outcomes from the scientific research data.*

# Scientific Quantitative and Qualitative Findings

Approximately 1,200 people living within one mile of the Vermont Transit Corridor participated in a survey and nine focus groups. Participants were current Metro riders, former riders, and non-riders representative of the ethnic groups that make up the VTC.

The qualitative data gathered helped Metro staff create an additional option of “do it all” based on the findings from the focus groups.

## Survey

As a means to ensure Metro heard from a representative sample of people living in the Vermont Transit Corridor, approximately 1,200 people participated in a survey by phone and online from March 31st to May 7th, 2022 in English, Korean and Spanish.



*We invited Metro riders to participate in a survey over the phone, or online, and spread the message via digital ads.*

# Online and Phone Survey

## Open Opportunity



With very little awareness of Metro’s considerations of public transportation improvements, *there is an open opportunity to define the project and its purposes for residents.*

Before discussing the specific options under consideration, residents are nearly evenly split between *an option for faster service completed in several decades, or a slower option that can be ready by 2028.*



Both the BRT and rail lines are favored at nearly equal levels.

# Over 50%

of respondents would prefer

*a faster route with fewer stops over a slower route with more stops.*

When considering the BRT and rail options in contrast with each other, **nearly half of respondents want to open the BRT by 2028 while also expediting the rail line**, with little variation by segment (north, central or south parts along the corridor).

For the BRT option, the most appealing aspects include that stops would be more like rail stations, time savings compared to regular bus service, and service reliability. *There is substantial concern about taking away parking spaces and converting a traffic lane to a dedicated bus lane.*



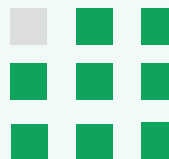
The most appealing aspects of the rail line are that it *would carry more passengers, be faster than other transit options, and connect with other rail lines. Both the construction time and the potential that construction would not start until 2067 are impactful concerns.*

Opinions on the BRT and rail options do not change substantially with information about their various elements.



**Just 14% of respondents** prefer to not build either the BRT or rail and only focus on improving existing service.

About **25%** of respondents selected an option that *does not include building the BRT* and about **25%** prefer *not to expedite the building of a new rail line.*



There is a small preference for an option that *would not cause any service delays during construction.*

### Focus Group Schedule and Composition

By providing the opportunity to delve deeper on transit issues, focus groups added another critical component to the community engagement program. The deeper conversations provided some context to stakeholder choices. Nine online focus groups were conducted in Armenian, English, Korean and Spanish. In addition to language, focus group participants reflected geography of the corridor (north, central and south Vermont), age, gender and race/ethnicity. The table at the bottom of this page summarizes the focus groups and participants.

Below are the key findings from the focus groups.

- > Different opinions about traffic and parking congestion in different segments of the corridor (north, central and south Vermont)
- > Many individuals think of Metro as only the “subway” or “rail.”
- > Significant concerns about safety related to people experiencing homelessness in neighborhoods and on Metro bus/ rail in all areas of the corridor.
- > Desire for Metro to make buses, bus stops, rail cars and rail stations safer and cleaner, improve benches and shade at bus stops, and beautify the area surrounding bus stops.
- > General feeling that the corridor area offers convenient access to shopping and dining.

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By providing the opportunity to delve deeper on transit issues, focus groups added another critical component to the community engagement program.

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### Focus Group Results

GROUP #	GEOGRAPHY	CORRIDOR SEGMENT(S)	RACIAL/ETHNIC GROUPS	LANGUAGE	DATE
1	Hollywood to Adams	A & B	Mixed	English	Dec 15, 2021
2	Hollywood to Adams	A & B	Latino/Hispanic	Spanish	Dec 15, 2021
3	Adams to MLK	C	Mixed	English	Jan 19, 2022
4	Adams to Manchester	C & D	Latino/Hispanic	Spanish	Jan 19, 2022
5	Hollywood to Wilshire	A	Armenian	Armenian	Jan 20, 2022
6	Hollywood to Wilshire	A	Korean	Korean	Jan 20, 2022
7	Adams to MLK	C	African American	English	Jan 26, 2022
8	MLK to Manchester	D	African American	English	Jan 26, 2022
9	Manchester to 120th Street	E	Mixed	English	Jan 27, 2022

**Non-scientific Qualitative Activities**

The more than 6,000 people who participated in the outreach shared their vision for the future of the Vermont Transit Corridor. At each community conversation, listening session, bus intercept, school presentation, and pop-up event, community members shared the importance of public transportation in their everyday lives. Metro listened to them and treated them as the subject matter experts they are.

Overwhelmingly, stakeholders along the Vermont Transit Corridor believe Metro should implement all transit options available:

1. Make immediate bus improvements
2. Implement a medium-term solution BRT
3. Plan for a future rail system

People across each segment were in consensus that Metro should explore all transit options.

Overwhelmingly, stakeholders along the Vermont Transit Corridor believe Metro should implement all transit options available.

**Transit Options by Corridor Segment**

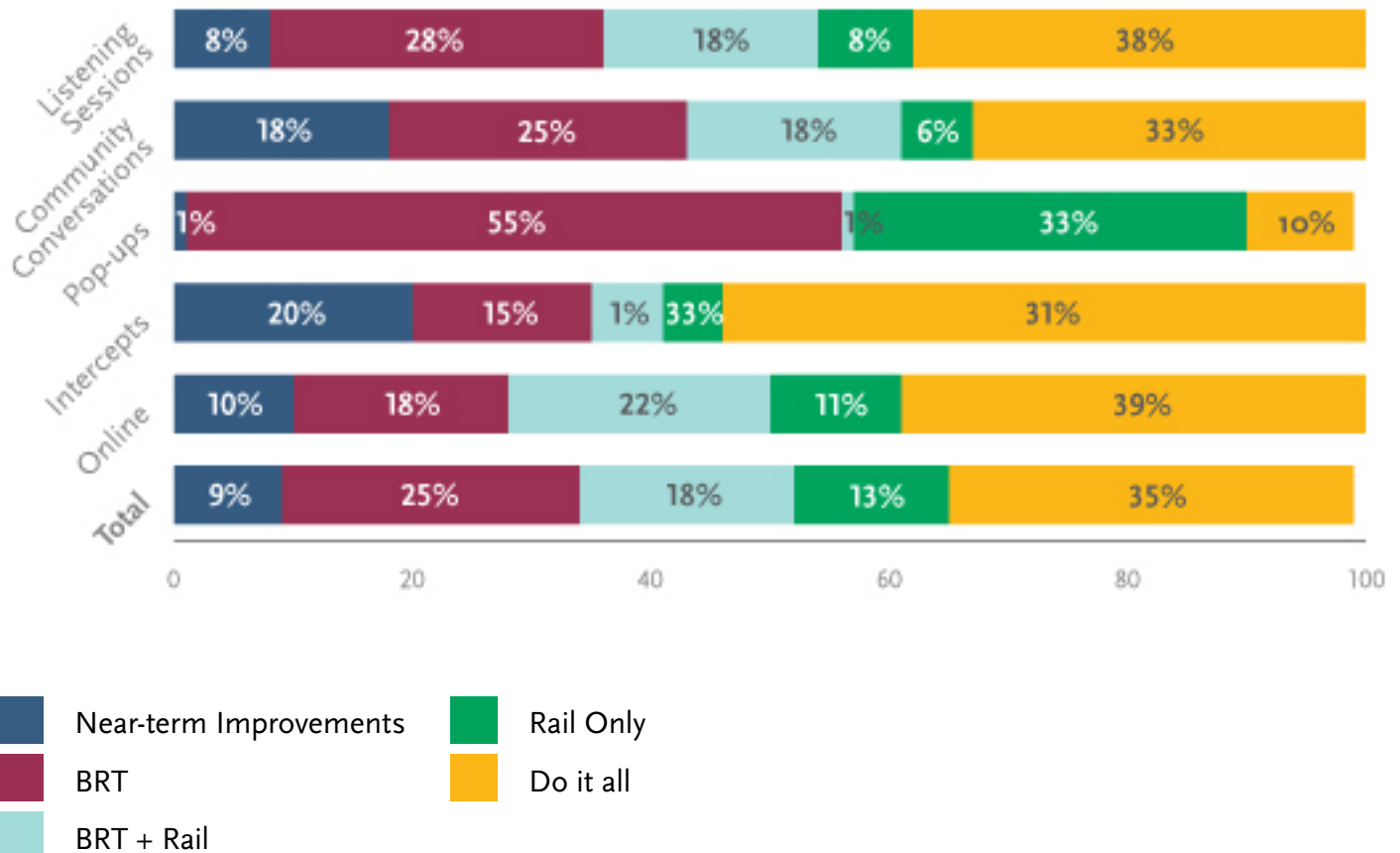


### Outreach/Engagement Activities

The chart below depicts the breakdown by the activity of the participants' preferences for the future of the corridor. Approximately 40% of community members felt that implementing all the options would provide riders with the best possible outcome. A close second was implementing BRT only at 22% of stakeholders.

Approximately 40% of community members felt that implementing all the options would provide riders with the best possible outcome.

### Data Summary by Activity



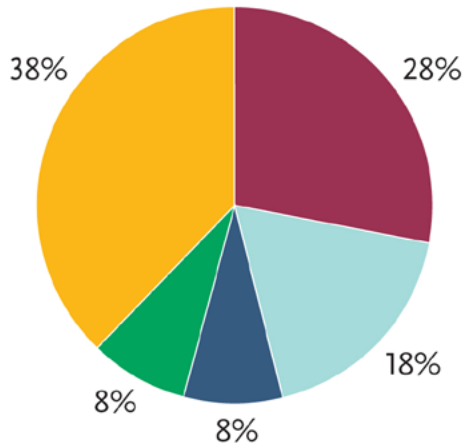
### Listening Sessions

Over 300 people participated in the four community listening sessions where 38% of participants voted to pursue all options available.

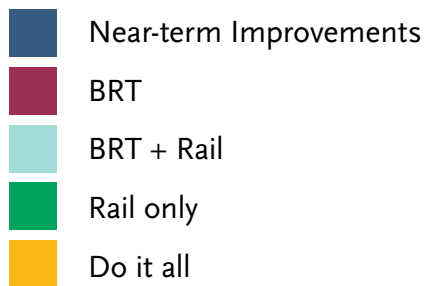
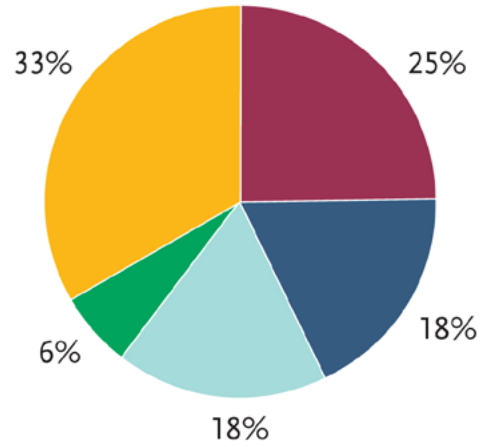
### Community Conversations

Community partners hosted 23 community conversations online and in-person where 33% of the 340 people selected the option to implement all options available.

### Listening Session Votes



### Community Conversation Votes



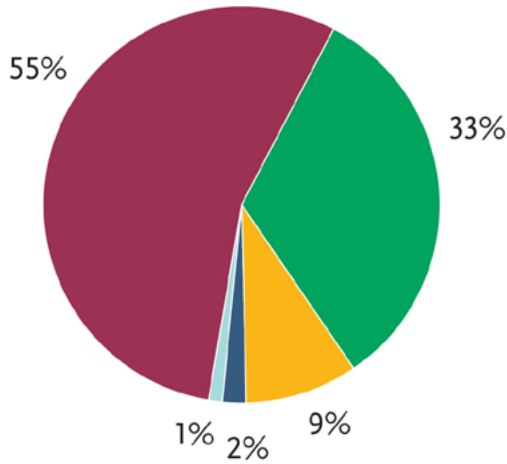
**Pop-up Events**

Approximately 55% of the 620 community members selected to move forward with BRT as the best option for the VTC.

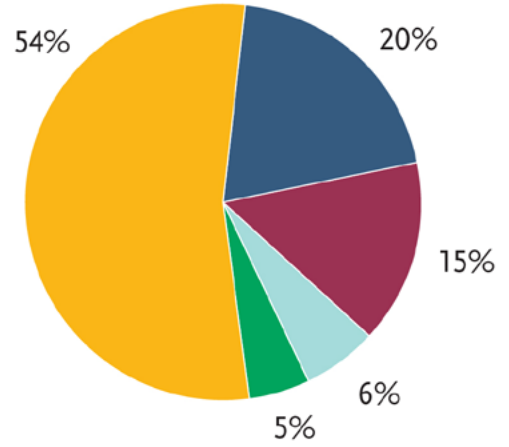
**Bus Intercepts**






Over 2252 bus riders took online and in-person surveys where 54% of participants voted to do all options available.

**Pop-up Events Votes**



**Bus Intercept Votes**



-  Near-term Improvements
-  BRT
-  BRT + Rail
-  Rail only
-  Do it all

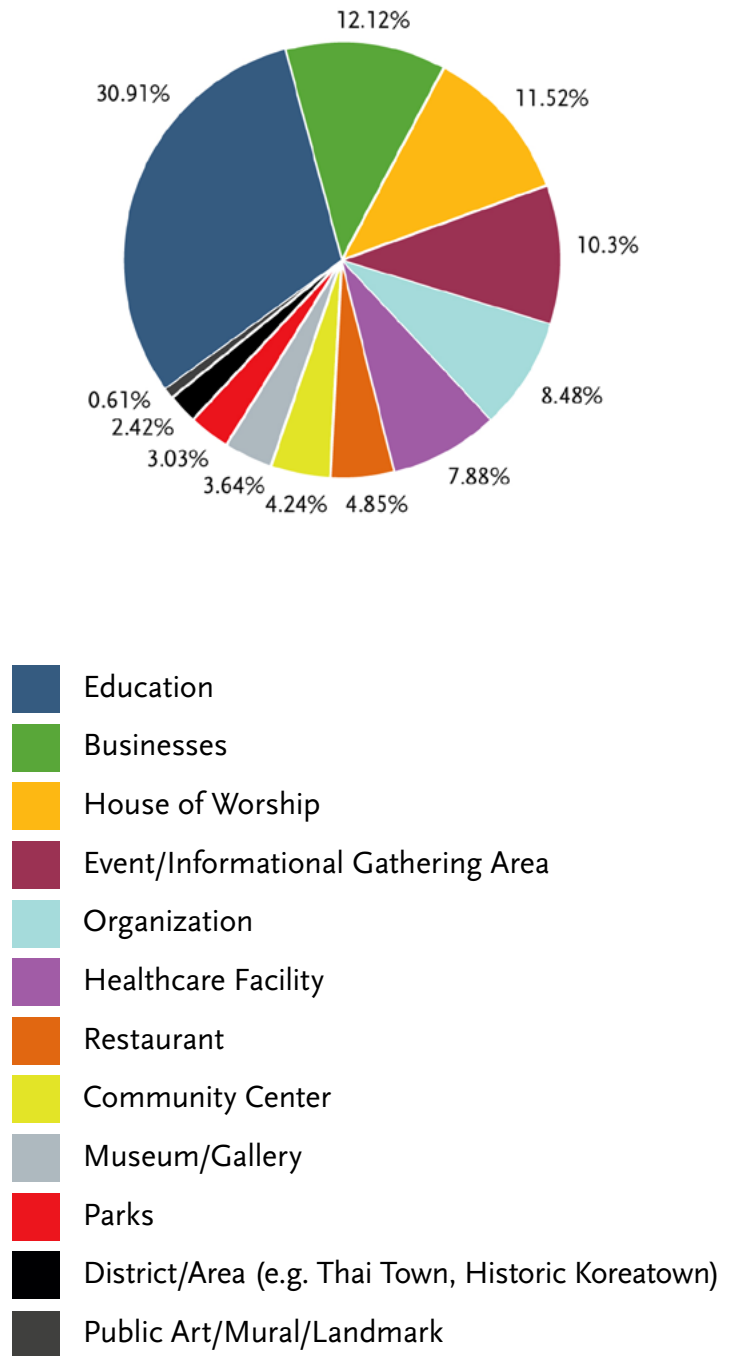
## Storymap

One hundred and sixty-five (165) community assets along the corridor were identified by stakeholders and mapped on a Community Asset Map, segmented by the following categories:

- > 30.91%  
Education
- > 12.12%  
Businesses
- > 11.52%  
House of Worship
- > 10.3%  
Event/Festival/Informational Gathering Area
- > 8.48%  
Organization
- > 7.88%  
Healthcare Facility
- > 4.85%  
Restaurant
- > 4.24%  
Community Center
- > 3.64%  
Museum/Gallery
- > 3.03%  
Parks
- > 2.42%  
District/Area (e.g. Thai Town, Historic Koreatown)
- > 0.61%  
Public Art/Mural/Landmark

## Location Categories Identified on Storymap

One hundred and sixty-five (165) along the corridor were identified by stakeholders and mapped on a Community Asset Map during Listening Sessions.





# Recommendations & Conclusions

## Overall Recommendation from Stakeholders

In all engagement activities except the scientific focus groups and survey, stakeholders were given five options from which to choose one option:

1. Make immediate improvements to existing service
2. Implement BRT only
3. Implement BRT and plan for a rail investment
4. Implement rail despite no current funding
5. Do all options – make immediate improvements, implement BRT as a mid-term solution and implement a rail system as a long-term solution

Given the context of service on Vermont Avenue, the street conditions, the customer experience and the core issue of equity underlying the overall transit experience and this engagement effort, after connecting with more than 6,000 stakeholders, 40 percent of the participants chose the following recommendations:

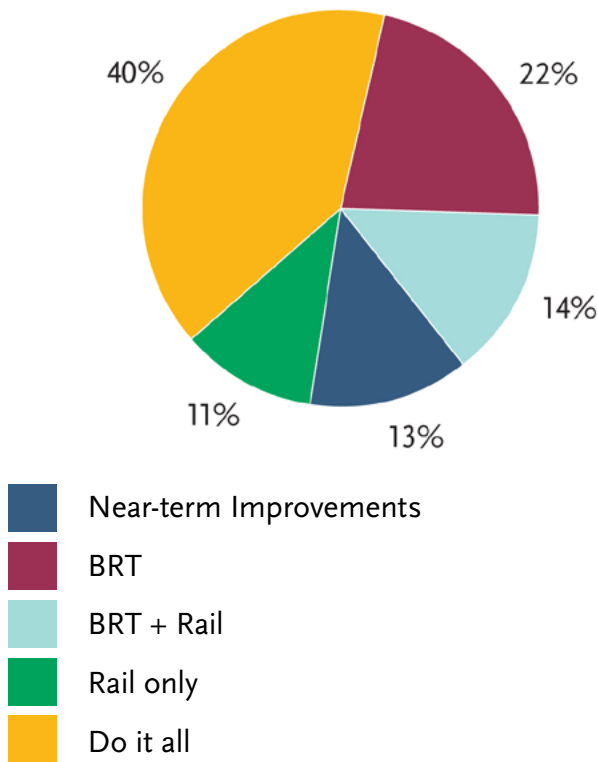
- > Implement immediate improvements to Lines 754 and 204 and help strengthen the overall customer experience;
- > Deliver a medium-term Bus Rapid Transit Project by 2028; and
- > Begin to plan a rail project that can be operational as quickly as possible.

## Other Recommendations

Through the entire community engagement program whether through focus groups, community-led conversations, pop-ups, bus intercepts and other activities, the participants – the subject matter experts – for the Vermont Transit Corridor, provided myriad opinions and shared many examples and stories of their transit experiences that led to the recommendations below.

## Overall Findings

After connecting with more than 6,000 stakeholders, 40 percent of the participants chose the following recommendations:



### **Equity**

First, though equity emerged as a category, it also was a sweeping issue across all engagement activities and underlies the other key issues – safety, security, service, planning and the Metro customer experience – even when the word “equity” was not used.

Equity is the core concern for many of the recommendations that follow.

### **Gentrification, eminent domain and development**

Many participants in all the engagement activities raised questions and concerns about gentrification. This is a multi-jurisdictional issue and it is unclear how Metro can solve this problem without the support, cooperation/willingness of other jurisdictions (in this case, the City of Los Angeles), prospective developers and the community. This may also be a social change issue.

While concerns were raised about eminent domain, Metro is experienced on this issue.

- Recommendation: Exercise the highest level of sensitivity and professionalism and fairness if eminent domain is necessary.

### **Local hiring and job creation**

Metro has a Project Labor Agreement in place.

- Recommendation: Exercise the local hire program for the Vermont Transit Corridor project and partner with CBOs and Community Development Corporations in the corridor to provide assistance to the extent it makes sense to identify and recruit prospects for the local hire training and apprenticeship programs.
- Recommendation: Ensure local hires for the Vermont Transit Corridor project reside within the zip codes in the corridor to create more goodwill with corridor stakeholders and CBOs.

### **Funding Allocation for the Vermont Transit Corridor**

Questions were raised about the \$425 million Measure M allocation for the Vermont Transit Corridor. When participants were informed that rail funding would not be available until 2067 and were informed the cost of a rail investment was between \$4.4 and \$8.4 billion, questions were raised about the size of the funding gap and why other communities have either a rail system or a rail project under construction, but the Vermont Transit Corridor does not.

- Recommendation: Clearly state the investment(s) being made in the Vermont Transit Corridor and clearly articulate reasons why the initial Measure M funding commitment is \$425 million. If there are plans to seek further funding for investment for corridor projects, use the CPP partners to communicate that information. Acknowledge expressions and feelings of inequity.

### **Engagement**

Along the Vermont Transit Corridor, given it is a 99% Metro-defined equity-focused community, given that nine out of 10 residents are BIPOC, 58% of whom identify as Latinx; 66% of transit riders use Metro five days per week, 84% of 204/754 riders do not have access to a car and more than 60% live at or below the poverty line; it is recommended that Metro continues some type of partnership effort to reach stakeholders who traditionally do not participate in planning processes.

Through the CPP, participants felt safe to share difficult experiences including very personal experiences on the bus with the unsheltered. They also shared stories about being victimized, harassed (verbally and sexually), robbed and assaulted by others on the bus and at stops, and they shared very uncomfortable opinions and perspectives.

- > Recommendation: Create similar engagements that provide safe spaces so stakeholders share critical, important and honest feedback even when it may be difficult to hear, that will help Metro make the best decisions.

The CPP implemented as part of the Vermont Transit Corridor Pre-Environmental program proved welcomed by community-based and faith-based organizations (CBOs and FBOs). Upon conclusion of the CPP, all community- and faith-based organizations stated their support for the program and expressed their willingness and interest to continue partnerships with Metro moving forward on this project.

Through the CPP, Metro met its goal of reaching stakeholders who traditionally have not participated with Metro's planning process. Moreover, many stakeholders expressed their appreciation to participate in the engagement process, felt heard and that their feedback was valued by Metro.

- > Recommendation: Continue community-based partnerships for engagement if it makes sense for Metro's projects and seek to expand the program when possible.

Metro's CPP compensated its partners fairly for their level of effort. The feedback received from CBOs and FBOs was very positive, and they felt the CPP allowed Metro and their organization to reach their networks and provided a platform for them to voice their thoughts and be heard.

- > Recommendation: Continue to provide fair compensation to CBO and FBO partners for their level of effort in the engagement.

CBOs and FBOs involved in the Vermont Transit Corridor CPP were all different. Some were very large established organizations while others were loosely affiliated. Nevertheless, each served a constituency within the corridor that provided an invaluable benefit to the project allowing access to voices never before heard in Metro's planning projects.

- > Recommendation: Continue to provide partnership opportunities with all CBOs and FBOs regardless of longevity or legal structure to meet the goal of equity and accessibility to all Metro stakeholders to be heard and provide input.

### **Fares**

Another repeated mantra during the engagement process was free fares, requests for discounted fares and comments about fair and equitable fare enforcement practices.

During the pandemic, Metro provided free fares for its service. During this engagement program, Metro reinstated fares, and therefore, many comments arose about a greater reliance on Metro because of the free fares and the impact the pandemic had on people's economic status. More than 30 stakeholders requested discounted fares if Metro was unwilling to provide a permanent fareless system or implement discounted fares on holidays or for special events.

There was also some confusion by parents about fares for students attending Los Angeles Unified School District schools. They seemed unaware of the free fare for students, or they felt filing the application for a free Metro service was too cumbersome.

One single mom at a community conversation coordinated by TrueLA Church was paying full fare for her three sons to go to school. Fortunately, she was informed at the conversation that her sons were entitled to a free Metro pass through the school district.

- > Recommendation: Streamline and/or simplify the K-12 student Metro pass application OR provide automatic enrollment into Metro's student pass program upon enrollment to any eligible school/school district.
- > Recommendation: Allow school ID cards for use as Metro transit passes on Metro vehicles.
- > Recommendation: Continue free fares on Metro vehicles during the recession or until gas prices fall by a certain percentage.

The engagement program included in-person events that were interactive. A virtual reality experience with VR headsets was implemented during the listening sessions showing stakeholders a flyover video and key destinations along the Vermont Transit Corridor.

Stakeholders also had the opportunity to identify and put places on an interactive map showing widely known entertainment venues, local houses of worship, schools, health clinics, eateries, retail establishments, and other places important to the people of the Vermont Transit Corridor.

- > Recommendation: Continue innovative and interactive engagement activities.

### **Communication with transit riders**

Several participants commented about not knowing when service changes and bus stop relocations occur.

- > Recommendation: Implement multiple communication methods to inform transit riders of any service changes including the Metro transit app, social media including Nextdoor, text alerts, traditional earned media and advertising for large service changes, and postings at bus stops and rail stations.

### **Security presence and lighting**

Safety and security were omnipresent throughout all engagement activities and not just because of the pandemic and the perception of an increased number of unhoused people using Metro and taking up residence at bus stops and rail stations.

Numerous stakeholders shared concerns about safety and security on buses, trains, at stops, stations, and while walking to Metro stops. There were 231 riders who shared very alarming experiences including robbery, violent/sexual assault, stabbings, purse snatchings, and harassment involving the unhoused.

Many riders shared their concern because public perception is that these issues worsened during the pandemic. More than 100 riders said these issues only became more visible during the pandemic but that they always existed. There were 43 concerns raised implying that safety and security are more of an issue along Vermont Avenue, as compared to the service provided in more affluent communities.

Seventy-eight riders commented about safety concerns in the southern part of the corridor, and they called out the need for a more visible presence of security at Vermont/Manchester. Twenty-eight comments about this location were made throughout the engagement process.

Many riders requested security cameras on buses and at stations and expressed concerns for safety for groups they felt were more at-risk or more vulnerable like the elderly, youth, and women. Concerns for these groups were about safety on buses, at stops, stations, and walking to and from stops on Vermont Avenue.

Forty-six youth who attended community conversations or community listening sessions shared experiences of taking the bus to school when other passengers were using drugs and "tweaking" on the bus. More than 25 parents expressed concerns about other inappropriate rider behavior and exposure to their young children. One mom shared a story about her and her son witnessing a passenger setting himself on fire while riding the bus.

Eleven stakeholders also complained about the darkness of Vermont Avenue in the southern part of the corridor, particularly south of Gage Avenue. Many people requested lighting at bus stops south of Gage Avenue.

References were made to Metro's passenger conduct campaign but there did not seem to be much enthusiasm or confidence in the program.

- > Recommendation: Promote the Transit Watch app more widely to ensure riders know about it.
- > Recommendation: Conduct a walk audit of Vermont Avenue and install or repair lighting where needed.
- > Recommendation: Conduct a safety audit of the Vermont Transit Corridor and Vermont Avenue and develop a safety plan for drivers, riders, on Metro vehicles, stops, stations and Metro-owned properties/jurisdictions. Promote any new safety measures to inform Metro stakeholders of any positive/proactive actions Metro is taking to address safety/security directly. This can include more security cameras, information/communication kiosks to communicate to Metro staff or law enforcement and more visible and undercover presence of safety officers.

### ***The Unsheltered***

Another universal theme that arose in every meeting, briefing, conversation, intercept and engagement activity was the unsheltered.

Transit riders and non-transit riders alike commented about the pervasiveness of the unsheltered and their visibility in the Metro system. Whether using rail cars and bus shelters as living quarters or using buses for mobility and storage, stating the obvious is that the issue of the unhoused must be addressed which is a problem that Metro does not necessarily have jurisdiction over or can solve alone.

During the engagement activities, Metro staff informed participants about the agency's program that sends support staff out on the system to provide referrals and support to the unhoused at Metro facilities and transit vehicles.

- > Recommendation: Increase Metro social service support staff aiding unhoused stakeholders in need of support, referrals and assistance.

Because myriad ancillary issues stem from the unhoused stakeholders' use of Metro facilities and vehicles, 37 participants complained of dirty and unsanitary conditions of Metro vehicles, bus shelters and rail stations. Common complaints were bad odors, use of vehicles as restrooms, personal storage, living quarters and trash receptacles resulting in

taking seating away from transit riders or incentivizing prospective riders against using Metro's transit system altogether.

One community conversation participant commented that in Mexico, buses are cleaned almost immediately when passengers exit buses rather than after vehicles are taken out of service back to the maintenance facility.

- > Recommendation: Increase cleaning and sanitizing of Metro vehicles and facilities including the rollout of mobile sanitation teams to clean vehicles at specific time intervals – every so many hours particularly on the busiest lines, to create a more pleasant experience for riders and send nonverbal messages to unhoused stakeholders about using Metro vehicles for the wrong purpose.

### ***Traffic***

Regardless of the type of engagement activity, traffic was another constant complaint raised. Significant concerns were raised about impact to traffic should a new transit system be implemented on Vermont Avenue. Many concerns were raised about how a transit system could fit on Vermont Avenue given the width of the street on the northern part of the corridor and the tree lined landscaped center median in the southern part of the corridor.

Drivers commented about increased congestion while transit riders commented that a dedicated bus lane would solve the current problem of traffic congestion and its impact on bus service.

Three comments were raised during the neighborhood council leadership briefing about the trees along the median as well. Stakeholders are very attached to the trees and want to protect them.

- > Recommendation: Raise awareness and conduct wide outreach about the environmental review process for this project and that traffic will be a major issue studied and mitigation measures will be included in the environmental documents.

### ***Dedicated bus lanes***

When explaining to stakeholders what BRT - bus rapid transit - is and that it requires a dedicated lane, stakeholders provided mixed reviews.

Regular transit riders overwhelmingly support dedicated bus lanes on Vermont Avenue. A dedicated bus lane would increase speed and reliability on Vermont Avenue and improve service times for passengers. Riders enthusiastically support improved service delivery on Vermont Avenue and strongly desire dedicated bus lanes.

Drivers, however, overwhelmingly complained about dedicated bus lanes on Vermont Avenue. Immediate concerns and questions were raised about the feasibility of a dedicated bus lane in both directions on the northern section of Vermont Avenue because of its narrowness and more concerns were raised when considering the installation of the BRT stations due to the potential loss of general purpose lanes.

There were also numerous comments by both transit users and non-transit users alike about the expectations that drivers will not respect dedicated bus lanes unless physical barriers are installed that would prevent cars from using bus lanes.

- > Recommendation: Raise awareness and conduct wide outreach about the environmental review process for this project and that dedicated lanes will be studied to determine their benefits and impacts.

### ***Service-related customer experience***

In every engagement activity when transit users were present, but especially during intercepts targeting transit riders, stakeholders shared both positive and negative comments about bus service on Vermont Avenue.

The complaints addressed late buses, early buses, crowded buses, dirty/unsanitary and vandalized vehicles, a lack of working amenities on vehicles and at stops (USB ports and Wi-fi), inaccurate information on the transit app (expected arrival times), and issues about which Metro has no control – rider conduct and decorum.

Many stakeholders expressed concerns for the safety and mental health of operators, especially because unhoused individuals stay on buses all day, sometimes causing problems and confrontations with riders and operators. Many participants also commented about the kindness and professionalism of operators.

But many participants shared experiences of unfair treatment by drivers; some participants felt drivers were racist toward them, particularly during the Spanish language-led community conversations. Numerous comments were made about inconsistent and unfair enforcement of fares by drivers with some stakeholders implying that the inconsistent enforcement was race/ethnicity-related.

- > Recommendation: Provide comprehensive training, support, and resources for Metro staff, particularly front line staff.
- > Recommendation: Continue updates for the transit app to ensure consistent performance.
- > Recommendation: Continue regular quality control checks to ensure vehicles are in complete good working order.
- > Recommendation: Consider personalizing the operator/passenger experience by humanizing bus operators to riders - sharing photo and not-too-personal fun facts about operators on buses so riders remember they are people, not uniforms, and treat them as such.
- > Recommendation: Post signage and information in the transit app and on the Metro website educating stakeholders what operators are and are not responsible for (for example, operators are not trained public safety officers and should not be expected to put their lives at risk by intervening or confronting passengers.)

### ***Planning***

Participants appreciated being asked for their opinions whether through community conversations, the listening events, presentations or bus intercepts.

When asked about mode preference, participants often were unclear about what BRT is unless it was very clearly explained.

Until very clearly explained, stakeholders confused BRT with the Rapid Bus service.

- > Recommendation: Continue using the visual of a BRT station and BRT vehicle when asking stakeholders for input about BRT.

### ***Bike lanes***

During the community conversations, community listening events and stakeholder presentations, 18 questions were asked, and comments were made about bike lanes. Most stakeholders expressed support for bike lanes on Vermont Avenue. Some asked if a bike lane was feasible with a BRT system and the installation of a dedicated lane. Six stakeholders requested that buses allow more than two bike racks on buses.

- > Recommendation: Seek a way to keep or implement more bike lanes in the Vermont Transit Corridor.

### ***Amenities and Urban Design Elements***

During the engagement efforts, requests were made for more bus shelters, seating, lighting, and other urban design elements and enhancements all along the Vermont Transit Corridor, but especially in the southern part of Vermont Avenue.

Fifty-six stakeholders commented or questioned why Metro invests in more affluent communities, but not in theirs.

- > Recommendation: Raise awareness and conduct wide outreach about the environmental review process for this project and provide ample opportunity to educate stakeholders about the options for urban design elements,

**Fifty-six stakeholders commented or questioned why Metro invests in more affluent communities, but not in theirs.**

first-last mile connections, and other issues to provide feedback about what they would like to see in their community.

- > Recommendation: Use visuals during the engagement/outreach program to show before and after examples of transit-oriented development and show statistics demonstrating that neighborhoods were improved but residents could still afford to live in their communities.
- > Recommendation: Raise awareness about the Metro land banking/green banking program to reduce anxiety and concerns about gentrification.

### ***Vermont Transit Corridor***

As the CPP was implemented for engagement for this project, Metro connected with the stakeholders that seldomly participate. At two particular community conversations, one at a shelter for unhoused women and the other at a residential drug rehabilitation program, one of the most powerful and compelling recommendations was offered: Metro consider designating Vermont Avenue a transit-only street for buses (or rail), bikes and pedestrians only; no cars, during the next phase of the project.

Most, if not all, stakeholders at these two separate conversations use transit. The majority of stakeholders grew up in the Vermont Transit Corridor communities and were intimately familiar with lines 204 and 754 and the corridor. Organically, in both sessions, a stakeholder asked why Vermont Avenue was not slated as a transit-only street that would allow a transit system – either buses, BRT or rail, bicycles and pedestrians; no cars.

- > Recommendation: Metro consider designating Vermont Avenue a transit-only street for buses (or rail), bikes and pedestrians only; no cars, during the next phase of the project.



*The team worked in tandem, routing constituents from station to station to provide information, solicit feedback and offer take-aways to promote the Metro organization.*

# Appendix

## Organizations and Community Conversation Events Hosted

ORGANIZATION NAME	EVENT DATE
Bryant Temple AME CDC Women's Shelter	March 29, 2022
PACE (Pacific Asian Consortium in Employment)	April 5, 2022
Bryant Temple AME Church	April 7, 2022
AADAP All Staff	April 11, 2022
AADAP Youth & Family Programs	April 13, 2022
AADAP Therapeutic Community	April 14, 2022
AADAP Youth & Family Programs	April 20, 2022
Bryant Temple AME Church	April 21, 2022
AADAP Crenshaw faith leaders and stakeholders	April 26, 2022
AADAP Youth & Family Programs (Spanish)	April 27, 2022
PACE (Pacific Asian Consortium in Employment) (Spanish)	April 28, 2022
Bryant Temple AME Church	April 28, 2022
PACE (Pacific Asian Consortium in Employment)	April 29, 2022
AADAP Employment Access	May 3, 2022
West Athens Westmont Task Force – Solid Rock Baptist Church	May 4, 2022
West Athens Task Force – Sunnyside Baptist Church	May 6, 2022
PACE (Pacific Asian Consortium in Employment)	May 9, 2022
St. Mark AME Church (Spanish and English)	May 10, 2022
TrueLA Church	May 10, 2022
Bryant Temple AME Church	May 11, 2022
PACE – Magnolia Parents Group (Spanish)	May 11, 2022
AADAP Youth & Family Programs (Spanish)	May 11, 2022
TrueLA Church	May 12, 2022
PACE (Pacific Asian Consortium in Employment)	May 13, 2022
Word of Encouragement Church-Faith Leaders	May 13, 2022
Word of Encouragement Church	May 14, 2022
Koreatown Youth & Community Center (Spanish)	May 16, 2022
St. Mark AME Church (Spanish and English)	May 17, 2022
AADAP Youth & Family Programs (Spanish)	May 19, 2022
Koreatown Youth & Community Center (Spanish)	May 19, 2022
Koreatown Youth & Community Center (Spanish)	May 20, 2022
Ward Villas for Seniors	May 23, 2022

# Friends of the Vermont Corridor Online Outreach

**FRIENDS OF THE VERMONT CORRIDOR**

## Help Improve Our Transit System

Join our Community Listening Session on *Saturday, May 7th*

Vermont Transit Corridor Project

**FRIENDS OF THE VERMONT CORRIDOR**

## Help Improve Our Transit System

Join our Community Listening Session on *Wednesday, May 4th*

Vermont Transit Corridor Project

**Facebook Feeds**

Friends of The Vermont Corridor

Win a \$50 Gift Card

Looking to make an impact in your city? Complete our survey!

Friends of the Vermont Corridor is looking to hear from its residents. Our survey takes no more than 2 minutes to complete, and participants will be entered into a weekly raffle to win a \$50 VISA gift card (1 winner each week)

All responses will be kept anonymous, and the data collected will be used to improve travel times and service along Vermont Avenue.

**MAKE AN IMPACT IN YOUR COMMUNITY**

**WIN A \$50 VISA GIFT CARD**

FORM ON FACEBOOK

Take 2-minute Survey

Win a \$50 VISA Gift Card

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Friends of the Vermont Corridor

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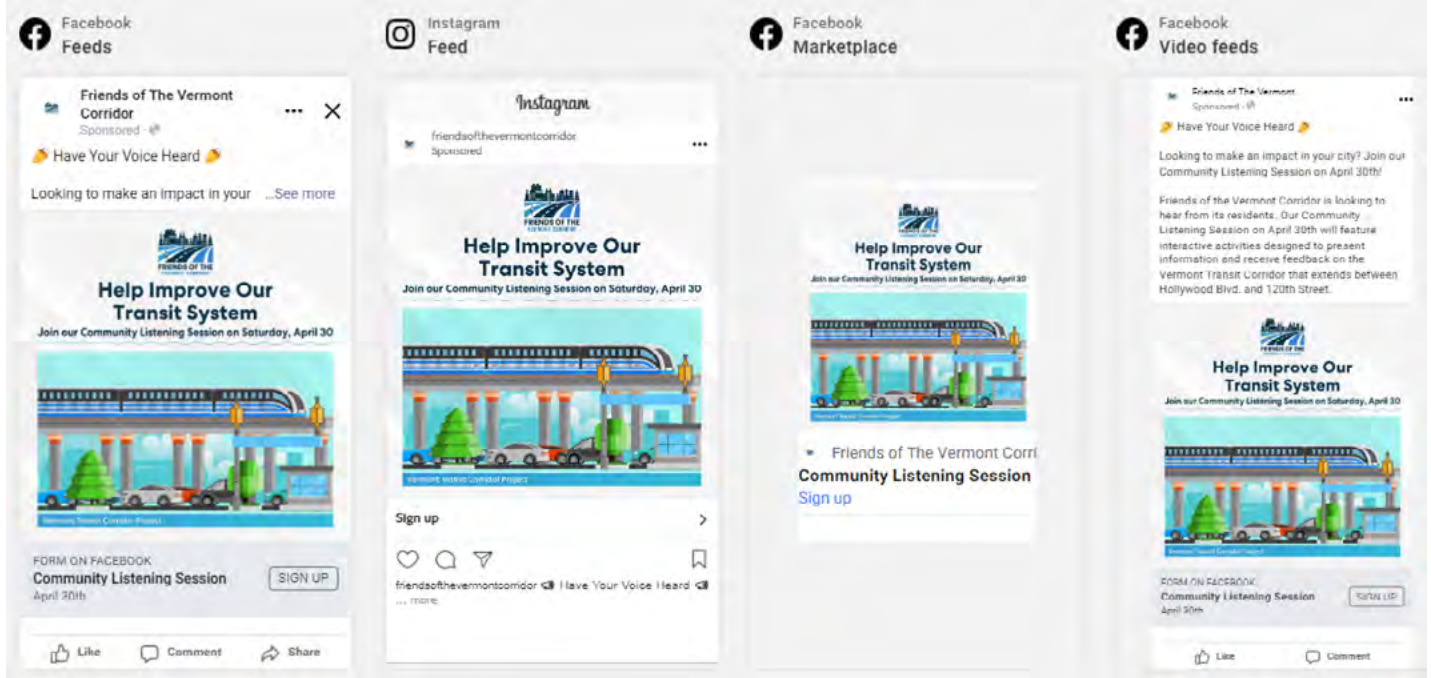
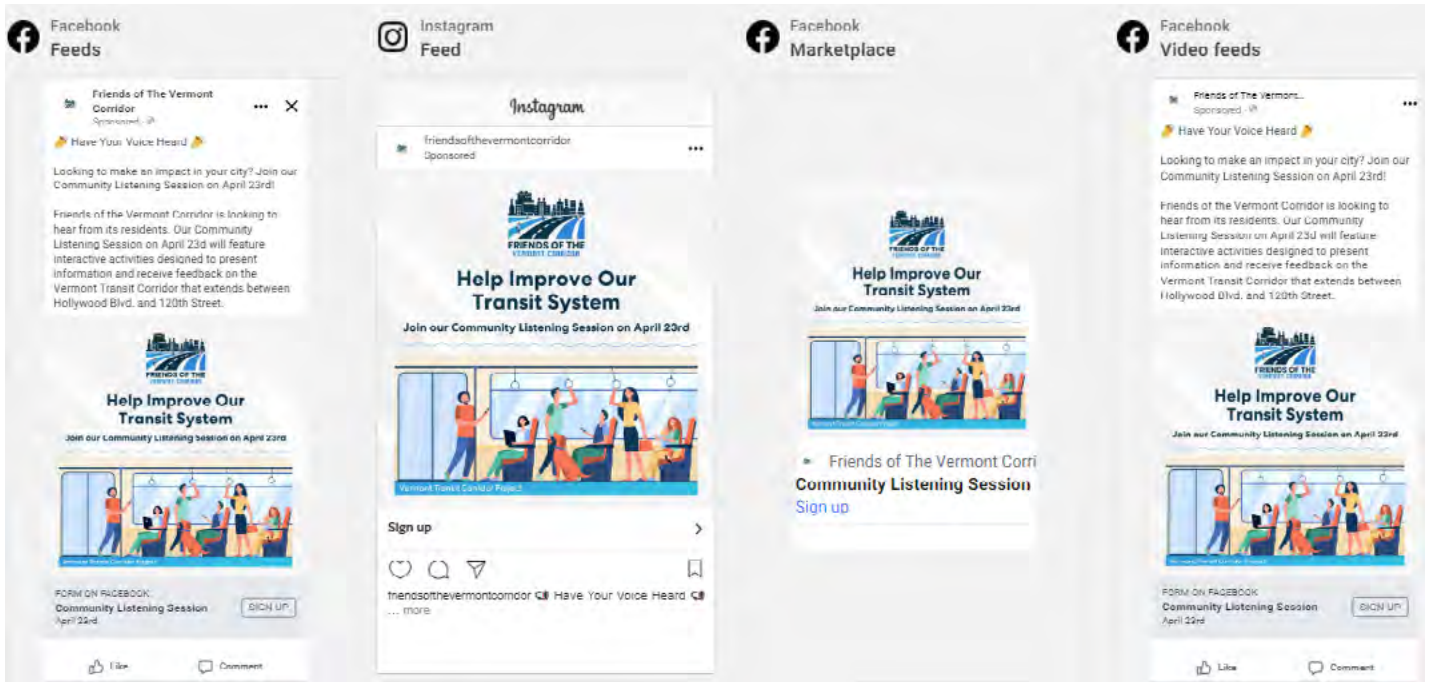
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Looking to make an impact in your city? ...See more



### Help Improve Our Transit System

Join our Community Listening Session on Wednesday, May 4th



FORM ON FACEBOOK  
Community Listening Session  
May 4th


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Join our Community Listening Session on Wednesday, May 4th



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Have Your Voice Heard


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Friends of the Vermont Corridor is looking to hear from its residents. Our Community Listening Session on May 4th will feature interactive activities designed to present information and receive feedback on the Vermont Transit Corridor that extends between Hollywood Blvd. and 120th Street.



### Help Improve Our Transit System

Join our Community Listening Session on Wednesday, May 4th



FORM ON FACEBOOK  
Community Listening Session  
May 4th

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Have Your Voice Heard


Looking to make an impact in your city? Join our Community Listening Session on May 7th!

Friends of the Vermont Corridor is looking to hear from its residents. Our Community Listening Session on May 7th will feature interactive activities designed to present information and receive feedback on the Vermont Transit Corridor that extends between Hollywood Blvd. and 120th Street.



### Help Improve Our Transit System

Join our Community Listening Session on Saturday, May 7th



FORM ON FACEBOOK  
Community Listening Session  
May 7th


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**Instagram Feed**

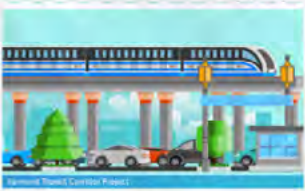
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### Help Improve Our Transit System

Join our Community Listening Session on Saturday, May 7th



FORM ON FACEBOOK  
Community Listening Session  
May 7th

[SIGN UP](#)

Like Comment



### Results of the Friends of the Vermont Corridor Online Outreach

AD NAME	REACH	IMPRESSIONS	ENGAGEMENT RATE RANKING	CONVERSION RATE RANKING
Metro – English Ad 1 Test	23664	47099	–	–
Metro – English Ad 1 – Lead form	14676	45342	Average	Above average
Community Listening Session	4913	6584	Average	Above average
Community Listening Session #2	4608	6637	Average	Above average
Community Listening Session #3	3427	3851	Average	Above average
Community Listening Session #4	5344	6183	Average	Above average
Metro – Latino bckrd – Lead form	15743	55922	Average	Above average
Metro – English Ad 1 – Main Audience	21033	71483	Average	Above average
Total	93408	243101		

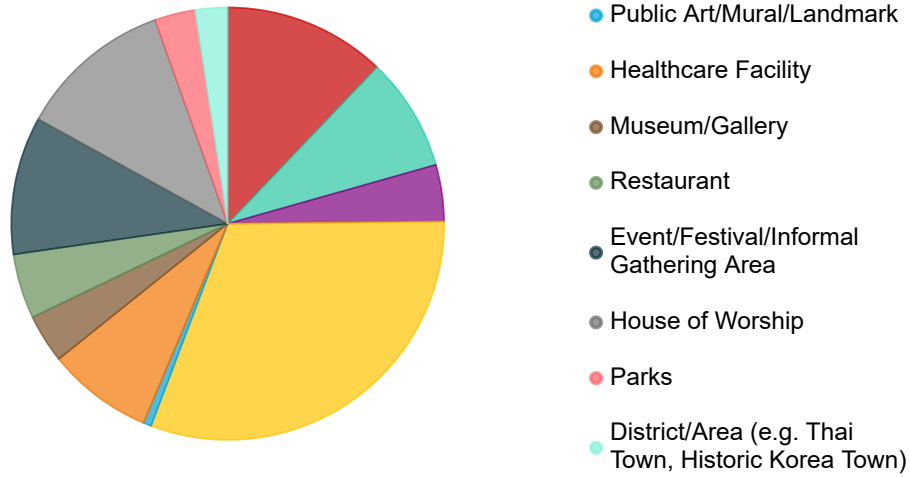
AD DEMOGRAPHICS/AUDIENCE TARGETING	REACH	IMPRESSIONS	ENGAGEMENT RATE RANKING	CONVERSION RATE RANKING
Location:	Attributes	Other (spanish targeting)		Total Surveys
United States: Los Angeles (90062), Los Angeles (90057), Los Angeles (90047), Los Angeles (90044), Los Angeles (90029), Los Angeles (90027), Los Angeles (90026), Los Angeles (90020), Los Angeles (90018), Los Angeles (90015), Los Angeles (90007), Los Angeles (90005), Los Angeles (90004), Los Angeles (90003), Los Angeles (90089), Willowbrook (90061), 4100 Wilshire Blvd Los Angeles, California 90010 (+1 mi) California	18-65 Age, All Genders	Spanish speaker, Spanish as second language, Latino culture		2222

## Friends of the Vermont Corridor Online Outreach Demographics

AGE	GENDER	REACH	IMPRESSIONS
65+	female	480	838
45-54	female	1128	3049
35-44	female	1704	2837
55-64	female	852	1351
25-34	female	2232	3198
18-24	female	904	1524
13-17	female	4	4
65+	male	408	712
55-64	male	648	1204
45-54	male	1016	1542
35-44	male	1588	2528
25-34	male	1964	2911
18-24	male	940	2291
13-17	male	2	8
65+	unknown	459	704
55-64	unknown	12602	29438
45-54	unknown	11431	31677
35-44	unknown	12700	33890
25-34	unknown	15435	53781
18-24	unknown	26911	69614

## Vermont Transit Corridor Community Asset Map

Type \*

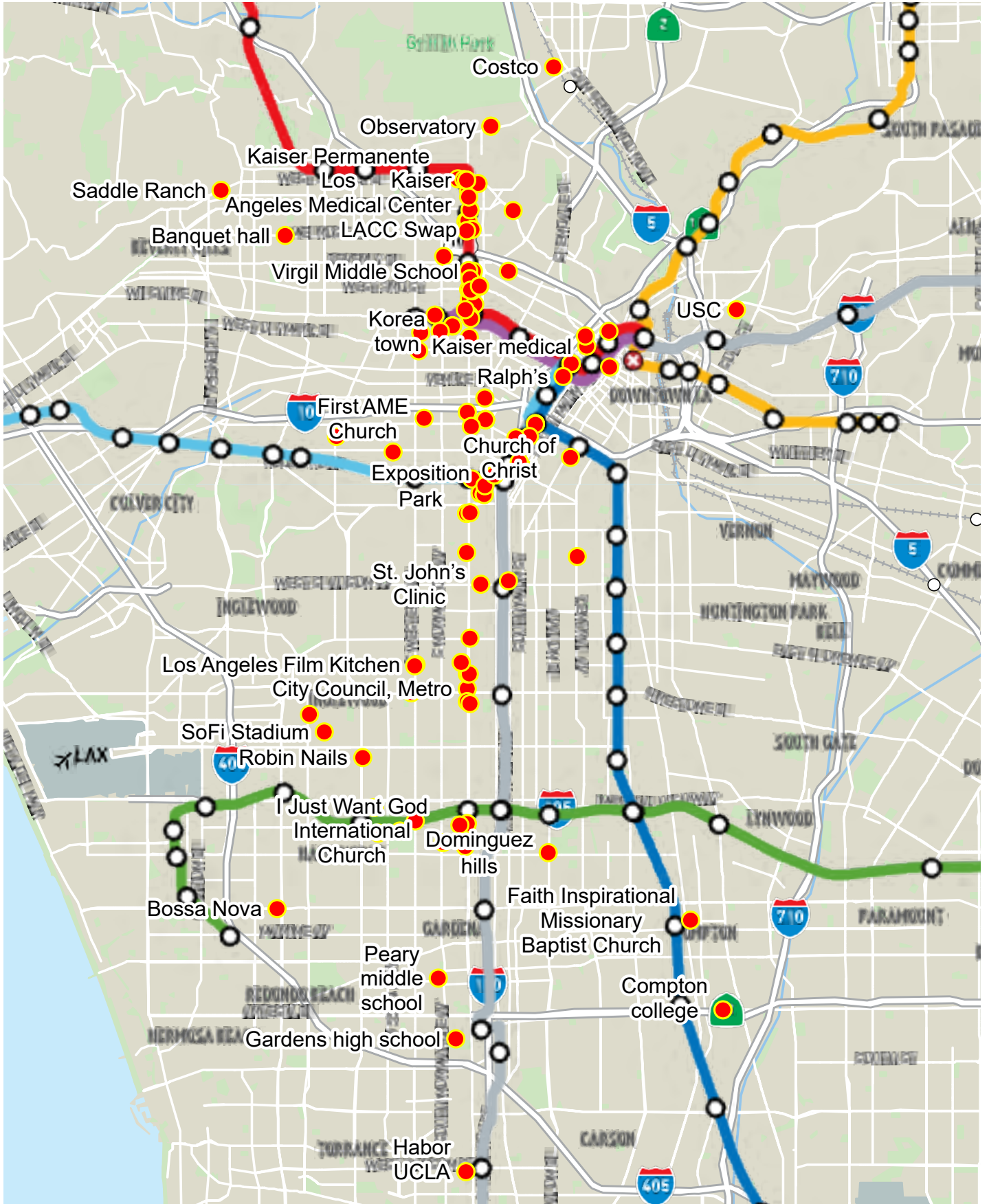


### Answers

### Count

### Percentage

Answers	Count	Percentage
Business	20	12.12%
Organization	14	8.48%
Community Center	7	4.24%
Education	51	30.91%
Public Art/Mural/Landmark	1	0.61%
Healthcare Facility	13	7.88%
Museum/Gallery	6	3.64%
Restaurant	8	4.85%
Event/Festival/Informal Gathering Area	17	10.3%
House of Worship	19	11.52%
Parks	5	3.03%
District/Area (e.g. Thai Town, Historic Korea Town)	4	2.42%



## Storymap locations entered

TYPE	NAME
Business	Banquet hall
Business	Costco
Business	El super
Business	Galleria Market
Business	Los Feliz theater
Business	Monarch Liquor
Business	Ralph's
Business	Ralph's
Business	Ralph's
Business	Ralph's
Business	Ralphs supermarket
Business	Robin Nails
Business	Seafood City
Business	Target
Business	USC
Community Center	Delta Sigma Theta Life Development, Inc. Senior Center
Community Center	Irmis Community Center
Community Center	Islamic Center of California
Community Center	LA Children's Bureau
Community Center	St John's Well Child & Family Center
Community Center	Strategic Actions for a Just Economy (SAJE)
Community Center	Ward AME Church
Community Center	Ward Villas Senior Center
District/Area	Koreatown
District/Area	Koreatown
District/Area	Koreatown dining

### Storymap locations entered

TYPE	NAME
Education	Alexandria Elementary School
Education	Braille Institute
Education	Compton college
Education	Gardens high school
Education	Hamilton High school
Education	LA Trade Tech
Education	LACC
Education	LACC
Education	LACC
Education	LACC
Education	LACC
Education	LACC
Education	LACC
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Education	LACC
Education	LACC
Education	LACC
Education	Los Angeles City College
Education	Los Angeles City College
Education	Los Angeles Technology Center
Education	Los Angeles Trade Technical College
Education	Manual Arts Sr High School

## Storymap locations entered

TYPE	NAME
Education	Manual Arts Sr High School
Education	Middle College High School
Education	Peary middle school
Education	RFK community school
Education	Robert F. Kennedy Community School
Education	Robert F. Kennedy Community Schools
Education	Robert F. Kennedy Community Schools
Education	Santa Monica college
Education	University of Southern California
Education	University of Southern California
Education	University of Southern California
Education	University of Southern California
Education	University of Southern California
Education	University of Southern California
Education	USC
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Education	USC
Education	Virgil Middle School
Education	Virgil Middle School
Education	Vista school

## Storymap locations entered

TYPE	NAME
Education	West Adams high school
Education	West Atkins
Event/Festival	Coliseum
Event/Festival	LA Memorial Coliseum
Event/Festival	LACC Swap
Event/Festival	LACC Swap Meet
Event/Festival	SoFi Stadium
Event/Festival	SoFi stadium
Event/Festival	The Vermont Hollywood
Healthcare Facility	Children's Hospital Los Angeles
Healthcare Facility	Habor UCLA
Healthcare Facility	Hollywood Presbyterian
Healthcare Facility	Kaiser
Healthcare Facility	Kaiser
Healthcare Facility	Kaiser medical
Healthcare Facility	Kaiser medical
Healthcare Facility	Kaiser Permanente
Healthcare Facility	Kaiser Permanente Los Angeles Medical Center
Healthcare Facility	Kaiser Permanente Los Angeles Medical Center
Healthcare Facility	Kaiser Permanente Los Angeles Medical Center
Healthcare Facility	Kaiser Permanente Los Angeles Medical Center
Healthcare Facility	St. John's Clinic
Healthcare Facility	The Urgent Care at Vermont
House of Worship	Athens Baptist Church

## Storymap locations entered

TYPE	NAME
House of Worship	Atherton Baptist Church
House of Worship	Church of Christ
House of Worship	Crenshaw Christian Center
House of Worship	Crenshaw christian center
House of Worship	Faith Inspirational Missionary Baptist Church
House of Worship	First AME Church
House of Worship	Great Amount Zion
House of Worship	I Just Want God International Church
House of Worship	Islamic Center of Southern California
House of Worship	St. Vincent de Paul Roman Catholic Church
House of Worship	Trinity Baptist Church
House of Worship	Ward ACME Church
House of Worship	Ward African Methodist Episcopal Church
House of Worship	Ward AME
House of Worship	Ward AME
House of Worship	Ward AME
House of Worship	Ward AME Church
House of Worship	Ward AME Church
House of Worship	Ward AME Church
Museum/Gallery	California science center
Museum/Gallery	Natural History Museum of Los Angeles County
Organization	AADAP
Organization	Braille institute
Organization	City Council, Metro
Organization	Community Coalition

## Storymap locations entered

TYPE	NAME
Organization	Community Coalition
Organization	Consulate
Organization	First to Serve
Organization	Home at Last/ Resource Center for Unhoused Community
Organization	Homeless Outreach Program
Organization	LA County Board of Supervisors
Organization	Latino Restaurant Association
Organization	Los Angeles Film Kitchen
Organization	SAJE
Organization	South Central Health & Rehab
Organization	West athens task force
Parks	Chester Washington Golf Course
Parks	Dominguez hills
Parks	Expo park
Parks	Exposition Park
Parks	Griffith park
Parks	Helen Keller park
Parks	Koreatown, Venice and Santa Monica beaches
Public Art/Mural/Landmark	Coliseum
Public Art/Mural/Landmark	Observatory
Public Art/Mural/Landmark	The observatory
Restaurant	Bossa Nova
Restaurant	Casa de rosa
Restaurant	Caveman Kitchen

## Storymap locations entered

TYPE	NAME
Restaurant	Caveman Kitchen
Restaurant	Chipotle
Restaurant	D's BBQ original take out
Restaurant	Fishbone
Restaurant	Saddle Ranch
Restaurant	Slurpin ramen
Restaurant	Tokyo Hamburg
Restaurant	Toms jr burger

# Community Partnership Presentation



**We're planning a new way to ride on Vermont.**

**VERMONT TRANSIT CORRIDOR**



**Metro has a plan to make it easier to get around LA.  
It includes creating better transit.  
This project works to invest in the community to improve  
mobility and livability.**



## Agenda

- 1) Welcome and introductions
- 2) Overview of the Vermont Transit Corridor
- 3) Overview of Pre-environmental Community Engagement Program
- 4) Vision for Vermont
- 5) Questions and discussion
- 6) Next steps



3

## Corridor Overview

- > Approximately 12.4 miles from Hollywood Bl to 120th St
- > Second busiest bus corridor
  - 45,000 daily boardings (pre-Covid)
- > Connects to 4 Metro rail lines and several bus lines
- > Serves many key activity centers including several educational and cultural institutions
- > Heavily congested with varying ROW (80 ft to 200 ft including sidewalks)



## Background

- > Measure M Project - \$425M
- > Previous Studies:
  - Vermont BRT Technical Study (2017)
    - End-to-end side-running concept
    - End-to-end center-running concept
    - Combo side & center-running concept
  - Vermont Rail Conversion/Feasibility Study (2019)
    - One LRT option (partially below grade)
    - Two HRT options: one connected to Metro B (Red) Line and one stand-alone option from Wilshire south



5

## Initial BRT Alternatives Considered

- > Preliminary BRT concepts:
  - Side-running - converts two outside travel lanes to bus lanes
  - Center-running - converts two inside travel lanes to bus lanes
  - Combination side and center running



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## What is BRT?

### LIGHT RAIL ON TIRES

Bus Rapid Transit (BRT) is one of the technologies that could be used to implement Rapid Transit Service in key, heavily traveled corridors. BRT is essentially light rail on rubber tires – offering almost identical services features and characteristics as light rail, but with a significantly lower cost. BRT is intended to move large numbers of people quickly and efficiently to their destinations.

#### FAST AND RELIABLE SERVICE

- Dedicated lanes and signal priority
- Could run as frequently as every 5 minutes
- Stops every 1/2 mile to 1 mile (less frequently than local bus)
- Real time travel information

#### CONVENIENT

- Level boarding
- Off-board fare collection
- Multiple doors for quick boarding

#### MODERN

- Vehicles are often longer articulated and specially designed
- Latest energy efficient technologies

#### COMFORTABLE

- Spacious and comfortable interiors
- Enhanced stations (not stops)
- Amenities like Wi-Fi, bike racks, benches



## Initial Rail Alternatives Considered

- > Preliminary rail concepts:
  - Light Rail Transit (LRT) - combination below and at-grade
  - Heavy Rail Transit (HRT) connecting to Metro B Line (Red) - fully below grade
  - Separate HRT to/from Wilshire/Vermont Station - fully below grade



## Goals and Objectives

- Improve service performance
  - Improve and maintain service reliability
  - Reduce passenger travel times
  - Increase ridership
- Enhance customer experience
  - Enhanced stations with number of passenger amenities (shelters, benches, next bus info, lighting)
  - Improve pedestrian/bicycle access
- Invest in the community
  - Improve mobility & livability



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## Metro Equity Focus Communities (EFCs)

- EFCs represent geographic areas that have the following socioeconomic characteristics:
  - More than 40% of households low-income (<\$35,000 annual income)
  - 80% of households are non-white
  - 10% have no access to a vehicle



## Transit Rider Demographics



50%

Don't transfer, indicating they live or work in the area



9 of 10

Identify as Black, Indigenous, and People of Color (58% Latinx)



84%

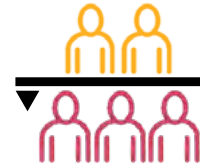
Do not have access to a car



66%

Ride Metro five days per week, indicating they are frequent riders who rely on bus service

Over 60%



Live below the poverty line



Source: Metro Fall 2019 Customer Survey Results (Bus Lines 204 & 754)

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## Corridor Challenges

- > Slow transit speeds caused by heavy traffic on corridor
- > Heavy traffic also creates intersection delays and issues with service reliability
- > Longer dwell times at busy bus stops
- > Lack of customer-friendly amenities at stop locations
- > Poor pedestrian access between bus stops and Metro Rail stations



Vermont/Manchester



Vermont/King Jr.



Vermont/Florence



## Corridor Opportunities

- > Create a sense of place
- > Provide safety improvements
  - High visibility crosswalks, enhanced lighting at stations
- > Provide opportunities for economic development
- > Improved access to jobs, medical and educational facilities, and other key activity centers
- > Additional landscaping and/or streetscape improvements
- > Improved bike facilities



## Corridor Opportunities



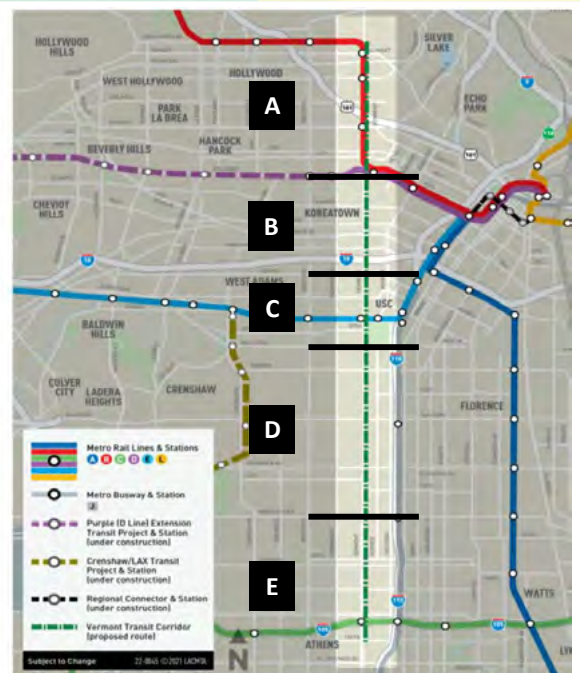
## Current Status

- > Fall 2020 - Environmental RFP issued; since cancelled to implement Community-based Partnership Program (CPP)
- > Fall 2021/Early Summer 2022 – CPP/community engagement to inform next planning phase including, but not limited to, environmental review, near and mid-term improvements



## Community Engagement To Date

- > Focus Groups
- > Community Partnership Program
- > Key Stakeholder Briefings
- > Metro-hosted Community Meetings
- > What We've Heard:
  - Issues varied by segment; **safety** number one concern among all segments
  - Heard preference for rail but also need for transit improvements sooner



## What is Your Vision for Vermont?

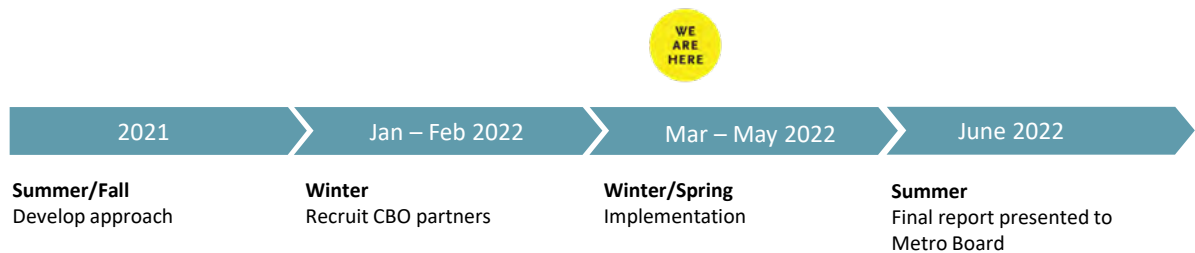
### Considerations:

- > Do not plan for BRT or Rail and make immediate improvements to current bus service only:
  - Improved frequencies
  - Peak Period Bus Lanes along select segments of the corridor
- > Move forward with planning BRT to open by 2028
- > Move forward with planning BRT and begin environmental planning for rail options regardless of funding constraints
- > Start planning for rail only and seek other potential funding opportunities

**Available Funding per Measure M = \$425M**

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## CPP Schedule



ONGOING PUBLIC PARTICIPATION

16

## Register and Tell Us What You Think!



Metro has a plan to make it easier to get around. As part of our plan to improve transit, the Vermont Transit Corridor Project will allow for faster travel times and more reliable service between Hollywood Boulevard and 120th Street.

Metro is planning to engage communities along the Vermont corridor this coming Winter to begin gathering feedback on potential transit improvements.

To learn more about the project, please visit our website at [metro.net/Vermont](http://metro.net/Vermont) or call us at 323.466.3876.

You can also request to join our mailing list to receive project-related information.

Use the QR Code to sign up to receive project updates!



VERMONT TRANSIT CORRIDOR



Metro tiene un plan para facilitar los trayectos. Como parte de nuestro plan para mejorar el tránsito, el Proyecto del Corredor de Tránsito de Vermont permitirá tiempos de viaje más rápidos y un servicio más confiable entre Hollywood Boulevard y 120th Street.

Metro planea involucrar a las comunidades a lo largo del corredor de Vermont este próximo invierno para comenzar a recopilar comentarios sobre posibles mejoras de transporte.

Para obtener más información sobre el proyecto, visite nuestro sitio web en [metro.net/Vermont](http://metro.net/Vermont) o llámanos al 323.466.3876.

También puede solicitar unirse a nuestra lista de correo para recibir información relacionada con el proyecto.

Utilice el código QR para registrarse y recibir actualizaciones del proyecto.



VERMONT TRANSIT CORRIDOR



## Register and Tell Us What You Think!



## Questions, Discussion, Your Feedback



## Stay Connected To This Project.



Lilian De Loza Gutierrez  
*Community Relations Director*  
Metro  
One Gateway Plaza, MS 99-13-1  
Los Angeles, CA 90012



213.922.7479



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[metro.net/vermont](http://metro.net/vermont)



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**Metro Vermont Transit Corridor  
Community Partnership Program  
Scope of Work**

**BACKGROUND**

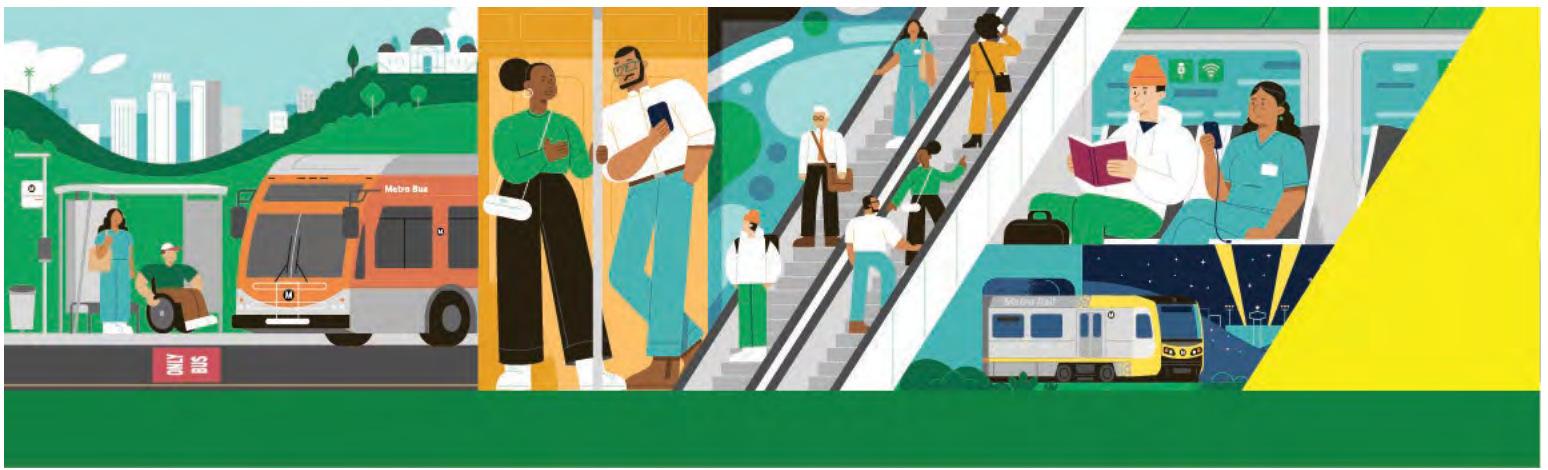
The Vermont Transit Corridor Project is a Measure M-funded project with a projected opening between 2028 and 2030.

The busiest north-south bus corridor in Los Angeles County, the Vermont Transit Corridor extends approximately 12.4 miles along Vermont Avenue from Hollywood Boulevard south to 120th Street. Pre-Covid, the Vermont Corridor had approximately 45,000 daily boardings on the Metro Rapid Line 754 and Metro Local Line 204 with important connections to numerous other transit services including:

- Metro B Line (Red)
- Metro D Line (Purple)
- Metro E Line (Expo)
- Metro C Line (Green)

The corridor also serves numerous important key activity centers including:

- Koreatown
- Medical Facilities (Kaiser Permanente, Children’s Hospital, and Hollywood Presbyterian)
- Educational Institutions (University of Southern California, Robert F. Kennedy Community Schools, Los Angeles City College, and American Career College, SEED Transportation School, etc.)
- Consulate of El Salvador
- Exposition Park
- Braille Institute



Throughout the corridor, the project benefits communities with very diverse socioeconomic and demographic backgrounds including a large percentage of low-income communities that heavily rely on public transportation to access jobs, schools, medical centers, and recreational facilities.

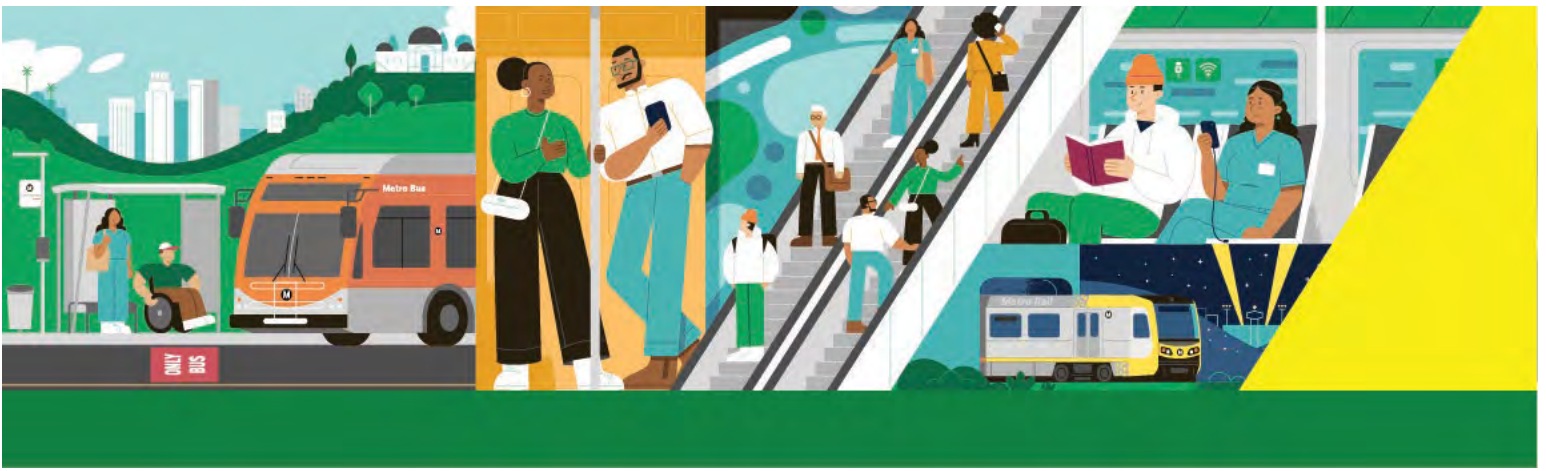
In February 2019, Metro completed the Vermont Transit Corridor - Rail Conversion/Feasibility Study ([https://media.metro.net/projects\\_studies/brt/Vermont\\_BRT\\_Report\\_2019-03-18.pdf](https://media.metro.net/projects_studies/brt/Vermont_BRT_Report_2019-03-18.pdf)), which was presented to the Planning and Programming Committee in April 2019.

The purpose of the study was to re-evaluate two initial Bus Rapid Transit (BRT) concepts identified in the 2017 Vermont BRT Technical Study (<https://www.metro.net/projects/bus-rapid-transit-studies/brt-technical-study/>) to evaluate the feasibility of BRT alternatives along the Vermont corridor.

In March 2019, Metro completed the Rail Conversion/Feasibility Study which evaluated and compared multiple rail modes and/or alternatives and ensured that a BRT project would not preclude a future conversion to rail.

In April 2019, the Metro Board of Directors approved a motion directing staff to not only move forward with the BRT alternatives but to also advance rail concepts into environmental review to preserve the ability to deliver a rail project should additional funding materialize.

Prior to the Vermont Transit Corridor Project moving into the environmental review process, Metro is conducting a pre-environmental public outreach and community engagement program that is in alignment with the Metro Equity Platform Framework that seeks to increase equity in the region. This effort will help determine how best to move forward with the project through a community partnership program to collaborate on establishing a vision for the corridor and re-evaluating the project goals and objectives as well as identifying near, mid, and long-term improvements for the corridor.



## COMMUNITY-BASED PARTNERSHIP PROGRAM

Metro has developed a community based-partnering program (CBP) to establish a consistent and equitable approach to partnering with community, faith and other organizations that provide services along the Vermont Transit Corridor.

Per Metro’s plan, “Community-Based Organization Partnering Strategy, Elements for Successful Partnering in Professional Services,” produced in Spring 2021, that establishes consistent and clear parameters for this type of partnering, organizations with whom Metro may partner as part of this CPP are broadly interpreted and defined and can encompass groups with formal legal status and unregistered groups such as block clubs or other groups that may not have a legal designation yet or are organized to work on collective efforts to benefit the community.

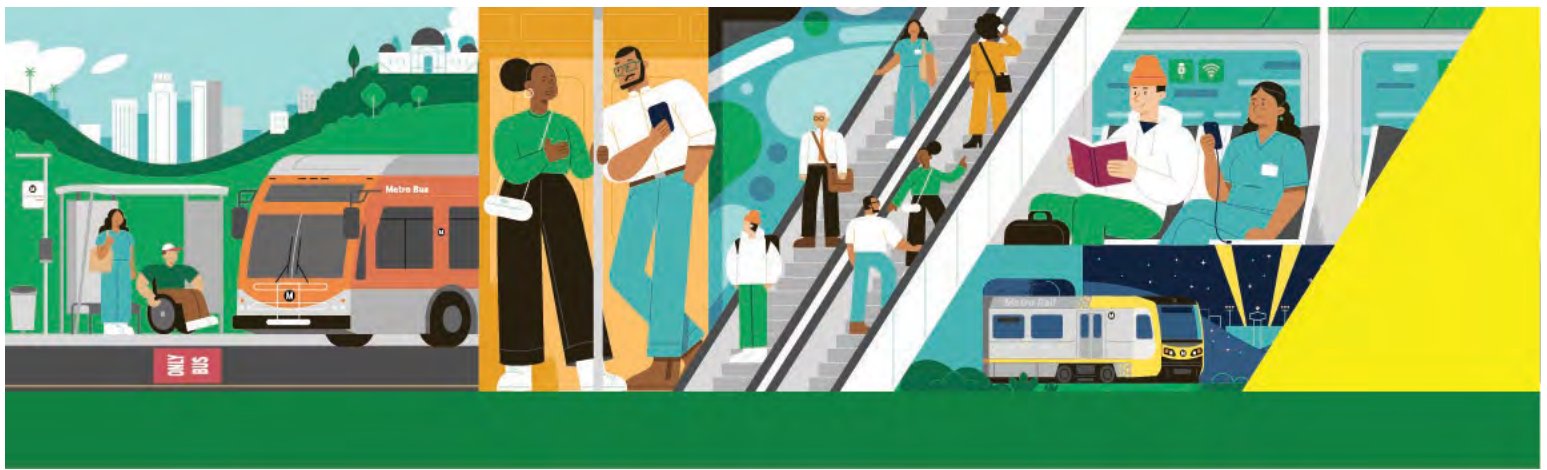
The intent behind this CBP seeks to increase equity and reach deeper into the community to solicit input and feedback from stakeholders who traditionally do not necessarily engage with Metro on transportation planning projects.

### Community Based Partnership Goal

The goal of the CBP is to successfully partner with organizations working along the Vermont Transit Corridor to effectively provide information and solicit input about the Vermont Transit Corridor Project to their members/constituents/stakeholders who traditionally do not engage with Metro on transportation planning projects.

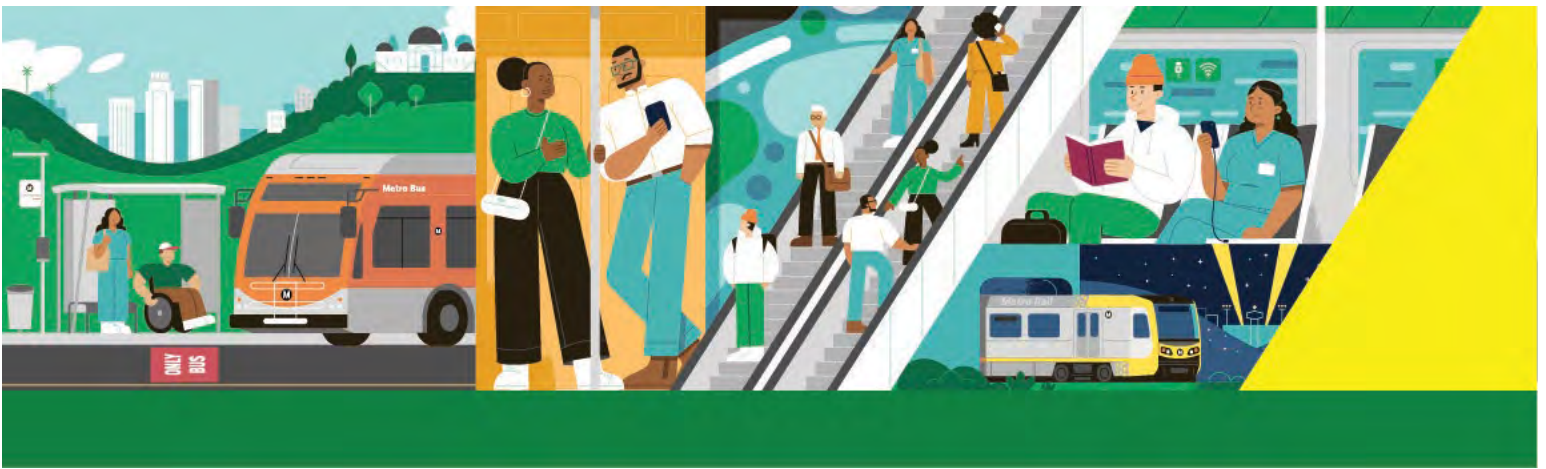
Cognizant that equity takes collaboration, it cannot be achieved in a silo by one organization or one public agency. Therefore, Metro seeks the assistance of various organizations in the community for this effort.

Organizations may opt to partner with Metro in various ways, including:



- *Roundtable collaboration (up to 3)*  
Organizations will continue to meet with Metro to provide guidance on how best to engage with corridor-wide stakeholders. Organizations will recommend activities, events, noticing strategies to ensure a broad participation of stakeholders in the project's planning process.
- *Information distribution/dissemination*  
Organizations will disseminate information to their members and/or constituencies to drive their participation. Examples include sharing announcements in organization newsletters, websites, email campaigns, flyer distribution and/or booths or tables at organization-hosted events.
- *Delivering outreach programs to seek input*  
Meaningful integration of information about the Vermont Transit Corridor Project to potentially affected stakeholders through an event/activity to reach 200 or more members/constituents.
- *Facilitating and gathering community-led conversation(s)*  
Coordinate a minimum of 15 to 20 (preferably more) members/constituents to gather meaningful input in-person or virtually.
- *Conducting community engagement and outreach programs*  
Coordinate a tailored engagement program inclusive of outreach activities to reach 200 or more members/constituents to garner meaningful input.

Some organizations may choose to propose one specialized task in support of the public outreach and community engagement goals while others may perform multiple tasks in the course of their partnership with Metro.



## COMPENSATION

There are a variety of ways to create an effective partnership between Metro and community organizations to meet the public outreach and community engagement goal for the Vermont Transit Corridor Project. For this partnership program, community organizations will be compensated for their contributions in an amount not to exceed \$10,000, however, Metro will exercise discretion based on scopes of work submitted by each organization that might exceed this amount.

## EXPECTATIONS AND ACCOUNTABILITY

The CBP Program expectations are that the engagement programs implemented in this pre-environmental phase of the Vermont Transit Corridor Project will effectively reach stakeholders who traditionally do not participate in Metro's transportation planning projects regularly.

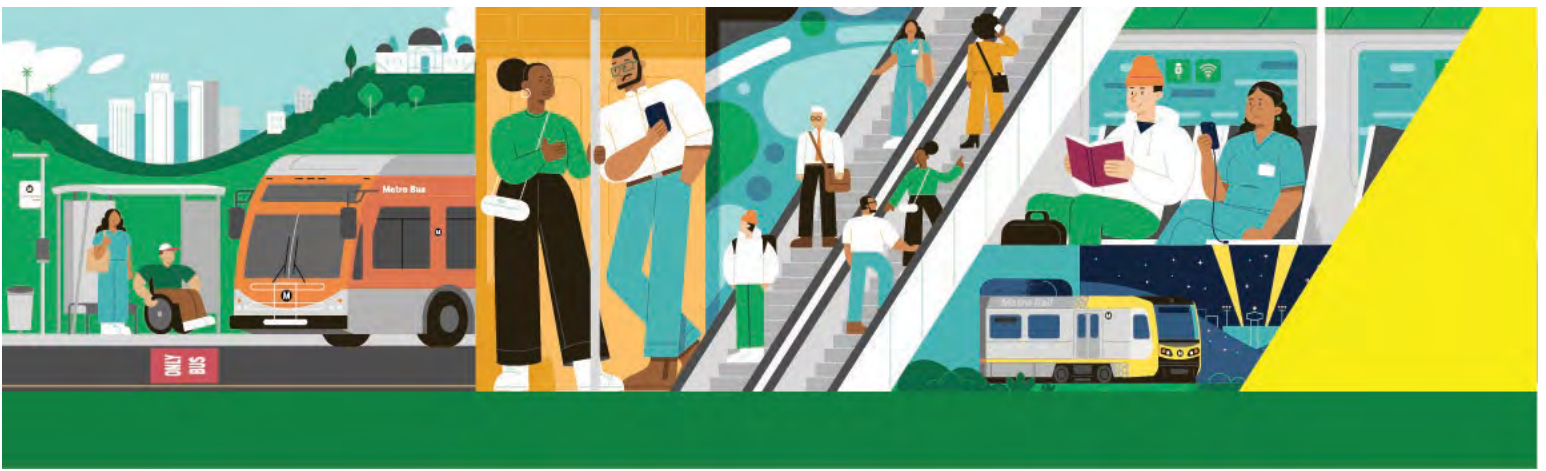
Success measures for organizations will be based on the effectiveness, strategy and tactics implemented and results – numbers of people reached and level of depth of information and engagement.

Metro will streamline and simplify the administrative process to decrease the complexity of doing business with Metro for this project. This includes administrative templates organizations can use to:

- Propose partnership options.
- Submit invoices and reimbursement for any costs incurred.
- Document meetings, events and activities report all engagement activities.

Metro will be accountable for providing support to organizations to simplify the partnership process and the organizations will be accountable for delivering and capturing meaningful stakeholder input.

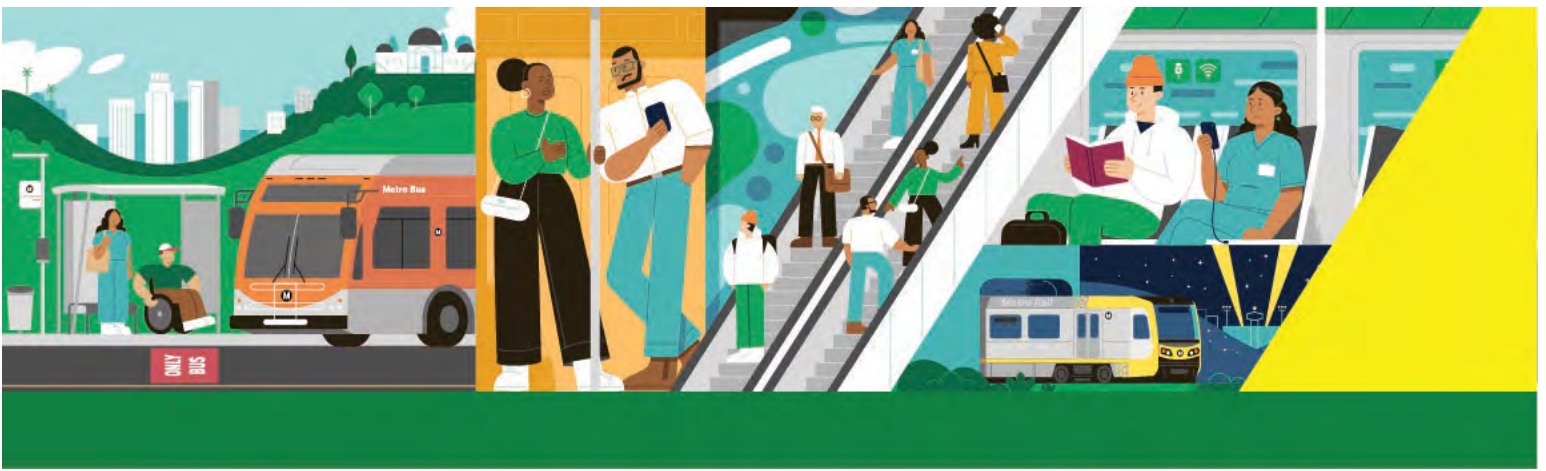
Interested organizations shall complete the following application in response to this scope of work as early as January 2022. Organizations can determine which activities they would like to partner with Metro in delivering the scope of work and can choose to apply for all activities or one or more. It is expected that this scope of work will be completed no later than May 15, 2022.



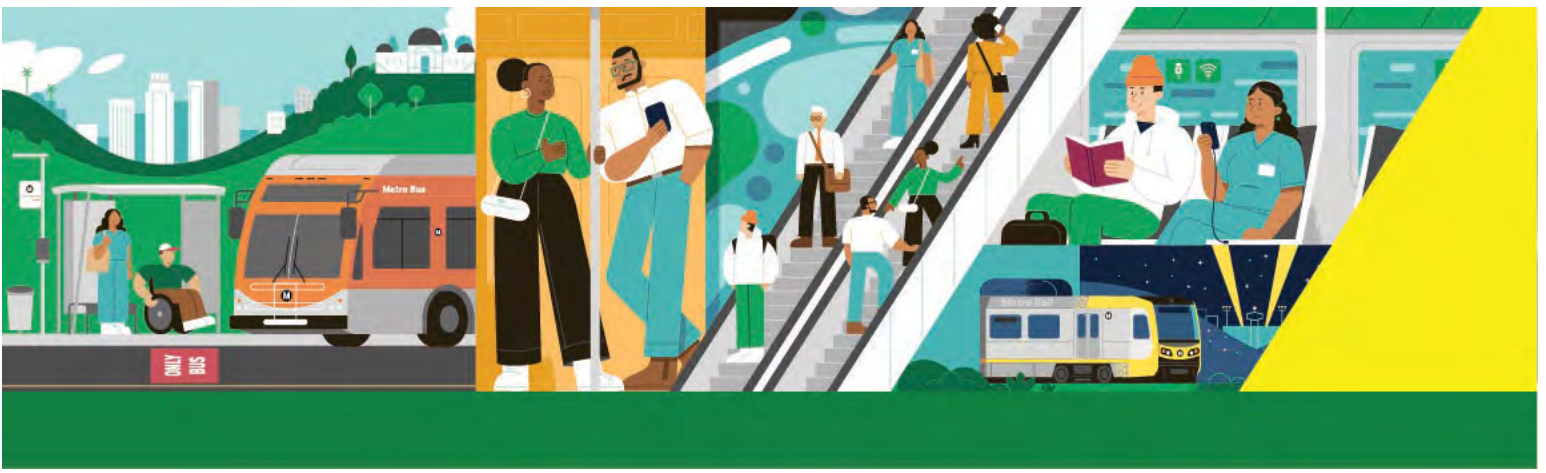
**Metro Vermont Transit Corridor  
Community Partnership Program Application**

<b>Date</b>	
<b>Organization Name</b>	
<b>Organization Description/Constituency served Programs and Services</b>	
<b>Organization Type</b>	<input type="checkbox"/> faith-based organization <input type="checkbox"/> school <input type="checkbox"/> block club <input type="checkbox"/> professional association <input type="checkbox"/> social/human service agency <input type="checkbox"/> public health agency <input type="checkbox"/> economic/community development agency <input type="checkbox"/> other _____
<b>Contact Person</b>	<b>Name</b>
	<b>Title</b>

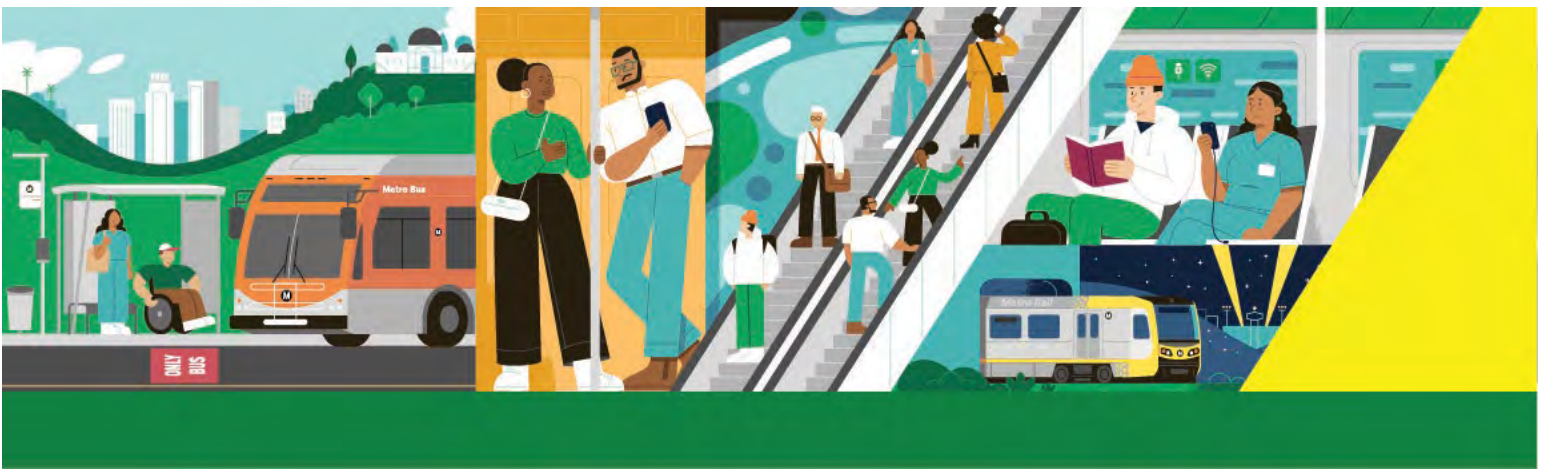




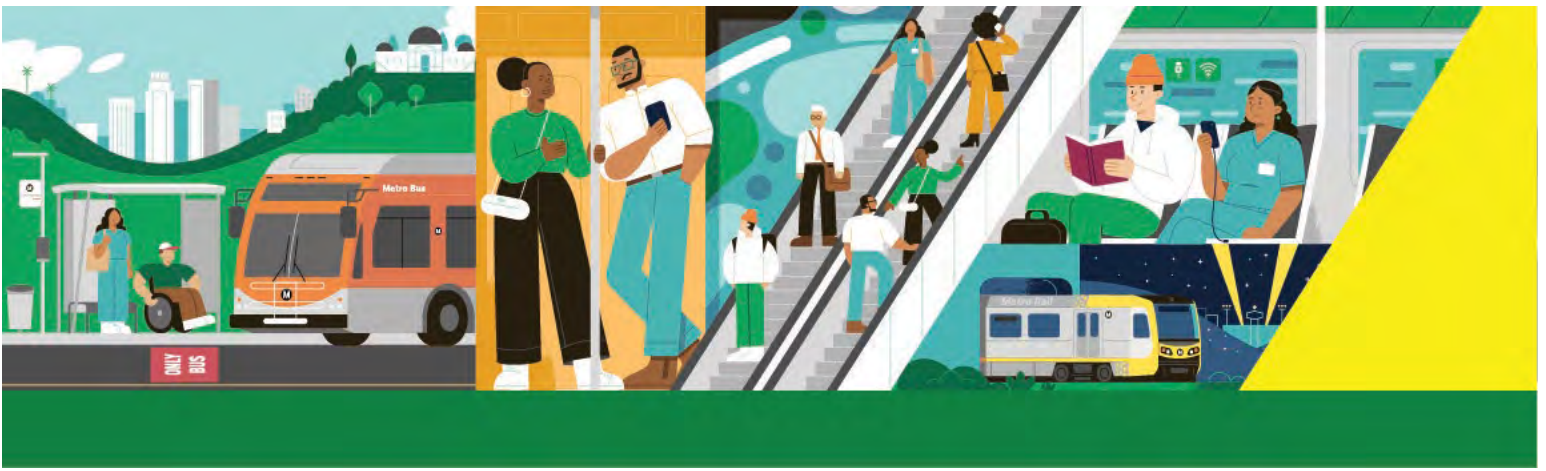
	<b>Email</b>	
	<b>Phone</b>	
<b>Mailing Address</b>		
<b>Partnership Activity/Type</b>	<b>Brief description/ Expected Reach/Expected Deliverables or Results</b>	<b>Cost Request</b>
<i>CPP Roundtables</i>		
<i>Information distribution/dissemination</i>		



<p><i>Outreach programs to seek input</i></p>		
<p><i>Stakeholder meeting or event</i></p>		
<p><i>Engagement and outreach programs</i></p>		
<p><b>Other Direct Costs</b></p>	<p><b>Brief description/</b></p>	<p><b>Stipend Request</b></p>



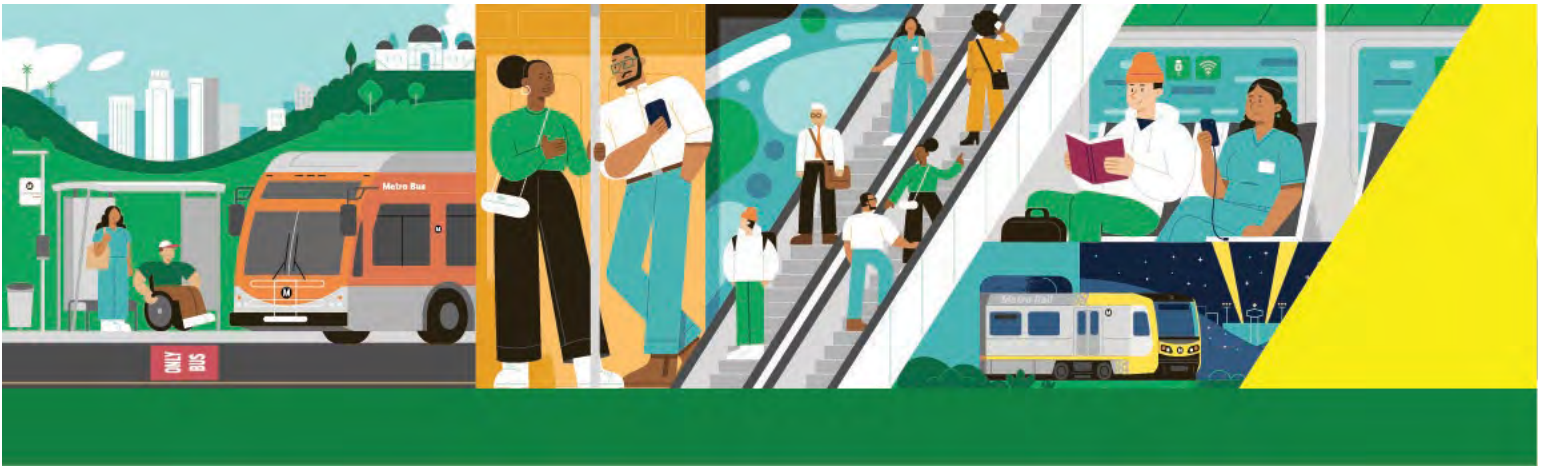
	Expected Reach/Expected Deliverables	
Mileage/Parking		
Refreshments		
Booth/Event Fees		
Miscellaneous		



Please return VTC Community Partnership Program Application via email to:

**Trisha Murakawa via email: [trishapm@communityconnectionllc.com](mailto:trishapm@communityconnectionllc.com)**

**Paulina Velasco via email: [paulina@veladaconsulting.com](mailto:paulina@veladaconsulting.com)**



**Attachments:**

- **Study Area Map**
- **Sample template invoice**
- **Meeting/Event summary form**

# CBO Partnership Program Agreement



## Vermont Transit Corridor Community-based Partnership Program Agreement

This Agreement is by and between

\_\_\_\_\_ (Organization) and the Los Angeles County Metropolitan Transportation Authority's (Metro) representative for the Vermont Transit Corridor Pre-Environmental Community Engagement Program, Community Connections, LLC. As Metro's prime contractor for this Community-based Partnership Program (CPP), Community Connections, LLC, serves as Metro's representative for the administration of the scope of services for this agreement.

### Community-based Partnership Program (CPP)

The goal of this CPP is to provide information and solicit input about the Vermont Transit Corridor Project to/from the Organization's members, constituencies and stakeholders with an emphasis on those who are traditionally underrepresented in the Metro transportation planning process. The CPP is in alignment with Metro's Equity Platform to advance equity and develop processes to involve CBOs in the decision-making process about projects.

### Description of Services

Organization will partner with Metro in the following ways that are checked below:

- \_\_\_\_\_ *Information distribution/dissemination*
- \_\_\_\_\_ *Delivering outreach programs to seek input/meaningful integration*
- \_\_\_\_\_ *Facilitate/coordinate a community-led conversation*
- \_\_\_\_\_ *Conducting a community engagement and outreach program*

The specific scope of work for this Agreement is included in the Appendix and outlines the activities and the amounts per activity.



### CONTACT US

 (213)922-7475  
 delozagutierrez1@metro.net  
 metro.net/projects/vermont-corridor

Lilian De Loza-Gutierrez  
Director, Community Relations Metro

## Term

The term of this Agreement is from \_\_\_\_\_ through \_\_\_\_\_, 2022. All work will be concluded by May 15, 2022, and invoices will be submitted by June 15, 2022.

## Compensation

Organization shall submit invoices for services and reimbursable costs with documentation reflecting expenses. Organization shall be paid within ten (10) days of when Community Connections, LLC, receives payment from Metro.

Organization will be compensated for up to a total of \$\_\_\_\_\_ per the Organization's Scope of Work – Exhibit A in the Appendix.

## Invoicing

Organization shall address invoices:

Metro  
VTC Pre-Environmental Community-based Partnership Program  
Contract Number PS44432000, Task Order 038  
c/o Community Connections, LLC  
315 S. Catalina Avenue, Unit 6  
Pasadena, CA 91106

Invoices shall be signed by Organization contact and sent via email to:

Trisha Murakawa, VTC Project Manager  
trishapm@communityconnectionllc.com

## General Conditions

### 1) Independent Contractor

Organization is an independent contractor responsible for all methods and means used in performing the scope of services under this agreement and is not an employee of Metro or Community Connections, LLC.

### 2) Taxes, Assessments and Premiums

Organization will be responsible for any taxes, assessments and premiums, any applicable unemployment insurance contributions, Workers Compensation insurance premiums and any and all taxes in connection with the services for this partnership.

### 3) Confidentiality

This partnership may require Organization to review and/or receive information that is confidential to the public until internal reviews have been completed or the Metro Board

and officers take action. Organization may not share any confidential project details shown as draft or other documents and/or materials and information to the general public or other CPP partners without permission.

#### 4) Conflicts of Interest

Conflicts of interest are evaluated by Metro on a case-by-case basis. **Metro's Ethics Declaration** includes a series of 10 questions:

- a) In the past 12 months, has any employee been a Metro Board member or Metro employee?
- b) Is any employee related to a Metro Board member or Metro employee?
- c) Any employee presently a Metro Board member or Metro employee?
- d) Do any Metro Board members or Metro employees own any stock in Declarant company?
- e) In the past 12 months, has any employee given any gifts to a Metro Board member or Metro employee?
- f) In the past four (4) years, has any employee or family member of any employee made any campaign contributions to any present Metro Board member or Metro employee?
- g) Does respondent now employ as a lobbyist, or intend to employ as a lobbyist, any former Metro Board member or any person employed by Metro in the past 12 months?
- h) Did any employee receive or have access to any confidential information concerning this contract?
- i) Did any employee perform work within the last three (3) years relating to the project or the services contemplated to be performed under this contract, including the development of the Statement of Work/Statement of Services or any specifications or any involvement with earlier phases of the project or services to be provided under this contract?
- j) If you answered "yes" to any of the above a-i, provide on a separate sheet, a detailed explanation of the facts and circumstances that shall give rise to the "yes" answer. This explanation shall, include names, dates, facts, amounts and other and anything else necessary for a thorough response. Each explanation shall identify which of the nine (9) questions it is responding to and a separate explanation for each "yes" response is required.

#### 5) Indemnification by Organization

As respects the conduct of Organization under this Agreement other than the performance of services, Organization shall indemnify, hold harmless and defend Metro and Community Connections, LLC, their officers, directors, employees and volunteers from and against any and all claims, liabilities, damages, losses and costs.

As respects the performance of services under this Agreement, Organization shall indemnify and hold harmless Metro and Community Connections, LLC, their officers, directors, employees and volunteers from and against any and all claims, liabilities, damages, losses



and costs to the extent caused by the negligence or willful misconduct of Organization or its representatives.

## 6) Termination of Agreement

If this Agreement is terminated, Organization will submit final invoices for any costs incurred at time of termination and will be paid within ten (10) days of Metro's payment to Community Connections, LLC. Neither party may assign its interest in this Agreement to any other person or party without express written consent of the other party. This Agreement constitutes the complete and sole agreement between both parties.

Agreed:

_____	_____
signed	signed
_____	_____
Organization Representative Name - printed	Metro Representative, Community Connects, LLC Name - printed
_____	_____
Date	Date

Attachments:

Exhibit A – Organization's Scope of Work proposal

## CBO Charter



## Vermont Transit Corridor Community-based Partnership Program Charter

### BACKGROUND

Metro has developed a community based-partnering program (CPP) to establish a consistent and equitable approach to partnering with community, faith and other organizations that provide services along the Vermont Transit Corridor for the Vermont Transit Corridor Project, a Measure M-funded project planned for the 12.4-mile-long busiest north-south street in the agency.

The CPP is part of the pre-environmental process of the project that includes a robust community engagement program in alignment with the Metro Equity Platform Framework that seeks to increase equity in the region and reach stakeholders who have been underrepresented in Metro's transportation planning process.

### COMMUNITY-BASED PARTNERSHIP PROGRAM

On \_\_\_\_\_, representatives of

\_\_\_\_\_ and Metro and/or Metro's representative, Community Connections, LLC, met to kick off the contractual relationship, review the agreement, scope of work, schedule and expectations for the working relationship and communication.

## PARTIES TO THIS CHARTER

Organization Name	
Description and Mission	
Metro	The transportation agency overseeing the Vermont Transit Corridor Pre-Environmental Community Engagement Program. Metro staff are committed to Metro’s Equity Platform and to honestly engage equity through four pillars: 1) define and measure; 2) listen and learn; 3) focus and deliver; 4) train and grow.

### Community Based Partnership Goal

The goal of the CPP is to successfully partner with organizations working along the Vermont Transit Corridor to effectively provide information and solicit input about the Vermont Transit Corridor Project to their members/constituents/stakeholders who are underrepresented in Metro’s transportation planning process.

### **EXPECTATIONS AND ACCOUNTABILITY**

The CPP Program expectations are that the engagement programs implemented in this pre-environmental phase of the Vermont Transit Corridor Project will effectively reach stakeholders who have been underrepresented in Metro’s transportation planning projects.

#### Metro and Metro Representative’s Responsibilities

- Schedule and facilitate meetings and communication when needed
- Promptly respond to questions and concerns
- Pay on time
- Keep communication lines open at all times

#### Organization’s Responsibilities

- Provide detailed scope of work that includes the outreach strategy



- Commit to reaching hard-to-reach stakeholders
- Provide summary of activities with clear quantifiable metrics with invoices
- Promptly respond to questions and concerns
- Keep communication lines open at all times

## **METRO, METRO'S REPRESENTATIVE AND ORGANIZATION AGREEMENTS**

### Confidentiality

We agree that some information is confidential to the public until internal reviews have been completed or the Metro Board and officers take action. Metro, Metro's Representative and Organization may not share any confidential project information to the general public or other CPP partners without permission.

### Transparency, Trust, Commitment and Project Neutrality

Metro, Metro's Representative and Organization commit to collaborative solutions and prioritizing clear, open, transparent and inclusive dialogue even "if the going gets tough." Metro, Metro's Representative and Organization recognize each individual and each organization have different perspectives and backgrounds and may not always agree with each other.

All parties will respect differences of opinion and not seek to undermine each other as they pursue their organizational missions.

### Commitment to Listening

Metro, Metro's Representative and Organization commit to listening to each other and to the stakeholders reached in this effort. All parties agree to bring back the input, comments and information gathered through this partnership effort.



# Verbatim Comments

Metro Vermont Transit Corridor Pre-Environmental Community Engagement Comments

Verbatim Comment	Category	Sub	Event Type	Date	CBO/FBO	ZIP Code	Comments
I do not use bus or rail system. It'll be good to get feedback from regular riders.	Equity	Engagement	CC	03/07/22	FBO	90008	Bryant Temple AME Church
Continue to engage with community to address their needs	Equity	Engagement	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Being transparent with communities that will be directly impacted by Metro projects	Equity	Engagement	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Get more involved in the community and have programs for youth.	Equity	Engagement	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
More focus groups like today's event	Equity	Engagement	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Metro needs to talk to real stakeholders – the ones who ride the bus daily.	Equity	Engagement	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Metro needs to implement a better outreach campaign that will change the public's perception about its bus and rail services.	Equity	Engagement	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Community needs to know what Metro is doing. Engagement and education are critical.	Equity	Engagement	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
A lot of my parishioners catch the bus and train. During the pandemic, a lot of bus stops in South L.A. were moved, and there was no communication of changes to the community. Also, the bus stops are not handicap or elderly friendly. It's difficult for them to stand while waiting for the bus. It needs to be safer due to factors involving crime, traffic, speeding motorists.	Equity	Engagement	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Educate the community about their rights as riders.	Equity	Engagement	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Where can we see results/outcomes from this study?	Equity	Engagement	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Create a community advisory board	Equity	Engagement	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Feedback meetings like these are important. They should be held once a month so that we can tell Metro our complaints.	Equity	Engagement	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Thank you for holding these workshops, they are important for the community.	Equity	Engagement	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Pico Union NC is willing to help with outreach to promote upcoming public events, particularly to Spanish-speaking community.	Equity	Engagement	Stakeholder briefing	04/04/22		90015	Pico Union Neighborhood Council
Open to seeing Metro have a presence on campus. Email, internal board postings and website information are less effective. Can help circulate project QR code and also coordinate Metro's efforts to host pop-up events at ACC since its students have all returned to campus. But there are also many students at WCU, so Metro is welcome to host a pop-up there. It would be a good opportunity to engage with students and give them updates on a major transportation project. Pop-ups would be more effective than a focus group.	Equity	Engagement	Stakeholder briefing	04/20/22		90004	West Coast University / American Career College
This presentation isn't genuine. First, this project doesn't affect our community. Second, you are giving a 10- to 12-minute presentation and at the end, you want us to cast a vote. There is a lot of information you've shared, and it doesn't give us enough time to make an informed decision. We should get more details in written and visual form ahead of time.	Equity	Engagement	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
We've heard a lot about outreach to residents and bus riders, but not about outreach to local businesses. There will be unintended negative consequences from taking away street parking. Taking away parking means loss of business, which means loss of income, which means loss of jobs in an already impoverished, disadvantaged community.	Equity	Engagement	Stakeholder briefing	05/05/22		90018	North Area Neighborhood Development Council



Metro Vermont Transit Corridor Pre-Environmental Community Engagement Comments

I was on the bus, a male wanted to exit and the driver didn't stop. The rider became very aggressive and was yelling and the driver still wouldn't let him off, it was very scary and my daughter was crying.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers won't give riders a break if they don't have the fare.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Educate drivers about customer service and respect.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers are racist/biased.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Teach drivers to not discriminate, no matter who the passenger is.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers allow some to ride without paying fare, but not others (for example, individuals experiencing homelessness, others of their own race, etc.)	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
More bilingual drivers are needed.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
There is a lack of communication between drivers and riders.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers don't help when there is violence.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers need training on intervening when needed, strategies to deal with issues such as aggressive riders and individuals experiencing homelessness.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Some bus drivers are nice, others are not nice.	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Some drivers won't open the door.	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Sometimes drivers don't stop because there's another bus coming not too far behind but that makes it later	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers are not all nice.	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers sometimes won't stop or won't open doors.	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers do not intervene when needed, i.e. marijuana smoking.	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers need training on customer service.	Service	Customer Service/Drivers	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I use the Transit app, but sometimes it's difficult to get updates, and information with the times are not always accurate. Some bus drivers also don't log in to the app.	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Have an online bus schedule tracker so you can see in real time when the next bus is arriving and when connecting routes are due to arrive.	Service	Experience	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
I like utilizing the transit App. I follow Metro on Twitter.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
The App says the next bus will come in one minute, but it doesn't come until 30 minutes later.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
Dirty (three responses)	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Smelly (two responses)	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Buses are not clean. (two responses)	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
Messy	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Rough, not clean, very crowded, busy	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Need new buses, old ones break down	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Dirty	Service	Experience	CC	05/10/22	FBO	90044	TrueLA Church
It's dirty (heard multiple times).	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
There are urine-soaked seats.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
In Mexico, as soon as someone exits the bus, a cleaning person comes to clean the area/seat.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
More cleaning is needed.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Clean more frequently	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish



Metro Vermont Transit Corridor Pre-Environmental Community Engagement Comments

Urine on seats (multiple responses)	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Conditions are very dirty.	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
You have your family with you and there are things happening that you don't want to have your family see. My son was holding onto my leg. I was terrified. I was taking my son to school and a man was hitting	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It's dirty (multiple responses)	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Urine on seats (multiple responses)	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
The buses used to be cleaner, they need to be cleaned more frequently.	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I am a customer paying for a service, I would like it to be clean and peaceful when I'm with my children, and it isn't – in part due to individuals experiencing homelessness who are on transit and in part	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Crowded, full buses (nine responses)	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Buses are overcrowded, too many people. (four responses)	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
Crowded buses, not handicap friendly.	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Too many people on bus	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
Seating issues	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Pandemic was the reason it was on time. Less people were working. But people are back at work, and kids are back in school	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Buses are overcrowded.	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
It will require Metro to use street parking for this project, will there be alternative parking on other streets so local businesses will not be impacted?	Service	Experience	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
The bus skips you because it's full.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
The buses are crowded, so you have to fight to get a seat.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Buses are overcrowded during school hours.	Service	Experience	CC	05/10/22	FBO	90061	St. Mark AME Church
It's easy to get around, the buses come frequently but they are very crowded so it would be good to have a train because there are a lot of people in this area	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It's very crowded, buses are very full (multiple responses)	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Sometimes buses won't stop because they are full, especially at peak hours, and multiple buses can pass you without stopping.	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
During peak morning hours children are waiting to take the bus and because buses don't stop or they can't get on when they do stop because the adults get on first and then there's no room and then the	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Crowded, Vermont line is the most crowded all the time	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I had two bad experiences with my daughters, and no take Metro.	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It's terrible.	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Previous bad experiences so won't use it any more	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
They get you where you need to go.	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
It gets you from Point A to Point B.	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
It gets the job done.	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
It's been good lately.	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
It's there fast!	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
Love it!	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
It's consistent.	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
Comfortable - (two responses)	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
Convenient - (six responses)	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
It comes quickly.	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.



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Most of the time it's good.	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Runs on time - (15 responses)	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
Efficient, on time, good service (11 responses)	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
No problems, easy	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
like to ride the bus, technology, friendly ride, stress free, easy to get to work, price, fast, <i>segundad</i> , time schedule, stress free, connect to more	Service	Experience	Bus intercept	??		90005	Vermont & Wilshire Blvd.
Fast, I like it. (3 responses)	Service	Experience	Bus intercept	??		90044	Vermont & Manchester Ave.
Love everything, love it (three responses)	Service	Experience	Bus intercept	??		90037	Vermont & Vernon Ave.
Stress free	Service	Experience	Bus intercept	??		90037	Vermont & Vernon Ave.
Safe and on time; safe time	Service	Experience	Bus intercept	??		90037	Vermont & Vernon Ave.
Takes me to school	Service	Experience	Bus intercept	??		90037	Vermont & Vernon Ave.
Despite all of the traffic, it's impressive to see that the buses are able to maneuver their way on their daily routes.	Service	Experience	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
The one thing that Metro does well is the rapid line on Windsor Boulevard. Culver City and Santa Monica have their own rapid bus lines, and those work well, too.	Service	Experience	CC	04/28/22	FBO	90008	Bryant Temple AME Church
It's best to take Metro for convenience. And with today's high gas prices, you can save money.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
This was a long time ago, but though it was busy and congested, the service was quick, efficient and safe.	Service	Experience	CC	05/10/22	FBO	90044	TrueLA Church
I used to take it to get to Kaiser on Sunset Boulevard.	Service	Experience	CC	05/10/22	FBO	90044	TrueLA Church
Fairly easy to catch the bus	Service	Experience	CC	05/10/22	FBO	90061	St. Mark AME Church
Easy for me to catch the bus	Service	Experience	CC	05/10/22	FBO	90061	St. Mark AME Church
Culver City has dedicated bus lanes, and it makes traffic so much smoother.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
Buses on Vermont travel faster and more frequently than other bus lines.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Why are we talking about Vermont? It is one of the best streets to take transit.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
I'll take it when I don't want to drive (convenient).	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It is very easy to get around here, it is accessible and connected	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
The Red line is faster, whereas the Yellow (Orange) line makes more stops, so you can choose to take either depending on your need, it is convenient	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I like it, I like looking around, and the app is helpful to see the bus times, where to connect, and plan your trip.	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Accessible	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It's fast, you can get places quickly (multiple responses)	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
There are a lot of buses, they arrive on time as per the app, with the app making it convenient to plan.	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I like that we have the Orange and the Red line, it's good to have two options (multiple responses)	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
The Vermont line is good.	Service	Experience	CLS	05/07/22	FBO	90007	Ward AME Church
The Vermont line is the best. It runs on time. But the streets are dirty and there are a lot of homeless people. Jefferson is bad. Western is OK.	Service	Experience	CLS	05/07/22	FBO	90007	Ward AME Church
Sometimes it's late. (three responses)	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Could be more efficient.	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
Up and down service	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Better on-time service	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.



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Fair rating: Takes me to places, takes me to work, price, time, take it to the doctor, price, time, reliable, simplicity, convenient, delayed, reliability, waiting times, reforms on the bus, adding technology, reliability, no comment, more seating, waiting times, <i>precio</i> (price), it can always improve, need more secure buses, takes you to other stops, not so crowded, like the services, it works, functional, functional, new buses, cheaper, more clean, much traffic	Service	Experience	Bus intercept	??		90005	Vermont & Wilshire Blvd.
Bus is second-best option when there is heavy traffic.	Service	Experience	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
It gets the job done, but service is inconsistent.	Service	Experience	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
I use metro to go to work in downtown when I need to because my schedule is currently hybrid (work from home and go to the office). The Adams line is good, but the Jefferson line (No. 20) is horrible. Love the	Service	Experience	CLS	05/07/22	FBO	90007	Ward AME Church
It's always late. (10 responses)	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Timeliness is an issue.	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
There are always long wait times. (six responses)	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
"It's good, but sometimes you have to wait a long time at night.	Service	Experience	Bus intercept	05/26/22		90020	Vermont & Third Street
It's always late. (10 responses)	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Rapid bus is not rapid.	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Not on time	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
Not always on time or no show	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
Long wait times, long wait times between transfers	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
Poor rating: Slow service, bus in not frequent, buses keep going, wait every 30 minutes, noisy, dirty, rude, they don't wait, not frequent buses, takes too long for the next bus, too crowded, smoking on platform, late, smells, not on time, no buses after 6 p.m., runs late, runs late, mean drivers	Service	Experience	Bus intercept	??		90005	Vermont & Wilshire Blvd.
Buses are late; it takes too long.(four responses)	Service	Experience	Bus intercept	??		90044	Vermont & Manchester Ave.
It should come every 15 minutes. Cleaner bus stops.	Service	Experience	Bus intercept	??		90044	Vermont & Manchester Ave.
Weekend wait times are too long.	Service	Experience	Bus intercept	??		90044	Vermont & Manchester Ave.
Don't like the schedule.	Service	Experience	Bus intercept	??		90044	Vermont & Manchester Ave.
It's easier and more convenient to drive.	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
There can be a long wait for a bus, and then three buses show up at the same time.	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Buses are not on time, and there are long waits. Worse, they are typically full when they get to your stop, so they will keep going.	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
I was a bus commuter, but then I saved all of my money to buy a car and learned to drive because it wasn't worth the time and inconvenience to use public transit.	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Uber, Lyft is more convenient than taking the bus.	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Quicker bus service	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Punctuality is important. Have more buses available during peak periods, including weekday mornings and 3-5 p.m period during school year. There have been many times when buses are full, so the bus drives past your stop because there is no room. Worse, it can happen more than once.	Service	Experience	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
Public transportation in Southern California is not on par with other urban centers in country. A daily commute using bus and rail can take up to two hours.	Service	Experience	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
I take the Red Line from 7 <sup>th</sup> and the Metro to Vermont. Wait times during pandemic went from less than 10 minutes to 15 minutes. I've taken the 204 and 754 bus lines during rush hour. It has been okay.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Easier to drive.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)



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Buses aren't on time and they are jam-packed.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I live in San Bernardino and use the Metro Link to get to work. It's very good and always runs on time. The buses are a little bad. I take the 910, 950 and 47, and they are never on time.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I stopped taking the bus because it was never on time and it wasn't clean.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Sometimes it takes me an hour to catch the bus.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
When the bus runs extremely late, I grab an Uber so I won't be late for my appointments.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
It's always late.	Service	Experience	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
A lot of my parishioners tell me that service is inconsistent, and they miss church services and other events due to unreliability of bus service.	Service	Experience	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
From Figueroa to Washington, transit only comes every 25 minutes; It should be more frequent during peak hours, like when we are taking our children to school.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
It takes a long time.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
I don't have a car, so I take multiple bus lines. I would like to see improvements. It would help with travel and give me options.	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I enjoy my privacy and prefer to take Uber.	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
I took the Green line to Silver line for a long time.	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Even with a dedicated bus lane, based on current driving habits, drivers will use it illegally.	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
I hate taking the bus, to be honest.	Service	Experience	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Fix potholes in the street	Service	Experience	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Provide soothing music for elderly riders. On most trips, passengers are subjected to other people's loud conversations. It would help create a different environment. If someone doesn't like what is being played, then most people have earbuds or headphones.	Service	Experience	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
It would increase Rideshare participation for employees at the medical center.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Chemicals they use to clean buses shouldn't make people sick.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
I prefer to be above ground.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I don't take the bus to avoid headaches.	Service	Experience	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Vermont is wide. When I was younger, it was fun traveling on Vermont.	Service	Experience	CC	05/10/22	FBO	90044	TrueLA Church
I'm more comfortable driving. I learned how to become independent and learned how to get around the city.	Service	Experience	CC	05/10/22	FBO	90044	TrueLA Church
A bad transportation experience can lead to a bad day at work or school. When you improve that experience, it leads to better quality of life for many people.	Service	Experience	CC	05/10/22	FBO	90044	TrueLA Church
Used to take the bus in high school, but now I drive.	Service	Experience	CC	05/10/22	FBO	90061	St. Mark AME Church
If there is less traffic, there needs to be better enforcement of speeding. Some motorists drive like it's a racetrack.	Service	Experience	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
I have a car now and prefer to drive.	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Buses don't stop. (two responses)	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Riders are disrespectful to each other. Children shouldn't have to be a witness to this type of conduct.	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
You can't control altercations on bus. Altercations happen because the bus is overcrowded.	Service	Experience	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Some animals on the bus are not service dogs.	Service	Experience	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Riders do not wear masks.	Service	Experience	Bus intercept	05/26/22		90044	Vermont & Athens
Inconsiderate riders will sit in elderly or handicapped section.	Service	Experience	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Unpleasant experience: Some passengers take up two seats, youth don't give up seat for elderly.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)



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A lot of people get on the back of the bus and don't pay. That's why bus drivers get so upset.	Service	Experience	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Too much activity on bus, people talking loud, ghetto	Service	Experience	CC	05/10/22	FBO	90061	St. Mark AME Church
Some people in the back take up two or three seats.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
Young people sit in handicapped section.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
I'm from Tennessee, where schools provide bus service for their students. Kids in Tennessee don't have to mix with regular adult population and have to deal with homeless people.	Service	Experience	CC	05/12/22	FBO	90044	TrueLA Church
We need to educate our community to clean up, pick up trash, even if it's not their own.	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
People smoke marijuana on transit all the time, it is no longer unusual, it's the norm, and the drivers don't do anything (multiple responses)	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
People urinate on the buses.	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
You have your family with you and there are things happening that you don't want to have your family see.	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I was pregnant and no one would give me a seat. The same happens with the elderly. Is there anything we can do in these cases?	Service	Experience	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Creates an unsafe, unclean, and unpleasant environment	Service	Experience	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Vomit on seats and aisles, report of getting sprayed with vomit	Service	Experience	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Improve bus stations	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Increase size of bike racks. Bike rack in front of bus can hold only two bikes. Increase in bicycle use requires more space for riders with bicycles.	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
Have hand sanitizer dispensers available on bus. Riders have to touch and grab poles and other community spaces	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Install safer seats for smaller children. Install seat belts.	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Wifi available on buses	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
More trash cans	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Plant more trees and have better shade at bus stops.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Better signage on how to use transit and directions for bus routes	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Trash cans will help keep area clean.	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Digital displays showing when next bus will arrive	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Bus stations can include community billboard to post public announcements, job fairs, etc.	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Would buses on BRT have AC and heaters?	Service	Planning	CC	05/10/22	FBO	90061	St. Mark AME Church
Better landscaping features	Service	Planning	CC	05/10/22	FBO	90044	TrueLA Church
Public artwork	Service	Planning	CC	05/10/22	FBO	90044	TrueLA Church
Bus shelters	Service	Planning	CC	05/10/22	FBO	90044	TrueLA Church
Better signage, messaging would make it easier to ride bus and encourage people to use bus to go to major destinations.	Service	Planning	CC	05/10/22	FBO	90061	St. Mark AME Church
Working elevators and escalators	Service	Planning	CC	05/10/22	FBO	90061	St. Mark AME Church
Having public art displays on bus shelters with better lighting and nice landscaping would create an inviting setting for transit riders.	Service	Planning	CC	05/12/22	FBO	90044	TrueLA Church
Ability to charge your phone on the bus and Wi-Fi connectivity would be helpful, especially because often people are on the bus for long periods of time.	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I would like to see public restrooms be available. It would clean up the area, and you wouldn't have to deal with people urinating wherever they please.	Service	Planning	CLS	05/07/22	FBO	90007	Ward AME Church
Buses need USBs that work.	Service	Planning	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.



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Buses need Wifi and free charger ports.	Service	Planning	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Bathrooms at bus stops	Service	Planning	Bus intercept	05/26/22		90044	Vermont & Athens
Better benches at stops	Service	Planning	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Digital displays at stops	Service	Planning	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Provide seat belts on buses	Service	Planning	CC	03/29/22	FBO	90008	Bryant Temple AME Church
More trees	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
More USB outlets on buses	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Oppose bike lanes. Don't take any car lanes for bikes.	Service	Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
L.A. is not a bicycle city. There are a lot of horrible accidents.	Service	Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
Be creative: Add more space for bicycle racks on buses. On the corrugated buses, use back doors to add bike racks.	Service	Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
I support rail even though I won't be around to see it when it is finished. We're only going to grow in L.A. We don't want tunnel vision (when it comes to public transportation).	Service	Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
Is there a target date for construction of this project?	Service	Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
I would ask Metro to use money wisely.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Building a rail system is worth the wait.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
It will improve congestion around USC and Martin Luther King Boulevard.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
More buses will help reduce stress for many people.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Create a dedicated bus lane	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Set up detour and alternate routes to help mitigate traffic during construction	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Has elevated rail been studied as an option?	Service	Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
I support an underground rail project.	Service	Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Our clients and residents in this area come from low-income communities, and they would greatly benefit from having a BRT system on Vermont Avenue. The faster we execute an alternative to provide better, more efficient service, the better it will be for bus riders.	Service	Planning	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I would choose immediate improvements. We need it now. We can't wait until 2028 for BRT.	Service	Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
Support rail because it is a better option than having a bus system that takes away a lane of traffic for cars.	Service	Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
I'm really excited about dedicated bus lanes. I don't think buses should be fighting with cars.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Make sure that cars can't access bus lanes.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Give buses priority during peak hours	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
We need something immediately to happen like BRT, but rail will be better in long term.	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Rail is nicer, but it'll take a long time.	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I would support having more dedicated bus lanes. In downtown, I notice there are specific bus lanes. It's better, because it's hard for buses to squeeze into open lanes.	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Would buses on BRT be electric?	Service	Planning	CC	05/10/22	FBO	90061	St. Mark AME Church
More buses running would result in increased ridership	Service	Planning	CC	05/10/22	FBO	90061	St. Mark AME Church
More walk friendly, bike friendly, green spaces	Service	Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
More affordable residential units, locally owned businesses, wider sidewalks, safe bike lanes, lush tree canopies	Service	Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders



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Our church is also near 20 <sup>th</sup> and Vermont. It is difficult to travel. I would like to see our area become more of a walkable neighborhood with bike lanes, tree-lined streets, less traffic, be more climate conscious.	Service	Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
A dedicated traffic lane would be good and would speed up travel when using transit.	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
This is creating the future transit system for L.A.	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
How or why are decisions made to remove stops? Is it due solely to lack of use?	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
A stop was removed near me and now I have to walk very far.	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Increase frequency, especially during peak hours, every 10 minutes would be best.	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Add more stops, or shorten the distance between stops	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Will any bus stops be removed?	Service	Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
What is the difference in speed between BRT, bus, train?	Service	Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Would BRT have the same stops as there are currently?	Service	Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Is BRT electric? What is the impact on the environment from BRT?	Service	Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Does the bus pollute more than the train?	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It is important that they start working on improvements for what already exists.	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
You can't bring a stroller on, this is very hard on families with small children or multiple children.	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Concerned there will be less services because Metro will have to make cuts to pay for all of the improvements	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Dedicated buses or routes for school children (including bus for school children only with no outside adults allowed to board, route that takes them directly to DTLA without having to transfer, one line between the schools and DTLA)	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Increase frequency/number of buses during peak hours especially near schools to ensure children can get to school on time.	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
All of this will help transit riders, but what might be the negative impacts to us? There will be some.	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
In the past there were buses that went to the schools and took the kids to DTLA without having to transfer, and with no adults on board and no outside stops other than the schools, but the route was changed and now they have to transfer – how can we petition to have this service restored? It was safer for our children.	Service	Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Would BRT be similar to the Orange line?	Service	Planning	CLS	04/30/22	CBO	90029	Los Angeles City College
Would BRT replace local lines on Vermont?	Service	Planning	CLS	04/30/22	CBO	90029	Los Angeles City College
How long would rail project take?	Service	Planning	CLS	04/30/22	CBO	90029	Los Angeles City College
How much would rail project cost?	Service	Planning	CLS	04/30/22	CBO	90029	Los Angeles City College
I use the Melrose line (No. 10) daily for school. I have to wait up to 45 minutes each time for the bus. I would like to see improvements in frequency.	Service	Planning	CLS	04/30/22	CBO	90029	Los Angeles City College
I'm a senior, and there are other seniors like me who would not use heavy rail because it's scary to be underground.	Service	Planning	CLS	05/07/22	FBO	90007	Ward AME Church
Skepticism about the BRT being more efficient than current bus system.	Service	Planning	CLS	0423/22	CBO	90044	Irmias Youth Center
Would BRT replace current bus service?	Service	Planning	CLS	0423/22	CBO	90044	Irmias Youth Center
Having a Do It All choice seems like a cop out. The choices should focus only on BRT or rail.	Service	Planning	CLS	0423/22	CBO	90044	Irmias Youth Center
What would the frequency be on a BRT system between stops?	Service	Planning	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
A lot of CHLA staff use transit – both bus and rail.	Service	Planning	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
What is the utility requirement for a BRT system? Do you tie in to existing LADWP lines or another network or build your own?	Service	Planning	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
As a Metro rider, I prefer rail – it's clean, neat, more secure; rail seems like a better option.	Service	Planning	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.



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The train is the fastest way to get from CHLA to Union Station.	Service	Planning	Stakeholder briefing	03/02/22	90027	Children's Hospital of L.A.
Support immediate transit improvements to existing system	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood BID
Support immediate improvements and BRT system.	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood BID
Support immediate improvements to existing system and moving forward with either BRT or rail	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood BID
How will the BRT and other systems affect Vermont Avenue? Will we lose parking and will we lose valet parking?	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood Business Improvement District
How will LRT work? In addition to the existing bus system along Vermont Avenue, how will this work (with the existing bus system)?	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood BID
Adding rail to the north end of Vermont Avenue (where East Hollywood is located) because we already have a rail system here does not make sense. It would make sense, however, to add LRT (below grade) from Wilshire Boulevard south to 120 <sup>th</sup> Street. It does not make sense to add BRT south of Wilshire.	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027, 90029	East Hollywood BID
Rail increases mobility efficiency. Support rail over BRT. Support a center-running LRT and LRT below grade north of Slauson Avenue.	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood BID
Support rail system	Service	Planning	Stakeholder briefing	03/15/22	90004, 90027,	East Hollywood BID
Disappointed that there are no dedicated bicycle lanes	Service	Planning	Stakeholder briefing	03/17/22	90026	
Would like to see infrastructure for safe bicycle transportation	Service	Planning	Stakeholder briefing	03/17/22	90027	
Support BRT with center-running lanes.	Service	Planning	Stakeholder briefing	03/17/22	90026	Rampart Village NC
Support BRT because it is important to make improvements now.	Service	Planning	Stakeholder briefing	03/17/22	90027	Los Feliz NC
Move forward with BRT and begin planning for rail.	Service	Planning	Stakeholder briefing	03/17/22	90026	Rampart Village NC
Support immediate improvements to be made to the current transit system, followed by rollout of BRT and then rail.	Service	Planning	Stakeholder briefing	03/17/22	90044	Empowerment Congress Central Area
Are there incentives for motorists to use public transportation and leave their cars at home?	Service	Planning	Stakeholder briefing	03/17/22	90015	Community & Neighbors for 9th District Unity NC
See improvements being made now, with heavy rail being built in the future.	Service	Planning	Stakeholder briefing	03/17/22	90037, 90044	Voices NC
Can old railroad tracks be repurposed to speed up a rail project?	Service	Planning	Stakeholder briefing	03/17/22	90044	
Need to preserve all trees in our neighborhood on Vermont Avenue south of Florence Avenue. Would not be in favor of removing trees for a bus system, even a rapid one.	Service	Planning	Stakeholder briefing	03/17/22	90044	Empowerment Congress Southwest Area
Is monorail being proposed as an alternative?	Service	Planning	Stakeholder briefing	03/17/22	90026	
Would like to see more protected bike lanes. There is a bicycle lane on 120th Street. But motorcyclists and motorists use bike lane.	Service	Planning	Stakeholder briefing	03/22/22	90047	Los Angeles Southwest College
Would like to see a system in place where it is more convenient and safer to use both transit and bicycles	Service	Planning	Stakeholder briefing	03/29/22	90026	Rampart Village NC, Transportation Committee
In favor of BRT and light rail	Service	Planning	Stakeholder briefing	03/29/22	90026	Rampart Village NC, Transportation Committee
In favor of seeing increased parking restrictions on Vermont Avenue	Service	Planning	Stakeholder briefing	03/29/22	90026	Rampart Village NC, Transportation Committee
If Metro decides to go with making immediate improvements to current system, when would we see those improvements start to happen?	Service	Planning	Stakeholder briefing	04/02/22	90044	Empowerment Congress Central Area Neighborhood Development Council
Would like to see a bike lane installed on Vermont Avenue. Bicycles are primary mode of transportation for many constituents.	Service	Planning	Stakeholder briefing	04/04/22	90015	Pico Union Neighborhood Council
"BRT, but do everything. It will be something positive."	Service	Planning	Stakeholder briefing	04/04/22	90015	Pico Union Neighborhood Council
"I'm in favor of everything."	Service	Planning	Stakeholder briefing	04/04/22	90015	Pico Union Neighborhood Council
Support making immediate improvements and BRT. The area is congested, so either one will help with traffic issues. "We need these services."	Service	Planning	Stakeholder briefing	04/04/22	90015	Pico Union Neighborhood Council
"I attended a meeting two years ago and nothing happened. Now, I'm hearing about this project. I hope something happens. I would like to see Metro move forward with planning BRT, but we also need some immediate improvements."	Service	Planning	Stakeholder briefing	04/04/22	90015	Pico Union Neighborhood Council
Support light rail in the middle of the street. Streets are narrow, the area is heavily congested, particularly with vendors.	Service	Planning	Stakeholder briefing	04/04/22	90015	Pico Union Neighborhood Council
Protected bike lanes mean not just lanes painted on the ground.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council



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Protected lanes need to be placed behind cars, not in front of them, because drivers opening their doors makes it unsafe for bicycle riders.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
I ride the bus regularly. Putting lanes in the center of the street is a better option than side-running lanes. I would support taking street parking off Vermont to help move project forward. Using street parking for traffic lanes would still give you two lanes of traffic and you could add a bike lane.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
I travel on Vermont quite a bit. I say go for it all. Start with immediate improvements and BRT, then pursue light rail.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
Other areas besides Vermont need BRT.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
Improvements are needed on the south portion of Vermont. There are more bus shelters located on northern part of Vermont. There are less bus shelters, less tree canopies the further south you go.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
Why can't we dedicate one corridor to transit riders, bicyclists and pedestrians? It is unfair that every city street is dominated by cars. There is an arrogance from car drivers who believe that the road belongs to them. Drivers freely admit that they will cut off a bus in order to beat traffic. We need to make our streets safer for everyone.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
If some of the immediate improvements are made now, it is going to delay what is really needed, and that's a light rail transit system along Vermont Avenue.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
I'm a daily Metro rider. Bus services have slowed down considerably, and I have to wait up to 40 minutes for a bus. We have to think about having a system that is fast and reliable.	Service	Planning	Stakeholder briefing	04/12/22	90037, 90044	Voices Neighborhood Council
I'm a Metro rider. I like and support the BRT option, particularly because it can be done by 2028. There will be a lot of 2028 deadlines with the Olympics, so that seems to work.	Service	Planning	Stakeholder briefing	04/13/22	90010	Wilshire Center Business Improvement District
The money will eventually be allocated to fund all of the alternatives.	Service	Planning	Stakeholder briefing	04/13/22	90010	Wilshire Center Business Improvement District
It would be good for the community, but I don't have an opinion on any of the alternatives.	Service	Planning	Stakeholder briefing	04/13/22	90010	Wilshire Center Business Improvement District
What would center-running BRT look like in front of LACC?	Service	Planning	Stakeholder briefing	04/18/22	90029	Los Angeles City College
Is light rail an option? What is the feasibility for rail funding?	Service	Planning	Stakeholder briefing	04/18/22	90029	Los Angeles City College
Providing parking for faculty and staff at both campuses is a challenge. Parking is a formidable expense for the campuses, and those costs get passed along to students. With fewer COVID concerns, ACC campus is back to full in-person classes while WCU is at 60% in-person instruction. So after two years, parking has become an issue it needs to address.	Service	Planning	Stakeholder briefing	04/20/22	90004	West Coast University / American Career College
Would like to see the bus line improved	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
How would bicycle access be improved?	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
What kind of buses will be used for BRT?	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
Would BRT replace the Silver line or J line?	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
Support having a dedicated bus lane to build BRT	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
Support for doing it all. But the future is underground rail.	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
I like the flexibility of buses and having bus lanes. It can be scaled up or down as ridership needs change. It's a less expensive way to make major improvements. I believe in rail. What I'd like to see is Metro come up with a countywide 50-year plan to show there is a coordinated and strategic plan for all projects. Instead, it seems there is a piecemeal approach, where the plan is "let's build something here and let's build something there."	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
In favor of doing it all. Having BRT done by 2028 is a really good idea. Rail would best serve the Hollywood to Gage area because the streets are very narrow.	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
Rail is the way to proceed. Underground is the future. I love the Red Line.	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
What would immediate improvements look like?	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
Has monorail been explored?	Service	Planning	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council



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A lot of information was provided during this presentation. BRT seems like an efficient way to improve public transit along Vermont Avenue. It would be good to do outreach at Vermont and Adams (St. Agnes Church and Ralph's supermarket). There needs to be a lot of study and there needs to be a lot of good solutions, none of which is very clear right now.	Equity	Engagement	Stakeholder briefing	05/05/22		90018	North Area Neighborhood Development Council
How are you raising awareness about this project to those who are not typical stakeholders and those who are not technically savvy?	Equity	Engagement	Stakeholder briefing	05/05/22		90018	North Area Neighborhood Development Council
I'm concerned about impact BRT will have on local businesses due to construction and parking.	Equity	Gentrification/Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
Businesses may suffer.	Equity	Gentrification/Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Gentrification	Equity	Gentrification/Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Rail has history of bringing a great deal of change to community.	Equity	Gentrification/Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Rail has historically increased home prices. My church is in Boyle Heights, and property values have risen dramatically. But it's important to make sure people can still afford to live and work in their communities.	Equity	Gentrification/Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Construction of the rail line on Crenshaw Boulevard has greatly affected local businesses. Is there a plan to subsidize the businesses on Vermont?	Equity	Gentrification/Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
Will these projects create eminent domain issues for residents and businesses?	Equity	Gentrification/Planning	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Local businesses on Crenshaw have been impacted because street parking has been taken away.	Equity	Gentrification/Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
How many jobs are going to be guaranteed for people who live in this community?	Equity	Gentrification/Planning	CC	05/10/22	FBO	90061	St. Mark AME Church
Gentrification in certain parts of the corridor could bring more investment in the community.	Equity	Gentrification/Planning	CC	05/10/22	FBO	90044	TrueLA Church
Key piece is mobility and community integrity because there has been a marginalization of those who have lived in this community for a long time.	Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
It is essential that if this project is going to benefit the community, then it has to involve the community in both planning and implementation. Metro must address the drivers of disparity that have been going on in this corridor, especially South L.A. We will not stand for the displacement of people. I've seen in it so many places, San Francisco, Oakland, New York. Too many times developers use U.S. government projects to facilitate displacement and ongoing perpetuation of disparity (in low-income communities).	Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders



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*(This comment came after the results of the first question in Topic Four were announced and showed that 15 voted for BRT and two voted for rail.):* I think this might be part of why you had a number of hands for the bus rapid transit. Not only is it more cost effective, which means hopefully that the budget can be shifted to other things that will benefit the community. And the readiness is sooner than later. But what we saw happen on Crenshaw, and what we're seeing happening in Crenshaw when they put in the rail system and how the black community suffered, the businesses in the black community suffered and are still suffering and those businesses that lost money and had to move out, have not been restored. And there's not much of a plan to restore them. So I think context is important, and since you all are taking notes, it should be noted that as people are voting for the bus rapid transit, it's because we have seen what putting a rail system down our main corridors does to our communities. And it's devastating, and then we don't get to reap the benefits as those things begin and really come alive. So it's important to communicate to the Metro board that people don't want to see a repeat of what we're seeing on Crenshaw, because our members, our families and our individuals have suffered from that, even though we know the outcome long term may be beneficial. But in these last five to 10 years, it's been devastating.

Crenshaw is a good gauge of what can happen. I don't know if some of the housing prices have increased, and people are being priced out if they don't own. It's important for Metro to look at and work with affordable housing agencies and home buying so that people in the community can actually benefit when housing prices increase versus being priced out after it changes. There is a new apartment unit on Vermont and Adams, and the units are going to be available August 1. Rent for a one-bedroom apartment is \$4,100 per month. So all of my family have college degrees, my kids are gainfully employed, but my son and daughter would not be able to afford a \$4,100 a month rent to stay in the neighborhood where my wife and I live in and bought a house. So adding a Metro line to an area where rent is already \$4,100 a month, I think is going to get worse. But there should be something that we can do about it. And I think there also should be opportunities for minority contractors to be able to bid on Metro projects instead of the few who seem to get the majority of these contracts.

Would any of these improvements impact housing, rent costs in such a way that it adversely impacts residents and prices people out?

Loss of revenue to local businesses during construction is a concern.  
Concerns expressed about eminent domain and if the project would displace local residents and local businesses.

Concerned that construction of BRT would impact local businesses.

Concern that Metro is creating a new transit system that would be used as a thoroughfare that would bypass our community and give consumers less incentive to support local businesses. Are there traffic counts data that could help with neighborhood council's community improvement plan, and will the project conduct an environmental impact review?

Oppose heavy rail due to impacts to businesses and the environment and the high cost of construction

Rail will provide better access and better serve handicapped.

Better access for handicapped people. There are a lot of hospitals in the area, and many in handicapped community rely on public transit to take care of their medical needs.

I am visually impaired and am dependent on public transportation, so I want assurances that the needs of those with mobility issues are being addressed by Metro.

Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Equity	Gentrification/Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Equity	Gentrification/Planning	CLS	0423/22	CBO	90044	Irmis Youth Center
Equity	Gentrification/Planning	Stakeholder briefing	03/17/22		90044	Empowerment Congress Southwest
Equity	Gentrification/Planning	Stakeholder briefing	03/17/22		90044	Empowerment Congress Southwest Area
Equity	Gentrification/Planning	Stakeholder briefing	04/13/22		90010	Wilshire Center Business Improvement District
Equity	Gentrification/Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Equity	Gentrification/Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
Equity	Gentrification/Planning	Stakeholder briefing	03/17/22		90044	Empowerment Congress Central Area

Due to construction on Crenshaw, I've seen many people get parking tickets. That's not right.	Equity	Gentrification/Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
Police presence is predominantly around USC campus. It's important to guarantee well-being and safety for everyone in community, not just students who attend a private university.	Equity	Gentrification/Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
USC stops are much nicer and safer than other stops such as Manchester/Vermont.	Equity	Gentrification/Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Offer job training for community members and a local hiring program with the provision of creating either an advisory committee, oversight committee or community watchdog group.	Equity	Gentrification/Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Offer reentry program for those who have served time.	Equity	Gentrification/Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
We serve clients who live and work in this area and are accustomed to taking the bus over rail. But the current bus service needs improvements. The area suffers from lack of cleanliness, poor lighting and minimal security. Bus riders have to endure long wait times and do not have benches to sit. Our constituents would appreciate Metro addressing these issues as well as increasing frequency of buses and more seating on buses.	Equity	Gentrification/Planning	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
What is Metro doing in terms of jobs?	Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
What about transit-oriented development?	Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
During the Super Bowl everything was very clean and there was lots of security.	Equity	Gentrification/Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Impacts should be studied.	Equity	Gentrification/Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
It's better to invest more for a better option than to invest less for a lesser option.	Equity	Gentrification/Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Invest in the whole system improvements, not just part of it	Equity	Gentrification/Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
In more affluent areas, they don't allow individuals experiencing homelessness in those areas or on transit or transit stops/stations, you can walk freely.	Equity	Gentrification/Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Why have funds been earmarked for improvements along Vermont, is it because of the University?	Equity	Gentrification/Planning	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
If Metro focuses on rail only, that seems like it would shortchange the community because parking is bad, traffic is bad and we want to keep people moving.	Equity	Gentrification/Planning	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
Concerned that BRT infrastructure and its dedicated bus lanes would increase street traffic.	Equity	Gentrification/Planning	Stakeholder briefing	03/17/22		90008, 90037,	Empowerment Congress West, Voices NCs
Request more time to discuss internally and provide an informed response on the alternatives. Many of LACC's 15,000 students as well as several hundred employees use public transportation to access the campus. Would like to bring some of our committees, such as facilities and college council, into discussion.	Equity	Gentrification/Planning	Stakeholder briefing	04/18/22		90029	Los Angeles City College
It sounds like the determination is that rail will be built, regardless of what we choose right now. Even if the majority supported making immediate improvements and BRT, would Metro still pursue rail?	Equity	Gentrification/Planning	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
I would like to see Trader Joe's or Sprouts on Vermont corridor. Is that a possibility?	Equity	Gentrification/Planning	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
It would bring nice healthy grocery stores and restaurants.	Equity	Gentrification/Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Rail is more disruptive than BRT. Many people are not happy about the Crenshaw project. Crenshaw is a mess.	Equity	Gentrification/Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
None of these options work really well for people who are here. Look at Crenshaw. It's been a disaster as far as traffic and the devastating effect on businesses.	Equity	Gentrification/Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church



Metro Vermont Transit Corridor Pre-Environmental Community Engagement Comments

Other countries have built efficient and successful mass transit systems that have been in use for decades. Why can't we? This community needs and deserves to see improvements in current bus service. But rail should be the long-term plan to relieve congestion and traffic.	Equity	Gentrification/Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
\$425 million is a drop in the bucket. For such limited funding, the best thing to do is extend the current Vermont bus line as far north as Griffith Park to as far south as San Pedro Harbor. The local residents would have access to green spaces and it would connect the city's north and south communities. The \$425 million could be used to increase frequency of trips. Vermont is such a populated corridor, and increased frequency is what bus riders need the most.	Equity	Gentrification/Planning	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
An investment in providing better transportation is an investment that will benefit local businesses, churches, medical institutions, etc., in the southern part of the corridor.	Equity	Gentrification/Planning	CC	04/28/22	FBO	90008	Bryant Temple AME Church
It would be an opportunity to improve local commerce.	Equity	Gentrification/Planning	CC	05/10/22	FBO	90044	TrueLA Church
Use funds to help riders, lower prices or free fare	Equity	Service	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
It is expensive to pay bus fares every day for me and all of my children.	Equity	Service	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
Can unused monthly fares be rolled over to the next month?	Equity	Service	Bus intercept	05/26/22		90020	Vermont & Third Street
It used to be free during the pandemic.	Equity	Service	Bus intercept	05/26/22		90020	Vermont & Third Street
It's not free anymore.	Equity	Service	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
There should be free fares.	Equity	Service	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Good price	Equity	Service	Bus intercept	??		90037	Vermont & Vernon Ave.
When it was free, it was prompt.	Equity	Service	CC	03/29/22	FBO	90008	Bryant Temple AME Church
It was really beneficial when buses were free (during height of pandemic).	Equity	Service	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
During holidays, offer free fares so riders can visit their families.	Equity	Service	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
With better services, Metro would bring a more pleasant, positive experience to riding public transit. From there, Metro could promote the agency and its services to create a positive image that would convert drivers into transit riders, because the benefits would outweigh the costs. With inflation and all-time high rise in gasoline prices, this would be a perfect time to start a campaign.	Equity	Service	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
Let bicycle riders ride the bus for free.	Equity	Service	CC	04/28/22	FBO	90008	Bryant Temple AME Church
Will the fare for BRT be the same as current bus ride?	Equity	Service	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Offer reduced fare days, free fares on major holidays	Equity	Service	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
TAP cards make it easy to reload and pay for fares.	Equity	Service	CC	05/10/22	FBO	90061	St. Mark AME Church
I pay my full fare, as do all of my school-age children. But too many times I see three or four people get on without paying. It's not fair.	Equity	Service	CC	05/12/22	FBO	90044	TrueLA Church
Concerned about fare increases with new projects (multiple responses)	Equity	Service	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
It was wonderful when rides were free due to COVID, this helped people and should be reinstated.	Equity	Service	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Concerned about fare increases when there are improvements.	Equity	Service	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Would BRT fare cost more than regular bus fare?	Equity	Service	CLS	04/30/22	CBO	90029	Los Angeles City College
Would fare for BRT cost more than regular bus service?	Equity	Service	CLS	04/23/22	CBO	90044	Irmas Youth Center

There needs to be more security on the train. I'm scared to take the train.	Safety/Security	Presence	Bus intercept	05/26/22		90020	Vermont & Third Street
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Metro Vermont Transit Corridor Pre-Environmental Community Engagement Comments

It's not safe because people lack respect for one another.	Safety/Security	Presence	Bus intercept	05/26/22		90020	Vermont & Third Street
Too many crazy people on bus	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Weird people are on the bus, and the driver can't do much about it.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
There are no rules.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
We need better security.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
We need more cops.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Riders get harassed on the bus.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Riders are disrespectful to each other. Some of them are drinking on the bus. I have kids, and I don't want them to have to see this.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
There are fights sometimes on the bus.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Feel unsafe on bus	Safety/Security	Presence	Bus intercept	05/26/22		90044	Vermont & Athens
Segura (safe), secure, secure	Safety/Security	Presence	Bus intercept	??		90005	Vermont & Wilshire Blvd.
Safety concerns, safety concerns, violence, danger, danger, kinda careful, robberies	Safety/Security	Presence	Bus intercept	??		90005	Vermont & Wilshire Blvd.
Violence	Safety/Security	Presence	Bus intercept	??		90044	Vermont & Manchester Ave.
There needs to be better security. There needs to be more uniformed security. Have to deal with unruly passengers. There have been fights inside the bus.	Safety/Security	Presence	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Vermont-Slauson is a dangerous area. Have witnessed robberies, purse snatchings and jewelry stolen.	Safety/Security	Presence	CC	03/29/22	FBO	90008	Bryant Temple AME Church
It can be unsafe for kids, girls and women. A camera system could help.	Safety/Security	Presence	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Some men will stand with their zippers in front of children and women.	Safety/Security	Presence	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Between Manchester and Century – speeding, vandalism, it's dark, homeless people, trash, tagging, dangerous. I've lived in this community for the past 20 years and have never seen it so bad as it is right now in the past five years.	Safety/Security	Presence	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Need better safety, cameras	Safety/Security	Presence	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
More security cameras	Safety/Security	Presence	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Vandalism. People are afraid to wait at bus stops.	Safety/Security	Presence	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Parent safety concerns for their teenage children. Long Beach transit has bike patrol.	Safety/Security	Presence	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Slauson and Vermont – I've caught the bus in this area in the past. The bus stop is deserted and dirty, and there are no trash cans. It's sketchy and I'm concerned for my safety. In the 20 or 30 minutes I've had to wait for the bus, I feel like I have to project a certain image because I feel vulnerable.	Safety/Security	Presence	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Public transit, I feel, is pretty good. What's not easy is the feeling of discomfort. The conduct of overwhelming majority of passengers on board is very good. But there are a few homeless passengers or those with mental illness issues who ride the bus for free add to feeling of discomfort. If there are issues, there is no security to help you. The bus driver is not going to help you.	Safety/Security	Presence	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
I've heard of bus drivers on Vermont line being attacked.	Safety/Security	Presence	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Security patrols seem sporadic. You see them on duty only occasionally. Also, taking the bus and train can sometimes be challenging, and there should be better information and updates available for fares, schedules and directions.	Safety/Security	Presence	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
I'm familiar with Manual Arts High School. There are safety issues there. The parking lot is small. Many of the students who drive to school have to park on the street. If you take out street parking for the BRT, then they'll have no place to park. And the residential areas around the school are not safe.	Safety/Security	Presence	CC	04/28/22	FBO	90008	Bryant Temple AME Church
Safety concerns	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)



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It's not safe. Need more security, more patrols, it's dangerous waiting for bus.	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Safety is main thing.	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Improvements mean there will be more resources put into safety.	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
I've seen women get their purses snatched, people getting robbed.	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
More police officers, undercover and uniformed	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Have an attendant on duty in the back of the bus, similar to a flight attendant on airplane	Safety/Security	Presence	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Concern for security of passengers	Safety/Security	Presence	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Need more security, especially for young kids and females. Certain sections are sketchy and there are a lot of transients.	Safety/Security	Presence	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Increased presence of security officers	Safety/Security	Presence	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Security cameras. There are a lot of cameras on the buses, so that's good. Now, there needs to be more cameras at bus stops.	Safety/Security	Presence	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I'm scared.	Safety/Security	Presence	CC	05/10/22	FBO	90044	TrueLA Church
I'm scared. I see people doing drugs on the bus.	Safety/Security	Presence	CC	05/10/22	FBO	90061	St. Mark AME Church
People trying to jack you (response to question: what comes to mind when you think of Vermont)	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
Gang members (response to question: what comes to mind when you think of Vermont)	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
My son is in a wheelchair and needs to take the bus. For his own personal safety, he carries a knife.	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
I'm a female, and I shouldn't say this, but I carry a knife and pepper spray because I get hassled while I'm waiting for the bus.	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
There are druggies on the bus.	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
Do security cameras even work? Or maybe it's a question if anybody reviews it. I know there's a lot of footage to look through.	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
Are there plain-clothed security in addition to uniformed security?	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
What I like about the trains is better security presence. Can there be that level of security for the buses?	Safety/Security	Presence	CC	05/12/22	FBO	90044	TrueLA Church
Speaking of behalf of my parishioners, it is not safe taking the bus. Safety is the primary issue, and then the consistency of buses arriving late is the secondary issue.	Safety/Security	Presence	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Improved safety means improved health and well-being.	Safety/Security	Presence	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
It's unsafe (heard multiple times).	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Racism from riders, verbally accosted and told "go back to Mexico."	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
There are IV drug users using drugs, marijuana use, alcohol use, etc. I'm concerned that children are witnessing these behaviors.	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
There are violent people who will attack you.	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
More security is needed, police, enforcement, someone walking through buses/trains, at bus stops and stations, etc.	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Collaborate with other city and outside agencies to have an enforcement presence, social workers with police, etc.	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Have security on the train/bus	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Make stops more accessible and safer (tripping on tree roots trying to board bus)	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
They go to the bathroom on buses and trains.	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
They should not be allowed to ride if they can't pay.	Safety/Security	Presence	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Lack of safety and lack of staff is happening all over L.A., not just for Metro.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Fights, youth attacking others	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Have been yelled at when trying to sit down next to someone, it was scary.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish

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Embarking and disembarking is scary because of the people at the stops - people drinking, smoking, sleeping, doing things you don't want your kids to see, it's dirty, it's unsafe	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
My daughter won't take the train, only the bus, because it's too scary.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I was vomited on and I said that's it, no more, I'll drive instead.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It no longer feels safe.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Experienced people fighting on transit, it was violent, bloody, now have PTSD and can't take transit anymore.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Can't travel with your family anymore for safety reasons	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Reports of seeing IV drug users using drugs, marijuana use, alcohol use, etc.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Before, I liked Metro, but now I don't because it's scary...I'm scared.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
If I'm alone, I won't go on Metro underground, I'll take above-ground buses because I can run if I need to.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
We used to love going with our children on Metro all over, going to Manhattan Beach, Long Beach, but no more, it's too scary.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers don't help when there is violence.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
There were cameras before, cameras are needed.	Safety/Security	Presence	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
It's unsafe (multiple responses)	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I'm fearful, it's scary (multiple responses)	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
My niece has had men bother her on the bus and follow her off the bus on two occasions.	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
My daughter witnessed a kid get slapped and his air pods stolen, no one helped him, she was traumatized and didn't want to take the bus after that because it was so scary; no one will help you if anything happens to you on the bus, and there is no security or cameras.	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
A woman was acting very strangely and talking and making gestures at me, it was scary but I just ignored her and she eventually stopped.	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Buses are very crowded, I was pregnant and the bus was crowded and I was groped but it was so crowded I couldn't tell who it was; it's unsafe due to being so crowded.	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
In Mexico during peak hours, there are trains for men only and trains for women only, and during off-peak hours there are no restrictions. This increases safety for women and children.	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
These seem like small things but they are important (marijuana smoking, individuals experiencing homelessness, etc.)	Safety/Security	Presence	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Metro needs to improve security. There should be an emphasis on safety. People will be happier. And a security camera is just a deterrent for honest people. You need to put boots on the ground to make a difference.	Safety/Security	Presence	CLS	05/07/22	FBO	90007	Ward AME Church
I used to take the bus. But in 2017, I got my purse stolen when I fell asleep during my ride home. After that, I bought a car and I would rather drive.	Safety/Security	Presence	CLS	05/07/22	FBO	90007	Ward AME Church
I'm concerned for the well-being of the elderly passengers. I've seen them get hassled.	Safety/Security	Presence	CLS	05/07/22	FBO	90007	Ward AME Church
There needs to be more security guards.	Safety/Security	Presence	CLS	05/07/22	FBO	90007	Ward AME Church
There needs to be better safety and security on the bus lines – better lighting, more benches, more patrols.	Safety/Security	Presence	CLS	0423/22	CBO	90044	Irmis Youth Center
We get a lot of requests from our employees for service from the Vermont/Sunset rail station and service direct to Union Station because they don't feel it's safe (to transfer to make that connection).	Safety/Security	Presence	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
Safety and security have gotten worse during COVID.	Safety/Security	Presence	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
Metro has a lot of safety issues to address. Adding another bus system seems redundant – can you look at running service down Sunset Boulevard instead of Vermont Avenue?	Safety/Security	Presence	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
CHLA has 450 registered employee transit users (which CHLA subsidizes at 75%). If this is a BRT project, there may be interest in the program but safety and security issues must be addressed.	Safety/Security	Presence	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.



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Dr. Seher Awan, college president: There are 16 gangs within three gang territories near the perimeter of the campus. The murder rate is 60% higher than last year. A person died in a drive-by shooting across the street from campus last Saturday. Gang territories stretch across many of the major streets, and no one walks or bikes on those streets without the intervention of Safe Passages (the community group of former gang members who stand guard allowing students to walk to and from school). "Has Safe Passages been included in the community engagement discussion?" Community members will not use a new transit system—even if enhanced measures such as security cameras, metal detectors and increased levels of policing—until their safety concerns are addressed.	Safety/Security	Presence	Stakeholder briefing	03/22/22		90047	Los Angeles Southwest College
There has been a history of vandalism of bus stop amenities, including the displays that show arrival of next bus, as well as elevators that service rail lines. It would be good to see Metro add more resources for surveillance.	Safety/Security	Presence	Stakeholder briefing	03/29/22		90026	Rampart Village Neighborhood Council, Transportation Committee
I used to take the Long Beach Metro to come to L.A. The visibility and presence of security officers makes a big difference when it comes to safety.	Safety/Security	Presence	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
They let whoever get on the bus.	Safety/Security	Presence	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Expedite funds to address safety and commuter issues	Safety/Security	Presence	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Train is safer.	Safety/Security	Presence	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
I feel safe.	Safety/Security	Presence	Bus intercept	05/26/22		90020	Vermont & Third Street
Too many homeless	Safety/Security	Unsheltered	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
A lot of homeless	Safety/Security	Unsheltered	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.
There are a lot of homeless on bus. (two responses)	Safety/Security	Unsheltered	Bus intercept	05/26/22		90020	Vermont & Third Street
Homeless people scare riders.	Safety/Security	Unsheltered	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
I've been taking the bus for years. The bus is better than the train. There are too many homeless people on the train.	Safety/Security	Unsheltered	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Unsheltered on bus	Safety/Security	Unsheltered	Bus intercept	05/26/22		90044	Vermont & Athens
Homeless (seven responses)	Safety/Security	Unsheltered	Bus intercept	??		90005	Vermont & Wilshire Blvd.
Homeless	Safety/Security	Unsheltered	Bus intercept	??		90044	Vermont & Manchester Ave.
Homeless, mental illness are concerns, especially for safety of women passengers.	Safety/Security	Unsheltered	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
You mentioned that one of the amenities is that a BRT will have bus stations, not bus stops. But a bus station will likely attract the unhoused. What will be done to address this matter?	Safety/Security	Unsheltered	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Red Line has transient passengers who do not pay.	Safety/Security	Unsheltered	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
A lot of bus stops have been taken over by homeless people who have their stuff everywhere. We understand these people have nowhere to stay, but at the same time, there are people who need to sit down, especially elderly people. It is a turnover.	Safety/Security	Unsheltered	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
There are people in the back of the bus just sleeping with blankets. They take up the whole row of seats. It's hard for bus drivers to patrol this. One of my friends is a bus driver in Montebello, and he has shared all kinds of stories (that make his job stressful). Having somebody in a uniform would help manage this. That's going to take a lot more money to employ Metro police, but it's something that needs to be done.	Safety/Security	Unsheltered	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
There are a lot of homeless people sleeping on the trains.	Safety/Security	Unsheltered	CC	05/10/22	FBO	90061	St. Mark AME Church
When I am driving and arrive at a signal on Vermont, I'm often approached by homeless people who want to wash your windows.	Safety/Security	Unsheltered	CC	05/12/22	FBO	90044	TrueLA Church
There are scary people and homeless people on the bus.	Safety/Security	Unsheltered	CC	05/12/22	FBO	90044	TrueLA Church



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Homeless people bring five trash bags of their possessions on the bus. I am sympathetic to their condition—some of them may be going to recycling center to earn money. But it takes up a lot of space on an already packed bus.	Safety/Security	Unsheltered	CC	05/12/22	FBO	90044	TrueLA Church
There are a high number of individuals experiencing homelessness on public transit, at bus stops and transit stations.	Safety/Security	Unsheltered	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Sleep on buses and trains or have a lot of belongings, in both cases taking up multiple spaces.	Safety/Security	Unsheltered	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Homeless accost riders.	Safety/Security	Unsheltered	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Female individual experiencing homelessness who was menstruating left blood all over seat	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
So many individuals experiencing homelessness on transit, they "practically live on bus"	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Too many individuals experiencing homelessness is reason why I don't take Metro anymore.	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
They need transit, too, but they can be scary.	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
When exiting transit the first thing you see are individuals experiencing homelessness. If you are with other people it's OK, but if you are alone or with your children, it is scary.	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Driver shut door on individual experiencing homelessness, they got mad and hit and broke the door, very scary	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Something needs to be done about the situation.	Safety/Security	Unsheltered	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
There are a lot of individuals experiencing homelessness on the bus (multiple responses)	Safety/Security	Unsheltered	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Individuals experiencing homelessness can sometimes step on you or hit you with their belongings; it may be unintentional but nonetheless they touch you in one way or another.	Safety/Security	Unsheltered	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Individuals experiencing homelessness are often dirty, smell bad, and it feels unsafe around them.	Safety/Security	Unsheltered	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
There are a lot of individuals experiencing homelessness on transit all the time and this is scary.	Safety/Security	Unsheltered	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
They should no be allowed to board with so much stuff.	Safety/Security	Unsheltered	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Often smell bad and we have to endure it on our ride, they are dirty and always have a lot of stuff	Safety/Security	Unsheltered	CC	05/20/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I feel safer on the bus than on the train. There are a lot of mentally ill and homeless passengers on the trains. I see passengers smoking on the train, but there are no patrols to address this. The only security I see are four officers standing around on the stations making sure that passengers are paying their fares.	Safety/Security	Unsheltered	CLS	05/07/22	FBO	90007	Ward AME Church
CHLA works a lot with Kaiser Sunset to maintain the areas and the encampments are a problem. It would be great if Metro's system design could help prevent encampments.	Safety/Security	Unsheltered	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
There have been many incidents on Vermont – we would like to see more bus shelters because of the safety issues. Bus shelters and addressing the safety are key, especially toward Lexington Avenue, there are homeless encampments that are causing problems and a BRT system would help address that.	Safety/Security	Unsheltered	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
Is there an update on homeless count? Existing trains are not being used for its original intent and I would like to see Metro devise a plan for improving the quality of ridership experience.	Safety/Security	Unsheltered	Stakeholder briefing	03/17/22		90026	
This project should be set aside and instead Metro should use the money to address the homeless issue. Crystal meth abuse, mental health issues and housing all need to be addressed on this corridor. Use the money to build housing.	Safety/Security	Unsheltered	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
Emergency phones, similar to blue light phone stations at college campuses	Service	Customer Service/Drivers	CC	05/10/22	FBO	90044	TrueLA Church
Create a text line you can contact if you don't feel safe.	Service	Customer Service/Drivers	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment Program
We need more innovation (didn't provide specifics).	Service	Customer Service/Drivers	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
There should be newer buses. (two responses)	Service	Customer Service/Drivers	Bus intercept	05/26/22		90020	Vermont & Third Street
There should be a way to give a rating to a driver, similar to the way you can give a rating to an Uber driver.	Service	Customer Service/Drivers	CC	05/12/22	FBO	90044	TrueLA Church
Drivers should wait for passengers. (two responses)	Service	Customer Service/Drivers	Bus intercept	05/24/22		90033	Vermont & Exposition Blvd.



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Buses pass by often. (two responses)	Service	Customer Service/Drivers	Bus intercept	05/26/22		90020	Vermont & Third Street
Drivers are nice.	Service	Customer Service/Drivers	Bus intercept	05/26/22		90020	Vermont & Third Street
Drivers are kind.	Service	Customer Service/Drivers	Bus intercept	05/26/22		90020	Vermont & Third Street
Drivers are nice.	Service	Customer Service/Drivers	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
I was on the 204 yesterday, and the driver wouldn't let me off at my stop.	Service	Customer Service/Drivers	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
There should be mental health resources available for bus drivers.	Service	Customer Service/Drivers	Bus intercept	05/26/22		90037	Vermont & Slauson Ave.
Good driver etiquette	Service	Customer Service/Drivers	Bus intercept	05/26/22		90044	Vermont & Athens
Poor bus driver etiquette	Service	Customer Service/Drivers	Bus intercept	05/26/22		90044	Vermont & Athens
Many drivers make aggressive starts and stops while passengers are still getting on board.	Service	Customer Service/Drivers	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Some drivers do not pull up to the curb, making it difficult for passengers to board.	Service	Customer Service/Drivers	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Drivers seem stressed.	Service	Customer Service/Drivers	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Bus drivers should drive slower.	Service	Customer Service/Drivers	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Bus drivers drive too aggressively.	Service	Customer Service/Drivers	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
When elderly passengers get on bus, the bus will take off before they get a chance to sit down.	Service	Customer Service/Drivers	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Today, on my way here, a guy didn't want to pay, which led to confrontation between bus driver and passenger. Bus driver conducted himself in a rude, disrespectful manner.	Service	Customer Service/Drivers	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Better training for bus drivers in dealing with conflict resolution	Service	Customer Service/Drivers	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Bus drivers won't stop for passengers who are chasing after the bus.	Service	Customer Service/Drivers	CC	05/10/22	FBO	90061	St. Mark AME Church
When you ask bus drivers for a transfer, many times they don't give it you.	Service	Customer Service/Drivers	CC	05/10/22	FBO	90061	St. Mark AME Church
The bus will drive right past you, and it's not even full. It happens a few times a week.	Service	Customer Service/Drivers	CC	05/12/22	FBO	90044	TrueLA Church
Conduct of bus drivers is disrespectful.	Service	Customer Service/Drivers	CC	05/12/22	FBO	90044	TrueLA Church
Bus drivers would have less stress and have a good attitude.	Service	Customer Service/Drivers	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Drivers are not nice.	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Drivers are racist/biased.	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Drivers allow homeless or other riders (non-Spanish speaking) to not pay the fare, but don't allow this to Spanish speakers.	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Bus drivers close doors on people, drive off in an unsafe manner, "almost drag you."	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Drivers are not nice, are rude and are not helpful especially for safety/security issues.	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Racist towards transit riders	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Allow some to ride without paying fare, but not others (for example, individuals experiencing homelessness, others of their own race, etc.; status of parent and multiple children and missing one child's name and	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Sometimes pull away or close doors in an unsafe manner	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Drivers need training, a code of conduct, better customer service	Service	Customer Service/Drivers	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Drivers are racist/biased.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Drivers allow homeless or other riders (non-Spanish speaking) to not pay the fare, but don't allow this to Spanish speakers.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I was a penny short and the driver made me exit the bus because I didn't have the full fare to ride, and then he pulled up alongside me and told me I could not get back on. It was humiliating and scary.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I was getting on the bus with my 3½ year old child. My child held up my pass that she got from school, and that it had my photos so I was able to use it for identification; I didn't realize I didn't have any funds on it and the driver roughly took it from my child and then refused to return it.	Service	Customer Service/Drivers	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish

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Spending decades digging underground for something we have no idea what the future holds is a waste of money.	Service	Planning	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
Rail would be costly and very difficult to implement.	Service	Planning	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
Anything over \$425 million, we'd be talking about never-ending taxes. I think Metro needs to live within its means. Rail would end being like the bullet train project. The state would be wasting money and create never-ending problems. It would be a money pit. I'm 70 years old. I'm not interested in something that will take two decades to build. It won't serve me any purpose, but I'm going to be paying for it because I pay taxes. I'm not in favor of it and never will be.	Service	Planning	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
What can be done to increase capacity of bicycle racks on buses?	Service	Planning	Stakeholder briefing	04/26/22		90248	Harbor Gateway North Neighborhood Council
I would like to have seen an option for making immediate improvements and planning for rail, because that's the one I would have chosen.	Service	Planning	Stakeholder briefing	05/05/22		90018	North Area Neighborhood Development Council
Very easy, I walk a lot because the store and school are close by.	Service	Planning	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Lines are not convenient	Service	Planning	Bus intercept	05/26/22		90044	Vermont & Athens
Transfer to other buses could be better.	Service	Planning	Bus intercept	??		90037	Vermont & Vernon Ave.
BRT would be good for people to get off 105 and be able to travel north. It feels like a commuter bus.	Service	Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
It's hard to figure out the schedule and transfers with multiple routes, including Dash.	Service	Planning	CC	03/29/22	FBO	90008	Bryant Temple AME Church
I take the bus, and it's hard to plan and coordinate your schedule.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Connectivity issues are reasons why I don't use the bus.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Have bus lanes on freeways.	Service	Planning	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
It's confusing to use the system. There needs to be better directions. I didn't know there was an App. I don't have a cell phone.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Some buses stop running after 11 p.m., but some people still work at those hours and need the bus to get home.	Service	Planning	CC	05/12/22	FBO	90044	TrueLA Church
It's complicated – getting from one point to another if I'm traveling a significant distance.	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Difficult if trying to travel to Long Beach or Santa Monica, can't take certain lines from DTLA	Service	Planning	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
No rail. (two responses)	Service	Planning	Bus intercept	05/26/22		90020	Vermont & Third Street
Is choosing BRT and rail an either/or proposition?	Service	Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
Will this project be similar to the Crenshaw line?	Service	Planning	CC	03/07/22	FBO	90008	Bryant Temple AME Church
Gas prices will lead to increased ridership.	Service	Planning	CC	03/29/22	FBO	90008	Bryant Temple AME Church
BRT, if it will take rail that long to build.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Rail can carry more passengers.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
It will change the negative narrative around bus transit.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
With gas prices increasing, taking the bus may be a viable option.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
If it was improved, it would save me some costs of my time.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
I live in Montebello and I use the Gold Line. There are a lot of ways to get around taking the train.	Service	Planning	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
I never had a reason to use it. But that doesn't mean I won't use it in the future.	Service	Planning	CC	05/10/22	FBO	90044	TrueLA Church
You would save money on gas. I'm from Chicago, which is a Metro-oriented city.	Service	Planning	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Improvements will make people feel safer and encourage more people to use public transit.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Safety. Focus on getting projects built as soon as possible.	Service	Planning	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)



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Can Metro begin to make immediate improvements in addition to plan for longer term options? Like bus shelters and other things like that. What is the short-term timeframe? The biggest concerns for East Hollywood is safety and security issues. That is what we struggle with the most.	Service	Planning	Stakeholder briefing	03/02/22		90027	Children's Hospital of L.A.
Project should look at east-west corridor because walking distance from campus is pretty far. Distance from Vermont Avenue to Western Avenue is a far and potentially unsafe walk, especially at night, even with a Sheriff's station nearby.	Service	Planning	Stakeholder briefing	03/22/22		90047	Los Angeles Southwest College
Rail can provide many benefits to community. Having the Crenshaw line being able to take passengers to LAX is beneficial to many.	Service	Planning	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
Construction takes too long.	Service	Planning	Bus intercept	??		90044	Vermont & Manchester Ave.
I got a parking ticket because the Crenshaw line has created restricted parking.	Service	Planning	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
I've experienced long commute times and traffic issues.	Traffic	Congestion	CC	03/29/22	FBO	90008	Bryant Temple AME Church
Other streets will get more congested.	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Congestion – I'm near this corridor, and there are so many people trying to go down the same pathway.	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Our families are impacted by traffic, congestion.	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
I avoid going down Vermont. I prefer taking Western or Normandie.	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Go underground. Traffic will be worse for everyone.	Traffic	Congestion	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
There are certain areas that are very congested – Manual Arts High School, USC, Florence, Koreatown.	Traffic	Congestion	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
There is too much construction happening on Vermont right now.	Traffic	Congestion	CC	04/28/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
New transit system will create more traffic, parking issues.	Traffic	Congestion	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Traffic is bad and seems to be getting worse. Everybody--cars and people on the street--are in a rush.	Traffic	Congestion	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
The amount of traffic makes it harder for buses to get around.	Traffic	Congestion	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Time consuming, busy, congestion, traffic	Traffic	Congestion	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Vermont has a lot of traffic.	Traffic	Congestion	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Vermont is so congested, so I'm hoping something can be done.	Traffic	Congestion	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
A lot of foot traffic, so there's a lot of congestion on the road and off the road.	Traffic	Congestion	CC	05/09/22	CBO	90017	Pacific Asian Consortium in Employment (PACE)
Traffic, congested.	Traffic	Congestion	CC	05/10/22	FBO	90044	TrueLA Church
I'm a resident of Inglewood, and the congestion is terrible, in part because of SoFi Stadium.	Traffic	Congestion	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
We're right on 20 <sup>th</sup> Street and Vermont. Traffic is horrible. The signals are not in sync. There are a lot of traffic accidents.	Traffic	Congestion	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Traffic near Vermont and 110 Freeway is horrendous. Many motorists use Vermont as an alternate route when there is traffic on the 110.	Traffic	Congestion	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Vacant cars add to congestion.	Traffic	Congestion	CC	05/13/22	FBO	90015	Word of Encouragement Church, Faith-Based Leaders
Impacts to traffic, vehicles, increased congestion with removal of traffic lanes – where would they go?	Traffic	Congestion	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
From MLK south to 120 <sup>th</sup> it's worse.	Traffic	Congestion	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Can they reroute during construction?	Traffic	Congestion	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Where will cars go with the improvements?	Traffic	Congestion	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
I live at 6 <sup>th</sup> /Wilshire; there are three schools within one block. Traffic is terrible there.	Traffic	Congestion	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
At peak hours, Union is impassable.	Traffic	Congestion	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
There is lots of congestion.	Traffic	Congestion	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish



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Always looking for new routes because you can't move	Traffic	Congestion	CC	05/19/22	CBO	90005	Korean Youth+Community Center (KYCC) - Spanish
Traffic on Vermont is very bad. So having a better, more efficient bus service may help ease congestion.	Traffic	Congestion	CLS	04/30/22	CBO	90029	Los Angeles City College
Some of the streets are very narrow on Vermont. So I'm concerned about a new bus service that would take out one lane of traffic just for buses.	Traffic	Congestion	CLS	04/30/22	CBO	90029	Los Angeles City College
Support BRT. Section from Olympic Boulevard to Pico Boulevard has heavy traffic. Unlicensed vendors and double-parked vehicles contribute to congestion issues. (Pico Union NC)	Traffic	Congestion	Stakeholder briefing	03/17/22		90015	Neighborhood Council Briefings, Corridor-Wide
Community members have raised concerns about traffic and accidents along adjacent or parallel streets to Vermont Avenue. Does Metro's improvement plan include the surrounding areas of Vermont?	Traffic	Congestion	Stakeholder briefing	04/02/22		90044	Empowerment Congress Central Area Neighborhood Development Council
Recent construction on Figueroa Street pushed traffic onto Vermont and adjacent streets. People are not changing.	Traffic	Congestion	Stakeholder briefing	04/14/22		90037	Exposition Park Leadership
Traffic management plan uses Vermont for crowds to get around during special events, Concerned about how the transit system is going to get adapted to the events. The Metro light rail that goes down Exposition carries people to events, though it was meant as a commuter rail. Metro should include the possibility of the system getting overloaded during events in their planning.	Traffic	Congestion	Stakeholder briefing	04/14/22		90037	Exposition Park Leadership
Concerns about traffic flow around the park during special events.	Traffic	Congestion	Stakeholder briefing	04/14/22		90037	Exposition Park Leadership
WCU has had several meetings with Metro in the past to discuss traffic and parking issues.	Traffic	Congestion	Stakeholder briefing	04/20/22		90004	West Coast University / American Career College
Less street parking would have a serious impact on the community.	Traffic	Congestion	CC	04/28/22	FBO	90008	Bryant Temple AME Church
Loss of parking in an already congested area is a concern.	Traffic	Congestion	CC	05/16/22	CBO	90020	KYCC / L.A. First Church of Nazarene - Spanish
Speeding, reckless driving, drivers making illegal turns, double parking, illegal parking	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
Crosswalks, kids, chaotic	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
I'm concerned about pedestrian safety because cars are speeding when they get an opportunity.	Traffic	Congestion	CC	05/03/22	CBO	90008	AADAP Employment Assistance (EA)
Always consider pedestrian safety	Traffic	Congestion	CC	04/13/22	CBO	90016	AADAP Youth & Family Programs (YFP)
If there are dedicated lanes for buses, how will cars safely make right turns?	Traffic	Dedicated lane	CC	03/07/22	FBO	90008	Bryant Temple AME Church
BRT should have a dedicated bus lane.	Traffic	Dedicated lane	CC	04/14/22	CBO	90043	AADAP Therapeutic Community (TC) -Residential Treatment
Would we lose a lane of traffic?	Traffic	Dedicated lane	CC	04/26/22	CBO	90016	AADAP, Crenshaw community leaders
For better or worse, Los Angeles is and always will be a car city. Removing a lane of traffic and dedicating it for exclusively buses would definitely be an issue. It might do more harm than good.	Traffic	Dedicated lane	CC	04/28/22	FBO	90008	Bryant Temple AME Church
There are some very narrow areas on Vermont near schools and Gage Avenue. I can't image what traffic would look like if there's only one lane for cars. And then there are also bike lanes in those areas.	Traffic	Dedicated lane	CC	04/28/22	FBO	90008	Bryant Temple AME Church
BRT doesn't make sense at all. Do not take away any car lanes. L.A. has grown up using their cars.	Traffic	Dedicated lane	CC	04/28/22	FBO	90008	Bryant Temple AME Church
I don't support losing a lane of traffic to a BRT system.	Traffic	Dedicated lane	Stakeholder briefing	03/15/22		90004, 90027,	East Hollywood BID
Traffic is already congested. Taking away lanes and dedicating them exclusively for a bus transit system will only make congestion worse. Rail is a better long-term option. It makes sense to consider below grade rail.	Traffic	Dedicated lane	Stakeholder briefing	03/22/22		90047	Los Angeles Southwest College
Vermont and Gage is already a narrow corridor. There are a lot of schools in that area. Taking away a lane of traffic for a bus will make traffic even worse.	Traffic	Dedicated lane	Stakeholder briefing	04/12/22		90037, 90044	Voices Neighborhood Council
Concern with the current traffic situation. Removing one lane per direction would only make things worse. Los Angeles is a driving entity and a huge part of the project is changing the mindset of people to ride public transportation.	Traffic	Dedicated lane	Stakeholder briefing	04/14/22		90037	Exposition Park Leadership
Traffic is one of the biggest challenges, especially during special events, so there are concerns about exacerbating traffic during construction even if it is short term. Removing one lane for BRT would be significant in the narrow areas of the corridor. Support a light rail project.	Traffic	Dedicated lane	Stakeholder briefing	04/14/22		90037	Exposition Park Leadership



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Concern for the traffic impact will have on the local communities in terms of the neighborhood streets in the vicinity and how that part is going to get significantly impacted by pushing traffic into smaller streets, pedestrian safety and children playing.	Traffic	Dedicated lane	Stakeholder briefing	04/14/22	90037	Exposition Park Leadership
Difficult to support any option that reduces a lane per direction and would vote for underground rail, even though not sure how long process will take, because anything that takes away traffic lanes is tough to support.	Traffic	Dedicated lane	Stakeholder briefing	04/14/22	90037	Exposition Park Leadership
Support an option that will allow as many people to be able to access the park as possible. Removing a lane will make things harder.	Traffic	Dedicated lane	Stakeholder briefing	04/14/22	90037	Exposition Park Leadership
Oppose BRT because it would take away a lane of traffic.	Traffic	Dedicated lane	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
Bus-only lanes are a bad idea. Having only one lane of traffic in each direction would destroy commute. And if there is an accident, it would stop traffic in that direction until it was cleared.	Traffic	Dedicated lane	Stakeholder briefing	04/26/22	90248	Harbor Gateway North Neighborhood Council
No one respects traffic lanes anymore.	Traffic	Dedicated lane	CC	04/13/22	CBO 90016	AADAP Youth & Family Programs (YFP)
You'll see the same thing with drivers using carpool lanes illegally.	Traffic	Dedicated lane	CC	04/13/22	CBO 90016	AADAP Youth & Family Programs (YFP)
Bus lanes would create confusion.	Traffic	Dedicated lane	CC	04/13/22	CBO 90016	AADAP Youth & Family Programs (YFP)
Will parking be affected on Vermont Avenue for either bus or rail?	Traffic	Dedicated lane	CLS	0423/22	CBO 90044	Irmias Youth Center

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