# APPENDIX A

# Public Outreach Report

# PUBLIC AND AGENCY OUTREACH

Beginning in February 2021, the Los Angeles County Metropolitan Transportation Authority (Metro) began an additional round of public outreach to update the communities along the North Hollywood to Pasadena Bus Rapid Transit (BRT) Corridor on revisions made to the project alternatives presented in the Draft Environmental Impact Report (EIR). These revisions were made in response to the nearly 450 comments received during the Draft EIR public review period and what the project team heard at the two virtual Public Hearings conducted in November 2020. Upon further evaluation of the comments, the project team made several refinements to the Proposed Project, particularly in Burbank and along Colorado Boulevard in Eagle Rock. In order to present these refinements to the community, the project team held several elected official briefings/presentations, attended coordination meetings with key City staff, and conducted several key stakeholder and business roundtable meetings, as well as several virtual community meetings.

Throughout this public engagement effort, the project team gathered feedback on any technical aspects of the Proposed Project and any refinements proposed to the alignment along Colorado Boulevard in Eagle Rock or Olive Avenue in Burbank. This effort provided multiple opportunities for key groups and businesses, as well as the communities of Eagle Rock and Burbank, to provide feedback on any new refinements made to the project since the release of the Draft EIR. These additional opportunities for comment were designed to be transparent and inclusive, and allowed community members optional and/or extended meeting times to have all of their many questions and comments adequately responded to. Due to the COVID-19 pandemic and Los Angeles County Safer at Home orders, all meetings were held virtually to allow the public to attend from the safety of their homes. In addition, the meetings were recorded and made available on the project website along with the meeting presentation materials.

This report documents the additional outreach activities completed from February 2021 through January 2022. The initial outreach efforts from February through May 2021, focused primarily on the earlier refinements made to the project prior to its approval by the Metro Board at its May 2021 meeting. Although the Board approved the project alignment and proposed design options, staff was also directed to continue working with the corridor cities on the exact bus lane configurations, particularly in Eagle Rock and Burbank. As a result, a number of additional refinements, including a new side-running concept for a segment of Olive Avenue in Burbank, were subsequently developed. From September through January 2022, the outreach efforts then focused on providing additional updates on these newer project refinements and on soliciting and receiving the community's feedback. The community input received will help inform the Final EIR and the final Project to be considered for certification and approval by the Metro Board in early 2022.

# ENGAGEMENT ACTIVITIES: SPRING 2021 (FEBRUARY – MAY)

## Elected Officials, City Staff and Key Stakeholder Briefings

Metro attended several one-on-one meetings with individual agencies and presented to a few key stakeholder groups to provide an overview of the project, project timeline, next steps and to hear their feedback. Additionally, Metro briefed City staff, Metro Board staff and other key elected offices regularly throughout the duration of the Spring 2021 outreach process.

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

**Table 1. Elected Officials and City Staff Briefings**

| Meeting Date | Agencies |
|---|---|
| February 12, 2021 | Burbank Councilmember Anthony and Schultz |
| March 11, 2021 | Metro Board Staff |
| March 26, 2021 | Office of Assemblymember Wendy Carillo; Office of Los Angeles County Supervisor Hilda Solis; Office of Los Angeles City Mayor Eric Garcetti |
| March 30, 2021 | Burbank City Council |
| April 1, 2021 | Arroyo Verdugo Communities Joint Powers Authority |
| April 7, 2021 | San Fernando Valley Service Council |
| April 12, 2021 | San Gabriel Valley Service Council |
| May 6, 2021 | Los Angeles Department of Transportation; Bureau of Street Services; Office of Los Angeles County Supervisor Hilda Solis; Office of Los Angeles City Mayor Eric Garcetti; Office of Los Angeles City Council Kevin de Leon |
| May 17, 2021 | City of Burbank technical staff and Office of Glendale City Councilmember Najarian |
| May 18, 2021 | Office of Los Angeles City Councilmember Kevin de Leon |
| May 25, 2021 | City of Los Angeles technical staff, Office of Los Angeles City Councilmember Kevin de Leon, Offices of Mayor Eric Garcetti and Office of Los Angeles County Supervisor Hilda Solis |

# STAKEHOLDER AND BUSINESS ROUNDTABLE MEETINGS

In March 2021, Metro staff conducted outreach to key stakeholder groups within the Eagle Rock community to provide an update on the refinements to the Proposed Project prior to presenting them to the public. The stakeholder meetings included elected officials, neighborhood councils, community-based organizations, businesses and business groups, and school and university organizations.

## Key Stakeholder Roundtable Meetings

Two virtual key stakeholder roundtable meetings were conducted for Eagle Rock stakeholders on Tuesday, March 16, 2021. These two meetings were held at alternate times in order to accommodate the many stakeholders' schedules. At each roundtable meeting, Metro provided an update on the additional refinements being proposed for Eagle Rock, an updated project timeline, next steps and an opportunity

for dialogue and discussion in breakout rooms with project staff. Each of the breakout rooms allowed meeting attendees to ask questions and provide feedback on the project and/or project refinements.

Key stakeholders were notified by email leading up to the roundtable meetings with a total of three email notices (e-blasts) in both English and Spanish, with an email open rate of approximately 41% out of the total who received the e-blasts. **Table 2** provides a list of these meetings.

**Table 2. Key Stakeholder Roundtable Meetings**

| Meeting Date | # of Attendees |
|---|---|
| Tuesday, March 16, 11 AM – 12:30 PM | 33 |
| Tuesday, March 16, 5:30 PM – 7:00 PM | 36 |
| **Total** | **69** |

The following key takeaways were received from the key stakeholder roundtable meetings:

- Strong support for the community-driven proposal for Colorado Boulevard submitted during the Draft EIR comment period which included, among other design features, one travel lane in each direction. Participants would like to see the community-driven proposal for Colorado Boulevard executed to the maximum extent possible—especially with the sidewalk-level bike lanes.
- General support across breakout rooms for the proposed refinements to Route Option F1 from the Draft EIR, including a travel lane reduction on Colorado Boulevard east of Eagle Rock Boulevard.
- Many participants want to see the Eagle Rock Boulevard station pushed east to Caspar and Maywood because it's more pedestrian-friendly.
- Strong desire among many participants for native and drought-tolerant plants and shade included with the project, and concerns about ensuring business signs are not blocked by landscaping.
- Concerns throughout breakout rooms regarding construction impacts and whether a Business Interruption Fund could be implemented.
- Strong desire to preserve as much parking as possible along Colorado Boulevard.
- Want to make sure the concept is safe for pedestrians and bikes by implementing traffic calming measures, widening sidewalks, implementing sidewalk-level bike lanes and providing higher visibility for bike lanes and crosswalks. No shared bus and bike lanes.
- Several requests for traffic calming measures to be put in place on side streets near Colorado Boulevard.
- General concerns about the transition from side- to center-running bus lanes; some preferences for a single lane all along Colorado Boulevard to avoid traffic delays from interactions with buses and vehicles crossing over from side-running to center-running.
- Some willingness to sacrifice some bike lane buffering if it increases transit reliability and speed.
- Request for Zone 1 station to be closer to Sierra Villa Drive.
- Safety needs to be prioritized because of the schools in the project area.

### Business Roundtable Meeting

A virtual roundtable meeting was conducted with businesses along Colorado Boulevard in Eagle Rock on Friday, March 26, 2021. At the meeting, Metro provided an overview of the project, an update on the project refinements proposed for Eagle Rock, the project timeline, next steps, and an opportunity for dialogue and discussion with the project team. The meeting format allowed attendees to ask questions and provide feedback on the project and/or proposed refinements.

Businesses were notified prior to the roundtable meeting with a total of five email notices (e-blasts), with an open rate of approximately 34% out of the total who received the e-blasts. Additionally, flyers notifying businesses of the meeting were distributed door-to-door to businesses along Colorado Boulevard leading up to the roundtable meeting. **Table 3** provides the date of the Business Roundtable meeting and the number of attendees.

**Table 3. Business Roundtable Meeting**

| Meeting Date | # of Attendees |
|---|---|
| Friday, March 26, 11 AM – 12:30 PM | 12 |

The following key takeaways were received from the business roundtable meeting:

- Several concerns about the effects of reducing travel lanes on traffic, especially when someone is parallel parking, and potential bottlenecking of traffic.
- Concerns about where left turns and U-turns will be eliminated in the one-lane zones.
- Questions about parking safety with car doors potentially opening directly into traffic and bike lanes.
- Questions about loading zones remaining open for deliveries.
- Desire for parking structures to be added.
- Questions about the potential availability of a Business Interruption Fund.
- Some support for refined Route Option F1, which included a travel lane reduction on Colorado Boulevard, east of Eagle Rock Boulevard.
- Questions about signal timings and their implementation with the Proposed Project.

## SPRING 2021 COMMUNITY MEETING

A virtual community meeting was held on April 1, 2021, to update the corridor communities on the refined changes and/or alignments in Eagle Rock and Burbank and to seek their feedback.

### Community Meeting Notices

A targeted outreach effort to inform project stakeholders of the upcoming community meeting was conducted in a number of ways, including emails (e-blasts), door-to-door flyers, press releases, and notifications on Metro's "The Source" website. Additionally, local news media sources displayed the notices on digital platforms. A total of five e-blasts were sent with an average email open rate of

approximately 30% out of the total who received the e-blasts. An additional e-blast was sent after the community meeting thanking those who participated and providing guidance on where to find the meeting information presented, how to access the meeting recording and next steps. All e-blast notifications were distributed in English, Spanish, Tagalog and Armenian. A total of 15,000 flyers in both English and Spanish were also distributed within the community of Eagle Rock prior to the meeting.

**Table 4. Community Meeting**

| Meeting Date/Time | # of Attendees | # of Speaker Comments | # of Written Comments |
|---|---|---|---|
| April 1, 2021, 5:30 – 9:30 PM | 369 | 50 | 28 |
| | **Total Comments** | **78** | |

## Community Meeting Format and Materials

The format of the virtual community meeting consisted of a PowerPoint presentation given by Metro staff followed by a facilitated question and answer period. During the PowerPoint presentation, Metro staff provided an overview of the Proposed Project, including refinements made since the Draft EIR, and discussed next steps. Due to the number of attendees who requested to ask questions and/or provide comments, the meeting time was extended by an additional two hours. Similar to an in-person open house, no time limits were placed on public speakers to allow for all questions and comments to be heard. In addition to simultaneous Spanish interpretation during the virtual meeting, a copy of the PowerPoint presentation was made available in Spanish on the project website.

## Community Meeting Comments

The majority of the attendees that provided feedback at the community meeting generally supported the project and the need for improved transit service. Additionally, the majority of feedback received during the meeting related to the Eagle Rock portion of the study area. Attendees also provided comments on their preference between the two Colorado Boulevard design options that were presented by Metro during the prior month's Eagle Rock stakeholder roundtable meetings.

The following key takeaways were received from the community meeting:

- Bike Lanes: Some stakeholders voiced the need for incorporating bicycle lanes into the project and advocated for additional safety measures, including protected lanes, raised lanes and lanes separated from traffic.
- Businesses: Some stakeholders expressed concerns that implementation of the project could negatively affect businesses along Colorado Boulevard. Stakeholders also expressed concerns that removal of parking would negatively affect businesses and that the removal of a traffic lane would increase traffic and discourage patrons from accessing businesses along Colorado Boulevard. A few stakeholders commented that the project would benefit businesses along Colorado Boulevard and allow for transit users to access them.

- Construction: Comments and questions were raised regarding impacts during the construction of the project and if businesses would receive compensation and/or if a Business Interruption Fund would be available during construction.
- Design Option Preference: Many stakeholders expressed an overall preference for the community-driven proposal for Colorado Boulevard submitted during the Draft EIR comment period to be included as part of the project. Many stakeholders voiced a preference for the Refined F1 alignment presented during the meeting. A few comments mentioned a preference for the original F1 alignment in the Draft EIR, or a preference for the SR-134 Freeway alignment.
- Landscape/Greenspace: Many concerns were expressed about loss of landscape and/or trees along the median on Colorado Boulevard in Eagle Rock. Additionally, some stakeholders expressed the need for landscape improvements and/or trees and vegetation with the project.
- Outreach: A few stakeholders stated the need for more outreach and/or expressed lack of outreach conducted for the project. Additionally, some stakeholders expressed concern that opportunities for stakeholders to participate in the process, especially businesses and those unable to access virtual meetings, were limited due to the COVID-19 pandemic.
- Parking: Stakeholders expressed concerns about the loss of parking, the replacement of parking and safety concerns of parking (such as car doors opening into traffic and/or bicycle lanes) with only one travel lane in some segments on Colorado Boulevard in Eagle Rock.
- Safety/Security: Many stakeholders voiced concerns about pedestrian and overall safety, especially near crossings on Colorado Boulevard in Eagle Rock, and the need for increased pedestrian safety measures with the project. Some stakeholders advocated for more general safety measures for pedestrians, cyclists, and vehicles with the Proposed Project.
- Traffic/Lane Removal: Many comments expressed concern of an increase in traffic from the removal of a travel lane on Colorado Boulevard in Eagle Rock. Some concerns were voiced that an increase in traffic congestion would negatively affect safety and the environment from increased pollution from vehicle emissions idling in traffic. There were also some concerns about left-turn lanes and U-turns being eliminated with the lane removal and how that could affect access to businesses on Colorado Boulevard and access to neighborhood streets in Eagle Rock.

## Community Feedback During Spring Outreach

During the community outreach process from February 2021 leading up to the Metro Board meeting in May, where the Draft EIR was presented along with recommended refinements to the project, additional comments were received via email and voicemail. The majority of comments received during that timeframe generally supported the project with preferences for design options and comments related to impacts. Additionally, the majority of comments were in reference to the Eagle Rock community or Eagle Rock design options.

Key takeaways included:

- Bike Lanes: Many comments voiced the need for including bicycle lanes in the project and advocated for additional safety measures, including protected lanes, raised lanes and separated lanes from traffic.

- Businesses: Many comments mentioned the need to preserve parking for businesses and voiced concerns that implementation of the project could negatively affect businesses along Colorado Boulevard.
- Design Option Preference: Many comments expressed the need for a study and inclusion of design elements from the community-driven proposal for Colorado Boulevard submitted during the Draft EIR comment period, and included, among other design features, one travel lane in each direction. Many comments voiced a preference for the Refined F1 alignment presented to stakeholder groups in March. Some comments mentioned a preference for a SR-134 Freeway alignment.
- Landscape/Greenspace: Many comments expressed the need for preserving trees and landscaped medians and increasing the number of trees and landscape in Eagle Rock. Some concerns were expressed about loss of landscape and/or trees with the project in Eagle Rock.
- Parking: Stakeholders expressed concerns about the loss of parking and preference to ensure businesses have access to parking on Colorado Boulevard in Eagle Rock.
- Traffic/Lane Removal: Some comments voiced concern of an increase in traffic from the removal of a travel lane on Colorado Boulevard in Eagle Rock with some concerns of spillover traffic onto neighborhood streets. There were also some concerns and questions about the project's effect on existing left-turn lanes and U-turns with the lane removal and how access on Colorado Boulevard in Eagle Rock could be affected.

## ENGAGEMENT ACTIVITIES: SUMMER – FALL 2021 (JUNE – DECEMBER)

### Elected Officials, City Staff and Key Stakeholder Briefings

Metro attended several one-on-one meetings with individual agencies and presented to a few key stakeholder groups to provide an overview of the project, project timeline, next steps and to hear their feedback. Additionally, Metro briefed City staff, Metro Board staff and other key elected offices regularly throughout the duration of the Summer/Fall 2021 outreach process.

As shown in **Table 5**, the briefings and presentations included the following agencies and key stakeholders:

**Table 5. Elected Officials and City Staff Briefings**

| Meeting Date | Agencies |
|---|---|
| June 2, 2021 | North County Cities |
| June 17, 2021 | City of Burbank technical staff, Offices of Glendale City Councilmember Najarian and Office of Los Angeles County Supervisor Barger |
| July 8, 2021 | Burbank Vice Mayor Talamantes and City Councilmember Anthony |
| July 15, 2021 | Metro Technical Advisory Committee Streets and Freeways Subcommittee |
| July 21, 2021 | Glendale City Councilmember Najarian, Office of Los Angeles County Supervisor Barger |
| August 3, 2021 | City of Los Angeles technical staff, Office of Los Angeles City Councilmember Kevin de Leon |
| August 31, 2021 | Office of Los Angeles City Councilmember Kevin de Leon |

| Meeting Date | Agencies |
|---|---|
| September 15, 2021 | City of Los Angeles technical staff, Office of Los Angeles City Councilmember Kevin de Leon |
| September 16, 2021 | Metro Board Staff |
| September 29, 2021 | North County Cities |
| October 7, 2021 | Arroyo Verdugo Communities Joint Powers Authority |
| October 11, 2021 | Metro San Gabriel Valley Service Council |
| October 14, 2021 | City of Pasadena and Pasadena City College technical staff |
| October 15, 2021 | Office of Los Angeles City Councilmember Kevin de Leon |
| October 21, 2021 | San Fernando Valley Council of Governments Board |
| November 3, 2021 | San Fernando Valley Service Council |
| November 18, 2021 | Burbank City Councilmembers Springer and Schultz, Vice Mayor Anthony |
| December 2, 2021 | Arroyo Verdugo Communities Joint Powers Authority |
| December 14, 2021 | City of Glendale technical staff |
| January 10, 2022 | Burbank Mayor Talamantes |
| January 21, 2022 | Burbank City Councilmember Frutos |

### Transit Rider App and Intercept Interviews

Outreach efforts to existing transit riders were also conducted to help ensure that transit users within the project area and the adjacent corridor communities such as Burbank, Eagle Rock and North Hollywood were aware of the project. This outreach effort was also intended to get their feedback on the project and/or project refinements on Colorado Boulevard in Eagle Rock and on Olive Avenue in Burbank. In order to accomplish this, transit rider intercept interviews were conducted at key bus stops with high ridership along Colorado Boulevard in Eagle Rock, Olive Avenue in Burbank, and the NoHo B/G Line (Red/Orange) station in North Hollywood.

Additionally, a survey was sent out to transit riders within the project study area via Metro's Transit App. The survey was designed to better understand the characteristics of transit riders in the project study area and to understand what elements of the Proposed Project in Eagle Rock and Burbank they find most important. Two surveys were made available on the Transit App: one with a targeted geographic audience in Eagle Rock and one with a targeted geographic audience in Burbank. Both surveys were available from September 27, 2021 – October 10, 2021 and were available in Spanish.

**Table 6. Transit Rider Intercepts**

| Meeting Date/Time | Bus Stop Location | # of Intercept Comments |
|---|---|---|
| Friday, October 1, 2021 7:00 – 8:00 AM | Eagle Rock: Colorado Bl & Sierra Villa Dr | 10 |
| Friday, October 1, 2021 8:10 – 9:10 AM | Eagle Rock: Colorado Bl & Eagle Rock Bl | 13 |
| Friday, October 1, 2021 4:00 – 6:00 PM | Eagle Rock: Colorado Bl & Eagle Rock Bl | 19 |
| Wednesday, October 8, 2021, 7:15 – 8:00 AM, 8:20 – 9:20 AM | Burbank: Downtown Burbank Station, Front St | 12 |
| Wednesday, October 8, 2021, 4:00 – 6:00 PM | Burbank: Downtown Burbank Station, Front St | 19 |
| Wednesday, October 13, 2021, 6:45 – 8:45 AM | North Hollywood: NoHo Station, Lankershim Bl | 22 |
| **Total Intercept Comments** | | **95** |

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

- Majority of riders interviewed did not know about the project but were generally supportive.
- Many comments voiced the need for more frequency and better reliability for the project when comparing to existing services.
- Some comments expressed minimizing traffic congestion as a priority.
- Some comments expressed a need or preference for bus only lanes.
- A slight preference for the two-lane design option on Colorado Boulevard in Eagle Rock.
- A slight preference for the side-running design option on Olive Avenue in Burbank.
- Some safety concerns were expressed, specifically at crosswalks, boarding areas and on the buses.

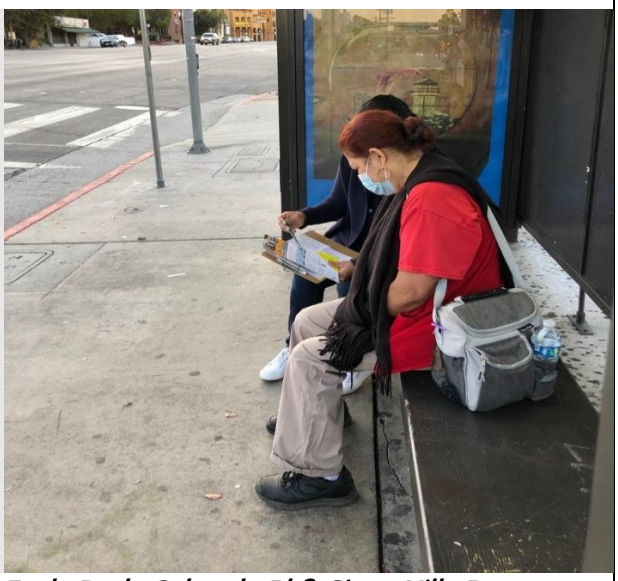
**Table 7. Transit App Surveys**

| Transit App Survey Targeted Audience | # of Completed Surveys |
|---|---|
| Eagle Rock Survey (English) | 185 |
| Eagle Rock Survey (Spanish) | 36 |
| Burbank Survey (English) | 131 |
| Burbank Survey (Spanish) | 34 |
| **Total Completed Surveys** | **386** |

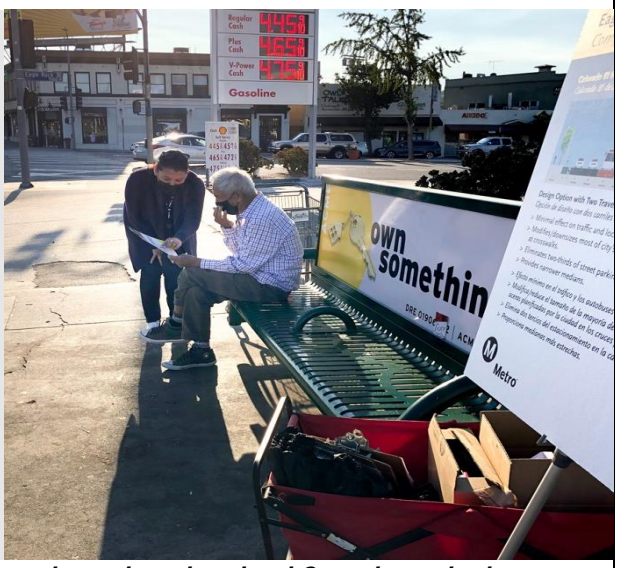
The following key takeaways were received from the Transit App surveys:

- The top priorities for the project in Eagle Rock are improving crosswalks for pedestrians and minimizing traffic congestion
- The top priority for the project in Burbank is improving transit speed and reliability

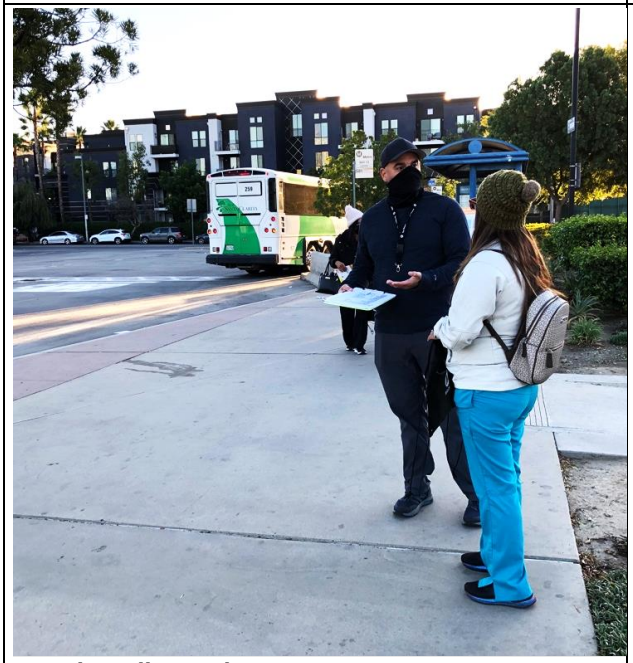
**Figure 1. Transit Rider Intercepts**



*Eagle Rock: Colorado Bl & Sierra Villa Dr*




*Eagle Rock: Colorado Bl & Eagle Rock Bl*



*North Hollywood: NoHo Station*



*North Hollywood: NoHo Station*

## FALL 2021 COMMUNITY MEETINGS

A total of four virtual community meetings were held to provide an update on the Proposed Project as well as project refinements being considered in Eagle Rock and Burbank. One of these refinements included the introduction of a new side-running option along a segment of Olive Avenue in Burbank. The first two virtual meetings were held on September 23, 2021 and focused on the two design

options being considered for Colorado Boulevard in Eagle Rock. The second two virtual meetings were held on October 7, 2021 and focused on the project refinements being considered in Burbank, including the new side-running concept. The intent of these meetings was not only to provide updates to the community on the Proposed Project and refinements, but to continue to solicit public feedback and respond to any of the questions and/or concerns. Both meeting dates provided an opportunity for the public to attend either a lunchtime or evening meeting in order to accommodate the community's varying schedules. All meetings were held virtually with Spanish interpretation provided.

### Community Meeting Notices

Noticing of the community meetings to project stakeholders was accomplished via emails (e-blasts), door-to-door flyers, car cards on Metro buses, a notification on Metro's "The Source" website and through local and City news media. A total of seven e-blasts were sent notifying the public about the community meetings with an average email open rate of approximately 32% out of the total who received the e-blasts. Additionally, an e-blast was sent following all of the community meetings thanking those who participated and providing guidance on where to find the meeting materials presented, how to access the meeting recordings and a discussion on next steps. All e-blast notifications were distributed in English, Spanish, Tagalog and Armenian. A total of 15,000 flyers in English, Spanish and Tagalog were also distributed within the community of Eagle Rock leading up to the community meetings. Additionally, flyers were distributed door-to-door to businesses along Colorado Boulevard to specifically notify them of the upcoming meetings. A total of 20,000 flyers in English, Spanish and Armenian were also distributed within the community of Burbank leading up to the community meetings.

**Table 8. Eagle Rock Community Meetings**

| Meeting Date/Time | # of Attendees | # of Written Questions and Comments |
|---|---|---|
| September 23, 2021, 11:00 AM – 1:00 PM | 130 | 233 |
| September 23, 2021, 5:00 – 7:00 PM | 85 | 120 |
| | **Total Comments** | **353** |

**Table 9. Burbank Community Meetings**

| Meeting Date/Time | # of Attendees | # of Written Questions and Comments |
|---|---|---|
| October 7, 2021, 11:00 AM – 1:00 PM | 72 | 86 |
| October 7, 2021, 5:00 – 7:00 PM | 49 | 54 |
| | **Total Comments** | **140** |

## Community Meeting Format and Materials

The format of both the Eagle Rock and Burbank virtual community meetings consisted of a PowerPoint presentation given by Metro staff followed by a moderated question and answer session right after. To allow for sufficient time to respond to the community's questions and/or concerns, questions and comments were only received via the Zoom Q&A function or via a dedicated text message line. All comments and questions were accepted during the meeting, but only responded to following the presentation. During the PowerPoint presentations for the two Eagle Rock meetings and two Burbank meetings, Metro provided an overview of the two design options being considered for Colorado Boulevard and Olive Avenue, respectively. In addition to simultaneous Spanish interpretation during the virtual meetings, a copy of the PowerPoint presentation was made available in Spanish on the project website.

## Eagle Rock Community Meeting Comments

The majority of the comments and questions received at the Eagle Rock community meetings expressed concerns with or asked clarifying questions regarding the Proposed Project and refinements presented for Colorado Boulevard in Eagle Rock.

The following key takeaways were received from the community meetings:

- Businesses: Some concerns were expressed that implementation of the project could negatively affect businesses along Colorado Boulevard. Stakeholders expressed concerns that removal of parking would negatively affect businesses and access to businesses. A few questions and concerns were received about impacts to outdoor dining and sidewalks in front of businesses.
- Design Option Preference: Some comments voiced a preference for the two-lane design option on Colorado Boulevard in Eagle Rock. Some comments mentioned a preference for a SR-134 Freeway alignment.
- Landscape/Greenspace: Some questions and concerns were received about loss of landscaping and/or trees along the median on Colorado Boulevard in Eagle Rock. Additionally, questions were received about how tree types and landscaping will be replaced.
- Parking: Many comments and questions expressed concerns about the loss of parking and the replacement of parking on Colorado Boulevard in Eagle Rock, and spillover parking in neighborhood streets. Some questions were raised about use of loading zones and pick-up/drop-off on Colorado Boulevard in Eagle Rock.
- Safety/Security: Some comments and questions were raised about pedestrian and vehicle safety, especially near crossings on neighborhood streets from spillover traffic and on Colorado Boulevard in Eagle Rock, and the need for increased pedestrian safety measures with the project.
- Traffic/Lane Removal: Many comments expressed concern of an increase in traffic on Colorado Boulevard in Eagle Rock from implementation of the project. Some questions and concerns were raised about the traffic simulation video and if it takes into consideration other factors, such as accidents, neighborhood street traffic and cars parking. There were also some concerns about left-turn lanes being eliminated with the lane removal and how it could affect access to businesses, like Trader Joe's on Colorado Boulevard in Eagle Rock.

## Burbank Community Meeting Comments

The majority of comments received at the Burbank community meetings expressed concerns, such as parking, impacts to businesses and traffic related to the Proposed Project and refinements presented for Olive Avenue in Burbank.

The following key takeaways were received from the community meetings:

- Bike Lanes: Some questions and comments raised concerns about bike access and bike lane removal on streets in Burbank and throughout the Proposed Project. Some stakeholders raised questions about use of current bike lanes in Burbank and how they might be affected by the Proposed Project.
- Businesses: Some concerns were expressed that implementation of the project could negatively affect businesses along Olive Avenue in Burbank. Some concerns mentioned that removal of parking would negatively affect businesses.
- Design Option Preference: Some comments voiced a preference for the side running design option on Olive Avenue in Burbank. Some stakeholders raised questions about existing bus lines, ridership, type of buses being implemented, number of stops and frequency related to the Proposed Project on Olive Avenue in Burbank.
- Parking: Many comments and questions expressed concerns about the loss of parking and the replacement of parking on Olive Avenue in Burbank, and spillover parking on neighborhood streets. Some questions were raised about use of loading zones and pick-up/drop-off on Olive Avenue in Burbank.
- Safety/Security: Some comments and questions were raised about pedestrian safety on Olive Avenue with implementation of the project, especially near crossings at major intersections on Olive Avenue in Burbank.
- Traffic/Lane Removal: Some comments and questions expressed concern of an increase in traffic from implementation of the project on Olive Avenue in Burbank.

## Community Feedback During Fall Outreach

During the community outreach process from early-September 2021 through mid-October 2021, including the Eagle Rock and Burbank community meetings held in late September and early October where updates to the Proposed Project and refinements were presented, additional comments were received via email and voicemail. The comments mostly supported the project with a preference for specific design options and/or pertained to potential impacts relating to the alignments on Colorado Boulevard in Eagle Rock and Olive Avenue in Burbank. The majority of comments referred to the project design in Eagle Rock, and some comments referenced the project design in Burbank.

Key takeaways included:

- Bike Lanes: Many comments voiced the need for including bicycle lanes in the project and advocated for additional safety measures, including protected lanes, raised lanes and separated lanes from traffic on Colorado Boulevard in Eagle Rock.
- Businesses: Many comments mentioned the need to preserve parking for businesses and expressed concerns that implementation of the project could negatively affect businesses along Colorado Boulevard. Many comments voiced concern with preserving outdoor dining and access to businesses along Colorado Boulevard in Eagle Rock, especially during COVID-19 restrictions.

- Design Option Preference: Many comments expressed the need for a study and inclusion of design elements from the community-driven proposal for Colorado Boulevard submitted during the Draft EIR comment period, and included, among other design features, one travel lane in each direction. Some comments mentioned a preference for the study of other alignments or design options, including the SR-134 Freeway or operating the BRT in mixed-flow traffic on Colorado Boulevard through Eagle Rock.
- Landscape/Greenspace: Many comments expressed the need for preserving trees and landscaped medians and increasing the number of trees and landscaping on Colorado Boulevard in Eagle Rock.
- Parking: Many comments expressed concerns about the loss of parking and preference to ensure businesses have access to parking on Colorado Boulevard in Eagle Rock. Some stakeholders mentioned the need to preserve parking on Olive Avenue in Burbank, especially for businesses.
- Safety/Security: Some comments were raised about pedestrian, transit rider and overall safety, especially near crosswalks in Eagle Rock and Burbank.
- Traffic/Lane Removal: Some comments voiced concern of an increase in traffic from the removal of a travel lane and implementation of the project on Colorado Boulevard in Eagle Rock. Some concerns were expressed regarding spillover traffic onto neighborhood streets from implementation of this project on Colorado Boulevard in Eagle Rock. There were also some concerns and questions about the project's effects on left-turn lanes and U-turns and overall access in Eagle Rock.

### Council District 14 Hosted Open House

Council District 14 and Councilmember Kevin de Leon hosted an in-person open house meeting in Eagle Rock on Saturday, October 2 from 10:00 AM – 5:00 PM. Community members were asked to RSVP to the community meeting in advance in order to ensure that COVID-19 public health guidelines and social distancing could be maintained. Metro project team members were in attendance during the meeting to answer questions and provide information on the design options being considered for Colorado Boulevard in Eagle Rock. Informational boards and survey forms developed by Council District 14 were provided at the meeting to receive feedback on the project in Eagle Rock. More than 200 community members attended the open house and Council District 14 received approximately 176 survey responses to their distributed surveys.

The following key takeaways are from the 176 surveys received and developed by Council District 14 and presented to the project team. All takeaways below are in reference to the project study area in Eagle Rock:

- Nearly half of the responses expressed a preference for the one lane design option on Colorado Boulevard in Eagle Rock. Some comments expressed the need for alternative design options on Colorado Boulevard in Eagle Rock, including mixed flow traffic and the SR-134 Freeway.
- When asked to rank design elements by importance, the number one response was pedestrian safety followed by air quality and sustainability. The third highest response was convenience for drivers.

- All respondents identified as living, working, playing, learning, shopping, eating or some form of travel through Eagle Rock.
- Many comments expressed the need for some form of support for businesses during construction, such as a Business Interruption Fund.
- Many comments expressed the need for additional landscaping elements as a project mitigation measure.
- Many comments voiced concerns for loss of parking and an increase in traffic with implementation of the project.

## BUSINESS DOOR-TO-DOOR OUTREACH

Outreach to businesses on Colorado Boulevard in Eagle Rock and Olive Avenue in Burbank was conducted to help further inform business owners and employees in the project area about the project and capture their feedback on the design options being studied on Colorado Boulevard and Olive Avenue. Door-to-door outreach was conducted on Colorado Boulevard between El Verano Avenue and Holbrook Street in Eagle Rock and on Olive Avenue between Buena Vista Street and Lake Street in Burbank. Flyers providing project background information, the design options being studied and contact information were distributed to these businesses.

**Table 10. Business Door-to-Door Outreach**

| Date/Time | Location | # of Businesses Contacted* |
|---|---|---|
| Friday, November 5, 2021<br>9:00 AM – 12:30 PM | Eagle Rock: Colorado Bl | 42 |
| Friday, November 12, 2021<br>8:30 AM – 2:00 PM | Burbank: Olive Av | 54 |
| Friday, November 12, 2021<br>10:00 AM – 2:00 PM & 3:00 – 5:00 PM | Eagle Rock: Colorado Bl | 63 |
| Saturday, November 13, 2021<br>10:00 AM – 2:00 PM | Eagle Rock: Colorado Bl | 23 |
| Thursday, December 2, 2021<br>10:00 AM – 2:00 PM | Eagle Rock: Colorado Bl | 24 |
| Friday, December 3, 2021<br>10:00 AM – 2:00 PM | Eagle Rock: Colorado Bl | 31 |
| Saturday, December 4, 2021<br>10:00 AM – 12:00 PM | Eagle Rock: Colorado Bl | 9 |
| **Total Businesses Contacted** | | **246** |

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

The following key takeaways were received from the door-to-door business outreach conducted on Colorado Boulevard in Eagle Rock:

- Majority of businesses contacted knew about the project but were generally not supportive of it.
- Loss of parking was the most frequently raised concern with the project.
- Some businesses expressed concern about increased traffic with implementation of the project.

The following key takeaways were received from the door-to-door business outreach conducted on Olive Avenue in Burbank:

- Many of the businesses contacted knew about the project and were generally in support of a design option that keeps the existing parking on Olive Avenue. Many businesses did not know there were two design options being studied and initially were not in support of the project due to assumptions that there would be loss of parking.
- Many concerns were raised about the loss of parking.
- Some comments expressed a preference for the side running option on Olive Avenue.
- Some concerns about increased traffic with implementation of the project were expressed.

## NEXT STEPS

During the next phase of the environmental review process, the Metro Board of Directors will consider certifying a Final EIR presented by Metro staff. The Final EIR is anticipated to be released in early 2022 for public review. The Final EIR will be available for review prior to the Metro Board meeting, and the public will have the opportunity to comment on the Final EIR at the Metro Board meeting.