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# **Attachment A**

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**Intercept Survey and  
Outreach Summary**

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## Appendices

Appendix A - CBO Engagement Workshop PowerPoints – Round 1

Appendix B - CBO Engagement Workshop PowerPoints – Round 2

Appendix C - CBO Engagement Workshop Feedback

Appendix D - CBO Survey Responses

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## 1.0 Introduction

This report documents outreach and engagement conducted for Metro’s Los Angeles County Rail Network Integration Study (RNI). The Metro team conducted two rounds of engagement with representatives from twelve community-based organizations (CBOs) regarding the transit system experience within Los Angeles and surrounding counties as well as the six RNI study stations: Van Nuys, Burbank Airport North, Burbank Airport South, Downtown Burbank, Norwalk C Line, and Norwalk/Santa Fe Springs. The team also distributed intercept surveys to transit riders at three of the six stations: Van Nuys, Downtown Burbank, and Norwalk C Line.

The goal of the engagement with the public and CBOs was to better understand what improvements should be considered and prioritized for future planning, funding, and implementation.

The feedback gained through the CBO engagement workshops and from the intercept surveys highlighted common opportunities for improvement. These include:

- Communication upgrades, particularly signage, wayfinding, and live schedule updates.
- Connectivity issues, particularly pedestrian and bicyclist infrastructure in the surrounding neighborhoods.
- Accessibility (ADA) issues, including deficiencies with vertical circulation such as elevators or escalators.
- Customer experience improvements and amenities, particularly lighting, seating, shade/rain protection, and cleanliness.

The document is organized into five sections:

- 1.0 Introduction
- 2.0 Systemwide Feedback
- 3.0 Comparative Station Intercept Survey Results
- 4.0 Station Findings
  - 4.1 Van Nuys Station/Study Area
  - 4.2 Burbank Study Area
    - »Includes Burbank Airport North, Burbank Airport South, and Downtown Burbank Stations
  - 4.3 Norwalk Study Area
    - »Includes Norwalk C Line and Norwalk/Santa Fe Springs Stations

Supporting appendices include engagement materials and survey results.

### 1.1 Methodology

#### CBO Engagement

Metro staff reached out to a vast network of community organizations across LA County existing in the Metro Community Based Organization Database. These include Norwalk Unides, Southern California Resource Services for Independent Living, Pacoima Beautiful, Los Angeles Neighborhood Initiative (LANI), Long Beach Environmental Alliance, Long Beach Gray Panthers, Independent Living Center of Southern California, The Transit Coalition, Mundo Maya Foundation, and Greater LA Realtors, Move LA, and People for Mobility Justice.

These CBOs, who serve or work within the three study areas (Van Nuys, Burbank, and Norwalk), participated in two rounds of engagement workshops to discuss systemwide improvements at the six study stations. Metro provided an overview of the Rail Network Integration Study objectives, the systemwide needs assessment for infrastructure, operational improvements for the three regional hubs, and the performance criteria measured. CBOs described what they've heard from their communities of interest concerning their experiences at the three stations and traveling systemwide.

Each round of workshops included one in-person session and one virtual make-up session. The first round occurred on August 15 (in-person) and August 29 (virtual), 2023, and focused on collecting feedback on the station areas, such as usage patterns, issues, and suggestions for improvement. As part of the first round of engagement, a survey of CBO participants was also conducted in August of 2023 to elicit additional feedback (see Appendices D and E for the survey).

The second round of workshops occurred on September 12 (in-person) and September 15 (virtual), 2023. In the second round, participants were presented with proposed station improvements and collected comments from the first round. Feedback was collected to ensure that the proposed improvements and notes accurately captured the comments collected in round one.

### Intercept Survey – General Public

An intercept survey was distributed at three station areas, Van Nuys Station, Downtown Burbank Station, and Norwalk C Line Station, during the peak travel periods of approximately 5:30 am-9:00 am and 4:30 pm-7:30 pm on October 10 and October 11, 2023. Surveys, approximately the size of bookmarks, were distributed with QR codes and survey links that allowed transit riders to complete the survey through SurveyMonkey in either English or Spanish (see Appendix G for survey samples). People who completed the entire survey voluntarily could enter for a chance to win a \$50 visa reward card that they would receive via email.

The approximate number of surveys distributed and response rates at are in the table below. At all stations, 497 people completed the first page of the survey and 385 people completed the entire survey (see Appendix F for Intercept Survey Responses). Our overall response rate of 17% is in line with the industry average for an online intercept survey of this length.

Station	# of customers engaged and surveys distributed (estimated)	# of responses received (Response Rate)	# of completed surveys
Van Nuys Metrolink	300	81 (27%)	63
Burbank Downtown Metrolink	400	79 (20%)	69
Norwalk C Line (incl. Norwalk Transit #4 transfers to Norwalk Metrolink)	2,200	337 (15%)	253
<b>Total</b>	<b>2,900</b>	<b>497 (17%)</b>	<b>385</b>

## 2.0 Systemwide Feedback

Through the CBO workshops, CBO survey, and Intercept Survey, a significant number of responses were received that spoke to the wider Metro system as a whole. The results of the workshops and the surveys are summarized below.

### 2.1 CBO Systemwide Workshop Discussion

The Round 1 workshops began with a plenary discussion on respondents' travel behavior and challenges experienced with the Metro system, in general. After splitting into three station-level breakout groups, additional feedback was collected about travel experiences at the specific stations and the Metro system. The systemwide improvement-level feedback from the plenary sessions and the breakout sessions are captured here, categorized by theme.

#### Communications

- Consider app upgrades:
  - Consolidating all apps, enabling users to access ticket purchasing features, bike and vehicle parking information, general information, scheduling, and real-time planning in the same place.
  - Real-time geolocation on mobile devices to help with in-app wayfinding
  - Disruptions, update schedules, and the location of any temporary services should be available in real-time.
  - Identifying safe bicycle routes in the area around the stations. One respondent indicated that the Transit app or Google Maps includes routes that do not feel safe for cyclists and that they would like an alternative app with safer routes.
  - Less confusing bike parking locators.
- Consider the needs of a wide range of users:
  - Several respondents indicated that analog (non-digital) trip planning and ticketing should be preserved for seniors, such as physical TAP cards.
  - Older people, as well as people with heat/weather/air quality sensitivities, rely on traditional media to show trip delays and expected weather before embarking on their trips.
  - Many call in to hear about bus/train information
  - Some users use standard paper timetables.
  - Multi-lingual information is necessary.
- Payment considerations:
  - The payment system on the app is confusing.
  - Sacramento's ticketing system should be considered as a good example.
  - Cash options should be added or preserved.
  - People using cash to purchase rides have difficulty with transfers.
  - An observation that some people are not tapping the TAP card
  - A complaint that the customer services kiosks to refill TAP cards are closed on weekends
  - The suggestion of introducing a unified fare/cost for all transit travel

- Wayfinding and signage considerations:
  - Accurate and up-to-date signage at stations is needed. This applies to longer-term projects, such as the opening of the regional connector, and short-term disruptions, such as station closures.
  - Signage that indicates where bicyclists should park.
  - Maps with accessible routes (all modes) should be added and maintained on signage.

### **Amenities and Accessibility**

- Improve accommodations for non-English speakers:
  - Hire bilingual and trilingual ambassadors.
    - Ambassadors, when available and speak languages other than English (Spanish), have been appreciated.
    - Sign language (ASL) should be a consideration.
  - Invest in technology that translates speech from language to language for easier communication.
  - Provide instructions in languages in addition to English at Metrolink stations (noted for Spanish, especially at the Bike Stations).
- Improve accommodations for individuals who are hard of hearing and vision impaired, including bigger signs and text and clearer audio announcements (particularly as sounds can be muffled in tunnels).
- Improve accommodations for people with mobility impairments:
  - Additional elevators, including elevators big enough to hold bikes.
  - Travel distances to platforms from bus stops and station entrances should be shortened where possible.
- Other general station improvements identified:
  - Shade for walkway areas in addition to waiting areas
  - Water misters for locations with very hot stations
  - More bike parking
  - Drinking water stations
  - Additional security

### **Connectivity**

- Commenters indicated that wayfinding does not indicate the distance (in blocks or minutes) to the station
- Trailblazing signs are needed in surrounding neighborhoods.
- Improve class IV bike facilities or slow streets near stations.

### **Operations**

- Respondents indicated that 15-30 minute rides on transit systems with seamless trip connections are desired.
- It was recommended that municipal and regional transit services coordinate better on infrastructure needs.

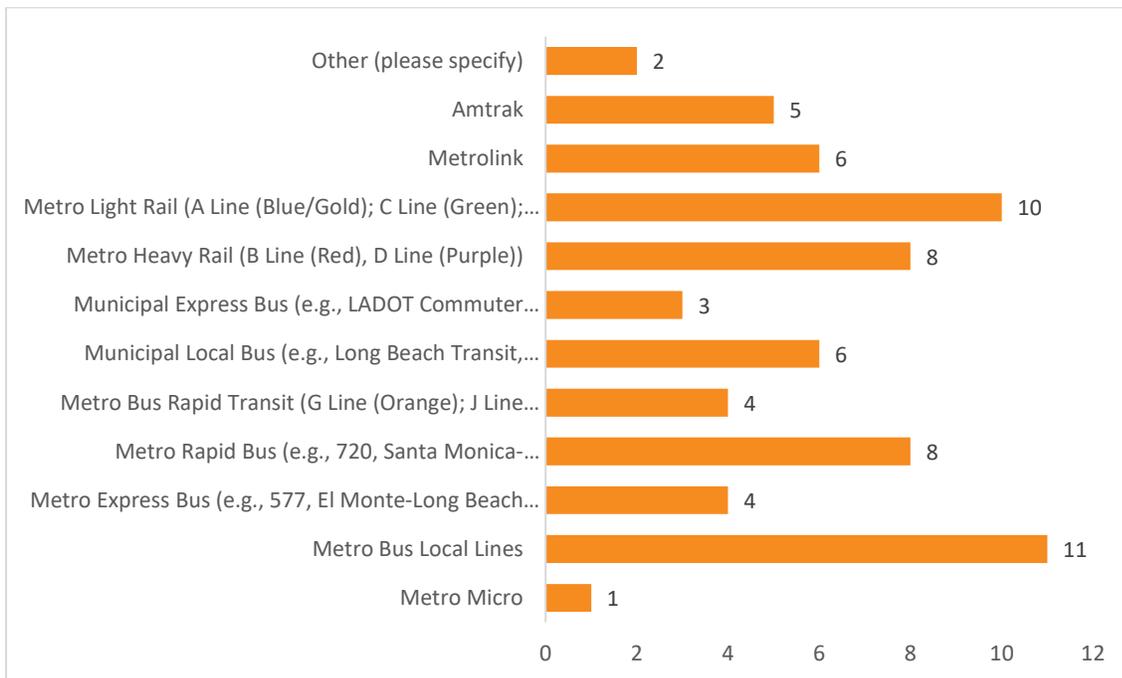
## 2.2 CBO Survey - Systemwide Responses

This section outlines the results of the first portion of the CBO survey, administered in August 2023, which asked participants about trip planning that pertained to the transit system as a whole – not a specific station. Thirteen (13) CBO representatives participated in the survey.

The latter portion of the survey, which asked respondents questions more specifically about the six station areas, is summarized in section 4 of this report within its respective study area.

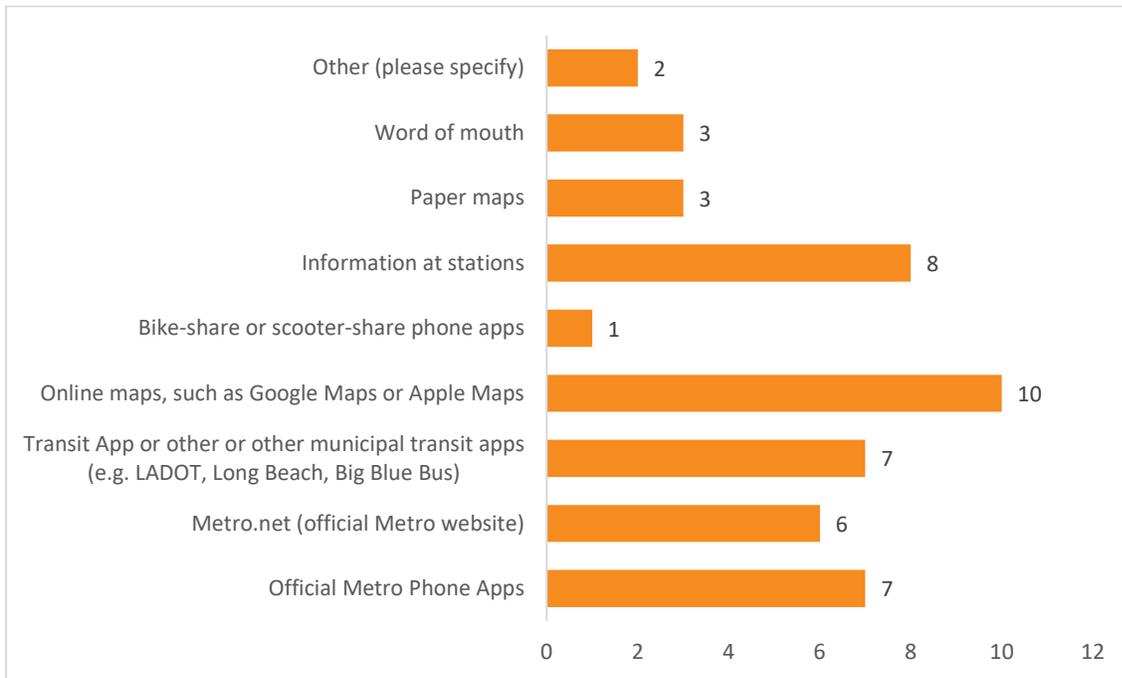
Each question is included followed by a summary of responses:

**What modes of public transportation do members of your community typically use? (Select all that apply)**



Of the 13 respondents to this question, nearly all use Metro bus lines and Metro Light Rail Lines, while over half use Metro Rapid Bus and Metro Heavy Rail.

**What tools do your community members use to plan their trips? (Select all that apply)**



Of the 13 respondents to this question, three-quarters use online maps to plan their trips, while almost two-thirds use information at stations, over half use official Metro Phone Apps, and half use Transit App (or another municipal transit app.)

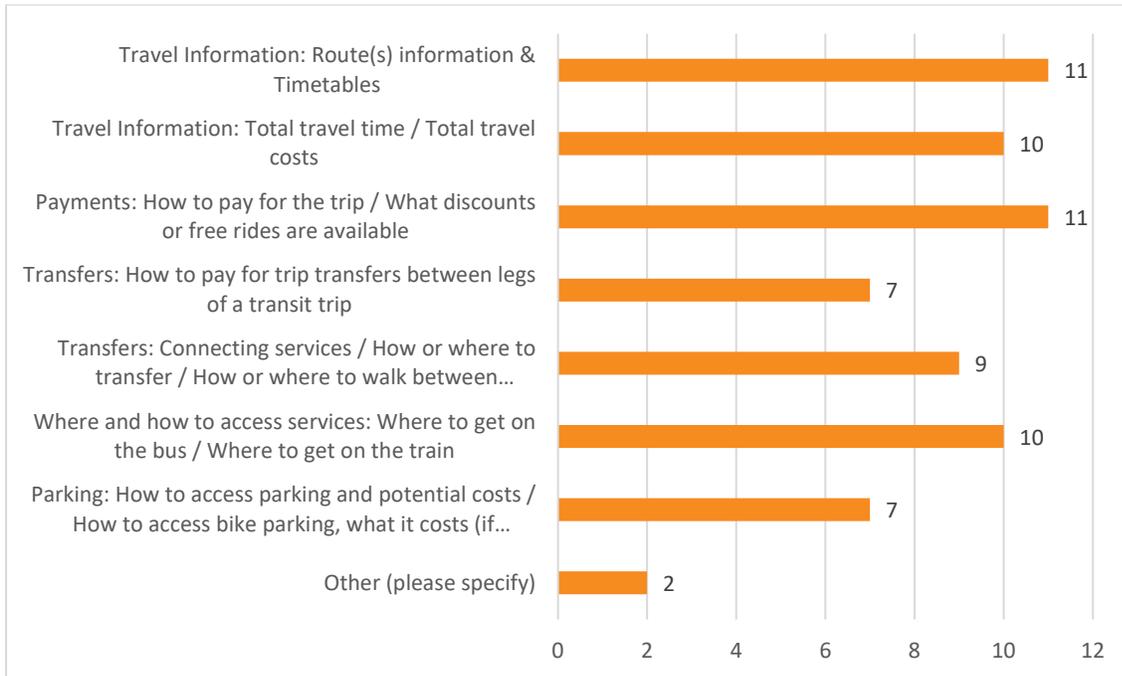
**If using a Metro Phone app, which one(s) are used?**

Of those surveyed, 9 people responded to this question. One-third do not use these phone apps, two use Moovit, two use Transit, one uses Google Maps, and one uses the TAP app.

**While you or your community members are traveling, what information do they need? Are there gaps in information?**

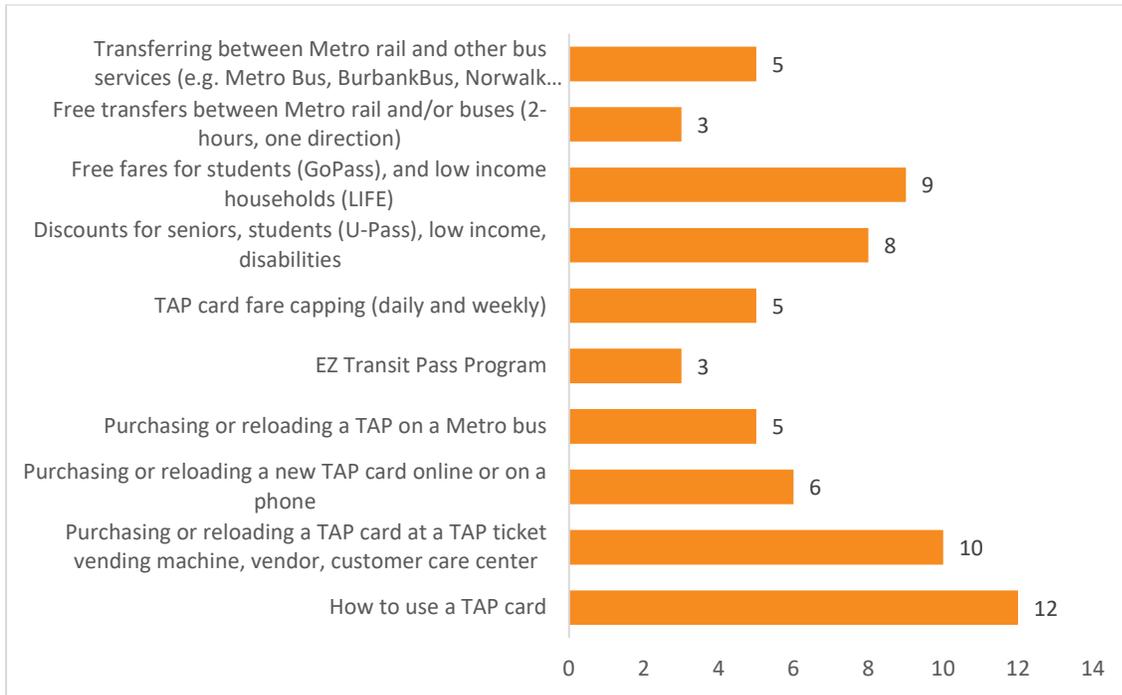
Of the 11 people who answered this question, more than half of the respondents noted that there was an information gap when it comes to delays and transit cancelations. One respondent noted that *“The bike community needs information about safe first/last mile connections, protected bike lanes, [and] slow streets. Places that all bicyclists from 8 to 88 can ride to their destinations from Metro.”* Other responses include a desire for real-time tracking of trains/buses on the app, and a need for analog information at stations and stops for those without phones.

**Which of the following information is sought by you or your community members when using trip planning tools? (select all that apply)**



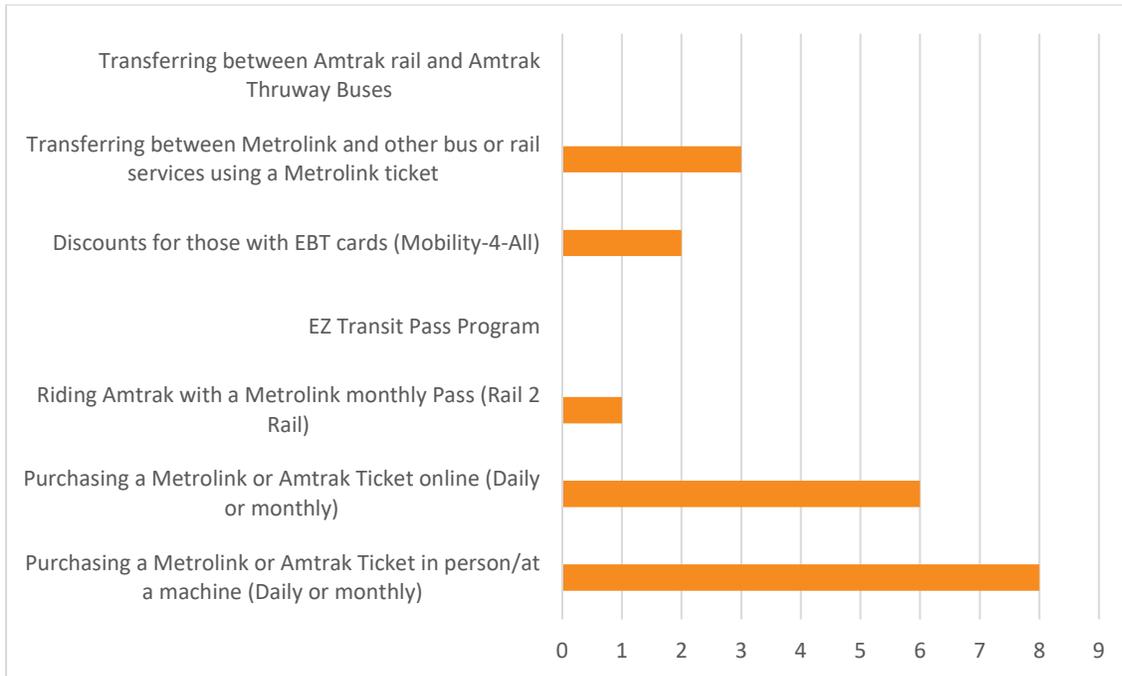
Of the 13 respondents to this question, nearly all respondents noted: route(s) information & timetables, travel information: total travel time/total travel costs, payments: how to pay for the trip/what discounts or free rides are available, and where and how to access services: where to get on the bus/where to get on the train.

**Regarding fare payments on Metro and local bus services, do you and/or your community know about the following? (Select all that apply)**



Of the 13 respondents to this question, 92% know how to use a TAP card. Less than a quarter know how to use the EZ Transit Pass Program or get free transfers between Metro rail and/or busses. Less than half of respondents know how to purchase or reload a TAP card on their phone or on a Metro bus, and less than half know how to transfer between Metro rail and other bus services.

**Regarding fare payments on Metrolink and Amtrak, do you and/or your community know about the following? (Select all that apply)**



Of the 9 respondents to this question, almost 90% know how to purchase a Metrolink or Amtrak ticket in person. Zero respondents know about the EZ Transit Pass Program, and only 11% are familiar with the Rail 2 Rail Program. Less than a quarter are familiar with the Mobility-4-All program.

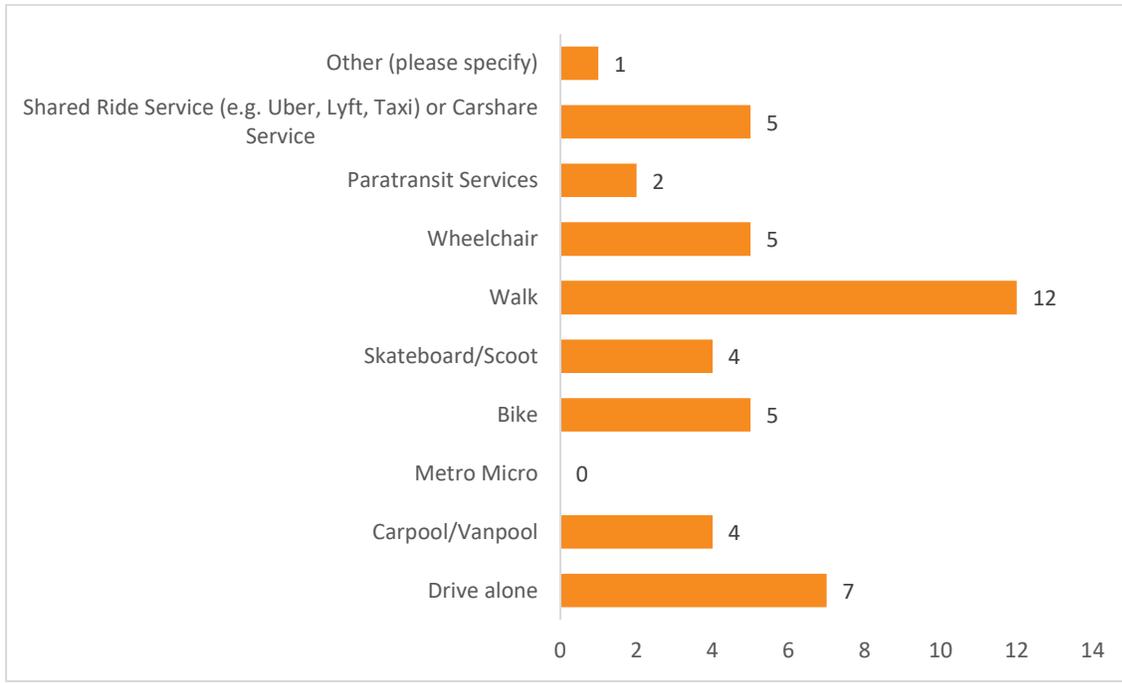
**What are the challenges that you or your community face while planning for a transit trip?**

Of those surveyed, 12 responded to this question. Answers varied and included:

- Access to safe bike routes and bike information
- Confusion over the fare structure
- Paying for fares
- Accessing low-income and/or disabled ticket options
- Reliability of trip information
- Understanding how far apart bus and rail stations/stops are when planning a trip
- Finding out whether or not the station/stop will have adequate sun/rain protection, restrooms, accessible routes, or other amenities.

These challenges were more pronounced for seniors with varying degrees of digital literacy.

**What type of mobility options would you and/or your community use to access the transit system from home? (Select all that apply)**

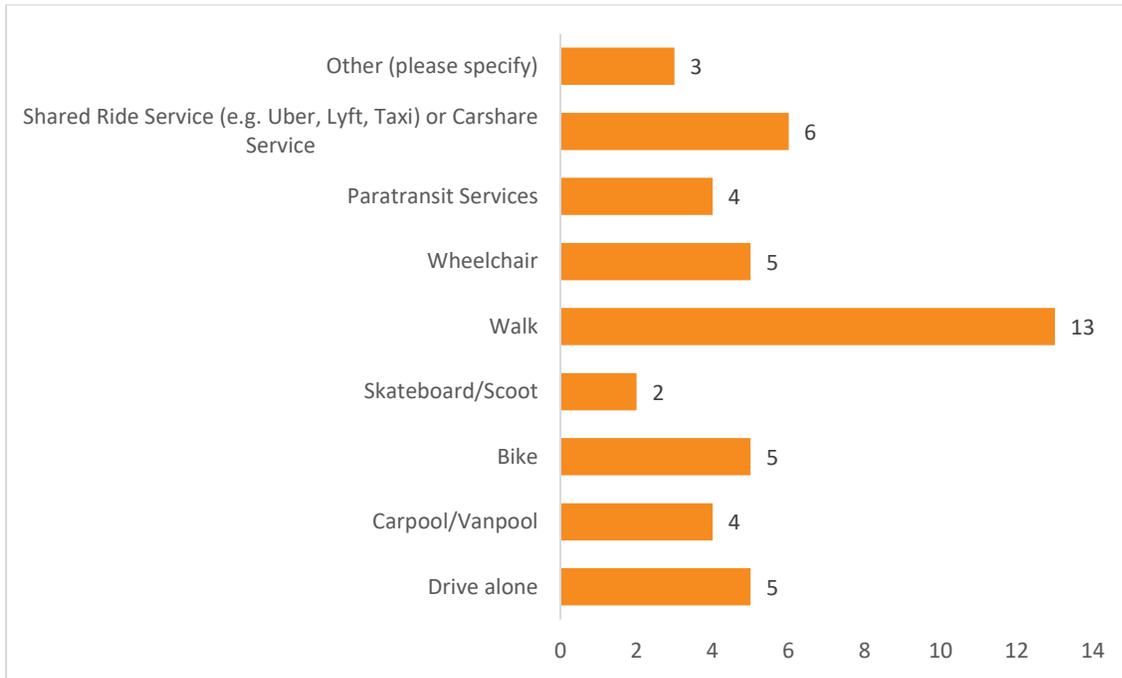


Of the 13 respondents to this question, over 90% said that they would walk to transit from home, while over half indicated that they would drive alone.

**What are the challenges that you or your community face getting to transit?**

Of those surveyed, 13 people responded to this question. Several respondents indicated the distance of the station to their homes is a challenge, and several responded that the lack of shade at the stations is a challenge.

**What type of mobility options would you and/or your community use to get from transit to their final destination? (Select all that apply)**



All respondents to this question (13 of 13) indicated that they or members of their community would walk from transit to their final destination. Nearly half indicated that they and/or their community would take a shared ride service from transit to their final destination. Over a third indicated that they and/or their community would use a wheelchair, and just under a third would use paratransit services.

**What are the challenges that you or your community have in getting to their final destination?**

Of those surveyed, 11 people responded to this question. Several respondents spoke about the need for better shade protection at bus stops/rail stations, especially considering the heat island effect. Two respondents noted challenges with current pedestrian/bike infrastructure and wayfinding, and two indicated that the length of travel time was a challenge.

**What are the challenges that you or your community face transferring during a trip?**

Of those surveyed, 11 people responded to this question. Several respondents mentioned the time it takes to transfer is a deterrent, and others noted issues such as reliability and a lack of legible signage at transit stops and elsewhere. For example, *“A member recently noticed that on Grand Avenue with the new Regional Connector open, there is no Metro signage leading to the bridge and station entrance to the Bunker Hill station.”*

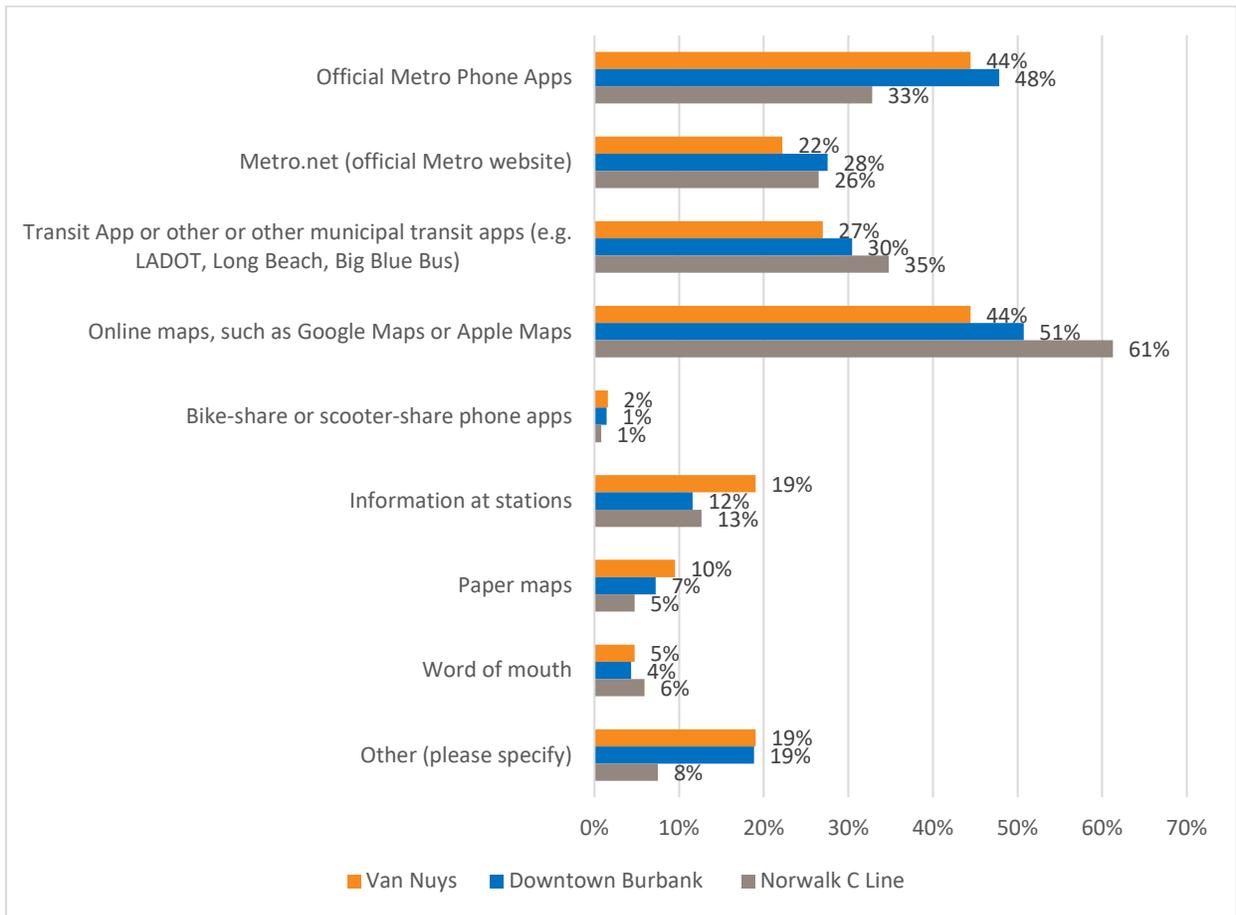
## 2.3 Intercept Survey of General Public

The intercept survey, distributed in October of 2023 as outlined in the Methodology Section 1.1, asked all participants a variety of questions.

Several of the questions pertained to trip-planning tools. In contrast to the rest of the intercept survey, which asks respondents questions specifically about the station at which the survey was distributed, this section pertains to the trip planning behavior of all intercept survey respondents, and thus, the answers have been aggregated.

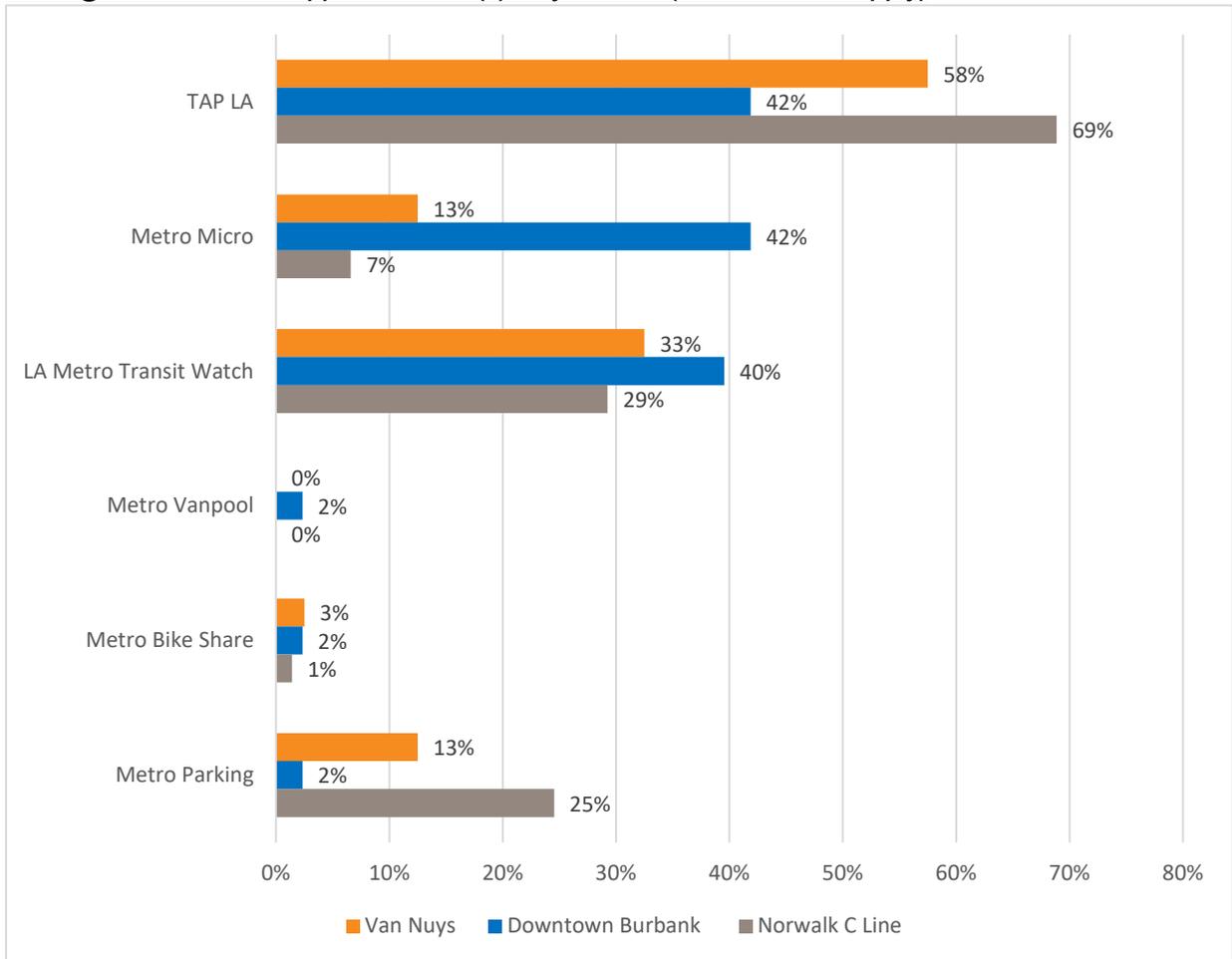
For questions in this section, 385 total people – from the three stations where surveys were distributed – completed some or all of the questions. Of these responses, 63 are from the Van Nuys Station, 69 are from Downtown Burbank Station, and 253 are from the Norwalk C Line Station.

**What tools do you use to plan your trips? (Select all that apply)**



Approximately half of the 385 respondents to the question plan their trips using online maps such as Google Maps or Apple Maps, and over a third of respondents use official Metro phone apps. For the most part, the popularity of tools is consistent throughout the three stations, but Van Nuys Station respondents use more paper maps and information at stations to plan trips than other station respondents. Common write-in responses included the Metrolink app (14), Metrolink website (4), and Moovit App (3).

**If using a Metro Phone app, which one(s) do you use? (Select all that apply)**



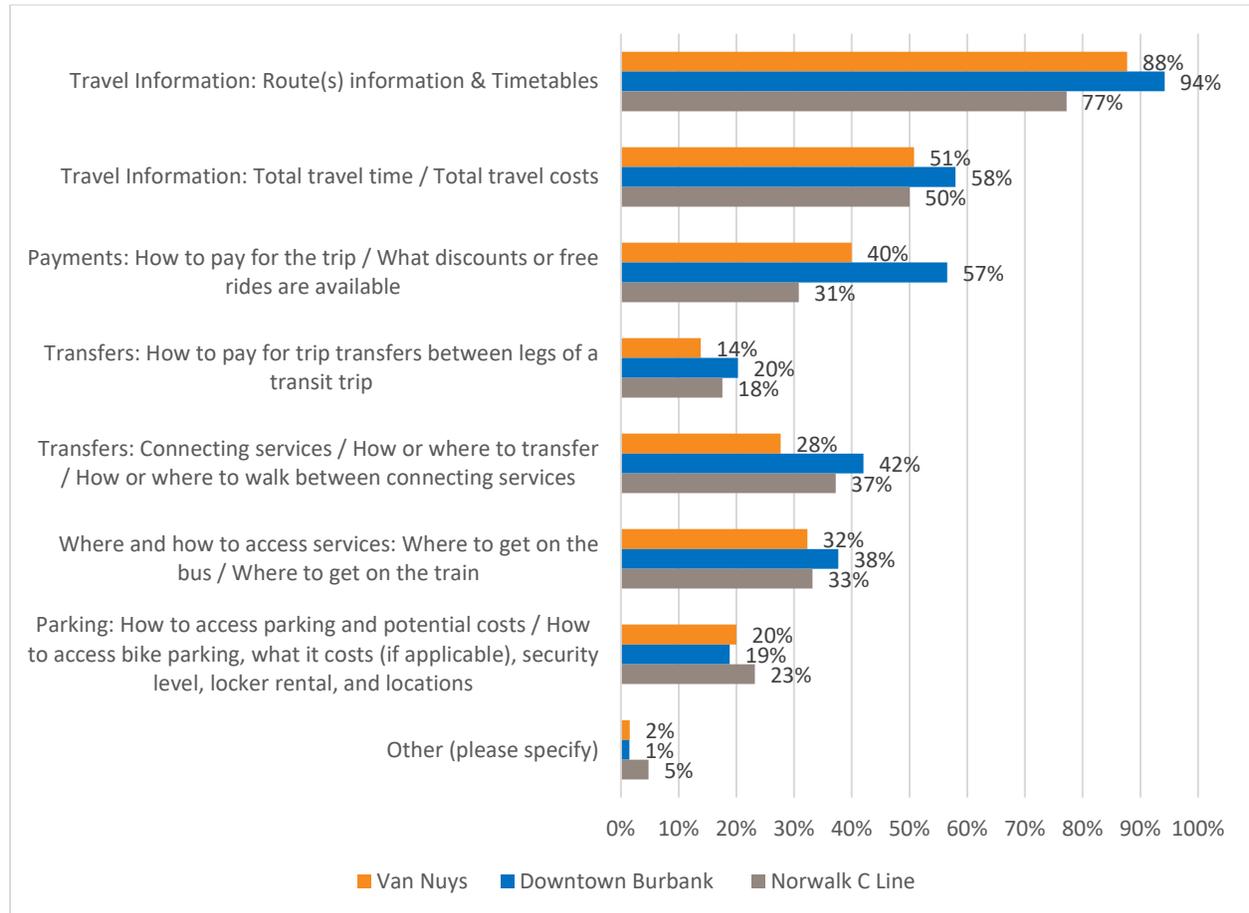
Of the 295 total responses to this question, 43 are from Downtown Burbank Station, 212 are from the Norwalk C Line Station, and 40 are from the Van Nuys Station.

TAP LA is the most popular app across all stations, with LA Metro Transit Watch as the second most popular.

Existing services affected the use of Metro apps. Downtown Burbank is the only one of the three stations within a Metro Micro service area and thus respondents used the associated app at a rate three to six times higher than the other two stations.

As Norwalk C Line is the only station of the three that has Metro parking, therefore is not surprising that usage of the associated Metro Parking App has a higher usage than at the other two stations.

**Which of the following information is sought by you when using trip planning tools? (Select all that apply)**



Of the 384 total responses to this question, 69 are from Downtown Burbank Station, 250 are from the Norwalk C Line Station, and 65 are from the Van Nuys Station.

More than three-quarters of all respondents at each station seek out route information and timetables; around half of all respondents at each station seek out total travel time/total travel costs when using trip planning tools.

Markedly, looking into “how to pay for the trip/what discounts or free rides are available” was chosen more for Downtown Burbank respondents than others by at least 17%.

**Respondents’ write-in – “Is there any information that is hard to find when transit planning?”**

Of those surveyed, 275 people responded to this question.

Major themes include:

- Customer Information (95)
  - Delays/schedule changes without warning (29)
  - Real-time trip planning information needed (28)
  - Improve App (5)

In addition, respondees shared their local knowledge, and recommended a series of app updates:

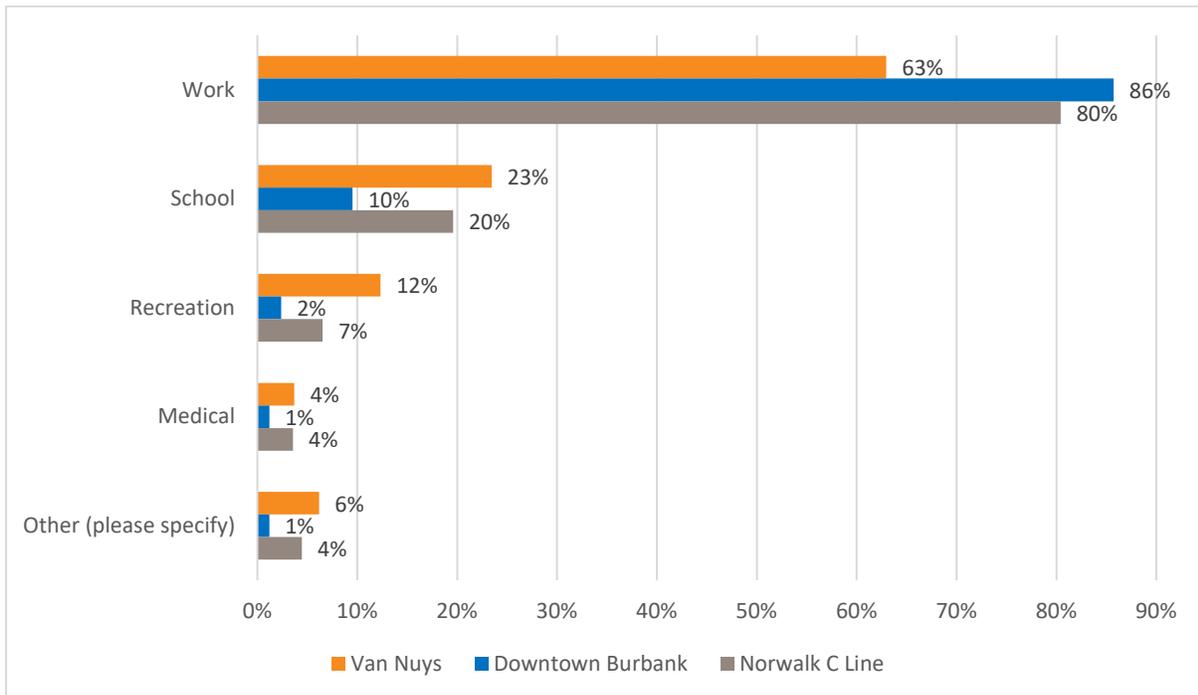
- Information on where free and paid parking is located
- How to pay for parking
- The closest public restrooms
- Real-time arrival and destination times
- Incorporating all of the different modal options on the app (to plan trips using Metrolink, bus, etc. In one place) for trip planning
- Ensure planned and surprise delays/cancellations are easily accessed on the app
- Another suggestion was to add the ability to track train status on the app in real-time
- To give more information on the location (platform, number, etc.) that a person would need to board the next leg of their travel.
- Incorporate the ability to factor in air travel (Burbank)

## 3.0 Comparative Station Intercept Survey Results

The purpose of this section is to compare the results of specific questions to gain an understanding of how the stations compare to each other.

The following summaries compare responses to a sub-section of questions that are also explored in the station-specific sections.

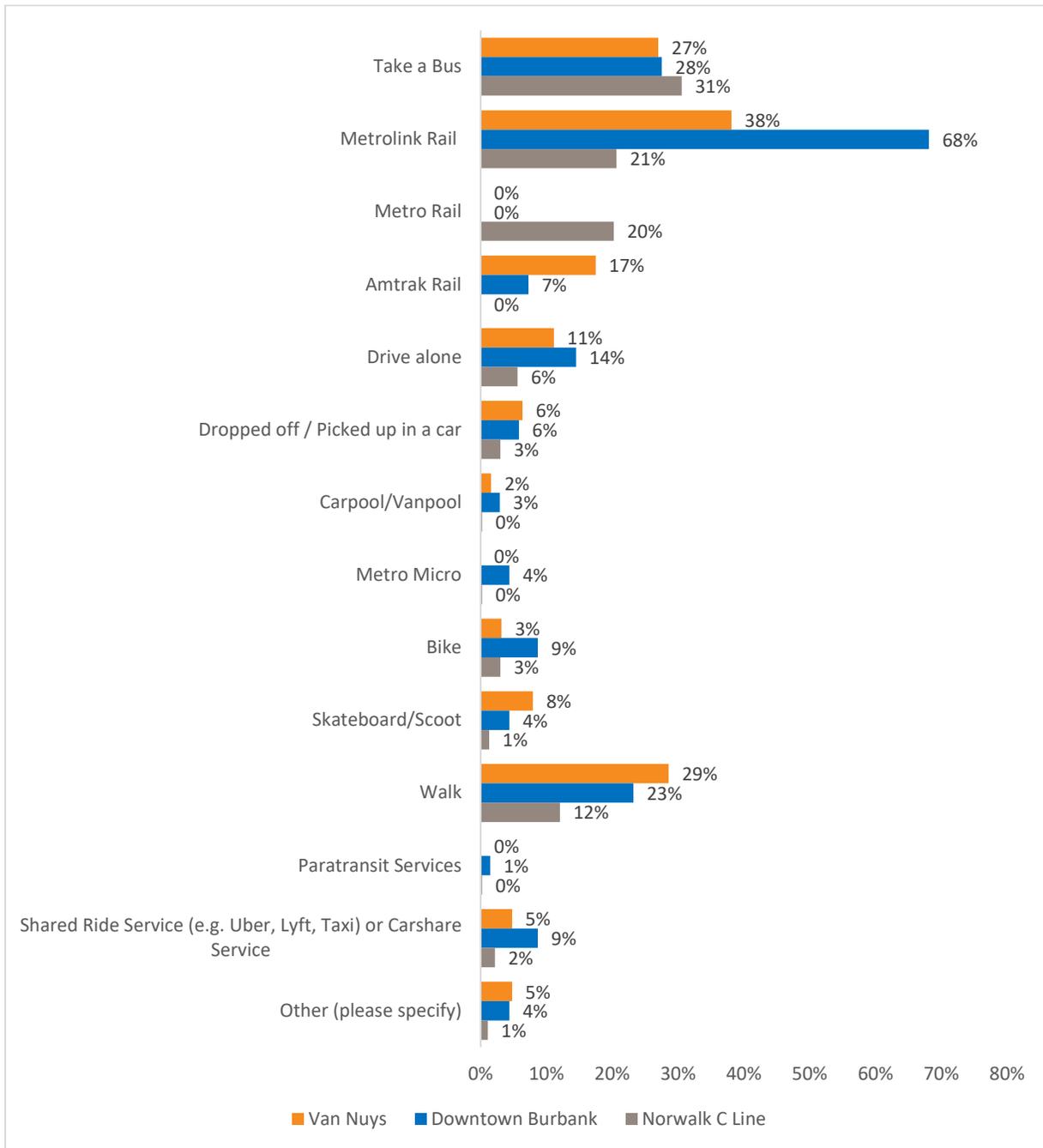
### Why are you traveling?



Of the 502 total responses to this question, 84 are from Downtown Burbank Station, 337 are from the Norwalk C Line Station, and 81 are from the Van Nuys Station.

A majority of respondents were traveling for work, but the Van Nuys station respondents had more school, recreation, medical, and other destinations by proportion. Comparatively, Downtown Burbank respondents were half as likely to have been traveling to school compared to Norwalk and Van Nuys respondents, and under a third as likely to have been traveling for recreation or medical reasons than respondents at the other stations.

**From here I am going to.... (Select all that apply)**

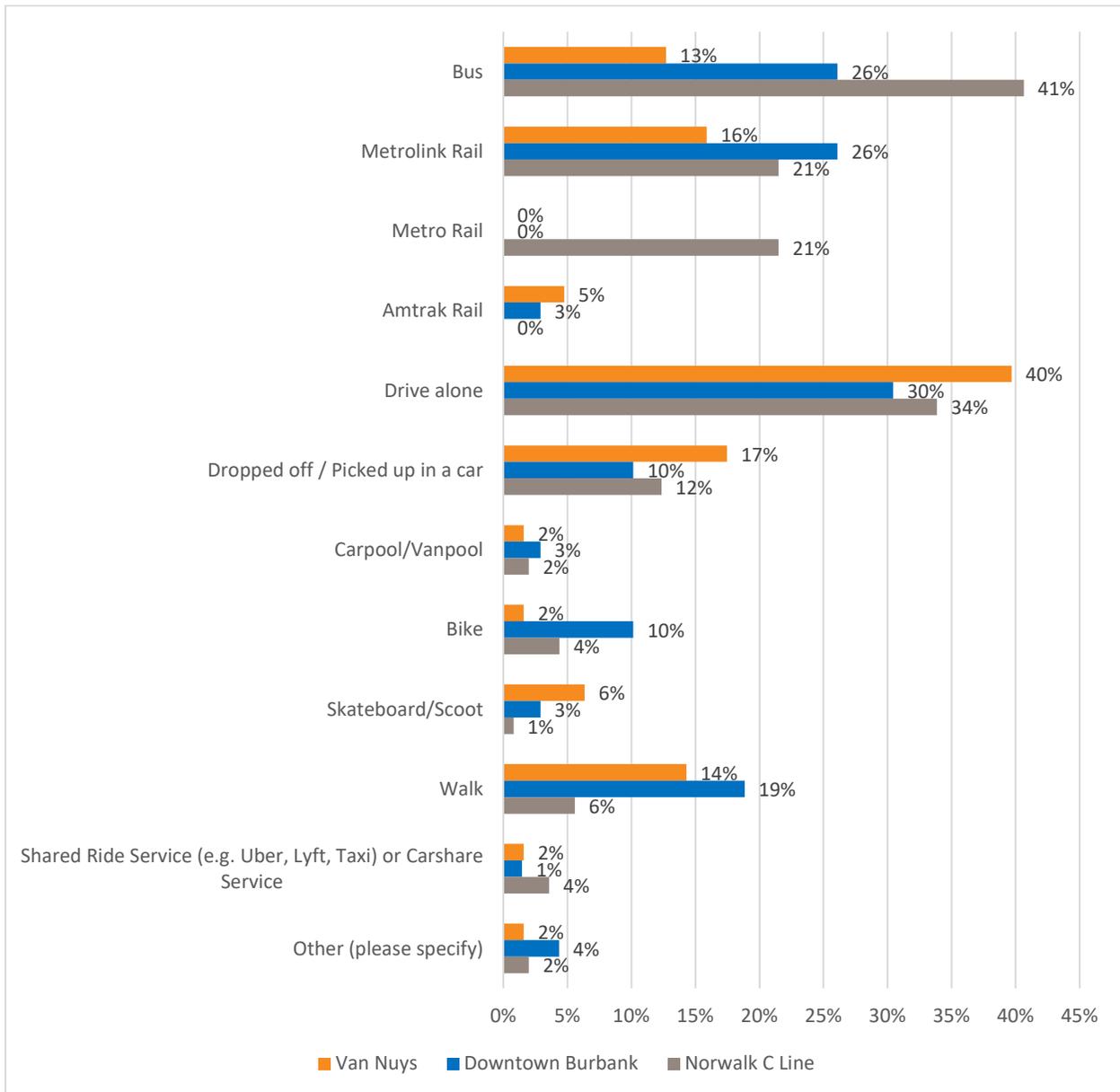


Of the 501 total responses to this question, 69 are from Downtown Burbank Station, 369 are from the Norwalk C Line Station, and 63 are from the Van Nuys Station.

Responses are consistent with existing services and infrastructure – Norwalk C Line is a Metro light rail station rather than a Metrolink station, while the other two stations are Metrolink stations rather than Metro light rail stations. Metrolink riders from the C Line Station indicate passengers that transferred to Metrolink at Norwalk/Santa Fe Springs via Line 4 Norwalk Bus. Further, Norwalk C Line Station does not have immediate access to Amtrak, whereas Van Nuys and Downtown Burbank Stations have Amtrak access.

Over one-quarter of respondents indicated that they would take a bus to their next location, while approximately one-quarter intended to walk to their next location, across all stations. This indicates an inherent need for safe first/last mile pedestrian infrastructure and bus station areas, as those are some of the most popular options across the board.

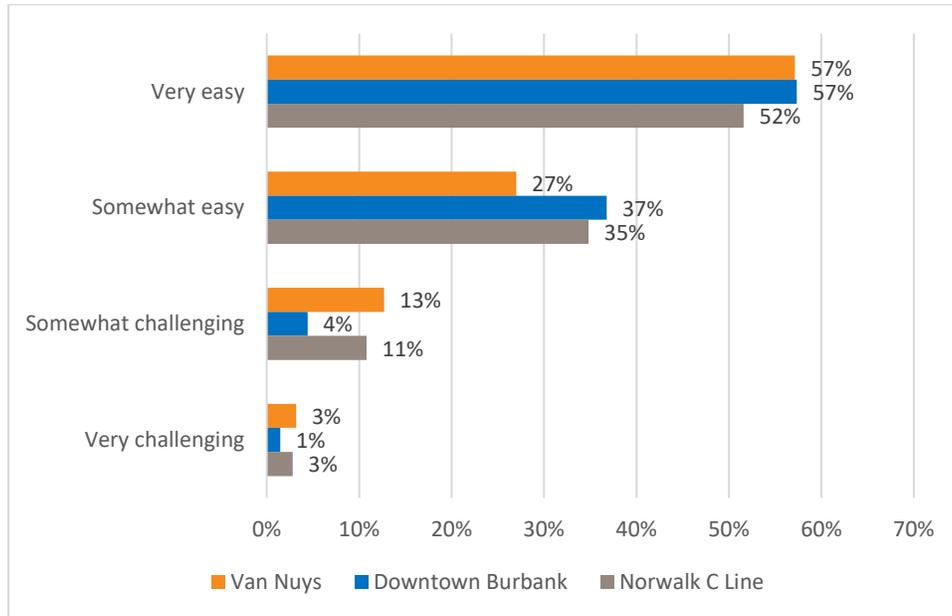
**I got to this station by.... (Select all that apply)**



Of the 383 total responses to this question, 69 are from Downtown Burbank Station, 251 are from the Norwalk C Line Station, and 63 are from the Van Nuys Station.

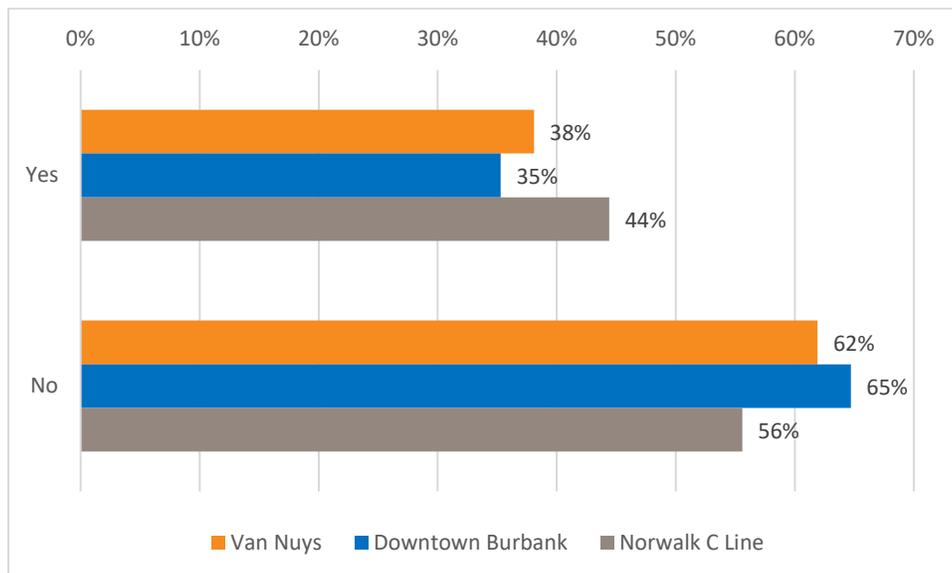
On average, the highest proportion of respondents got to their station by driving alone. Bus riders returned the second-highest average proportion. Half as many walked to the Norwalk C Line Station than the other stations by proportion, but respondents at this station Metrolink and Metro rail. Metrolink riders to the C Line Station indicate passengers that transferred from Metrolink at Norwalk/Santa Fe Springs via Line 4 Norwalk Bus. Notably, zero respondents at any station indicated that they got to the station by Metro Micro, wheelchair, and paratransit services, though those answers were also available to choose from.

**How easy or challenging is it to get to the station?**



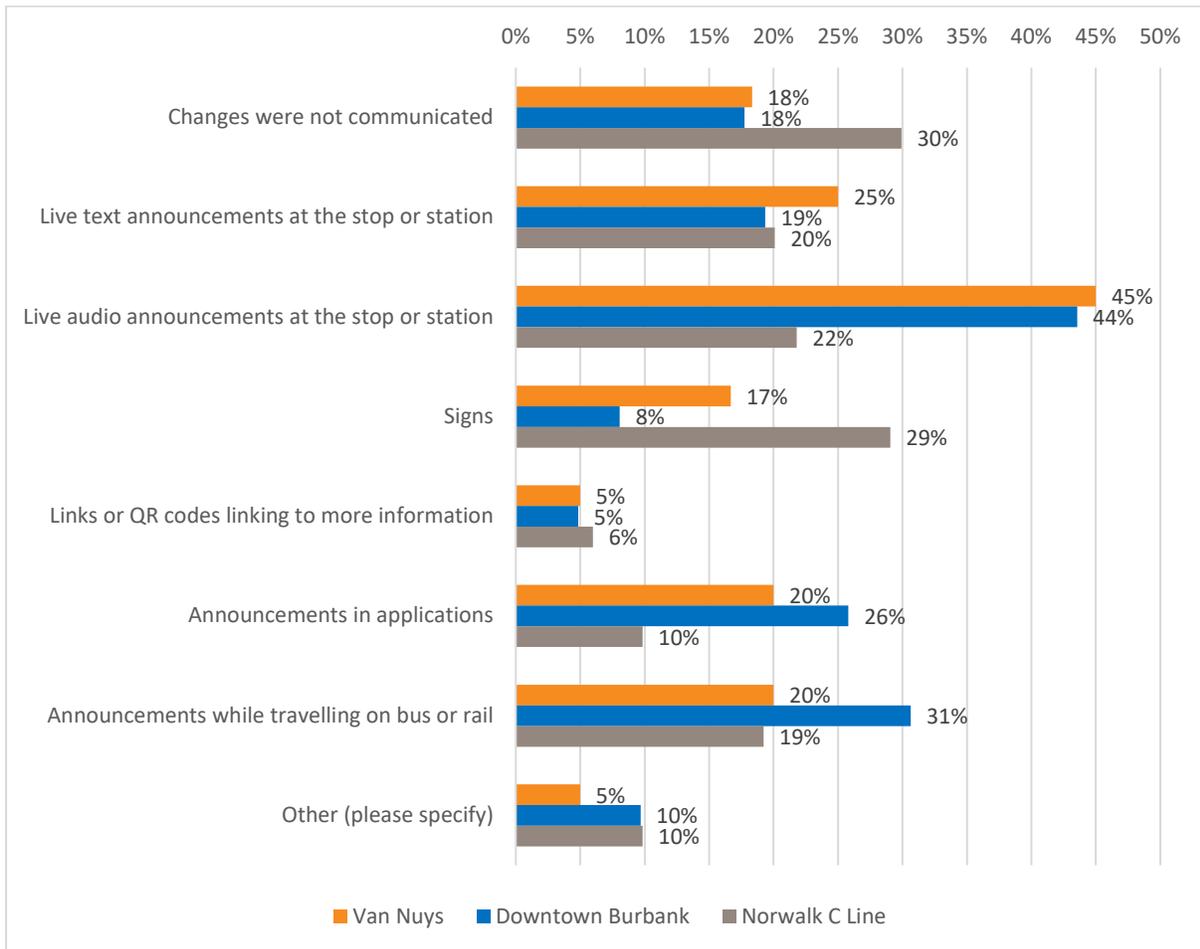
Of the 381 total responses to this question, 68 are from Downtown Burbank Station, 250 are from the Norwalk C Line Station, and 63 are from the Van Nuys Station. Over 50% of all respondents felt that it was very easy to get to the station, while less than 5% overall felt that it was very challenging to get to the station.

**Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?**



Of the 381 total responses to this question, 68 are from Downtown Burbank Station, 250 are from the Norwalk C Line Station, and 63 are from the Van Nuys Station. Between half and two-thirds of respondents indicated that there were no route disruptions, detours, construction, or slowdowns that regularly or recently took place around each station area. Norwalk C Line respondents answered “yes” the most of the three station area groups.

**Were these route disruptions, detours, construction, or slowdowns communicated?**



Of the 356 total responses to this question, 62 are from Downtown Burbank Station, 234 are from the Norwalk C Line Station, and 60 are from the Van Nuys Station.

Almost half of all respondents at The Downtown Burbank and Van Nuys Stations indicated that changes were communicated through live audio announcements, and less than a quarter indicated the same for the Norwalk C Line Station. At the Norwalk C Line station, a larger contingent of respondents indicated that changes were not communicated at all compared to the two other station area groups. Signs were also used more readily to communicate changes at the Norwalk C Line Station than the other two stations. Norwalk C Line respondents also chose announcements in applications at much lower rates than the other station respondents. This may be due to differences in apps, procedures, or other factors that distinguish Metrolink and Metro systems. Other responses included Twitter (X), Metrolink website, Metro website, and word of mouth.

## 4.0 Station Findings

The following section describes the station-specific findings both from the CBO outreach and from the Intercept Survey.

### 4.1 Van Nuys Station

#### 4.1.1 High-Level Findings

The following section summarizes the responses from the CBO outreach and the intercept survey for the Van Nuys Station.

In both the intercept survey and CBO Outreach (all rounds):

- Commenters observed a need for updating signage and wayfinding
  - Including better information about schedule disruptions/changes
- Commenters noted there are difficult crossings for vulnerable road users near the station
- Station ADA upgrades were requested – need for elevators
- Long walks from bus stops and the station entrance to the rail platforms were noted
- Better seating and shade/rain cover were requested
- Station attendants are particularly helpful when available

Additional Findings:

- The CBO outreach produced frequent responses about the first/last mile issues experienced by pedestrians and bicyclists.
- The Intercept Survey produced frequent responses about the need for lighting upgrades, live updates, and fixing the flooding issue in the tunnel.

#### 4.1.2 CBO Outreach

The following section highlights the information received for Van Nuys Station. These responses were sorted into five categories:

- Communications – info on how to ride;
- Connectivity - how to get to and from stations;
- Accessibility – how to navigate the stations;
- Amenities – comfort and livability of the stations; and
- Other

Round 1:

In addition to the feedback received during the workshops, five CBO survey responses were received for Van Nuys Station. These are aggregated in the Round 1 section.

#### **Communications**

- Several commenters were asking for signage additions and upgrades during engagement

and in the surveys. Specific upgrades include improved legibility and providing signage in multiple languages. Requests for specific signage and wayfinding additions include:

- Wayfinding at the Metrolink entrance
- Ticket purchasing information
- Transfer information
- Wayfinding in the adjacent community

### **Connectivity**

- A primary theme between the survey and the CBO engagement was the need for safe, and accessible bike and pedestrian infrastructure. Examples at the station include:
  - The lengthy walk from the bus stop to the station
  - Adjacent high-speed vehicle traffic on Van Nuys Blvd and other adjacent roads
  - Difficult crossings for vulnerable road users
  - Car-centric design
  - Lack of well-connected and protective bike infrastructure for first and last mile
- A selection of quotes are provided below:
  - *“The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.”*
  - One commenter suggested *“add[ing] safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard.”*

### **Accessibility**

- One common complaint from outreach was the difficult walk to access/exit the station, particularly with walkers.
- Several ADA upgrades were recommended, including adding an elevator/escalator and doing something to remedy any steep grades at the station.

### **Amenities**

- Seating and shade were rated in the survey as mostly “not enjoyable”. This sentiment was echoed by feedback provided during the CBO workshops.
- Results from the outreach and CBO survey also showed a desire for covered bike parking.

### **Other**

- Other suggestions from the workshop included transforming the surface parking lot into a new station or a circulation station house.

Round 2:

### **Communications**

- No repeated Communications suggestions were carried over from Round 1.

### **Connectivity**

- In Round 2, a need for bicycle infrastructure was echoed from Round 1. It was noted that Tyrone Avenue is comfortable for bicycling, but the last section from the street to the station is still disconnected, which is a gap that needs to be addressed.

### **Accessibility**

- In Round 2, a need for ADA upgrades was echoed from Round 1. These include:
  - Remedying the gaps from trains to platforms
  - Reducing the incidence of buttons that are too high
  - Addressing the lack of room for wheelchairs, walkers, and carts in buses and train cars. A recommendation was to provide ADA and elderly dedicated cars on trains.
- New suggestions included adding a family-friendly train with room for strollers, and a suggestion to keep ambassadors until the end of service to be most effective.

### **Amenities**

- In Round 2, adding misters with recycled water was echoed from Round 1. New improvements were suggested, including the addition of solar panels over parking structures and solar charging stations on platforms.

### **Other**

- No “other” suggestions were carried over from Round 1.
- A few commenters requested security to be improved on trains.

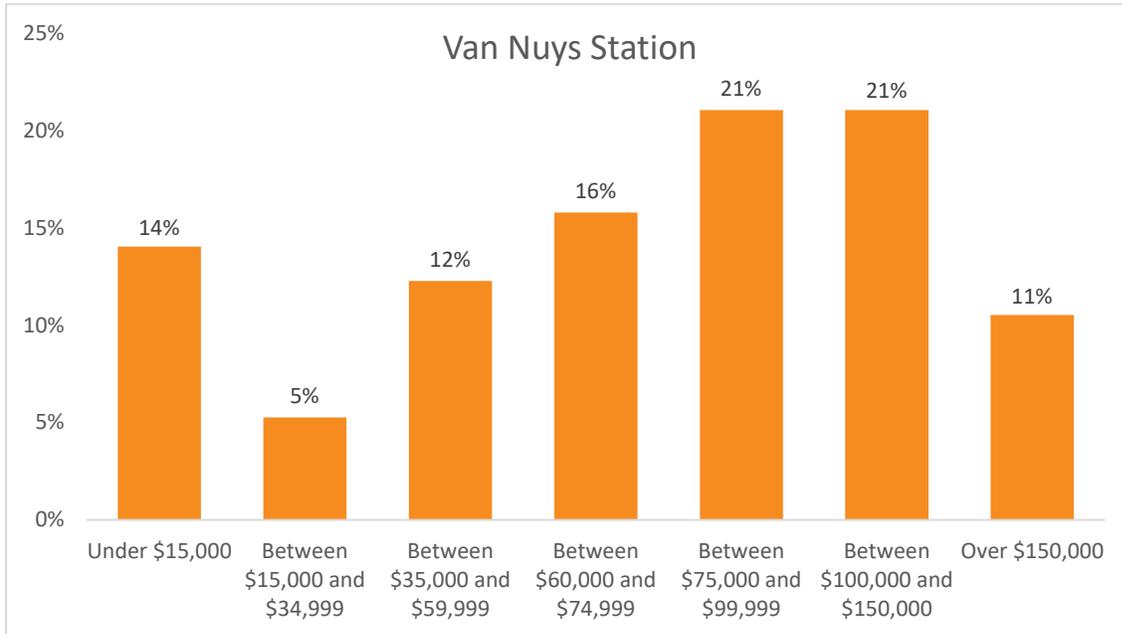
## 4.1.3 Van Nuys Intercept Survey

At the Van Nuys station, 81 people completed the first page of the October 2023 intercept survey, which included travel purpose and origin and destination; 63 people completed the entire survey, which had additional questions related to demographics, travel purpose details, connectivity, challenges, and experience.

Additional information on the survey distribution and methodology can be found in Methodology (Section 1.1). Systemwide feedback regarding trip planning is available in Section 2.3. A comparison of select intercept survey questions is available in Section 3.0.

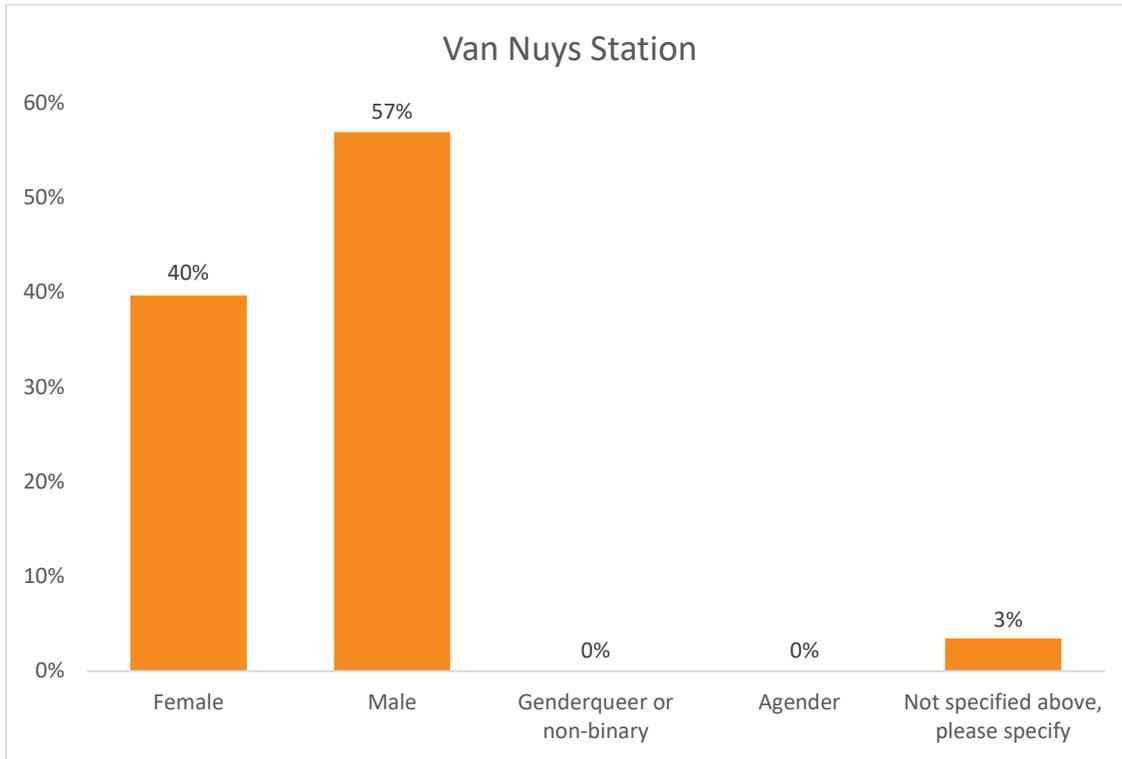
## Demographic Information

### What is your total household income?



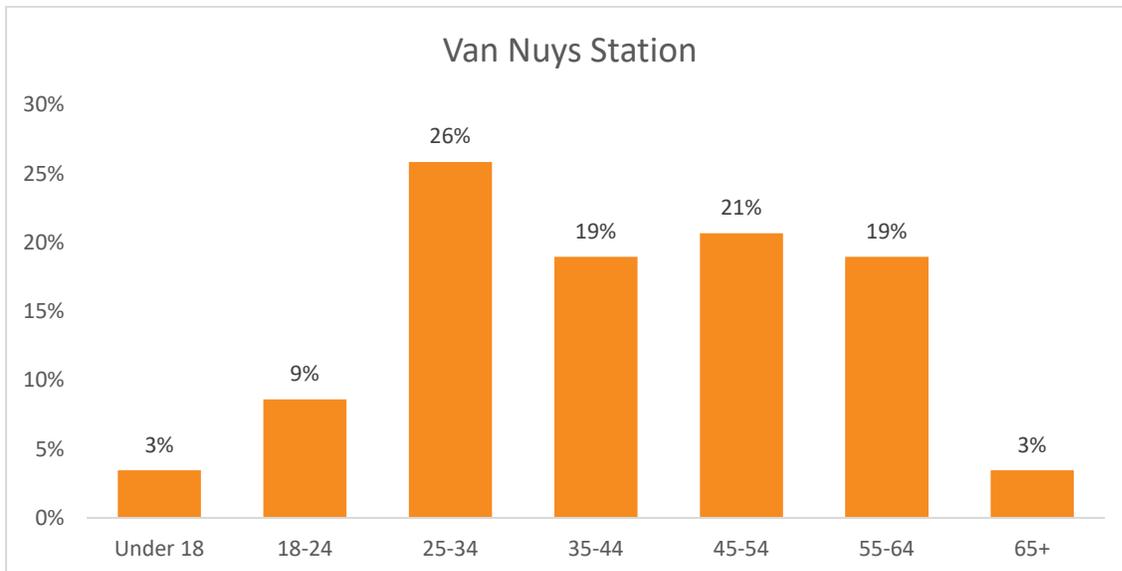
Of the 57 respondents to this question, 21% had a total household income between \$75,000 and \$99,999, and 21% had a total household income between \$100,000 and \$150,000. Almost a third of respondents had a household income under \$60,000.

**What is your gender identity?**



Of the 56 respondents to this question, nearly 60% identified as male, and over a third identified as female.

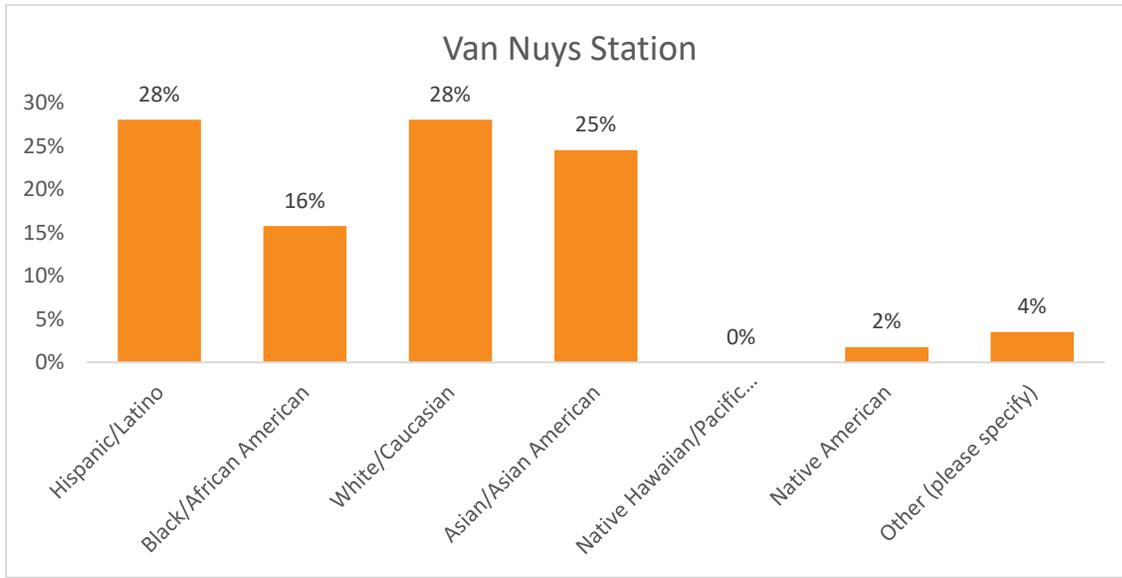
**What is your age?**



Of the 58 respondents to this question, only 7% were younger than 18 or older than 65. One-quarter

of all respondents were 25-34.

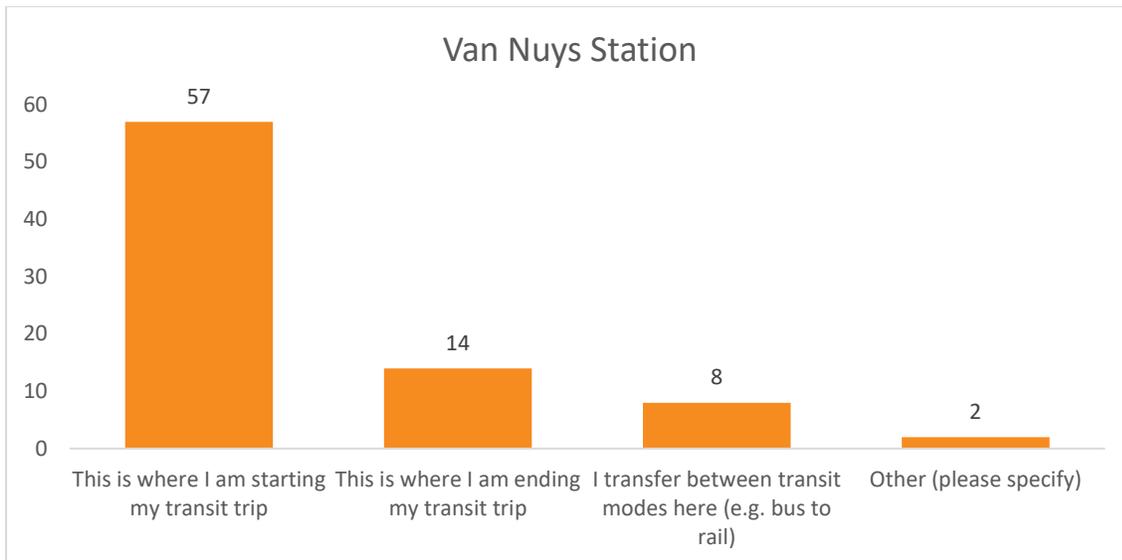
**What is your race or ethnic identification?**



Of the 57 respondents to this question, approximately one quarter identified as Hispanic/Latino, one quarter identified as White/Caucasian, and one quarter identified as Asian/Asian American.

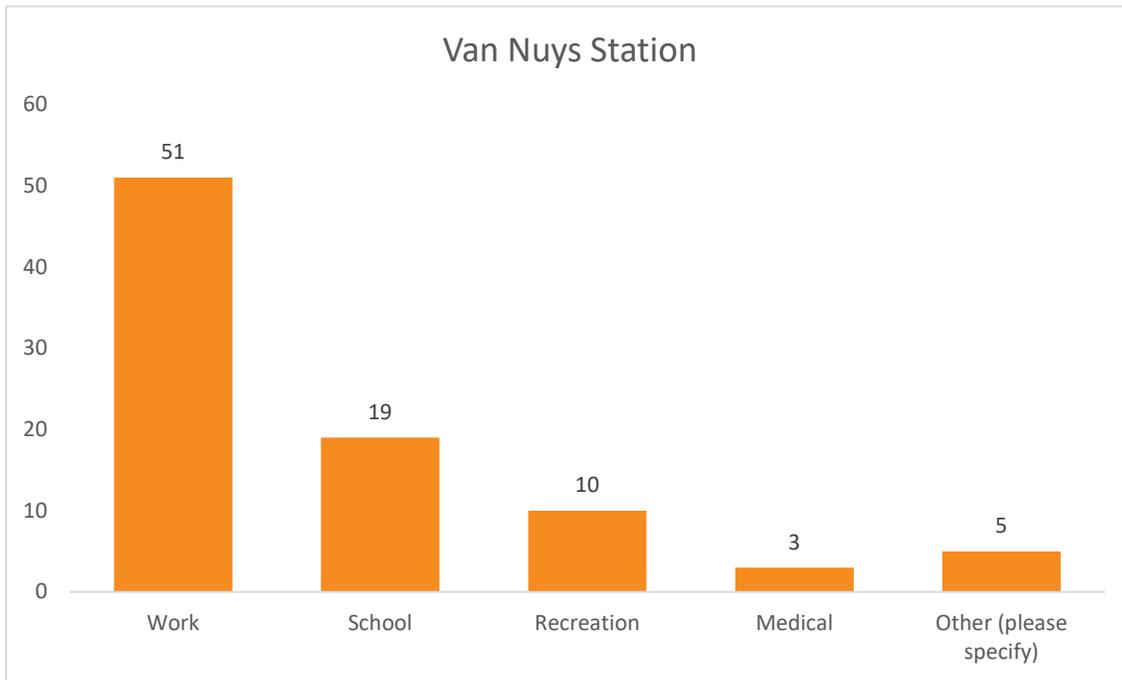
**Reasons for Traveling**

**I am at this station because...**



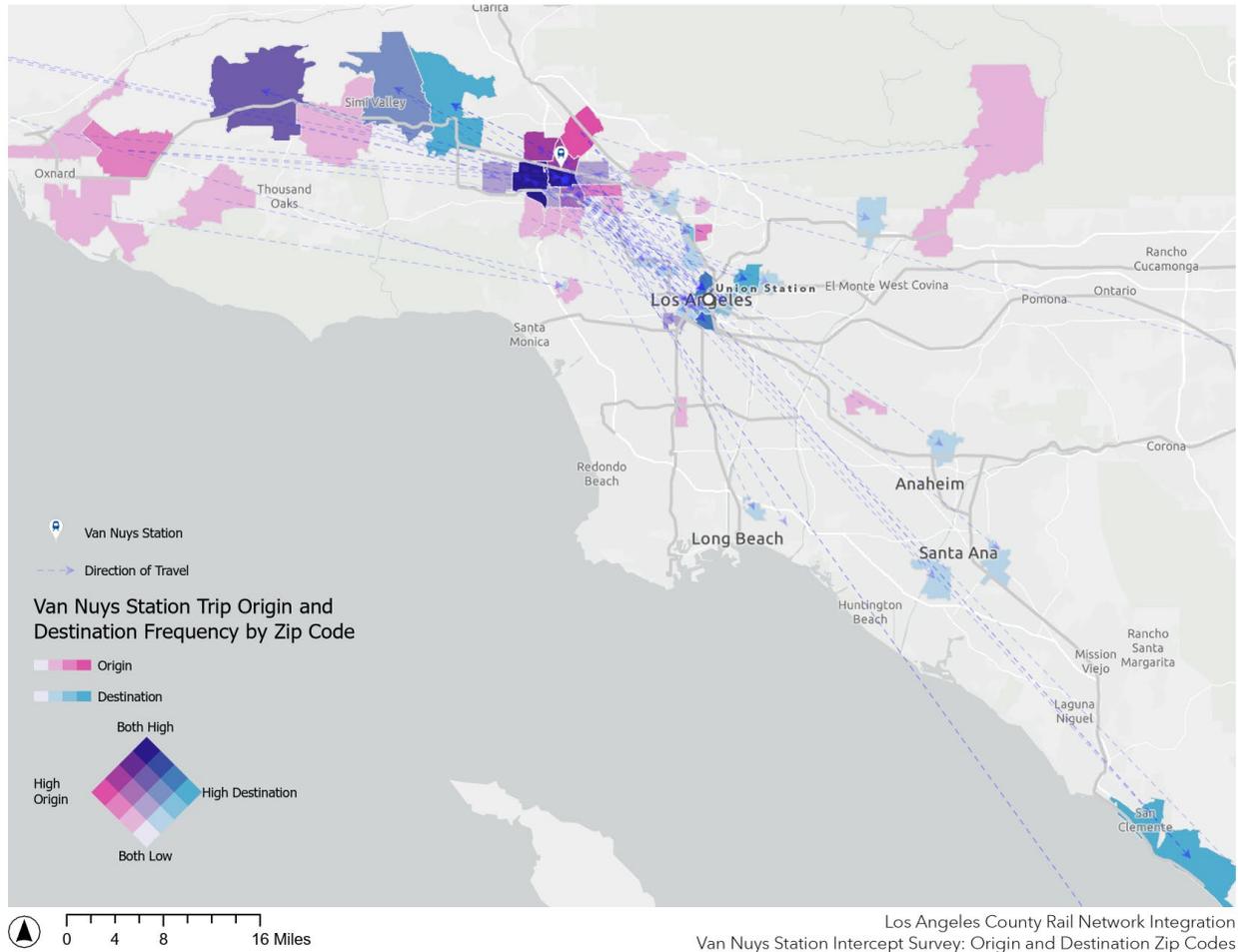
Of the 81 respondents to this question, over two-thirds were at this location because it is where they were beginning their transit trip, while 10% were transferring and 17% were ending their transit trip.

**Why are you traveling?**



Of the 81 respondents to this question, over half were traveling for work, almost one quarter were traveling for school, and 12% were traveling for recreation.

**Generally, where are you traveling to and from?**



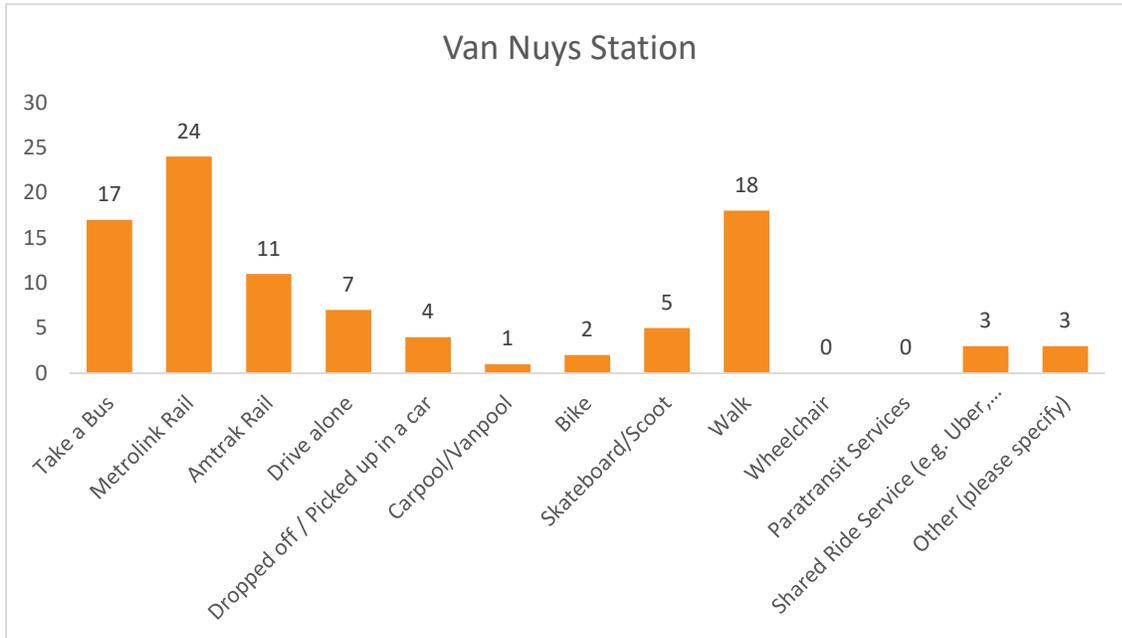
The map above shows the most frequent origin (in pink) and destination (in cyan) zip codes by quantile. Zip codes with high frequencies of both are shown in darker purple and blue. The direction of travel, showing start and end zip codes, are shown with light purple dashed lines. Respondents had an average straight-line trip length of 11.5 miles, the longest of the three surveyed stations. The median straight-line trip length was 6.25 miles, the shortest of the three surveyed stations.

Roughly a third of respondents (26 respondents) started their trip in the two zip codes adjacent to the station (91402 and 91405). An additional 23 respondents started their trip in zip codes within three miles of the station. Higher frequency zip codes for origins are in Downtown Los Angeles, Glendale, Moorpark, and Camarillo.

Over a third of respondents were traveling to the Downtown Los Angeles and South Pasadena areas (28). Seventeen percent of respondents (14) ended their trip in the two zip codes adjacent to the station. An additional 7 ended their trips within three miles of the station. Approximately ten percent of respondents were traveling to the Moorpark/Simi Valley area.

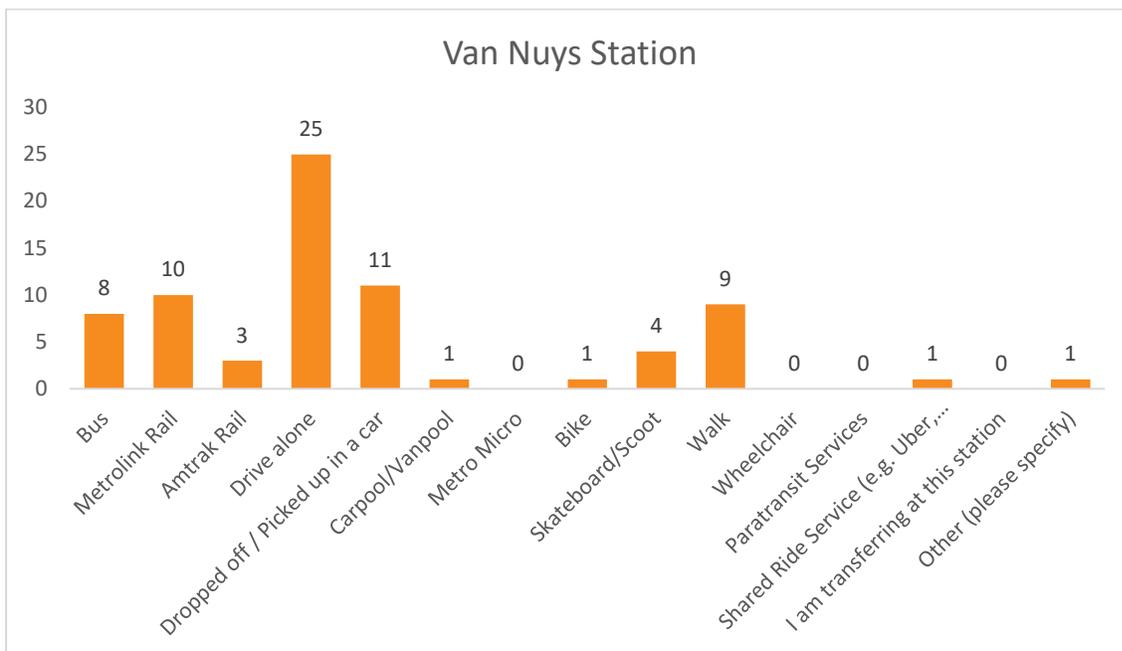
## Getting To and From Transit

### From here I am going to....



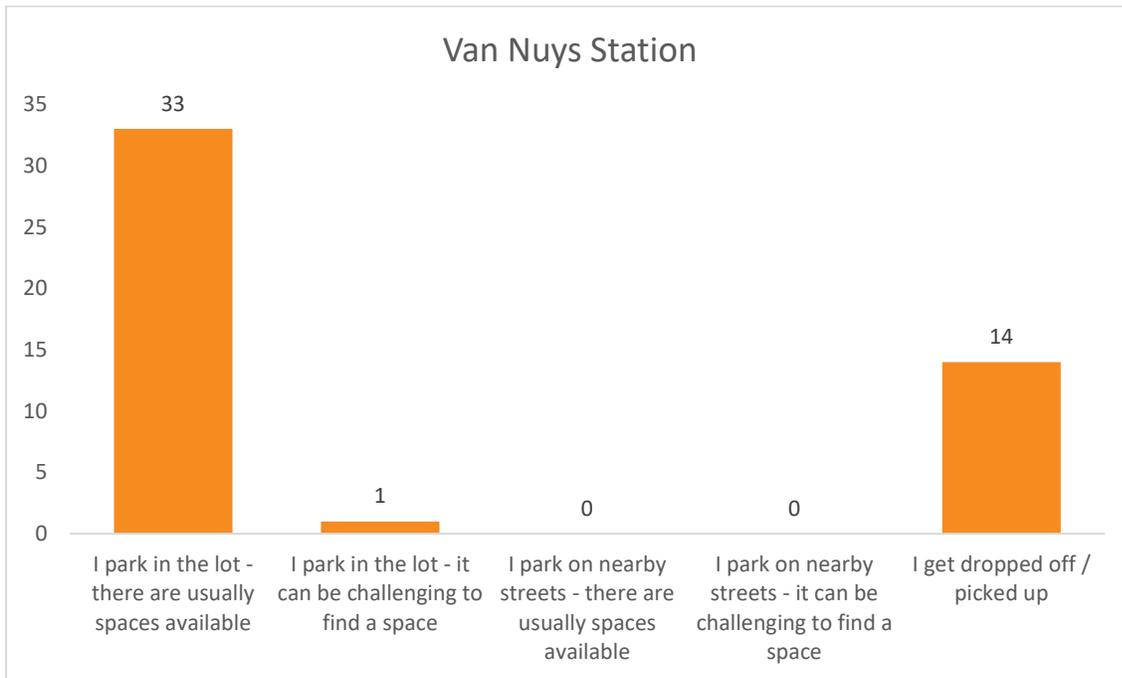
Of the 63 respondents to this question, over one-third were traveling from the station using Metrolink Rail, over one-quarter walked, and over one-quarter took a bus to their next location.

### I got to this station by...



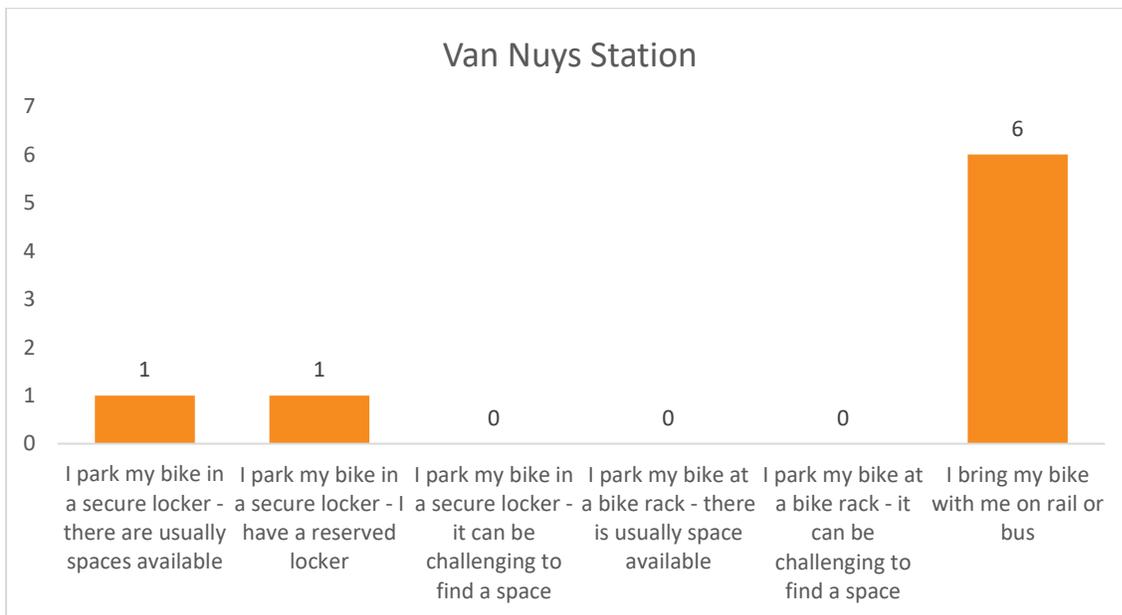
Of the 63 respondents to this question, over a third drove to the station, 11 were dropped off, and 10 used Metrolink Rail.

**If arriving or departing in a vehicle at this station...**



Of the 48 respondents for whom this question was applicable, over two-thirds park in the lot and find that there are ample spots, and almost a third are dropped off.

**If arriving or departing on a bike at this station...**



Of the 8 respondents who arrive or depart from this station by bike, 75% bring their bike with them on bus or rail, and the remaining 25% either use a reserved secure locker or park in a secure locker and have no trouble finding available spaces.

**Is there anything you'd like us to know about the quality of vehicle and/or bike parking?**

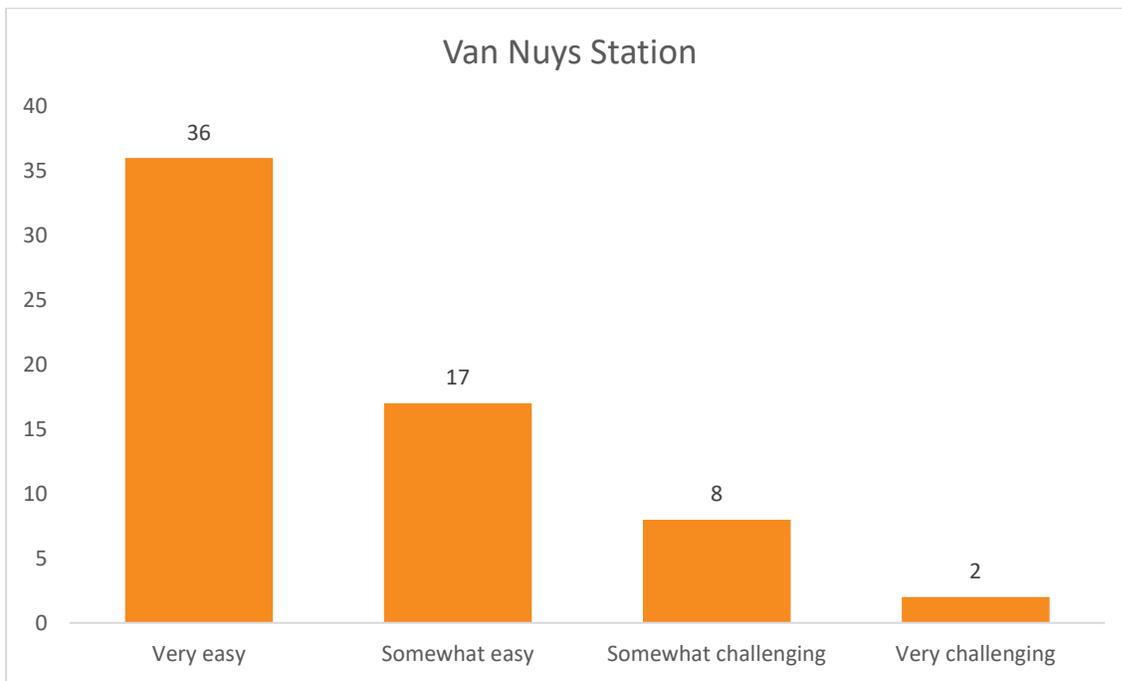
Of those surveyed, 48 people responded to this question.

Major themes include:

- Station Accessibility (22)
  - Parking is ample (5)
  - More security needed (3)
  - Safety needed (2)
  - Homeless population (2)

In addition, respondees shared their local knowledge and recommended adding electric chargers and removing cars that have been parked there too long.

**How easy or challenging is it to get to the station?**



Of the 63 respondents to this question, over half found it very easy, over one quarter found it somewhat easy, and 15% found it somewhat challenging or very challenging to get to the station.

**What makes getting to or from the station easy or challenging?**

Of those surveyed, 58 people responded to this question.

Major themes include:

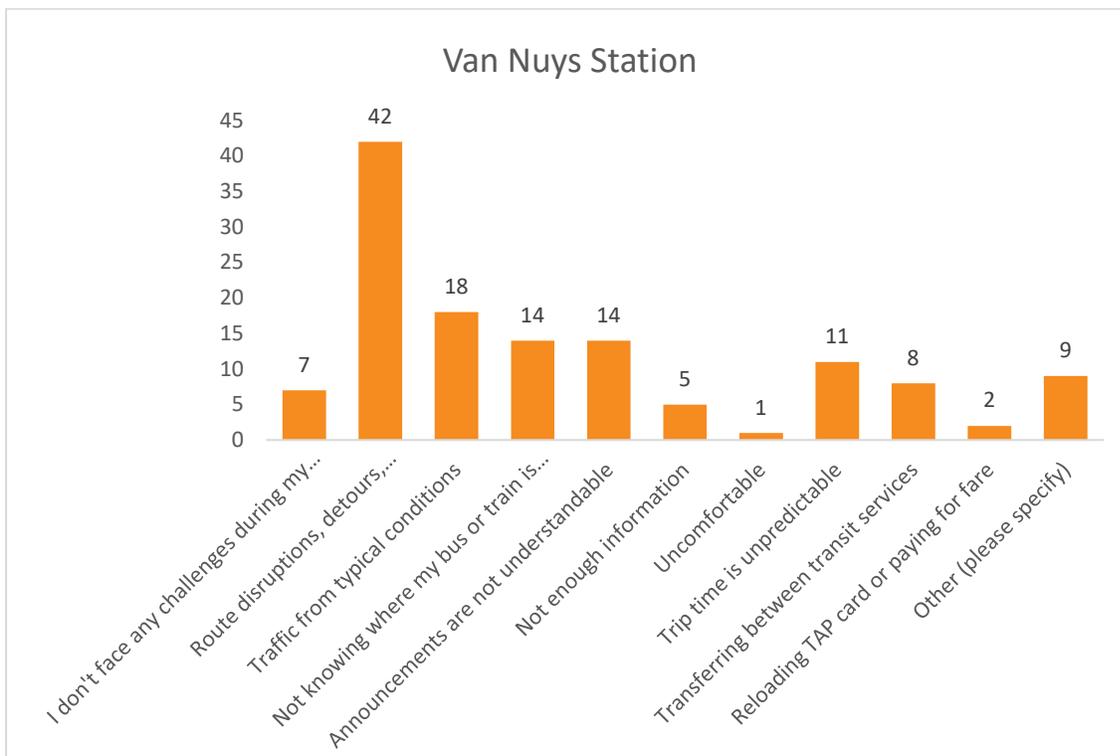
- Customer Information (8)
  - Challenging: Wayfinding/signage upgrades needed (3)
  - Easy: helpful customer information (3)
- First/Last mile (26)

- Challenging: congestion/traffic (7)
- Easy: short distance from home (10)
- Challenging: Long walking distance from home (3)
- Station Accessibility (7)
  - Various concerns

In addition, respondees shared their local knowledge and recommended that the station location in navigation apps be updated to show the correct entrance, and that Metro should remedy the flooding that occurs when it rains. Further, convenient street crossings from the parking lot should be added to accommodate pedestrians of all mobility levels.

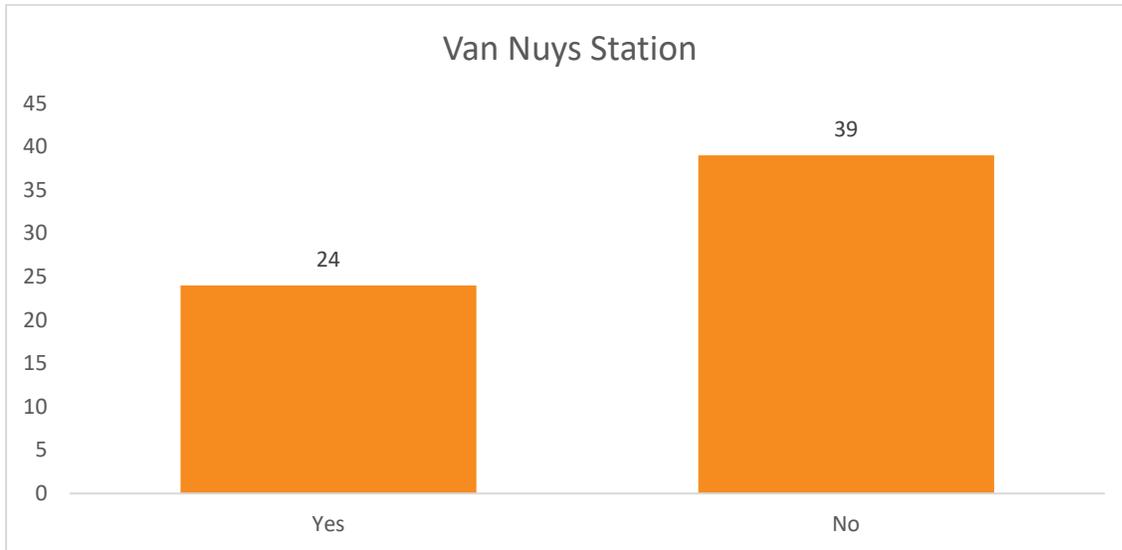
### Taking Transit

**Please select any challenges you might face during your trip.**



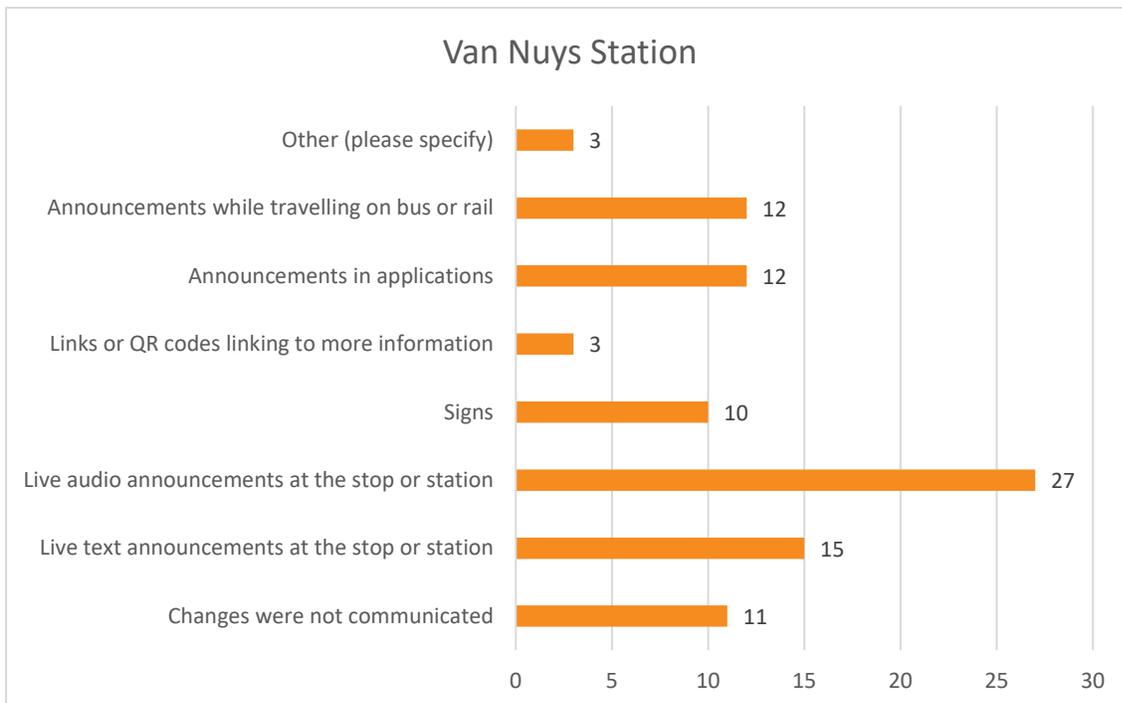
Of the 63 respondents to this question, two-thirds stated that route disruptions were a challenge. As there were 131 responses, each person had over two pain points faced during their trip on average and only 11% experienced zero pain points.

**Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?**



Of the 63 respondents to this question, almost 40% expressed that they experienced route disruptions, detours, construction, or slowdowns that regularly or that recently took place around this station area.

**Were these route disruptions, detours, construction, or slowdowns communicated?**



Of the 60 respondents to this question, almost half learned about the disruptions over the public address (PA) system at the stop/station, one quarter learned through live text announcements, 20%

learned via applications, and 20% learned through announcements occurring while on transit.

**Is there anything else you'd like us to know about challenges you face during your trip?**

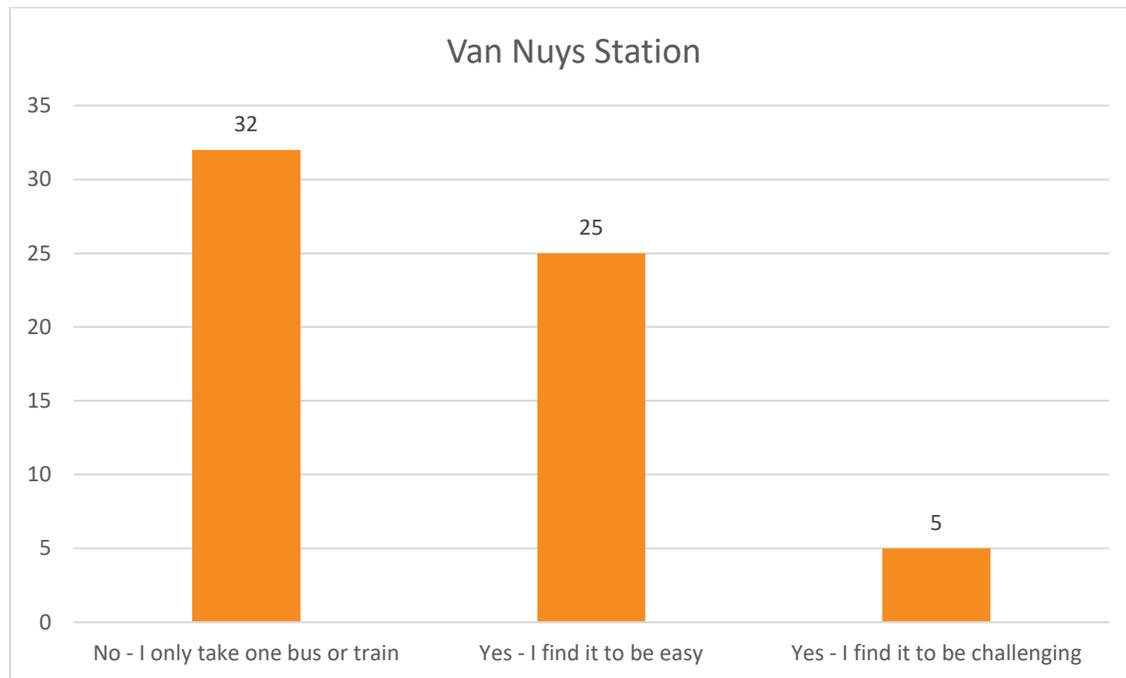
Of those surveyed, 44 people responded to this question.

Major themes include:

- Customer Information (5)
  - Delays/schedule changes without warning (3)
- Operations (5)
  - Delays/schedule changes without warning (2)
- Station Boarding Area (2)
  - More security needed (2)
- Transit Experience (3)
  - Homeless population (2)

In addition, respondees shared their local knowledge and recommended that when delays and cancelations happen, riders need to be better informed on what their options are, and whether they need to find new transportation. Respondents also suggested that bus and transit routes be better coordinated to ensure that riders have enough time to walk to their next stop after alighting their previous bus/train and that delays should be better explained in the app.

**Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail**



Of the 62 respondents to this question, half do not take more than one bus or train. Of those who transfer, 83% find the transfer easy, while 17% find it challenging.

**What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)**

Of those surveyed, 47 people responded to this question.

Major themes include:

Transfers (22)

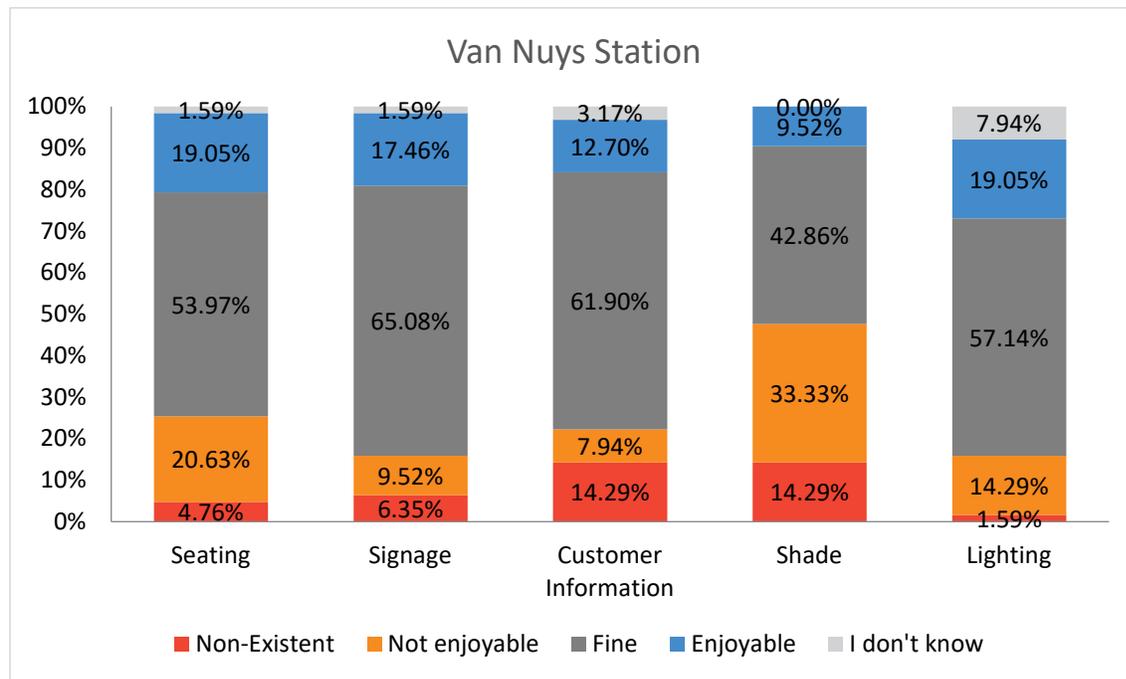
- There is enough information (7)
- Delays/schedule changes occur, potentially without warning (3)

First/Last Mile (3)

- The bus stop is a long walking distance from the station (3)

Station Amenities

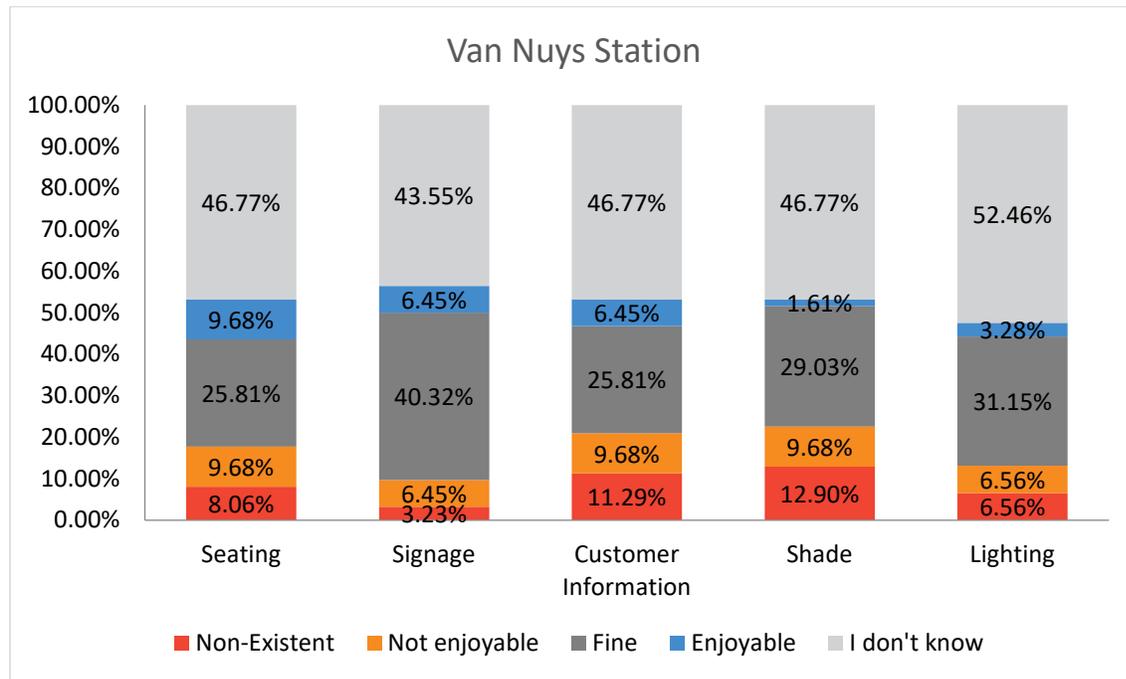
**For the rail station, how would you characterize the following amenities?**



Of those surveyed, 63 people responded to this question. One-quarter of respondents rated the seating as non-existent or not enjoyable, and almost half rated the shade as non-existent or not enjoyable. Signage and customer information were rated more positively, with over three-quarters of respondents rating these amenities as either fine or enjoyable.

In addition, respondees shared their local knowledge, indicating that the new shade structures provide less useful shade and rain protection than the previous iteration and that electric outlets no longer function.

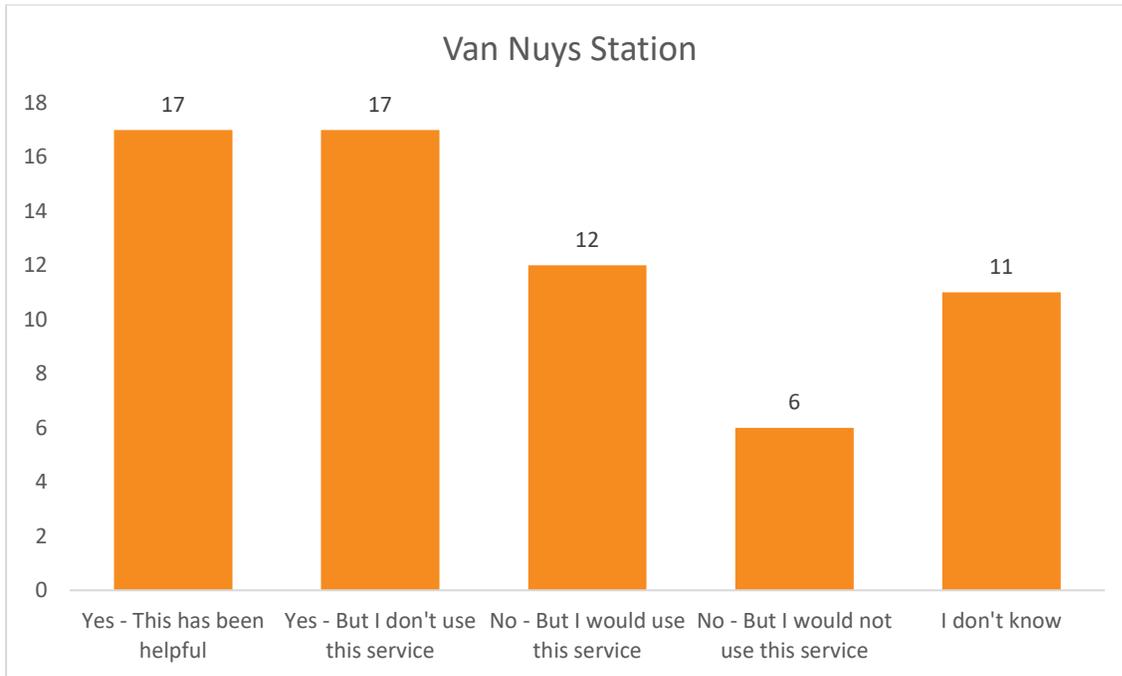
**For the bus stops at the station, how would you characterize the following amenities?**



Of those surveyed, 62 people responded to this question. Almost half of respondents were not familiar with the bus stops at the station. Of those that were familiar, around half considered the amenities to be fine overall.

In addition, respondees shared their local knowledge and recommended that the DASH bus station be moved closer to the train platform and that more lighting would be helpful.

**Do you know if there is a regular station attendant to provide information or assistance at this station?**



Of those surveyed, 63 people responded to this question. Of those who are aware of this service, half of the users indicated its usefulness and half of the users indicated that they do not use it. Of all respondents, 45% either would use the service if it existed or already use this service.

**Is there anything else you'd like us to know?**

Of those surveyed, 32 people responded to this question.

Major themes include:

- Station Boarding Area (6)
  - More security needed (3)
  - Homeless population (3)

In addition, responders shared their local knowledge and recommended unlocking the back gate by the staircase earlier in the morning and servicing the restrooms more often.

## 4.2 Burbank Study Area

The Burbank Study Area includes three stations – Downtown Burbank, Burbank Airport North, and Burbank Airport South. Findings are documented below.

### 4.2.1 Downtown Burbank Station High-Level Findings

The following section summarizes the responses from the CBO outreach and the intercept survey for the Downtown Burbank Station.

In both the Intercept survey and CBO Outreach (all rounds):

- Need for updating signage and wayfinding
- Observed poor pedestrian infrastructure near the station
- Observed graffiti, loitering, and the unhoused population living at the station

Additional findings:

- In addition, the Intercept Survey produced frequent responses about:
  - Need more shade
  - Need more seating
  - Need more security
  - Need real-time information for trip planning purposes
  - More frequent transit service

### 4.2.2 CBO Outreach

The following section highlights the information received for Downtown Burbank, Burbank Airport North, and Burbank Airport South Stations. These responses were sorted into five categories:

- Communications – info on how to ride;
- Connectivity - how to get to and from stations;
- Accessibility – how to navigate the stations;
- Amenities – comfort and livability of the stations; and
- Other

## Downtown Burbank

Round 1:

This section summarizes feedback gained during the Round 1 workshops only as no CBO survey responses were received.

### Communications

- Several commenters were asking for signage upgrades. These requests regarding signage include:
  - Bike station instructions in multiple languages

- A need for Metrolink parking signage
- Unclear signage about the purpose of the elevator

### **Connectivity**

- A few respondents noted the car-centric nature of the area surrounding the station, making it feel unsafe and difficult, especially for those walking on Olive Avenue to Burbank's downtown area.

### **Accessibility**

- One commenter indicated that the elevator on site is too dangerous and close to the roadway, and another indicated that even those with transit experience have navigation challenges using the elevator.

### **Amenities**

- N/A

### **Other**

- One commenter noted that the fire suppression system is rusty and needs replacement.
- A couple of commenters noted that the station feels unsafe and that there are abandoned cars, homeless encampments, and graffiti at this station.

## Round 2:

### **Communications**

- Additional signage upgrades were requested in Round 2. These include:
  - Signage in plexiglass to preserve against breakage and vandalism
  - PSAs regarding cleanliness and civil behaviors
  - PSAs for local agencies and services
- One commenter requested that Metro consider how artificial intelligence (AI) may be used to help improve stations, particularly for signage/instructions and multilingual information

### **Connectivity**

- N/A

### **Accessibility**

- N/A

### **Amenities**

- New suggestions for amenities were recommended in Round 2. These include:
  - Solar panels particularly where shade/trees are lacking
  - Wi-Fi
  - Public art

## **Other**

- In Round 2, a concern over people sleeping in cars and abandoned vehicles was echoed from Round 1.

## **Burbank Airport North Station**

### Round 1:

In addition to feedback received during the Round 1 workshops, one CBO survey response was received for the Burbank Airport North Station.

## **Communications**

- Many commenters asked for signage upgrades. Requests regarding signage include:
  - Signage that includes all transit options with time estimates at stations near the airport
  - Improving signage for the walkway
  - Adding departure times from plane to stations (and vice versa)
  - Adding wayfinding signage for airport baggage claim to Burbank Airport North station
  - Adding information on timespan and fare information of service
  - Updating maps with accurate schedules
  - Adding signage to indicate pick-up/drop-off areas
- A few customers responded with comments about Metro Micro:
  - The Metro Micro app does not include Burbank Shuttle information (must physically call in) which is not convenient.
  - Metro Micro isn't on Google Maps, so it's hard to use in trip planning. Metro Micro vehicles are easy to miss and unpredictable.

## **Connectivity**

- One commenter requested more visible crosswalks.
- One noted that Metro Micro service is often unavailable or takes a long time.
- Another commenter requested bike racks at the station.

## **Accessibility**

- Access challenges were briefly mentioned during this round, but more information was gathered in Round 2.
- Porters/assistants and/or station attendants were requested by a few commenters.

## **Amenities**

- Several respondents noted the lack of shade at this station and during the walk to the station.
- Additional requested amenities include:
  - Bathroom access
  - Lighting upgrades
  - Stormwater upgrades
  - Water fountains

## Round 2:

### Communications

- Additional signage upgrades were requested in Round 2. These include:
  - More fare clarity (what fare can be used where), and a suggestion to make visual or low text pictures of the train and logo
  - Transit info and informed customer service should be accessible at the airport
  - Information for accessing the North platform when the station double-tracking project is completed
  - Clearer alerts for changes or cancellations in service are needed

### Connectivity

- N/A

### Accessibility

- A few respondents noted access issues for individuals with mobility challenges in Round 2. Requests include extending airport disability service to Metrolink, ensuring wheelchair access is considered, and improving access from Hollywood Way.

### Amenities

- Shade issues were echoed in Round 2, with some suggesting trees and solar panels as a remedy.
- In Round 2, other suggestions were to add permeable pavement in the parking lot and stormwater infrastructure.

### Other

- One person suggested adding a second track and platform at the station.

## **Burbank Airport South Station**

### Round 1:

For the Burbank Airport South Station, in addition to feedback received during the Round 1 workshops, one CBO survey response was received.

### Communications

- Across Round 1 outreach and the survey, additional signage was requested. Requests include:
  - Airport departure times listed at nearby stations
  - Transit info provided in a universal format that is easy to understand
  - Wayfinding/signage for drop-off/pick-up areas
  - Real-time timetables and updated schedules

- Better wayfinding for pedestrians near the station
- Information gaps were also common comments.
  - Education events were suggested to be held at stations (such as with AARP).
  - One commenter would like the difference between Metro and Metrolink explained.
  - Another commenter suggests an information booth at the airport in which customers can elicit trip planning help
  - More education/marketing about transit access at the airport is needed
- One commenter pointed out that Metrolink does not show up as often on Google Maps, which should be remedied.

### **Connectivity**

- One person noted that Burbank Airport is an easier airport to access than LAX from Hollywood and Downtown LA.

### **Accessibility**

- One commenter claimed this station was easy for disabled patrons to access, given the porters available.

### **Amenities**

- Several commenters noted the heat challenges at and near this station and recommended expanding shade and access to drinking water.
- A request for bathrooms was cited several times.

### **Other**

- A common response was that respondents were not confident that transit options (and Metro Micro service) to or from the airport would be reliable and on time, which is especially critical for airport travel.
- A few customers noted that buying a ticket or reloading a TAP card at the last minute or on weekends is very hard, as customer service is closed on weekends.
- One customer suggested extending the “B” Line to Burbank Airport.

## Round 2:

### **Communications**

- N/A

### **Connectivity**

- One respondent was concerned with conflicts in the bike lane because of the different speeds of bikes and scooters.
- Another person suggested that parking should be relocated to the other side of the area to improve circulation.

### **Accessibility**

- One person suggested paid parking be implemented if it is not currently, to encourage non-automobile travel.

### **Amenities**

- Shade issues were echoed in Round 2, with some suggesting trees and solar panels as a remedy.
- In Round 2, other suggestions were to add permeable pavement in the parking lot and stormwater infrastructure.

### **Other**

- In Round 2, customers also suggested extending the “B” Line to Burbank Airport.
- One customer indicated that due to the terminal being moved, amenities in the North station should be switched to the South station, and vice versa.

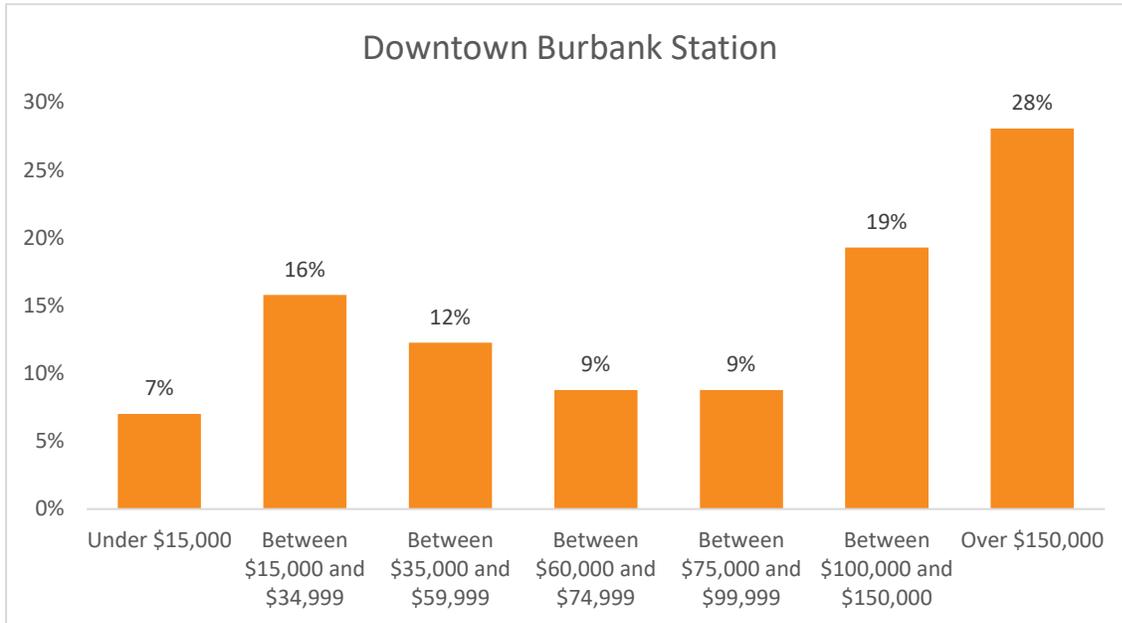
#### 4.2.3 Intercept Survey (Downtown Burbank Station)

At the Downtown Burbank Station, 79 people completed the first page of the October 2023 intercept survey, which included travel purpose and origin and destination; 69 people completed the entire survey, which had additional questions related to demographics, travel purpose details, connectivity, and experience.

Additional information on the survey distribution and methodology can be found in Methodology (Section 1.1). Systemwide feedback regarding trip planning is available in Section 2.3. A comparison of select intercept survey questions is available in Section 3.0.

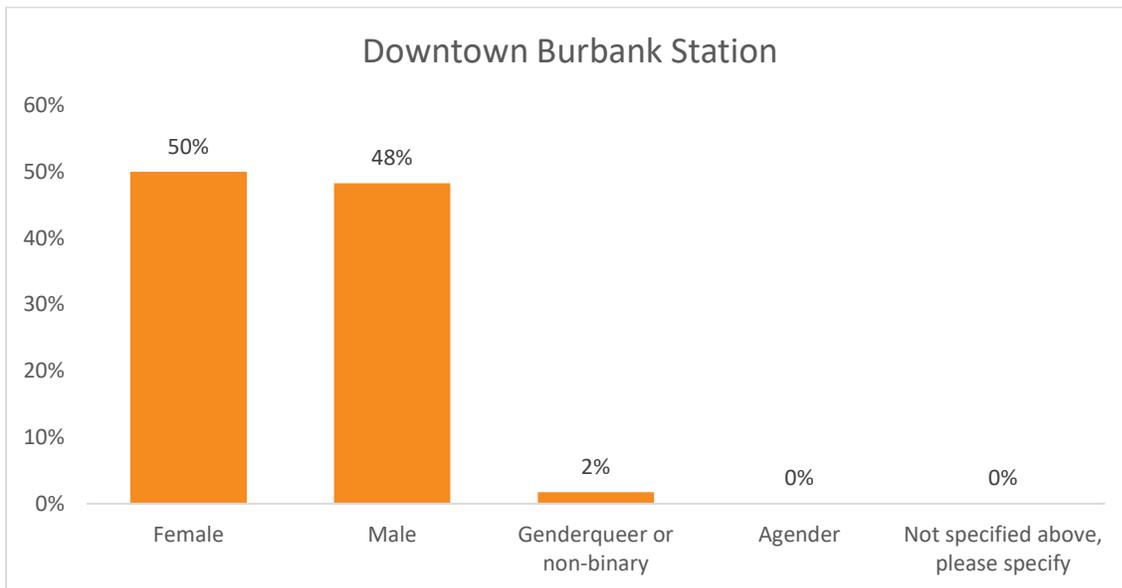
## Demographic Information

### What is your total household income?



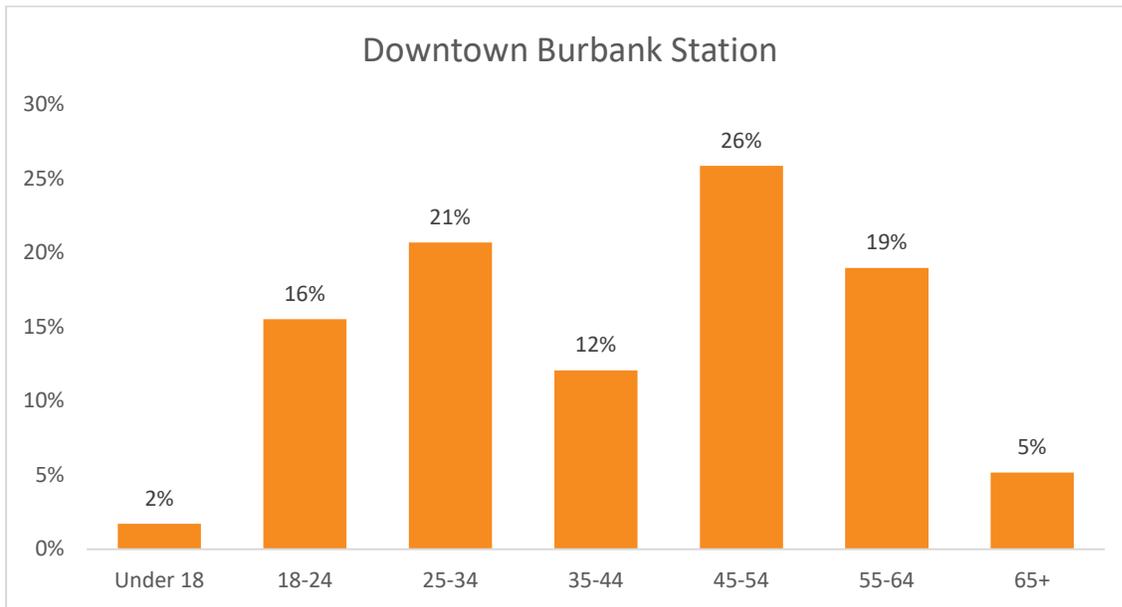
Of the 57 respondents to this question, over a quarter earn a median household income of over 150,000, and one-quarter of respondents earn a household income of under \$60,000.

### What is your gender identity?



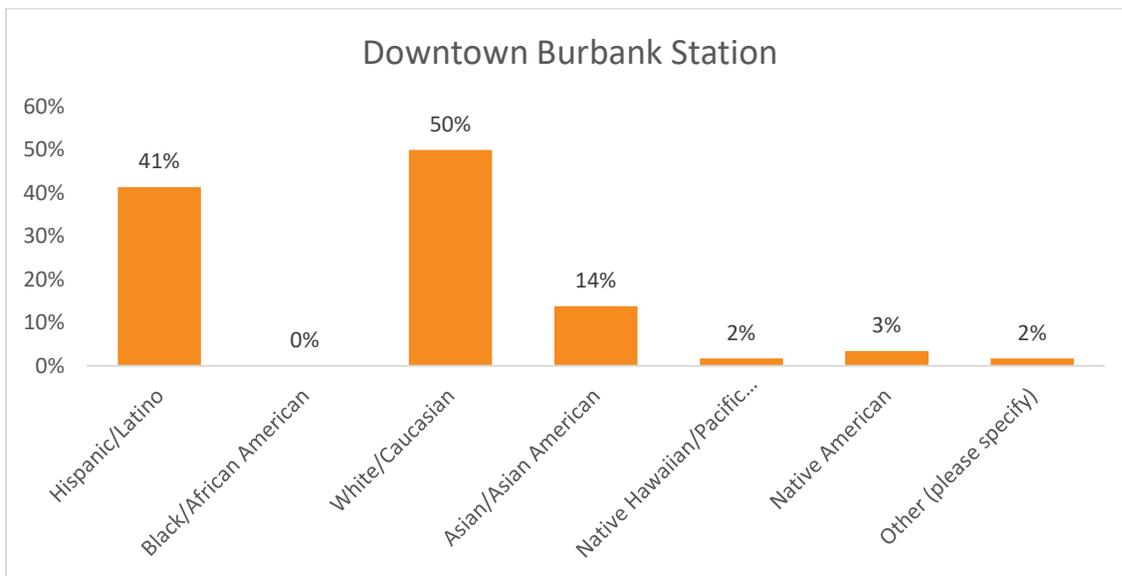
Of the 58 respondents to this question, half identified as female, and just under half identified as male.

**What is your age?**



Of the 58 respondents to this question, one-quarter were in the 45-55 age range, while 7% were either older than 65 or younger than 18.

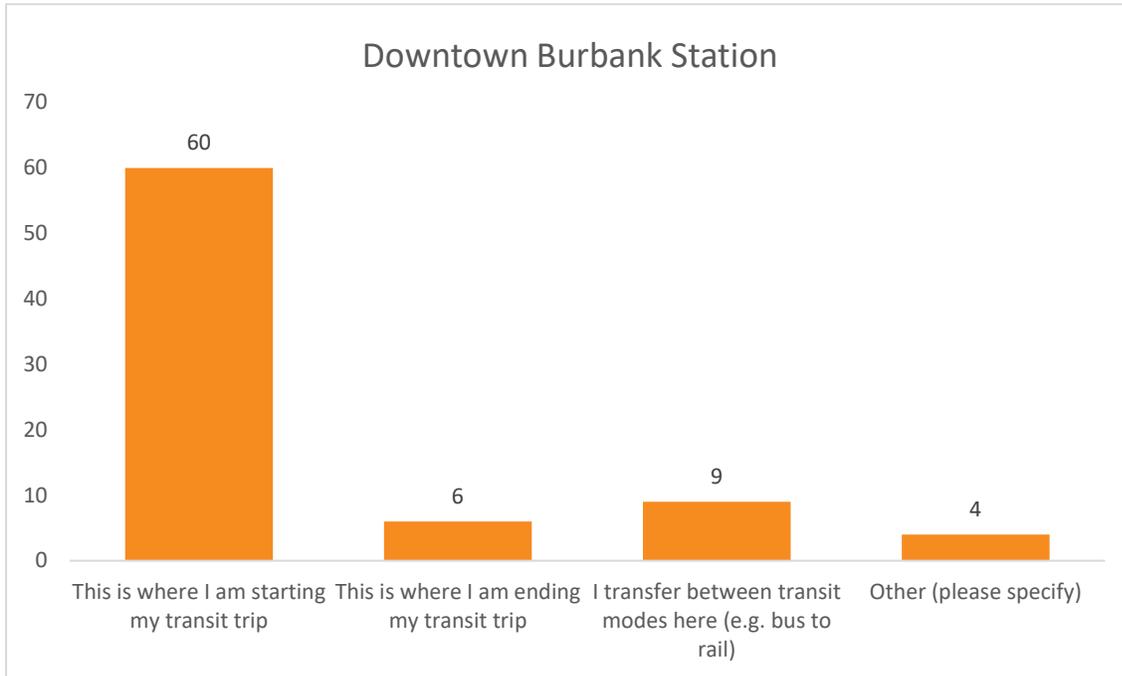
**What is your race or ethnic identification?**



Of the 58 respondents to this question, half identified as White, while 40% identified as Hispanic/Latino.

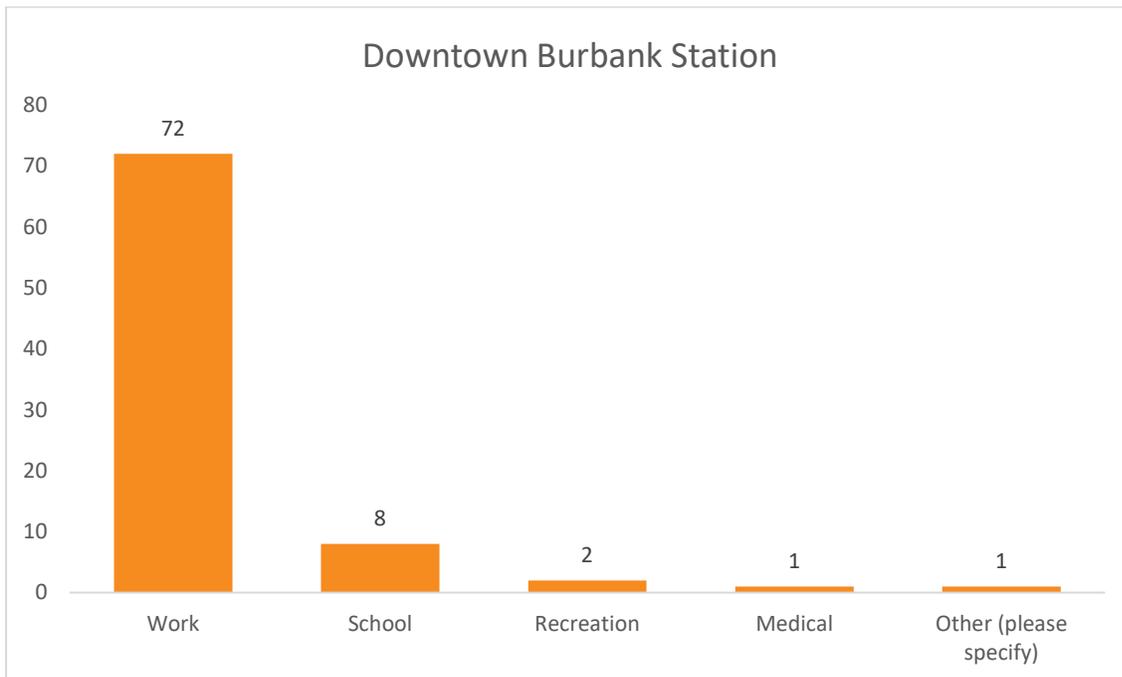
## Reasons for Traveling

### I am at this station because...



Of the 79 respondents to this question, three-quarters were at the station because they were starting their transit trip.

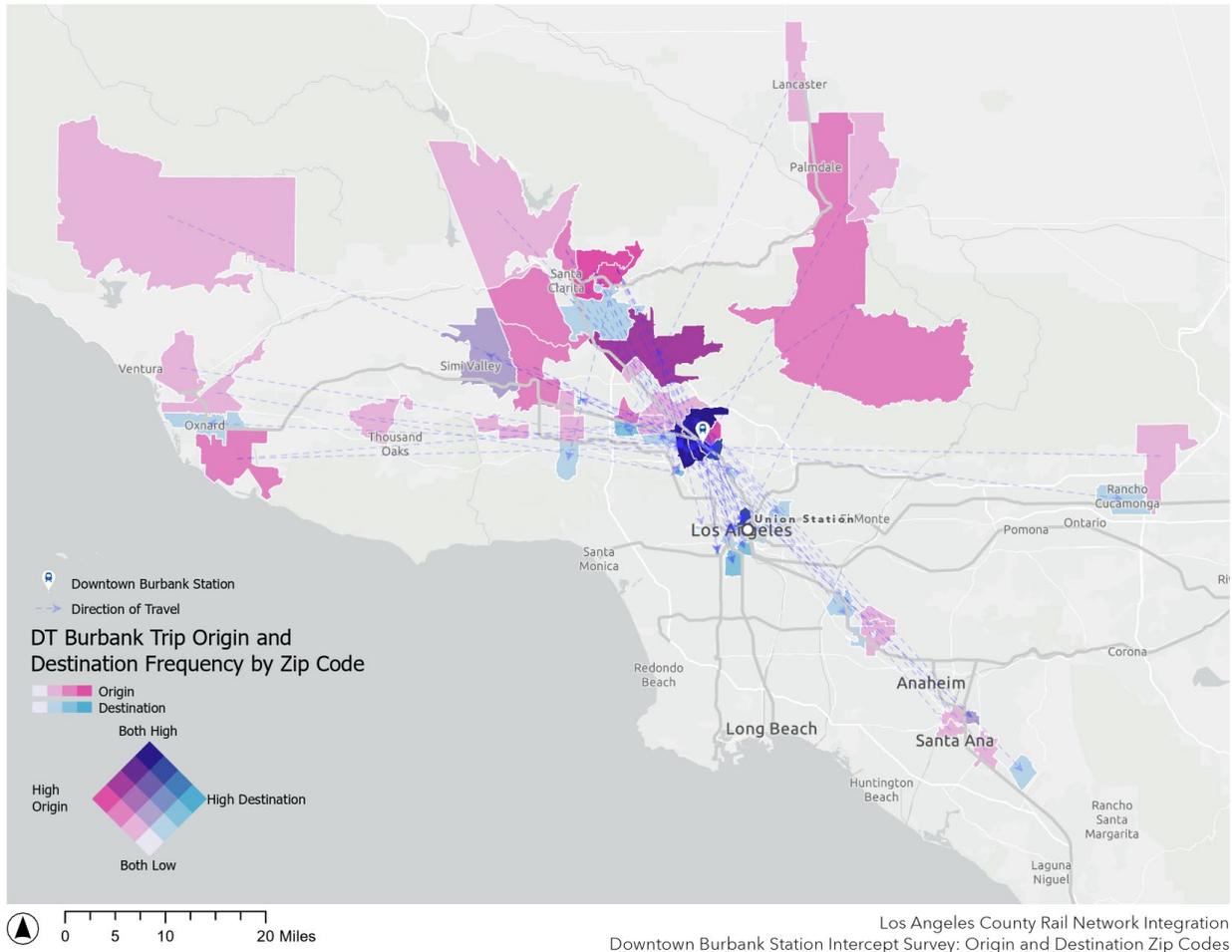
### Why are you traveling?



Of the 84 respondents to this question, 86% were traveling for work, while 10% were traveling for

school.

**Generally, where are you traveling to and from?**



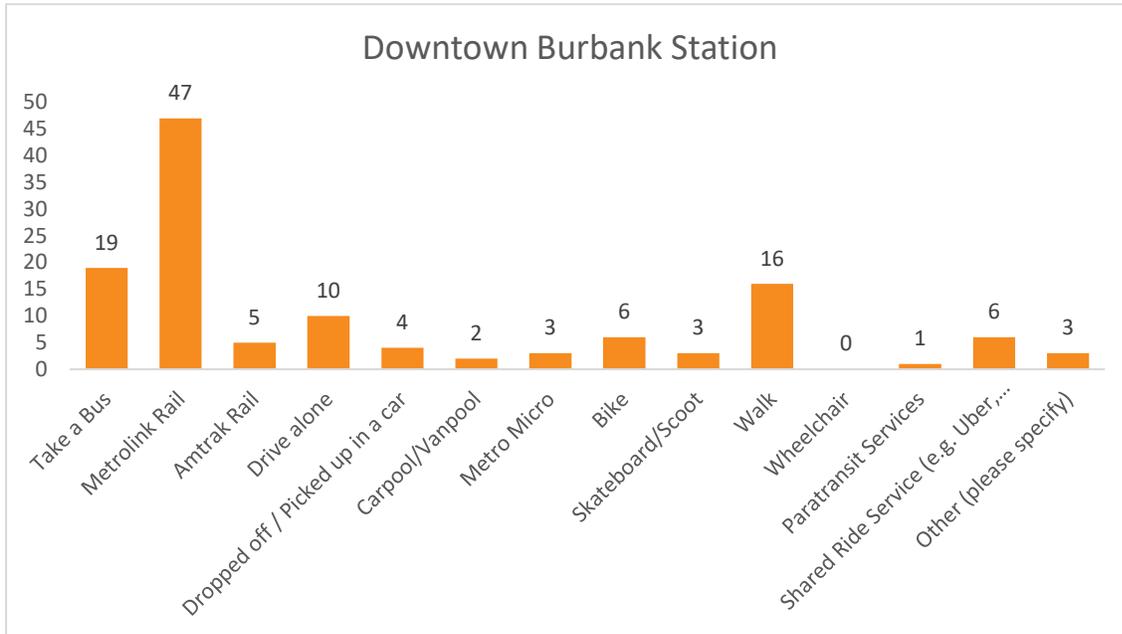
The map above shows the most frequent origin (in pink) and destination (in cyan) zip codes by quantile. Zip codes with high frequencies of both are shown in darker purple and blue. The direction of travel, showing start and end zip codes, are shown with light purple dashed lines. The mean straight-line trip length was approximately 8 miles, and the median was approximately 7.3 miles.

Nearly 40% of respondents (29 of 78) started or ended their trips in one of the three zip codes within one-half mile of the station (91506, 91502, and 91501). An additional 45% of respondents (35) started or ended their trip in zip codes that are within 1.5 miles of the station.

There are trends of people traveling along the Metrolink and Amtrak corridors to the San Fernando Valley, Santa Clarita, Ventura County, and Orange County.

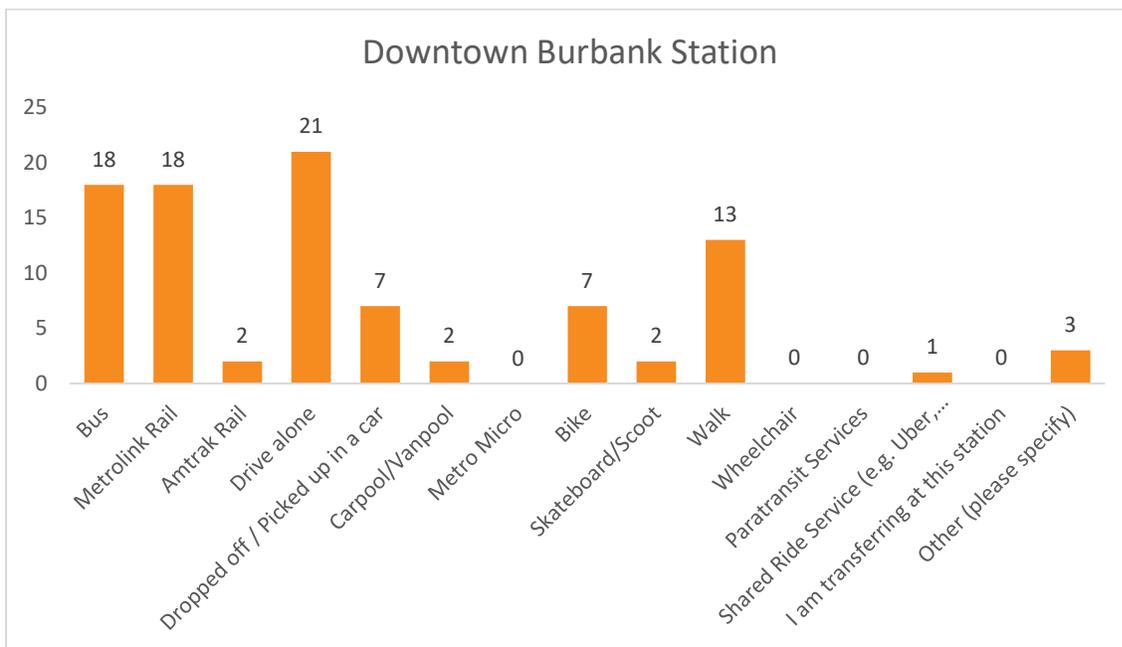
## Getting To and From Transit

### From here I am going to....



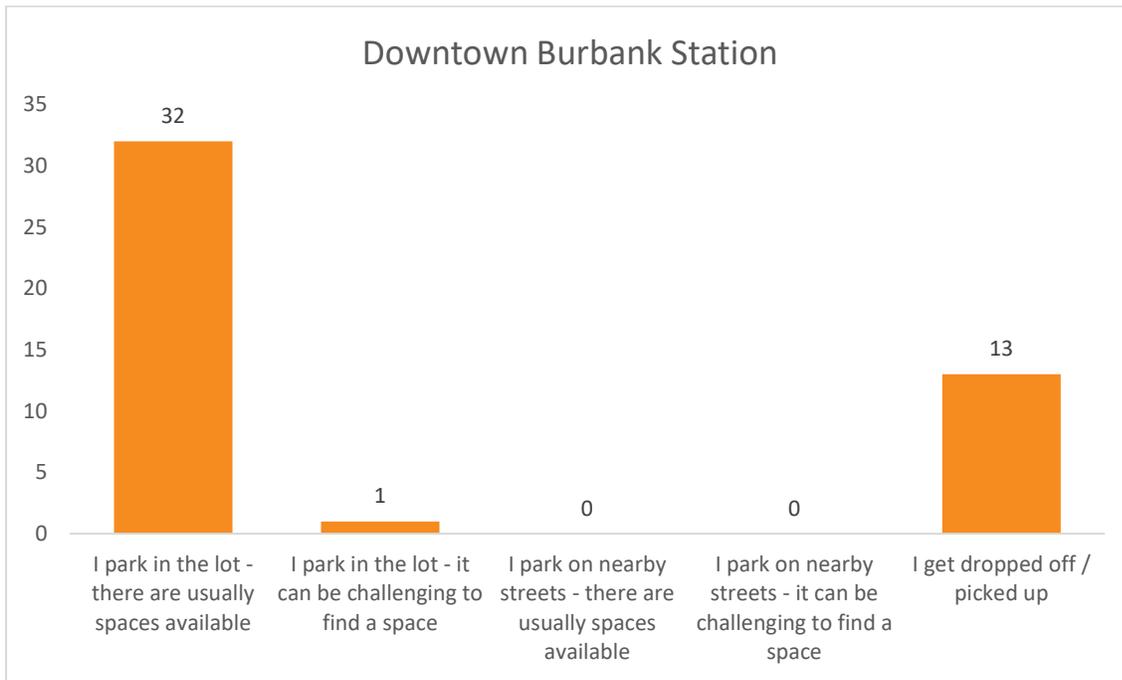
Of the 69 respondents to this question, over two-thirds used Metrolink Rail after getting to the station, while about one-quarter took a bus, and about a quarter walked.

### I got to this station by....



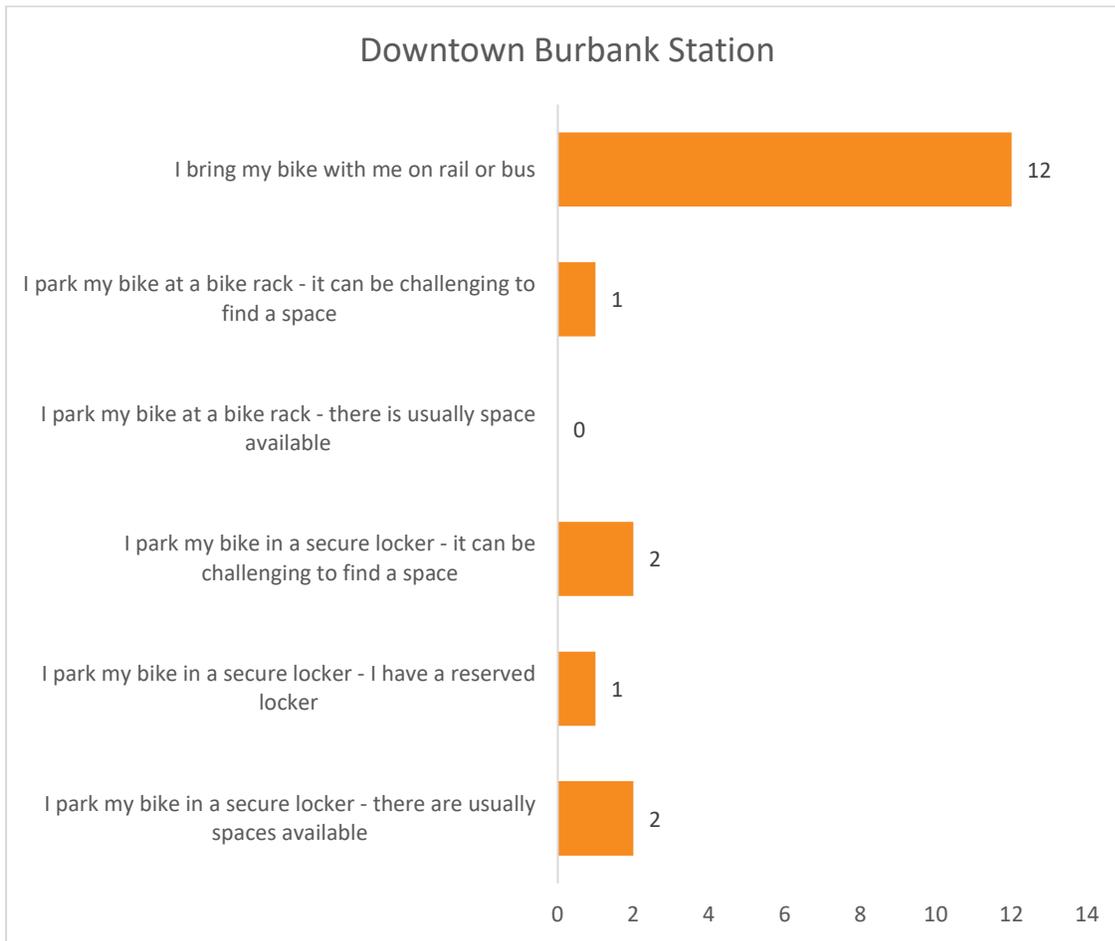
Of the 69 respondents to this question, under a third got to the station by driving alone, and just over half arrived by bus or Metrolink Rail.

**If arriving or departing in a vehicle at this station...**



Of the 46 respondents for whom this applies, over two-thirds park in the lot and find it easy to find parking spaces, while a third are dropped off/picked up.

**If arriving or departing on a bike at this station...**



Of the 18 respondents for which this applies, two-thirds bring their bikes with them on the rail/bus.

**Is there anything you'd like us to know about the quality of vehicle and/or bike parking?**

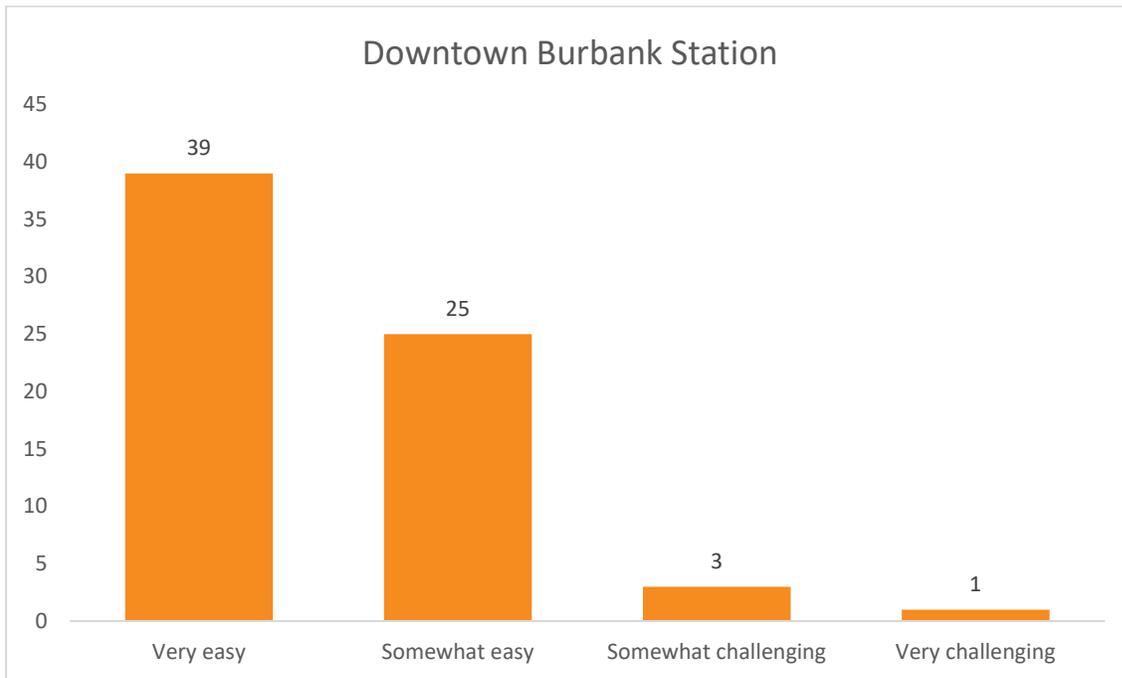
Of those surveyed, 48 people responded to this question.

Major themes include:

- Station Accessibility
  - Positive experiences with bike parking (7)
  - Homeless population (5)
  - More security needed (3)
  - Parking demand is larger than supply (3)

In addition, respondees shared their local knowledge and recommended that Metrolink always have at least one bike car per train. Additionally, respondees requested that Metro stop allowing homeless patrons to live in the parking lot given perceived security and safety challenges.

**How easy or challenging is it to get to the station?**



Of the 68 respondents to this question, over half found it to be very easy, and over a third found it to be somewhat easy.

**What makes getting to or from the station easy or challenging?**

Of those surveyed, 60 people responded to this question.

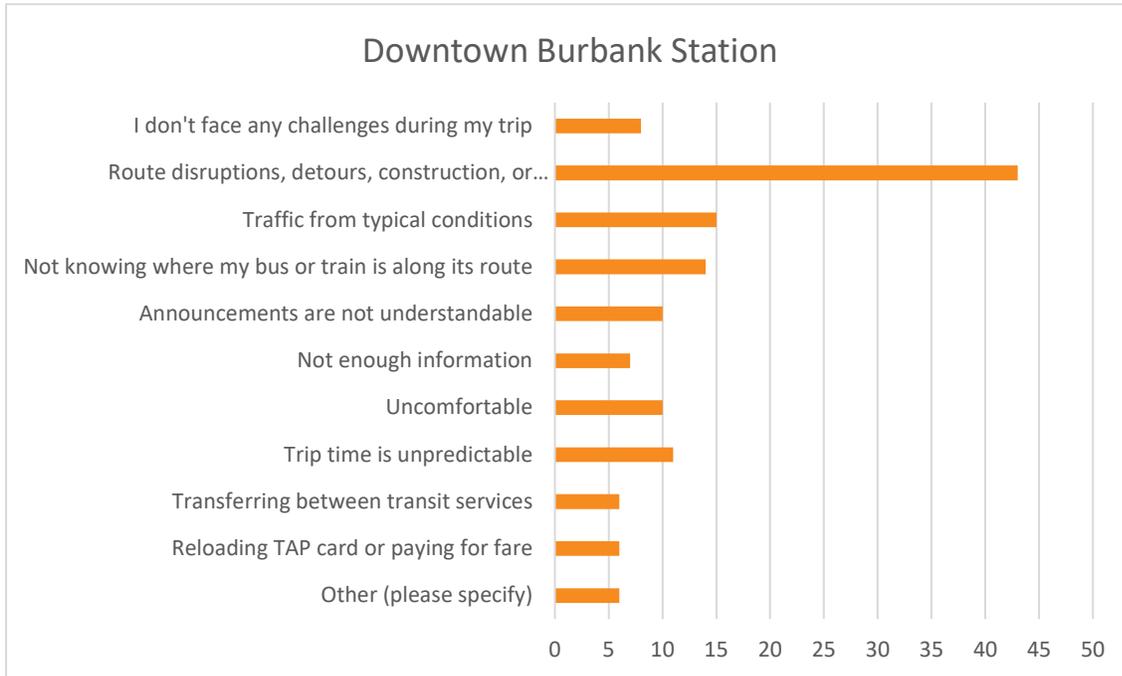
Major themes include:

- FLM (23)
  - Easy - the location is convenient (14)
  - Easy - in general (3)
- Operations (14)
  - Delays/schedule changes without warning (6)
  - Schedule coordination needed across platforms/services (3)

In addition, respondees shared their local knowledge and recommended connecting the Chandler Bikeway to the Metrolink station and upgrading the Verdugo Bike Route to a protected bike lane. Another respondent noted that *“It is challenging getting to the station at Vincent Grade/Acton because there is no bus that travels to this station.”*

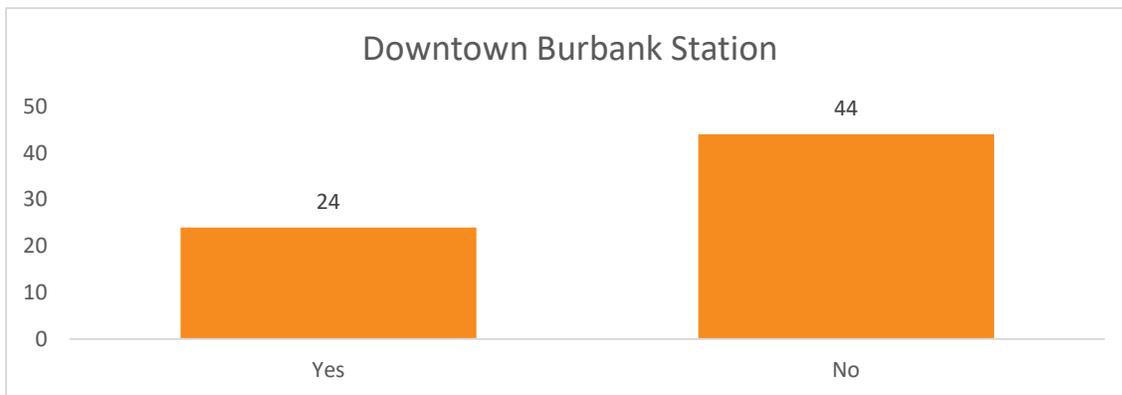
## Taking Transit

**Please select any challenges you might face during your trip.**



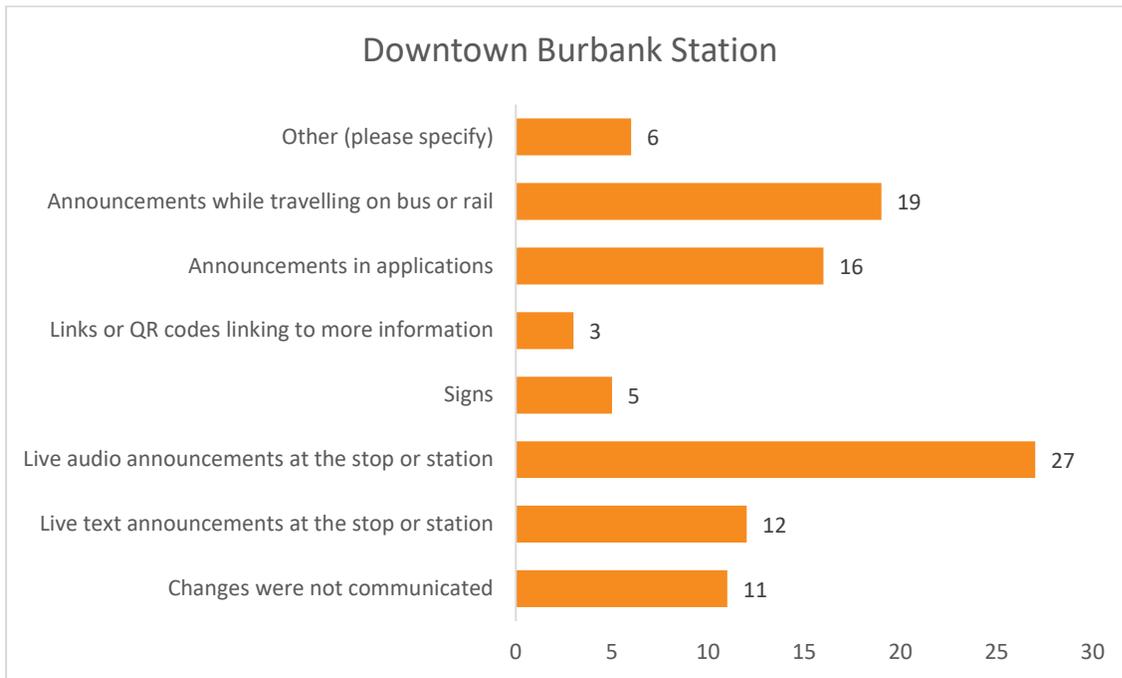
Of the 69 respondents to this question, almost two-thirds face route disruptions, detours, construction, or slowdowns, while less than one-quarter face general traffic.

**Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?**



Of the 68 respondents to this question, about one-third answered yes.

**Were these route disruptions, detours, construction, or slowdowns communicated?**



Of the 62 respondents to this question, almost half learned about the route disruptions through live audio announcements at the station, while just over one quarter learned through live announcements while traveling, and one quarter learned of these disruptions through app announcements. One in every six respondents reported that changes were not communicated.

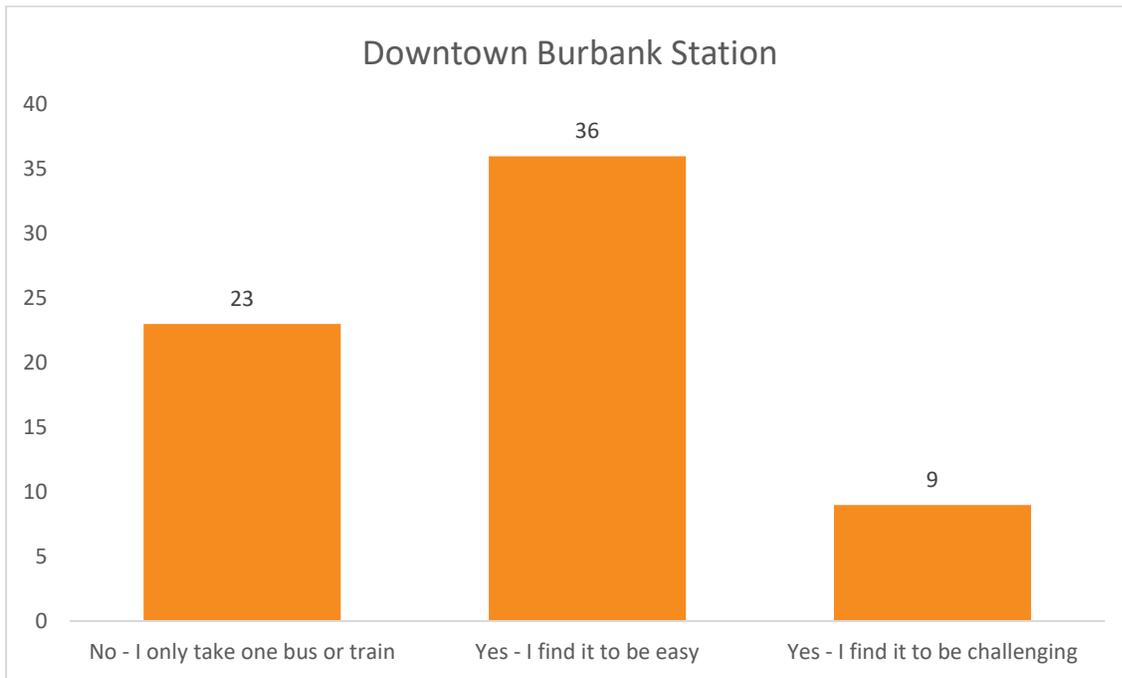
**Is there anything else you'd like us to know about challenges you face during your trip?**

Of those surveyed, 47 people responded to this question. Major themes include:

- Customer Information (12)
  - Delays/schedule changes without warning (4)
  - Real-time signage is needed (3)
- Station Boarding Area (7)
  - Temperature control is needed (2)
  - Bus benches are a concern (2)
  - Cleanliness should be improved (2)

In addition, respondents shared their local knowledge and recommended fixing the parking pay machines and TAP machines at Universal Station, and ensuring that delays or alerts are communicated via digital alerts for those with hearing loss. Additionally, transit cars should have heating and cooling for especially inclement weather days.

**Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail**



Of the 68 respondents to this question, over half find transfers to be easy, and only 13% find transfers to be challenging.

**What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)**

Of those surveyed, 51 people responded to this question.

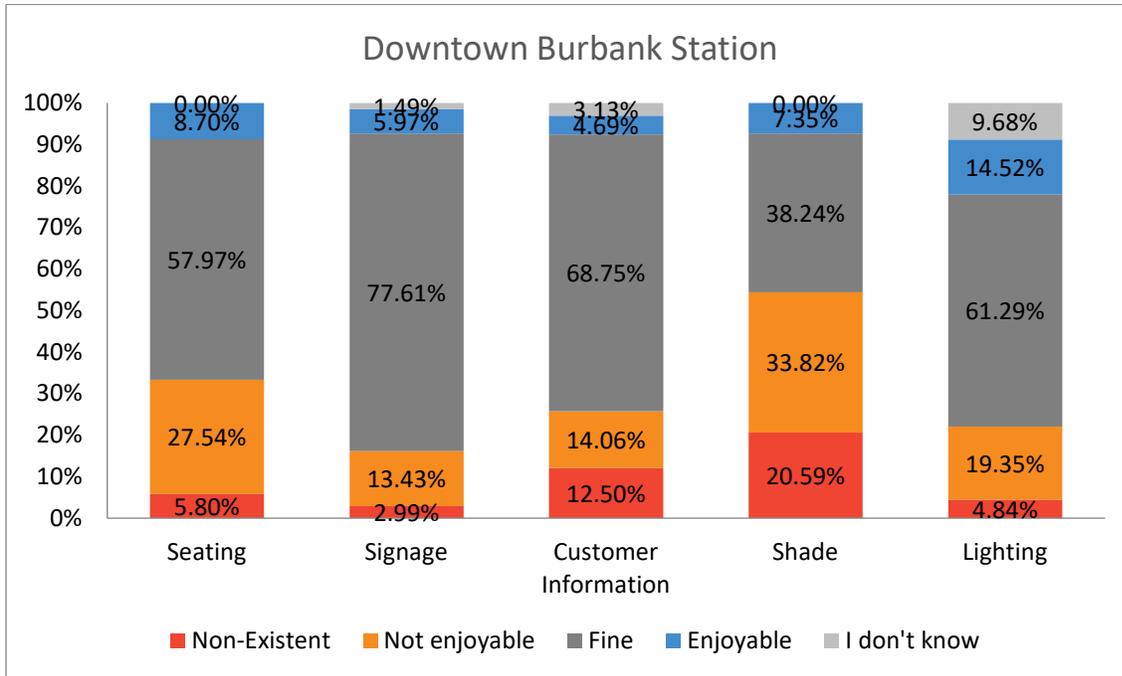
Major themes include:

- Customer Information (11)
  - Signage/wayfinding needs upgrading (4)
  - Easy – info is easy to access (2)
- Operations (19)
  - More frequency is needed (6)
  - Driver coordination needed for transfer customers (4)
  - Schedule coordination needed across platforms/services (3)
- Transfers (7)
  - Transfers are easy (7)

In addition, respondees shared their local knowledge and recommended coordinating the bus and rail times to better reflect the time needed to exit one transit trip and board the next leg of a transit trip. Further, it was reported that the Glendale Beeline transit schedule does not coincide with the Metrolink schedule, and a lot of time is wasted for travelers waiting to depart. Additionally, travelers requested better solutions for what they should do when one leg of their journey is delayed or canceled, and they still need to get to their location quickly.

## Station Amenities

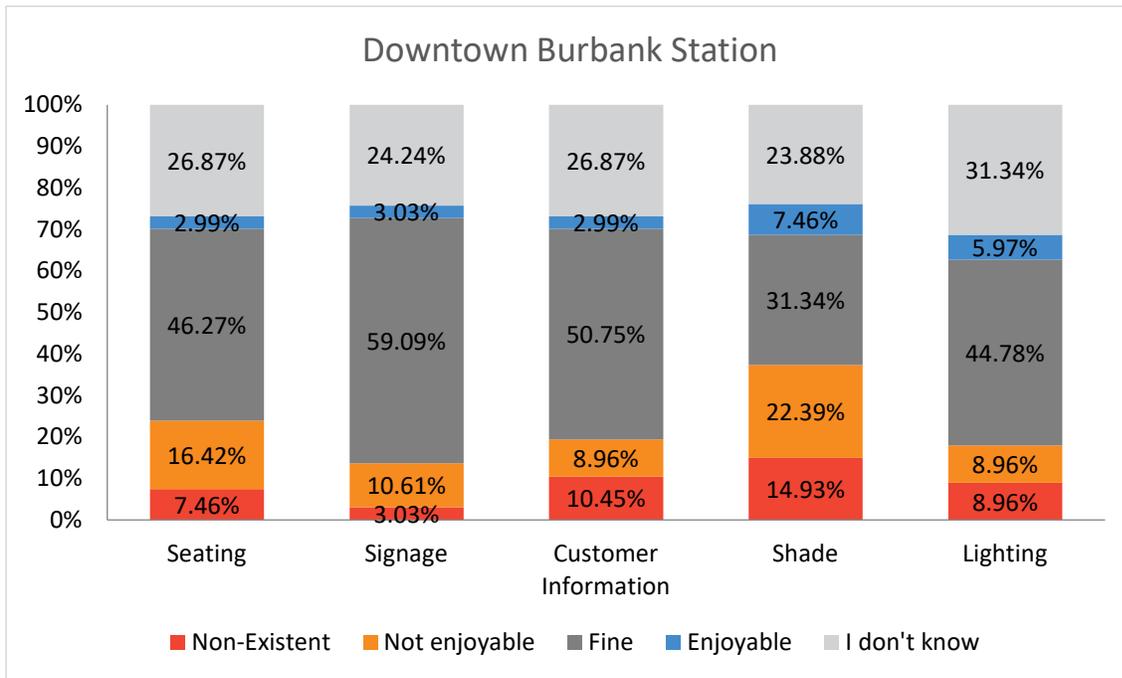
### For the rail station, how would you characterize the following amenities?



Of those surveyed, 69 people responded to this question. Almost one-third of respondents rated the seating as non-existent or not enjoyable and over half rated the shade as non-existent or not enjoyable. Signage and lighting fared better, with over three-quarters of respondents rating these amenities as either fine or enjoyable.

In addition, respondents shared their local knowledge, indicating that there is no shelter during rain events and that shade is only useful during some parts of the day. Further, the elevator breaks often, and there is not enough seating.

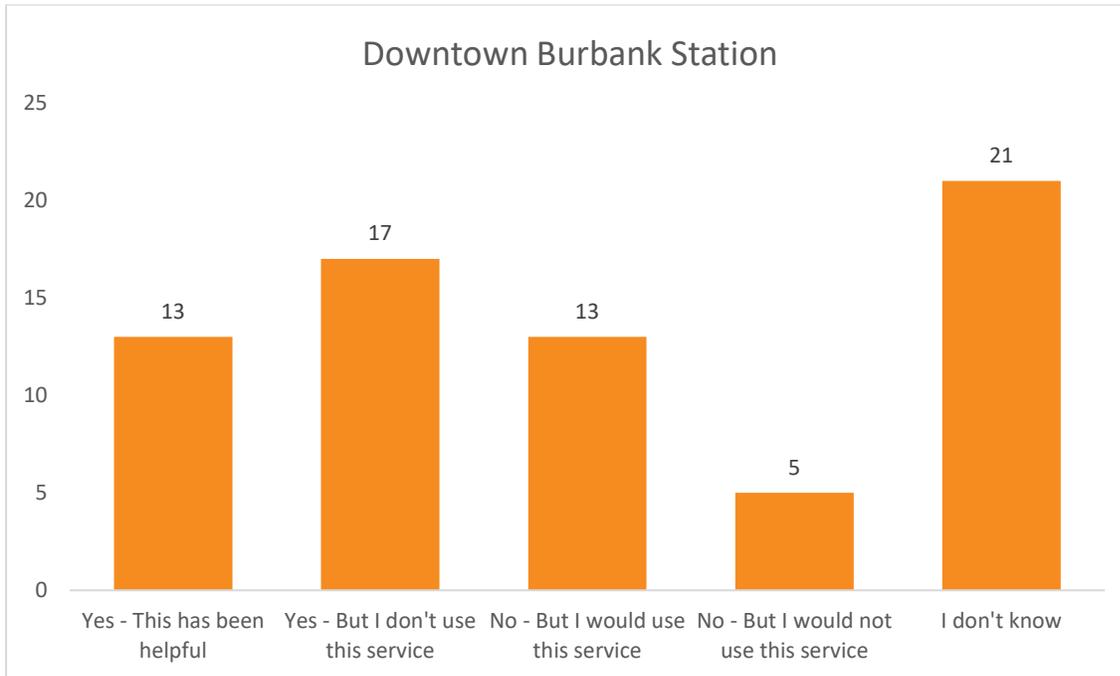
**For the bus stops at the station, how would you characterize the following amenities?**



Of those surveyed, 67 people responded to this question. Over one-third of respondents rated the shade as non-existent or not enjoyable, and almost one-quarter rated the seating as non-existent or not enjoyable. Signage and lighting fared better, with over half of respondents rating these amenities as either fine or enjoyable. About one-quarter of respondents were unfamiliar with the bus stations and answered as such for this question.

In addition, respondents shared their local knowledge, indicating that the bus station seats need to be cleaned more, as homeless individuals often sleep on the seats.

**Do you know if there is a regular station attendant to provide information or assistance at this station?**



Of those surveyed, 69 people responded to this question. Of those who are aware of this service, more than half of users indicated that they do not use it. Of all respondents, almost a third are not aware of any such service exists.

**Is there anything else you'd like us to know?**

Of those surveyed, 32 people responded to this question.

Major themes include:

- Other (10)
  - More staff needed (4)
  - More security needed (4)

In addition, respondees shared their local knowledge and recommended increased transit frequency in the evening heading towards Moorpark, and increasing service from Burbank to Orange in the 8 am-9 am hour. Additionally, one participant suggested improving the way the rideshare voucher program works, so that travelers do not have to pay out of pocket first when a bus or train is indefinitely detained.

### 4.3 Norwalk Study Area

The Norwalk Study Area includes the Norwalk C Line Station and the Norwalk/Santa Fe Springs Metrolink Station. Findings are documented below.

### 4.3.1 Norwalk C Line Station High-Level Findings

The following section summarizes the responses from the CBO outreach and the intercept survey for the Norwalk C Line Station.

In both the Intercept survey and CBO Outreach (all rounds):

- Need for updating signage and wayfinding
  - Including real-time travel times (through digital signage and apps)
  - Including a more audible announcement system
- Need access through the locked gate on Foster Road
- Poor pedestrian and bicycle infrastructure near the station
- Need for designated drop-off/pick-up location
- Escalator and elevators are often out-of-order and unclean
- Escalators should go up and down
- Need better lighting at night and shade/rain cover
- Need more security personnel, CCTV, and/or emergency buttons
- Uncleanliness of the station and lack of restrooms (survey taken before the restroom pilot inception)

Additional Findings:

- The CBO outreach produced frequent responses about adding food vendors and water fountains.
- In addition, the Intercept Survey produced frequent responses about:
  - Interest in making parking at the station free/cheaper
  - Interest in a better alert system when delays and cancelations change the normal schedule,
  - Complaints about unhoused people at the station

### 4.3.2 CBO Outreach

The following section highlights the information received for the Norwalk C Line Station and the Norwalk/Santa Fe Spring Station. These responses were sorted into five categories:

- Communications – info on how to ride;
- Connectivity - how to get to and from stations;
- Accessibility – how to navigate the stations;
- Amenities – comfort and livability of the stations; and
- Other

## Norwalk C Line Station

Round 1:

In addition to feedback received during the Round 1 workshops for the Norwalk C Line Station, three CBO survey responses were received.

### **Communications**

- Several commenters were asking for signage upgrades during engagement and in the surveys. The requests regarding signage include:
  - Wayfinding toward bus bays
  - Wayfinding toward secure bike parking
  - Signage that can be seen when the station is busy (i.e., mounted higher than is done so currently)
  - Signage that shows which bus/train is leaving and where they are going (some people report taking the bus in the wrong direction)
  - Signage at more than one location
  - Audible announcements to accompany signage for those with vision impairments, which distinguish between important and general announcements
  - Tap card information:
    - Instructions on the TAP machine (where to tap)
    - Illustrated and bilingual written instructions for purchasing TAP card
    - Posted TAP card usage tips that clear up confusion, such as how to transfer with TAP cards and what transit services are included in the transfer

### **Connectivity**

- A majority of respondents raised issues with bike and pedestrian access at this station during engagement and in the surveys. They indicated that one of the only ways to access the station is through Hoxie Ave, which has a sidewalk on only one side of the street, and is difficult for walkers and bikers. Further, there are no bike lanes from that entrance. At Foster, it is gated, with no entrance from that direction for pedestrians/bicyclists. Recommendations to open the Foster Rd gate for bike/pedestrian access, to improve/add walk/bike paths along Hoxie Ave and I-105 ramp, and to improve the safety of crosswalks, were common.

### **Accessibility**

- Several respondents in the surveys and through the workshops indicated that the elevators are crowded, are sometimes broken, and are often unclean.
- Several respondents also suggested that the escalators should go down as well as go up.
- A pick-up/drop-off (PUDO) area was also suggested.

### **Amenities**

- A common response from surveys and outreach was a need for better shade that protects customers from both bright sun and inclement weather.
- Another common response was a desire for better lighting, particularly at night.
- Restroom maintenance and station cleanliness were also concerns.

### **Other**

- Several respondents requested more security personnel and emergency call phones/buttons on the platforms and at bus stops, CCTV, and enforcement for individuals smoking/drinking or causing discomfort.

## Round 2:

### Communications

- N/A

### Connectivity

- N/A

### Accessibility

- In Round 2, a need for bicycle infrastructure was echoed from Round 1, but it focused more on adding bike parking that accommodates electric, cargo, and standard bikes.

### Amenities

- In Round 2, a need for better lighting and restrooms was echoed from Round 1. Water fountains, art, and food vendors were also recommended.

### Other

- In Round 2, a need for more security was echoed from Round 1.

## **Norwalk/Santa Fe Springs Station**

### Round 1:

In addition to feedback received during the Round 1 workshops for the Norwalk/Santa Fe Springs Station, three CBO survey responses were received.

### Communications

- Several respondents in the surveys and the workshops indicated that wayfinding signage was confusing at this station:
  - The track numbers are too small
  - Customers are unsure if they are on the right track to reach their destination
- Several respondents also expressed confusion over enrolling in the LIFE Pass, EZ Pass, and other programs as there are many types of fare programs.
- Several commenters suggested indicating which stops have restrooms within the apps and/or via signage.

### Connectivity

- Several respondents raised issues with bike and pedestrian access at this station during engagement and in the surveys. They indicated that the station has no direct access to Imperial, and that Imperial Highway is a high-speed street with little shade which is difficult for pedestrians and bicyclists to use.
- Others indicated that this station is far from activity centers, and is difficult to access unless

passengers commute by car.

### **Accessibility**

- Several respondents noted that accessing the station area requires passage through the parking lot, which can be unsafe for pedestrians and cyclists.
- Other respondents indicated that elevators tend to break and are not kept clean.

### **Amenities**

- A large number of respondents indicated that this station needs bathrooms that are properly maintained.
- Another common request was adding vending machines, water fountains, and/or vendors that sell water and snacks.
- Many other respondents indicated that the canopy for buses doesn't protect customers from the sun or rain and should be improved to protect transit users from both.

### **Other**

- Several commenters suggested increasing the frequency of service at this station.
- Other commenters gave suggestions on fare management, including:
  - Suggestion for free fares for all, or for seniors
  - Suggestion to make TAP cards available at Target, Walmart, and drug stores

Round 2:

### **Connectivity**

- In Round 2, a need for better pedestrian/bicycle access on Imperial Highway was echoed from Round 1. Two new suggestions are scrambling crosswalks in Norwalk, and increasing the width of sidewalks.

### **Amenities**

- In Round 2, a suggestion for food services and vendors was echoed from Round 1.

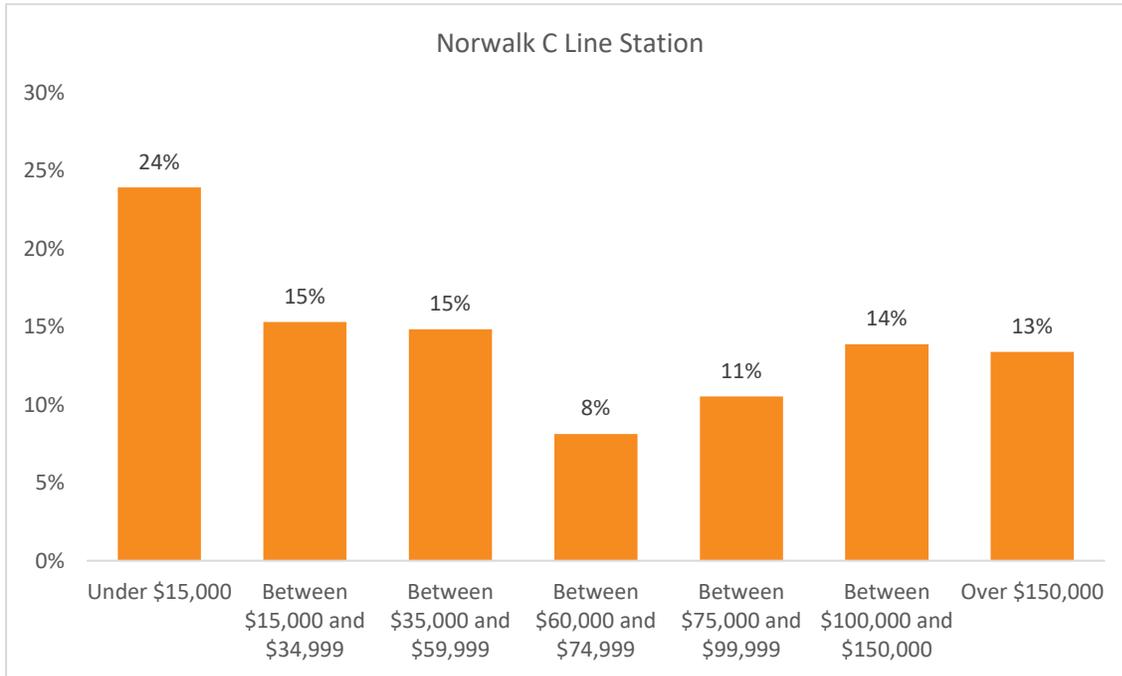
## 4.3.3 Intercept Survey (Norwalk C Line Station)

At the Norwalk C Line Station, 337 people completed the first page of the October 2023 intercept survey, which included travel purpose and origin and destination; 253 people completed the entire survey, which had additional questions related to demographics, travel purpose details, connectivity, and experience.

Additional information on the survey distribution and methodology can be found in Methodology (Section 1.1). Systemwide feedback regarding trip planning is available in Section 2.3. A comparison of select intercept survey questions is available in Section 3.0.

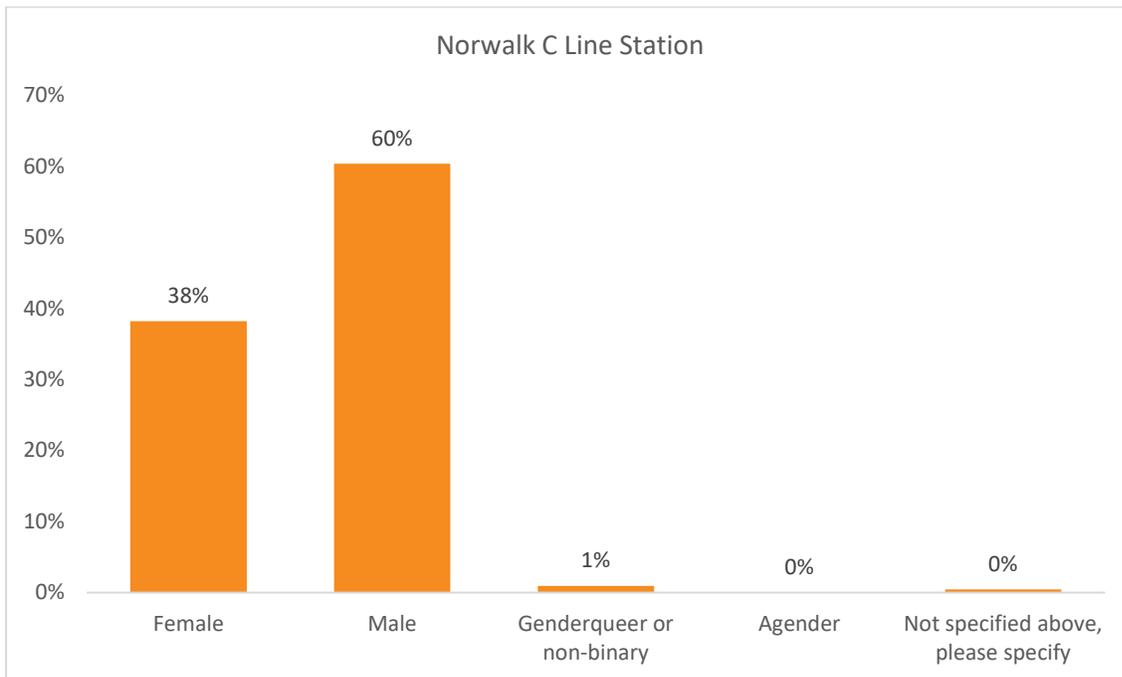
## Demographic Information

### What is your total household income?



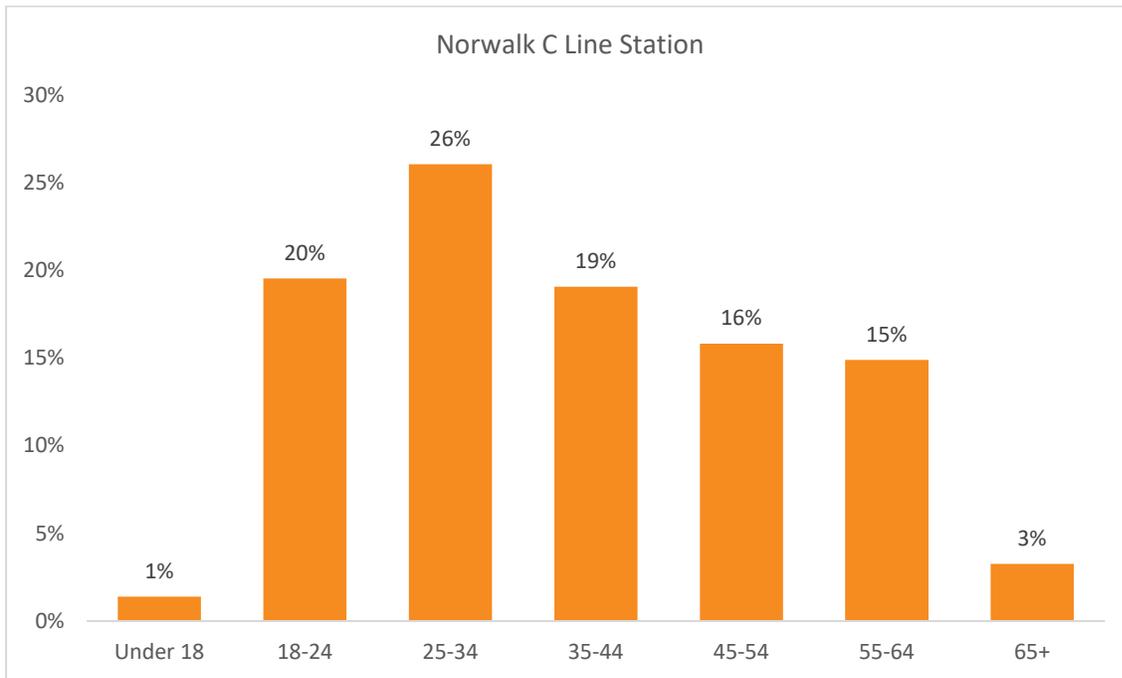
Of the 209 respondents to this question, almost one quarter had a total household income under \$15,000, and almost one quarter had a total household income of over \$100,000.

### What is your gender identity?



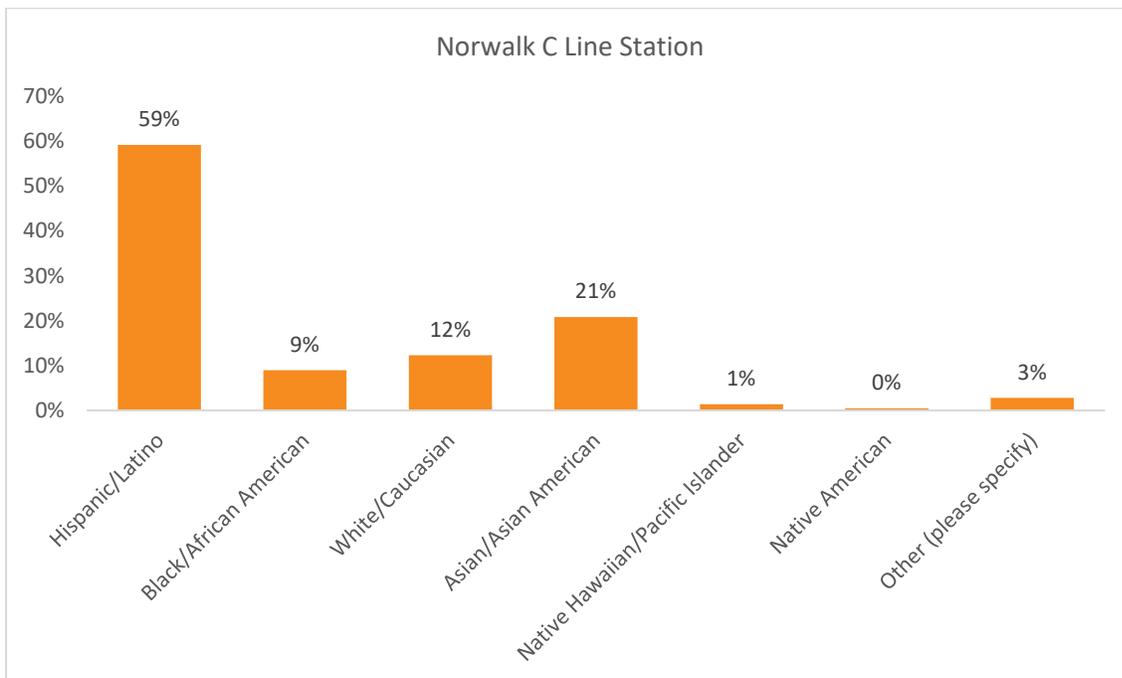
Of the 212 respondents to this question, 60% identified as male, and only 38% identified as female.

**What is your age?**



Of the 215 respondents to this question, the most populous demographic was 25-34 (26%). Less than 5% of the population was older than 65 or younger than 18.

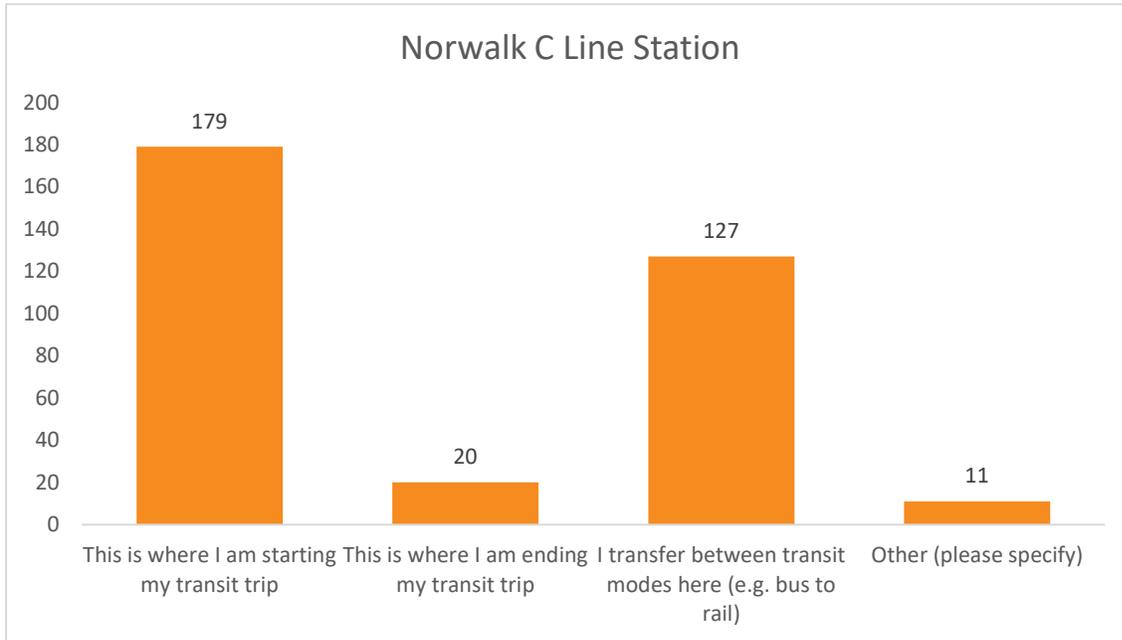
**What is your race or ethnic identification?**



Of the 211 respondents to this question, over half identified as Hispanic/Latino, and almost one quarter identified as Asian/Asian American.

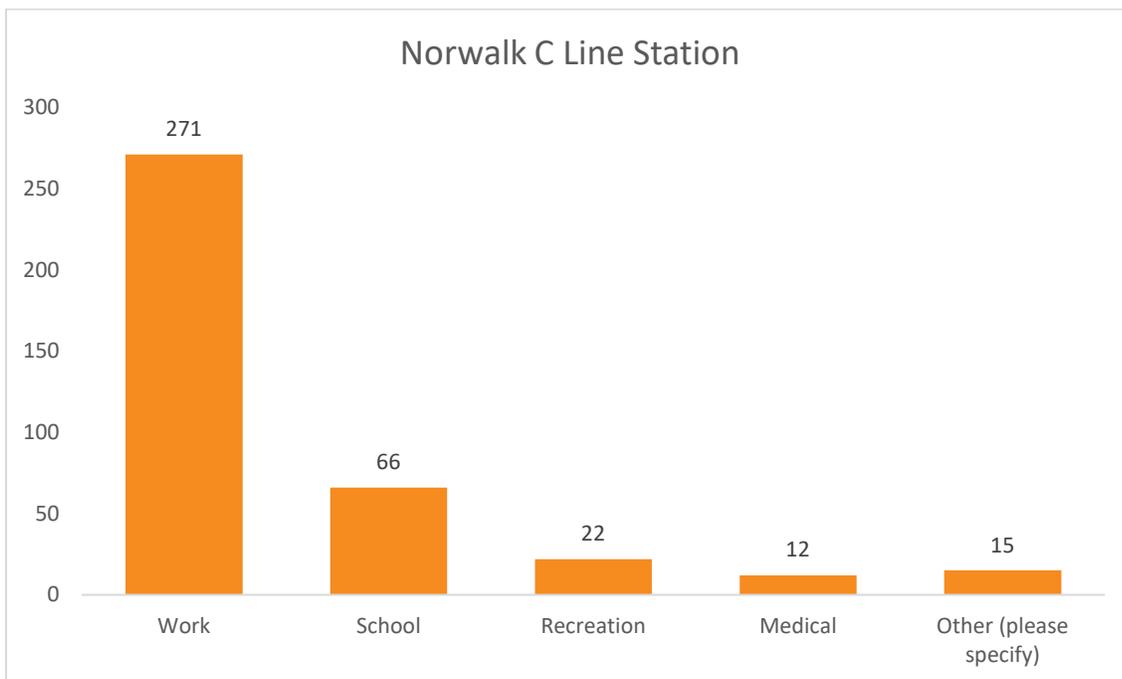
## Reasons for Traveling

### I am at this station because...



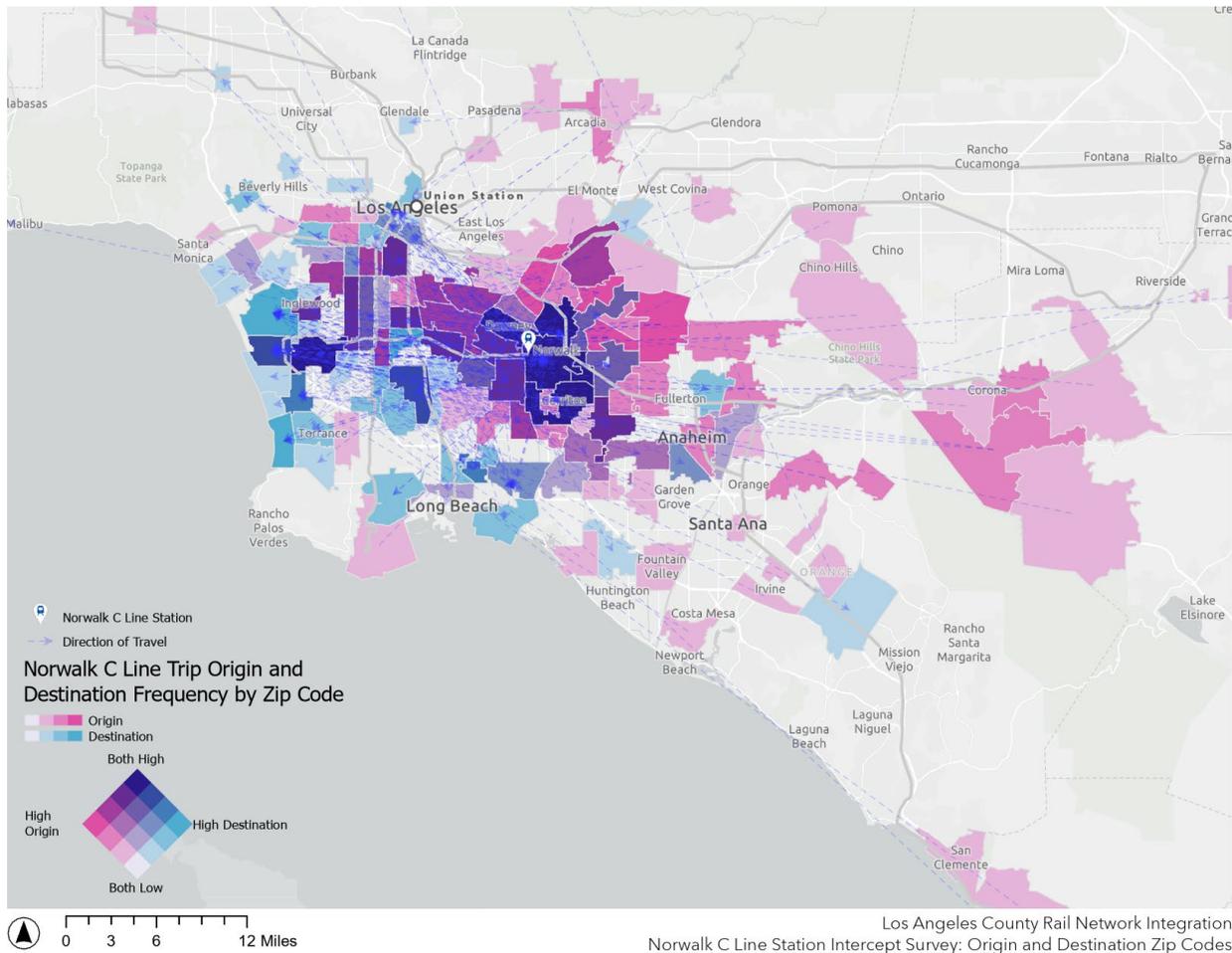
Of the 337 respondents to this question, over half were at this location because it is where they were beginning their transit trip, while about one-third were transferring.

### Why are you traveling?



Of the 337 respondents to this question, over three-quarters were traveling to work, and around 20% were traveling to school. A common write-in response was visiting family.

**Generally, where are you traveling to and from?**

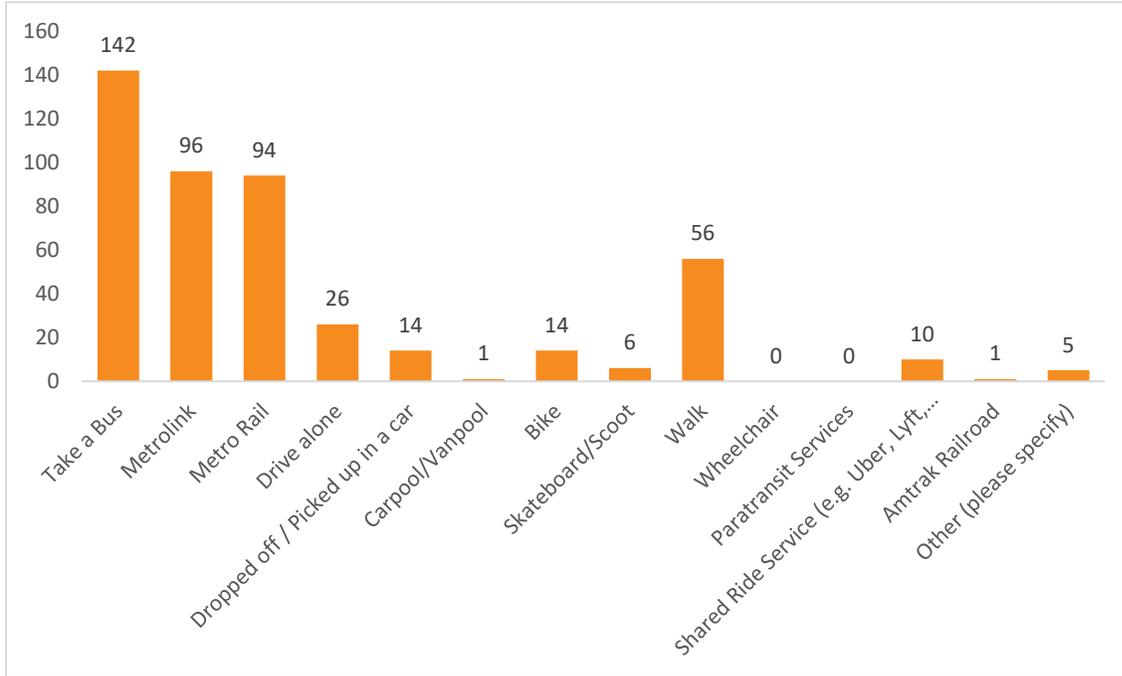


The map above shows the most frequent origin (in pink) and destination (in cyan) zip codes by quantile. Zip codes with high frequencies of both are shown in darker purple and blue. The direction of travel, showing start and end zip codes, is shown with light purple dashed lines. The approximate straight-line average length of travel was 7.6 miles and the median was 6.6 miles. Over a third of respondents (112 of 307 respondents) started or ended their trip in the three zip codes within one-half mile of the station (90650, 90242, and 90706).

Travel was distributed across the southern half of Los Angeles County from the coast to western Riverside County and extending throughout Orange County. Within Los Angeles County there were concentrations of high origins and destinations in Hawthorne, Compton, Lynwood, Inglewood, Downey, Santa Fe Springs, Cerritos, and Bellflower. Common origin locations were northeast of the station in Whittier, Pico Rivera, and La Habra. Common destinations were west and south – near LAX, reachable by the C Line, Redondo Beach, and Long Beach.

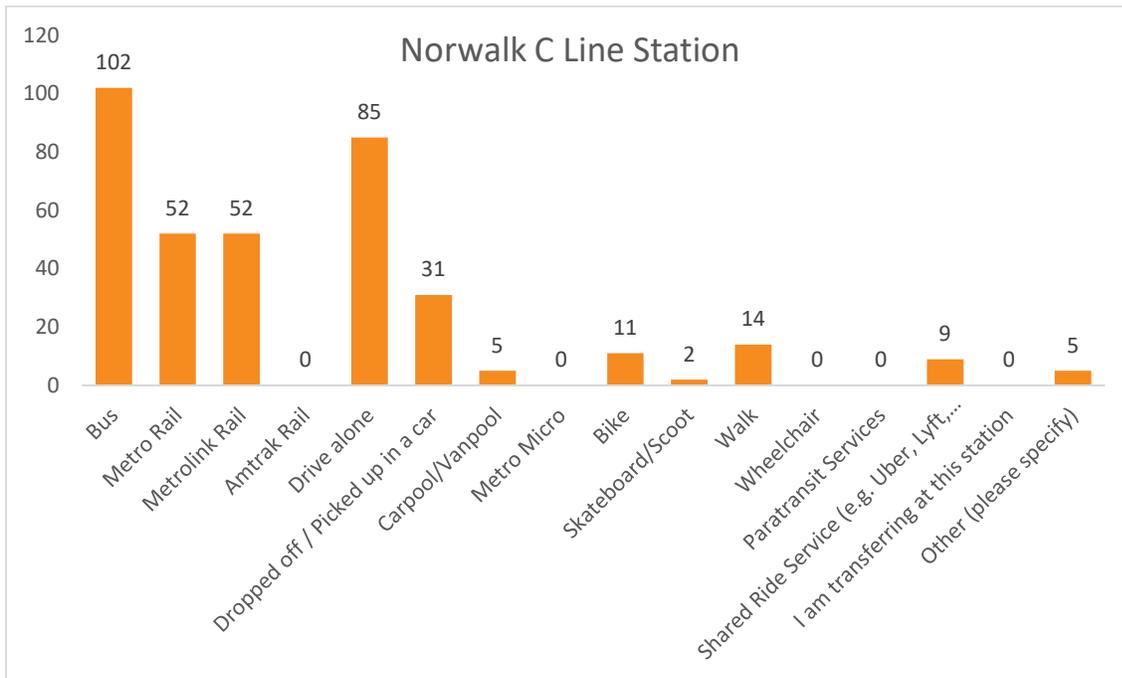
## Getting To and From Transit

### **From here I am going to....**



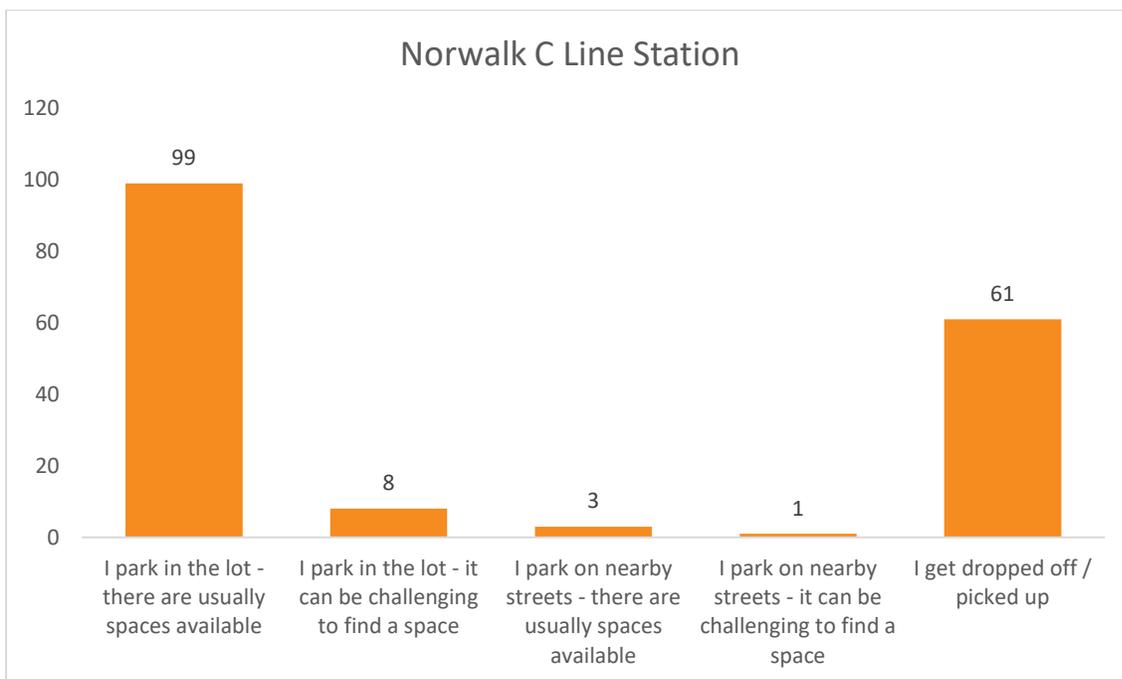
Of the 465 respondents to this question, one-third took a bus to their next location, one quarter were traveling from the station using Metro Rail, one quarter were traveling from the station using Metrolink and 12% walked to their next location.

**I got to this station by....**



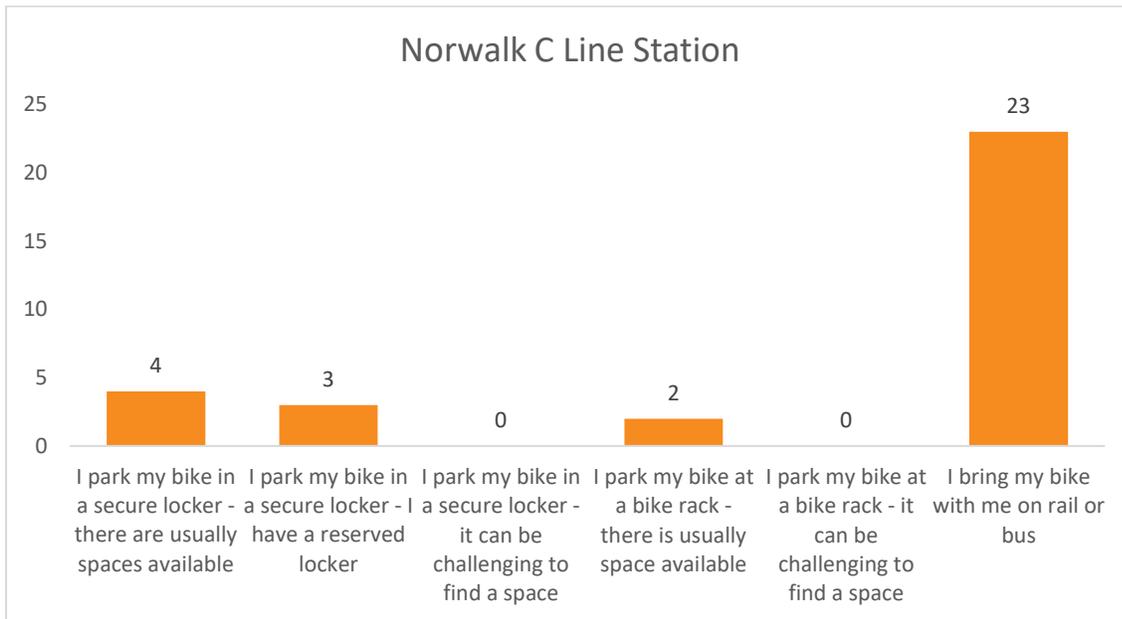
Of the 251 respondents to this question, over one-third got to the station by bus, one-third got to the station by driving alone, and almost one-quarter got to the station by Metrolink Rail or Metrolink.

**If arriving or departing in a vehicle at this station...**



Of the 172 respondents for whom this question was applicable, over half park in the lot and have few challenges finding a spot, and over a third get dropped off or picked up.

**If arriving or departing on a bike at this station...**



Of the 32 respondents for whom this question was applicable, over two-thirds bring their bike on the bus or rail.

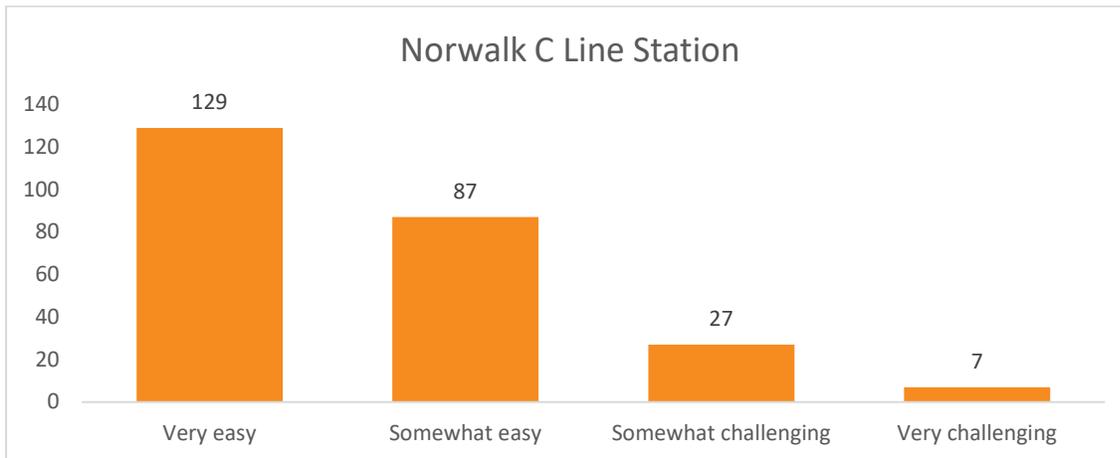
**Is there anything you'd like us to know about the quality of vehicle and/or bike parking?**

Of those surveyed, 163 people responded to this question.

Major themes include:

- Operations (14)
  - Make parking cheaper/free (13)
- Station Accessibility (40)
  - More security needed (10)
  - Parking payment issue (4)
  - There is enough parking (4)
  - Cleanliness (5)

In addition, respondees shared their local knowledge and recommended eliminating the requirement to pay for parking, adding more bike parking, adding options to pay for monthly parking passes online, adding clear signage to indicate where rideshare services should queue, and increasing the parking lot lighting.

**How easy or challenging is it to get to the station?**

Of the 250 respondents to this question, half found it very easy to get to the station, while a third found it somewhat easy.

**What makes getting to or from the station easy or challenging?**

Of those surveyed, 205 people responded to this question.

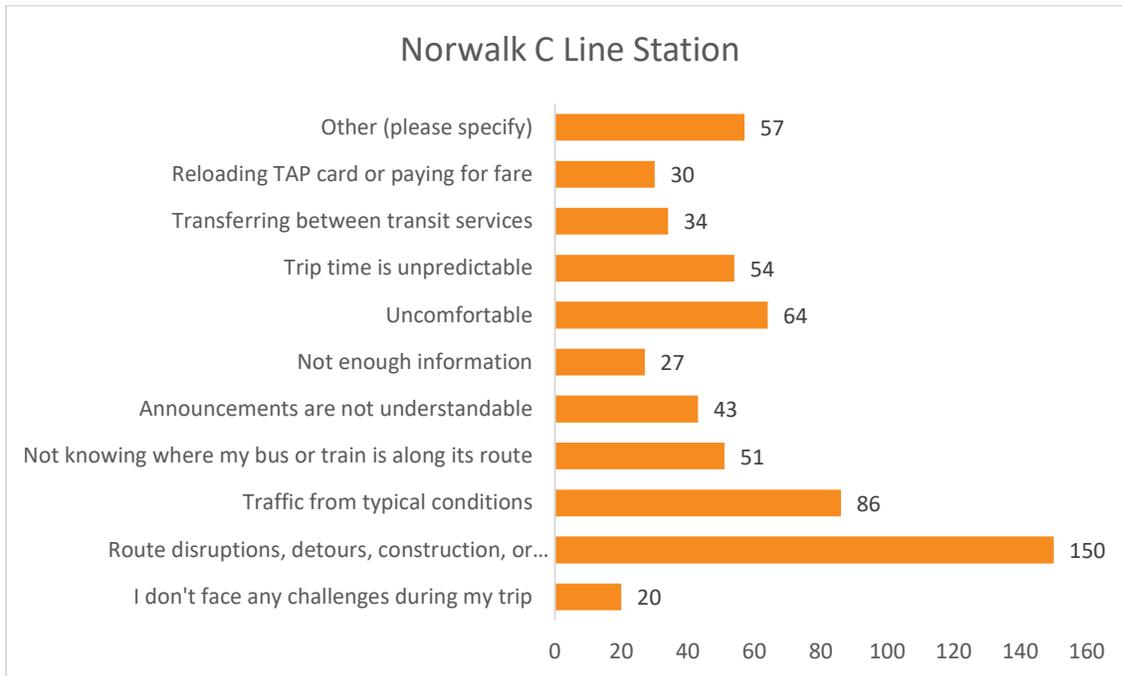
Major themes include:

- FLM (55)
  - congestion/traffic (22)
  - easy – location (18)
  - need better pedestrian infrastructure (7)
- Operations (62)
  - delays/schedule changes without warning (12)
  - need more frequency (13)
  - easy – location (8)

In addition, respondees shared their local knowledge and shared that *“People are forced to park on Studebaker and walk illegally along the 105 freeway to get to the station. Big hazard for pedestrians because there is no designated shoulder lane. Parking on Studebaker is impossible to find because of all of the neighboring residential homes. Please install a parking structure as soon as possible.”* Another noted *“When traveling locally it is hard to leave the station walking[–] there is only one street out, but it adds a long walk around. [I]wish there was a better pedestrian exit by Foster Road.”* Another noted that *“[i]t can be a little hard to access so the Ubers take a weird turn.”*

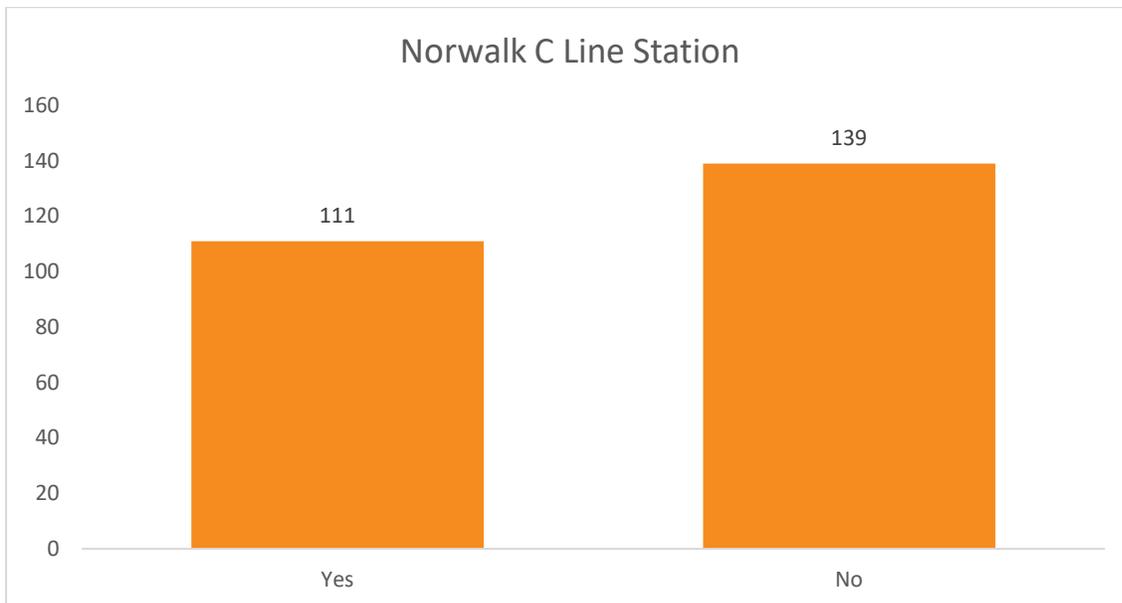
## Taking Transit

**Please select any challenges you might face during your trip.**



Of the 251 respondents to this question, over half stated that route disruptions were a challenge. As there were 616 responses, each person had over two pain points faced during their trip on average and only 8% experienced zero pain points.

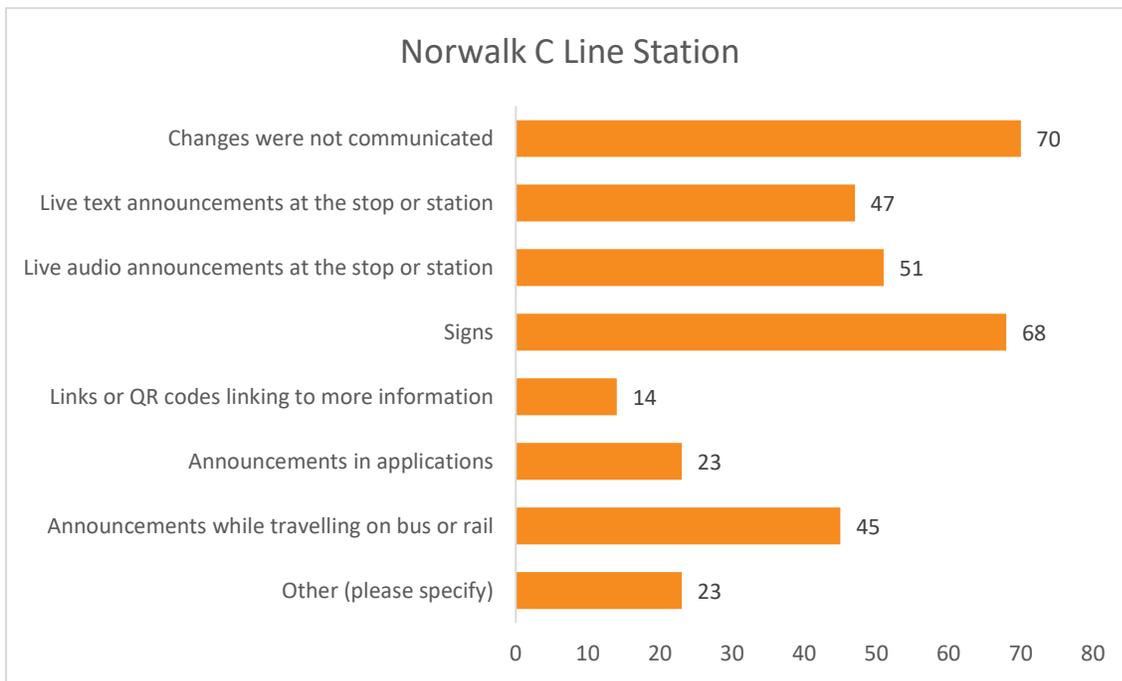
**Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?**



Of the 250 respondents to this question, 44% indicated that there were route disruptions that

regularly or recently took place around this station area.

**Were these route disruptions, detours, construction, or slowdowns communicated?**



Of the 234 respondents to this question, almost one-third learned about the disruptions through signs, almost a third said that changes were not communicated, and almost a quarter learned about changes through live audio announcements.

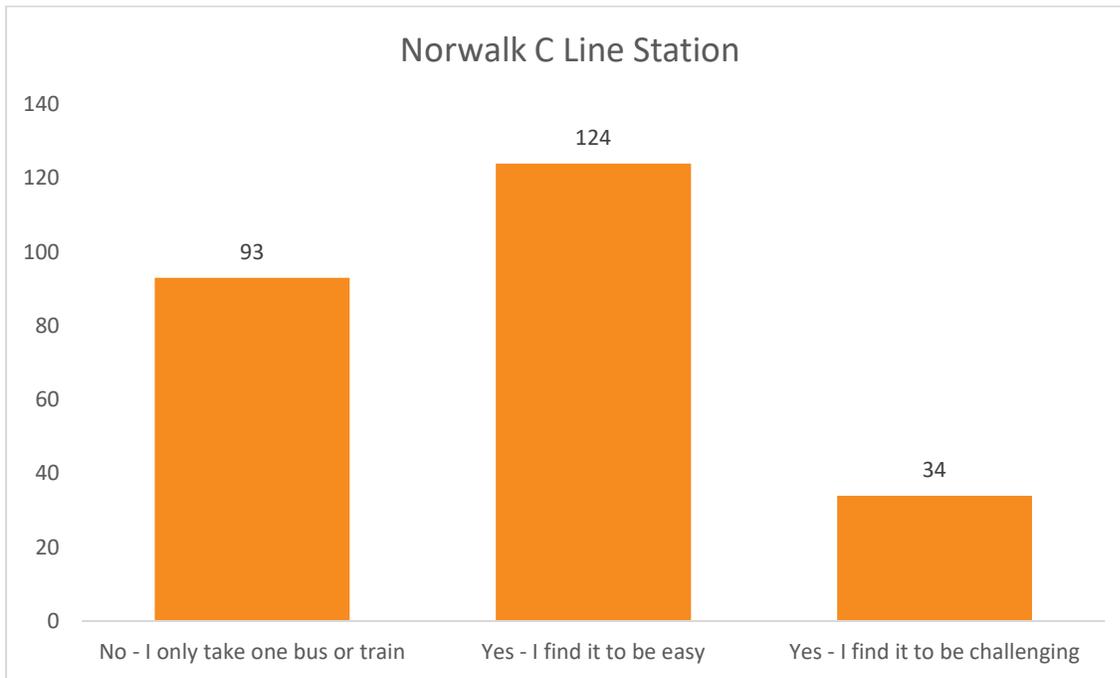
**Is there anything else you'd like us to know about challenges you face during your trip?**

Of those surveyed, 180 people responded to this question. Major themes include:

- Transit Experience (40)
  - Homeless population (23)
  - Cleanliness (7)

In addition, responders shared their local knowledge and noted that the elevators/escalators are not working or very dirty, the computer screens are not always functioning on the 5:15 a.m. train leaving Norwalk, and that there is overcrowding/insufficient busses on routes after 3:30 pm. Further, a large number of respondents complained that the homeless individuals riding transit make the cars more unsanitary and less safe.

**Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail**



Of the 251 respondents to this question, half transfer and find it to be easy, while over a third do not transfer and over one-eighth find it challenging.

**What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)**

Of those surveyed, 187 people responded to this question. Major themes include:

- Transfers (53)
  - Easy – general (25)
  - Easy – Info accessible (11)
  - Easy – Apps (4)
  - Easy – location (4)
- Operations (31)
  - Schedule coordination across platforms/services needed (14)
  - Bus takes too long (6)
  - Customer Information (17)
  - Easy – Apps (9)
  - Wayfinding/signage needed (5)

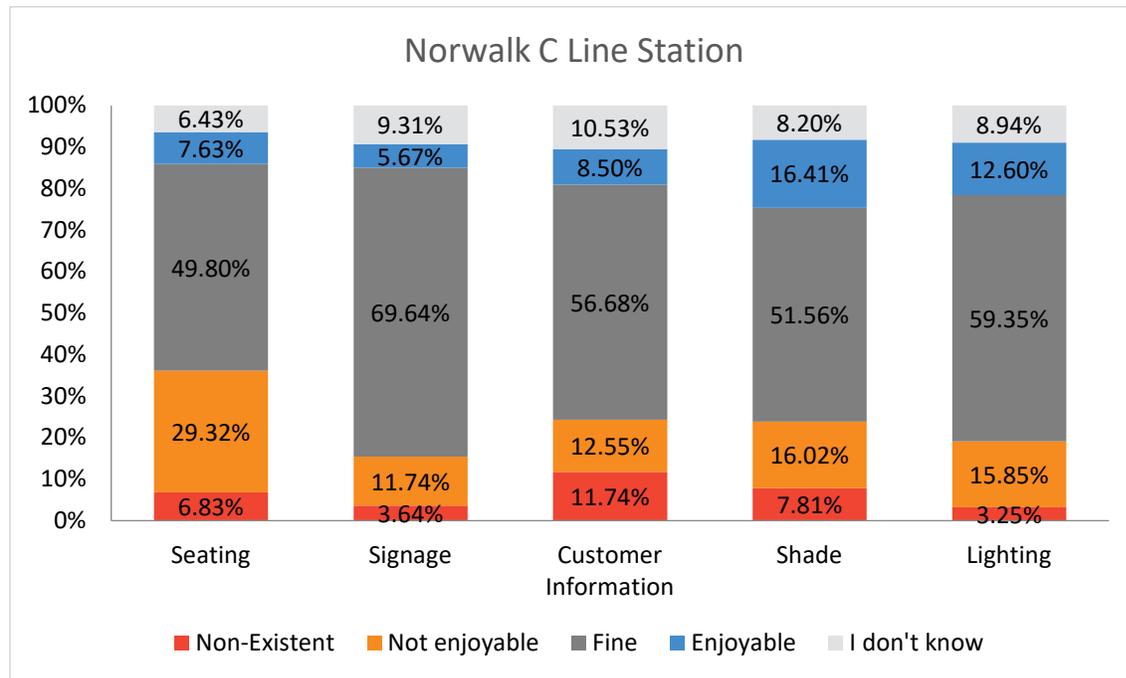
In addition, respondees shared their local knowledge and recommended splitting up route 460 into 4 lines (LA to Norwalk, Norwalk to LA, Norwalk to Disneyland, and Disneyland to Norwalk) given the current route is 2+ hours, renaming one of the 2 Bus Routes to prevent confusion, adding buses connecting Brea and La Habra to Norwalk, and improving the ADA accessibility at A Line and C Line stations.

One respondent noted that the “[b]us schedule and train schedule don't seem to align, making it

easy to miss [their] bus and having to wait a long time to get the next one.” Another corroborated this, saying, “There some buses that are slow and we miss the transfer, for example, bus 260 that connects with La Alondra at 6:17 am, does not get there on time after they changed the driver. It is impossible to take that route.”

## Station Amenities

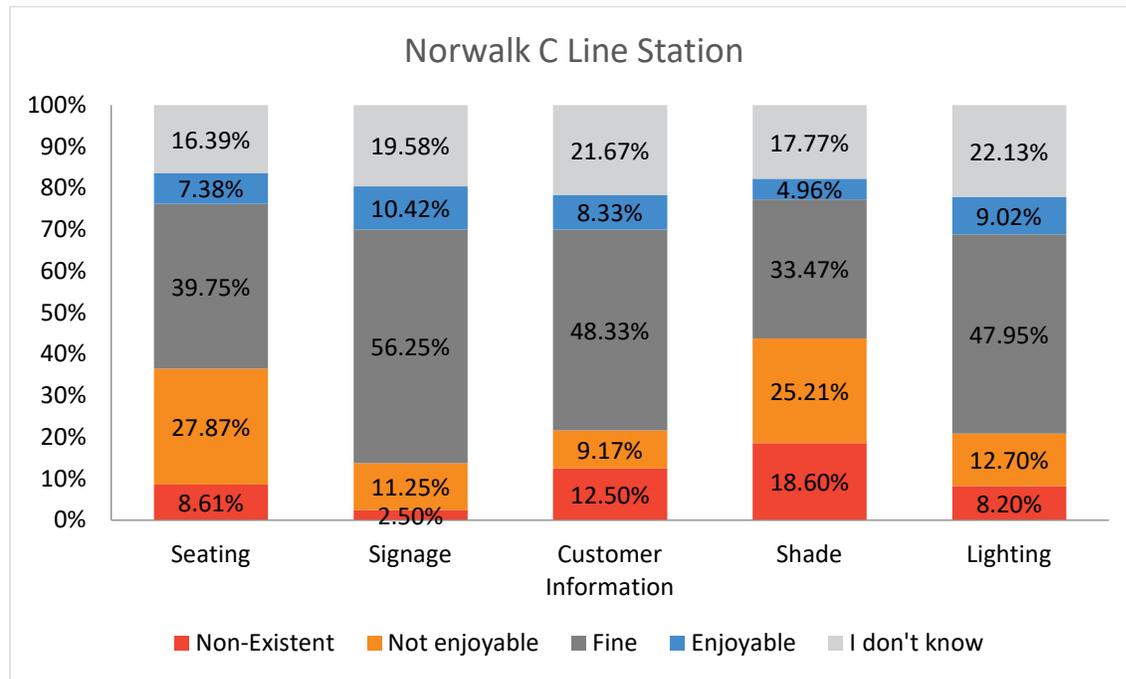
### For the rail station, how would you characterize the following amenities?



Of those surveyed, 256 people responded to this question. Over one-third of respondents rated the seating as non-existent or not enjoyable, and almost a quarter rated the customer information as non-existent or not enjoyable. Signage and lighting fared better, with around three-quarters of respondents rating these amenities as either fine or enjoyable.

In addition, respondents shared their local knowledge and noted that Wi-Fi is always disconnected, signage should clearly display which train should be boarded to access LAX, and both transit vehicles and station boarding areas are consistently unclean. Recommendations included adding an emergency button for security to be called, a sound wall to protect from freeway noise, bathrooms, more seating, and real-time signage at boarding locations.

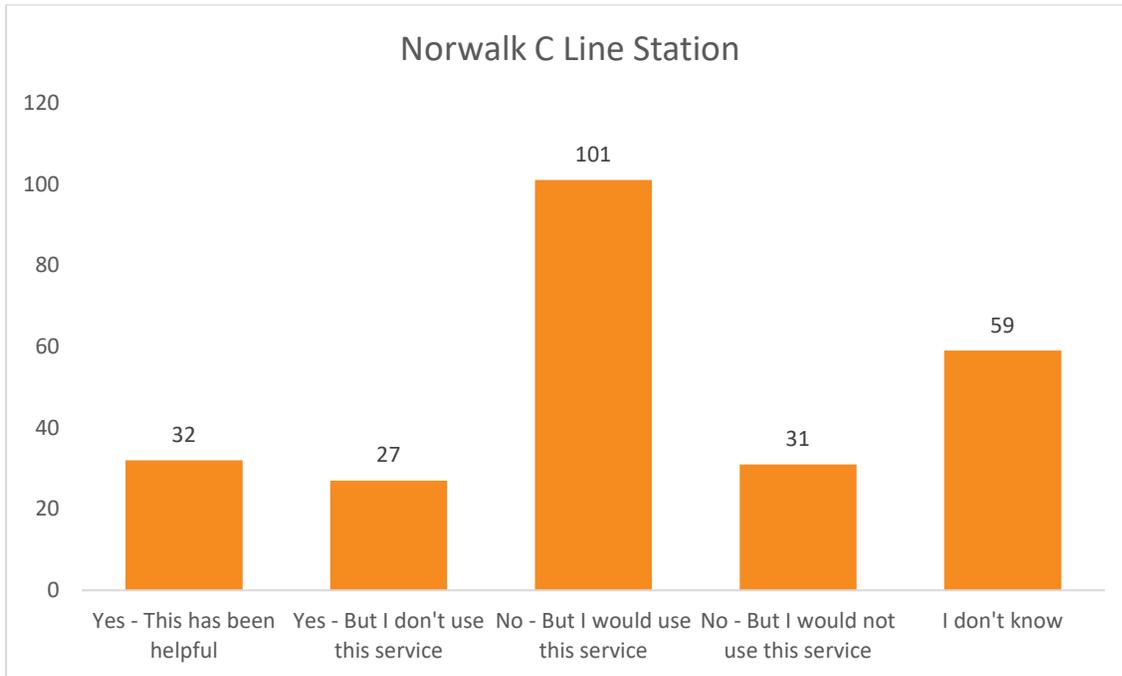
**For the bus stops at the station, how would you characterize the following amenities?**



Of those surveyed, 244 people responded to this question. Almost a quarter of respondents were not familiar with the bus amenities at the station. Over one-third of respondents rated the seating as non-existent or not enjoyable, and over a third rated the shade as non-existent or not enjoyable. Signage and lighting fared slightly better, with around two-thirds of respondents rating signage as fine or enjoyable and over half rating lighting as fine or enjoyable.

In addition, respondees shared their local knowledge and recommended adding more lighting, regular cleaning, shade, seating, and bathrooms. One respondent requested more frequency for the 232 line, given its popularity, and suggested that Metro conduct an audit to figure out the reason for frequent delays.

**Do you know if there is a regular station attendant to provide information or assistance at this station?**



Of those surveyed, 250 people responded to this question. Of those who are aware of this service, half indicated its usefulness, and half of users indicated that they do not use it. Of all respondents, 40% either would use the service if it existed.

**Is there anything else you'd like us to know?**

Of those surveyed, 142 people responded to this question.

Major themes include:

- Station Boarding Area (18)
  - Cleanliness needed (2)
  - More security needed (3)
- Transit Experience (13)
  - More security needed (7)
  - Cleanliness needed (3)
- Other (20)
  - More security needed (4)
  - Safety needed (4)
  - delays/schedule changes without warning (4)

In addition, respondees shared their local knowledge. Respondees recommended:

- Improving on-train announcements for C Line travel between Norwalk and Redondo Beach
- Adding an express bus service running between Norwalk C Line station and the Norwalk/Santa Fe Springs Station or extending the C Line to the Norwalk/Santa Fe Springs regional rail station

- Font size on signage should be increased
- Using new signage to provide additional shading
- Increasing security to make people feel safer and prevent riders from evading the fares
- Adding a direct route from Norwalk to Disneyland
- Add ways to report issues in-app (graffiti, elevator malfunctions, etc.)
- Weekend routes
- Making sure that all buses can take TAP cards for transfers so there is no duplication of fares.

# Appendix A - CBO Engagement Workshop Powerpoints – Round 1

## **Appendix B** - CBO Engagement Workshop Powerpoints – Round 2

## **Appendix C** - CBO Engagement Workshop Feedback

## Appendix D - CBO Survey Responses

## Appendix E - Blank CBO Survey

## Appendix F - Intercept Survey Responses

## Appendix G - Blank Intercept Surveys

## **Appendix A** - CBO Engagement Workshop Powerpoints – Round 1



# Los Angeles County Rail Network Integration Study

FOCUS GROUP MEETING #1

August 15, 2023



# Agenda

10:00am	Welcome Remarks/Introductions
10:05am	CBO Focus Group goals, roles, and responsibilities
10:10am	Project Overview
10:15am	Plenary Session: Systemwide Trip Planning Issues and Opportunities
10:40am	Breakout Groups: Station User & Community Experience <ul style="list-style-type: none"><li>• Van Nuys Station &amp; Downtown Burbank Station</li><li>• Burbank Airport Stations</li><li>• Norwalk stations (Metrolink, Metro C Line)</li></ul>
11:45am	Report Out on Breakout Group Discussions
11:55am	Q&A and next steps



# Introductions

- > Name
- > Organization and community that you are representing
- > Describe your vision for an integrated rail network in LA County



# Roles and Responsibilities

Participants in the focus group will:

- > Review and provide feedback on study findings
- > Identify any additional challenges and opportunities for the three primary study areas
- > Share what community-oriented priorities you have heard around integrating the transit network in our region
- > Explore potential strategies for implementing recommendations



# Code of Conduct

**Metro is committed to ensuring that all participants can fairly and clearly share ideas, comments and concerns about this project. To provide a safe and equitable process, we are asking for your help.**

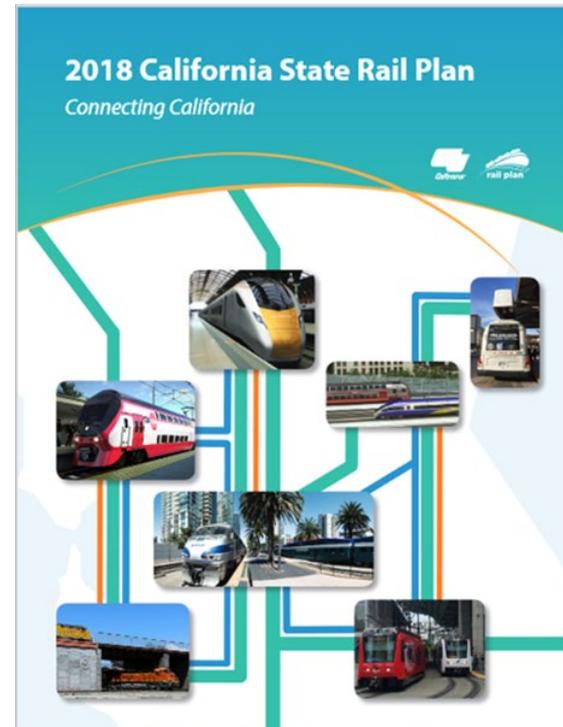
## **During this meeting, please:**

- > Respect the format of the meeting and allow everyone an opportunity to comment
- > Turn off cell phones and background noise when speaking
- > Treat fellow community members, agency representatives, Metro staff and others with respect
- > Address all comments to Metro staff and consultants – not to other attendees
- > Maintain a conversational tone



# Study Background

- > Metro received 2018 TIRCP grants, including \$1.08B for new transit capital improvements and \$7M funding for network integration
- > To explore opportunities for integrating Metro's system with SCRRRA's programs and CAHSR project investments
- > To Implement the 2018 State Rail Plan and improve passenger mobility, accessibility, and transfers in L.A. County



(Source: <https://dot.ca.gov/>)

# Study Goals

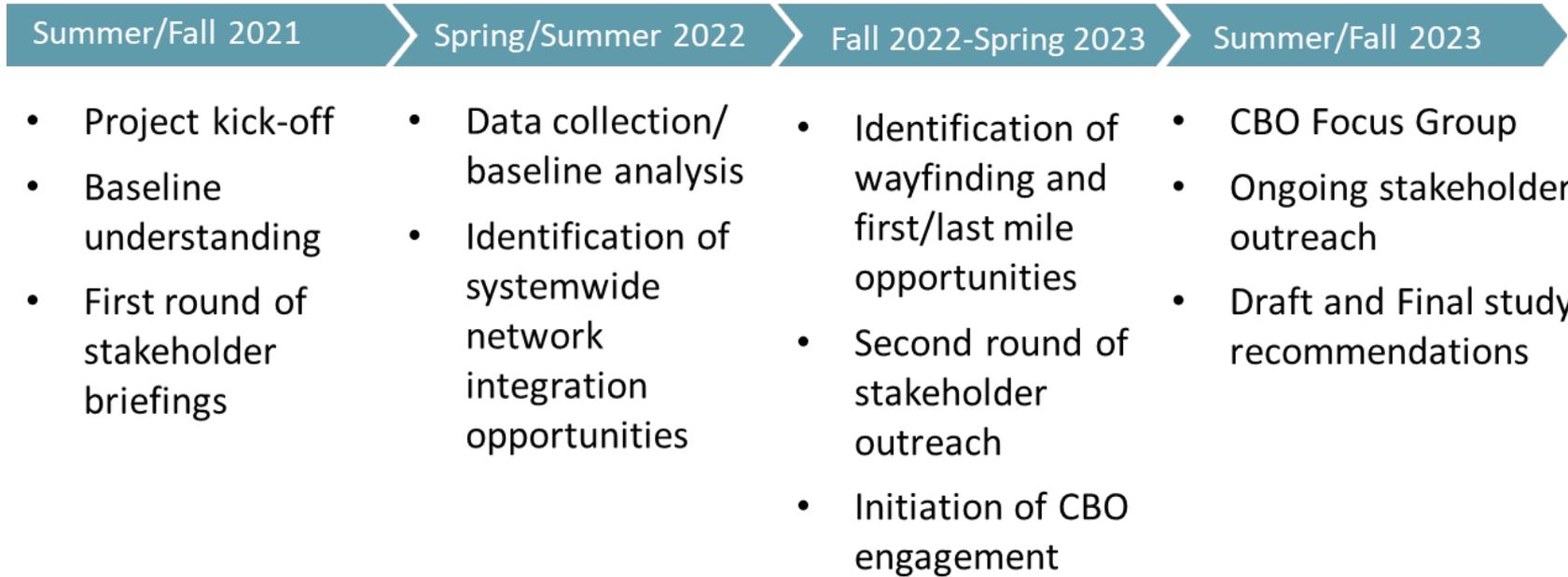
- > Understand needs and priorities for network integration (state, regional, local)
  - > Facilitate interagency coordination on infrastructure investments
  - > Identify express bus routes for connecting communities and regional destinations
- > Focus on 3 regional hubs with the greatest opportunities for transfers between the state and regional rail systems outside of Downtown Los Angeles – **Van Nuys, Burbank, Norwalk**
  - > Develop network integration recommendations, with considerations for equity, sustainability, and benefits/costs



(Source: CRA)



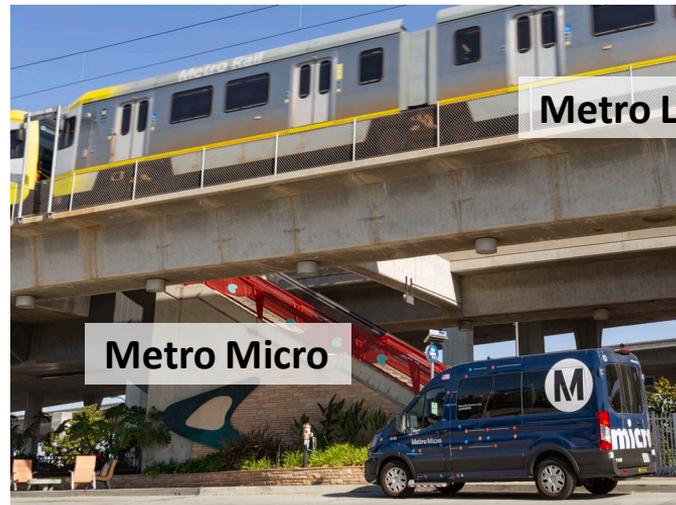
# Project Timeline



# Plenary Session

**Discussion: Regional Transit Network Information**

# What modes of transit are used?



# What information and tools are needed to plan trips?

General Information



Disruptions

Ticketing

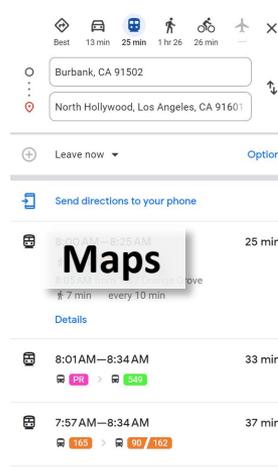


Costs

Travel information

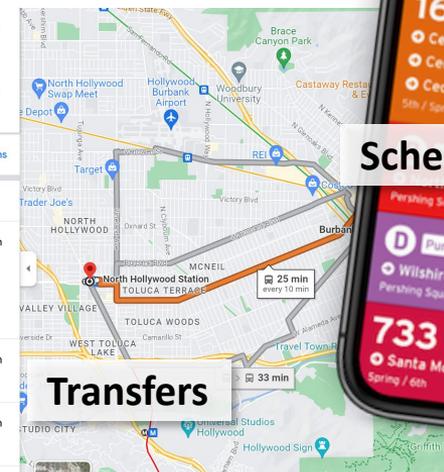
Bike or Vehicle Parking

Phone Apps



Maps

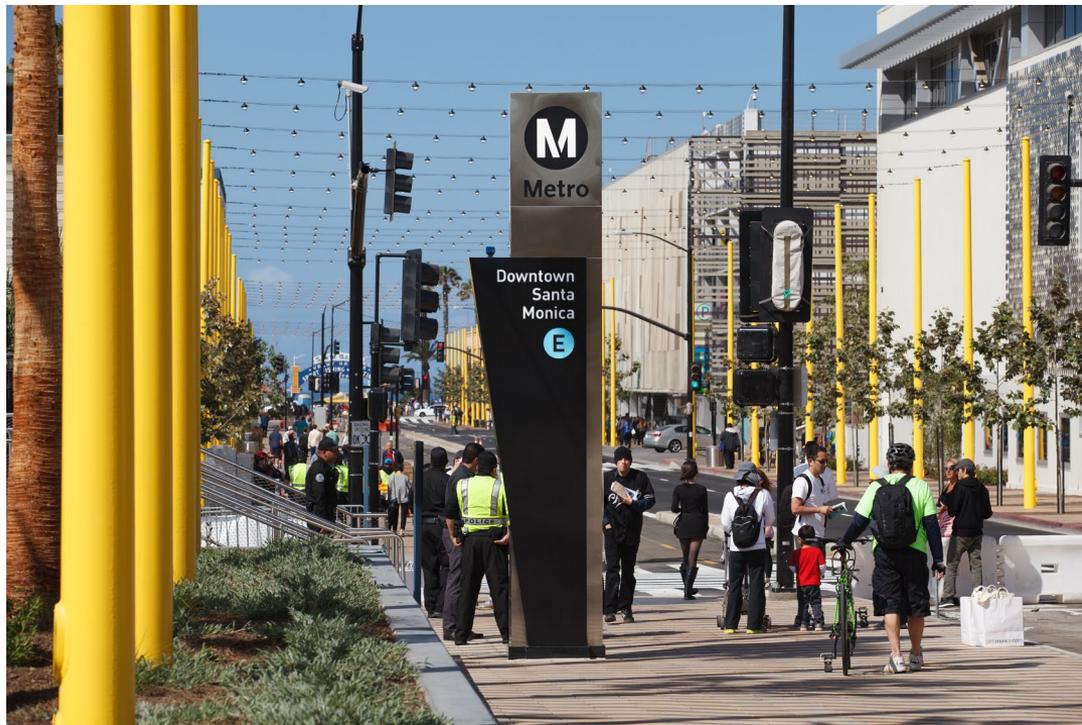
Transfers



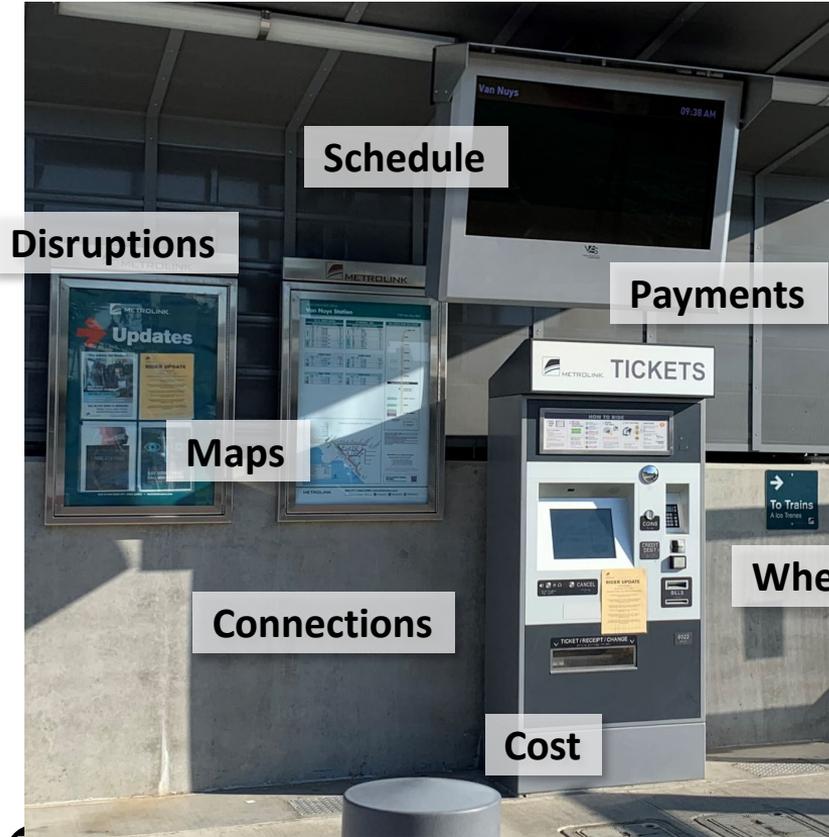
Schedule



# What are the challenges getting to or from transit?



# What information is needed while traveling?



*Are there any challenges while traveling or transferring?*



# Breakout Groups: Station User & Community Experience



## GROUP 1

Part 1 (10:40 – 11:10)

**Van Nuys Station**

Part 2 (11:15 – 11:45)

**Downtown Burbank Station**

## GROUP 2

Part 1 (10:40 – 11:10)

**Burbank Airport North Station**

Part 2 (11:15 – 11:45)

**Burbank Airport South Station**

## GROUP 3

Part 1 (10:40 – 11:10)

**Metro Norwalk C Line Station**

Part 2 (11:15 – 11:45)

**Norwalk/Santa Fe Springs  
Station**

*Please go to the table with the station you'd like to discuss  
You can change between Parts 1 and 2*



# Breakout Groups

*Please go to the table with the station you'd like to discuss  
You can change between Parts 1 and 2*

# Report Back & Next Steps

# Next Steps

- > Review CBO Focus Group feedback
- > Focus Group Round 2 on **September 12, 2023** (10am-noon)
- > Ongoing Agency Stakeholder Outreach
- > Draft Study Report in Fall 2023

If you haven't filled out the survey yet, please submit **the survey by the end of today, Tuesday, August 15, 2023**

[surveymonkey.com/r/RNI1](https://surveymonkey.com/r/RNI1)



# Contact Us



## Staff Contacts:

**Jill Y. Liu, Sr. Manager, Countywide Planning**

**Jefferson Isaí Rosa, Sr. Manager, Community Relations**

One Gateway Plaza, M/S 99-23-2

Los Angeles, CA 90012



213.922.4640



[RNIS@metro.net](mailto:RNIS@metro.net)



<https://www.metro.net/projects/los-angeles-county-rail-network-integration-study/>

# GROUP 1

**Station User/Community Experience Discussion:**

**Part 1:** Van Nuys Station

**Part 2:** Downtown Burbank Station

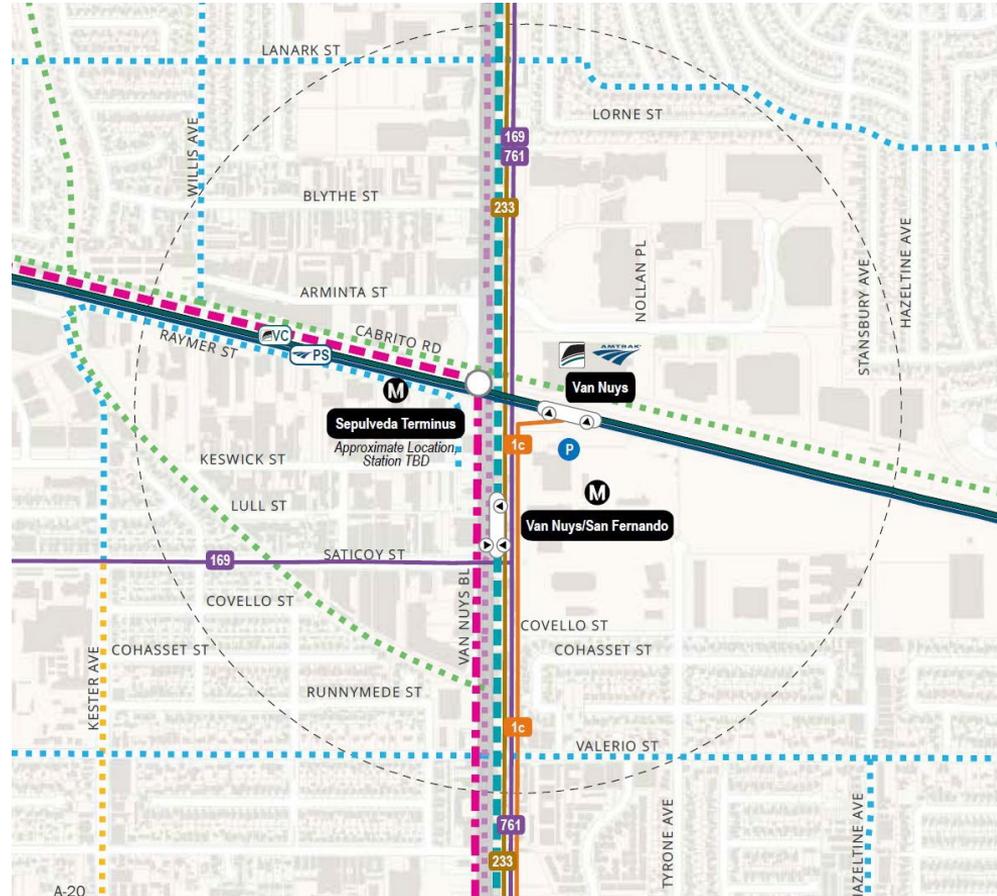
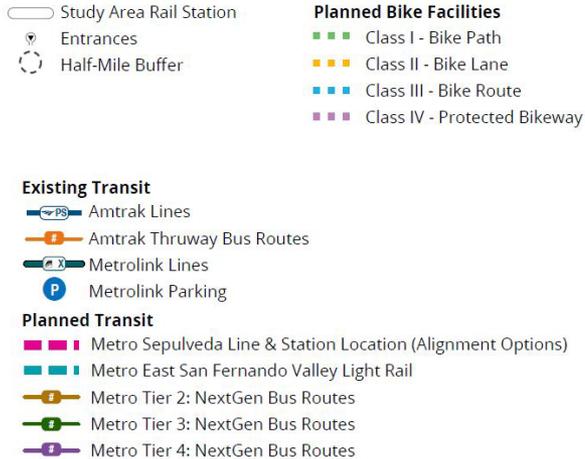
**Closing:** Report Back and Wrap Up

# Van Nuys Station Overview

## PART 1

### Van Nuys Station

- Metrolink and Amtrak Station
- Metro, LADOT's DASH, Amtrak Thruway buses
- Future East San Fernando Valley (ESFV) LRT Line
- Future start/end of the Sepulveda Line



# Van Nuys Station Area



# Van Nuys Station Area



Sepulveda Line (fut) M

ESFV LRT (fut) M

M Bus Bays

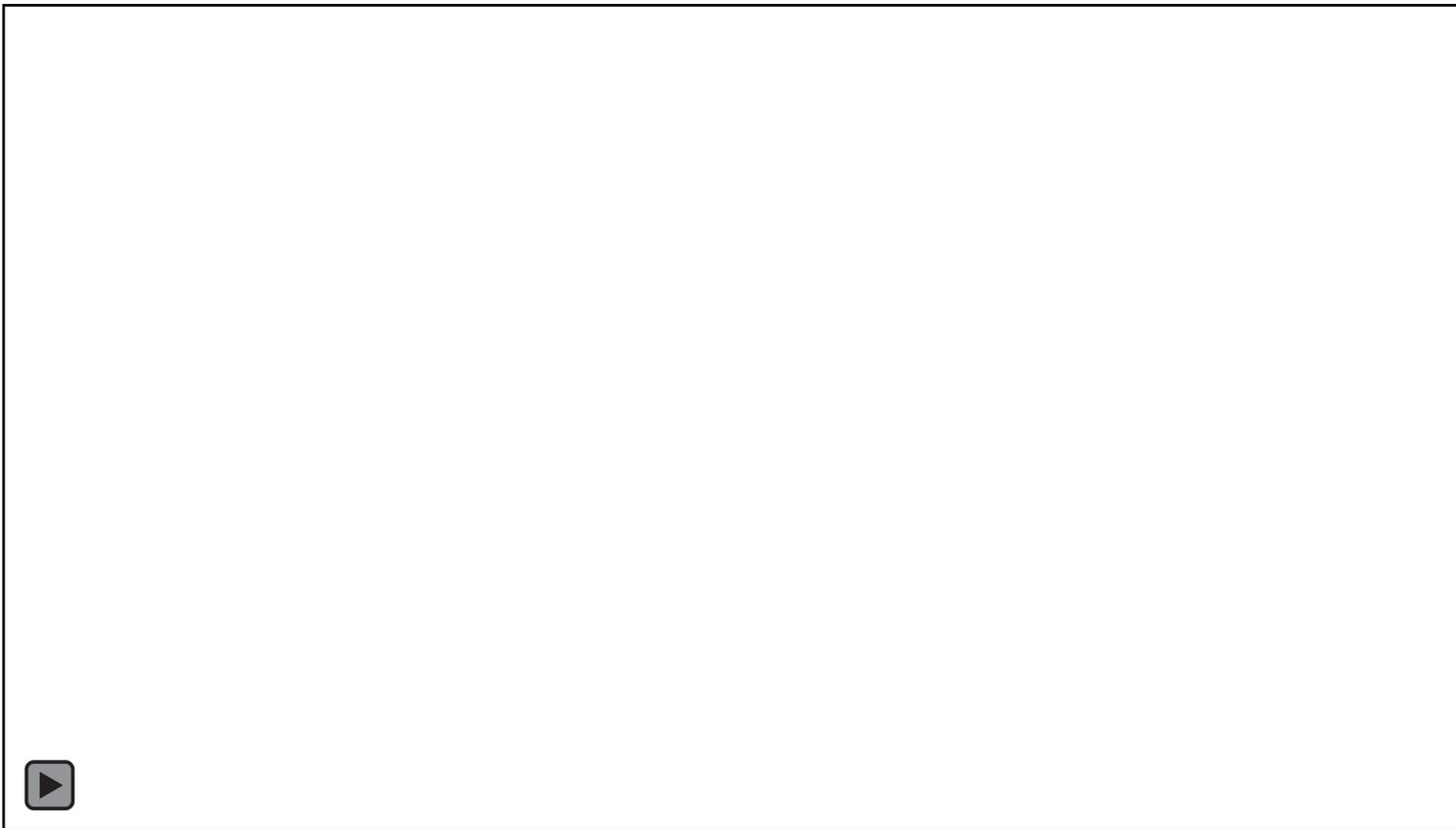
M



Platform

Parking

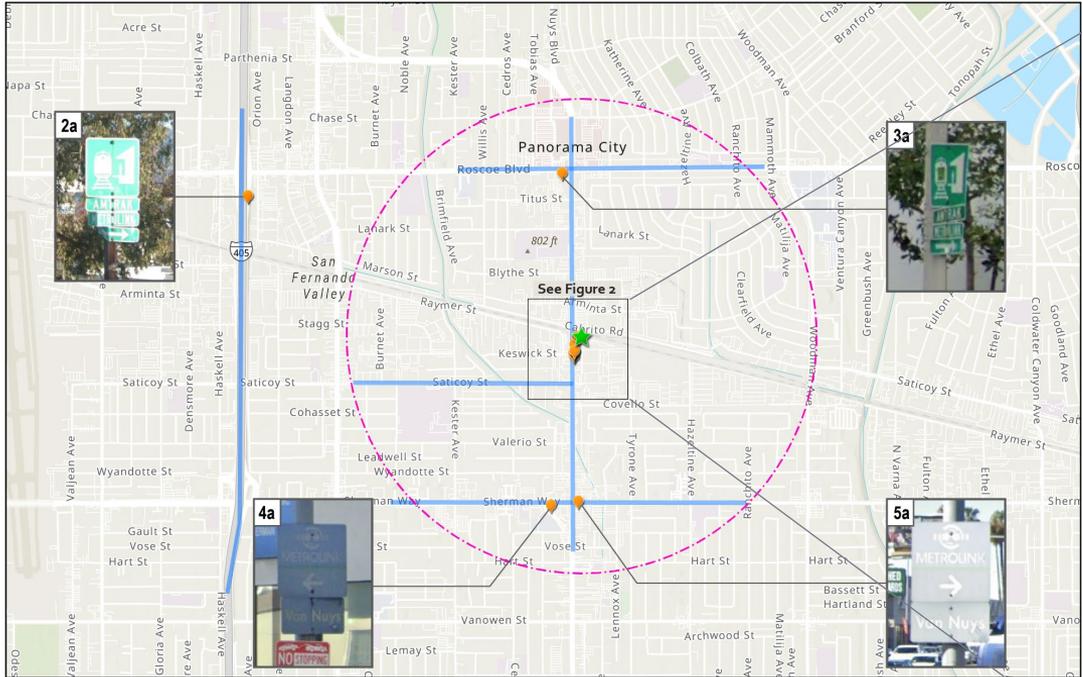
# Station Walkthrough



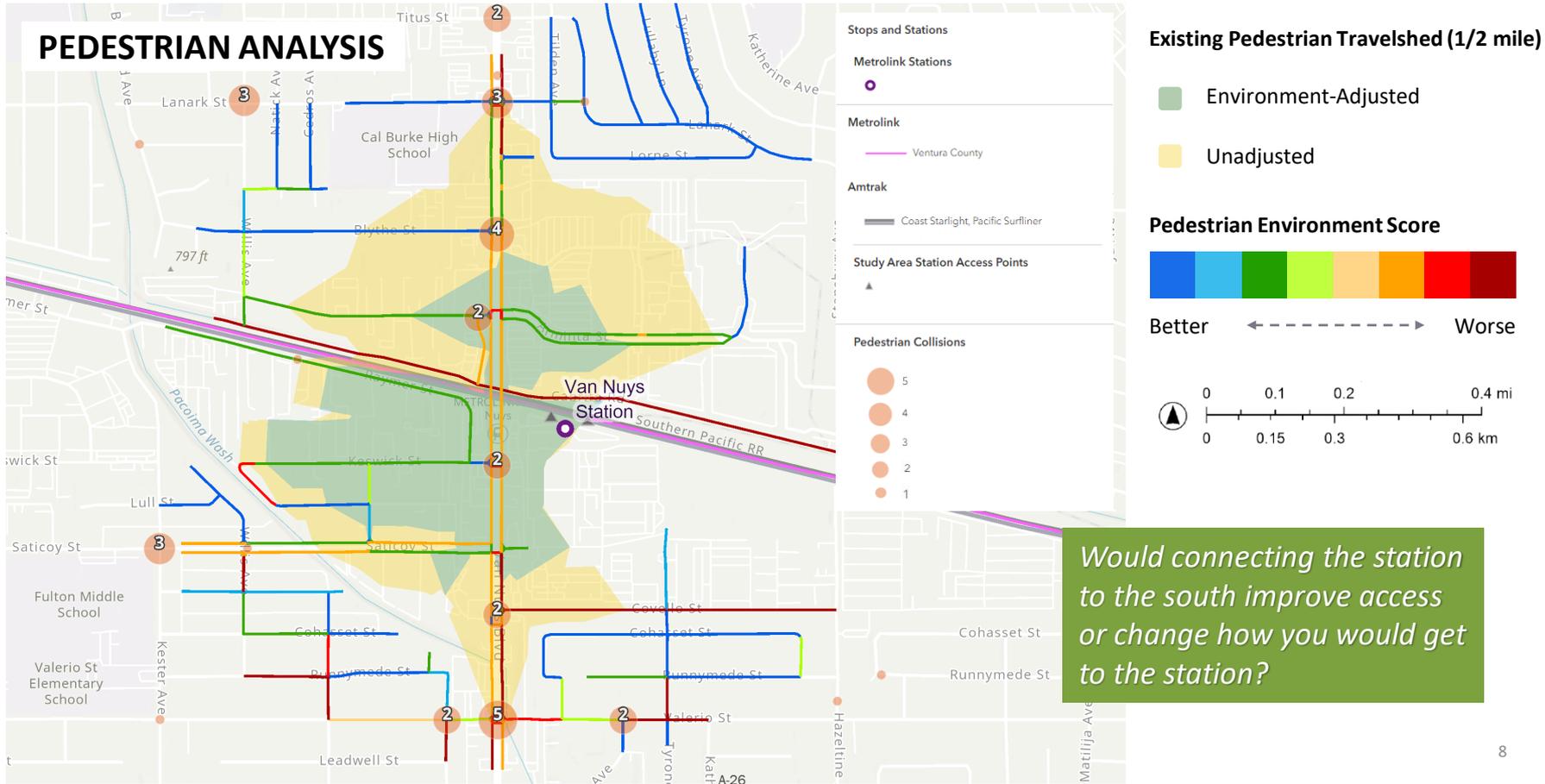
# How do/would you or your community get to the Station?



# Existing Wayfinding



# How easy or challenging is it to get to the station?



*Would connecting the station to the south improve access or change how you would get to the station?*



# Do the existing amenities serve your needs?



**Seating  
Shade**



**Wayfinding  
Lighting**



**Informational Signage**

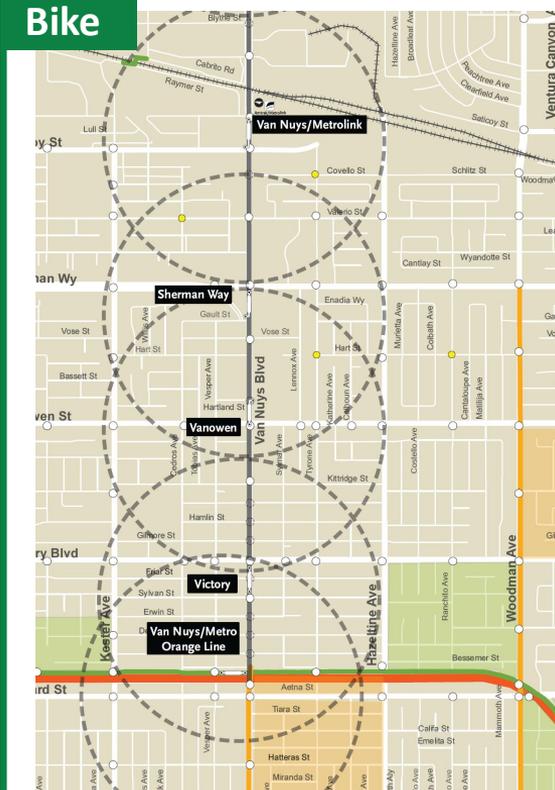


**Parking  
Fare Machines**



# How easy or challenging is it to transfer?

## Bike

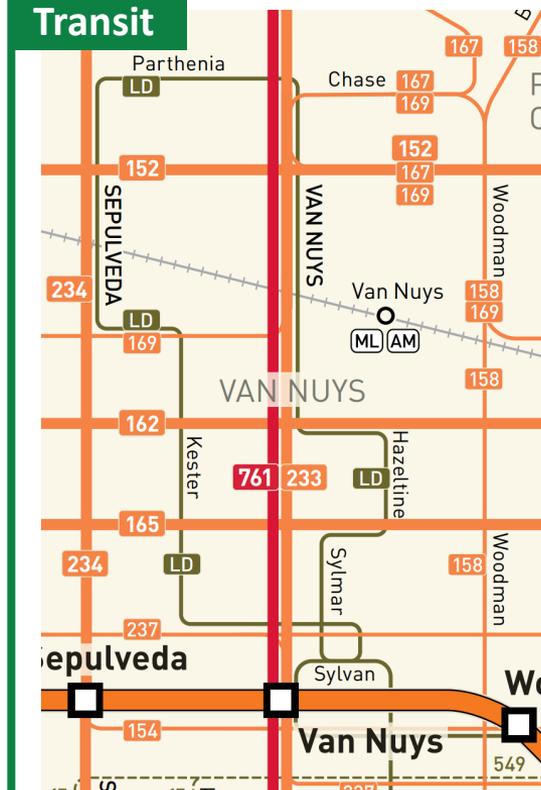


- ESFVTC Alignment
- - - - Metrolink Routes
- Proposed Station
- 1/2-Mile Station Area
- Orange Line

### Existing Wheel Facilities

- Class I Off-Street Path
- Class IV Protected Lanes
- Class II Striped Lanes
- Class III Wheel-Friendly Street

## Transit



### Metro Rail Lines

- Metro Rail Line & Station  
A B C D E K
- Metro Busway & Station  
G J

### Metro Bus Lines

- 754**  
**210** A thick line shows a frequency of 15 minutes or better.\*
- 209** A thin line shows a less frequent service.\*
- 211** A dashed line shows a part-time service.\*\*

\* Based on weekday peak and midday frequencies.  
\*\* Part-time means peak only or Owl (late night) services.

All information is subject to change. Before you go, check with Metro or your local transit operator for the latest updates.

### Municipal Bus Lines

- LD LADOT DASH
- 211 LADOT Commuter Express

AM Amtrak & Station

ML Metrolink & Station



# Open Discussion

What is the top thing you would change about this station for yourself and/or the communities you serve?



# GROUP 1

## **Station User/Community Experience Discussion:**

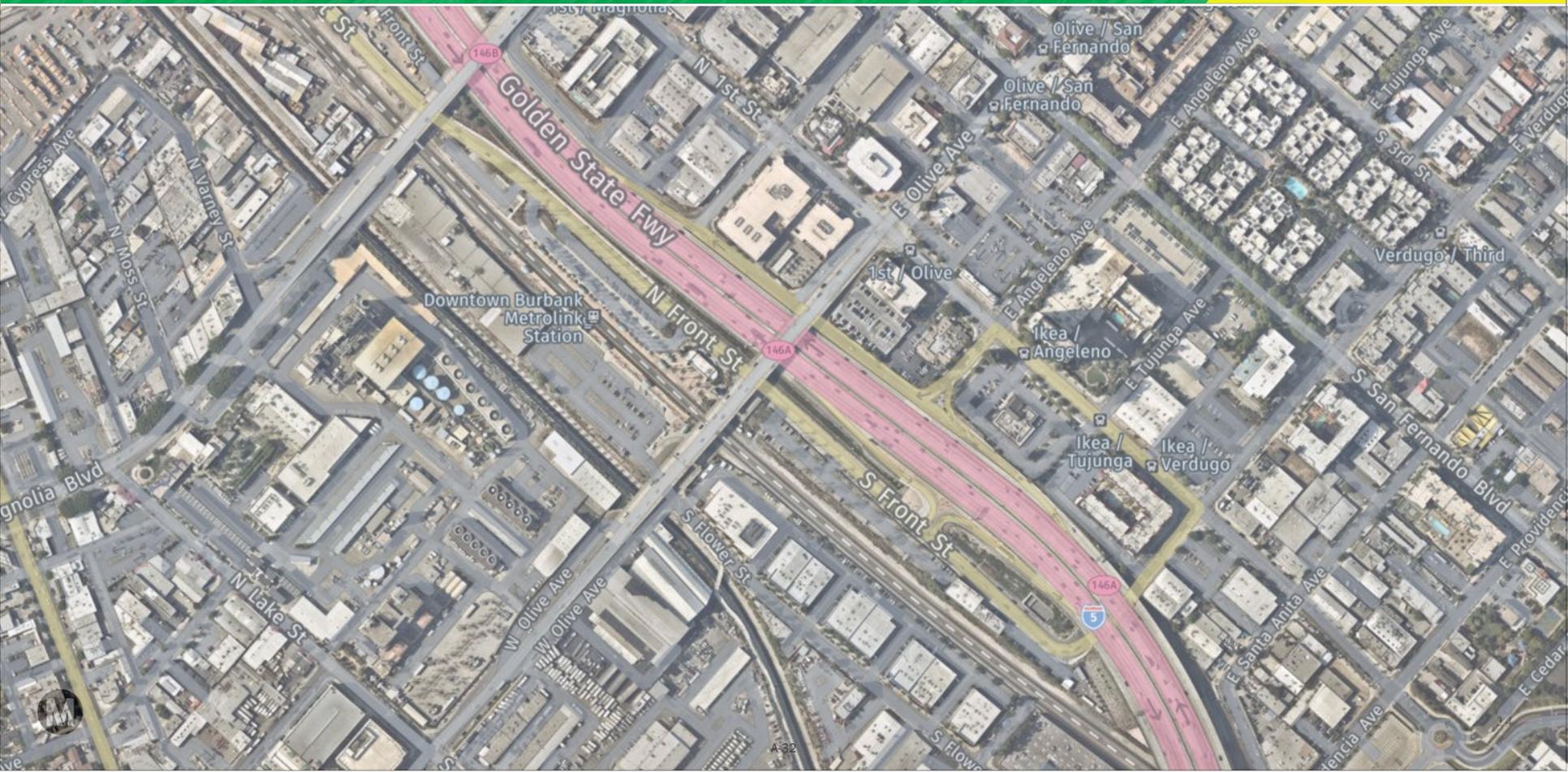
Part 1: Van Nuys Station

**Part 2: Downtown Burbank Station**

Closing: Report Back and Wrap Up

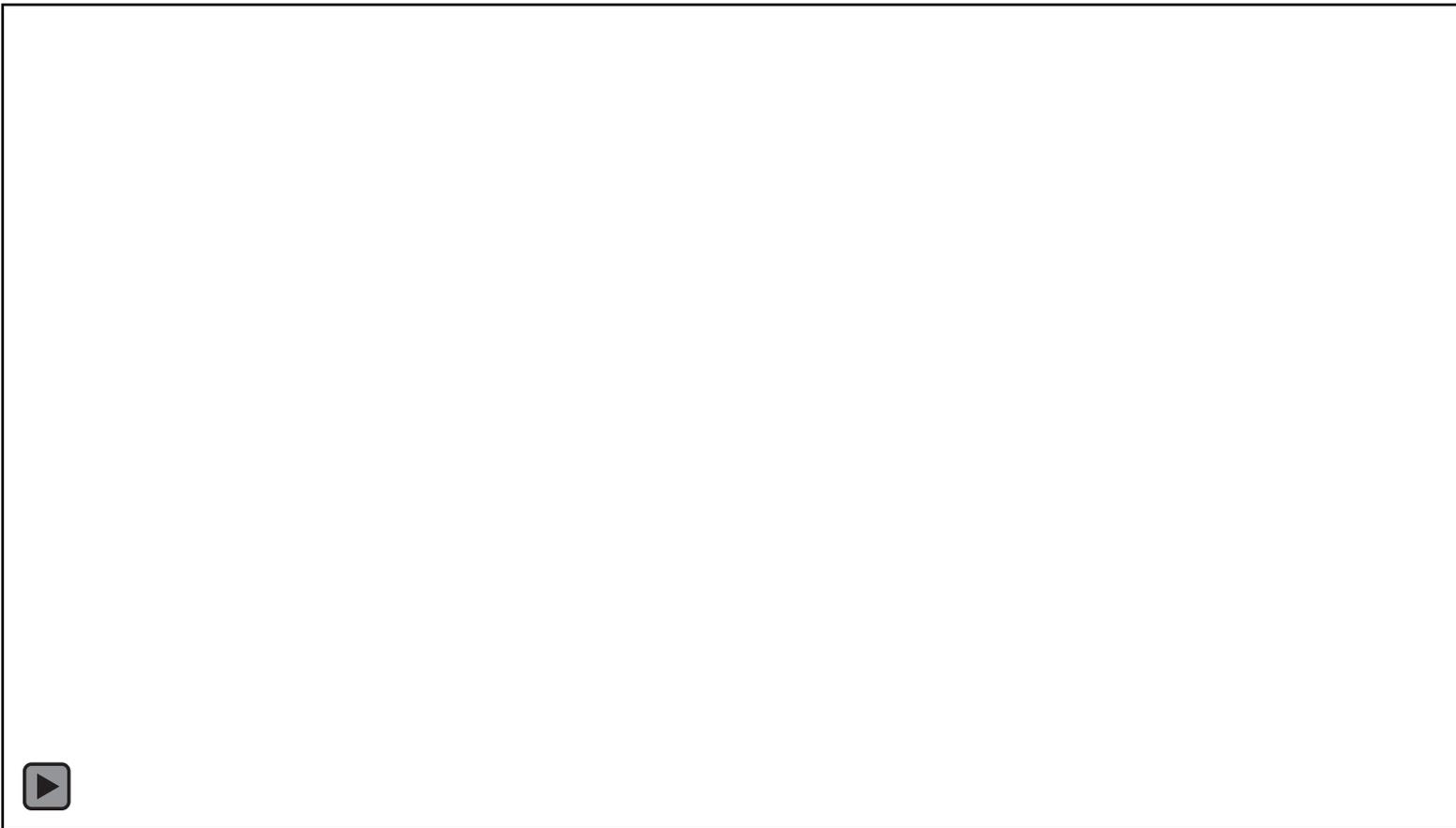


# Downtown Burbank Station Area





# Station Walkthrough



# How do/would you or your community get to the Station?

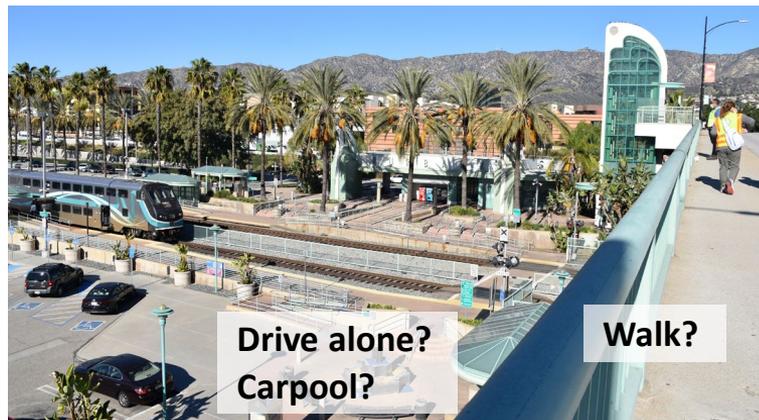


**Dropped off?**

**Metro  
Micro?**



**Bus?  
Rail?**



**Drive alone?  
Carpool?**

**Walk?**



The Burbank BikeStop is a high-capacity indoor bicycle parking facility located at the Downtown Burbank Metrolink Station. The facility is designed to meet the growing demand of commuters that bike to/from transit. The Burbank BikeStop helps us promote a healthier, more sustainable Burbank!

[burbankbike.org](http://burbankbike.org)

**Bike?  
Scoot?**

- 40 Bicycle Parking Spaces
- A Bicycle Repair Stand
- Built In Tools
- Temperature Controlled
- Secure Access with CCTV
- FREE to Use
- Registration Required

To become a registered user call (818)238-5250  
Or log on to [www.burbankbike.org](http://www.burbankbike.org)

# How do/would you or your community get to the Station?

*Is it easy to get to or from the station from Downtown Burbank? What would improve this connection?*







# Does the existing station serve your needs?



Seating  
Shade



Wayfinding  
Lighting

Ticketing  
Machines

Informational Signage



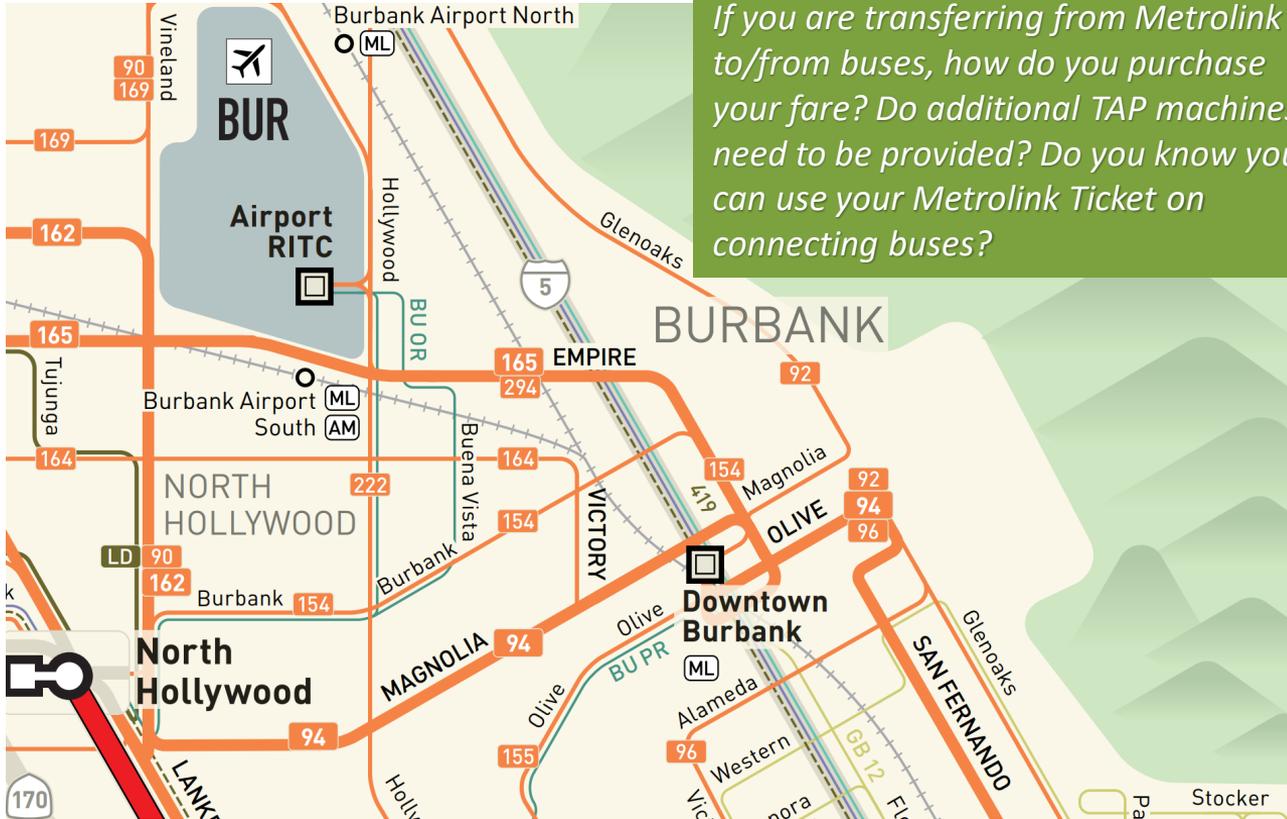
Bike or Vehicle Parking



Restrooms  
Water/Vending  
Machines



# How easy or challenging is it to transfer?



## Metro Rail Lines



A B C D E K



G J

## Metro Bus Lines

-  A **thick** line shows a frequency of 15 minutes or better.\*
-  A **thin** line shows a less frequent service.\*
-  A **dashed** line shows a part-time service.\*\*

\* Based on weekday peak and midday frequencies.  
 \*\* Part-time means peak only or Owl (late night) services.

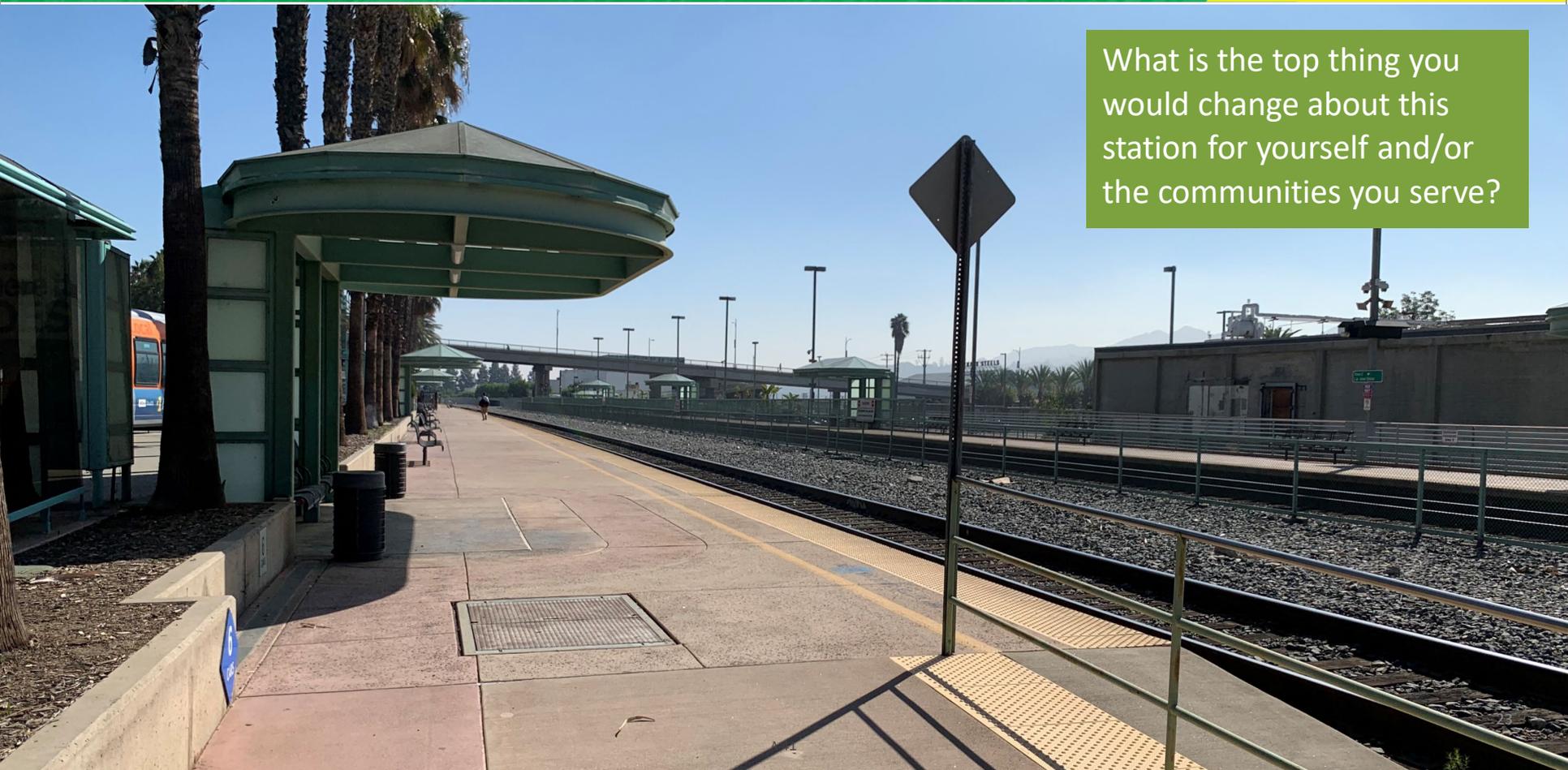
## Municipal Bus Lines

-  BU Burbank Bus
-  GB Glendale Beeline
-  SC Santa Clarita Transit



# Open Discussion

What is the top thing you would change about this station for yourself and/or the communities you serve?



# GROUP 1

## **Station User/Community Experience Discussion:**

Part 1: Van Nuys Station

Part 2: Downtown Burbank Station

**Closing:** Report Back and Wrap Up

# Closing

- ❑ Knowing what I know now about this study, I think Metro:
  - > Is examining issues important to me and my organization
  - > Should look more closely at \_\_\_\_\_

***Report back  
to the group***

# GROUP 2

**Station User/Community Experience Discussion:**

**Part 1:** Burbank Airport North

**Part 2:** Burbank Airport South

**Closing:** Report Back and Wrap Up

# Norwalk C Line & N/SFS Stations Overview

## PART 1

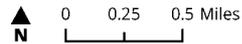
### Burbank Airport North

- Metrolink service
- Metro and Amtrak Thruway buses
- Adjacent to the *future* Burbank High-Speed Rail stop
- In proximity to the *future* Hollywood Burbank Airport terminal

## PART 2

### Burbank Airport South

- Metrolink and Amtrak service
- Metro
- Adjacent to RITC (Regional Intermodal Transportation Center)
- In proximity to the existing Hollywood Burbank Airport terminal



- Class I - Bike Path
- Class II - Bike Lane
- Class III - Bike Route
- Class IV - Protected Bikeway
- ⋯ Planned Bikeway

- Amtrak Lines
- Amtrak Thruway Bus Routes
- Metrolink Lines
- Metro Bus Routes
- Burbank Bus Routes
- DASH Bus Routes
- Glendale Beeline Bus Routes
- Santa Clarita Transit Bus Routes

- Metro Micro Zone
- Half-Mile Walkshed
- Half-Mile Buffer
- Buses Connecting to North Hollywood Station
- Buses Connecting to All Three Study Area Stations
- Study Area Rail Stations
- Bus Stops



# GROUP 2

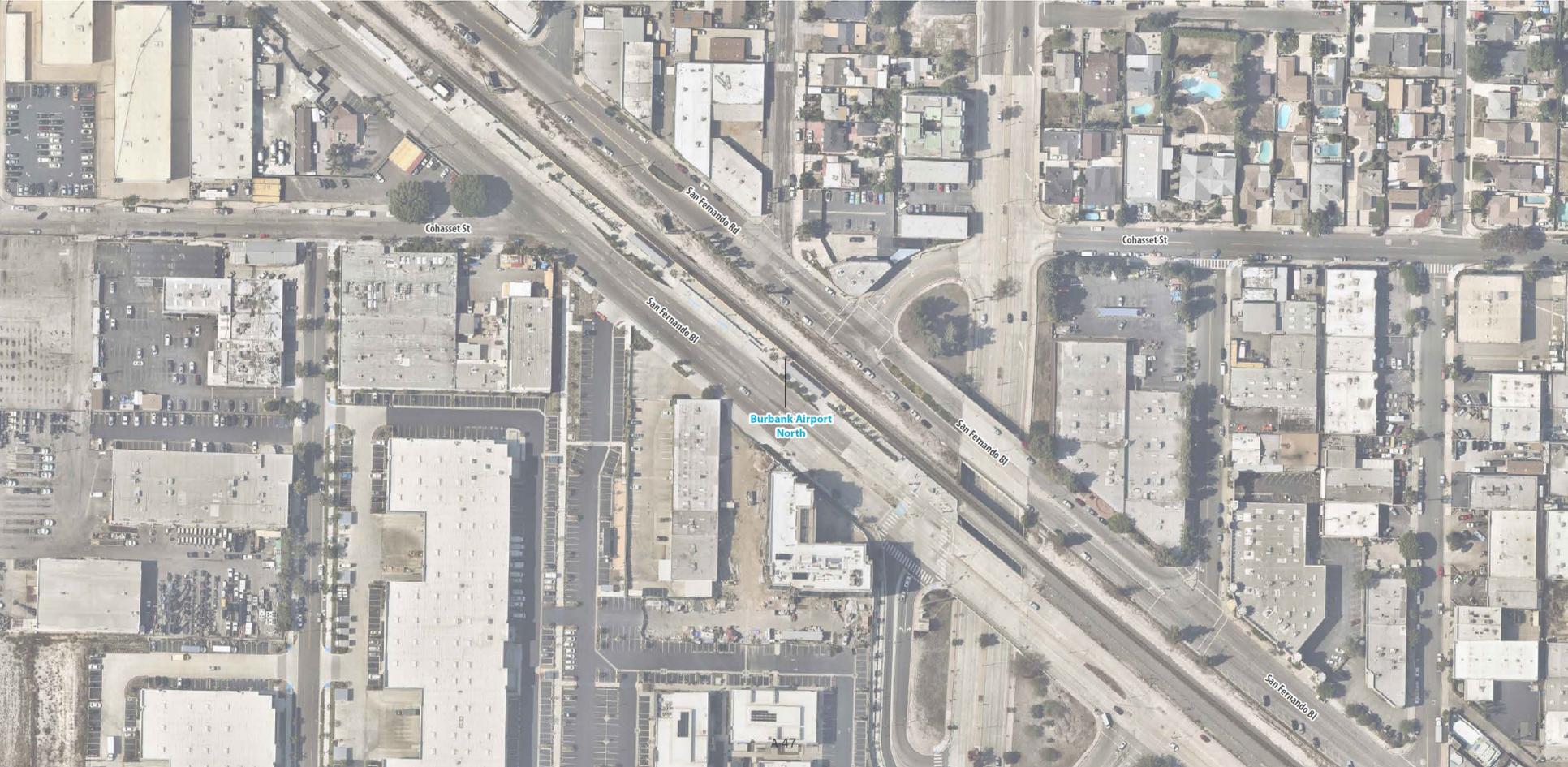
**Station User/Community Experience Discussion:**

**Part 1:** Burbank Airport North

**Part 2:** Burbank Airport South

**Closing:** Report Back and Wrap Up

# Burbank Airport North Station Area



# Burbank Airport North Station Area



Platform



Bus Bays

Cohasset St

San Fernando Rd

Pick-Up/ Drop off



Bus Stop

Cohasset St

San Fernando Rd

San Fernando Bl

New Terminal (fut)



High Speed Rail (fut)

Existing Terminal

San Fernando Bl

A-48

# Station Walkthrough



# How do/would you or your community get to the Station?



Scout?

Rail?



Bus?

Metro  
Micro?



Bike?

Wheelchair?

Dropped off?

Walk?



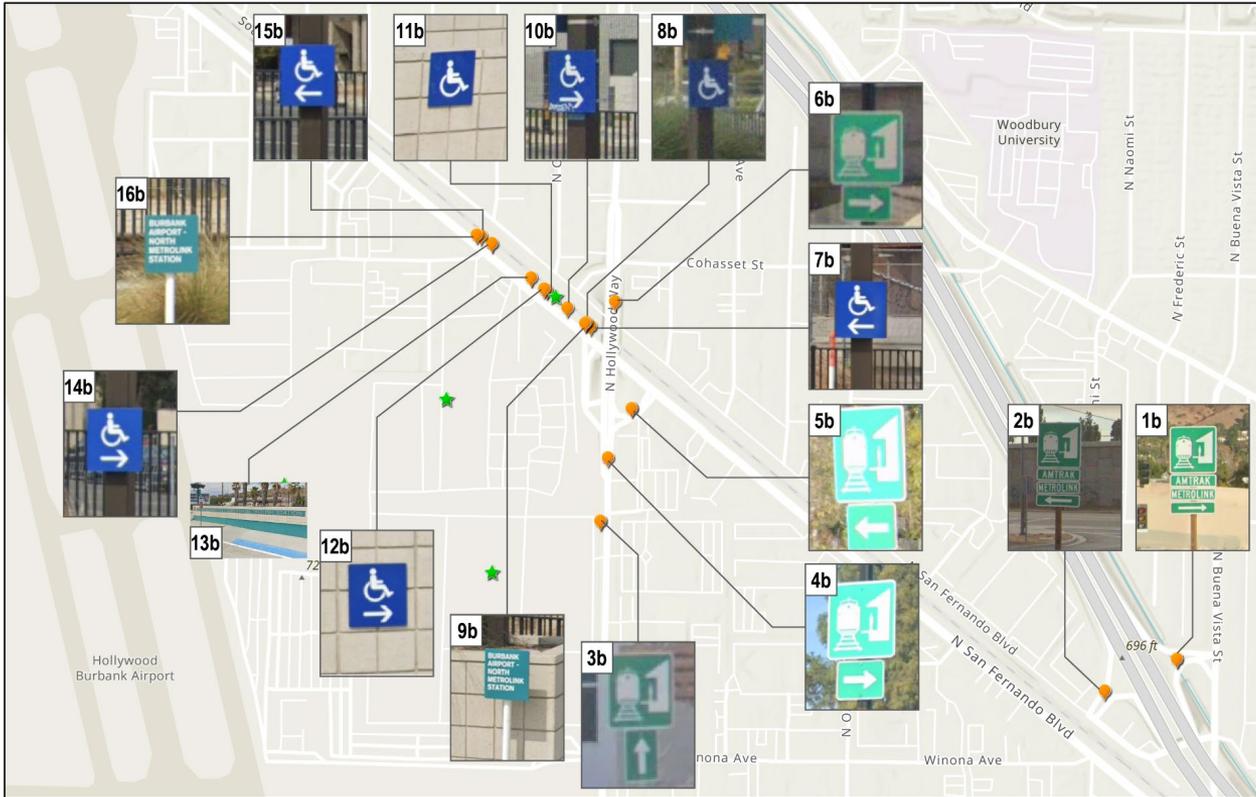
Drive alone?

Carpool?

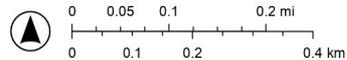
Airport Shuttle?



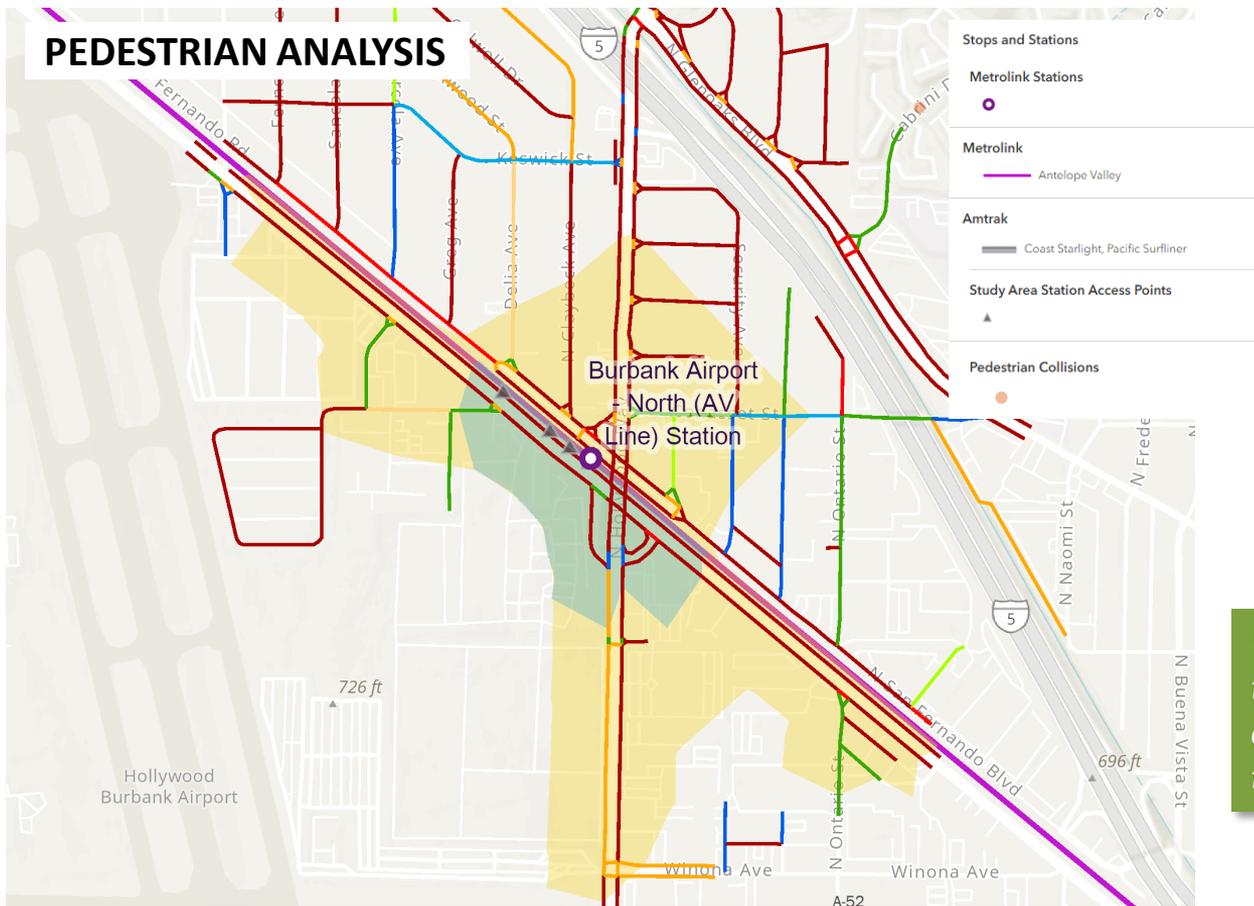
# Existing Wayfinding



-  Wayfinding Existing Inventory
-  Burbank Stations



# How easy or challenging is it to get to the station?



*Would connecting the station to the north improve access or change how you would get to the station?*



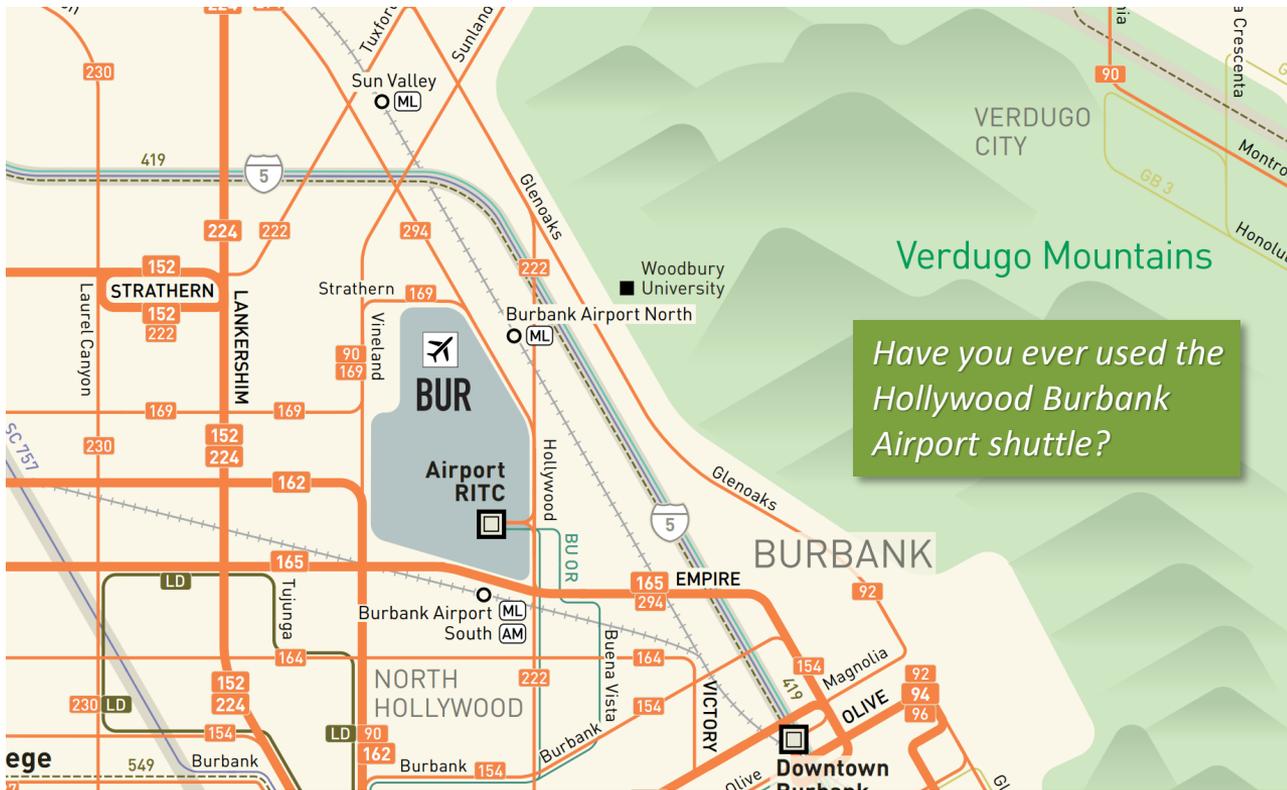
# Does the existing station serve your needs?



*Are there any missing amenities?*



# How easy or challenging is it to transfer?



## Metro Rail Lines



A B C D E K



G J

## Metro Bus Lines

- 754** A **thick** line shows a frequency of 15 minutes or better.\*
- 210**
- 209** A **thin** line shows a less frequent service.\*
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## Municipal Bus Lines

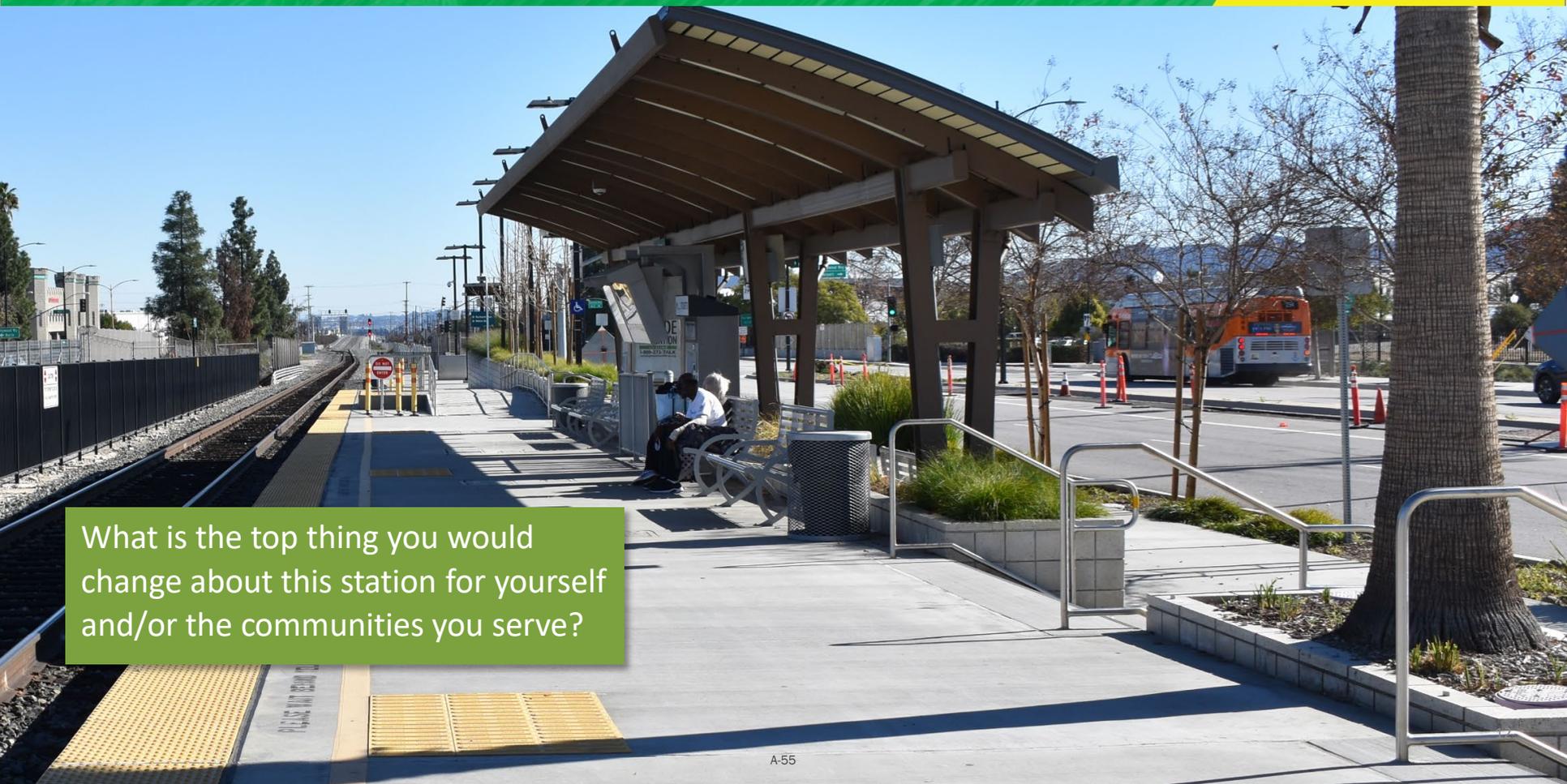
BU Burbank Bus

AM Amtrak & Station

ML MetroLink & Station



# Open Discussion



What is the top thing you would change about this station for yourself and/or the communities you serve?

# GROUP 2

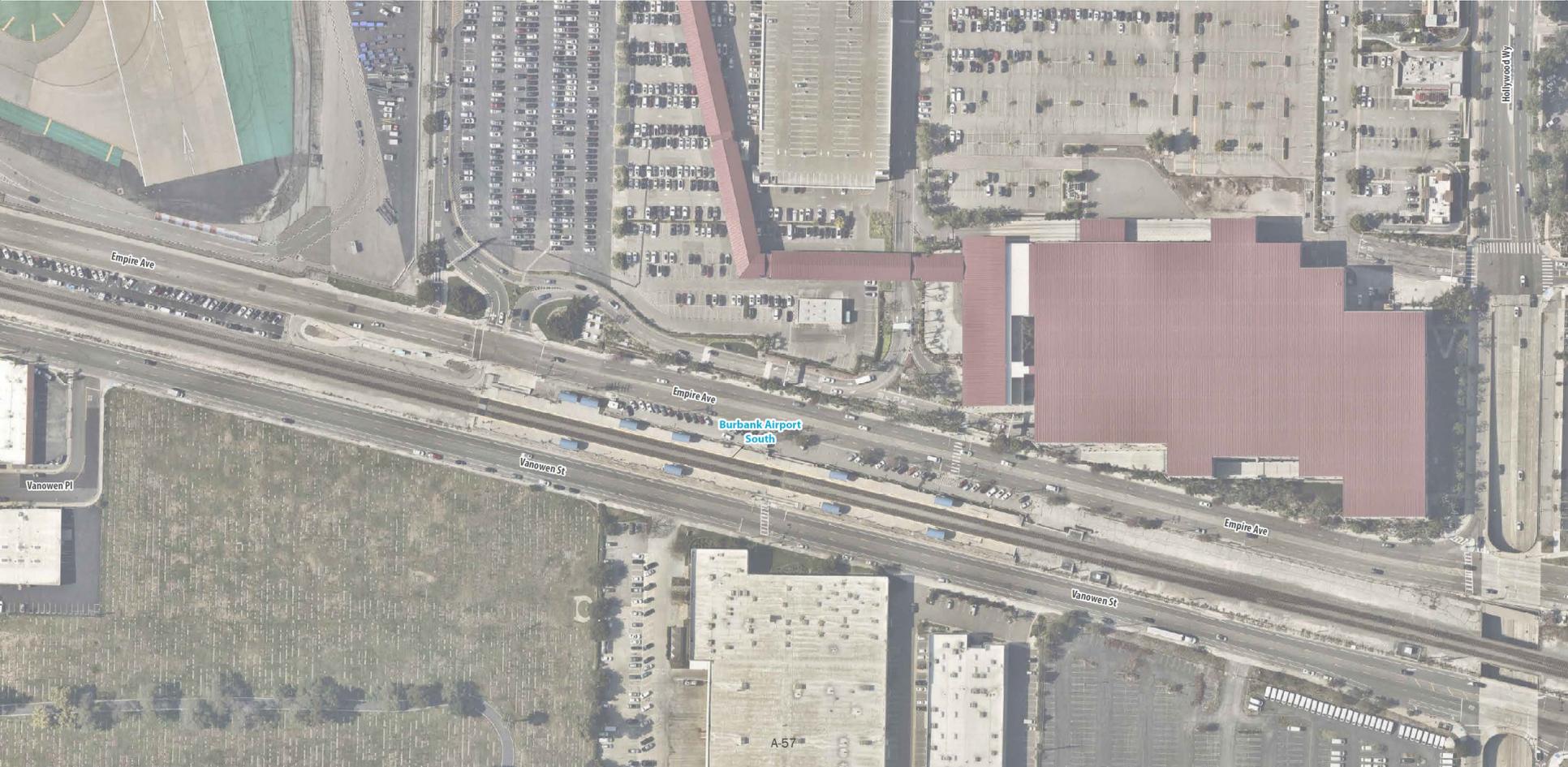
## **Station User/Community Experience Discussion:**

Part 1: Burbank Airport North

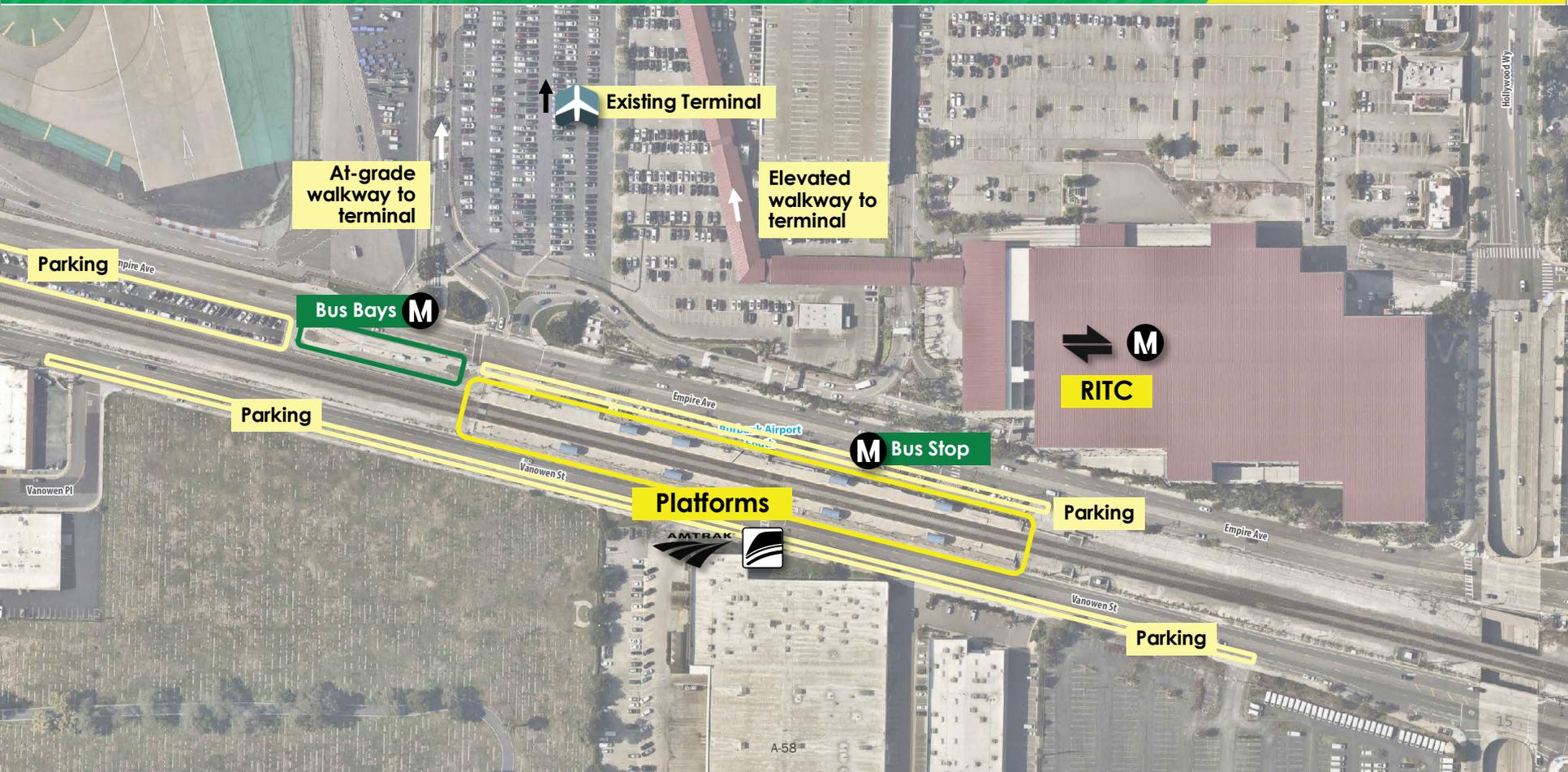
**Part 2: Burbank Airport South**

Closing: Report Back and Wrap Up

# Burbank Airport South Station Area



# Burbank Airport South Station Area



Existing Terminal

At-grade walkway to terminal

Elevated walkway to terminal

Parking

Bus Bays M

M  
RITC

Parking

M Bus Stop

Platforms

Parking

Parking



A-58

Hollywood Way

Vanowen Pl

Empire Ave

Empire Ave

Vanowen St

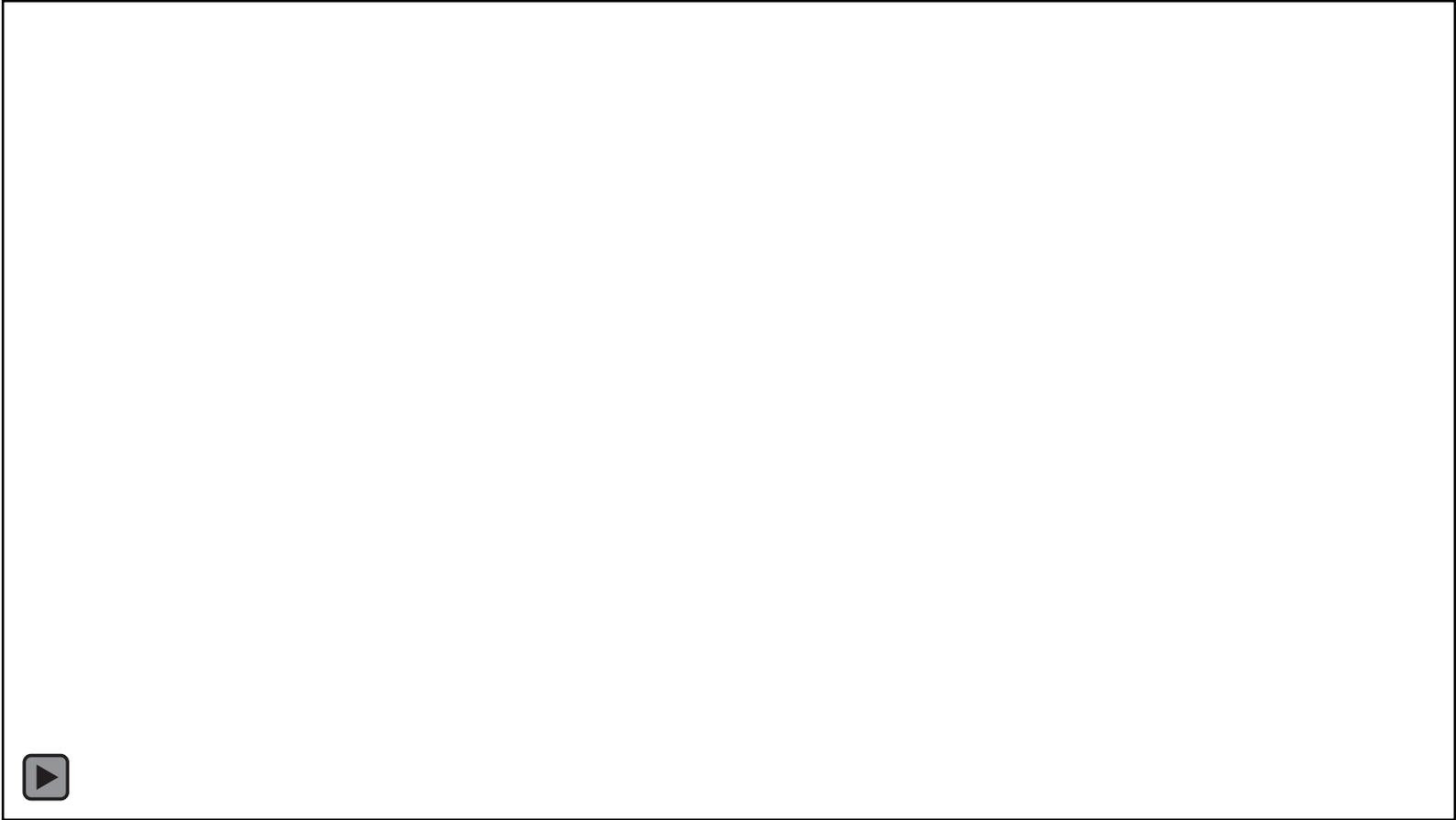
Vanowen St

Vanowen St

Empire Ave

15

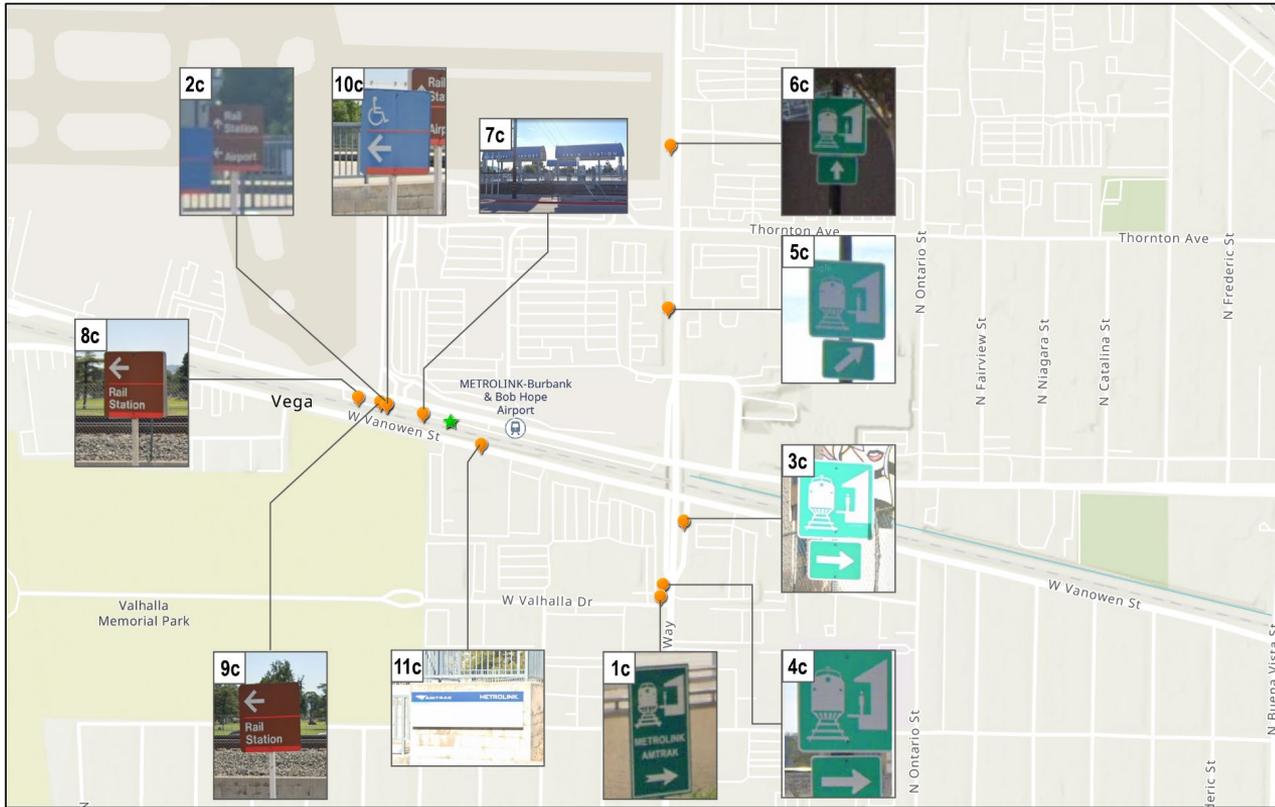
# Station Walkthrough



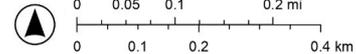
# How do/would you or your community get to the Station?



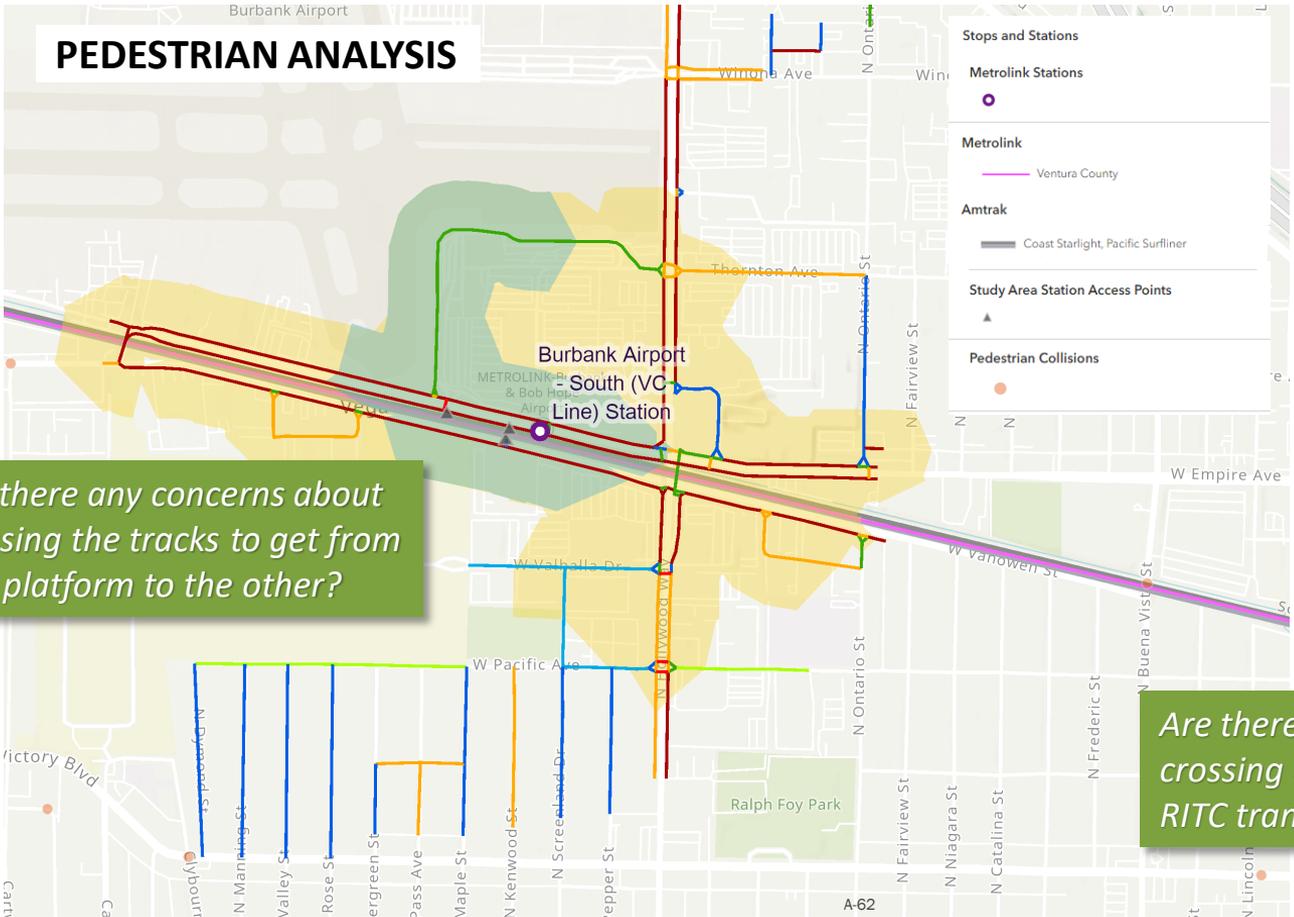
# Existing Wayfinding Around the Station



-  Wayfinding Existing Inventory
-  Burbank Stations



# How easy or challenging is it to get to the station?



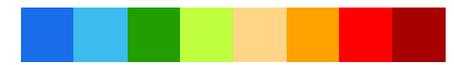
**Stops and Stations**

- Metrolink Stations:** Represented by a purple circle.
- Metrolink:**
  - Ventura County: Represented by a pink line.
  - Amtrak: Represented by a grey line (Coast Starlight, Pacific Surfliner).
- Study Area Station Access Points:** Represented by a black triangle.
- Pedestrian Collisions:** Represented by a red circle.

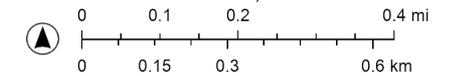
## Existing Pedestrian Travelshed (1/2 mile)

- Environment-Adjusted
- Unadjusted

## Pedestrian Environment Score



Better ← ----- → Worse



*Are there any concerns about crossing the tracks to get from one platform to the other?*

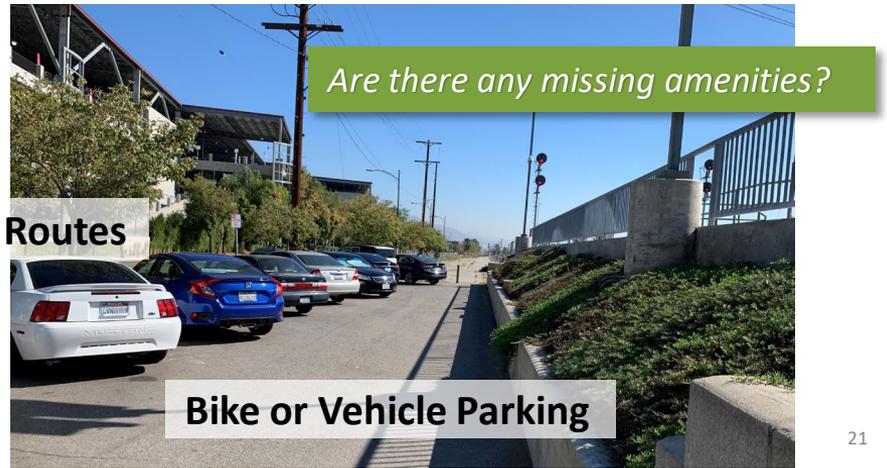
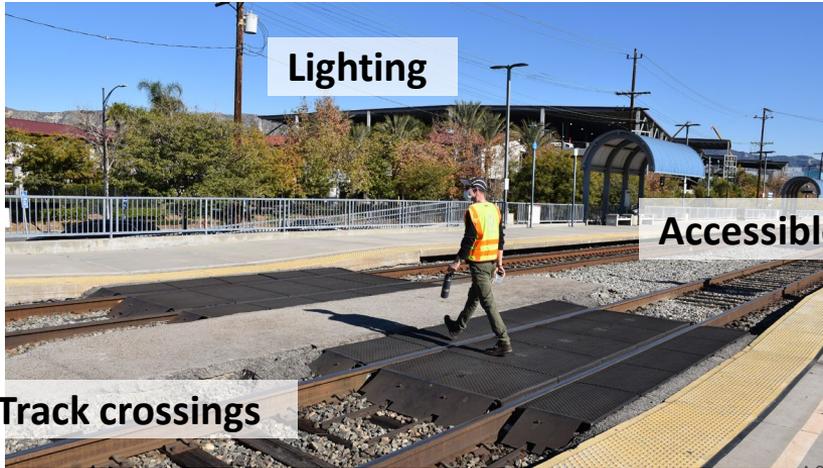
*Are there any challenges with crossing Empire Ave to get to the RITC transit center or the airport?*



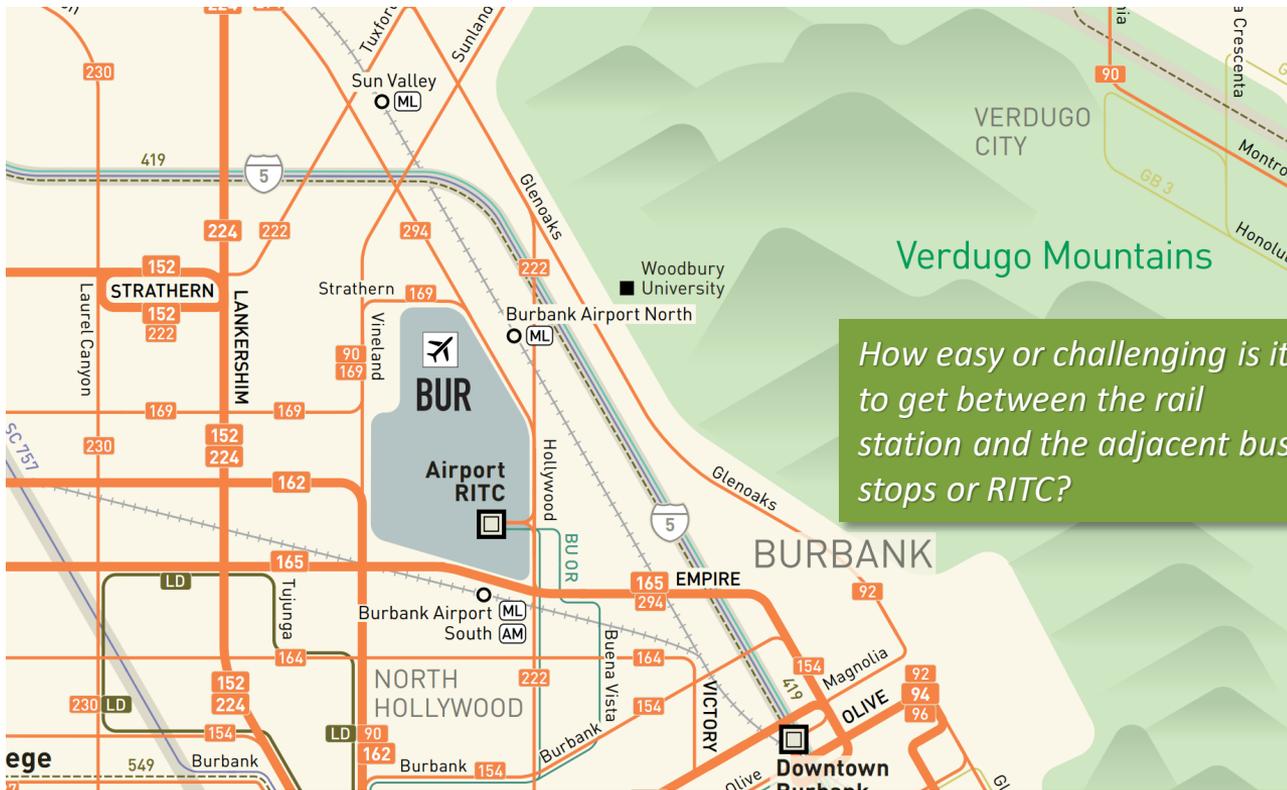
# Existing Signage at the Station



# Does the existing station serve your needs?



# How easy or challenging is it to transfer?



*How easy or challenging is it to get between the rail station and the adjacent bus stops or RITC?*

## Metro Rail Lines



A B C D E K



G J

## Metro Bus Lines

- 754** **210** A **thick** line shows a frequency of 15 minutes or better.\*
- 209** A **thin** line shows a less frequent service.\*
- 211** A **dashed** line shows a part-time service.\*\*

\* Based on weekday peak and midday frequencies.  
 \*\* Part-time means peak only or Owl (late night) services.

## Municipal Bus Lines

BU Burbank Bus

AM Amtrak & Station

ML Metrolink & Station



# Open Discussion



What is the top thing you would change about this station for yourself and/or the communities you serve?

# GROUP 2

## **Station User/Community Experience Discussion:**

Part 1: Burbank Airport North

Part 2: Burbank Airport South

**Closing:** Report Back and Wrap Up

# Closing

- ❑ Knowing what I know now about this study, I think Metro:
  - > Is examining issues important to me and my organization
  - > Should look more closely at \_\_\_\_\_

***Report back  
to the group***

# GROUP 3

**Station User/Community Experience Discussion:**

**Part 1:** Metro Norwalk C Line Station

**Part 2:** Metrolink Norwalk/Santa Fe Springs Station

**Closing:** Report Back and Wrap Up

# Norwalk C Line & N/SFS Stations Overview

## PART 1

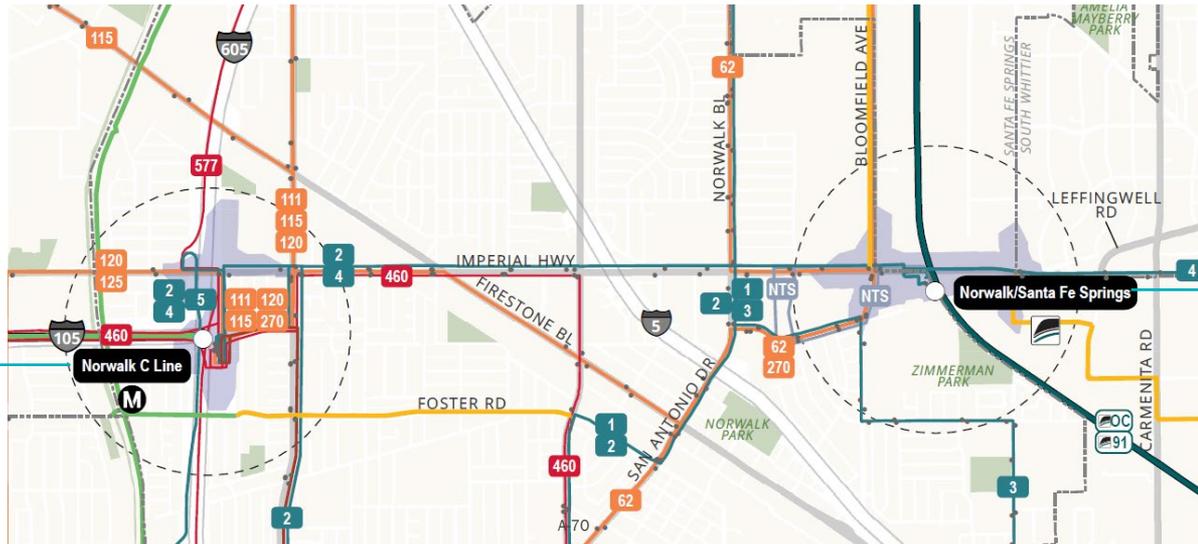
### Metro C Line Station

- Terminus of C Line from LAX and Redondo Beach
- Metro, Norwalk Transit, Long Beach Transit buses

## PART 2

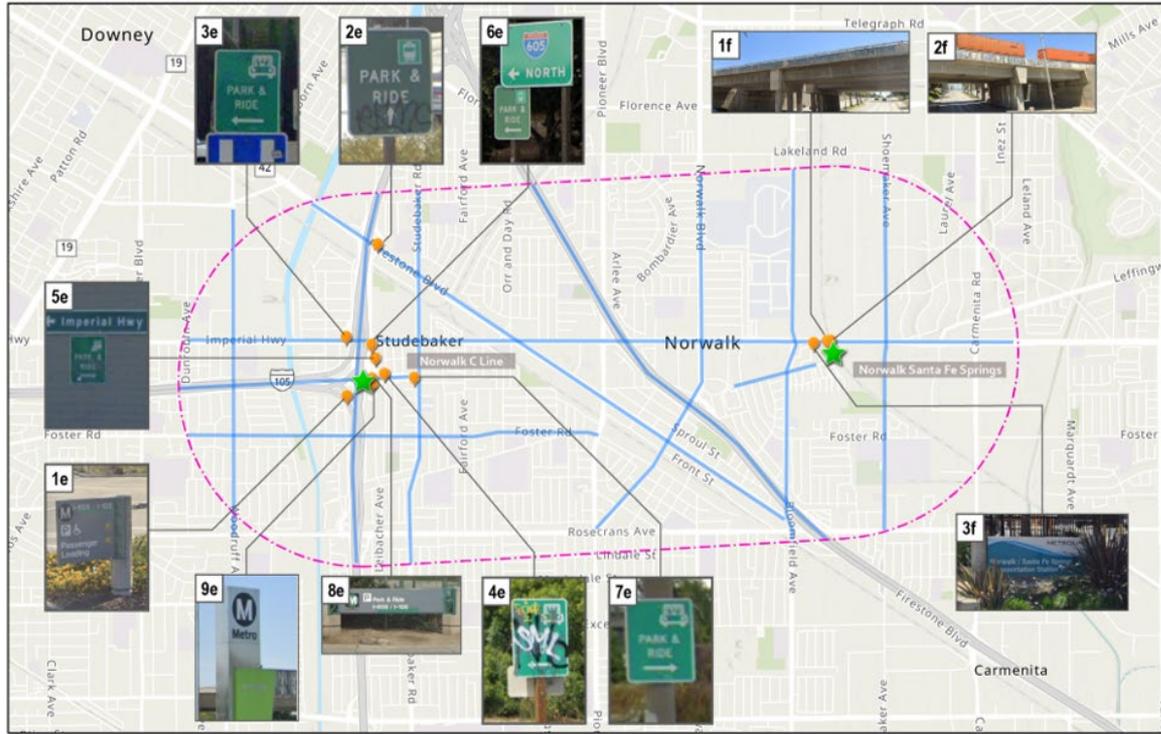
### Norwalk/Santa Fe Springs Metrolink Station

- Metrolink – direct service to Oceanside, Ventura, Union Station, Perris
- Amtrak service on Angel Game Day
- Norwalk Transit bus
- Future High-Speed Rail station

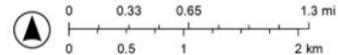


# Norwalk Study Area – Existing Wayfinding

Figure 7 - Existing Wayfinding Inventory – Norwalk Study Area



-  Wayfinding Existing Inventory
-  Analyzed Segments
-  Norwalk Stations
-  1-Mile Station Buffer



# GROUP 3

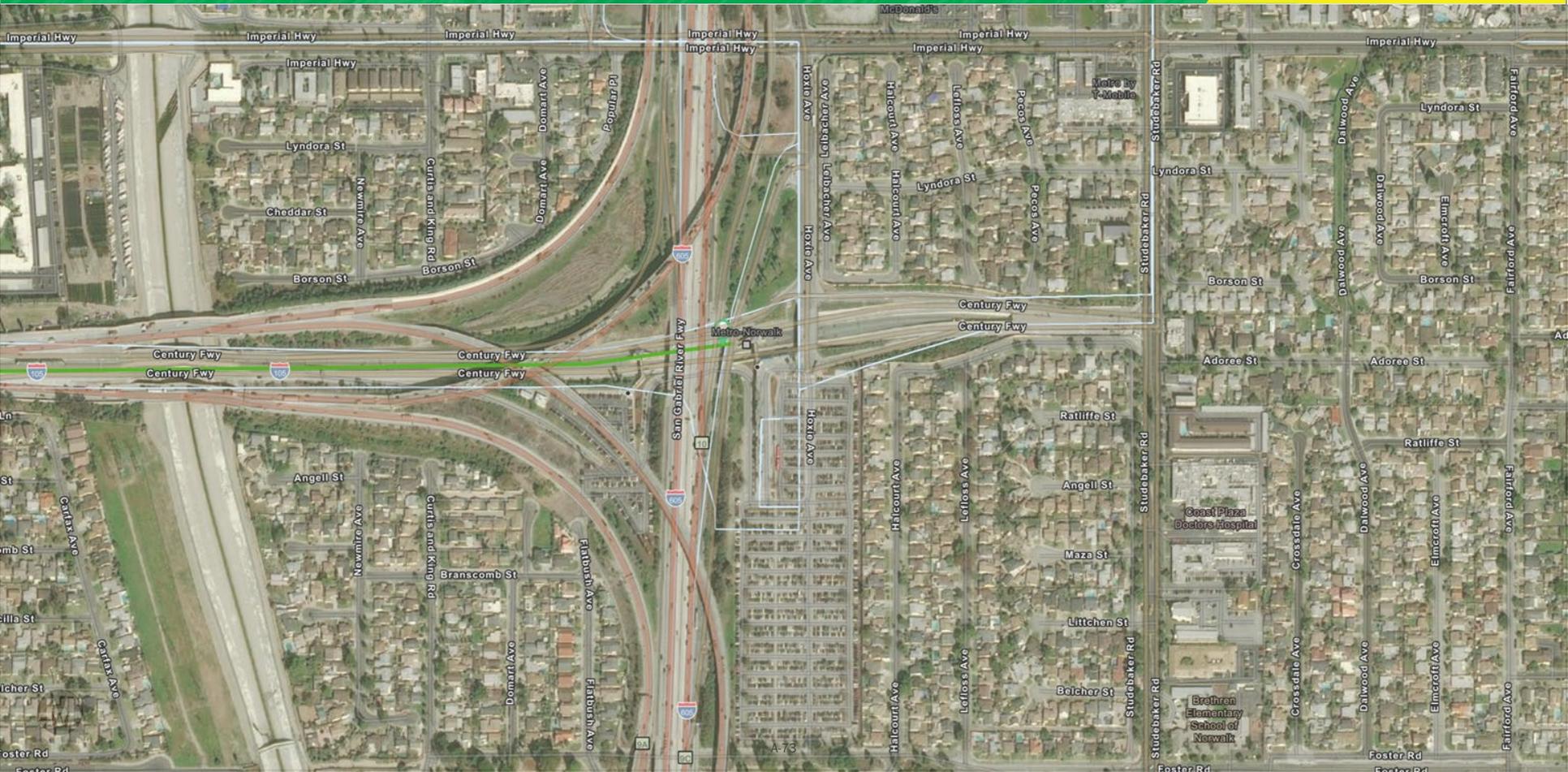
**Station User/Community Experience Discussion:**

**Part 1: Metro Norwalk C Line Station**

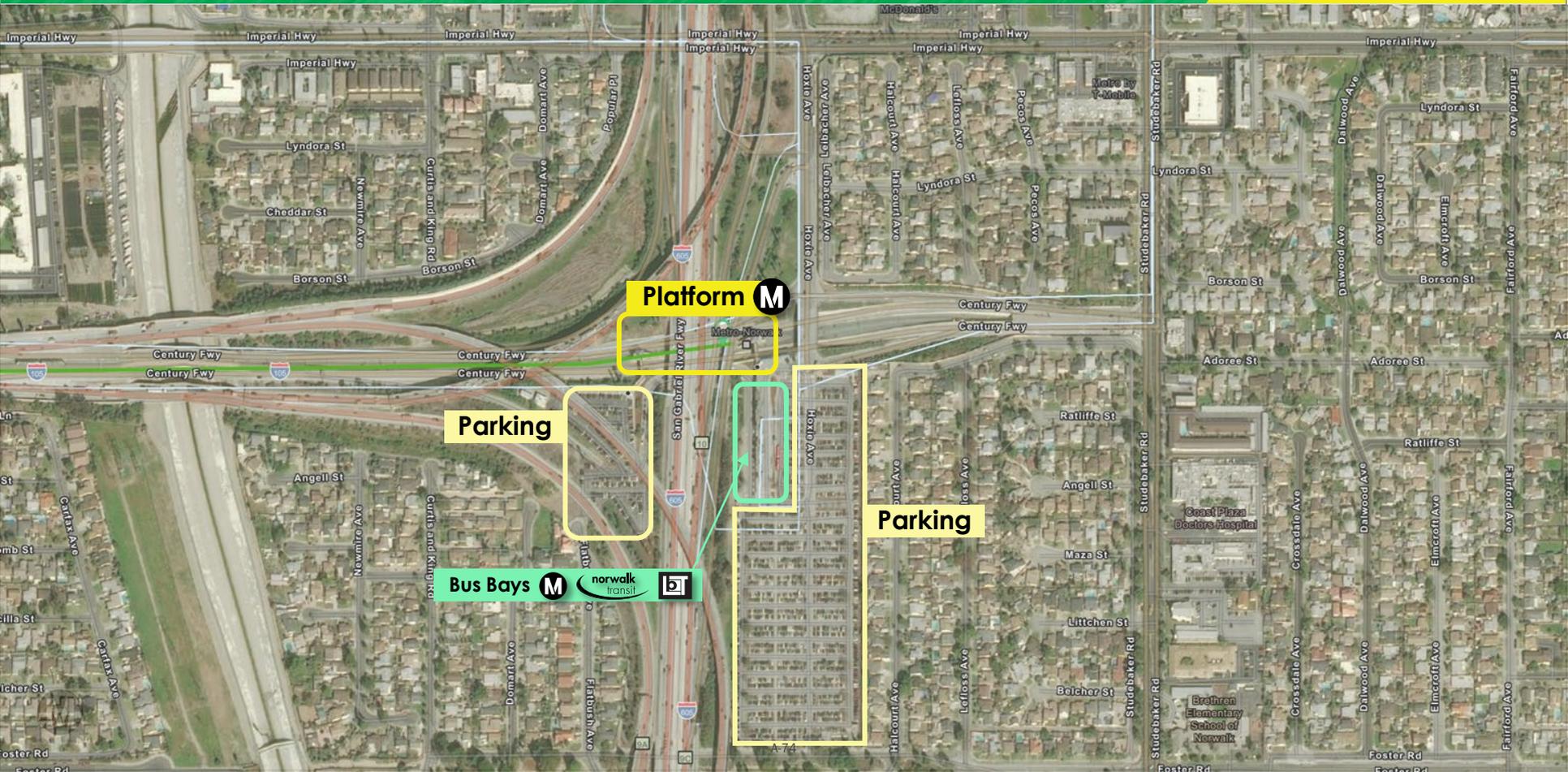
**Part 2: Metrolink Norwalk/Santa Fe Springs Station**

**Closing: Report Back and Wrap Up**

# Norwalk C Line Station Area



# Norwalk C Line Station Area



Platform M

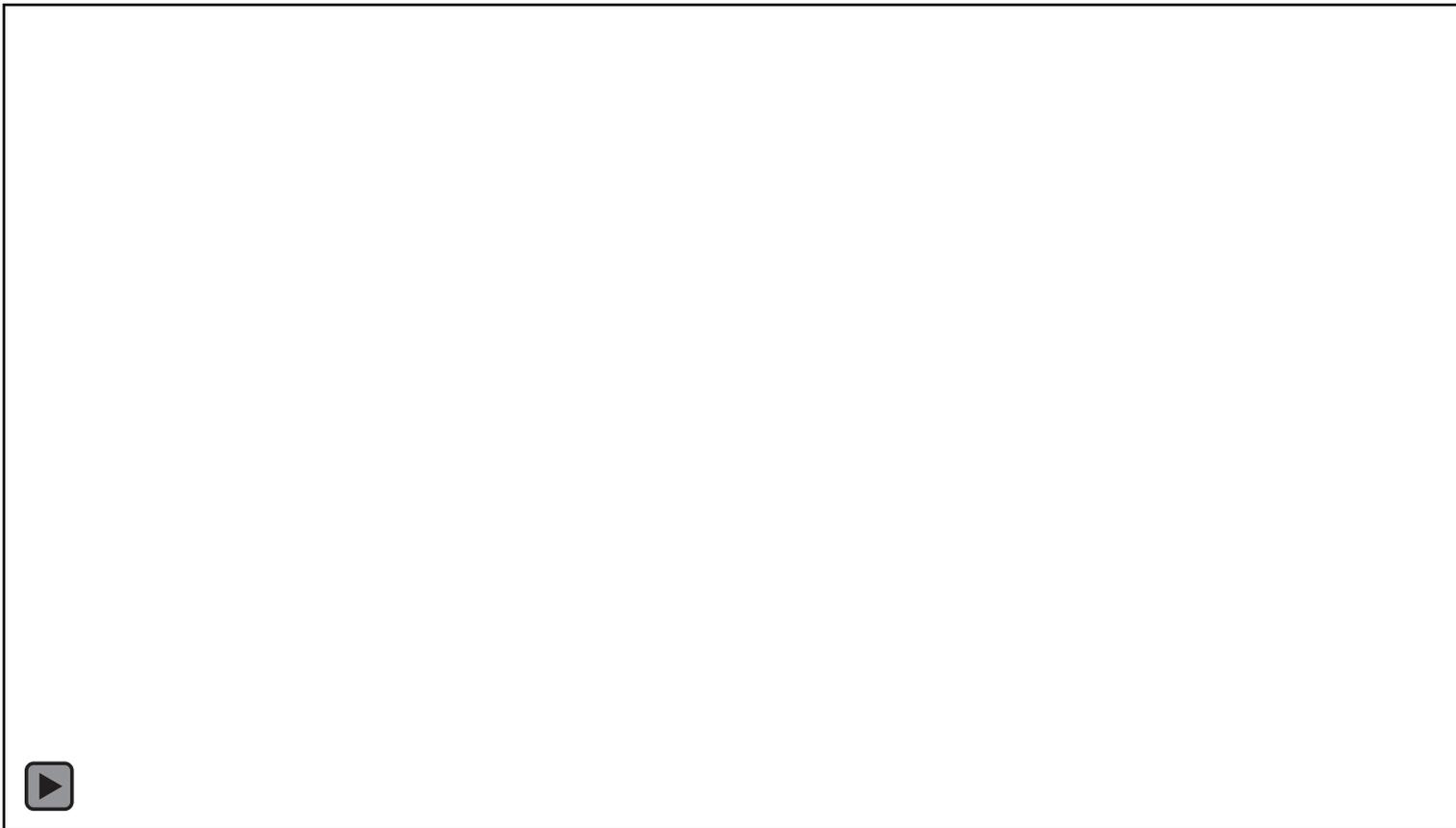
Parking

Parking

Bus Bays M



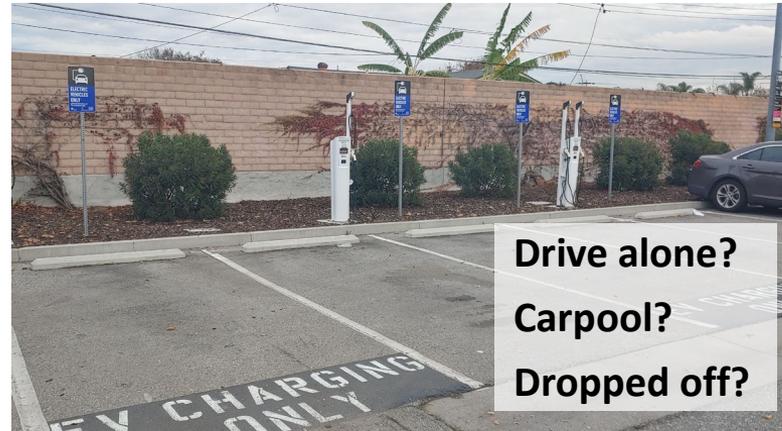
# Station Walkthrough



# How do/would you or your community get to the Station?



Bus?  
Rail?



Drive alone?  
Carpool?  
Dropped off?



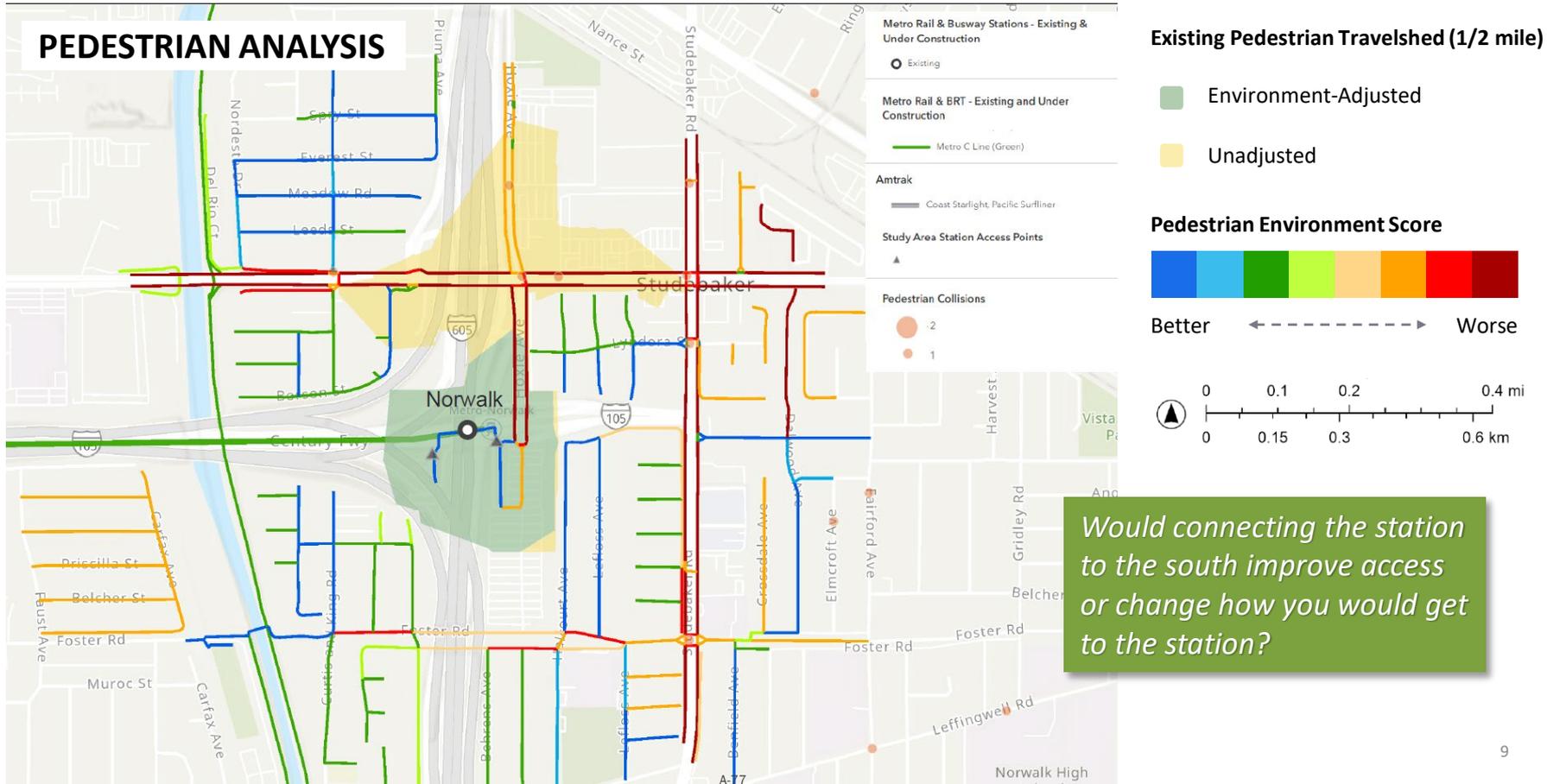
Bike?  
Scoot?



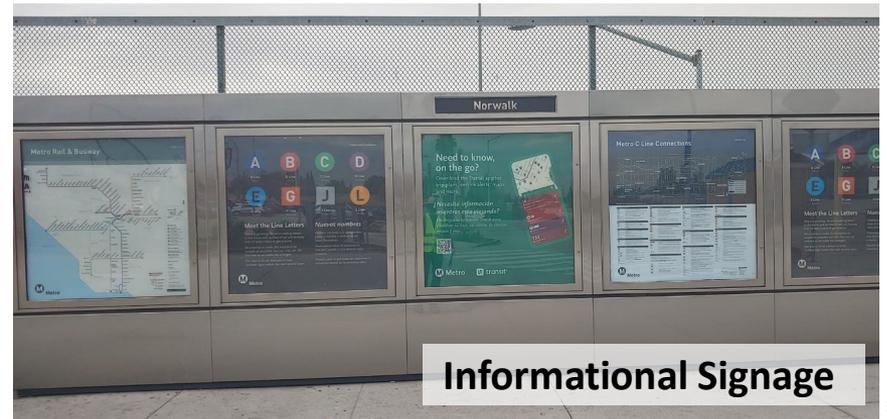
Walk?



# How easy or challenging is it to get to the station?



# Do the existing amenities serve your needs?



# How easy or challenging is it to transfer?

Line	Direction/Destination	Via	Map Ref
<b>111</b> Metro Bus	WESTBOUND to LAX City Bus Center	Florence Station Fairview Heights Station Downtown Inglewood Station	Inset
<b>115</b> Metro Bus	WESTBOUND to Playa Del Rey	Firestone Station Manchester Station Westchester/Veterans Station	Inset
<b>120</b> Metro Bus	EASTBOUND to Whittier WESTBOUND to Aviation/LAX Station	Florence Av, Telegraph Rd Imperial Hwy	Inset Inset
<b>125</b> Metro Bus	WESTBOUND to El Segundo	Rosecrans Av, Compton Station Rosecrans Station	
<b>460</b> Metro Bus	EASTBOUND to Buena Park, Anaheim WESTBOUND to Downtown LA	Rosecrans Av, Alondra Bl Harbor Transitway	
<b>577</b> Metro Bus	NORTHBOUND to El Monte Station SOUTHBOUND to Long Beach VA Hospital	605 Fwy, Peck Rd, Rio Hondo College 605 Fwy, 7th St	

## Municipal Bus Services

<b>172</b> Long Beach Transit	SOUTHBOUND to Long Beach	Pacific Coast Hwy, Studebaker Rd
<b>173</b> Long Beach Transit	SOUTHBOUND to Long Beach	Orange Av
<b>2</b> Norwalk Transit	CLOCKWISE to Imperial Hwy & Norwalk Bl COUNTERCLOCKWISE to Pioneer Bl & Alondra Bl	Imperial Hwy Studebaker Rd, Cerritos College
<b>4</b> Norwalk Transit	EASTBOUND to Imperial Hwy & Idaho St	Imperial Hwy
<b>5</b> Norwalk Transit	EASTBOUND to Adelfa Dr & Santa Gertrudes Av	Rosecrans Av
<b>7</b> Norwalk Transit	NORTHBOUND to El Monte Station	Norwalk/Santa Fe Springs Station Santa Fe Springs Rd, Rio Hondo College Workman Mill Rd



## Norwalk Connections

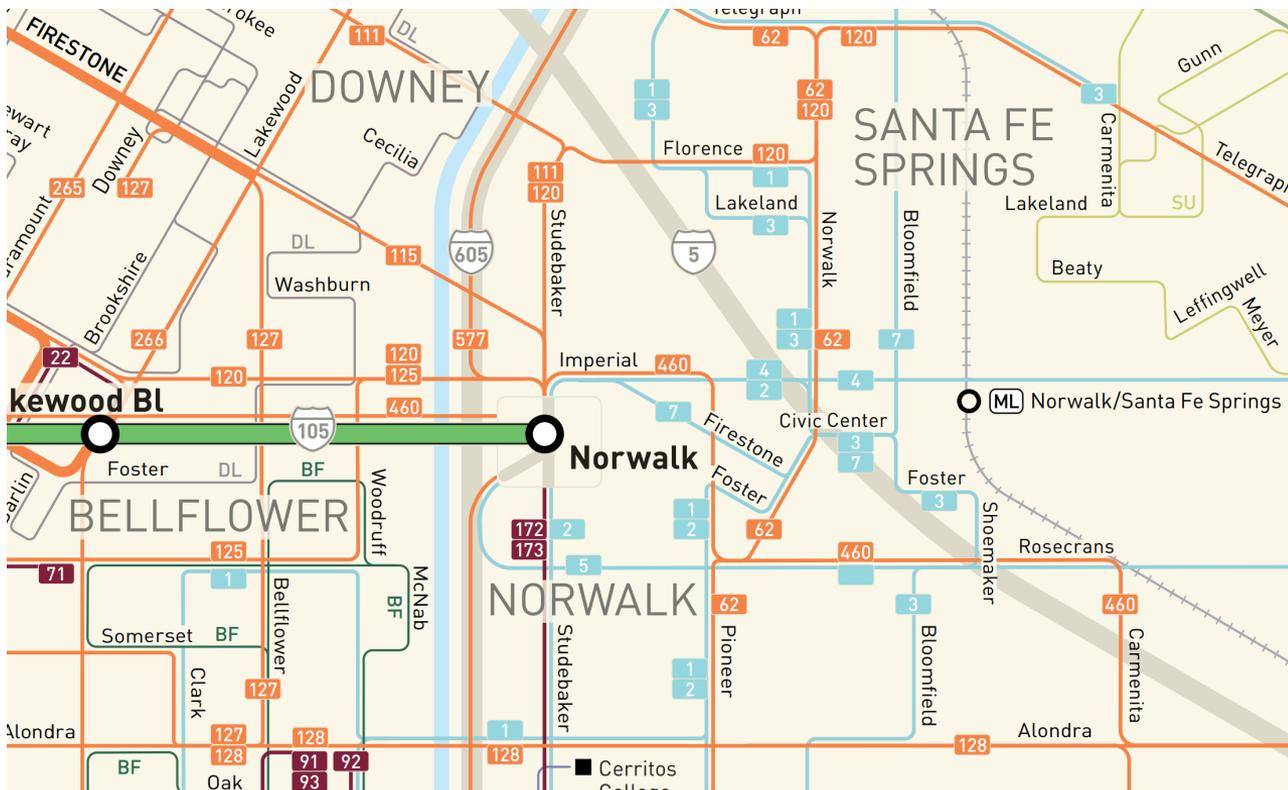
Line	Direction/Destination	Via	Map Ref
111	WESTBOUND to LAX City Bus Center	Florence Station Fairview Heights Station Downtown Inglewood Station	Inset
115	WESTBOUND to Playa Del Rey	Firestone Station Manchester Station Westchester/Veterans Station	Inset
120	EASTBOUND to Whittier WESTBOUND to Aviation/LAX Station	Florence Av, Telegraph Rd Imperial Hwy	Inset Inset
125	WESTBOUND to El Segundo	Rosecrans Av, Compton Station Rosecrans Station	
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577	NORTHBOUND to El Monte Station SOUTHBOUND to Long Beach VA Hospital	605 Fwy, Peck Rd, Rio Hondo College 605 Fwy, 7th St	



Are there signs that help you navigate and exit?  
Are there any signs that are confusing?



# How easy or challenging is it to transfer?



## Metro Rail Lines



## Metro Bus Lines

- 754**  
**210** A **thick** line shows a frequency of 15 minutes or better.\*
- 209** A **thin** line shows a less frequent service.\*
- 211** A **dashed** line shows a part-time service.\*\*

\* Based on weekday peak and midday frequencies.  
\*\* Part-time means peak only or Owl (late night) services.

All information is subject to change. Before you go, check with Metro or your local transit operator for the latest updates.

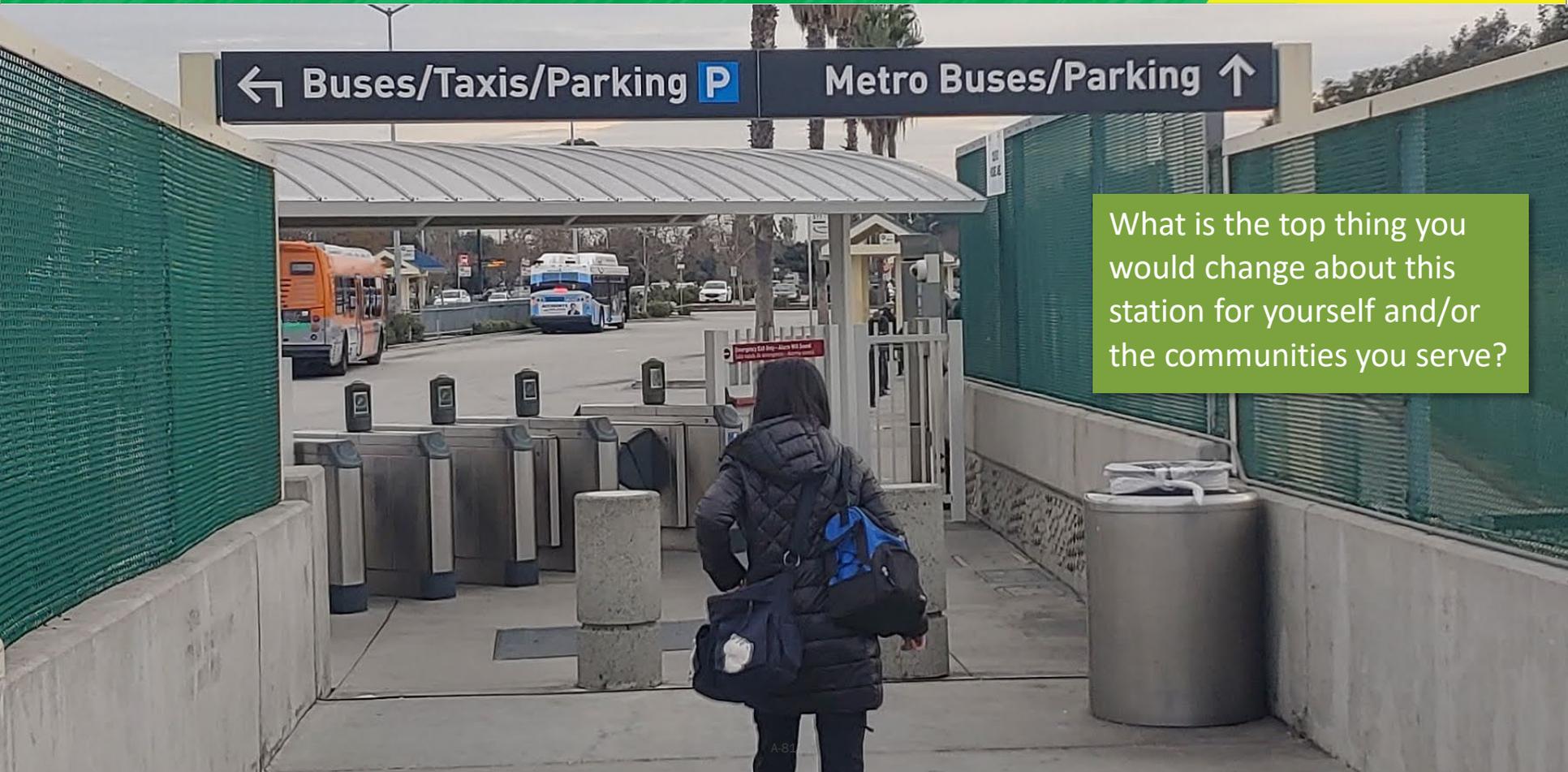
## Municipal Bus Lines

- 61** Long Beach Transit
- 4** Norwalk Transit



- AM** Amtrak & Station
- ML** Metrolink & Station

# Open Discussion



What is the top thing you would change about this station for yourself and/or the communities you serve?

# GROUP 3

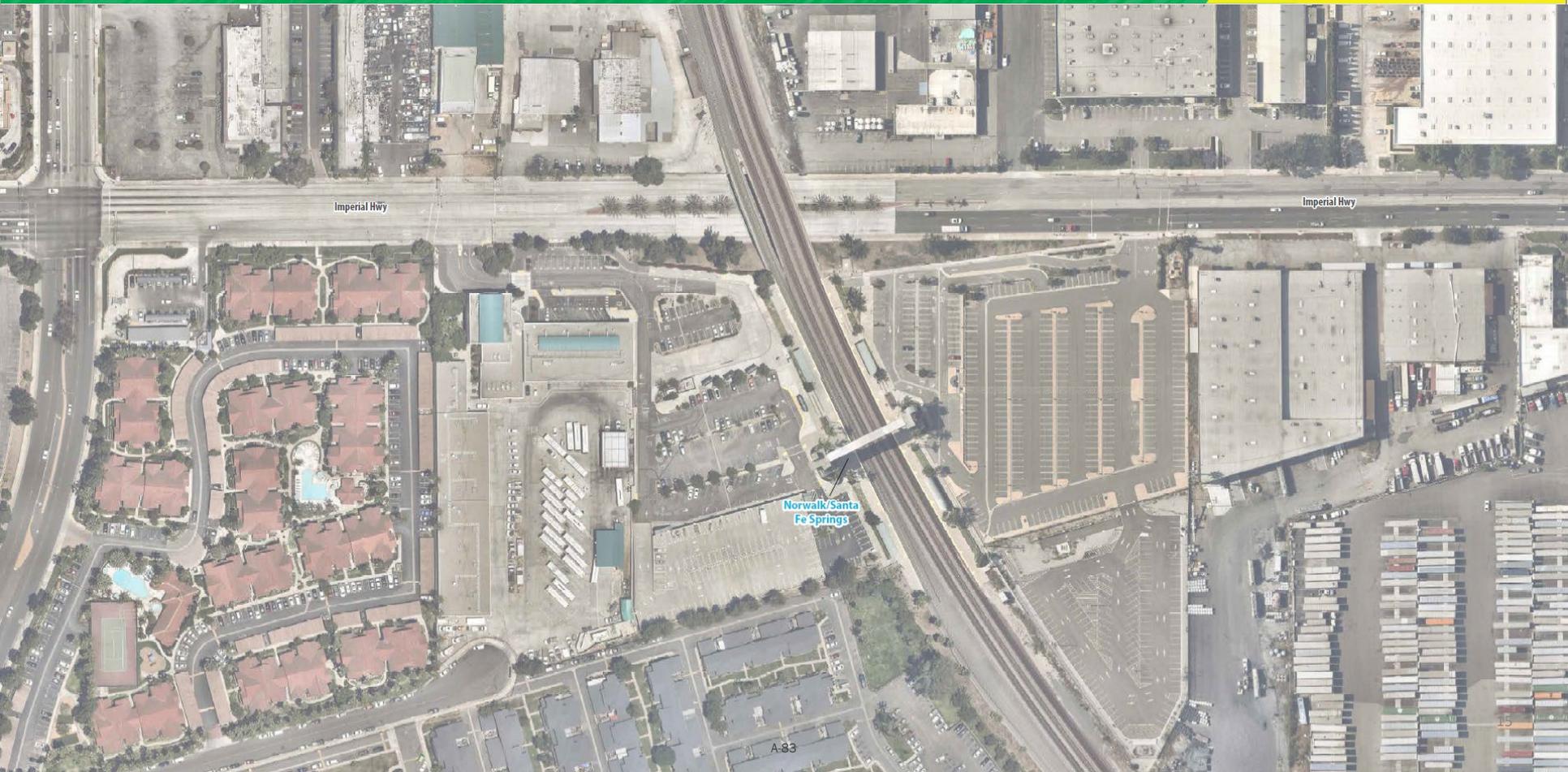
## **Station User/Community Experience Discussion:**

Part 1: Metro Norwalk C Line Station

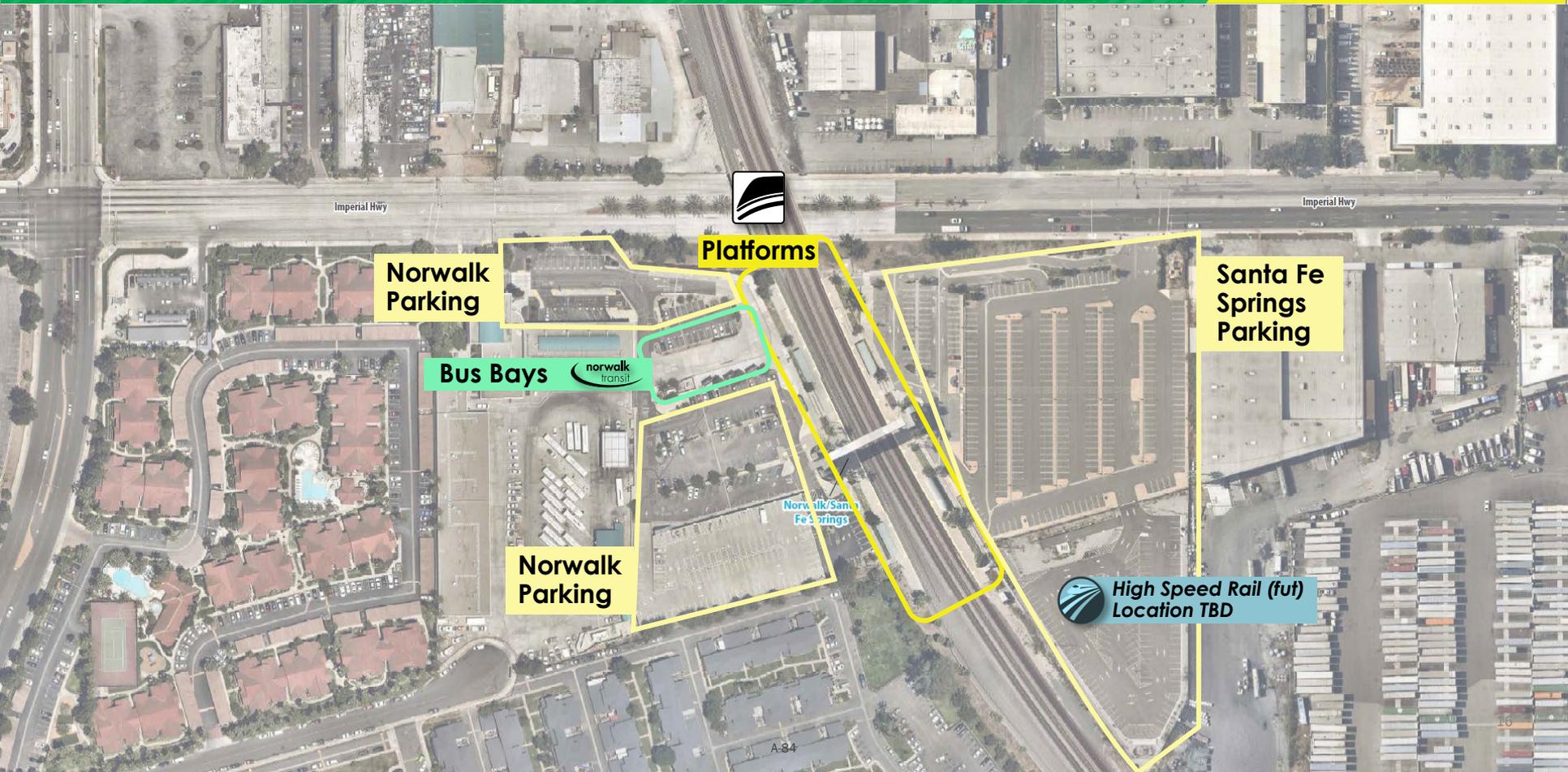
**Part 2: Metrolink Norwalk/Santa Fe Springs Station**

Closing: Report Back and Wrap Up

# Norwalk/Santa Fe Springs Station Area



# Norwalk/Santa Fe Springs Station Area



Imperial Hwy

Imperial Hwy



Norwalk Parking

Platforms

Santa Fe Springs Parking

Bus Bays



Norwalk/Santa Fe Springs

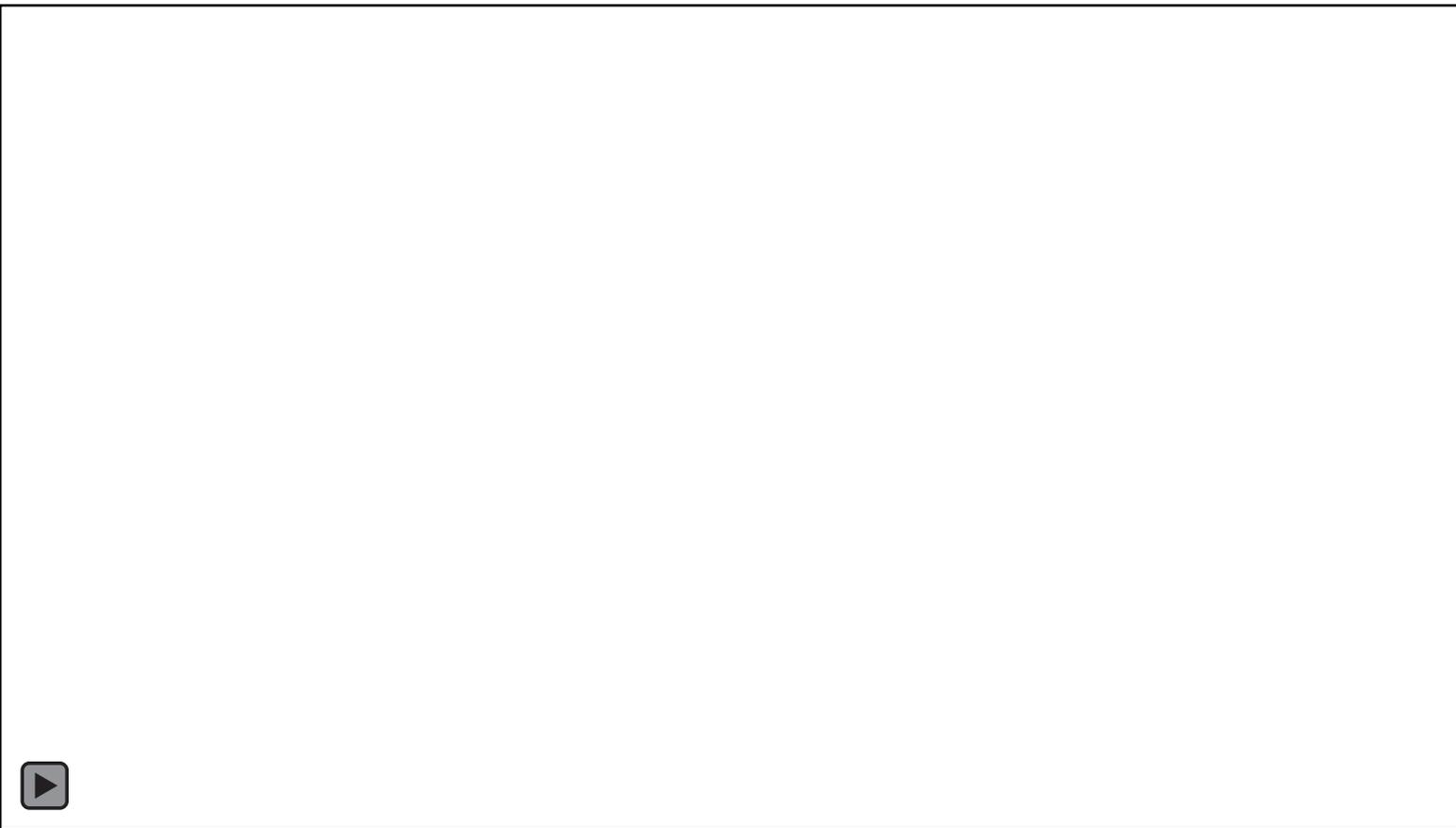
Norwalk Parking



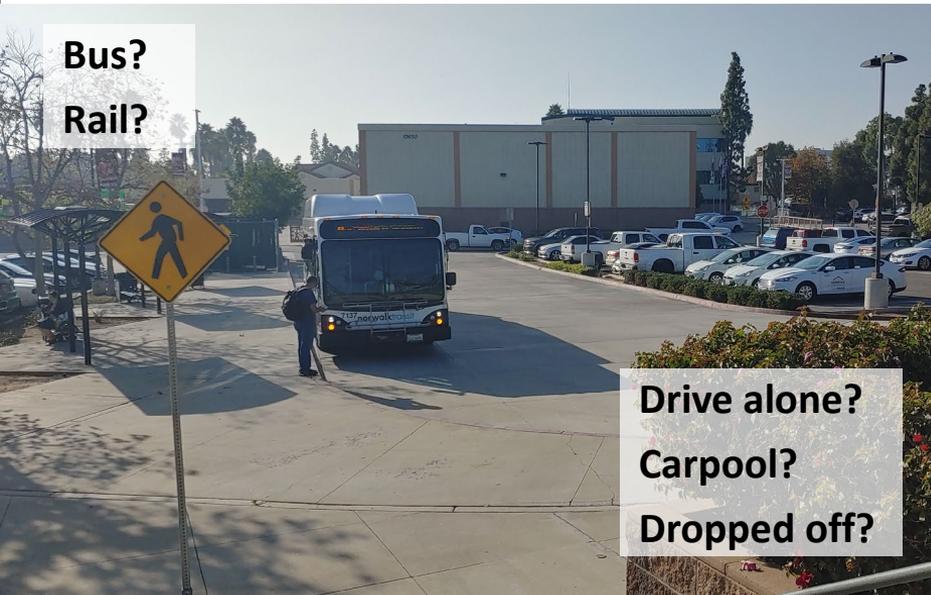
High Speed Rail (fut)  
Location TBD

A-84

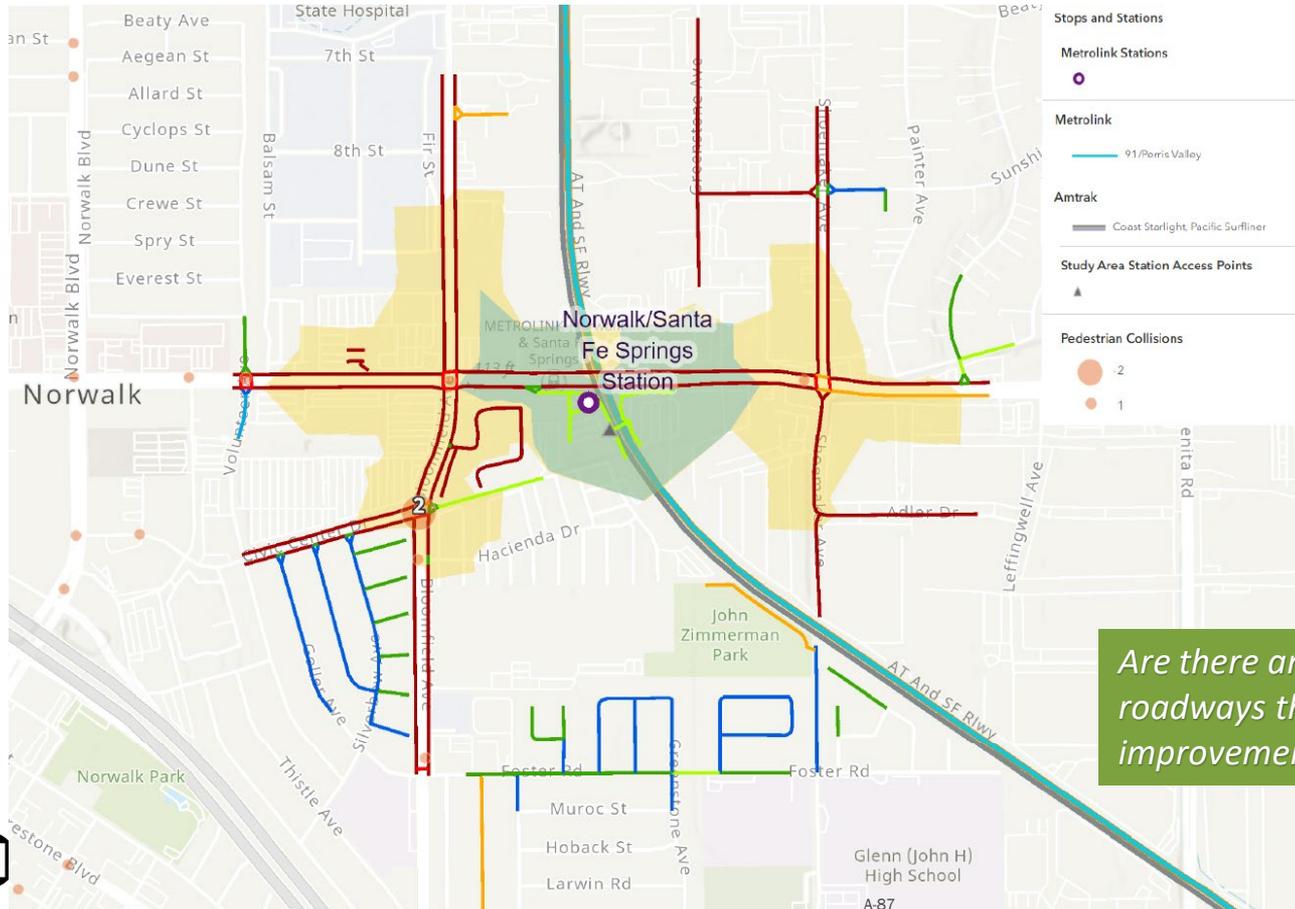
# Station Walkthrough



# How do/would you or your community get to the Station?



# How easy or challenging is it to get to the station?



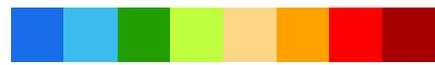
**Stops and Stations**

- MetroLink Stations:
- MetroLink: 91/Borris Valley
- Amtrak: Coast Starlight, Pacific Surfliner
- Study Area Station Access Points:
- Pedestrian Collisions: 2, 1

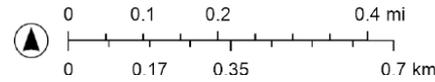
## Existing Pedestrian Travelshed (1/2 mile)

- Environment-Adjusted
- Unadjusted

## Pedestrian Environment Score



Better ← ----- → Worse



*Are there any nearby intersections or roadways that feel unsafe or could use improvement? What would you change?*



# Does the existing station serve your needs?

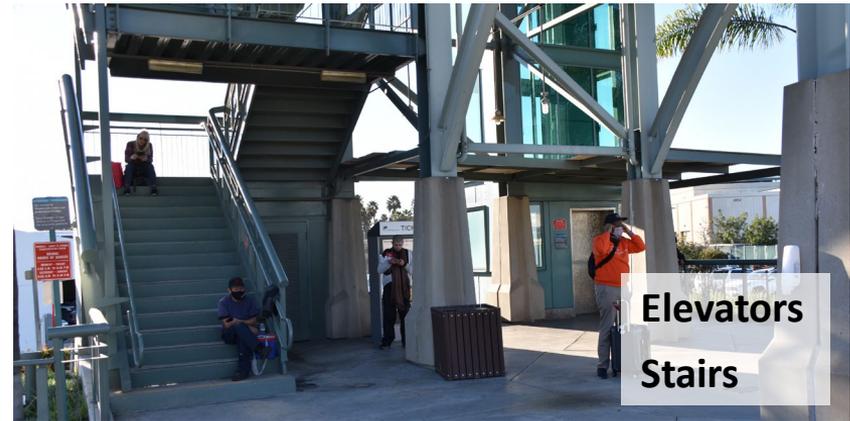
Wayfinding  
Lighting



Seating  
Shade

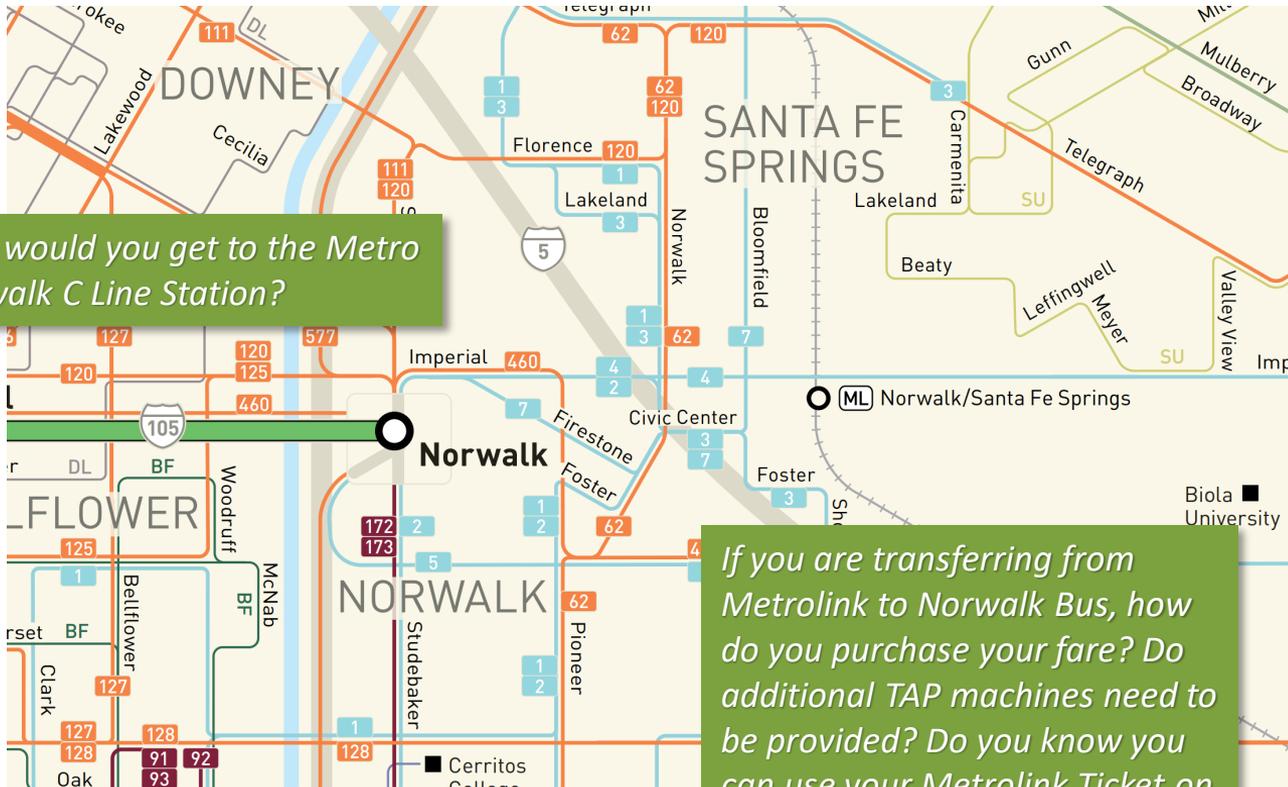


Informational Signage



Elevators  
Stairs

# How easy or challenging is it to transfer?



How would you get to the Metro Norwalk C Line Station?

If you are transferring from Metrolink to Norwalk Bus, how do you purchase your fare? Do additional TAP machines need to be provided? Do you know you can use your Metrolink Ticket on Norwalk Transit?



Transfer Point  
Multiple Lines  
See individual route maps for more detail

Amtrak & Station  
Metrolink & Station

## Metro Rail Lines

Metro Rail Line & Station  
A B C D E K

Metro Busway & Station  
G J

## Metro Bus Lines

- 754** A **thick** line shows a frequency of 15 minutes or better.\*
- 210**
- 209** A **thin** line shows a less frequent service.\*
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\* Based on weekday peak and midday frequencies.  
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## Municipal Bus Lines

- 61** Long Beach Transit
- 4** Norwalk Transit

# Open Discussion



What is the top thing you would change about this station for yourself and/or the communities you serve?

# GROUP 3

## **Station User/Community Experience Discussion:**

Part 1: Metro Norwalk C Line Station

Part 2: Metrolink Norwalk/Santa Fe Springs Station

**Closing:** Report Back and Wrap Up

# Closing

- ❑ Knowing what I know now about this study, I think Metro:
  - > Is examining issues important to me and my organization
  - > Should look more closely at \_\_\_\_\_

***Report back  
to the group***

## **Appendix B** - CBO Engagement Workshop Powerpoints – Round 2



# Los Angeles County Rail Network Integration Study

FOCUS GROUP ROUND 2

September 12, 2023



# Agenda

10:00am	Welcome Remarks/Introductions
10:05am	CBO Focus Group goals, roles, and responsibilities
10:10am	Recap of August Focus Group Discussions
10:15am	Plenary Session: <b>Regional Rail Integration Analysis &amp; Strategies</b>
10:45am	Breakout Groups: <b>Station Area Access Improvements Recommendations</b> <ul style="list-style-type: none"><li>• Van Nuys Station &amp; Downtown Burbank Station</li><li>• Burbank Airport Stations</li><li>• Norwalk stations (Metrolink, Metro C Line)</li></ul>
11:45am	Report Out on Breakout Group Discussions
11:55am	Q&A and next steps



# Introduction

> Name

> Organization and community that you are representing

> Tell us one **major destination** in LA County that your community desires public transit access to

AARP

Greater LA Realtors

Independent Living Center of Southern California

Los Angeles County Bicycle Coalition

Los Angeles Neighborhood Initiative

Long Beach Gray Panthers

Move LA

Mundo Maya Foundation

Norwalk Unides

Pacoima Beautiful

Southern California Resource Services for Independent Living

The Transit Coalition



# Roles and Responsibilities

Participants in the focus group will:

- > Review and provide feedback on study findings
- > Identify any additional challenges and opportunities for the three primary study areas
- > Share what community-oriented priorities you have heard around integrating the transit network in our region
- > Explore potential strategies for implementing recommendations



# Code of Conduct

**Metro is committed to ensuring that all participants can fairly and clearly share ideas, comments and concerns about this project. To provide a safe and equitable process, we are asking for your help.**

## **During this meeting, please:**

- > Respect the format of the meeting and allow everyone an opportunity to comment
- > Turn off cell phones and background noise when speaking
- > Treat fellow community members, agency representatives, Metro staff and others with respect
- > Address all comments to Metro staff and consultants – not to other attendees
- > Maintain a conversational tone



# Plenary Session

**Discussion: Regional Rail Integration Analysis & Strategies**

# Study Goals

- Understand needs and priorities for network integration and interagency coordination (state, regional, local)
- Focus on 3 regional rail hubs – **Van Nuys, Burbank, Norwalk**
- Develop recommendations for connecting communities and regional destinations



(Source: CRA)

# What We Learned from Focus Group Round 1 (August 2023)

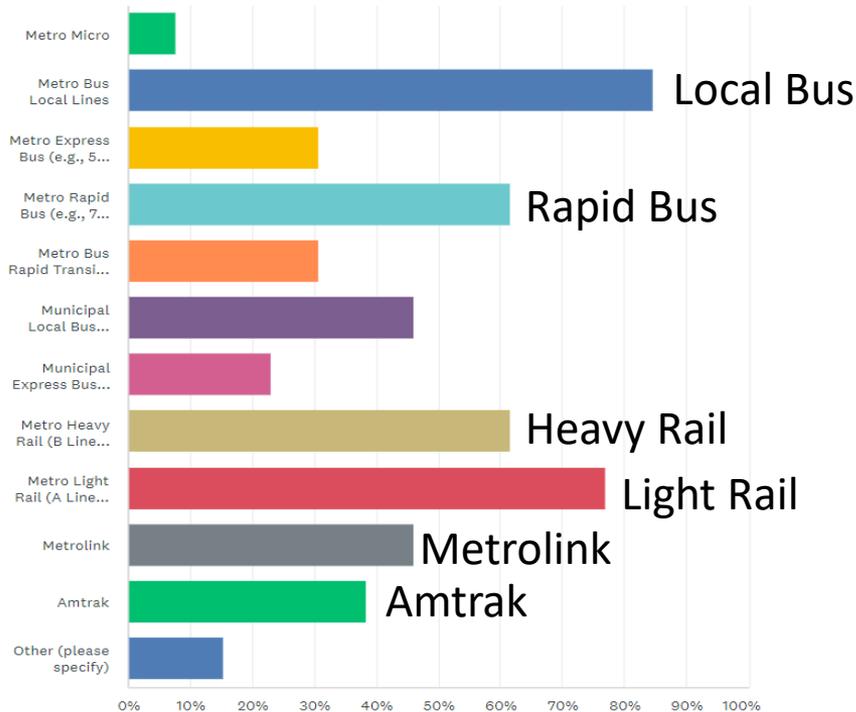
- Vision for an integrated rail network in LA County
- Systemwide trip planning issues and opportunities, focusing on:
  - Communications (information on how you ride)
  - Connectivity (how to get to and from stations)
  - Accessibility (how easy to navigate the stations)
  - Amenities (comfort and livability of the stations)
- Station user and community experience at Metrolink, Amtrak, and Metro rail stations in Van Nuys, Burbank, and Norwalk



# Focus Group Survey Responses – Modes of Access to Transit

What modes of public transportation do members of your community typically use? (Select all that apply)

Answered: 13 Skipped: 11



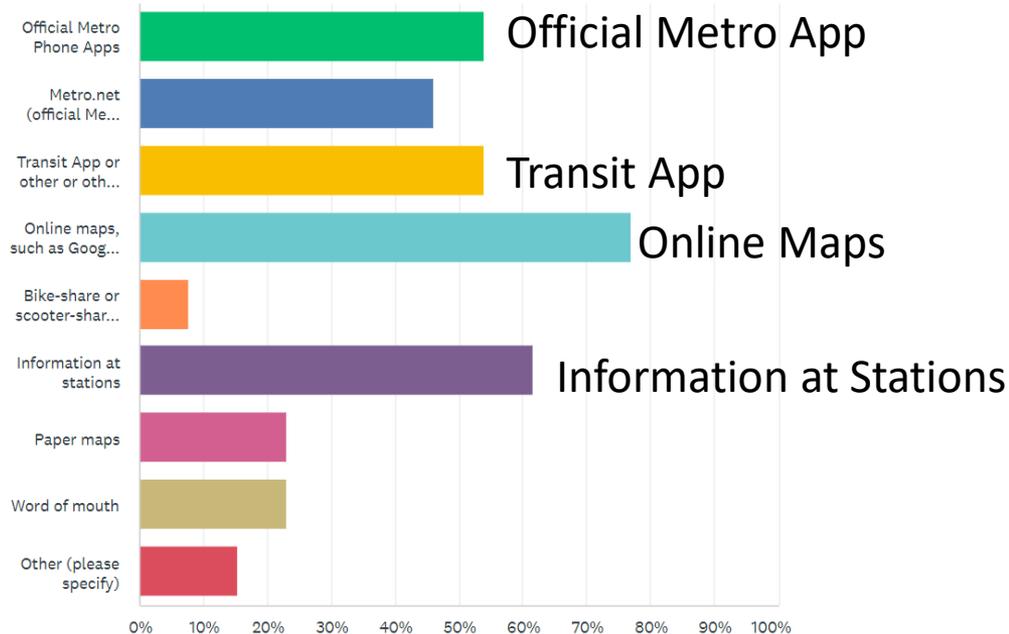
# Focus Group Survey Responses – Trip Planning

Q3



What tools do your community members use to plan their trips?  
(Select all that apply)

Answered: 13 Skipped: 11



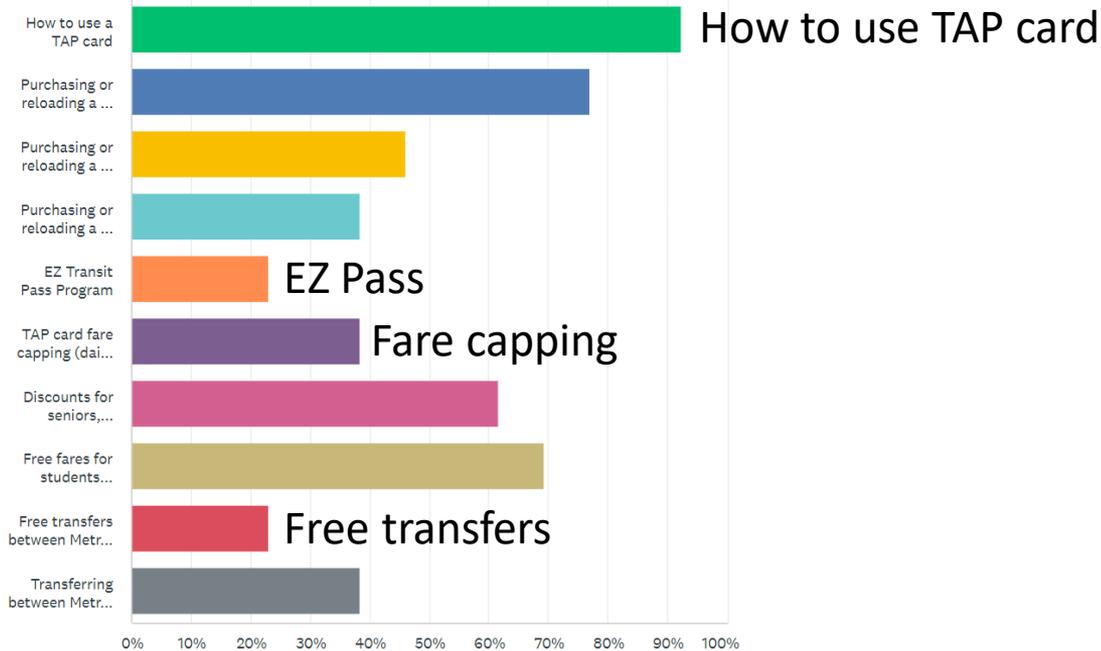
# Focus Group Survey Responses – Metro and Local Bus Service Payment Methods

Q7



Regarding fare payments on Metro and local bus services, do you and/or your community know about the following? (Select all that apply)

Answered: 13 Skipped: 11



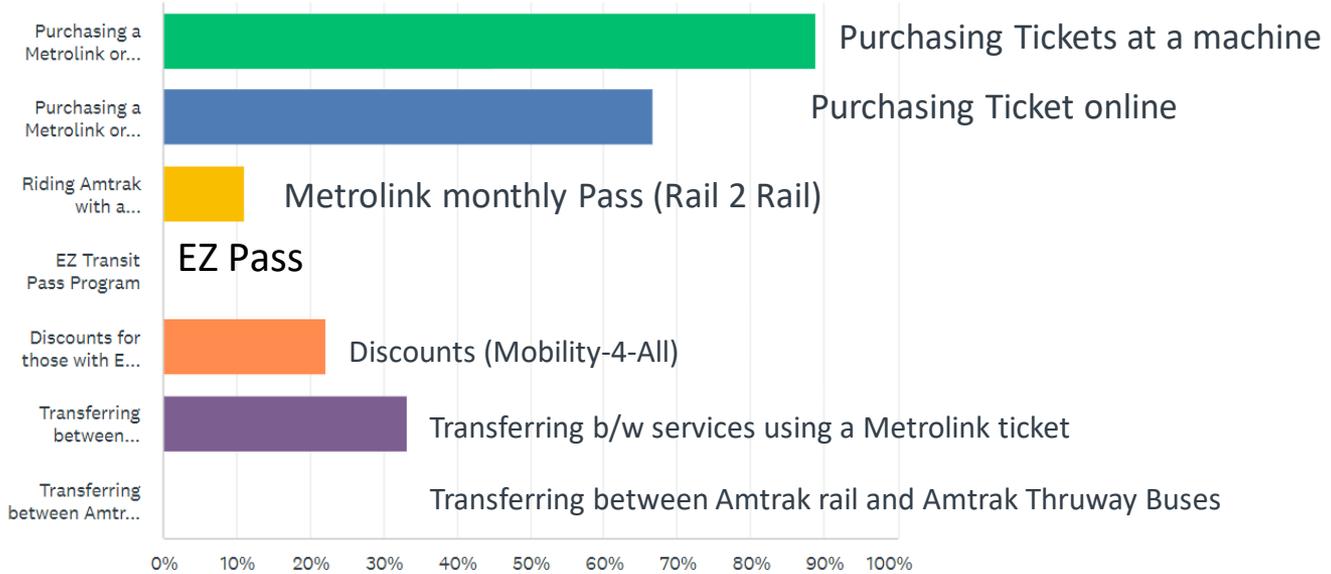
# Focus Group Survey Responses – Metrolink and Amtrak Service and Payment Methods

Q8



Regarding fare payments on Metrolink and Amtrak, do you and/or your community know about the following? (Select all that apply)

Answered: 9 Skipped: 15



# What We Heard from Agency Stakeholder Engagement

## Improvements for regional coordination of:

- Wayfinding, access, real-time customer information
- First-last mile connectivity
- Station amenities
- Transit-oriented development and communities
- Fare integration, integrated ticketing
- Agreements for station maintenance and operations
- Improved transit service and frequency
- Funding and construction

Agency	Burbank	Norwalk	Van Nuys
CalSTA & Caltrans	■	■	■
SCRRA/Amtrak	■	■	■
CAHSR	■	■	
SCAG	■	■	■
OCTA/LOSSAN		■	
LAWA		■	
Long Beach Transit		■	
LADOT			■
City of Burbank	■		
City of Norwalk		■	
City of Santa Fe Springs		■	
Hollywood Burbank Airport	■		

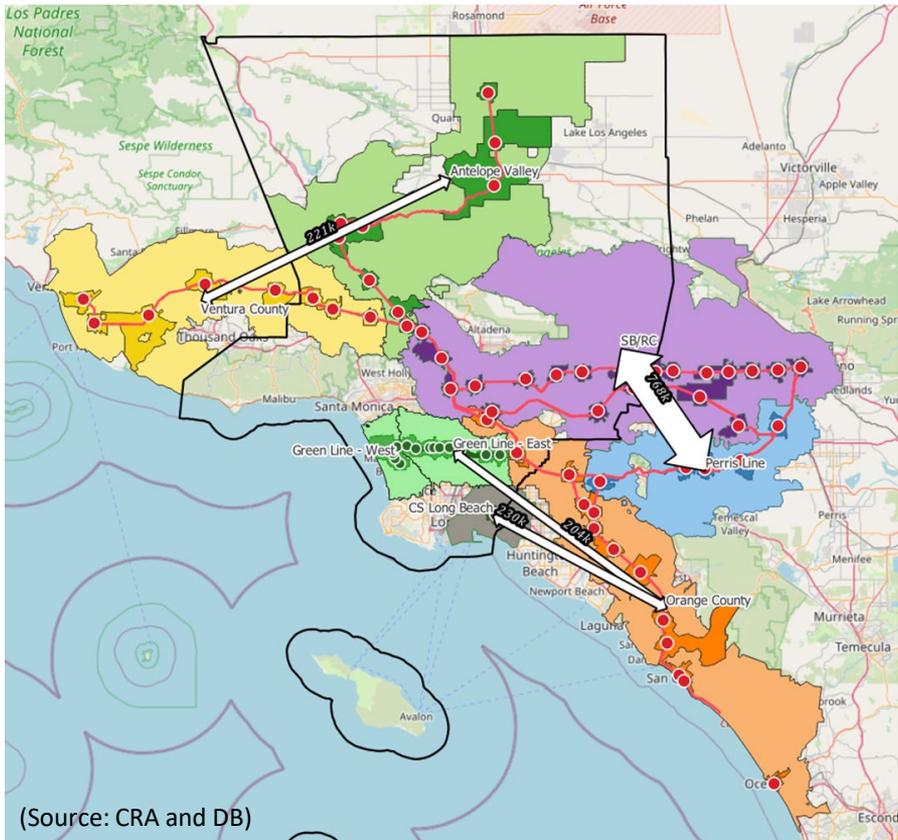


# Metro Policy Coordination and Integration

- Customer Experience Plan (2022) includes initiatives for cleanliness, public safety, bus stop shade and seating ("Shade for All"), customer information, time competitiveness and connectivity
- Bus Shelters Board Motion (March 2023)
- Board motion to consolidate transportation apps (December 2022)
- Coordination with Cal-ITP and mobility providers on open-loop payment and customer information technology integration
- Universal basic mobility expansion (mobility wallet)
- Fare and integrated ticketing (e.g., special events, LA 28 Olympic)
- Coordination with UCLA capstone research



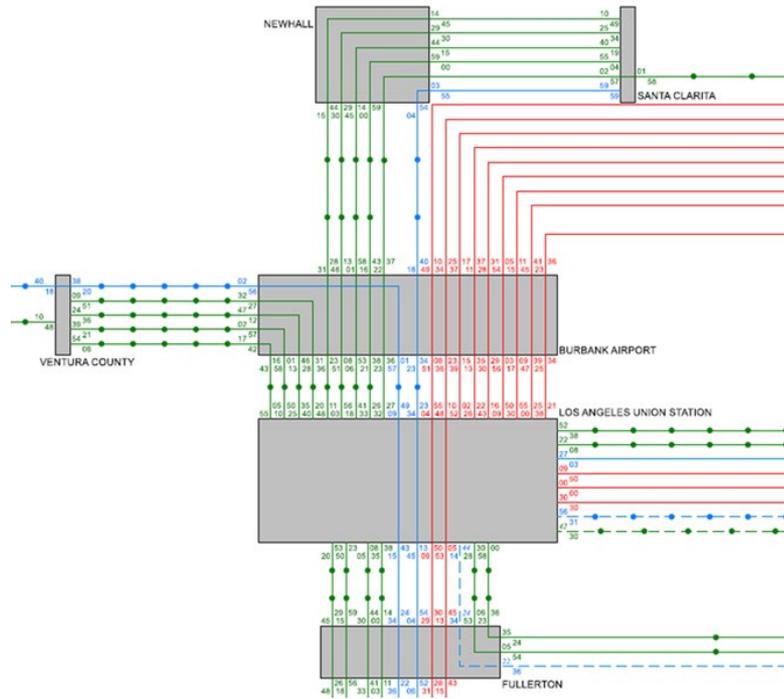
# Travel Market and Hot Spot Operational Analysis



(Source: CRA and DB)



## Service-led design and Time Transfers



# Regional Rail Integration Strategies – Initial Findings

## Near Term

*Near-term projects that augment connectivity and reduce travel barriers*



Timed Metrolink transfers to Burbank Airport



Add an Amtrak Surfliner Stop at Norwalk/SFS & Downtown Burbank Stations



Cohesive wayfinding



Low-cost First/Last Mile improvements



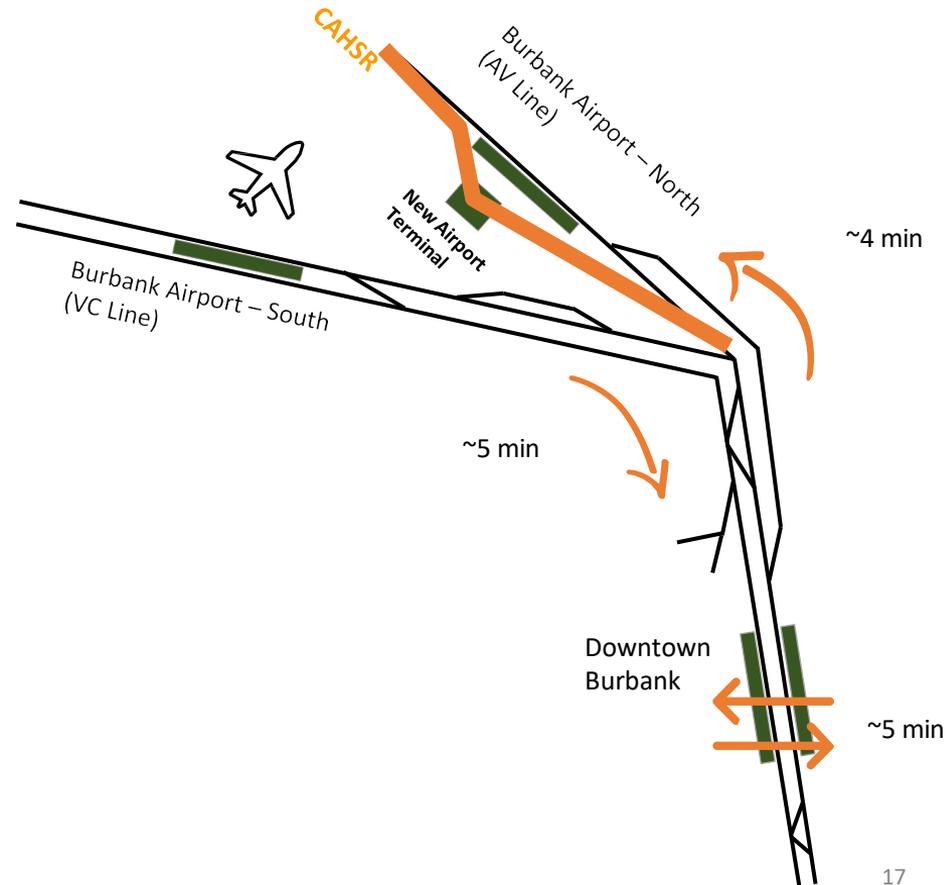
# Timed Transfers to Burbank Airport

## Near-Term Benefits

- > Time Metrolink's Antelope Valley and Ventura County Lines to facilitate transfers to existing and future Hollywood Burbank Airport terminal

## Long-Term Benefits

- > Timely connection from the VC Line to the relocated airport terminal and future CAHSR underground station



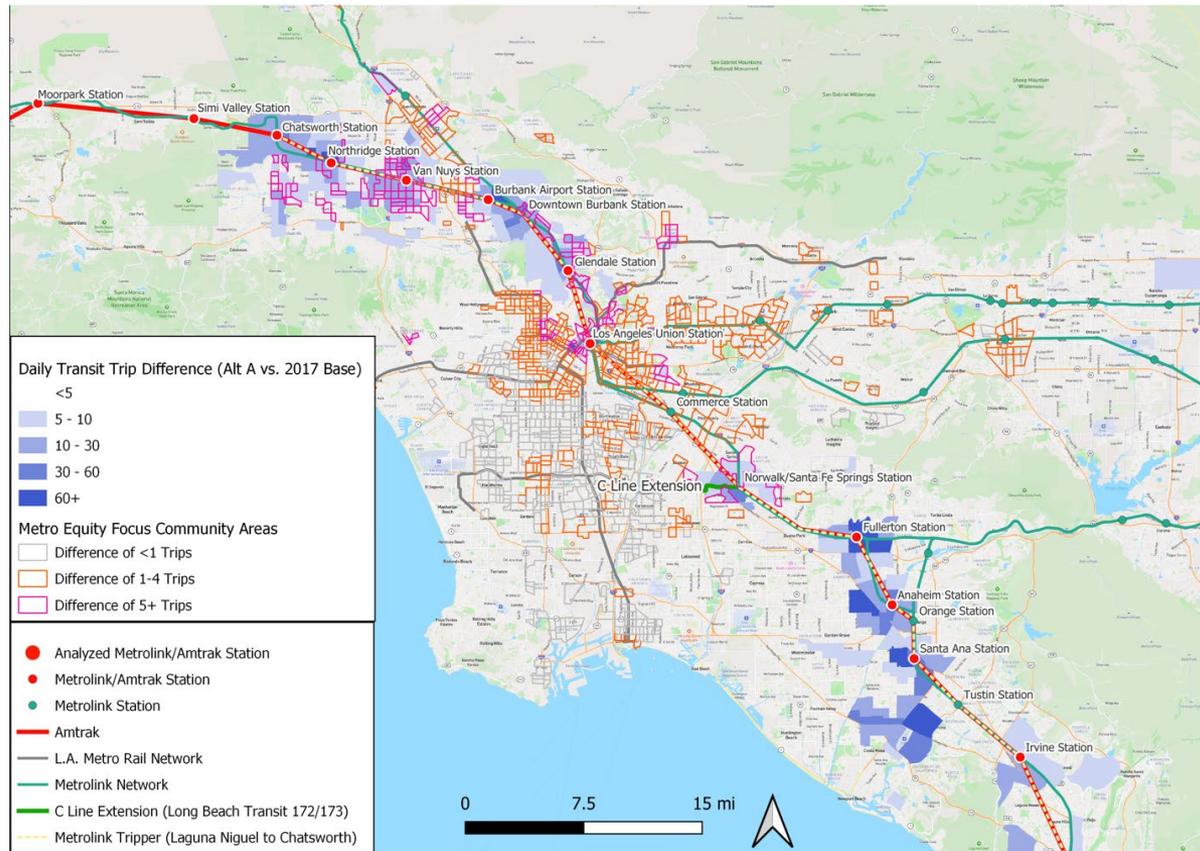
# Additional Amtrak Surfliner Stop at Norwalk/SFS

## Near-Term Benefit

- > Immediate, increased frequency with few costs
- > No significant effect on LOSSAN runtime

## Long-Term Benefit

- > Major hub connection to CAHSR and Metro C Line



# Regional Rail Integration Strategies – Initial Findings

## Long Term

*Longer-term endeavors that have a higher cost or require policy coordination*



Metrolink “Tripper”  
in L.A./Orange County



C Line Extension (bus or rail)



I-405 Express Bus

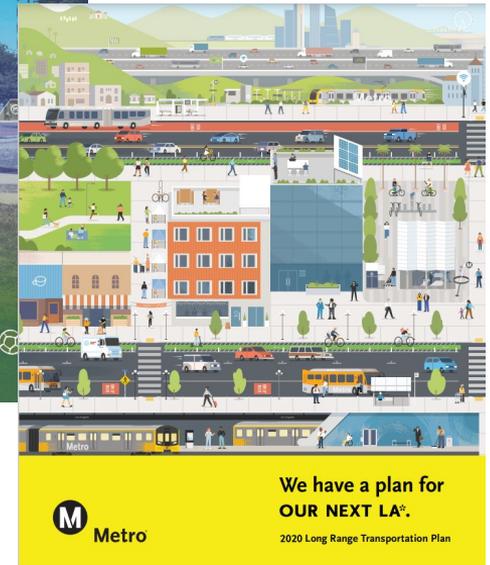
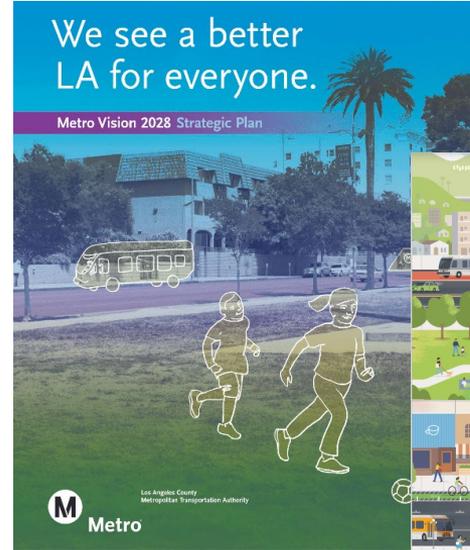


Policies and agreements  
on fares, wayfinding, FLM



# Benefit/Cost Assessment

RNI Benefit Cost Analysis is aligned with the State Rail Plan, CTP 2050, Metro's Vision 2028 and 2020 LRTP, and other regional strategic business plans (e.g., CAHSR, SCRRRA, Amtrak)



# Breakout Groups: Station Area Access Improvements Recommendations



## GROUP 1

Part 1 (10:45 – 11:15)

**Van Nuys Station**

Part 2 (11:15 – 11:45)

**Downtown Burbank Station**

## GROUP 2

Part 1 (10:45 – 11:15)

**Burbank Airport North Station**

Part 2 (11:15 – 11:45)

**Burbank Airport South Station**

## GROUP 3

Part 1 (10:45 – 11:15)

**Metro Norwalk C Line Station**

Part 2 (11:15 – 11:45)

**Norwalk/Santa Fe Springs Station**

*Please go to the table with the station you'd like to discuss  
You can change between Parts 1 and 2*



# Breakout Groups

*Please go to the table with the station you'd like to discuss  
You can change between Parts 1 and 2*

# Report Back & Next Steps

## Next Steps

- > Review CBO Focus Group feedback
- > Ongoing Agency Stakeholder Outreach
- > Draft Study Report in Fall 2023

# Contact Us



**Jill Liu, Sr. Manager, Countywide Planning**  
**Jefferson Isaí Rosa, Manager, Community Relations**  
One Gateway Plaza, M/S 99-23-2  
Los Angeles, CA 90012



213.922.4640



[RNIS@metro.net](mailto:RNIS@metro.net)



<https://www.metro.net/projects/los-angeles-county-rail-network-integration-study/>





Thank you!

LOS ANGELES COUNTY RAIL NETWORK INTEGRATION STUDY

# GROUP 1

**Station User/Community Experience Discussion:**  
**Part 1:** Van Nuys Station  
**Part 2:** Downtown Burbank Station  
**Closing:** Report Back and Wrap Up

# Van Nuys Station Overview

## PART 1

### Van Nuys Station

- Metrolink and Amtrak Station
- Metro, LADOT's DASH, Amtrak Thruway buses
- Future East San Fernando Valley (ESFV) LRT Line
- Future start/end of the Sepulveda Line

- Study Area Rail Station
- Entrances
- Half-Mile Buffer

#### Planned Bike Facilities

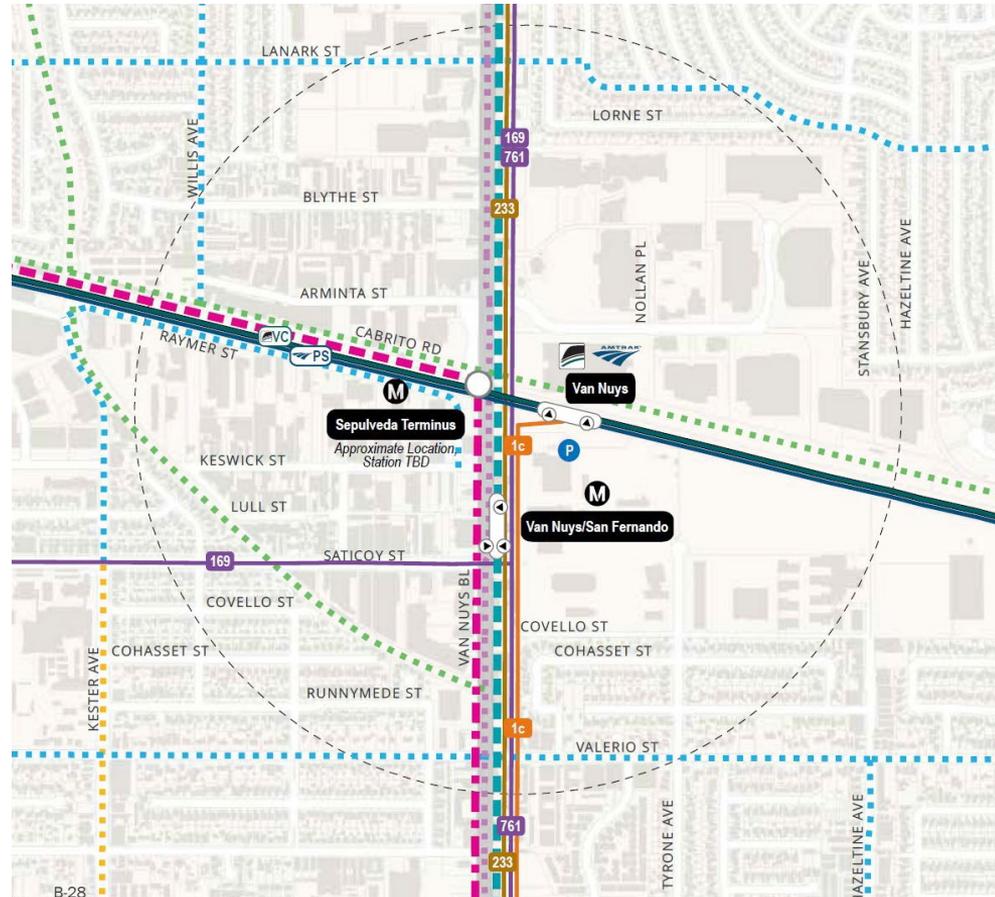
- Class I - Bike Path
- Class II - Bike Lane
- Class III - Bike Route
- Class IV - Protected Bikeway

#### Existing Transit

- Amtrak Lines
- Amtrak Thruway Bus Routes
- Metrolink Lines
- Metrolink Parking

#### Planned Transit

- Metro Sepulveda Line & Station Location (Alignment Options)
- Metro East San Fernando Valley Light Rail
- Metro Tier 2: NextGen Bus Routes
- Metro Tier 3: NextGen Bus Routes
- Metro Tier 4: NextGen Bus Routes



# Van Nuys Station Area



Sepulveda Line (fut) **M**

ESFV LRT (fut) **M**

**M** Bus Bays

**M**



Platform

Parking

# What we heard about Downtown Burbank Station

- **Improved amenities**
  - Bicycle parking
  - Connection between bus stops and rail station
- **Improved routes to/from the station**
  - Bicycle routes
  - Shade and trees
  - Improved crosswalks and sidewalks
  - Accessibility for those in wheelchairs or using walkers
- **Improved information and/or signage**
  - Fares for all modes
  - Consistent signage that is visual and legible
  - Audio communications
  - Ambassadors
- **Ticket integration**

VAN NUYS:

Access difficult  
Need elevator  
Walk to bus to station too lengthy  
Esp. difficult for disabled,  
esp. wheelchair, cane

Track shade/coverage due to rain/heat  
No escalators

Elevator location - to get to tracks  
@ VN Blvd, near Burbank Station  
↳ Access both sides of track  
Need wayfinding/info proximate to  
elevators

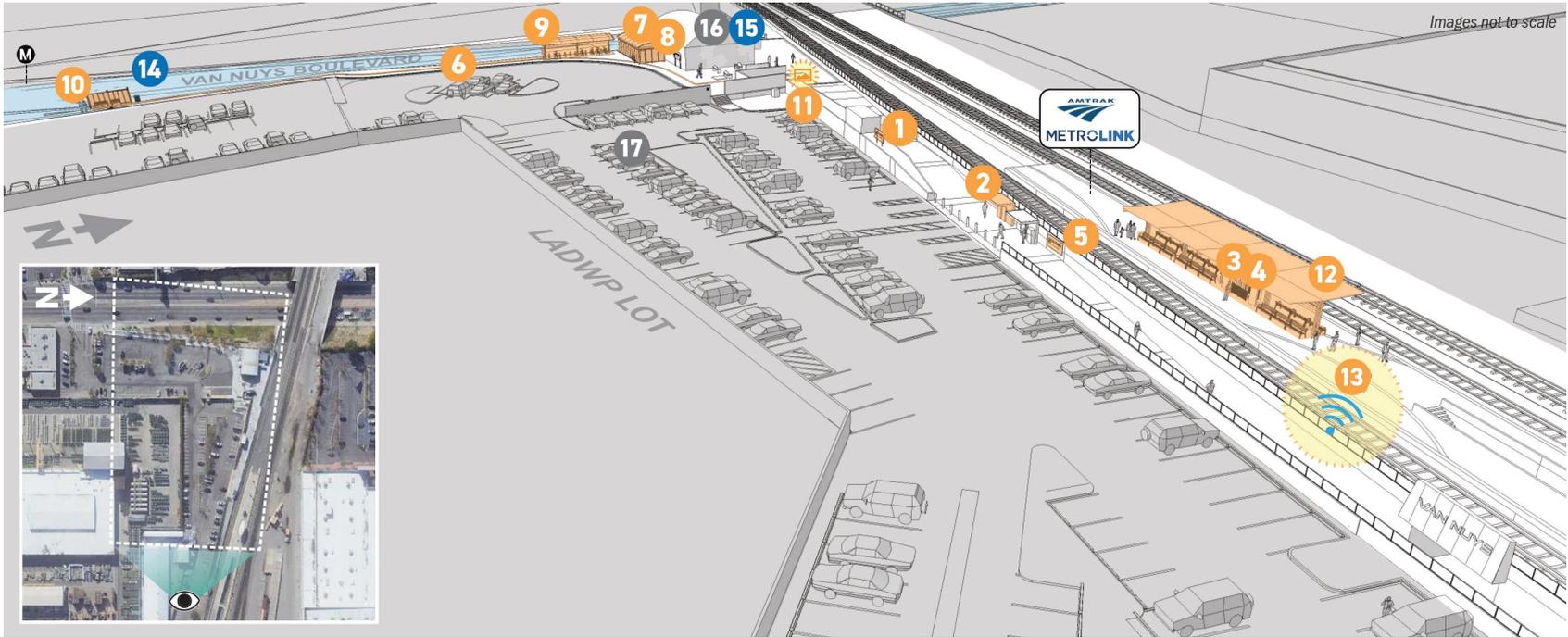
Transform surface parking lot  
into transit station house,  
circulation

Transform current surface  
parking into new station  
house & concourse.  
Think small scale  
"Union Station"  
• Important to facilitate  
East SFV & Sepulveda Transit  
Condu-

Seat Trevor  
- Guidance through  
station  
- serving unhoused  
location b/w Metro &  
HITP  
Also P. Comm. Seat.  
Need to get beyond silos



# Proposed Station Amenities



Images not-to-scale

## Proposed Improvements

- 1 Static Directional Signage
- 2 Station Area Map
- 3 Real-Time Arrival Info
- 4 Visual Wayfinding to Connecting Transit Service

- 5 Audio Wayfinding to Connecting Transit Service
- 6 Tactile Wayfinding to Connecting Transit Service
- 7 Bike Hub
- 8 Bike Share

- 9 Shared Dockless Micro-Mobility Parking
- 10 Bus Stop Amenities
- 11 Public Art
- 12 Shade Structure
- 13 Wifi

## Projects Planned by Others

- 14 East San Fernando Valley Light Rail Transit Project
- 15 Future Sepulveda Transit Corridor Station, Location TBD

## Existing Station Features

- 16 Indoor Station Area and Restrooms
- 17 Electric Vehicle Parking



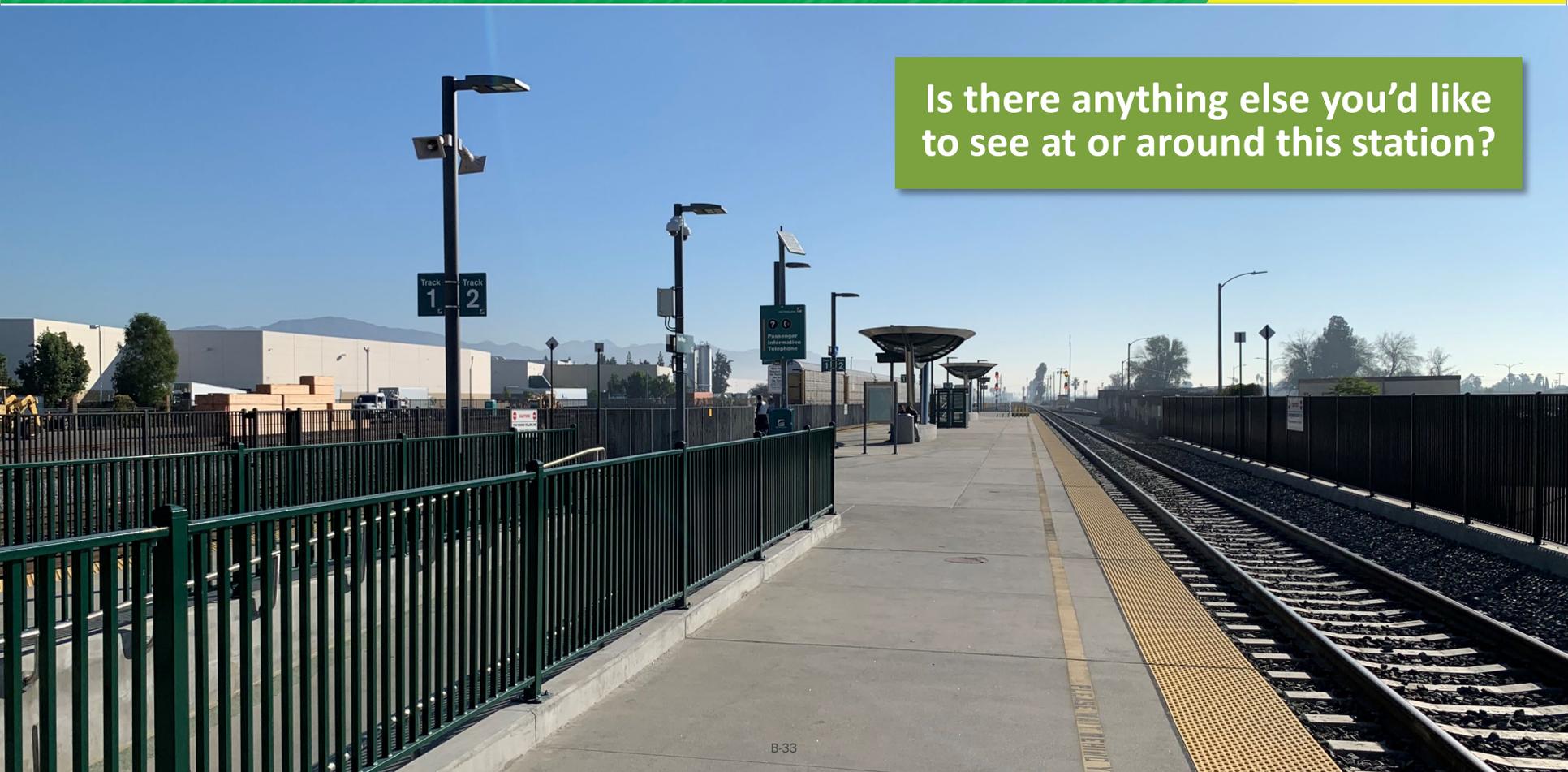
# Examined Access Improvements

1. Improved connection between the bus stops, the ESFV LRT stop, and the Metrolink/Amtrak rail stop, including an improved crossing at Saticoy (by Metro)
2. New bicycle connection between Tyrone Avenue and the station
3. Improved bicycle route on Tyrone Avenue (by City of Los Angeles)



# Open Discussion

Is there anything else you'd like to see at or around this station?



# GROUP 1

## **Station User/Community Experience Discussion:**

Part 1: Van Nuys Station

**Part 2: Downtown Burbank Station**

Closing: Report Back and Wrap Up

# Downtown Burbank Station Overview

## PART 2

### Downtown Burbank Station

- Metrolink and Amtrak Station
- Metro, BurbankBus, Santa Clarita Transit, Glendale Beeline buses
- Future NoHo to Pasadena BRT

- Study Area Rail Station
- Entrances
- Half-Mile Buffer

#### Existing Bike Facilities

- Class I - Bike Path
- Class II - Bike Lane
- Class III - Bike Route

#### Planned Bike Facilities

- Class I - Bike Path
- Class II - Bike Lane
- Class III - Bike Route

#### Planned ExpressLanes

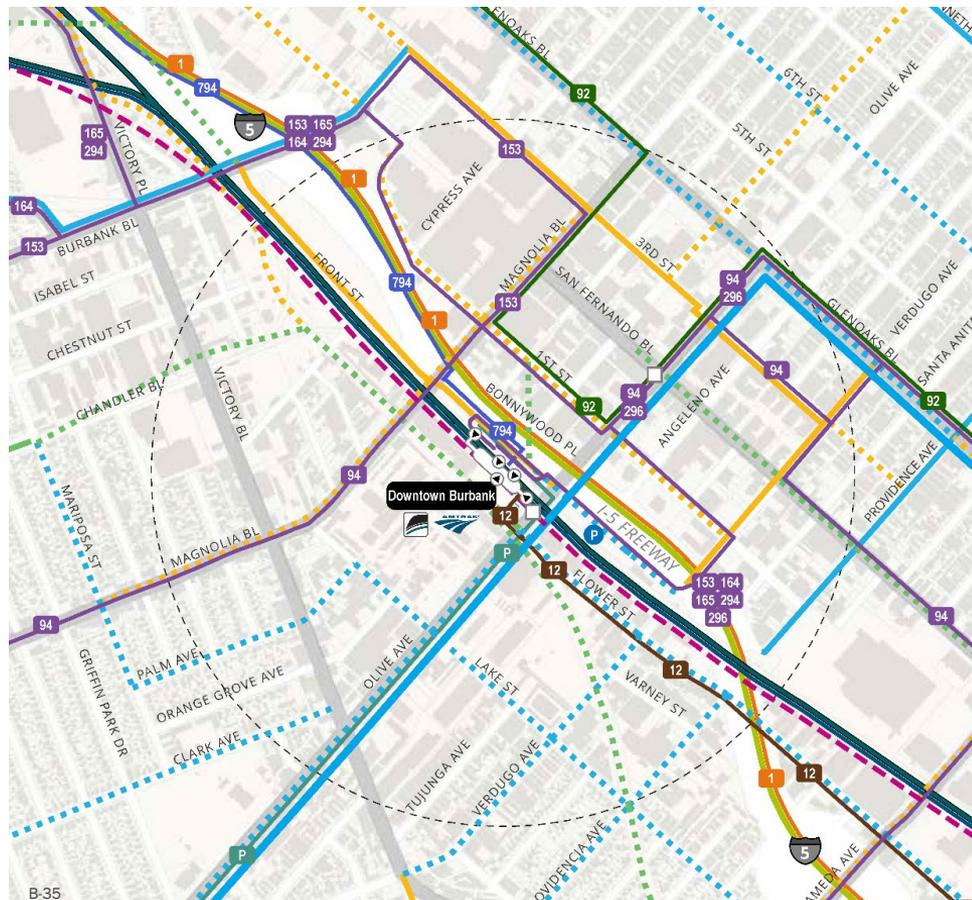
- Metro Tier 2: ExpressLanes Mid-Term (2027-2032)

#### Existing Transit

- Amtrak Lines
- Amtrak Thruway Bus Routes
- Metrolink Lines
- Burbank Bus Routes
- Glendale Beeline Bus Routes
- Santa Clarita Transit Bus Routes
- Metrolink Parking

#### Planned Transit

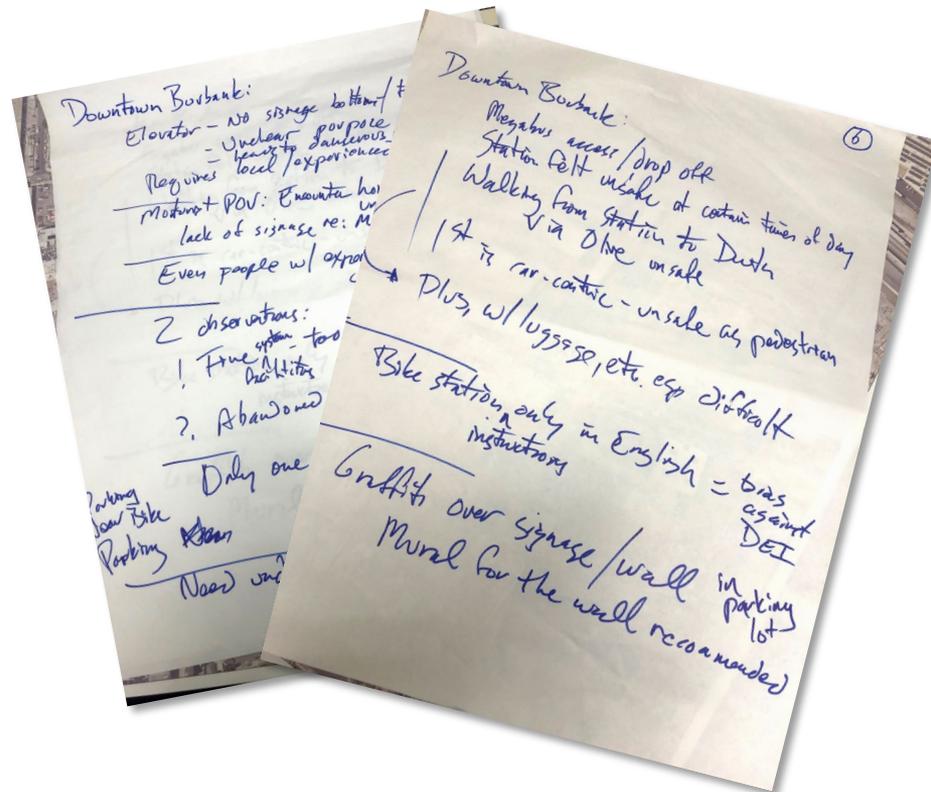
- CA High Speed Rail Alignment Alternatives
- NoHo-Pasadena BRT
- NoHo-Pasadena BRT Study Area Stations
- Metro Tier 3: NextGen Bus Routes
- Metro Tier 4: NextGen Bus Routes



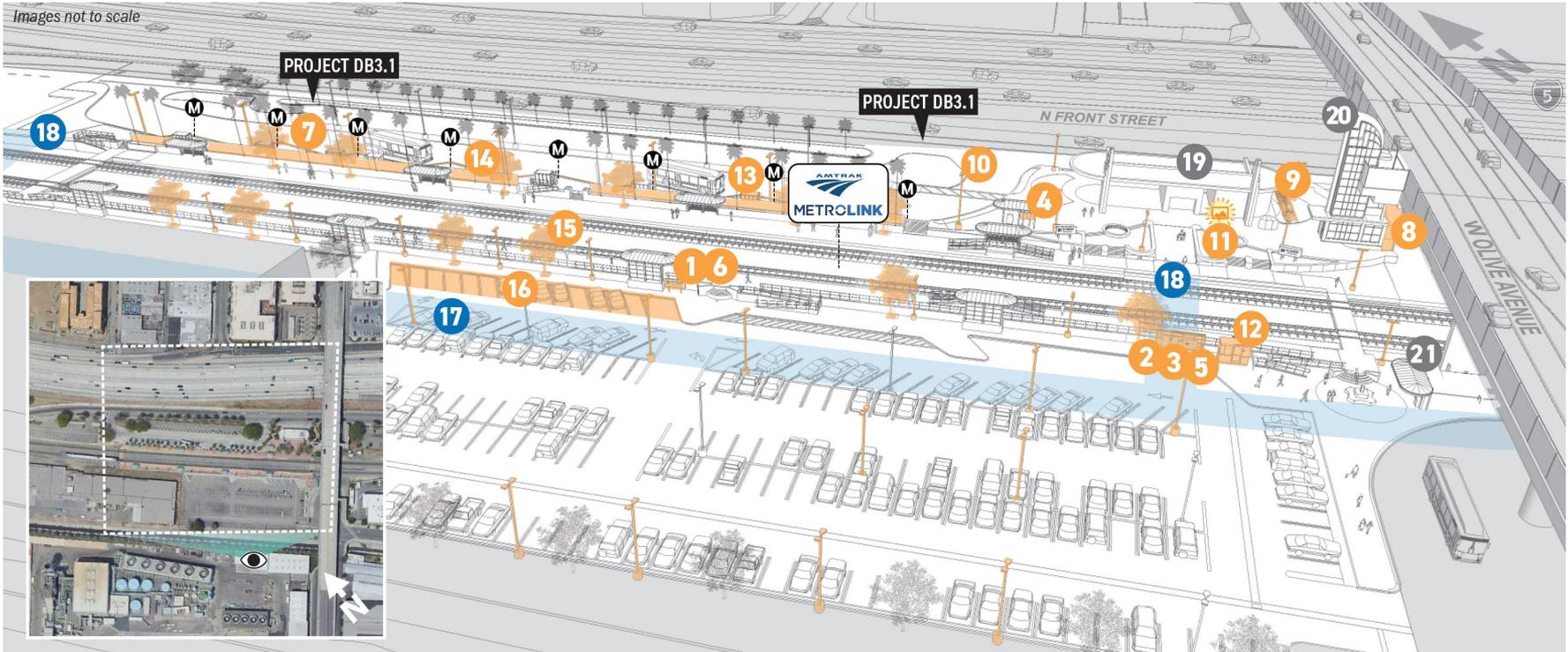


# What we heard about Downtown Burbank Station

- **Improved amenities**
  - Public art and murals
- **Improved routes to/from the station**
  - Area is car-centric and unsafe for pedestrians
  - Improved wayfinding around the station
  - Trees and shade
- **Improved information and/or signage**
  - Improved wayfinding at the station
  - Add information at the top/bottom of elevators
  - Include signs in multiple languages
  - Parking signage
- **Ambassadors are helpful**
- **Time services (Amtrak/Metrolink/Buses)**



# Proposed Station Amenities



## Proposed Improvements

- 1 Static Directional Signage
- 2 Digital Information Kiosk
- 3 Customer Service Kiosk
- 4 Real-Time Arrival Info
- 5 Station Area Map
- 6 Audio Wayfinding to Connecting Transit Service
- 7 Tactile Wayfinding to Connecting Transit Service
- 8 Access Ramp
- 9 Shared Dockless Micro-Mobility Parking
- 10 Supplemental Lighting
- 11 Public Art
- 12 Security Kiosk
- 13 Shade Structures
- 14 Sound Barrier
- 15 Shade Trees
- 16 Electric Vehicle Parking

## Projects Planned by Others

- 17 Planned California High-Speed Rail Alignment
- 18 Planned California High-Speed Rail Pedestrian Crossing

## Existing Station Features

- 19 Restrooms and Bike Hub
- 20 Vertical Connection to W. Olive Avenue
- 21 Bus Stop Amenities

## Other RNI Proposed Improvements

DB3.1 Front Street







# Open Discussion

Is there anything else  
you'd like to see at or  
around this station?



# GROUP 1

## **Station User/Community Experience Discussion:**

Part 1: Van Nuys Station

Part 2: Downtown Burbank Station

**Closing:** Report Back and Wrap Up

# Closing

- ❑ Knowing what I know now about this study, I think Metro:
  - > Is examining issues important to me and my organization
  - > Should look more closely at \_\_\_\_\_

***Report back  
to the group***

# GROUP 2

**Station User/Community Experience Discussion:**

**Part 1:** Burbank Airport North

**Part 2:** Burbank Airport South

**Closing:** Report Back and Wrap Up

# Norwalk C Line & N/SFS Stations Overview

## PART 1

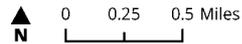
### Burbank Airport North

- Metrolink service
- Metro and Amtrak Thruway buses
- Adjacent to the *future* Burbank High-Speed Rail stop
- In proximity to the *future* Hollywood Burbank Airport terminal

## PART 2

### Burbank Airport South

- Metrolink and Amtrak service
- Metro
- Adjacent to RITC (Regional Intermodal Transportation Center)
- In proximity to the existing Hollywood Burbank Airport terminal



- Class I - Bike Path
- Class II - Bike Lane
- Class III - Bike Route
- Class IV - Protected Bikeway
- ⋯ Planned Bikeway

- Amtrak Lines
- Amtrak Thruway Bus Routes
- Metrolink Lines
- Metro Bus Routes
- Burbank Bus Routes
- DASH Bus Routes
- Glendale Beeline Bus Routes
- Santa Clarita Transit Bus Routes

- Metro Micro Zone
- Half-Mile Walkshed
- Half-Mile Buffer
- Buses Connecting to North Hollywood Station
- Buses Connecting to All Three Study Area Stations
- Study Area Rail Stations
- Bus Stops



# GROUP 2

**Station User/Community Experience Discussion:**

**Part 1:** Burbank Airport North

**Part 2:** Burbank Airport South

**Closing:** Report Back and Wrap Up

# Burbank Airport North Station Area



Platform



Bus Bays

Cohasset St



Pick-Up/ Drop off



Bus Stop

New Terminal (fut)



High Speed Rail (fut)



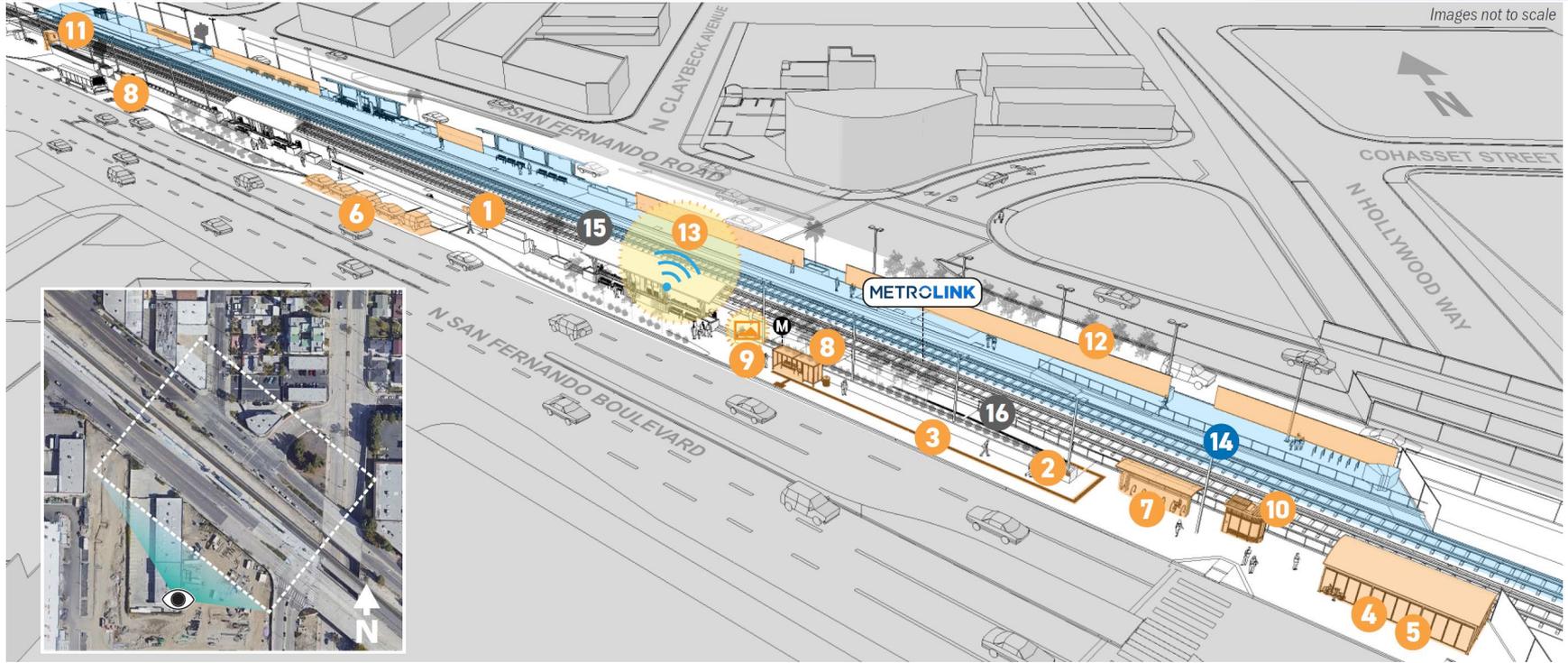
Existing Terminal

# What we heard about Burbank Airport North

- **Improved amenities**
  - Restrooms
  - Water
  - Bus stops – notably including shade
  - Bike racks or lockers
- **Improved routes to/from the station**
  - Shade/trees along access routes
  - Improve walking routes and reduce the need for a car to get to the station
  - Wayfinding
- **Improved information and/or signage**
  - Maps
  - Schedules
  - Transfers and available modes
- **Single fares for all modes**



# Proposed Station Amenities – Burbank Airport North



## Proposed Improvements

- 1 Customer Service Kiosk
- 2 Audio Wayfinding to Connecting Transit Service
- 3 Tactile Wayfinding to Connecting Transit Service
- 4 Bike Hub

- 5 Bike Share
- 6 Car Share & EV Charging
- 7 Shared Dockless Micro-Mobility Parking
- 8 Bus Stop Amenities & Amenities at Existing Airport Shuttle Stop

- 9 Public Art
- 10 Restrooms
- 11 Security Kiosk
- 12 Sound Barrier
- 13 Wifi

## Projects Planned by Others

- 14 Brighton to Roxford Double-Track Project

## Existing Station Features

- 15 Shade Structures
- 16 Access Ramp





# Open Discussion



Is there anything else you'd like to see at or around this station?

# GROUP 2

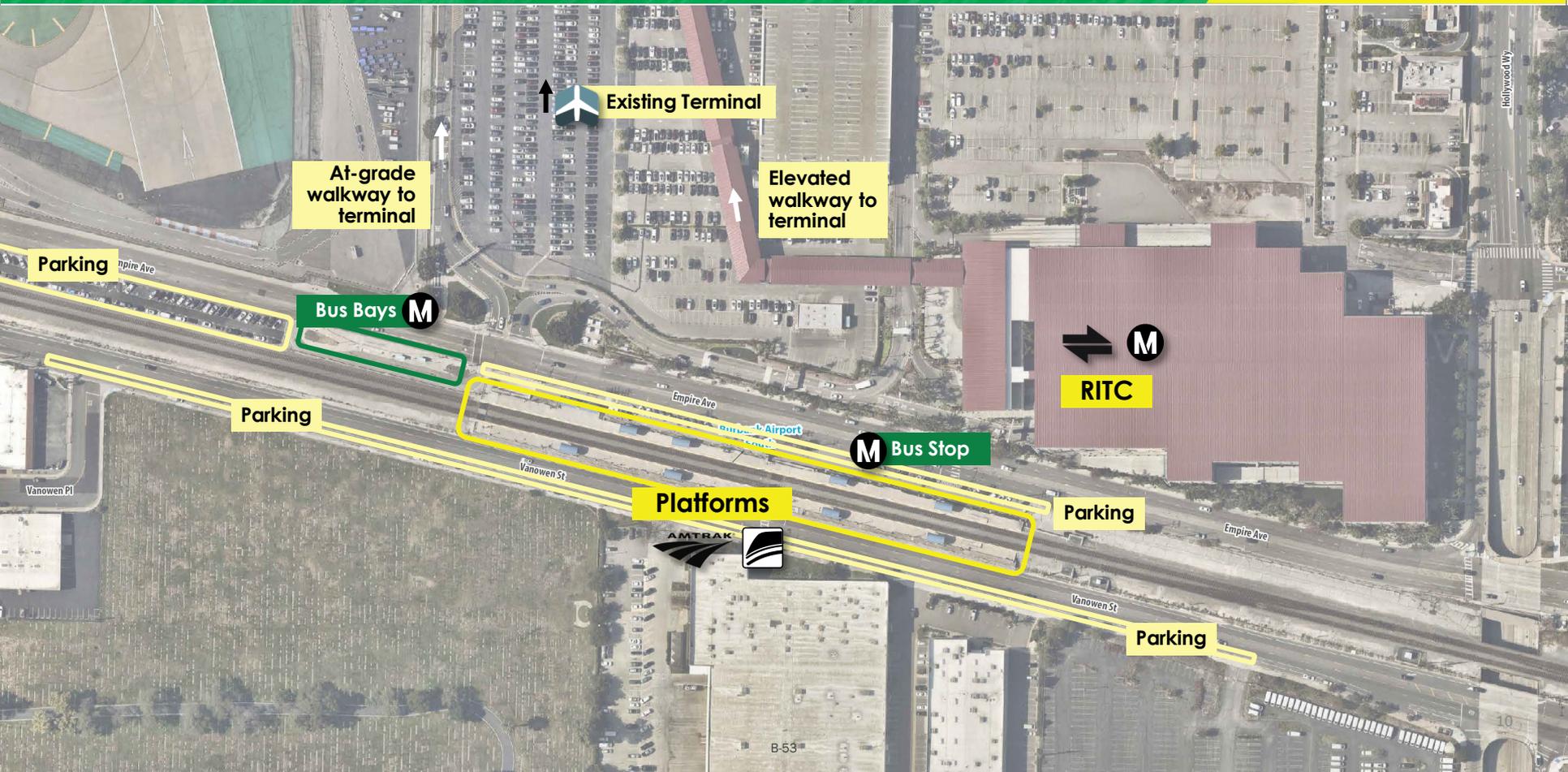
## **Station User/Community Experience Discussion:**

Part 1: Burbank Airport North

**Part 2: Burbank Airport South**

Closing: Report Back and Wrap Up

# Burbank Airport South Station Area



Existing Terminal

At-grade walkway to terminal

Elevated walkway to terminal

Parking

Bus Bays

M

RITC

M

Parking

Bus Stop

M

Platforms

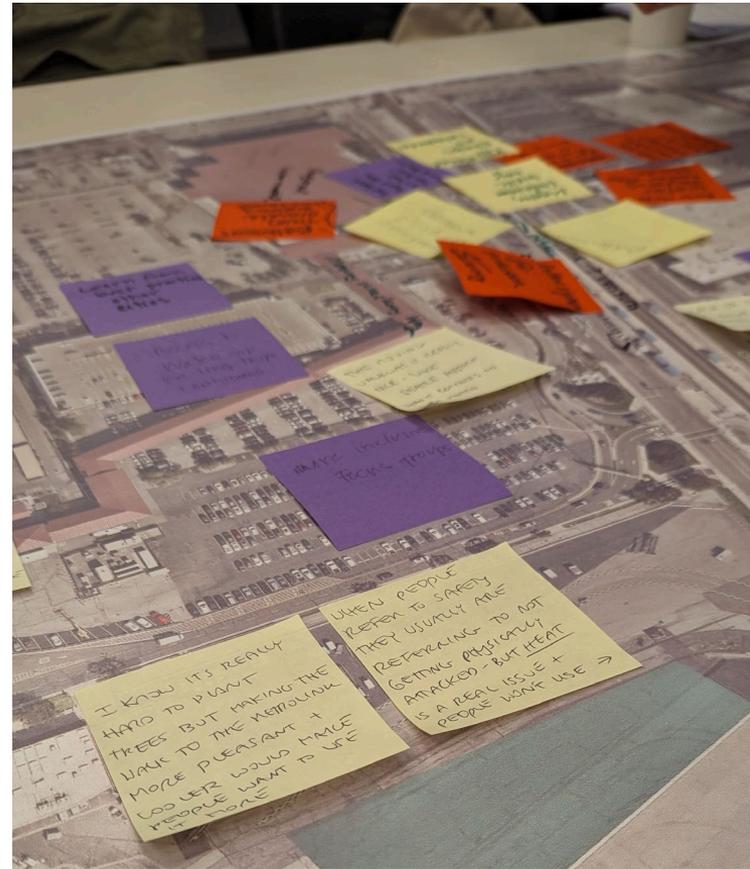
Parking

Parking

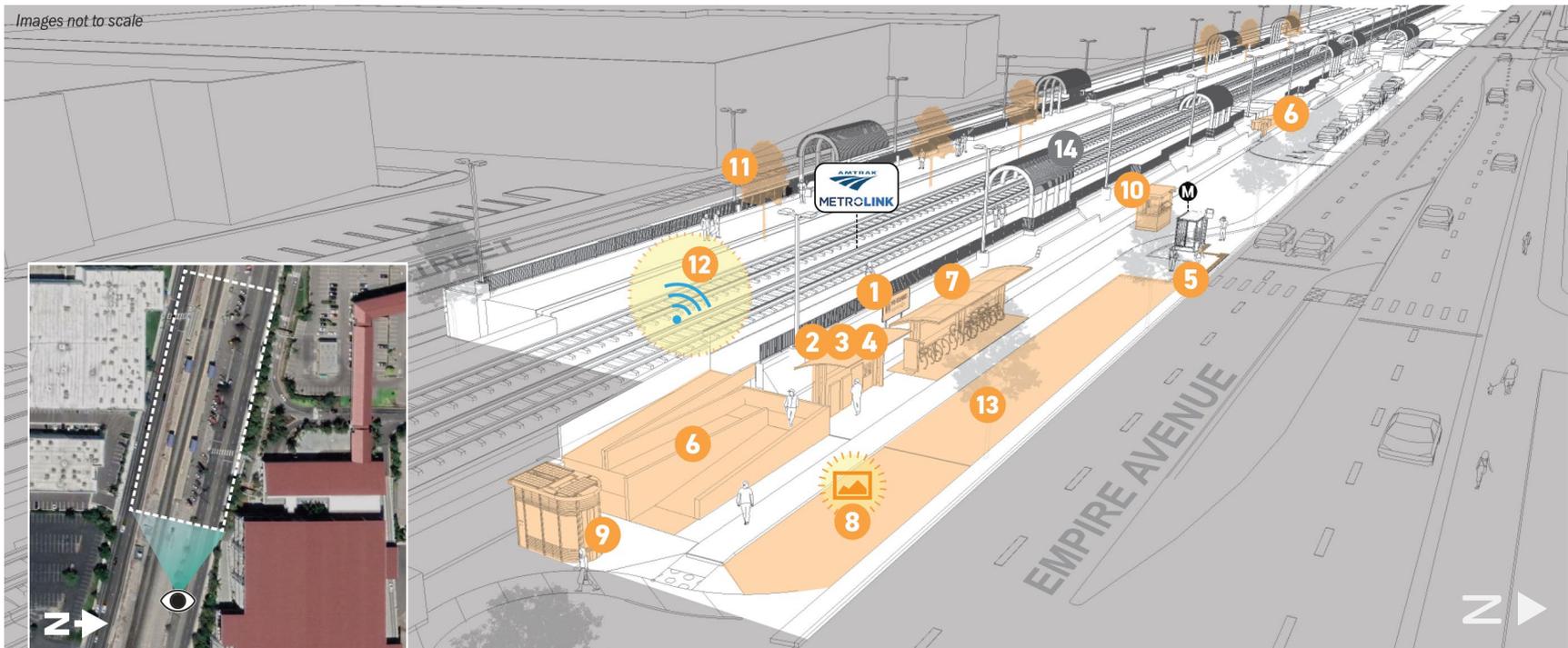


# What we heard about Burbank Airport South

- **Improved amenities**
  - Shade and lighting
  - Emergency call buttons
  - Restrooms and water fountains
- **Improved routes to/from the station**
  - Trees and shade
  - Lighting
  - Information on accessible (ADA) routes
- **Improved information and/or signage**
  - Bus arrival times
  - Rail arrival times
  - Airport departure times
  - Universal signage for all modes
  - How to get to key destinations
  - Fares for all modes
- **Improved reliability for Metro Micro**



# Proposed Station Amenities - Burbank Airport South



## Proposed Improvements

- 1 Static Directional Signage
- 2 Digital Information Kiosk
- 3 Customer Service Kiosk
- 4 Station Area Map

- 5 Tactile Wayfinding to Connecting Transit Service
- 6 Access Ramp
- 7 Shared Dockless Micro-Mobility Parking

- 8 Public Art
- 9 Restrooms
- 10 Security Kiosk

- 11 Shade Trees
- 12 Wifi
- 13 Pedestrian-Supportive Landscaping

## Existing Station Features

- 14 Shade Structures

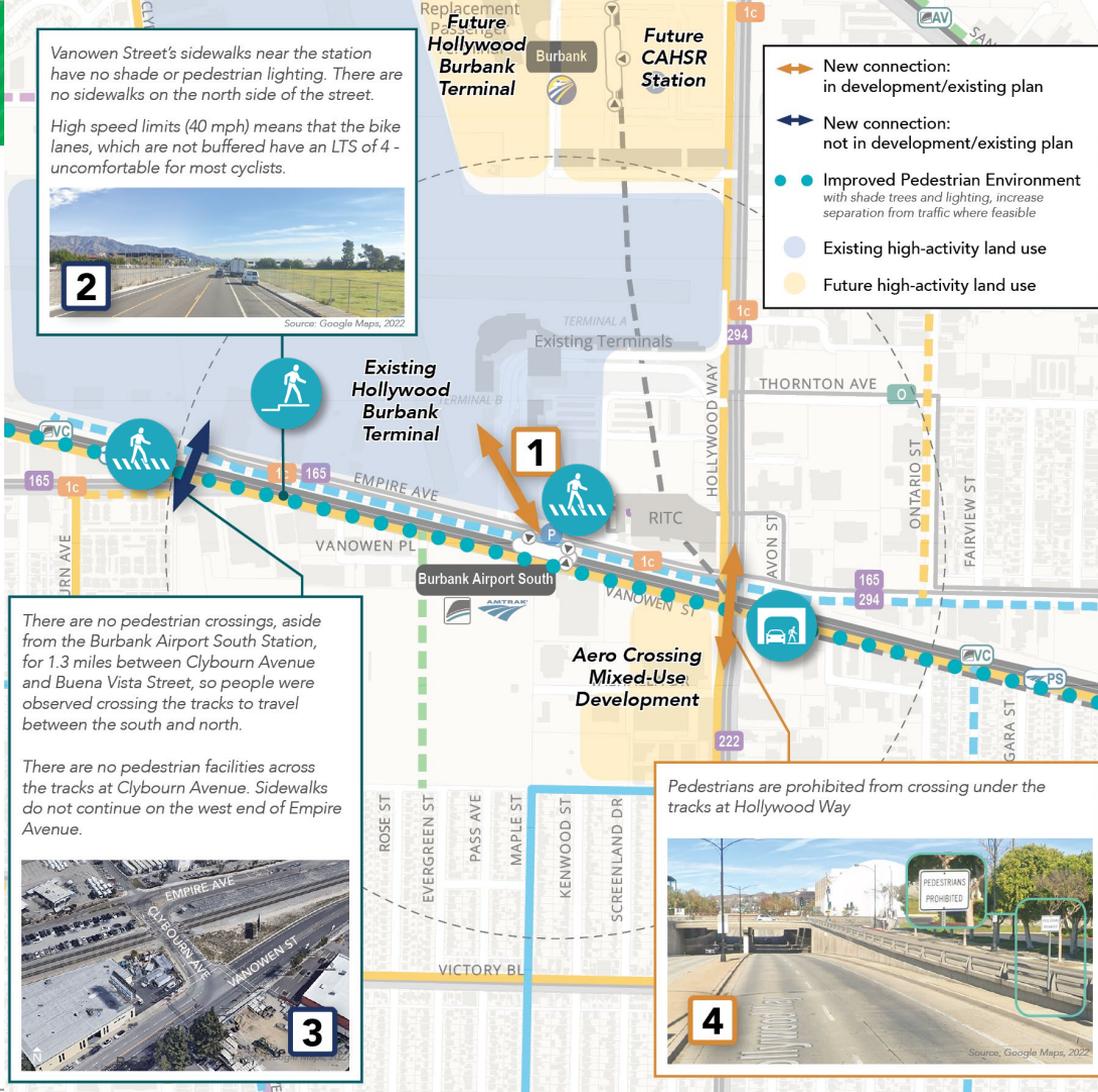
## Other RNI Proposed Improvements

- BS6 Burbank South Parking



# Examined Access Improvements

1. Improved pedestrian access to the existing terminal and RITC (by Hollywood Burbank Airport)
2. Improved pedestrian environment on Vanowen Street
3. Pedestrian improvements for Clybourn crossing of tracks
4. Underpass of Hollywood and Vanowen/Empire pedestrian improvements (by City of Burbank)



Vanowen Street's sidewalks near the station have no shade or pedestrian lighting. There are no sidewalks on the north side of the street.

High speed limits (40 mph) means that the bike lanes, which are not buffered have an LTS of 4 - uncomfortable for most cyclists.



There are no pedestrian crossings, aside from the Burbank Airport South Station, for 1.3 miles between Clybourn Avenue and Buena Vista Street, so people were observed crossing the tracks to travel between the south and north.

There are no pedestrian facilities across the tracks at Clybourn Avenue. Sidewalks do not continue on the west end of Empire Avenue.



Pedestrians are prohibited from crossing under the tracks at Hollywood Way





# Open Discussion



Is there anything else you'd like to see at or around this station?

# GROUP 2

## **Station User/Community Experience Discussion:**

Part 1: Burbank Airport North

Part 2: Burbank Airport South

**Closing:** Report Back and Wrap Up

# Closing

- ❑ Knowing what I know now about this study, I think Metro:
  - > Is examining issues important to me and my organization
  - > Should look more closely at \_\_\_\_\_

***Report back  
to the group***

# GROUP 3

**Station User/Community Experience Discussion:**

**Part 1:** Metro Norwalk C Line Station

**Part 2:** Metrolink Norwalk/Santa Fe Springs Station

**Closing:** Report Back and Wrap Up

# Norwalk C Line & N/SFS Stations Overview

## PART 1

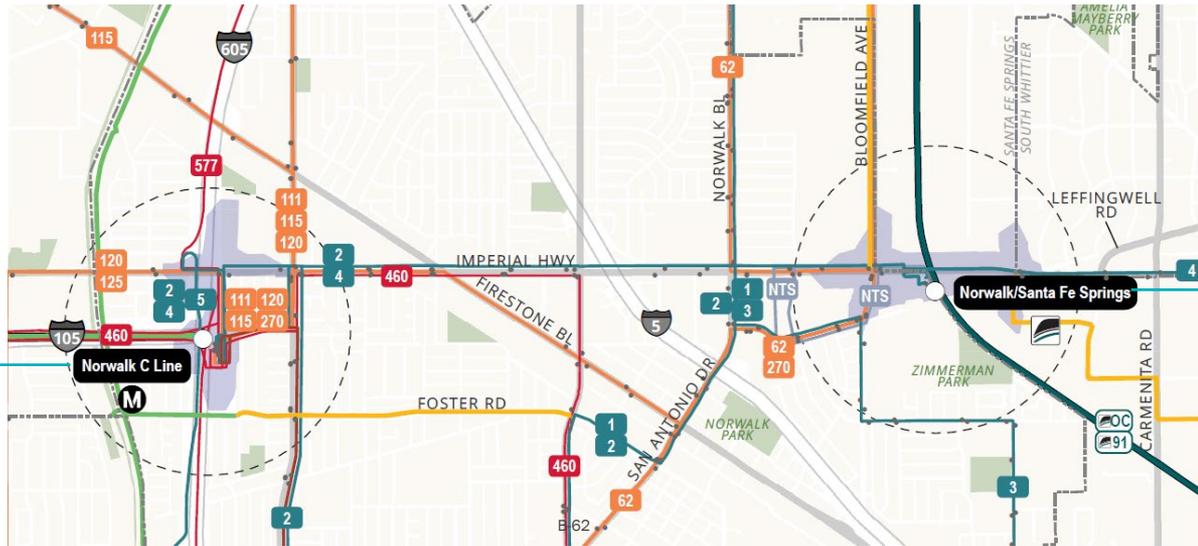
### Metro C Line Station

- Terminus of C Line from LAX and Redondo Beach
- Metro, Norwalk Transit, Long Beach Transit buses

## PART 2

### Norwalk/Santa Fe Springs Metrolink Station

- Metrolink – direct service to Oceanside, Ventura, Union Station, Perris
- Amtrak service on Angel Game Day
- Norwalk Transit bus
- Future High-Speed Rail station



# GROUP 3

**Station User/Community Experience Discussion:**

**Part 1: Metro Norwalk C Line Station**

**Part 2: Metrolink Norwalk/Santa Fe Springs Station**

**Closing: Report Back and Wrap Up**

# Norwalk C Line Station Area



Platform M

Parking

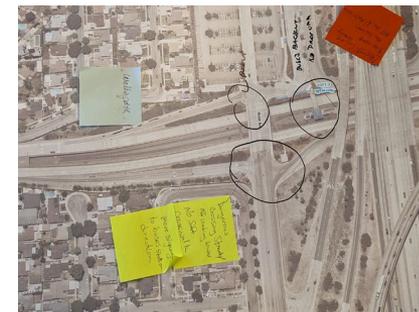
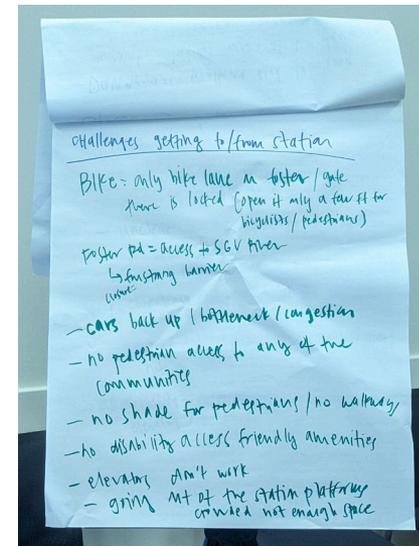
Parking

Bus Bays M

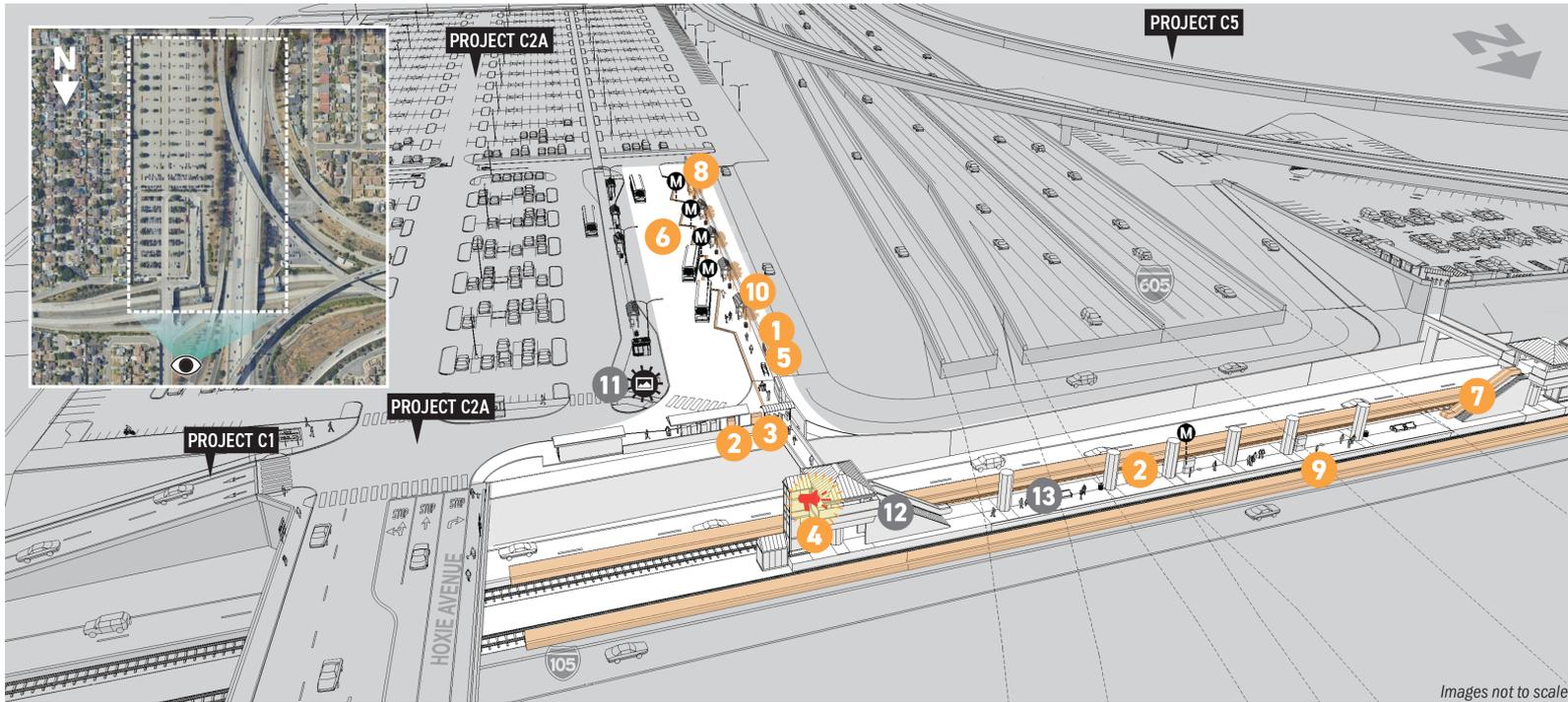


# What we heard about Norwalk C Line Station

- **Improved amenities**
  - Elevators and escalators
  - Wayfinding
  - Safety/Ambassadors
  - Maintain TAP card machines
  - Lighting
- **Improved routes to/from the station**
  - Create safer bike and pedestrian routes to the station, including opening Foster Rd gate
  - Make access on Hoxie safer
  - Special events
- **Improved information and/or signage**
  - Visual signs on how to use and load TAP cards
  - Signs in multiple languages
  - Bus stops – where they are and where they go
- **Integrate ticketing as it can be confusing**



# Proposed Station Amenities



Images not to scale

## Proposed Improvements

- 1 Static Directional Signage
- 2 Real-Time Arrival Info
- 3 Customer Service Kiosk
- 4 Stationwide PA System
- 5 Audio Wayfinding to Connecting Transit Service
- 6 Tactile Wayfinding to Connecting Transit Service
- 7 New Escalator
- 8 Bus Stop Amenities
- 9 Sound Barrier

## Existing Station Features

- 10 Shade Trees
- 11 Public Art
- 12 Escalator
- 13 Platform Amenities

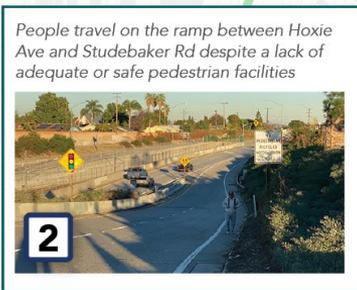
## Other RNI Proposed Improvements

- C1 FLM Access to Studebaker
- C2A Norwalk Parking Lot
- C5 Norwalk Traffic Circle

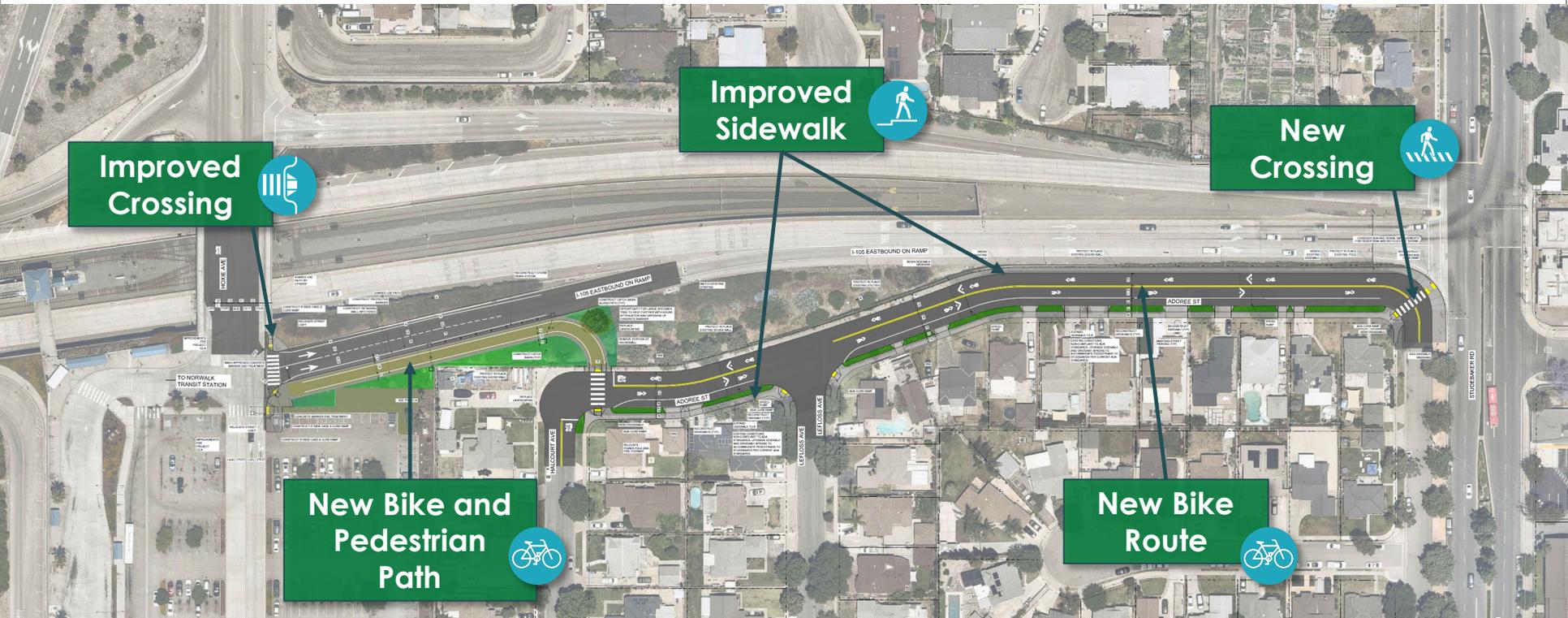


# Examined Access Improvements

1. C Line parking lot bike/ped circulation
2. Ped/bike route to Studebaker via Adoree
3. Access to Foster Rd, East (by City of Norwalk)
4. Access to Foster Rd, West
5. Bike connection to Norwalk/SFS via Foster



# Examined Access Improvements

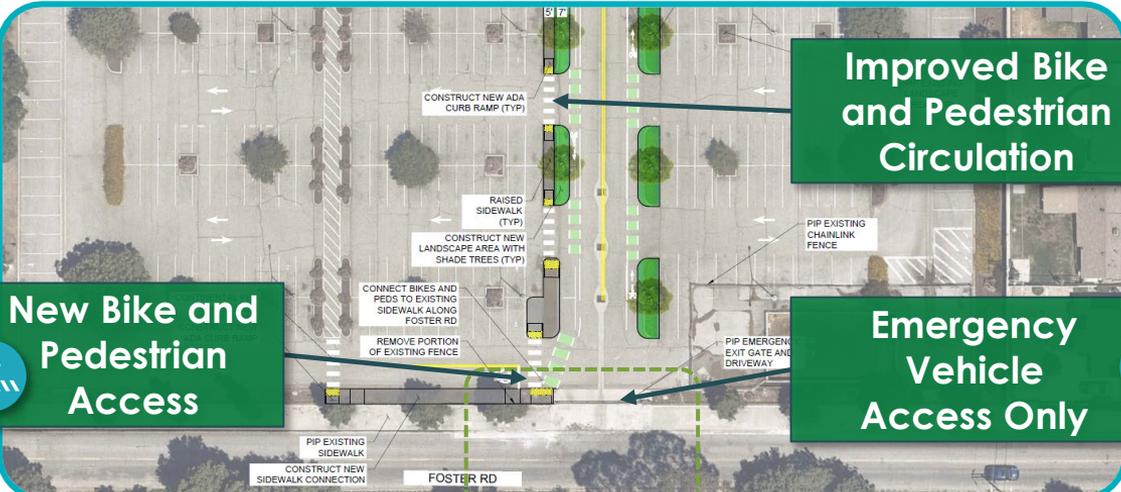




# Examined Parking and Access Improvements



**New Bike and Pedestrian Access**



**Improved Bike and Pedestrian Circulation**



**Emergency Vehicle Access Only**



Existing Gate and Driveway



Existing Foster Rd Bike Path





# Open Discussion

← Buses/Taxis/Parking P

Metro Buses/Parking ↑

Is there anything else  
you'd like to see at or  
around this station?

# GROUP 3

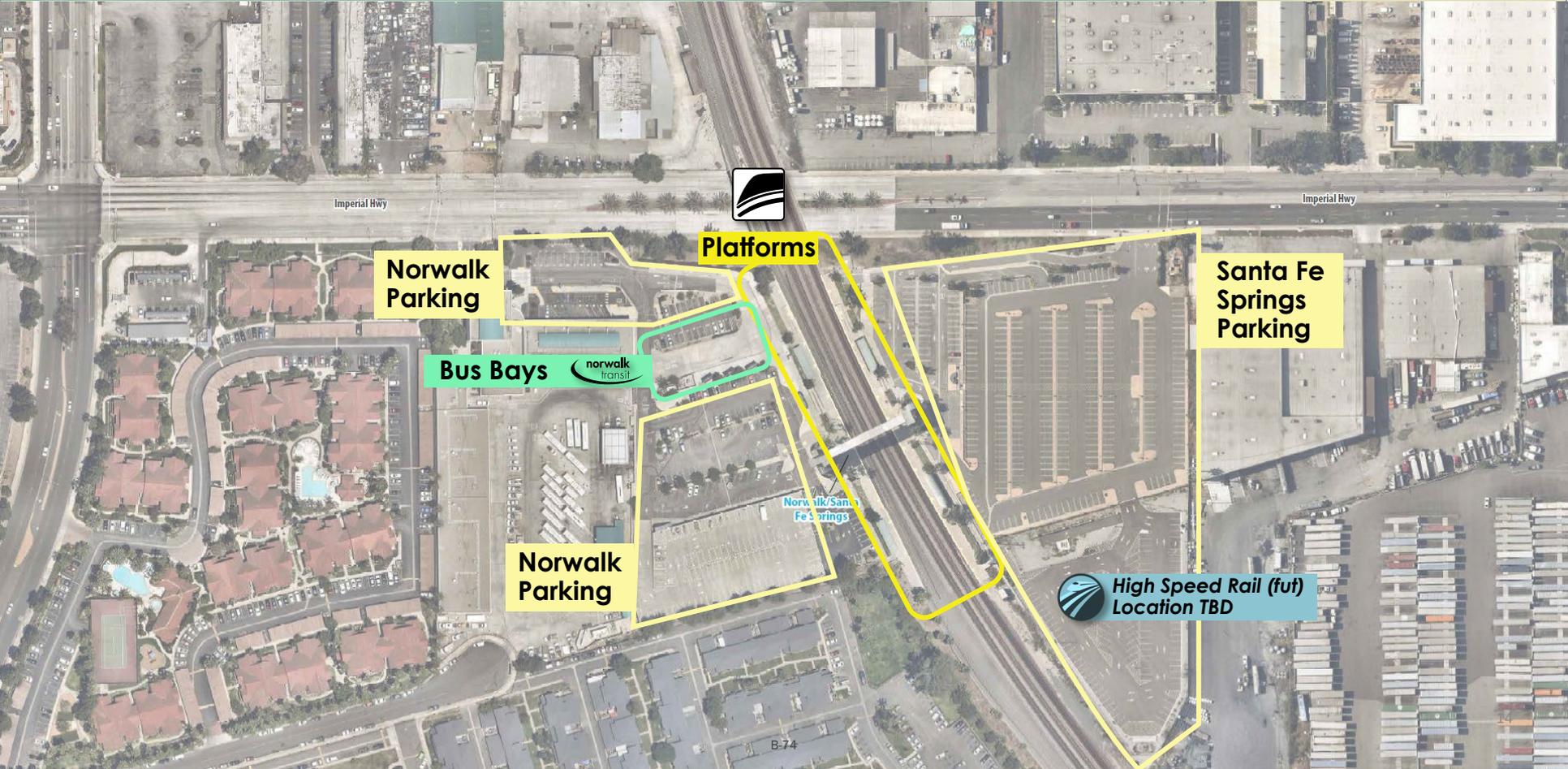
**Station User/Community Experience Discussion:**

Part 1: Metro Norwalk C Line Station

**Part 2: Metrolink Norwalk/Santa Fe Springs Station**

Closing: Report Back and Wrap Up

# Norwalk/Santa Fe Springs Station Area



Imperial Hwy

Imperial Hwy



Norwalk Parking

Platforms

Santa Fe Springs Parking

Bus Bays



Norwalk/Santa Fe Springs

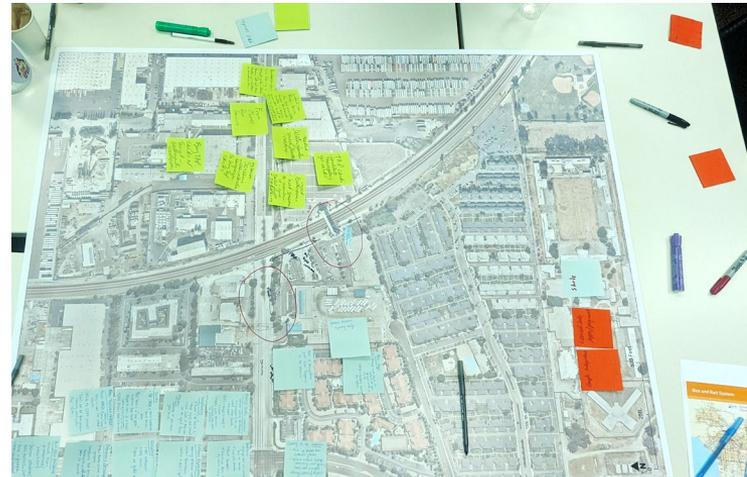
Norwalk Parking



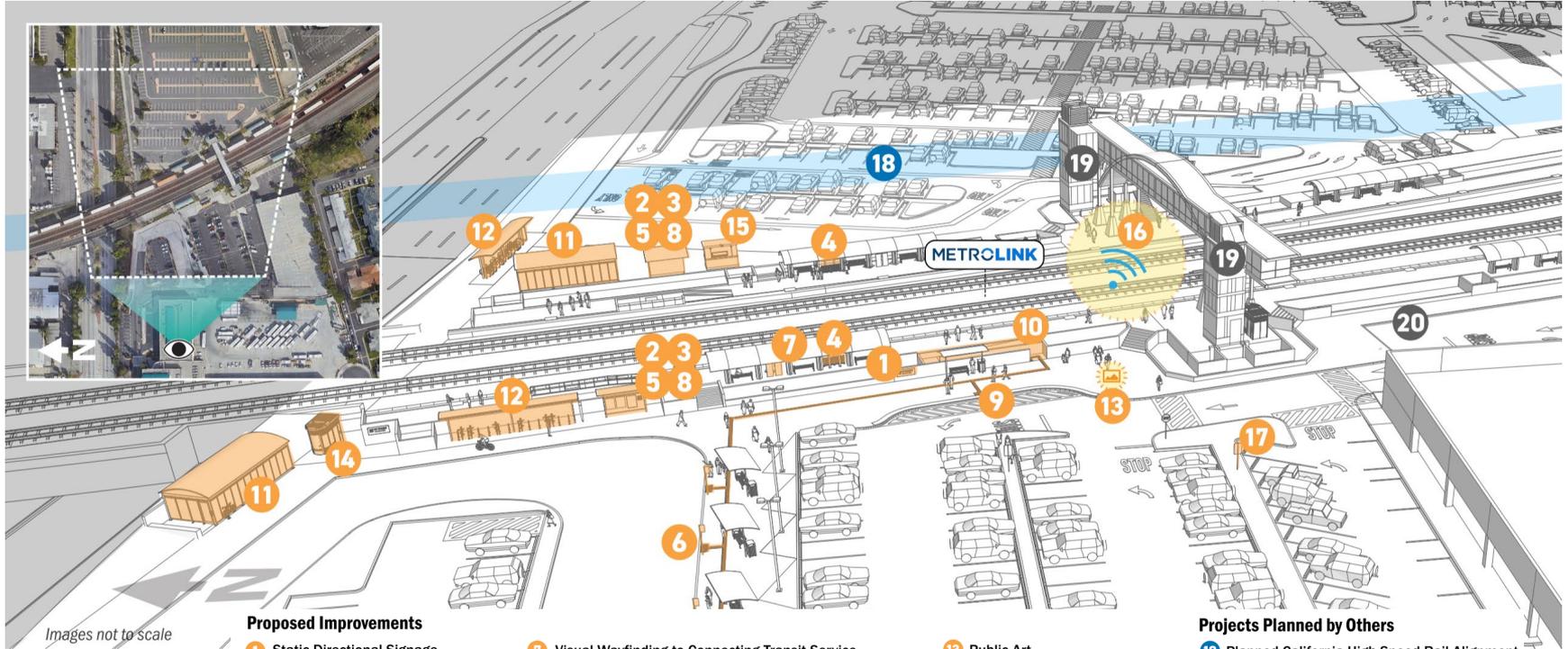
High Speed Rail (fut)  
Location TBD

# What we heard about Norwalk/Santa Fe Springs

- **Improved amenities**
  - Restrooms
  - Water and snacks
  - Maintain/clean elevators
  - Station attendant/ambassador
- **Improved routes to/from the station**
  - Access to County offices and other nearby locations
  - Wayfinding is hard to read
- **Improved information and/or signage**
  - Improved wayfinding at the station
  - Schedules for rail and buses
  - Parking signs are confusing
  - What platform trains are arriving at
- **Integrate ticketing – too many fares**



# Proposed Station Amenities



Images not to scale

## Proposed Improvements

- 1 Static Directional Signage
- 2 Digital Information Kiosk
- 3 Customer Service Kiosk
- 4 Real-Time Arrival Info
- 5 Station Area Map
- 6 Sidewalk Stop Poles

- 7 Visual Wayfinding to Connecting Transit Service
- 8 Audio Wayfinding to Connecting Transit Service
- 9 Tactile Wayfinding to Connecting Transit Service
- 10 Access Ramp
- 11 Bike Hub/Bike Share
- 12 Shared Dockless Micro-Mobility Parking

- 13 Public Art
- 14 Restrooms
- 15 Security Kiosk
- 16 Wifi
- 17 Improved Parking Signage

## Projects Planned by Others

- 18 Planned California High-Speed Rail Alignment

## Existing Station Features

- 19 Elevator
- 20 Electric Vehicle Parking



# Examined Access Improvements

1. Bicycle connection to station from Civic Center Drive (by others)
2. Bicycle and pedestrian connection to Zimmerman Park and the future Norwalk Transit Village (by others)
3. Safety improvements to the intersection of Civic Center Drive and Bloomfield Ave
4. Pedestrian improvements to Imperial Highway
5. Connection to CAHSR (may be included in CAHSR Plan)
6. Bicycle Connection to Norwalk C Line Station – coordinate with City



# Open Discussion



Is there anything else you'd like to see at or around this station?

# GROUP 3

## **Station User/Community Experience Discussion:**

Part 1: Metro Norwalk C Line Station

Part 2: Metrolink Norwalk/Santa Fe Springs Station

**Closing:** Report Back and Wrap Up

- ❑ Knowing what I know now about this study, I think Metro:
  - > Is examining issues important to me and my organization
  - > Should look more closely at \_\_\_\_\_

***Report back  
to the group***

---

## **Appendix C** - CBO Engagement Workshop Feedback

## Appendix C – CBO Engagement Workshop Feedback

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These responses were sorted into five categories:

- Communications – info on how to ride;
- Connectivity - how to get to and from stations;
- Accessibility -- how to navigate the stations;
- Amenities – comfort and livability of the stations; and
- Other

### SYSTEMWIDE

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#### Round 1 Engagement Workshop 8/15/23 (in-person)

##### General Notes

- Lots of people use Google as their planning tool (internal thought for discussion with the team – Uber/Lyft advertise with Google and trip suggestions will sometimes prioritize this over other transit connections)
- Phones are not always a viable information source for people with low vision
- People with sensitivities to weather/heat/air quality also use the news to plan their trip
- Digital and signage information is sometimes confusing and mismatching (example – Transit App versus station real time info)
- There are too many apps to use in planning/paying for Metro; ticketing and schedules are one different apps
- Transit ambassadors are good but more ambassadors, specifically bilingual ambassadors are needed
- Cell phone service is not available at all underground stations – poses an issue for rapid trip planning
- Operators do not always communicate disruption (nor does the real time signage), also an issue for rapid trip planning
- Consider the use of new technology/smart devices for translation
- Audio/visual communication needs to consider people with hearing and/or vision impairments
- Prioritize community members
- Students tend to use Google to check the bus arrival time while older adults wait for the bus
- Older adults without a phone rely on the news to provide information related to bus stops/train stations

##### Van Nuys station participants:

- Depending on age, younger population uses smartphones while older population (parents) physically wait for bus.
- Pacoima Beautiful staff to trip to South LA in a.m., ended up taking all day to get from Pacoima to Expo Station and back.

- Ambassadors were super helpful.
- No phone service in some of the Metro stations.
- Ambassadors need to be bilingual (trilingual if possible) to assist non-speaking clientele.
- Rail operators don't communicate with one another when disruptions occur. Train signage does not alert patrons waiting for train.
- Need a translation system that should be as easy as pushing a button for help.

**Burbank Airport station participants:**

- Older adult prefers Google Apps, calling in for bus/train information and using flip phones (normally low-income status).
- Older adults check the news first before venturing out due to heat status. Participant is heat-sensitive and looks for bus shelters for protection while waiting for bus.
- In New York, transit riders can use credit cards to pay for their fares which is easier.
- When riders call Metro, need better communication when referring information on Metrolink.

**Norwalk Station participants:**

- Older adult uses car due to carrying multiple items.
- Paying for transit in Los Angeles has too many options and is confusing (esp. LIFE program) and elevators are dirty (smell) especially worse when heat hits.
- Metro App is confusing. In Sacramento, easier to pay for fares because there is chip in card.
- Wayfinding does not indicate how many blocks to station; need more signs for direction.
- Older adults with hearing and vision challenges need bigger signs and clearer speakers (sounds muffled especially in tunnels).

**What information and tools are needed to plan trips?**

- Community members use the Metro app a lot
- Moms in the community often just wait for the bus to come and don't know how to use their phones
- Millennial and younger riders tend to use Metro app or Google Maps
- Professionals tend to use Google app more than the Metro app because it's user friendly and intuitive
- Google Maps is more reliable than the Transit App
- Often the buses, trains, and kiosks will have the wrong information but the app will have the correct information – need to update information and service changes real-time
- Most older members of the community call Metro for bus times - low income, have flip phones
- Some look to the news to plan trips to see what the weather will be like and whether there will be heat protection/shelters available
- Apps are confusing – too many different kinds
- Use car because there are so many things to carry – took Norwalk to LAX
- Want geolocation and based on where you are standing
- Want ticketing information– but confused based on apps
- Ask coworkers
- Want ticketing and schedule to be in the same place
- Credit-cardless options
- Look at Sacramento for ticketing
- Metro is working on developing more comprehensive app

### What information is needed while traveling?

- Need advance signage and wayfinding (1-2 blocks before)
  - How many blocks before a Metro station do you start having signs? – 7<sup>th</sup> street is hard to find
- SFV to K Line was a whole day trip 9am-5:30pm and logistic nightmare
  - Train was late and it was confusing which direction to go
  - No internet service at some stations while traveling especially in tunnels
  - K line the ambassadors really helped because they were able to answer questions
- Lots of people confused on wayfinding and don't know where to go- at that time only one ambassador available and only spoke English – so it was for difficult for Spanish speakers to communicate with the ambassadors
  - There should be more ambassadors at more stations and ambassadors who speak more languages, it's good to have flyers or informational stuff things that they can be distributed among the riders so they know exactly what to do
- Operators don't communicate disruptions well
- Better to have technology where a person can hit multiple translator so that no matter what language they speak in they can translate whatever they have into their language especially because California is a big tourist destination you can' have people on the platforms at stops that knows so many different languages so if a person has the technology to just hit the button and do whatever their commission is and be simple for them and not worry about finding somebody unable to speak the language
  - Flyers can be distributed so they know what to do
- More attention to signages and disruptions for visually and hearing impaired
  - Speaker systems are low-quality and hard for people with hearing difficulties
  - Attention to live signage for people with vision difficulties
- Electric next train monitors should show a warning sign for disruptions, more frequent “need to know” information
- Lack of cell service at stations and in tunnels
- Challenges
  - Flyers and machines don't match
  - Confusion
  - Elevators smell horrible

### Additional notes

#### Group 1 General Discussion – Downtown Burbank and Van Nuys Stations

- Younger generations use Google and apps (too many apps)
- Older generations simply wait it out for the bus to come
- Safety and cleanliness, I don't mind the cost but stations need to have clearer communication
- Ambassadors have been very helpful for guidance
- Cell service in some stations would be needed
- Updated Maps in print and at stations to ensure appropriate education
- I've been disoriented at the station, and only one Ambassador (speaking ONLY English)
  - Metro Needs bilingual or multilingual Ambassadors
  - Flyer/Information in multiple languages
- PA communications when something happens (reasons for delays, etc.)

- Also on the message screens
- Need a focus on improvements to access for people with disabilities.
  - Escalators, elevators,
  - Shade for people to walk and wait at their transfer point.
- Timing and scheduling of Metro/Metro Link/Amtrack to ensure seamless connections
- Improving First Last Miles connections to the station
  - Often people drive to the station because it is too hot, sidewalks are blocked by unhoused
  - Needs shade for people waiting
  - Water misters – for locations with very hot stations
- Concerns about unhoused people riding the station
  - Homeless people create shelter in the parking lot of the Metro Link stations
- Ability to transition between systems with luggage for travel
- There are no instructions in Spanish for the Bike Stations at Metrolink station.

### Round 1 Engagement Workshop 8/29/23 (online)

- The group went around and indicated their names, roles, and their vision for an integrated rail network in L.A. County
  - Elevators big enough to include bikes
  - A safe system accessible by 8–88 year-olds
  - More accessible and connected
  - Accessible to those with disabilities
  - Shortened distances between bus stops for those with disabilities including wheelchairs
  - 15-30 minute rides on systems with seamless trip connections
- What modes of transit are used?
  - Cyclists use anything you can put a bike on, train and buses
  - Metro local and other buses, C-line
  - Metrolink and metro
  - Mixed modes
- What information and tools are needed to plan trips?
  - Ticketing and disruptions
  - Transit app or google maps – though recommended routes can be unsafe – would like a safer alternative
  - Bike parking can get confusing and need a better app for this
  - More bike parking
  - Ticket, vehicle parking, general information, scheduling, phone apps
  - A phone app to plan trip- particularly for bikes and bike parking
  - For senior folks, continue with TAP and phone service as app may be difficult
  - Accurate and up-to-date signage at stations
  - Reliability – right timing and place
- How do people feel about the transferring?
  - If it's not simple to do, people will get a ride instead of taking transit
  - Lighting and visibility for biking and pedestrians are both issues
  - On-time reliability is important
  - People with disabilities have to find alternative routes to get to final destinations
  - People are saying that waiting for transit is half of the time burden of taking transit
  - Bus stops are too far apart; need to think of persons with disabilities; Metro does not notify riders of changes and emergencies well
  - In need of class IV bike facilities, or at least an expansive network of slow streets

- City and transit agencies need to coordinate better on infrastructure needs
- People using cash to purchase rides have difficulty with transfers
- What info is needed while traveling?
  - Signs that say where bicyclists should not park
  - Accessibility improvements
  - Maintain maps with accessible routes
- How to find out how much tickets will cost?
  - TAP card app

### Round 2 Engagement Workshop 9/12/23 (in-person)

- Question: Tell us one major destination in LA County that your community desires public transit access to.
  - Disneyland
  - Old town Pasadena
  - DTLA
  - UCLA
  - Casinos
  - City of Norwalk to all of CA County
  - El Dorado Park Nature Center
  - N/S Connections
  - Ventura County
  - Major destinations for LA28 Olympic
  - Whittier
  - I-405 N/S Connections
  - Santa Monica Beach
  - SoFi Stadium
  - Shuttles to DTLA Hollywood Bowl, Airports, North County to Downtown
  - Fast and frequent Metrolink services (Every hour)
  - DTLA (such as Grand Central Market /Angel Flight)
  - Long Beach/Norwalk to Center LA
  - Metro express services
    - Service in midday needed
    - Metro reduced services during the pandemic
  - Late night service (increase service span)

### Round 2 Engagement Workshop 9/15/23 (online)

- N/A for systemwide

### CBO Survey Summary - August 9 to August 29, 2023

- Questions 1-13: incorporated as quantitative data
- Questions 14+: categorized according to area (not relevant for systemwide)

## VAN NUYS STATION

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### Van Nuys Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- Connection information requested twice
- Platform information requested
- In depth schedule requested to be posted at all stops
- Real time information posted requested
- Two response that were showed it was more easy than hard to transfer between modes
- A challenge pointed out was the difficulty finding out information for customers without a phone, without digital literacy, or without data/internet, or an updated phone

#### Connectivity

- “The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.”
- Unsafe bike infrastructure, busy high speed streets make it easy/challenging to get to station
- The bus stops are conveniently close to get to for transfers etc. make it easy to get to the station
- Of the four responses, half said that there were route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area
  - Of the ones who said yes, paper signs at bus stops showed alternate routes or at least communicated the changes
- Recommendation to “add safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard”
- It’s not visible and people pass by it all the time not knowing its there (the station)

#### Accessibility

- For the question, “Do you know if there is a regular station attendant to provide information or assistance at this station?” there were 2 I don’t know, 2 no, my community would appreciate this service, and one yes, helpful
- For ease of exiting the station, there were two 4/7 and one 5/7 where 7 is easiest and 0 is hardest.
  - What makes it hard is a long distance between bus and train
- For ease of getting to the station, one answered 1/7 meaning very difficult and one answered 3/7 which is more difficult than easy
  - What makes it challenging is bike infrastructure, high speed streets, and its entrance is not visible

#### Amenities

- It is not safe, it’s dirty, there isn't enough shade or places to cool down.
- Unfortunately, there are times when there are mentally unstable homeless people
- Some of the Elevators are used as a restroom, and people are using it to smoke marijuana, cigarettes and do other things in there
- Requesting Adequate bike parking, with a structure over it to protect bikes from the elements, and signage so people can quickly find it.

- Amenities at rail station were rated either fine or not enjoyable, with seating and shade rated as mostly not enjoyable
- Amenities at bus station were rated mostly fine or not enjoyable, with customer information and shade mostly rated as not enjoyable
- The area needs much more shade so that large groups of people can be protected from the sun at all hours of the da
- From the photos shown during the presentation, there is not nearly enough shade

#### Other

- Police citizen regulations are not being followed. There is smoking marijuana smoke, cigarette smoke, drinking alcohol riding electric scooters

### Van Nuys Round 1 Engagement Workshop 8/15/23 (in-person)

#### Communications

- Lack of signage to get to Metrolink at entrance
- No ticket integration
- Requires prior knowledge to navigate
- Communicate more with Metro's HITV and Pacoima Beautiful
- Lack of signage issues: Need clarifying language about ticket purchases
- Need door-to-door out to inform about Metrolink services
- Signage should be visually legible
- Consistent wayfinding signage, especially nearby
- Utilize DC Metro signage standards
- Signage to help facilitate transfers
  - Shelters should be labeled (follow CTA guide at Union Station Ogilvie Transportation Station (Chicago, IL) as a means to communicate
- Bike station instructions only in English leads to bias against DEI (?)
- Elevator location to gain access to both sides of track at VN Boulevard, near Amtrack Station needs wayfinding/information proximate to elevators

#### Connectivity

- How to get to the station (page 1)
  - Nightmare to access
  - Cross Van Nuys, underneath bridge (??), cross street, car culture at station.
- Improved from past but .....lengthy walk from bus to station
- Bicycle access to station challenges
- 12-15 minute walk
- E-Bike along Van Nuys is unsafe with non-existent shade
- Need to be a multimodal friendly option:
  - ADA friendly
  - Bike parking
  - Walking (shade, trees, moters (?))
  - Scooters
  - Parking lot
  - Mini Union Station

#### Accessibility

- Walk is excruciating, ¼ mile to Amtrak station

- Grade is too steep, not ADA friendly
- Access is difficult, need elevator
- Access with walkers very challenging
- Need to be a multimodal friendly option:
- ADA friendly

#### **Amenities**

- No elevators/escalators
- Ticket machine access block by closed gate
- Lack of shade/coverage due to rain or heat
- No escalators
- Need protection from weather with shade
- Bicycle parking
- Need bus shelters
- Need Bike parking

#### **Other**

- Transform surface parking lot into circulation station house
- Unhoused, sheltered
- Use Misterters – Europe experience
- Improved bicycle infrastructure has led to spillover that has been problematic
- Transform current surface parking into new station
- Important to facilitate East SFV and Sepulveda Transit Corridor

#### **Van Nuys Round 1 Engagement Workshop 8/29/23 (online)**

- Not available

#### **Van Nuys Round 2 Engagement Workshop 9/12/23 (in-person)**

#### **Communications**

- none

#### **Connectivity**

- none

#### **Accessibility**

- Disability perspective: gaps from trains to platforms, buttons are too high, need elevators
- Metrolink and Amtrak inconsistent ADA systems (Metrolink is better for ADA)
- Buses have limited wheelchair access and fill quickly
- Lack of access or room for the disabled leads to nervous experiences
- Lack of room for walkers/carts
- ADA & elderly dedicated cars on trains would result in greater comfort and safety

#### **Amenities**

- Cleanliness
- Question regarding location of Wi-Fi – Tony (CRA) gave an overview of improvements
- Question on solar panels for charging stations
- Solar panels in a parking structure

- Misters with recycled water

#### **Other**

- Family-friendly train (room for strollers)
- Security is present Hope in the Valley's Metro communication helps
- Uneven safety/security compromises system
- Illicit drug use on trains
- Ambassadors and Narcan use, seems to be lower usage – more service, more ambassadors= more safety
- Incidents are decreasing
- Ambassadors need to work till the end of service to be most effective

### Van Nuys Round 2 Engagement Workshop 9/15/23 (in-person)

#### **Communications**

- N/A

#### **Connectivity**

- Question: Class 1 bike path on Cabrito road– who is planning that?
  - Answer: Part of the long-range plan of LA County, also SCAG. Along the railroad ROW. No way to wedge it in currently. Hopeful long-term project. Class 4 Protected on Van Nuys; can't fit along E San Fernando Valley Line. Lines are guideways representing demand. Connection southbound – Tyrone Avenue is comfortable for bicycling. But, the last section from there to the station is still disconnected, a gap that needs to be addressed.

#### **Accessibility**

- N/A

#### **Amenities**

- N/A

#### **Other**

- N/A

## NORWALK C LINE STATION

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### Norwalk C Line Station CBO Survey Summary - August 9 to August 29, 2023

#### **Communications**

- Signage is not clear about where to catch buses.
- I don't know where the location of secure bike parking in the station.
- Signage is only at one side of the station. If you don't know where to look, it is easy to miss or not see. There were Metro employees giving directions during some of the construction but not always.
- My phone doesn't have a QR reader on it. There isn't enough signage in visible locations.
- This station gets quite crowded during peak hours. Signage needs to be high enough to see above the passengers.

- Some times are signs but sometimes are not and is confusing and no one to contact except for the security guard
- I live near the Aline station so I just have to walk two blocks and jump on the train after tapping my Tap card. I get off at the green line station to Norwalk and go to the bus line that takes me to the County offices where I go to meetings. I have missed buses because there was construction and there wasn't clear signage where to pick up a bus going to LA. A good transit system is critical to keeping me an active, engaged senior.

### **Connectivity**

- Only viable bike/ped access is along Hoxie via Imperial Highway and requires crossing freeway on- and off-ramps.
- Only exit is at Hoxie which has the freeway crossings to navigate. An opportunity is available to add additional bike/ped scale exits along Foster Rd and Flatbush Ave
- Open the Foster Rd entrance and add walk/bike path. Improve/add walk/bike paths along Hoxie + I-105 ramp. Renovate first section of parking for more buses, kiss and ride, and a station attendant

### **Accessibility**

- Transit area (bus hub, rail platform, and ticketing) is small relative to overall station size including parking.
- Escalators are only one way between platform and bus hub, elevator is regularly dirty/smelly
- The crowds make it difficult and sometimes block access to the stairs. Elevators don't always work which is difficult when going with someone in a wheelchair.
- Is convenient when you have electric steps working
- Open the Foster Rd entrance and add walk/bike path. Improve/add walk/bike paths along Hoxie + I-105 ramp. Renovate first section of parking for more buses, kiss and ride, and a station attendant

### **Amenities**

- I wish the stations would all have at least vendor carts selling water and snacks. To make meetings on time, I often don't have time to eat.
- Need more light and security outside

### **Other**

- Seems like this station is always under construction.
- Super fast, very cool, Metro Ambassadors are seen but I don't see that they do anything when trouble arises
- The challenging part is to arrive fast from Whittier in the morning if I don't have a ride. Time is precious
- Some times seats are dirty and cannot seat down
- Cleaning more often seats and halls and smelling clean

## [Norwalk C Line Round 1 Engagement Workshop 8/15/23 \(in-person\)](#)

### **Communications**

- Confusing how to get TAP Cards

- Instructions on the TVM are confusing and people don't realize to tap when transferring
- More signage needed for bus station direction
- Two trains but you don't know which one to go on
- TAP Cards:
  - Instructions are not clear on TAP machine (where to tap)
  - Confusing on attaining a card. Need more visual help when purchasing TAP card
  - If I'm having trouble purchasing a TAP card, I can't imagine how non-English folks purchase them (it's a struggle)
  - People don't realize the need to tap to get on the train and transfer
- At the end of lines, like Norwalk C Line, there needs to be visual and audio information on which train is leaving when there are two waiting at the station
- More information on TAP cards, including visual information
  - Recommend "cartoony" instructions for using and purchasing TAP cards
- Need instructions on the fare machines and fare readers
- Audio is hard for people who are hard of hearing
- Rapid moving live signs can be hard for people who have vision challenges
- Need to differentiate between general announcements and important/immediate
- Information on which stations have restrooms would be helpful
- There is confusion between fares and which is allowed on which service
- People had not heard of the EZ pass

### **Connectivity**

- There is also a lack of safe crosswalks
- FLM Challenges (Getting to/from station)
  - Only bike lane is on Foster and the gate is always locked – it would be helpful if Metro opened it a little bit just for bicyclists and pedestrian access
  - Foster Rd. has access to SGV river and can open up so many opportunities for the community
  - Cars back up at the station and there is congestion
  - No pedestrian access to any of the communities
  - No walkway and no shade for pedestrians
  - Difficult for accessibility
  - Elevators often break down – there is only an escalator that goes down not up
  - Crowded elevators, stairs, and escalators going in and out of the train platform (overcrowding and dangerous)
- Foster Road:
  - A strong connection
  - Only bike lane
  - Connects to San Gabriel River
- Hoxie Avenue Intersection:
  - Dangerous crossing street/offloading buses
  - No safe crosswalk

### **Accessibility**

- It's dangerous walking around the station even at the bus terminals because the station is located at the end of the freeway which leads to people speeding and not paying attention

- Elevators crowded, no restrooms
- Elevators:
  - People using the bathroom
  - Elevator doesn't work
  - You're stuck (if you're on a wheelchair)
- Want safe access for elderly people

### **Amenities**

- Need more shading/covering
  - Proper canopies
  - When it rains, there is no shelter
- Need dedicated drop off/pick-up area
- Station Amenities
  - Lighting is not bright enough
  - Unclear wayfinding signs
  - Safety and platforms and bus stops – need better enforcement and quicker safety measures
    - Emergency call buttons only available at the platform not above
- Norwalk C-Line amenity, bike rack along stairs, not like El Monte Station
- Lack of shade getting to heat center (?)
- Station Platform:
  - Emergency call phones/button needed on platform
  - Lack of Metro staff/security or visibility at bus stops and platforms; need enforcement
  - Platform lighting is poor at night
- Lighting is poor at night
- Lighting is an issue
- Want a station attendant at each station
- Bus stop canopies should protect from rain and sun
- Restrooms need to be maintained
  - Would like to have a station attendant, like is often seen in Mexico
- There is confusion between the LIFE program and EZ pass, as the “E” in LIFE stands for “easy”

### **Other**

- Safety issues:
  - People smoking/drinking (alcohol)
  - Nobody there to call
  - No internet service/cell phone unavailable
- There is a lack of enforcement of ticketing and other laws (drug use, alcohol use, being a nuisance, making people feel unsafe or uncomfortable)
- Fare card machines need to be cleaned more regularly, especially the screens
- Access Cards allow for rides on all services for those with disabilities
  - However, it is a hassle because it requires a regular doctor's appointment, so people will often forego getting an Access card

- Issue with people getting tickets after tap machines are out of order
- Support for free fares

## Norwalk C Line Round 1 Engagement Workshop 8/29/23 (online)

### Communications

- How easy it is to transfer?
  - Some people find it difficult. Sometimes people mix up the Disneyland bus and the one that goes in the opposite direction. Information is unclear and often end up using the wrong bus and platform

### Connectivity

- How do you or your community get to the station?
  - One participant has driven and ridden their bike to the station. The only accessible way to get to the station is to go through Hoxie Ave, which has a sidewalk on only one side of the street. It is difficult for walkers and bikers. Further, there are no bike lanes from that entrance. At Foster, it is gated, with no entrance from that direction to access the station.
  - Consumers walk to the station because they don't have other modes. There are challenges on Studebaker with the entrance to the freeway, and at the light prior to the station, traffic blocks people on foot from crossing. It is not pedestrian-friendly given its proximity to freeways.
  - How easy or challenging is it to get to the station? Would connecting the station in the south improve access or change how you would get to the station?
    - Improving walkability and bike lanes is the main concern, plus opening the gate to the south.
    - The difficulty in getting past the freeway entrance is another participant's main concern.

### Accessibility

- Do the amenities serve your needs?
  - The amenities are pretty adequate. This participant agrees that the escalators should go down as well as up, but believes there is ample shade and bike parking.
  - Another participant indicated that the elevator is usually broken and dirty, including human excrement. More emphasis on keeping the station clean and improving accessibility is needed.
- What is the top thing you would change about the station?
  - One participant wants it to become more accessible for people with decreased mobility, and suggests having a crossing guard at the closest intersection, at least on one side of the street.
  - Another participant agrees, citing accessibility to the surrounding community and amenities as chief concerns.
  - Crowded elevators, stairs, and escalators going in and out of the train platform (overcrowding and dangerous)

### Amenities

- none

### Other

- The participant had never seen a guard or a Metro Ambassador at the station, except one time when they saw a sheriff.

## Norwalk C Line Round 2 Engagement Workshop 9/12/23 (in-person)

### Communications

- none

### Connectivity

- none

### Accessibility

- Cover parking area with solar panels (green canopy); helps to make a cooling center.
- Bike Cages: Do they accommodate standard bikes only or electric, cargo, hybrid)? Are cages prone to overheating (explosion, batteries)? Are they safe for all bikes?

### Amenities

- Bathrooms and water access are needed and do not necessarily need to be inside the station but close by to make the transit trip more comfortable for transit riders.
- Bathrooms are not an amenity but a necessity! Safety is at the forefront.
- Water amenities and food vendors will provide better visibility (more eyes on the street).
- More lighting is needed. Use environmentally friendly techniques (turbine engines) to help minimize costs and make the area self-sufficient.
- Art should reflect community (and its history) at a regional level (like Metro) for example indigenous communities, etc.
- Art instills community. The goal is to make everyone part of the region while commuting.
- Solar panels on freeways will help to deter sound along the corridor and help to create green energy and cost savings.
- Concrete is dangerous to pedestrians due to extreme heat and health issues for some. Opportunity to replace it with a rainwater system.

### Other

- Safety and cleanliness help to make areas less prone to criminal activities. Crime prevention techniques should include CCTV observers and more law enforcement.
- Ambassadors (are they enough), need added police/sheriff presence (based on discussion about Metro facilities).

## NORWALK/SANTA FE SPRINGS STATION

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### Norwalk/Santa Fe Springs Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- none

#### Connectivity

- The station is hard to reach outside of a car
- Station location is isolated from activity centers
- If I go here, it takes me 3 buses and I don't get good directions and the trip planner.

- Intersection at station exit/Imperial is 3-legged
- Bike/walk ped improvement to County buildings and surrounding area

#### **Accessibility**

- Station area requires passage through the parking lot
- Shared ped/bike path crosses through parking lot

#### **Amenities**

- none

#### **Other**

- I got stranded in Santa Fe Springs one time because the contracted bus line got diverted.
- The Norwalk bus goes to Cerritos Mall and the Long Beach Transit buses extending have been very helpful.
- Increase frequency
- Suggest a C Line extension

### [Norwalk/Santa Fe Springs Round 1 Engagement Workshop 8/15/23 \(in-person\)](#)

#### **Communications**

- Wayfinding
  - Track numbers are tiny
  - Don't know if on right track
- LIFE Pass, EZ Pass, process is horrible and confusing- there are too many types of fares with too many different names
- Google integration and consolidation of apps would be helpful
- Lifeline Pass – Have to be available to go to transit mall – 1 day a month and if you can't get there, you are out of luck.
- Drove and found signage confusing (need clear signage)
- Consider adding restrooms and providing information on what stops have restrooms but need to keep it clean

#### **Connectivity**

- How do your community members get to the station?
  - Drop off/pick up
  - Driving (confusing signages and don't know if permit required)
  - Actual station is not walking/biking friendly – no direct access to crosswalks
  - Truck heavy corridor Imperial Avenue not safe
  - Bad signages
  - Hard to get to County offices
- Crosswalk from imperial to station needs to be there
- Not a straightforward path from Imperial to the station
- Getting to the station:
  - Pick up people from different places
- Imperial: Limited shade, fast street, and industrial area with fast-driving trucks

#### **Accessibility**

- Elevators need to be kept clean and deal with breaking
- General parking, pretty easy

### Amenities

- Bus canopies don't keep sun from coming through and no rain covering
- Need bathrooms
  - Information on which stations the bathrooms are located would be helpful
  - Need to keep bathrooms cleaner
- Water fountains and snack machines would be helpful
- Need more ambassadors at stations as station attendants
- Ambassadors are doing a great job. Need them at all the stations, water and snack carts
- Need water fountain, snacks, vending machines (healthy)
- Need bathroom and someone to maintain it, give toilet paper and security
- Bus Stops: Canopy and (?) down on sunlight but you get wet when it rains (design and shading structure has holes)
  - Consider adding restrooms and providing information on what stops have restrooms but need to keep it clean (sample: Latin American countries where folks are present)
- Imperial: Limited shade
- Customer Experience: Vending machine with water, vendors selling water, or water fountain
- Elevator: Not bathroom, need to keep clean, and graffiti tags
- Shade
- Bus/Bus Platforms:
  - Station attendants, Metro Ambassadors have a presence and consider having vendors

### Other

- Frequency of service
- Confusing fares – think about resources devoted to fare management and enforcement- need to go fareless
- Free Fares for Seniors
- TAP cards facilitate navigating get cards
- On buses, screens with instructions and language to buy TAP cards
- Buy TAP cards at Target, Walmart, and Walgreens
- Frequency – Anxiety if you miss your train
- Transfer:
  - TAP Cards: Main complaints are how to access them
  - Fare issue is a sore spot, consider free fares
  - Went to court because of ticket (waste of time) lots of homeless at the court
  - LIFE process needs to be easier
  - Access cards: Easy to use transfer (referring to Access Rider card) unlike the LIFE process
  - There is a lot of fare programs causing confusion (EZ, LIFE, etc.)
- Enforcement/Security
  - Metro Ambassadors not present
  - Complaints that Metro Ambassadors do not do much

## Norwalk/Santa Fe Springs Round 1 Engagement Workshop 8/29/23 (online)

### Communications

- None

### Connectivity

- How does your community get to the station? Are there any challenges?
  - One participant's neighbor scoots to the station in Santa Fe Springs, but they are not aware of any challenges except that Imperial Highway is a chaotic street for anyone who is riding their bike or walking. They also noted that since the station was zoned M1 and M2, that there are a lot of trucks in the area.
  - Another participant's consumers walk to this station, but they do not know of any challenges.
  - Cindy noted the lack of shade, and a participant agreed but was not passionate about this answer.
- Ideas include adding ramps and crossing guards, for people with disabilities and young and old people.

### Accessibility

- Cindy stated that in a previous focus group that elevators can break, and accessing the station can be difficult.

### Amenities

- N/A

### Other

- A participant suggested changing one of the names to prevent confusion
- In general, a participant recommended adding more people on staff that make people feel safe, especially at night, and making the stations safer and more accessible.

## Norwalk/Santa Fe Springs Round 2 Engagement Workshop 9/12/23 (in-person)

### Communications

- N/A

### Connectivity

- Scramble crosswalks in Norwalk.
- Elevated pedestrian bridge/guideway on Imperial Highway. Pedestrian improvements are needed.
- Wider sidewalks for pedestrians. See the Santa Monica area (as an example).

### Accessibility

### Amenities

- Economic opportunity for food services and vendors. Again, more eyes on the street leads to a safer environment
- Utilize space for commerce.

## DOWNTOWN BURBANK

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### Downtown Burbank Station CBO Survey Summary - August 9 to August 29, 2023

- Not available

### Downtown Burbank Round 1 Engagement Workshop 8/15/23 (in-person)

#### Communications

- Bike station instructions only in English leads to bias against DEI (?)
- Lack of signage regarding Metrolink parking

#### Connectivity

- Walking from station to downtown via Olive unsafe
- Area is car centric and unsafe for pedestrians
- Plus, with luggage, etc., especially difficult

#### Accessibility

- Elevator – no signage at bottom or top
  - Unclear purpose
  - Hear too dangerous to roadway
  - Requires local/experience knowledge
- Motorists (?) and POV (?) encounter homes/unhoused encampments
- Even those people with experience have navigation challenges
- Megabus access/dropoff

#### Amenities

- none

#### Other

- Fire system facilities too old, rusty sprinklers
- Abandoned cars/unhoused encampments
- Parking near bike property – Need underpass between tunnels (?) 1 & 2.
- Station felt unsafe at certain times of day
- Graffiti over signage/wall in parking lot; mural for wall recommended

### Downtown Burbank Round 1 Engagement Workshop 8/29/23 (online)

- Not available

### Downtown Burbank Round 2 Engagement Workshop 9/12/23 (in-person)

#### Communications

- PSAs regarding cleanliness and civil behaviors
- Signage: in plexiglass to preserve against breakage and vandalism
- PSAs for local agencies and services

- Venezuela's system is very clean – the message is “This is your rail take pride. This is yours. Take care of each other”

**Connectivity**

- none

**Accessibility**

**Amenities**

- Add solar panels particularly when shade/trees are lacking
- Wi-Fi needed
- Public art
- Local arts will be respected and protected

**Other**

- Concern about housing proximate to noise from transit and highway
- How will AI impact stations and planning?
- Bilingual
- Signage/instructions
- People sleeping in cars and abandoned vehicles

Downtown Burbank Los Angeles County Rail Network Integration Study: Focus Group Round 2 (zoom)

- Not available

## BURBANK AIRPORT NORTH STATION

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Burbank Airport North Station CBO Survey Summary - August 9 to August 29, 2023

**Communications**

- Put more signs

**Connectivity**

- N/A

**Accessibility**

- N/A

**Amenities**

- We need more shade
- Amenities Could be better and have better maintenance

**Other**

- We need for the Station to be cleaner.
- No disruptions mentioned
- there are no regular station attendant to provide information or assistance at this station but their community would appreciate

## Burbank Airport North Station Round 1 Engagement Workshop 8/15/23 (in-person)

### Communications

- Each stage of travel to/from the airport should include information about all transit options with time estimates
- Metro Micro isn't on google maps, so it's hard to use in trip planning. Metro Micro vehicles are easy to miss and unpredictable
- What is the signage currently in place leading from the airport baggage claim to Burbank Airport North station?
- Better signage for the walkway is needed – not logical providing amenities on the route that makes it logical
- Need visible departure times from plane to stations (and vice versa)
- Signage for pick-up/drop-off areas
- Information on timespan of service
- What is street signage to help you stay on track to the station?
- Timing, walking, taking bus, micro, shuttle
- Signage
- Center at Burbank (provide an information booth)
- Need updated maps with accurate schedules
- Disability issues, information everywhere
- One of the primary areas discussed was transfer information from local to regional.
- What would be helpful? A regional map that indicates all transfer information including airports (regardless of agency).
- Google App is useful, but it does not pick up Metrolink (unless arrival is within a certain timeframe).
- Educate transit riders! How do I get from Point A to Point B to destination.
- Metro Micro app does not include Burbank Shuttle information (must physically call in).
- LAX has an excellent wayfinding system (perhaps Metro can follow its model).
- Look, Listen, See – All necessary components for functional wayfinding.

### Connectivity

- Bridge, more obvious crosswalks would have obvious connectivity
- Metro Micro: Often hard to reach location since timing is only 5 minutes and often is unavailable

### Accessibility

- Bus stops are far from station and do not provide much shade
- Porters/assistance is needed at the Burbank airport
- Disability issues, information everywhere

### Amenities

- Water refill/fountains are non-existent near stations
- Acoustic barriers and charging potential maybe possible with Department of Energy funding
- Need bike racks/cages/amenities
- Shaded seating and lighting

- Safety outside the airport for people getting in late
- Bathroom accessibility
- More trees en route to the station to make it a cooler walk
- More shade, no palm trees, more trees

#### **Other**

- Transit is unpredictable, so using transit to get to the airport is difficult. A trip to the airport will almost always involve a car.
- One participant reported they were unable to refill their tap card because customer service kiosks were closed on the weekend
- Unified fare/cost for all travel
- TAP card not being used properly – people not tapping
- Recommend one fare for bus, tram, Metrolink, etc., (pay extra for additional services)

#### [Burbank Airport North Station Round 1 Engagement Workshop 8/29/23 \(online\)](#)

- Not available

#### [Burbank Airport North Station Round 2 Engagement Workshop 9/12/23 \(in-person\)](#)

#### **Communications**

- Airport information at the station needed
- More fare clarity (what fare can be used where) – make visual or low text pictures of the train and logo
- Transit info inside the airport including customer service in the airport
- Clearer indications for changes or cancellations in service
- How to get to the north platform when double-tracked
- Security kiosk should be co-located with amenities- person preferred to digital or ability to talk to the digital system (like Siri) for community info

#### **Connectivity**

- None

#### **Accessibility**

- Ensure wheelchair/disability access- extend airport disability service to Metrolink
- Improve access from Hollywood Way, especially ADA

#### **Amenities**

- Phone charging
- Who would provide art at Metrolink station
- Add solar panels
- Add more trees wherever possible
- Put more trees in the parking lot
- Make parking lot with permeable pavement
- Put stormwater infrastructure wherever possible

#### **Other**

- Currently single track- can they do double?

## BURBANK AIRPORT SOUTH STATION

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### Burbank Airport South Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- More should be done in either more service or better marketing about the easy airport that has transit access.
- Signage and customer info: Not enjoyable
- additional information on departing flights at the airport needed

#### Connectivity

- It's the easier airport to access from Hollywood and Downtown LA.
- What makes it easy or challenging to exit the station?
- crosswalk and walking to the airport

#### Accessibility

- Regarding vehicle and bicycle parking, the station has... Vehicle parking lot

#### Amenities

- Seating (bus station)
  - Non-Existent
- Seating (rail station)
  - Fine
- Shade (rail)
  - Not enjoyable
- Lighting (rail)
  - Fine

#### Other

- This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.
- More service frequency

### Burbank Airport South Station Round 1 Engagement Workshop 8/15/23 (in-person)

#### Communications

- Transit users need more information:
  - Airport departure times should be listed at nearby stations
  - Transit info should be coordinated across different agencies and be provided in a universal format that is easy to understand at stations
  - Signage to pick-up areas
  - Education events can be held at stations (such as with AARP)
- Need differences between Metro and Metrolink explained (plus information sharing)
- How is access to DTLA communicated to visitors?
- Metrolink does not show up as often on Google maps

- Signage coming out of the airport needs to be improved.
- Is there an information booth for transportation at the airport?
- Provide accurate times/schedules
- Better signage for pedestrian walking

#### **Connectivity**

- none

#### **Accessibility**

- Walking distance
- The moving walkway is really nice, like Seattle Airport – how does it connect to their Metro?
- Lighting pedestrian walkways
- Assistance easy for disabled – porters, etc., (wheelchair)

#### **Amenities**

- Heat is a safety and access issue; more shade is critical at stations
- More lighting at stations is needed
- Stations need emergency call buttons if they don't already have them
- As much shade as possible is needed – why palm trees (do not provide much shade)
- I know it's really hard to plant trees but making the walk to the Metrolink more pleasant and cooler would make people want to use system more often
- When people refer to safety, they usually are referring to not getting physically attacked but heat is a real issue and people won't use Metro if it is too hot to walk to – can't just rely on the shuttle
- Learn from best practices from other cities
- Access to water for long trips and bathrooms
- More inclusive focus groups
- Bathrooms
- Camera push-up emergency
- Sun Panel - Cell charges at intermodal
- Lighting pedestrian walkways
- Bathrooms
- Lack of shade is brutal
- Bob Hope water fountains (?) water, fives (?) shade
- Need more armed guards all over Metro system

#### **Other**

- Do not use bus as often because often hear they are late – need reliable connections and timing
- Trying to catch plan and there is no margin for error
- Metro Micro is an estimate, never sure you will make it, wait times, and getting to the required designation can be daunting.
- Adding money to TAP card – customer service and phone closed on weekends. Single source of fare and travel information.
- Fares are not uniform – Metrolink and Metro needs to be communicated
- Hard to buy a ticket at the last minute (despite having Metrolink app).
- Pay for Metro employees/consultants to spend a week using transportation in cities with good and bad transportation: the physical experience
- Treat Burbank Airport station as a small “Union Station” Concourse/Transfers

- Rail to Rail - XS all programs, LIFE, Access for all
- Longer term: Extend to “B” Line to Burbank Airport because a lot of users care for Hollywood/Mid-Wilshire areas

#### Burbank Airport South Station Round 1 Engagement Workshop 8/29/23 (online)

- Not available

#### Burbank Airport South Station Round 2 Engagement Workshop 9/12/23 (in-person)

#### **Communications**

- none

#### **Connectivity**

- Carts from station to airport and reverse
- Consider how future bike and ped routes connect considering the relocation of the airport terminal
- Conflicts in bike lane because of the different speeds of bikes/scooters
- Should parking be removed to improve circulation for the station would be relocated to the other side

#### **Accessibility**

- How is parking being enforced? Paid parking- generally encourage non-auto access

#### **Amenities**

- More shade on route and platform
- Likes security being near the amenities
- Vending machine (like a 7-11/Starbucks at RITC)
- Add solar panels
- Add more trees wherever possible
- Put more trees in the parking lot
- Make parking lot with permeable pavement
- Put stormwater infrastructure wherever possible

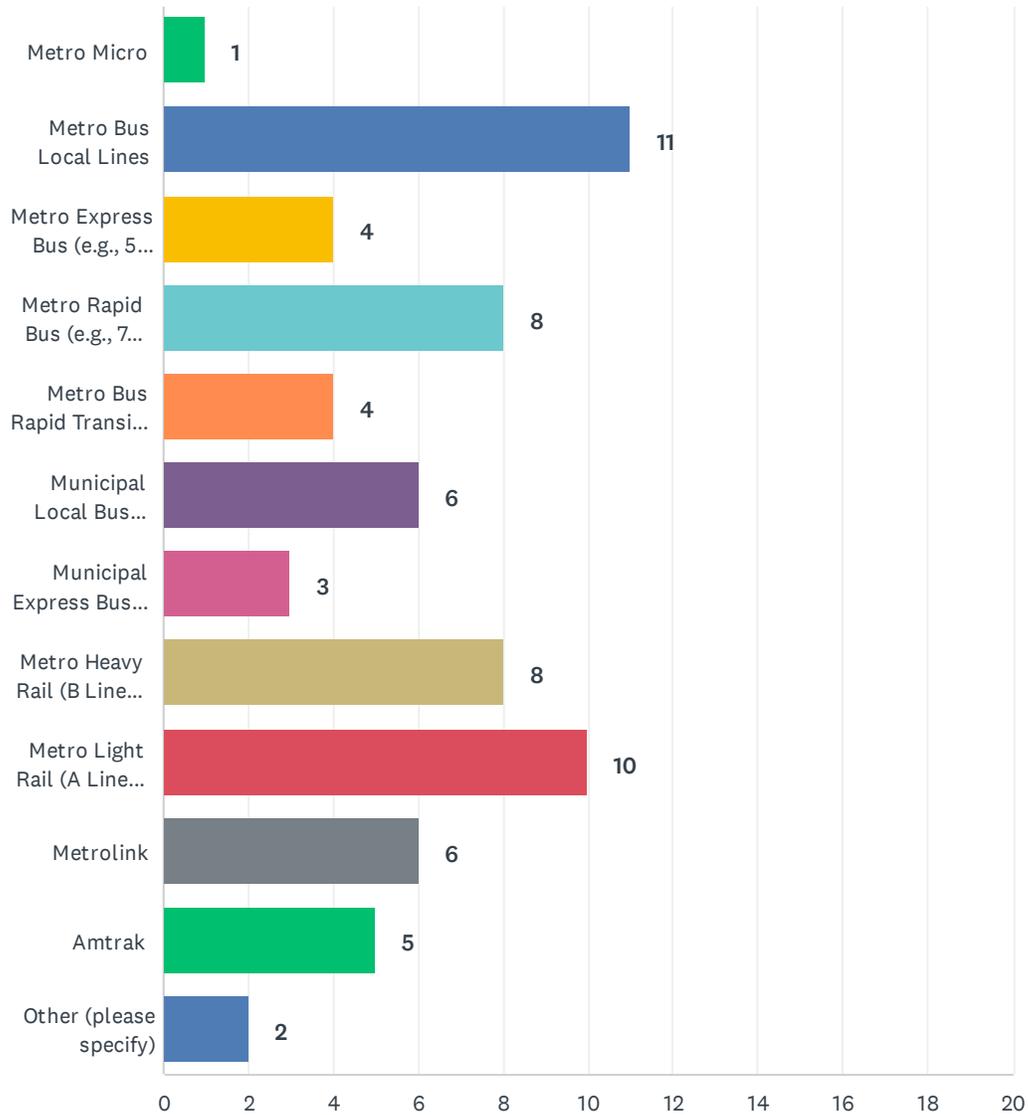
#### **Other**

- Connection/extension of B Line from North Hollywood
- Some of the improvements at North should be at South and vice versa especially since the terminal is moving
- Extend the B line from north Hollywood to Burbank airport

## **Appendix D - CBO Survey Responses**

## Q2 What modes of public transportation do members of your community typically use? (Select all that apply)

Answered: 13 Skipped: 11



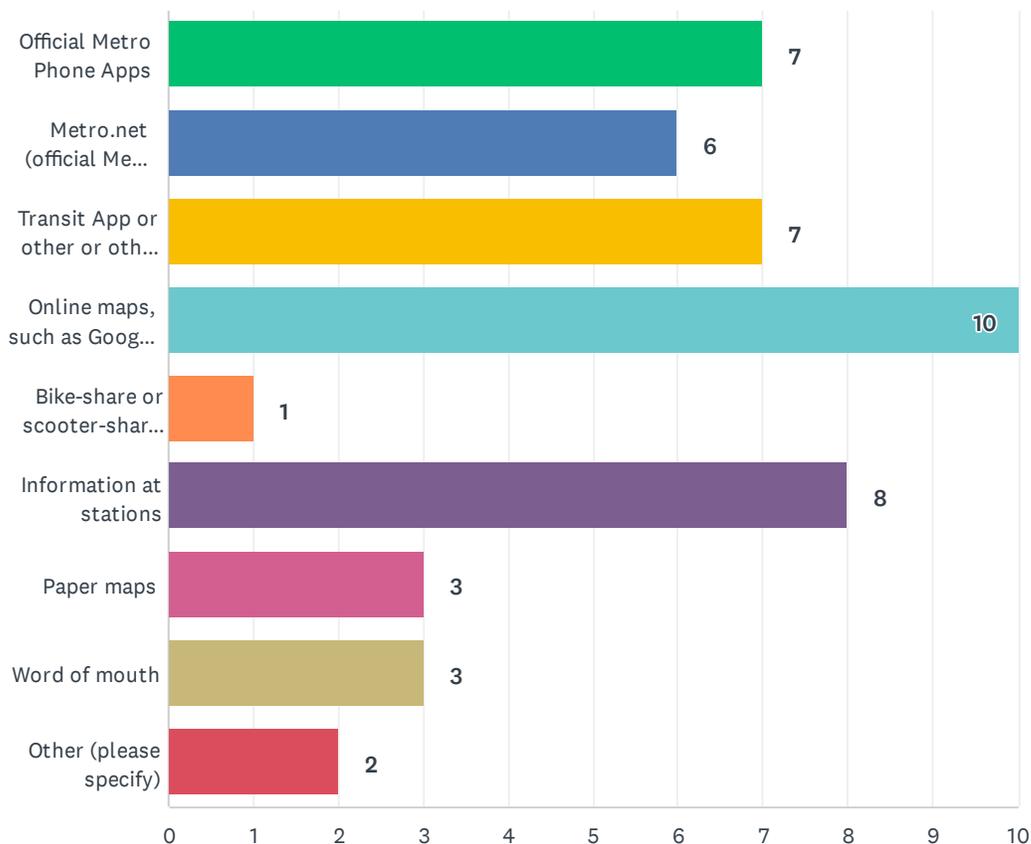
Los Angeles County Rail Network Integration Study Focus Group Survey

ANSWER CHOICES	RESPONSES
Metro Micro	7.69% 1
Metro Bus Local Lines	84.62% 11
Metro Express Bus (e.g., 577, El Monte-Long Beach State/VA Hospital; 501, North Hollywood – Pasadena)	30.77% 4
Metro Rapid Bus (e.g., 720, Santa Monica-Downtown LA; 754, Hollywood – Athens via Vermont)	61.54% 8
Metro Bus Rapid Transit (G Line (Orange); J Line (Silver))	30.77% 4
Municipal Local Bus (e.g., Long Beach Transit, Norwalk Transit, BurbankBus, LADOT DASH)	46.15% 6
Municipal Express Bus (e.g., LADOT Commuter Express)	23.08% 3
Metro Heavy Rail (B Line (Red), D Line (Purple))	61.54% 8
Metro Light Rail (A Line (Blue/Gold); C Line (Green); E Line (Gold/Expo); K Line (Crenshaw))	76.92% 10
Metrolink	46.15% 6
Amtrak	38.46% 5
Other (please specify)	15.38% 2
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
1	Access. Torrance transportation. OC Transportation. Culver city transportation	8/14/2023 11:31 AM
2	N/a	8/9/2023 3:46 PM

### Q3 What tools do your community members use to plan their trips? (Select all that apply)

Answered: 13 Skipped: 11



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	53.85% 7
Metro.net (official Metro website)	46.15% 6
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	53.85% 7
Online maps, such as Google Maps or Apple Maps	76.92% 10
Bike-share or scooter-share phone apps	7.69% 1
Information at stations	61.54% 8
Paper maps	23.08% 3
Word of mouth	23.08% 3
Other (please specify)	15.38% 2
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
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# Los Angeles County Rail Network Integration Study Focus Group Survey

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1	Transit system maps at metro station downtown	8/10/2023 10:32 AM
2	Waze	8/9/2023 3:24 PM

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## Q4 If using a Metro Phone app, which one(s) are used?

Answered: 9 Skipped: 15

#	RESPONSES	DATE
1	Transit	8/28/2023 11:54 AM
2	TAP app	8/15/2023 3:17 PM
3	Google maps	8/15/2023 9:19 AM
4	I don't have or use cell phones.	8/14/2023 11:32 AM
5	Moovit	8/10/2023 10:35 AM
6	N/A	8/10/2023 10:19 AM
7	Na	8/9/2023 3:46 PM
8	Transit	8/9/2023 3:04 PM
9	Moovit	8/9/2023 2:31 PM

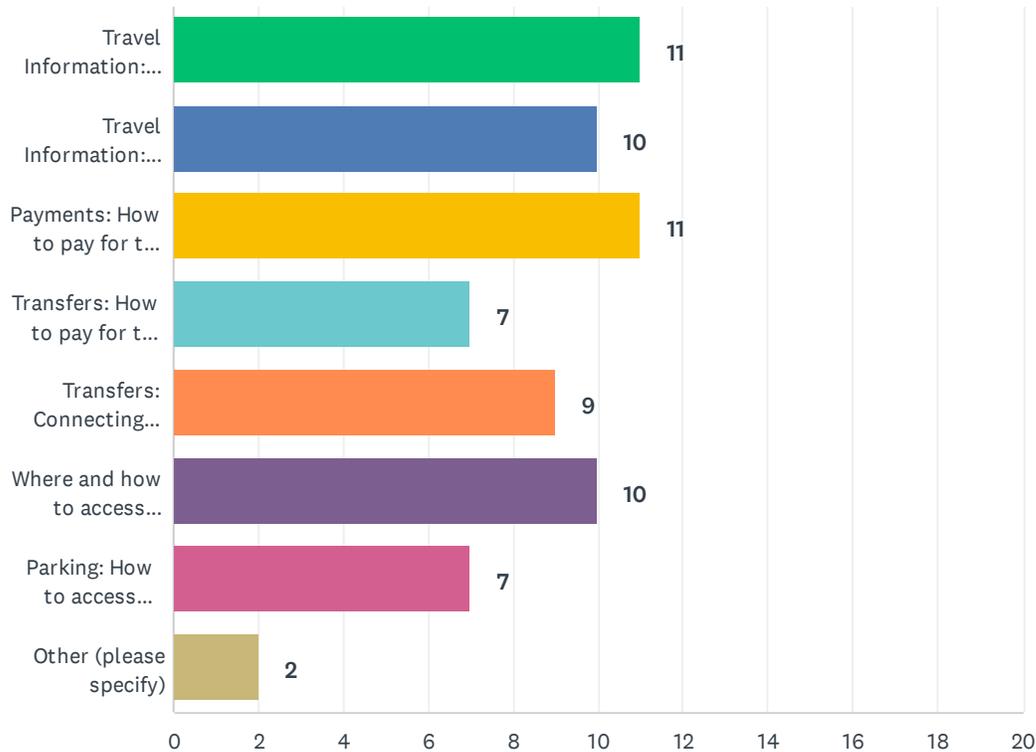
## Q5 While you or your community members are traveling, what information do they need? Are there gaps in information?

Answered: 11 Skipped: 13

#	RESPONSES	DATE
1	The bike community needs information about safe first/last mile connections, protected bike lanes, slow streets. Places that all bicyclists from 8 to 88 can ride to their destinations from Metro.	8/28/2023 11:54 AM
2	delays in transit	8/18/2023 3:41 PM
3	Info about disruptions, transfer navigation/wayfinding	8/15/2023 3:17 PM
4	It's helpful to have staff at various stops	8/15/2023 9:19 AM
5	Yes, everyone doesn't have cell phones or don't have Internet on their phones. There still a need for paper books with transit information. Also, there times people cell phones may not work for some reason.	8/14/2023 11:32 AM
6	Yes, there used to be an app that would ID you by GPS and tell you when the next bus would arrive. I'm on a LA County Commission and go to meetings at various places in LA County. Sometimes the locations do not offer a route choice and I have to figure it out. I have Kaiser and specialty clinics are everywhere in Los Angeles County. Instructions have been good for the clinics but sometimes a lot of walking is involved.	8/10/2023 10:35 AM
7	N/A	8/10/2023 10:19 AM
8	Delays, issues	8/9/2023 3:46 PM
9	Sometimes changes of last minute on schedules or routes changed and changed to buses	8/9/2023 3:24 PM
10	Accurate Departure times, Delays, and Out of Service busses.	8/9/2023 3:04 PM
11	The gaps of information happens when there are delays in service to the Rail Service. There is a lack of communication between the operators and the managers to the customers.	8/9/2023 2:31 PM

## Q6 Which of the following information is sought by you or your community members when using trip planning tools? (select all that apply)

Answered: 13 Skipped: 11



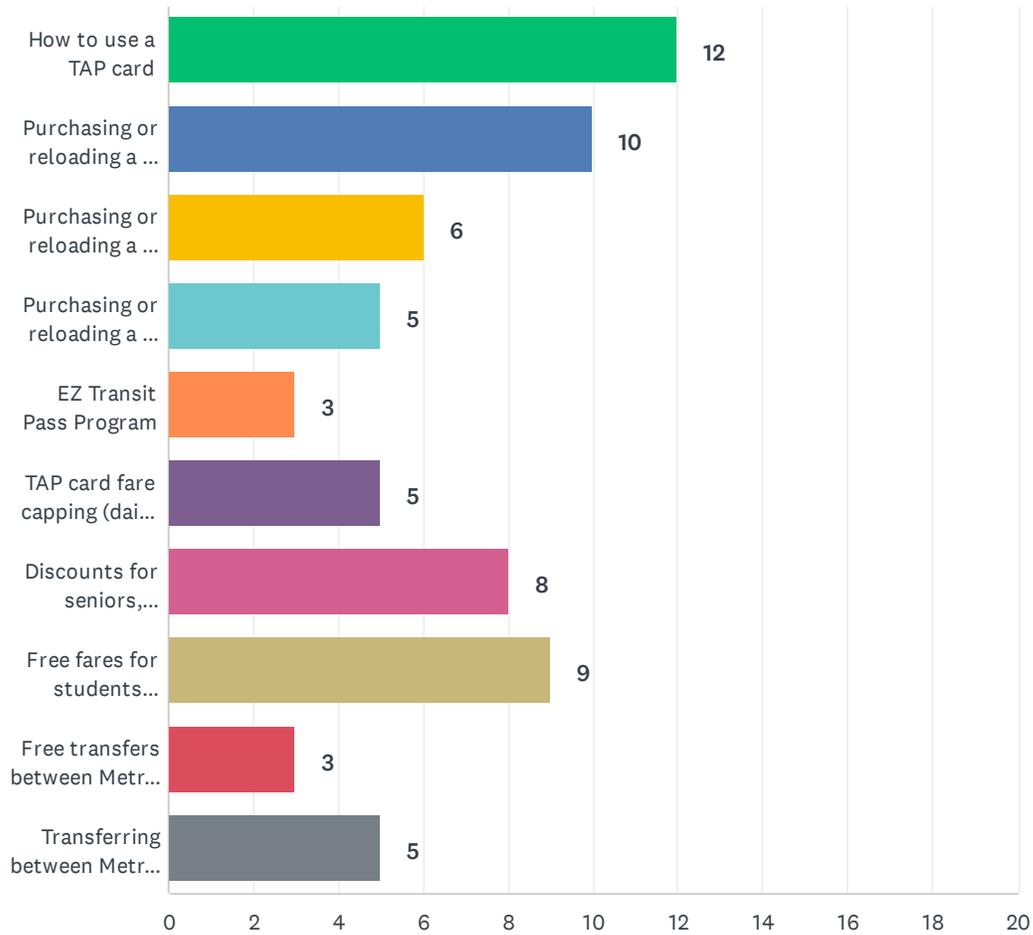
ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	84.62% 11
Travel Information: Total travel time / Total travel costs	76.92% 10
Payments: How to pay for the trip / What discounts or free rides are available	84.62% 11
Transfers: How to pay for trip transfers between legs of a transit trip	53.85% 7
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	69.23% 9
Where and how to access services: Where to get on the bus / Where to get on the train	76.92% 10
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	53.85% 7
Other (please specify)	15.38% 2
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
1	Best type of route information. When I go to LA on the train, I usually go to the Metro system map to figure out what bus to take, the maps are often hard to read because the print is too small.	8/10/2023 10:35 AM



### Q7 Regarding fare payments on Metro and local bus services, do you and/or your community know about the following? (Select all that apply)

Answered: 13 Skipped: 11

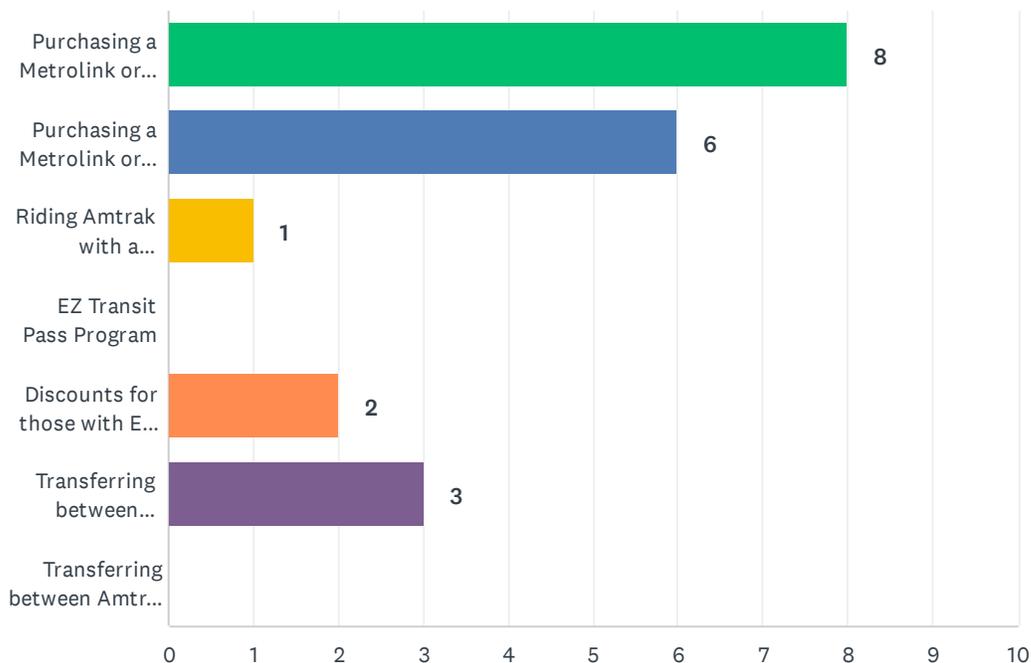


## Los Angeles County Rail Network Integration Study Focus Group Survey

ANSWER CHOICES	RESPONSES	
How to use a TAP card	92.31%	12
Purchasing or reloading a TAP card at a TAP ticket vending machine, vendor, customer care center	76.92%	10
Purchasing or reloading a new TAP card online or on a phone	46.15%	6
Purchasing or reloading a TAP on a Metro bus	38.46%	5
EZ Transit Pass Program	23.08%	3
TAP card fare capping (daily and weekly)	38.46%	5
Discounts for seniors, students (U-Pass), low income, disabilities	61.54%	8
Free fares for students (GoPass), and low income households (LIFE)	69.23%	9
Free transfers between Metro rail and/or buses (2-hours, one direction)	23.08%	3
Transferring between Metro rail and other bus services (e.g. Metro Bus, BurbankBus, Norwalk Transit, DASH)	38.46%	5
Total Respondents: 13		

## Q8 Regarding fare payments on Metrolink and Amtrak, do you and/or your community know about the following? (Select all that apply)

Answered: 9 Skipped: 15



ANSWER CHOICES	RESPONSES	
Purchasing a Metrolink or Amtrak Ticket in person/at a machine (Daily or monthly)	88.89%	8
Purchasing a Metrolink or Amtrak Ticket online (Daily or monthly)	66.67%	6
Riding Amtrak with a Metrolink monthly Pass (Rail 2 Rail)	11.11%	1
EZ Transit Pass Program	0.00%	0
Discounts for those with EBT cards (Mobility-4-All)	22.22%	2
Transferring between Metrolink and other bus or rail services using a Metrolink ticket	33.33%	3
Transferring between Amtrak rail and Amtrak Thruway Buses	0.00%	0
Total Respondents: 9		

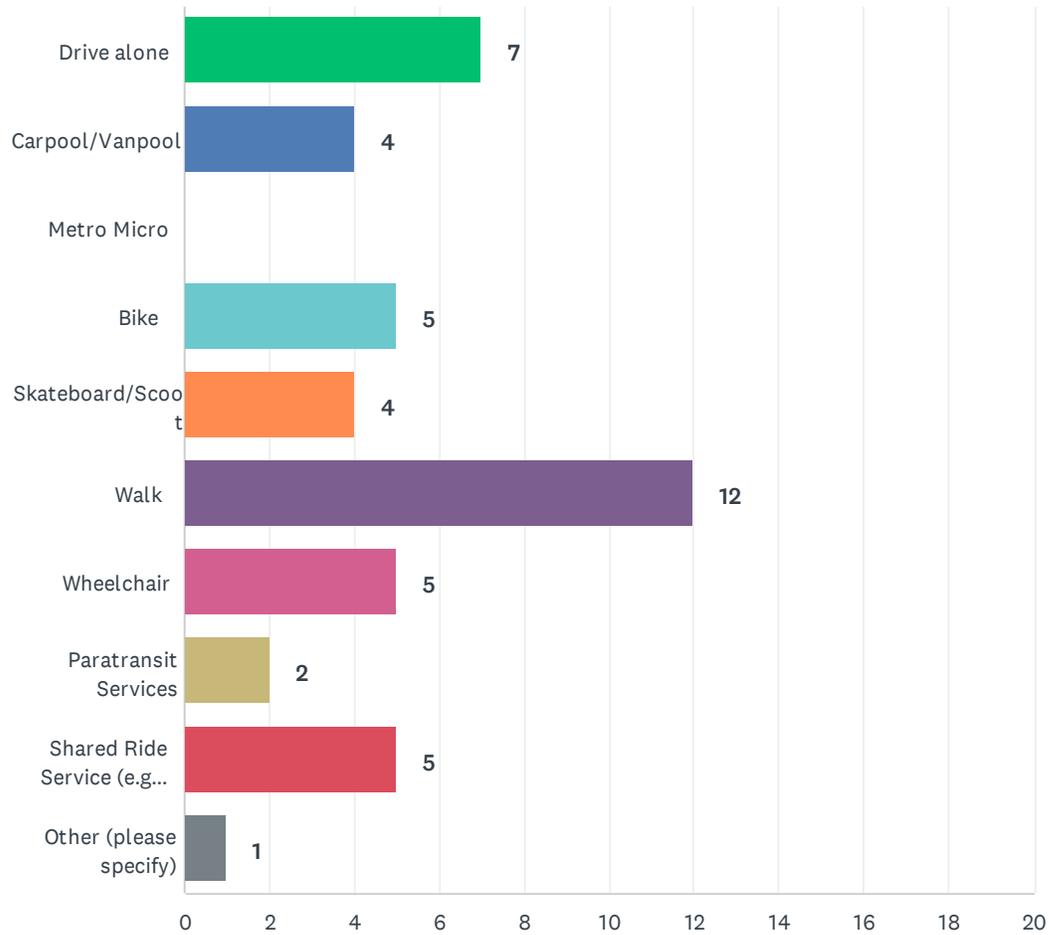
## Q9 What are the challenges that you or your community face while planning for a transit trip?

Answered: 12 Skipped: 12

#	RESPONSES	DATE
1	The bike community is very diverse and has diverse transportation needs. But thinking about people who are mode shifting first through bike, they need more information about how the Metro and Metrolink systems can combine with the bike to help them access the vast region. Having specific tools that match protected bike lanes/bike paths/safe routes and the Metro system to create a special route that'll make the trip as safe as it can be.	8/28/2023 11:54 AM
2	access to the information	8/27/2023 9:00 AM
3	Clarity of information	8/18/2023 3:42 PM
4	reliability of trip info/trip time	8/15/2023 3:17 PM
5	How far locations are apart especially if Uber is also needed	8/15/2023 9:19 AM
6	Are there setting and Proper covering to protect people from a stream heat days and when it's raining as many times which there is not. Some people are sensitive to climate change and have a hard time going out using public transportation, doing a stream heat days. This problem is only getting worse as time go by. Not all of us have cell phones or have the Internet on their phone. Many seniors don't know how to use the internet specially seniors.	8/14/2023 11:32 AM
7	The new fare structure is difficult to understand. I have a TAP card but not everyone does and received the Life 90 days free fare. We feel seniors should get free fares if they travel off-peak hours. The fare system is too complicated for most seniors.	8/10/2023 10:35 AM
8	N/A	8/10/2023 10:19 AM
9	Reliability and connections	8/9/2023 3:46 PM
10	When in Union Station the machines for Metro and the buses are in different locations and is confusing. Love the bathroom and need to clean more often as smells like urine in public areas and not in the bathroom!	8/9/2023 3:24 PM
11	Trouble paying for fares for Families of Low income and Access for disabled people.	8/9/2023 3:04 PM
12	Span of service	8/9/2023 2:31 PM

### Q10 What type of mobility options would you and/or your community use to access the transit system from home?(Select all that apply)

Answered: 13 Skipped: 11



Los Angeles County Rail Network Integration Study Focus Group Survey

ANSWER CHOICES	RESPONSES
Drive alone	53.85% 7
Carpool/Vanpool	30.77% 4
Metro Micro	0.00% 0
Bike	38.46% 5
Skateboard/Scoot	30.77% 4
Walk	92.31% 12
Wheelchair	38.46% 5
Paratransit Services	15.38% 2
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	38.46% 5
Other (please specify)	7.69% 1
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
1	Roller Skating	8/14/2023 11:32 AM

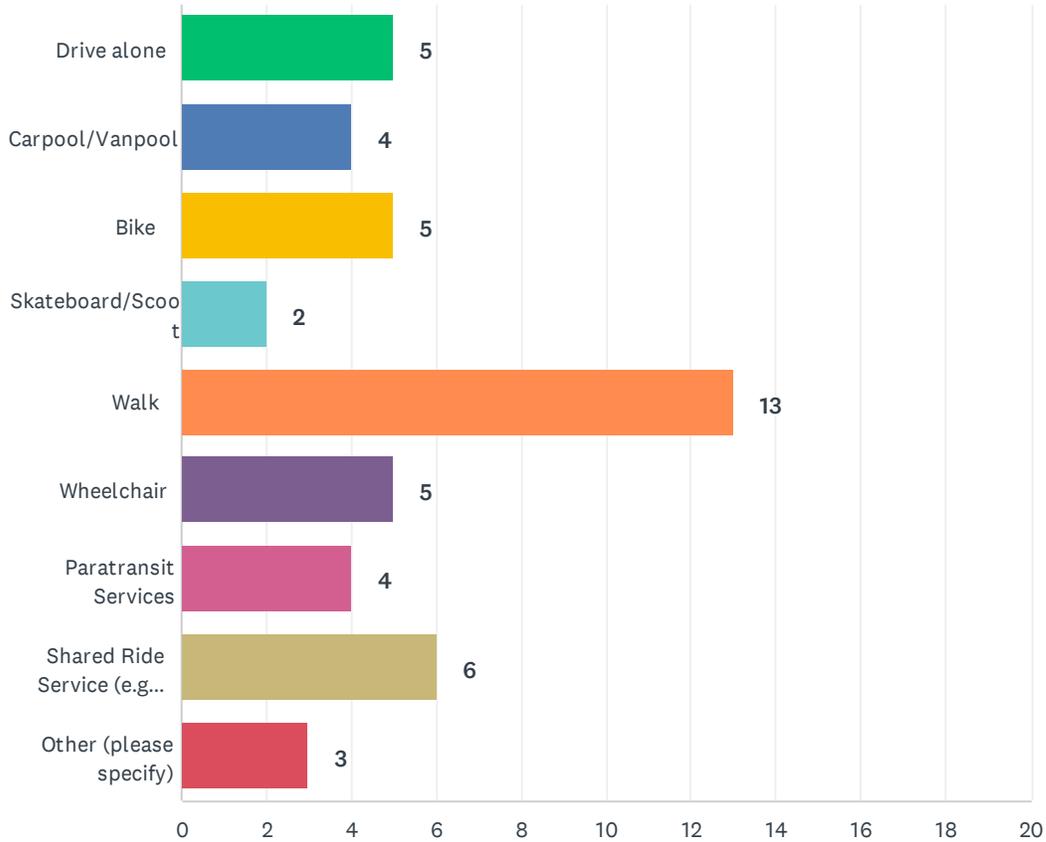
## Q11 What are the challenges that you or your community face getting to transit?

Answered: 13 Skipped: 11

#	RESPONSES	DATE
1	Safe bike lanes	8/28/2023 11:54 AM
2	location to the first stop is far from their home.	8/27/2023 9:00 AM
3	shade and distance to station	8/18/2023 3:42 PM
4	First/last mile access	8/15/2023 3:17 PM
5	At night lack of light or concern for safety especially if there are few people on the street Long waits between buses some times.	8/15/2023 9:19 AM
6	Daily people face People smoking marijuana and cigarettes on the trains, the platforms and bus stops. drinking of alcohol. People with their dogs on the trains that are not service dogs. People who desiccate on themselves and sit in the seats and people sitting the seats afterwards and people urine or poked on themselves. Fighting and no one showing up till its over or to late. Not the right canopy or protection for people who are sensitive to extreme heat, or when it rains. Many of the bus stops do not have any canopy at all or seating. Many times people cannot use public transportation due to the fact there is no canopy or no settings doing heat or stream days. Electric scooters on the busses and trains taking out spots and people riding Electric Scooters on Platforms and Trains.	8/14/2023 11:32 AM
7	urban heat island effect, long distances,	8/11/2023 10:38 AM
8	Stations are too far sometimes with those with mobility issues and there isn't enough covering/shade or no backing to keep wind/rain away. Homeless gather and smoke at the shelters and take up seats/block access	8/10/2023 10:35 AM
9	N/A	8/10/2023 10:19 AM
10	Schedule reliability	8/9/2023 3:46 PM
11	Far from Metro trains Whittier	8/9/2023 3:24 PM
12	None	8/9/2023 3:04 PM
13	The safety and security of the network because of the drug users and vagrants who don't pay their fare. The fare enforcement rule needs to take place because there are folks who are homeless who pay their fare.	8/9/2023 2:31 PM

### Q12 What type of mobility options would you and/or your community use to get from transit to their final destination?(Select all that apply)

Answered: 13 Skipped: 11



ANSWER CHOICES	RESPONSES
Drive alone	38.46% 5
Carpool/Vanpool	30.77% 4
Bike	38.46% 5
Skateboard/Scooter	15.38% 2
Walk	100.00% 13
Wheelchair	38.46% 5
Paratransit Services	30.77% 4
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	46.15% 6
Other (please specify)	23.08% 3
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
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# Los Angeles County Rail Network Integration Study Focus Group Survey

1	Roller Skate, Electric scooter or electric bikes	8/14/2023 11:32 AM
2	ACCESS	8/10/2023 10:19 AM
3	Drive with family or friends	8/9/2023 3:24 PM

## Q13 What are the challenges that you or your community have in getting to their final destination?

Answered: 11 Skipped: 13

#	RESPONSES	DATE
1	Safe bike lanes or a convenient route through slow streets	8/28/2023 11:54 AM
2	length of travel time, on time travel, shade	8/18/2023 3:42 PM
3	Wayfinding, street design (bike/ped amenities)	8/15/2023 3:17 PM
4	When there are too many bus changes especially on non rapid buses La needs more direct buses to places like downtown especially for daily routes to and from work for example	8/15/2023 9:19 AM
5	Unable to use the bus or train stops do to no or not Proper protection from sunlight, heat, and rain. Many bus stops don't have setting and never have. As Climate Change is changing the weather. We are seeing more Extreme hot days with hotter temperature this is making harder for people who are Sensitive to stream heat days unable or hard to use public transportation and every little or nothing has been done about this growing problem.	8/14/2023 11:32 AM
6	long wait times, no shade structures, over crowded,	8/11/2023 10:38 AM
7	Sometimes the walk is too long or the correct stop is not clear. Bus drivers are very helpful but that delays their trips.	8/10/2023 10:35 AM
8	N/A	8/10/2023 10:19 AM
9	N/a	8/9/2023 3:46 PM
10	Norwalk to LAX and to gates late at night	8/9/2023 3:24 PM
11	Sometimes the final destination is far from the stop/Station or im forces to transfer on to a different bus.	8/9/2023 3:04 PM

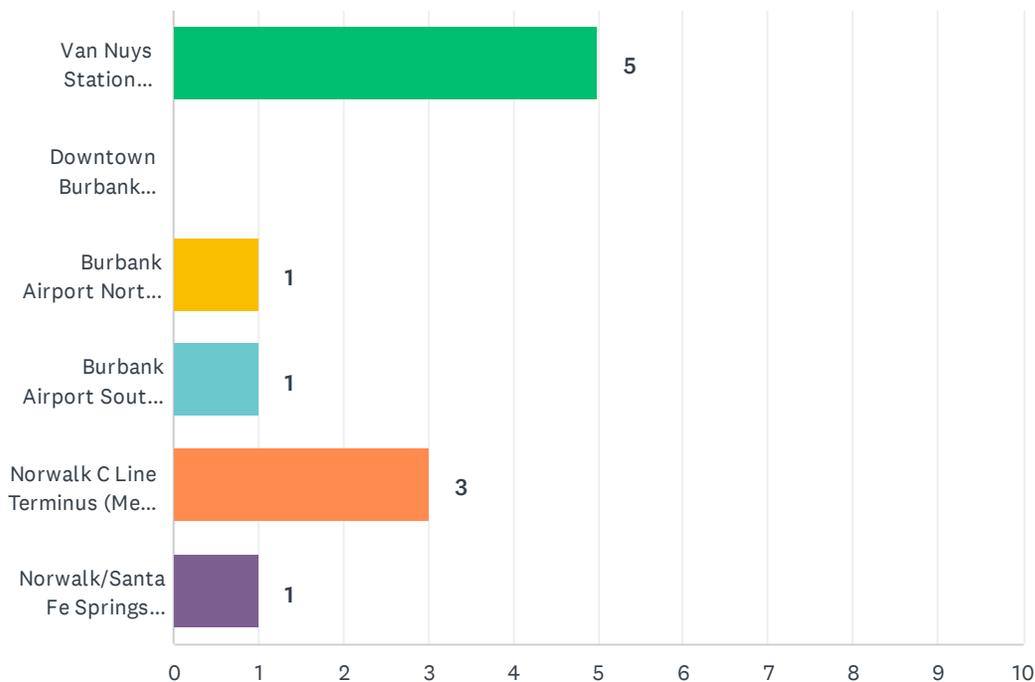
## Q14 What are the challenges that you or your community face transferring during a trip?

Answered: 11 Skipped: 13

#	RESPONSES	DATE
1	wait time	8/18/2023 3:42 PM
2	Understanding fares	8/15/2023 3:17 PM
3	Takes too long sometimes	8/15/2023 9:19 AM
4	Unable to use the bus or train stops do to no or not Proper protection from sunlight, heat, and rain. Many bus stops don't have setting and never have. As Climate Change is changing the weather. We are seeing more Extreme hot days with hotter temperature this is making harder for people who are Sensitive to stream heat days unable or hard to use public transportation and every little or nothing has been done about this growing problem. There times Safety is a problem doing parts of the day or night.	8/14/2023 11:32 AM
5	long wait times, not shade structures,	8/11/2023 10:38 AM
6	Getting off on the right stop. In LA sometimes it is not clear where the stop is - they aren't visable enough.	8/10/2023 10:35 AM
7	N/A	8/10/2023 10:19 AM
8	Reliability and timeliness	8/9/2023 3:46 PM
9	Homeless, safety, mental health issues in some people, smells like urine in the elevators and when is hot is intolerable	8/9/2023 3:24 PM
10	My challenges are difficult bus drivers who make it hard to hop on the bus as a disable person.	8/9/2023 3:04 PM
11	Legible signage and wayfinding. For example a member recently noticed that on Grand Avenue with the new Regional Connector open there is no Metro signage leading to the bridge and station entrance to the Bunker Hill station.	8/9/2023 2:31 PM

## Q15 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 11 Skipped: 13



ANSWER CHOICES	RESPONSES
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	45.45% 5
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00% 0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	9.09% 1
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	9.09% 1
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	27.27% 3
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	9.09% 1
<b>TOTAL</b>	<b>11</b>

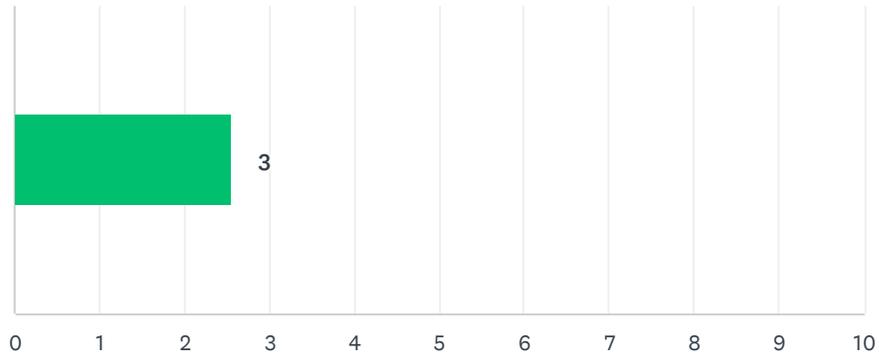
## Q16 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 12 Skipped: 12

#	RESPONSES	DATE
1	The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.	8/29/2023 1:16 PM
2	We are not a transit-oriented non profit and do not interact with community members about this information	8/18/2023 3:43 PM
3	Transit area (bus hub, rail platform, and ticketing) is small relative to overall station size including parking.	8/15/2023 3:30 PM
4	I don't know this route	8/15/2023 9:21 AM
5	Most feel that things are not better and feel they are hearing the same talk they have over the years. As they use public transportation each day, they know if things are getting better or worse.	8/14/2023 12:02 PM
6	It is not safe, its dirty, there isn't enough shade or places to cool down. its a bit hidden so unless you know its there, its not very visible	8/11/2023 11:05 AM
7	Unfortunately, there are times when there are mentally unstable homeless people waiting at the bus stop and are agitated to the point where they behave erratically.	8/10/2023 10:53 AM
8	Seems like this station is always under construction. Signage is not clear about where to catch buses.	8/10/2023 10:51 AM
9	Connection information	8/9/2023 3:58 PM
10	Super fast very cool , Metro Ambassadors are seen but I don't see that they do anything when trouble arises.	8/9/2023 3:36 PM
11	We need more shade and for the Station to be cleaner.	8/9/2023 3:16 PM
12	It's the easier airport to access from Hollywood and Downtown LA. More should be done in either more service or better marketing about the easy airport that has transit access.	8/9/2023 2:36 PM

## Q17 How easy or challenging is it to get to the station?

Answered: 9 Skipped: 15



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	23	9
Total Respondents: 9			

#		DATE
1	0	8/29/2023 1:16 PM
2	0	8/27/2023 9:02 AM
3	2	8/18/2023 3:43 PM
4	1	8/15/2023 3:30 PM
5	1	8/11/2023 11:05 AM
6	6	8/10/2023 10:51 AM
7	3	8/9/2023 3:58 PM
8	3	8/9/2023 3:36 PM
9	7	8/9/2023 3:16 PM

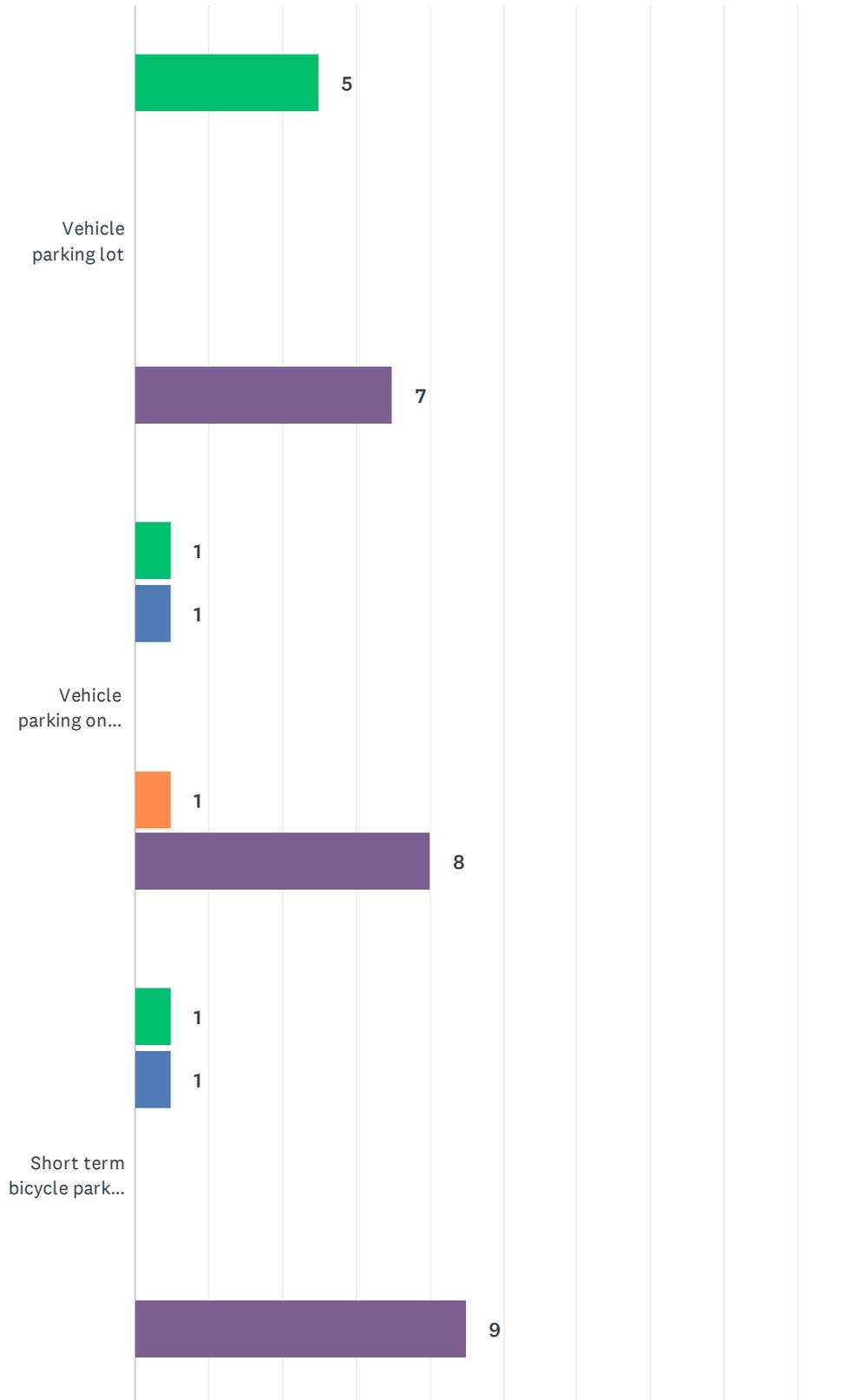
## Q18 What makes it easy or challenging?

Answered: 11 Skipped: 13

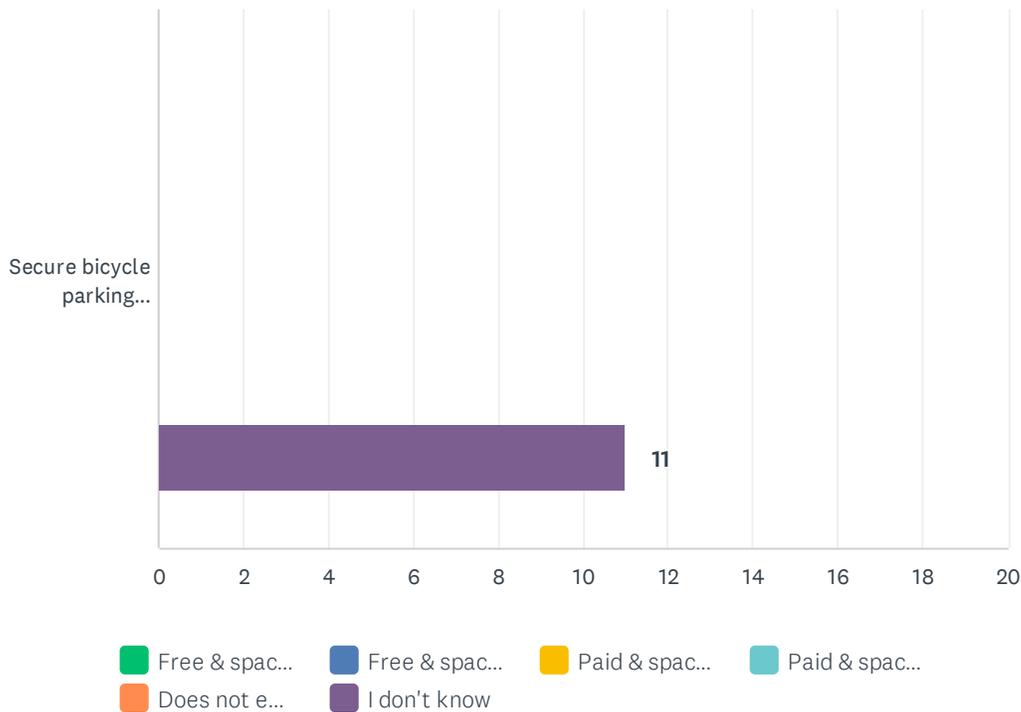
#	RESPONSES	DATE
1	Unsafe bike infrastructure, busy high speed streets	8/29/2023 1:16 PM
2	n/a	8/18/2023 3:43 PM
3	Only viable bike/ped access is along Hoxie via Imperial Highway and requires crossing freeway on- and off-ramps.	8/15/2023 3:30 PM
4	NA. I live in Los Wilshire	8/15/2023 9:21 AM
5	Some of the Elevators are used as a restroom, and people are using it to smoke marijuana, cigarettes and do other things in there	8/14/2023 12:02 PM
6	its not visible and people pass by it all the time not knowing its there.	8/11/2023 11:05 AM
7	The bus stops are conveniently close to get to for transfers etc.	8/10/2023 10:53 AM
8	I live near the Aline station so I just have to walk two blocks and jump on the train after tapping my Tap card. I get off at the green line station to Norwalk and go to the bus line that takes me to the County offices where I go to meetings. I have missed buses because there was construction and there wan't clear signage where to pick up a bus going to LA. A good transit system is critical to keeping me an active, engaged senior.	8/10/2023 10:51 AM
9	Connection information	8/9/2023 3:58 PM
10	The challenging part is to arrive fast from Whittier in the morning if I don't have a ride. Time is precious	8/9/2023 3:36 PM
11	The visibility	8/9/2023 3:16 PM

### Q19 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 12 Skipped: 12



# Los Angeles County Rail Network Integration Study Focus Group Survey

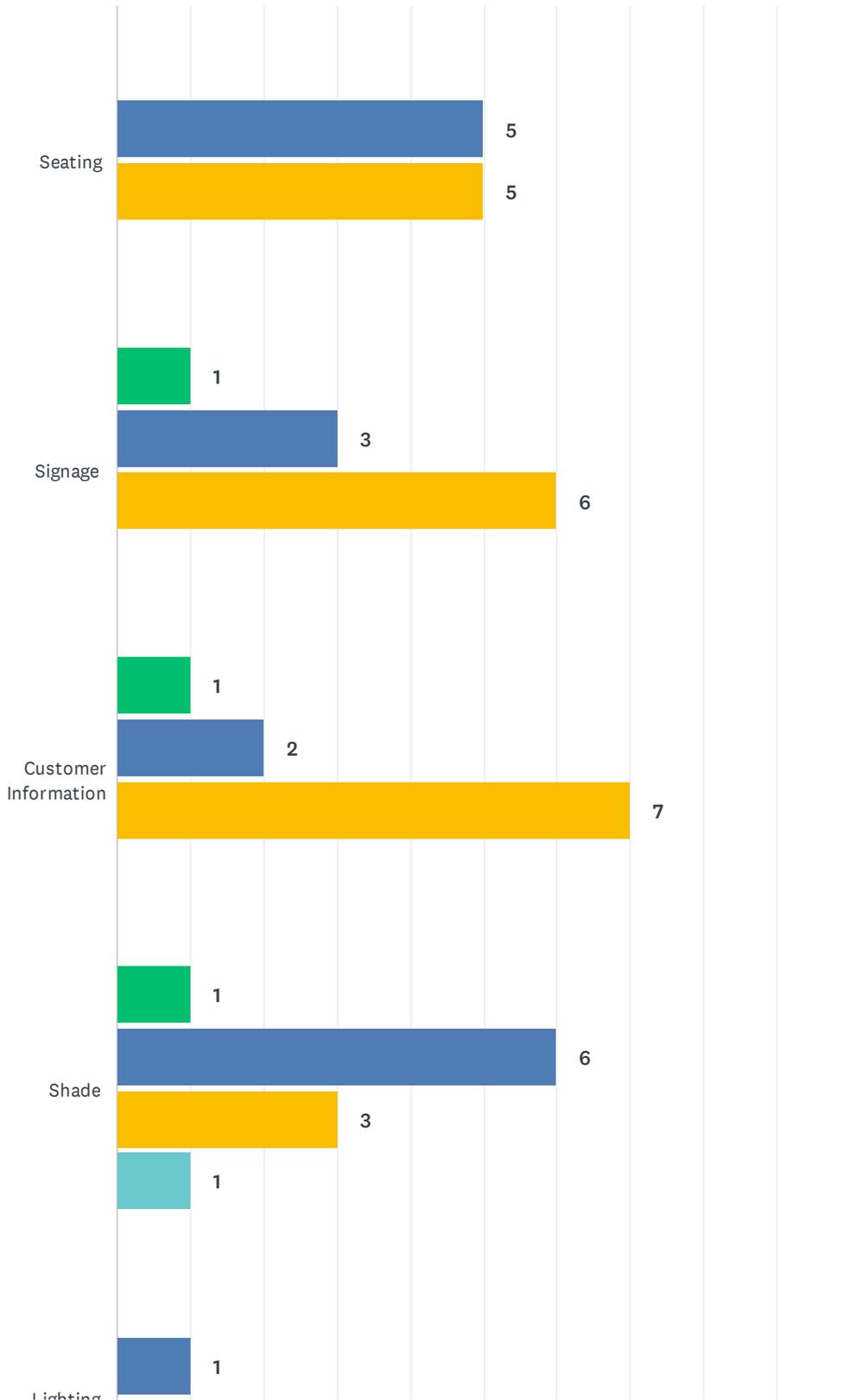


	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	41.67% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	58.33% 7	12
Vehicle parking on surrounding streets	9.09% 1	9.09% 1	0.00% 0	0.00% 0	9.09% 1	72.73% 8	11
Short term bicycle parking (bike rack)	9.09% 1	9.09% 1	0.00% 0	0.00% 0	0.00% 0	81.82% 9	11
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 11	11

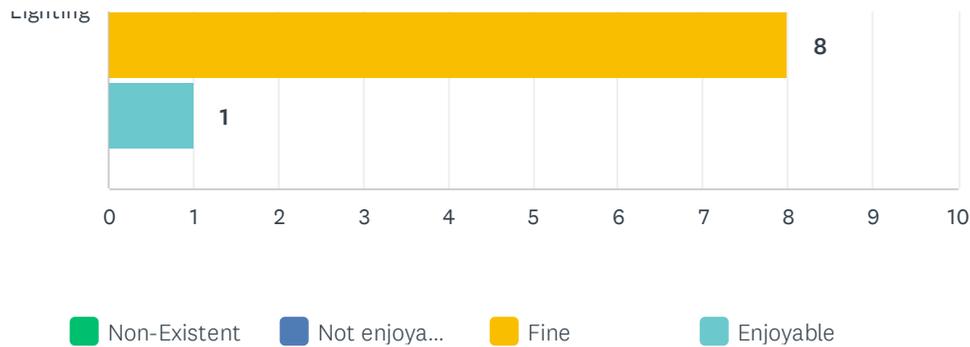
#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF VEHICLE AND/OR BIKE PARKING?	DATE
1	Adequate bike parking, with a structure over it to protect bikes from the elements, and signage so people can quickly find it would be ideal.	8/29/2023 1:16 PM
2	I don't know where the location of secure bike parking in the station.	8/15/2023 3:30 PM
3	NA	8/15/2023 9:21 AM
4	Can't think of anything at this time.	8/14/2023 12:02 PM
5	I am 73 and don't ride a bike so I can't answer this question. I know there is bike parking but since I don't use it, I don't know.	8/10/2023 10:51 AM
6	N/a	8/9/2023 3:58 PM
7	N/A	8/9/2023 3:36 PM

## Q20 For the rail station platform, how would you characterize the following amenities?

Answered: 11 Skipped: 13



# Los Angeles County Rail Network Integration Study Focus Group Survey

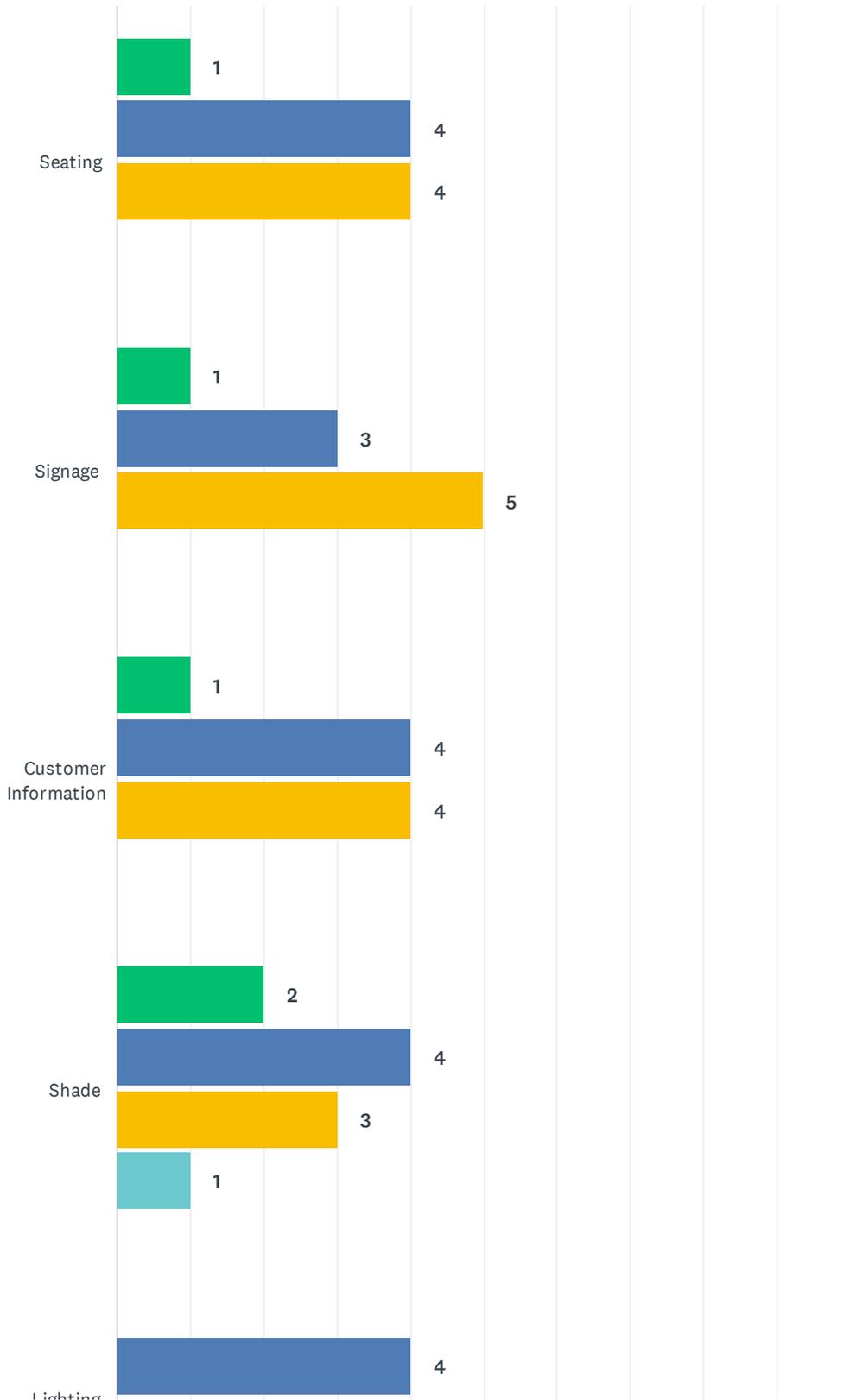


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	50.00% 5	50.00% 5	0.00% 0	10
Signage	10.00% 1	30.00% 3	60.00% 6	0.00% 0	10
Customer Information	10.00% 1	20.00% 2	70.00% 7	0.00% 0	10
Shade	9.09% 1	54.55% 6	27.27% 3	9.09% 1	11
Lighting	0.00% 0	10.00% 1	80.00% 8	10.00% 1	10

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	The area needs much more shade so that large groups of people can be protected from the sun at all hours of the da	8/29/2023 1:16 PM
2	Police citizen regulations are not being followed. There is smoking marijuana smoke, cigarette smoke, drinking alcohol riding electric scooters and a bikes. There is no enforcement most of the time.	8/14/2023 12:02 PM
3	N/A	8/10/2023 10:53 AM
4	I wish the stations would all have at least vendor carts selling water and snacks. To make meetings on time, I often don't have time to eat.	8/10/2023 10:51 AM
5	More platform information	8/9/2023 3:58 PM
6	Some times seats are dirty and cannot seat down	8/9/2023 3:36 PM
7	They could be better and have better maintenance	8/9/2023 3:16 PM
8	This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.	8/9/2023 2:36 PM

## Q21 For the bus stops at the station, how would you characterize the following amenities?

Answered: 10 Skipped: 14



# Los Angeles County Rail Network Integration Study Focus Group Survey

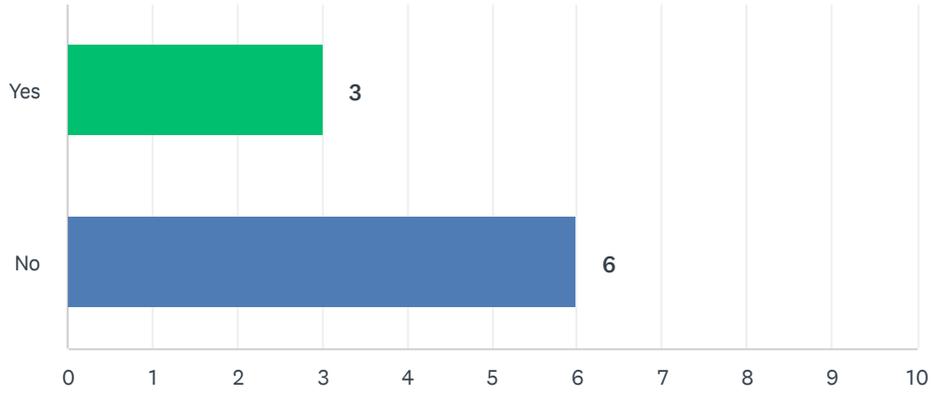


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	11.11% 1	44.44% 4	44.44% 4	0.00% 0	9
Signage	11.11% 1	33.33% 3	55.56% 5	0.00% 0	9
Customer Information	11.11% 1	44.44% 4	44.44% 4	0.00% 0	9
Shade	20.00% 2	40.00% 4	30.00% 3	10.00% 1	10
Lighting	0.00% 0	44.44% 4	55.56% 5	0.00% 0	9

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	From the photos shown during the presentation, there is not nearly enough shade	8/29/2023 1:16 PM
2	When talking and planning there should be people who use public transportation. And specially Senior Citizens and People with Disabilities who can give great feedback as they are the ones who know better what and don't work and why. This will save money, get things right, and great for business.	8/14/2023 12:02 PM
3	N/A	8/10/2023 10:53 AM
4	Signage is only at one side of the station. If you don't know where to look, it is easy to miss or not see. There were Metro employees giving directions during some of the construction but not always.	8/10/2023 10:51 AM
5	N/a	8/9/2023 3:58 PM
6	Need more light and security outside	8/9/2023 3:36 PM
7	Could be better and have better maintenance	8/9/2023 3:16 PM
8	This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.	8/9/2023 2:36 PM

## Q22 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 9 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	33.33%	3
No	66.67%	6
<b>TOTAL</b>		<b>9</b>

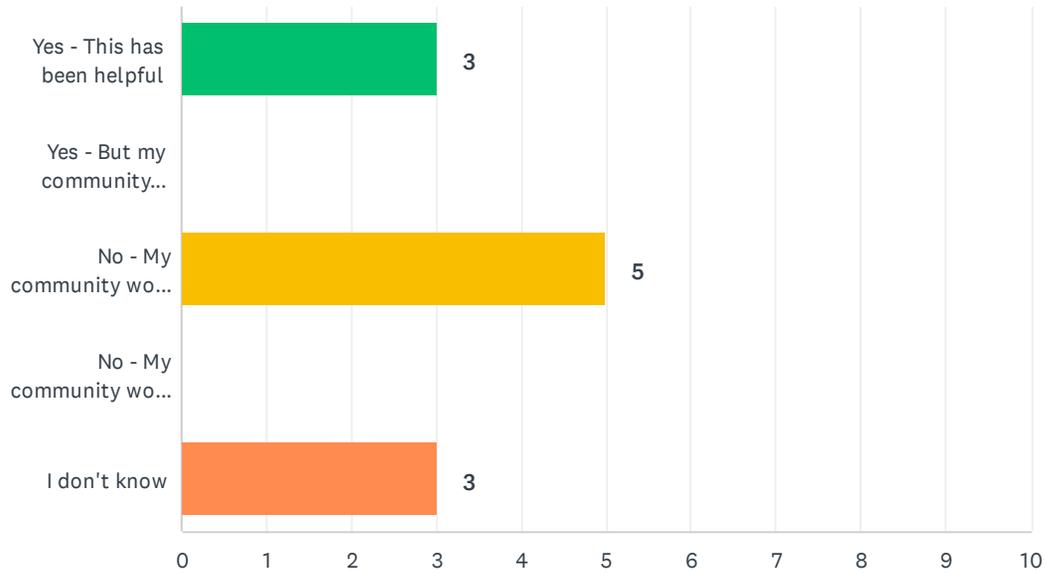
**Q23 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)**

Answered: 6 Skipped: 18

#	RESPONSES	DATE
1	Unknown	8/29/2023 1:16 PM
2	N/A	8/14/2023 12:02 PM
3	no	8/11/2023 11:06 AM
4	Yes, they were posts at each bus stop with alternate routes and other options available for transportation.	8/10/2023 10:53 AM
5	My phone doesn't have a QR reader on it. There isn't enough signage in visible locations.	8/10/2023 10:52 AM
6	Paper signs	8/9/2023 3:58 PM

## Q24 Do you know if there is a regular station attendant to provide information or assistance at this station?

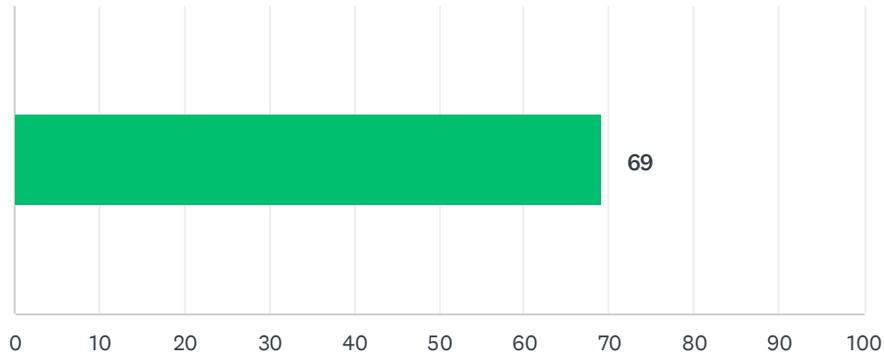
Answered: 11 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	27.27%	3
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	45.45%	5
No - My community would not use this service	0.00%	0
I don't know	27.27%	3
<b>TOTAL</b>		<b>11</b>

## Q25 How easy or challenging is it to transfer between modes?

Answered: 6 Skipped: 18



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	69	414	6
Total Respondents: 6			

#		DATE
1	40	8/15/2023 3:30 PM
2	74	8/14/2023 12:02 PM
3	83	8/10/2023 10:52 AM
4	52	8/9/2023 3:58 PM
5	65	8/9/2023 3:36 PM
6	100	8/9/2023 3:16 PM

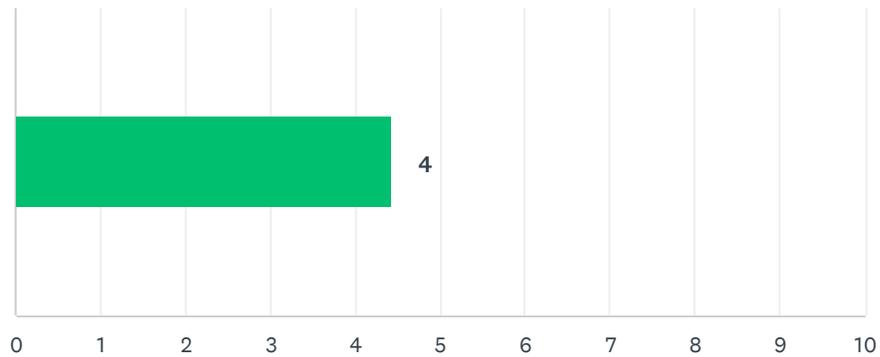
## Q26 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 8 Skipped: 16

#	RESPONSES	DATE
1	unknown	8/29/2023 1:16 PM
2	Escalators are only one way between platform and bus hub, elevator is regularly dirty/smelly	8/15/2023 3:30 PM
3	What make things more challenging is when everything is online, and a person cell phone is not working and there no other way to get information. And some people don't have a cell phone or don't have internet. Many seniors and people have problems knowing how to use the internet.	8/14/2023 12:02 PM
4	It would be nice if there was a schedule posted at stops with detailed times and routes.	8/10/2023 10:53 AM
5	This station gets quite crowded during peak hours. Signage needs to be high enough to see above the passengers. It would be helpful to have an attendant at this station.	8/10/2023 10:52 AM
6	Connection information	8/9/2023 3:58 PM
7	Some times are signs but sometimes are not and is confusing and no one to contact except for the security guard	8/9/2023 3:36 PM
8	Not enough information	8/9/2023 2:36 PM

## Q27 Is it easy or challenging to exit the station?

Answered: 7 Skipped: 17



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	31	7
Total Respondents: 7			

#		DATE
1	1	8/15/2023 3:30 PM
2	4	8/14/2023 12:02 PM
3	5	8/11/2023 11:06 AM
4	4	8/9/2023 3:58 PM
5	5	8/9/2023 3:36 PM
6	7	8/9/2023 3:16 PM
7	5	8/9/2023 2:36 PM

## Q28 What makes it easy or challenging to exit the station?

Answered: 8 Skipped: 16

#	RESPONSES	DATE
1	unknown	8/29/2023 1:16 PM
2	Only exit is at Hoxie which has the freeway crossings to navigate. An opportunity is available to add additional bike/ped scale exits along Foster Rd and Flatbush Ave	8/15/2023 3:30 PM
3	I have done many of things like this over time. It can be hard if you are not use to doing things like this online.	8/14/2023 12:02 PM
4	There is sufficient space when exiting the bus.	8/10/2023 10:53 AM
5	The crowds make it difficult and sometimes block access to the stairs. Elevators don't always work which is difficult when going with someone in a wheelchair.	8/10/2023 10:52 AM
6	Long distance between bus and train	8/9/2023 3:58 PM
7	Is convenient when you have electric steps working	8/9/2023 3:36 PM
8	crosswalk and walking to the airport	8/9/2023 2:36 PM

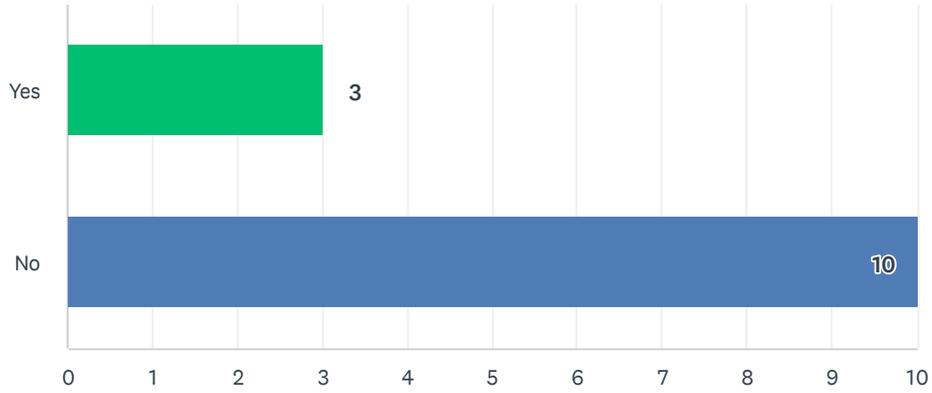
## Q29 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 9 Skipped: 15

#	RESPONSES	DATE
1	Add safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard. Add much more shade to the station	8/29/2023 1:16 PM
2	Open the Foster Rd entrance and add walk/bike path Improve/add walk/bike paths along Hoxie + I-105 ramp Renovate first section of parking for more buses, kiss and ride, and a station attendant	8/15/2023 3:30 PM
3	Not sure would really have to think on it.	8/14/2023 12:02 PM
4	Lighting at bus stops for passengers that need transportation late at night. Designated hand wash stations for passengers at bus stops. Shade roof at bus stops for summer days and for storm season.	8/10/2023 10:53 AM
5	Better lighting, Better signage. Stationing an attendant that also sells snacks and water. This station has the most vendors hawking candy/snacks on the train.	8/10/2023 10:52 AM
6	Real time information, seating, shade	8/9/2023 3:58 PM
7	Cleaning more often seats and halls and smelling clean. Have a bathroom in key stations	8/9/2023 3:36 PM
8	Put more signs, put more sports for ebikes and scooters, and access for disabled folks.	8/9/2023 3:16 PM
9	More service frequency, additional information on departing flights at the airport.	8/9/2023 2:36 PM

### Q30 Would you like to provide feedback on one or more additional stations?

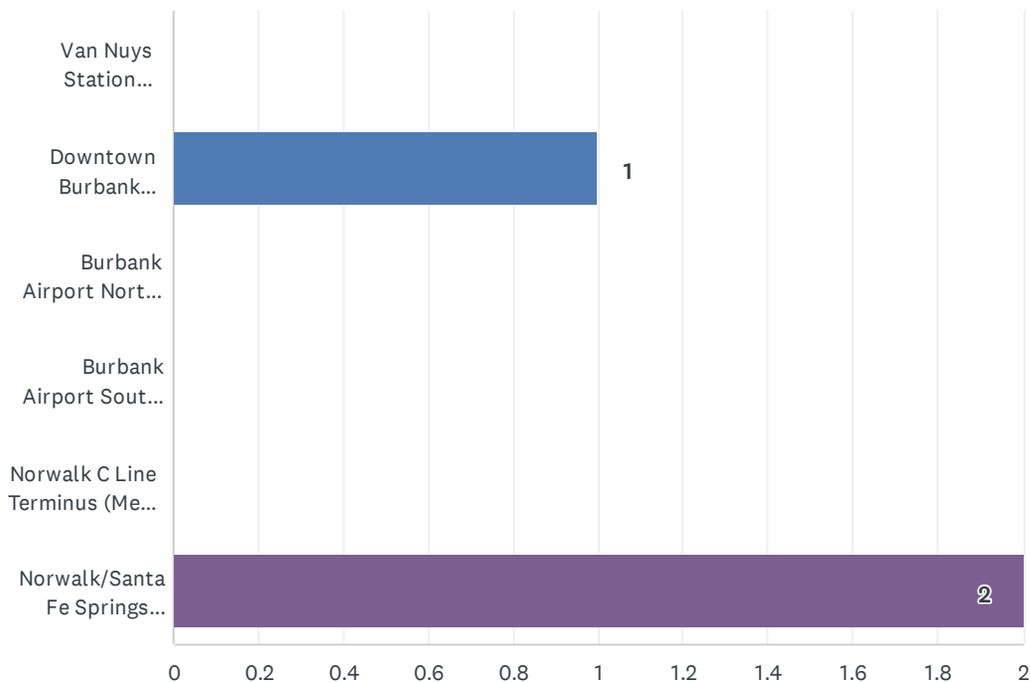
Answered: 13 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	23.08%	3
No	76.92%	10
<b>TOTAL</b>		<b>13</b>

### Q31 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 3 Skipped: 21



ANSWER CHOICES	RESPONSES
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00% 0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	33.33% 1
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00% 0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00% 0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00% 0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	66.67% 2
<b>TOTAL</b>	<b>3</b>

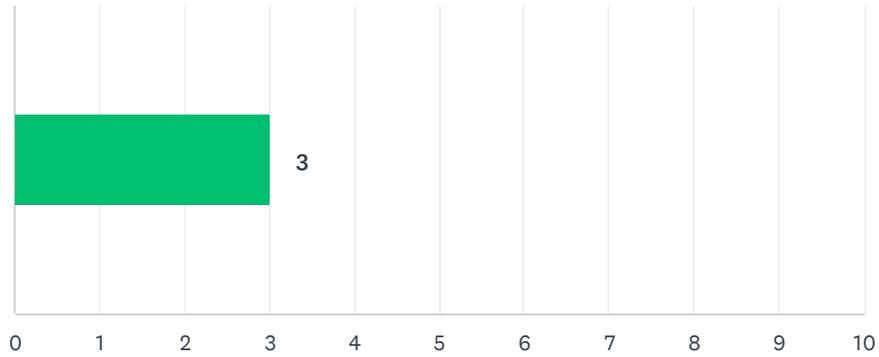
## Q32 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	The station is hard to reach outside of a car	8/15/2023 3:59 PM
2	I got stranded in Santa Fe Springs one time because the contracted bus line got diverted. It was not a good area to be stranded in It cost me \$30 for a cab I didn't really have, to get to a place where I could catch a bus.	8/10/2023 11:01 AM

### Q33 How easy or challenging is it to get to the station?

Answered: 2 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	6	2
Total Respondents: 2			

#		DATE
1	1	8/15/2023 3:59 PM
2	5	8/10/2023 11:01 AM

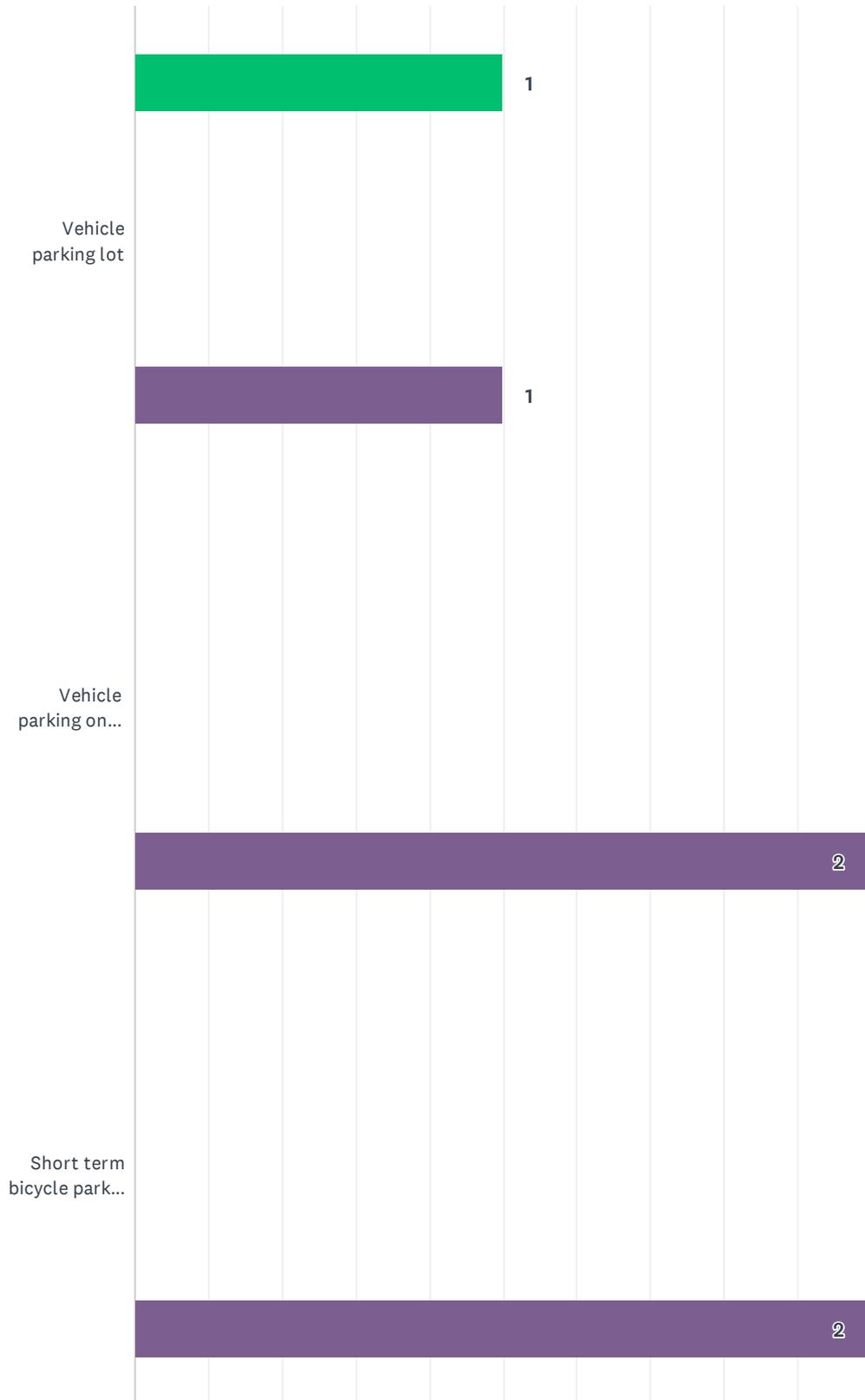
## Q34 What makes it easy or challenging?

Answered: 2 Skipped: 22

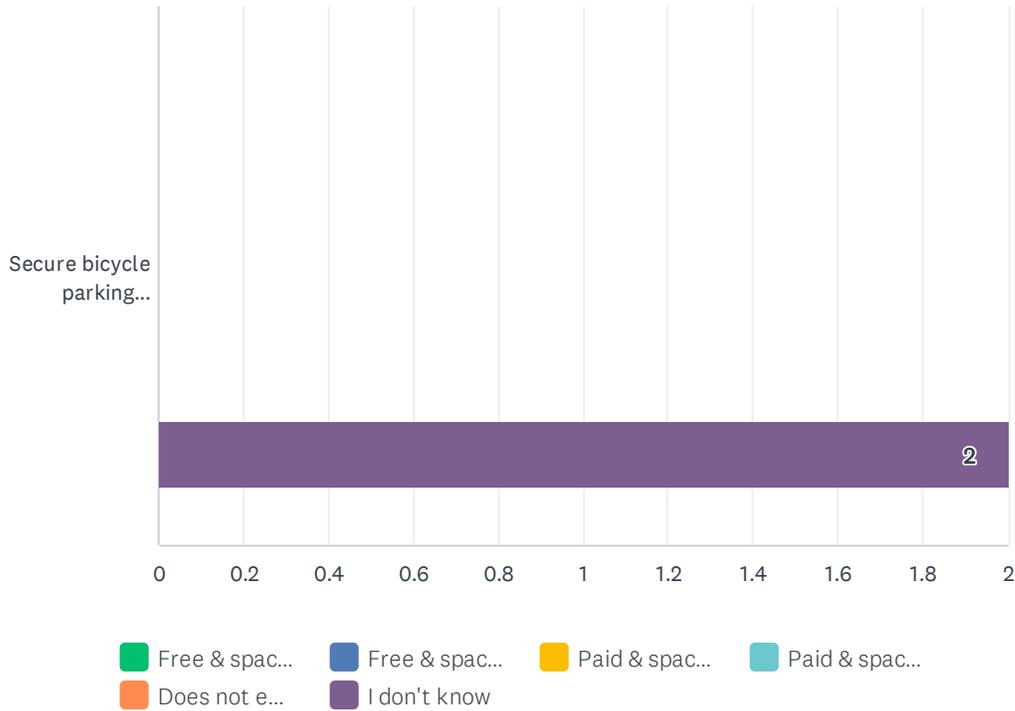
#	RESPONSES	DATE
1	Station location is isolated from activity centers and station area requires passage through the parking lot	8/15/2023 3:59 PM
2	If you are conveniently located to a bus going to this station. If I go here, it takes me 3 buses and I don't get good directions and the trip planner. The trip planner doesn't always include the trains in options for travel. The Norwalk bus goes to Cerritos Mall and the Long Beach Transit buses extending have been very helpful.	8/10/2023 11:01 AM

### Q35 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 2 Skipped: 22



# Los Angeles County Rail Network Integration Study Focus Group Survey



	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 1	2
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2

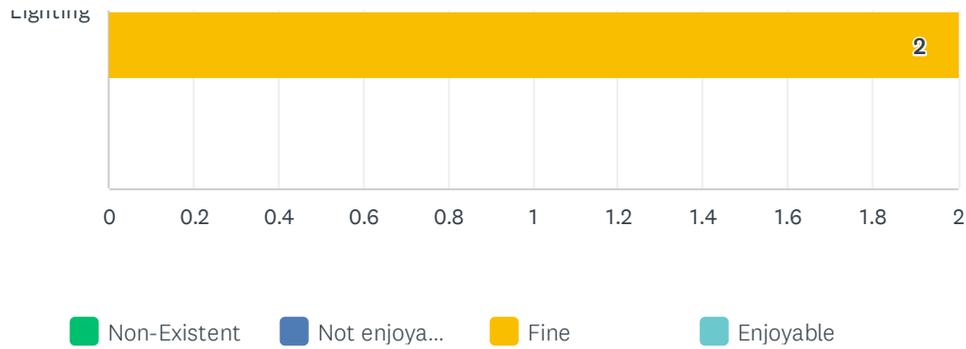
#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF VEHICLE AND/OR BIKE PARKING?	DATE
1	Signage about parking policy is confusing	8/15/2023 3:59 PM

### Q36 For the rail station platform, how would you characterize the following amenities?

Answered: 2 Skipped: 22



# Los Angeles County Rail Network Integration Study Focus Group Survey

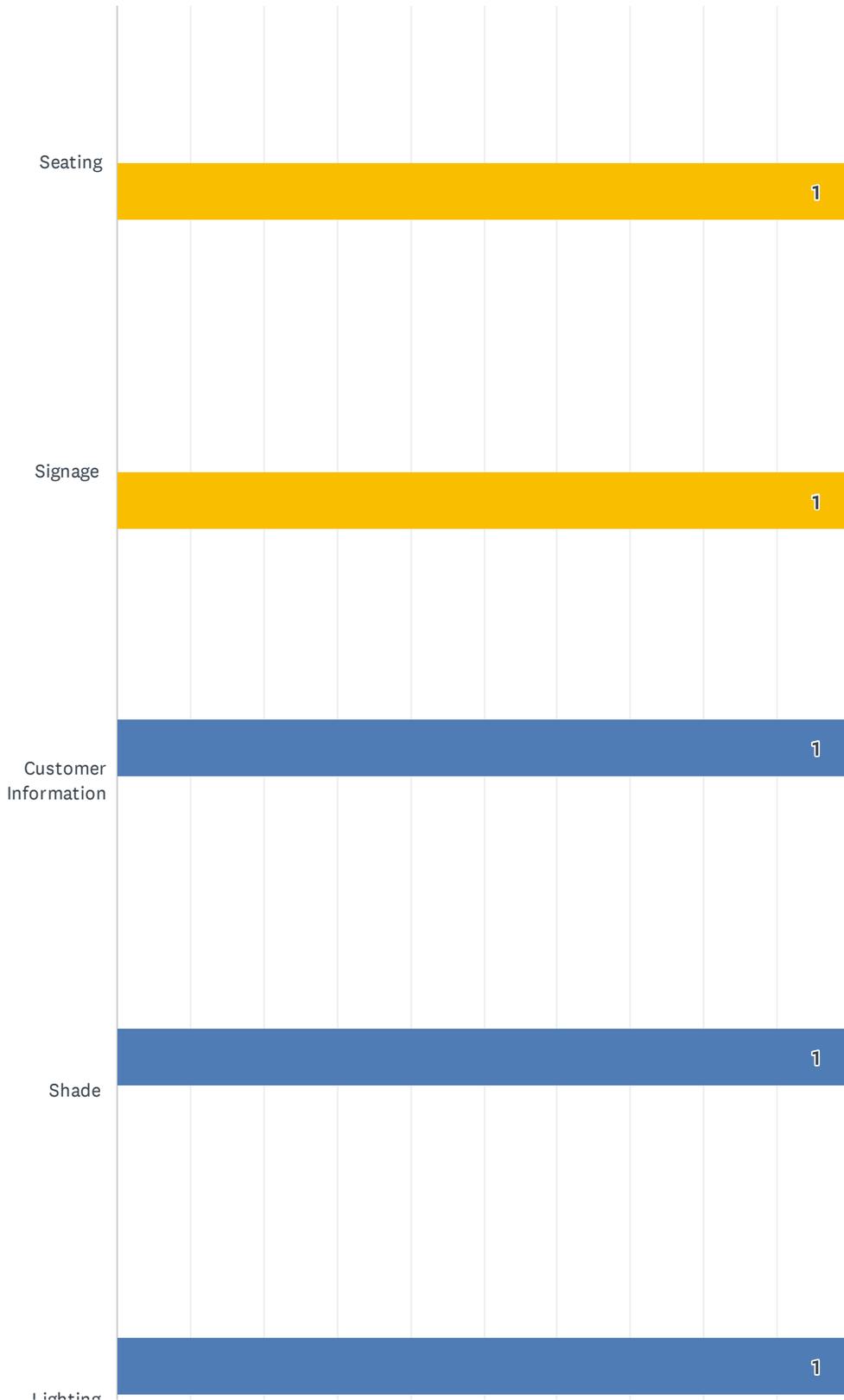


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Signage	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Customer Information	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Shade	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2
Lighting	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Platform number signage is small	8/15/2023 3:59 PM

### Q37 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 1 Skipped: 23



# Los Angeles County Rail Network Integration Study Focus Group Survey

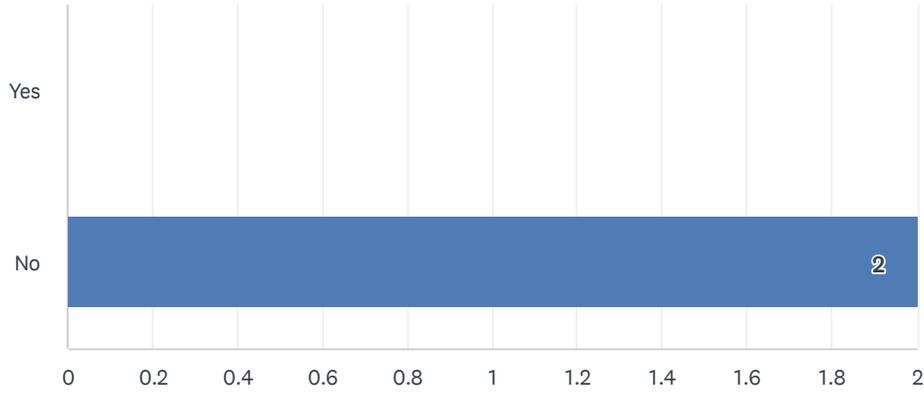


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
Signage	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
Customer Information	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Shade	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Lighting	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Need more lighting and shade	8/10/2023 11:01 AM

### Q38 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 2 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	2
<b>TOTAL</b>		<b>2</b>

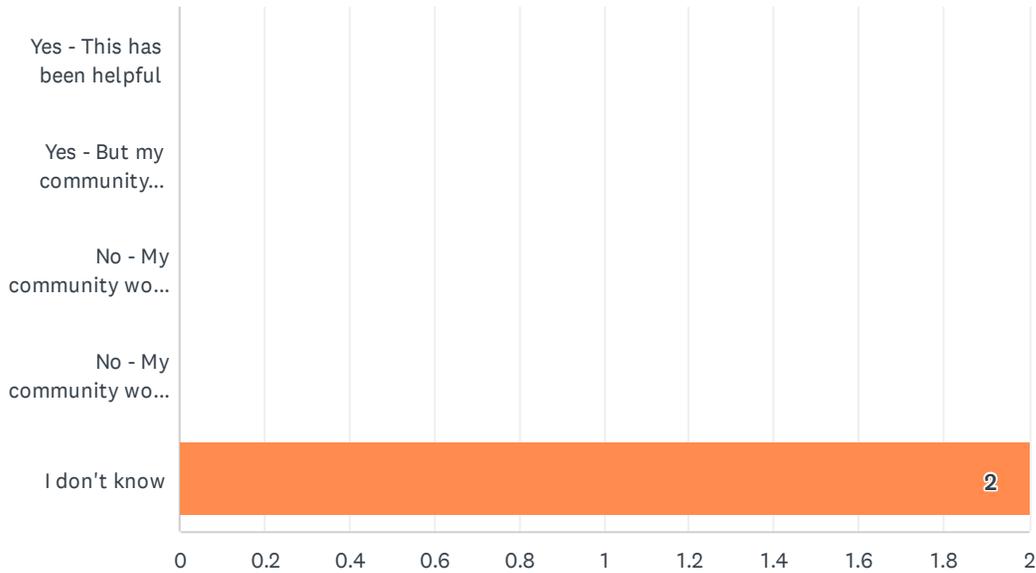
**Q39 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)**

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

### Q40 Do you know if there is a regular station attendant to provide information or assistance at this station?

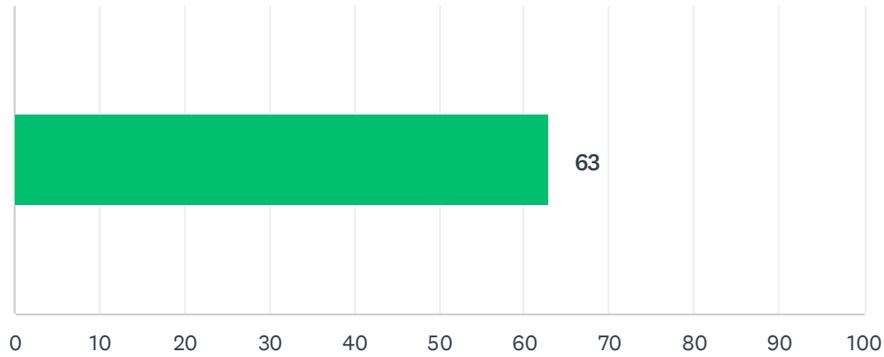
Answered: 2 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	100.00%	2
<b>TOTAL</b>		<b>2</b>

## Q41 How easy or challenging is it to transfer between modes?

Answered: 2 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	63	126	2
Total Respondents: 2			

#		DATE
1	61	8/15/2023 3:59 PM
2	65	8/10/2023 11:01 AM

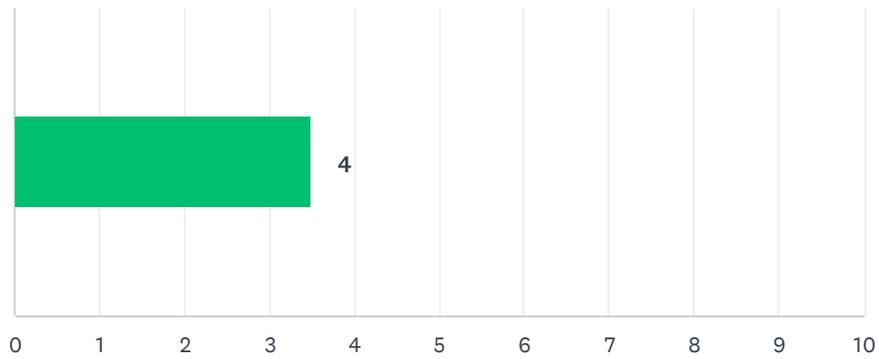
## Q42 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	There is a TAP Vending Machine between the platform and bus hub. Buses enter the station area. Other modes are difficult to use.	8/15/2023 3:59 PM
2	Very helpful bus operators.	8/10/2023 11:01 AM

## Q43 Is it easy or challenging to exit the station?

Answered: 2 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	7	2
Total Respondents: 2			

#		DATE
1	3	8/15/2023 3:59 PM
2	4	8/10/2023 11:01 AM

## Q44 What makes it easy or challenging to exit the station?

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	Shared ped/bike path crosses through parking lot, intersection at station exit/Imperial is 3-legged	8/15/2023 3:59 PM
2	Signage is not clear on how to exit.	8/10/2023 11:01 AM

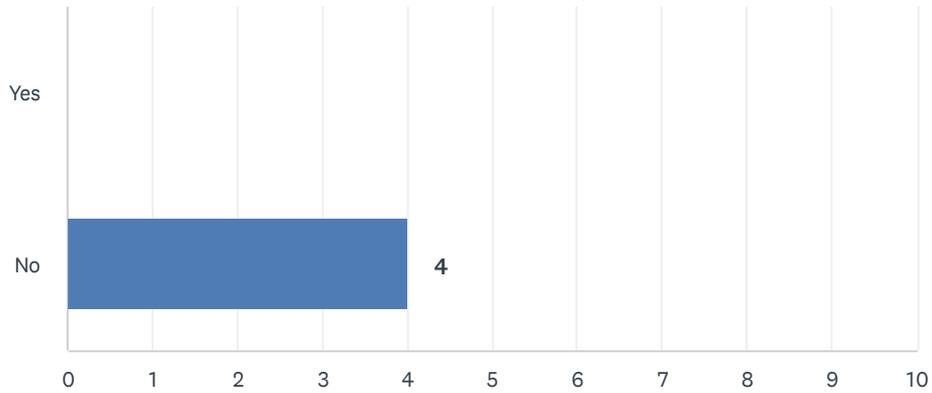
## Q45 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	Increase frequency, bike/walk ped improvement to County buildings and surrounding area, C Line extension	8/15/2023 3:59 PM
2	Better signage, station an attendant for assistance at all times.	8/10/2023 11:01 AM

## Q46 Would you like to provide feedback on one or more additional stations?

Answered: 4 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	4
<b>TOTAL</b>		<b>4</b>

## Q47 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q48 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q49 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
There are no responses.			

## Q50 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

### Q51 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	THE STATION DOES NOT HAVE THIS	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q52 For the rail station platform, how would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q53 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

### Q54 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

**Q55 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)**

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q56 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q57 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q58 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q59 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q60 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q61 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q62 Would you like to provide feedback on one or more additional stations?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q63 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q64 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q65 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q66 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

### Q67 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	THE STATION DOES NOT HAVE THIS	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q68 For the rail station platform, how would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q69 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q70 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

Q71 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q72 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q73 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
There are no responses.			

## Q74 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q75 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q76 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q77 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q78 Would you like to provide feedback on one or more additional stations?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q79 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q80 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q81 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q82 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

### Q83 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q84 For the rail station platform, How would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q85 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT / MISSING	POOR / INCONVENIENT / NOT ENJOYABLE	STANDARD / FINE	EXCELLENT / ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q86 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

Q87 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q88 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q89 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q90 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q91 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
There are no responses.			

## Q92 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q93 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q94 Would you like to provide feedback on one or more additional stations?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q95 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q96 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q97 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q98 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

### Q99 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q100 For the rail station platform, How would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q101 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q102 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

Q103 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q104 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q105 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q106 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q107 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q108 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q109 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

# CBO Survey Summary by Station Area – August 9 to August 29, 2023

## Van Nuys Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 5

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.
  - Most feel that things are not better and feel they are hearing the same talk they have over the years. As they use public transportation each day, they know if things are getting better or worse.
  - It is not safe, its dirty, there isn't enough shade or places to cool down. its a bit hidden so unless you know its there, its not very visible
  - Unfortunately, there are times when there are mentally unstable homeless people waiting at the bus stop and are agitated to the point where they behave erratically.
  - Connection information
  
3. How easy or challenging is it to get to the station? (0 = Extremely Challenging to 7 = Extremely Easy)
  - 1
  - 3
  
4. What makes it easy or challenging?
  - Unsafe bike infrastructure, busy high speed streets
  - Some of the Elevators are used as a restroom, and people are using it to smoke marijuana, cigarettes and do other things in there
  - its not visible and people pass by it all the time not knowing its there.
  - The bus stops are conveniently close to get to for transfers etc.
  - Connection information
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know]

- Vehicle parking lot
  - I don't know
  - Free & spaces are typically available
  - Free & spaces are typically available
  - I don't know
  - Free & spaces are typically available
- Vehicle parking on surrounding streets
  - I don't know
  - Free & spaces are typically available
  - Free & spaces are typically full
  - I don't know
  - I don't know
- Short term bicycle parking (bike rack)
  - I don't know
  - Free & spaces are typically available
  - Free & spaces are typically full
  - I don't know
  - I don't know
- Secure bicycle parking (lockers, bike hub)
  - I don't know
  - I don't know
  - I don't know
  - I don't know
  - I don't know
- Is there anything you'd like us to know about the quality of vehicle and/or bike parking?
  - Adequate bike parking, with a structure over it to protect bikes from the elements, and signage so people can quickly find it would be ideal.

LI. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Signage
  - Not enjoyable
  - Fine
  - Fine
  - Fine
- Customer Information
  - Fine
  - Fine
  - Fine
  - Fine

- Shade
  - Not enjoyable
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Lighting
  - Fine
  - Fine
  - Fine
  - Fine
- Is there anything you'd like us to know about the quality of the amenities?
  - The area needs much more shade so that large groups of people can be protected from the sun at all hours of the da
  - Police citizen regulations are not being followed. There is smoking marijuana smoke, cigarette smoke, drinking alcohol riding electric scooters and a bikes. There is no enforcement most of the time.
  - More platform information

LI. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Not enjoyable
  - Fine
  - Fine
  - Not enjoyable
- Signage
  - Not enjoyable
  - Fine
  - Fine
  - Not enjoyable
- Customer Information
  - 
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Shade
  - Not enjoyable
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Lighting
  - Not enjoyable
  - Fine

- Fine
  - Not enjoyable
  - Is there anything you'd like us to know about the quality of the amenities?
    - From the photos shown during the presentation, there is not nearly enough shade
    - When talking and planning there should be people who use public transportation. And especially Senior Citizens and People with Disabilities who can give great feedback as they are the ones who know better what and don't work and why. This will save money, get things right, and great for business.
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- No
  - Yes
  - Yes
  - No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- Unknown
  - N/A
  - no
  - Yes, they were posts at each bus stop with alternate routes and other options available for transportation.
  - Paper signs
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- I don't know
  - No - My community would appreciate this service
  - I don't know
  - Yes - This has been helpful
  - No - My community would appreciate this service
11. How easy or challenging is it to transfer between modes? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 5
  - 4
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
- unknown

- What make things more challenging is when everything is online, and a person cell phone is not working and there no other way to get information. And some people don't have a cell phone or don't have internet. Many seniors and people have problems knowing how to use the internet.
- It would be nice if there was a schedule posted at stops with detailed times and routes.
- Connection information

13. Is it easy or challenging to exit the station? (0 = Extremely Challenging to 7 = Extremely Easy)

- 4
- 5
- 4

14. What makes it easy or challenging to exit the station?

- unknown
- I have done many of things like this over time. It can be hard if you are not use to doing things like this online.
- There is sufficient space when exiting the bus.
- Long distance between bus and train

15. If you could change 3 things about the transit experience at this station for your community, what would they be?

- Add safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard. Add much more shade to the station
- Not sure would really have to think on it.
- Lighting at bus stops for passengers that need transportation late at night. Designated hand wash stations for passengers at bus stops. Shade roof at bus stops for summer days and for storm season.
- Real time information, seating, shade

## Downtown Burbank Station

Number of responses: 0

## Burbank Airport North Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 1

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - We need more shade and for the Station to be cleaner.

3. How easy or challenging is it to get to the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
  - 7
  
4. What makes it easy or challenging?
  - The visibility
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]
  - Vehicle parking lot
    - I don't know
  - Vehicle parking on surrounding streets
    - I don't know
  - Short term bicycle parking (bike rack)
    - I don't know
  - Secure bicycle parking (lockers, bike hub)
    - I don't know
  
6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Not enjoyable
  - Signage
    - Fine
  - Customer Information
    - Fine
  - Shade
    - Non-Existent
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - They could be better and have better maintenance
  
7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Not enjoyable
  - Signage
    - Fine
  - Customer Information
    - Fine

- Shade
    - Non-Existent
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - Could be better and have better maintenance
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- No - My community would appreciate this service
11. How easy or challenging is it to transfer between modes? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 7
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
13. Is it easy or challenging to exit the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 
14. What makes it easy or challenging to exit the station?
- 7
15. If you could change 3 things about the transit experience at this station for your community, what would they be?
- Put more signs, put more spots for ebikes and scooters, and access for disabled folks.

## Burbank Airport South Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 1

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - It's the easier airport to access from Hollywood and Downtown LA. More should be done in either more service or better marketing about the easy airport that has transit access.
  
3. How easy or challenging is it to get to the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
  -
  
4. What makes it easy or challenging?
  -
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]
  - Vehicle parking lot
    - I don't know
  - Vehicle parking on surrounding streets
    - I don't know
  - Short term bicycle parking (bike rack)
    - I don't know
  - Secure bicycle parking (lockers, bike hub)
    - I don't know
  
6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Fine
  - Signage
    - Not enjoyable
  - Customer Information
    - Not enjoyable
  - Shade
    - Not enjoyable
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
- Seating
    - Non-Existent
  - Signage
    - Not enjoyable
  - Customer Information
    - Not enjoyable
  - Shade
    - Non-Existent
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- 
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- I don't know
11. How easy or challenging is it to transfer between modes? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
- Not enough information
13. Is it easy or challenging to exit the station? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 5
14. What makes it easy or challenging to exit the station?
- crosswalk and walking to the airport

## Norwalk C Line Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 3

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - Transit area (bus hub, rail platform, and ticketing) is small relative to overall station size including parking.
  - Seems like this station is always under construction. Signage is not clear about where to catch buses.
  - Super fast very cool , Metro Ambassadors are seen but I don't see that they do anything when trouble arises.
  
3. How easy or challenging is it to get to the station? (0 = Extremely Challenging to 7 = Extremely Easy)
  - 1
  - 6
  - 3
  
4. What makes it easy or challenging?
  - Only viable bike/ped access is along Hoxie via Imperial Highway and requires crossing freeway on- and off-ramps.
  - I live near the Aline station so I just have to walk two blocks and jump on the train after tapping my Tap card. I get off at the green line station to Norwalk and go to the bus line that takes me to the County offices where I go to meetings. I have missed buses because there was construction and there wasn't clear signage where to pick up a bus going to LA. A good transit system is critical to keeping me an active, engaged senior.
  - The challenging part is to arrive fast from Whittier in the morning if I don't have a ride. Time is precious
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know]
  - Vehicle parking lot
    - Free & spaces are typically available

- I don't know
  - Free & spaces are typically available
- Vehicle parking on surrounding streets
  - I don't know
  - I don't know
  - Does not exist
- Short term bicycle parking (bike rack)
  - I don't know
  - I don't know
  -
- Secure bicycle parking (lockers, bike hub)
  - I don't know
  - I don't know
- Is there anything you'd like us to know about the quality of vehicle and/or bike parking?
  - I don't know where the location of secure bike parking in the station.
  - I am 73 and don't ride a bike so I can't answer this question. I know there is bike parking but since I don't use it, I don't know.

6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Not enjoyable
  - Fine
  - Fine
- Signage
  - Not enjoyable
  - Non-Existent
  - Fine
- Customer Information
  - Not enjoyable
  - Non-Existent
  - Fine
- Shade
  - Not enjoyable
  - Enjoyable
  - Fine
- Lighting
  - Not enjoyable
  - Enjoyable
  - Fine
- Is there anything you'd like us to know about the quality of the amenities?
  - I wish the stations would all have at least vendor carts selling water and snacks. To make meetings on time, I often don't have time to eat.
  - Some times seats are dirty and cannot seat down

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
- Seating
    - Not enjoyable
    - Fine
  - Signage
    - Non-Existent
    - Fine
  - Customer Information
    - Non-Existent
    - Fine
  - Shade
    - Enjoyable
    - Fine
  - Lighting
    - Not enjoyable
    - Not enjoyable
  - Is there anything you'd like us to know about the quality of the amenities?
    - Signage is only at one side of the station. If you don't know where to look, it is easy to miss or not see. There were Metro employees giving directions during some of the construction but not always.
    - Need more light and security outside
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- Yes
  - No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- My phone doesn't have a QR reader on it. There isn't enough signage in visible locations.
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- No - My community would appreciate this service
  - Yes - This has been helpful
  - Yes - This has been helpful
11. How easy or challenging is it to transfer between modes? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 3
  - 6

- 5

12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

- Escalators are only one way between platform and bus hub, elevator is regularly dirty/smelly
- This station gets quite crowded during peak hours. Signage needs to be high enough to see above the passengers. It would be helpful to have an attendant at this station.
- Some times are signs but sometimes are not and is confusing and no one to contact except for the security guard

13. Is it easy or challenging to exit the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)

- 1
- 5

14. What makes it easy or challenging to exit the station?

- Only exit is at Hoxie which has the freeway crossings to navigate. An opportunity is available to add additional bike/ped scale exits along Foster Rd and Flatbush Ave
- The crowds make it difficult and sometimes block access to the stairs. Elevators don't always work which is difficult when going with someone in a wheelchair.
- Is convenient when you have electric steps working

15. If you could change 3 things about the transit experience at this station for your community, what would they be?

- Open the Foster Rd entrance and add walk/bike path. Improve/add walk/bike paths along Hoxie + I-105 ramp. Renovate first section of parking for more buses, kiss and ride, and a station attendant
- Better lighting, Better signage. Stationing an attendant that also sells snacks and water. This station has the most vendors hawking candy/snacks on the train.
- Cleaning more often seats and halls and smelling clean. Have a bathroom in key stations

## Norwalk/Santa Fe Springs Station

*Note: Question #1 is station area, so questions start with #2*

*Number of responses: 3*

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

- The station is hard to reach outside of a car
- I got stranded in Santa Fe Springs one time because the contracted bus line got diverted. It was not a good area to be stranded in It cost me \$30 for a cab I didn't really have, to get to a place where I could catch a bus.

3. How easy or challenging is it to get to the station? (*0 = Extremely Challenging to 7 = Extremely Easy*)
  - 0
  - 1
  - 5
  
4. What makes it easy or challenging?
  - Station location is isolated from activity centers and station area requires passage through the parking lot
  - If you are conveniently located to a bus going to this station. If I go here, it takes me 3 buses and I don't get good directions and the trip planner. The trip planner doesn't always include the trains in options for travel. The Norwalk bus goes to Cerritos Mall and the Long Beach Transit buses extending have been very helpful.
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]
  - Vehicle parking lot
    - I don't know
    - Free & spaces are typically available
    - I don't know
  - Vehicle parking on surrounding streets
    - I don't know
    - I don't know
    - I don't know
  - Short term bicycle parking (bike rack)
    - I don't know
    - I don't know
    - I don't know
  - Secure bicycle parking (lockers, bike hub)
    - I don't know
    - I don't know
    - I don't know
  - Is there anything you'd like us to know about the quality of vehicle and/or bike parking?
    - Signage about parking policy is confusing
  
6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Fine
    - Fine

- Fine
- Signage
  - Fine
  - Not enjoyable
  - Fine
- Customer Information
  - Fine
  - Fine
  - Fine
- Shade
  - Fine
  - Non-Existent
  - Fine
- Lighting
  - Fine
  - Fine
  - Fine
- Is there anything you'd like us to know about the quality of the amenities?
  - Platform number signage is small

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Fine
  - Fine
- Signage
  - Fine
  - Fine
- Customer Information
  - Fine
  - Not enjoyable
- Shade
  - Fine
  - Not enjoyable
- Lighting
  - Fine
  - Not enjoyable
- Is there anything you'd like us to know about the quality of the amenities?
  - Need more lighting and shade

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- No
- No

- No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- 
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- No - My community would appreciate this service
  - I don't know
  - I don't know
11. How easy or challenging is it to transfer between modes? (0 = Extremely Challenging to 7 = Extremely Easy)
- 4
  - 5
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
- There is a TAP Vending Machine between the platform and bus hub. Buses enter the station area. Other modes are difficult to use.
  - Very helpful bus operators.
13. Is it easy or challenging to exit the station? (0 = Extremely Challenging to 7 = Extremely Easy)
- 3
  - 4
14. What makes it easy or challenging to exit the station?
- Shared ped/bike path crosses through parking lot, intersection at station exit/Imperial is 3-legged
  - Signage is not clear on how to exit.
15. If you could change 3 things about the transit experience at this station for your community, what would they be?
- Increase frequency, bike/walk ped improvement to County buildings and surrounding area, C Line extension
  - Better signage, station an attendant for assistance at all times.

## Appendix E - CBO Survey



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Introduction

Thank you for participating in the Metro Los Angeles County Rail Network Integration Study focus group. The following survey questions are intended to frame the discussion for breakout sessions. Please fill out the survey in its entirety.

The first set of questions (Part 1) relate to the regional transit network and the second set of questions (Part 2) relate to the six specific station areas: Van Nuys Station, Burbank Airport North Station, Burbank Airport South Station, Downtown Burbank Station, Norwalk C Line Station, and Norwalk/Santa Fe Springs Station.

We anticipate that the survey will take approximately 15 minutes. Thank you for taking the time to fill out the survey.

\* 1. Please provide your contact information

Name	<input type="text"/>
Organization	<input type="text"/>
Position	<input type="text"/>
Email Address	<input type="text"/>



## Los Angeles County Rail Network Integration Study Focus Group Survey

## Part 1: Regional Transit Network Information

1. What modes of public transportation do members of your community typically use?  
(Select all that apply)

- Metro Micro
- Metro Bus Local Lines
- Metro Express Bus (e.g., 577, El Monte-Long Beach State/VA Hospital; 501, North Hollywood - Pasadena)
- Metro Rapid Bus (e.g., 720, Santa Monica-Downtown LA; 754, Hollywood - Athens via Vermont)
- Metro Bus Rapid Transit (G Line (Orange); J Line (Silver))
- Municipal Local Bus (e.g., Long Beach Transit, Norwalk Transit, BurbankBus, LADOT DASH)
- Municipal Express Bus (e.g., LADOT Commuter Express)
- Metro Heavy Rail (B Line (Red), D Line (Purple))
- Metro Light Rail (A Line (Blue/Gold); C Line (Green); E Line (Gold/Expo); K Line (Crenshaw))
- Metrolink
- Amtrak
- Other (please specify)

2. What tools do your community members use to plan their trips? (Select all that apply)

- Official Metro Phone Apps
- Metro.net (official Metro website)
- Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)
- Online maps, such as Google Maps or Apple Maps
- Bike-share or scooter-share phone apps
- Information at stations
- Paper maps
- Word of mouth
- Other (please specify)

3. If using a Metro Phone app, which one(s) are used?

4. While you or your community members are traveling, what information do they need?  
Are there gaps in information?

5. Which of the following information is sought by you or your community members when using trip planning tools? (select all that apply)

- Travel Information: Route(s) information & Timetables
- Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services
- Travel Information: Total travel time / Total travel costs
- Where and how to access services: Where to get on the bus / Where to get on the train
- Payments: How to pay for the trip / What discounts or free rides are available
- Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations
- Transfers: How to pay for trip transfers between legs of a transit trip
- Other (please specify)

6. **Regarding fare payments on Metro and local bus services**, do you and/or your community know about the following? (Select all that apply)

- How to use a TAP card
- TAP card fare capping (daily and weekly)
- Purchasing or reloading a TAP card at a TAP ticket vending machine, vendor, customer care center
- Discounts for seniors, students (U-Pass), low income, disabilities
- Purchasing or reloading a new TAP card online or on a phone
- Free fares for students (GoPass), and low income households (LIFE)
- Purchasing or reloading a TAP on a Metro bus
- Free transfers between Metro rail and/or buses (2-hours, one direction)
- EZ Transit Pass Program
- Transferring between Metro rail and other bus services (e.g. Metro Bus, BurbankBus, Norwalk Transit, DASH)

7. **Regarding fare payments on Metrolink and Amtrak**, do you and/or your community know about the following? (Select all that apply)

- Purchasing a Metrolink or Amtrak Ticket in person/at a machine (Daily or monthly)
- Discounts for those with EBT cards (Mobility-4-All)
- Purchasing a Metrolink or Amtrak Ticket online (Daily or monthly)
- Transferring between Metrolink and other bus or rail services using a Metrolink ticket
- Riding Amtrak with a Metrolink monthly Pass (Rail 2 Rail)
- Transferring between Amtrak rail and Amtrak Thruway Buses
- EZ Transit Pass Program

8. What are the challenges that you or your community face while planning for a transit trip?

9. What type of mobility options would you and/or your community use to access the transit system from home? (Select all that apply)

- Drive alone
- Walk
- Carpool/Vanpool
- Wheelchair
- Metro Micro
- Paratransit Services
- Bike
- Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service
- Skateboard/Scoot
- Other (please specify)

10. What are the challenges that you or your community face getting to transit?

11. What type of mobility options would you and/or your community use to get from transit to their final destination?

(Select all that apply)

Drive alone

Walk

Carpool/Vanpool

Wheelchair

Bike

Paratransit Services

Skateboard/Scoot

Shared Ride Service (e.g. Uber, Lyft, Taxi)  
or Carshare Service

Other (please specify)

12. What are the challenges that you or your community have in getting to their final destination?

13. What are the challenges that you or your community face transferring during a trip?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...

(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the bus stops at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#2)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...  
(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#3)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...

(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	The station does not have this	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#4)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...  
(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	The station does not have this	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?



12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?



14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#5)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...

(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, How would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent / Missing	Poor / Inconvenient / Not enjoyable	Standard / Fine	Excellent / Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

L.A. County Rail Network Integration Study Task 6 Final, November 2023

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



**Los Angeles County Rail Network Integration Study Focus Group Survey**  
Part 2: Additional Station

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#6)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

L.A. County Rail Network Integration Study Task 6 Final, November 2023

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...  
(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

L.A. County Rail Network Integration Study Task 6 Final, November 2023

6. For the **rail station platform**, How would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

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9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

15. If you could change 3 things about the transit experience at this station for your community, what would they be?

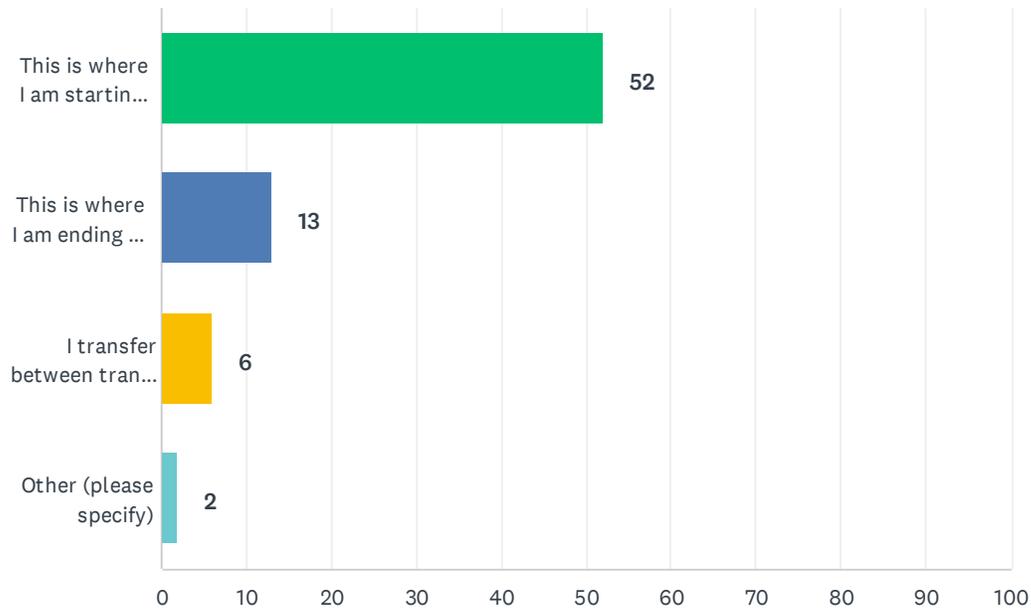
## Appendix F - Intercept Survey Responses

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q1 I am at this station because....

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES
This is where I am starting my transit trip	71.23% 52
This is where I am ending my transit trip	17.81% 13
I transfer between transit modes here (e.g. bus to rail)	8.22% 6
Other (please specify)	2.74% 2
<b>TOTAL</b>	<b>73</b>

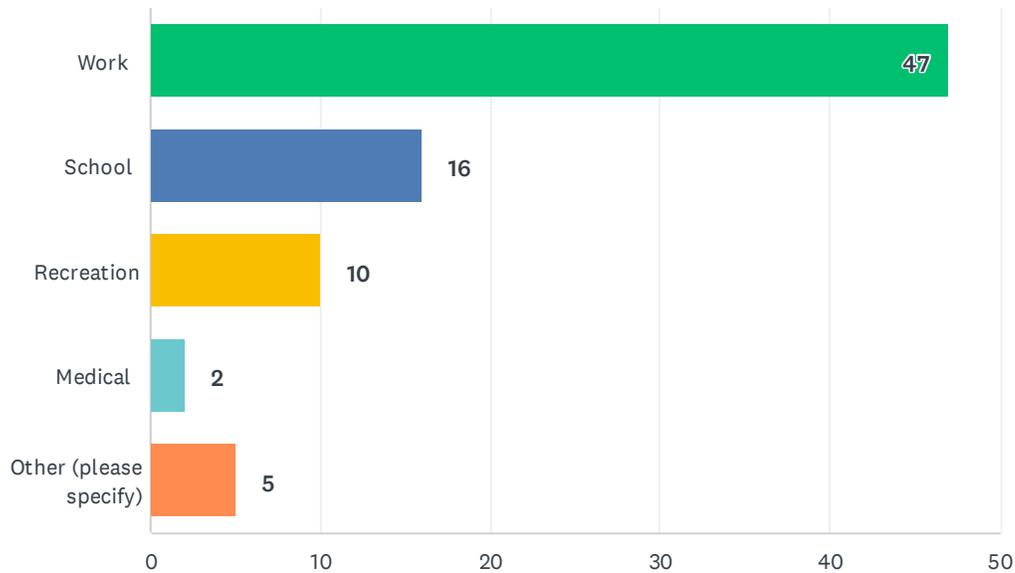
#	OTHER (PLEASE SPECIFY)	DATE
1	Hi	10/11/2023 7:54 AM
2	I am getting picked up to go to a Airbnb	10/10/2023 5:34 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q2 Why are you travelling?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Work	64.38%	47
School	21.92%	16
Recreation	13.70%	10
Medical	2.74%	2
Other (please specify)	6.85%	5
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	Family death	10/11/2023 8:16 PM
2	Universal	10/10/2023 5:34 PM
3	Back home	10/10/2023 5:29 PM
4	Personal	10/10/2023 7:51 AM
5	City Council	10/10/2023 7:03 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q3 Generally, where are you travelling to and from?

Answered: 73 Skipped: 0

ANSWER CHOICES	RESPONSES
Start Zip Code or neighborhood:	100.00% 73
Destination Zip Code or neighborhood:	97.26% 71

#	START ZIP CODE OR NEIGHBORHOOD:	DATE
1	Van Nuys	10/16/2023 7:46 AM
2	91331	10/13/2023 11:16 PM
3	9140&	10/13/2023 4:29 PM
4	90061	10/13/2023 2:20 PM
5	91405	10/13/2023 11:19 AM
6	91405	10/13/2023 9:30 AM
7	93021	10/13/2023 8:37 AM
8	91405	10/12/2023 3:18 PM
9	91504	10/12/2023 1:30 PM
10	LA	10/12/2023 10:53 AM
11	91606	10/12/2023 10:17 AM
12	91606	10/12/2023 9:56 AM
13	90012	10/12/2023 9:38 AM
14	90017	10/11/2023 8:16 PM
15	92101	10/11/2023 8:16 PM
16	Van Nuys	10/11/2023 7:59 PM
17	90017	10/11/2023 6:23 PM
18	San diego	10/11/2023 3:56 PM
19	91406	10/11/2023 3:41 PM
20	van nuys	10/11/2023 2:52 PM
21	91405	10/11/2023 2:38 PM
22	91405	10/11/2023 12:58 PM
23	90024	10/11/2023 11:13 AM
24	91315	10/11/2023 10:06 AM
25	91331	10/11/2023 9:35 AM
26	91402	10/11/2023 9:27 AM
27	91406	10/11/2023 9:24 AM
28	91331	10/11/2023 9:13 AM
29	91601	10/11/2023 9:03 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

30	91436	10/11/2023 8:41 AM
31	91405	10/11/2023 8:07 AM
32	91405	10/11/2023 7:54 AM
33	93033	10/11/2023 7:34 AM
34	91702	10/11/2023 7:33 AM
35	91335	10/11/2023 7:15 AM
36	91406	10/11/2023 7:11 AM
37	91343	10/11/2023 7:11 AM
38	93010	10/10/2023 9:31 PM
39	91343	10/10/2023 8:17 PM
40	93021	10/10/2023 7:08 PM
41	90007	10/10/2023 6:51 PM
42	Sun Valley	10/10/2023 6:43 PM
43	91405	10/10/2023 6:30 PM
44	7986	10/10/2023 5:34 PM
45	93063	10/10/2023 5:29 PM
46	91343	10/10/2023 9:31 AM
47	91406	10/10/2023 8:57 AM
48	91606	10/10/2023 8:43 AM
49	91402	10/10/2023 8:35 AM
50	91402	10/10/2023 8:28 AM
51	91402	10/10/2023 8:21 AM
52	91401	10/10/2023 8:18 AM
53	Glendale	10/10/2023 8:17 AM
54	90604	10/10/2023 8:16 AM
55	91406	10/10/2023 8:11 AM
56	91406	10/10/2023 8:11 AM
57	94704	10/10/2023 7:51 AM
58	91406	10/10/2023 7:42 AM
59	91343	10/10/2023 7:41 AM
60	93010	10/10/2023 7:38 AM
61	92555	10/10/2023 7:37 AM
62	93065	10/10/2023 7:37 AM
63	93036	10/10/2023 7:33 AM
64	91402	10/10/2023 7:27 AM
65	91405	10/10/2023 7:19 AM
66	Van nuys	10/10/2023 7:15 AM
67	91401	10/10/2023 7:10 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

68	91423	10/10/2023 7:10 AM
69	91403	10/10/2023 7:09 AM
70	Van Nuys	10/10/2023 7:03 AM
71	91411	10/10/2023 6:45 AM
72	91405	10/10/2023 6:42 AM
73	Van nuys	10/10/2023 6:26 AM
#	DESTINATION ZIP CODE OR NEIGHBORHOOD:	DATE
1	LA Union Station	10/16/2023 7:46 AM
2	90039	10/13/2023 11:16 PM
3	Santa Barbara	10/13/2023 4:29 PM
4	91343	10/13/2023 2:20 PM
5	93063	10/13/2023 11:19 AM
6	Santa Barbara	10/13/2023 9:30 AM
7	91406	10/13/2023 8:37 AM
8	90015	10/12/2023 3:18 PM
9	91405	10/12/2023 1:30 PM
10	San Clamente	10/12/2023 10:53 AM
11	San Clemente	10/12/2023 10:17 AM
12	San clemente	10/12/2023 9:56 AM
13	91402	10/12/2023 9:38 AM
14	92021	10/11/2023 8:16 PM
15	Van nuys	10/11/2023 8:16 PM
16	Arts District Downtown LA	10/11/2023 7:59 PM
17	91406	10/11/2023 6:23 PM
18	Van nuys	10/11/2023 3:56 PM
19	93101	10/11/2023 3:41 PM
20	la	10/11/2023 2:52 PM
21	92705	10/11/2023 2:38 PM
22	90017	10/11/2023 12:58 PM
23	93106	10/11/2023 11:13 AM
24	90013	10/11/2023 10:06 AM
25	90012	10/11/2023 9:35 AM
26	Univ. Southern California	10/11/2023 9:27 AM
27	Alhambra	10/11/2023 9:24 AM
28	91016	10/11/2023 9:13 AM
29	92831	10/11/2023 9:03 AM
30	90017	10/11/2023 8:41 AM
31	91311	10/11/2023 8:07 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

32	90095	10/11/2023 7:34 AM
33	91405	10/11/2023 7:33 AM
34	90012	10/11/2023 7:15 AM
35	91204	10/11/2023 7:11 AM
36	90071	10/11/2023 7:11 AM
37	91405	10/10/2023 9:31 PM
38	90012	10/10/2023 8:17 PM
39	91335	10/10/2023 7:08 PM
40	91405	10/10/2023 6:51 PM
41	Long Beach	10/10/2023 6:43 PM
42	90014	10/10/2023 6:30 PM
43	91411	10/10/2023 5:29 PM
44	91510	10/10/2023 9:31 AM
45	91204	10/10/2023 8:57 AM
46	LA Union Station - Metro Headquarters	10/10/2023 8:43 AM
47	Financial District DTLA	10/10/2023 8:35 AM
48	90840	10/10/2023 8:28 AM
49	90028	10/10/2023 8:21 AM
50	90014	10/10/2023 8:18 AM
51	Van Nuys	10/10/2023 8:17 AM
52	91405	10/10/2023 8:16 AM
53	91201	10/10/2023 8:11 AM
54	90012	10/10/2023 8:11 AM
55	Grover Beach California	10/10/2023 7:51 AM
56	goleta	10/10/2023 7:42 AM
57	downtown	10/10/2023 7:41 AM
58	91401	10/10/2023 7:38 AM
59	Sun Valley	10/10/2023 7:37 AM
60	91405	10/10/2023 7:37 AM
61	91405	10/10/2023 7:33 AM
62	Chatsworth	10/10/2023 7:27 AM
63	90012	10/10/2023 7:19 AM
64	East Hollywood	10/10/2023 7:15 AM
65	90032	10/10/2023 7:10 AM
66	90032	10/10/2023 7:10 AM
67	90032	10/10/2023 7:09 AM
68	Downtown LA	10/10/2023 7:03 AM
69	90012	10/10/2023 6:45 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

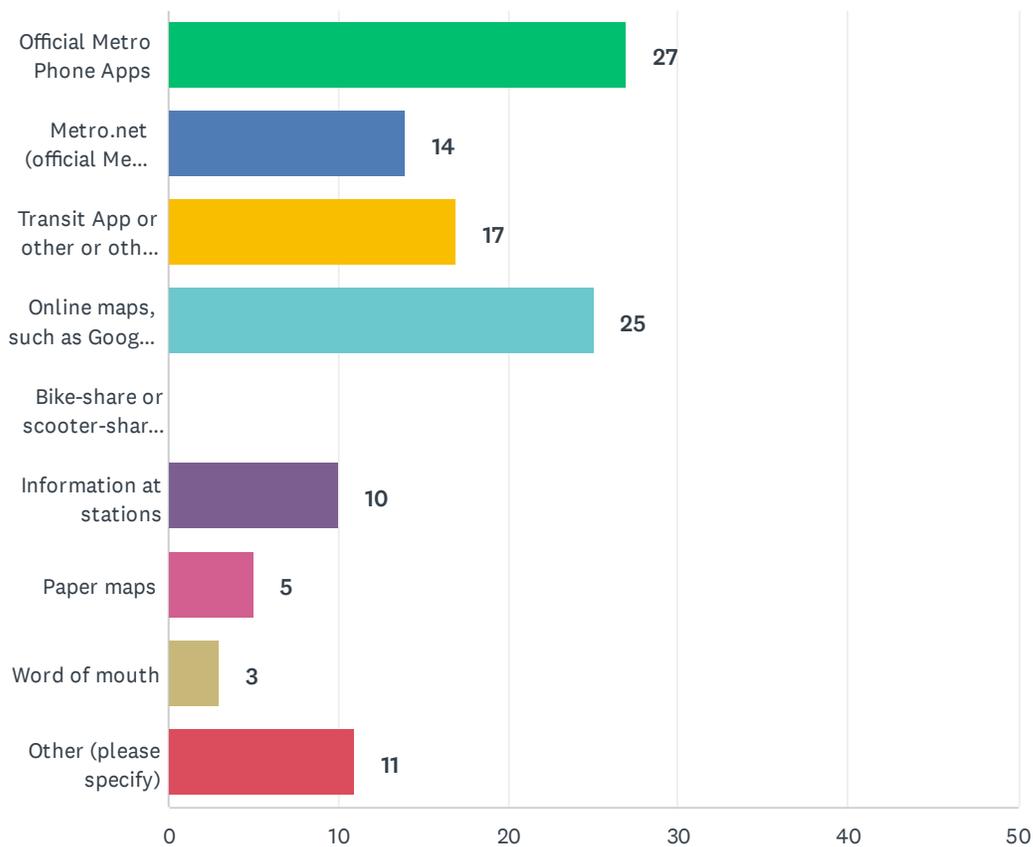
70	93063	10/10/2023 6:42 AM
71	Union station	10/10/2023 6:26 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q4 What tools do you use to plan your trips? (Select all that apply)

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	45.76% 27
Metro.net (official Metro website)	23.73% 14
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	28.81% 17
Online maps, such as Google Maps or Apple Maps	42.37% 25
Bike-share or scooter-share phone apps	0.00% 0
Information at stations	16.95% 10
Paper maps	8.47% 5
Word of mouth	5.08% 3
Other (please specify)	18.64% 11
Total Respondents: 59	

#	OTHER (PLEASE SPECIFY)	DATE
1	Gift	10/13/2023 4:38 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

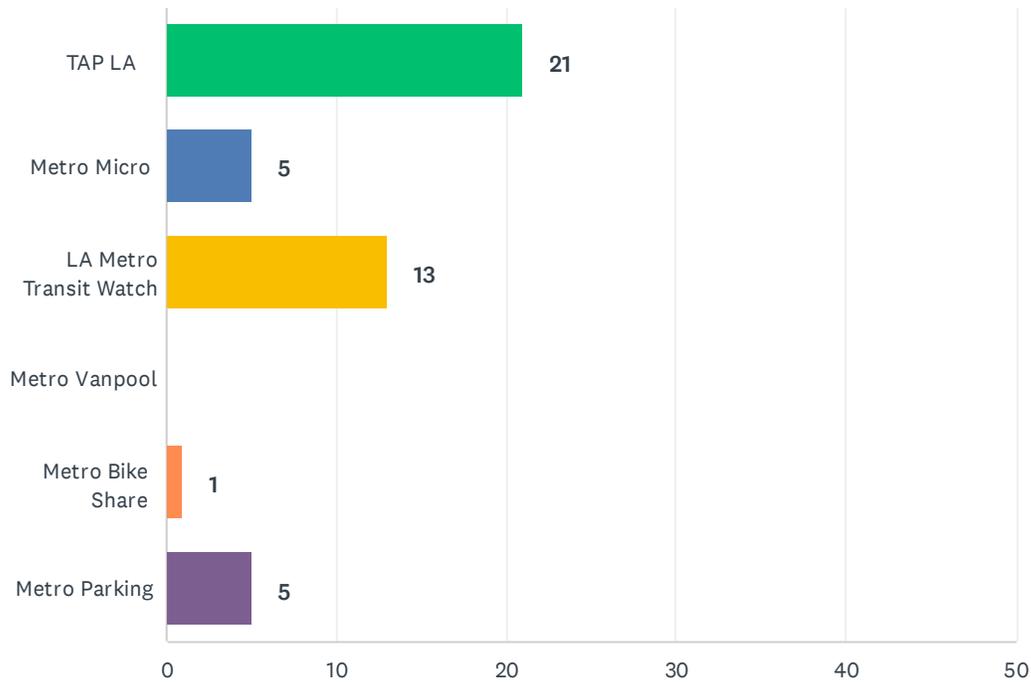
2	Metrolink App	10/12/2023 9:46 AM
3	Amtrak appt	10/11/2023 8:20 PM
4	Official Metrolink app and website	10/11/2023 8:08 PM
5	The Metrolink website	10/11/2023 9:44 AM
6	Metrolink Twitter Page Updates	10/11/2023 7:40 AM
7	Metrolink App	10/11/2023 7:18 AM
8	Metrolink App	10/10/2023 8:56 AM
9	Metrolink app	10/10/2023 8:28 AM
10	Metrolink	10/10/2023 8:15 AM
11	I do not use any tools	10/10/2023 7:56 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q5 If using a Metro Phone app, which one(s) do you use?

Answered: 38 Skipped: 35



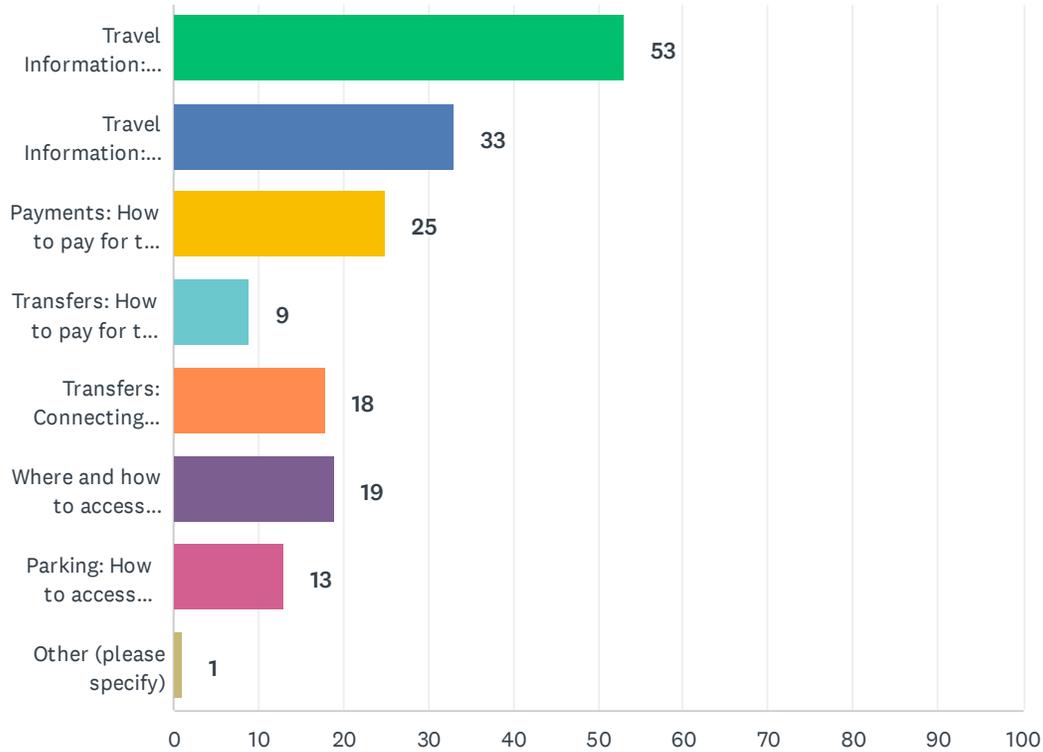
ANSWER CHOICES	RESPONSES
TAP LA	55.26% 21
Metro Micro	13.16% 5
LA Metro Transit Watch	34.21% 13
Metro Vanpool	0.00% 0
Metro Bike Share	2.63% 1
Metro Parking	13.16% 5
Total Respondents: 38	

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q6 Which of the following information is sought by you when using trip planning tools? (Select all that apply)

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	89.83% 53
Travel Information: Total travel time / Total travel costs	55.93% 33
Payments: How to pay for the trip / What discounts or free rides are available	42.37% 25
Transfers: How to pay for trip transfers between legs of a transit trip	15.25% 9
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	30.51% 18
Where and how to access services: Where to get on the bus / Where to get on the train	32.20% 19
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	22.03% 13
Other (please specify)	1.69% 1
Total Respondents: 59	

#	OTHER (PLEASE SPECIFY)	DATE
1	like the specific gate name where the train at la union station is not just the sb322 but like 6b type	10/11/2023 3:00 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q7 Is there any information that is hard to find when transit planning?

Answered: 47 Skipped: 26

#	RESPONSES	DATE
1	Security , direction,	10/13/2023 4:38 PM
2	No	10/13/2023 2:25 PM
3	No.	10/13/2023 9:37 AM
4	No	10/13/2023 8:45 AM
5	No	10/12/2023 1:34 PM
6	No	10/12/2023 10:22 AM
7	No	10/12/2023 10:02 AM
8	No	10/12/2023 9:46 AM
9	No	10/11/2023 8:21 PM
10	Mapping of stations	10/11/2023 8:20 PM
11	Train delays or cancellations	10/11/2023 8:08 PM
12	Finding the schedule of all the stops and timetable was a little hard to find	10/11/2023 4:01 PM
13	it's hard to find where after u get on the metro link to la union station where the train to continue ur trip is at it doesn't say it when you purchase your ticket it just says van nuys to csia when it should say the next train gate number or something	10/11/2023 3:00 PM
14	No	10/11/2023 2:44 PM
15	No	10/11/2023 1:07 PM
16	The cost of the fares for the various legs is not readily apparent when using the Transit app or Google/Apple Maps. I had to search directly on the local transit's website to locate the cost of the local bus fares at the beginning and end of my destination. When I booked at Amtrak, I was already presented with the fare information.	10/11/2023 11:21 AM
17	The schedules are not on the Metrolink app. It just links to website.	10/11/2023 10:15 AM
18	The ETA of buses and light rails & subways is often unreliable. The location of Metrolink and Amtrak trains (which track they're on) isn't available online and is sometimes incorrect in-person at Union station. Sometimes a person will have to tell you where the proper track is	10/11/2023 9:44 AM
19	Location of the transit vehicle on non-Metrolink modes	10/11/2023 9:41 AM
20	No	10/11/2023 9:25 AM
21	The exact location of platforms	10/11/2023 9:06 AM
22	Yes planning a trip from my house to an end destination. First and last mile never included in trip planning sites so cumbersome and timely to figure it out	10/11/2023 8:50 AM
23	Bus delays	10/11/2023 8:14 AM
24	Live updates	10/11/2023 7:40 AM
25	Not sure	10/11/2023 7:35 AM
26	No	10/11/2023 7:18 AM
27	Good way to plan trip that uses surface public transportation (Metro, Metrolink, etc.) and airplane. Websites that do both airplane travel and public transportation don't integrate the two to show what flights will connect well to bus/train.	10/10/2023 9:46 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

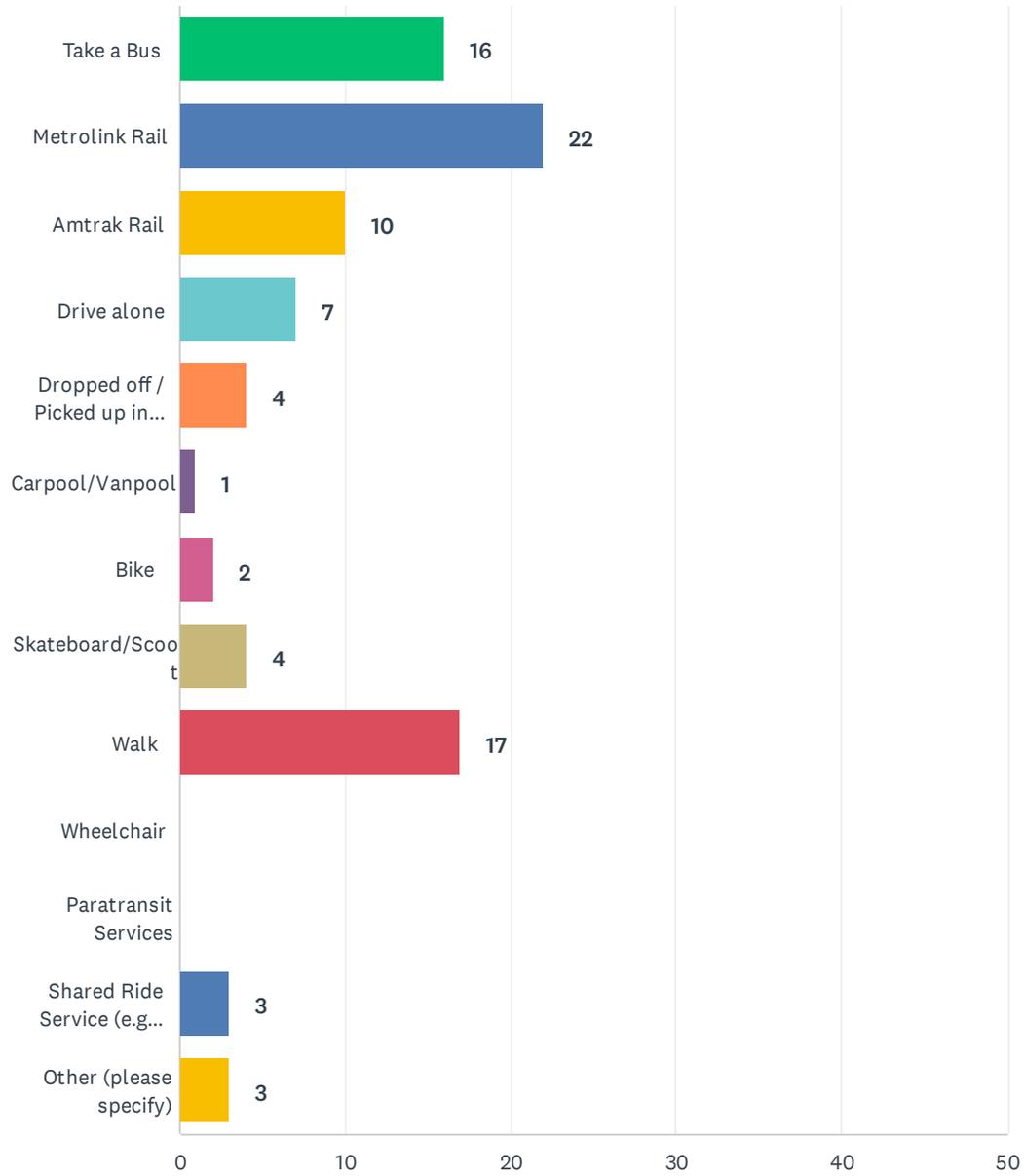
28	The commute changes daily and makes trips more difficult at times of holidays etc	10/10/2023 7:04 PM
29	No	10/10/2023 6:36 PM
30	No	10/10/2023 5:36 PM
31	no	10/10/2023 9:49 AM
32	Nope	10/10/2023 9:05 AM
33	Na	10/10/2023 8:40 AM
34	No	10/10/2023 8:34 AM
35	Metrolink delays is difficult to access on the website and the app needs improvement.	10/10/2023 8:31 AM
36	Up to date train location/status information	10/10/2023 8:29 AM
37	The timetable is not in real time	10/10/2023 8:18 AM
38	Not that I'm aware of	10/10/2023 8:17 AM
39	None	10/10/2023 7:56 AM
40	No	10/10/2023 7:46 AM
41	No	10/10/2023 7:46 AM
42	When looking on the app there is no clear way to see what times each train comes and having the times posed clearly	10/10/2023 7:39 AM
43	No	10/10/2023 7:38 AM
44	None	10/10/2023 7:27 AM
45	At Union Station, It would be easier to have the train track number be digital.	10/10/2023 7:19 AM
46	No	10/10/2023 6:49 AM
47	No	10/10/2023 6:29 AM

# Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q8 From here I am going to....(Select all that apply)

Answered: 59 Skipped: 14



## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

ANSWER CHOICES	RESPONSES	
Take a Bus	27.12%	16
Metrolink Rail	37.29%	22
Amtrak Rail	16.95%	10
Drive alone	11.86%	7
Dropped off / Picked up in a car	6.78%	4
Carpool/Vanpool	1.69%	1
Bike	3.39%	2
Skateboard/Scoot	6.78%	4
Walk	28.81%	17
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	5.08%	3
Other (please specify)	5.08%	3
Total Respondents: 59		

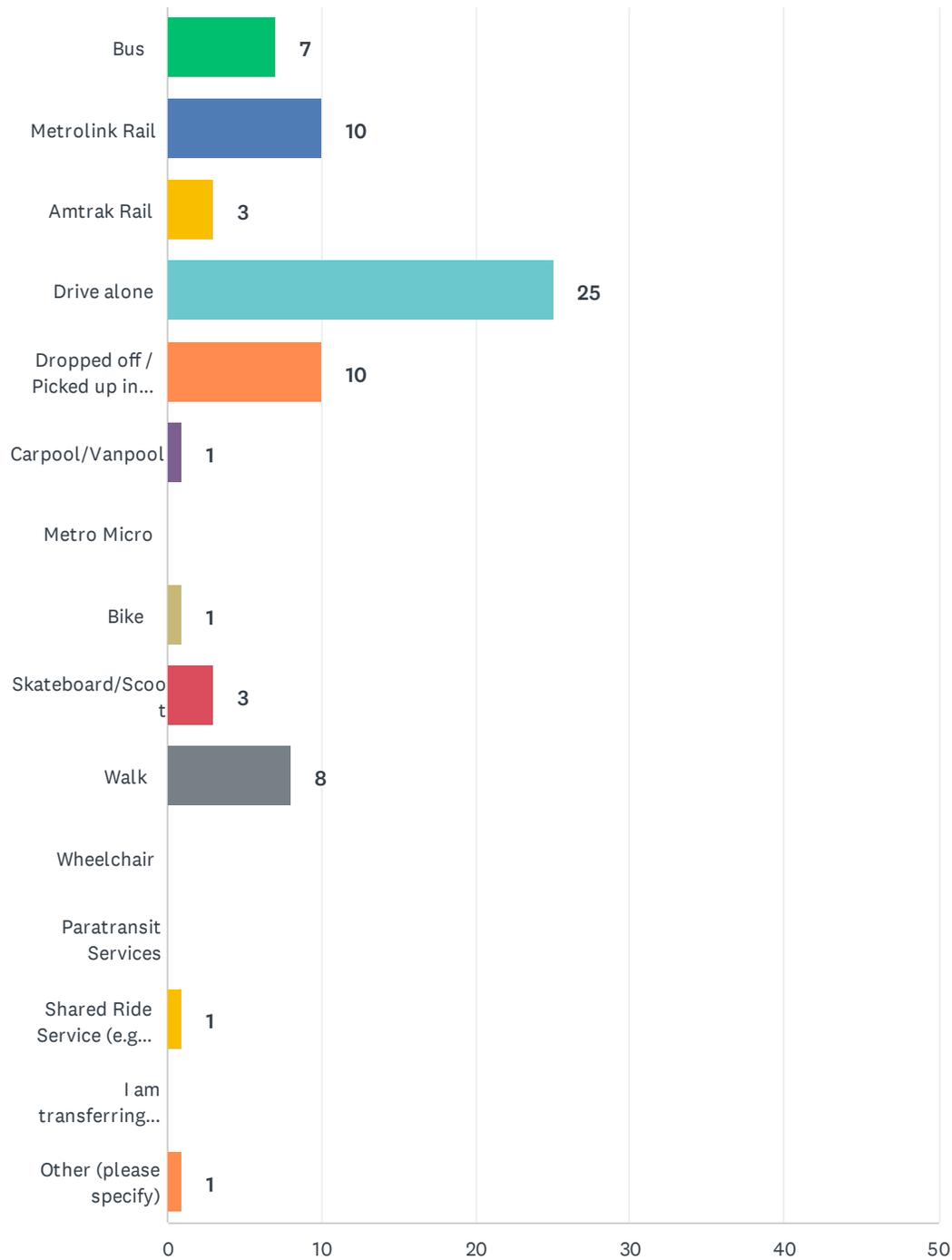
#	OTHER (PLEASE SPECIFY)	DATE
1	A line	10/16/2023 7:52 AM
2	Walk	10/13/2023 4:38 PM
3	Take a transferring Metrolink train	10/11/2023 9:29 AM

# Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q9 I got to this station by...(Select all that apply)

Answered: 59 Skipped: 14



## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

ANSWER CHOICES	RESPONSES	
Bus	11.86%	7
Metrolink Rail	16.95%	10
Amtrak Rail	5.08%	3
Drive alone	42.37%	25
Dropped off / Picked up in a car	16.95%	10
Carpool/Vanpool	1.69%	1
Metro Micro	0.00%	0
Bike	1.69%	1
Skateboard/Scoot	5.08%	3
Walk	13.56%	8
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	1.69%	1
I am transferring at this station	0.00%	0
Other (please specify)	1.69%	1
Total Respondents: 59		

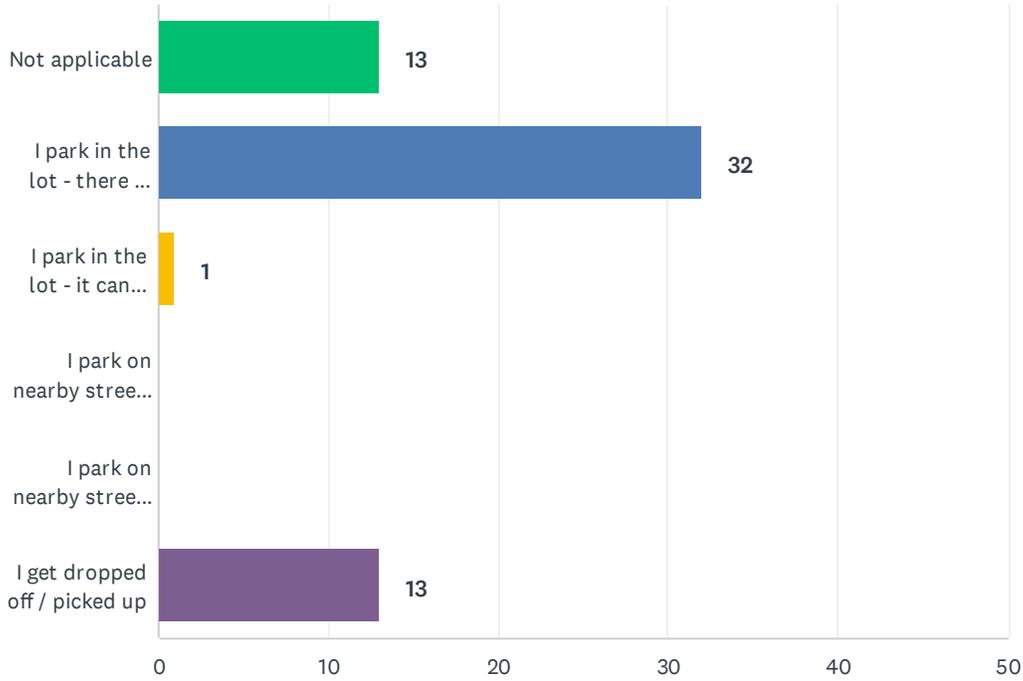
#	OTHER (PLEASE SPECIFY)	DATE
1	my vehicle	10/13/2023 9:37 AM

### Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q10 If arriving or departing in a vehicle at this station...(Select all the apply)

Answered: 59 Skipped: 14



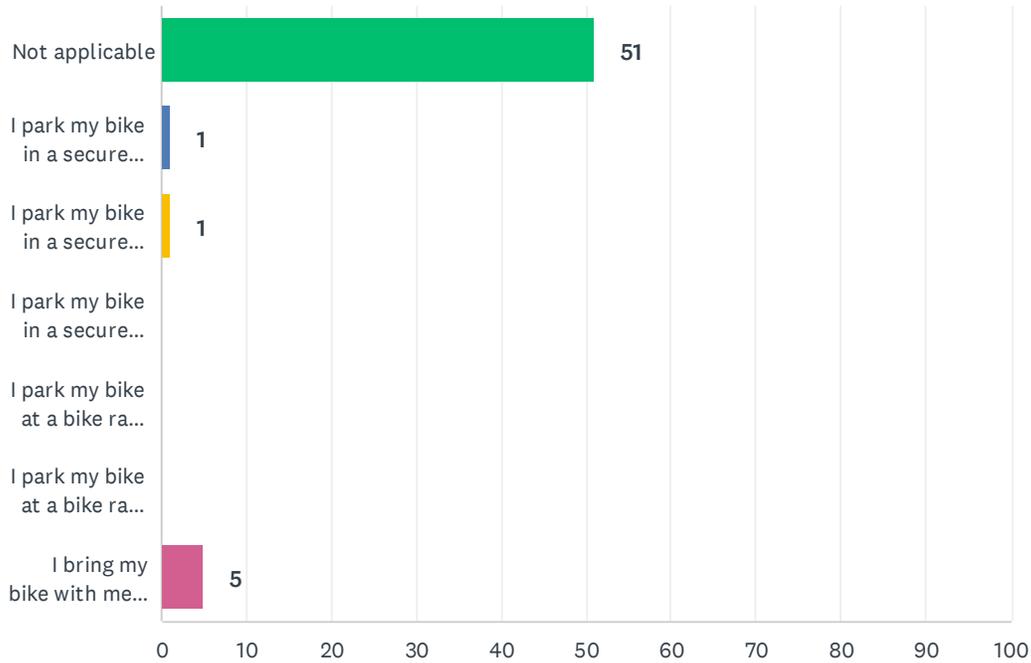
ANSWER CHOICES	RESPONSES	
Not applicable	22.03%	13
I park in the lot - there are usually spaces available	54.24%	32
I park in the lot - it can be challenging to find a space	1.69%	1
I park on nearby streets - there are usually spaces available	0.00%	0
I park on nearby streets - it can be challenging to find a space	0.00%	0
I get dropped off / picked up	22.03%	13
Total Respondents: 59		

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q11 If arriving or departing on a bike at this station...(Select all the apply)

Answered: 58 Skipped: 15



ANSWER CHOICES	RESPONSES	
Not applicable	87.93%	51
I park my bike in a secure locker - there are usually spaces available	1.72%	1
I park my bike in a secure locker - I have a reserved locker	1.72%	1
I park my bike in a secure locker - it can be challenging to find a space	0.00%	0
I park my bike at a bike rack - there is usually space available	0.00%	0
I park my bike at a bike rack - it can be challenging to find a space	0.00%	0
I bring my bike with me on rail or bus	8.62%	5
Total Respondents: 58		

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q12 Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

Answered: 45 Skipped: 28

#	RESPONSES	DATE
1	Usually the Metrobike are flat / damage for days and no one is taking care of it	10/16/2023 7:52 AM
2	no	10/13/2023 9:37 AM
3	Ample	10/13/2023 8:45 AM
4	lack of security	10/12/2023 3:23 PM
5	No	10/12/2023 1:34 PM
6	Crazy homeless man was in the tunnel upon our return	10/12/2023 10:22 AM
7	Concerns with security	10/12/2023 10:02 AM
8	No	10/12/2023 9:46 AM
9	No	10/11/2023 8:21 PM
10	Security isn't great. Homeless loiter	10/11/2023 8:20 PM
11	no	10/11/2023 3:00 PM
12	No	10/11/2023 2:44 PM
13	No	10/11/2023 1:07 PM
14	N/A	10/11/2023 11:21 AM
15	The parking lots sometimes have trash around the area. There are random individuals hanging around the parking lot as well.	10/11/2023 10:15 AM
16	Make it easier/more accessible to pay for parking if necessary, such as more available of kiosks	10/11/2023 9:44 AM
17	All is good	10/11/2023 9:41 AM
18	No	10/11/2023 9:25 AM
19	Kind of sketchy and unsafe	10/11/2023 9:06 AM
20	All lighting at van Nuys station should be upgraded with LED for safety and energy efficiency	10/11/2023 8:50 AM
21	N/A	10/11/2023 8:14 AM
22	None	10/11/2023 7:40 AM
23	Parking stripes narrower than usual. When parking next to a larger car, it's har to open my car door fully to get in and out. Parking stripes not maintained and faded.	10/11/2023 7:35 AM
24	Parking spaces hard to see on side of lot in front of station	10/11/2023 7:18 AM
25	The station used to have several chargers for electric cars. Most of them seem to be gone.	10/10/2023 9:46 PM
26	Some vehicles have been parked in the lot for weeks or months without moving, with some vehicles having people living in them.	10/10/2023 8:37 PM
27	No	10/10/2023 7:04 PM
28	No	10/10/2023 6:36 PM
29	No	10/10/2023 5:36 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

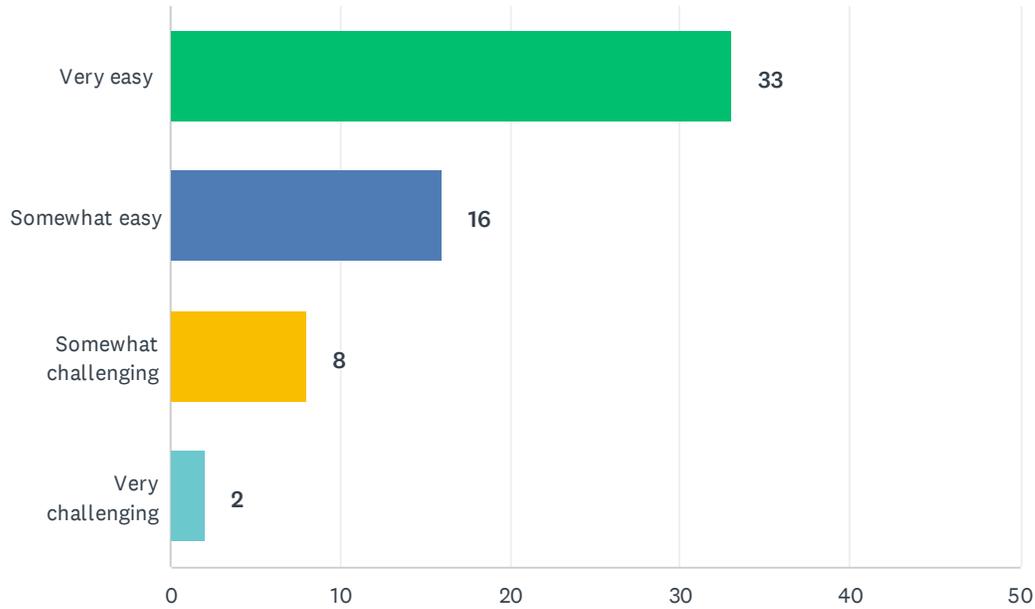
30	Oh dear. Have you LOOKED at the Van Nuys parking lot? I am convinced that Metrolink just asks riders via surveys what they want to know. You guys should get out of the office and VISIT your stations. Many of the parking spaces are poorly lined. The best spaces for commuters are taken up by the hobos who live in the homeless shelter. Some cars have been there for months/years without moving! And there's a huge lot behind the shelter that no-one uses because of fear of theft by the bums who live there. They should be parking there and the spaces out front should be just for commuters. I have complained to Metrolink several times about this and they just say something about how they don't own the station and it's someone else's responsibility. Poor answer!	10/10/2023 9:49 AM
31	Always parking spot's available	10/10/2023 9:05 AM
32	space is shared with a homeless shelter with people hanging around cars smoking, etc. Worried about safety of my car.	10/10/2023 8:56 AM
33	No	10/10/2023 8:34 AM
34	They put a tent and a lot of shady people around it and it became dirty	10/10/2023 8:28 AM
35	Safety	10/10/2023 8:18 AM
36	I wish the bus station was closer to the train platform	10/10/2023 8:06 AM
37	None.	10/10/2023 7:56 AM
38	plenty of spaces	10/10/2023 7:46 AM
39	No	10/10/2023 7:46 AM
40	Nothing in particular	10/10/2023 7:39 AM
41	Since I go on the first train available, there's always parking available for me.	10/10/2023 7:38 AM
42	None, the parking at Van Nuys station is great. Never have an issue with finding a space or leaving my car there.	10/10/2023 7:27 AM
43	No	10/10/2023 7:19 AM
44	No	10/10/2023 6:49 AM
45	No	10/10/2023 6:29 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q13 How easy or challenging is it to get to the station?

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very easy	55.93%	33
Somewhat easy	27.12%	16
Somewhat challenging	13.56%	8
Very challenging	3.39%	2
TOTAL		59

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q14 What makes getting to or from the station easy or challenging?

Answered: 54 Skipped: 19

#	RESPONSES	DATE
1	Distancing I have to walk	10/13/2023 2:25 PM
2	it was a long walk for my mom and godsister that has ashmatha	10/13/2023 9:37 AM
3	N/a	10/13/2023 8:45 AM
4	close to home	10/12/2023 3:23 PM
5	Easy instructions	10/12/2023 1:34 PM
6	Good location	10/12/2023 10:22 AM
7	Good signage	10/12/2023 10:02 AM
8	Near to my home.	10/12/2023 9:46 AM
9	Navigation apps always seem to try and direct you to the opposite side of the main entrance	10/11/2023 8:21 PM
10	Traffic	10/11/2023 8:20 PM
11	Lack of bike lanes makes it challenging when biking.	10/11/2023 8:08 PM
12	Time it takes to wait for ride share	10/11/2023 6:27 PM
13	Crossing the tracks with a rolling chair was a little difficult	10/11/2023 4:01 PM
14	just not knowing where to go afterwards	10/11/2023 3:00 PM
15	Right off the main stream	10/11/2023 2:44 PM
16	It's easy	10/11/2023 1:07 PM
17	It was easy because I didn't need to walk to far from my home to the bus stop (10 minutes) and the bus stopped right in front of the Van Nuys Station.	10/11/2023 11:21 AM
18	The walk from the parking lot to the platform is longer than other stations.	10/11/2023 10:15 AM
19	It's a lot of vertical climbing. The stairs and ramp are not a problem for me, but I know that someone like my mom would struggle with it	10/11/2023 9:44 AM
20	The construction taking place near the exit/entrance	10/11/2023 9:41 AM
21	The train comes around frequently and it's somewhat safe although homeless people can bring a feeling of being unsafe	10/11/2023 9:29 AM
22	Not at all. Very accessible	10/11/2023 9:25 AM
23	Near bus route drop off	10/11/2023 9:06 AM
24	Drive my car	10/11/2023 8:50 AM
25	Signs and Google Maps helps out a lot.	10/11/2023 8:14 AM
26	Accessible with clear instructions	10/11/2023 7:40 AM
27	In early mornings, There is a secondary rout that is not so congested in the mornings that makes it easier and faster to get to the station. Ongoing Construction activities at an adjacent project occasionally hinders getting into and out of the station. Construction workers and trucks often use the station parking.	10/11/2023 7:35 AM
28	Close to home	10/11/2023 7:18 AM
29	It happens to be within about a mile of where I work. The one problem is when there's heavy	10/10/2023 9:46 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

rain and flooding is a problem.

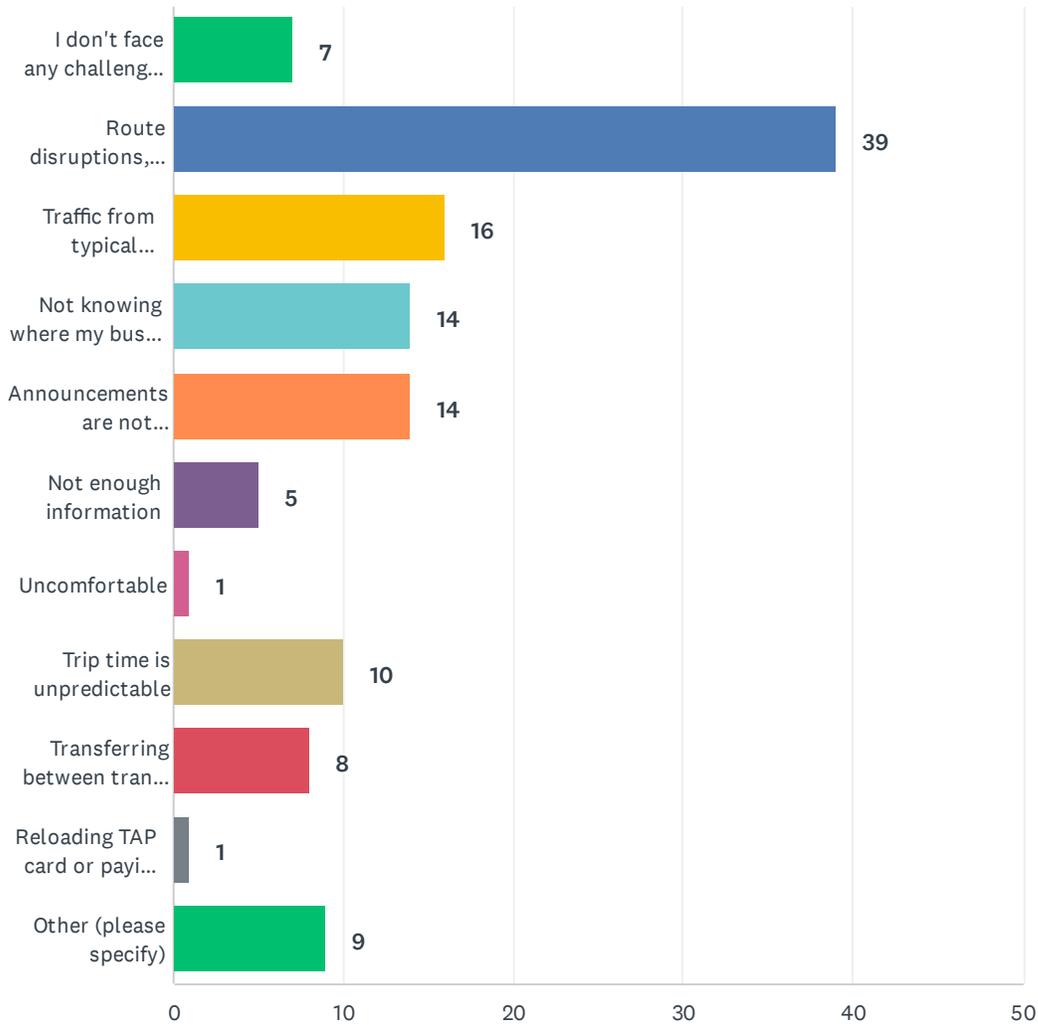
30	There isn't that many pathfinding signs that lead to the station or the parking area after vehicles enter the stations' driveway.	10/10/2023 8:37 PM
31	The bus schedule	10/10/2023 7:04 PM
32	Na	10/10/2023 6:36 PM
33	Station is close to home	10/10/2023 5:36 PM
34	Paved roads make it easy for me to drive to the station (???)	10/10/2023 9:49 AM
35	Bad traffic	10/10/2023 9:05 AM
36	Traffic! Unpredictable traffic makes me unsure if I will miss my train	10/10/2023 8:40 AM
37	It's big and clear	10/10/2023 8:34 AM
38	Challenging due to the amount of traffic traveling South on Van Nuys Blvd in the morning.	10/10/2023 8:31 AM
39	Open, clear walkways, with exception to platform train stop. Track is noted, end side is not.	10/10/2023 8:29 AM
40	To get to station easy but the station whoever approved to be build is very challenging extremely poorly done	10/10/2023 8:28 AM
41	If you are new to the station, to get from the Bus to the Metrolink platform is not easily known. Maybe more signage to help people understand that they have to go under and over to get to the platform. Both English and Spanish. Or direction signs with Icons leading the way.	10/10/2023 8:22 AM
42	Traffic on the street	10/10/2023 8:18 AM
43	One straight shot. Easy access	10/10/2023 8:17 AM
44	Traffic	10/10/2023 8:15 AM
45	Convenient street crossings are conspicuously missing. I need to ride all the way around the parking lot to get to my platform.	10/10/2023 8:06 AM
46	The walk is too far.	10/10/2023 7:56 AM
47	close to home	10/10/2023 7:46 AM
48	Traffic	10/10/2023 7:46 AM
49	For the most part it is easy to transfer but it usually a long way to make it to the next station like a long walk	10/10/2023 7:39 AM
50	Takes 10 minutes.	10/10/2023 7:38 AM
51	I live fairly close to the station.	10/10/2023 7:27 AM
52	The stops are clear on the speaker	10/10/2023 7:19 AM
53	It's not to far from my house to walk it	10/10/2023 6:49 AM
54	It's a straight line on saticoy	10/10/2023 6:29 AM

# Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q15 Please select any challenges you might face during your trip(Select all that apply)

Answered: 59 Skipped: 14



## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

ANSWER CHOICES	RESPONSES	
I don't face any challenges during my trip	11.86%	7
Route disruptions, detours, construction, or slowdowns	66.10%	39
Traffic from typical conditions	27.12%	16
Not knowing where my bus or train is along its route	23.73%	14
Announcements are not understandable	23.73%	14
Not enough information	8.47%	5
Uncomfortable	1.69%	1
Trip time is unpredictable	16.95%	10
Transferring between transit services	13.56%	8
Reloading TAP card or paying for fare	1.69%	1
Other (please specify)	15.25%	9
Total Respondents: 59		

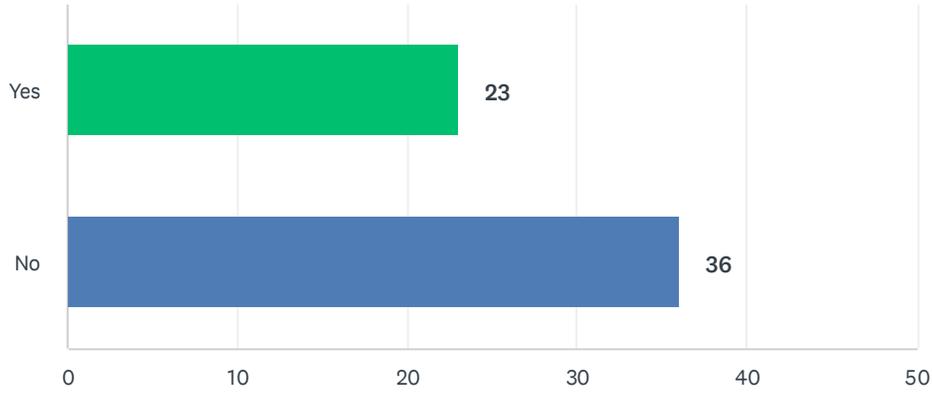
#	OTHER (PLEASE SPECIFY)	DATE
1	Darkness, safety	10/13/2023 4:38 PM
2	Safety	10/11/2023 1:07 PM
3	Changes to on boarding platforms	10/11/2023 10:15 AM
4	Mechanical issues	10/10/2023 8:29 AM
5	The ramp that they build is very poorly done and when it rains nowhere to be protected the thing they build it is just a decor	10/10/2023 8:28 AM
6	Van Nuys station gets flooded when it rains. No other way for passengers to exit	10/10/2023 8:22 AM
7	Unhoused sleeping on trains	10/10/2023 8:15 AM
8	on redline homeless riders and smoking	10/10/2023 7:46 AM
9	Suspicious people	10/10/2023 7:19 AM

Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

Q16 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 59 Skipped: 14



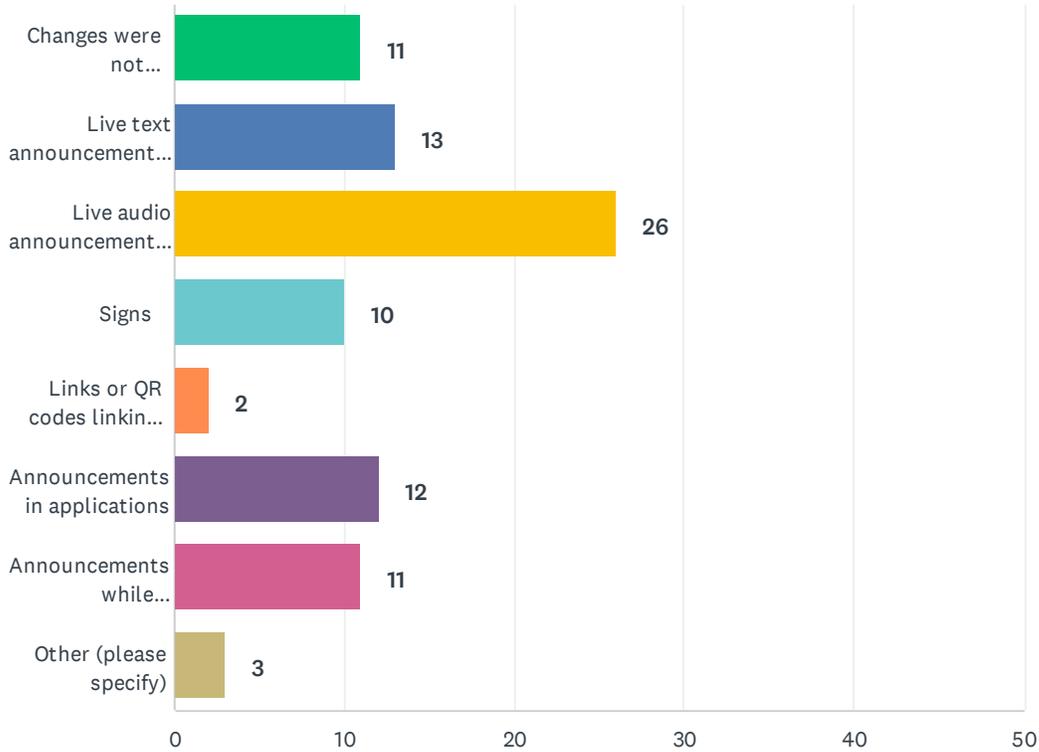
ANSWER CHOICES	RESPONSES	
Yes	38.98%	23
No	61.02%	36
TOTAL		59

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q17 Were these route disruptions, detours, construction, or slowdowns communicated?

Answered: 56 Skipped: 17



ANSWER CHOICES	RESPONSES
Changes were not communicated	19.64% 11
Live text announcements at the stop or station	23.21% 13
Live audio announcements at the stop or station	46.43% 26
Signs	17.86% 10
Links or QR codes linking to more information	3.57% 2
Announcements in applications	21.43% 12
Announcements while travelling on bus or rail	19.64% 11
Other (please specify)	5.36% 3
Total Respondents: 56	

#	OTHER (PLEASE SPECIFY)	DATE
1	Twitter	10/11/2023 7:18 AM
2	@metrolinkvc twitter feed	10/10/2023 9:46 PM
3	No disruptions	10/10/2023 8:17 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q18 Is there anything else you'd like us to know about challenges you face during your trip?

Answered: 42 Skipped: 31

#	RESPONSES	DATE
1	Yes, they need security because they were staglers at the station when we returned and the cops had to come.	10/13/2023 9:37 AM
2	Vagrants on trains. People not following rules and respecting the Quiet Car.	10/13/2023 8:45 AM
3	No	10/12/2023 1:34 PM
4	No	10/12/2023 10:22 AM
5	No	10/12/2023 10:02 AM
6	No	10/12/2023 9:46 AM
7	No	10/11/2023 8:21 PM
8	No	10/11/2023 8:20 PM
9	Notifications in the Metrolink app or on the website would be very helpful.	10/11/2023 8:08 PM
10	no	10/11/2023 3:00 PM
11	No	10/11/2023 2:44 PM
12	A challenge was coming back from my trip later in the evening. I did have to walk quickly to catch the last bus on the route. It would be ideal to feel that I have enough time to walk the two blocks to that particular bus stop.	10/11/2023 11:21 AM
13	It's not necessarily detours, but suddenly there will be no buses at a stop for like 30-40min then when one bus there's like 1 or 2 more right behind it. Instead of spreading out, there's three buses back to back then none for a while	10/11/2023 9:44 AM
14	No	10/11/2023 9:41 AM
15	No.	10/11/2023 9:25 AM
16	Be consistent with trains, fix the rails please.	10/11/2023 9:06 AM
17	We should receive text updates on delays and schedule changes. It's annoying to check twitter when it's not always the most recent information Think like the airlines with their customer notification protocols	10/11/2023 8:50 AM
18	On August, I took the train from Van Nuys to Ventura Beach and there was an hour delay with no updates on why.	10/11/2023 8:14 AM
19	None	10/11/2023 7:40 AM
20	No	10/11/2023 7:18 AM
21	Occasionally the tunnel floods. It's the only legal way to get to or from the train platform so you have to use another station, walk through deep water, or illegally and unsafely cross tracks in a place that isn't a real crossing.	10/10/2023 9:46 PM
22	None	10/10/2023 8:37 PM
23	No	10/10/2023 7:04 PM
24	No	10/10/2023 6:36 PM
25	No	10/10/2023 5:36 PM
26	During every disruption, whether in or out of Metrolink's control, communication is overly	10/10/2023 9:49 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

general/full of jargon ("train stopped due to PTC. Update to follow.") and slow in coming. When information does come, it is insufficient for commuters to make decisions ("Train delayed due to mechanical issues. Update to follow.") What sort of mechanical issue? Did the wheels fall off, or is it fixable? When will the update come? Should I wait or find other transportation?

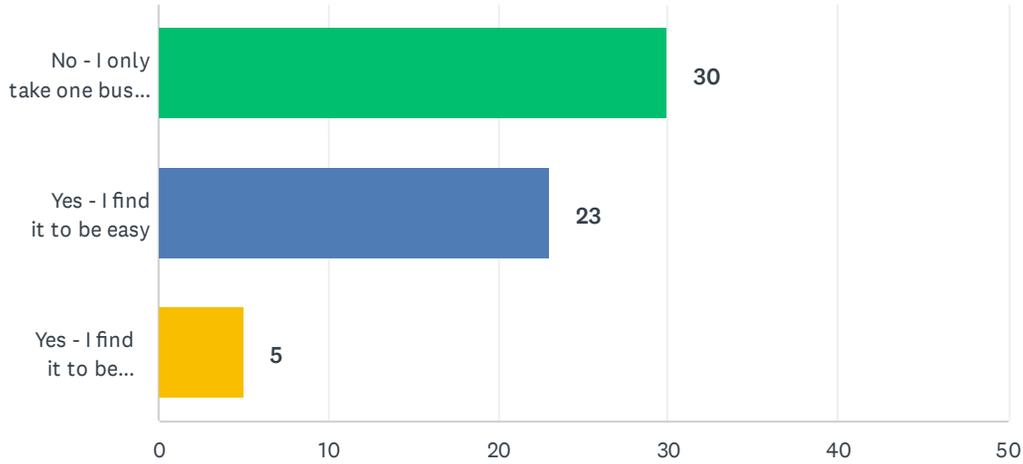
27	Other than traffic its very easy	10/10/2023 9:05 AM
28	Na	10/10/2023 8:40 AM
29	Homeless	10/10/2023 8:34 AM
30	Security! Drug use, trash, smoking on platforms.	10/10/2023 8:29 AM
31	Some passengers bring large dogs on trains and rules aren't enforced. Sometimes metrolink conductor doesn't open all the doors.	10/10/2023 8:22 AM
32	None	10/10/2023 8:17 AM
33	Please do something to address the unhoused at the Metro stations and on the trains	10/10/2023 8:15 AM
34	None	10/10/2023 7:56 AM
35	No	10/10/2023 7:46 AM
36	No	10/10/2023 7:46 AM
37	Nothing in particular	10/10/2023 7:39 AM
38	No.	10/10/2023 7:38 AM
39	When taking Metrolink, I tend to look at their Twitter account versus listening to the announcements as they are not always understandable and the Tweets come in faster.	10/10/2023 7:27 AM
40	no	10/10/2023 7:19 AM
41	No	10/10/2023 6:49 AM
42	I'd like more departure times	10/10/2023 6:29 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q19 Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail

Answered: 58 Skipped: 15



ANSWER CHOICES	RESPONSES	
No - I only take one bus or train	51.72%	30
Yes - I find it to be easy	39.66%	23
Yes - I find it to be challenging	8.62%	5
<b>TOTAL</b>		<b>58</b>

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q20 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 43 Skipped: 30

#	RESPONSES	DATE
1	It's no challenge when you are provided the correct information	10/13/2023 9:37 AM
2	N/A	10/13/2023 8:45 AM
3	a line	10/12/2023 3:23 PM
4	Enough information	10/12/2023 1:34 PM
5	Not applicable	10/12/2023 10:22 AM
6	Nothing	10/12/2023 10:02 AM
7	Not applicable.	10/12/2023 9:46 AM
8	There is clear information given	10/11/2023 8:21 PM
9	Transfer is hard without mapped guidance	10/11/2023 8:20 PM
10	sometimes there's a lack of information when purchasing a ticket	10/11/2023 3:00 PM
11	N/A	10/11/2023 2:44 PM
12	Transfers at union Station is easy	10/11/2023 1:07 PM
13	Transferring was easy for me because I am very comfortable with IT and searching for such information. What I find challenging is, for the first time on the route, knowing which direction to walk to catch the connecting route on both ends.	10/11/2023 11:21 AM
14	The different lines are usually easy to navigate.	10/11/2023 10:15 AM
15	There's not enough information or inaccurate information in the app (from experience) so when I get off the first vehicle I don't know if I can calmly go or if I need to haul ass to reach my transfer	10/11/2023 9:44 AM
16	I guess a long walk from the Metrolink platform to the local bus stops.	10/11/2023 9:41 AM
17	There is an accessible bus station/stop outside the station.	10/11/2023 9:25 AM
18	N/a	10/11/2023 9:06 AM
19	Transfer at LAUS to subway. Easy but not desireable due to safety and uncleanliness	10/11/2023 8:50 AM
20	If no delays, everything goes smoothly.	10/11/2023 8:14 AM
21	The bus stop is a good walking distance from the station	10/11/2023 7:40 AM
22	N/A	10/11/2023 7:18 AM
23	The bus stops aren't where the crosswalks are, so you have to walk farther if the stop isn't on your side of the street.	10/10/2023 9:46 PM
24	It's pretty much clear to see on gps	10/10/2023 7:04 PM
25	No	10/10/2023 6:36 PM
26	Dont know	10/10/2023 5:36 PM
27	N/A	10/10/2023 9:05 AM
28	I Take Metrolink to union station then cross the street and take the DASH B	10/10/2023 8:40 AM
29	Cause everything is near	10/10/2023 8:34 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 *Final*, November 2023

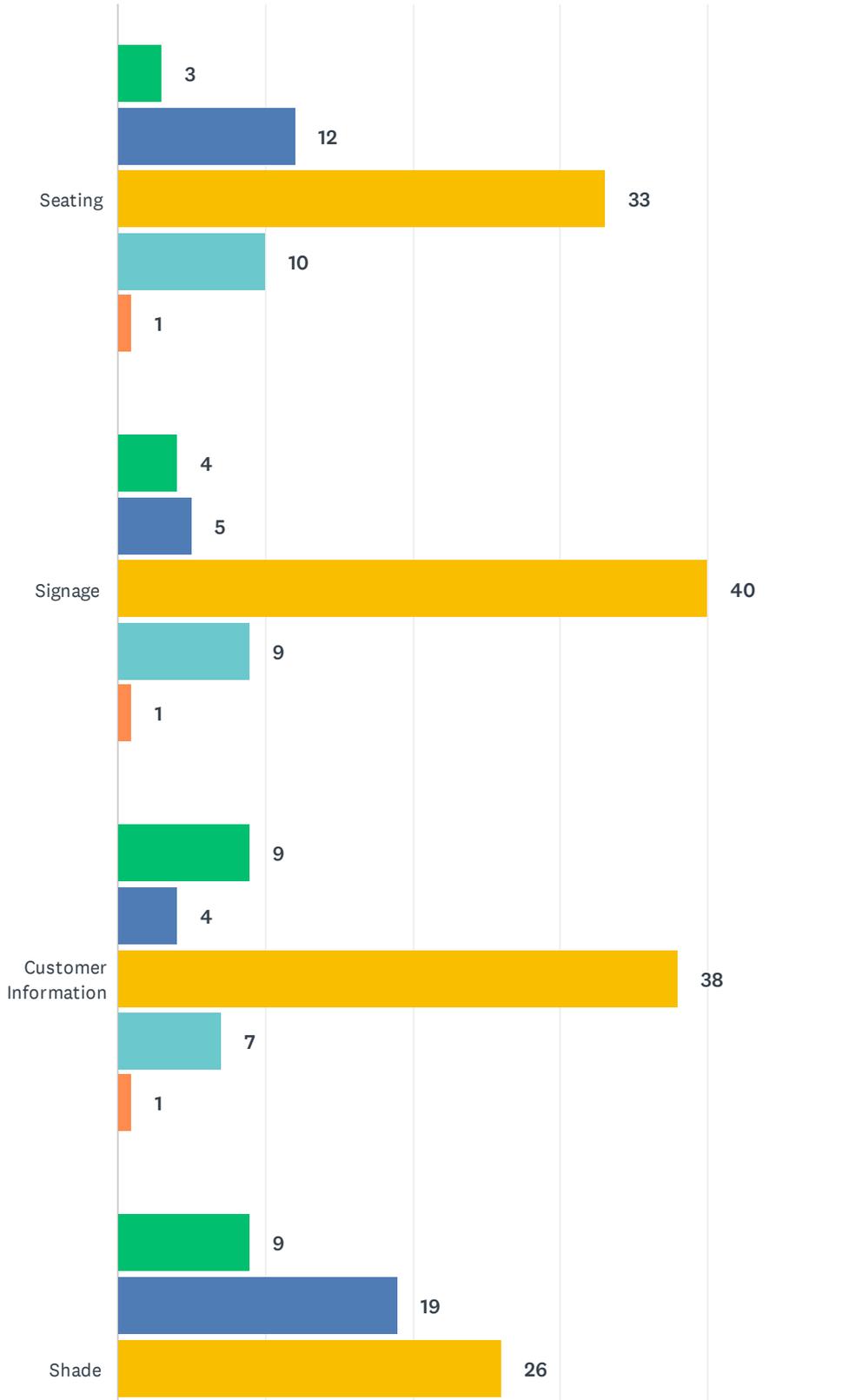
30	Everything works accordingly. The only challenge I've faced is the power outage a month ago.	10/10/2023 8:31 AM
31	My afternoon transfer at union station only allows 3 minutes from track 3 to 9. Some days from 3 to 14. Add a minute delay and I've missed connection.	10/10/2023 8:29 AM
32	If the Train is on time, I can catch the DASH easily. But if a few mins late, have the option to catch the Metro Bus. Just have to track down the time for the Metro since I have 2 options to take to get to where I am going. That is the challenging part, unsure how to get the correct time for bus on the fly. Is there an app?	10/10/2023 8:22 AM
33	City bus is waiting at the train station	10/10/2023 8:18 AM
34	Unpredictable wait times	10/10/2023 8:06 AM
35	N/a	10/10/2023 7:56 AM
36	easy at Union Station	10/10/2023 7:46 AM
37	Metro is sometimes late	10/10/2023 7:46 AM
38	The walking and also the bus I take is unreliable some times	10/10/2023 7:39 AM
39	I only take one train each way. No transfers.	10/10/2023 7:38 AM
40	NA	10/10/2023 7:27 AM
41	There are some accessibility issues	10/10/2023 7:19 AM
42	People/workers are kind to help you out if you need help on which train to take	10/10/2023 6:49 AM
43	Usually there's a metro waiting when I get off the train	10/10/2023 6:29 AM

# Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023

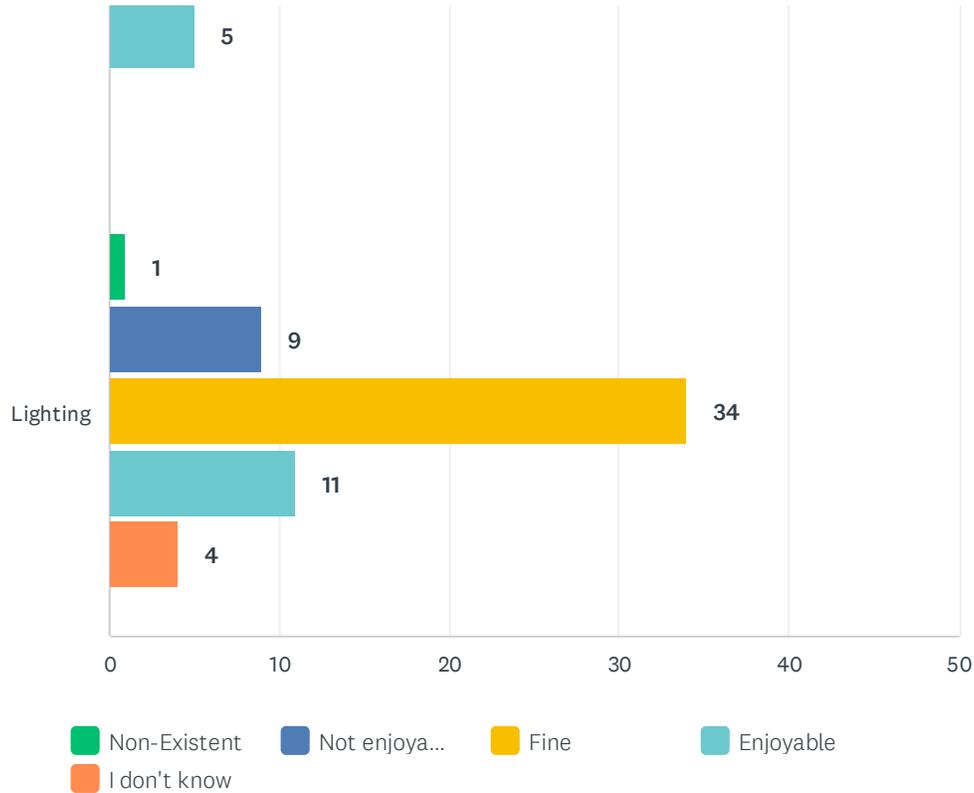
## Q21 For the rail station, how would you characterize the following amenities?

Answered: 59 Skipped: 14



### Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, November 2023



	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	5.08% 3	20.34% 12	55.93% 33	16.95% 10	1.69% 1	59
Signage	6.78% 4	8.47% 5	67.80% 40	15.25% 9	1.69% 1	59
Customer Information	15.25% 9	6.78% 4	64.41% 38	11.86% 7	1.69% 1	59
Shade	15.25% 9	32.20% 19	44.07% 26	8.47% 5	0.00% 0	59
Lighting	1.69% 1	15.25% 9	57.63% 34	18.64% 11	6.78% 4	59

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Lighting, security	10/13/2023 4:38 PM
2	No	10/13/2023 9:37 AM
3	A lot of litter, rain comes through the overhang of the only seating and no security.	10/12/2023 3:23 PM
4	No	10/12/2023 1:34 PM
5	No	10/12/2023 9:46 AM
6	Make sure there is shade on benches and platforms for ALL times of day, such as with a canopy or overhang	10/11/2023 9:44 AM
7	There needs to be more shade at the platform level. It's really hot sometimes and the platform is extremely long	10/11/2023 9:41 AM
8	Nothing	10/11/2023 9:25 AM

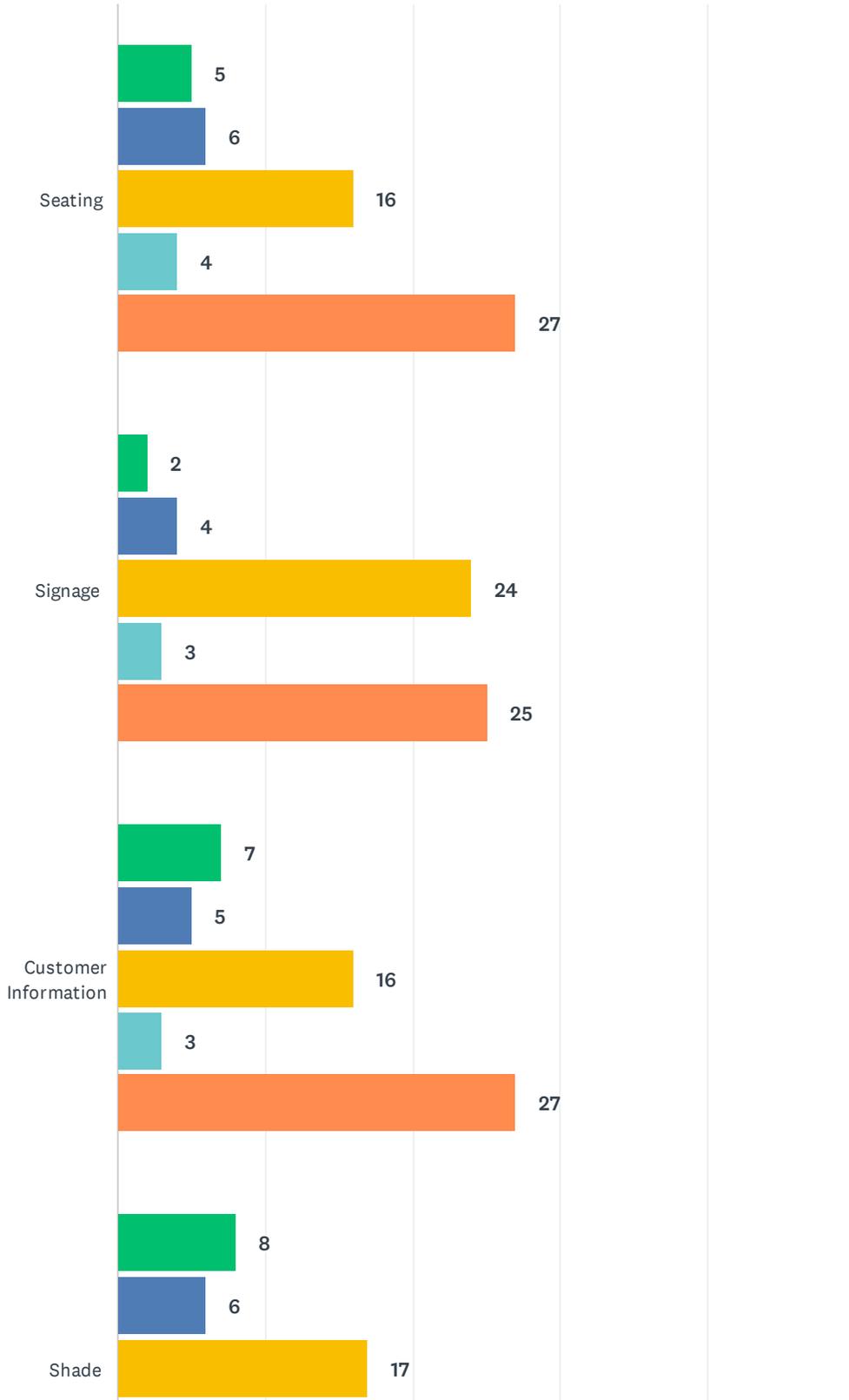
## Metro's Rail Integration Study - Station User Survey: Van Nuys

9	Make signs larger in font	10/11/2023 9:06 AM
10	Brand new van Nuys station yet shade structure only works at high noon. Also lighting needs to be brighter in parking lot. No other amenities but would be nice to add	10/11/2023 8:50 AM
11	None	10/11/2023 7:40 AM
12	Could use more shade. Some people miss train due to being on opposite side of station and they run to train because there's no specific sign about where it will stop on the long platform	10/11/2023 7:18 AM
13	The electric outlets on the platform don't work anymore, which is too bad because I used to charge my phone there while waiting for my train.	10/10/2023 9:46 PM
14	No	10/10/2023 7:04 PM
15	No	10/10/2023 6:36 PM
16	No	10/10/2023 5:36 PM
17	Come to the Van Nuys station on a rainy day. After spending over a year in construction and millions of dollars, the new station has less shade and seating than the old one. Only sitting area are a few concrete ovals under metal "shelters". During sun, there is virtually no shade; during rain, the shelters actually seem to collect rain and drip it in on to those huddled under it. Zero protection from wind. That platform is a miserable place to be when the wind is blowing or it is raining.	10/10/2023 9:49 AM
18	Seats are nice	10/10/2023 9:05 AM
19	garbage containers at the station would be helpful. People often leave food waste on the seating area.	10/10/2023 8:56 AM
20	More lights in the morning train	10/10/2023 8:34 AM
21	It would be great to have at least one of the screens showing delays or changes as there is at the entry of Van Nuys Station, otherwise we have to walk a distance to view when information is not readily available on the website/app	10/10/2023 8:31 AM
22	Thank you for covering up graffiti promptly. Shade/rain cover is not good at Van Nuys.	10/10/2023 8:29 AM
23	Van nuys metrolink station is badly designed	10/10/2023 8:22 AM
24	More shade on the platform would be nice. or coverage for Rainy days or Hot days. Rainy days are the worse to be waiting for a train.	10/10/2023 8:22 AM
25	Clean	10/10/2023 8:17 AM
26	When it rains, the water runs down the shade structures and drips onto the concrete benches below	10/10/2023 8:06 AM
27	Sometimes there are no lights at night at the waiting area in Van Nuys.	10/10/2023 7:56 AM
28	No	10/10/2023 7:46 AM
29	Nothing in particular	10/10/2023 7:39 AM
30	Seating is not very comfortable, but it's okay.	10/10/2023 7:38 AM
31	I believe it's easy for me to understand as a frequent rider but I don't think the signage is enough	10/10/2023 7:27 AM
32	No	10/10/2023 7:19 AM
33	No	10/10/2023 6:49 AM
34	No	10/10/2023 6:29 AM

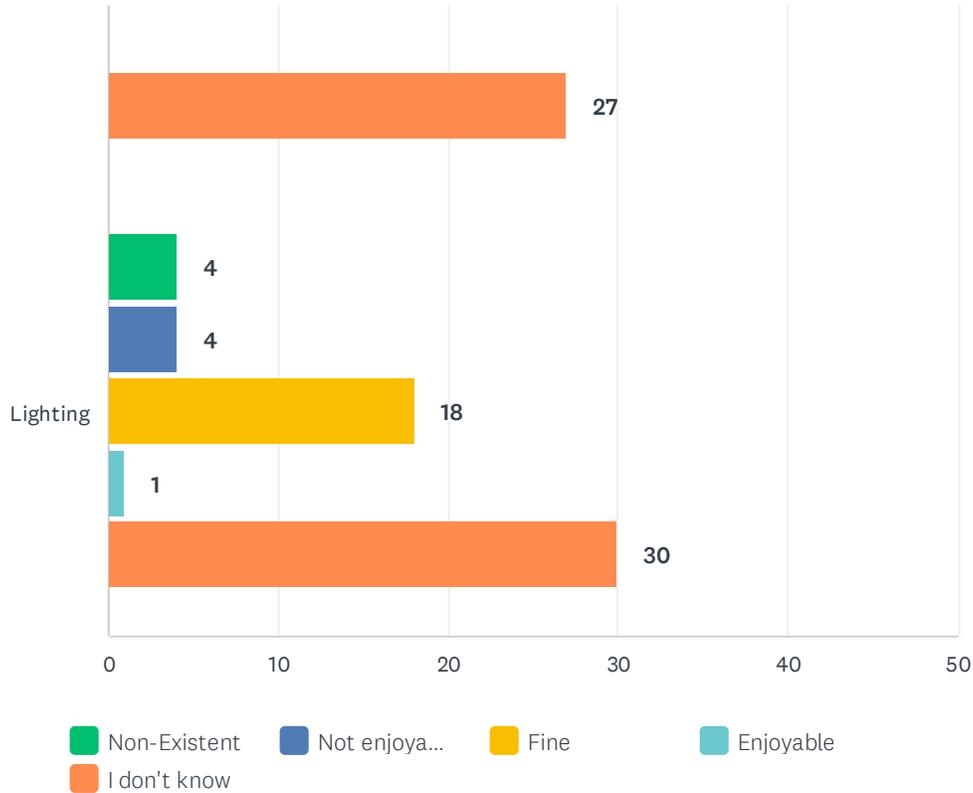
### Metro's Rail Integration Study - Station User Survey: Van Nuys

## Q22 For the bus stops at the station, how would you characterize the following amenities?

Answered: 58 Skipped: 15



### Metro's Rail Integration Study - Station User Survey: Van Nuys



	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	8.62% 5	10.34% 6	27.59% 16	6.90% 4	46.55% 27	58
Signage	3.45% 2	6.90% 4	41.38% 24	5.17% 3	43.10% 25	58
Customer Information	12.07% 7	8.62% 5	27.59% 16	5.17% 3	46.55% 27	58
Shade	13.79% 8	10.34% 6	29.31% 17	0.00% 0	46.55% 27	58
Lighting	7.02% 4	7.02% 4	31.58% 18	1.75% 1	52.63% 30	57

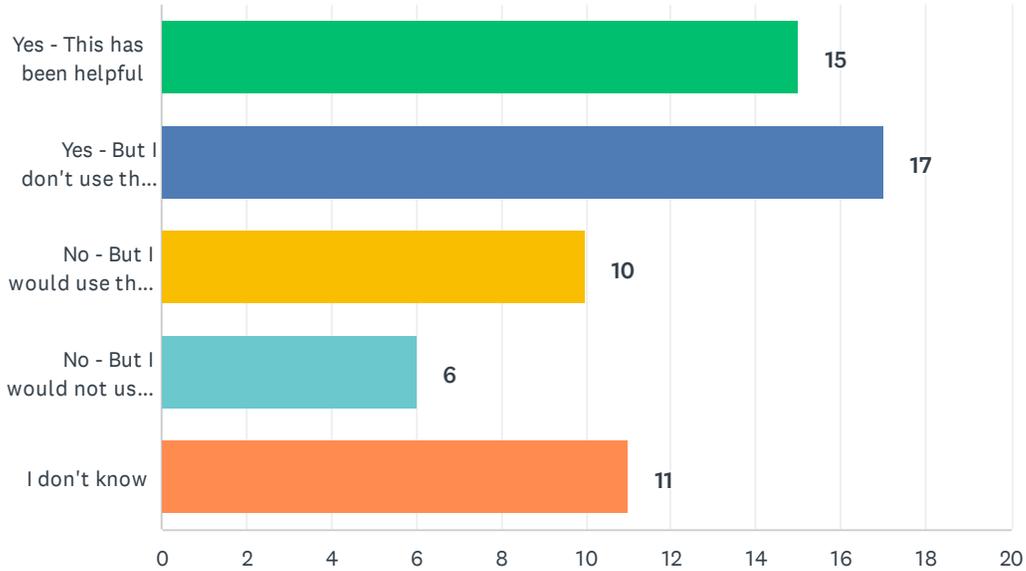
#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	No	10/12/2023 1:34 PM
2	No	10/12/2023 9:46 AM
3	When I say non-existent, I really mean it's non-existent	10/11/2023 9:44 AM
4	Add lighting to the bus signage.	10/11/2023 9:25 AM
5	Provide shade	10/11/2023 9:06 AM
6	More lights and live updates at stops.	10/11/2023 8:14 AM
7	None	10/11/2023 7:40 AM
8	No	10/11/2023 7:18 AM
9	No	10/10/2023 7:04 PM
10	No	10/10/2023 6:36 PM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

11	No	10/10/2023 5:36 PM
12	I dont use the bus for transfers	10/10/2023 9:05 AM
13	More lights	10/10/2023 8:34 AM
14	I get why there are not seating at the Bus stops. One of the stops has a homeless man taking over the space.	10/10/2023 8:22 AM
15	The dash bus station is the fathest possible distance from the train platform when it should be made the closest. Also it is impossible to tell if the bus at the station is moving clockwise or counter-clockwise	10/10/2023 8:06 AM
16	No	10/10/2023 7:39 AM
17	NA	10/10/2023 7:27 AM
18	No	10/10/2023 6:49 AM
19	No	10/10/2023 6:29 AM

### Q23 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	25.42%	15
Yes - But I don't use this service	28.81%	17
No - But I would use this service	16.95%	10
No - But I would not use this service	10.17%	6
I don't know	18.64%	11
<b>TOTAL</b>		<b>59</b>

## Metro's Rail Integration Study - Station User Survey: Van Nuys

## Q24 Is there anything else you'd like us to know?

Answered: 30 Skipped: 43

#	RESPONSES	DATE
1	Golf cart would be an amazing asset	10/13/2023 4:38 PM
2	Yes, please put signs at the Van Nuys station.	10/13/2023 9:37 AM
3	The Van Nuys station can feel unsafe at times due to the homeless shelter. Every station in questionable areas should have an armed police presence, not an unarmed security guard who really doesn't wield a presence.	10/13/2023 8:45 AM
4	No	10/12/2023 1:34 PM
5	No	10/12/2023 10:22 AM
6	No	10/12/2023 10:02 AM
7	None	10/12/2023 9:46 AM
8	No	10/11/2023 8:21 PM
9	I like riding the Metrolink but when I get to the Red Line Metro it gets really scary as there is a lot of homeless and scary people on there.	10/11/2023 1:07 PM
10	Maybe service the restrooms more often. I don't mind homeless individuals using the restrooms because I'd much rather they use the restrooms than just go on the street as they have no other choice, but make sure they're serviced regularly and maybe have ways to minimize odors	10/11/2023 9:44 AM
11	Nothing	10/11/2023 9:25 AM
12	None	10/11/2023 7:40 AM
13	No	10/11/2023 7:18 AM
14	I'm looking forward to the addition of this station's connection to the upcoming East San Fernando Valley Light Rail Transit Line!	10/10/2023 8:37 PM
15	No	10/10/2023 7:04 PM
16	Please adjust morning schedule from van nuys to union station we want one at 7:45am or 7:55am because there is a 1 hour gap between one train to another 7:14 then 8:14	10/10/2023 6:36 PM
17	How to get a refund or voucher of the day ticket when the train didnt arrive on time	10/10/2023 5:36 PM
18	The new Van Nuys station promised a lot and delivered little. The old station was far superior from a commuter's point of view, but, I doubt the genius transportation planners were concerned about what the people who actually use the station would have wanted.	10/10/2023 9:49 AM
19	N/A	10/10/2023 9:05 AM
20	Back gate by the stairs is usually locked around 7am when I arrive. I would prefer using the stairs instead of walking down the long incline.	10/10/2023 8:56 AM
21	More security	10/10/2023 8:34 AM
22	More visible security needed at all stations	10/10/2023 8:22 AM
23	The Amtrak attendants are very helpful and knowledgable	10/10/2023 8:06 AM
24	None	10/10/2023 7:56 AM
25	No	10/10/2023 7:46 AM
26	No	10/10/2023 7:46 AM

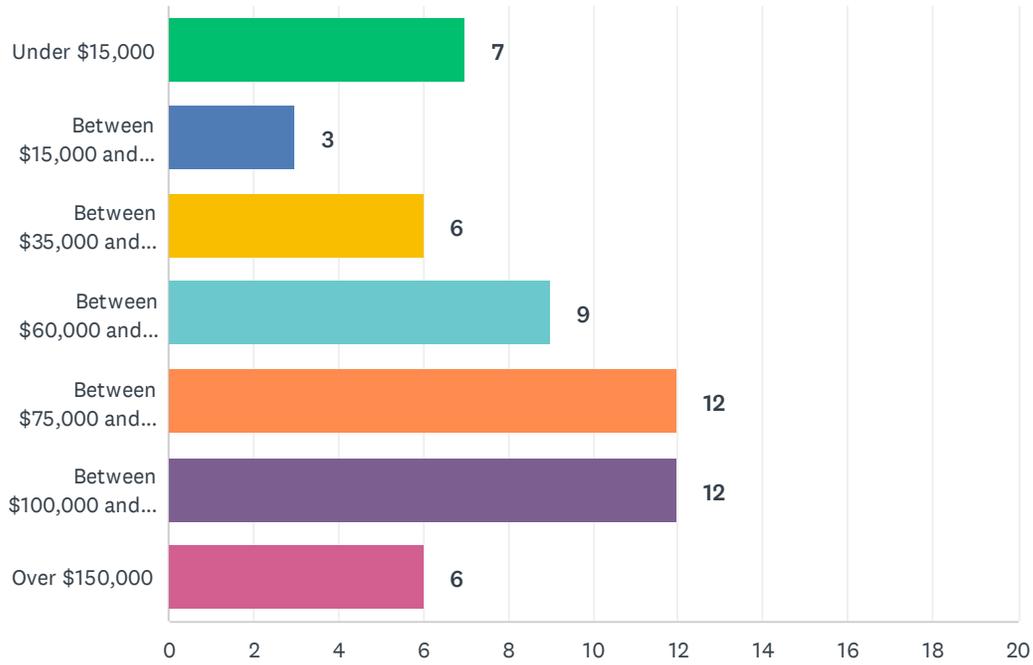
### Metro's Rail Integration Study - Station User Survey: Van Nuys

27	No :)	10/10/2023 7:39 AM
28	NA	10/10/2023 7:27 AM
29	No	10/10/2023 6:49 AM
30	No thanks	10/10/2023 6:29 AM

Metro's Rail Integration Study - Station User Survey: Van Nuys

## Q26 What is your total household income?

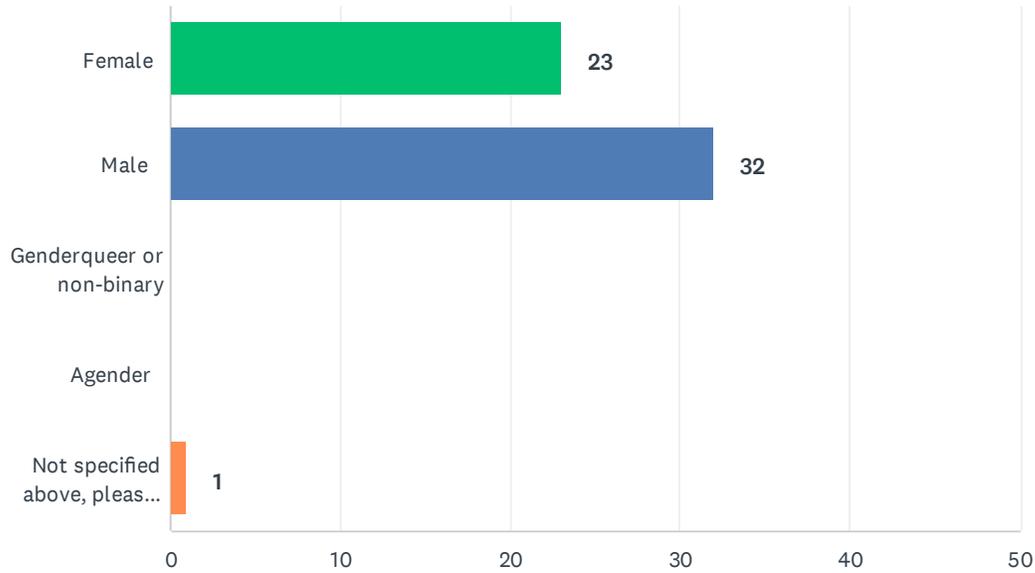
Answered: 55 Skipped: 18



ANSWER CHOICES	RESPONSES	
Under \$15,000	12.73%	7
Between \$15,000 and \$34,999	5.45%	3
Between \$35,000 and \$59,999	10.91%	6
Between \$60,000 and \$74,999	16.36%	9
Between \$75,000 and \$99,999	21.82%	12
Between \$100,000 and \$150,000	21.82%	12
Over \$150,000	10.91%	6
<b>TOTAL</b>		<b>55</b>

## Q27 What is your gender identity?

Answered: 56 Skipped: 17



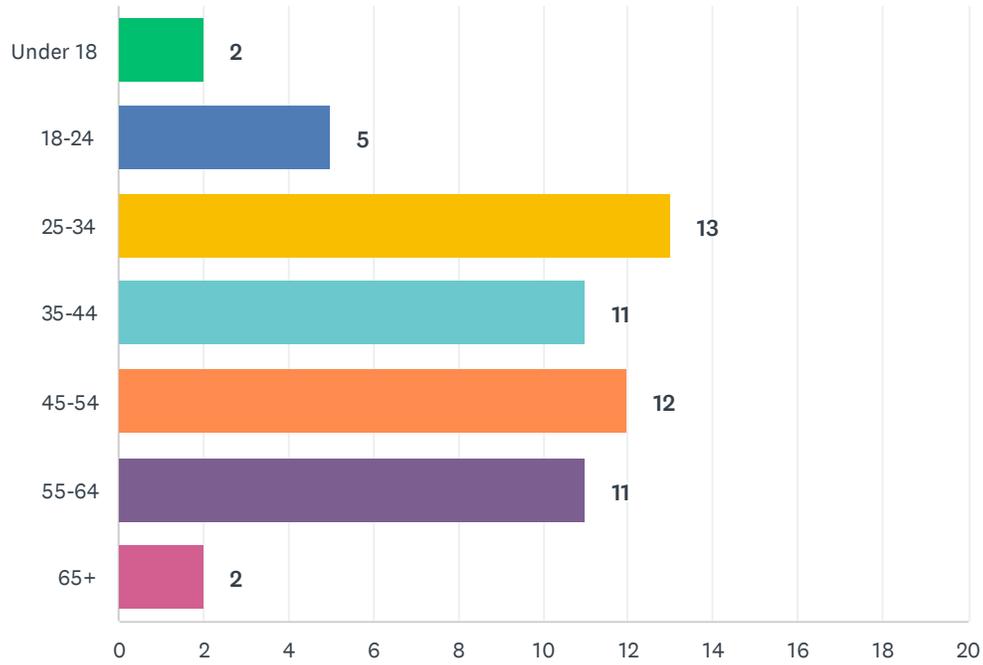
ANSWER CHOICES	RESPONSES
Female	41.07% 23
Male	57.14% 32
Genderqueer or non-binary	0.00% 0
Agender	0.00% 0
Not specified above, please specify	1.79% 1
<b>TOTAL</b>	<b>56</b>

#	NOT SPECIFIED ABOVE, PLEASE SPECIFY	DATE
1	There are two genders -- male & female.	10/10/2023 9:55 AM

Metro's Rail Integration Study - Station User Survey: Van Nuys

### Q28 What is your age?

Answered: 56 Skipped: 17

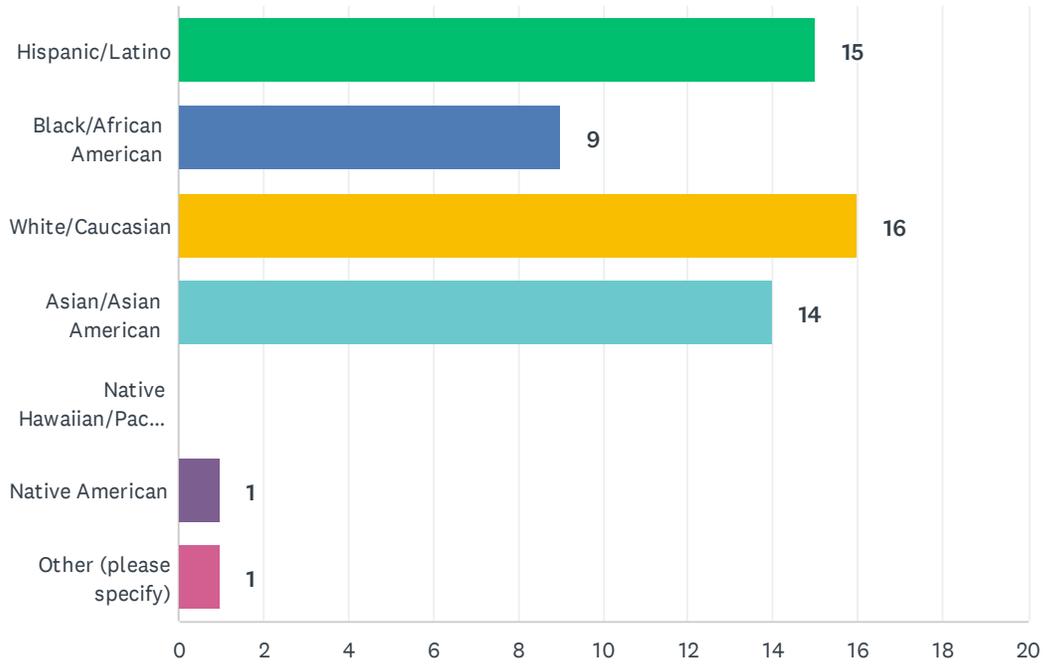


ANSWER CHOICES	RESPONSES
Under 18	3.57% 2
18-24	8.93% 5
25-34	23.21% 13
35-44	19.64% 11
45-54	21.43% 12
55-64	19.64% 11
65+	3.57% 2
<b>TOTAL</b>	<b>56</b>

Metro's Rail Integration Study - Station User Survey: Van Nuys

### Q29 What is your race or ethnic identification?(Select all that apply)

Answered: 55 Skipped: 18



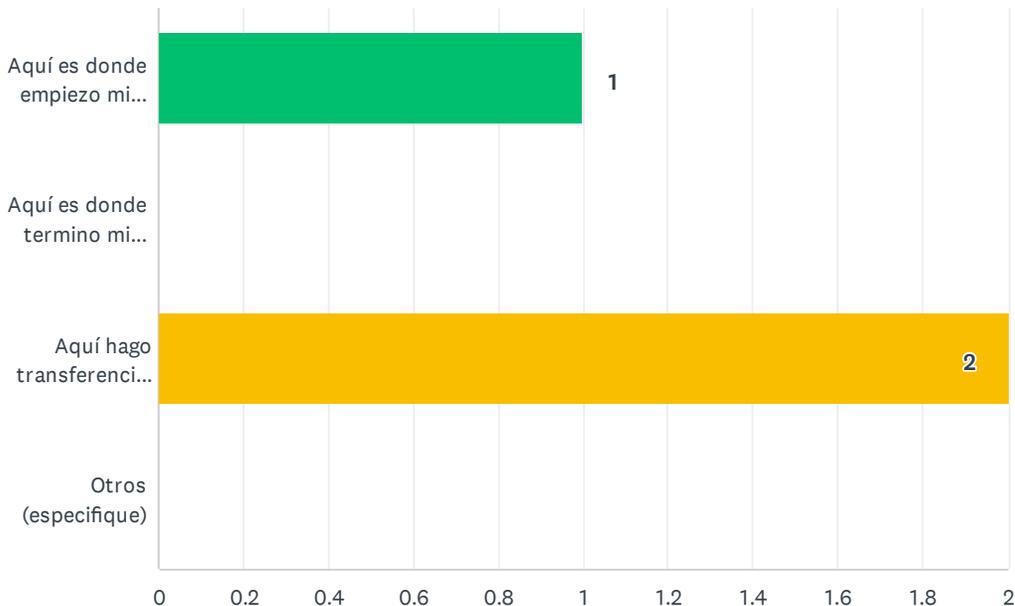
ANSWER CHOICES	RESPONSES
Hispanic/Latino	27.27% 15
Black/African American	16.36% 9
White/Caucasian	29.09% 16
Asian/Asian American	25.45% 14
Native Hawaiian/Pacific Islander	0.00% 0
Native American	1.82% 1
Other (please specify)	1.82% 1
Total Respondents: 55	

#	OTHER (PLEASE SPECIFY)	DATE
1	Human race	10/10/2023 7:48 AM

Estudio de integración ferroviaria de Metro - encuesta a los usuarios de la estación: Van Nuys

# Q1 Estoy en esta estación porque...

Answered: 3 Skipped: 0



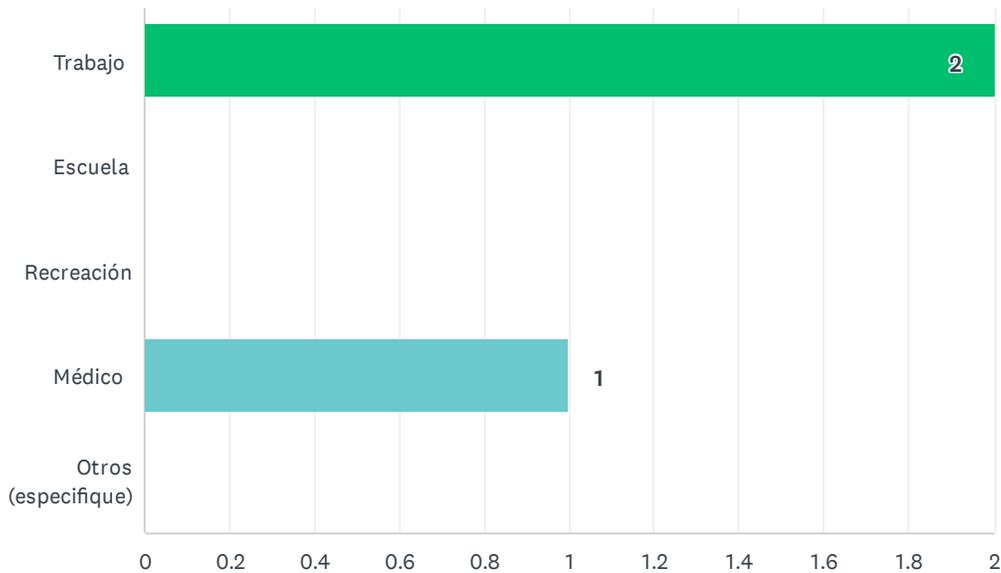
ANSWER CHOICES	RESPONSES
Aquí es donde empiezo mi viaje de transporte público	33.33% 1
Aquí es donde termino mi viaje de transporte público	0.00% 0
Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)	66.67% 2
Otros (especifique)	0.00% 0
<b>TOTAL</b>	<b>3</b>

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

Estudio de integración ferroviaria de Metro - encuesta a los usuarios de la estación: Van Nuys

## Q2 ¿Por qué viaja?

Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES
Trabajo	66.67% 2
Escuela	0.00% 0
Recreación	0.00% 0
Médico	33.33% 1
Otros (especifique)	0.00% 0
Total Respondents: 3	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

Estudio de integración ferroviaria de Metro - encuesta a los usuarios de la estación: Van Nuys

### Q3 En general, ¿hacia dónde y desde dónde viaja?

Answered: 3 Skipped: 0

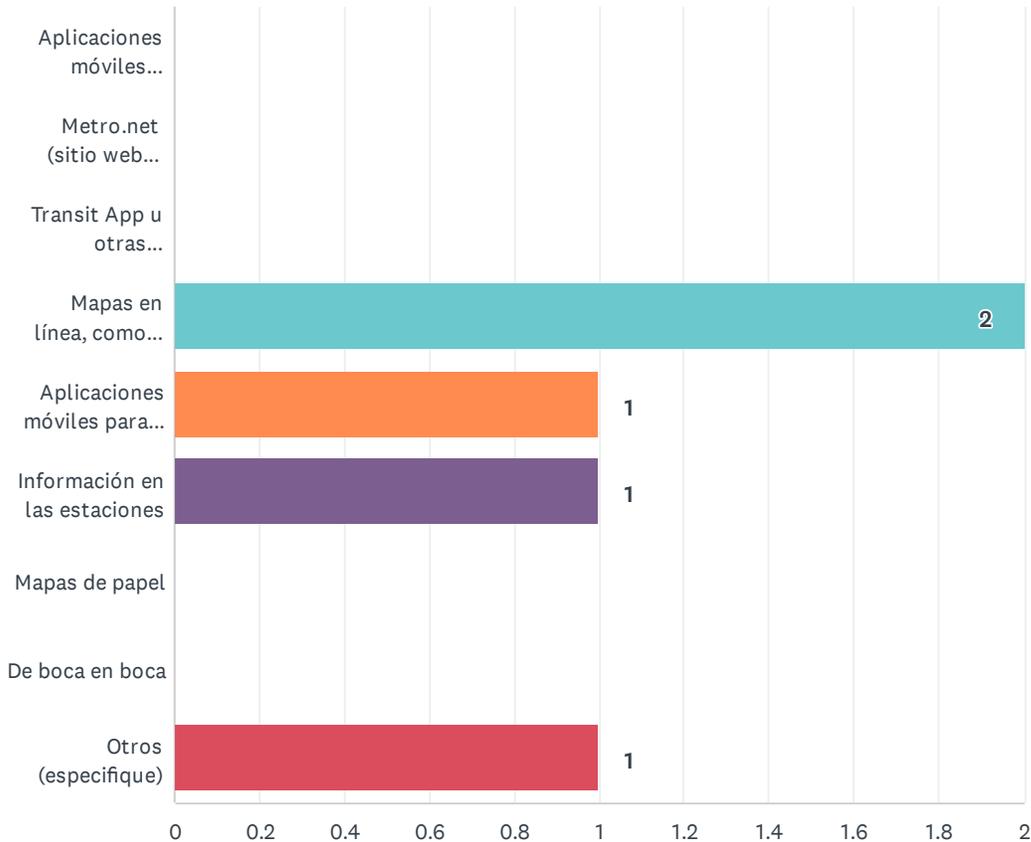
ANSWER CHOICES	RESPONSES
Código postal de inicio o vecindario:	100.00% 3
Código postal de destino o vecindario:	100.00% 3

#	CÓDIGO POSTAL DE INICIO O VECINDARIO:	DATE
1	91331	10/11/2023 1:11 PM
2	91405	10/10/2023 7:26 AM
3	91402	10/10/2023 7:19 AM

#	CÓDIGO POSTAL DE DESTINO O VECINDARIO:	DATE
1	90033	10/11/2023 1:11 PM
2	93021	10/10/2023 7:26 AM
3	91311	10/10/2023 7:19 AM

## Q4 ¿Qué herramientas utiliza para planear sus viajes?(Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
Aplicaciones móviles oficiales de Metro	0.00%	0
Metro.net (sitio web oficial de Metro)	0.00%	0
Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus)	0.00%	0
Mapas en línea, como Google Maps o Apple Maps	100.00%	2
Aplicaciones móviles para compartir bicicletas o scooters	50.00%	1
Información en las estaciones	50.00%	1
Mapas de papel	0.00%	0
De boca en boca	0.00%	0
Otros (especifique)	50.00%	1
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
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# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

1

Principalmente para comprar mi boleto de metrolink

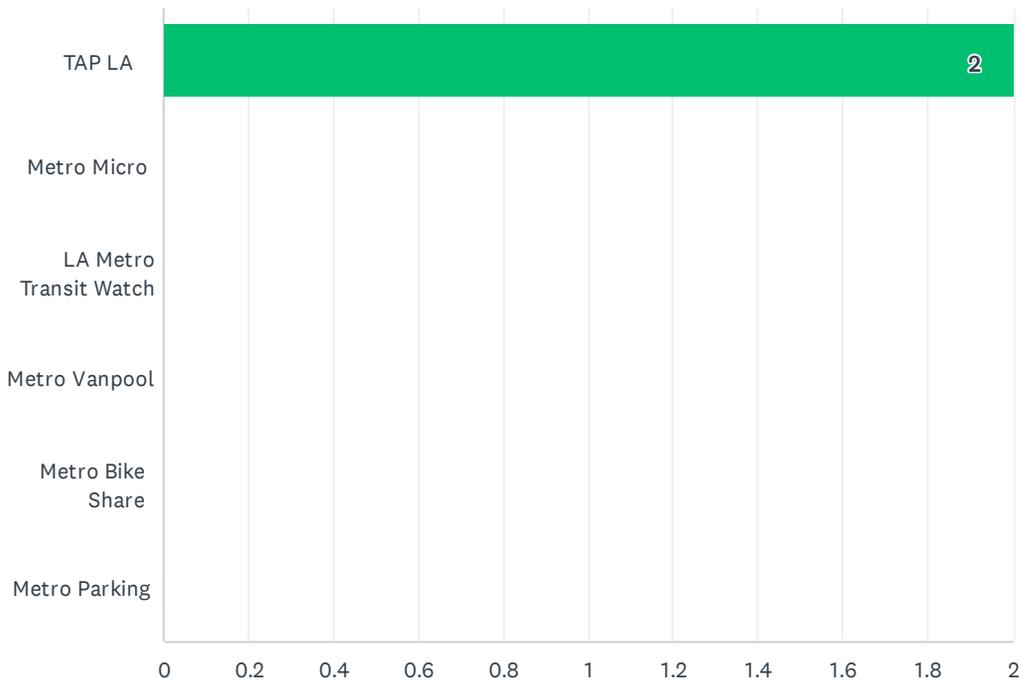
10/10/2023 7:31 AM

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Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

### Q5 Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

Answered: 2 Skipped: 1

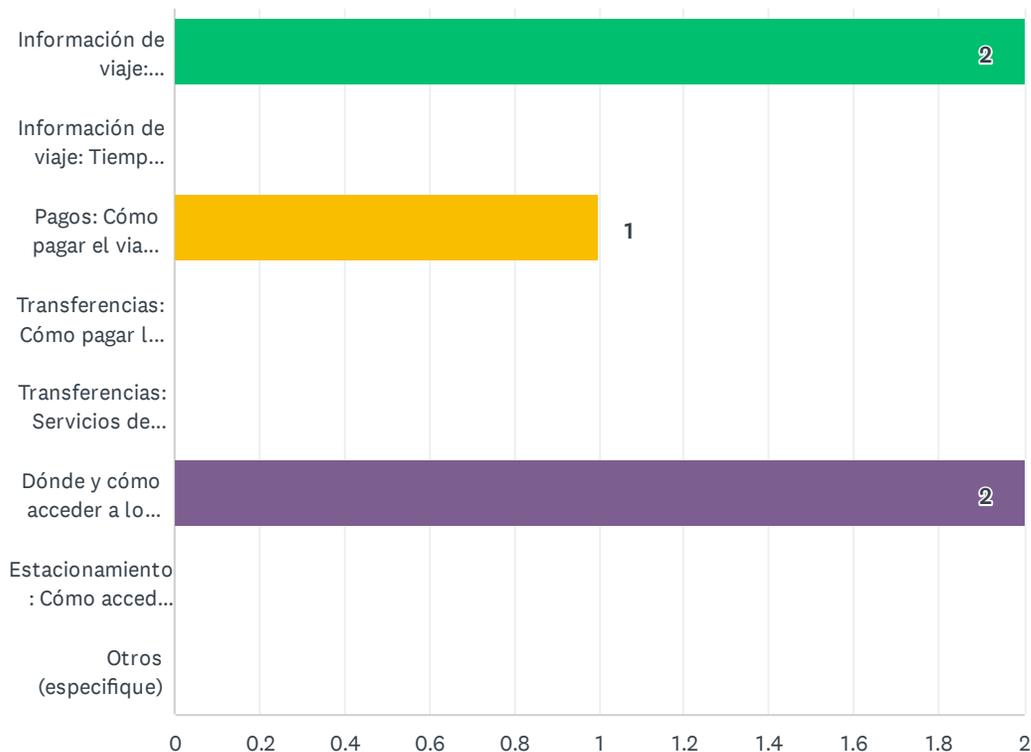


ANSWER CHOICES	RESPONSES
TAP LA	100.00% 2
Metro Micro	0.00% 0
LA Metro Transit Watch	0.00% 0
Metro Vanpool	0.00% 0
Metro Bike Share	0.00% 0
Metro Parking	0.00% 0
Total Respondents: 2	

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

## Q6 ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?(Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
Información de viaje: Información sobre la(s) ruta(s) y horarios	100.00% 2
Información de viaje: Tiempo total de viaje / costos totales de viaje	0.00% 0
Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles	50.00% 1
Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público	0.00% 0
Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión	0.00% 0
Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren	100.00% 2
Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 2	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

# Q7 ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

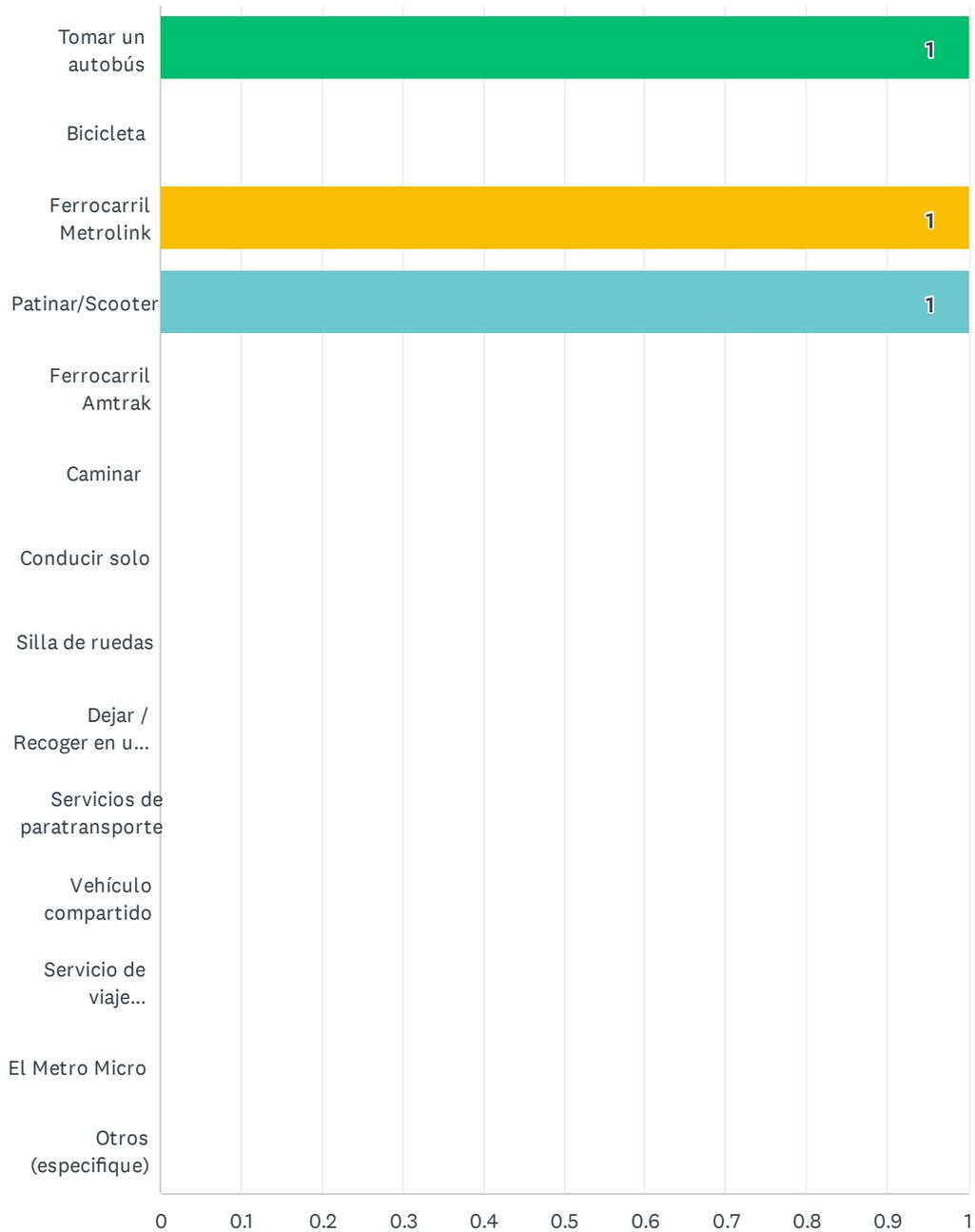
Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	No	10/10/2023 7:33 AM
2	A mí parecer y en lo personal no todo es muy intuitivo pero eso de manera personal	10/10/2023 7:31 AM

# Estudio de integración ferroviaria de Metro - encuesta a los usuarios de la estación: Van Nuys

## Q8 Desde aquí voy a... (Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

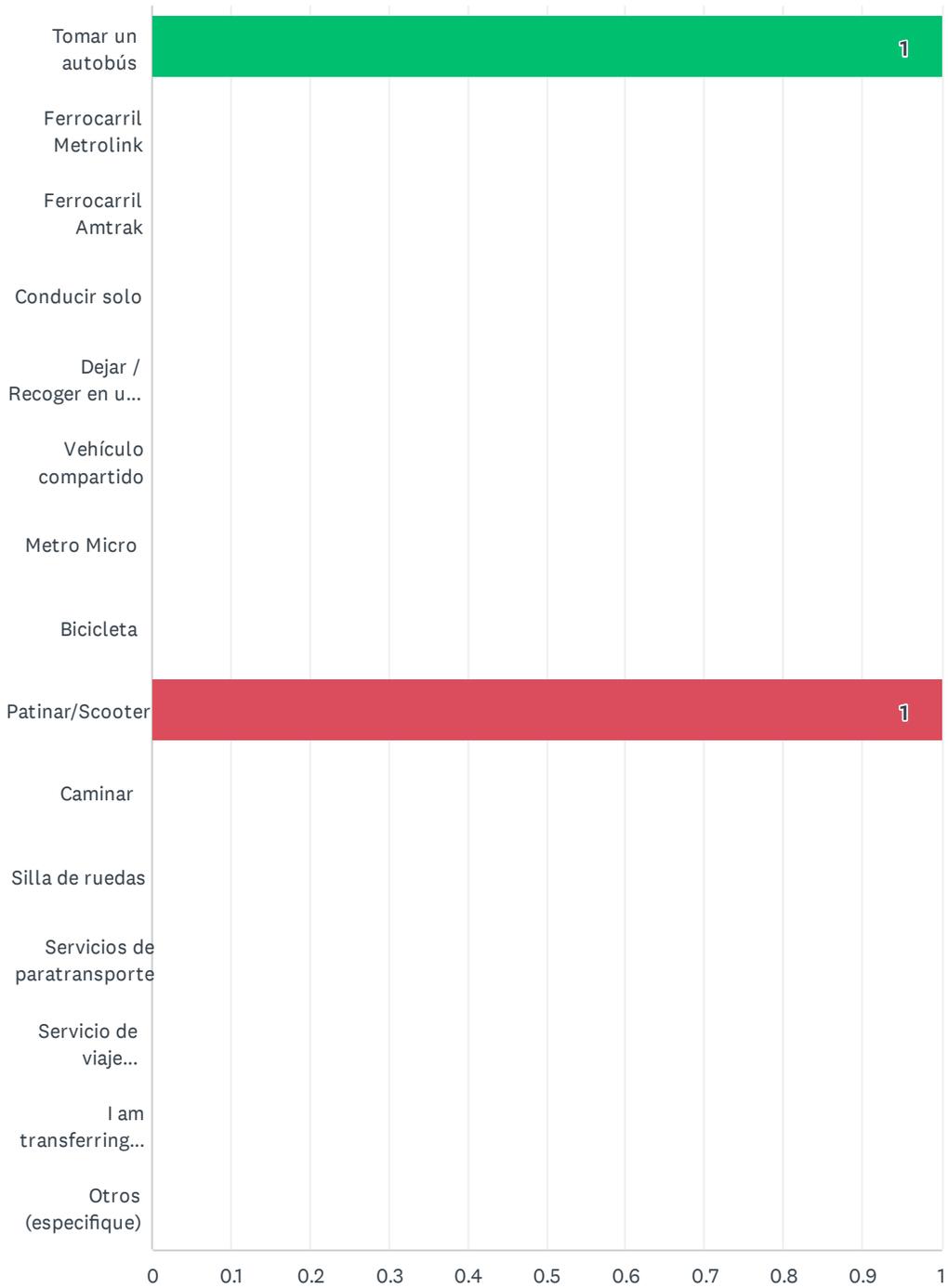
ANSWER CHOICES	RESPONSES	
Tomar un autobús	50.00%	1
Bicicleta	0.00%	0
Ferrocarril Metrolink	50.00%	1
Patinar/Scooter	50.00%	1
Ferrocarril Amtrak	0.00%	0
Caminar	0.00%	0
Conducir solo	0.00%	0
Silla de ruedas	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Servicios de paratransporte	0.00%	0
Vehículo compartido	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
El Metro Micro	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

## Q9 Llegué a esta estación por... (Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



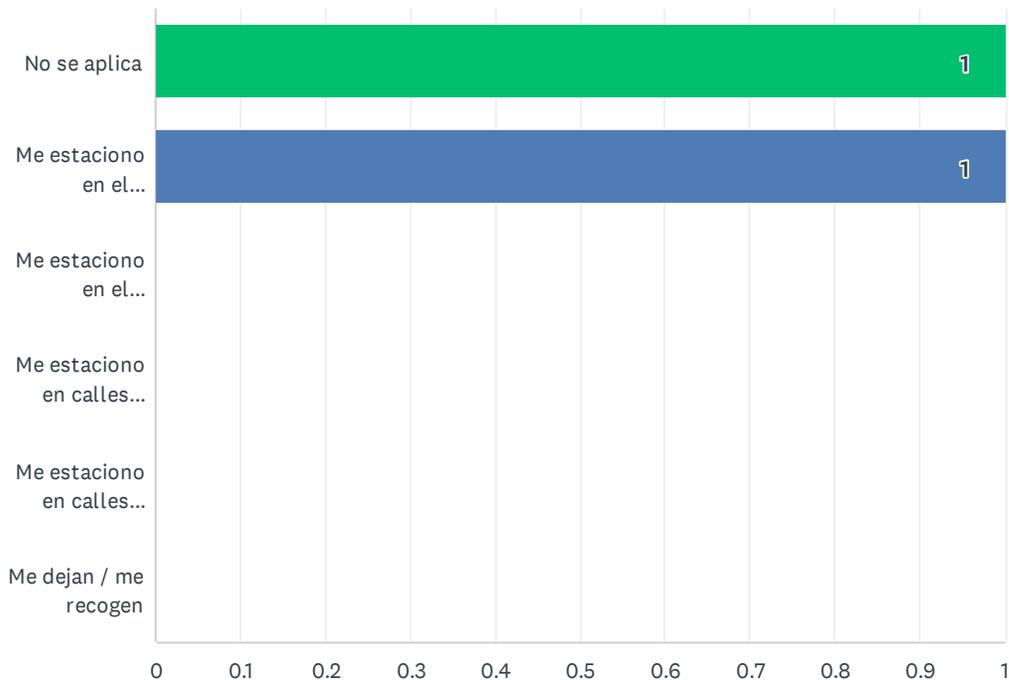
Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

ANSWER CHOICES	RESPONSES	
Tomar un autobús	50.00%	1
Ferrocarril Metrolink	0.00%	0
Ferrocarril Amtrak	0.00%	0
Conducir solo	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Vehículo compartido	0.00%	0
Metro Micro	0.00%	0
Bicicleta	0.00%	0
Patinar/Scooter	50.00%	1
Caminar	0.00%	0
Silla de ruedas	0.00%	0
Servicios de paratransporte	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
I am transferring at this station	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q10 Si llega o sale en un vehículo de esta estación... (Seleccione todas las opciones aplicables)

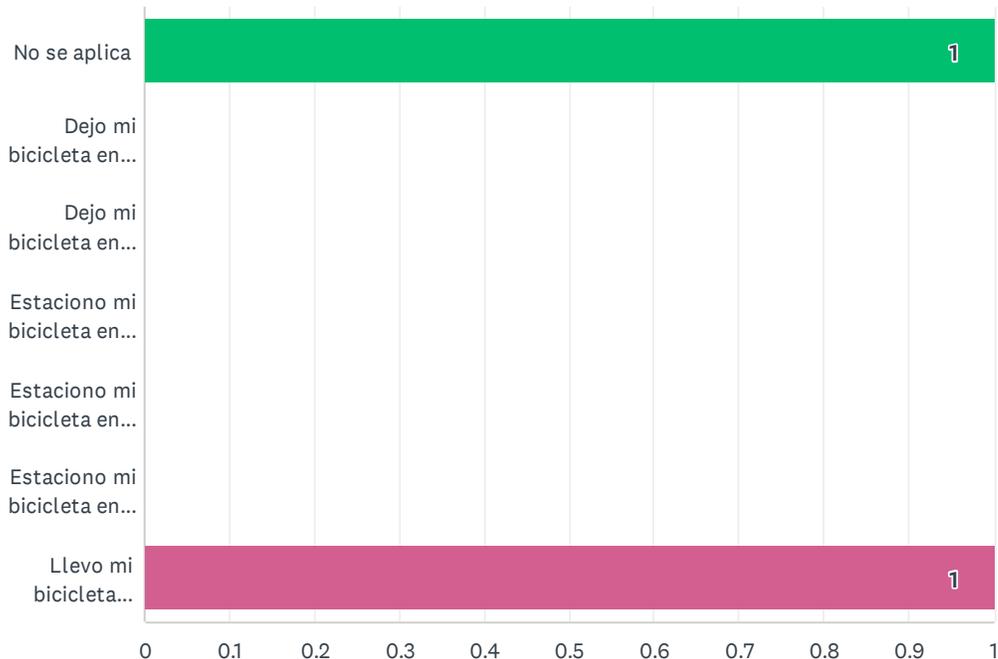
Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
No se aplica	50.00%	1
Me estaciono en el estacionamiento, generalmente hay espacios disponibles	50.00%	1
Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio	0.00%	0
Me estaciono en calles cercanas, generalmente hay espacios disponibles	0.00%	0
Me estaciono en calles cercanas, puede ser difícil encontrar un espacio	0.00%	0
Me dejan / me recogen	0.00%	0
Total Respondents: 2		

### Q11 Si llega o sale en bicicleta de esta estación... (Seleccione todas las opciones aplicables)

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
No se aplica	50.00%	1
Dejo mi bicicleta en un casillero seguro- suele haber espacios disponibles	0.00%	0
Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado	0.00%	0
Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio	0.00%	0
Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible	0.00%	0
Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio	0.00%	0
Llevo mi bicicleta conmigo en tren o autobús	50.00%	1
Total Respondents: 2		

Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

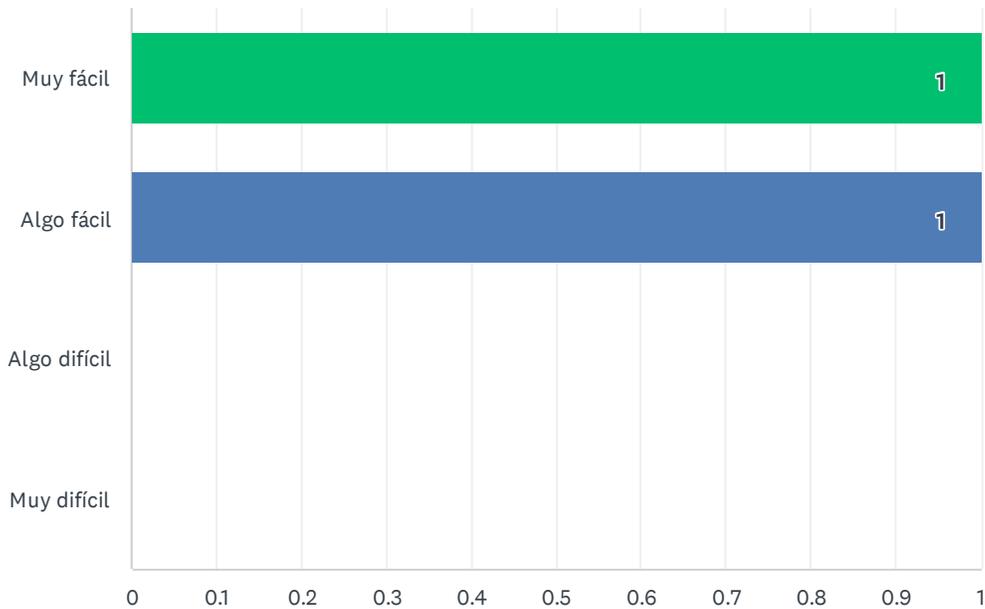
## Q12 ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

Answered: 1 Skipped: 2

#	RESPONSES	DATE
1	Por lo general hay suficiente espacio en los estacionamientos en ese aspecto muy bien	10/10/2023 7:31 AM

### Q13 ¿Qué tan fácil o difícil es llegar a la estación?

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
Muy fácil	50.00% 1
Algo fácil	50.00% 1
Algo difícil	0.00% 0
Muy difícil	0.00% 0
TOTAL	2

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

## Q14 ¿Qué hace que ir o volver de la estación sea fácil o difícil?

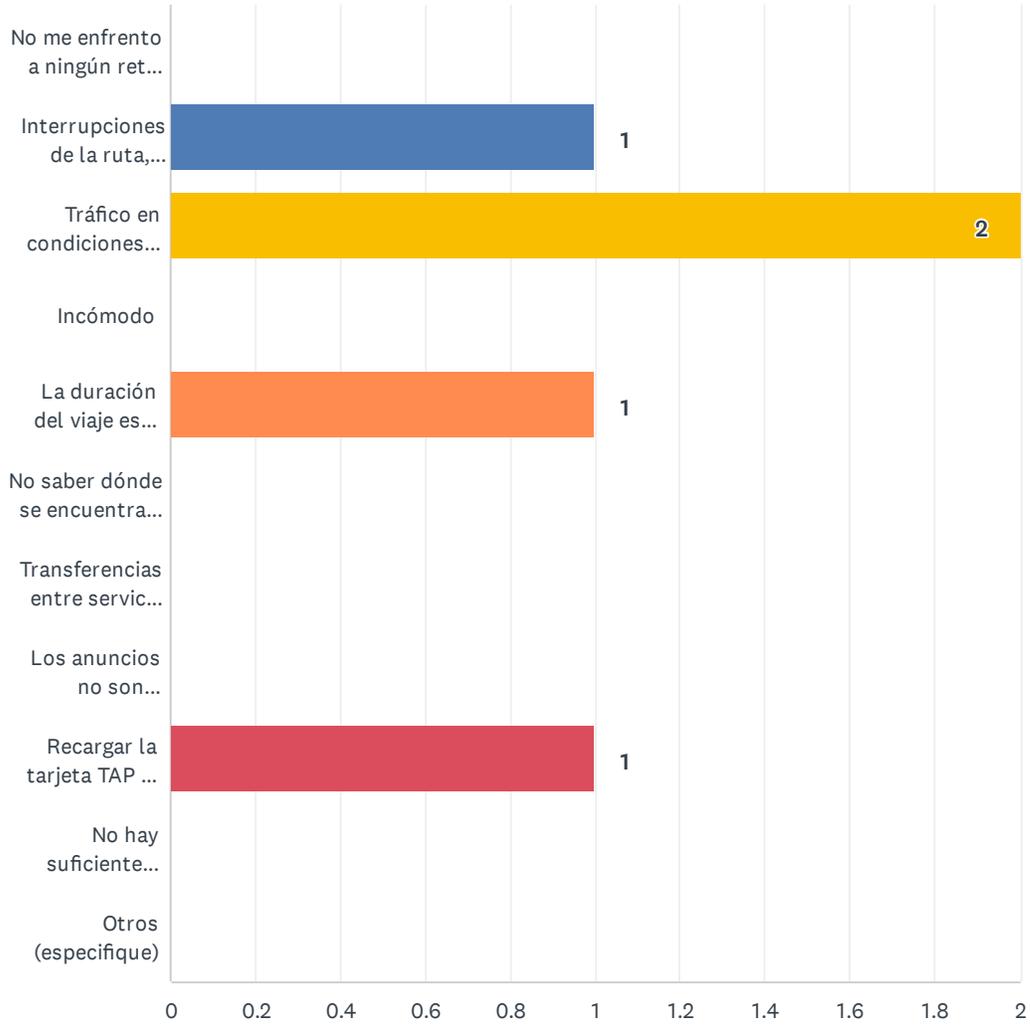
Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	Fácil	10/10/2023 7:33 AM
2	Pues en ocasiones no es el tren ya que el tiene su horario el problema es ajeno a él ya sea cualquier cosa por terceros posiblemente	10/10/2023 7:31 AM

### Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

## Q15 Por favor, seleccione los retos a los que podría enfrentarse durante su viaje(Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



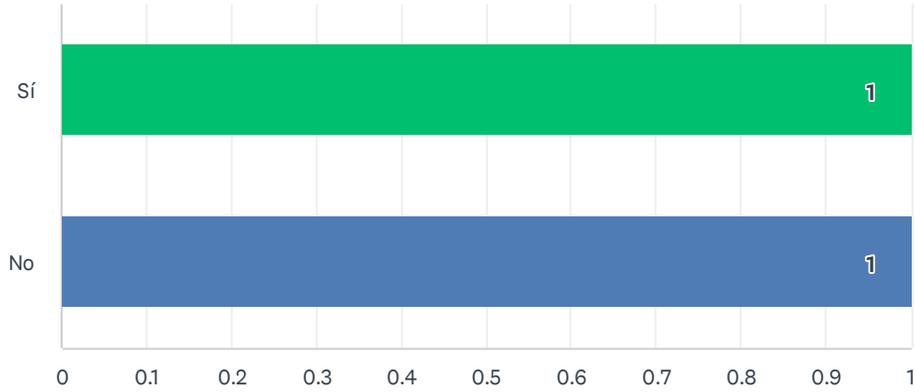
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

ANSWER CHOICES	RESPONSES	
No me enfrento a ningún reto durante mi viaje	0.00%	0
Interrupciones de la ruta, desvíos, obras o ralentizaciones	50.00%	1
Tráfico en condiciones típicas	100.00%	2
Incómodo	0.00%	0
La duración del viaje es imprevisible	50.00%	1
No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido	0.00%	0
Transferencias entre servicios de transporte público	0.00%	0
Los anuncios no son comprensibles	0.00%	0
Recargar la tarjeta TAP o pagar el boleto	50.00%	1
No hay suficiente información	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q16 ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

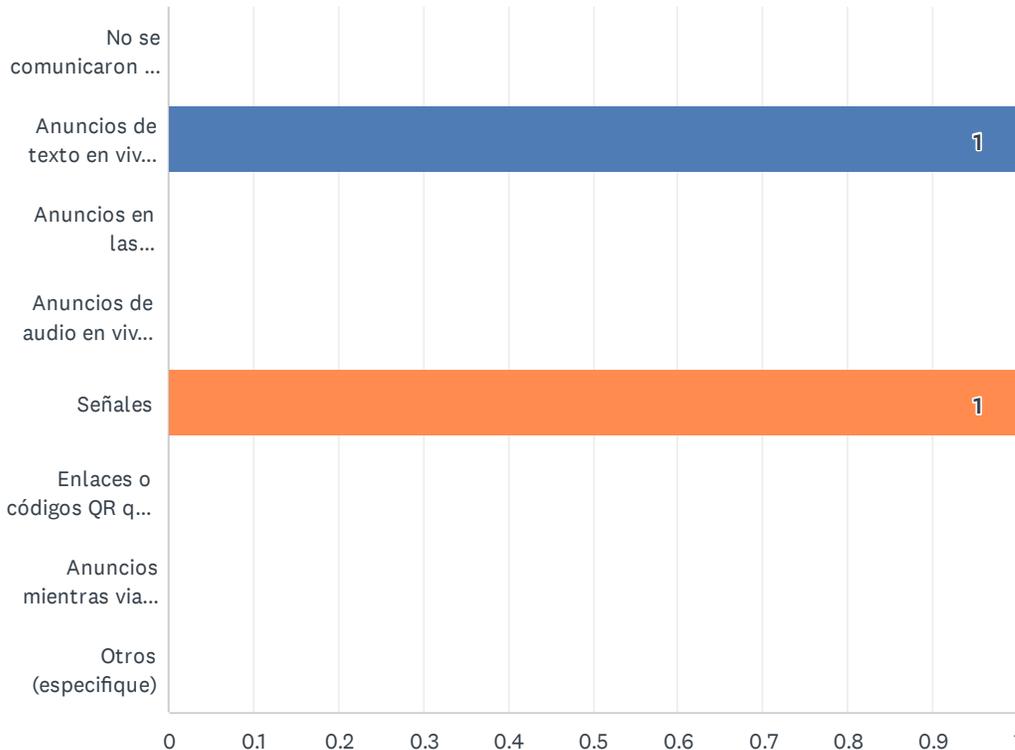
Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
Sí	50.00%	1
No	50.00%	1
TOTAL		2

### Q17 ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
No se comunicaron los cambios	0.00%	0
Anuncios de texto en vivo en la parada o estación	50.00%	1
Anuncios en las aplicaciones	0.00%	0
Anuncios de audio en vivo en la parada o estación	0.00%	0
Señales	50.00%	1
Enlaces o códigos QR que enlazan con más información	0.00%	0
Anuncios mientras viaja en autobús o tren	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q18 ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

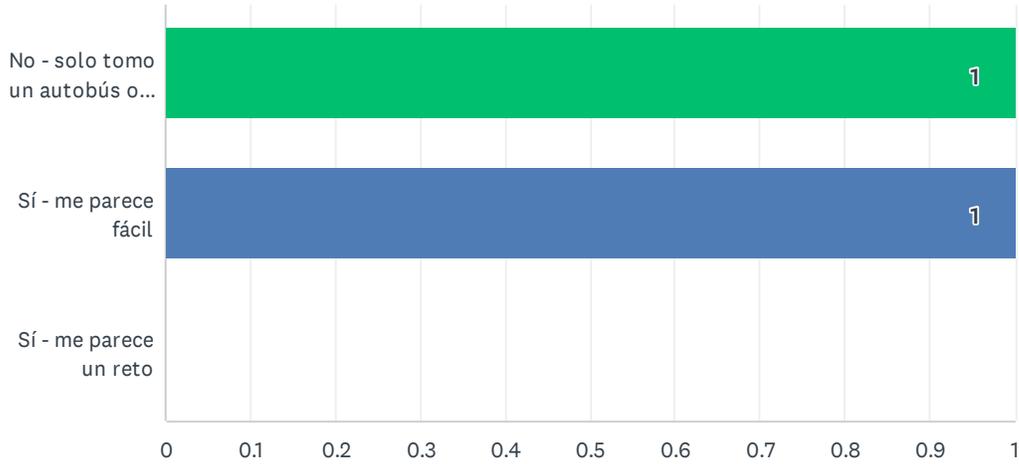
Answered: 1 Skipped: 2

#	RESPONSES	DATE
1	Pues por lo personal viajo hacia la estación en mi scooter y los retos son el tráfico y una que otra obra de construcción fuera de eso todo bien	10/10/2023 7:31 AM

Estudio de integración ferroviaria de Metro - encuesta a los usuarios de la estación: Van Nuys

### Q19 ¿Se transborda entre modos de tránsito? De tren a autobús / De autobús a tren / De autobús a autobús / De tren a tren

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
No - solo tomo un autobús o tren	50.00%	1
Sí - me parece fácil	50.00%	1
Sí - me parece un reto	0.00%	0
<b>TOTAL</b>		<b>2</b>

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

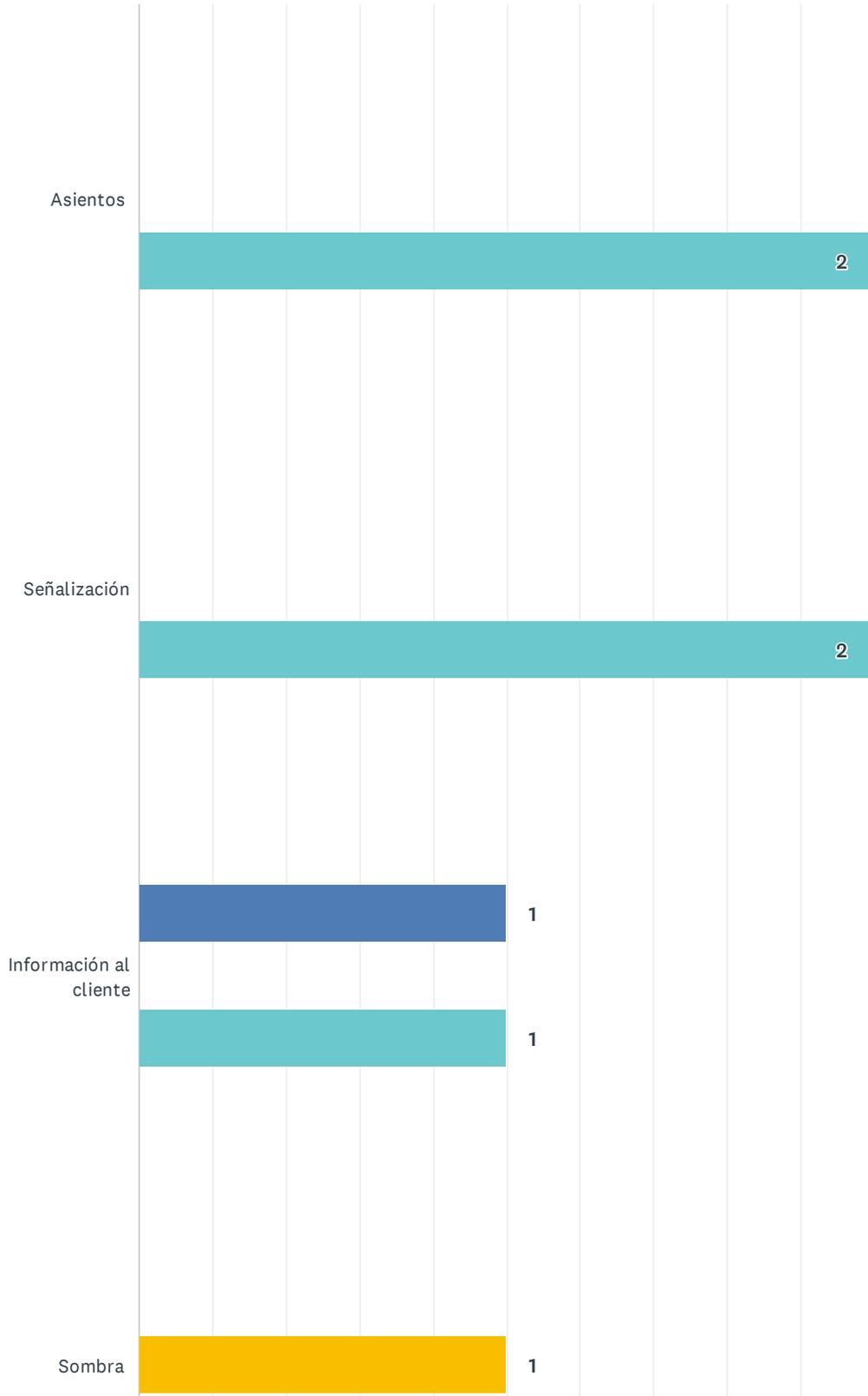
## Q20 ¿Qué hace que el transbordo sea fácil o difícil?(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

Answered: 2 Skipped: 1

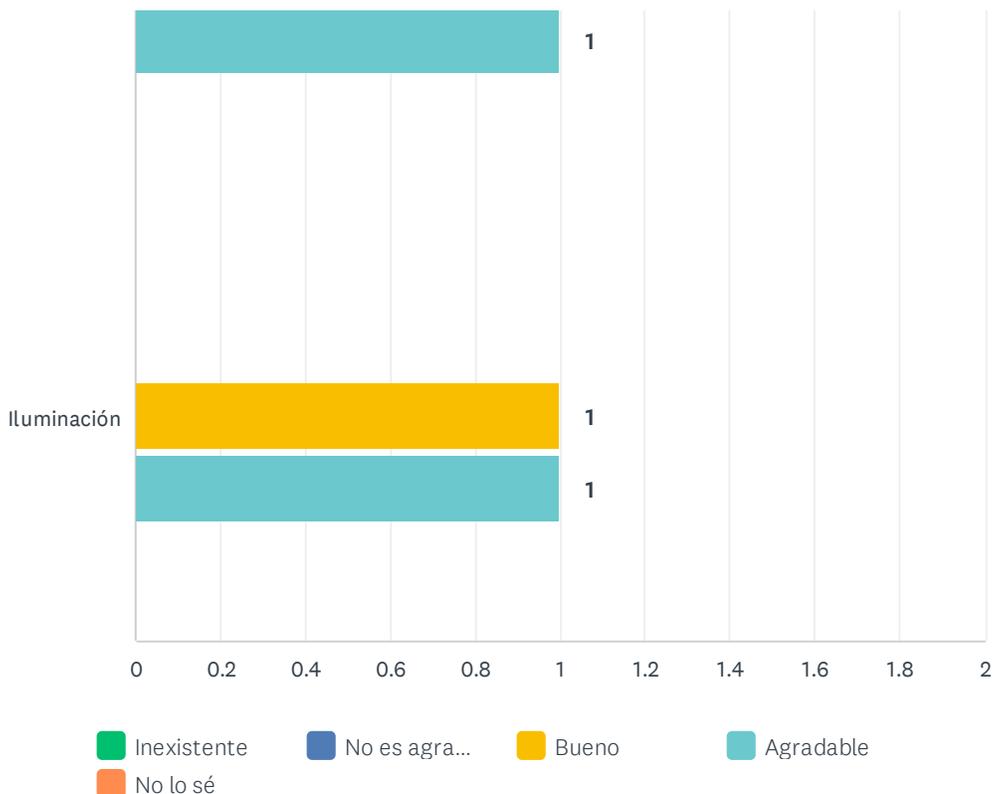
#	RESPONSES	DATE
1	Si	10/10/2023 7:33 AM
2	Cómo dije antes es muy intuitivo pero dónde se compra el boleto debería de estar más cerca de donde se espera el bus eso facilitaría mucho	10/10/2023 7:31 AM

## Q21 Para la estación de tren, ¿cómo caracterizaría los siguientes servicios?

Answered: 2 Skipped: 1



### Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys



	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Señalización	0.00% 0	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Información al cliente	0.00% 0	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2
Sombra	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Iluminación	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2

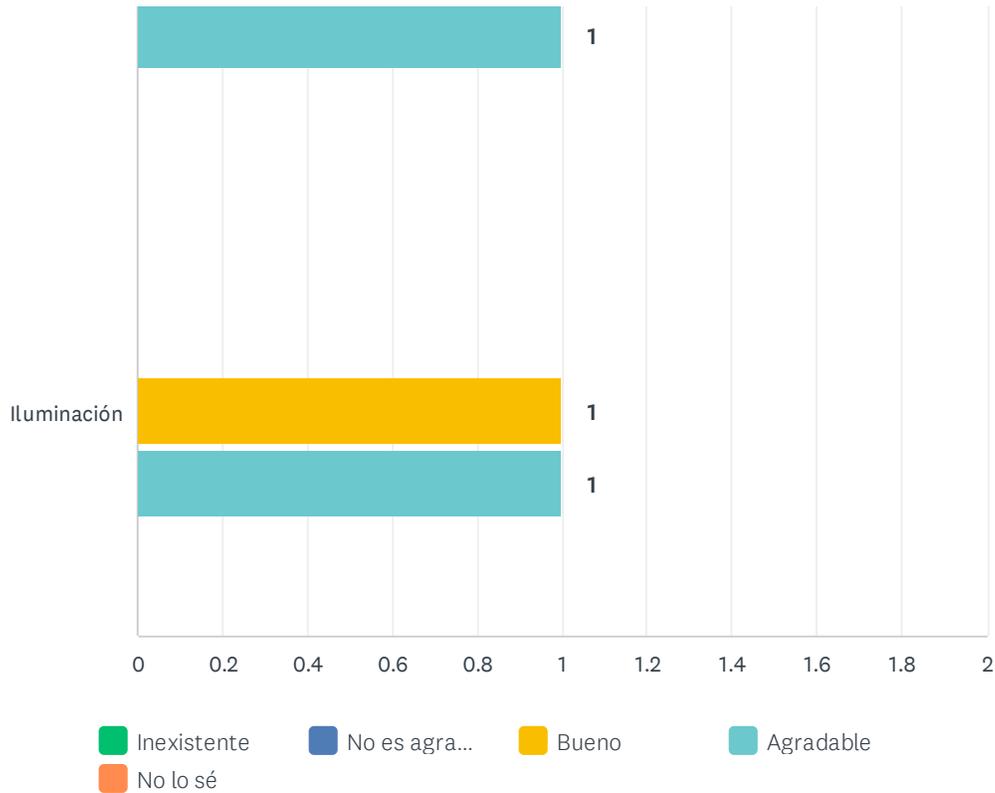
#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	No	10/10/2023 7:33 AM
2	Tener empatía en ocasiones no todos tenemos para comprar un boleto siempre y por lo general el tren sería la manera de llegar rápido al trabajo quizás un poco de empatía cuando preguntan si tengo mi ticket	10/10/2023 7:31 AM

## Q22 Para las paradas de autobús de la estación, ¿cómo caracterizaría los siguientes servicios?

Answered: 2 Skipped: 1



## Estudio de integración ferroviaria de Metro - encuesta a los usuarios de la estación: Van Nuys

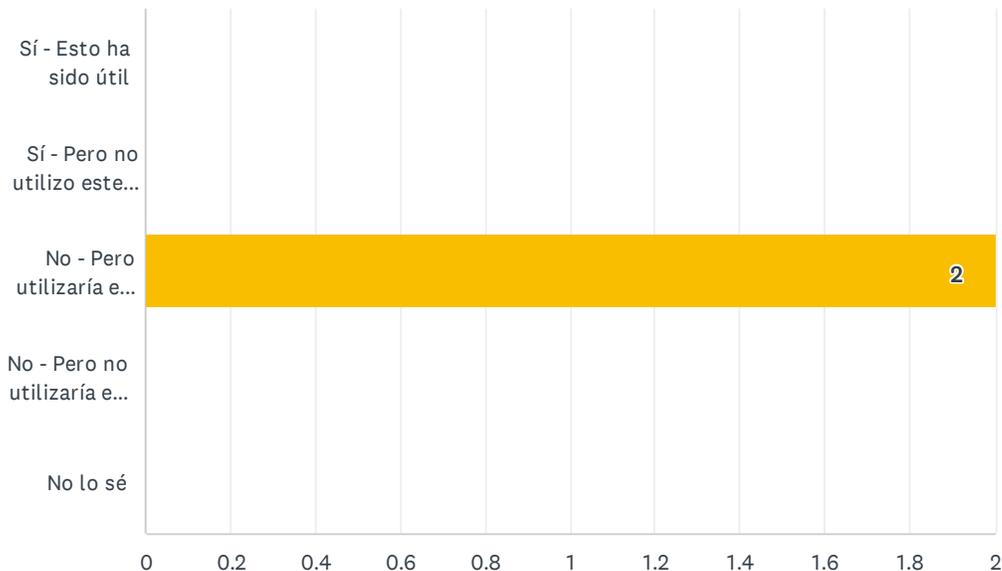


	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Señalización	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Información al cliente	0.00% 0	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2
Sombra	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Iluminación	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2

#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	No	10/10/2023 7:33 AM
2	Todo bien a mi parecer personal	10/10/2023 7:31 AM

## Q23 ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
Sí - Esto ha sido útil	0.00%	0
Sí - Pero no utilizo este servicio	0.00%	0
No - Pero utilizaría este servicio	100.00%	2
No - Pero no utilizaría este servicio	0.00%	0
No lo sé	0.00%	0
<b>TOTAL</b>		<b>2</b>

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

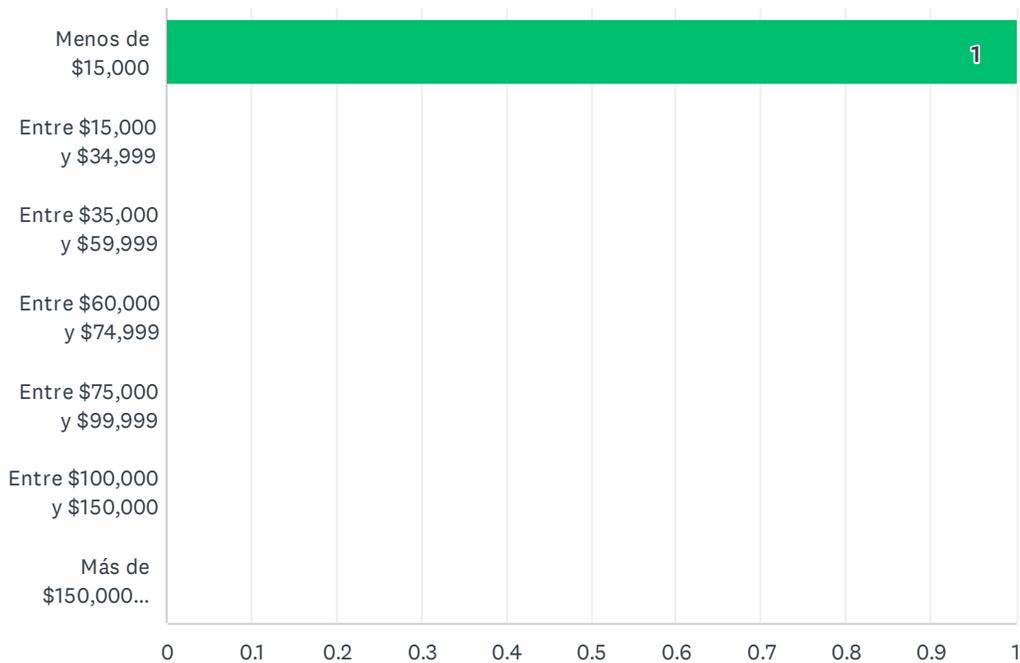
### Q24 ¿Hay algo más que le gustaría que supiéramos?

Answered: 1 Skipped: 2

#	RESPONSES	DATE
1	Pues hasta lo visto algunas personas corremos y hacemos mucho para llegar una estación de agua para tomar sería agradable fuera de eso todo bien	10/10/2023 7:31 AM

## Q26 ¿Cuáles son los ingresos totales de su hogar?

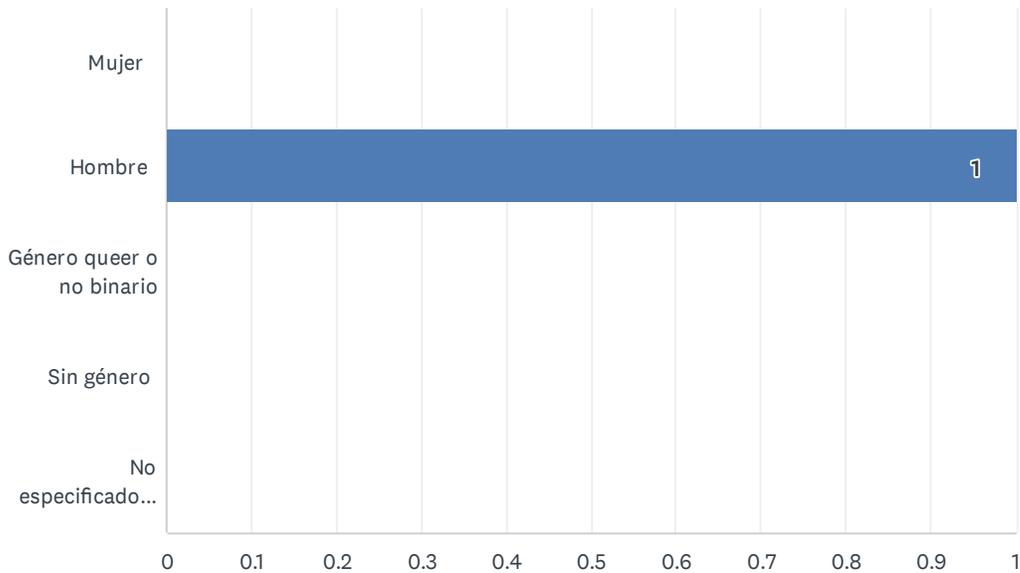
Answered: 1 Skipped: 2



ANSWER CHOICES	RESPONSES	
Menos de \$15,000	100.00%	1
Entre \$15,000 y \$34,999	0.00%	0
Entre \$35,000 y \$59,999	0.00%	0
Entre \$60,000 y \$74,999	0.00%	0
Entre \$75,000 y \$99,999	0.00%	0
Entre \$100,000 y \$150,000	0.00%	0
Más de \$150,000 dólares	0.00%	0
<b>TOTAL</b>		<b>1</b>

## Q27 ¿Cuál es su identidad de género?

Answered: 1 Skipped: 2



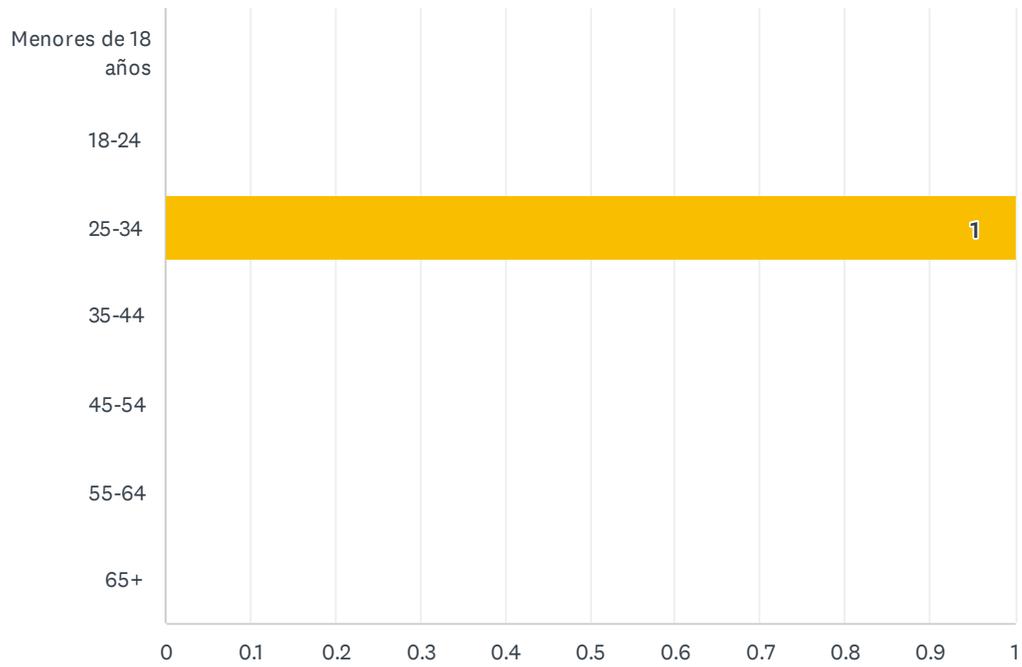
ANSWER CHOICES	RESPONSES
Mujer	0.00% 0
Hombre	100.00% 1
Género queer o no binario	0.00% 0
Sin género	0.00% 0
No especificado arriba, por favor especifique	0.00% 0
<b>TOTAL</b>	<b>1</b>

#	NO ESPECIFICADO ARRIBA, POR FAVOR ESPECIFIQUE	DATE
	There are no responses.	

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

### Q28 ¿Cuál es su edad?

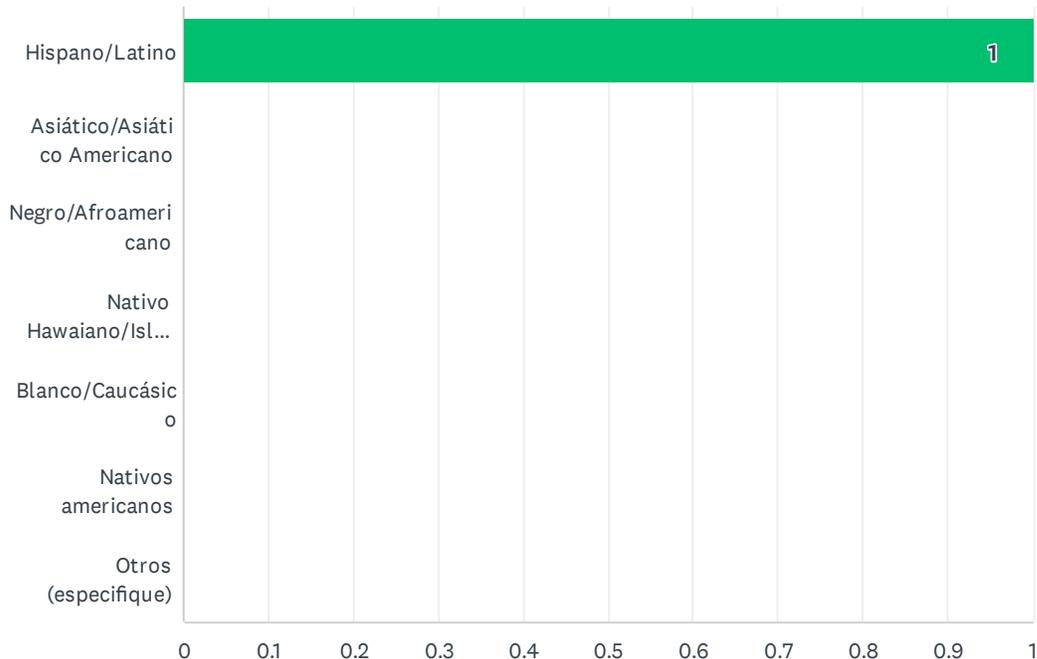
Answered: 1 Skipped: 2



ANSWER CHOICES	RESPONSES	
Menores de 18 años	0.00%	0
18-24	0.00%	0
25-34	100.00%	1
35-44	0.00%	0
45-54	0.00%	0
55-64	0.00%	0
65+	0.00%	0
<b>TOTAL</b>		<b>1</b>

## Q29 ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

Answered: 1 Skipped: 2



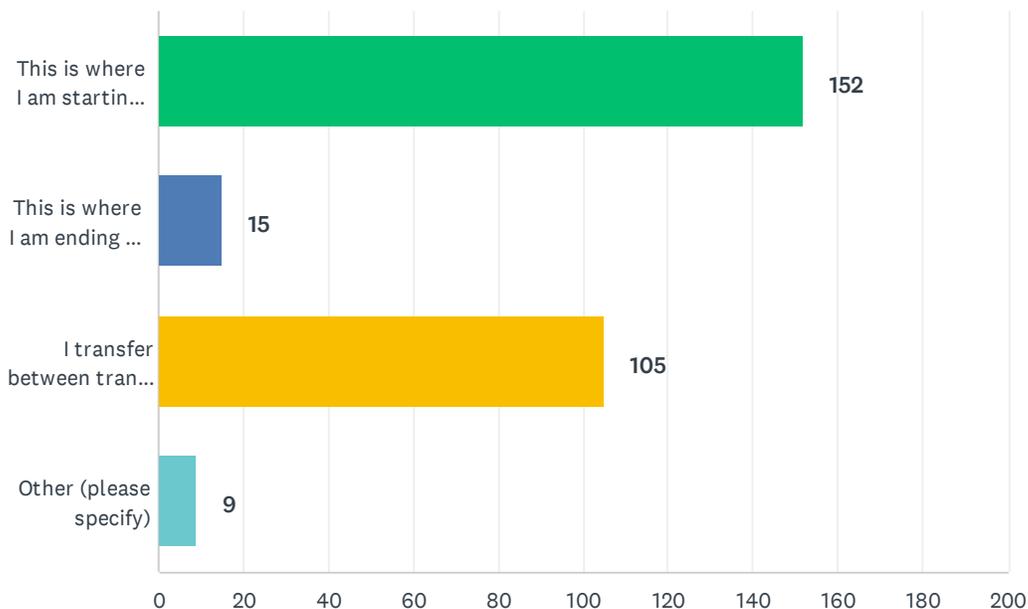
ANSWER CHOICES	RESPONSES
Hispano/Latino	100.00% 1
Asiático/Asiático Americano	0.00% 0
Negro/Afroamericano	0.00% 0
Nativo Hawaiano/Isleño del Pacífico	0.00% 0
Blanco/Caucásico	0.00% 0
Nativos americanos	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q1 I am at this station because....

Answered: 281 Skipped: 0

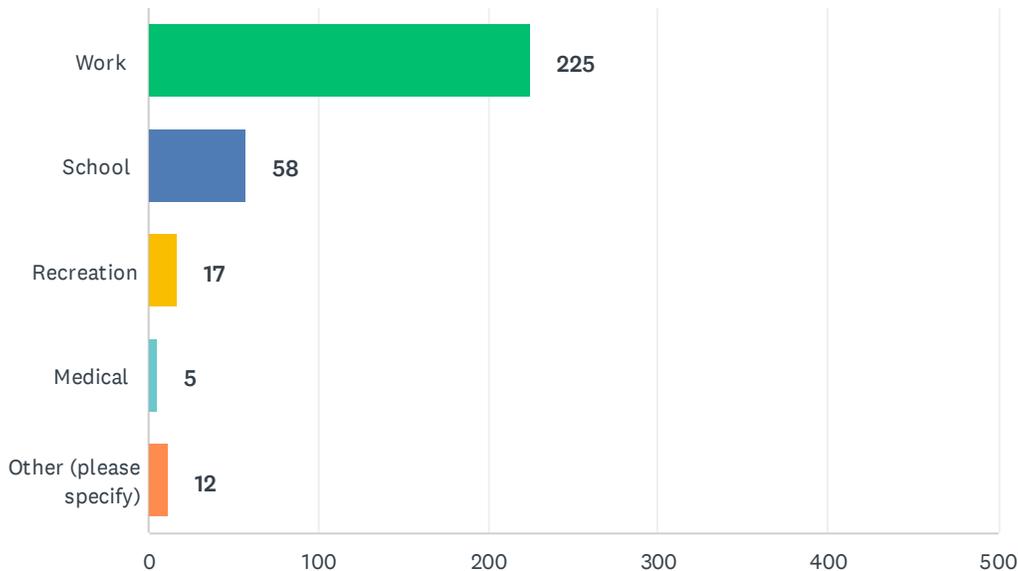


ANSWER CHOICES	RESPONSES	
This is where I am starting my transit trip	54.09%	152
This is where I am ending my transit trip	5.34%	15
I transfer between transit modes here (e.g. bus to rail)	37.37%	105
Other (please specify)	3.20%	9
<b>TOTAL</b>		<b>281</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	transit from one bus to another	10/11/2023 10:19 PM
2	460 to C line	10/11/2023 10:02 AM
3	On my way to the dmv	10/11/2023 8:28 AM
4	Crenshaw	10/11/2023 8:08 AM
5	Clean the bad environment on the trains it's dangerous and stinks. The trains are for getting from point A to B there not motels or drug booths. I take pictures all the time and going to send them to one of the news networks to show how metro dose nothing to make our trip safe	10/10/2023 4:31 PM
6	I drive to Norwalk to get to Mariposa. I fi could take Metrolink from Orange to Norwalk would not have to drive!	10/10/2023 10:13 AM
7	Private sale meeting place	10/10/2023 8:51 AM
8	I drive to the station from La Habra, then take the train to my destination.	10/10/2023 7:49 AM
9	I transfer from bus to bus at the norwalk station. I dont take the train.in.	10/10/2023 7:02 AM

## Q2 Why are you travelling?

Answered: 281 Skipped: 0



ANSWER CHOICES	RESPONSES	
Work	80.07%	225
School	20.64%	58
Recreation	6.05%	17
Medical	1.78%	5
Other (please specify)	4.27%	12
Total Respondents: 281		

#	OTHER (PLEASE SPECIFY)	DATE
1	Visiting family member	10/15/2023 10:22 PM
2	Appointments	10/12/2023 12:22 PM
3	Doing a human retardation documentary, investigation.	10/11/2023 9:29 PM
4	Visit mom	10/11/2023 5:18 PM
5	Nope. Going to the dmv	10/11/2023 8:28 AM
6	Meeting	10/11/2023 8:10 AM
7	92802	10/11/2023 7:12 AM
8	Home	10/10/2023 4:46 PM
9	Going home from work	10/10/2023 4:26 PM
10	Home	10/10/2023 3:59 PM
11	Food	10/10/2023 3:51 PM

# Metro's Rail Integration Study - Station User Survey: Norwalk

## Metro's Rail Integration Study - Station User Survey: Norwalk

## Q3 Generally, where are you travelling to and from?

Answered: 279 Skipped: 2

ANSWER CHOICES	RESPONSES
Start Zip Code or neighborhood:	100.00% 279
Destination Zip Code or neighborhood:	97.49% 272

#	START ZIP CODE OR NEIGHBORHOOD:	DATE
1	90650	10/16/2023 12:38 PM
2	90650	10/16/2023 11:00 AM
3	90201	10/16/2023 10:37 AM
4	90043	10/16/2023 7:36 AM
5	90706	10/16/2023 6:29 AM
6	90047	10/15/2023 10:25 PM
7	90001	10/15/2023 10:22 PM
8	Cerritos	10/15/2023 3:22 PM
9	90280	10/15/2023 2:40 PM
10	90650	10/15/2023 12:03 PM
11	90703	10/14/2023 9:25 PM
12	11606 Gwynne Ave Norwalk ca 90650	10/14/2023 1:34 PM
13	Norwalk	10/14/2023 12:44 PM
14	Norwalk	10/14/2023 12:43 PM
15	90631	10/13/2023 4:22 PM
16	90006	10/13/2023 3:22 PM
17	90601	10/13/2023 5:32 AM
18	90670	10/12/2023 4:11 PM
19	90241	10/12/2023 1:15 PM
20	90602	10/12/2023 12:49 PM
21	90650	10/12/2023 12:22 PM
22	90706	10/12/2023 11:59 AM
23	90018	10/12/2023 10:54 AM
24	90602	10/12/2023 10:54 AM
25	90602	10/12/2023 10:37 AM
26	Norwalk	10/12/2023 10:22 AM
27	90604	10/12/2023 8:43 AM
28	90715	10/12/2023 7:35 AM
29	92627	10/12/2023 7:35 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

30	90604	10/12/2023 12:33 AM
31	90706	10/11/2023 11:39 PM
32	90703	10/11/2023 11:31 PM
33	90242	10/11/2023 10:19 PM
34	90404	10/11/2023 9:29 PM
35	92879	10/11/2023 9:08 PM
36	91030	10/11/2023 8:49 PM
37	90805	10/11/2023 5:32 PM
38	Norwalk	10/11/2023 5:29 PM
39	90650	10/11/2023 5:18 PM
40	90703	10/11/2023 5:12 PM
41	90015	10/11/2023 5:07 PM
42	90604	10/11/2023 4:57 PM
43	90201	10/11/2023 4:25 PM
44	90017	10/11/2023 4:03 PM
45	90044	10/11/2023 4:01 PM
46	90241	10/11/2023 3:54 PM
47	90250	10/11/2023 3:54 PM
48	90003	10/11/2023 3:45 PM
49	92882	10/11/2023 2:45 PM
50	90606	10/11/2023 2:12 PM
51	90713	10/11/2023 1:30 PM
52	90043	10/11/2023 1:25 PM
53	90650	10/11/2023 1:10 PM
54	90650	10/11/2023 12:36 PM
55	90630	10/11/2023 10:42 AM
56	Vermont green line station	10/11/2023 10:26 AM
57	90620	10/11/2023 10:02 AM
58	92833	10/11/2023 9:56 AM
59	90245 El Segundo	10/11/2023 9:37 AM
60	Inglewood	10/11/2023 9:04 AM
61	91709	10/11/2023 8:58 AM
62	90011	10/11/2023 8:57 AM
63	Norwalk	10/11/2023 8:51 AM
64	90650	10/11/2023 8:50 AM
65	90062	10/11/2023 8:48 AM
66	90703	10/11/2023 8:47 AM
67	90650	10/11/2023 8:46 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

68	Norwalk	10/11/2023 8:37 AM
69	90011	10/11/2023 8:28 AM
70	90002	10/11/2023 8:28 AM
71	Inglewood	10/11/2023 8:27 AM
72	90650	10/11/2023 8:25 AM
73	90501	10/11/2023 8:25 AM
74	90061	10/11/2023 8:19 AM
75	90620	10/11/2023 8:18 AM
76	90061	10/11/2023 8:18 AM
77	90240	10/11/2023 8:14 AM
78	92802	10/11/2023 8:12 AM
79	90650	10/11/2023 8:10 AM
80	Crenshaw	10/11/2023 8:08 AM
81	92503	10/11/2023 8:07 AM
82	90280	10/11/2023 8:03 AM
83	90245	10/11/2023 8:00 AM
84	90220	10/11/2023 7:59 AM
85	91733	10/11/2023 7:58 AM
86	90280	10/11/2023 7:57 AM
87	Artesia california	10/11/2023 7:50 AM
88	90250	10/11/2023 7:48 AM
89	90670	10/11/2023 7:44 AM
90	90043	10/11/2023 7:39 AM
91	90650	10/11/2023 7:39 AM
92	92870	10/11/2023 7:39 AM
93	90840	10/11/2023 7:37 AM
94	90650	10/11/2023 7:35 AM
95	90061	10/11/2023 7:30 AM
96	Artesia	10/11/2023 7:30 AM
97	90604	10/11/2023 7:28 AM
98	90061	10/11/2023 7:27 AM
99	90241	10/11/2023 7:25 AM
100	90066	10/11/2023 7:20 AM
101	Norwalk	10/11/2023 7:16 AM
102	92806	10/11/2023 7:16 AM
103	90061	10/11/2023 7:12 AM
104	92879	10/11/2023 7:10 AM
105	Norwalk	10/11/2023 7:05 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

106	90602	10/11/2023 7:05 AM
107	90650	10/11/2023 7:04 AM
108	Santa Fe Springs	10/11/2023 7:02 AM
109	Norwalk	10/11/2023 7:00 AM
110	Buena Park	10/11/2023 6:58 AM
111	91745	10/11/2023 6:57 AM
112	92867	10/11/2023 6:57 AM
113	Norwalk	10/11/2023 6:53 AM
114	90201	10/11/2023 6:49 AM
115	92507	10/11/2023 6:47 AM
116	Norwalk	10/11/2023 6:46 AM
117	90713	10/11/2023 6:22 AM
118	92805	10/10/2023 9:36 PM
119	Norwalk	10/10/2023 8:16 PM
120	90602	10/10/2023 6:21 PM
121	90604	10/10/2023 6:18 PM
122	90703	10/10/2023 5:59 PM
123	92804	10/10/2023 5:53 PM
124	90250	10/10/2023 5:34 PM
125	90262	10/10/2023 5:07 PM
126	90604	10/10/2023 4:59 PM
127	90716	10/10/2023 4:58 PM
128	Santa Fe Springs	10/10/2023 4:49 PM
129	Cerritos college	10/10/2023 4:46 PM
130	90278	10/10/2023 4:40 PM
131	90650	10/10/2023 4:39 PM
132	92805	10/10/2023 4:38 PM
133	90670	10/10/2023 4:31 PM
134	92606	10/10/2023 4:29 PM
135	90255	10/10/2023 4:29 PM
136	Disneyland	10/10/2023 4:26 PM
137	90019	10/10/2023 4:24 PM
138	90723	10/10/2023 4:18 PM
139	90019	10/10/2023 4:15 PM
140	92054	10/10/2023 4:14 PM
141	90242	10/10/2023 4:06 PM
142	90650	10/10/2023 4:04 PM
143	91766	10/10/2023 4:01 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

144	90650	10/10/2023 3:59 PM
145	Norwalk	10/10/2023 3:55 PM
146	92557	10/10/2023 3:51 PM
147	90037	10/10/2023 3:47 PM
148	90604	10/10/2023 3:47 PM
149	90255	10/10/2023 3:18 PM
150	dtla	10/10/2023 2:25 PM
151	90703	10/10/2023 11:58 AM
152	90650	10/10/2023 11:21 AM
153	90703	10/10/2023 11:19 AM
154	90650	10/10/2023 11:06 AM
155	90603	10/10/2023 10:56 AM
156	92845	10/10/2023 10:41 AM
157	92881	10/10/2023 10:38 AM
158	92869	10/10/2023 10:13 AM
159	90650	10/10/2023 9:57 AM
160	91006	10/10/2023 9:31 AM
161	90002	10/10/2023 9:23 AM
162	90011	10/10/2023 9:15 AM
163	90650	10/10/2023 9:06 AM
164	90713	10/10/2023 8:57 AM
165	90604	10/10/2023 8:57 AM
166	90621	10/10/2023 8:51 AM
167	imperial hwy	10/10/2023 8:50 AM
168	92672	10/10/2023 8:49 AM
169	92614	10/10/2023 8:49 AM
170	90061	10/10/2023 8:48 AM
171	90262	10/10/2023 8:48 AM
172	92883	10/10/2023 8:47 AM
173	90650	10/10/2023 8:46 AM
174	92869	10/10/2023 8:40 AM
175	90255	10/10/2023 8:40 AM
176	Norwalk	10/10/2023 8:38 AM
177	92708	10/10/2023 8:38 AM
178	90670	10/10/2023 8:37 AM
179	90650	10/10/2023 8:36 AM
180	90037	10/10/2023 8:34 AM
181	90201	10/10/2023 8:32 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

182	paramount	10/10/2023 8:31 AM
183	90703	10/10/2023 8:29 AM
184	90703	10/10/2023 8:29 AM
185	92844	10/10/2023 8:28 AM
186	90605	10/10/2023 8:27 AM
187	90650	10/10/2023 8:25 AM
188	90242	10/10/2023 8:23 AM
189	90706	10/10/2023 8:18 AM
190	90262	10/10/2023 8:18 AM
191	90061-1317	10/10/2023 8:18 AM
192	90660	10/10/2023 8:18 AM
193	90255	10/10/2023 8:16 AM
194	Corona	10/10/2023 8:15 AM
195	90650	10/10/2023 8:15 AM
196	90262	10/10/2023 8:14 AM
197	90606	10/10/2023 8:12 AM
198	90706	10/10/2023 8:07 AM
199	90650	10/10/2023 8:07 AM
200	Downey	10/10/2023 8:03 AM
201	Norwalk, CA	10/10/2023 8:01 AM
202	91016	10/10/2023 7:59 AM
203	90047	10/10/2023 7:58 AM
204	90713	10/10/2023 7:57 AM
205	90713	10/10/2023 7:56 AM
206	90002	10/10/2023 7:55 AM
207	90620	10/10/2023 7:54 AM
208	90650	10/10/2023 7:53 AM
209	90631	10/10/2023 7:49 AM
210	90650	10/10/2023 7:48 AM
211	90638	10/10/2023 7:48 AM
212	90631	10/10/2023 7:45 AM
213	92804	10/10/2023 7:45 AM
214	90250	10/10/2023 7:45 AM
215	90715	10/10/2023 7:42 AM
216	92620	10/10/2023 7:40 AM
217	90660	10/10/2023 7:39 AM
218	Norwalk	10/10/2023 7:37 AM
219	90603	10/10/2023 7:37 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

220	Norwalk	10/10/2023 7:35 AM
221	90630	10/10/2023 7:33 AM
222	90638	10/10/2023 7:33 AM
223	92833	10/10/2023 7:32 AM
224	91324	10/10/2023 7:32 AM
225	Norwalk	10/10/2023 7:31 AM
226	90815	10/10/2023 7:30 AM
227	90660	10/10/2023 7:29 AM
228	90703	10/10/2023 7:27 AM
229	92841	10/10/2023 7:26 AM
230	90002	10/10/2023 7:23 AM
231	Norwalk	10/10/2023 7:22 AM
232	90623	10/10/2023 7:19 AM
233	90034	10/10/2023 7:17 AM
234	90712	10/10/2023 7:16 AM
235	90604	10/10/2023 7:15 AM
236	Downey	10/10/2023 7:07 AM
237	90037	10/10/2023 7:07 AM
238	90650	10/10/2023 7:06 AM
239	90650	10/10/2023 7:05 AM
240	90703	10/10/2023 7:05 AM
241	90660	10/10/2023 7:03 AM
242	90638	10/10/2023 7:02 AM
243	91791	10/10/2023 7:00 AM
244	97144	10/10/2023 6:58 AM
245	92821	10/10/2023 6:57 AM
246	90703	10/10/2023 6:56 AM
247	Norwalk	10/10/2023 6:55 AM
248	90706	10/10/2023 6:54 AM
249	90280	10/10/2023 6:52 AM
250	90650	10/10/2023 6:51 AM
251	92821	10/10/2023 6:50 AM
252	90650	10/10/2023 6:50 AM
253	90240	10/10/2023 6:49 AM
254	90601	10/10/2023 6:49 AM
255	90601	10/10/2023 6:47 AM
256	90301	10/10/2023 6:46 AM
257	92881	10/10/2023 6:42 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

258	92649	10/10/2023 6:40 AM
259	90813	10/10/2023 6:37 AM
260	Placentia	10/10/2023 6:34 AM
261	90630	10/10/2023 6:33 AM
262	90040	10/10/2023 6:30 AM
263	90605	10/10/2023 6:29 AM
264	90241	10/10/2023 6:29 AM
265	90650	10/10/2023 6:28 AM
266	90605	10/10/2023 6:27 AM
267	90712	10/10/2023 6:27 AM
268	90713	10/10/2023 6:24 AM
269	90201	10/10/2023 6:22 AM
270	Norwalk	10/10/2023 6:21 AM
271	90606	10/10/2023 6:21 AM
272	90650	10/10/2023 6:20 AM
273	62901	10/10/2023 6:17 AM
274	90002	10/10/2023 6:16 AM
275	90650	10/10/2023 6:14 AM
276	91008	10/10/2023 6:12 AM
277	90604	10/10/2023 6:07 AM
278	92865	10/10/2023 6:06 AM
279	90631	10/10/2023 5:59 AM
#	DESTINATION ZIP CODE OR NEIGHBORHOOD:	DATE
1	90245	10/16/2023 12:38 PM
2	90245	10/16/2023 11:00 AM
3	90201	10/16/2023 10:37 AM
4	90241	10/16/2023 7:36 AM
5	90045	10/16/2023 6:29 AM
6	92802	10/15/2023 10:25 PM
7	7600	10/15/2023 10:22 PM
8	El Segundo	10/15/2023 3:22 PM
9	90840	10/15/2023 2:40 PM
10	90254	10/15/2023 12:03 PM
11	90245	10/14/2023 9:25 PM
12	90650	10/14/2023 1:34 PM
13	El Segundo	10/14/2023 12:44 PM
14	El Segundo	10/14/2023 12:43 PM
15	90059	10/13/2023 4:22 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

16	90840	10/13/2023 3:22 PM
17	90045	10/13/2023 5:32 AM
18	90045	10/12/2023 4:11 PM
19	11110	10/12/2023 1:15 PM
20	90746	10/12/2023 12:49 PM
21	90241	10/12/2023 12:22 PM
22	90002	10/12/2023 11:59 AM
23	90806	10/12/2023 10:54 AM
24	90016	10/12/2023 10:54 AM
25	90016	10/12/2023 10:37 AM
26	90045	10/12/2023 10:22 AM
27	El monte	10/12/2023 8:43 AM
28	90220	10/12/2023 7:35 AM
29	90278	10/12/2023 7:35 AM
30	90245	10/12/2023 12:33 AM
31	90012	10/11/2023 11:39 PM
32	90301	10/11/2023 11:31 PM
33	90840	10/11/2023 10:19 PM
34	Orange county	10/11/2023 9:29 PM
35	90220	10/11/2023 9:08 PM
36	Union Station	10/11/2023 8:49 PM
37	90304	10/11/2023 5:32 PM
38	Aviation	10/11/2023 5:29 PM
39	90045	10/11/2023 5:18 PM
40	90248	10/11/2023 5:12 PM
41	90620	10/11/2023 5:07 PM
42	90245	10/11/2023 4:57 PM
43	90650	10/11/2023 4:25 PM
44	90242	10/11/2023 4:03 PM
45	90813	10/11/2023 4:01 PM
46	90263	10/11/2023 3:54 PM
47	90638	10/11/2023 3:54 PM
48	90815	10/11/2023 3:45 PM
49	90245	10/11/2023 2:45 PM
50	90045	10/11/2023 2:12 PM
51	90245	10/11/2023 1:30 PM
52	90840	10/11/2023 1:25 PM
53	90221	10/11/2023 1:10 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

54	90015	10/11/2023 12:36 PM
55	90007	10/11/2023 10:42 AM
56	Norwalk greenline station	10/11/2023 10:26 AM
57	90245	10/11/2023 10:02 AM
58	90245	10/11/2023 9:56 AM
59	Athens	10/11/2023 9:37 AM
60	Csulb	10/11/2023 9:04 AM
61	90245	10/11/2023 8:58 AM
62	90840	10/11/2023 8:57 AM
63	El Segundo	10/11/2023 8:51 AM
64	90071	10/11/2023 8:50 AM
65	Cal State Long Beach	10/11/2023 8:48 AM
66	90245	10/11/2023 8:47 AM
67	90062	10/11/2023 8:46 AM
68	90004	10/11/2023 8:37 AM
69	90605	10/11/2023 8:28 AM
70	Santa Fe springs	10/11/2023 8:28 AM
71	Lakewood	10/11/2023 8:27 AM
72	90071	10/11/2023 8:25 AM
73	90506	10/11/2023 8:25 AM
74	90245	10/11/2023 8:18 AM
75	60567	10/11/2023 8:18 AM
76	El Segundo	10/11/2023 8:14 AM
77	92802	10/11/2023 8:12 AM
78	90630	10/11/2023 8:10 AM
79	Norwalk	10/11/2023 8:08 AM
80	Inglewood	10/11/2023 8:07 AM
81	90638	10/11/2023 8:03 AM
82	90706	10/11/2023 8:00 AM
83	Anaheim	10/11/2023 7:59 AM
84	90650	10/11/2023 7:58 AM
85	90650	10/11/2023 7:57 AM
86	Redondo beach green line station	10/11/2023 7:50 AM
87	90639	10/11/2023 7:48 AM
88	90045	10/11/2023 7:44 AM
89	90650	10/11/2023 7:39 AM
90	90245	10/11/2023 7:39 AM
91	90277	10/11/2023 7:39 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

92	90840	10/11/2023 7:37 AM
93	90245	10/11/2023 7:35 AM
94	El Segundo	10/11/2023 7:30 AM
95	90245	10/11/2023 7:28 AM
96	90806	10/11/2023 7:27 AM
97	90059	10/11/2023 7:25 AM
98	90840	10/11/2023 7:20 AM
99	El Segundo	10/11/2023 7:16 AM
100	90245	10/11/2023 7:16 AM
101	90280	10/11/2023 7:12 AM
102	90220	10/11/2023 7:10 AM
103	Downtown Los Angeles	10/11/2023 7:05 AM
104	USC	10/11/2023 7:05 AM
105	90292	10/11/2023 7:04 AM
106	Long Beach	10/11/2023 7:02 AM
107	Westwood	10/11/2023 7:00 AM
108	El Segundo	10/11/2023 6:58 AM
109	El Segundo	10/11/2023 6:57 AM
110	90245	10/11/2023 6:57 AM
111	El Segundo	10/11/2023 6:53 AM
112	90703	10/11/2023 6:49 AM
113	90840	10/11/2023 6:47 AM
114	El segundo	10/11/2023 6:46 AM
115	90045	10/11/2023 6:22 AM
116	90245	10/10/2023 9:36 PM
117	El segundo	10/10/2023 8:16 PM
118	90245	10/10/2023 6:21 PM
119	90245	10/10/2023 6:18 PM
120	90013	10/10/2023 5:59 PM
121	90230	10/10/2023 5:53 PM
122	Long Beach	10/10/2023 5:34 PM
123	Studerbaker & Alondra	10/10/2023 5:07 PM
124	90302	10/10/2023 4:59 PM
125	Crenshaw	10/10/2023 4:58 PM
126	DTLA	10/10/2023 4:49 PM
127	Lynwood ca	10/10/2023 4:46 PM
128	90650	10/10/2023 4:40 PM
129	90803	10/10/2023 4:39 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

130	90245	10/10/2023 4:38 PM
131	90045	10/10/2023 4:31 PM
132	90245	10/10/2023 4:29 PM
133	91746	10/10/2023 4:26 PM
134	90650	10/10/2023 4:24 PM
135	90650	10/10/2023 4:18 PM
136	90840	10/10/2023 4:15 PM
137	90220	10/10/2023 4:14 PM
138	90835	10/10/2023 4:06 PM
139	90045	10/10/2023 4:04 PM
140	90650	10/10/2023 4:01 PM
141	90242	10/10/2023 3:59 PM
142	90059	10/10/2023 3:55 PM
143	Manhattan beach	10/10/2023 3:51 PM
144	90650	10/10/2023 3:47 PM
145	cerritos college	10/10/2023 3:18 PM
146	south bay	10/10/2023 2:25 PM
147	90045	10/10/2023 11:58 AM
148	Long beach	10/10/2023 11:21 AM
149	90245	10/10/2023 11:19 AM
150	90245	10/10/2023 11:06 AM
151	90278	10/10/2023 10:56 AM
152	90089	10/10/2023 10:41 AM
153	90278	10/10/2023 10:38 AM
154	90245	10/10/2023 10:13 AM
155	90061	10/10/2023 9:57 AM
156	90245	10/10/2023 9:31 AM
157	90002	10/10/2023 9:23 AM
158	Redondo beach	10/10/2023 9:06 AM
159	90071	10/10/2023 8:57 AM
160	90017	10/10/2023 8:57 AM
161	Norwalk	10/10/2023 8:51 AM
162	california state university long beach	10/10/2023 8:50 AM
163	90245	10/10/2023 8:49 AM
164	90245	10/10/2023 8:49 AM
165	long beach	10/10/2023 8:48 AM
166	90803	10/10/2023 8:48 AM
167	El segundo	10/10/2023 8:47 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

168	LAX	10/10/2023 8:46 AM
169	90245	10/10/2023 8:40 AM
170	Downtown LA	10/10/2023 8:40 AM
171	El Segundo	10/10/2023 8:38 AM
172	90245	10/10/2023 8:38 AM
173	Exposition Park	10/10/2023 8:37 AM
174	90250	10/10/2023 8:36 AM
175	90242	10/10/2023 8:34 AM
176	Cerritos college	10/10/2023 8:32 AM
177	norwalk	10/10/2023 8:31 AM
178	90245	10/10/2023 8:29 AM
179	90245	10/10/2023 8:29 AM
180	90066	10/10/2023 8:28 AM
181	90017	10/10/2023 8:27 AM
182	90840	10/10/2023 8:25 AM
183	90071	10/10/2023 8:23 AM
184	90017	10/10/2023 8:18 AM
185	90840	10/10/2023 8:18 AM
186	Cerritos College	10/10/2023 8:18 AM
187	Fullerton	10/10/2023 8:16 AM
188	Cerritos	10/10/2023 8:15 AM
189	90015	10/10/2023 8:15 AM
190	93606	10/10/2023 8:14 AM
191	90245	10/10/2023 8:12 AM
192	Norwalk	10/10/2023 8:07 AM
193	90071	10/10/2023 8:07 AM
194	Fullerton	10/10/2023 8:03 AM
195	Mariposa, CA	10/10/2023 8:01 AM
196	91250	10/10/2023 7:59 AM
197	90605	10/10/2023 7:58 AM
198	La union station	10/10/2023 7:57 AM
199	Bellflower	10/10/2023 7:55 AM
200	90003	10/10/2023 7:54 AM
201	90047	10/10/2023 7:53 AM
202	90245	10/10/2023 7:49 AM
203	Century city	10/10/2023 7:48 AM
204	90245	10/10/2023 7:48 AM
205	90245	10/10/2023 7:45 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

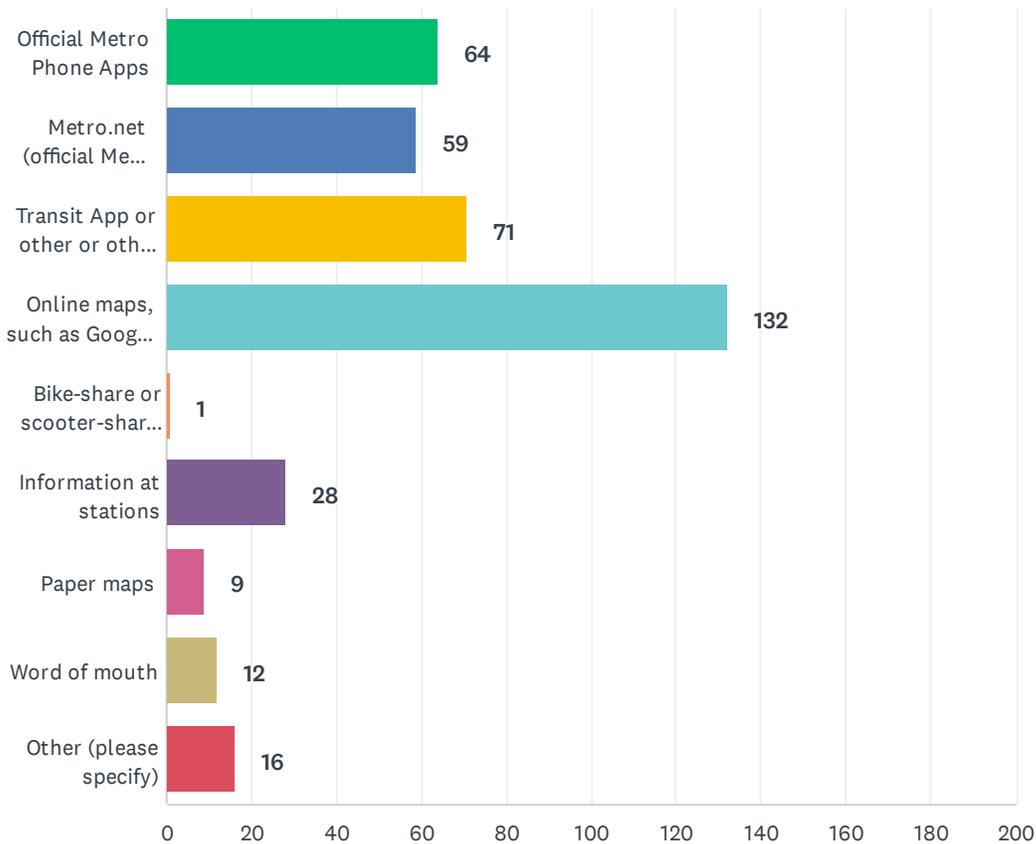
206	90245	10/10/2023 7:45 AM
207	90670	10/10/2023 7:45 AM
208	90045	10/10/2023 7:42 AM
209	Mariposa	10/10/2023 7:40 AM
210	90277	10/10/2023 7:39 AM
211	El Segundo	10/10/2023 7:37 AM
212	90245	10/10/2023 7:37 AM
213	El segundo	10/10/2023 7:35 AM
214	90245	10/10/2023 7:33 AM
215	90015	10/10/2023 7:33 AM
216	90045	10/10/2023 7:32 AM
217	90241	10/10/2023 7:32 AM
218	Aviation	10/10/2023 7:31 AM
219	LAX	10/10/2023 7:30 AM
220	90278	10/10/2023 7:29 AM
221	Redondo Beach	10/10/2023 7:27 AM
222	90045	10/10/2023 7:26 AM
223	90650	10/10/2023 7:23 AM
224	Venice Beach	10/10/2023 7:22 AM
225	90245	10/10/2023 7:19 AM
226	90670	10/10/2023 7:17 AM
227	90250	10/10/2023 7:16 AM
228	90248	10/10/2023 7:15 AM
229	Cerritos	10/10/2023 7:07 AM
230	90037	10/10/2023 7:07 AM
231	90262	10/10/2023 7:06 AM
232	Torrance	10/10/2023 7:05 AM
233	90045	10/10/2023 7:05 AM
234	90245	10/10/2023 7:03 AM
235	90723	10/10/2023 7:02 AM
236	90245	10/10/2023 7:00 AM
237	90703	10/10/2023 6:58 AM
238	90245	10/10/2023 6:57 AM
239	90245	10/10/2023 6:56 AM
240	Redondo beach	10/10/2023 6:55 AM
241	90011	10/10/2023 6:54 AM
242	90840	10/10/2023 6:52 AM
243	90045	10/10/2023 6:51 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

244	90245	10/10/2023 6:50 AM
245	90017	10/10/2023 6:50 AM
246	90505	10/10/2023 6:49 AM
247	90251	10/10/2023 6:49 AM
248	90245	10/10/2023 6:47 AM
249	90245	10/10/2023 6:46 AM
250	90245	10/10/2023 6:42 AM
251	90245	10/10/2023 6:40 AM
252	Santana fe springs	10/10/2023 6:37 AM
253	El segundo	10/10/2023 6:34 AM
254	90014	10/10/2023 6:33 AM
255	90720	10/10/2023 6:30 AM
256	90245	10/10/2023 6:29 AM
257	90245	10/10/2023 6:29 AM
258	90017	10/10/2023 6:28 AM
259	90245	10/10/2023 6:27 AM
260	El Segundo	10/10/2023 6:27 AM
261	90278	10/10/2023 6:24 AM
262	Huntington Beach	10/10/2023 6:22 AM
263	Huntington Park	10/10/2023 6:21 AM
264	90245	10/10/2023 6:21 AM
265	90044	10/10/2023 6:20 AM
266	90620	10/10/2023 6:17 AM
267	90670	10/10/2023 6:16 AM
268	90017	10/10/2023 6:14 AM
269	90278	10/10/2023 6:12 AM
270	90245	10/10/2023 6:07 AM
271	90278	10/10/2023 6:06 AM
272	90045	10/10/2023 5:59 AM

# Q4 What tools do you use to plan your trips? (Select all that apply)

Answered: 215 Skipped: 66



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	29.77% 64
Metro.net (official Metro website)	27.44% 59
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	33.02% 71
Online maps, such as Google Maps or Apple Maps	61.40% 132
Bike-share or scooter-share phone apps	0.47% 1
Information at stations	13.02% 28
Paper maps	4.19% 9
Word of mouth	5.58% 12
Other (please specify)	7.44% 16
Total Respondents: 215	

#	OTHER (PLEASE SPECIFY)	DATE
1	Nothing	10/15/2023 3:41 PM

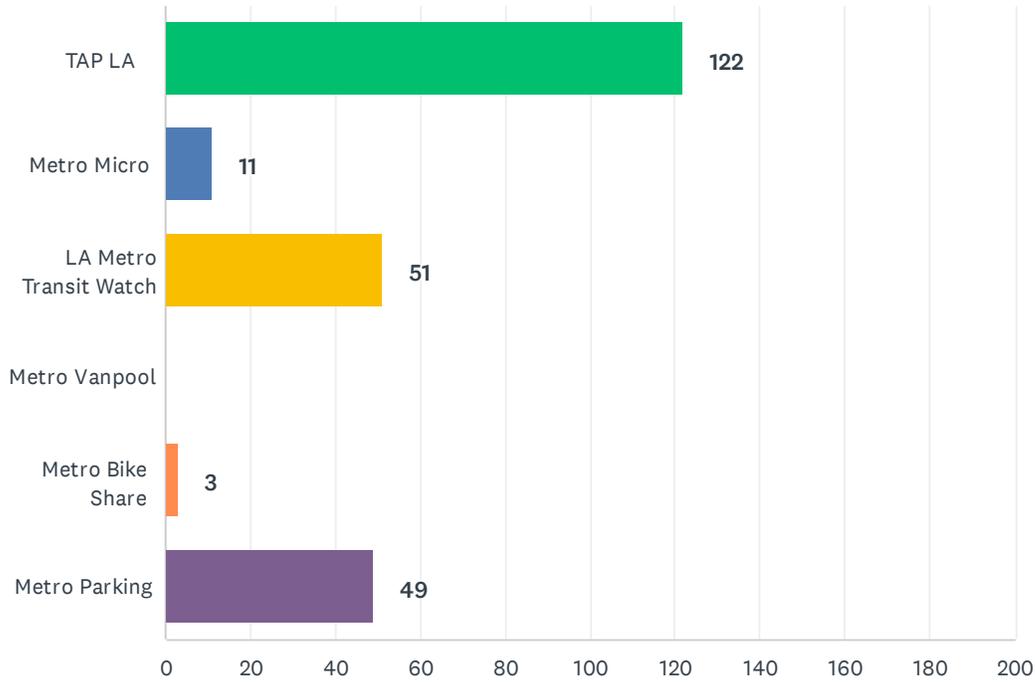
## Metro's Rail Integration Study - Station User Survey: Norwalk

2	Go metro info	10/12/2023 7:43 AM
3	MetroLink App	10/11/2023 9:08 PM
4	Not sure how or what to use	10/11/2023 10:57 AM
5	Nope. Go as fucking please. Thank u very much	10/11/2023 8:36 AM
6	Idk if moovit is included in online maps but in case it isn't, moovit	10/11/2023 8:34 AM
7	been using the same work commute schedule for a number of years	10/11/2023 8:11 AM
8	Moovit	10/11/2023 7:19 AM
9	Transit	10/10/2023 8:22 AM
10	Rometorio website	10/10/2023 7:40 AM
11	Staff	10/10/2023 7:26 AM
12	I don't. I use the train only for work	10/10/2023 7:00 AM
13	Transit app	10/10/2023 6:43 AM
14	Tap app	10/10/2023 6:39 AM
15	Moovit App	10/10/2023 6:32 AM
16	Friends recommend	10/10/2023 6:14 AM

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q5 If using a Metro Phone app, which one(s) do you use?

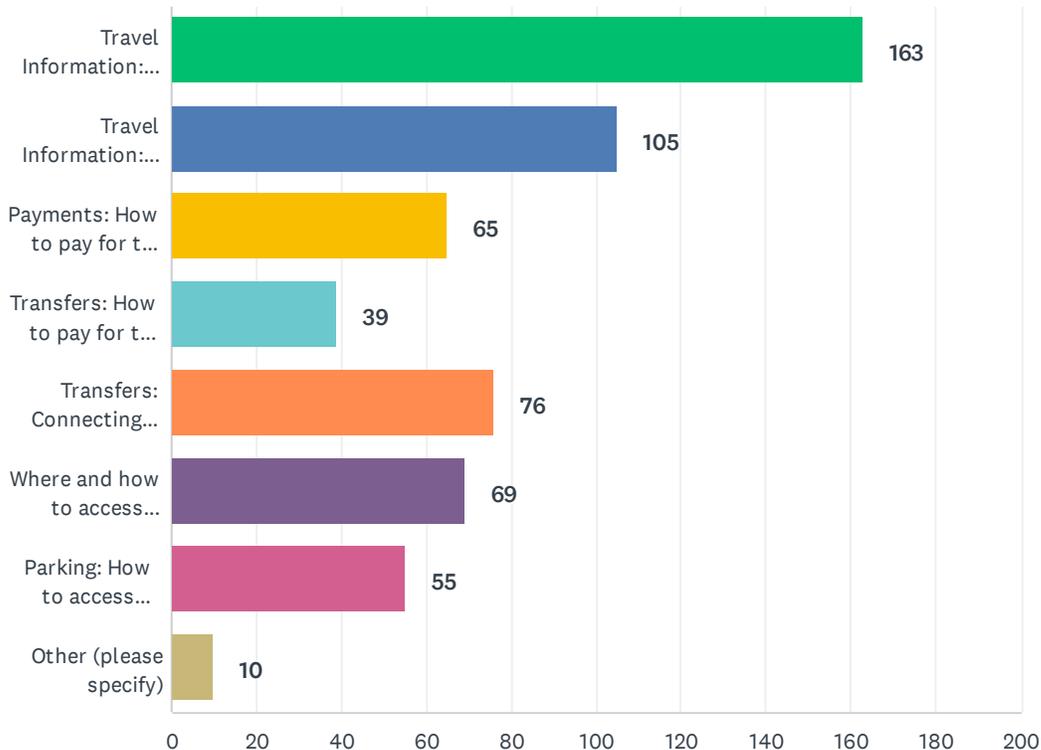
Answered: 179 Skipped: 102



ANSWER CHOICES	RESPONSES	
TAP LA	68.16%	122
Metro Micro	6.15%	11
LA Metro Transit Watch	28.49%	51
Metro Vanpool	0.00%	0
Metro Bike Share	1.68%	3
Metro Parking	27.37%	49
Total Respondents: 179		

## Q6 Which of the following information is sought by you when using trip planning tools? (Select all that apply)

Answered: 212 Skipped: 69



ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	76.89% 163
Travel Information: Total travel time / Total travel costs	49.53% 105
Payments: How to pay for the trip / What discounts or free rides are available	30.66% 65
Transfers: How to pay for trip transfers between legs of a transit trip	18.40% 39
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	35.85% 76
Where and how to access services: Where to get on the bus / Where to get on the train	32.55% 69
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	25.94% 55
Other (please specify)	4.72% 10
Total Respondents: 212	

#	OTHER (PLEASE SPECIFY)	DATE
1	Whenever I need to report an incident	10/12/2023 7:43 AM
2	None	10/11/2023 5:39 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

3	Don't use a planner	10/11/2023 10:57 AM
4	Updated departure times and delays	10/11/2023 9:13 AM
5	232 is always delayed so real time app is needed to confirm how delayed the driver is each day. No consistency in timing of arrival in both directions	10/11/2023 8:03 AM
6	The tracked time or location of an arriving bus. Timetables are frequently inaccurate.	10/10/2023 4:43 PM
7	Maintenance and closings	10/10/2023 7:26 AM
8	Fastest routes	10/10/2023 7:16 AM
9	I don't	10/10/2023 7:00 AM
10	What time the train will be arriving (lately it's been incredibly inconsistent)	10/10/2023 6:39 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

## Q7 Is there any information that is hard to find when transit planning?

Answered: 151 Skipped: 130

#	RESPONSES	DATE
1	No	10/16/2023 12:46 PM
2	Closure or delays	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	No	10/15/2023 10:31 PM
5	The correct information	10/15/2023 3:41 PM
6	Weekend routes and times	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	Nothing	10/14/2023 1:54 PM
9	No	10/14/2023 12:55 PM
10	If the bus is full.	10/13/2023 3:28 PM
11	N0	10/13/2023 5:32 AM
12	No	10/13/2023 5:30 AM
13	No	10/12/2023 4:20 PM
14	No	10/12/2023 1:26 PM
15	GPS signal	10/12/2023 11:02 AM
16	No	10/12/2023 10:58 AM
17	Bus routes	10/12/2023 10:53 AM
18	N/a	10/12/2023 10:35 AM
19	Without a phone transit times are really hard to come by	10/12/2023 8:56 AM
20	No	10/12/2023 7:43 AM
21	No	10/11/2023 11:45 PM
22	how to pay for trips between transits	10/11/2023 10:27 PM
23	No	10/11/2023 9:08 PM
24	none	10/11/2023 8:54 PM
25	N/A	10/11/2023 5:39 PM
26	Not that I can think of now.	10/11/2023 5:39 PM
27	Alternative routes in case you miss the bus/metro	10/11/2023 5:38 PM
28	No	10/11/2023 5:24 PM
29	Specific timing of bus and train arrivals	10/11/2023 5:13 PM
30	All the hours of bus stops	10/11/2023 4:31 PM
31	Connection times.	10/11/2023 4:17 PM
32	No	10/11/2023 4:07 PM
33	Not Really.	10/11/2023 3:57 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

34	No	10/11/2023 1:34 PM
35	No	10/11/2023 1:11 PM
36	Security or law Enforcement agency contact information.	10/11/2023 12:53 PM
37	Yes	10/11/2023 10:57 AM
38	No	10/11/2023 10:33 AM
39	no	10/11/2023 10:07 AM
40	Where exactly the bus stop is. Sometimes the real time tracking is a bit off, so it's a bit difficult to locate if they're hidden.	10/11/2023 9:29 AM
41	Sometimes the time is off.	10/11/2023 9:13 AM
42	How to get discounted fare	10/11/2023 9:13 AM
43	How to pay for connecting bus services.	10/11/2023 8:55 AM
44	Nope	10/11/2023 8:36 AM
45	Nah	10/11/2023 8:34 AM
46	I don't think so	10/11/2023 8:32 AM
47	No it's easy to use	10/11/2023 8:28 AM
48	There is not an app that consolidates payments, train schedules and trip information	10/11/2023 8:27 AM
49	No.	10/11/2023 8:24 AM
50	no	10/11/2023 8:21 AM
51	Need to be able to obtain information about planned service interruptions that extend the commute time. It will be good for metro to implement a process to provide passengers with alert messages directly to their cellphones. I was a regular green line user and I have not used this service often this year. I would like to use it more but the few times I use it there are delays..	10/11/2023 8:21 AM
52	Fares	10/11/2023 8:16 AM
53	No	10/11/2023 8:16 AM
54	Delay and route change you guys have enough supervisors driving around that they should go to each stop . Where the route has been change to let's people know	10/11/2023 8:15 AM
55	The metro tap app doesn't show services. I only use to manage funds on my tap card.	10/11/2023 8:09 AM
56	N/A	10/11/2023 8:05 AM
57	Transfers information is very difficult.	10/11/2023 8:03 AM
58	being able to look up the bus seeing it live route on maps	10/11/2023 7:50 AM
59	No	10/11/2023 7:49 AM
60	No	10/11/2023 7:49 AM
61	Not for my needs	10/11/2023 7:47 AM
62	No	10/11/2023 7:41 AM
63	Not so far no.	10/11/2023 7:19 AM
64	Not on the routes I use	10/11/2023 7:16 AM
65	No	10/11/2023 7:15 AM
66	Not really	10/11/2023 7:11 AM
67	No	10/11/2023 7:07 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

68	Service Alerts	10/11/2023 7:04 AM
69	Maps for downtown LA	10/11/2023 7:02 AM
70	Alerts	10/11/2023 7:01 AM
71	The actual time the bus or train will arrive	10/11/2023 6:58 AM
72	The whole app is unfriendly. Not easy to navigate	10/11/2023 6:55 AM
73	N/A	10/11/2023 6:51 AM
74	Rail status, closures,, etc.	10/11/2023 6:28 AM
75	No	10/10/2023 9:44 PM
76	Transfer to amtrak and oc metro	10/10/2023 8:21 PM
77	Not for me. I travel to only 1 destination	10/10/2023 6:32 PM
78	Construction or service interruption notice.	10/10/2023 6:29 PM
79	Not that I can think of	10/10/2023 6:00 PM
80	No	10/10/2023 5:38 PM
81	On Metro apps it lacks live times	10/10/2023 5:07 PM
82	No	10/10/2023 5:05 PM
83	Up charges for regional transport are sometimes not as transparent	10/10/2023 5:00 PM
84	Train delays/ service shutdowns	10/10/2023 4:53 PM
85	Payment. And safest routes.	10/10/2023 4:52 PM
86	Not really	10/10/2023 4:45 PM
87	The closest public restroom is important to locate for commuters. The Norwalk station does not have any restrooms available to riders or patrons of the public transportation system. I have actually had to pee on myself, because a bus driver would not allow me to use one of the TWO restrooms that only they can access. It's not a good idea, because there are direct consequences to not having anywhere to urinate or defecate at a transit station. There is no business within one block or one mile that public transit passenger can access.	10/10/2023 4:43 PM
88	Accurate times	10/10/2023 4:34 PM
89	No	10/10/2023 4:33 PM
90	the times of the buses passing can vary or sometimes be crossed out	10/10/2023 4:27 PM
91	No	10/10/2023 4:10 PM
92	Finding new routes in the moment when delay causes to miss connection.	10/10/2023 4:10 PM
93	No	10/10/2023 4:03 PM
94	bus stops like what side of the street.	10/10/2023 3:52 PM
95	Maintenance/ service disruption schedule	10/10/2023 2:40 PM
96	No	10/10/2023 12:09 PM
97	No	10/10/2023 11:36 AM
98	No	10/10/2023 11:09 AM
99	Updated schedules	10/10/2023 9:17 AM
100	No	10/10/2023 9:15 AM
101	No	10/10/2023 9:03 AM
102	Departure information at Metro Rail stations is terrible. The signs spend much more time displaying ads and service information than when the next train is coming, and when they do	10/10/2023 9:00 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

flash the time by, most stations only show one train at a time.

103	Short term closures can be hard to find online for Metrolink trains	10/10/2023 8:54 AM
104	None.	10/10/2023 8:54 AM
105	no	10/10/2023 8:51 AM
106	All information is easily found and laid out.	10/10/2023 8:44 AM
107	buses exact locations or delays aren't really reliable	10/10/2023 8:39 AM
108	No	10/10/2023 8:37 AM
109	Scheduling and time because of maintenance on the green line.	10/10/2023 8:37 AM
110	Time schedule	10/10/2023 8:34 AM
111	Mo	10/10/2023 8:34 AM
112	Live travel times	10/10/2023 8:33 AM
113	If different agencies accept my tap card program	10/10/2023 8:28 AM
114	If there is free parking and how to pay for parking at the station.	10/10/2023 8:13 AM
115	Transfers	10/10/2023 8:09 AM
116	None	10/10/2023 8:05 AM
117	Yes when there is a late train or when train is changing time patterns very bad information receiving on the app	10/10/2023 8:01 AM
118	No	10/10/2023 7:59 AM
119	Current train status	10/10/2023 7:58 AM
120	Changes to normal service	10/10/2023 7:57 AM
121	When there is changes to the route due to maintenance unable to find which train goes the full C line route	10/10/2023 7:54 AM
122	More specific information about delays (why are they happening?)	10/10/2023 7:52 AM
123	Times of train arrivals are not accurate sometimes	10/10/2023 7:43 AM
124	Train schedules	10/10/2023 7:43 AM
125	Time tables during outages or construction/maintenance	10/10/2023 7:42 AM
126	How to pay for parking at Norwalk station (first time prior to coming onsite)	10/10/2023 7:39 AM
127	None	10/10/2023 7:39 AM
128	At LAX, when the next shuttle to take me to the metro station is due to arrive	10/10/2023 7:36 AM
129	Yes connecting & different methods to reach from station to final destination	10/10/2023 7:36 AM
130	Train schedule	10/10/2023 7:27 AM
131	Website was hard for me use when trying to stay updated about recent work on the c line.	10/10/2023 7:26 AM
132	Closes bus stop	10/10/2023 7:22 AM
133	Get rid of Homeless in Metro	10/10/2023 7:21 AM
134	No	10/10/2023 7:16 AM
135	No	10/10/2023 7:12 AM
136	No	10/10/2023 7:12 AM
137	No	10/10/2023 7:03 AM
138	Information from Orange County to connect to Metro	10/10/2023 7:03 AM

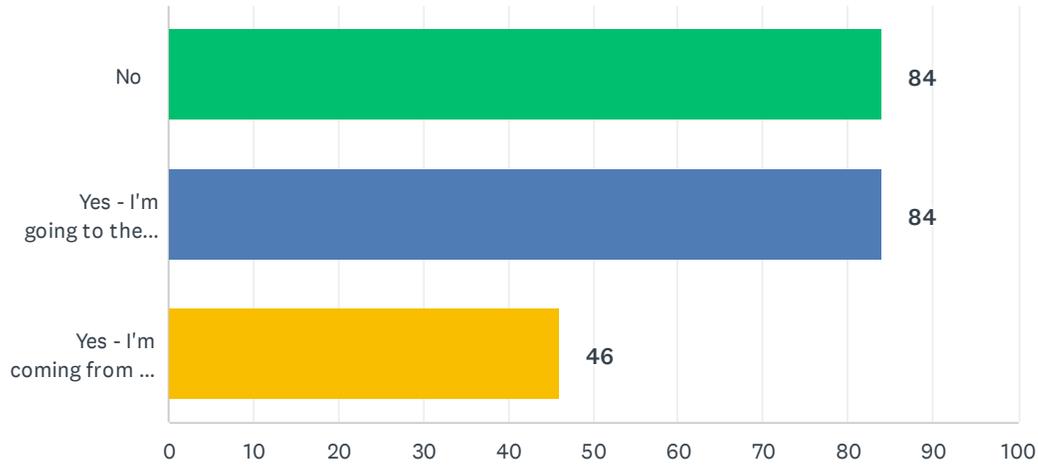
## Metro's Rail Integration Study - Station User Survey: Norwalk

139	Set planned trip, give notification of late train based on planned trip	10/10/2023 7:01 AM
140	No	10/10/2023 7:00 AM
141	No it is easy and phone on map google helpful	10/10/2023 6:59 AM
142	Not really	10/10/2023 6:59 AM
143	No	10/10/2023 6:58 AM
144	For me none	10/10/2023 6:43 AM
145	No	10/10/2023 6:41 AM
146	NA	10/10/2023 6:32 AM
147	Live tracking for accurate arrival times is sometimes not available	10/10/2023 6:32 AM
148	No	10/10/2023 6:24 AM
149	Delays or closed stations. It would be great to see up to date delays or transfers on Google maps.	10/10/2023 6:20 AM
150	No	10/10/2023 6:14 AM
151	No, but all the apps should have train schedules and alerts as well	10/10/2023 6:05 AM

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q8 Are you travelling to or from the Norwalk Metrolink Station?

Answered: 214 Skipped: 67

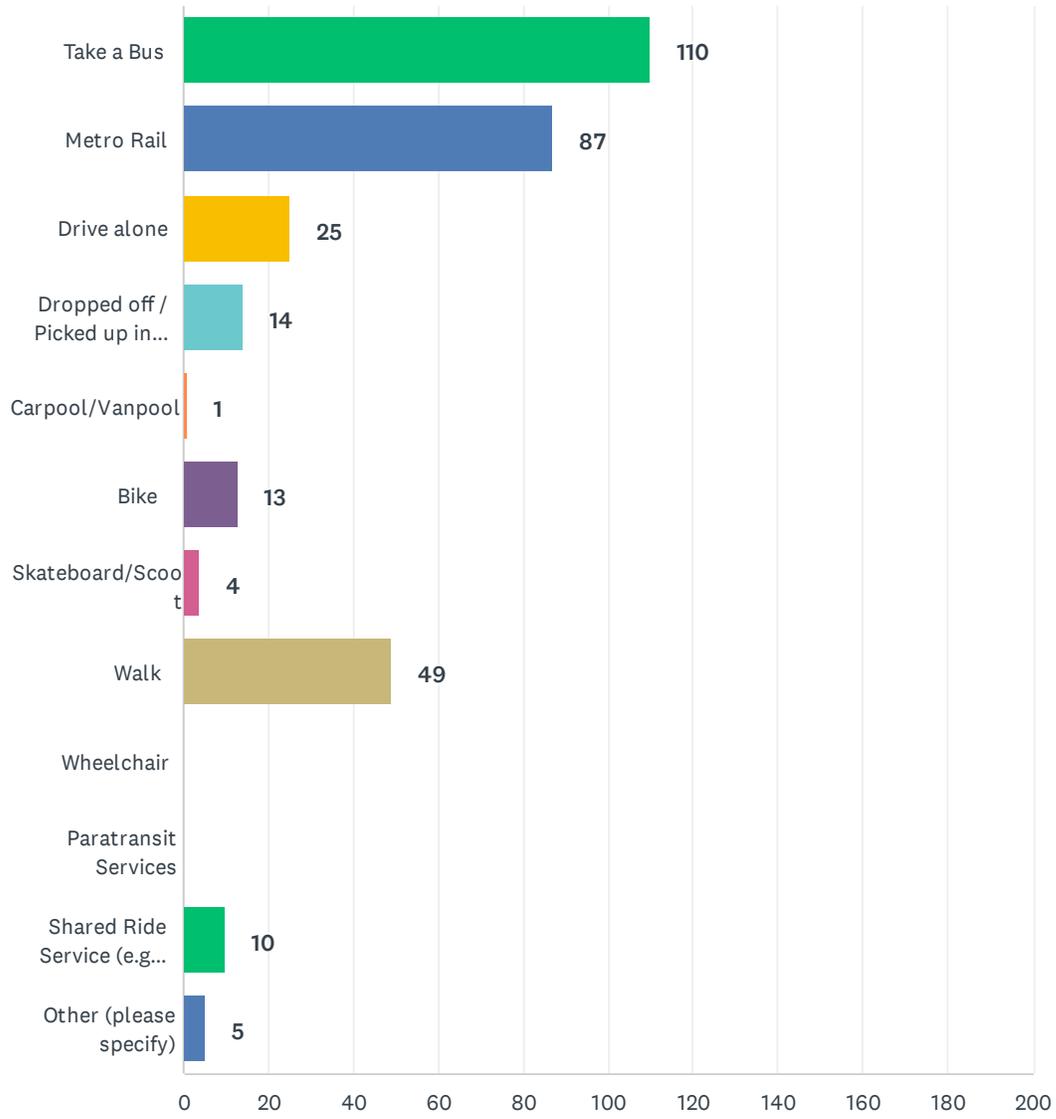


ANSWER CHOICES	RESPONSES
No	39.25% 84
Yes - I'm going to the Metrolink station	39.25% 84
Yes - I'm coming from the Metrolink station	21.50% 46
<b>TOTAL</b>	<b>214</b>

### Metro's Rail Integration Study - Station User Survey: Norwalk

## Q9 From here I am going to....(Select all that apply)

Answered: 214 Skipped: 67



## Metro's Rail Integration Study - Station User Survey: Norwalk

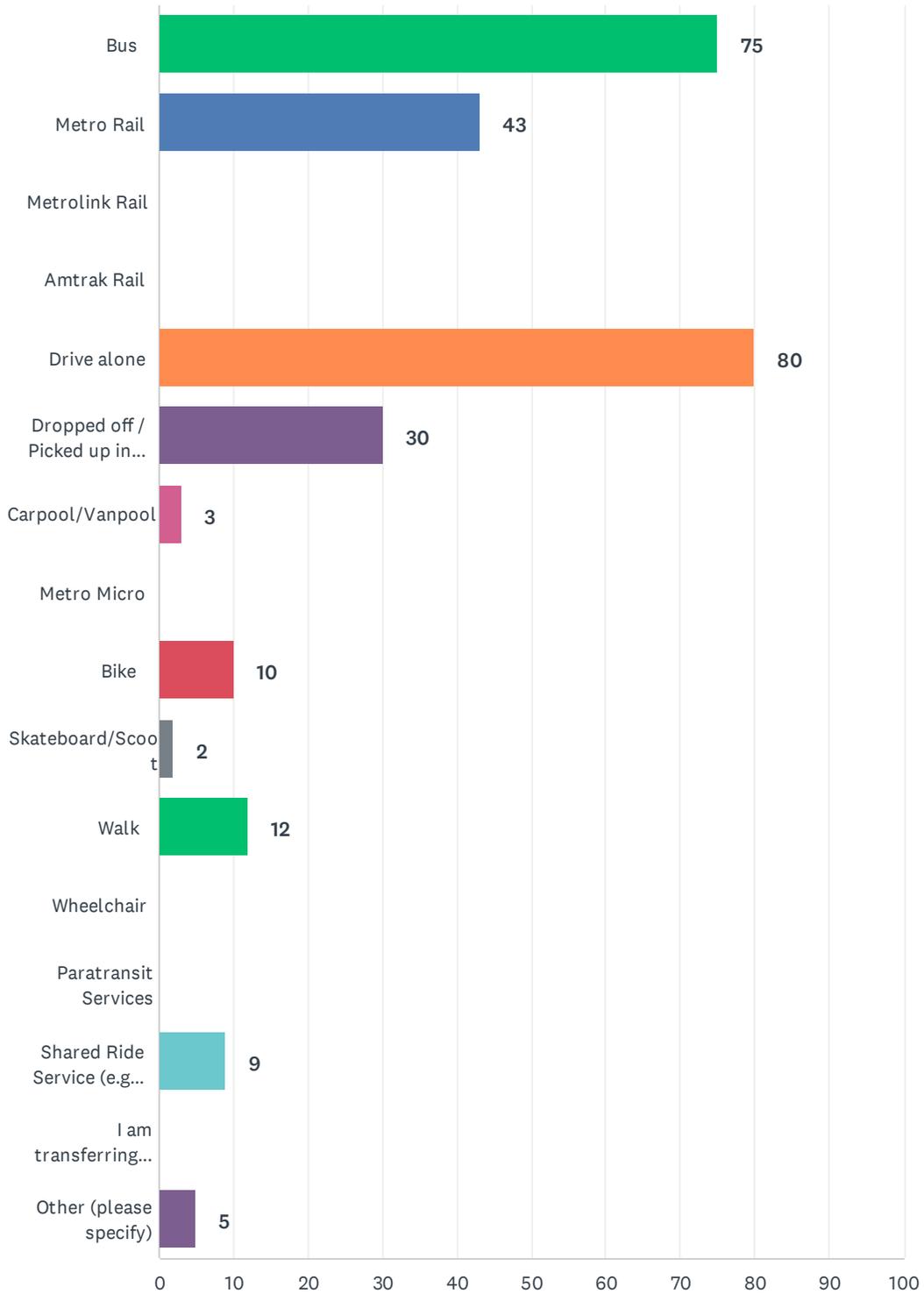
ANSWER CHOICES	RESPONSES	
Take a Bus	51.40%	110
Metro Rail	40.65%	87
Drive alone	11.68%	25
Dropped off / Picked up in a car	6.54%	14
Carpool/Vanpool	0.47%	1
Bike	6.07%	13
Skateboard/Scoot	1.87%	4
Walk	22.90%	49
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	4.67%	10
Other (please specify)	2.34%	5
Total Respondents: 214		

#	OTHER (PLEASE SPECIFY)	DATE
1	Drive	10/13/2023 5:32 AM
2	Pick up car to drive to work	10/11/2023 5:39 PM
3	Willowbroo/Rosa Park transfer to A line	10/11/2023 10:57 AM
4	Greenline bus	10/10/2023 7:43 AM
5	Norwalk station	10/10/2023 7:42 AM

### Metro's Rail Integration Study - Station User Survey: Norwalk

## Q10 I got to this station by....(Select all that apply)

Answered: 213 Skipped: 68



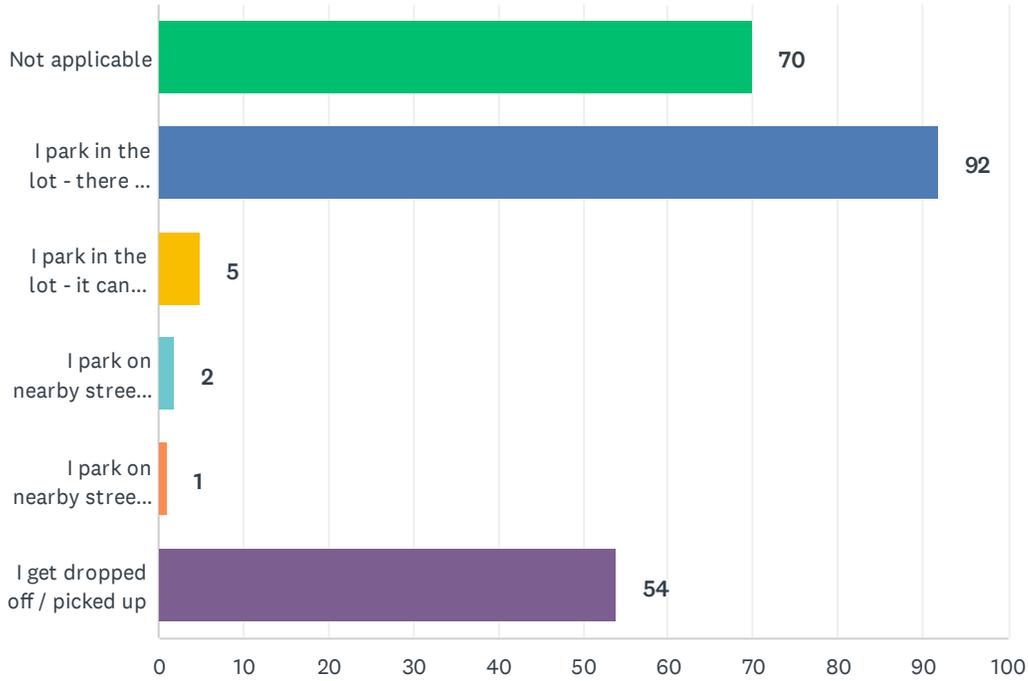
## Metro's Rail Integration Study - Station User Survey: Norwalk

ANSWER CHOICES	RESPONSES	
Bus	35.21%	75
Metro Rail	20.19%	43
Metrolink Rail	0.00%	0
Amtrak Rail	0.00%	0
Drive alone	37.56%	80
Dropped off / Picked up in a car	14.08%	30
Carpool/Vanpool	1.41%	3
Metro Micro	0.00%	0
Bike	4.69%	10
Skateboard/Scoot	0.94%	2
Walk	5.63%	12
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	4.23%	9
I am transferring at this station	0.00%	0
Other (please specify)	2.35%	5
Total Respondents: 213		

#	OTHER (PLEASE SPECIFY)	DATE
1	Car	10/11/2023 5:39 PM
2	Scooter	10/11/2023 10:57 AM
3	I often take a bus from DTLA to Norwalk station. Alternately, I had to take a bus to the rail to reach Norwalk station to be on time for work.	10/10/2023 4:43 PM
4	Sometimes I ride my bicycle	10/10/2023 7:43 AM
5	Car	10/10/2023 6:43 AM

### Q11 If arriving or departing in a vehicle at this station...(Select all the apply)

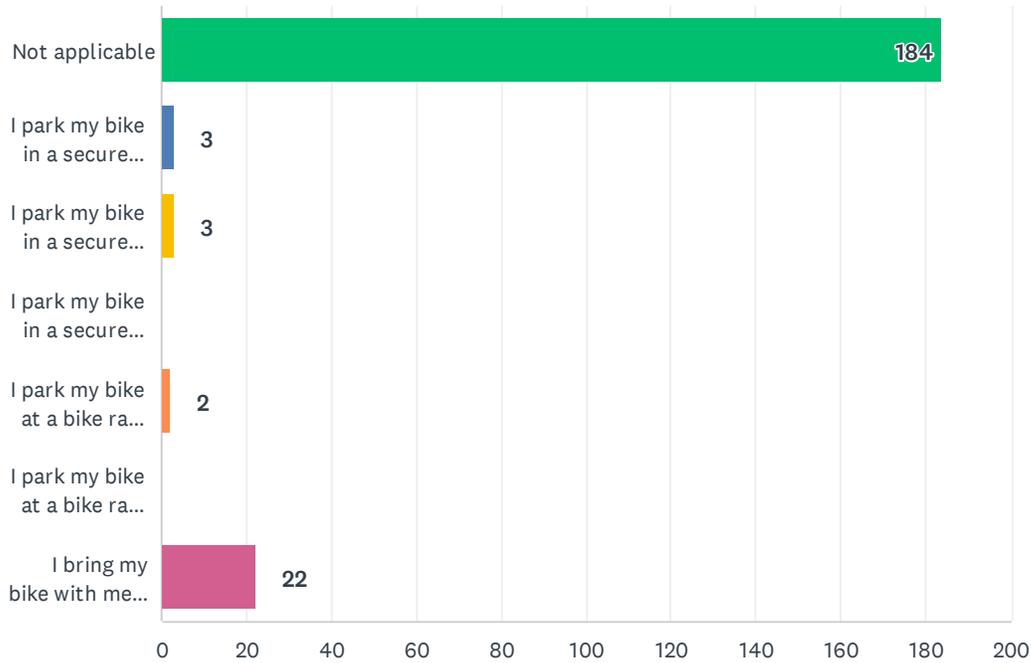
Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES	
Not applicable	32.71%	70
I park in the lot - there are usually spaces available	42.99%	92
I park in the lot - it can be challenging to find a space	2.34%	5
I park on nearby streets - there are usually spaces available	0.93%	2
I park on nearby streets - it can be challenging to find a space	0.47%	1
I get dropped off / picked up	25.23%	54
Total Respondents: 214		

### Q12 If arriving or departing on a bike at this station...(Select all the apply)

Answered: 212 Skipped: 69



ANSWER CHOICES	RESPONSES	
Not applicable	86.79%	184
I park my bike in a secure locker - there are usually spaces available	1.42%	3
I park my bike in a secure locker - I have a reserved locker	1.42%	3
I park my bike in a secure locker - it can be challenging to find a space	0.00%	0
I park my bike at a bike rack - there is usually space available	0.94%	2
I park my bike at a bike rack - it can be challenging to find a space	0.00%	0
I bring my bike with me on rail or bus	10.38%	22
Total Respondents: 212		

## Metro's Rail Integration Study - Station User Survey: Norwalk

## Q13 Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

Answered: 144 Skipped: 137

#	RESPONSES	DATE
1	No	10/16/2023 12:46 PM
2	Open the back entrance/exit to the lot 601 on foster road street.	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	No	10/15/2023 10:31 PM
5	Parking should be cheaper	10/15/2023 3:41 PM
6	N/A	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	no	10/14/2023 9:34 PM
9	I parked my vehicle in the parking and I payed for the day at the parking lot machine, it didn't print the receipt, once I came back from work, I had a citation for not paying and I did pay the \$3 for the day.	10/14/2023 1:54 PM
10	No	10/14/2023 12:55 PM
11	No	10/13/2023 5:32 AM
12	Security	10/13/2023 5:30 AM
13	No	10/12/2023 4:20 PM
14	No	10/12/2023 1:26 PM
15	No	10/12/2023 12:57 PM
16	Sufficient	10/12/2023 11:02 AM
17	No	10/12/2023 10:58 AM
18	How safe is to leave car parked there	10/12/2023 10:53 AM
19	N/a	10/12/2023 10:35 AM
20	Besides the drug addicts and homeless problem not really.	10/12/2023 8:56 AM
21	Norwalk Station: Hedges need to be trimmed in the outer parking area and weeds pulled.	10/12/2023 8:23 AM
22	Not at this time	10/12/2023 7:43 AM
23	Not at this time.	10/11/2023 11:45 PM
24	no	10/11/2023 10:27 PM
25	N/A	10/11/2023 9:08 PM
26	none	10/11/2023 8:54 PM
27	More parking spaces at the Aviation Station	10/11/2023 5:39 PM
28	Not applicable	10/11/2023 5:39 PM
29	N/A	10/11/2023 5:38 PM
30	Need to add more	10/11/2023 5:24 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

31	No	10/11/2023 5:13 PM
32	Nope	10/11/2023 4:31 PM
33	Not sufficient and not secure.	10/11/2023 4:17 PM
34	Make more line bike in the city of LA; make LA more rideable	10/11/2023 4:07 PM
35	Not really.	10/11/2023 3:57 PM
36	I don't park my bike at the station, but I do feel like there should be more bike parking, or there should be a bike share system between the Norwalk/Santa Fe Springs Metrolink and the Norwalk C line station.	10/11/2023 2:57 PM
37	No	10/11/2023 1:34 PM
38	No	10/11/2023 1:11 PM
39	None	10/11/2023 12:53 PM
40	None	10/11/2023 10:57 AM
41	N/A	10/11/2023 9:29 AM
42	No	10/11/2023 9:13 AM
43	No	10/11/2023 8:55 AM
44	No.	10/11/2023 8:55 AM
45	Nope.	10/11/2023 8:36 AM
46	Lots seems well used but never full	10/11/2023 8:34 AM
47	I tried applying for a monthly pass months ago it's been awhile and never heard anything. Not sure what the deal is with that	10/11/2023 8:32 AM
48	No everything is great quality	10/11/2023 8:28 AM
49	No.	10/11/2023 8:24 AM
50	no	10/11/2023 8:21 AM
51	I recommend you stop charging for parking at Norwalk station as an incentive to encourage people to take the green line. I have stopped taking the green line train because parking is very expensive. I work an Northrop Grumman and many coworkers are in the same situation. There is no cost benefit driving versus paying for parking and fare. Also many Northrop Grumman employees get to the train station after 7pm and after that time the green line metro frequency interval increase creating delays.	10/11/2023 8:21 AM
52	No	10/11/2023 8:16 AM
53	No	10/11/2023 8:16 AM
54	No	10/11/2023 8:15 AM
55	I think there should be more signs for shared riders to know where to pick up. Although I dropped my pin to be picked up in the parking lot, I once had a driver pull up in front of the station (in the bus lane), so I had to walk over to him after noticing he did not see me(also I get charged a wait time). We were stopped by the Sheriffs. Neither one of us(the driver) heard the Sheriff making a stop at first. He wasn't too happy about being "ignored". Bless his heart. Both embarrassing and made me late for class. I don't like being late. I make sure I tell my driver to go in the parking lot so they won't get a ticket, not on my account!	10/11/2023 8:09 AM
56	Please remove the paid parking at Norwalk station. The whole lot remains empty all day because it doesn't make sense for people to pay so much. They can get to their destination for a lot Cheaper and safer using their own car. Promote public transportation by eliminating 3 dollar per day parking. As long as people tap for the metro they should be able to park for free. The lot is underutilized and less people are taking the metro because of it. No one is checking fares on the metro and they are ticketing people who refuse to pay for parking. It should be the other way around	10/11/2023 8:03 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

57	turn the lights on the parking lot after 9 please	10/11/2023 7:50 AM
58	No	10/11/2023 7:49 AM
59	No	10/11/2023 7:49 AM
60	Nothing to report	10/11/2023 7:47 AM
61	No	10/11/2023 7:41 AM
62	It's clean	10/11/2023 7:19 AM
63	Since becoming a paid lot, there is availability	10/11/2023 7:16 AM
64	No	10/11/2023 7:15 AM
65	Not really	10/11/2023 7:11 AM
66	Please make parking available again. The cost of parking is burdensome, inconvenient and unaffordable.	10/11/2023 7:08 AM
67	capacity/available seats	10/11/2023 7:04 AM
68	NA	10/11/2023 7:02 AM
69	No	10/11/2023 7:01 AM
70	No comment	10/11/2023 6:58 AM
71	Na	10/11/2023 6:55 AM
72	N/A	10/11/2023 6:51 AM
73	Free parking for people using metro rail	10/10/2023 9:44 PM
74	No issues	10/10/2023 8:21 PM
75	I hope that my car is safe and no chance of theft or damage	10/10/2023 6:32 PM
76	Needs more lights and presence of security.	10/10/2023 6:29 PM
77	Birds can make cars dirty	10/10/2023 6:00 PM
78	N/A	10/10/2023 5:38 PM
79	There is plenty of parking in Norwalk station	10/10/2023 5:07 PM
80	Not the moment	10/10/2023 5:05 PM
81	More secure lockers should be available. Theft is rampant in LA and lockers are few and far between.	10/10/2023 5:00 PM
82	Na	10/10/2023 4:53 PM
83	No	10/10/2023 4:34 PM
84	N/a	10/10/2023 4:33 PM
85	nope	10/10/2023 4:27 PM
86	No	10/10/2023 4:10 PM
87	Paying for parking discourages use of arriving by car	10/10/2023 4:10 PM
88	No	10/10/2023 4:03 PM
89	not applicable	10/10/2023 3:52 PM
90	Please do anything	10/10/2023 12:09 PM
91	How often are the buses cleaned and sanitized?	10/10/2023 11:09 AM
92	No	10/10/2023 10:18 AM
93	Need better security	10/10/2023 9:22 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

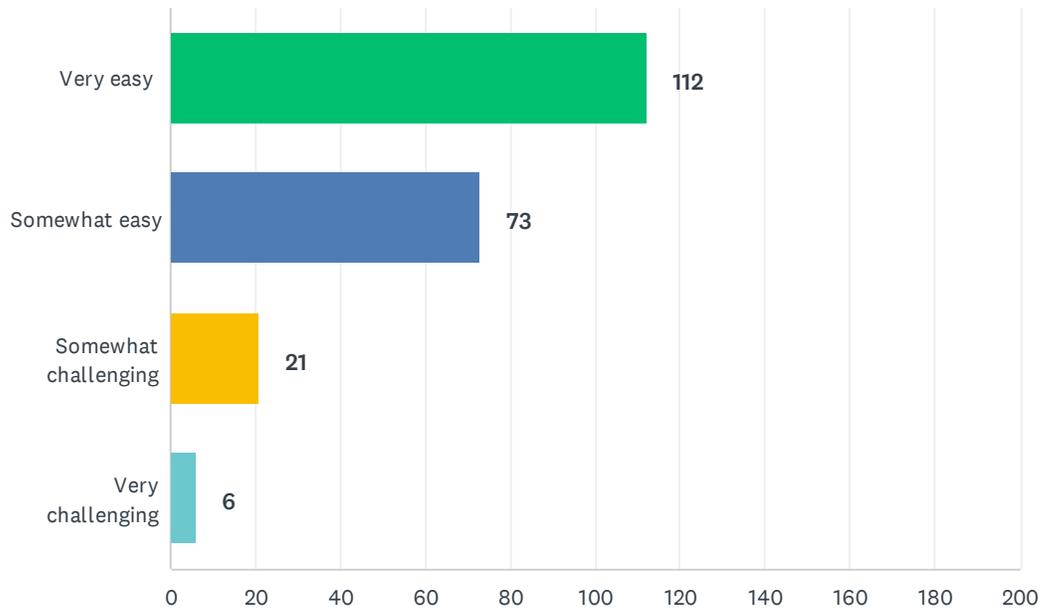
94	Parking unsecured. A couple of years back battery was stolen from my car while it was parked.	10/10/2023 9:17 AM
95	I don't drive	10/10/2023 9:15 AM
96	Options to pay online or in person are convenient	10/10/2023 9:03 AM
97	The parking is patrolled by security at night which makes it feel safe.	10/10/2023 8:54 AM
98	no	10/10/2023 8:51 AM
99	no.	10/10/2023 8:44 AM
100	no	10/10/2023 8:39 AM
101	No	10/10/2023 8:37 AM
102	It's not fair that some people leave their cars there for months and do not get ticketed.	10/10/2023 8:37 AM
103	No	10/10/2023 8:34 AM
104	None	10/10/2023 8:34 AM
105	Na	10/10/2023 8:33 AM
106	I thought public transportation was suppose to be inviting for the surrounding community by offering free parking. It was an incentive to park then ride and reduce vehicle traffic on the highway which in turn reduces pollution. I have a hard time seeing the incentives of public transportation when I pay to park my vehicle at a park and ride.	10/10/2023 8:13 AM
107	Can you build more parking ?	10/10/2023 8:09 AM
108	None	10/10/2023 8:05 AM
109	Vehicle parking is finally being watched over with security just started within the month	10/10/2023 8:01 AM
110	No	10/10/2023 7:59 AM
111	It's great.	10/10/2023 7:58 AM
112	I wish it was cheaper to be more competitive with driving to work	10/10/2023 7:57 AM
113	I don't like why parking is chargeable, we should promote going green rather than charging more for these services.	10/10/2023 7:54 AM
114	-	10/10/2023 7:52 AM
115	No	10/10/2023 7:43 AM
116	Dirty bike lockers	10/10/2023 7:43 AM
117	Reduce price on \$3 parking fee	10/10/2023 7:42 AM
118	None	10/10/2023 7:39 AM
119	Clean the parking lot & better lighting specially by stairs & parking lot	10/10/2023 7:36 AM
120	Too expensive for seniors and why there are other parking lots at other stops that are free and Norwalk is not.	10/10/2023 7:27 AM
121	I park at Aviation and the lot is alway very littered. Kinda hard to see if there is glass when parking	10/10/2023 7:26 AM
122	More bike racks and parking space	10/10/2023 7:22 AM
123	Remove homeless in train	10/10/2023 7:21 AM
124	No	10/10/2023 7:16 AM
125	No	10/10/2023 7:14 AM
126	No	10/10/2023 7:12 AM
127	Wish it was cleaner sometimes (Norwalk station parking)	10/10/2023 7:12 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

128	I tried to get a bike locker but there are none available.	10/10/2023 7:07 AM
129	No	10/10/2023 7:03 AM
130	There is no bike parking at Norwalk station.	10/10/2023 7:01 AM
131	Yes, you should allow us to pay for parking using our tap card.	10/10/2023 7:00 AM
132	No I don't usually those. Mostly walk to bus and train.	10/10/2023 6:59 AM
133	Parking is so bad. I once had to drive to work because I couldn't park at Norwalk station. From then on I get dropped off and picked up.	10/10/2023 6:59 AM
134	No	10/10/2023 6:58 AM
135	Just added security between 6:00 am to 9 pm since the parking lot has insufficient light posts for safety	10/10/2023 6:43 AM
136	Homeless people around the card make me nervous that they will break into the car	10/10/2023 6:41 AM
137	It would be ideal to have more security - someone attempted to break in to our vehicle.	10/10/2023 6:39 AM
138	Parking fee is bit pricey	10/10/2023 6:32 AM
139	The parking lot seems safe for parking and riding (at the Norwalk station) but it does not seem as safe to lock and leave bicycles. No one leaves their bikes locked.	10/10/2023 6:32 AM
140	Happy if I get free park and ride	10/10/2023 6:24 AM
141	None	10/10/2023 6:20 AM
142	Trash is not cleaned up in a timely matter for the Norwalk Green line station, including the platform, stairs, elevator and parking areas, bus waiting areas	10/10/2023 6:14 AM
143	Monthly pass would be nice for parking. The cost of parking often becomes prohibitive for a regular commute.	10/10/2023 6:12 AM
144	There should be more security in the parking lots and at the trains	10/10/2023 6:05 AM

## Q14 How easy or challenging is it to get to the station?

Answered: 212 Skipped: 69



ANSWER CHOICES	RESPONSES	
Very easy	52.83%	112
Somewhat easy	34.43%	73
Somewhat challenging	9.91%	21
Very challenging	2.83%	6
TOTAL		212

## Metro's Rail Integration Study - Station User Survey: Norwalk

## Q15 What makes getting to or from the station easy or challenging?

Answered: 178 Skipped: 103

#	RESPONSES	DATE
1	The norwalk station has only one way and one way out	10/16/2023 12:46 PM
2	Only one entrance and exit	10/16/2023 11:09 AM
3	Near my home	10/15/2023 10:33 PM
4	It easier because there's apps, maps, and there's help (the workers) at the station now so it's not easy to get lost and the community ( could ask them for directions if lost)!	10/15/2023 10:31 PM
5	Nothing	10/15/2023 3:41 PM
6	Weekend routes and times	10/15/2023 2:46 PM
7	I live nearby	10/15/2023 12:08 PM
8	I can easily arrive to my destination	10/14/2023 1:54 PM
9	There is clear direction to the parking lot	10/14/2023 12:55 PM
10	Not many stops in the bus I take to get there.	10/13/2023 3:28 PM
11	Traffic	10/13/2023 5:32 AM
12	All good	10/13/2023 5:30 AM
13	Freeway accessible.	10/12/2023 4:20 PM
14	Busses might not show up on time, or they are early	10/12/2023 1:26 PM
15	If I need to get there on a Sunday, finding a bus line that will get me there is difficult.	10/12/2023 12:57 PM
16	THE METRO BUS PICKING ME UP AND DROPPING ME OFF - VERY EASY! I GOT MY BUS DRIVER A DONUT LAST WEEK TO SAY THANK YOU!	10/12/2023 12:13 PM
17	Crowded bus	10/12/2023 11:02 AM
18	All the different options	10/12/2023 10:58 AM
19	Traffic	10/12/2023 10:35 AM
20	Besides lack of 24hr service easy access to station	10/12/2023 8:56 AM
21	I drive freeways all the way from Costa Mesa to Norwalk station.	10/12/2023 8:23 AM
22	Everything I need is in one central location	10/12/2023 7:43 AM
23	Ride my bike to and from work to the station.	10/11/2023 11:45 PM
24	Lack of sidewalk	10/11/2023 11:44 PM
25	nothing	10/11/2023 10:27 PM
26	Nothing, it's like any other station	10/11/2023 9:08 PM
27	The trails are fast.	10/11/2023 8:54 PM
28	N/A	10/11/2023 5:39 PM
29	The buses are not always on time, other than that it's pretty easy.	10/11/2023 5:39 PM
30	Somewhere in the middle I still find myself have to walk more often than not.	10/11/2023 5:38 PM
31	Easy access	10/11/2023 5:24 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

32	Bus takes long	10/11/2023 5:13 PM
33	It makes it easy because I js take one bus	10/11/2023 4:31 PM
34	Being a transfer hub makes it easy to transfer to other routes.	10/11/2023 4:17 PM
35	Public transportation delays so much in between one ride and the next	10/11/2023 4:07 PM
36	Walking required where I live to reach the metro rail line	10/11/2023 3:58 PM
37	The bus connection from the 51 or 48 to the green line station.	10/11/2023 3:57 PM
38	It would be a lot easier to get between the Norwalk/Santa Fe Springs Metrolink station and the Norwalk C Line station if the Norwalk Route 4 buses were synced to the Metrolink train timetable or if there was a special shuttle route between the two stations also linked to the Metrolink time table. A lot of the times I will miss the bus and have no choice but to bike between the stations.	10/11/2023 2:57 PM
39	It's way too spacious to be comfortably walkable. Also the escalators and elevators need to be replaced because they just keep breaking down.	10/11/2023 2:51 PM
40	Traffic	10/11/2023 2:19 PM
41	Freeway traffic	10/11/2023 1:34 PM
42	Morning bus runs on time to connect to the train an to another bus.	10/11/2023 1:11 PM
43	The lack of bus frequency during peak hours. Lines, 120, 460, 111	10/11/2023 12:53 PM
44	Easy to drive	10/11/2023 10:57 AM
45	less cars than the days when it was free to park	10/11/2023 10:07 AM
46	The distance between stops and stations for transfer make it easy, the frequency of buses makes it a bit inconvenient more than anything	10/11/2023 9:29 AM
47	I only have to take a bus and a train.	10/11/2023 9:13 AM
48	Only one rail line. Designated drop off station is far. Only one narrow escalator going up from rail line	10/11/2023 9:13 AM
49	I know the neighborhood	10/11/2023 8:57 AM
50	Traffic	10/11/2023 8:55 AM
51	I would prefer to take public bus to this station, but existing bus line takes too long.	10/11/2023 8:55 AM
52	Easy-e	10/11/2023 8:36 AM
53	The big freeway right next to the station makes it less than ideal for walking. Pretty good bus access/connections though	10/11/2023 8:34 AM
54	I would say only challenge is Costco traffic	10/11/2023 8:32 AM
55	When traveling locally it is hard to leave the station walking, there is only one street out but it adds a long walk around. wish there was a better pedestrian exit by Foster Road.	10/11/2023 8:30 AM
56	The app always tells me when the bus come so it's helpful	10/11/2023 8:28 AM
57	The freeway traffic	10/11/2023 8:27 AM
58	No. Very easy.	10/11/2023 8:24 AM
59	it's easy because the app tells me the bus times and when it's going to be delayed.	10/11/2023 8:21 AM
60	Near the freeway.	10/11/2023 8:21 AM
61	Short walk	10/11/2023 8:16 AM
62	My bike	10/11/2023 8:15 AM
63	Just off Studebacker road, which connect to Artesia Blvd, on which stree my apartment is located	10/11/2023 8:11 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

64	On nights I have a later class. I have no choice but to book a shared ride to the station from Biola.	10/11/2023 8:09 AM
65	Bus being on time	10/11/2023 8:05 AM
66	People are forced to park on studebaker and walk illegally along the 105 freeway to get to the station. Big hazard for pedestrians because there is no designated shoulder lane. Parking on studebaker is impossible to find because of all of the neighboring residential homes. Please install a parking structure as soon as possible	10/11/2023 8:03 AM
67	The bus ride	10/11/2023 7:50 AM
68	Just how simple it is to get in	10/11/2023 7:49 AM
69	It is close to my ho.e	10/11/2023 7:49 AM
70	The freeway leaves you at the station and it is usually not busy, which makes things easy.	10/11/2023 7:47 AM
71	Location is easily reached	10/11/2023 7:41 AM
72	Bus stop right at the station	10/11/2023 7:37 AM
73	Easy to navigate	10/11/2023 7:20 AM
74	Apps	10/11/2023 7:19 AM
75	Right off the freeway	10/11/2023 7:16 AM
76	No	10/11/2023 7:15 AM
77	The Norwalk 7 goes directly to it.	10/11/2023 7:11 AM
78	Bus arriving on time.	10/11/2023 7:07 AM
79	I live down the road	10/11/2023 7:02 AM
80	Location	10/11/2023 7:01 AM
81	Slow bus drivers	10/11/2023 6:58 AM
82	Sometimes the escalator is not working for days at a time	10/11/2023 6:55 AM
83	It's easy because the buses come in time and there are people telling me how to get to my destination if I am unsure	10/11/2023 6:51 AM
84	Freeway is close by.	10/11/2023 6:28 AM
85	Car	10/10/2023 9:44 PM
86	El segundo station is a 5 minute walk from work	10/10/2023 8:21 PM
87	Lots of traffic in that area.. alot of traffic lights on Imperial getting to the station. Wish it started at Norwalk Metrolink station	10/10/2023 6:32 PM
88	Little traffic around 6:45am	10/10/2023 6:00 PM
89	Traffic	10/10/2023 5:38 PM
90	Signs	10/10/2023 5:14 PM
91	Only the 120 metro bus takes me to Norwalk station and 430 am is not early enough	10/10/2023 5:07 PM
92	The LBT transit needs more buses to and from	10/10/2023 5:05 PM
93	Regional bus schedules are hard to navigate with some busses only scheduled once an hour. Could be made easier.	10/10/2023 5:00 PM
94	Nice traffic flow	10/10/2023 4:53 PM
95	Walking there. Avoiding the damn drug addicts.	10/10/2023 4:52 PM
96	When the stations are closed due to maintenance	10/10/2023 4:45 PM
97	There are only two ways to get to this station that are relatively efficient (i.e. less than 2 hours). Take the 460 towards Disneyland. Depending on the time of day, that bus is frequently	10/10/2023 4:43 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

off-schedule. If I miss the one that I need, then I have to wait for the next bus which is usually more than 30 minutes. I have found that I can take the 910/950 to the Harbor Freeway Station. From there, I can take rail to Norwalk station to then catch my last bus. Taking the rail from DTLA to Norwalk station (Blue line to Green line) takes way too long and is very inconvenient, which is the opposite of what one would expect.

98	East I take a bus that goes straight there	10/10/2023 4:34 PM
99	The schedules	10/10/2023 4:33 PM
100	i just take the 460 from Figueroa and Washington all the way here so it's real easy	10/10/2023 4:27 PM
101	Sometimes the times of the bus	10/10/2023 4:10 PM
102	Having limited connections to and from my destination. Often times I am forced to travel to LA to catch the silver streak from Norwalk because limited 577 to El Monte (Google Maps states this is faster than waiting for another 577 and then catching the silver streak connection).	10/10/2023 4:10 PM
103	Bus times	10/10/2023 4:03 PM
104	fastest route.	10/10/2023 3:52 PM
105	C line doesn't connect to metrolink station	10/10/2023 2:40 PM
106	Yes timing	10/10/2023 12:09 PM
107	Traffic	10/10/2023 11:36 AM
108	Accesible parking	10/10/2023 11:14 AM
109	It is near the 605 highway and has easy access to other highways	10/10/2023 11:09 AM
110	Bus schedule and delays	10/10/2023 10:46 AM
111	Traffic	10/10/2023 10:18 AM
112	I only have to take one bus to get to the station.	10/10/2023 9:23 AM
113	The Main Street makes it accessible	10/10/2023 9:22 AM
114	Heavy traffic on imperial hwy	10/10/2023 9:17 AM
115	By checking the metro app	10/10/2023 9:15 AM
116	Right off the freeway	10/10/2023 9:03 AM
117	The bus connection is unreliable, poorly timed, and infrequent. If the Metrolink runs late (which it often does due to freight train congestion near Fullerton) and I miss the bus, it can be a 30-40 minute wait until the next one. Overall, the experience feels "brittle" and easily broken.	10/10/2023 9:00 AM
118	It's hard to get there by bus because they take a long time to get there since they stop at every block and also the buses schedule are not reliable, they are always late. So I rather take Uber but that's expensive	10/10/2023 9:00 AM
119	the frequent 251 bus makes it easy to go to Long Beach Green Line station, from green line to norwalk is a breeze now	10/10/2023 8:57 AM
120	No good connection from where I live.	10/10/2023 8:54 AM
121	The route to the station is not pedestrian friendly, much less easily accessible by wheelchair or other mobility devices. The station is flanked by freeways and freeway entrances, so cars drive fast around the area. There is limited sidewalk space, with shade/shelter from the rain/sun.	10/10/2023 8:54 AM
122	maps	10/10/2023 8:51 AM
123	everything is very easy.	10/10/2023 8:44 AM
124	Traffic	10/10/2023 8:39 AM
125	bus delays usually mess up my transfer bus when arriving to the norwalk station	10/10/2023 8:39 AM
126	No	10/10/2023 8:37 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

127	It's right off the freeway.	10/10/2023 8:37 AM
128	Finding busses that goes to the station	10/10/2023 8:34 AM
129	Un shelter / Mental issues is very challenging	10/10/2023 8:34 AM
130	Driving by car, but it still takes 20 min	10/10/2023 8:33 AM
131	Inconsistent times of arrival and departure	10/10/2023 8:28 AM
132	It's right off the 605 freeway near a exit with 2 dedicated entry lanes to the parking area	10/10/2023 8:13 AM
133	Delayed transfers	10/10/2023 8:09 AM
134	Near fwy	10/10/2023 8:05 AM
135	There are buses available	10/10/2023 8:02 AM
136	Easy enough just taking imperial hwy west to Hoxie	10/10/2023 8:01 AM
137	Train delays	10/10/2023 7:59 AM
138	Located by major streets	10/10/2023 7:58 AM
139	I have no mobility issues	10/10/2023 7:57 AM
140	Traffic	10/10/2023 7:54 AM
141	Location is central	10/10/2023 7:52 AM
142	Free way access and exit	10/10/2023 7:49 AM
143	Traffics in the morning	10/10/2023 7:45 AM
144	Close to freeway on ramp	10/10/2023 7:43 AM
145	605 freeway/local streets	10/10/2023 7:42 AM
146	Layovers are long	10/10/2023 7:40 AM
147	Signage on 605	10/10/2023 7:39 AM
148	I take a single freeway(605) to travel to the station.	10/10/2023 7:39 AM
149	Freeway exit takes me directly to the paneling area	10/10/2023 7:36 AM
150	Easy	10/10/2023 7:36 AM
151	Off 605 freeway	10/10/2023 7:27 AM
152	Foul smells from trash, urine, and sometimes excrement.	10/10/2023 7:27 AM
153	Freeway construction	10/10/2023 7:26 AM
154	Not to many bus routes around my area	10/10/2023 7:22 AM
155	Challenging is seeing homeless people sleeping in the train	10/10/2023 7:21 AM
156	Arrival times are easy to track	10/10/2023 7:16 AM
157	Live 2miles away and bus service near the house	10/10/2023 7:15 AM
158	The busses do not run regularly/according to their schedules. This is to get here.	10/10/2023 7:14 AM
159	When I don't get dropped off at the station I take a bus sometimes it takes long	10/10/2023 7:12 AM
160	Traffic on the 91 from my home	10/10/2023 7:12 AM
161	Direct down Imperial Hwy. Sometimes catch Norwalk 4 in La Habra to Metro C Line Norwalk. OC 20 was discontinued otherwise may use bus to metro eliminating 15 mile drive to Norwalk.	10/10/2023 7:03 AM
162	Busses are not synchronized to Metrolink arrival times and so connecting to Metro trains adds to commute times. Buses should wait for arriving metrolink trains to expedite commute between trains	10/10/2023 7:01 AM
163	I drive on the freeway and it's a straight shot	10/10/2023 7:00 AM

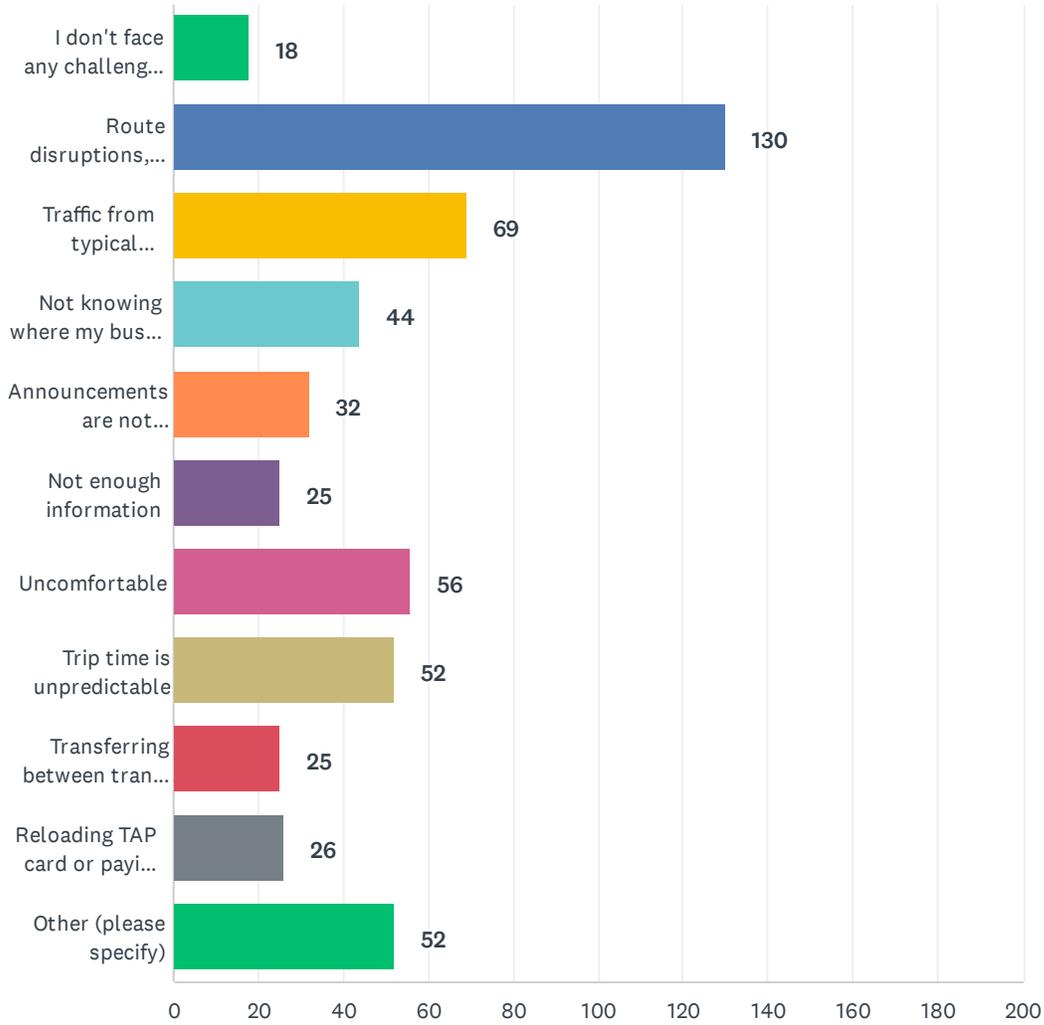
## Metro's Rail Integration Study - Station User Survey: Norwalk

164	Helpful map n time fast and shorty	10/10/2023 6:59 AM
165	Traffic on the freeway. I'd bike there but it's so dangerous. It's only 9 miles.	10/10/2023 6:59 AM
166	Nothing	10/10/2023 6:58 AM
167	Knowing that I don't need to transfer from one public transportation to another	10/10/2023 6:43 AM
168	It's right off the freeway	10/10/2023 6:41 AM
169	Bus stop is at the station	10/10/2023 6:39 AM
170	Surrounding area traffic	10/10/2023 6:39 AM
171	Lot of cars	10/10/2023 6:32 AM
172	Accessible parking and passenger loading spaces	10/10/2023 6:32 AM
173	Right off freeway	10/10/2023 6:29 AM
174	Easy; I can take my choice of 2 busses to get to the station	10/10/2023 6:29 AM
175	I don't have frequent buses from my place	10/10/2023 6:24 AM
176	Highway traffic	10/10/2023 6:20 AM
177	No freeways to get on I can take local streets	10/10/2023 6:14 AM
178	Traffic	10/10/2023 6:05 AM

### Metro's Rail Integration Study - Station User Survey: Norwalk

## Q16 Please select any challenges you might face during your trip(Select all that apply)

Answered: 214 Skipped: 67



## Metro's Rail Integration Study - Station User Survey: Norwalk

ANSWER CHOICES	RESPONSES	
I don't face any challenges during my trip	8.41%	18
Route disruptions, detours, construction, or slowdowns	60.75%	130
Traffic from typical conditions	32.24%	69
Not knowing where my bus or train is along its route	20.56%	44
Announcements are not understandable	14.95%	32
Not enough information	11.68%	25
Uncomfortable	26.17%	56
Trip time is unpredictable	24.30%	52
Transferring between transit services	11.68%	25
Reloading TAP card or paying for fare	12.15%	26
Other (please specify)	24.30%	52
Total Respondents: 214		

#	OTHER (PLEASE SPECIFY)	DATE
1	dirty	10/14/2023 9:34 PM
2	LAX Micro needs more drivers.	10/12/2023 4:20 PM
3	WORKING ON MY PATIENCE (SMILE)	10/12/2023 12:13 PM
4	Too many homeless on Greenline C (some mentally ill)	10/12/2023 8:23 AM
5	Homeless people on train sleeping, eating and leaving trash on seats	10/11/2023 5:39 PM
6	It's very scary at times traveling, there's many homeless people with mental illness or in drugs that we do not know when they will just snap. Another thing is that they need to improve the cleanliness of the metros. They are so filthy n it seems like it's a shelter for the homeless. Routine security or police check ups would help a lot.	10/11/2023 5:39 PM
7	Overcrowding/Insufficient busses on route after 3:30pm.	10/11/2023 4:17 PM
8	Not so nice people on the metro	10/11/2023 2:19 PM
9	How the homeless population has taken over train Trains are dirty laying over seats smoking weed you don't feel safe riding the train anymore.	10/11/2023 1:11 PM
10	Drug usage on train.	10/11/2023 12:53 PM
11	Security	10/11/2023 10:57 AM
12	some c-line-green line trains stop at Aviation station. This was not advertised.	10/11/2023 10:07 AM
13	Elevators/escalators not working or very dirty	10/11/2023 8:57 AM
14	The Norwalk station has become a bit dirtier	10/11/2023 8:30 AM
15	train problems	10/11/2023 8:11 AM
16	Homeless are living in the trains and no one is checking the fares. Reinstate the contract with the sheriff's department.	10/11/2023 8:03 AM
17	Lack of security	10/11/2023 7:04 AM
18	Transients and other suspicious looking people	10/11/2023 7:02 AM
19	Homeless holding up the bus	10/11/2023 6:58 AM

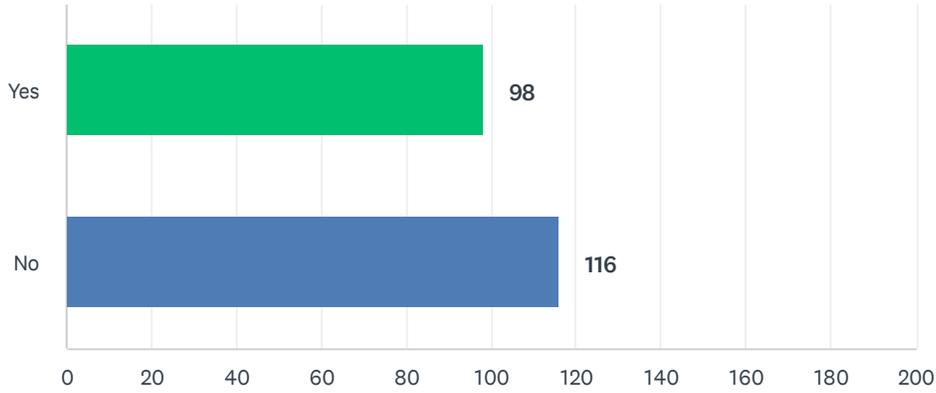
## Metro's Rail Integration Study - Station User Survey: Norwalk

20	The computer screens are not always functioning on the 5:15 a.m. train leaving Norwalk.	10/11/2023 6:28 AM
21	Other passengers and lack of security	10/10/2023 5:00 PM
22	CRAZY DRUG ADDICTS	10/10/2023 4:52 PM
23	No security on rail lines --- also no way to escape if there is a scuffle.	10/10/2023 4:43 PM
24	not feeling too secure	10/10/2023 4:27 PM
25	long gaps between buses	10/10/2023 3:50 PM
26	trash	10/10/2023 2:40 PM
27	Worry about safety and cleanliness/hygiene of metro rail. No safety measures.	10/10/2023 11:36 AM
28	Homeless people sleeping on train	10/10/2023 11:14 AM
29	Dirty trains, too many homeless/transients	10/10/2023 11:01 AM
30	Drug addicts and overall safety	10/10/2023 8:42 AM
31	People causing uncomfortable situations ie loud music, disruptive behavior, smoking	10/10/2023 8:28 AM
32	Bring back fabric seats, new one are uncomfortable. Think Long Beach Transit seats	10/10/2023 8:09 AM
33	Can be smelly	10/10/2023 8:04 AM
34	Honeless people who are onboard the train or bus who are usually stinky and some are noisy/disruptive	10/10/2023 8:02 AM
35	Too many homeless on the train and not enough regular cleaning of train	10/10/2023 8:01 AM
36	Unsanitary	10/10/2023 7:52 AM
37	Homeless in train	10/10/2023 7:43 AM
38	Cleanliness of train seats	10/10/2023 7:39 AM
39	Homeless people leave trash all over stations/trainid	10/10/2023 7:32 AM
40	Trains are filthy and not well kept	10/10/2023 7:27 AM
41	Tried reloading tap online and money never deposited	10/10/2023 7:26 AM
42	Bus drivers don't stop sometimes when you're at their stop	10/10/2023 7:22 AM
43	The Metro Tap app for andriod does not always work.	10/10/2023 7:14 AM
44	Homeless on train or other disruptions on train.	10/10/2023 7:03 AM
45	The trains need to be deodorized and monitored for homeless people sleeping on them. I don't have a problem with the homeless but some of them will take multiple seats.	10/10/2023 7:00 AM
46	A lot of homeless people on the train. They smell and are gross because of it	10/10/2023 6:58 AM
47	Smelly homeless sleeping on trains	10/10/2023 6:41 AM
48	Many times TAP card gives error. Driver just tells me to proceed after trying many times	10/10/2023 6:39 AM
49	Some buses have a terrible smell that doesn't seemed to be addressed	10/10/2023 6:32 AM
50	Homeless sleeping and drug use on train	10/10/2023 6:29 AM
51	Unknown Metro delays or unknown station closures	10/10/2023 6:20 AM
52	Homeless people making me feel unsafe	10/10/2023 6:12 AM

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q17 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

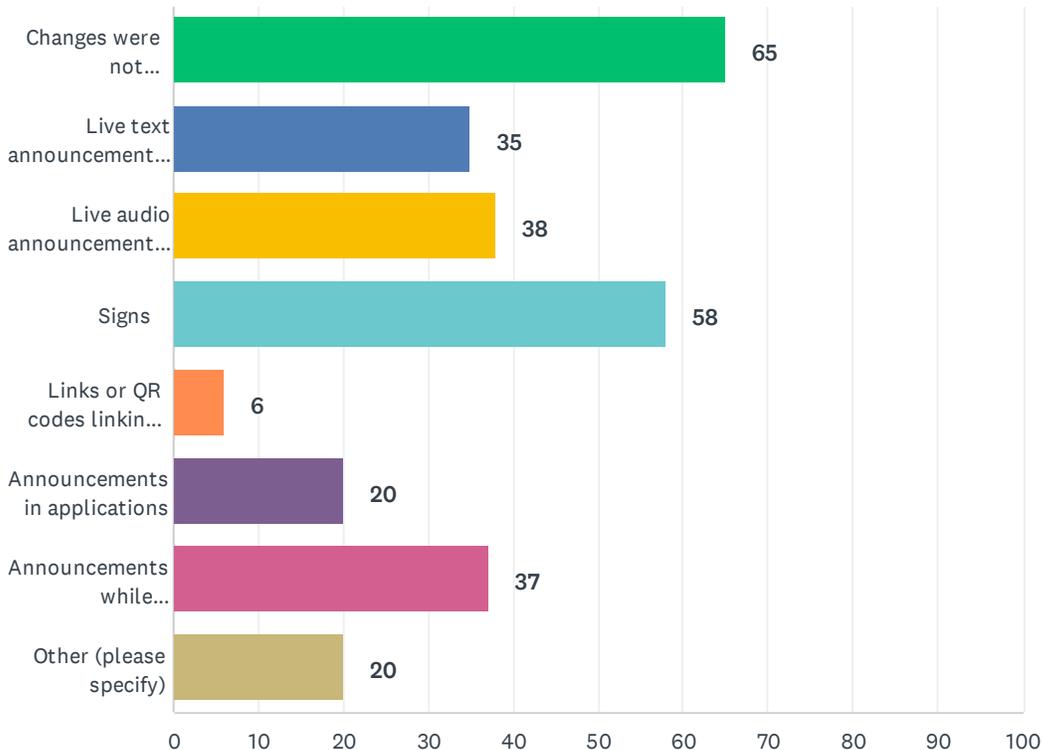
Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes	45.79%	98
No	54.21%	116
TOTAL		214

# Q18 Were these route disruptions, detours, construction, or slowdowns communicated?

Answered: 199 Skipped: 82



ANSWER CHOICES	RESPONSES
Changes were not communicated	32.66% 65
Live text announcements at the stop or station	17.59% 35
Live audio announcements at the stop or station	19.10% 38
Signs	29.15% 58
Links or QR codes linking to more information	3.02% 6
Announcements in applications	10.05% 20
Announcements while travelling on bus or rail	18.59% 37
Other (please specify)	10.05% 20
Total Respondents: 199	

#	OTHER (PLEASE SPECIFY)	DATE
1	only once stated on train, by conductor	10/11/2023 10:07 AM
2	Word of mouth from other commuters	10/11/2023 8:57 AM
3	Email	10/11/2023 8:55 AM

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4	Nope	10/11/2023 8:36 AM
5	Downtown LA protest	10/11/2023 8:15 AM
6	normally not announced on the PA system unless train very late	10/11/2023 8:11 AM
7	Metro website	10/11/2023 7:04 AM
8	No	10/11/2023 6:55 AM
9	Metro employees and flyers	10/10/2023 8:21 PM
10	I found out via a link on Google maps that routed to the metro website.	10/10/2023 4:43 PM
11	twitter/x. caltrans quickmap	10/10/2023 2:40 PM
12	Not enough!	10/10/2023 10:18 AM
13	N/A	10/10/2023 8:34 AM
14	People communicate	10/10/2023 8:33 AM
15	Metro rail notices are posted on the platforms	10/10/2023 8:01 AM
16	Twitter	10/10/2023 7:52 AM
17	Not always aware which stations are out of service	10/10/2023 7:36 AM
18	but these can be very difficult to understand when communicated by the driver. I need written text.	10/10/2023 6:59 AM
19	A heads up would be immensely helpful to accommodate the changing train schedule - finding out on the spot is frustrating.	10/10/2023 6:39 AM
20	Sometimes by signs, but not at every station. I normal haven't been able to tell until the last available stop of the trip.	10/10/2023 6:20 AM

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## Q19 Is there anything else you'd like us to know about challenges you face during your trip?

Answered: 156 Skipped: 125

#	RESPONSES	DATE
1	No	10/16/2023 12:46 PM
2	Random police search or home people on the trail delay the travel time.	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	Sometimes when the names of the train don't match where the metro is going happens often and does get confusing!	10/15/2023 10:31 PM
5	Get the homeless people off the train. Not safe and extremely unsanitary. Why would normal rider pay for fares and metro does nothing to remove the homeless people that are not paying and takes up a lot of the chairs. Unacceptable, this has been going on for too long.	10/15/2023 3:41 PM
6	Please consider weekend routes and times	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	too many people do not buy tickets, sleep on train	10/14/2023 9:34 PM
9	No	10/14/2023 1:54 PM
10	Trains tends to stop or slow down when the freeway has an accident	10/14/2023 12:55 PM
11	No	10/13/2023 3:28 PM
12	No	10/13/2023 5:32 AM
13	No	10/13/2023 5:30 AM
14	LAX Micro needs more drivers.	10/12/2023 4:20 PM
15	No	10/12/2023 1:26 PM
16	I LOVE METRO BUS AND TRAIN! MAY WE HAVE A METRO CLEANING DAY? COME VOLUNTEER AND CLEAN THE BUS AND TRAIN!! I WOULD LOVE TO CLEAN AND MAYBE GET A MONTH FREE RIDES!!! METRO DAY!	10/12/2023 12:13 PM
17	Unpleasant stops	10/12/2023 11:02 AM
18	Traffic	10/12/2023 10:58 AM
19	The homeless people on the transit the trains also smell very bad odor the platforms and stairwells also stink with human fishes	10/12/2023 10:53 AM
20	There's hardly any type of security/law enforcement. 99% of the time the train is filthy and has alot of homeless people or suspicios people. Im always alert because i fear for my safely	10/12/2023 10:35 AM
21	No	10/12/2023 8:56 AM
22	Again, too many non-fare paying riders on Green Line C between Norwalk and Redondo Beach. No security to protect the fare-paying riders. I don't feel safe with homeless that can be mentally ill. Trains are often dirty and smelly with their grime and trash.	10/12/2023 8:23 AM
23	No	10/12/2023 7:43 AM
24	Why do buses come in 2's or 3's instead of being spaced out so there coming every 5, 8, 10 minute intervals?	10/11/2023 11:45 PM
25	Dirty seats and floors	10/11/2023 11:44 PM
26	no	10/11/2023 10:27 PM

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27	No	10/11/2023 9:08 PM
28	none	10/11/2023 8:54 PM
29	Better air conditioning on trains	10/11/2023 5:39 PM
30	No, just to improve the cleanliness n Police check ups to feel safer.	10/11/2023 5:39 PM
31	N/A	10/11/2023 5:38 PM
32	No	10/11/2023 5:24 PM
33	No	10/11/2023 5:13 PM
34	Nope	10/11/2023 4:31 PM
35	There never is real time communication with canceled bus times or updates to real time schedules. Overcrowding is forcing me to seek other forms of personal transportation (car) and bike racks should be extended to max capacity for more bicyclists like me who rely on multiple forms of transportation. Thank you.	10/11/2023 4:17 PM
36	More bike lines	10/11/2023 4:07 PM
37	I used to face challenges that involved payments but not anymore.	10/11/2023 3:57 PM
38	No	10/11/2023 1:34 PM
39	No	10/11/2023 1:11 PM
40	Ridership would increase if patrons felt safe and not in fear of being harassed	10/11/2023 12:53 PM
41	Homeless people riding the train nowhere	10/11/2023 10:57 AM
42	No	10/11/2023 10:33 AM
43	Homeless people sleeping on train. People bringing their bicycles on the train through any train entrance. Dirtiness at each station.	10/11/2023 10:07 AM
44	Not really.	10/11/2023 9:29 AM
45	No	10/11/2023 9:13 AM
46	Some bus routes don't run often enough and are often delayed. Making it more likely to miss a bus and be over 30 minutes late	10/11/2023 9:13 AM
47	No	10/11/2023 8:55 AM
48	I wish there was a Metro Rail station in Artesia/Cerritos area.	10/11/2023 8:55 AM
49	Nope	10/11/2023 8:36 AM
50	Nah	10/11/2023 8:34 AM
51	When trains share tracks it gets confusing	10/11/2023 8:32 AM
52	The 460 line is constantly overcrowded during usual work times	10/11/2023 8:30 AM
53	Nah	10/11/2023 8:28 AM
54	Dirty homeless and trash on the train.	10/11/2023 8:24 AM
55	no	10/11/2023 8:21 AM
56	Another area of concern is that some times there are coordinated thefts. For example one time in the afternoon four teenagers entered a train wagon. Two stood by each of the doors, the other two were walking around the isles looking for victims (in this case some one using a cellphones). When the train stopped at a station, the guys at the doors kept the doors open. Then one of the other teenager started heating one passenger in the face while the second teenager snatched the cellphone out of the Passengers hands, and they ran away	10/11/2023 8:21 AM
57	No	10/11/2023 8:16 AM
58	Dirty homeless sleeping on the subway.	10/11/2023 8:16 AM

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59	No	10/11/2023 8:15 AM
60	The un-housed population are sometimes a disruption and safety concern.	10/11/2023 8:09 AM
61	Metro 232 needs to be more punctual. Parking lot needs to be accessible to metro riders free of cost. Please contact Caltrans to install a hard barrier along the shoulder of 105 east to studebaker. Norwalk transit currently has 2 routes for bus number 2. It is very confusing which bus goes where so every passenger has to ask the driver each time. One route 2 goes along imperial and another route 2 goes along studebaker. Please have them change route numbers to make it easier	10/11/2023 8:03 AM
62	The crackheads and make it safe for girls to use	10/11/2023 7:50 AM
63	No	10/11/2023 7:49 AM
64	No	10/11/2023 7:49 AM
65	For travelers not using the app or website, there should be a sign before you swipe to let them know there are delays or issues with the route.	10/11/2023 7:47 AM
66	Safety	10/11/2023 7:41 AM
67	This is my only way to work. I heavily rely on the train to get to work on time.	10/11/2023 7:37 AM
68	Make more obvious on Transit app.	10/11/2023 7:20 AM
69	Tap card reload machines don't work at all train stations	10/11/2023 7:19 AM
70	No	10/11/2023 7:16 AM
71	Homeless is the continuous problem in all stations , specially sanitation in all train wagons they should be cleaner..they small terrible and the home less always sleeping daily and no security	10/11/2023 7:15 AM
72	No	10/11/2023 7:11 AM
73	Just the uncomfortable situation with the homeless. General uncleanness of the train.	10/11/2023 7:07 AM
74	Transients, dangerous people that did not pay to ride the train, people playing loud music.	10/11/2023 7:02 AM
75	No	10/11/2023 7:01 AM
76	Too many homeless riding the bus for free and causing problems	10/11/2023 6:58 AM
77	Homless always on the train. And they are dirty. Trains at times are dirty clean them.	10/11/2023 6:55 AM
78	N/A	10/11/2023 6:51 AM
79	On one occasion there was a fellow passenger in medical distress. I attempted to use the emergency intercom and ther was no response at all.	10/11/2023 6:28 AM
80	Too many homeless	10/10/2023 9:44 PM
81	No	10/10/2023 8:21 PM
82	Safety! There's too many homeless people riding the trains! Many of them have mental conditions and create a hostile environment. They often shout and create a panic in regular riders. These people should be removed.	10/10/2023 6:32 PM
83	Hygiene of the train.	10/10/2023 6:29 PM
84	No	10/10/2023 6:00 PM
85	Train sanitation	10/10/2023 5:38 PM
86	Dirty	10/10/2023 5:14 PM
87	When routes change , transit app does not announce	10/10/2023 5:07 PM
88	The elevators are dirty and smell like baby lotion..	10/10/2023 5:05 PM
89	More security and actual enforcement of guidelines would improve service in theory. I accept that it is not realistic	10/10/2023 5:00 PM

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90	Homeless people	10/10/2023 4:53 PM
91	Please. The drug addicts are creepy at times	10/10/2023 4:52 PM
92	Add public restrooms to stations!	10/10/2023 4:43 PM
93	Just accurate times would help	10/10/2023 4:34 PM
94	N/a	10/10/2023 4:33 PM
95	sometimes people smoke in the bus and there's nothing done about it	10/10/2023 4:27 PM
96	No	10/10/2023 4:10 PM
97	Limited connections or compensation for delays and therefore missing invaluable connections	10/10/2023 4:10 PM
98	No	10/10/2023 4:03 PM
99	none	10/10/2023 3:52 PM
100	Lack of enforcement at night	10/10/2023 2:40 PM
101	Anything good for us.	10/10/2023 12:09 PM
102	Better safety measures will encourage more ridership.	10/10/2023 11:36 AM
103	No	10/10/2023 11:09 AM
104	No	10/10/2023 10:18 AM
105	None	10/10/2023 9:17 AM
106	No	10/10/2023 9:15 AM
107	No	10/10/2023 9:03 AM
108	This train rails are always under construction, I've have never seen any other cities trains that have so much construction going on all the time, this slow down the time to get to work	10/10/2023 9:00 AM
109	This route, 460-Northbound, to DTLA. There is often traffic at can derail your trip by well over 30 mins. Only certain areas of the route are bus-only designated areas, so the route is truly subject to traffic and you are unable to predict on any given day if you will arrive to your destination on time due to traffic on the trip or before it reaches your pick up stop. Many folks who are unfamiliar/do not have access to apps or online resources are left waiting for the bus without knowing when the bus will arrive. I think it would be helpful to have signage with QR codes around the bus stops or within the buses/metro directing riders to live tracking apps/sites as well as more live tracking signs.	10/10/2023 8:54 AM
110	no	10/10/2023 8:51 AM
111	The recent closure from Aviation and Redondo Beach was very inconvenient. Only once did I ride the shuttle that was supposed to get people from the Aviation stop to the rest of the stops and the waiting time between each shuttle was awful and it was so crowded. I didn't start riding the train again until I knew for sure the stations were open again.	10/10/2023 8:44 AM
112	delays	10/10/2023 8:39 AM
113	No	10/10/2023 8:37 AM
114	The C Line construction said that it would be done on Sep 24, but there is still maintenance at the el Segundo stations that were not communicated until the day of.	10/10/2023 8:37 AM
115	No	10/10/2023 8:34 AM
116	New Driver not aware of metro lincon transfer acceptance	10/10/2023 8:34 AM
117	Lots of homeless sleep on train or use as bathroom	10/10/2023 8:33 AM
118	NA	10/10/2023 8:28 AM
119	The lack of police or security presence on the train is ridiculous. Only in the heart of LA I see police and security presence. The underserved communities that pay for a lot of the Metro budget are left to defend themselves on these Wild West trains. The automated	10/10/2023 8:13 AM

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announcements about security are a joke. The amount of crime on the train is concerning. I would not take the train outside of busy commuting times and definitely not on the weekends.

120	recently the C line trip is continuing delay	10/10/2023 8:11 AM
121	The undesirables	10/10/2023 8:09 AM
122	None	10/10/2023 8:05 AM
123	Homeless sleeping on trains is out of control along with dirty trains that smell bad	10/10/2023 8:01 AM
124	No	10/10/2023 7:59 AM
125	The announcements can be very hard to hear by the freeway.	10/10/2023 7:58 AM
126	It'd be nice if it was easier to find out about route disruptions before I got to the station	10/10/2023 7:57 AM
127	The C line recent maintenance of the power lines took me nearly 1 hr and 30 mins to get from Norwalk to El Segundo	10/10/2023 7:54 AM
128	Could be cleaner and more strict.	10/10/2023 7:52 AM
129	Twitter feed is what helps me to stay informed	10/10/2023 7:45 AM
130	No	10/10/2023 7:43 AM
131	None	10/10/2023 7:39 AM
132	More visible on the sign live	10/10/2023 7:36 AM
133	Have bulletin board or big tv screen at Norwalk to help people know of delay or constructions coming soon in advance like freeway type	10/10/2023 7:36 AM
134	Homeless and mentally unstable riders	10/10/2023 7:27 AM
135	Overall dirty conditions of trains and stations. No apparent enforcement of any rules (fares, eating, smoking, etc).	10/10/2023 7:27 AM
136	Using the elevator can be scary and really gross. Ppl use the bathroom in them and sometimes I see people asleep in there. I'm happy for the escalators but they are often broken	10/10/2023 7:26 AM
137	To much homeless	10/10/2023 7:22 AM
138	No	10/10/2023 7:16 AM
139	The Metro Tap app does not always work on the Andriod platform.	10/10/2023 7:14 AM
140	No	10/10/2023 7:12 AM
141	Cleanliness on trains - sometimes seats have trash or are wet and it can be difficult to find a clean seat	10/10/2023 7:12 AM
142	No	10/10/2023 7:03 AM
143	Security is absent, transit watch app is useless	10/10/2023 7:01 AM
144	No	10/10/2023 7:00 AM
145	Sometime it hard understand what they trying announce if anything change how can I understand because I am deaf	10/10/2023 6:59 AM
146	The driver speaking is very hard to understand. (I am a native speaker but have hearing difficulties.) I would always request written communication from drivers.	10/10/2023 6:59 AM
147	A lot of homeless people on the train. Make it really smelly and gross to ride	10/10/2023 6:58 AM
148	Nope	10/10/2023 6:43 AM
149	Homeless people on drugs screaming during the ride can be scary	10/10/2023 6:41 AM
150	It is very scary and uncomfortable having homeless individuals all over the trains and platforms. Please continue to work on keeping the rides safe for paying commuters.	10/10/2023 6:39 AM
151	Delay in a metro makes it hard to transfer to another metro	10/10/2023 6:32 AM

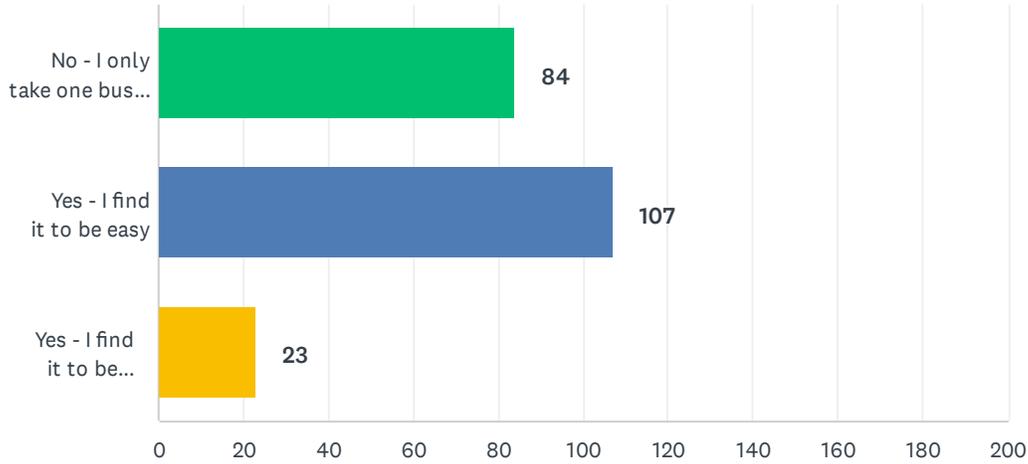
## Metro's Rail Integration Study - Station User Survey: Norwalk

152	No	10/10/2023 6:24 AM
153	To clarify. I don't often see any information of station closures until I hop onto a train and it stops to turn around before my stop	10/10/2023 6:20 AM
154	Sometimes the homeless take up a few seats, and they may try to interact with passengers, making them feel uncomfortable	10/10/2023 6:14 AM
155	The c line had no updated timetables prior to the line work throughout sept. Giving that info a week or two in advance would save riders the surprise in the future.	10/10/2023 6:12 AM
156	There needs to be more alerts when trains don't run. Not everyone has social media	10/10/2023 6:05 AM

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### Q20 Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail

Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES	
No - I only take one bus or train	39.25%	84
Yes - I find it to be easy	50.00%	107
Yes - I find it to be challenging	10.75%	23
<b>TOTAL</b>		<b>214</b>

## Metro's Rail Integration Study - Station User Survey: Norwalk

## Q21 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 159 Skipped: 122

#	RESPONSES	DATE
1	When there are closures	10/16/2023 12:46 PM
2	N/a	10/16/2023 11:09 AM
3	I just walk upstairs to where the buses are located	10/15/2023 10:33 PM
4	Everything makes is easy if you already used to using the metro!	10/15/2023 10:31 PM
5	The timing between bus and train is never correct. Had to wait too long for the bus once off the train.	10/15/2023 3:41 PM
6	Some passengers may be disruptive	10/15/2023 2:46 PM
7	N/a	10/15/2023 12:08 PM
8	I know how to get to my destination	10/14/2023 1:54 PM
9	N/a	10/14/2023 12:55 PM
10	No	10/13/2023 5:32 AM
11	Yes	10/13/2023 5:30 AM
12	Metro Aviation Station is easy to use. There are many platforms, bus, and signs.	10/12/2023 4:20 PM
13	I find my information online	10/12/2023 1:26 PM
14	TRANSFER EASY - ROUTES AND SCHEDULES ARE CLEAR. I HAVE BEEN WITHOUT A CAR FOR A YEAR AND I CAN GET AROUND JUST FINE AND CONVENIENT.	10/12/2023 12:13 PM
15	Enough information	10/12/2023 11:02 AM
16	Phones	10/12/2023 10:58 AM
17	The filth on the walkways and trains	10/12/2023 10:53 AM
18	I take the gbus that takes me to the airport where I work	10/12/2023 10:35 AM
19	The tap card makes it a lot easier and automatically charging transfer makes everything so much easier	10/12/2023 8:56 AM
20	NA	10/12/2023 7:43 AM
21	No issues i options	10/11/2023 11:45 PM
22	Information on app	10/11/2023 11:44 PM
23	i don't know how to save money when taking two buses to get to school by paying for only one	10/11/2023 10:27 PM
24	Nothing	10/11/2023 9:08 PM
25	The connection between two transits is good.	10/11/2023 8:54 PM
26	N/A	10/11/2023 5:39 PM
27	What makes transferring easy is knowing the exact times buses or metros arrive n depart. Letting us know as soon as there is a problem to make any kind of arrangements or calls.	10/11/2023 5:39 PM
28	Have more non metro buses going to the train station.	10/11/2023 5:38 PM
29	Accessible accessible the crowded	10/11/2023 5:24 PM

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30	Enough information	10/11/2023 5:13 PM
31	Makes it easy because it's fun	10/11/2023 4:31 PM
32	Being a transportation hub helps.	10/11/2023 4:17 PM
33	It will be better if you guy can make it more efficient; not waiting so much time in transfer	10/11/2023 4:07 PM
34	Accessibility from apps	10/11/2023 3:57 PM
35	Same as above, it can be a challenge to transfer between the Norwalk/Santa Fe Springs Metrolink and the Norwalk C Line station.	10/11/2023 2:57 PM
36	It's really fucking tiring to walk up those goddamn stairs when the escalator is so narrow. Like why is it like that. Really just brings down the mood honestly.	10/11/2023 2:51 PM
37	N/a	10/11/2023 1:34 PM
38	Connections from 460 to Greenline and from train to 60 bus get to work on time.	10/11/2023 1:11 PM
39	It's very easy. There are multiple routes cross major points.	10/11/2023 12:53 PM
40	Challenging with many passengers and safety	10/11/2023 10:57 AM
41	Yes	10/11/2023 10:33 AM
42	na	10/11/2023 10:07 AM
43	The route 460 is 2+ hour for the drivers and that is too long a route for it to service the stops in a timely manner. Therefore, the connections to C line are not back to back i.e. sometimes you have to wait 30 to 45 mins or even longer to find a connection to route 460 at the end of day (line C to route 460 transfer). I suggest splitting up route 460 into 4 lines (LA to Norwalk, Norwalk to LA, Norwalk to Disneyland, Disneyland to Norwalk). The frequency of every 30 mins on such a long route with elongated list of stops is not efficient. I spend 4+ hours total every day from Buena Park to Douglas station to get to work. Additionally, Metro C line for weird reasons has no Wi-fi for some people to be productive during that time and to be able to continue their work from laptops.	10/11/2023 10:02 AM
44	Time arrivals being a little off, so sometimes I just missed the transfer, or I have to hurry to reach it before it leaves	10/11/2023 9:29 AM
45	Its doesn't take along time.	10/11/2023 9:13 AM
46	Some accessibility issues. Many stairs up and only one elevator at many A line and C line stations	10/11/2023 9:13 AM
47	I am aware of the buses/trains schedules so I know what time I should arrive at stations	10/11/2023 8:57 AM
48	N/A	10/11/2023 8:55 AM
49	Nothing	10/11/2023 8:36 AM
50	Transferring is typically nit too difficult, it just takes time which can be annoying	10/11/2023 8:34 AM
51	I know we're too switch and it's pretty easy	10/11/2023 8:32 AM
52	The rail station exits right into the bus stops	10/11/2023 8:30 AM
53	It's so easy	10/11/2023 8:28 AM
54	Not enough information during transition.	10/11/2023 8:24 AM
55	no issues, again it's easy thanks to maps.	10/11/2023 8:21 AM
56	Na	10/11/2023 8:21 AM
57	111bus takes forever	10/11/2023 8:17 AM
58	Google maps makes it easier	10/11/2023 8:16 AM
59	Short distance to walk from one station to the other.	10/11/2023 8:16 AM
60	No	10/11/2023 8:15 AM

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61	The transit app has made it easier	10/11/2023 8:09 AM
62	On the back of Norwalk transit route 2 bus it only says 2 but there a two different routes it takes. Merely looking at the back of the bus doesn't identify whether it is the correct bus to take. Metro 232 is always delayed. Please incentivize drivers to arrive and depart on time	10/11/2023 8:03 AM
63	Finding the bus stop	10/11/2023 7:50 AM
64	Nothing	10/11/2023 7:49 AM
65	Knowing where to connect	10/11/2023 7:49 AM
66	N/A	10/11/2023 7:47 AM
67	N/A	10/11/2023 7:41 AM
68	Bus stop at train station	10/11/2023 7:37 AM
69	Stops are near one another	10/11/2023 7:19 AM
70	Sometimes there is a long delay	10/11/2023 7:16 AM
71	Nothing	10/11/2023 7:15 AM
72	The stops are pretty easy to find.	10/11/2023 7:11 AM
73	Information is available when needed.	10/11/2023 7:07 AM
74	NA	10/11/2023 7:02 AM
75	No	10/11/2023 7:01 AM
76	No comment	10/11/2023 6:58 AM
77	It's challenging because I use the Metrolink and whenever I show my ticket to them, they say it's not applicable so I end up paying even though EZ Transit should cover my transfers	10/11/2023 6:51 AM
78	Too many homeless	10/10/2023 9:44 PM
79	Using a smart phone is key	10/10/2023 8:21 PM
80	I don't transfer now. But I wish it would stay this way as transfers add commute times	10/10/2023 6:32 PM
81	Unknown bus availability	10/10/2023 6:00 PM
82	Enough information	10/10/2023 5:38 PM
83	Maps app	10/10/2023 5:14 PM
84	I have a set route	10/10/2023 5:07 PM
85	Google maps is accurate in times	10/10/2023 5:05 PM
86	Transit is straight forward in most cases.	10/10/2023 5:00 PM
87	Pretty easy	10/10/2023 4:45 PM
88	Getting to the stations from LA, Transferring at Metro/7th; The blue line heading south is dangerous. I avoid it at all costs. Transferring at the Harbor Freeway station can be easy or difficult depending on the time of day. The escalators and elevators are slow. There's also no security, and no escape if other passangers or people present a threat. I cannot walk into the freeway to escape...just to be hit by a car.	10/10/2023 4:43 PM
89	No restrooms at the stations.	10/10/2023 4:34 PM
90	N/a	10/10/2023 4:33 PM
91	well the route i take is pretty simple and can get off pretty close to the next bus stop	10/10/2023 4:27 PM
92	The app and sometimes the times	10/10/2023 4:10 PM
93	Long wait times	10/10/2023 4:10 PM
94	I know the times	10/10/2023 4:03 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

95	just simple	10/10/2023 3:52 PM
96	Bus may not be nearby metrorail station, infrequent, not clean, and may not have a shelter	10/10/2023 2:40 PM
97	Very challenging	10/10/2023 12:09 PM
98	Sometimes, there is not enough time to make it to the next transfer	10/10/2023 11:09 AM
99	Bus delays	10/10/2023 10:46 AM
100	There is enough information on where each bus stops at the station, as there are visible signs showing bus numbers.	10/10/2023 9:23 AM
101	Non applicable	10/10/2023 9:17 AM
102	To find around the detours	10/10/2023 9:15 AM
103	Clearly labeled signs	10/10/2023 9:03 AM
104	No bus information at the Norwalk/Santa Fe Springs station	10/10/2023 9:00 AM
105	Waiting times	10/10/2023 9:00 AM
106	the train and buses are frequent 120, green line, 577	10/10/2023 8:57 AM
107	Bus schedule and train schedule don't seem to align, making it easy to miss my bus and having to wait a long time to get the next one.	10/10/2023 8:54 AM
108	Some routes are unreliable, buses are often very delayed so it hard to plan a trip. If your 1st bus is delayed, you may miss your second connection which only arrives once an hour and then you are stranded at the stop. I used transfer between buses, but after experiencing significant delays, I had to opt for a hybrid model of car/public transport.	10/10/2023 8:54 AM
109	tapping	10/10/2023 8:51 AM
110	n/a.	10/10/2023 8:44 AM
111	bus delays	10/10/2023 8:39 AM
112	Good accesible	10/10/2023 8:37 AM
113	Don't transfer.	10/10/2023 8:37 AM
114	Using Google Maps	10/10/2023 8:34 AM
115	New driver getting info about different agency transfers	10/10/2023 8:34 AM
116	There is usually a long weight and lots of stairs. Most of the time the escalators are broken	10/10/2023 8:33 AM
117	NA	10/10/2023 8:28 AM
118	The Rosa parks station u just have to go downstairs but hold ur nose because the urine and fecal smell will make u gag.	10/10/2023 8:13 AM
119	add more trains to shorten the waiting time	10/10/2023 8:11 AM
120	Delays and homeless	10/10/2023 8:09 AM
121	None	10/10/2023 8:05 AM
122	Although buses are available upon exiting the train, the schedule doesn't align. It would take a while before the bus arrive	10/10/2023 8:02 AM
123	Not applicable	10/10/2023 8:01 AM
124	Bus stations near metro station	10/10/2023 7:59 AM
125	It's easy to tap again	10/10/2023 7:58 AM
126	There are signs everywhere that indicate where to transfer to	10/10/2023 7:57 AM
127	N/A	10/10/2023 7:54 AM
128	Clear enough information	10/10/2023 7:52 AM

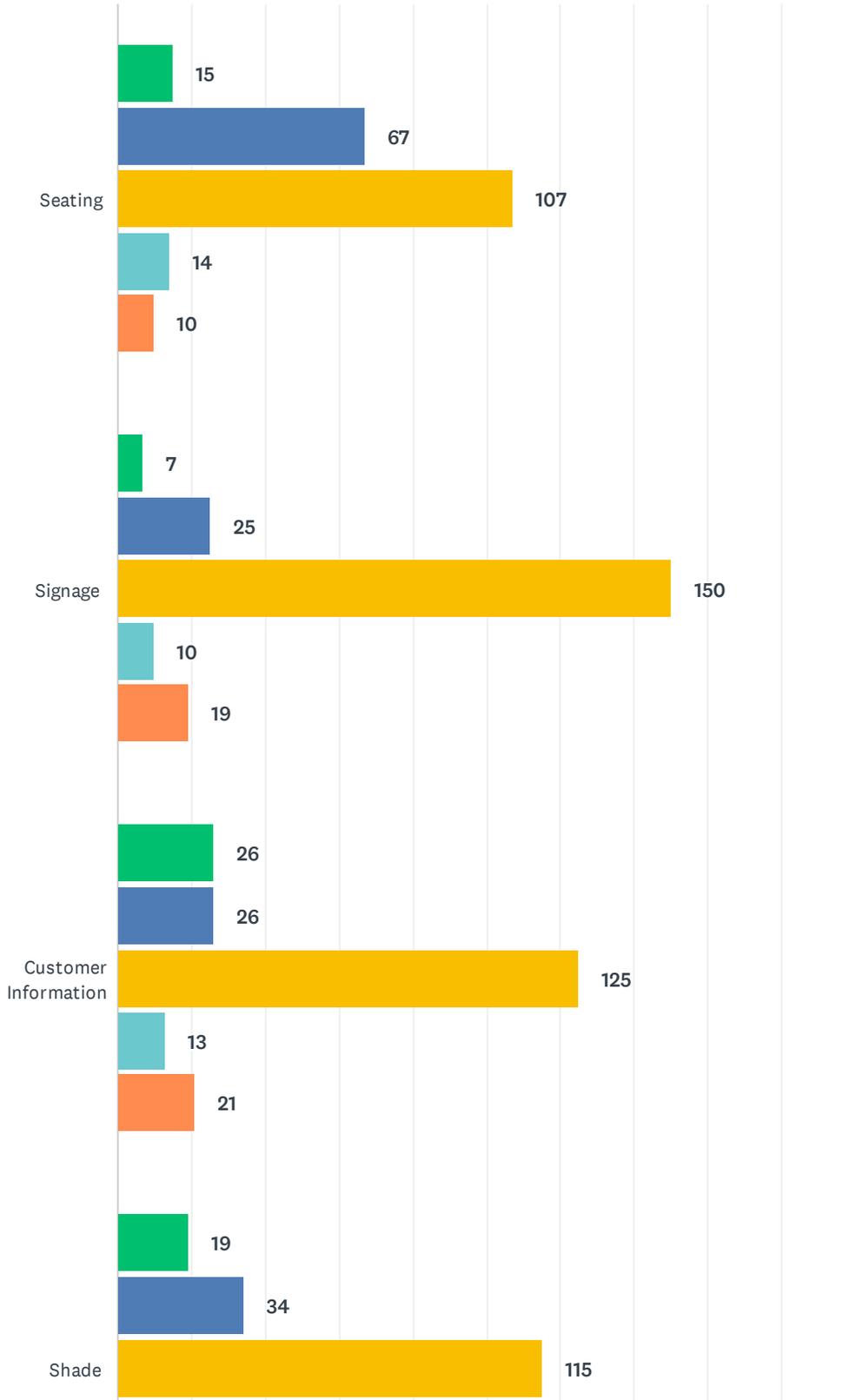
## Metro's Rail Integration Study - Station User Survey: Norwalk

129	None	10/10/2023 7:43 AM
130	N/A	10/10/2023 7:42 AM
131	Apps and tap cards for purchases	10/10/2023 7:40 AM
132	It's easy due to information on apps.	10/10/2023 7:39 AM
133	Have multiple bus options	10/10/2023 7:36 AM
134	Tap card payment is easy	10/10/2023 7:32 AM
135	NA	10/10/2023 7:27 AM
136	Taking stairs when elevators are broken. Sometimes uncomfortable waiting at stations	10/10/2023 7:26 AM
137	I can only take one bus that comes to Norwalk station from my neighborhood	10/10/2023 7:22 AM
138	Timing of one more to another along my commute	10/10/2023 7:16 AM
139	Crenshaw station is rider friendly	10/10/2023 7:15 AM
140	No	10/10/2023 7:14 AM
141	Easy	10/10/2023 7:12 AM
142	Don't know why some of the buses are just staging at aviation/LAX when there are clearly passengers that need to get to their next stop	10/10/2023 7:12 AM
143	Non	10/10/2023 7:03 AM
144	No busses from Brea to LaHabra to take Norwalk 4 to Norwalk Metro. Sometimes take Uber but expensive.	10/10/2023 7:03 AM
145	Buses and trains are. Or synchronized, buses run their own schedules regardless of train schedules. Schedules need to be aligned	10/10/2023 7:01 AM
146	I usually don't unless work is being done on the rails like now. I have to transfer when I get to the Aviation Station and wait too long for the next train or bus. Sometimes up to 15 minutes. This is not planned out well a bus or train should be coming within minutes after we get off the train. Why would Metro add an additional 15 minutes to our travel.	10/10/2023 7:00 AM
147	Easy	10/10/2023 6:59 AM
148	When taking a new train or bus it can be very difficult to understand which track is going where.	10/10/2023 6:59 AM
149	Nothing	10/10/2023 6:58 AM
150	Not applicable	10/10/2023 6:43 AM
151	Not applicable	10/10/2023 6:41 AM
152	Same app for both bus and green line	10/10/2023 6:39 AM
153	Na	10/10/2023 6:32 AM
154	Buses and Metro are well connected and easy to get to along my preferred route.	10/10/2023 6:32 AM
155	Pretty straight foward	10/10/2023 6:29 AM
156	No issues	10/10/2023 6:24 AM
157	Transfers are pretty easy with pickup spots around the station exits	10/10/2023 6:20 AM
158	I don't have to transfer thus my commute is easy	10/10/2023 6:14 AM
159	The train is easy and fast, but challenging if the trains are down because there needs to be more buses and be on time	10/10/2023 6:05 AM

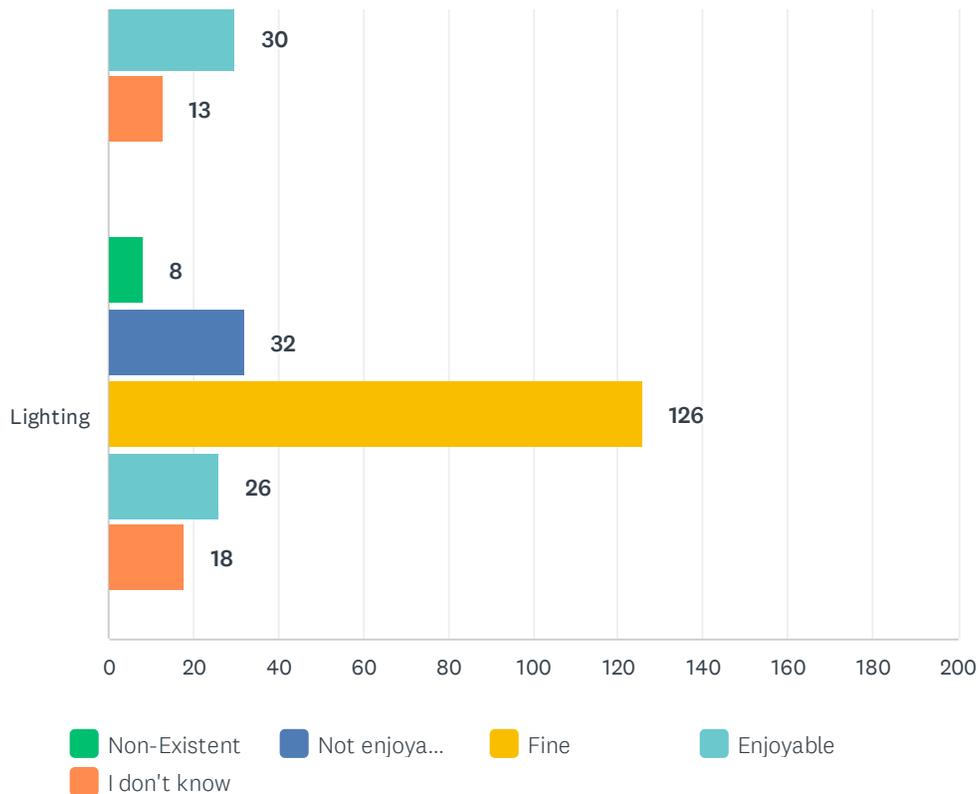
### Metro's Rail Integration Study - Station User Survey: Norwalk

## Q22 For the rail station, how would you characterize the following amenities?

Answered: 214 Skipped: 67



### Metro's Rail Integration Study - Station User Survey: Norwalk



	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	7.04% 15	31.46% 67	50.23% 107	6.57% 14	4.69% 10	213
Signage	3.32% 7	11.85% 25	71.09% 150	4.74% 10	9.00% 19	211
Customer Information	12.32% 26	12.32% 26	59.24% 125	6.16% 13	9.95% 21	211
Shade	9.00% 19	16.11% 34	54.50% 115	14.22% 30	6.16% 13	211
Lighting	3.81% 8	15.24% 32	60.00% 126	12.38% 26	8.57% 18	210

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Dirty elevators and dirty stains all around	10/16/2023 12:46 PM
2	Add a public restroom.	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	Not right now.	10/15/2023 10:31 PM
5	Where are the restrooms for major stations like Norwalk? There are none. No wonder commuters just urinate on the platform or waiting areas. It seems like we are a third world country. Dirty and trash filled Norwalk station. No police or security to be seen. Extremely unsafe for commuters, especially for female commuters.	10/15/2023 3:41 PM
6	Most of the seats are dirty lots of trash and bad odor	10/14/2023 12:55 PM
7	No	10/12/2023 4:20 PM
8	No	10/12/2023 1:26 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

9	I THINK THE BUS AND TRAIN COULD BE CLEANER. AND I AM WILLING TO PARTICIPATE IN A METRO CLEAN DAY!	10/12/2023 12:13 PM
10	Train/bus should be services frequently, as well as law enforcement.	10/12/2023 10:35 AM
11	Train platforms are filthy most of the time. Stairs at Redondo Beach haven't been cleaned in months. Lots of spillage and bird poop on the steps. I notice multiple bus bench areas are filthy at Norwalk. Urine and beverage stains everywhere, especially on walkway leading to train platform. All areas need a deep cleansing.	10/12/2023 8:23 AM
12	NA	10/12/2023 7:43 AM
13	No	10/11/2023 11:45 PM
14	no	10/11/2023 10:27 PM
15	Often, the seats on the trains are dirty. The stations need cleaning as well.	10/11/2023 9:08 PM
16	Wifi is always disconnected.	10/11/2023 8:54 PM
17	No	10/11/2023 5:39 PM
18	No	10/11/2023 5:24 PM
19	No	10/11/2023 5:13 PM
20	Amenities are low grade and make it hard to appreciate when they depress you with their lack of liveliness.	10/11/2023 4:17 PM
21	Not really.	10/11/2023 3:57 PM
22	The elevator should be cleaned more often. I'm glad the Metrolink ticket scanner at the C line station got fixed, but it took more than a month for it to get fixed. That may have been a larger issue because I noticed someone working on it a couple of days, but it does make transferring from Metrolink more painful.	10/11/2023 2:57 PM
23	The only reason the shade is good is because it just had to be under a highway of all things.	10/11/2023 2:51 PM
24	The seating looks dirty and fowl odor near or around the seating.	10/11/2023 2:19 PM
25	No	10/11/2023 1:34 PM
26	They are old been around an Kong time	10/11/2023 1:11 PM
27	I know it's difficult to do, but the trains seem to be just cleaned out instead of a thorough cleaning. I know it can't be done everyday, but I'm sure it can be done once a week.	10/11/2023 12:53 PM
28	No	10/11/2023 10:33 AM
29	Sometimes the seatings are loose from their metal base	10/11/2023 9:29 AM
30	More shade and lighting would be helpful	10/11/2023 9:13 AM
31	Seats sometimes are very dirty or wet	10/11/2023 8:57 AM
32	Need more regular trash clean up.	10/11/2023 8:55 AM
33	Nope	10/11/2023 8:36 AM
34	there could be better signs explaining that it is the end of the line. new comers are usually confused about which rail they can board towards lax	10/11/2023 8:30 AM
35	Most of the benches or seats are taking up by homeless people	10/11/2023 8:27 AM
36	Need to be cleaner and healthier environment.	10/11/2023 8:24 AM
37	no	10/11/2023 8:21 AM
38	Stops and elevators are very dirty and smell.	10/11/2023 8:16 AM
39	There should be more security cameras and access to alert	10/11/2023 8:09 AM
40	To much homeless taking up more than one seat.	10/11/2023 8:05 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

41	There are no public restrooms throughout my 1 hour daily journey on public transportation. Unacceptable even for the homeless population.	10/11/2023 8:03 AM
42	No	10/11/2023 7:49 AM
43	No	10/11/2023 7:41 AM
44	No restrooms	10/11/2023 7:37 AM
45	Too much homeless and occasionally dirty.	10/11/2023 7:20 AM
46	All stations full of homeless and lack of security personnel.	10/11/2023 7:15 AM
47	I think the bus/train stations should have vending machines.	10/11/2023 7:11 AM
48	Seats are dirty from transients	10/11/2023 7:02 AM
49	Gets very wet in the rain.	10/11/2023 7:01 AM
50	Remove the homeless	10/11/2023 6:58 AM
51	No restrooms should be restrooms at every stop	10/11/2023 6:55 AM
52	Clean the train more often	10/10/2023 9:44 PM
53	Not enough seating	10/10/2023 8:21 PM
54	Seats are often dirty. Need to get rid of suede seats and only use hard cloth seats. Trains should be cleaned more or not allow homeless on trains. Also people who litters should be ticketed	10/10/2023 6:32 PM
55	Needs more security to each station.	10/10/2023 6:29 PM
56	I think Metro could do a much better job with station and train cleanliness, as well as keeping both clean and sanitary throughout the day.	10/10/2023 5:38 PM
57	Dirty, smell	10/10/2023 5:14 PM
58	There should be restrooms so people don't pee in the elevator that's a major concern sanitary reasons.	10/10/2023 5:05 PM
59	Drug addicts.	10/10/2023 4:52 PM
60	It would be more convenient to have the stations maintained for health and safety more often	10/10/2023 4:45 PM
61	Better seats	10/10/2023 4:34 PM
62	could be better and cleaned more often.	10/10/2023 4:27 PM
63	No	10/10/2023 4:10 PM
64	Restroom	10/10/2023 4:03 PM
65	Signs are broken, trash on benches and floor, and loitering	10/10/2023 2:40 PM
66	Train cars are often dirty and can be a deterrent for riding	10/10/2023 11:01 AM
67	No	10/10/2023 9:15 AM
68	It's the train....you all know how it can be at times.	10/10/2023 9:03 AM
69	The station is always dark, cold, loud, and unclean	10/10/2023 9:00 AM
70	Put more screens with the accurate times	10/10/2023 9:00 AM
71	The orange lighting makes it uncomfortable in the dark. LED lights would be better, and there are always homeless people sleeping on the seating in the station.	10/10/2023 8:37 AM
72	Cleaner seats and walls	10/10/2023 8:34 AM
73	A lot of the time they are broken	10/10/2023 8:33 AM
74	They dirty most of the time	10/10/2023 8:28 AM

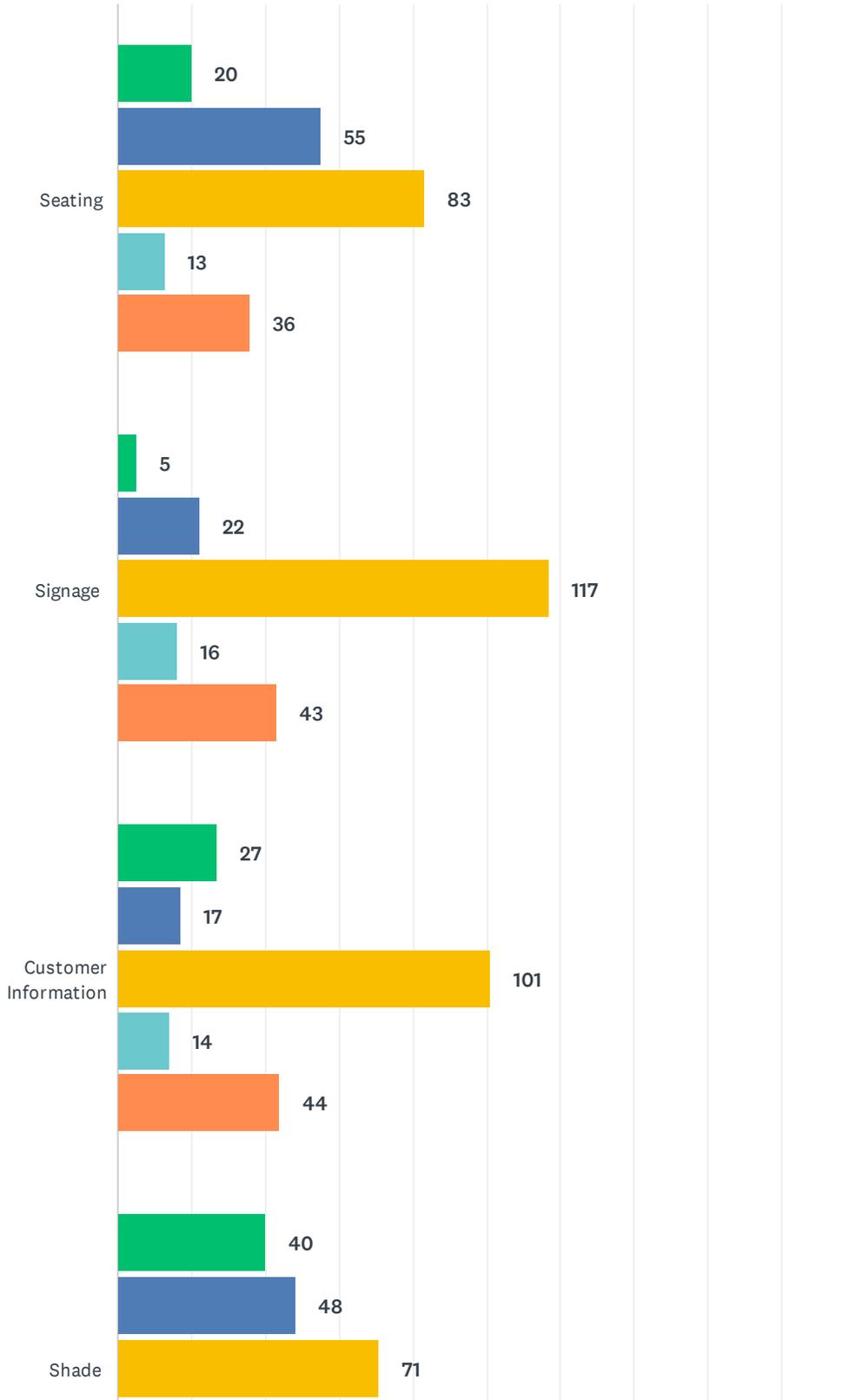
## Metro's Rail Integration Study - Station User Survey: Norwalk

75	Looks like the platforms haven't been cleaned since first inception. Disgusting	10/10/2023 8:13 AM
76	Benches should be provided as sometimes waiting time takes around 20 mins. Also when raining, there is no shade where commuters can take cover	10/10/2023 8:02 AM
77	Too many homeless sleeping on the trains all day long nobody does anything to deal with this problem	10/10/2023 8:01 AM
78	Trains are kept clean now	10/10/2023 7:57 AM
79	Can we remodel the transit system? Very old compared to other countries.	10/10/2023 7:54 AM
80	Unsanitary	10/10/2023 7:52 AM
81	Train is not clean all the time. Too many trash	10/10/2023 7:49 AM
82	Bad smell by homeless travelers	10/10/2023 7:43 AM
83	None	10/10/2023 7:39 AM
84	Offer restrooms	10/10/2023 7:27 AM
85	Seating that is available is dirty with peeling paint. Also I question the safety of the elevators as the structure on many of them appear to be rusted through (at least on the c-line they are). This is embarrassing.	10/10/2023 7:27 AM
86	I know having more restrooms would be challenging but they would be a game changer when using the train	10/10/2023 7:26 AM
87	Ads and info should have a "real passengers" campaign	10/10/2023 7:16 AM
88	Somethings they are dirty and smell bad	10/10/2023 7:12 AM
89	Clean up the trash around the stations!	10/10/2023 7:12 AM
90	If to avoid homeless sleeping and pee in the train, I would keep the train smell better	10/10/2023 7:03 AM
91	Many times litter and smell of urine at station.	10/10/2023 7:03 AM
92	Occasionally, the seating is covered in trash, vomit and possibly piss. France is currently dealing with scabies on its public transit and I wonder what you are doing to prevent it.	10/10/2023 6:59 AM
93	Not applicable	10/10/2023 6:43 AM
94	They could be cleaner, so that customers are comfortable using them.	10/10/2023 6:39 AM
95	Na	10/10/2023 6:32 AM
96	I really enjoy the access to free wifi during my ride because I can be productive while commuting to work	10/10/2023 6:32 AM
97	Maybe have a bathroom at the station	10/10/2023 6:29 AM
98	Put up noise barriers along the freeway lines to the platform. The platform is often unbearable from the noise along the C line.	10/10/2023 6:12 AM
99	The trains need to be deep cleaned and less homeless people please	10/10/2023 6:05 AM

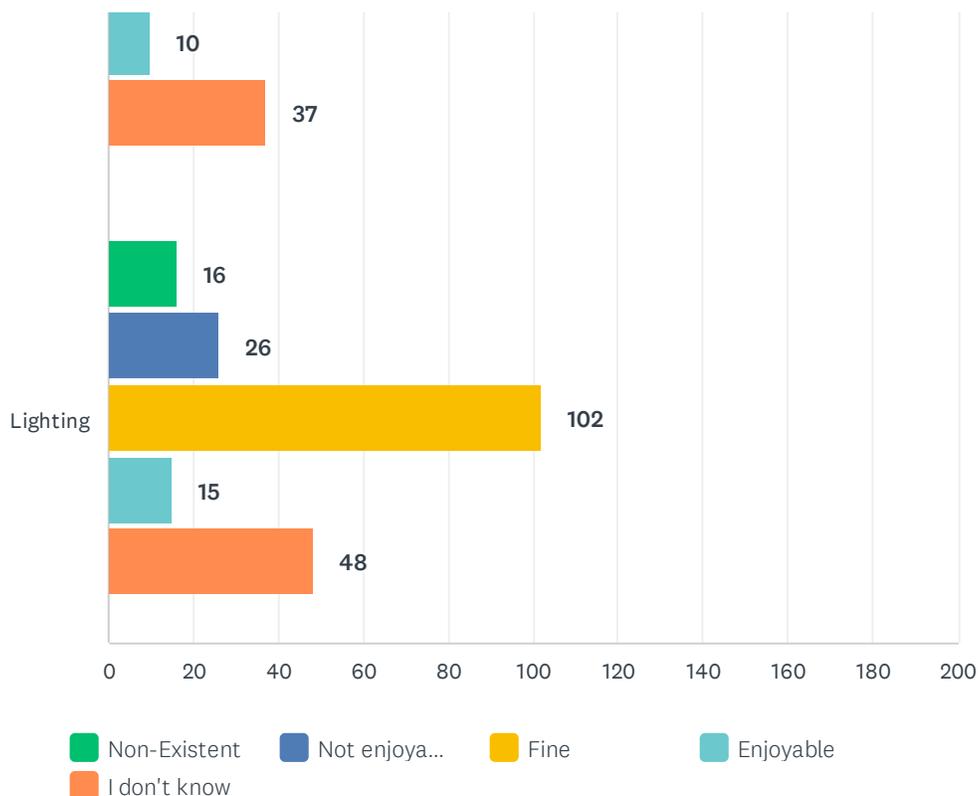
### Metro's Rail Integration Study - Station User Survey: Norwalk

## Q23 For the bus stops at the station, how would you characterize the following amenities?

Answered: 209 Skipped: 72



### Metro's Rail Integration Study - Station User Survey: Norwalk



	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	9.66% 20	26.57% 55	40.10% 83	6.28% 13	17.39% 36	207
Signage	2.46% 5	10.84% 22	57.64% 117	7.88% 16	21.18% 43	203
Customer Information	13.30% 27	8.37% 17	49.75% 101	6.90% 14	21.67% 44	203
Shade	19.42% 40	23.30% 48	34.47% 71	4.85% 10	17.96% 37	206
Lighting	7.73% 16	12.56% 26	49.28% 102	7.25% 15	23.19% 48	207

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	N/A	10/16/2023 11:09 AM
2	No	10/15/2023 10:33 PM
3	No	10/12/2023 4:20 PM
4	No	10/12/2023 1:26 PM
5	AT THE NORWALK STATION THERE IS NOT ENOUGH SHADY PLACES TO SIT.	10/12/2023 12:13 PM
6	Yes	10/12/2023 11:02 AM
7	Better shade for the bus stops more law enforcement	10/12/2023 10:35 AM
8	Most bus stop areas are filthy and stained with urine or beverage spills. Need deep cleaning on a regular basis. Homeless seem to take over some of the Norwalk bus benches. Sometimes mentally unstable persons are roaming around when I arrive around 4:30am to catch my train	10/12/2023 8:23 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

to Redondo. Wish there was more security onsite during normal operation hours for trains and buses.

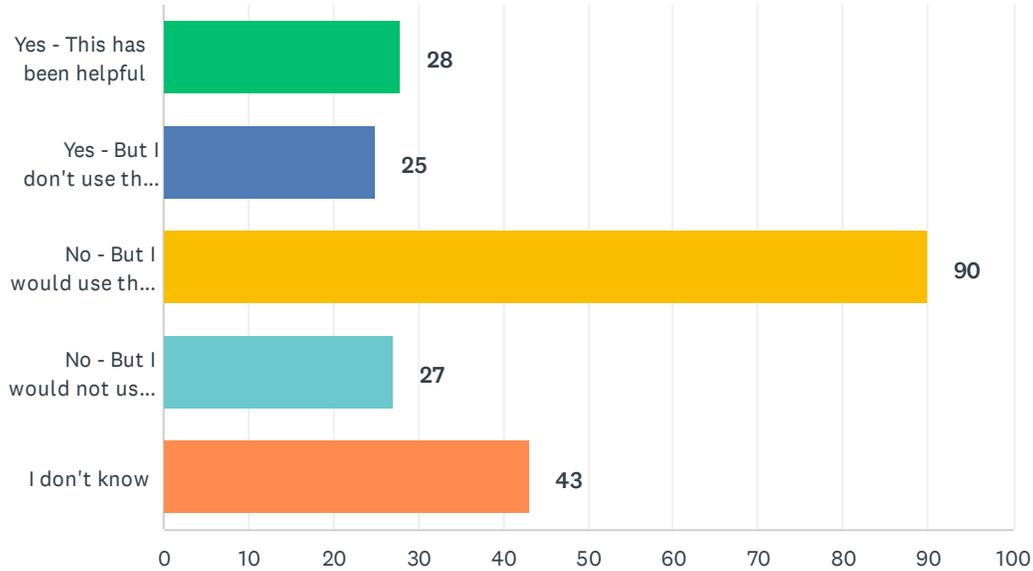
9	NA	10/12/2023 7:43 AM
10	Not at this time.	10/11/2023 11:45 PM
11	no	10/11/2023 10:27 PM
12	There is not enough seating nor shade where individuals wait for buses.	10/11/2023 9:08 PM
13	none	10/11/2023 8:54 PM
14	More lighting at stops n benches with shade.	10/11/2023 5:39 PM
15	No	10/11/2023 5:24 PM
16	No	10/11/2023 5:13 PM
17	Ditto as before.	10/11/2023 4:17 PM
18	I think it would be nice if all the bus stops had live information on when the next bus is coming, similar to the train platform.	10/11/2023 2:57 PM
19	I don't feel safe enough to stay late enough to know what the night lighting is like.	10/11/2023 2:51 PM
20	No	10/11/2023 1:34 PM
21	Better lighting at night more shading for standing hot sun not enough seating	10/11/2023 1:11 PM
22	No	10/11/2023 10:33 AM
23	Dark stations both at metro line and Norwalk transit center at night. Think of the time when it is not fully dark for lights to be lit bright up at that time to feel secure amongst the homeless thronging the stations at that time. Often on those times, there are moments of little bus and passenger foot traffic in those stations. e.g. 7 pm on 10/10/2023	10/11/2023 10:02 AM
24	More shade, seating, and lighting needed at the bus stops. Larger signage and more direction towards stops would also be helpful to guide majority of riders entering from one side	10/11/2023 9:13 AM
25	More lighting should be added especially for stations where people go when it is still dark. Signage should be made at "all" entrances/exits and in large colorful print to call attention so we can see it and read it.	10/11/2023 8:57 AM
26	No.	10/11/2023 8:55 AM
27	the major issue with the seating and shade is how dirty it is, some seating smells like urine (maybe because the closest restrooms are a walk away from the station) so you can't really sit or stand in the shaded areas. A good power washing could be a good start.	10/11/2023 8:30 AM
28	no	10/11/2023 8:21 AM
29	Please clean regularly and remove homeless.	10/11/2023 8:16 AM
30	The bench is too close to the street. I feel like cars would easily hit me sitting there, so I don't feel comfortable sitting. There is NO shade and it's been brutal these last few weeks.	10/11/2023 8:09 AM
31	Metro 232 line is super popular and there isn't enough shade or seating. Please request an audit of the delays incurred by the drivers so metro can make aware how unpredictable the timings are	10/11/2023 8:03 AM
32	Add shade plz and cameras	10/11/2023 7:50 AM
33	No	10/11/2023 7:41 AM
34	No restrooms	10/11/2023 7:37 AM
35	No	10/11/2023 7:15 AM
36	There should be vending machines and charging areas at the stations.	10/11/2023 7:11 AM
37	No real amenities on my route. Seats are dirty from human waste from transients. Human waste found in and around the train stops.	10/11/2023 7:02 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

38	Remove the homeless	10/11/2023 6:58 AM
39	Ditto Metro stations	10/10/2023 5:38 PM
40	More times in the am.and p.m	10/10/2023 5:05 PM
41	Drug addicts	10/10/2023 4:52 PM
42	could be cleaner and improved with more seats.	10/10/2023 4:27 PM
43	No	10/10/2023 4:10 PM
44	See above	10/10/2023 4:03 PM
45	The station would benefit from more seating and shade. There are only a handful of benches and not all are shaded. The small roofs that shade some benches are quite small and do not cover much.	10/10/2023 9:23 AM
46	No	10/10/2023 9:15 AM
47	More signage for next departure times, please!	10/10/2023 9:03 AM
48	Not enough shaded seats. No information on bus arrivals/departures.	10/10/2023 9:00 AM
49	Every bus stop should have running signs with the info of arriving time and it's holla be updated if the bus is delayed	10/10/2023 9:00 AM
50	The live ETA trackers are often not accurate and are far and few in between. The station could be better lit at night, however, safety is partially mitigated by security which patrols the area. As mentioned above, the station is not easily accessible by pedestrians.	10/10/2023 8:54 AM
51	No	10/10/2023 8:37 AM
52	I Don't take the bus.	10/10/2023 8:37 AM
53	No	10/10/2023 8:34 AM
54	Dirty	10/10/2023 8:28 AM
55	More lighting, and more security	10/10/2023 8:09 AM
56	Too many homeless people	10/10/2023 8:01 AM
57	Seem normal, a little dirty	10/10/2023 7:57 AM
58	None	10/10/2023 7:39 AM
59	Again, very very dirty. I don't ride the bus but I walk past the bus bench areas daily and they are nasty and smelly. They are surrounded by left over food, refuse, unknown fluids, etc. Homeless sleep on the benches.	10/10/2023 7:27 AM
60	I don't ride the bus bc it seems a little sketchy and I'm unclear on how to pay for it	10/10/2023 7:26 AM
61	No	10/10/2023 7:16 AM
62	Information on location of busses and electronic signage showing when bus will arrive would improve ridership.	10/10/2023 7:03 AM
63	More added shades while waiting for the 460 bus since there's always a line for 460 to downtown la cause so many people take that bus .. when it's summer time there's no ample shade	10/10/2023 6:43 AM
64	Stop at Florence and Wiley Burke does not have shading	10/10/2023 6:39 AM
65	Na	10/10/2023 6:32 AM
66	No	10/10/2023 6:32 AM
67	No	10/10/2023 6:24 AM
68	I don't ride the buses	10/10/2023 6:05 AM

## Q24 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 213 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	13.15%	28
Yes - But I don't use this service	11.74%	25
No - But I would use this service	42.25%	90
No - But I would not use this service	12.68%	27
I don't know	20.19%	43
<b>TOTAL</b>		<b>213</b>

## Metro's Rail Integration Study - Station User Survey: Norwalk

## Q25 Is there anything else you'd like us to know?

Answered: 118 Skipped: 163

#	RESPONSES	DATE
1	A lot of homeless people on trains. Dirty trains and stations Not fair that some citizens do pay for fair and others dont elevators or escalators are not in service on a regular basis Dangerous stations would like to see more police or other type of officers available	10/16/2023 12:46 PM
2	N/a	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	Nope!	10/15/2023 10:31 PM
5	Please provide security on the trains and have the power to intervene and help the commuters. Most of the time I don't see any security at all. Major safety issue and not acceptable. Metro leadership need to ride the lines themselves to see the problems and not just doing surveys and pretend everything is fine!	10/15/2023 3:41 PM
6	Please consider weekend routes	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	train is dirty	10/14/2023 9:34 PM
9	No	10/14/2023 1:54 PM
10	No	10/13/2023 5:32 AM
11	No	10/13/2023 5:30 AM
12	No	10/12/2023 4:20 PM
13	No thank you	10/12/2023 1:26 PM
14	THANK YOU METRO BUS AND TRAIN. I LOVE YOU! I LOVE THE BUS DRIVERS AND THE TRAIN DRIVERS. I ALSO SAY - "THANK YOU!"	10/12/2023 12:13 PM
15	Nope	10/12/2023 11:02 AM
16	Please get strict on those who hold up the commute	10/12/2023 10:58 AM
17	Trains need to have lawenforment in every train, every day there's always a situation where I fear for my safety	10/12/2023 10:35 AM
18	Ni	10/12/2023 8:56 AM
19	Better communication onsite for C-Line (green) travel between Norwalk and Redondo Beach. Especially when route logistics are altered for track upgrades. I haven't audio communications at the Norwalk station for a long time. Used to get updates on delays and other important updates.	10/12/2023 8:23 AM
20	The station is always full of trash and terrible odors.	10/12/2023 7:43 AM
21	Not as much homeless riding the greenline like before which is good. Thank you	10/11/2023 11:45 PM
22	no	10/11/2023 10:27 PM
23	The stations I visited smell of urine. Periodic cleaning would do wonders for the stations.	10/11/2023 9:08 PM
24	no thank you	10/11/2023 8:54 PM
25	N/A	10/11/2023 5:39 PM
26	No	10/11/2023 5:39 PM
27	No	10/11/2023 5:24 PM

## Metro's Rail Integration Study - Station User Survey: Norwalk

28	No	10/11/2023 5:13 PM
29	More shade	10/11/2023 4:31 PM
30	Keep up with the surveys. They are key in making you understand how we riders really feel. Thanks.	10/11/2023 4:17 PM
31	Make LA more rideable on bike; more bike lines more safer for bike riders	10/11/2023 4:07 PM
32	n/a	10/11/2023 2:51 PM
33	Na	10/11/2023 2:19 PM
34	No	10/11/2023 1:34 PM
35	It all about safety make this 1st on busses and trains don't feel safe as a frequent rider	10/11/2023 1:11 PM
36	Please help keep riders safe.	10/11/2023 12:53 PM
37	None	10/11/2023 10:57 AM
38	No	10/11/2023 10:33 AM
39	People on train selling stuff. People on train with loud radio. Homeless people on train just for the protection from the environment.	10/11/2023 10:07 AM
40	No	10/11/2023 9:29 AM
41	No	10/11/2023 9:13 AM
42	No.	10/11/2023 8:55 AM
43	Nope	10/11/2023 8:36 AM
44	No	10/11/2023 8:34 AM
45	I see people struggle to find the right bus because the signs are smaller. maybe using the fence that lines station to hang larger bus signs could help and also provide a bit more shading	10/11/2023 8:30 AM
46	No	10/11/2023 8:28 AM
47	Keeping the station to be safer and cleaner.	10/11/2023 8:24 AM
48	Sometimes they overfill the bus to the point where you can feel someone breath on you and that's really uncomfortable and you can't even move sometimes. One time i almost missed my stop because of that.	10/11/2023 8:21 AM
49	No	10/11/2023 8:21 AM
50	More sheriff's deputies please.	10/11/2023 8:16 AM
51	No	10/11/2023 8:11 AM
52	More security needed and have them verify payment of fares	10/11/2023 8:03 AM
53	Crackheads are scary more security	10/11/2023 7:50 AM
54	No	10/11/2023 7:49 AM
55	it would be great if bikes, skate boards and buggys without babies had their own car so as not to emcumber others	10/11/2023 7:49 AM
56	N/A	10/11/2023 7:47 AM
57	No	10/11/2023 7:41 AM
58	This is my only way to work. I heavily rely on the train to get to work on time.	10/11/2023 7:37 AM
59	Elevator available at harbor station is old and dirty	10/11/2023 7:16 AM
60	Rail trains should be checked by security personal in all stations and get sleeping people out of the trains specially homeless	10/11/2023 7:15 AM
61	No	10/11/2023 7:11 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

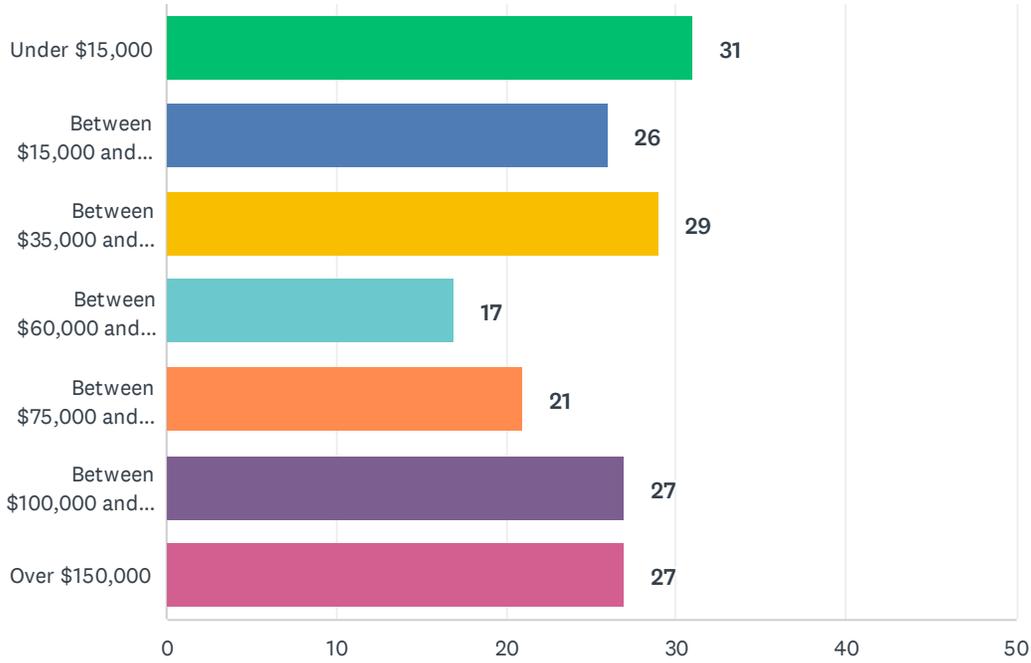
62	Please do something about the people that smoke on the train.	10/11/2023 7:08 AM
63	Please make everything cleaner and safer from point of debarkation to embarktion.	10/11/2023 7:02 AM
64	No	10/11/2023 7:01 AM
65	Too many homeless sleep here	10/11/2023 6:58 AM
66	N/A	10/11/2023 6:51 AM
67	Free parking for people using metro rail	10/10/2023 9:44 PM
68	No	10/10/2023 8:21 PM
69	Please keep homeless people off train system due to safety. I would not ride this system with my wife nor children as too many mentally unstable and drug users on trains. I solely ride to work and back.	10/10/2023 6:32 PM
70	Many people are using the metro without paying. Metro needs a system to protect the paid patrons.	10/10/2023 6:29 PM
71	No	10/10/2023 6:00 PM
72	Please help to make and keep the trains and stations clean.	10/10/2023 5:38 PM
73	No	10/10/2023 5:07 PM
74	I hope I win the prize. Please I need the money I'm working part-time and it takes me roughly 1.5 hours to get to work	10/10/2023 5:05 PM
75	Add security and public restrooms!	10/10/2023 4:43 PM
76	No	10/10/2023 4:34 PM
77	N/a	10/10/2023 4:33 PM
78	more security	10/10/2023 4:27 PM
79	No	10/10/2023 4:10 PM
80	No	10/10/2023 4:03 PM
81	No not at all	10/10/2023 9:15 AM
82	Overall, doing well compared to the other cities with mass transit I've visited.	10/10/2023 9:03 AM
83	The experience could be dramatically improved if Metro ran an express bus service stopping only at the Norwalk C Line station and the Norwalk/Santa Fe Springs regional rail station. The experience would be MOST improved if the C line extended to the Regional Rail station to provide reliable connections with fewer transfers.	10/10/2023 9:00 AM
84	The entrance to the train station should be restricted only to passengers that have a valid ticket so that way we can avoid having homeless sleeping inside the train or criminals or people with mental issues that put passenger passengers in dangerous and unsafe situations all the time, also send more police officer to watch	10/10/2023 9:00 AM
85	I really appreciate these surveys, I've seen a lot more over the last few months. While I could drive to work, I'd rather support public transportation in my local area and I want to see it succeed. It benefits communities and the environment and I see some many folks benefit from it. So thank you for reading through my feedback!	10/10/2023 8:54 AM
86	no	10/10/2023 8:51 AM
87	No	10/10/2023 8:37 AM
88	Normally the station is okay for me, but the maintenance in El Segundo really makes it harder.	10/10/2023 8:37 AM
89	No	10/10/2023 8:34 AM
90	Communication	10/10/2023 8:34 AM
91	Cleanliness and safety are a big concern	10/10/2023 8:33 AM
92	NA	10/10/2023 8:28 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

93	Metro is seriously lacking and need to up their game. I don't know who voted on measure M but that tax money could have been spent better.	10/10/2023 8:13 AM
94	Safety on the trains too many people smoking on trains along with homeless sleeping on the trains and the police do nothing to stop this problem. Cleaning of the trains is non existence don't clean trains enough or ever for that matter	10/10/2023 8:01 AM
95	No	10/10/2023 7:59 AM
96	Nope	10/10/2023 7:57 AM
97	If possible at least one station attendant can provide a huge difference in terms of safety and total travel experience	10/10/2023 7:54 AM
98	Too many homeless person on the train and they make a big mess	10/10/2023 7:49 AM
99	No	10/10/2023 7:43 AM
100	N/A	10/10/2023 7:42 AM
101	The Metro stations need to be cleaned more regularly.	10/10/2023 7:39 AM
102	More security patrol & clean train seat's please homeless sleep on it	10/10/2023 7:36 AM
103	Other than the terrible state of the stations mentioned above (with trains being only a little better), I noticed many people go through the gates without tapping. I don't see enforcement of anything including fares. Trains are often not on schedule. Just not a well-run/operated system especially compared to other major cities.	10/10/2023 7:27 AM
104	I love using the train! Thank you metro I can see you have a lot of your hands providing this service to Los Angeles ! Please keep working on safety especially downtown	10/10/2023 7:26 AM
105	No	10/10/2023 7:16 AM
106	No	10/10/2023 7:14 AM
107	NO	10/10/2023 7:12 AM
108	No	10/10/2023 7:03 AM
109	No	10/10/2023 7:00 AM
110	Just add more light posts since some homeless people stay behind the bike locker and Electric vehicle charging stations and actually live there which makes it dangerous for us	10/10/2023 6:43 AM
111	Please have more police at stations and check for tickets more often	10/10/2023 6:41 AM
112	Can you add to app how to report issues. Ie graffiti, homeless, etc	10/10/2023 6:39 AM
113	Would appreciate more security and/or law enforcement. The ambassadors do not help - in fact, a pair of them stood by and watched as my dad and I were verbally harassed by a homeless rider. Official security presence would be more reassuring.	10/10/2023 6:39 AM
114	Na	10/10/2023 6:32 AM
115	The 577 bus to Long Beach VA hospital has one of the most inconsistent schedules I've ever seen. The schedule seems random. It doesn't help not being able to track its live location.	10/10/2023 6:32 AM
116	No	10/10/2023 6:24 AM
117	Security and station service is nonexistent at the Norwalk station. I'd estimate 60% of riders are jumping turnstiles with no consequences.	10/10/2023 6:12 AM
118	There needs to be more security guards, attendants, and cleaning people	10/10/2023 6:05 AM

## Q27 What is your total household income?

Answered: 178 Skipped: 103

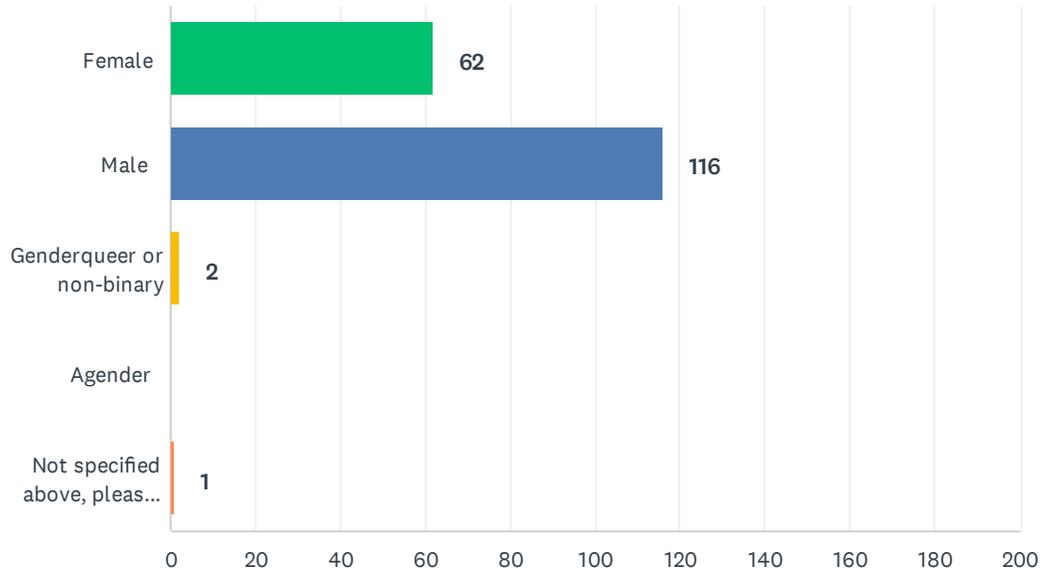


ANSWER CHOICES	RESPONSES	
Under \$15,000	17.42%	31
Between \$15,000 and \$34,999	14.61%	26
Between \$35,000 and \$59,999	16.29%	29
Between \$60,000 and \$74,999	9.55%	17
Between \$75,000 and \$99,999	11.80%	21
Between \$100,000 and \$150,000	15.17%	27
Over \$150,000	15.17%	27
<b>TOTAL</b>		<b>178</b>

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q28 What is your gender identity?

Answered: 181 Skipped: 100



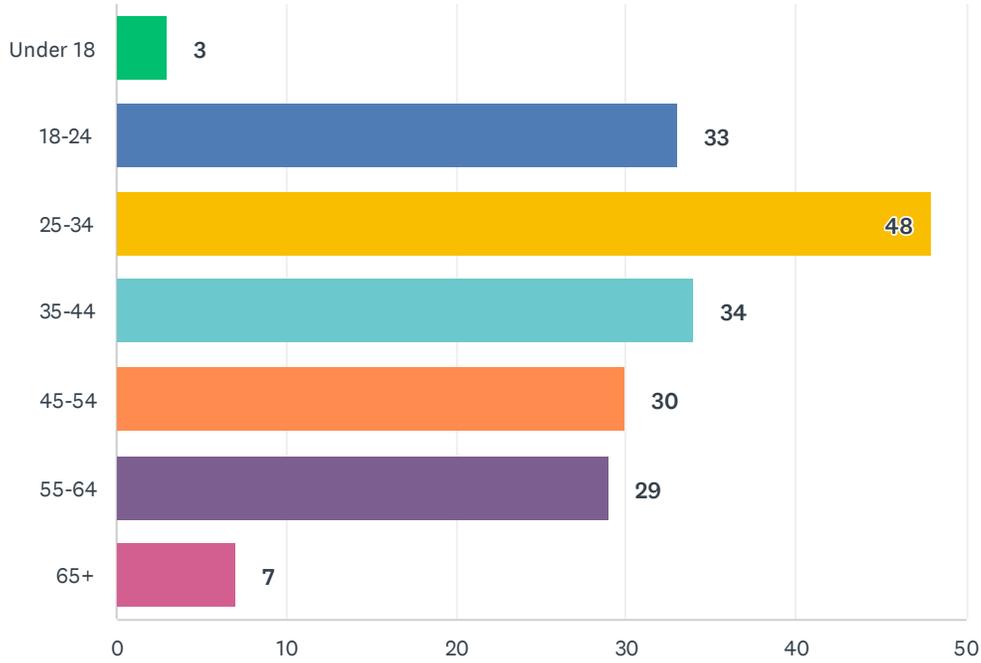
ANSWER CHOICES	RESPONSES
Female	34.25% 62
Male	64.09% 116
Genderqueer or non-binary	1.10% 2
Agender	0.00% 0
Not specified above, please specify	0.55% 1
<b>TOTAL</b>	<b>181</b>

#	NOT SPECIFIED ABOVE, PLEASE SPECIFY	DATE
1	Trainy choo choo	10/10/2023 7:27 AM

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q29 What is your age?

Answered: 184 Skipped: 97

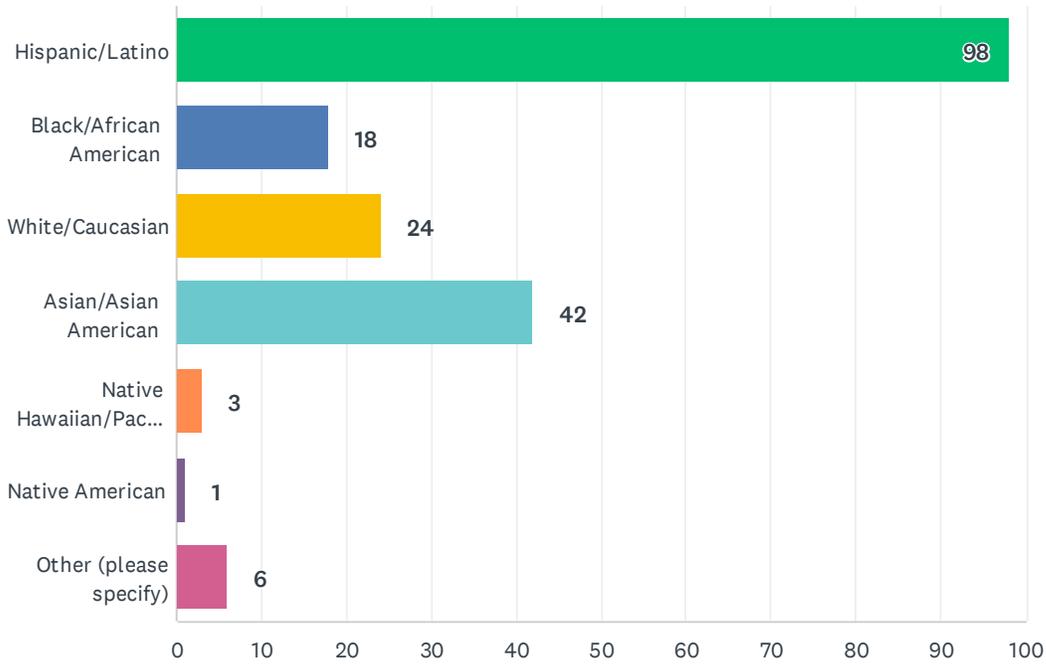


ANSWER CHOICES	RESPONSES
Under 18	1.63% 3
18-24	17.93% 33
25-34	26.09% 48
35-44	18.48% 34
45-54	16.30% 30
55-64	15.76% 29
65+	3.80% 7
<b>TOTAL</b>	<b>184</b>

Metro's Rail Integration Study - Station User Survey: Norwalk

### Q30 What is your race or ethnic identification?(Select all that apply)

Answered: 180 Skipped: 101

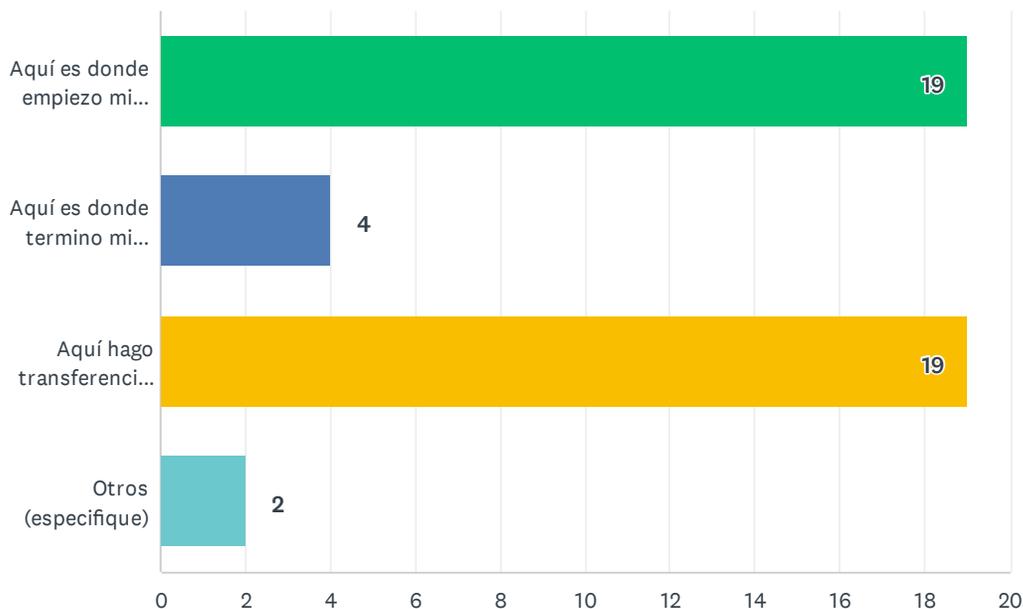


ANSWER CHOICES	RESPONSES
Hispanic/Latino	54.44% 98
Black/African American	10.00% 18
White/Caucasian	13.33% 24
Asian/Asian American	23.33% 42
Native Hawaiian/Pacific Islander	1.67% 3
Native American	0.56% 1
Other (please specify)	3.33% 6
Total Respondents: 180	

#	OTHER (PLEASE SPECIFY)	DATE
1	BLACK, WHITE AND INDIAN!	10/12/2023 12:14 PM
2	Mixed	10/11/2023 5:26 PM
3	Central american	10/11/2023 8:38 AM
4	Mixed	10/11/2023 8:33 AM
5	German	10/10/2023 8:34 AM
6	Decline	10/10/2023 7:32 AM

## Q1 Estoy en esta estación porque...

Answered: 44 Skipped: 0



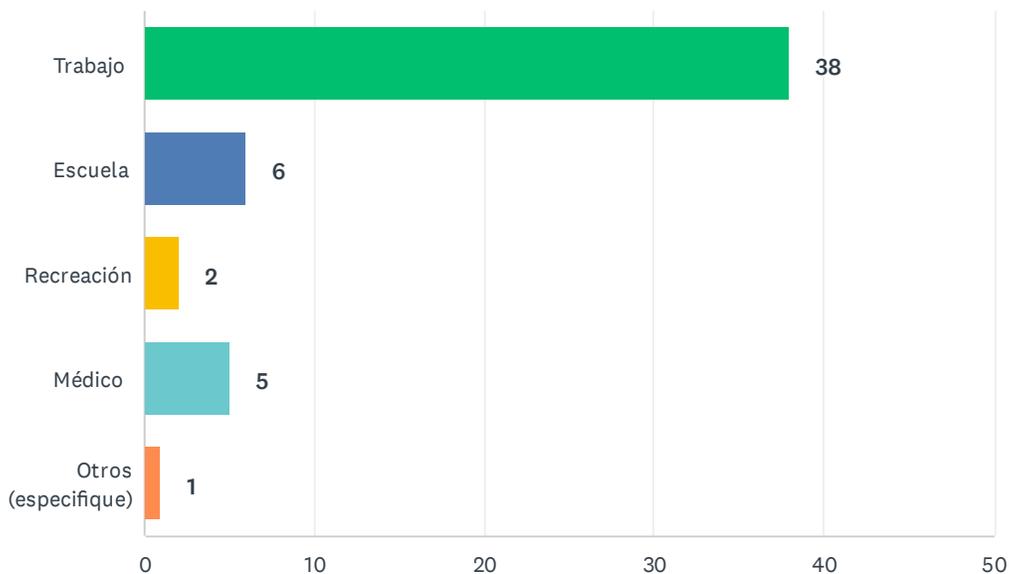
ANSWER CHOICES	RESPONSES
Aquí es donde empiezo mi viaje de transporte público	43.18% 19
Aquí es donde termino mi viaje de transporte público	9.09% 4
Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)	43.18% 19
Otros (especifique)	4.55% 2
<b>TOTAL</b>	<b>44</b>

#	OTROS (ESPECIFIQUE)	DATE
1	Not my first means of transportation to start my day. Besides the train (C-Line), I take the MTA 460 to the Norwalk Greenline Station, I also take take the MTA 125 at Douglas Station...to get to my destination.	10/11/2023 8:18 AM
2	Bus	10/10/2023 7:16 AM

Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q2 ¿Por qué viaja?

Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Trabajo	86.36%	38
Escuela	13.64%	6
Recreación	4.55%	2
Médico	11.36%	5
Otros (especifique)	2.27%	1
Total Respondents: 44		

#	OTROS (ESPECIFIQUE)	DATE
1	Errands, grocery shopping, outings; I have no car, so basically I do all my traveling by bus and/or train.	10/11/2023 8:18 AM

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q3 En general, ¿hacia dónde y desde dónde viaja?

Answered: 44 Skipped: 0

ANSWER CHOICES	RESPONSES	
Código postal de inicio o vecindario:	100.00%	44
Código postal de destino o vecindario:	90.91%	40

#	CÓDIGO POSTAL DE INICIO O VECINDARIO:	DATE
1	90001	10/15/2023 10:49 PM
2	Compton	10/15/2023 8:28 PM
3	90201	10/14/2023 3:45 PM
4	90262	10/12/2023 12:03 PM
5	90002	10/12/2023 5:48 AM
6	Buena Park	10/11/2023 6:52 PM
7	90250	10/11/2023 5:48 PM
8	Hawthorn	10/11/2023 4:18 PM
9	90640	10/11/2023 4:00 PM
10	90631	10/11/2023 9:00 AM
11	90047	10/11/2023 8:35 AM
12	90650	10/11/2023 8:18 AM
13	Hawthorne	10/11/2023 8:05 AM
14	90650	10/11/2023 7:50 AM
15	90043	10/11/2023 7:45 AM
16	90650	10/11/2023 7:06 AM
17	90650	10/11/2023 7:01 AM
18	90011	10/11/2023 6:53 AM
19	90601	10/11/2023 2:39 AM
20	91107	10/10/2023 7:19 PM
21	Downey	10/10/2023 4:55 PM
22	downey	10/10/2023 4:03 PM
23	90201	10/10/2023 3:55 PM
24	90650	10/10/2023 3:54 PM
25	90002	10/10/2023 3:51 PM
26	90047	10/10/2023 8:44 AM
27	90242	10/10/2023 8:22 AM
28	90280	10/10/2023 7:55 AM
29	90250	10/10/2023 7:41 AM

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

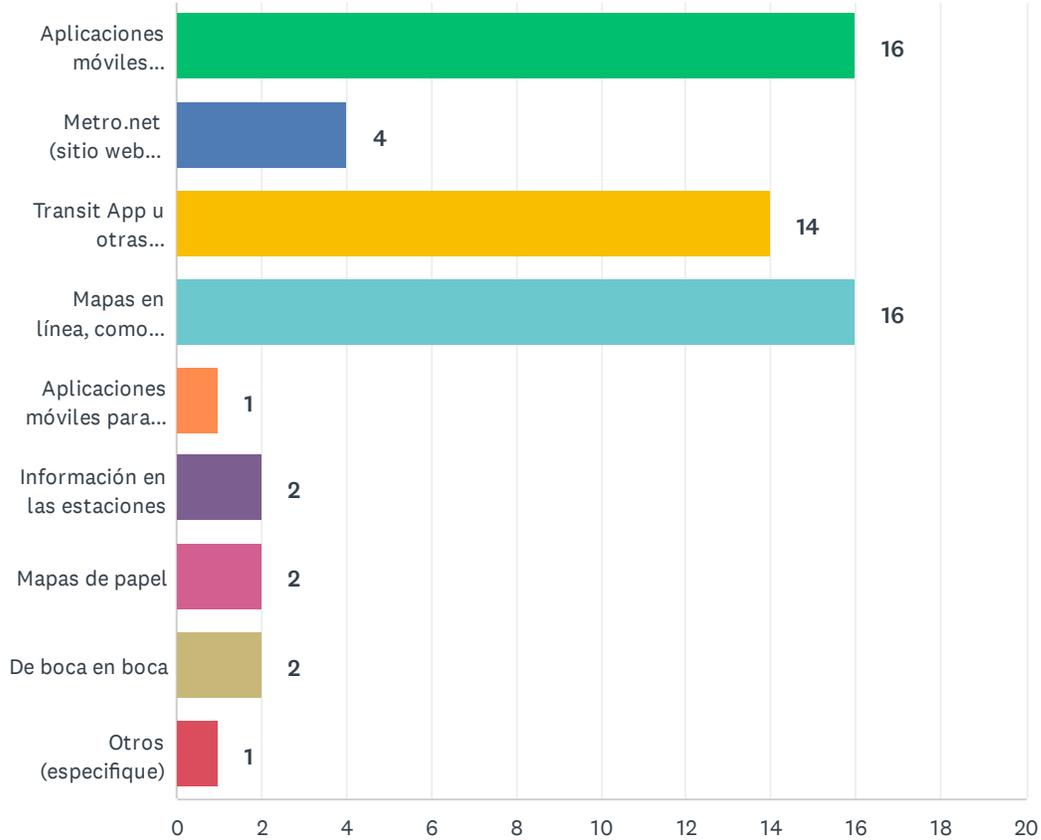
30	90650	10/10/2023 7:36 AM
31	90650	10/10/2023 7:35 AM
32	90716	10/10/2023 7:32 AM
33	90018	10/10/2023 7:31 AM
34	90201	10/10/2023 7:30 AM
35	90650	10/10/2023 7:29 AM
36	90650	10/10/2023 7:29 AM
37	90044	10/10/2023 7:16 AM
38	90061	10/10/2023 7:12 AM
39	90201	10/10/2023 7:11 AM
40	90037	10/10/2023 6:57 AM
41	90255	10/10/2023 6:44 AM
42	90720	10/10/2023 6:26 AM
43	90650	10/10/2023 6:12 AM
44	90061	10/10/2023 6:12 AM
<b>#</b>	<b>CÓDIGO POSTAL DE DESTINO O VECINDARIO:</b>	<b>DATE</b>
1	91411	10/15/2023 10:49 PM
2	Cal state Long Beach	10/15/2023 8:28 PM
3	90707	10/14/2023 3:45 PM
4	90650	10/12/2023 12:03 PM
5	90650	10/12/2023 5:48 AM
6	Nortwalk	10/11/2023 4:18 PM
7	90245	10/11/2023 4:00 PM
8	90059	10/11/2023 9:00 AM
9	90670	10/11/2023 8:35 AM
10	90245	10/11/2023 8:18 AM
11	90250	10/11/2023 8:05 AM
12	90815	10/11/2023 7:50 AM
13	Los Angeles ca 90043	10/11/2023 7:45 AM
14	90045	10/11/2023 7:06 AM
15	90	10/11/2023 7:01 AM
16	90670	10/11/2023 6:53 AM
17	90601	10/11/2023 2:39 AM
18	90045	10/10/2023 7:19 PM
19	Santafe springs	10/10/2023 4:55 PM
20	long beach	10/10/2023 4:03 PM
21	90277	10/10/2023 3:55 PM
22	90723	10/10/2023 3:54 PM

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

23	13001	10/10/2023 8:44 AM
24	90071	10/10/2023 8:22 AM
25	90670	10/10/2023 7:55 AM
26	92806	10/10/2023 7:41 AM
27	Varios lugares	10/10/2023 7:36 AM
28	90249	10/10/2023 7:35 AM
29	90044	10/10/2023 7:32 AM
30	90240	10/10/2023 7:31 AM
31	90703	10/10/2023 7:30 AM
32	90744	10/10/2023 7:29 AM
33	90744	10/10/2023 7:29 AM
34	90723	10/10/2023 7:16 AM
35	90638	10/10/2023 7:12 AM
36	90746	10/10/2023 7:11 AM
37	90670	10/10/2023 6:57 AM
38	Cerritos	10/10/2023 6:44 AM
39	90245	10/10/2023 6:12 AM
40	90241	10/10/2023 6:12 AM

## Q4 ¿Qué herramientas utiliza para planear sus viajes?(Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



ANSWER CHOICES	RESPONSES	
Aplicaciones móviles oficiales de Metro	55.17%	16
Metro.net (sitio web oficial de Metro)	13.79%	4
Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus)	48.28%	14
Mapas en línea, como Google Maps o Apple Maps	55.17%	16
Aplicaciones móviles para compartir bicicletas o scooters	3.45%	1
Información en las estaciones	6.90%	2
Mapas de papel	6.90%	2
De boca en boca	6.90%	2
Otros (especifique)	3.45%	1
Total Respondents: 29		

#	OTROS (ESPECIFIQUE)	DATE
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# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

1

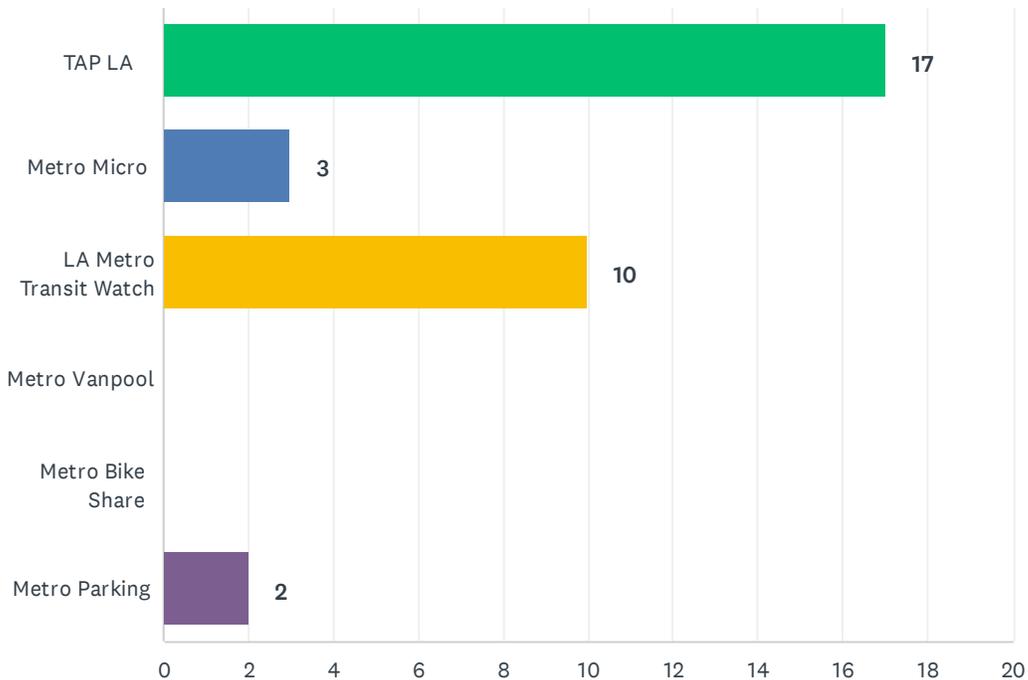
MOOVIT

10/15/2023 8:45 PM

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## Q5 Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

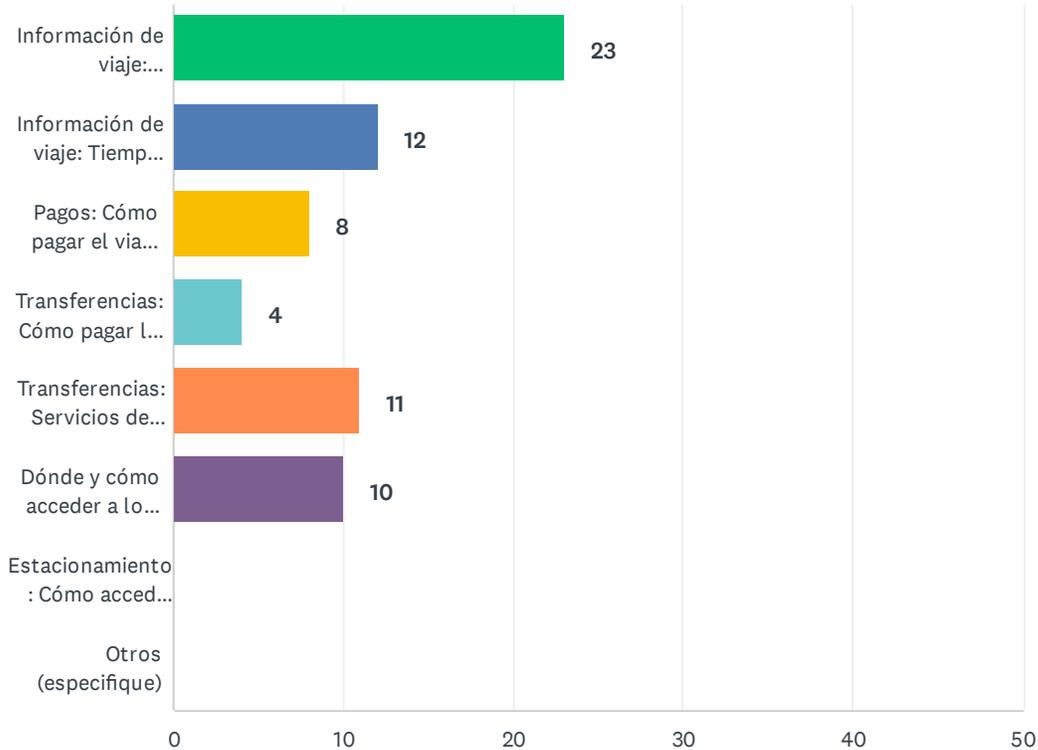
Answered: 26 Skipped: 18



ANSWER CHOICES	RESPONSES	
TAP LA	65.38%	17
Metro Micro	11.54%	3
LA Metro Transit Watch	38.46%	10
Metro Vanpool	0.00%	0
Metro Bike Share	0.00%	0
Metro Parking	7.69%	2
Total Respondents: 26		

## Q6 ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?(Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



ANSWER CHOICES	RESPONSES
Información de viaje: Información sobre la(s) ruta(s) y horarios	79.31% 23
Información de viaje: Tiempo total de viaje / costos totales de viaje	41.38% 12
Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles	27.59% 8
Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público	13.79% 4
Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión	37.93% 11
Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren	34.48% 10
Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 29	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

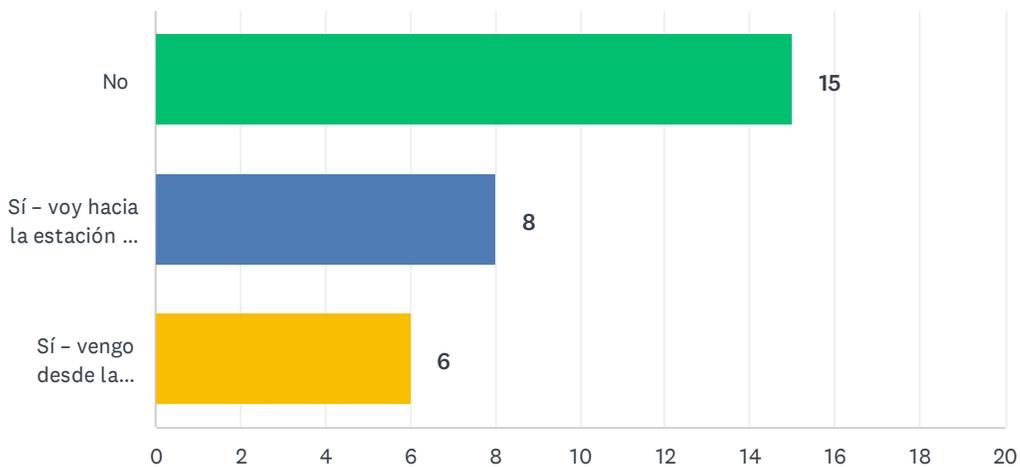
## Q7 ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

Answered: 15 Skipped: 29

#	RESPONSES	DATE
1	No	10/11/2023 7:10 PM
2	No	10/11/2023 8:42 AM
3	Es difícil saber si se va tardar el autobus porque se hace mas trafico	10/11/2023 8:04 AM
4	No	10/11/2023 8:01 AM
5	No.	10/11/2023 7:36 AM
6	No	10/11/2023 2:47 AM
7	Talvez la hora exacta pues aveces suele pasar antes u después osea retrasado y aveces ni pasa la verdad da mala impresión pues un no se confía de la aplicación.	10/10/2023 7:40 PM
8	Que especifique si va de ida o de venida	10/10/2023 4:03 PM
9	No	10/10/2023 12:17 PM
10	Horarios exactos	10/10/2023 8:06 AM
11	La hora exacta cuando el bus está atrasado	10/10/2023 7:49 AM
12	No	10/10/2023 7:48 AM
13	Que aveces se retrasen los buses	10/10/2023 7:35 AM
14	No	10/10/2023 7:20 AM
15	No	10/10/2023 6:54 AM

### Q8 ¿Está viajando hacia o desde la estación de Norwalk de Metrolink?

Answered: 29 Skipped: 15

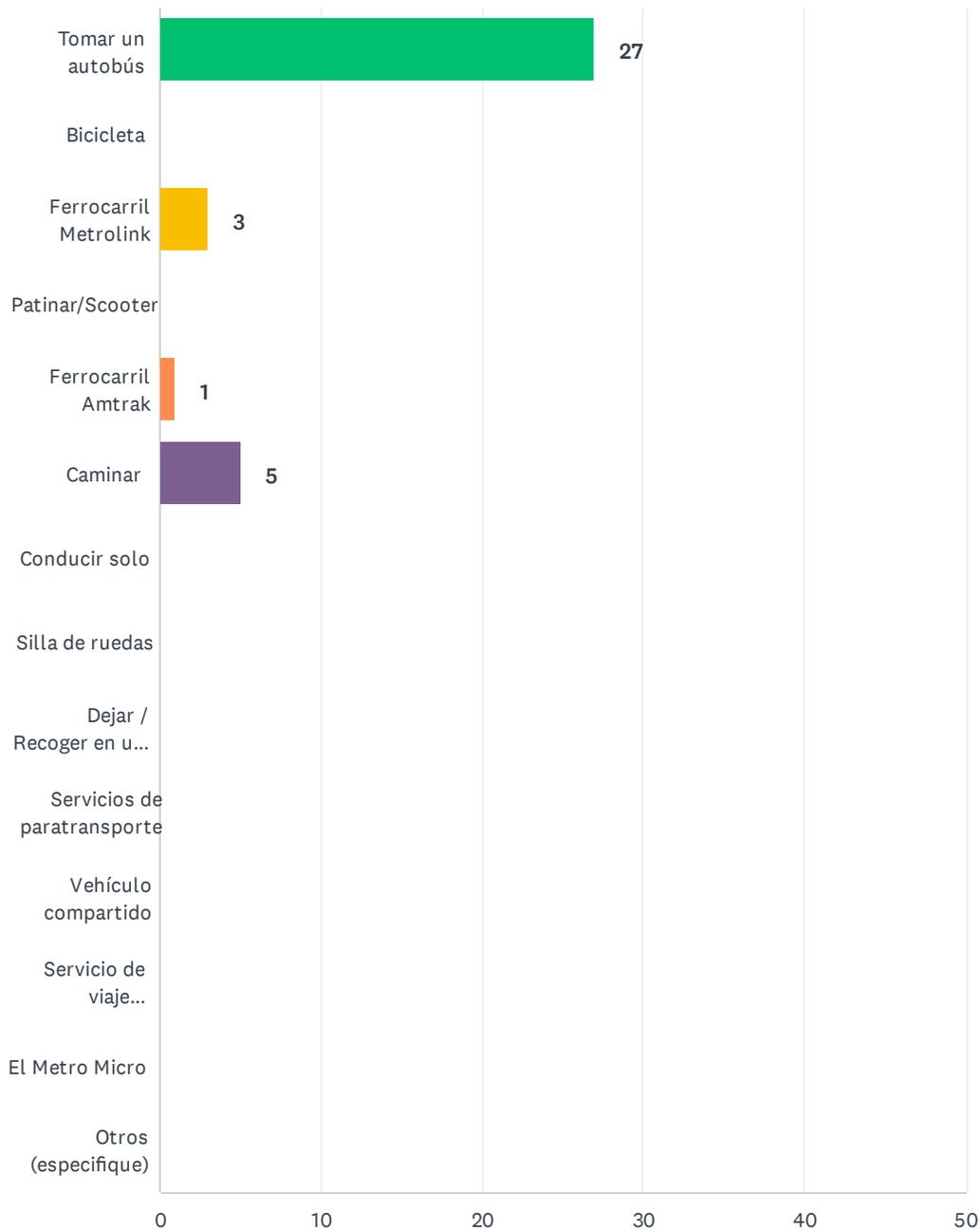


ANSWER CHOICES	RESPONSES	
No	51.72%	15
Sí – voy hacia la estación de Metrolink	27.59%	8
Sí – vengo desde la estación de Metrolink	20.69%	6
<b>TOTAL</b>		<b>29</b>

# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q9 Desde aquí voy a... (Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

ANSWER CHOICES	RESPONSES	
Tomar un autobús	93.10%	27
Bicicleta	0.00%	0
Ferrocarril Metrolink	10.34%	3
Patinar/Scooter	0.00%	0
Ferrocarril Amtrak	3.45%	1
Caminar	17.24%	5
Conducir solo	0.00%	0
Silla de ruedas	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Servicios de paratransporte	0.00%	0
Vehículo compartido	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
El Metro Micro	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 29		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q10 Llegué a esta estación por...(Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



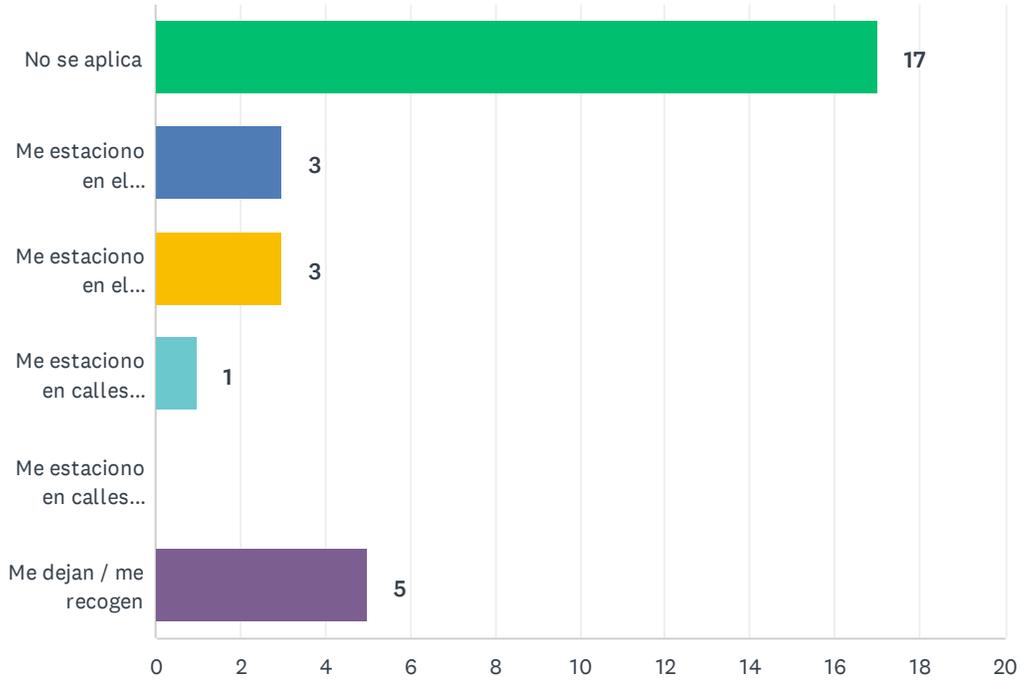
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

ANSWER CHOICES	RESPONSES	
Tomar un autobús	75.86%	22
Ferrocarril Metro	17.24%	5
Metrolink Rail	0.00%	0
Amtrak Rail	0.00%	0
Conducir solo	6.90%	2
Dejar / Recoger en un auto	3.45%	1
Vehículo compartido	6.90%	2
El Metro Micro	0.00%	0
Bicicleta	0.00%	0
Skateboard/Scoot	0.00%	0
Caminar	6.90%	2
Silla de ruedas	0.00%	0
Servicios de paratransporte	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
I am transferring at this station	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 29		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q11 Si llega o sale en un vehículo de esta estación... (Seleccione todas las opciones aplicables)

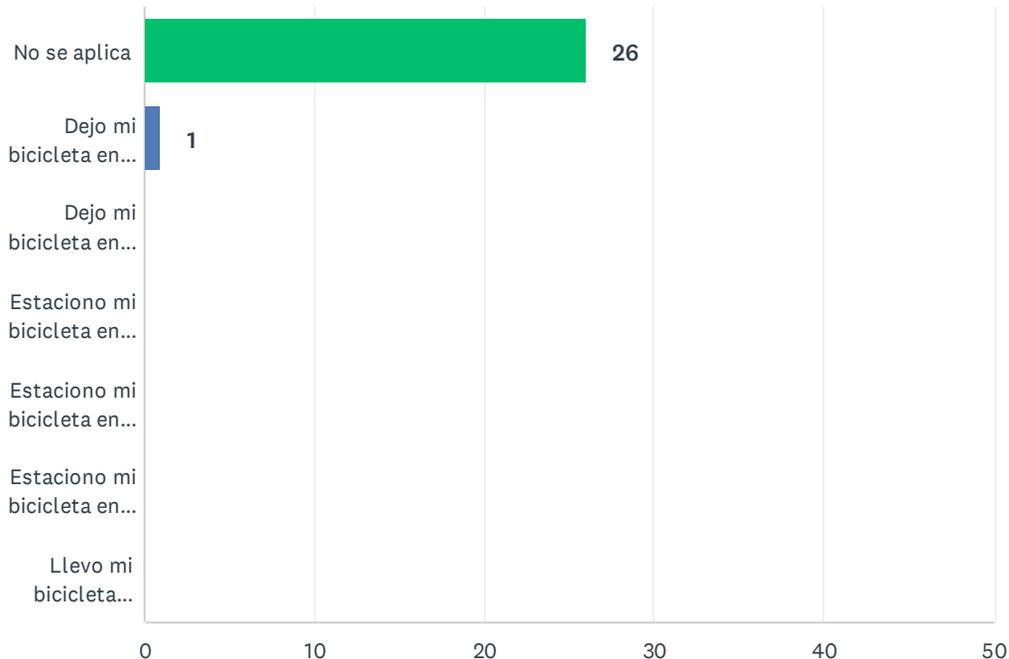
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
No se aplica	60.71%	17
Me estaciono en el estacionamiento, generalmente hay espacios disponibles	10.71%	3
Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio	10.71%	3
Me estaciono en calles cercanas, generalmente hay espacios disponibles	3.57%	1
Me estaciono en calles cercanas, puede ser difícil encontrar un espacio	0.00%	0
Me dejan / me recogen	17.86%	5
Total Respondents: 28		

## Q12 Si llega o sale en bicicleta de esta estación... (Seleccione todas las opciones aplicables)

Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
No se aplica	96.30%	26
Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles	3.70%	1
Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado	0.00%	0
Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio	0.00%	0
Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible	0.00%	0
Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio	0.00%	0
Llevo mi bicicleta conmigo en tren o autobús	0.00%	0
Total Respondents: 27		

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

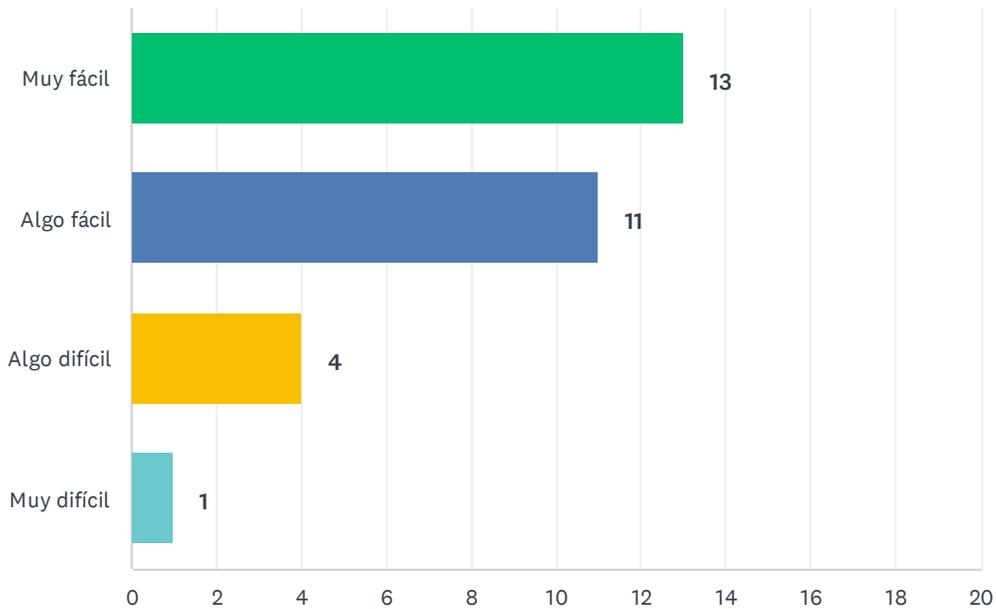
## Q13 ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

Answered: 11 Skipped: 33

#	RESPONSES	DATE
1	Todo muy bien	10/11/2023 7:10 PM
2	No	10/11/2023 8:42 AM
3	Está bien	10/11/2023 8:04 AM
4	No use bicycle. No aplica	10/11/2023 7:36 AM
5	No	10/11/2023 2:47 AM
6	No pues buen servicio.	10/10/2023 7:40 PM
7	No	10/10/2023 12:17 PM
8	Limpieza	10/10/2023 8:06 AM
9	No	10/10/2023 7:48 AM
10	No	10/10/2023 7:32 AM
11	No	10/10/2023 6:54 AM

### Q14 ¿Qué tan fácil o difícil es llegar a la estación?

Answered: 29 Skipped: 15



ANSWER CHOICES	RESPONSES	
Muy fácil	44.83%	13
Algo fácil	37.93%	11
Algo difícil	13.79%	4
Muy difícil	3.45%	1
TOTAL		29

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q15 ¿Qué hace que ir o volver de la estación sea fácil o difícil?

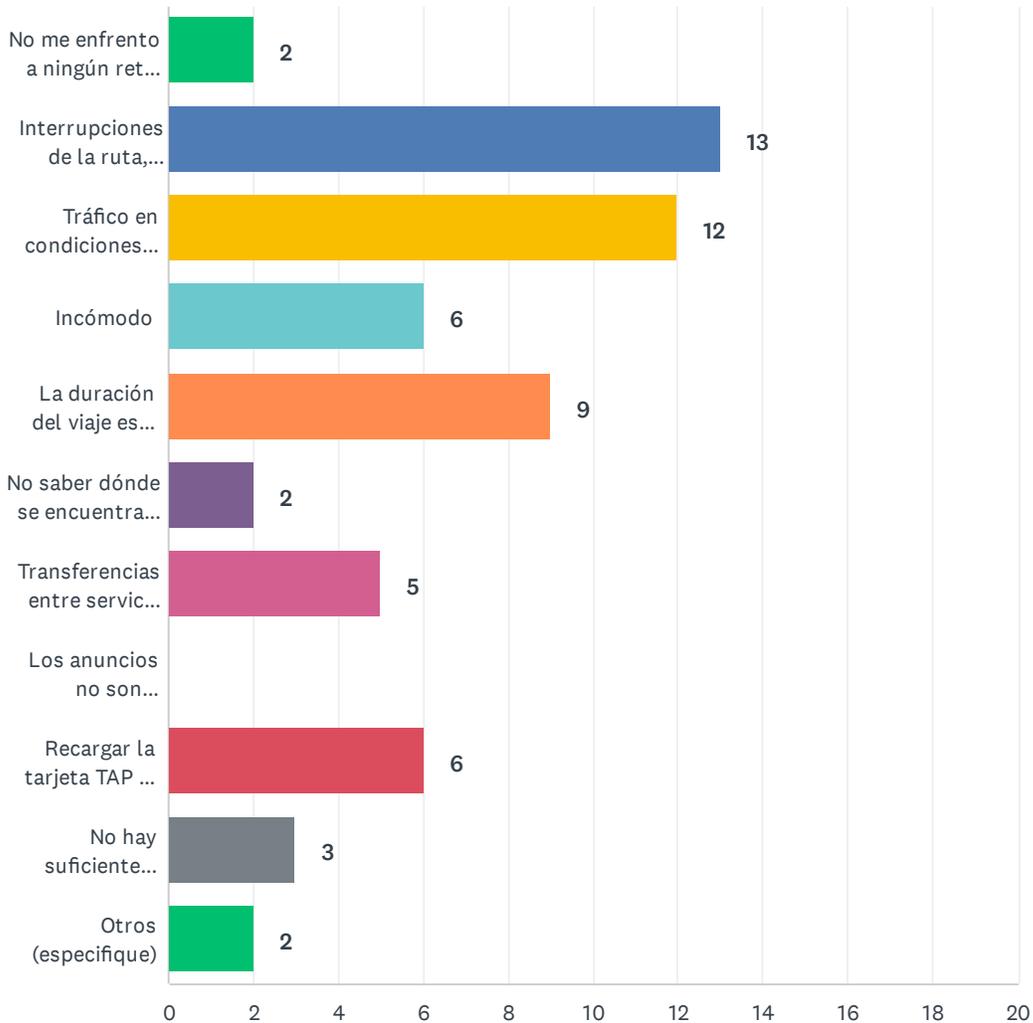
Answered: 18 Skipped: 26

#	RESPONSES	DATE
1	Hay muchos homeless y se silente a veces inseguro	10/15/2023 8:45 PM
2	Por qué el bus me lleva directo a la estación	10/11/2023 7:10 PM
3	Dependiendo donde estés cuál se tu destino y que tan fluido sea el trasporte público pues hay rutas de buses que tardan mucho por que no pasan con frecuencia	10/11/2023 9:36 AM
4	Facil	10/11/2023 8:42 AM
5	Es un poco raro a entrar so varios ubers toman una vuelta incorecta	10/11/2023 8:04 AM
6	Facil	10/11/2023 8:01 AM
7	Es facil en semana. Pero sabados y domingos el transporte es muy irregular, el tren por las tardes es peligroso.. ej. Estaciones Rosa Park, Long Beach, El servicing de buses Norwalk es pesimo.. El bus 460 muy bueno.	10/11/2023 7:36 AM
8	La tap card	10/11/2023 2:47 AM
9	Más que todo la coordinación de las líneas	10/10/2023 7:40 PM
10	Es fácil porque ya se la ruta	10/10/2023 4:03 PM
11	Las descriptiones del metro y los simbolos en cada estacion	10/10/2023 12:17 PM
12	Mejor Senales	10/10/2023 8:06 AM
13	El atraso	10/10/2023 7:49 AM
14	Me dejan y me recogen	10/10/2023 7:48 AM
15	Solo tomo un bus	10/10/2023 7:35 AM
16	Los horarios del transporte.	10/10/2023 7:32 AM
17	Nada	10/10/2023 6:54 AM
18	Facil	10/10/2023 6:23 AM

# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q16 Por favor, seleccione los retos a los que podría enfrentarse durante su viaje(Seleccione todo lo que corresponda)

Answered: 28 Skipped: 16



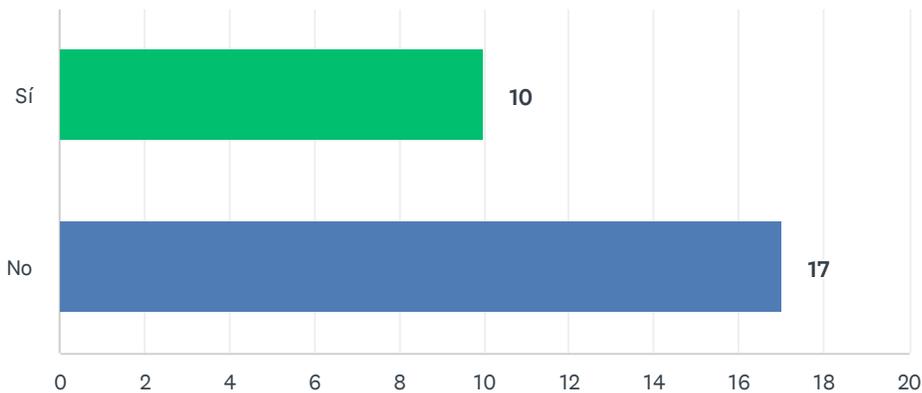
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

ANSWER CHOICES	RESPONSES	
No me enfrento a ningún reto durante mi viaje	7.14%	2
Interrupciones de la ruta, desvíos, obras o ralentizaciones	46.43%	13
Tráfico en condiciones típicas	42.86%	12
Incómodo	21.43%	6
La duración del viaje es imprevisible	32.14%	9
No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido	7.14%	2
Transferencias entre servicios de transporte público	17.86%	5
Los anuncios no son comprensibles	0.00%	0
Recargar la tarjeta TAP o pagar el boleto	21.43%	6
No hay suficiente información	10.71%	3
Otros (especifique)	7.14%	2
Total Respondents: 28		

#	OTROS (ESPECIFIQUE)	DATE
1	Moovit	10/10/2023 4:03 PM
2	Alli muncha gente gritando a cinco en la maniana mucho veces	10/10/2023 6:23 AM

### Q17 ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

Answered: 27 Skipped: 17

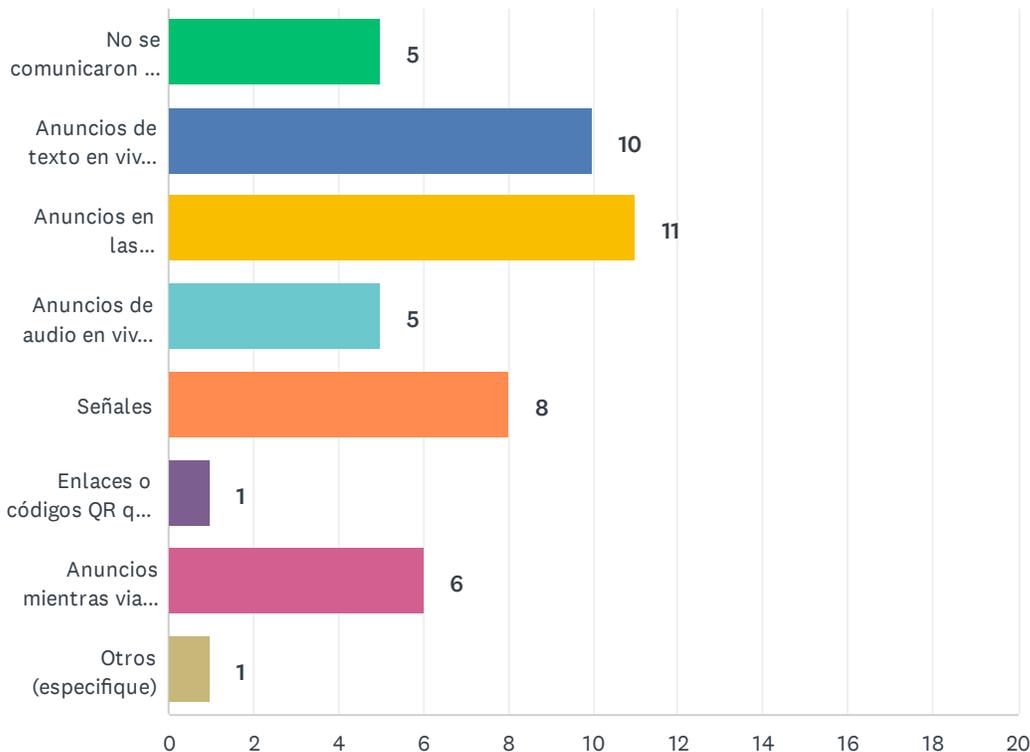


ANSWER CHOICES	RESPONSES	
Sí	37.04%	10
No	62.96%	17
TOTAL		27

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

## Q18 ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
No se comunicaron los cambios	18.52%	5
Anuncios de texto en vivo en la parada o estación	37.04%	10
Anuncios en las aplicaciones	40.74%	11
Anuncios de audio en vivo en la parada o estación	18.52%	5
Señales	29.63%	8
Enlaces o códigos QR que enlazan con más información	3.70%	1
Anuncios mientras viaja en autobús o tren	22.22%	6
Otros (especifique)	3.70%	1
Total Respondents: 27		

#	OTROS (ESPECIFIQUE)	DATE
1	Algunas veces hay información otras veces no la hay y después tu destino se desvía demasiado	10/11/2023 9:36 AM

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

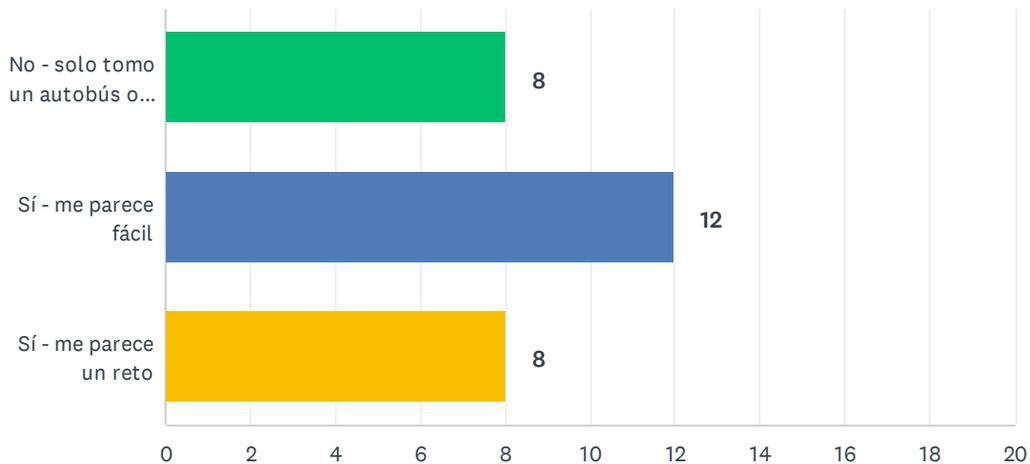
## Q19 ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

Answered: 17 Skipped: 27

#	RESPONSES	DATE
1	No todo bien	10/11/2023 7:10 PM
2	Si los vagones del tren están completamente sucios llenos de homeless y huelen a orines hay heces humanas comida tirada la verdad es muy difícil viajar en metro pues van drogadicto molestando o drogandose en los vagones peleándose y molestando a los pasajeros y a razón de que no hay baños públicos en la estación pues a los vagos y toda persona Inrresponsable hace en cualquier lado de las estaciones elevadores escaleras andenes y la verdad es muy muy desagradable esa situación debe de ver los servicios necesarios y claro mucha seguridad por las personas delincuentes espero y mi comentario sea tomado en cuenta y hagan algo al respecto con todos mis puntos de vista señores gracias bien dia bye	10/11/2023 9:36 AM
3	No subir gente loca	10/11/2023 8:42 AM
4	No	10/11/2023 8:04 AM
5	No	10/11/2023 2:47 AM
6	Pues yo en lo personal viajo de ida al trabajo 2 horas tomo un auto bus y después la línea del metro ferrocarril y luego otro autobús y la coordinación es bastante mala pues aveces vienes bajando del autobús y el metro está pasando y toca esperar pero si me pasa en los dos trasbordos ya pierdo bastante tiempo solo en el viaje	10/10/2023 7:40 PM
7	que haya una manera en que los autobuses se comunicaran cuando uno llegue tarde y así menos gente pierde el segundo autobús que necesitan tomar	10/10/2023 4:13 PM
8	Lamentablemente se suben personas en estado no muy favorable para los pasajeros que solo vamos al trabajo, escuela o médico. Me siento insegura por algunas personas que se suben y empiezan a gritar, golpear cosas, oh incluso huelen muy fuerte.	10/10/2023 4:03 PM
9	No	10/10/2023 12:17 PM
10	Atrasos	10/10/2023 8:06 AM
11	No	10/10/2023 7:49 AM
12	La inseguridad por la personas drogadas que se en y entran en los trenes y estaciones	10/10/2023 7:48 AM
13	Homeless	10/10/2023 7:42 AM
14	No	10/10/2023 7:32 AM
15	No	10/10/2023 7:20 AM
16	No	10/10/2023 6:54 AM
17	Tiene que ser mas limpio ey quita la gente locos de los estaciones	10/10/2023 6:23 AM

## Q20 ¿Se transborda entre modos de tránsito? De tren a autobús / De autobús a tren / De autobús a autobús / De tren a tren

Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
No - solo tomo un autobús o tren	28.57%	8
Sí - me parece fácil	42.86%	12
Sí - me parece un reto	28.57%	8
<b>TOTAL</b>		<b>28</b>

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

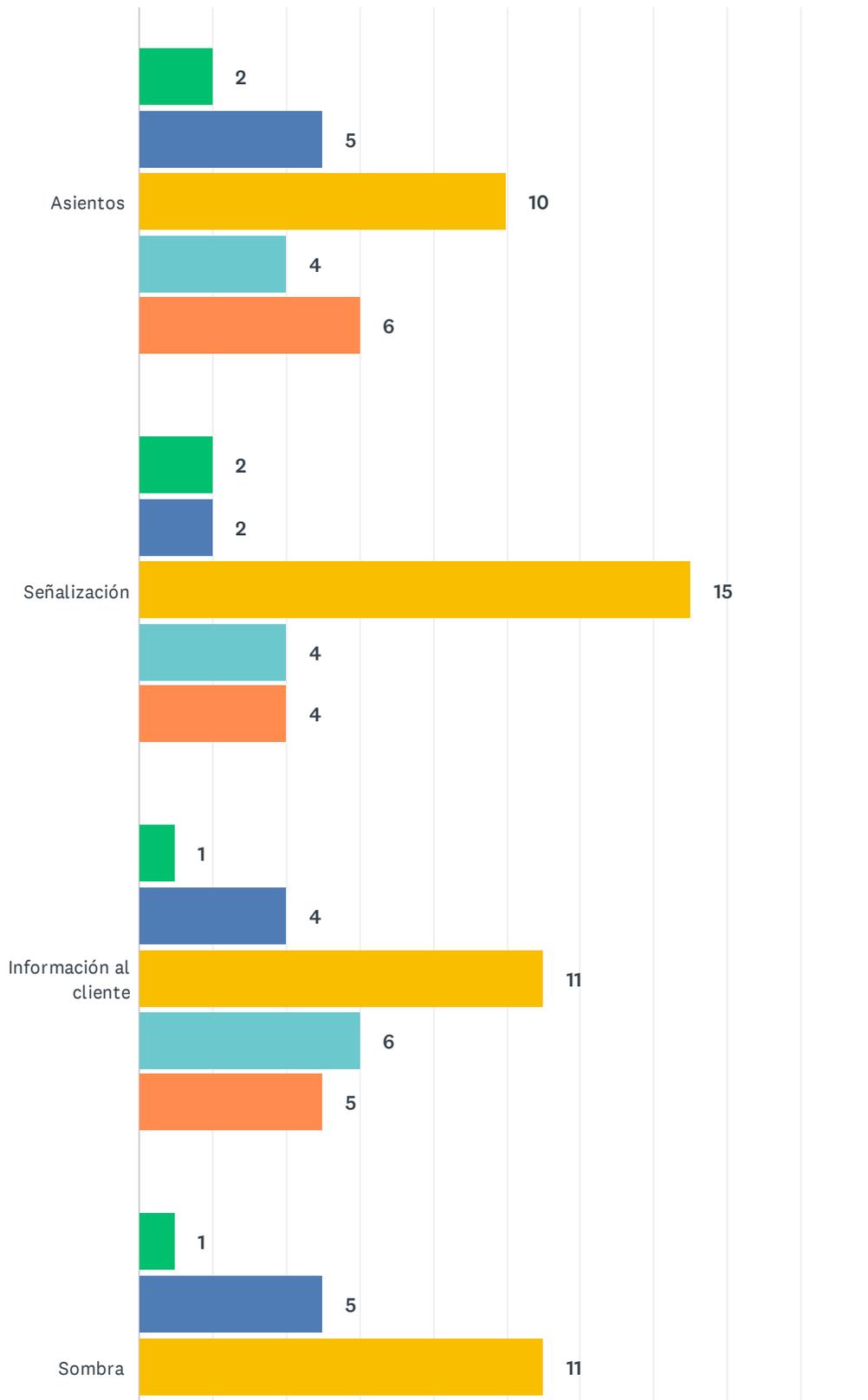
## Q21 ¿Qué hace que el transbordo sea fácil o difícil?(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

Answered: 21 Skipped: 23

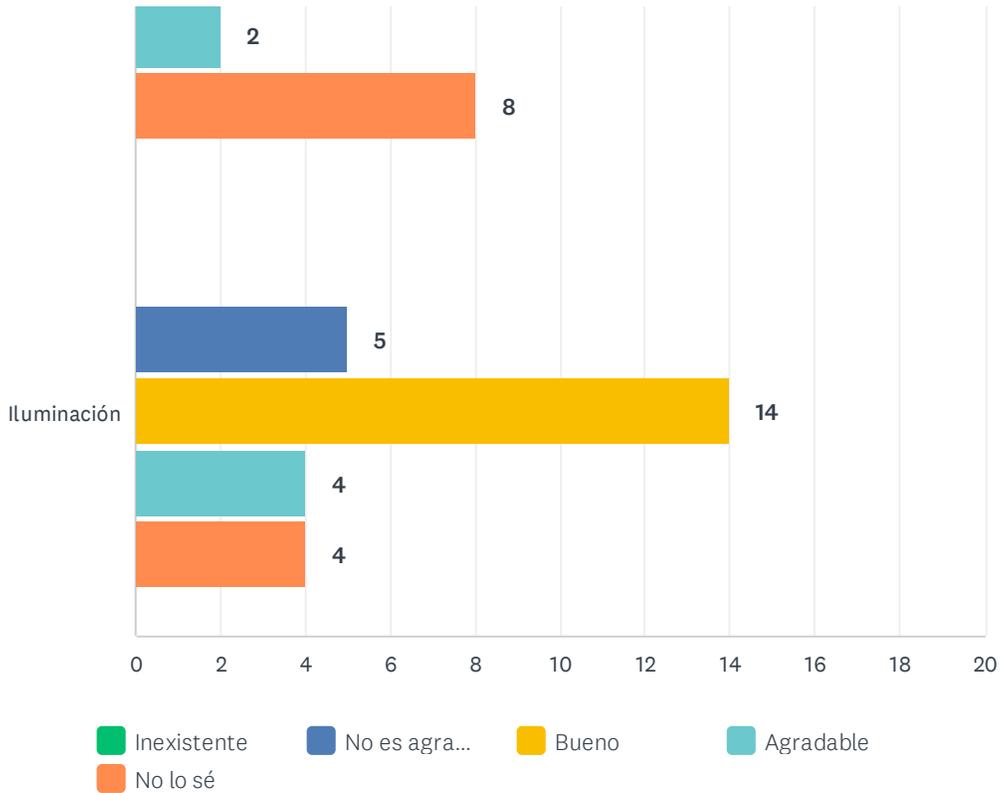
#	RESPONSES	DATE
1	Es solo que hay gente que me hace sentir incomoda Como los que estan locos	10/15/2023 8:45 PM
2	Por qué sólo tomó dos bus ahí mismo lugar por eso para mí es muy fácil	10/11/2023 7:10 PM
3	Pues las distancias de tu destino hacen muchas veces difícil los transbordos y la movilidad por los horarios de los buses y que algunos ya no pasan después de cierto horario al diario tienes que pasar 3 horas en ida y 3 horas de ida en un viaje de 35 minutos a 1 hora en auto por el transporte que tarda demasiado en pasar y que las conexiones de transbordo no concuerdan una con la otra es muy muy muy difícil eso	10/11/2023 9:36 AM
4	Cuando se suba gente drogada	10/11/2023 8:42 AM
5	No aplica	10/11/2023 8:04 AM
6	Si	10/11/2023 8:01 AM
7	Para mi es facil Porque Leo o escucho toda la informacion.	10/11/2023 7:36 AM
8	El tren	10/11/2023 2:47 AM
9	Difícil la espera y si es fin de semana es más la espera	10/10/2023 7:40 PM
10	entre transferir de autobuses e perdido el segundo autobús porque el primero llegó muy tarde o aveces el tiempo en que necesito esperar en la estación del primero al segundo es muy largo	10/10/2023 4:13 PM
11	Suficiente información	10/10/2023 4:03 PM
12	Mantiene informado	10/10/2023 12:17 PM
13	Dificik	10/10/2023 8:06 AM
14	Hay información para saber llegar a mi destino	10/10/2023 7:49 AM
15	No	10/10/2023 7:48 AM
16	El transbordo es fácil	10/10/2023 7:42 AM
17	Hay buses que van lento y uno pierde la coneccion, ejemplo el 260 que conecta en la alondra a las 6:17 am, no legal a temporary desde que cambiaron al chofer, ahora es imposible tomar Esa ruta	10/10/2023 7:39 AM
18	Suficiente información.	10/10/2023 7:32 AM
19	No	10/10/2023 7:20 AM
20	Tiempo entre llegada del metro y salida del bus, mucho tiempo de espera, o muy tarde	10/10/2023 7:20 AM
21	Si hay suficiente información	10/10/2023 6:54 AM

## Q22 Para la estación de tren, ¿cómo caracterizaría los siguientes servicios?

Answered: 27 Skipped: 17



### Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk



	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	7.41% 2	18.52% 5	37.04% 10	14.81% 4	22.22% 6	27
Señalización	7.41% 2	7.41% 2	55.56% 15	14.81% 4	14.81% 4	27
Información al cliente	3.70% 1	14.81% 4	40.74% 11	22.22% 6	18.52% 5	27
Sombra	3.70% 1	18.52% 5	40.74% 11	7.41% 2	29.63% 8	27
Iluminación	0.00% 0	18.52% 5	51.85% 14	14.81% 4	14.81% 4	27

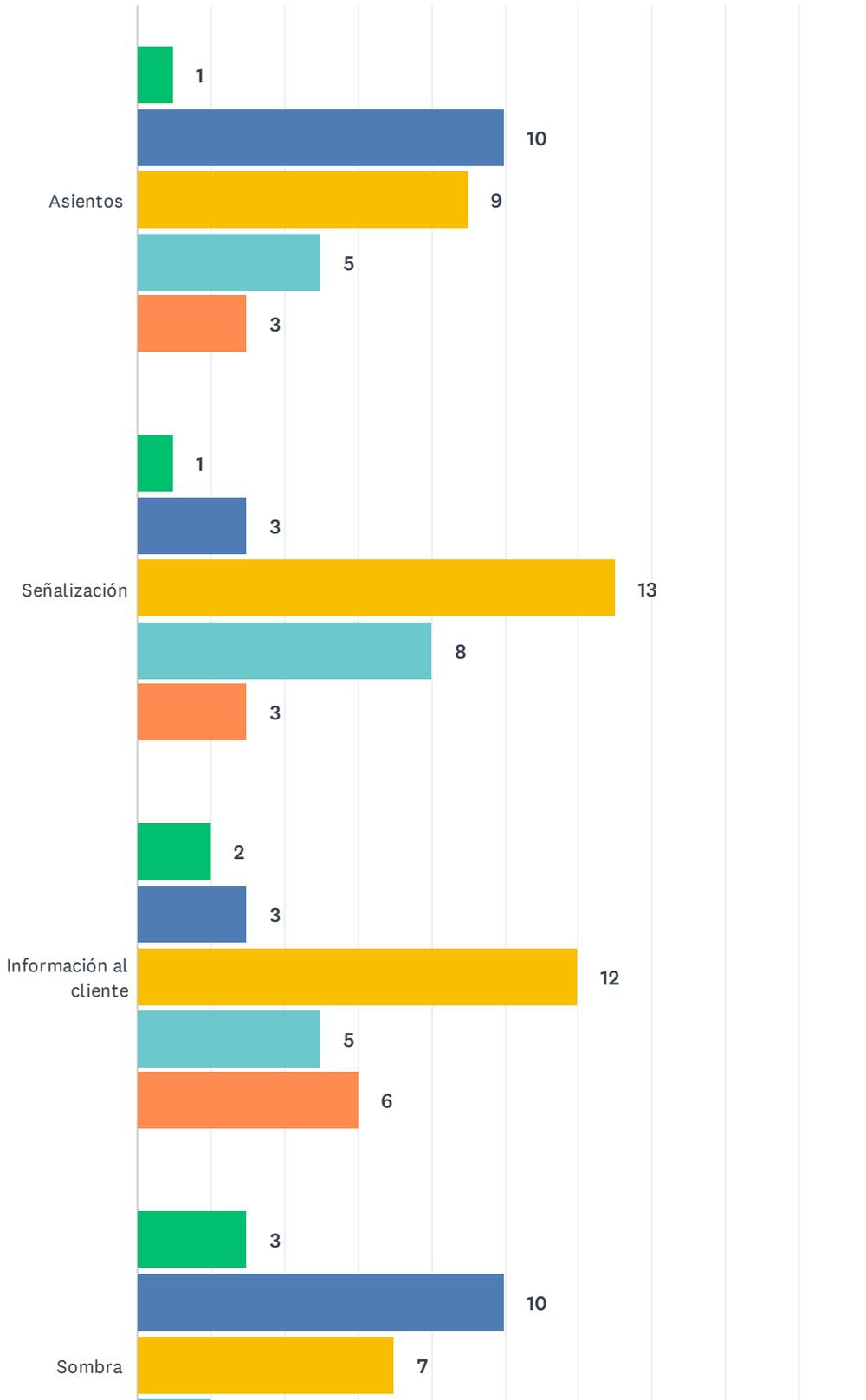
#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	Que es buen servicio	10/11/2023 7:10 PM
2	Si señores limpieza seguridad y que los trenes no sean casa ni baños ni basureros de los homeless	10/11/2023 9:36 AM
3	que estén limpios	10/11/2023 8:42 AM
4	No lo sé	10/11/2023 8:04 AM
5	Uno importante tener sanitarios por q no hay	10/11/2023 8:01 AM
6	Los fines de Semanas las sills del tren vienen ocupadas por homeless. Mucha basura, latas,comidas,	10/11/2023 7:36 AM
7	No	10/11/2023 2:47 AM
8	No	10/10/2023 12:17 PM

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

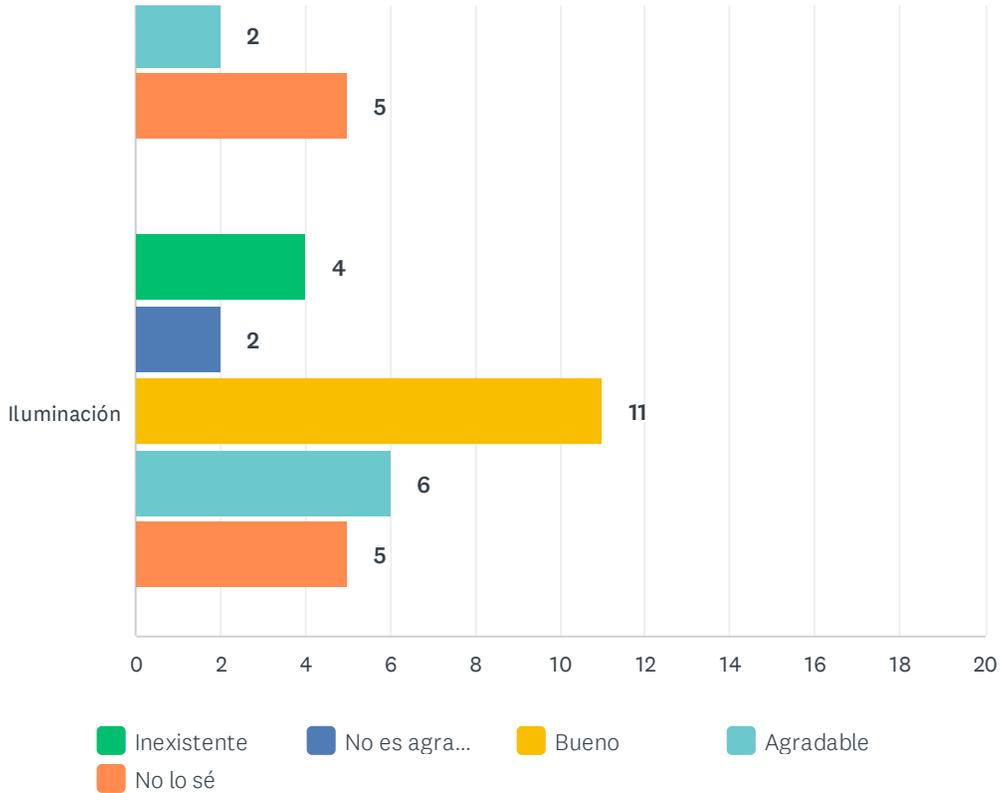
9	Mejorar la atención al usuario	10/10/2023 8:06 AM
10	Mejores asientos	10/10/2023 7:49 AM
11	No	10/10/2023 7:48 AM
12	No	10/10/2023 7:32 AM
13	No	10/10/2023 7:20 AM
14	Evitar que huele tanto a marihuana	10/10/2023 6:54 AM
15	Mas limpo, menos locos.	10/10/2023 6:23 AM

### Q23 Para las paradas de autobús de la estación, ¿cómo caracterizaría los siguientes servicios?

Answered: 28 Skipped: 16



### Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk



	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	3.57% 1	35.71% 10	32.14% 9	17.86% 5	10.71% 3	28
Señalización	3.57% 1	10.71% 3	46.43% 13	28.57% 8	10.71% 3	28
Información al cliente	7.14% 2	10.71% 3	42.86% 12	17.86% 5	21.43% 6	28
Sombra	11.11% 3	37.04% 10	25.93% 7	7.41% 2	18.52% 5	27
Iluminación	14.29% 4	7.14% 2	39.29% 11	21.43% 6	17.86% 5	28

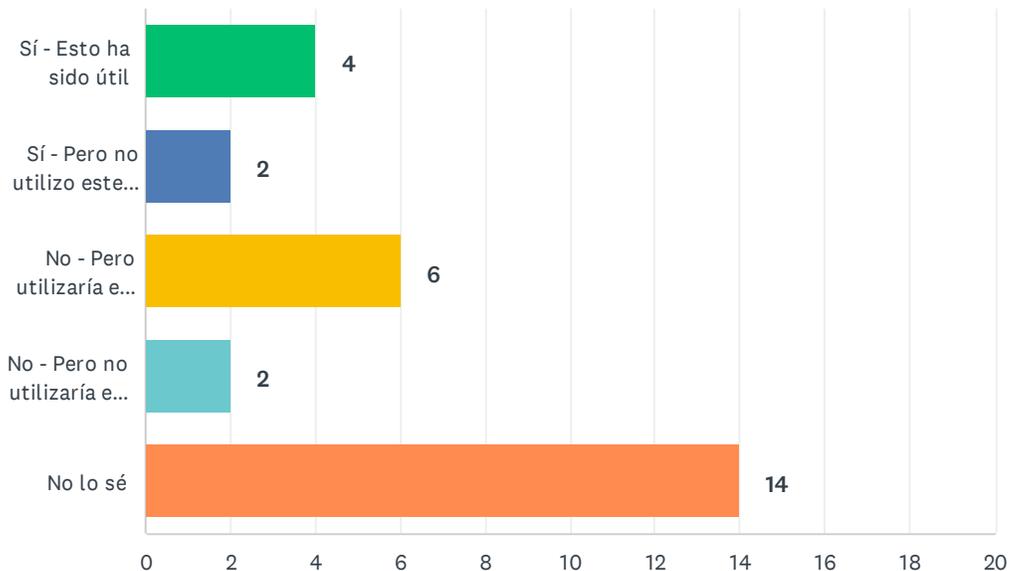
#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	En Norwalk, tiene que ver mas sombras donde no hay	10/15/2023 8:45 PM
2	Si que me gusta por que cuesta con wifi	10/11/2023 7:10 PM
3	Si señores no hay donde sentarnos para esperar las largas horas de espera de los buses no hay sombra venimos de trabajar cansados y todavía esperar tiempo y no poder estar en una sombra o que estás esperando el bus y que se pase y no pare en la parada que los estás esperando o que pase anticipado al horario marcado por ustedes la empresa es muy muy muy molesto señores que los choferes te mal informen de los horarios de paso y cuál es la última salida del bus que tú esperas	10/11/2023 9:36 AM
4	Que sean limpios	10/11/2023 8:42 AM
5	Ayudaria tener mas sombra	10/11/2023 8:04 AM
6	No	10/11/2023 7:36 AM
7	Mas sombra	10/11/2023 2:47 AM

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

8	más asientos aferra o de sombra para cuando el clima está muy caliente	10/10/2023 4:13 PM
9	Esta muy sucia la parada para los autobuses y hay poca sombra en tiempo de calor se siente horrible.	10/10/2023 4:03 PM
10	No	10/10/2023 12:17 PM
11	Mejorar la atencion al usuario	10/10/2023 8:06 AM
12	No	10/10/2023 7:49 AM
13	No	10/10/2023 7:48 AM
14	No	10/10/2023 7:32 AM
15	No	10/10/2023 6:23 AM

## Q24 ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES
Sí - Esto ha sido útil	14.29% 4
Sí - Pero no utilizo este servicio	7.14% 2
No - Pero utilizaría este servicio	21.43% 6
No - Pero no utilizaría este servicio	7.14% 2
No lo sé	50.00% 14
<b>TOTAL</b>	<b>28</b>

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

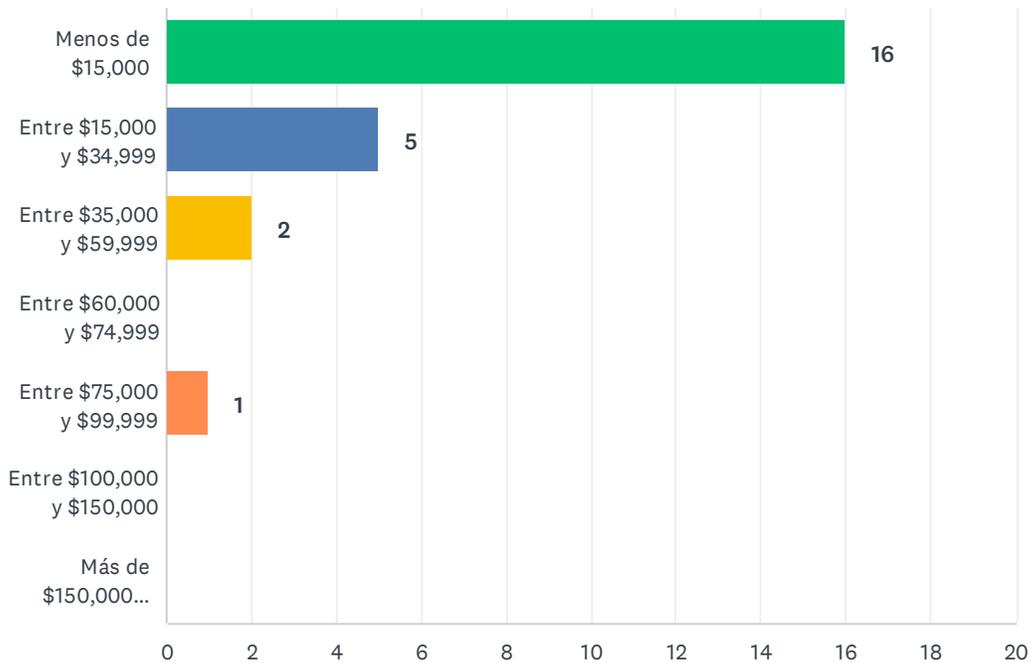
## Q25 ¿Hay algo más que le gustaría que supiéramos?

Answered: 18 Skipped: 26

#	RESPONSES	DATE
1	Si gracias por los servicios que proporcionan	10/11/2023 7:10 PM
2	Si señores mucha mucha mucha atención al cliente yo pago cada que subo al tren o bus o transbordo de uno a otro y si no puedo pagar con mi tarjeta tap pago con efectivo porque en algunos buses no la aceptan y para que sea un mal servicio pues es muy muy muy molesto señores gracias por escuchar mi queja y espero y en verdad hagan algo con el servicio bye	10/11/2023 9:36 AM
3	Que corremos peligro cuando se suben personas drogadas	10/11/2023 8:42 AM
4	No	10/11/2023 8:04 AM
5	Los sanitarios poner uno o dos sería genial	10/11/2023 8:01 AM
6	A inicios de Octubre , solamente en la estacion Aviation he visto un empleado Dando information, es excente.	10/11/2023 7:36 AM
7	No	10/11/2023 2:47 AM
8	no	10/10/2023 4:13 PM
9	Por ahora lo que e echo me parece suficiente para darle atención y solucionar	10/10/2023 4:03 PM
10	No	10/10/2023 12:17 PM
11	Mejorar la atencion al usuario	10/10/2023 8:06 AM
12	Que haya un tren desde Norwal hasta Disneyland	10/10/2023 7:49 AM
13	No	10/10/2023 7:48 AM
14	Los conductores de los buses deben salir a la hora que están programados. Muchos de ellos salen antes o después	10/10/2023 7:42 AM
15	No	10/10/2023 7:32 AM
16	No	10/10/2023 7:20 AM
17	Si que cuando haya algún desvío lo notificarán de inmediato	10/10/2023 6:54 AM
18	Mas limpio, no debería oler a orina todos los días en la estacion ey el train. Nosotros pagamos por el servicio.	10/10/2023 6:23 AM

## Q27 ¿Cuáles son los ingresos totales de su hogar?

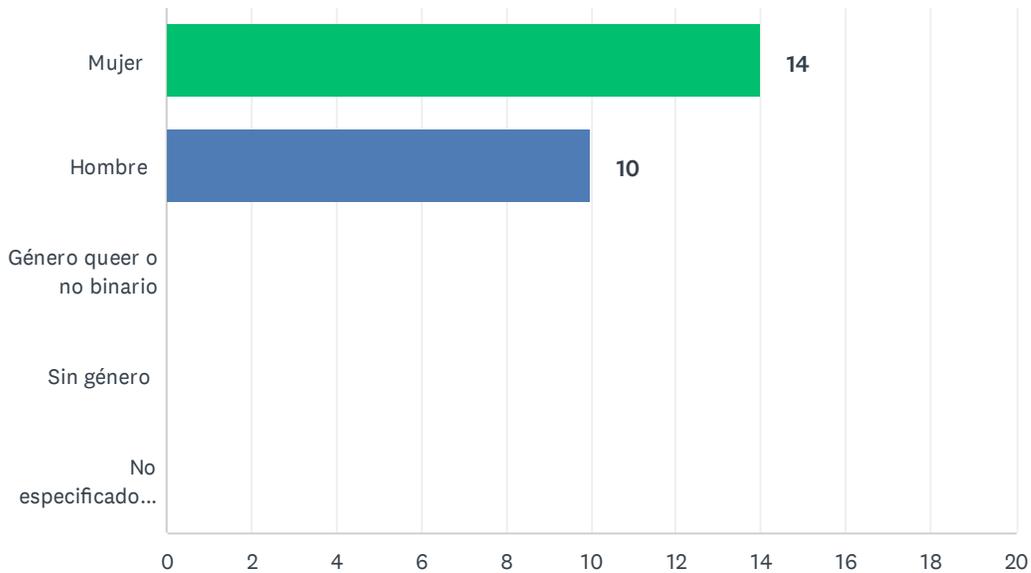
Answered: 24 Skipped: 20



ANSWER CHOICES	RESPONSES	
Menos de \$15,000	66.67%	16
Entre \$15,000 y \$34,999	20.83%	5
Entre \$35,000 y \$59,999	8.33%	2
Entre \$60,000 y \$74,999	0.00%	0
Entre \$75,000 y \$99,999	4.17%	1
Entre \$100,000 y \$150,000	0.00%	0
Más de \$150,000 dólares	0.00%	0
<b>TOTAL</b>		<b>24</b>

## Q28 ¿Cuál es su identidad de género?

Answered: 24 Skipped: 20

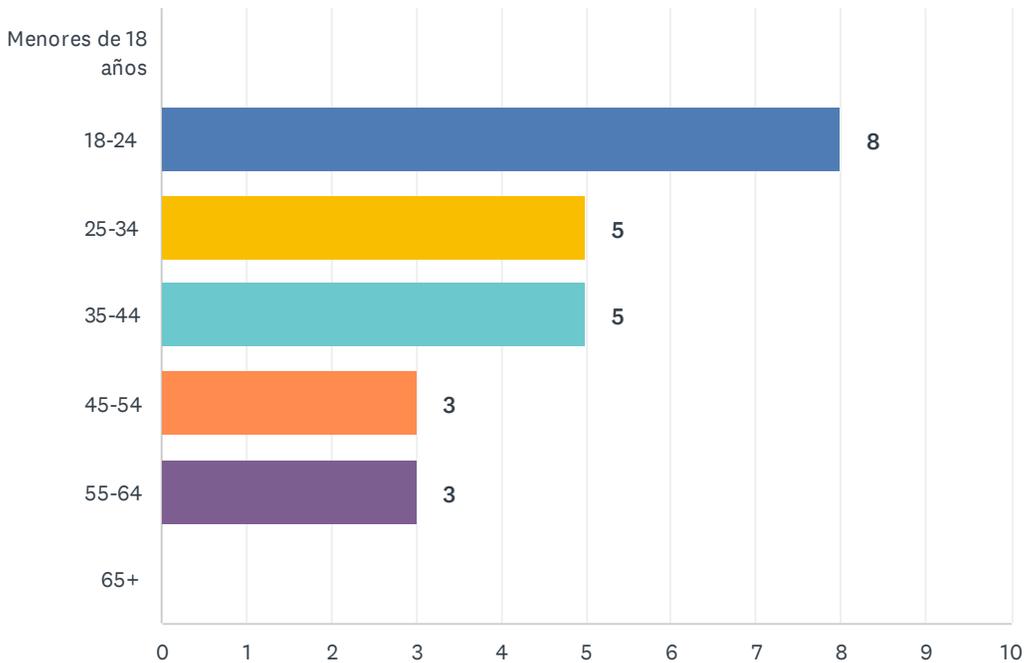


ANSWER CHOICES	RESPONSES	
Mujer	58.33%	14
Hombre	41.67%	10
Género queer o no binario	0.00%	0
Sin género	0.00%	0
No especificado arriba, por favor especifique	0.00%	0
<b>TOTAL</b>		<b>24</b>

#	NO ESPECIFICADO ARRIBA, POR FAVOR ESPECIFIQUE	DATE
	There are no responses.	

## Q29 ¿Cuál es su edad?

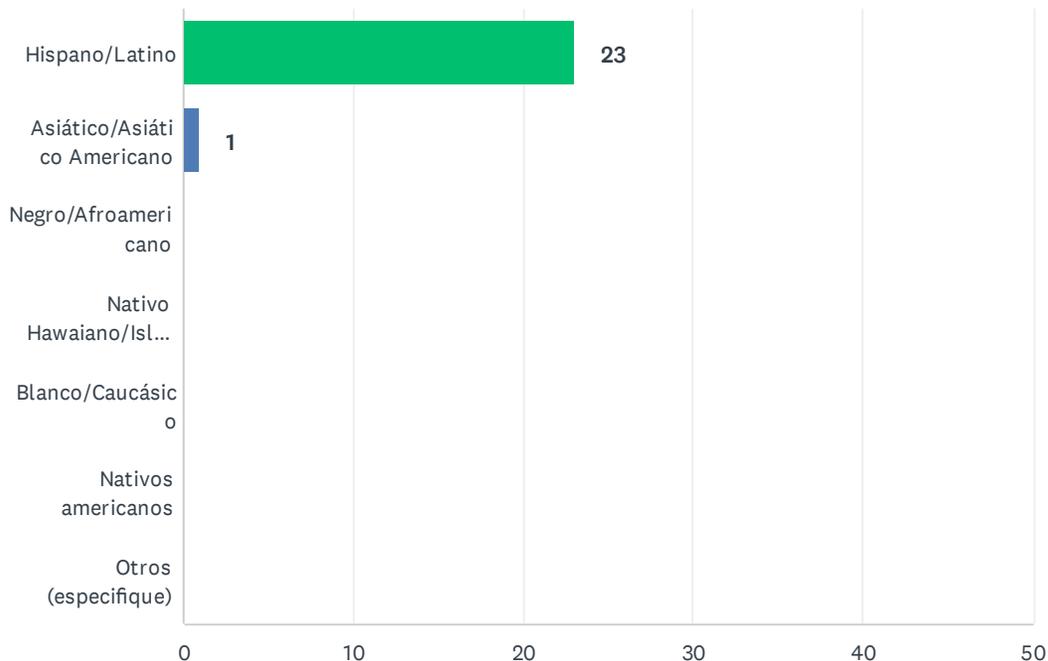
Answered: 24 Skipped: 20



ANSWER CHOICES	RESPONSES	
Menores de 18 años	0.00%	0
18-24	33.33%	8
25-34	20.83%	5
35-44	20.83%	5
45-54	12.50%	3
55-64	12.50%	3
65+	0.00%	0
<b>TOTAL</b>		<b>24</b>

### Q30 ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

Answered: 24 Skipped: 20



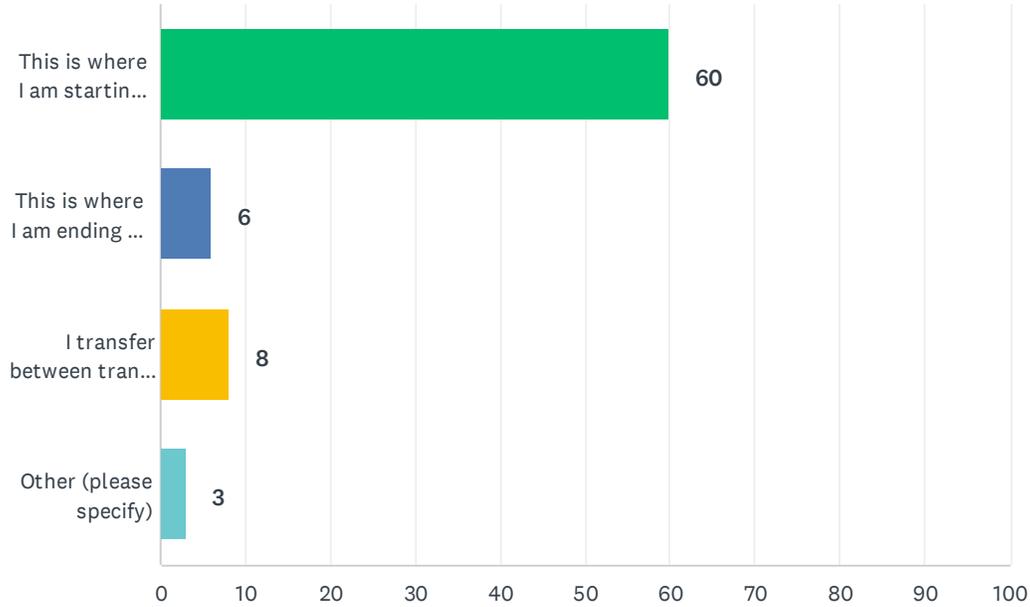
ANSWER CHOICES	RESPONSES
Hispano/Latino	95.83% 23
Asiático/Asiático Americano	4.17% 1
Negro/Afroamericano	0.00% 0
Nativo Hawaiano/Isleño del Pacífico	0.00% 0
Blanco/Caucásico	0.00% 0
Nativos americanos	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 24	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Metro's Rail Integration Study - Station User Survey: Burbank

### Q1 I am at this station because....

Answered: 77 Skipped: 0



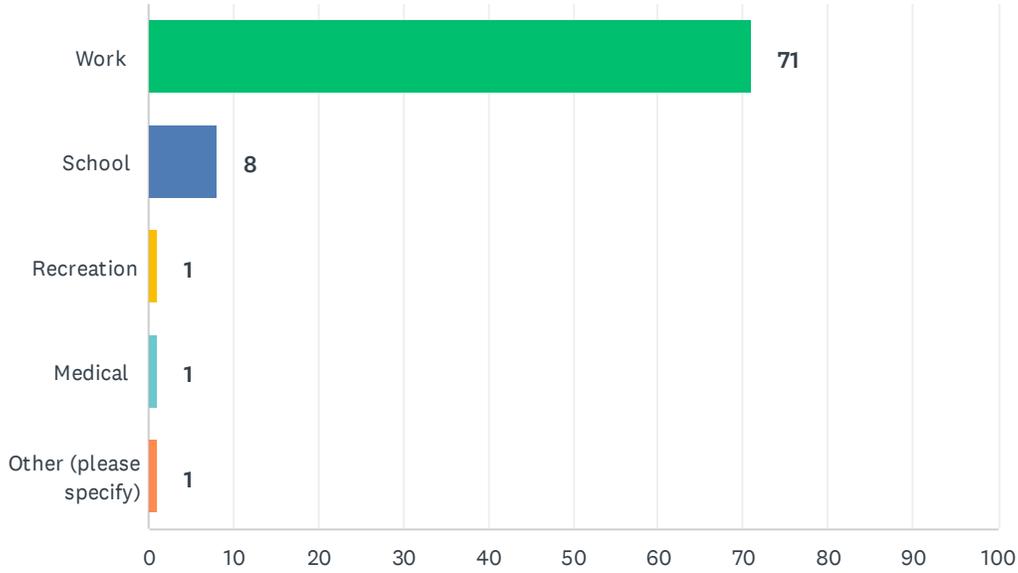
ANSWER CHOICES	RESPONSES
This is where I am starting my transit trip	77.92% 60
This is where I am ending my transit trip	7.79% 6
I transfer between transit modes here (e.g. bus to rail)	10.39% 8
Other (please specify)	3.90% 3
<b>TOTAL</b>	<b>77</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I take my buses	10/14/2023 1:26 AM
2	This is both transit end and start for work	10/11/2023 4:58 PM
3	Travel to & from both lines, both ways	10/11/2023 3:58 PM

Metro's Rail Integration Study - Station User Survey: Burbank

## Q2 Why are you travelling?

Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES
Work	92.21% 71
School	10.39% 8
Recreation	1.30% 1
Medical	1.30% 1
Other (please specify)	1.30% 1
Total Respondents: 77	

#	OTHER (PLEASE SPECIFY)	DATE
1	Family	10/11/2023 7:25 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

## Q3 Generally, where are you travelling to and from?

Answered: 77 Skipped: 0

ANSWER CHOICES	RESPONSES
Start Zip Code or neighborhood:	98.70% 76
Destination Zip Code or neighborhood:	100.00% 77

#	START ZIP CODE OR NEIGHBORHOOD:	DATE
1	91506	10/16/2023 1:05 PM
2	91354	10/14/2023 2:35 PM
3	91505	10/14/2023 1:26 AM
4	Tustin	10/12/2023 8:39 PM
5	90638	10/12/2023 8:30 PM
6	91502	10/12/2023 3:42 PM
7	91351	10/12/2023 2:17 PM
8	91506	10/11/2023 8:04 PM
9	91384	10/11/2023 5:52 PM
10	Oxnard	10/11/2023 5:20 PM
11	Reseda	10/11/2023 5:19 PM
12	91502	10/11/2023 4:58 PM
13	92866	10/11/2023 4:58 PM
14	91355	10/11/2023 4:28 PM
15	91324	10/11/2023 4:09 PM
16	91502	10/11/2023 4:00 PM
17	91502	10/11/2023 3:58 PM
18	90604	10/11/2023 3:55 PM
19	93534	10/11/2023 3:31 PM
20	91521	10/11/2023 3:28 PM
21	93063	10/11/2023 3:25 PM
22	92868	10/11/2023 3:11 PM
23	92706	10/11/2023 3:11 PM
24	91739	10/11/2023 3:10 PM
25	91311	10/11/2023 1:40 PM
26	90012	10/11/2023 11:01 AM
27	91506	10/11/2023 8:32 AM
28	91504	10/11/2023 8:01 AM
29	91506	10/11/2023 7:28 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

30	91504	10/11/2023 7:25 AM
31	91351	10/11/2023 7:07 AM
32	91502	10/11/2023 7:03 AM
33	91505	10/11/2023 7:01 AM
34	91505	10/11/2023 7:01 AM
35	91504	10/11/2023 7:00 AM
36	91501	10/11/2023 6:56 AM
37	91504	10/11/2023 6:29 AM
38	91342	10/10/2023 6:17 PM
39	San Fernando	10/10/2023 6:16 PM
40	91360	10/10/2023 6:08 PM
41	91350	10/10/2023 6:03 PM
42	91354	10/10/2023 6:02 PM
43	91351	10/10/2023 6:01 PM
44	91351	10/10/2023 5:55 PM
45	93552	10/10/2023 5:55 PM
46	91351	10/10/2023 5:51 PM
47	Palmdale	10/10/2023 5:51 PM
48	91307	10/10/2023 5:48 PM
49	91402	10/10/2023 5:47 PM
50	91506	10/10/2023 5:31 PM
51	93036	10/10/2023 5:28 PM
52	93003	10/10/2023 5:23 PM
53	91402	10/10/2023 5:20 PM
54	91311	10/10/2023 5:19 PM
55	91350	10/10/2023 5:16 PM
56	93023	10/10/2023 5:09 PM
57	91350	10/10/2023 5:01 PM
58	91351	10/10/2023 4:58 PM
59	91355	10/10/2023 4:55 PM
60	91342	10/10/2023 4:44 PM
61	93033	10/10/2023 4:43 PM
62	La union station	10/10/2023 4:26 PM
63	91201	10/10/2023 4:11 PM
64	91505	10/10/2023 11:01 AM
65	91501	10/10/2023 8:14 AM
66	91342	10/10/2023 7:33 AM
67	91506	10/10/2023 7:29 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

68	91201	10/10/2023 7:28 AM
69	91605	10/10/2023 7:28 AM
70	91506	10/10/2023 7:17 AM
71	91501	10/10/2023 7:16 AM
72	Burbank Downtown	10/10/2023 7:09 AM
73	91352	10/10/2023 7:02 AM
74	Burbank	10/10/2023 6:49 AM
75	91506	10/10/2023 6:48 AM
76	91342	10/10/2023 6:48 AM
#	DESTINATION ZIP CODE OR NEIGHBORHOOD:	DATE
1	90071	10/16/2023 1:05 PM
2	91608	10/14/2023 2:35 PM
3	91204	10/14/2023 1:26 AM
4	Burbank	10/12/2023 8:39 PM
5	Burbank	10/12/2023 8:30 PM
6	90033	10/12/2023 3:42 PM
7	91505	10/12/2023 2:17 PM
8	90071	10/11/2023 8:04 PM
9	91201	10/11/2023 5:52 PM
10	Burbank	10/11/2023 5:20 PM
11	Burbank	10/11/2023 5:19 PM
12	91321	10/11/2023 5:18 PM
13	90012	10/11/2023 4:58 PM
14	91505	10/11/2023 4:58 PM
15	Burbank downtown	10/11/2023 4:28 PM
16	91506	10/11/2023 4:09 PM
17	91730	10/11/2023 4:00 PM
18	93030, 92003, 93020	10/11/2023 3:58 PM
19	91505	10/11/2023 3:55 PM
20	91405	10/11/2023 3:31 PM
21	93063	10/11/2023 3:28 PM
22	91521	10/11/2023 3:25 PM
23	91502	10/11/2023 3:11 PM
24	91221	10/11/2023 3:11 PM
25	91505	10/11/2023 3:10 PM
26	91505	10/11/2023 1:40 PM
27	Burbank	10/11/2023 11:01 AM
28	90012	10/11/2023 8:32 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

29	90089	10/11/2023 8:01 AM
30	90071	10/11/2023 7:28 AM
31	90012	10/11/2023 7:25 AM
32	91356	10/11/2023 7:07 AM
33	90089	10/11/2023 7:03 AM
34	91342	10/11/2023 7:01 AM
35	92866	10/11/2023 7:01 AM
36	90012	10/11/2023 7:00 AM
37	Irvine	10/11/2023 6:56 AM
38	downtown los angeles	10/11/2023 6:29 AM
39	91506	10/10/2023 6:17 PM
40	Downtown Los Angeles	10/10/2023 6:16 PM
41	91201	10/10/2023 6:08 PM
42	91505	10/10/2023 6:03 PM
43	91505	10/10/2023 6:02 PM
44	91502	10/10/2023 6:01 PM
45	91506	10/10/2023 5:55 PM
46	91502	10/10/2023 5:55 PM
47	Burbank Downtown	10/10/2023 5:51 PM
48	North Hollywood	10/10/2023 5:51 PM
49	91221	10/10/2023 5:48 PM
50	91502	10/10/2023 5:47 PM
51	91405	10/10/2023 5:31 PM
52	91608	10/10/2023 5:28 PM
53	91521	10/10/2023 5:23 PM
54	91502	10/10/2023 5:20 PM
55	91506	10/10/2023 5:19 PM
56	91505	10/10/2023 5:16 PM
57	91201	10/10/2023 5:09 PM
58	91201	10/10/2023 5:01 PM
59	91201	10/10/2023 4:58 PM
60	91201	10/10/2023 4:55 PM
61	91201	10/10/2023 4:44 PM
62	91505	10/10/2023 4:43 PM
63	Burbank downtown	10/10/2023 4:26 PM
64	90017	10/10/2023 4:11 PM
65	90012	10/10/2023 11:01 AM
66	90017	10/10/2023 8:14 AM

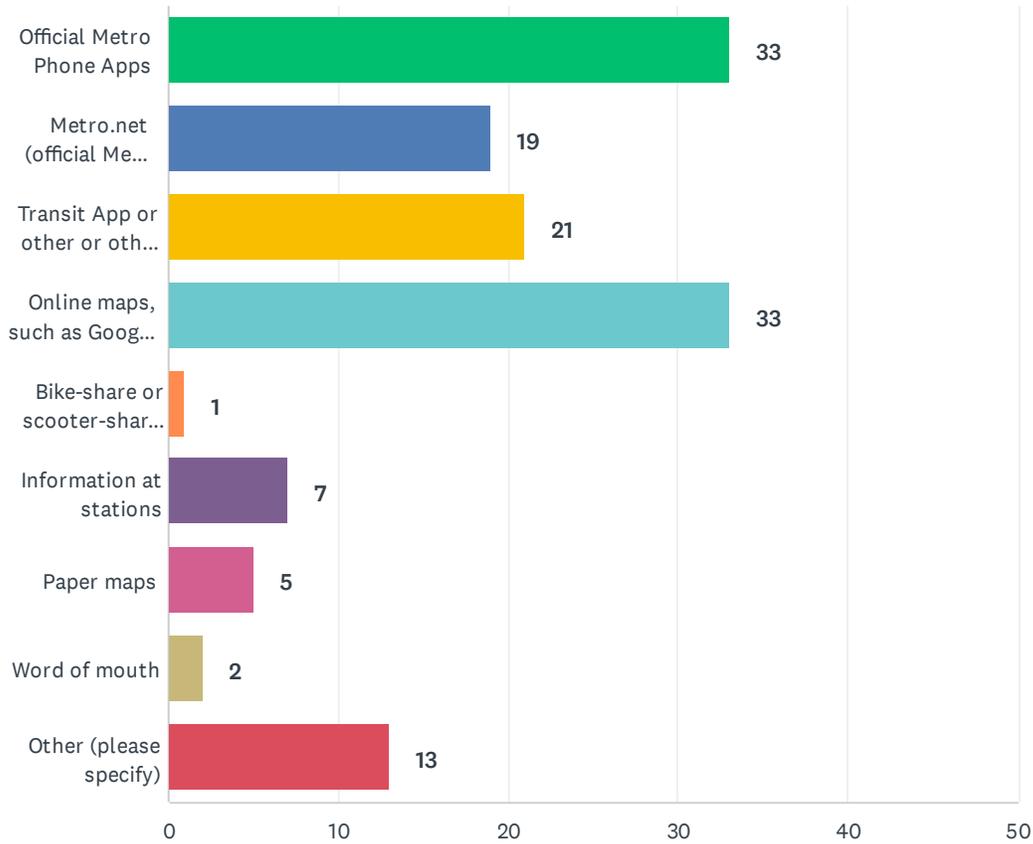
## Metro's Rail Integration Study - Station User Survey: Burbank

67	Los Angeles	10/10/2023 7:33 AM
68	90013	10/10/2023 7:29 AM
69	90015	10/10/2023 7:28 AM
70	90012	10/10/2023 7:28 AM
71	91330	10/10/2023 7:17 AM
72	northridge	10/10/2023 7:16 AM
73	Santa Fe Springs	10/10/2023 7:09 AM
74	90032	10/10/2023 7:02 AM
75	Los Angeles	10/10/2023 6:49 AM
76	90089	10/10/2023 6:48 AM
77	90010	10/10/2023 6:48 AM

Metro's Rail Integration Study - Station User Survey: Burbank

### Q4 What tools do you use to plan your trips? (Select all that apply)

Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	49.25% 33
Metro.net (official Metro website)	28.36% 19
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	31.34% 21
Online maps, such as Google Maps or Apple Maps	49.25% 33
Bike-share or scooter-share phone apps	1.49% 1
Information at stations	10.45% 7
Paper maps	7.46% 5
Word of mouth	2.99% 2
Other (please specify)	19.40% 13
Total Respondents: 67	

#	OTHER (PLEASE SPECIFY)	DATE
1	Metrolink app	10/16/2023 1:15 PM

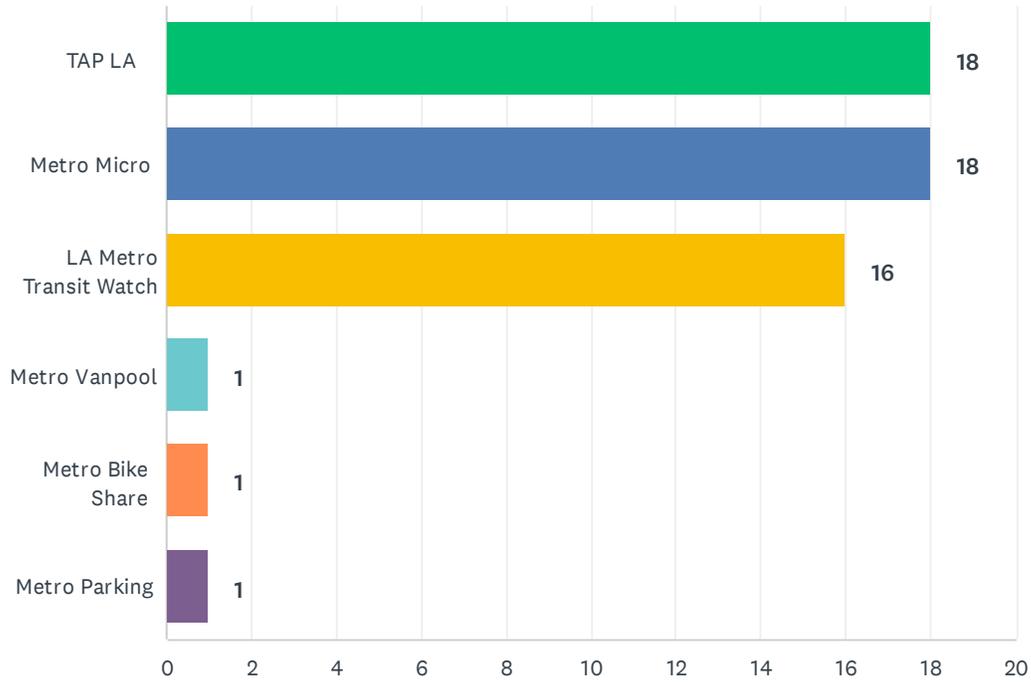
## Metro's Rail Integration Study - Station User Survey: Burbank

2	metrolink app	10/14/2023 2:42 PM
3	Metrolink.com	10/11/2023 4:16 PM
4	Metrolink app	10/11/2023 3:41 PM
5	Metrolink schedule	10/11/2023 3:35 PM
6	Metrolink app	10/11/2023 3:18 PM
7	Metrolink App	10/11/2023 9:01 AM
8	Burbank bus website	10/10/2023 6:28 PM
9	Metrolink App	10/10/2023 5:56 PM
10	Work Shuttles	10/10/2023 5:22 PM
11	Transit app	10/10/2023 4:31 PM
12	Metrolink App	10/10/2023 11:08 AM
13	Metrolink app	10/10/2023 8:22 AM

Metro's Rail Integration Study - Station User Survey: Burbank

### Q5 If using a Metro Phone app, which one(s) do you use?

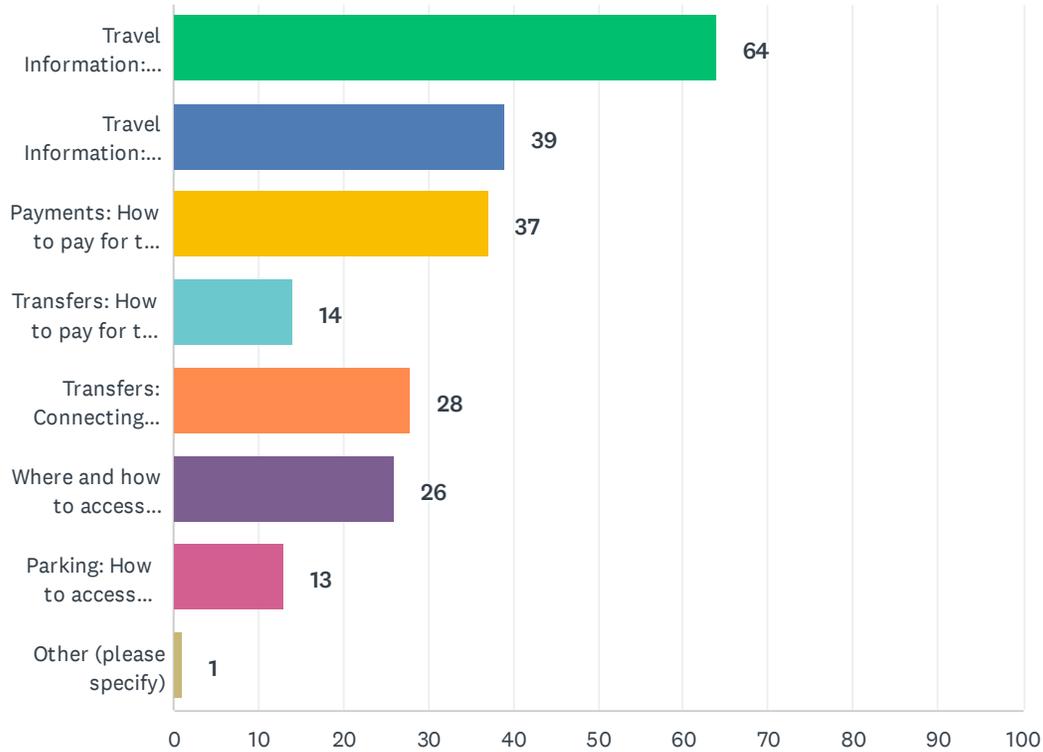
Answered: 42 Skipped: 35



ANSWER CHOICES	RESPONSES
TAP LA	42.86% 18
Metro Micro	42.86% 18
LA Metro Transit Watch	38.10% 16
Metro Vanpool	2.38% 1
Metro Bike Share	2.38% 1
Metro Parking	2.38% 1
Total Respondents: 42	

## Q6 Which of the following information is sought by you when using trip planning tools? (Select all that apply)

Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	95.52% 64
Travel Information: Total travel time / Total travel costs	58.21% 39
Payments: How to pay for the trip / What discounts or free rides are available	55.22% 37
Transfers: How to pay for trip transfers between legs of a transit trip	20.90% 14
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	41.79% 28
Where and how to access services: Where to get on the bus / Where to get on the train	38.81% 26
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	19.40% 13
Other (please specify)	1.49% 1
Total Respondents: 67	

#	OTHER (PLEASE SPECIFY)	DATE
1	Live Tracking - late?	10/10/2023 5:22 PM

## Metro's Rail Integration Study - Station User Survey: Burbank

## Q7 Is there any information that is hard to find when transit planning?

Answered: 49 Skipped: 28

#	RESPONSES	DATE
1	no	10/14/2023 2:42 PM
2	no	10/14/2023 1:50 AM
3	What rail to connect onto is very hard to decipher at LA Union Station (both at the station and on the App).	10/12/2023 8:50 PM
4	Other options on how to travel, Metrolink versus bus versus metro train.	10/12/2023 3:48 PM
5	Real-time transit timetables	10/12/2023 2:42 PM
6	No	10/11/2023 5:31 PM
7	The metrolink app doesn't have an in-app function to track train routes or train status	10/11/2023 5:06 PM
8	No	10/11/2023 5:03 PM
9	It would be nice if the metro app had all the info and did not open into chrome on the web	10/11/2023 4:42 PM
10	No	10/11/2023 4:07 PM
11	Travel times are sometimes confusing to understand	10/11/2023 3:39 PM
12	No	10/11/2023 3:35 PM
13	Not really	10/11/2023 3:18 PM
14	No	10/11/2023 1:44 PM
15	No	10/11/2023 9:01 AM
16	Parking/ bike parking	10/11/2023 7:40 AM
17	Not for me	10/11/2023 7:36 AM
18	None at all	10/11/2023 7:15 AM
19	The site appears not to have complete information on the stations, the bus info, or distance of the train.	10/11/2023 7:15 AM
20	If a train is delayed for some reason, sometimes there is no info on the app or announced at the station	10/11/2023 7:12 AM
21	Planning trips has become much harder since LA Metro tried to separate from the transit app	10/11/2023 7:10 AM
22	Platform numbers	10/11/2023 7:06 AM
23	no	10/11/2023 7:04 AM
24	I have no issues, since I use a mix of google and metrolink and transit app to figure out my path to my destinations	10/10/2023 6:31 PM
25	Not at the moment	10/10/2023 6:28 PM
26	Yes when is the holly days and I need to work and the train is not service	10/10/2023 6:27 PM
27	No	10/10/2023 6:12 PM
28	No	10/10/2023 6:11 PM
29	Discount such as EBT discounts which is only on kiosk will be a great addition to the app.	10/10/2023 6:10 PM
30	No	10/10/2023 6:08 PM

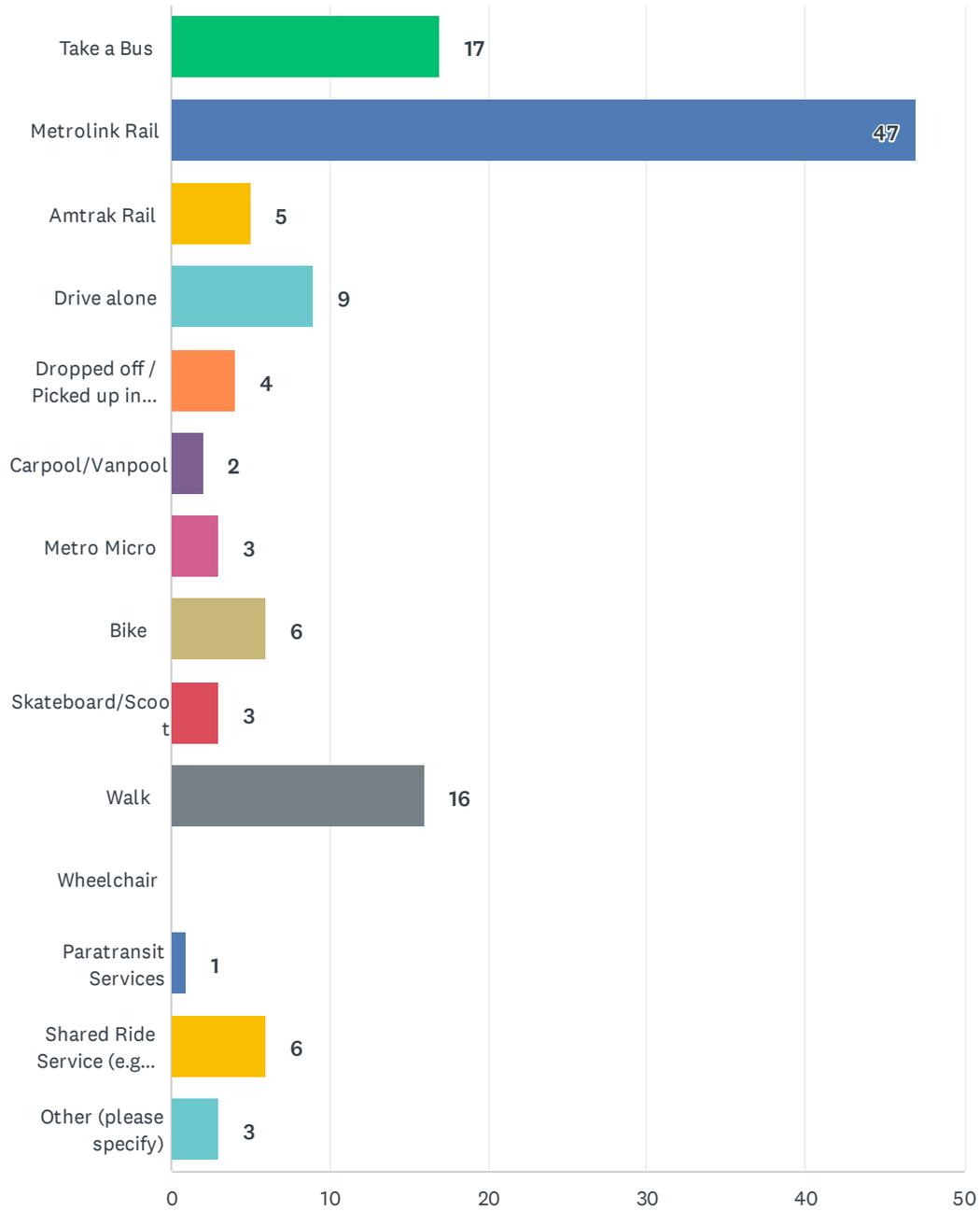
## Metro's Rail Integration Study - Station User Survey: Burbank

31	In general does not feel intuitive, but it's not hard to find	10/10/2023 5:57 PM
32	The frequency	10/10/2023 5:56 PM
33	train delays - have to go to browser from the app	10/10/2023 5:54 PM
34	Bike parking information is hit or miss.	10/10/2023 5:38 PM
35	Schedule changes, not informing passenger who regularly ride of possible change to the schedule that might have an effect on connection to bus, rail, airport etc.	10/10/2023 5:30 PM
36	Delays	10/10/2023 5:25 PM
37	Transfer methods. Ie Union station metro-link to LA Metro	10/10/2023 5:22 PM
38	How ticket prices are set. Is it \$4.50 no matter the distance or is the price distance dependant?	10/10/2023 5:06 PM
39	It's hard to info on delays or cancellations.	10/10/2023 4:55 PM
40	No	10/10/2023 4:31 PM
41	Fare for transfers	10/10/2023 11:08 AM
42	Status of metro link trains	10/10/2023 7:35 AM
43	No	10/10/2023 7:33 AM
44	The train schedule when mechanical problems occur	10/10/2023 7:27 AM
45	nope all info i can easily find on any metro website	10/10/2023 7:20 AM
46	Parking	10/10/2023 7:12 AM
47	Sometimes connections	10/10/2023 7:07 AM
48	Metrolink train platform	10/10/2023 6:58 AM
49	Location of specific bus stops	10/10/2023 6:53 AM

### Metro's Rail Integration Study - Station User Survey: Burbank

## Q8 From here I am going to....(Select all that apply)

Answered: 67 Skipped: 10



## Metro's Rail Integration Study - Station User Survey: Burbank

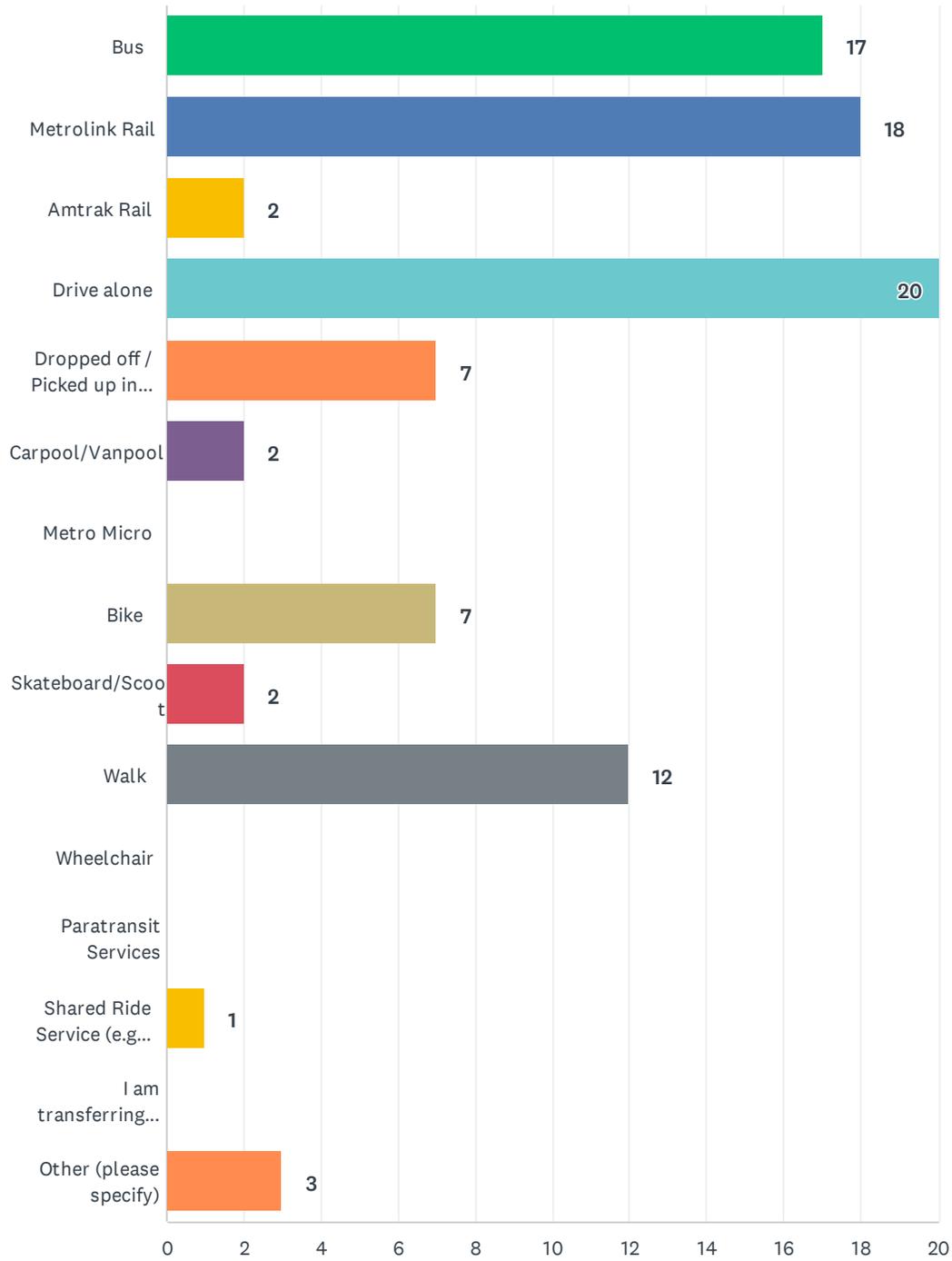
ANSWER CHOICES	RESPONSES	
Take a Bus	25.37%	17
Metrolink Rail	70.15%	47
Amtrak Rail	7.46%	5
Drive alone	13.43%	9
Dropped off / Picked up in a car	5.97%	4
Carpool/Vanpool	2.99%	2
Metro Micro	4.48%	3
Bike	8.96%	6
Skateboard/Scoot	4.48%	3
Walk	23.88%	16
Wheelchair	0.00%	0
Paratransit Services	1.49%	1
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	8.96%	6
Other (please specify)	4.48%	3
Total Respondents: 67		

#	OTHER (PLEASE SPECIFY)	DATE
1	USC shuttle to university park campus	10/11/2023 8:07 AM
2	Depending on which train I catch means I can walk or have to take an Uber	10/11/2023 7:12 AM
3	Bike/scooter share if available	10/10/2023 5:26 PM

### Metro's Rail Integration Study - Station User Survey: Burbank

## Q9 I got to this station by...(Select all that apply)

Answered: 67 Skipped: 10



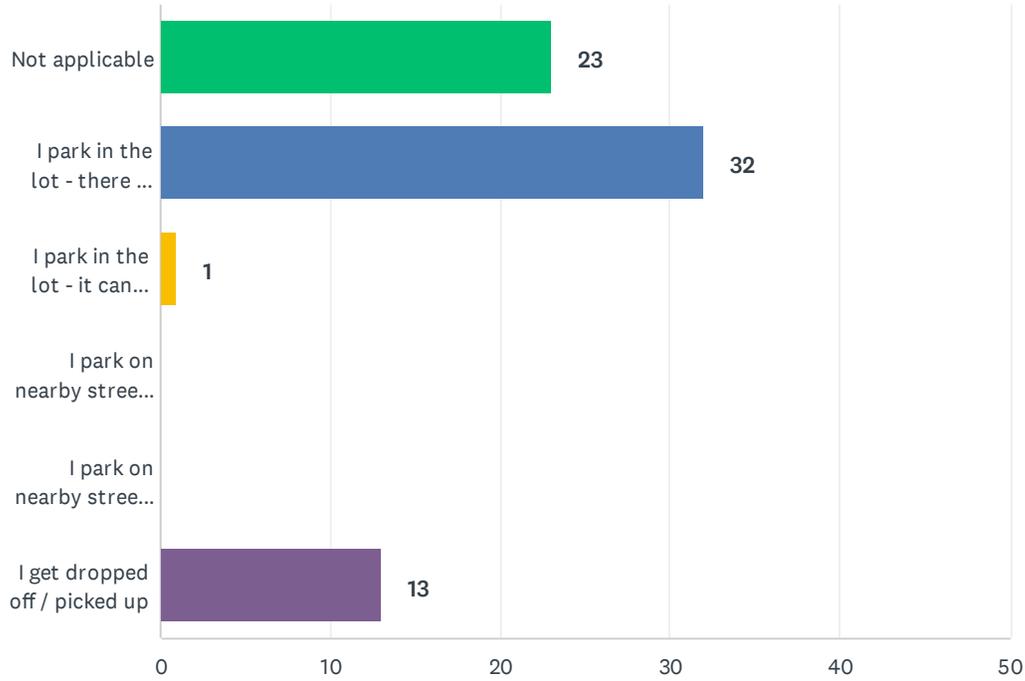
## Metro's Rail Integration Study - Station User Survey: Burbank

ANSWER CHOICES	RESPONSES	
Bus	25.37%	17
Metrolink Rail	26.87%	18
Amtrak Rail	2.99%	2
Drive alone	29.85%	20
Dropped off / Picked up in a car	10.45%	7
Carpool/Vanpool	2.99%	2
Metro Micro	0.00%	0
Bike	10.45%	7
Skateboard/Scoot	2.99%	2
Walk	17.91%	12
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	1.49%	1
I am transferring at this station	0.00%	0
Other (please specify)	4.48%	3
Total Respondents: 67		

#	OTHER (PLEASE SPECIFY)	DATE
1	Company shuttle	10/11/2023 3:41 PM
2	I take metrolink to Burbank bus in the morning and Burbank bus to metrolink or train (whichever is about to leave) in the afternoon	10/10/2023 6:28 PM
3	Work Shuttle	10/10/2023 5:22 PM

### Q10 If arriving or departing in a vehicle at this station...(Select all the apply)

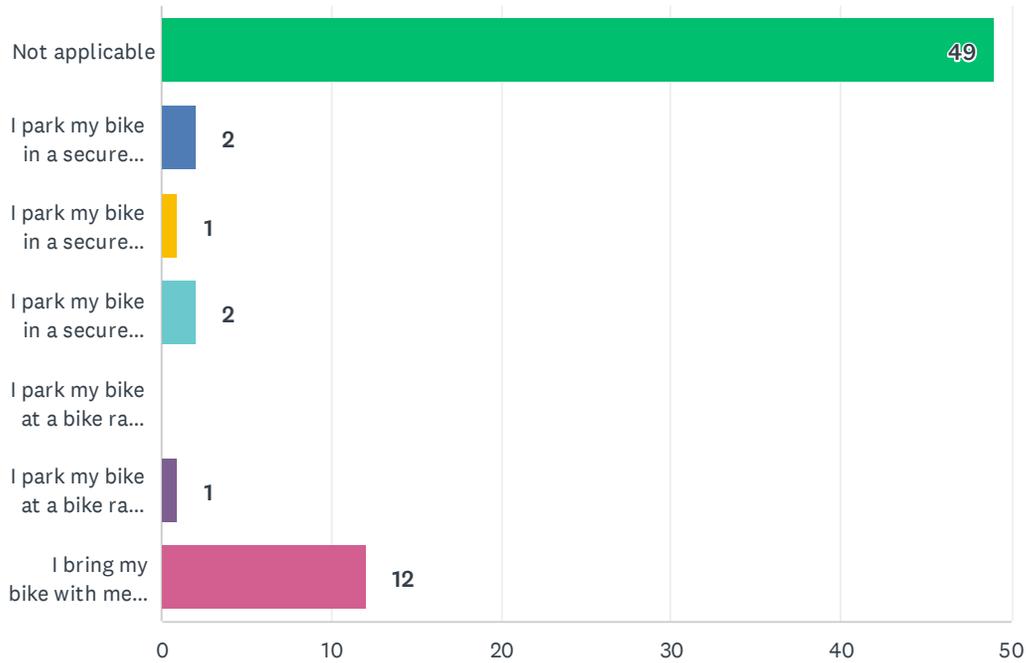
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Not applicable	34.85%	23
I park in the lot - there are usually spaces available	48.48%	32
I park in the lot - it can be challenging to find a space	1.52%	1
I park on nearby streets - there are usually spaces available	0.00%	0
I park on nearby streets - it can be challenging to find a space	0.00%	0
I get dropped off / picked up	19.70%	13
Total Respondents: 66		

### Q11 If arriving or departing on a bike at this station...(Select all the apply)

Answered: 65 Skipped: 12



ANSWER CHOICES	RESPONSES	
Not applicable	75.38%	49
I park my bike in a secure locker - there are usually spaces available	3.08%	2
I park my bike in a secure locker - I have a reserved locker	1.54%	1
I park my bike in a secure locker - it can be challenging to find a space	3.08%	2
I park my bike at a bike rack - there is usually space available	0.00%	0
I park my bike at a bike rack - it can be challenging to find a space	1.54%	1
I bring my bike with me on rail or bus	18.46%	12
Total Respondents: 65		

## Metro's Rail Integration Study - Station User Survey: Burbank

## Q12 Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

Answered: 48 Skipped: 29

#	RESPONSES	DATE
1	no	10/14/2023 2:42 PM
2	N/A	10/14/2023 1:50 AM
3	The bike parking contact person at Burbank Downtown is not responsive.	10/12/2023 8:50 PM
4	N/A	10/12/2023 3:48 PM
5	Not applicable	10/12/2023 2:42 PM
6	No	10/11/2023 5:31 PM
7	Nothing	10/11/2023 5:06 PM
8	No	10/11/2023 5:03 PM
9	There should be a first come first serve boarding order. People tend to cut in front and push others out of the was even though some are there first, it can be chaos boarding	10/11/2023 4:42 PM
10	Lots of parking. Bike stations used mostly by homeless near burbank bus. Inside bike room not sure.	10/11/2023 4:07 PM
11	No	10/11/2023 3:41 PM
12	No	10/11/2023 3:39 PM
13	Homeless utilize the Metrolink parking lot. And these people constantly yell at commuters	10/11/2023 3:35 PM
14	Not really	10/11/2023 3:18 PM
15	No	10/11/2023 1:44 PM
16	No	10/11/2023 9:01 AM
17	Please keep it free	10/11/2023 8:07 AM
18	Keep the area cleaning	10/11/2023 7:40 AM
19	Homeless people hanging around station and living in vans in DT Burbank parking lot. One in particular that lives in a van parked in handicapped place has verbally harassed many transit patrons.	10/11/2023 7:36 AM
20	Everything is clean	10/11/2023 7:15 AM
21	The homeless tends to camp on the bigger lots and harass the commuters waiting for the train.	10/11/2023 7:15 AM
22	At Burbank BBK it's super easy but sometimes I want to take the red line from universal studios station and that one can be hard to find parking	10/11/2023 7:12 AM
23	I would love to see more east to access secure bike parking at large metro stops like the bike lockers at the north Hollywood station	10/11/2023 7:10 AM
24	More clear signage about the entrance to the parking lot behind the bus stops would be good	10/11/2023 7:06 AM
25	no	10/11/2023 7:04 AM
26	No, never had an issue at this station	10/10/2023 6:31 PM
27	Well I'm not driver	10/10/2023 6:27 PM
28	No	10/10/2023 6:12 PM

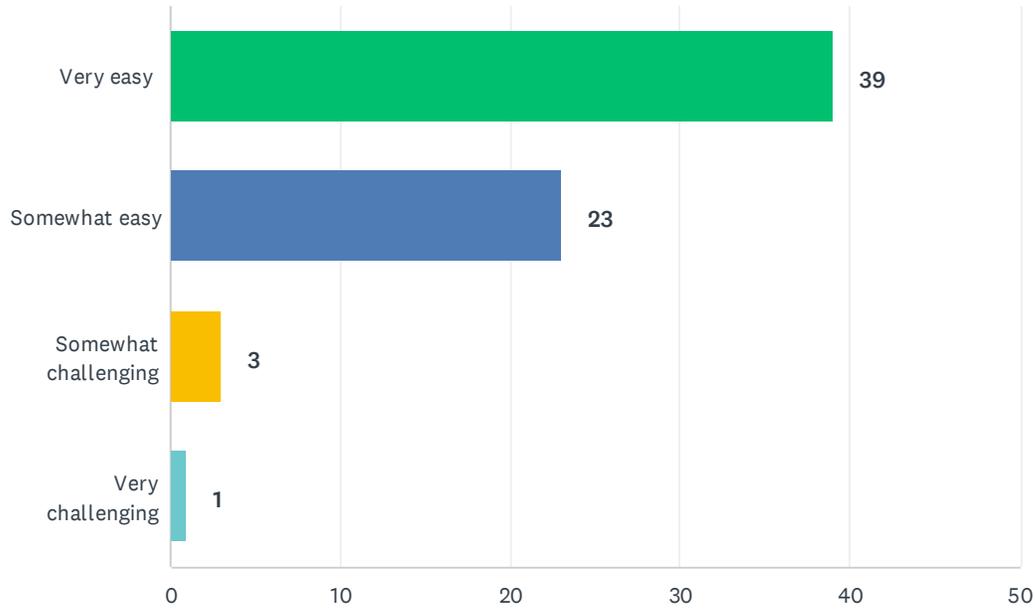
## Metro's Rail Integration Study - Station User Survey: Burbank

29	Bicyclists should get forster right to bike car. Metrolink should always have at least 1 bike car	10/10/2023 6:11 PM
30	More lights , camera monitoring and if possible security	10/10/2023 6:10 PM
31	No	10/10/2023 6:08 PM
32	N/a	10/10/2023 5:57 PM
33	Bike parking at the Burbank station is great!	10/10/2023 5:38 PM
34	Downtown Burbank station is fine. Chatsworth Station is scary at night and early morning due to improper lightning and increased transients who are being inappropriate.	10/10/2023 5:31 PM
35	Vehicle broken into, vagrants being harrassing.	10/10/2023 5:30 PM
36	Overnight vehicles seem to be allowed. There are people living in the parking lot	10/10/2023 5:25 PM
37	Bike Parking with secure keypad access in Burbank downtown is awesome. Please use this as a successful case study for other stations.	10/10/2023 5:22 PM
38	Lots of space at the Santa Clarita station	10/10/2023 5:09 PM
39	None	10/10/2023 5:08 PM
40	I don't even know where the bike parking area is at Burbank station. There probably is not enough too.	10/10/2023 5:06 PM
41	No	10/10/2023 4:31 PM
42	Aggressive homeless camping in the lot	10/10/2023 7:35 AM
43	No	10/10/2023 7:33 AM
44	None	10/10/2023 7:32 AM
45	the parking is standard but usefully	10/10/2023 7:20 AM
46	It's all good	10/10/2023 7:12 AM
47	Looks vulnerable	10/10/2023 6:58 AM
48	Downtown Burbank Metrolink parking is great!	10/10/2023 6:53 AM

Metro's Rail Integration Study - Station User Survey: Burbank

### Q13 How easy or challenging is it to get to the station?

Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Very easy	59.09%	39
Somewhat easy	34.85%	23
Somewhat challenging	4.55%	3
Very challenging	1.52%	1
TOTAL		66

## Metro's Rail Integration Study - Station User Survey: Burbank

## Q14 What makes getting to or from the station easy or challenging?

Answered: 59 Skipped: 18

#	RESPONSES	DATE
1	connecting the chandler bikeway to the metrolink station. magnolia blvd isn't fun to ride a bike on	10/14/2023 2:42 PM
2	The routes and where you have to go to get there. only somewhat challenging thing about it is arriving there by getting in the middle of the bridge.	10/14/2023 1:50 AM
3	Location makes it easy.	10/12/2023 8:50 PM
4	I have a walk path to the station that is safe and fast.	10/12/2023 3:48 PM
5	Station is below bridge and hard to see from Main Street. It also parallels a freeway	10/12/2023 2:42 PM
6	Easy to drive and park. Harder to walk or bike due to safety of streets.	10/11/2023 8:16 PM
7	Bike path via la river is FANTASTIC	10/11/2023 6:49 PM
8	The trains	10/11/2023 5:31 PM
9	The entrance to get to the drop off area is difficult to find when using Google map	10/11/2023 5:06 PM
10	Late train	10/11/2023 5:03 PM
11	Availability of parking	10/11/2023 4:42 PM
12	Lack of dedicated bike lane	10/11/2023 4:16 PM
13	2 diff bus lines. The station is very accessible.	10/11/2023 4:07 PM
14	Glendale Bee line 12 can be more available. My company doesn't need to add stop to Burbank station for me	10/11/2023 3:41 PM
15	Easy because there are a couple of bus options available to get to the station	10/11/2023 3:39 PM
16	Vanpool	10/11/2023 3:35 PM
17	Straight shot down Olive. Sometimes Uber gets confused if you're standing under the bridge.	10/11/2023 3:18 PM
18	Easy information posters and free parking	10/11/2023 1:44 PM
19	Close to home	10/11/2023 9:01 AM
20	Close to my home	10/11/2023 8:07 AM
21	Easy route by car/bike.	10/11/2023 7:40 AM
22	Nothing for me	10/11/2023 7:36 AM
23	Its easy to get into because of the led lights that are flashing, challenging to wait for the bus	10/11/2023 7:15 AM
24	I live close by to the Downtown Burbank station.	10/11/2023 7:15 AM
25	It's easy because for me it is a Short drive with not much traffic	10/11/2023 7:12 AM
26	I would love to see the verdugo bike route upgraded to a protected bike lane. This would make it easier to get to the station for all types of people	10/11/2023 7:10 AM
27	Can approach the station from two sides	10/11/2023 7:06 AM
28	great timing on schedule.	10/11/2023 7:04 AM
29	Train and bus connection is great, for challenging it's the bus drivers leaving and not taking consideration that the train arrived and not waiting for passengers to cross the rail to catch them and they tend to just drive off and that causes delays for those connecting to the busses	10/10/2023 6:31 PM

## Metro's Rail Integration Study - Station User Survey: Burbank

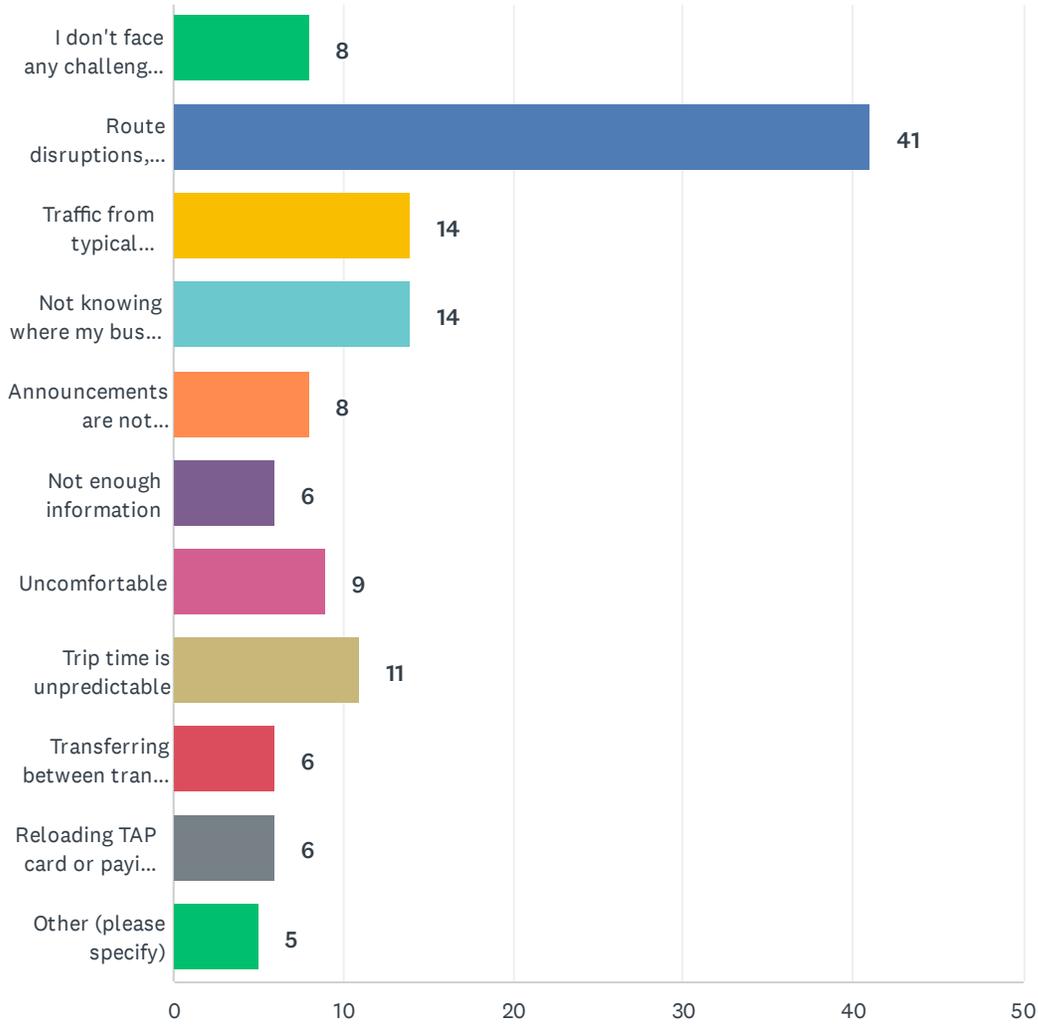
to make it on time for work or destinations, fortunately it's gotten better these last few months but there are moments were drivers are rude or not empathetic and just take off and leave passengers at the station

30	Easy due to the Burbank bus schedule in the afternoon and mornings. If it weren't for the Burbank bus, o wouyhave to arrive an hourly to the station and wait for other mean of transportation	10/10/2023 6:28 PM
31	The train be at time and we have more security at the station	10/10/2023 6:27 PM
32	Traffic lights always late and at times I feel like the train will leave.	10/10/2023 6:12 PM
33	Like riding a bike	10/10/2023 6:11 PM
34	It is challenging getting to the station at Vincent /Grade Acton because there is no bus that travels to this station that will be helpful also A scheduled bus that goes to and from the train stations only will be very helpful	10/10/2023 6:10 PM
35	Nothing	10/10/2023 6:08 PM
36	Glendale beeline service drops me off at the station	10/10/2023 5:57 PM
37	The frequency of trains going to and from Burbank	10/10/2023 5:56 PM
38	Have to walk near train tracks because paved sidewalks take you all the way around, taking 10+ minutes	10/10/2023 5:54 PM
39	Burbank bus changes schedule often without notice.	10/10/2023 5:38 PM
40	Easy walk drive or bus ride	10/10/2023 5:31 PM
41	Freeway signage is lacking,	10/10/2023 5:30 PM
42	Busses sometimes run off schedule	10/10/2023 5:28 PM
43	It's easy by foot. By car, is a little confusing due to the freeway disrupting the entrances	10/10/2023 5:26 PM
44	The Glendale Beeline schedules are spread out too far. Fortunately biking is great and my work shuttle has filled a great gap.	10/10/2023 5:22 PM
45	The traffic getting to the train at 7am takes 10 minutes, the traffic at 8am takes 20 mins	10/10/2023 5:09 PM
46	Bus schedules does not coincide with Metrolink schedule	10/10/2023 5:08 PM
47	I have only a few Glendale Beeline 12 bus options that align with Antelope Valley Line trains to Lancaster in the afternoon.	10/10/2023 5:06 PM
48	Bus schedules	10/10/2023 4:55 PM
49	Drop off area is easy to get to	10/10/2023 4:31 PM
50	Easy car and bike access from west	10/10/2023 11:08 AM
51	It is close to home	10/10/2023 8:22 AM
52	Close to home	10/10/2023 7:35 AM
53	None	10/10/2023 7:33 AM
54	There's one by my house & there's one 10 mins away from my school but takes 30 mins to get there through the bus	10/10/2023 7:27 AM
55	easy to read signs and details of when the metrolink is arriving	10/10/2023 7:20 AM
56	Wide open	10/10/2023 7:12 AM
57	It's close to the fwy	10/10/2023 7:07 AM
58	Very specific road access. not a lot of entrances	10/10/2023 6:58 AM
59	It is a 5 minute drive from where I live and the parking is plentiful/free	10/10/2023 6:53 AM

### Metro's Rail Integration Study - Station User Survey: Burbank

## Q15 Please select any challenges you might face during your trip(Select all that apply)

Answered: 67 Skipped: 10



## Metro's Rail Integration Study - Station User Survey: Burbank

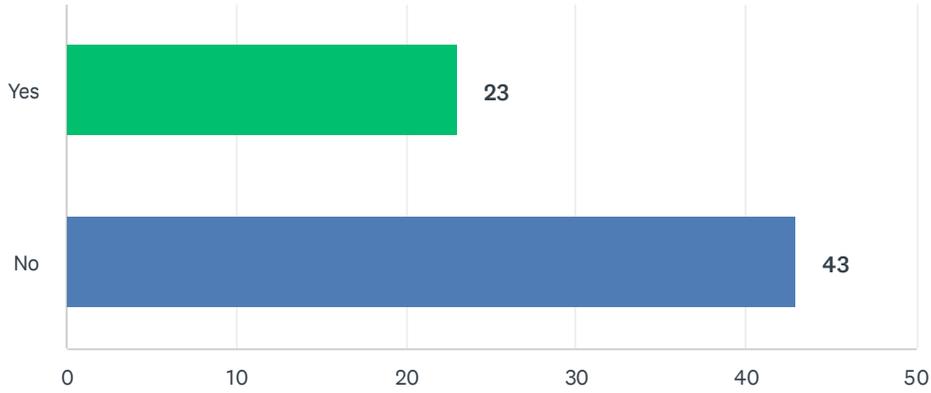
ANSWER CHOICES	RESPONSES	
I don't face any challenges during my trip	11.94%	8
Route disruptions, detours, construction, or slowdowns	61.19%	41
Traffic from typical conditions	20.90%	14
Not knowing where my bus or train is along its route	20.90%	14
Announcements are not understandable	11.94%	8
Not enough information	8.96%	6
Uncomfortable	13.43%	9
Trip time is unpredictable	16.42%	11
Transferring between transit services	8.96%	6
Reloading TAP card or paying for fare	8.96%	6
Other (please specify)	7.46%	5
Total Respondents: 67		

#	OTHER (PLEASE SPECIFY)	DATE
1	TAP and Metro parking machines at Universal station are difficult to use	10/16/2023 1:15 PM
2	Quiet car not enforced. Once in awhile conductors are rude. Busses don't drop off at the same places or let me sit even tho they know i'm an access card holder	10/11/2023 4:07 PM
3	Bicyclists should get forster right to bike car. Metrolink should always have at least 1 bike car	10/10/2023 6:11 PM
4	Lack of service times in the evening	10/10/2023 5:57 PM
5	Lack of security	10/10/2023 7:35 AM

Metro's Rail Integration Study - Station User Survey: Burbank

### Q16 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

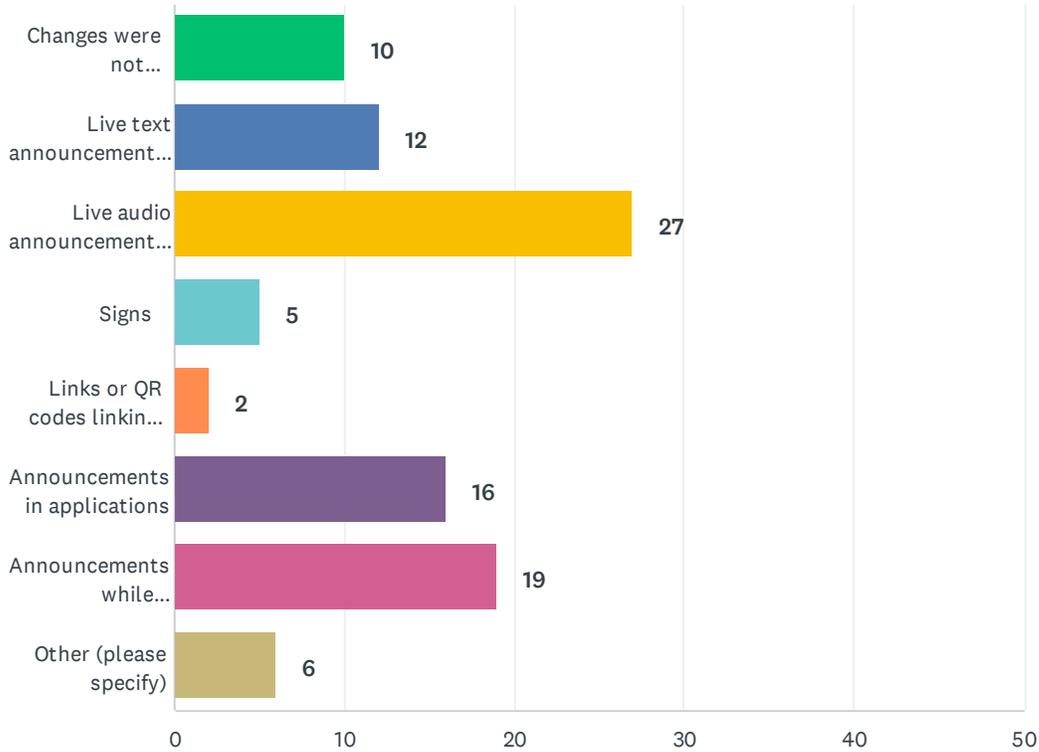
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	34.85%	23
No	65.15%	43
TOTAL		66

# Q17 Were these route disruptions, detours, construction, or slowdowns communicated?

Answered: 60 Skipped: 17



ANSWER CHOICES	RESPONSES
Changes were not communicated	16.67% 10
Live text announcements at the stop or station	20.00% 12
Live audio announcements at the stop or station	45.00% 27
Signs	8.33% 5
Links or QR codes linking to more information	3.33% 2
Announcements in applications	26.67% 16
Announcements while travelling on bus or rail	31.67% 19
Other (please specify)	10.00% 6
Total Respondents: 60	

#	OTHER (PLEASE SPECIFY)	DATE
1	Twitter feed	10/11/2023 6:49 PM
2	Wkends have track closures that are not a problem for me	10/11/2023 4:07 PM
3	Online	10/11/2023 7:06 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

4	Twitter	10/10/2023 5:56 PM
5	Social media	10/10/2023 8:22 AM
6	Metrolink website	10/10/2023 6:58 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

## Q18 Is there anything else you'd like us to know about challenges you face during your trip?

Answered: 46 Skipped: 31

#	RESPONSES	DATE
1	The parking pay machines and the TAP machines at the Universal station either don't work, can't read cards, etc. in addition, the requirement to have a TAP card to pay for parking at the station is extremely frustrating.	10/16/2023 1:15 PM
2	just please connect the chandler bikeway to the metrolink station	10/14/2023 2:42 PM
3	It's a very minor problem but I think that the placements of bus benches should be reworked around them only because when you sit down its hard to see the traffic that is coming because they get blocked by trees a lot	10/14/2023 1:50 AM
4	I have partial hearing loss. Changes need to be communicated via app, text or tweet. By speaker or word of mouth isn't good enough.	10/12/2023 8:50 PM
5	Knowing where is the train station located there are multiple	10/12/2023 3:48 PM
6	There was one time when I was being dropped off @ station in early evening later than my usual time (7:30 pm). There were no other travelers and there was Sheriff truck @ station. My driver searched timetable and discovered that no more trains running and had to drive me back to my home train station where my car was parked (Santa Clarita)	10/12/2023 2:42 PM
7	No	10/11/2023 5:31 PM
8	Nothing	10/11/2023 5:06 PM
9	No	10/11/2023 5:03 PM
10	Sound at personal levels rarely enforced. People having loud telephone conversations or playing music loudly	10/11/2023 4:42 PM
11	No	10/11/2023 4:07 PM
12	No	10/11/2023 3:39 PM
13	No	10/11/2023 3:35 PM
14	Vagrants	10/11/2023 3:18 PM
15	No	10/11/2023 1:44 PM
16	No	10/11/2023 9:01 AM
17	Live update	10/11/2023 7:40 AM
18	Homeless on subway trains and in subway stations. Poor maintenance of subways stations (escalators regularly not working, massive water leaks when it rains, cockroaches and trash everywhere)	10/11/2023 7:36 AM
19	None	10/11/2023 7:15 AM
20	The announcements are not made by a live person giving real time updates.	10/11/2023 7:15 AM
21	Trains are generally great! The only exception is when there's been a delay I'm unaware of and I arrive at the station but the train never comes.	10/11/2023 7:12 AM
22	It'd be good to have train transfer platforms (such as at LA Union station) shown in the metrolink app	10/11/2023 7:06 AM
23	Homeless problem.	10/11/2023 7:04 AM
24	No, I'm usually pretty good, it would just be nice for bus drivers to wait when they see the	10/10/2023 6:31 PM

## Metro's Rail Integration Study - Station User Survey: Burbank

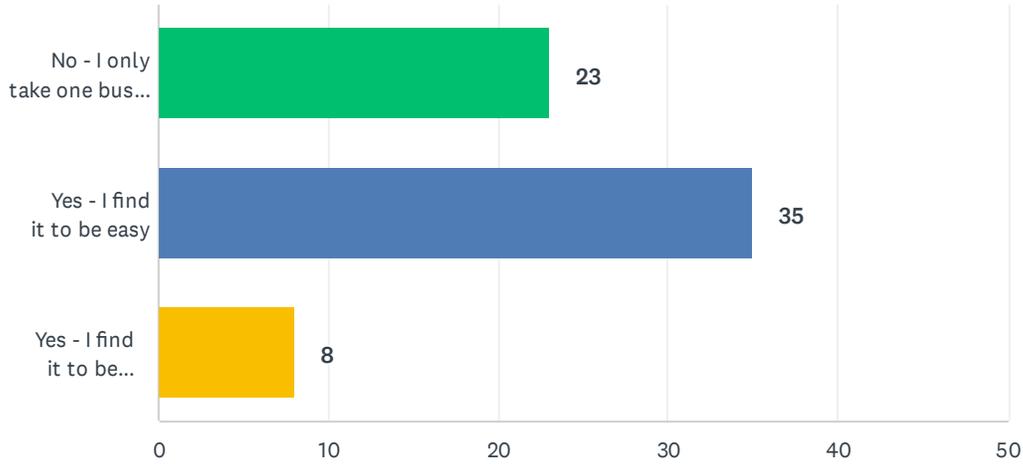
metrolink train arrive and wait for passengers to cross the tracks to make it in time for there buses there trying to catch and not just drive off

25	Clean more the train	10/10/2023 6:27 PM
26	Homeless and dirty seats	10/10/2023 6:12 PM
27	Same, Bicyclists should get forster right to bike car. Metrolink should always have at least 1 bike car. Also the homeless, drug use/dealing om th train should b patrolled	10/10/2023 6:11 PM
28	Heating devices should be automatically turned on depending on season it gets super cold not only at night but in the morning.	10/10/2023 6:10 PM
29	No	10/10/2023 6:08 PM
30	No	10/10/2023 5:57 PM
31	Timetable on when trains are back and running	10/10/2023 5:56 PM
32	Burbank bus never update anything. Metrolink communicates late trains well after they were scheduled to arrive and often in different locations on their site.	10/10/2023 5:38 PM
33	My trips predominantly involve Metrolink during the week.	10/10/2023 5:31 PM
34	Most/all up date are done on social media, some people do not use this as a primary form of communication. Try using messaging boards first to alert passenger waiting for transport	10/10/2023 5:30 PM
35	You need to make it easy to get information. Alerts	10/10/2023 5:25 PM
36	More shade and seating would be nice.	10/10/2023 5:22 PM
37	No	10/10/2023 5:09 PM
38	Glendale beeline transit schedule does not coincide with Metrolink schedule; a lot of time is wasted waiting to depart	10/10/2023 5:08 PM
39	I have no other challenges.	10/10/2023 5:06 PM
40	On hot days it is uncomfortable sitting in a train car with lack of air or AC. Additionally, it would be nice if trains had WiFi.	10/10/2023 4:55 PM
41	No	10/10/2023 4:31 PM
42	No	10/10/2023 7:35 AM
43	No	10/10/2023 7:33 AM
44	N/A	10/10/2023 7:20 AM
45	None	10/10/2023 7:12 AM
46	Add route slowdowns/delays to Metrolink app	10/10/2023 6:58 AM

Metro's Rail Integration Study - Station User Survey: Burbank

### Q19 Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail

Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
No - I only take one bus or train	34.85%	23
Yes - I find it to be easy	53.03%	35
Yes - I find it to be challenging	12.12%	8
<b>TOTAL</b>		<b>66</b>

## Metro's Rail Integration Study - Station User Survey: Burbank

## Q20 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 50 Skipped: 27

#	RESPONSES	DATE
1	na	10/14/2023 2:42 PM
2	Well it's straight forward and sometimes the bus that i needed to get on afterwards arrives just in time.	10/14/2023 1:50 AM
3	What rail to connect onto is very hard to decipher at LA Union Station (both at the station and on the App).	10/12/2023 8:50 PM
4	It is easy when there is an ambassador	10/12/2023 3:48 PM
5	The Burbank Bus is usually waiting to take passengers from Train	10/12/2023 2:42 PM
6	Everything is connected and it makes it easy.	10/11/2023 5:31 PM
7	The announcements of what train number and where it's going is helpful. Trains are typically on time as well	10/11/2023 5:06 PM
8	Nothing	10/11/2023 5:03 PM
9	Above ground transfer. However no clear indication on which train is on what track when staying above ground	10/11/2023 4:16 PM
10	Info is bountiful	10/11/2023 4:07 PM
11	Union station needs to have more visible signs for which train. Even trains don't show what number or where they go. Hard to tell which track number at union. More visible track number and train number at union will help	10/11/2023 3:41 PM
12	There is enough information	10/11/2023 3:39 PM
13	Time tables	10/11/2023 3:35 PM
14	I can use my Metrolink pass	10/11/2023 1:44 PM
15	NA	10/11/2023 9:01 AM
16	I transfer to the USC shuttle. It is usually in time and easy to get to	10/11/2023 8:07 AM
17	Station to station transfer	10/11/2023 7:40 AM
18	Convenience of being able to take multiple lines (ventura or antelope valley on metrolink, and red/blue line on subway)	10/11/2023 7:36 AM
19	There is enough info that the commuters need	10/11/2023 7:15 AM
20	If the train is late, there is a chance the next leg of the trip has already left and next train is an hour wait.	10/11/2023 7:15 AM
21	I only transfer trains at Union Station. Very easy to do there. The only issue is the long wait time between the trains at 7a going from BBK to Orange	10/11/2023 7:12 AM
22	At the station there is clear information about which platform my train is leaving from, but having that info available online beforehand would be useful	10/11/2023 7:06 AM
23	nothing	10/11/2023 7:04 AM
24	For the easy part is that the buses connect right at the station, the Challenging part is sometimes the buses dont wait for transfer passengers to cross the tracks after the train has passes to allow them to catch them.	10/10/2023 6:31 PM

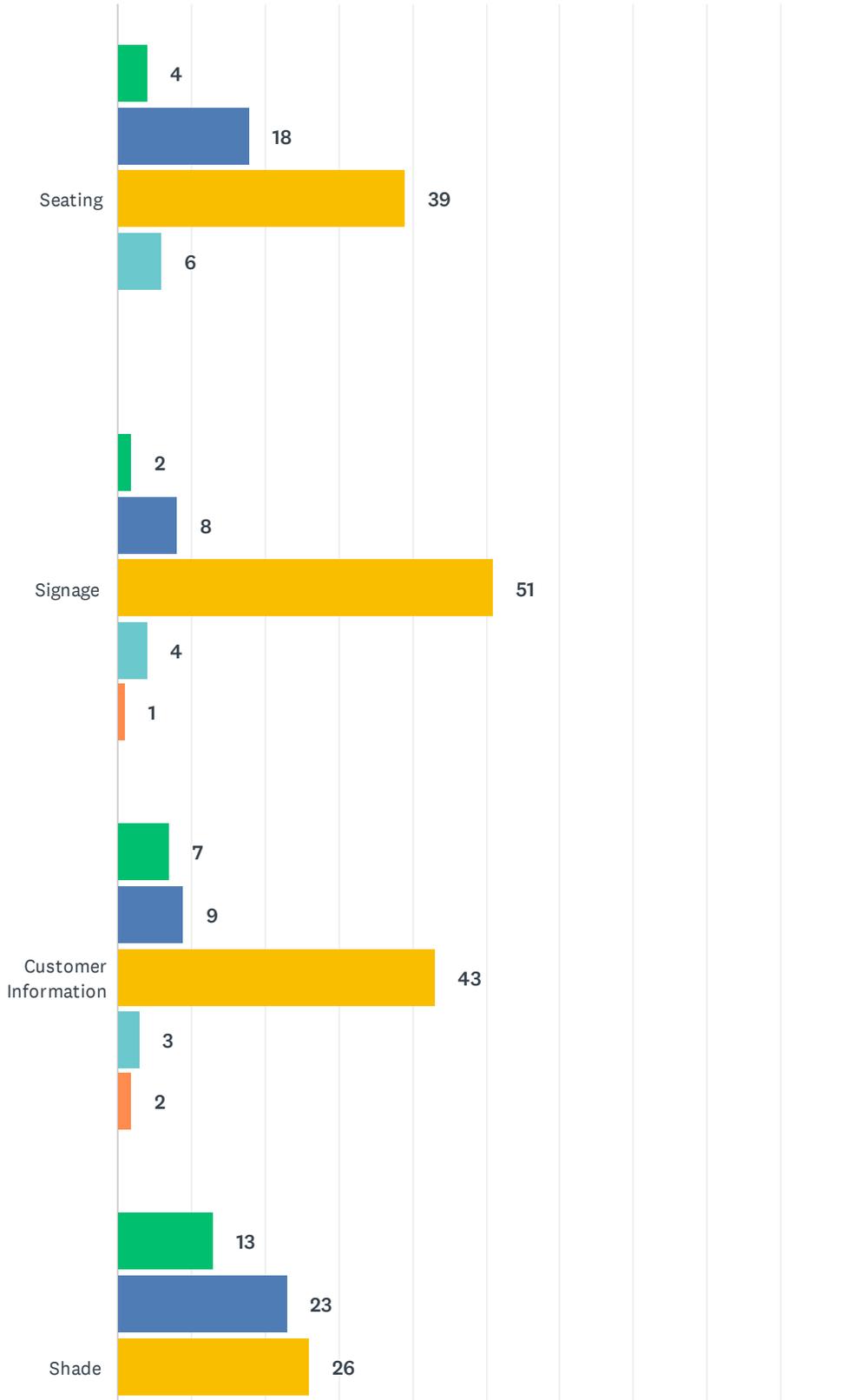
## Metro's Rail Integration Study - Station User Survey: Burbank

25	There is enough information about train to bus and bus to train. Along with a schedule and predicted arrival time.	10/10/2023 6:28 PM
26	The train to the bus	10/10/2023 6:27 PM
27	No, but a friend who rides the train with me has a concern with the new schedule not being in sync with the Glendale bus because she has to take the beeline to her office.	10/10/2023 6:12 PM
28	When train is on time bus is available, when train is late, the next bus scheduled is too far away	10/10/2023 6:11 PM
29	Transferring is ok but sometimes the time can be something of conflict train arrives at the same time bus leaves no time in between	10/10/2023 6:10 PM
30	Buses are usually waiting	10/10/2023 6:08 PM
31	Straightforward	10/10/2023 5:57 PM
32	The frequency of buses and trains	10/10/2023 5:56 PM
33	Bike space is limited and uncertain	10/10/2023 5:38 PM
34	Burbank Bus is easy access from the station	10/10/2023 5:31 PM
35	Late arrival, missing connection, changing schedules	10/10/2023 5:30 PM
36	Bus always here in the morning	10/10/2023 5:28 PM
37	Bus times	10/10/2023 5:25 PM
38	The last mile to my office used to be a challenge until my workplace added more shuttles.	10/10/2023 5:22 PM
39	The Beeline Bus at the Downtown Burbank station times make it so you are waiting to get to the office 40 minutes after you have arrived from the train	10/10/2023 5:09 PM
40	Glendale beeline transit schedule does not coincide with Metrolink schedule; a lot of time is wasted waiting to depart	10/10/2023 5:08 PM
41	There are too few times for me to transfer between the Glendale Beeline 12 and the antelope valley Metrolink train.	10/10/2023 5:06 PM
42	The bus stop is at the train station	10/10/2023 4:55 PM
43	New A line is easy to access from Metrolink gate	10/10/2023 4:31 PM
44	Close proximity of station to metro platforms.	10/10/2023 7:35 AM
45	None	10/10/2023 7:33 AM
46	There's enough information online but can be unpredictable	10/10/2023 7:27 AM
47	transferring is easy! all the times and arrivals are listed	10/10/2023 7:20 AM
48	The buses are usually right there from the train stations if you would choose to be on the bus afterwards	10/10/2023 7:12 AM
49	Challenging when there's not enough busses	10/10/2023 7:07 AM
50	Easy due to proximity of subway to rail Difficult due to long wait times for subway, train schedule and subway schedule don't align well. always approx 15 minute wait for subway	10/10/2023 6:58 AM

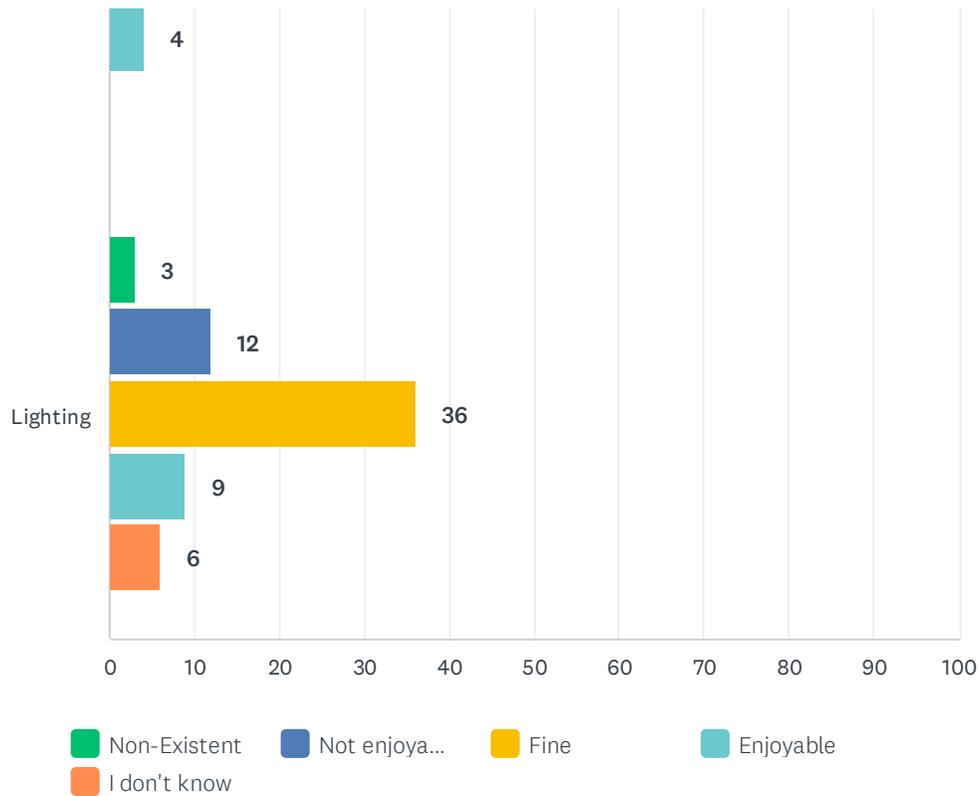
### Metro's Rail Integration Study - Station User Survey: Burbank

## Q21 For the rail station, how would you characterize the following amenities?

Answered: 67 Skipped: 10



### Metro's Rail Integration Study - Station User Survey: Burbank



	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	5.97% 4	26.87% 18	58.21% 39	8.96% 6	0.00% 0	67
Signage	3.03% 2	12.12% 8	77.27% 51	6.06% 4	1.52% 1	66
Customer Information	10.94% 7	14.06% 9	67.19% 43	4.69% 3	3.13% 2	64
Shade	19.70% 13	34.85% 23	39.39% 26	6.06% 4	0.00% 0	66
Lighting	4.55% 3	18.18% 12	54.55% 36	13.64% 9	9.09% 6	66

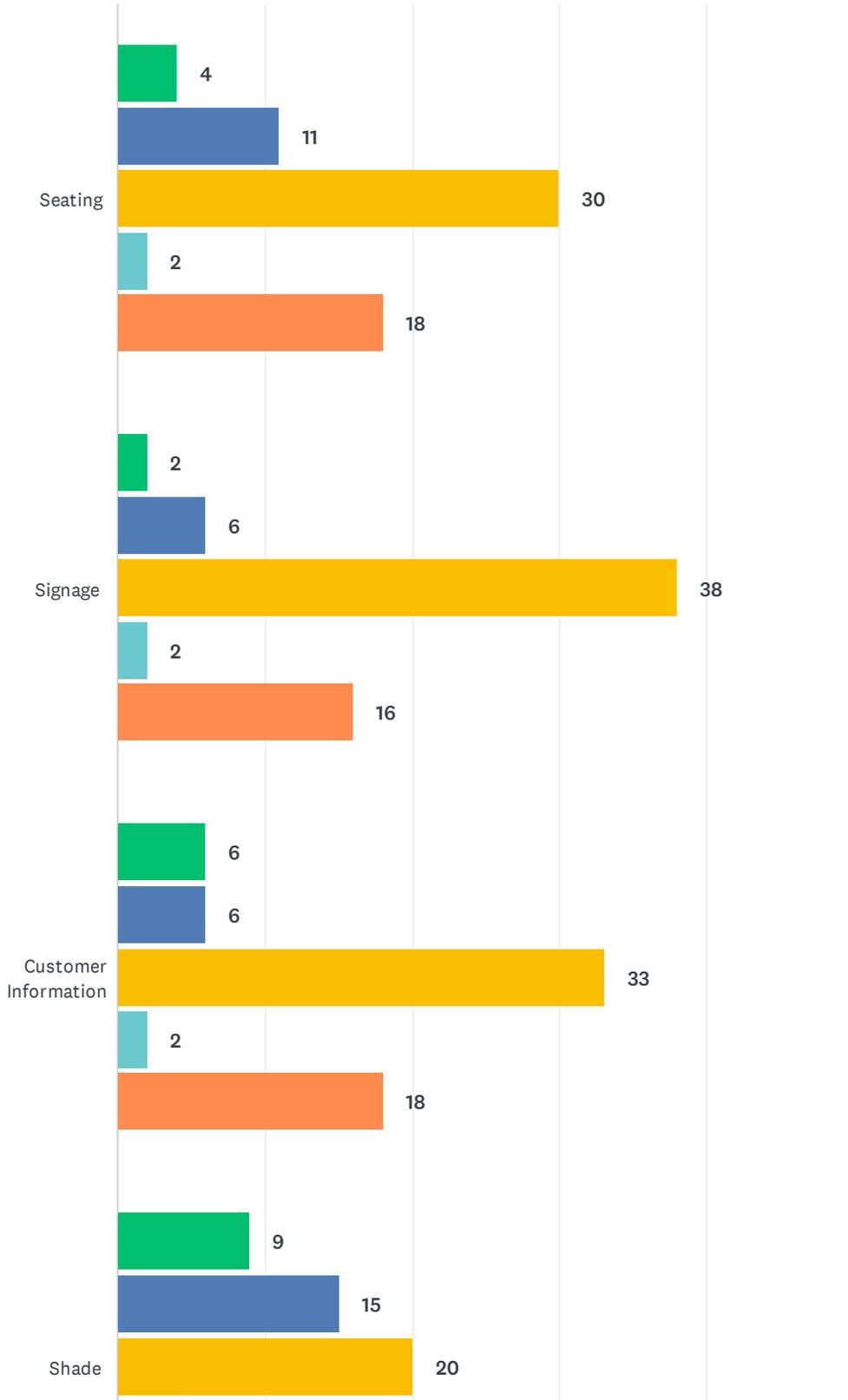
#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	no	10/14/2023 2:42 PM
2	The elevator that takes you to the bridge gets broken pretty fast	10/14/2023 1:50 AM
3	I wish it was a lot more cleaner.	10/12/2023 3:48 PM
4	No	10/12/2023 2:42 PM
5	No	10/11/2023 5:31 PM
6	No	10/11/2023 5:03 PM
7	Train needs more shade from afternoon sun. Station needs more rain coverage in both stations	10/11/2023 4:42 PM
8	Not enough shade	10/11/2023 4:16 PM
9	Not clean	10/11/2023 4:07 PM
10	The bus drivers feed the pigeons and that makes a mess in the platform	10/11/2023 3:35 PM

## Metro's Rail Integration Study - Station User Survey: Burbank

11	Rancho cucamonga could use a restroom.	10/11/2023 3:18 PM
12	No	10/11/2023 9:01 AM
13	Security patrol	10/11/2023 7:40 AM
14	None	10/11/2023 7:15 AM
15	More benches at each platform would be nice.	10/11/2023 7:15 AM
16	At orange station there could be more shade	10/11/2023 7:12 AM
17	The sylmar station is very lacking on shade. Coming home in the summer always leads to a very hot experience while I wait for my train	10/11/2023 7:10 AM
18	Would be nice to have a charging port area near the seatings so passengers that transfer from bus to rail or vice versa can charge there electronics to have access for contact or apps that are used for bus info and transit/metro link apps, bathrooms need to be updated and sanitized and cleaned regularly for both passengers and bus drivers, and security who patrol the station.	10/10/2023 6:31 PM
19	More lightning and security at night. It gets a bit dark and unsafe for women and elderly	10/10/2023 6:28 PM
20	If I used the transportation every day and I pay the transportation must be clean and comfortable and pay less	10/10/2023 6:27 PM
21	Security	10/10/2023 6:12 PM
22	There should be more lighting, camera monitoring, heating devices, restrooms at least 4. Also heating devices should be on in the morning and night can they be place on like a automatic timer this would be great	10/10/2023 6:10 PM
23	Homeless take up benches	10/10/2023 6:08 PM
24	How about some station signs? Make it obvious for riders what station you've arrived to just from looking out the window of the train.	10/10/2023 5:57 PM
25	Almost no protection from rain/ sun on the platform	10/10/2023 5:38 PM
26	No shelter during rain events, wind events no shelter to get out of wind/blocking wind	10/10/2023 5:30 PM
27	Dirty	10/10/2023 5:25 PM
28	Vending machines are less than there used to be and don't always work.	10/10/2023 5:22 PM
29	There is not enough shade or seating at the Downtown Burbank location	10/10/2023 5:09 PM
30	Nope	10/10/2023 5:08 PM
31	Having security on the station and on trains the whole day and night would make me feel safer. Especially when it's after dark.	10/10/2023 5:06 PM
32	A little run down. The station has no shade at all. The plastic domes/canopies feel like they trap hot air instead of providing any type of protection from the heat or sun. I often find myself sitting there sweating while waiting for the train.	10/10/2023 4:55 PM
33	None	10/10/2023 4:31 PM
34	More commuter friendly vendors	10/10/2023 7:07 AM
35	Add more trees	10/10/2023 6:58 AM

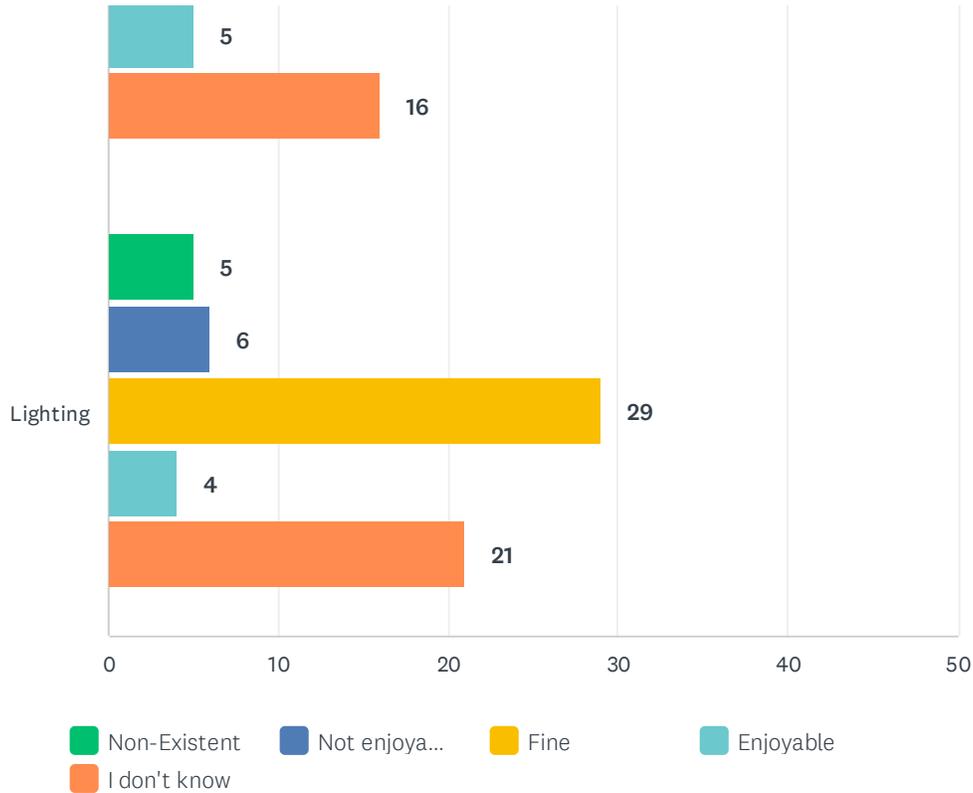
# Q22 For the bus stops at the station, how would you characterize the following amenities?

Answered: 65 Skipped: 12



### Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	6.15% 4	16.92% 11	46.15% 30	3.08% 2	27.69% 18	65
Signage	3.13% 2	9.38% 6	59.38% 38	3.13% 2	25.00% 16	64
Customer Information	9.23% 6	9.23% 6	50.77% 33	3.08% 2	27.69% 18	65
Shade	13.85% 9	23.08% 15	30.77% 20	7.69% 5	24.62% 16	65
Lighting	7.69% 5	9.23% 6	44.62% 29	6.15% 4	32.31% 21	65

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	na	10/14/2023 2:42 PM
2	Certain stops need to show the traffic more on the benches personally because of the trees	10/14/2023 1:50 AM
3	I wish the stop was safer	10/12/2023 3:48 PM
4	No	10/12/2023 2:42 PM
5	Fine	10/11/2023 5:03 PM
6	Not clean & often people sleeping on benches	10/11/2023 4:07 PM
7	What about real- time Digital Signage?	10/11/2023 9:01 AM
8	Cleanliness	10/11/2023 7:40 AM
9	Nothing to say.	10/11/2023 7:15 AM
10	no	10/11/2023 7:04 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 *Final*, November 2023

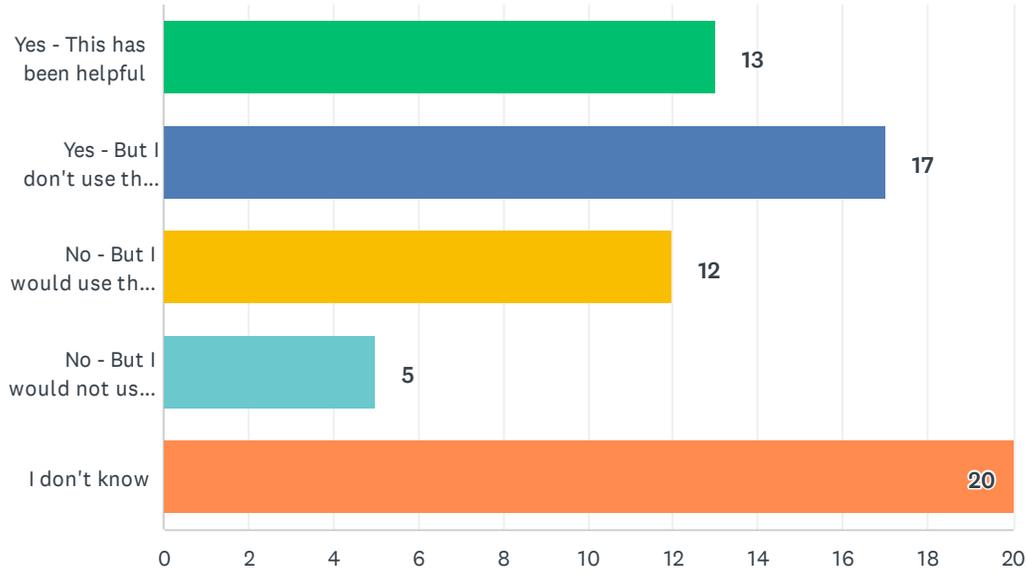
11	Seating areas need to be cleaned and sanitized regularly if possible, since the homeless have been an issue as of late there are moments I try seating at one of the seating areas with the glass covers for shade and they end up smelling of urine and sometimes there covered in spider webs which usually end up being black widows webs	10/10/2023 6:31 PM
12	The seats need to be cleaned more often. Sometimes the homeless sit and sleep on them and leave a mess.	10/10/2023 6:28 PM
13	The drivers they are very and respectful and they do not use the sidewalk correctly for us	10/10/2023 6:27 PM
14	Security	10/10/2023 6:12 PM
15	Same as above	10/10/2023 6:10 PM
16	Homeless allowed to take up benches	10/10/2023 6:08 PM
17	Basic	10/10/2023 5:57 PM
18	No	10/10/2023 5:25 PM
19	Nopr	10/10/2023 5:08 PM
20	This probably is for Glendale Beeline but shade and lighting would be appreciated.	10/10/2023 5:06 PM
21	More seating	10/10/2023 4:55 PM

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q23 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	19.40%	13
Yes - But I don't use this service	25.37%	17
No - But I would use this service	17.91%	12
No - But I would not use this service	7.46%	5
I don't know	29.85%	20
<b>TOTAL</b>		<b>67</b>

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q24 Is there anything else you'd like us to know?

Answered: 32 Skipped: 45

#	RESPONSES	DATE
1	no	10/14/2023 2:42 PM
2	Honestly believe the buses should be \$1.50 like it use to be.	10/14/2023 1:50 AM
3	What rail to connect onto is very hard to decipher at LA Union Station (both at the station and on the App).	10/12/2023 8:50 PM
4	I wish there were safety watches the areas are not safe	10/12/2023 3:48 PM
5	When there was disruption in service due to traffic incident, passengers were told they could get vouchers for Uber but they had to pay first. I did not do this and about 45 minutes later the train resumed its route. Would it be easier to perhaps hire Uber for emergencies and not have to charge passengers anything and have them take them to their train station	10/12/2023 2:42 PM
6	No	10/11/2023 5:31 PM
7	No	10/11/2023 5:06 PM
8	No	10/11/2023 5:03 PM
9	Security is hit & miss so dope smoking, homeless sleeping on grounds is frequent	10/11/2023 4:07 PM
10	No	10/11/2023 3:39 PM
11	The station attendants do nothing to control bicycles on the platform, smoking or homelessness	10/11/2023 3:35 PM
12	No	10/11/2023 1:44 PM
13	Attendants at stations would be helpful to riders to provide information, enforce rules, and help promote safety.	10/11/2023 9:01 AM
14	Not for now	10/11/2023 7:40 AM
15	None	10/11/2023 7:15 AM
16	Station attendants don't offer to help. They standing around and ignore the customers needing help. They don't take action when people are sitting on the steps where there is a lot of foot traffic. It's a lawsuit waiting to happen.	10/11/2023 7:15 AM
17	Would love a Metrolink train that leaves from Burbank to Orange in the 8a-9a hour	10/11/2023 7:12 AM
18	Having an attendant around and visible would make me feel safer	10/11/2023 7:06 AM
19	no	10/11/2023 7:04 AM
20	So far I've stated some of the issues I have experienced in previous questions	10/10/2023 6:31 PM
21	Yes I feel very insecure because I waiting to much time the transition at any time the bus stop to much homeless around every bus stop we need lights and security	10/10/2023 6:27 PM
22	No	10/10/2023 6:12 PM
23	Can the train go any faster and I know there is metro wifi is there a possibility that in the future signal will be available throughout the whole train ride. Long train ride here	10/10/2023 6:10 PM
24	No	10/10/2023 6:08 PM
25	Please increase frequency and more schedule times in the evening heading towards moorpark	10/10/2023 5:57 PM
26	Poor communication all around!!!!	10/10/2023 5:30 PM
27	No	10/10/2023 5:25 PM

**Metro's Rail Integration Study - Station User Survey: Burbank**L.A. County Rail Network Integration Study Task 6 *Final, November 2023*

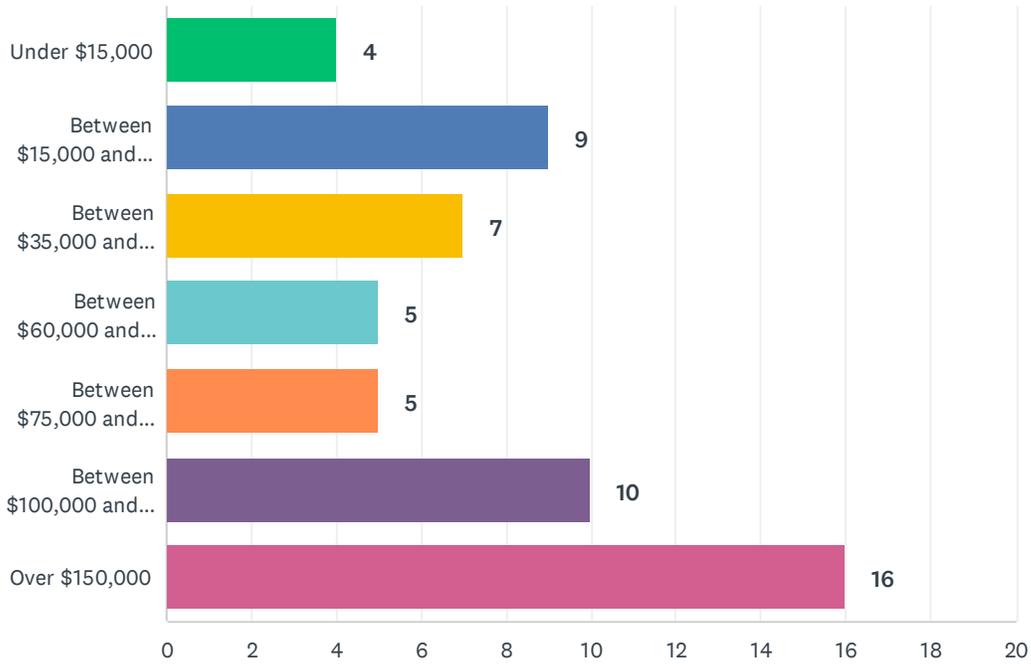
28	I have no further comments. Thanks for reading my feedback.	10/10/2023 5:06 PM
29	We need more Police or sheriff presence in each Metro station and frequent cleaning.	10/10/2023 4:31 PM
30	No	10/10/2023 7:35 AM
31	None	10/10/2023 7:12 AM
32	Station attendant is not always there	10/10/2023 6:58 AM

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q26 What is your total household income?

Answered: 56 Skipped: 21



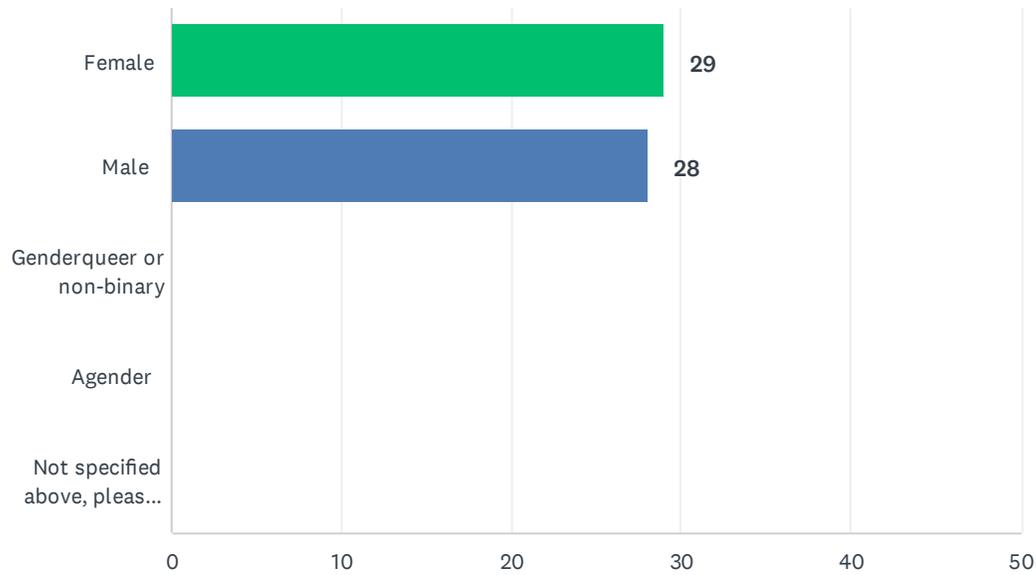
ANSWER CHOICES	RESPONSES	
Under \$15,000	7.14%	4
Between \$15,000 and \$34,999	16.07%	9
Between \$35,000 and \$59,999	12.50%	7
Between \$60,000 and \$74,999	8.93%	5
Between \$75,000 and \$99,999	8.93%	5
Between \$100,000 and \$150,000	17.86%	10
Over \$150,000	28.57%	16
<b>TOTAL</b>		<b>56</b>

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q27 What is your gender identity?

Answered: 57 Skipped: 20



ANSWER CHOICES	RESPONSES	
Female	50.88%	29
Male	49.12%	28
Genderqueer or non-binary	0.00%	0
Agender	0.00%	0
Not specified above, please specify	0.00%	0
<b>TOTAL</b>		<b>57</b>

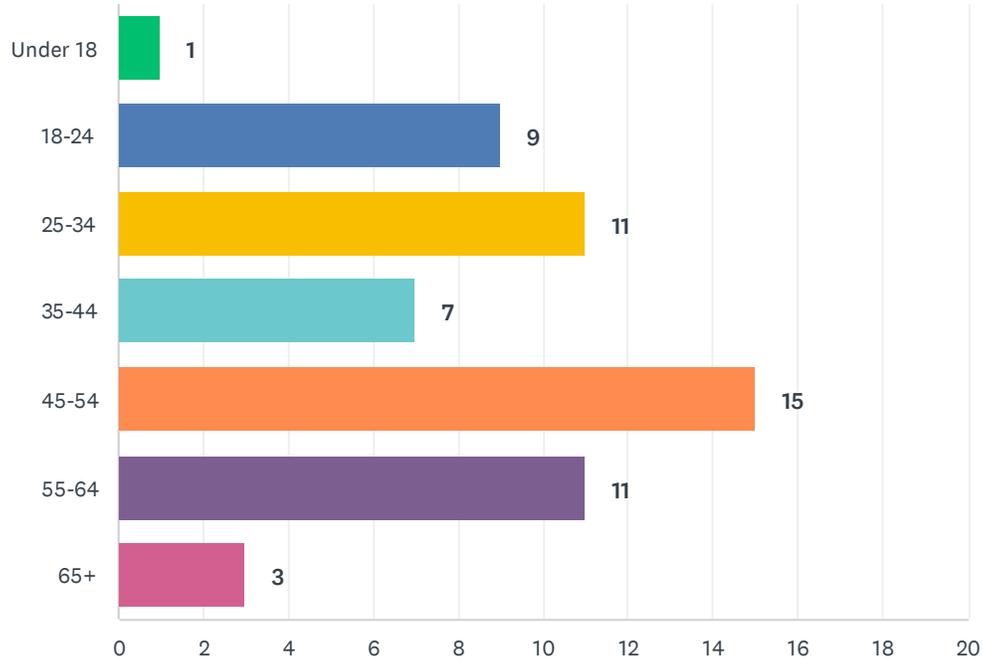
#	NOT SPECIFIED ABOVE, PLEASE SPECIFY	DATE
	There are no responses.	

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q28 What is your age?

Answered: 57 Skipped: 20



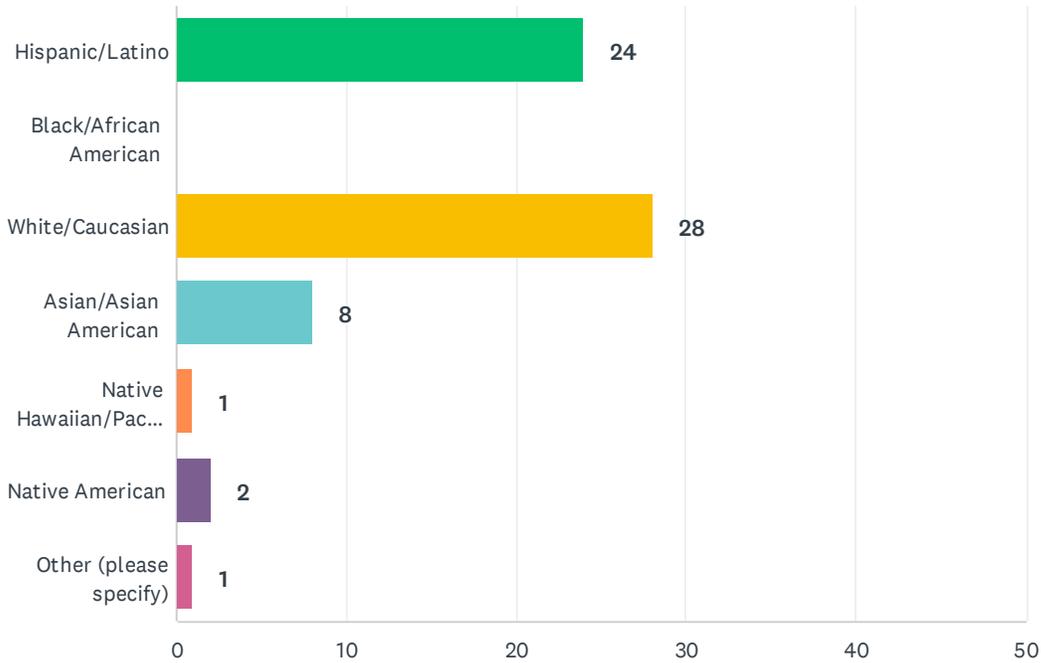
ANSWER CHOICES	RESPONSES
Under 18	1.75% 1
18-24	15.79% 9
25-34	19.30% 11
35-44	12.28% 7
45-54	26.32% 15
55-64	19.30% 11
65+	5.26% 3
<b>TOTAL</b>	<b>57</b>

## Metro's Rail Integration Study - Station User Survey: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

### Q29 What is your race or ethnic identification?(Select all that apply)

Answered: 57 Skipped: 20



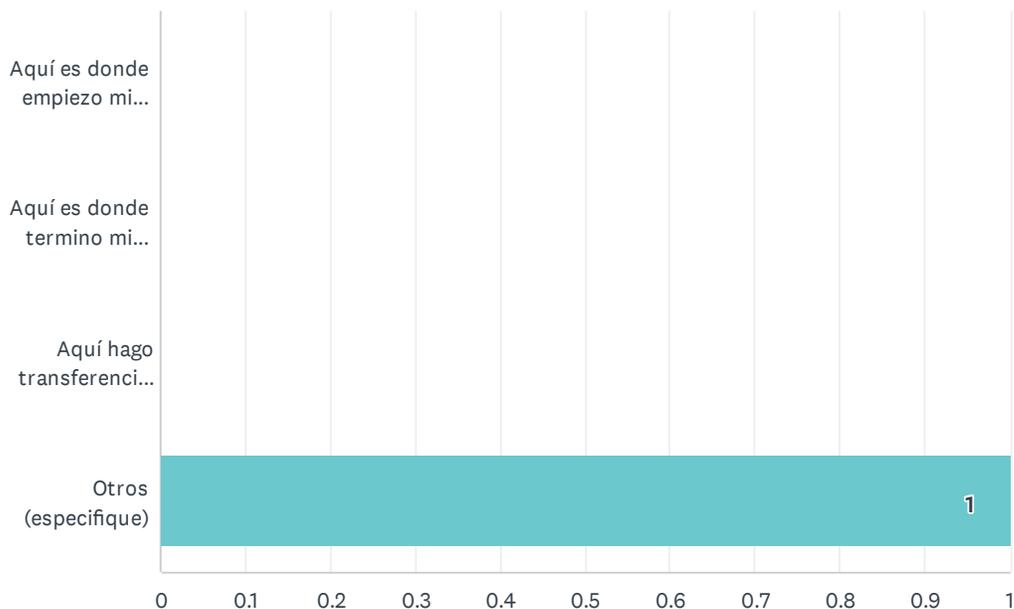
ANSWER CHOICES	RESPONSES
Hispanic/Latino	42.11% 24
Black/African American	0.00% 0
White/Caucasian	49.12% 28
Asian/Asian American	14.04% 8
Native Hawaiian/Pacific Islander	1.75% 1
Native American	3.51% 2
Other (please specify)	1.75% 1
Total Respondents: 57	

#	OTHER (PLEASE SPECIFY)	DATE
1	When I use the transportation the driver discriminate my self I don't like it we need more respect drivers and responsible	10/10/2023 6:30 PM

Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank  
 L.A. County Rail Network Integration Study Task 6 Final, November 2023

## Q1 Estoy en esta estación porque...

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
Aquí es donde empiezo mi viaje de transporte público	0.00% 0
Aquí es donde termino mi viaje de transporte público	0.00% 0
Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)	0.00% 0
Otros (especifique)	100.00% 1
<b>TOTAL</b>	<b>1</b>

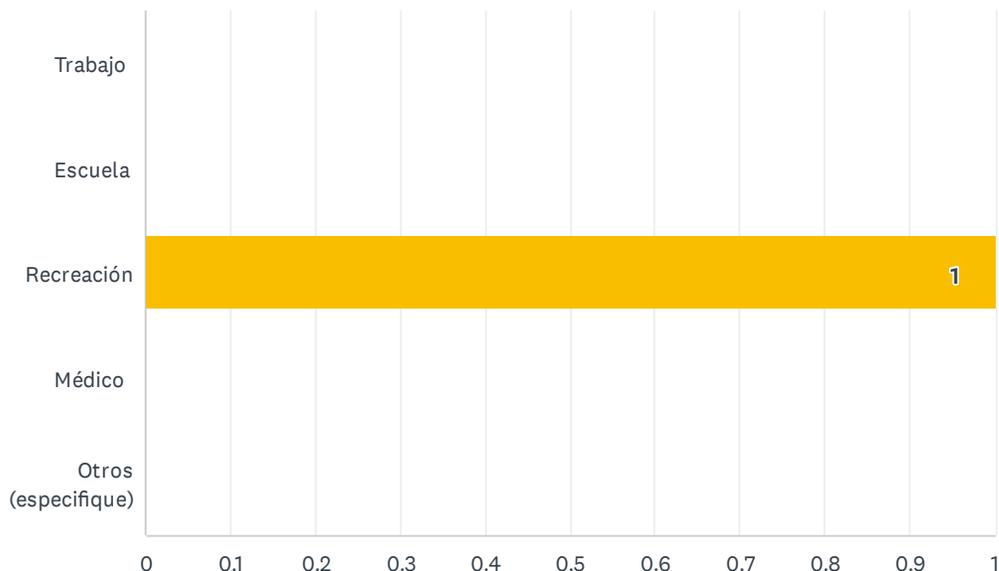
#	OTROS (ESPECIFIQUE)	DATE
1	Pase por aqui	10/11/2023 1:10 PM

## Q2 ¿Por qué viaja?

Answered: 1 Skipped: 0

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



ANSWER CHOICES	RESPONSES
Trabajo	0.00% 0
Escuela	0.00% 0
Recreación	100.00% 1
Médico	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q3 En general, ¿hacia dónde y desde dónde viaja?

Answered: 1 Skipped: 0

ANSWER CHOICES	RESPONSES
Código postal de inicio o vecindario:	100.00% 1
Código postal de destino o vecindario:	100.00% 1

#	CÓDIGO POSTAL DE INICIO O VECINDARIO:	DATE
1	93550	10/11/2023 1:10 PM

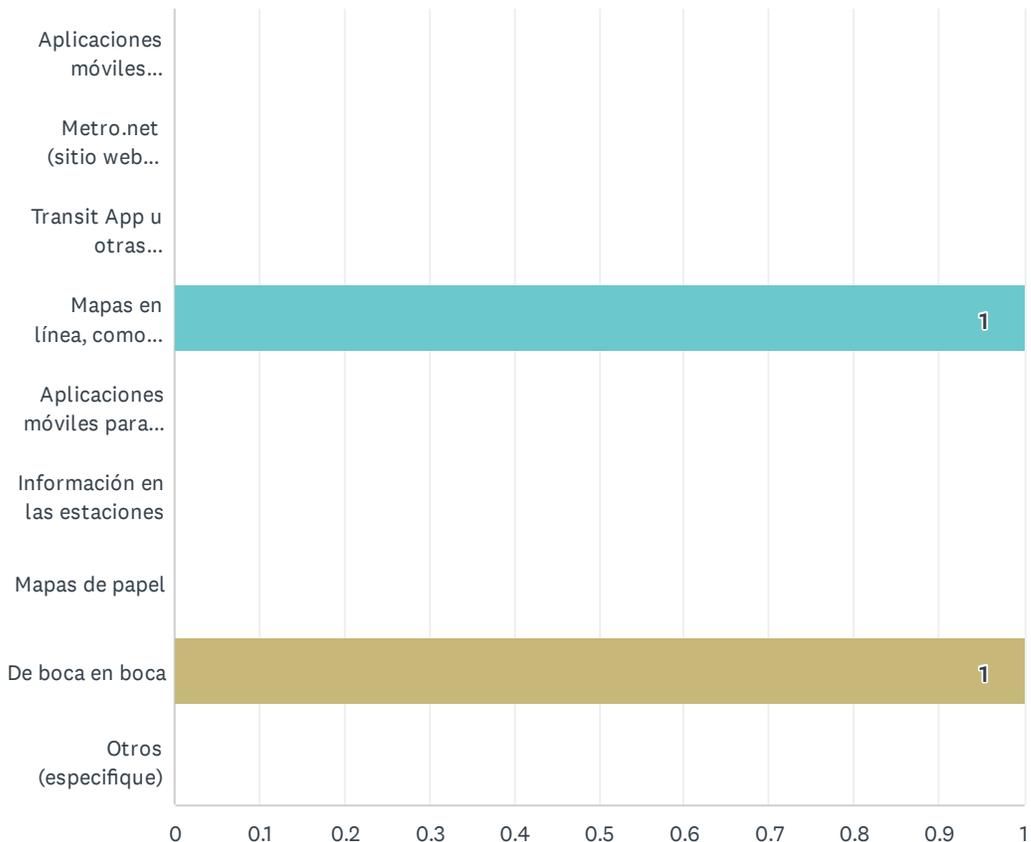
  

#	CÓDIGO POSTAL DE DESTINO O VECINDARIO:	DATE
1	Unión stacion	10/11/2023 1:10 PM

Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank  
 L.A. County Rail Network Integration Study Task 6 Final, November 2023

# Q4 ¿Qué herramientas utiliza para planear sus viajes?(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Aplicaciones móviles oficiales de Metro	0.00%	0
Metro.net (sitio web oficial de Metro)	0.00%	0
Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus)	0.00%	0
Mapas en línea, como Google Maps o Apple Maps	100.00%	1
Aplicaciones móviles para compartir bicicletas o scooters	0.00%	0
Información en las estaciones	0.00%	0
Mapas de papel	0.00%	0
De boca en boca	100.00%	1
Otros (especifique)	0.00%	0
Total Respondents: 1		

#	OTROS (ESPECIFIQUE)	DATE
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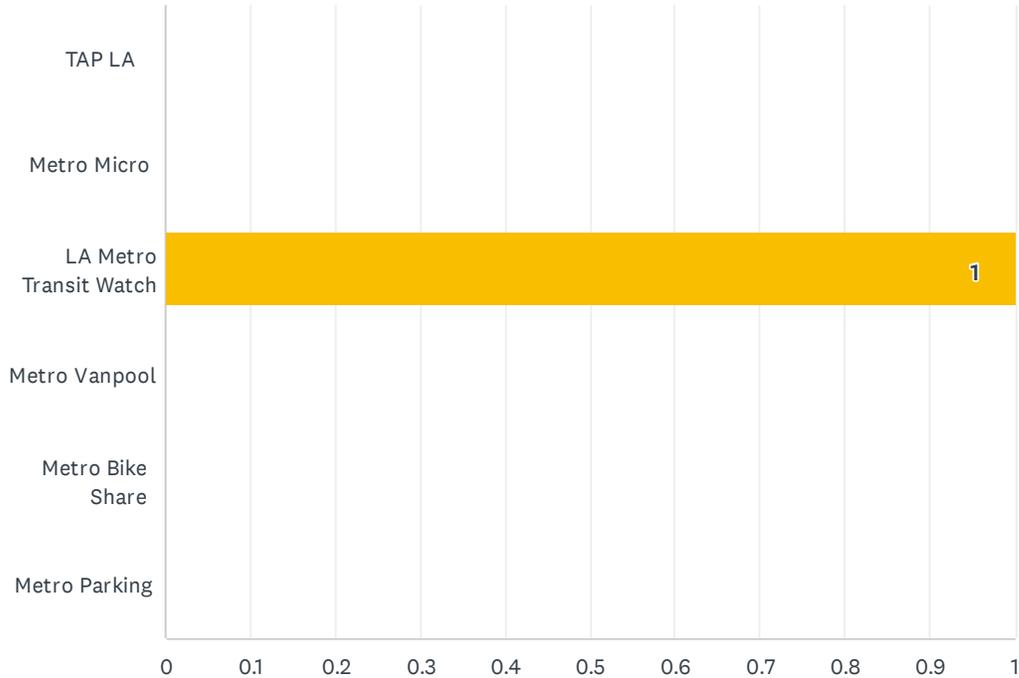
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

There are no responses.

### Q5 Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

Answered: 1 Skipped: 0



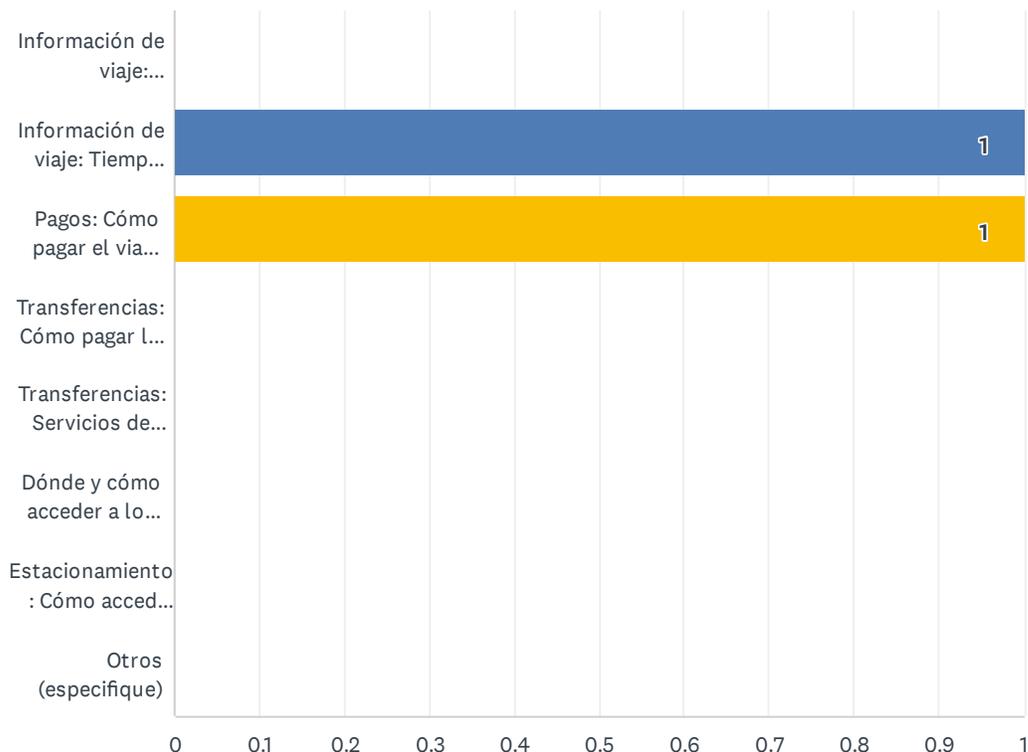
ANSWER CHOICES	RESPONSES
TAP LA	0.00% 0
Metro Micro	0.00% 0
LA Metro Transit Watch	100.00% 1
Metro Vanpool	0.00% 0
Metro Bike Share	0.00% 0
Metro Parking	0.00% 0
Total Respondents: 1	

### Q6 ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



ANSWER CHOICES	RESPONSES
Información de viaje: Información sobre la(s) ruta(s) y horarios	0.00% 0
Información de viaje: Tiempo total de viaje / costos totales de viaje	100.00% 1
Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles	100.00% 1
Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público	0.00% 0
Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión	0.00% 0
Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren	0.00% 0
Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q7 ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

Answered: 0 Skipped: 1

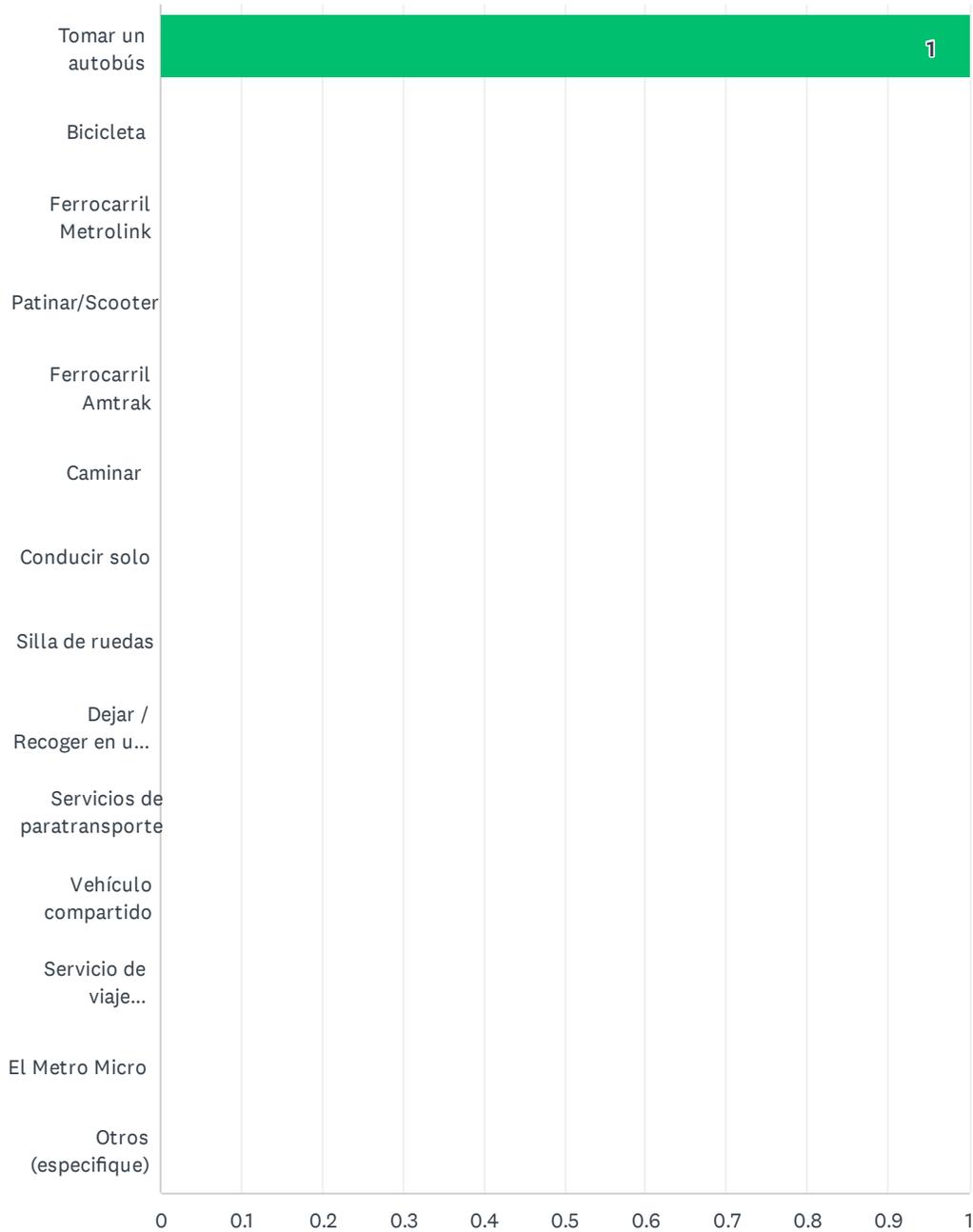
# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

#	RESPONSES	DATE
	There are no responses.	

## Q8 Desde aquí voy a.... (Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

ANSWER CHOICES	RESPONSES	
Tomar un autobús	100.00%	1
Bicicleta	0.00%	0
Ferrocarril Metrolink	0.00%	0
Patinar/Scooter	0.00%	0
Ferrocarril Amtrak	0.00%	0
Caminar	0.00%	0
Conducir solo	0.00%	0
Silla de ruedas	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Servicios de paratransporte	0.00%	0
Vehículo compartido	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
El Metro Micro	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 1		

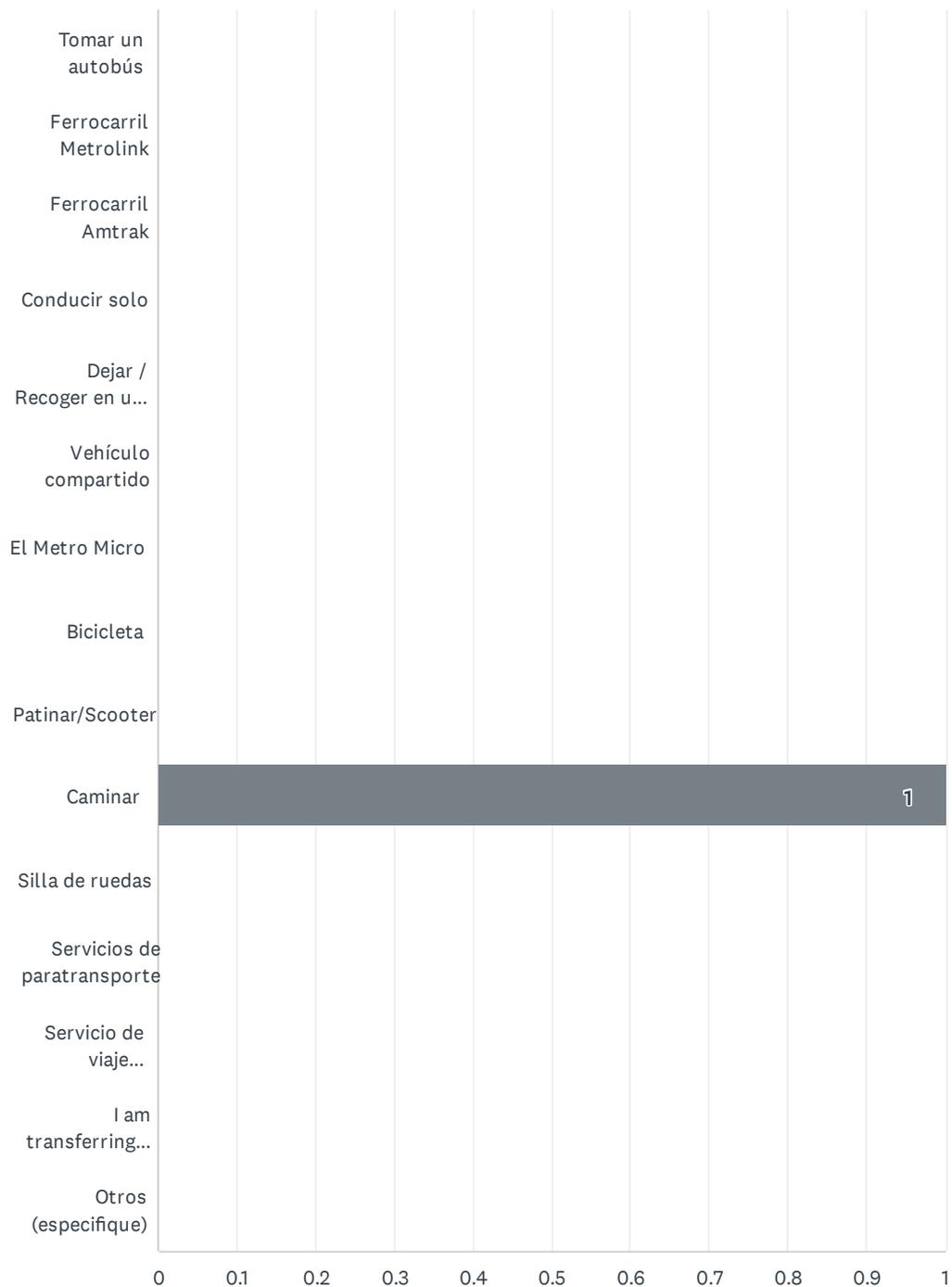
#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q9 Llegué a esta estación por...(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0

# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

ANSWER CHOICES	RESPONSES
Tomar un autobús	0.00% 0
Ferrocarril Metrolink	0.00% 0
Ferrocarril Amtrak	0.00% 0
Conducir solo	0.00% 0
Dejar / Recoger en un auto	0.00% 0
Vehículo compartido	0.00% 0
El Metro Micro	0.00% 0
Bicicleta	0.00% 0
Patinar/Scooter	0.00% 0
Caminar	100.00% 1
Silla de ruedas	0.00% 0
Servicios de paratransporte	0.00% 0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00% 0
I am transferring at this station	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

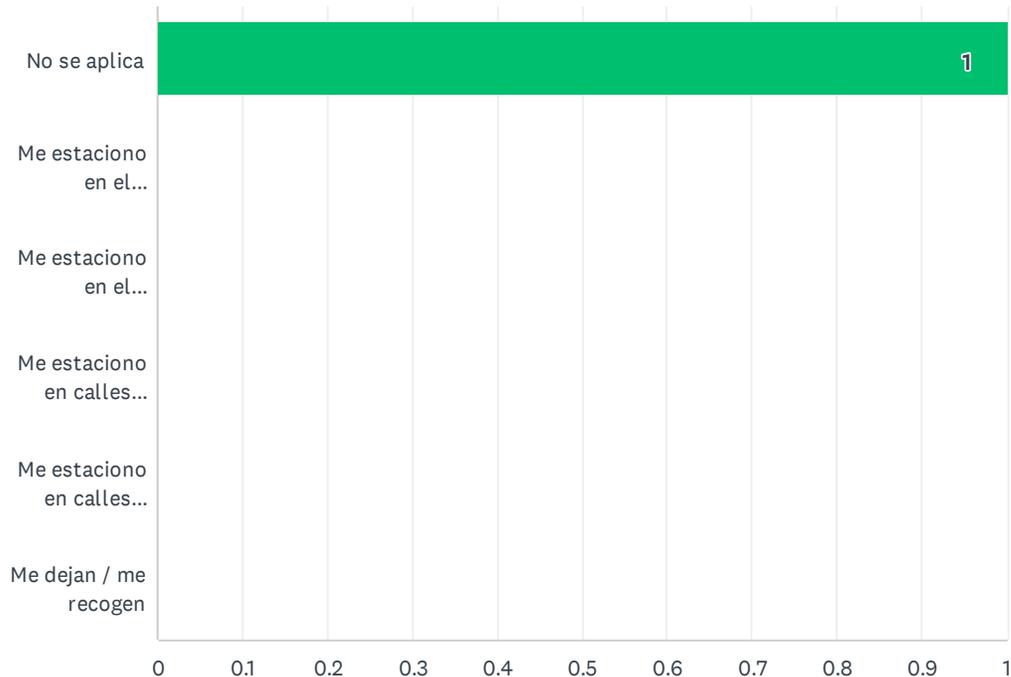
#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q10 Si llega o sale en un vehículo de esta estación... (Seleccione todas las opciones aplicables)

Answered: 1 Skipped: 0

# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



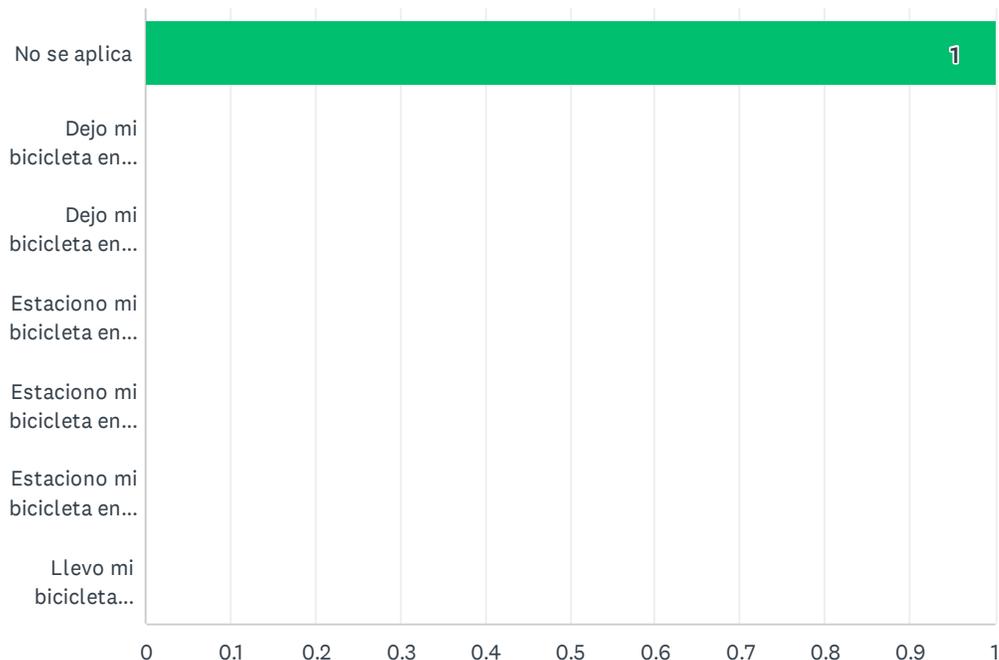
ANSWER CHOICES	RESPONSES	
No se aplica	100.00%	1
Me estaciono en el estacionamiento, generalmente hay espacios disponibles	0.00%	0
Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio	0.00%	0
Me estaciono en calles cercanas, generalmente hay espacios disponibles	0.00%	0
Me estaciono en calles cercanas, puede ser difícil encontrar un espacio	0.00%	0
Me dejan / me recogen	0.00%	0
Total Respondents: 1		

## Q11 Si llega o sale en bicicleta de esta estación... (Seleccione todas las opciones aplicables)

Answered: 1 Skipped: 0

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



ANSWER CHOICES	RESPONSES
No se aplica	100.00% 1
Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles	0.00% 0
Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado	0.00% 0
Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio	0.00% 0
Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible	0.00% 0
Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio	0.00% 0
Llevo mi bicicleta conmigo en tren o autobús	0.00% 0
Total Respondents: 1	

### Q12 ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

Answered: 0 Skipped: 1

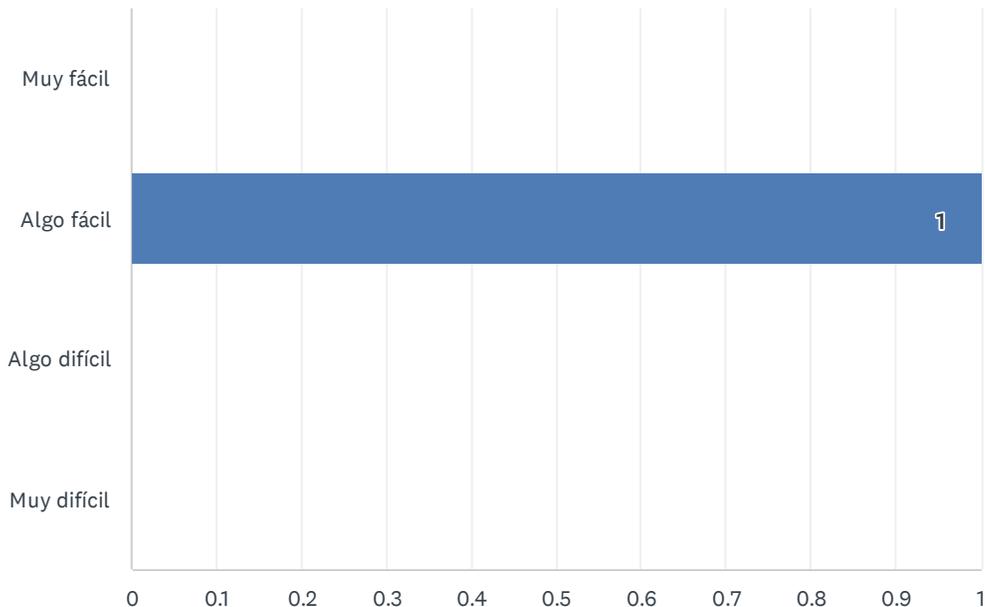
#	RESPONSES	DATE
	There are no responses.	

### Q13 ¿Qué tan fácil o difícil es llegar a la estación?

Answered: 1 Skipped: 0

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



ANSWER CHOICES	RESPONSES
Muy fácil	0.00% 0
Algo fácil	100.00% 1
Algo difícil	0.00% 0
Muy difícil	0.00% 0
TOTAL	1

### Q14 ¿Qué hace que ir o volver de la estación sea fácil o difícil?

Answered: 0 Skipped: 1

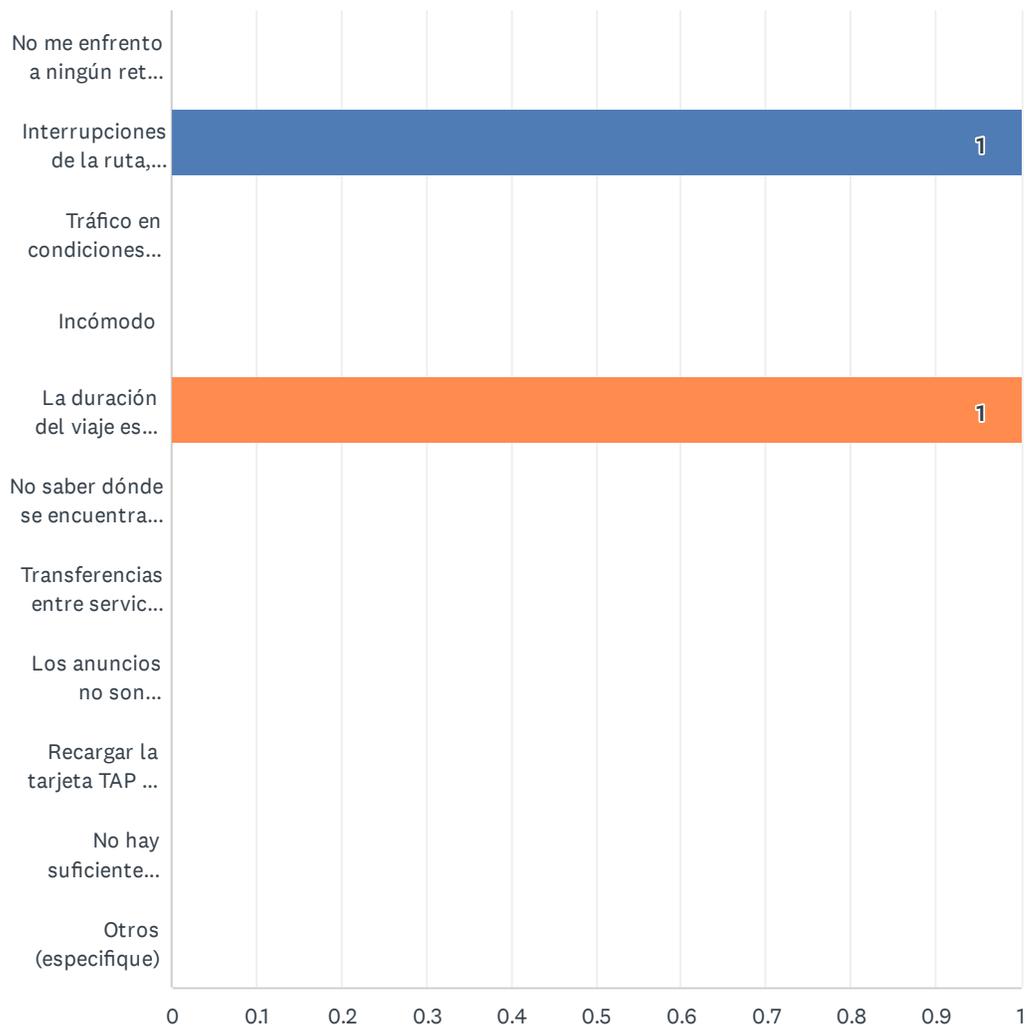
#	RESPONSES	DATE
	There are no responses.	

### Q15 Por favor, seleccione los retos a los que podría enfrentarse durante su viaje(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



ANSWER CHOICES	RESPONSES	
No me enfrento a ningún reto durante mi viaje	0.00%	0
Interrupciones de la ruta, desvíos, obras o ralentizaciones	100.00%	1
Tráfico en condiciones típicas	0.00%	0
Incómodo	0.00%	0
La duración del viaje es imprevisible	100.00%	1
No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido	0.00%	0
Transferencias entre servicios de transporte público	0.00%	0
Los anuncios no son comprensibles	0.00%	0
Recargar la tarjeta TAP o pagar el boleto	0.00%	0
No hay suficiente información	0.00%	0
Otros (especifique)	0.00%	0
<b>Total Respondents: 1</b>		

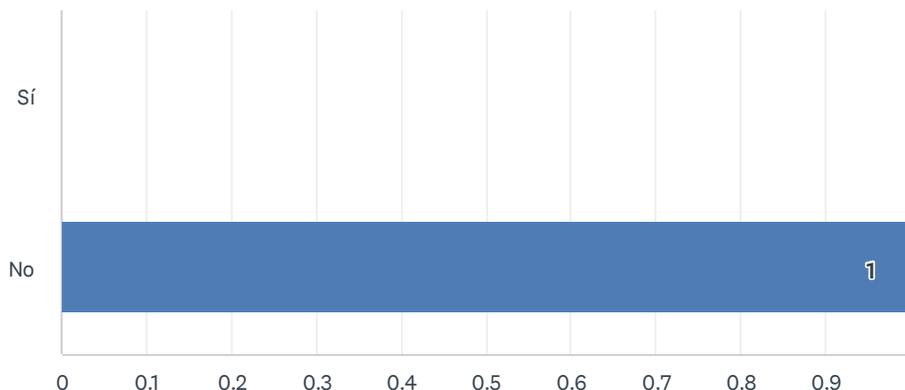
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q16 ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

Answered: 1 Skipped: 0



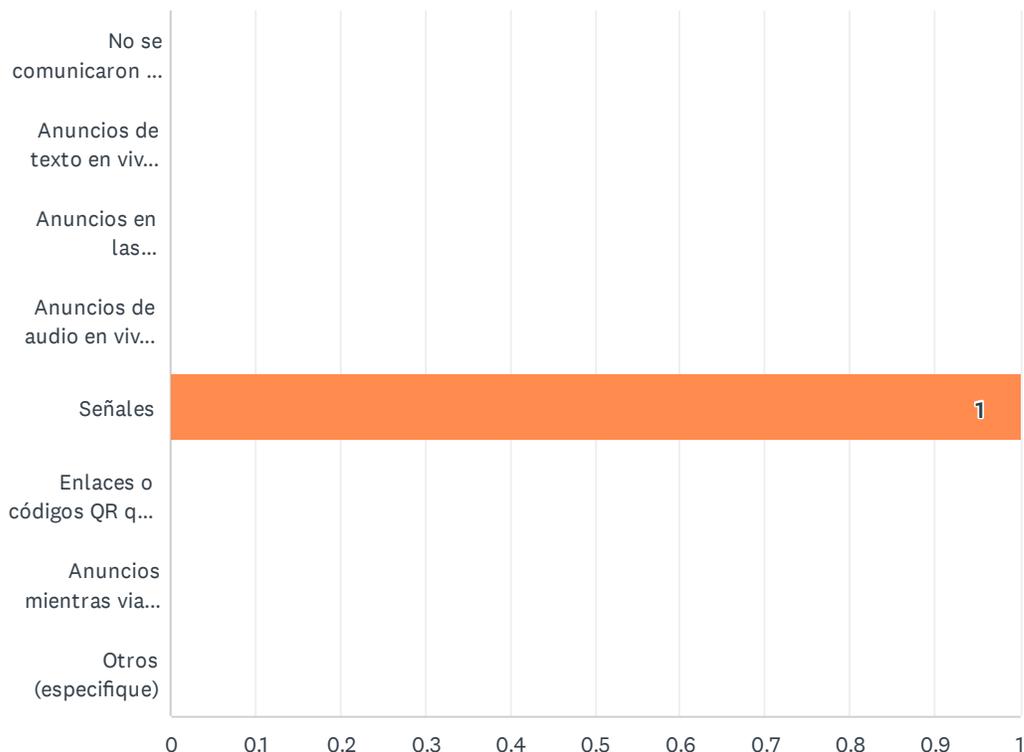
ANSWER CHOICES	RESPONSES
Sí	0.00% 0
No	100.00% 1
TOTAL	1

### Q17 ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

Answered: 1 Skipped: 0

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



ANSWER CHOICES	RESPONSES
No se comunicaron los cambios	0.00% 0
Anuncios de texto en vivo en la parada o estación	0.00% 0
Anuncios en las aplicaciones	0.00% 0
Anuncios de audio en vivo en la parada o estación	0.00% 0
Señales	100.00% 1
Enlaces o códigos QR que enlazan con más información	0.00% 0
Anuncios mientras viaja en autobús o tren	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

Q18 ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

Answered: 0 Skipped: 1

#	RESPONSES	DATE
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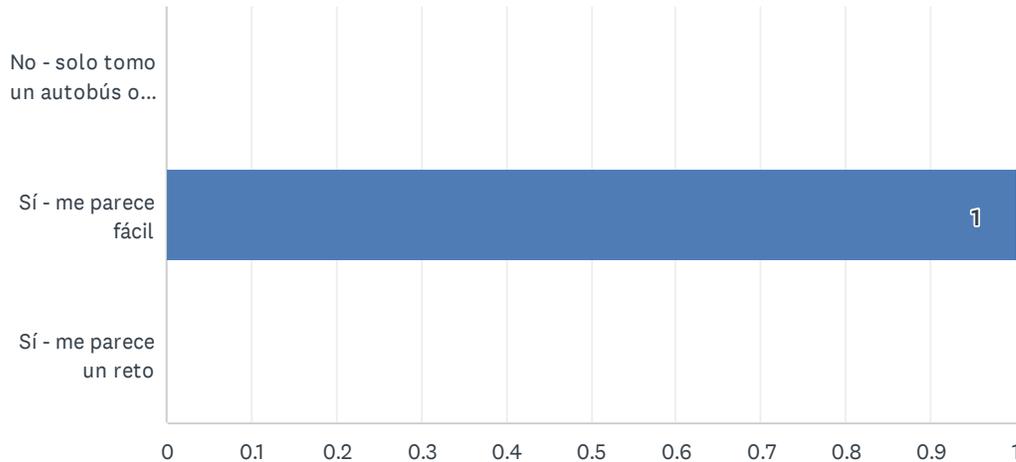
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

There are no responses.

### Q19 ¿Se transborda entre modos de tránsito? De tren a autobús / De autobús a tren / De autobús a autobús / De tren a tren

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
No - solo tomo un autobús o tren	0.00%	0
Sí - me parece fácil	100.00%	1
Sí - me parece un reto	0.00%	0
<b>TOTAL</b>		<b>1</b>

### Q20 ¿Qué hace que el transbordo sea fácil o difícil?(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

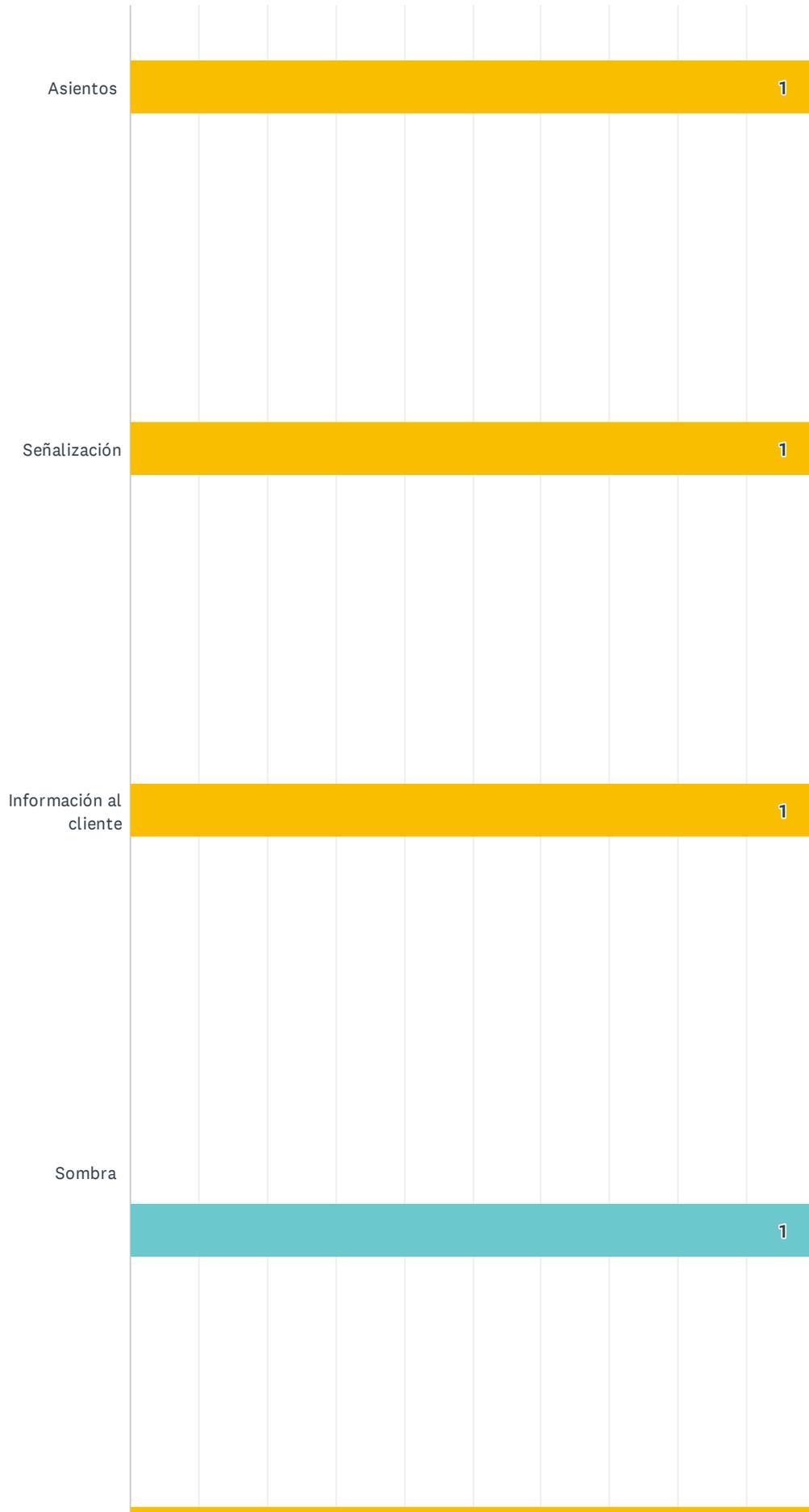
### Q21 Para la estación de tren, ¿cómo caracterizaría los siguientes servicios?

Answered: 1 Skipped: 0



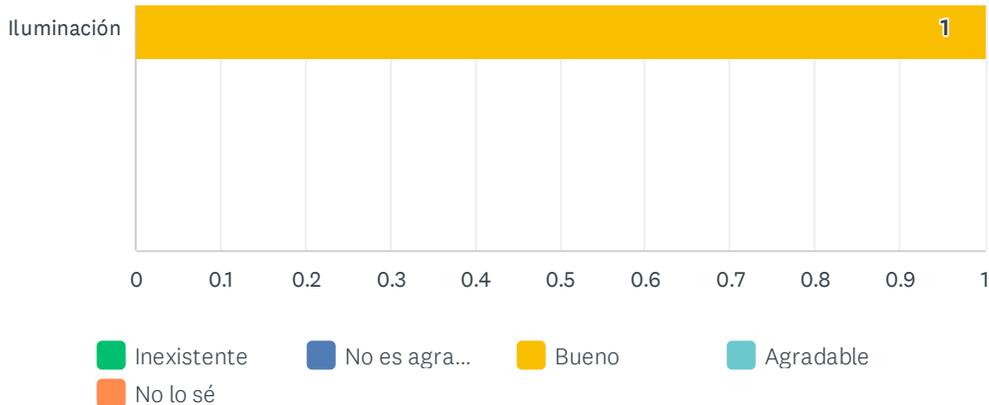
# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

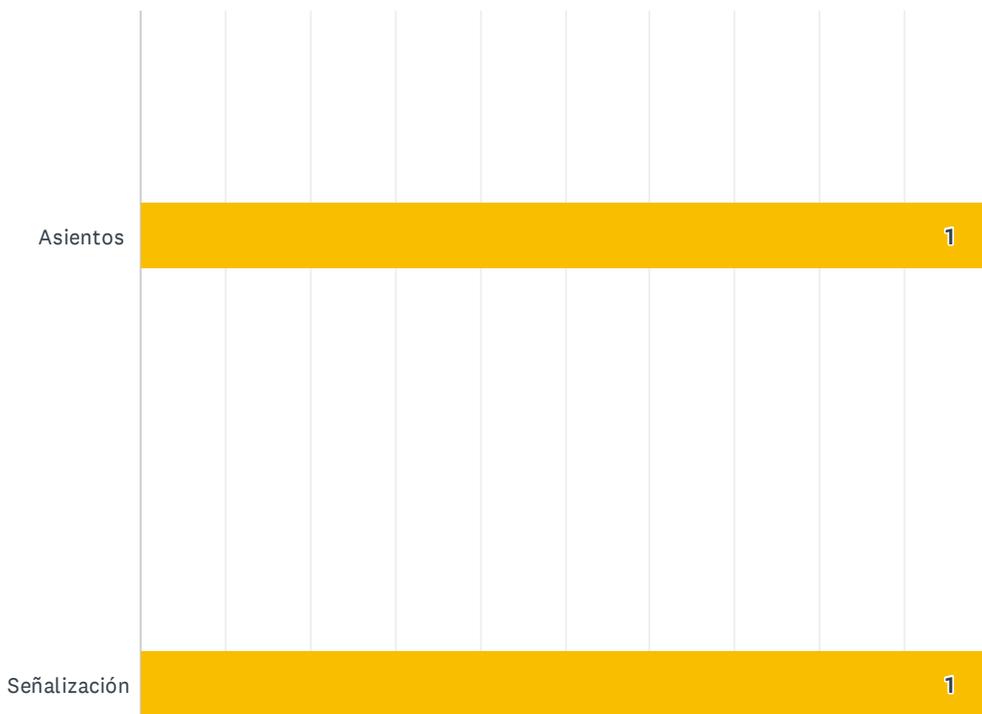
L.A. County Rail Network Integration Study Task 6 Final, November 2023



	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Señalización	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Información al cliente	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Sombra	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
Iluminación	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

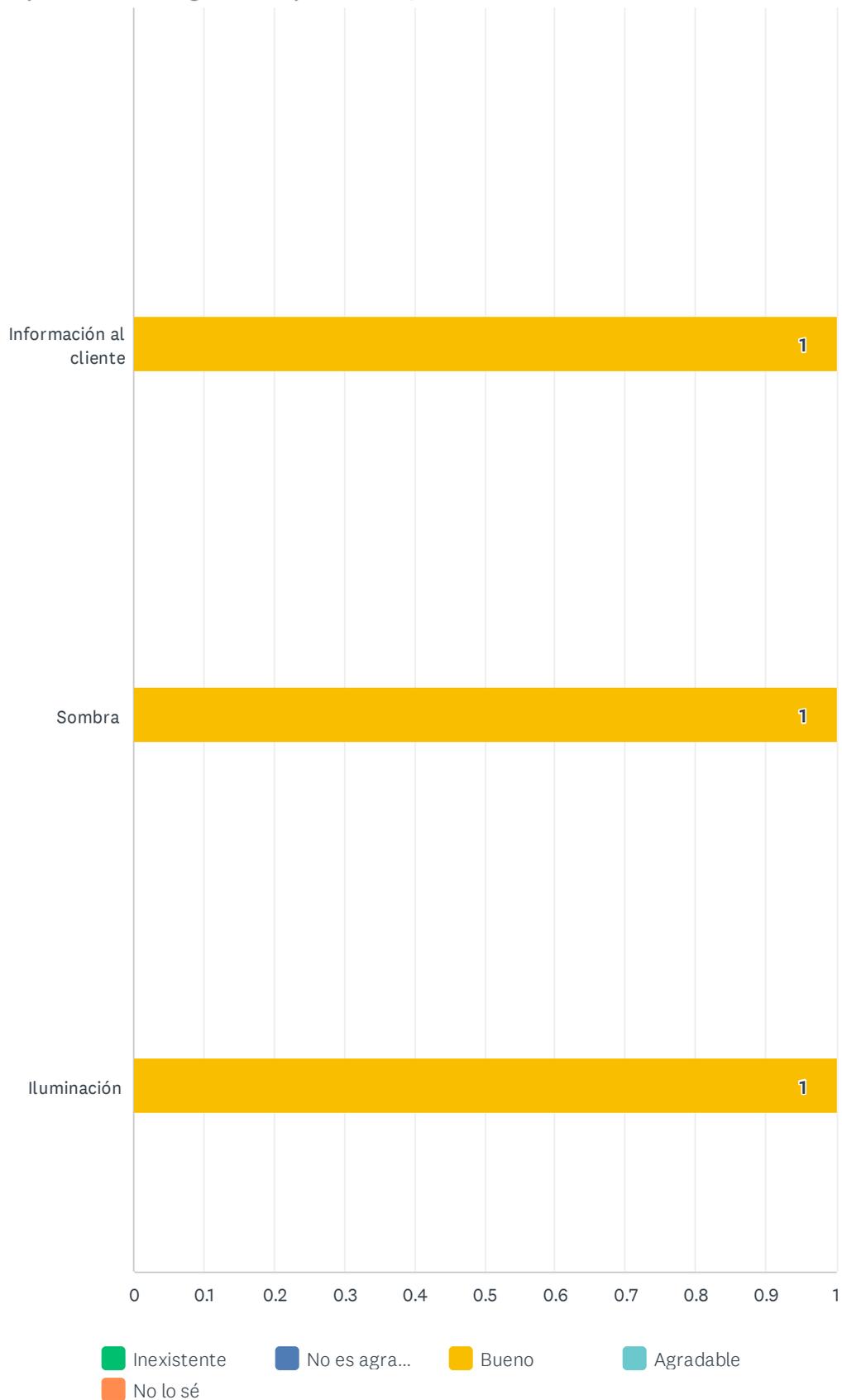
## Q22 Para las paradas de autobús de la estación, ¿cómo caracterizaría los siguientes servicios?

Answered: 1 Skipped: 0



# Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023



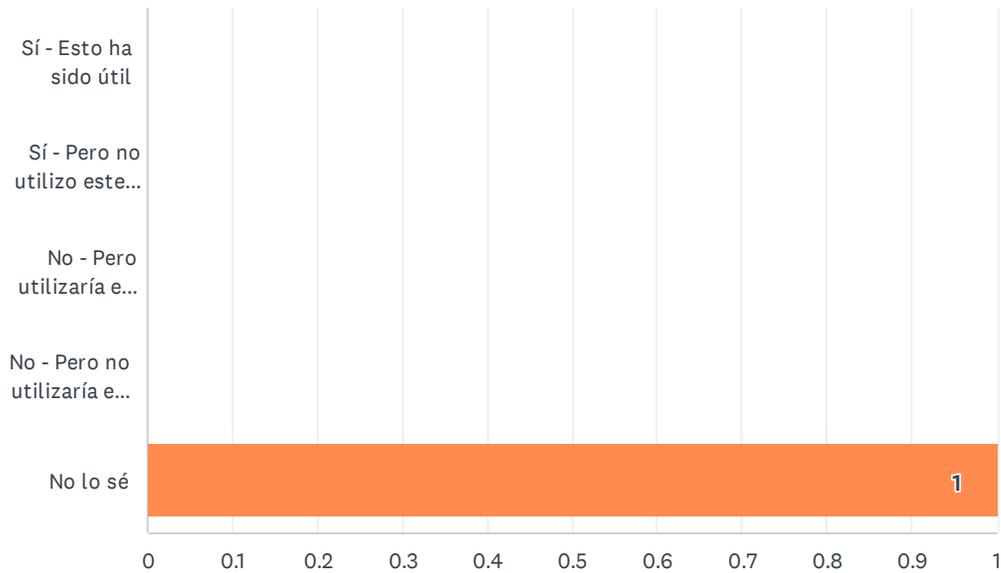
## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Señalización	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Información al cliente	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Sombra	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Iluminación	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

### Q23 ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
Sí - Esto ha sido útil	0.00% 0
Sí - Pero no utilizo este servicio	0.00% 0
No - Pero utilizaría este servicio	0.00% 0
No - Pero no utilizaría este servicio	0.00% 0
No lo sé	100.00% 1
<b>TOTAL</b>	<b>1</b>

### Q24 ¿Hay algo más que le gustaría que supiéramos?

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

**Q25** Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Answered: 0 Skipped: 1

ANSWER CHOICES	RESPONSES
Correo electrónico	0.00% 0
Número de teléfono	0.00% 0

#	CORREO ELECTRÓNICO	DATE
	There are no responses.	
#	NÚMERO DE TELÉFONO	DATE
	There are no responses.	

**Q26** ¿Cuáles son los ingresos totales de su hogar?

Answered: 0 Skipped: 1

 No matching responses.

ANSWER CHOICES	RESPONSES
Menos de \$15,000	0.00% 0
Entre \$15,000 y \$34,999	0.00% 0
Entre \$35,000 y \$59,999	0.00% 0
Entre \$60,000 y \$74,999	0.00% 0
Entre \$75,000 y \$99,999	0.00% 0
Entre \$100,000 y \$150,000	0.00% 0
Más de \$150,000 dólares	0.00% 0
TOTAL	0

**Q27** ¿Cuál es su identidad de género?

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 Final, November 2023

Answered: 0 Skipped: 1

 No matching responses.

ANSWER CHOICES	RESPONSES
Mujer	0.00% 0
Hombre	0.00% 0
Género queer o no binario	0.00% 0
Sin género	0.00% 0
No especificado arriba, por favor especifique	0.00% 0
TOTAL	0

#	NO ESPECIFICADO ARRIBA, POR FAVOR ESPECIFIQUE	DATE
	There are no responses.	

## Q28 ¿Cuál es su edad?

Answered: 0 Skipped: 1

 No matching responses.

ANSWER CHOICES	RESPONSES
Menores de 18 años	0.00% 0
18-24	0.00% 0
25-34	0.00% 0
35-44	0.00% 0
45-54	0.00% 0
55-64	0.00% 0
65+	0.00% 0
TOTAL	0

## Q29 ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

Answered: 0 Skipped: 1

## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

L.A. County Rail Network Integration Study Task 6 *Final*, November 2023

⚠ No matching responses.

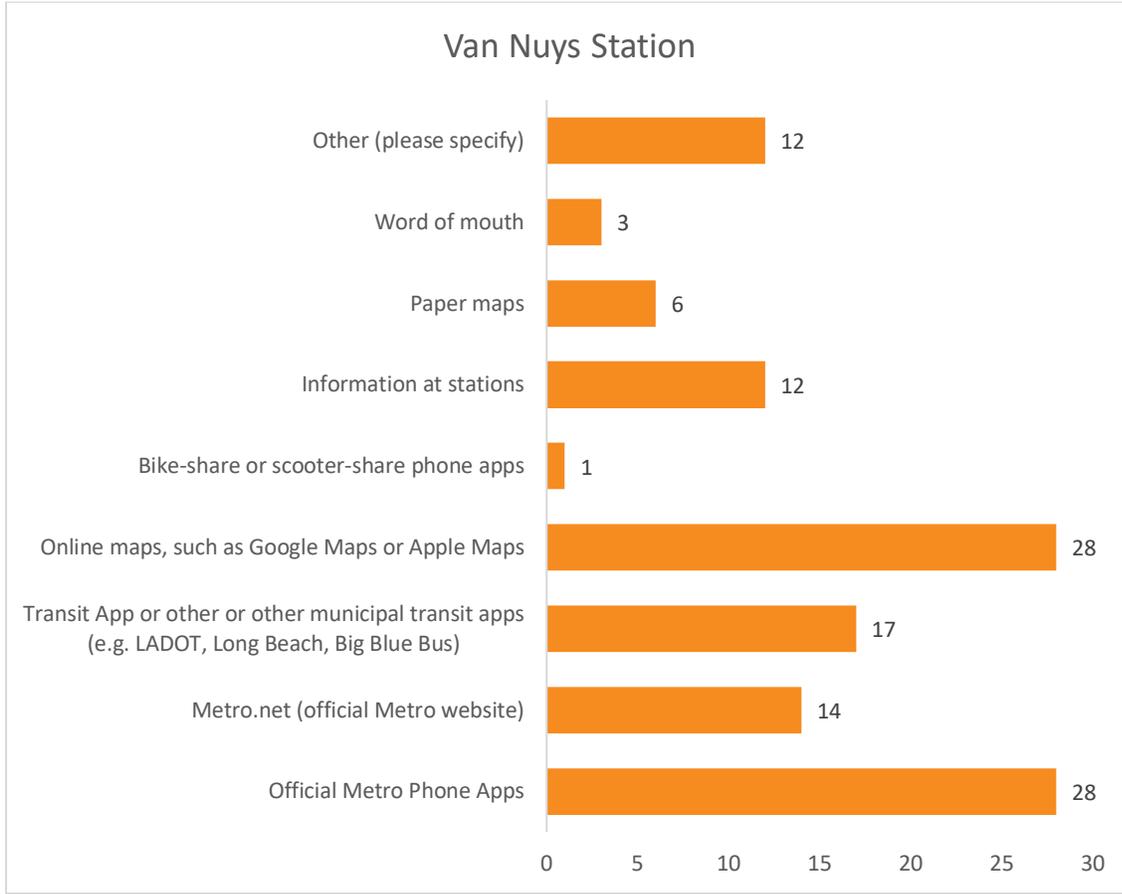
ANSWER CHOICES	RESPONSES	
Hispano/Latino	0.00%	0
Asiático/Asiático Americano	0.00%	0
Negro/Afroamericano	0.00%	0
Nativo Hawaiano/Isleño del Pacífico	0.00%	0
Blanco/Caucásico	0.00%	0
Nativos americanos	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 0		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Intercept Survey Responses By Station – Systemwide Questions

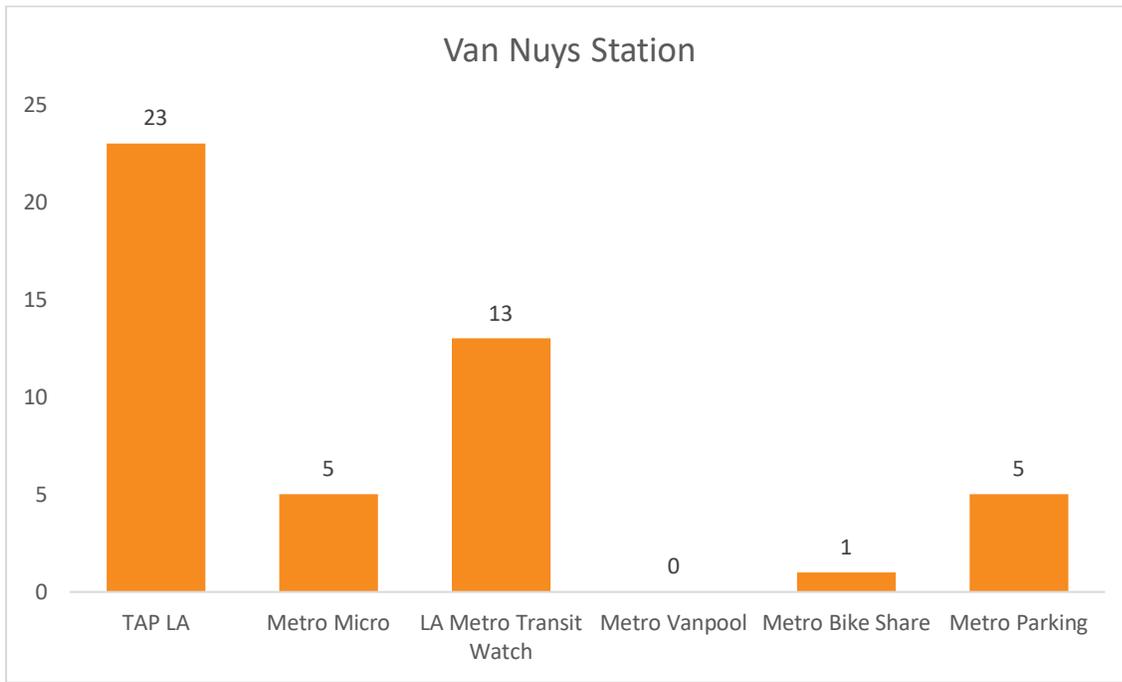
### Trip Planning (Van Nuys)

#### What tools do you use to plan your trips?

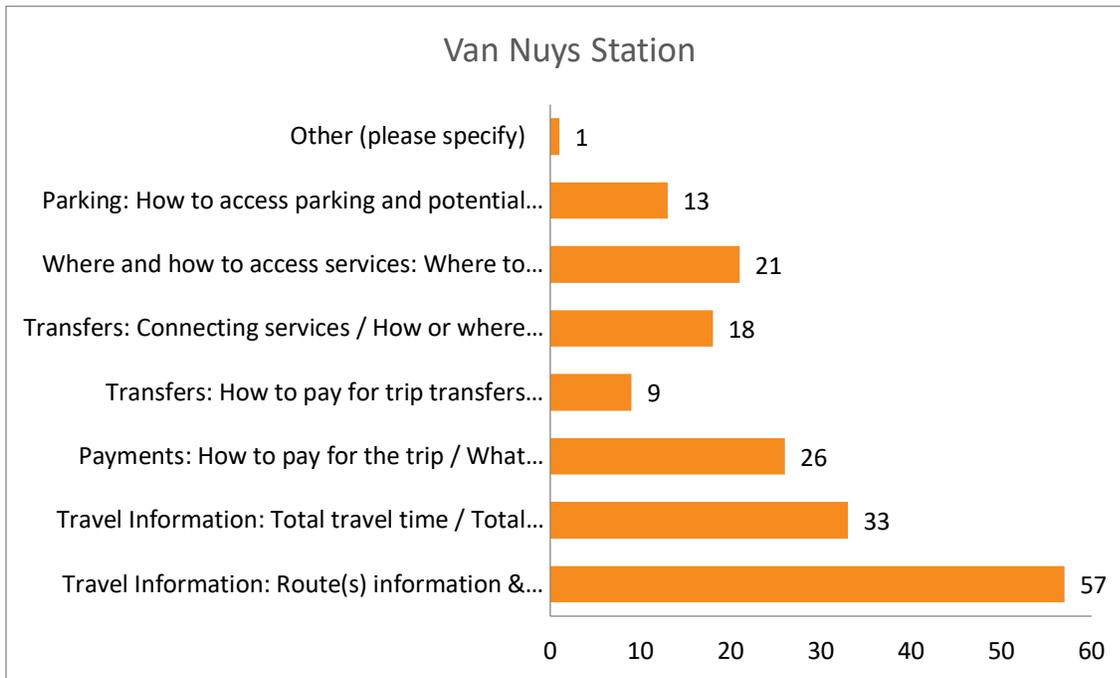


Of the 63 respondents, almost 90% use official metro phone apps or online map apps, 27% use Transit App or another municipal app; and 22% use the Metro website to plan their trip.

**If using a Metro Phone app, which one(s) do you use?**



Of the 40 respondents who used Metro phone apps, over half of the respondents used TAP LA and nearly a third used LA Metro Transit Watch.

**Which of the following information is sought by you when using trip planning tools?**

Of the 65 respondents, over 85% seek information on Route(s) & Timetables, half seek information on Total travel time / Total travel costs, and 40% seek information on how to pay for the trip / What discounts or free rides are available.

**Is there any information that is hard to find when transit planning?**

Of those surveyed, 51 people responded to this question.

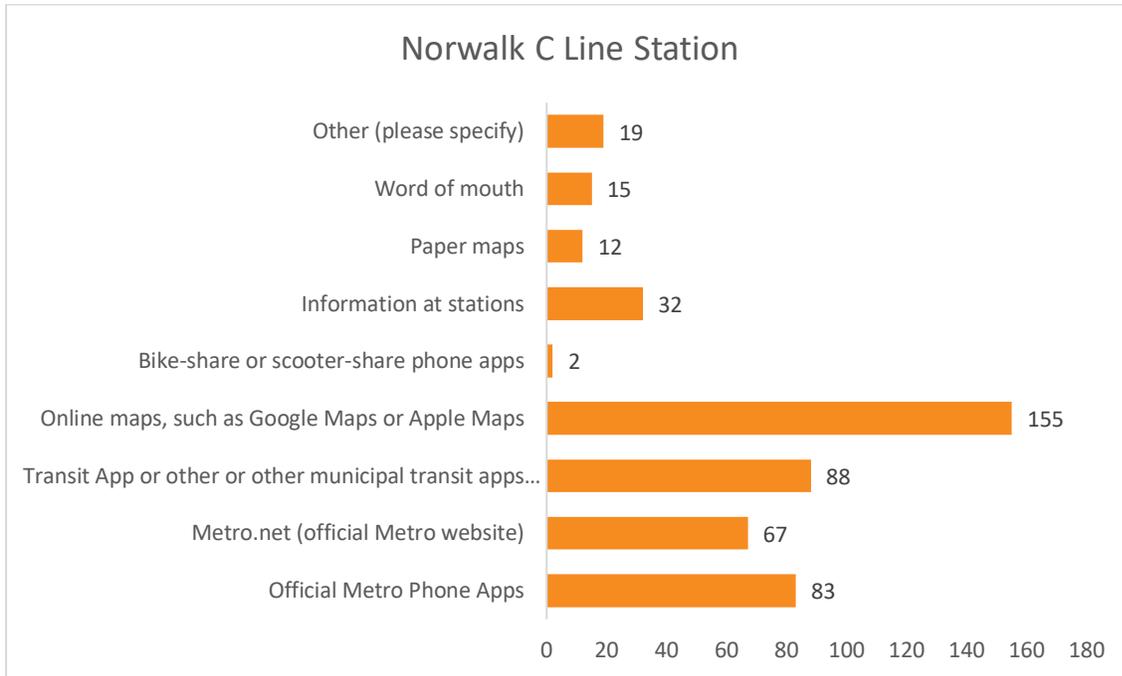
Major themes include:

- Customer Information (17)
  - Delays/schedule changes without warning (4)
  - Real time information (3)
  - Real time signage (2)
  - Trip planning (3)
  - Where to find your next transit vehicle (gate number, etc.) (3)

In addition, responders shared their local knowledge, and recommended that trip planning incorporate the ability to factor in air travel.

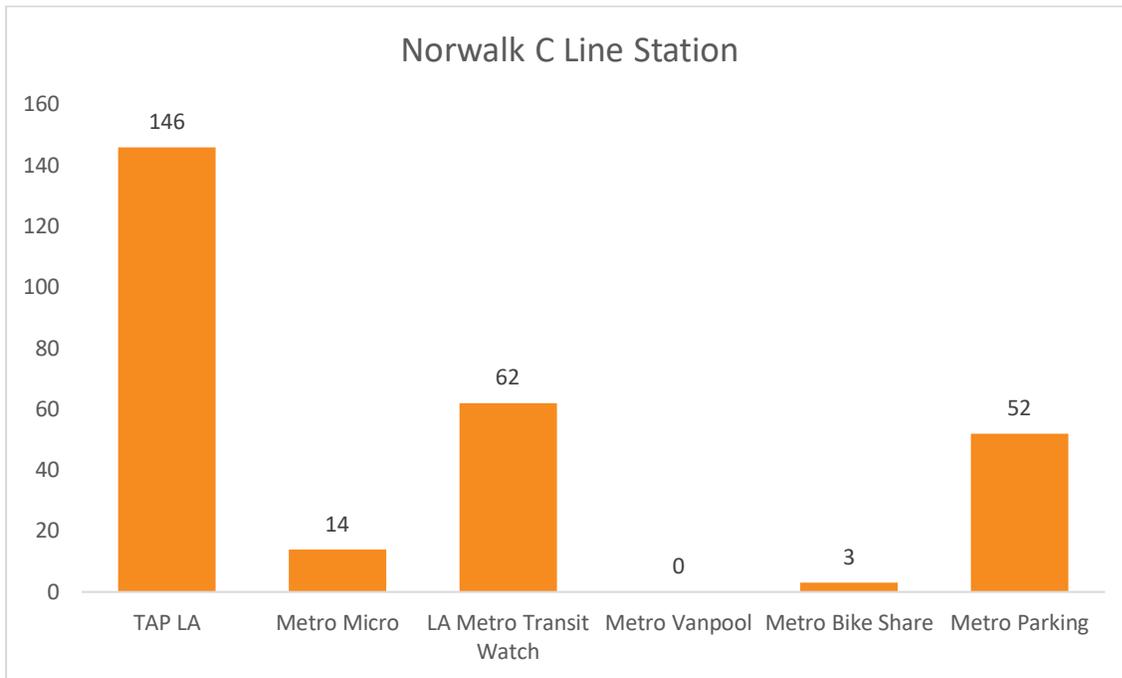
## Trip Planning (Norwalk)

### What tools do you use to plan your trips?

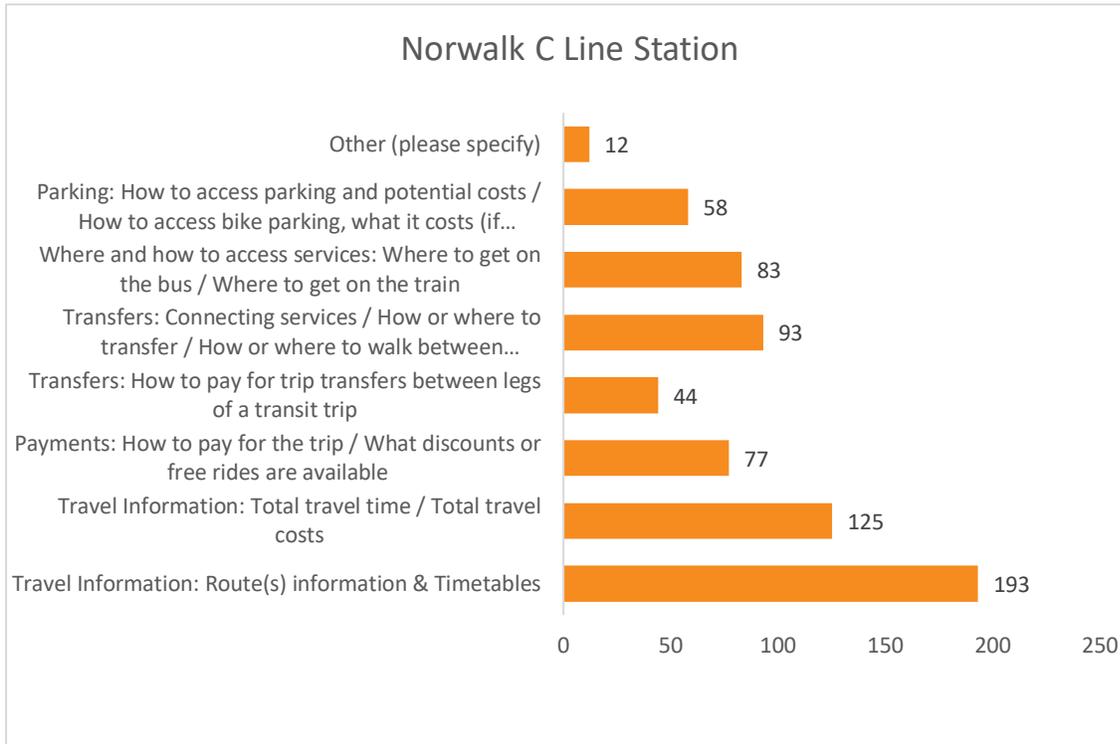


Of the 253 respondents, over half use online map apps, about one third use official Metro phone apps and about one third use Transit App or another municipal app.

**If using a Metro Phone app, which one(s) do you use?**



Of the 212 respondents, over two-thirds use TAP LA, over one quarter use LA Metro Transit Watch, and one quarter use Metro Parking.

**Which of the following information is sought by you when using trip planning tools?**

Of the 250 respondents, three quarters seek Route(s) information & Timetables, while half seek out the Total travel time / Total travel costs when using trip planning tools, and over one third seek out information to help them transfer. Several respondees also noted the variable arrival times of the trains/buses, and suggested improving the delay alerts.

**Is there any information that is hard to find when transit planning?**

Of those surveyed, 174 people responded to this question.

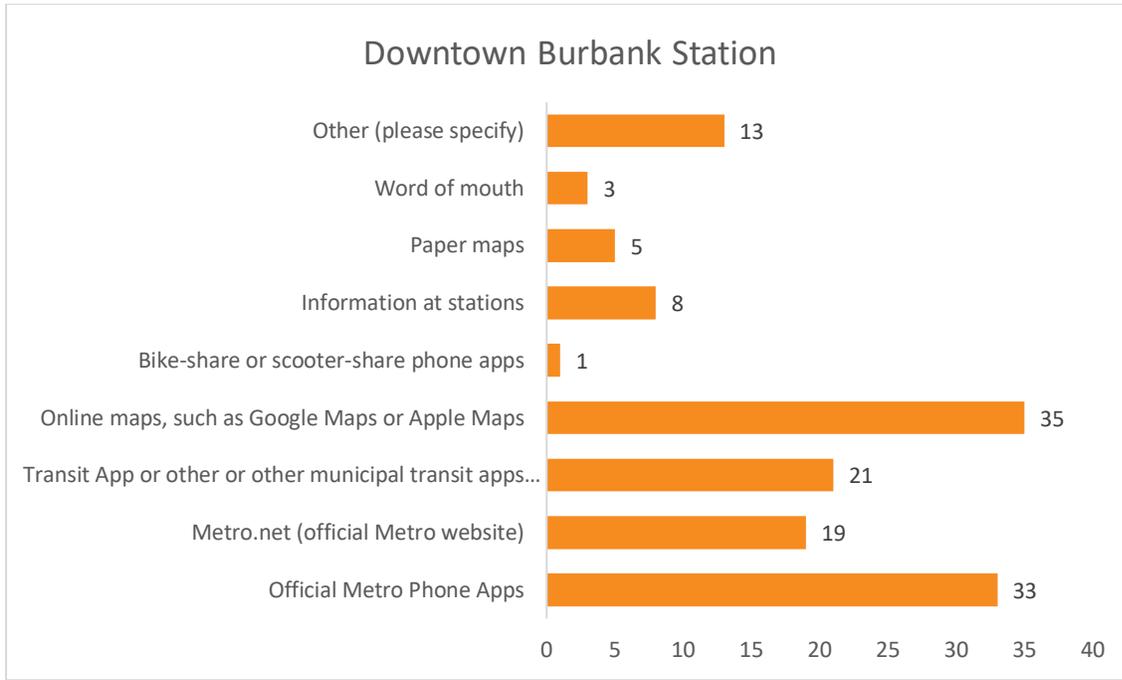
Major themes include

- Customer Information (59)
  - delays/schedule changes without warning (20)
  - real time transit planning (13)
  - schedule coordination across platforms/services (4)
  - bus routes and times (4)

In addition, responders shared their local knowledge and recommended updating the app to include information on where free and paid parking is located, how to pay for parking, the closest public restrooms, real time arrival and destination times, and information on the exact locations for transit stops.

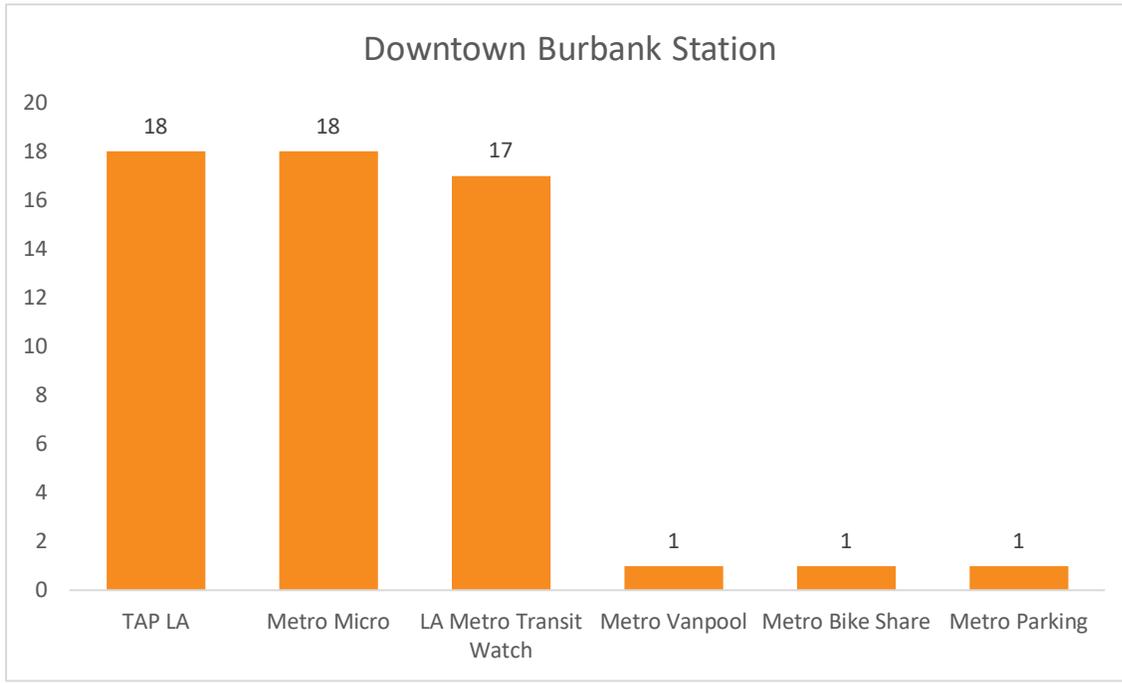
## Trip Planning (Burbank)

### What tools do you use to plan your trips?

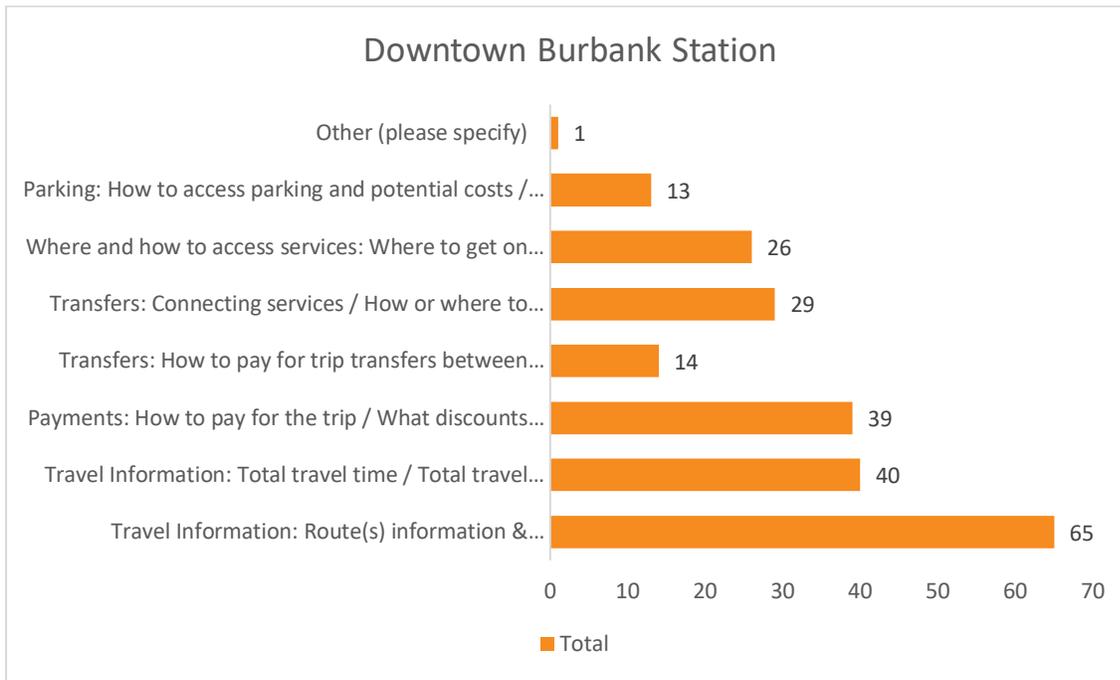


Of the 69 respondents, half utilize online maps, almost half utilize official Metro phone apps and almost one third utilize Transit App or another municipal transit app.

**If using a Metro Phone app, which one(s) do you use?**



Of the 43 respondents, approximately 40% use TAP LA, Metro Micro and LA Metro Transit Watch respectively. Only 2% use Metro Vanpool, Metro Bike Share and Metro Parking respectively.

**Which of the following information is sought by you when using trip planning tools?**

Of the 69 respondents, 94% seek out route information and timetables, while over half seek out total travel time/total travel costs, and over half seek out trip payment information. Additionally, 42% seek out transfer information.

**Is there any information that is hard to find when transit planning?**

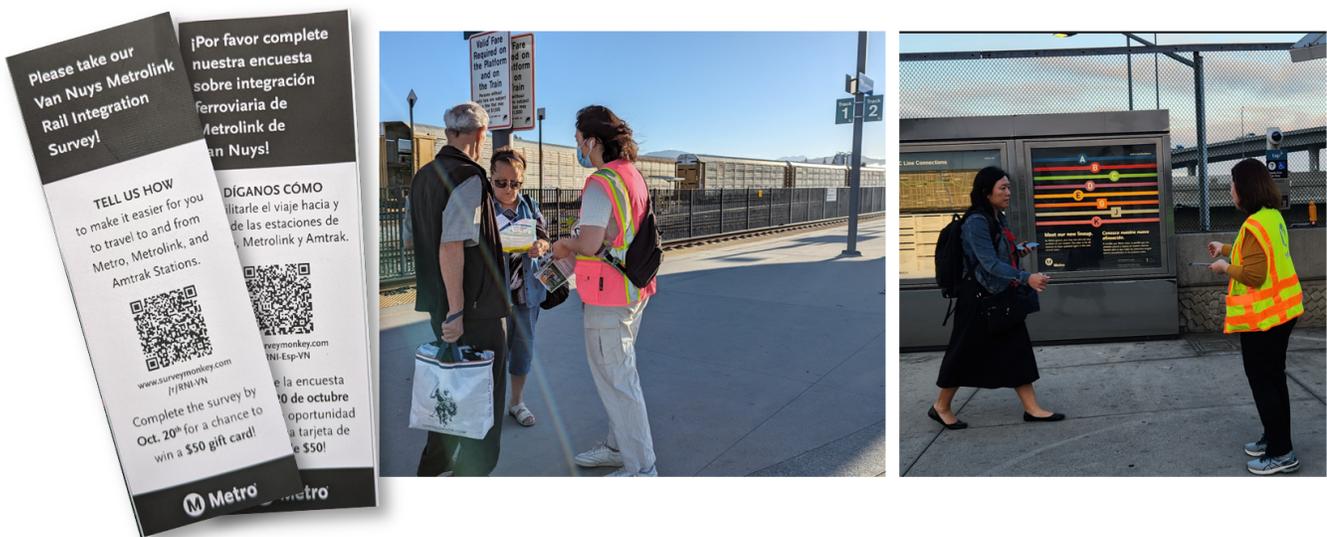
Of those surveyed, 50 people responded to this question.

Major themes include:

- Customer Information (24)
  - Delays and cancellations (7)
  - Trip planning with real time information needed (6)
  - App features need updating (4)
  - Desire to compare different modes (3)

In addition, respondees shared their local knowledge and recommended incorporating all of the different modal options on the app (to plan trips using Metrolink, bus, etc. in one place) for trip planning, and to ensure planned and surprise delays/cancellations are easily accessed on the app. Another suggestion was to add the ability to track train status on the app in real time, and to give more information on the location (platform, number, etc.) that a person would need to board the next leg of their travel.

## Appendix G - Intercept Surveys



Approximately 2,900 survey "bookmarks" were distributed on October 10th and 11th, 2023, at Van Nuys, Downtown Burbank and Norwalk C Line Stations.



## 2. Why are you travelling?

- Work
- School
- Recreation
- Medical
- Other (please specify)

## 3. Generally, where are you travelling to and from?

Start Zip Code or neighborhood:

Destination Zip Code or neighborhood:



## Metro's Rail Integration Study - Station User Survey: Van Nuys Station User Survey

### TRIP PLANNING

L.A. County Rail Network Integration Study Task 6 Final, November 2023

\* 1. What tools do you use to plan your trips?

(Select all that apply)

- Official Metro Phone Apps
- Metro.net (official Metro website)
- Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)
- Online maps, such as Google Maps or Apple Maps
- Other (please specify)
- Bike-share or scooter-share phone apps
- Information at stations
- Paper maps
- Word of mouth

2. If using a Metro Phone app, which one(s) do you use?

- TAP LA
- Metro Micro
- LA Metro Transit Watch
- Metro Vanpool
- Metro Bike Share
- Metro Parking

3. Which of the following information is sought by you when using trip planning tools?

(Select all that apply)

- Travel Information: Route(s) information & Timetables
- Travel Information: Total travel time / Total travel costs
- Payments: How to pay for the trip / What discounts or free rides are available
- Transfers: How to pay for trip transfers between legs of a transit trip
- Other (please specify)
- Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services
- Where and how to access services: Where to get on the bus / Where to get on the train
- Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations

4. Is there any information that is hard to find when transit planning?

## GETTING TO AND FROM TRANSIT

5. From here I am going to....

(Select all that apply)

Take a Bus

Bike

Metrolink Rail

Skateboard/Scoot

Amtrak Rail

Walk

Drive alone

Wheelchair

Dropped off / Picked up in a car

Paratransit Services

Carpool/Vanpool

Shared Ride Service (e.g. Uber, Lyft, Taxi)  
or Carshare Service

Other (please specify)

L.A. County Rail Network Integration Study Task 6 Final, November 2023

6. I got to this station by....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Bus                              | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metrolink Rail                   | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Amtrak Rail                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

7. If arriving or departing in a vehicle at this station...

(Select all the apply)

- I park in the lot - there are usually spaces available
- I park in the lot - it can be challenging to find a space
- I park on nearby streets - there are usually spaces available
- I park on nearby streets - it can be challenging to find a space
- I get dropped off / picked up
- Not applicable

L.A. County Rail Network Integration Study Task 6 Final, November 2023

8. If arriving or departing on a bike at this station...

(Select all the apply)

- I park my bike in a secure locker - there are usually spaces available
- I park my bike in a secure locker - I have a reserved locker
- I park my bike in a secure locker - it can be challenging to find a space
- I park my bike at a bike rack - there is usually space available
- I park my bike at a bike rack - it can be challenging to find a space
- I bring my bike with me on rail or bus
- Not applicable

9. Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

10. How easy or challenging is it to get to the station?

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging

11. What makes getting to or from the station easy or challenging?

## TAKING TRANSIT

L.A. County Rail Network Integration Study Task 6 Final, November 2023

12. Please select any challenges you might face during your trip  
(Select all that apply)

- Route disruptions, detours, construction, or slowdowns
- Traffic from typical conditions
- Not knowing where my bus or train is along its route
- Announcements are not understandable
- Not enough information
- Other (please specify)
- I don't face any challenges during my trip
- Uncomfortable
- Trip time is unpredictable
- Transferring between transit services
- Reloading TAP card or paying for fare

13. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

14. Were these route disruptions, detours, construction, or slowdowns communicated?

- Live text announcements at the stop or station
- Live audio announcements at the stop or station
- Signs
- Links or QR codes linking to more information
- Other (please specify)
- Changes were not communicated
- Announcements in applications
- Announcements while travelling on bus or rail

15. Is there anything else you'd like us to know about challenges you face during your trip?

16. Do you transfer between transit modes?  
Rail to bus / Bus to rail / Bus to bus / Rail to rail

- No - I only take one bus or train
- Yes - I find it to be easy
- Yes - I find it to be challenging

17. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

## STATION AMENITIES

18. For the **rail station**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

19. For the **bus stops** at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

20. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes** - This has been helpful
- Yes** - But I don't use this service
- No** - But I would use this service
- No** - But I would not use this service
- I don't know**



2. What is your total household income?

- Under \$15,000
- Between \$15,000 and \$34,999
- Between \$35,000 and \$59,999
- Between \$60,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

3. What is your gender identity?

- Female
- Male
- Genderqueer or non-binary
- Agender
- Not specified above, please specify

4. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. What is your race or ethnic identification?

(Select all that apply)

- Hispanic/Latino
- Black/African American
- White/Caucasian
- Other (please specify)
- Asian/Asian American
- Native Hawaiian/Pacific Islander
- Native American

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**x7** русский (*Russian*)

**x8** Հայերեն (*Armenian*)



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

### Introducción

Metro está explorando oportunidades para integrar servicios entre la red de transporte público de Metro y el sistema ferroviario de viajeros estatal (Metrolink/Amtrak).

Díganos cómo podemos facilitarle las transferencias en las estaciones de Metrolink/Amtrak y los viajes a sus destinos.

Esta encuesta tarda entre 5 y 10 minutos en completarse. La fecha límite para completar la encuesta es **el viernes 20 de octubre**.

Al final de la encuesta - ¡participe para ganar una tarjeta de regalo de 50 dólares!

1. Estoy en esta estación porque...

- Aquí es donde empiezo mi viaje de transporte público
- Aquí es donde termino mi viaje de transporte público
- Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)
- Otros (especifique)



\* 1. ¿Qué herramientas utiliza para planear sus viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                                          |                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aplicaciones móviles oficiales de Metro                                                                         | <input type="checkbox"/> Aplicaciones móviles para compartir bicicletas o scooters |
| <input type="checkbox"/> Metro.net (sitio web oficial de Metro)                                                                          | <input type="checkbox"/> Información en las estaciones                             |
| <input type="checkbox"/> Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Mapas de papel                                            |
| <input type="checkbox"/> Mapas en línea, como Google Maps o Apple Maps                                                                   | <input type="checkbox"/> De boca en boca                                           |
| <input type="checkbox"/> Otros (especifique)                                                                                             |                                                                                    |

2. Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?

(Seleccione todo lo que corresponda)

- Información de viaje: Información sobre la(s) ruta(s) y horarios
- Información de viaje: Tiempo total de viaje / costos totales de viaje
- Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles
- Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público
- Otros (especifique)
- Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión
- Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren
- Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones

4. ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

## IR Y VOLVER DEL TRANSPORTE PÚBLICO

5. Desde aquí voy a... (Seleccione todo lo que corresponda)

- |                                                |                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús      | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Bicicleta             | <input type="checkbox"/> Dejar / Recoger en un auto                                                                 |
| <input type="checkbox"/> Ferrocarril Metrolink | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Patinar/Scooter       | <input type="checkbox"/> Vehículo compartido                                                                        |
| <input type="checkbox"/> Ferrocarril Amtrak    | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Caminar               | <input type="checkbox"/> El Metro Micro                                                                             |
| <input type="checkbox"/> Conducir solo         |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)   |                                                                                                                     |

6. Llegué a esta estación por...  
(Seleccione todo lo que corresponda)

- |                                                     |                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús           | <input type="checkbox"/> Bicicleta                                                                                  |
| <input type="checkbox"/> Ferrocarril Metrolink      | <input type="checkbox"/> Patinar/Scooter                                                                            |
| <input type="checkbox"/> Ferrocarril Amtrak         | <input type="checkbox"/> Caminar                                                                                    |
| <input type="checkbox"/> Conducir solo              | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Dejar / Recoger en un auto | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Vehículo compartido        | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Otros (especifique)        |                                                                                                                     |

7. Si llega o sale en un vehículo de esta estación...

(Seleccione todas las opciones aplicables)

- Me estaciono en el estacionamiento, generalmente hay espacios disponibles
- Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio
- Me estaciono en calles cercanas, generalmente hay espacios disponibles
- Me estaciono en calles cercanas, puede ser difícil encontrar un espacio
- Me dejan / me recogen
- No se aplica

8. Si llega o sale en bicicleta de esta estación...

(Seleccione todas las opciones aplicables)

- Dejo mi bicicleta en un casillero seguro- suele haber espacios disponibles
- Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado
- Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio
- Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible
- Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio
- Llevo mi bicicleta conmigo en tren o autobús
- No se aplica

9. ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

10. ¿Qué tan fácil o difícil es llegar a la estación?

- Muy fácil
- Algo fácil
- Algo difícil
- Muy difícil

11. ¿Qué hace que ir o volver de la estación sea fácil o difícil?

## TOMAR EL TRANSPORTE PÚBLICO

12. Por favor, seleccione los retos a los que podría enfrentarse durante su viaje  
(Seleccione todo lo que corresponda)

- |                                                                                                   |                                                                               |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Interrupciones de la ruta, desvíos, obras o ralentizaciones              | <input type="checkbox"/> Transferencias entre servicios de transporte público |
| <input type="checkbox"/> Tráfico en condiciones típicas                                           | <input type="checkbox"/> Los anuncios no son comprensibles                    |
| <input type="checkbox"/> Incómodo                                                                 | <input type="checkbox"/> Recargar la tarjeta TAP o pagar el boleto            |
| <input type="checkbox"/> La duración del viaje es imprevisible                                    | <input type="checkbox"/> No hay suficiente información                        |
| <input type="checkbox"/> No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido |                                                                               |
| <input type="checkbox"/> Otros (especifique)                                                      |                                                                               |

- No me enfrento a ningún reto durante mi viaje

13. ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

- Sí
- No

14. ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

- Anuncios de texto en vivo en la parada o estación
- Enlaces o códigos QR que enlazan con más información
- Anuncios en las aplicaciones
- Anuncios mientras viaja en autobús o tren
- Anuncios de audio en vivo en la parada o estación
- Señales
- Otros (especifique)

- No se comunicaron los cambios

15. ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

16. ¿Se transborda entre modos de tránsito?

De tren a autobús /De autobús a tren /De autobús a autobús /De tren a tren

- No - solo tomo un autobús o tren
- Sí - me parece fácil
- Sí - me parece un reto

17. ¿Qué hace que el transbordo sea fácil o difícil?  
(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

## SERVICIOS DE LA ESTACIÓN

18. Para la **estación de tren**, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

19. Para las **paradas de autobús** de la estación, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

20. ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

- Sí** - Esto ha sido útil
- Sí** - Pero no utilizo este servicio
- No** - Pero utilizaría este servicio
- No** - Pero no utilizaría este servicio
- No lo sé**

21. ¿Hay algo más que le gustaría que supiéramos?



**Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys**

**¡Gracias!**

Gracias por participar en la encuesta de usuarios de estaciones del estudio de integración de la red ferroviaria de Metro.

A continuación encontrará algunas preguntas opcionales.

1. Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Correo electrónico

Número de teléfono

2. ¿Cuáles son los ingresos totales de su hogar?

- Menos de \$15,000
- Entre \$15,000 y \$34,999
- Entre \$35,000 y \$59,999
- Entre \$60,000 y \$74,999
- Entre \$75,000 y \$99,999
- Entre \$100,000 y \$150,000
- Más de \$150,000 dólares

3. ¿Cuál es su identidad de género?

- Mujer
- Hombre
- Género queer o no binario
- Sin género
- No especificado arriba, por favor especifique

4. ¿Cuál es su edad?

- |                                          |                             |
|------------------------------------------|-----------------------------|
| <input type="radio"/> Menores de 18 años | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24              | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34              | <input type="radio"/> 65+   |
| <input type="radio"/> 35-44              |                             |

5. ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

- |                                                      |                                                              |
|------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Hispano/Latino              | <input type="checkbox"/> Nativo Hawaiano/Isleño del Pacífico |
| <input type="checkbox"/> Asiático/Asiático Americano | <input type="checkbox"/> Blanco/Caucásico                    |
| <input type="checkbox"/> Negro/Afroamericano         | <input type="checkbox"/> Nativos americanos                  |
| <input type="checkbox"/> Otros (especifique)         |                                                              |

Correo electrónico del equipo del proyecto: [RNIS@metro.net](mailto:RNIS@metro.net)

Sitio web del proyecto: [Estudio de integración de la red ferroviaria del condado de Los Angeles - LA Metro](#)



**323.466.3876**

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x8 *Հայերէն (Armenian)*





\* 1. What tools do you use to plan your trips?

(Select all that apply)

- Official Metro Phone Apps
- Metro.net (official Metro website)
- Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)
- Online maps, such as Google Maps or Apple Maps
- Other (please specify)
- Bike-share or scooter-share phone apps
- Information at stations
- Paper maps
- Word of mouth

2. If using a Metro Phone app, which one(s) do you use?

- TAP LA
- Metro Micro
- LA Metro Transit Watch
- Metro Vanpool
- Metro Bike Share
- Metro Parking

3. Which of the following information is sought by you when using trip planning tools?

(Select all that apply)

- Travel Information: Route(s) information & Timetables
- Travel Information: Total travel time / Total travel costs
- Payments: How to pay for the trip / What discounts or free rides are available
- Transfers: How to pay for trip transfers between legs of a transit trip
- Other (please specify)
- Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services
- Where and how to access services: Where to get on the bus / Where to get on the train
- Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations

4. Is there any information that is hard to find when transit planning?

## GETTING TO AND FROM TRANSIT

5. From here I am going to....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Take a Bus                       | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metrolink Rail                   | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Amtrak Rail                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Metro Micro                      |                                                                                             |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

6. I got to this station by....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Bus                              | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metrolink Rail                   | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Amtrak Rail                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Metro Micro                      |                                                                                             |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

7. If arriving or departing in a vehicle at this station...

(Select all the apply)

- I park in the lot - there are usually spaces available
- I park in the lot - it can be challenging to find a space
- I park on nearby streets - there are usually spaces available
- I park on nearby streets - it can be challenging to find a space
- I get dropped off / picked up
- Not applicable

8. If arriving or departing on a bike at this station...

(Select all the apply)

- I park my bike in a secure locker - there are usually spaces available
- I park my bike in a secure locker - I have a reserved locker
- I park my bike in a secure locker - it can be challenging to find a space
- I park my bike at a bike rack - there is usually space available
- I park my bike at a bike rack - it can be challenging to find a space
- I bring my bike with me on rail or bus
- Not applicable

9. Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

10. How easy or challenging is it to get to the station?

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging

11. What makes getting to or from the station easy or challenging?

## TAKING TRANSIT

12. Please select any challenges you might face during your trip  
(Select all that apply)

- Route disruptions, detours, construction, or slowdowns
- Traffic from typical conditions
- Not knowing where my bus or train is along its route
- Announcements are not understandable
- Not enough information
- Other (please specify)
- I don't face any challenges during my trip
- Uncomfortable
- Trip time is unpredictable
- Transferring between transit services
- Reloading TAP card or paying for fare

13. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

14. Were these route disruptions, detours, construction, or slowdowns communicated?

- Live text announcements at the stop or station
- Live audio announcements at the stop or station
- Signs
- Links or QR codes linking to more information
- Other (please specify)
- Changes were not communicated
- Announcements in applications
- Announcements while travelling on bus or rail

15. Is there anything else you'd like us to know about challenges you face during your trip?

16. Do you transfer between transit modes?  
Rail to bus / Bus to rail / Bus to bus / Rail to rail

- No - I only take one bus or train
- Yes - I find it to be easy
- Yes - I find it to be challenging

17. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

## STATION AMENITIES

18. For the **rail station**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

19. For the **bus stops** at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

20. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes** - This has been helpful
- Yes** - But I don't use this service
- No** - But I would use this service
- No** - But I would not use this service
- I don't know**



2. What is your total household income?

- Under \$15,000
- Between \$15,000 and \$34,999
- Between \$35,000 and \$59,999
- Between \$60,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

3. What is your gender identity?

- Female
- Male
- Genderqueer or non-binary
- Agender
- Not specified above, please specify

4. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. What is your race or ethnic identification?  
(Select all that apply)

- Hispanic/Latino
- Black/African American
- White/Caucasian
- Other (please specify)
- Asian/Asian American
- Native Hawaiian/Pacific Islander
- Native American

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## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

### Introducción

Metro está explorando oportunidades para integrar servicios entre la red de transporte público de Metro y el sistema ferroviario de viajeros estatal (Metrolink/Amtrak).

Díganos cómo podemos facilitarle las transferencias en las estaciones de Metrolink/Amtrak y los viajes a sus destinos.

Esta encuesta tarda entre 5 y 10 minutos en completarse. La fecha límite para completar la encuesta es **el viernes 20 de octubre**.

Al final de la encuesta - ¡participe para ganar una tarjeta de regalo de 50 dólares!

1. Estoy en esta estación porque...

- Aquí es donde empiezo mi viaje de transporte público
- Aquí es donde termino mi viaje de transporte público
- Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)
- Otros (especifique)

## 2. ¿Por qué viaja?

- Trabajo
- Escuela
- Recreación
- Médico
- Otros (especifique)

## 3. En general, ¿hacia dónde y desde dónde viaja?

Código postal de inicio o vecindario:

Código postal de destino o vecindario:



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

Encuesta a los usuarios de la estación

# PLANIFICACIÓN DE VIAJES

\* 1. ¿Qué herramientas utiliza para planear sus viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                                          |                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aplicaciones móviles oficiales de Metro                                                                         | <input type="checkbox"/> Aplicaciones móviles para compartir bicicletas o scooters |
| <input type="checkbox"/> Metro.net (sitio web oficial de Metro)                                                                          | <input type="checkbox"/> Información en las estaciones                             |
| <input type="checkbox"/> Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Mapas de papel                                            |
| <input type="checkbox"/> Mapas en línea, como Google Maps o Apple Maps                                                                   | <input type="checkbox"/> De boca en boca                                           |
| <input type="checkbox"/> Otros (especifique)                                                                                             |                                                                                    |

2. Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?

(Seleccione todo lo que corresponda)

- Información de viaje: Información sobre la(s) ruta(s) y horarios
- Información de viaje: Tiempo total de viaje / costos totales de viaje
- Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles
- Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público
- Otros (especifique)
- Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión
- Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren
- Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones

4. ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

## IR Y VOLVER DEL TRANSPORTE PÚBLICO

5. Desde aquí voy a....

(Seleccione todo lo que corresponda)

- |                                                |                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús      | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Bicicleta             | <input type="checkbox"/> Dejar / Recoger en un auto                                                                 |
| <input type="checkbox"/> Ferrocarril Metrolink | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Patinar/Scooter       | <input type="checkbox"/> Vehículo compartido                                                                        |
| <input type="checkbox"/> Ferrocarril Amtrak    | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Caminar               | <input type="checkbox"/> El Metro Micro                                                                             |
| <input type="checkbox"/> Conducir solo         |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)   |                                                                                                                     |

6. Llegué a esta estación por...

(Seleccione todo lo que corresponda)

- |                                                     |                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús           | <input type="checkbox"/> Bicicleta                                                                                  |
| <input type="checkbox"/> Ferrocarril Metrolink      | <input type="checkbox"/> Patinar/Scooter                                                                            |
| <input type="checkbox"/> Ferrocarril Amtrak         | <input type="checkbox"/> Caminar                                                                                    |
| <input type="checkbox"/> Conducir solo              | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Dejar / Recoger en un auto | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Vehículo compartido        | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> El Metro Micro             |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)        |                                                                                                                     |

7. Si llega o sale en un vehículo de esta estación...

(Seleccione todas las opciones aplicables)

- Me estaciono en el estacionamiento, generalmente hay espacios disponibles
- Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio
- Me estaciono en calles cercanas, generalmente hay espacios disponibles
- Me estaciono en calles cercanas, puede ser difícil encontrar un espacio
- Me dejan / me recogen
- No se aplica

8. Si llega o sale en bicicleta de esta estación...

(Seleccione todas las opciones aplicables)

- Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles
- Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado
- Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio
- Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible
- Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio
- Llevo mi bicicleta conmigo en tren o autobús
- No se aplica

9. ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

10. ¿Qué tan fácil o difícil es llegar a la estación?

- Muy fácil
- Algo fácil
- Algo difícil
- Muy difícil

11. ¿Qué hace que ir o volver de la estación sea fácil o difícil?

## TOMAR EL TRANSPORTE PÚBLICO

12. Por favor, seleccione los retos a los que podría enfrentarse durante su viaje  
(Seleccione todo lo que corresponda)

- Interrupciones de la ruta, desvíos, obras o ralentizaciones
- Tráfico en condiciones típicas
- Incómodo
- La duración del viaje es imprevisible
- No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido
- Otros (especifique)
- Transferencias entre servicios de transporte público
- Los anuncios no son comprensibles
- Recargar la tarjeta TAP o pagar el boleto
- No hay suficiente información

- No me enfrento a ningún reto durante mi viaje

13. ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

- Sí
- No

14. ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

- Anuncios de texto en vivo en la parada o estación
- Enlaces o códigos QR que enlazan con más información
- Anuncios en las aplicaciones
- Anuncios mientras viaja en autobús o tren
- Anuncios de audio en vivo en la parada o estación
- Señales
- Otros (especifique)
- No se comunicaron los cambios

15. ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

16. ¿Se transborda entre modos de tránsito?

De tren a autobús /De autobús a tren /De autobús a autobús /De tren a tren

- No - solo tomo un autobús o tren
- Sí - me parece fácil
- Sí - me parece un reto

17. ¿Qué hace que el transbordo sea fácil o difícil?  
(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

## SERVICIOS DE LA ESTACIÓN

18. Para la **estación de tren**, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

19. Para las **paradas de autobús** de la estación, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?



Gracias por participar en la encuesta de usuarios de estaciones del estudio de integración de la red ferroviaria de Metro.

A continuación encontrará algunas preguntas opcionales.

1. Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Correo electrónico

Número de teléfono

2. ¿Cuáles son los ingresos totales de su hogar?

- Menos de \$15,000
- Entre \$15,000 y \$34,999
- Entre \$35,000 y \$59,999
- Entre \$60,000 y \$74,999
- Entre \$75,000 y \$99,999
- Entre \$100,000 y \$150,000
- Más de \$150,000 dólares

3. ¿Cuál es su identidad de género?

- Mujer
- Hombre
- Género queer o no binario
- Sin género
- No especificado arriba, por favor especifique

4. ¿Cuál es su edad?

- Menores de 18 años
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

- Hispano/Latino
- Asiático/Asiático Americano
- Negro/Afroamericano
- Otros (especifique)
- Nativo Hawaiano/Isleño del Pacífico
- Blanco/Caucásico
- Nativos americanos

Correo electrónico del equipo del proyecto: [RNIS@metro.net](mailto:RNIS@metro.net)

Sitio web del proyecto: [Estudio de integración de la red ferroviaria del condado de Los Angeles - LA Metro](#)



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*



## 2. Why are you travelling?

- Work
- School
- Recreation
- Medical
- Otra (especifique)

## 3. Generally, where are you travelling to and from?

Start Zip Code or neighborhood:

Destination Zip Code or neighborhood:



## Metro's Rail Integration Study - Station User Survey: Norwalk Station User Survey

### TRIP PLANNING

\* 1. What tools do you use to plan your trips?

(Select all that apply)

- Official Metro Phone Apps
- Metro.net (official Metro website)
- Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)
- Online maps, such as Google Maps or Apple Maps
- Other (please specify)
- Bike-share or scooter-share phone apps
- Information at stations
- Paper maps
- Word of mouth

2. If using a Metro Phone app, which one(s) do you use?

- TAP LA
- Metro Micro
- LA Metro Transit Watch
- Metro Vanpool
- Metro Bike Share
- Metro Parking

3. Which of the following information is sought by you when using trip planning tools?

(Select all that apply)

- Travel Information: Route(s) information & Timetables
- Travel Information: Total travel time / Total travel costs
- Payments: How to pay for the trip / What discounts or free rides are available
- Transfers: How to pay for trip transfers between legs of a transit trip
- Other (please specify)
- Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services
- Where and how to access services: Where to get on the bus / Where to get on the train
- Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations

4. Is there any information that is hard to find when transit planning?

## GETTING TO AND FROM TRANSIT

5. Are you travelling to or from the Norwalk Metrolink Station?

- No
- Yes - I'm going to the Metrolink station
- Yes - I'm coming from the Metrolink station

6. From here I am going to....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Take a Bus                       | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Metro Rail                       | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Bike                             |                                                                                             |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

7. I got to this station by....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Bus                              | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metro Rail                       | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Metro Micro                      | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

8. If arriving or departing in a vehicle at this station...

(Select all the apply)

- I park in the lot - there are usually spaces available
- I park in the lot - it can be challenging to find a space
- I park on nearby streets - there are usually spaces available
- I park on nearby streets - it can be challenging to find a space
- I get dropped off / picked up
- Not applicable

9. If arriving or departing on a bike at this station...

(Select all the apply)

- I park my bike in a secure locker - there are usually spaces available
- I park my bike in a secure locker - I have a reserved locker
- I park my bike in a secure locker - it can be challenging to find a space
- I park my bike at a bike rack - there is usually space available
- I park my bike at a bike rack - it can be challenging to find a space
- I bring my bike with me on rail or bus
- Not applicable

10. Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

11. How easy or challenging is it to get to the station?

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging

12. What makes getting to or from the station easy or challenging?

## TAKING TRANSIT

13. Please select any challenges you might face during your trip  
(Select all that apply)

- Route disruptions, detours, construction, or slowdowns
- Traffic from typical conditions
- Not knowing where my bus or train is along its route
- Announcements are not understandable
- Not enough information
- Other (please specify)
- I don't face any challenges during my trip
- Uncomfortable
- Trip time is unpredictable
- Transferring between transit services
- Reloading TAP card or paying for fare

14. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

15. Were these route disruptions, detours, construction, or slowdowns communicated?

- Live text announcements at the stop or station
- Live audio announcements at the stop or station
- Signs
- Links or QR codes linking to more information
- Otra (especificue)
- Changes were not communicated
- Announcements in applications
- Announcements while travelling on bus or rail

16. Is there anything else you'd like us to know about challenges you face during your trip?

17. Do you transfer between transit modes?  
Rail to bus / Bus to rail / Bus to bus / Rail to rail

- No - I only take one bus or train
- Yes - I find it to be easy
- Yes - I find it to be challenging

18. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

## STATION AMENITIES

19. For the **rail station**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

20. For the **bus stops** at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

21. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes** - This has been helpful
- Yes** - But I don't use this service
- No** - But I would use this service
- No** - But I would not use this service
- I don't know**



2. What is your total household income?

- Under \$15,000
- Between \$15,000 and \$34,999
- Between \$35,000 and \$59,999
- Between \$60,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

3. What is your gender identity?

- Female
- Male
- Genderqueer or non-binary
- Agender
- Not specified above, please specify

4. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. What is your race or ethnic identification?  
(Select all that apply)

- Hispanic/Latino
- Black/African American
- White/Caucasian
- Otra (especificque)
- Asian/Asian American
- Native Hawaiian/Pacific Islander
- Native American

Project team email: [RNIS@metro.net](mailto:RNIS@metro.net)

Project Website: [Los Angeles County Rail Network Integration Study - LA Metro](#)



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## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

### Introducción

Metro está explorando oportunidades para integrar servicios entre la red de transporte público de Metro y el sistema ferroviario de viajeros estatal (Metrolink/Amtrak).

Díganos cómo podemos facilitarle las transferencias en las estaciones de Metrolink/Amtrak y los viajes a sus destinos.

Esta encuesta tarda entre 5 y 10 minutos en completarse. La fecha límite para completar la encuesta es **el viernes 20 de octubre**.

Al final de la encuesta - ¡participe para ganar una tarjeta de regalo de 50 dólares!

1. Estoy en esta estación porque...

- Aquí es donde empiezo mi viaje de transporte público
- Aquí es donde termino mi viaje de transporte público
- Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)
- Otros (especifique)

## 2. ¿Por qué viaja?

- Trabajo
- Escuela
- Recreación
- Médico
- Otros (especifique)

## 3. En general, ¿hacia dónde y desde dónde viaja?

Código postal de inicio o vecindario:

Código postal de destino o vecindario:



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

Encuesta a los usuarios de la estación

## PLANIFICACIÓN DE VIAJES

\* 1. ¿Qué herramientas utiliza para planear sus viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                                          |                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aplicaciones móviles oficiales de Metro                                                                         | <input type="checkbox"/> Aplicaciones móviles para compartir bicicletas o scooters |
| <input type="checkbox"/> Metro.net (sitio web oficial de Metro)                                                                          | <input type="checkbox"/> Información en las estaciones                             |
| <input type="checkbox"/> Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Mapas de papel                                            |
| <input type="checkbox"/> Mapas en línea, como Google Maps o Apple Maps                                                                   | <input type="checkbox"/> De boca en boca                                           |
| <input type="checkbox"/> Otros (especifique)                                                                                             |                                                                                    |

2. Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?

(Seleccione todo lo que corresponda)

- Información de viaje: Información sobre la(s) ruta(s) y horarios
- Información de viaje: Tiempo total de viaje / costos totales de viaje
- Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles
- Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público
- Otros (especifique)
- Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión
- Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren
- Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones

4. ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

## IR Y VOLVER DEL TRANSPORTE PÚBLICO

5. ¿Está viajando hacia o desde la estación de Norwalk de Metrolink?

- No
- Sí - voy hacia la estación de Metrolink
- Sí - vengo desde la estación de Metrolink

6. Desde aquí voy a... (Seleccione todo lo que corresponda)

- |                                                |                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús      | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Bicicleta             | <input type="checkbox"/> Dejar / Recoger en un auto                                                                 |
| <input type="checkbox"/> Ferrocarril Metrolink | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Patinar/Scooter       | <input type="checkbox"/> Vehículo compartido                                                                        |
| <input type="checkbox"/> Ferrocarril Amtrak    | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Caminar               | <input type="checkbox"/> El Metro Micro                                                                             |
| <input type="checkbox"/> Conducir solo         |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)   |                                                                                                                     |

7. Llegué a esta estación por... (Seleccione todo lo que corresponda)

- |                                                     |                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús           | <input type="checkbox"/> Bicicleta                                                                                  |
| <input type="checkbox"/> Ferrocarril Metro          | <input type="checkbox"/> Skateboard/Scoot                                                                           |
| <input type="checkbox"/> Conducir solo              | <input type="checkbox"/> Caminar                                                                                    |
| <input type="checkbox"/> Dejar / Recoger en un auto | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Vehículo compartido        | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> El Metro Micro             | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Otros (especifique)        |                                                                                                                     |

8. Si llega o sale en un vehículo de esta estación...

(Seleccione todas las opciones aplicables)

- Me estaciono en el estacionamiento, generalmente hay espacios disponibles
- Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio
- Me estaciono en calles cercanas, generalmente hay espacios disponibles
- Me estaciono en calles cercanas, puede ser difícil encontrar un espacio
- Me dejan / me recogen
- No se aplica

9. Si llega o sale en bicicleta de esta estación...

(Seleccione todas las opciones aplicables)

- Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles
- Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado
- Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio
- Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible
- Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio
- Llevo mi bicicleta conmigo en tren o autobús
- No se aplica

10. ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

11. ¿Qué tan fácil o difícil es llegar a la estación?

- Muy fácil
- Algo fácil
- Algo difícil
- Muy difícil

12. ¿Qué hace que ir o volver de la estación sea fácil o difícil?

## TOMAR EL TRANSPORTE PÚBLICO

13. Por favor, seleccione los retos a los que podría enfrentarse durante su viaje  
(Seleccione todo lo que corresponda)

- |                                                                                                   |                                                                               |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Interrupciones de la ruta, desvíos, obras o ralentizaciones              | <input type="checkbox"/> Transferencias entre servicios de transporte público |
| <input type="checkbox"/> Tráfico en condiciones típicas                                           | <input type="checkbox"/> Los anuncios no son comprensibles                    |
| <input type="checkbox"/> Incómodo                                                                 | <input type="checkbox"/> Recargar la tarjeta TAP o pagar el boleto            |
| <input type="checkbox"/> La duración del viaje es imprevisible                                    | <input type="checkbox"/> No hay suficiente información                        |
| <input type="checkbox"/> No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido |                                                                               |
| <input type="checkbox"/> Otros (especifique)                                                      |                                                                               |

- No me enfrento a ningún reto durante mi viaje

14. ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

- Sí
- No

15. ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

- Anuncios de texto en vivo en la parada o estación
- Enlaces o códigos QR que enlazan con más información
- Anuncios en las aplicaciones
- Anuncios mientras viaja en autobús o tren
- Anuncios de audio en vivo en la parada o estación
- Señales
- Otros (especifique)

- No se comunicaron los cambios

16. ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

17. ¿Se transborda entre modos de tránsito?

De tren a autobús /De autobús a tren /De autobús a autobús /De tren a tren

- No - solo tomo un autobús o tren
- Sí - me parece fácil
- Sí - me parece un reto

18. ¿Qué hace que el transbordo sea fácil o difícil?  
(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

## SERVICIOS DE LA ESTACIÓN

19. Para la **estación de tren**, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

20. Para las **paradas de autobús** de la estación, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

21. ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

- Sí** - Esto ha sido útil
- Sí** - Pero no utilizo este servicio
- No** - Pero utilizaría este servicio
- No** - Pero no utilizaría este servicio
- No lo sé**

22. ¿Hay algo más que le gustaría que supiéramos?



**Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk**

**¡Gracias!**

Gracias por participar en la encuesta de usuarios de estaciones del estudio de integración de la red ferroviaria de Metro.

A continuación encontrará algunas preguntas opcionales.

1. Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Correo electrónico

Número de teléfono

2. ¿Cuáles son los ingresos totales de su hogar?

Menos de \$15,000

Entre \$75,000 y \$99,999

Entre \$15,000 y \$34,999

Entre \$100,000 y \$150,000

Entre \$35,000 y \$59,999

Más de \$150,000 dólares

Entre \$60,000 y \$74,999

3. ¿Cuál es su identidad de género?

Mujer

Hombre

Género queer o no binario

Sin género

No especificado arriba, por favor especifique

4. ¿Cuál es su edad?

- Menores de 18 años
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. ¿Cuál es su raza o identificación étnica?  
(Seleccione todo lo que corresponda)

- Hispano/Latino
- Asiático/Asiático Americano
- Negro/Afroamericano
- Otros (especifique)
- Nativo Hawaiano/Isleño del Pacífico
- Blanco/Caucásico
- Nativos americanos

Correo electrónico del equipo del proyecto: [RNIS@metro.net](mailto:RNIS@metro.net)

Sitio web del proyecto: [Estudio de integración de la red ferroviaria del condado de Los Angeles - LA Metro](#)



**323.466.3876**

**x2 Español (Spanish)**

**x3 中文 (Chinese)**

**x4 한국어 (Korean)**

**x5 Tiếng Việt (Vietnamese)**

**x6 日本語 (Japanese)**

**x7 русский (Russian)**

**x8 Հայերէն (Armenian)**

## **Appendix C** - CBO Engagement Workshop Feedback

## Appendix C – CBO Engagement Workshop Feedback

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These responses were sorted into five categories:

- Communications – info on how to ride;
- Connectivity - how to get to and from stations;
- Accessibility -- how to navigate the stations;
- Amenities – comfort and livability of the stations; and
- Other

### SYSTEMWIDE

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#### Round 1 Engagement Workshop 8/15/23 (in-person)

##### General Notes

- Lots of people use Google as their planning tool (internal thought for discussion with the team – Uber/Lyft advertise with Google and trip suggestions will sometimes prioritize this over other transit connections)
- Phones are not always a viable information source for people with low vision
- People with sensitivities to weather/heat/air quality also use the news to plan their trip
- Digital and signage information is sometimes confusing and mismatching (example – Transit App versus station real time info)
- There are too many apps to use in planning/paying for Metro; ticketing and schedules are one different apps
- Transit ambassadors are good but more ambassadors, specifically bilingual ambassadors are needed
- Cell phone service is not available at all underground stations – poses an issue for rapid trip planning
- Operators do not always communicate disruption (nor does the real time signage), also an issue for rapid trip planning
- Consider the use of new technology/smart devices for translation
- Audio/visual communication needs to consider people with hearing and/or vision impairments
- Prioritize community members
- Students tend to use Google to check the bus arrival time while older adults wait for the bus
- Older adults without a phone rely on the news to provide information related to bus stops/train stations

##### Van Nuys station participants:

- Depending on age, younger population uses smartphones while older population (parents) physically wait for bus.
- Pacoima Beautiful staff to trip to South LA in a.m., ended up taking all day to get from Pacoima to Expo Station and back.

- Ambassadors were super helpful.
- No phone service in some of the Metro stations.
- Ambassadors need to be bilingual (trilingual if possible) to assist non-speaking clientele.
- Rail operators don't communicate with one another when disruptions occur. Train signage does not alert patrons waiting for train.
- Need a translation system that should be as easy as pushing a button for help.

**Burbank Airport station participants:**

- Older adult prefers Google Apps, calling in for bus/train information and using flip phones (normally low-income status).
- Older adults check the news first before venturing out due to heat status. Participant is heat-sensitive and looks for bus shelters for protection while waiting for bus.
- In New York, transit riders can use credit cards to pay for their fares which is easier.
- When riders call Metro, need better communication when referring information on Metrolink.

**Norwalk Station participants:**

- Older adult uses car due to carrying multiple items.
- Paying for transit in Los Angeles has too many options and is confusing (esp. LIFE program) and elevators are dirty (smell) especially worse when heat hits.
- Metro App is confusing. In Sacramento, easier to pay for fares because there is chip in card.
- Wayfinding does not indicate how many blocks to station; need more signs for direction.
- Older adults with hearing and vision challenges need bigger signs and clearer speakers (sounds muffled especially in tunnels).

**What information and tools are needed to plan trips?**

- Community members use the Metro app a lot
- Moms in the community often just wait for the bus to come and don't know how to use their phones
- Millennial and younger riders tend to use Metro app or Google Maps
- Professionals tend to use Google app more than the Metro app because it's user friendly and intuitive
- Google Maps is more reliable than the Transit App
- Often the buses, trains, and kiosks will have the wrong information but the app will have the correct information – need to update information and service changes real-time
- Most older members of the community call Metro for bus times - low income, have flip phones
- Some look to the news to plan trips to see what the weather will be like and whether there will be heat protection/shelters available
- Apps are confusing – too many different kinds
- Use car because there are so many things to carry – took Norwalk to LAX
- Want geolocation and based on where you are standing
- Want ticketing information– but confused based on apps
- Ask coworkers
- Want ticketing and schedule to be in the same place
- Credit-cardless options
- Look at Sacramento for ticketing
- Metro is working on developing more comprehensive app

### What information is needed while traveling?

- Need advance signage and wayfinding (1-2 blocks before)
  - How many blocks before a Metro station do you start having signs? – 7<sup>th</sup> street is hard to find
- SFV to K Line was a whole day trip 9am-5:30pm and logistic nightmare
  - Train was late and it was confusing which direction to go
  - No internet service at some stations while traveling especially in tunnels
  - K line the ambassadors really helped because they were able to answer questions
- Lots of people confused on wayfinding and don't know where to go- at that time only one ambassador available and only spoke English – so it was for difficult for Spanish speakers to communicate with the ambassadors
  - There should be more ambassadors at more stations and ambassadors who speak more languages, it's good to have flyers or informational stuff things that they can be distributed among the riders so they know exactly what to do
- Operators don't communicate disruptions well
- Better to have technology where a person can hit multiple translator so that no matter what language they speak in they can translate whatever they have into their language especially because California is a big tourist destination you can' have people on the platforms at stops that knows so many different languages so if a person has the technology to just hit the button and do whatever their commission is and be simple for them and not worry about finding somebody unable to speak the language
  - Flyers can be distributed so they know what to do
- More attention to signages and disruptions for visually and hearing impaired
  - Speaker systems are low-quality and hard for people with hearing difficulties
  - Attention to live signage for people with vision difficulties
- Electric next train monitors should show a warning sign for disruptions, more frequent “need to know” information
- Lack of cell service at stations and in tunnels
- Challenges
  - Flyers and machines don't match
  - Confusion
  - Elevators smell horrible

### Additional notes

#### Group 1 General Discussion – Downtown Burbank and Van Nuys Stations

- Younger generations use Google and apps (too many apps)
- Older generations simply wait it out for the bus to come
- Safety and cleanliness, I don't mind the cost but stations need to have clearer communication
- Ambassadors have been very helpful for guidance
- Cell service in some stations would be needed
- Updated Maps in print and at stations to ensure appropriate education
- I've been disoriented at the station, and only one Ambassador (speaking ONLY English)
  - Metro Needs bilingual or multilingual Ambassadors
  - Flyer/Information in multiple languages
- PA communications when something happens (reasons for delays, etc.)

- Also on the message screens
- Need a focus on improvements to access for people with disabilities.
  - Escalators, elevators,
  - Shade for people to walk and wait at their transfer point.
- Timing and scheduling of Metro/Metro Link/Amtrack to ensure seamless connections
- Improving First Last Miles connections to the station
  - Often people drive to the station because it is too hot, sidewalks are blocked by unhoused
  - Needs shade for people waiting
  - Water misters – for locations with very hot stations
- Concerns about unhoused people riding the station
  - Homeless people create shelter in the parking lot of the Metro Link stations
- Ability to transition between systems with luggage for travel
- There are no instructions in Spanish for the Bike Stations at Metrolink station.

### Round 1 Engagement Workshop 8/29/23 (online)

- The group went around and indicated their names, roles, and their vision for an integrated rail network in L.A. County
  - Elevators big enough to include bikes
  - A safe system accessible by 8–88 year-olds
  - More accessible and connected
  - Accessible to those with disabilities
  - Shortened distances between bus stops for those with disabilities including wheelchairs
  - 15-30 minute rides on systems with seamless trip connections
- What modes of transit are used?
  - Cyclists use anything you can put a bike on, train and buses
  - Metro local and other buses, C-line
  - Metrolink and metro
  - Mixed modes
- What information and tools are needed to plan trips?
  - Ticketing and disruptions
  - Transit app or google maps – though recommended routes can be unsafe – would like a safer alternative
  - Bike parking can get confusing and need a better app for this
  - More bike parking
  - Ticket, vehicle parking, general information, scheduling, phone apps
  - A phone app to plan trip- particularly for bikes and bike parking
  - For senior folks, continue with TAP and phone service as app may be difficult
  - Accurate and up-to-date signage at stations
  - Reliability – right timing and place
- How do people feel about the transferring?
  - If it's not simple to do, people will get a ride instead of taking transit
  - Lighting and visibility for biking and pedestrians are both issues
  - On-time reliability is important
  - People with disabilities have to find alternative routes to get to final destinations
  - People are saying that waiting for transit is half of the time burden of taking transit
  - Bus stops are too far apart; need to think of persons with disabilities; Metro does not notify riders of changes and emergencies well
  - In need of class IV bike facilities, or at least an expansive network of slow streets

- City and transit agencies need to coordinate better on infrastructure needs
  - People using cash to purchase rides have difficulty with transfers
- What info is needed while traveling?
  - Signs that say where bicyclists should not park
  - Accessibility improvements
  - Maintain maps with accessible routes
- How to find out how much tickets will cost?
  - TAP card app

### Round 2 Engagement Workshop 9/12/23 (in-person)

- Question: Tell us one major destination in LA County that your community desires public transit access to.
  - Disneyland
  - Old town Pasadena
  - DTLA
  - UCLA
  - Casinos
  - City of Norwalk to all of CA County
  - El Dorado Park Nature Center
  - N/S Connections
  - Ventura County
  - Major destinations for LA28 Olympic
  - Whittier
  - I-405 N/S Connections
  - Santa Monica Beach
  - SoFi Stadium
  - Shuttles to DTLA Hollywood Bowl, Airports, North County to Downtown
  - Fast and frequent Metrolink services (Every hour)
  - DTLA (such as Grand Central Market /Angel Flight)
  - Long Beach/Norwalk to Center LA
  - Metro express services
    - Service in midday needed
    - Metro reduced services during the pandemic
  - Late night service (increase service span)

### Round 2 Engagement Workshop 9/15/23 (online)

- N/A for systemwide

### CBO Survey Summary - August 9 to August 29, 2023

- Questions 1-13: incorporated as quantitative data
- Questions 14+: categorized according to area (not relevant for systemwide)

## VAN NUYS STATION

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### Van Nuys Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- Connection information requested twice
- Platform information requested
- In depth schedule requested to be posted at all stops
- Real time information posted requested
- Two response that were showed it was more easy than hard to transfer between modes
- A challenge pointed out was the difficulty finding out information for customers without a phone, without digital literacy, or without data/internet, or an updated phone

#### Connectivity

- “The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.”
- Unsafe bike infrastructure, busy high speed streets make it easy/challenging to get to station
- The bus stops are conveniently close to get to for transfers etc. make it easy to get to the station
- Of the four responses, half said that there were route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area
  - Of the ones who said yes, paper signs at bus stops showed alternate routes or at least communicated the changes
- Recommendation to “add safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard”
- It’s not visible and people pass by it all the time not knowing its there (the station)

#### Accessibility

- For the question, “Do you know if there is a regular station attendant to provide information or assistance at this station?” there were 2 I don’t know, 2 no, my community would appreciate this service, and one yes, helpful
- For ease of exiting the station, there were two 4/7 and one 5/7 where 7 is easiest and 0 is hardest.
  - What makes it hard is a long distance between bus and train
- For ease of getting to the station, one answered 1/7 meaning very difficult and one answered 3/7 which is more difficult than easy
  - What makes it challenging is bike infrastructure, high speed streets, and its entrance is not visible

#### Amenities

- It is not safe, it’s dirty, there isn't enough shade or places to cool down.
- Unfortunately, there are times when there are mentally unstable homeless people
- Some of the Elevators are used as a restroom, and people are using it to smoke marijuana, cigarettes and do other things in there
- Requesting Adequate bike parking, with a structure over it to protect bikes from the elements, and signage so people can quickly find it.

- Amenities at rail station were rated either fine or not enjoyable, with seating and shade rated as mostly not enjoyable
- Amenities at bus station were rated mostly fine or not enjoyable, with customer information and shade mostly rated as not enjoyable
- The area needs much more shade so that large groups of people can be protected from the sun at all hours of the da
- From the photos shown during the presentation, there is not nearly enough shade

#### **Other**

- Police citizen regulations are not being followed. There is smoking marijuana smoke, cigarette smoke, drinking alcohol riding electric scooters

### **Van Nuys Round 1 Engagement Workshop 8/15/23 (in-person)**

#### **Communications**

- Lack of signage to get to Metrolink at entrance
- No ticket integration
- Requires prior knowledge to navigate
- Communicate more with Metro's HITV and Pacoima Beautiful
- Lack of signage issues: Need clarifying language about ticket purchases
- Need door-to-door out to inform about Metrolink services
- Signage should be visually legible
- Consistent wayfinding signage, especially nearby
- Utilize DC Metro signage standards
- Signage to help facilitate transfers
  - Shelters should be labeled (follow CTA guide at Union Station Ogilvie Transportation Station (Chicago, IL) as a means to communicate
- Bike station instructions only in English leads to bias against DEI (?)
- Elevator location to gain access to both sides of track at VN Boulevard, near Amtrack Station needs wayfinding/information proximate to elevators

#### **Connectivity**

- How to get to the station (page 1)
  - Nightmare to access
  - Cross Van Nuys, underneath bridge (??), cross street, car culture at station.
- Improved from past but .....lengthy walk from bus to station
- Bicycle access to station challenges
- 12-15 minute walk
- E-Bike along Van Nuys is unsafe with non-existent shade
- Need to be a multimodal friendly option:
  - ADA friendly
  - Bike parking
  - Walking (shade, trees, moters (?))
  - Scooters
  - Parking lot
  - Mini Union Station

#### **Accessibility**

- Walk is excruciating, ¼ mile to Amtrak station

- Grade is too steep, not ADA friendly
- Access is difficult, need elevator
- Access with walkers very challenging
- Need to be a multimodal friendly option:
- ADA friendly

#### **Amenities**

- No elevators/escalators
- Ticket machine access block by closed gate
- Lack of shade/coverage due to rain or heat
- No escalators
- Need protection from weather with shade
- Bicycle parking
- Need bus shelters
- Need Bike parking

#### **Other**

- Transform surface parking lot into circulation station house
- Unhoused, sheltered
- Use Misters – Europe experience
- Improved bicycle infrastructure has led to spillover that has been problematic
- Transform current surface parking into new station
- Important to facilitate East SFV and Sepulveda Transit Corridor

#### [Van Nuys Round 1 Engagement Workshop 8/29/23 \(online\)](#)

- Not available

#### [Van Nuys Round 2 Engagement Workshop 9/12/23 \(in-person\)](#)

#### **Communications**

- none

#### **Connectivity**

- none

#### **Accessibility**

- Disability perspective: gaps from trains to platforms, buttons are too high, need elevators
- Metrolink and Amtrak inconsistent ADA systems (Metrolink is better for ADA)
- Buses have limited wheelchair access and fill quickly
- Lack of access or room for the disabled leads to nervous experiences
- Lack of room for walkers/carts
- ADA & elderly dedicated cars on trains would result in greater comfort and safety

#### **Amenities**

- Cleanliness
- Question regarding location of Wi-Fi – Tony (CRA) gave an overview of improvements
- Question on solar panels for charging stations
- Solar panels in a parking structure

- Misters with recycled water

#### Other

- Family-friendly train (room for strollers)
- Security is present Hope in the Valley's Metro communication helps
- Uneven safety/security compromises system
- Illicit drug use on trains
- Ambassadors and Narcan use, seems to be lower usage – more service, more ambassadors= more safety
- Incidents are decreasing
- Ambassadors need to work till the end of service to be most effective

### Van Nuys Round 2 Engagement Workshop 9/15/23 (in-person)

#### Communications

- N/A

#### Connectivity

- Question: Class 1 bike path on Cabrito road– who is planning that?
  - Answer: Part of the long-range plan of LA County, also SCAG. Along the railroad ROW. No way to wedge it in currently. Hopeful long-term project. Class 4 Protected on Van Nuys; can't fit along E San Fernando Valley Line. Lines are guideways representing demand. Connection southbound – Tyrone Avenue is comfortable for bicycling. But, the last section from there to the station is still disconnected, a gap that needs to be addressed.

#### Accessibility

- N/A

#### Amenities

- N/A

#### Other

- N/A

## NORWALK C LINE STATION

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### Norwalk C Line Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- Signage is not clear about where to catch buses.
- I don't know where the location of secure bike parking in the station.
- Signage is only at one side of the station. If you don't know where to look, it is easy to miss or not see. There were Metro employees giving directions during some of the construction but not always.
- My phone doesn't have a QR reader on it. There isn't enough signage in visible locations.
- This station gets quite crowded during peak hours. Signage needs to be high enough to see above the passengers.

- Some times are signs but sometimes are not and is confusing and no one to contact except for the security guard
- I live near the Aline station so I just have to walk two blocks and jump on the train after tapping my Tap card. I get off at the green line station to Norwalk and go to the bus line that takes me to the County offices where I go to meetings. I have missed buses because there was construction and there wasn't clear signage where to pick up a bus going to LA. A good transit system is critical to keeping me an active, engaged senior.

### **Connectivity**

- Only viable bike/ped access is along Hoxie via Imperial Highway and requires crossing freeway on- and off-ramps.
- Only exit is at Hoxie which has the freeway crossings to navigate. An opportunity is available to add additional bike/ped scale exits along Foster Rd and Flatbush Ave
- Open the Foster Rd entrance and add walk/bike path. Improve/add walk/bike paths along Hoxie + I-105 ramp. Renovate first section of parking for more buses, kiss and ride, and a station attendant

### **Accessibility**

- Transit area (bus hub, rail platform, and ticketing) is small relative to overall station size including parking.
- Escalators are only one way between platform and bus hub, elevator is regularly dirty/smelly
- The crowds make it difficult and sometimes block access to the stairs. Elevators don't always work which is difficult when going with someone in a wheelchair.
- Is convenient when you have electric steps working
- Open the Foster Rd entrance and add walk/bike path. Improve/add walk/bike paths along Hoxie + I-105 ramp. Renovate first section of parking for more buses, kiss and ride, and a station attendant

### **Amenities**

- I wish the stations would all have at least vendor carts selling water and snacks. To make meetings on time, I often don't have time to eat.
- Need more light and security outside

### **Other**

- Seems like this station is always under construction.
- Super fast, very cool, Metro Ambassadors are seen but I don't see that they do anything when trouble arises
- The challenging part is to arrive fast from Whittier in the morning if I don't have a ride. Time is precious
- Some times seats are dirty and cannot seat down
- Cleaning more often seats and halls and smelling clean

## **Norwalk C Line Round 1 Engagement Workshop 8/15/23 (in-person)**

### **Communications**

- Confusing how to get TAP Cards

- Instructions on the TVM are confusing and people don't realize to tap when transferring
- More signage needed for bus station direction
- Two trains but you don't know which one to go on
- TAP Cards:
  - Instructions are not clear on TAP machine (where to tap)
  - Confusing on attaining a card. Need more visual help when purchasing TAP card
  - If I'm having trouble purchasing a TAP card, I can't imagine how non-English folks purchase them (it's a struggle)
  - People don't realize the need to tap to get on the train and transfer
- At the end of lines, like Norwalk C Line, there needs to be visual and audio information on which train is leaving when there are two waiting at the station
- More information on TAP cards, including visual information
  - Recommend "cartoony" instructions for using and purchasing TAP cards
- Need instructions on the fare machines and fare readers
- Audio is hard for people who are hard of hearing
- Rapid moving live signs can be hard for people who have vision challenges
- Need to differentiate between general announcements and important/immediate
- Information on which stations have restrooms would be helpful
- There is confusion between fares and which is allowed on which service
- People had not heard of the EZ pass

### **Connectivity**

- There is also a lack of safe crosswalks
- FLM Challenges (Getting to/from station)
  - Only bike lane is on Foster and the gate is always locked – it would be helpful if Metro opened it a little bit just for bicyclists and pedestrian access
  - Foster Rd. has access to SGV river and can open up so many opportunities for the community
  - Cars back up at the station and there is congestion
  - No pedestrian access to any of the communities
  - No walkway and no shade for pedestrians
  - Difficult for accessibility
  - Elevators often break down – there is only an escalator that goes down not up
  - Crowded elevators, stairs, and escalators going in and out of the train platform (overcrowding and dangerous)
- Foster Road:
  - A strong connection
  - Only bike lane
  - Connects to San Gabriel River
- Hoxie Avenue Intersection:
  - Dangerous crossing street/offloading buses
  - No safe crosswalk

### **Accessibility**

- It's dangerous walking around the station even at the bus terminals because the station is located at the end of the freeway which leads to people speeding and not paying attention

- Elevators crowded, no restrooms
- Elevators:
  - People using the bathroom
  - Elevator doesn't work
  - You're stuck (if you're on a wheelchair)
- Want safe access for elderly people

### Amenities

- Need more shading/covering
  - Proper canopies
  - When it rains, there is no shelter
- Need dedicated drop off/pick-up area
- Station Amenities
  - Lighting is not bright enough
  - Unclear wayfinding signs
  - Safety and platforms and bus stops – need better enforcement and quicker safety measures
    - Emergency call buttons only available at the platform not above
- Norwalk C-Line amenity, bike rack along stairs, not like El Monte Station
- Lack of shade getting to heat center (?)
- Station Platform:
  - Emergency call phones/button needed on platform
  - Lack of Metro staff/security or visibility at bus stops and platforms; need enforcement
  - Platform lighting is poor at night
- Lighting is poor at night
- Lighting is an issue
- Want a station attendant at each station
- Bus stop canopies should protect from rain and sun
- Restrooms need to be maintained
  - Would like to have a station attendant, like is often seen in Mexico
- There is confusion between the LIFE program and EZ pass, as the “E” in LIFE stands for “easy”

### Other

- Safety issues:
  - People smoking/drinking (alcohol)
  - Nobody there to call
  - No internet service/cell phone unavailable
- There is a lack of enforcement of ticketing and other laws (drug use, alcohol use, being a nuisance, making people feel unsafe or uncomfortable)
- Fare card machines need to be cleaned more regularly, especially the screens
- Access Cards allow for rides on all services for those with disabilities
  - However, it is a hassle because it requires a regular doctor's appointment, so people will often forego getting an Access card

- Issue with people getting tickets after tap machines are out of order
- Support for free fares

## Norwalk C Line Round 1 Engagement Workshop 8/29/23 (online)

### Communications

- How easy it is to transfer?
  - Some people find it difficult. Sometimes people mix up the Disneyland bus and the one that goes in the opposite direction. Information is unclear and often end up using the wrong bus and platform

### Connectivity

- How do you or your community get to the station?
  - One participant has driven and ridden their bike to the station. The only accessible way to get to the station is to go through Hoxie Ave, which has a sidewalk on only one side of the street. It is difficult for walkers and bikers. Further, there are no bike lanes from that entrance. At Foster, it is gated, with no entrance from that direction to access the station.
  - Consumers walk to the station because they don't have other modes. There are challenges on Studebaker with the entrance to the freeway, and at the light prior to the station, traffic blocks people on foot from crossing. It is not pedestrian-friendly given its proximity to freeways.
  - How easy or challenging is it to get to the station? Would connecting the station in the south improve access or change how you would get to the station?
    - Improving walkability and bike lanes is the main concern, plus opening the gate to the south.
    - The difficulty in getting past the freeway entrance is another participant's main concern.

### Accessibility

- Do the amenities serve your needs?
  - The amenities are pretty adequate. This participant agrees that the escalators should go down as well as up, but believes there is ample shade and bike parking.
  - Another participant indicated that the elevator is usually broken and dirty, including human excrement. More emphasis on keeping the station clean and improving accessibility is needed.
- What is the top thing you would change about the station?
  - One participant wants it to become more accessible for people with decreased mobility, and suggests having a crossing guard at the closest intersection, at least on one side of the street.
  - Another participant agrees, citing accessibility to the surrounding community and amenities as chief concerns.
  - Crowded elevators, stairs, and escalators going in and out of the train platform (overcrowding and dangerous)

### Amenities

- none

### Other

- The participant had never seen a guard or a Metro Ambassador at the station, except one time when they saw a sheriff.

## Norwalk C Line Round 2 Engagement Workshop 9/12/23 (in-person)

### Communications

- none

### Connectivity

- none

### Accessibility

- Cover parking area with solar panels (green canopy); helps to make a cooling center.
- Bike Cages: Do they accommodate standard bikes only or electric, cargo, hybrid)? Are cages prone to overheating (explosion, batteries)? Are they safe for all bikes?

### Amenities

- Bathrooms and water access are needed and do not necessarily need to be inside the station but close by to make the transit trip more comfortable for transit riders.
- Bathrooms are not an amenity but a necessity! Safety is at the forefront.
- Water amenities and food vendors will provide better visibility (more eyes on the street).
- More lighting is needed. Use environmentally friendly techniques (turbine engines) to help minimize costs and make the area self-sufficient.
- Art should reflect community (and its history) at a regional level (like Metro) for example indigenous communities, etc.
- Art instills community. The goal is to make everyone part of the region while commuting.
- Solar panels on freeways will help to deter sound along the corridor and help to create green energy and cost savings.
- Concrete is dangerous to pedestrians due to extreme heat and health issues for some. Opportunity to replace it with a rainwater system.

### Other

- Safety and cleanliness help to make areas less prone to criminal activities. Crime prevention techniques should include CCTV observers and more law enforcement.
- Ambassadors (are they enough), need added police/sheriff presence (based on discussion about Metro facilities).

## NORWALK/SANTA FE SPRINGS STATION

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### Norwalk/Santa Fe Springs Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- none

#### Connectivity

- The station is hard to reach outside of a car
- Station location is isolated from activity centers
- If I go here, it takes me 3 buses and I don't get good directions and the trip planner.

- intersection at station exit/Imperial is 3-legged
- bike/walk ped improvement to County buildings and surrounding area,

#### **Accessibility**

- and station area requires passage through the parking lot
- Shared ped/bike path crosses through parking lot

#### **Amenities**

- none

#### **Other**

- I got stranded in Santa Fe Springs one time because the contracted bus line got diverted.
- The Norwalk bus goes to Cerritos Mall and the Long Beach Transit buses extending have been very helpful.
- Increase frequency
- Suggest a C Line extension

### [Norwalk/Santa Fe Springs Round 1 Engagement Workshop 8/15/23 \(in-person\)](#)

#### **Communications**

- Wayfinding
  - Track numbers are tiny
  - Don't know if on right track
- LIFE Pass, EZ Pass, process is horrible and confusing- there are too many types of fares with too many different names
- Google integration and consolidation of apps would be helpful
- Lifeline Pass – Have to be available to go to transit mall – 1 day a month and if you can't get there, you are out of luck.
- Drove and found signage confusing (need clear signage)
- Consider adding restrooms and providing information on what stops have restrooms but need to keep it clean

#### **Connectivity**

- How do your community members get to the station?
  - Drop off/pick up
  - Driving (confusing signages and don't know if permit required)
  - Actual station is not walking/biking friendly – no direct access to crosswalks
  - Truck heavy corridor Imperial Avenue not safe
  - Bad signages
  - Hard to get to County offices
- Crosswalk from imperial to station needs to be there
- Not a straightforward path from Imperial to the station
- Getting to the station:
  - Pick up people from different places
- Imperial: Limited shade, fast street, and industrial area with fast-driving trucks

#### **Accessibility**

- Elevators need to be kept clean and deal with breaking
- General parking, pretty easy

### Amenities

- Bus canopies don't keep sun from coming through and no rain covering
- Need bathrooms
  - Information on which stations the bathrooms are located would be helpful
  - Need to keep bathrooms cleaner
- Water fountains and snack machines would be helpful
- Need more ambassadors at stations as station attendants
- Ambassadors are doing a great job. Need them at all the stations, water and snack carts
- Need water fountain, snacks, vending machines (healthy)
- Need bathroom and someone to maintain it, give toilet paper and security
- Bus Stops: Canopy and (?) down on sunlight but you get wet when it rains (design and shading structure has holes)
  - Consider adding restrooms and providing information on what stops have restrooms but need to keep it clean (sample: Latin American countries where folks are present)
- Imperial: Limited shade
- Customer Experience: Vending machine with water, vendors selling water, or water fountain
- Elevator: Not bathroom, need to keep clean, and graffiti tags
- Shade
- Bus/Bus Platforms:
  - Station attendants, Metro Ambassadors have a presence and consider having vendors

### Other

- Frequency of service
- Confusing fares – think about resources devoted to fare management and enforcement- need to go fareless
- Free Fares for Seniors
- TAP cards facilitate navigating get cards
- On buses, screens with instructions and language to buy TAP cards
- Buy TAP cards at Target, Walmart, and Walgreens
- Frequency – Anxiety if you miss your train
- Transfer:
  - TAP Cards: Main complaints are how to access them
  - Fare issue is a sore spot, consider free fares
  - Went to court because of ticket (waste of time) lots of homeless at the court
  - LIFE process needs to be easier
  - Access cards: Easy to use transfer (referring to Access Rider card) unlike the LIFE process
  - There is a lot of fare programs causing confusion (EZ, LIFE, etc.)
- Enforcement/Security
  - Metro Ambassadors not present
  - Complaints that Metro Ambassadors do not do much

## Norwalk/Santa Fe Springs Round 1 Engagement Workshop 8/29/23 (online)

### Communications

- None

### Connectivity

- How does your community get to the station? Are there any challenges?
  - One participant's neighbor scoots to the station in Santa Fe Springs, but they are not aware of any challenges except that Imperial Highway is a chaotic street for anyone who is riding their bike or walking. They also noted that since the station was zoned M1 and M2, that there are a lot of trucks in the area.
  - Another participant's consumers walk to this station, but they do not know of any challenges.
  - Cindy noted the lack of shade, and a participant agreed but was not passionate about this answer.
- Ideas include adding ramps and crossing guards, for people with disabilities and young and old people.

### Accessibility

- Cindy stated that in a previous focus group that elevators can break, and accessing the station can be difficult.

### Amenities

- N/A

### Other

- A participant suggested changing one of the names to prevent confusion
- In general, a participant recommended adding more people on staff that make people feel safe, especially at night, and making the stations safer and more accessible.

## Norwalk/Santa Fe Springs Round 2 Engagement Workshop 9/12/23 (in-person)

### Communications

- N/A

### Connectivity

- Scramble crosswalks in Norwalk.
- Elevated pedestrian bridge/guideway on Imperial Highway. Pedestrian improvements are needed.
- Wider sidewalks for pedestrians. See the Santa Monica area (as an example).

### Accessibility

### Amenities

- Economic opportunity for food services and vendors. Again, more eyes on the street leads to a safer environment
- Utilize space for commerce.

## DOWNTOWN BURBANK

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### Downtown Burbank Station CBO Survey Summary - August 9 to August 29, 2023

- Not available

### Downtown Burbank Round 1 Engagement Workshop 8/15/23 (in-person)

#### Communications

- Bike station instructions only in English leads to bias against DEI (?)
- Lack of signage regarding Metrolink parking

#### Connectivity

- Walking from station to downtown via Olive unsafe
- Area is car centric and unsafe for pedestrians
- Plus, with luggage, etc., especially difficult

#### Accessibility

- Elevator – no signage at bottom or top
  - Unclear purpose
  - Hear too dangerous to roadway
  - Requires local/experience knowledge
- Motorists (?) and POV (?) encounter homes/unhoused encampments
- Even those people with experience have navigation challenges
- Megabus access/dropoff

#### Amenities

- none

#### Other

- Fire system facilities too old, rusty sprinklers
- Abandoned cars/unhoused encampments
- Parking near bike property – Need underpass between tunnels (?) 1 & 2.
- Station felt unsafe at certain times of day
- Graffiti over signage/wall in parking lot; mural for wall recommended

### Downtown Burbank Round 1 Engagement Workshop 8/29/23 (online)

- Not available

### Downtown Burbank Round 2 Engagement Workshop 9/12/23 (in-person)

#### Communications

- PSAs regarding cleanliness and civil behaviors
- Signage: in plexiglass to preserve against breakage and vandalism
- PSAs for local agencies and services

- Venezuela's system is very clean – the message is “This is your rail take pride. This is yours. Take care of each other”

**Connectivity**

- none

**Accessibility**

**Amenities**

- Add solar panels particularly when shade/trees are lacking
- Wi-Fi needed
- Public art
- Local arts will be respected and protected

**Other**

- Concern about housing proximate to noise from transit and highway
- How will AI impact stations and planning?
- Bilingual
- Signage/instructions
- People sleeping in cars and abandoned vehicles

Downtown Burbank Los Angeles County Rail Network Integration Study: Focus Group Round 2 (zoom)

- Not available

## BURBANK AIRPORT NORTH STATION

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Burbank Airport North Station CBO Survey Summary - August 9 to August 29, 2023

**Communications**

- Put more signs

**Connectivity**

- N/A

**Accessibility**

- N/A

**Amenities**

- We need more shade
- Amenities Could be better and have better maintenance

**Other**

- We need for the Station to be cleaner.
- No disruptions mentioned
- there are no regular station attendant to provide information or assistance at this station but their community would appreciate

## Burbank Airport North Station Round 1 Engagement Workshop 8/15/23 (in-person)

### Communications

- Each stage of travel to/from the airport should include information about all transit options with time estimates
- Metro Micro isn't on google maps, so it's hard to use in trip planning. Metro Micro vehicles are easy to miss and unpredictable
- What is the signage currently in place leading from the airport baggage claim to Burbank Airport North station?
- Better signage for the walkway is needed – not logical providing amenities on the route that makes it logical
- Need visible departure times from plane to stations (and vice versa)
- Signage for pick-up/drop-off areas
- Information on timespan of service
- What is street signage to help you stay on track to the station?
- Timing, walking, taking bus, micro, shuttle
- Signage
- Center at Burbank (provide an information booth)
- Need updated maps with accurate schedules
- Disability issues, information everywhere
- One of the primary areas discussed was transfer information from local to regional.
- What would be helpful? A regional map that indicates all transfer information including airports (regardless of agency).
- Google App is useful, but it does not pick up Metrolink (unless arrival is within a certain timeframe).
- Educate transit riders! How do I get from Point A to Point B to destination.
- Metro Micro app does not include Burbank Shuttle information (must physically call in).
- LAX has an excellent wayfinding system (perhaps Metro can follow its model).
- Look, Listen, See – All necessary components for functional wayfinding.

### Connectivity

- Bridge, more obvious crosswalks would have obvious connectivity
- Metro Micro: Often hard to reach location since timing is only 5 minutes and often is unavailable

### Accessibility

- Bus stops are far from station and do not provide much shade
- Porters/assistance is needed at the Burbank airport
- Disability issues, information everywhere

### Amenities

- Water refill/fountains are non-existent near stations
- Acoustic barriers and charging potential maybe possible with Department of Energy funding
- Need bike racks/cages/amenities
- Shaded seating and lighting

- Safety outside the airport for people getting in late
- Bathroom accessibility
- More trees en route to the station to make it a cooler walk
- More shade, no palm trees, more trees

#### **Other**

- Transit is unpredictable, so using transit to get to the airport is difficult. A trip to the airport will almost always involve a car.
- One participant reported they were unable to refill their tap card because customer service kiosks were closed on the weekend
- Unified fare/cost for all travel
- TAP card not being used properly – people not tapping
- Recommend one fare for bus, tram, Metrolink, etc., (pay extra for additional services)

#### [Burbank Airport North Station Round 1 Engagement Workshop 8/29/23 \(online\)](#)

- Not available

#### [Burbank Airport North Station Round 2 Engagement Workshop 9/12/23 \(in-person\)](#)

#### **Communications**

- Airport information at the station needed
- More fare clarity (what fare can be used where) – make visual or low text pictures of the train and logo
- Transit info inside the airport including customer service in the airport
- Clearer indications for changes or cancellations in service
- How to get to the north platform when double-tracked
- Security kiosk should be co-located with amenities- person preferred to digital or ability to talk to the digital system (like Siri) for community info

#### **Connectivity**

- None

#### **Accessibility**

- Ensure wheelchair/disability access- extend airport disability service to Metrolink
- Improve access from Hollywood Way, especially ADA

#### **Amenities**

- Phone charging
- Who would provide art at Metrolink station
- Add solar panels
- Add more trees wherever possible
- Put more trees in the parking lot
- Make parking lot with permeable pavement
- Put stormwater infrastructure wherever possible

#### **Other**

- Currently single track- can they do double?

## BURBANK AIRPORT SOUTH STATION

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### Burbank Airport South Station CBO Survey Summary - August 9 to August 29, 2023

#### Communications

- More should be done in either more service or better marketing about the easy airport that has transit access.
- Signage and customer info: Not enjoyable
- additional information on departing flights at the airport needed

#### Connectivity

- It's the easier airport to access from Hollywood and Downtown LA.
- What makes it easy or challenging to exit the station?
- crosswalk and walking to the airport

#### Accessibility

- Regarding vehicle and bicycle parking, the station has... Vehicle parking lot

#### Amenities

- Seating (bus station)
  - Non-Existent
- Seating (rail station)
  - Fine
- Shade (rail)
  - Not enjoyable
- Lighting (rail)
  - Fine

#### Other

- This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.
- More service frequency

### Burbank Airport South Station Round 1 Engagement Workshop 8/15/23 (in-person)

#### Communications

- Transit users need more information:
  - Airport departure times should be listed at nearby stations
  - Transit info should be coordinated across different agencies and be provided in a universal format that is easy to understand at stations
  - Signage to pick-up areas
  - Education events can be held at stations (such as with AARP)
- Need differences between Metro and Metrolink explained (plus information sharing)
- How is access to DTLA communicated to visitors?
- Metrolink does not show up as often on Google maps

- Signage coming out of the airport needs to be improved.
- Is there an information booth for transportation at the airport?
- Provide accurate times/schedules
- Better signage for pedestrian walking

#### **Connectivity**

- none

#### **Accessibility**

- Walking distance
- The moving walkway is really nice, like Seattle Airport – how does it connect to their Metro?
- Lighting pedestrian walkways
- Assistance easy for disabled – porters, etc., (wheelchair)

#### **Amenities**

- Heat is a safety and access issue; more shade is critical at stations
- More lighting at stations is needed
- Stations need emergency call buttons if they don't already have them
- As much shade as possible is needed – why palm trees (do not provide much shade)
- I know it's really hard to plant trees but making the walk to the Metrolink more pleasant and cooler would make people want to use system more often
- When people refer to safety, they usually are referring to not getting physically attacked but heat is a real issue and people won't use Metro if it is too hot to walk to – can't just rely on the shuttle
- Learn from best practices from other cities
- Access to water for long trips and bathrooms
- More inclusive focus groups
- Bathrooms
- Camera push-up emergency
- Sun Panel - Cell charges at intermodal
- Lighting pedestrian walkways
- Bathrooms
- Lack of shade is brutal
- Bob Hope water fountains (?) water, fives (?) shade
- Need more armed guards all over Metro system

#### **Other**

- Do not use bus as often because often hear they are late – need reliable connections and timing
- Trying to catch plan and there is no margin for error
- Metro Micro is an estimate, never sure you will make it, wait times, and getting to the required designation can be daunting.
- Adding money to TAP card – customer service and phone closed on weekends. Single source of fare and travel information.
- Fares are not uniform – Metrolink and Metro needs to be communicated
- Hard to buy a ticket at the last minute (despite having Metrolink app).
- Pay for Metro employees/consultants to spend a week using transportation in cities with good and bad transportation: the physical experience
- Treat Burbank Airport station as a small “Union Station” Concourse/Transfers

- Rail to Rail - XS all programs, LIFE, Access for all
- Longer term: Extend to “B” Line to Burbank Airport because a lot of users care for Hollywood/Mid-Wilshire areas

#### Burbank Airport South Station Round 1 Engagement Workshop 8/29/23 (online)

- Not available

#### Burbank Airport South Station Round 2 Engagement Workshop 9/12/23 (in-person)

#### **Communications**

- none

#### **Connectivity**

- Carts from station to airport and reverse
- Consider how future bike and ped routes connect considering the relocation of the airport terminal
- Conflicts in bike lane because of the different speeds of bikes/scooters
- Should parking be removed to improve circulation for the station would be relocated to the other side

#### **Accessibility**

- How is parking being enforced? Paid parking- generally encourage non-auto access

#### **Amenities**

- More shade on route and platform
- Likes security being near the amenities
- Vending machine (like a 7-11/Starbucks at RITC)
- Add solar panels
- Add more trees wherever possible
- Put more trees in the parking lot
- Make parking lot with permeable pavement
- Put stormwater infrastructure wherever possible

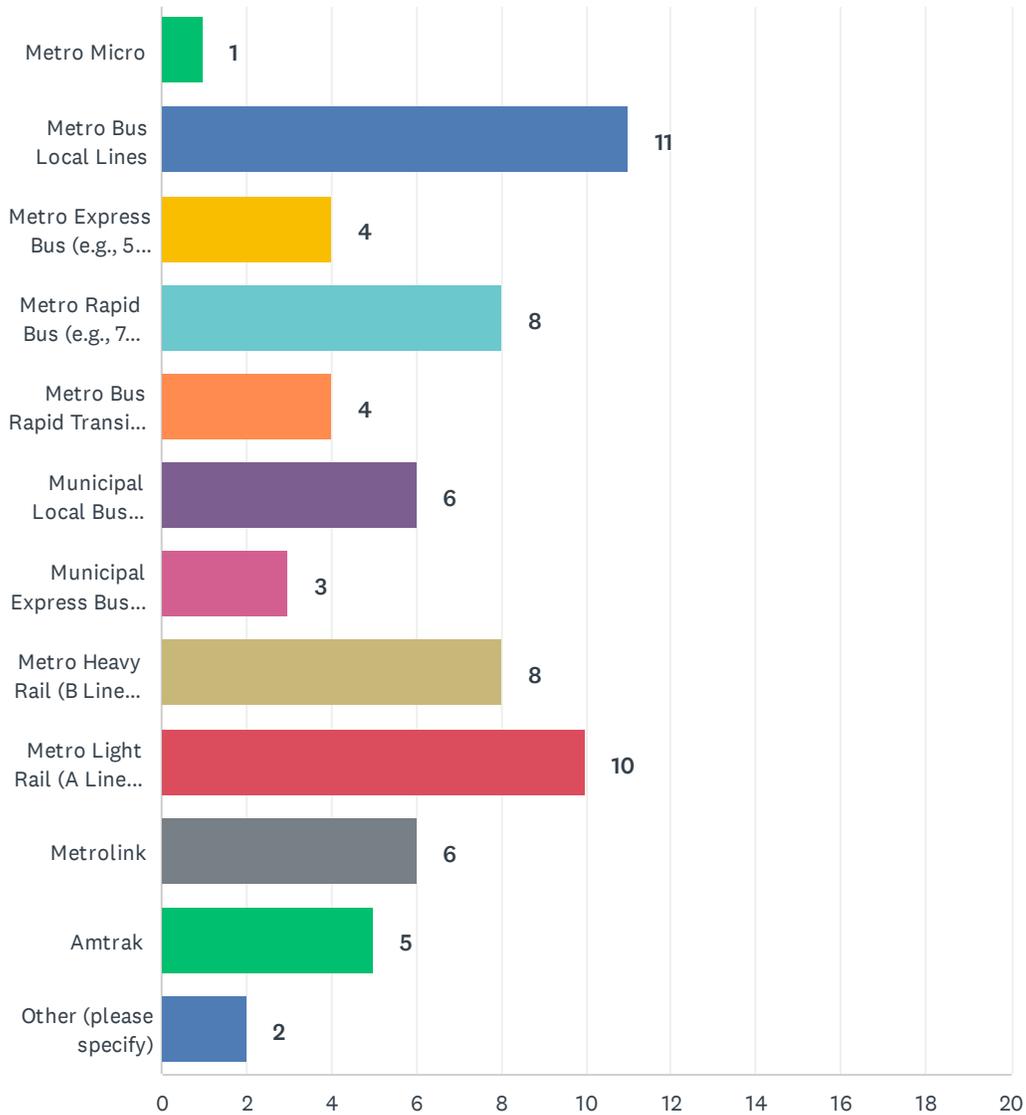
#### **Other**

- Connection/extension of B Line from North Hollywood
- Some of the improvements at North should be at South and vice versa especially since the terminal is moving
- Extend the B line from north Hollywood to Burbank airport

## **Appendix D - CBO Survey Responses**

## Q2 What modes of public transportation do members of your community typically use? (Select all that apply)

Answered: 13 Skipped: 11



## Los Angeles County Rail Network Integration Study Focus Group Survey

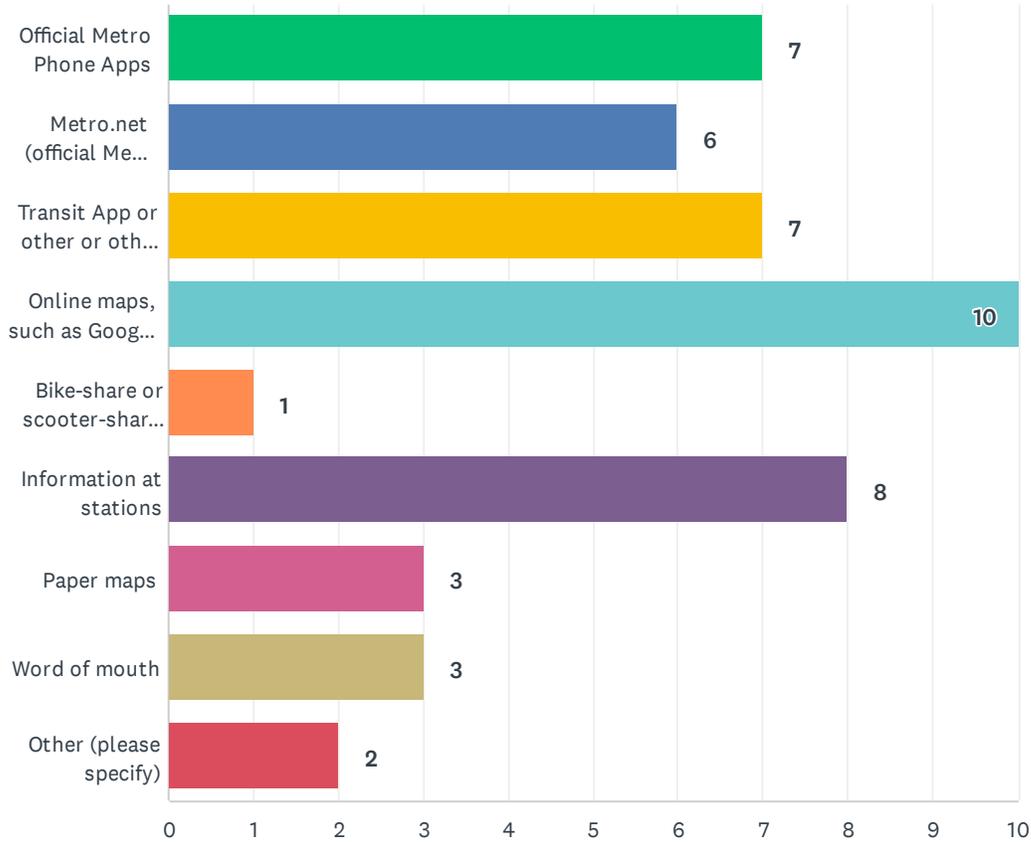
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ANSWER CHOICES	RESPONSES	
Metro Micro	7.69%	1
Metro Bus Local Lines	84.62%	11
Metro Express Bus (e.g., 577, El Monte-Long Beach State/VA Hospital; 501, North Hollywood – Pasadena)	30.77%	4
Metro Rapid Bus (e.g., 720, Santa Monica-Downtown LA; 754, Hollywood – Athens via Vermont)	61.54%	8
Metro Bus Rapid Transit (G Line (Orange); J Line (Silver))	30.77%	4
Municipal Local Bus (e.g., Long Beach Transit, Norwalk Transit, BurbankBus, LADOT DASH)	46.15%	6
Municipal Express Bus (e.g., LADOT Commuter Express)	23.08%	3
Metro Heavy Rail (B Line (Red), D Line (Purple))	61.54%	8
Metro Light Rail (A Line (Blue/Gold); C Line (Green); E Line (Gold/Expo); K Line (Crenshaw))	76.92%	10
Metrolink	46.15%	6
Amtrak	38.46%	5
Other (please specify)	15.38%	2
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY)	DATE
1	Access. Torrance transportation. OC Transportation. Culver city transportation	8/14/2023 11:31 AM
2	N/a	8/9/2023 3:46 PM

### Q3 What tools do your community members use to plan their trips? (Select all that apply)

Answered: 13 Skipped: 11



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	53.85% 7
Metro.net (official Metro website)	46.15% 6
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	53.85% 7
Online maps, such as Google Maps or Apple Maps	76.92% 10
Bike-share or scooter-share phone apps	7.69% 1
Information at stations	61.54% 8
Paper maps	23.08% 3
Word of mouth	23.08% 3
Other (please specify)	15.38% 2
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
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# Los Angeles County Rail Network Integration Study Focus Group Survey

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1	Transit system maps at metro station downtown	8/10/2023 10:32 AM
2	Waze	8/9/2023 3:24 PM

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## Q4 If using a Metro Phone app, which one(s) are used?

Answered: 9 Skipped: 15

#	RESPONSES	DATE
1	Transit	8/28/2023 11:54 AM
2	TAP app	8/15/2023 3:17 PM
3	Google maps	8/15/2023 9:19 AM
4	I don't have or use cell phones.	8/14/2023 11:32 AM
5	Moovit	8/10/2023 10:35 AM
6	N/A	8/10/2023 10:19 AM
7	Na	8/9/2023 3:46 PM
8	Transit	8/9/2023 3:04 PM
9	Moovit	8/9/2023 2:31 PM

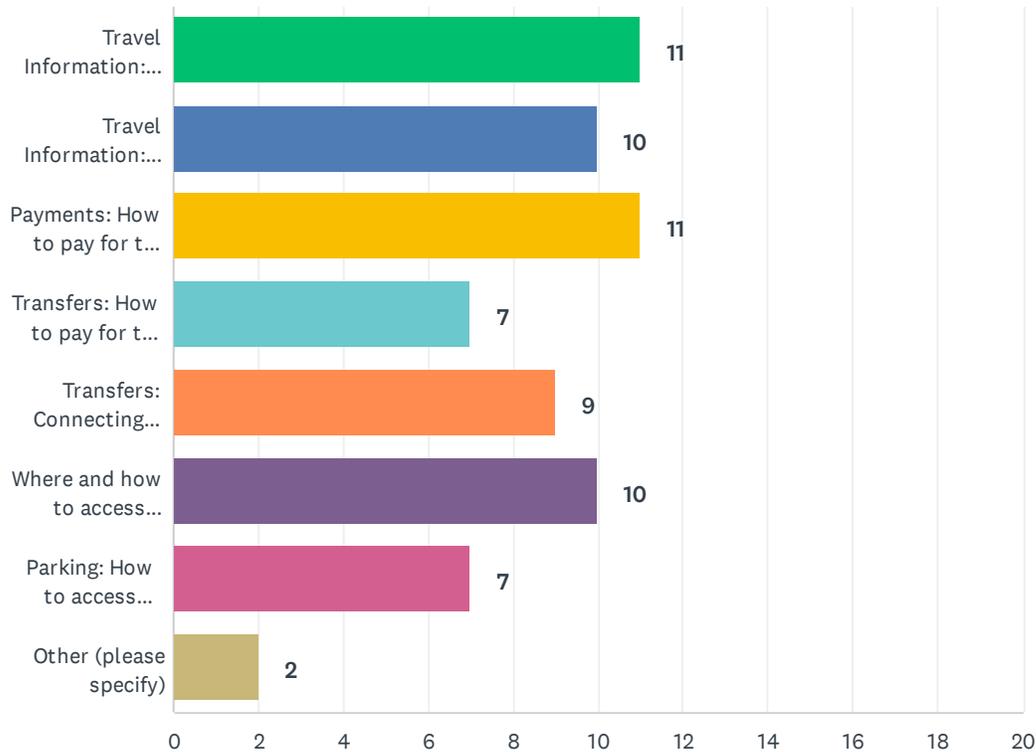
## Q5 While you or your community members are traveling, what information do they need? Are there gaps in information?

Answered: 11 Skipped: 13

#	RESPONSES	DATE
1	The bike community needs information about safe first/last mile connections, protected bike lanes, slow streets. Places that all bicyclists from 8 to 88 can ride to their destinations from Metro.	8/28/2023 11:54 AM
2	delays in transit	8/18/2023 3:41 PM
3	Info about disruptions, transfer navigation/wayfinding	8/15/2023 3:17 PM
4	It's helpful to have staff at various stops	8/15/2023 9:19 AM
5	Yes, everyone doesn't have cell phones or don't have Internet on their phones. There still a need for paper books with transit information. Also, there times people cell phones may not work for some reason.	8/14/2023 11:32 AM
6	Yes, there used to be an app that would ID you by GPS and tell you when the next bus would arrive. I'm on a LA County Commission and go to meetings at various places in LA County. Sometimes the locations do not offer a route choice and I have to figure it out. I have Kaiser and specialty clinics are everywhere in Los Angeles County. Instructions have been good for the clinics but sometimes a lot of walking is involved.	8/10/2023 10:35 AM
7	N/A	8/10/2023 10:19 AM
8	Delays, issues	8/9/2023 3:46 PM
9	Sometimes changes of last minute on schedules or routes changed and changed to buses	8/9/2023 3:24 PM
10	Accurate Departure times, Delays, and Out of Service busses.	8/9/2023 3:04 PM
11	The gaps of information happens when there are delays in service to the Rail Service. There is a lack of communication between the operators and the managers to the customers.	8/9/2023 2:31 PM

## Q6 Which of the following information is sought by you or your community members when using trip planning tools? (select all that apply)

Answered: 13 Skipped: 11



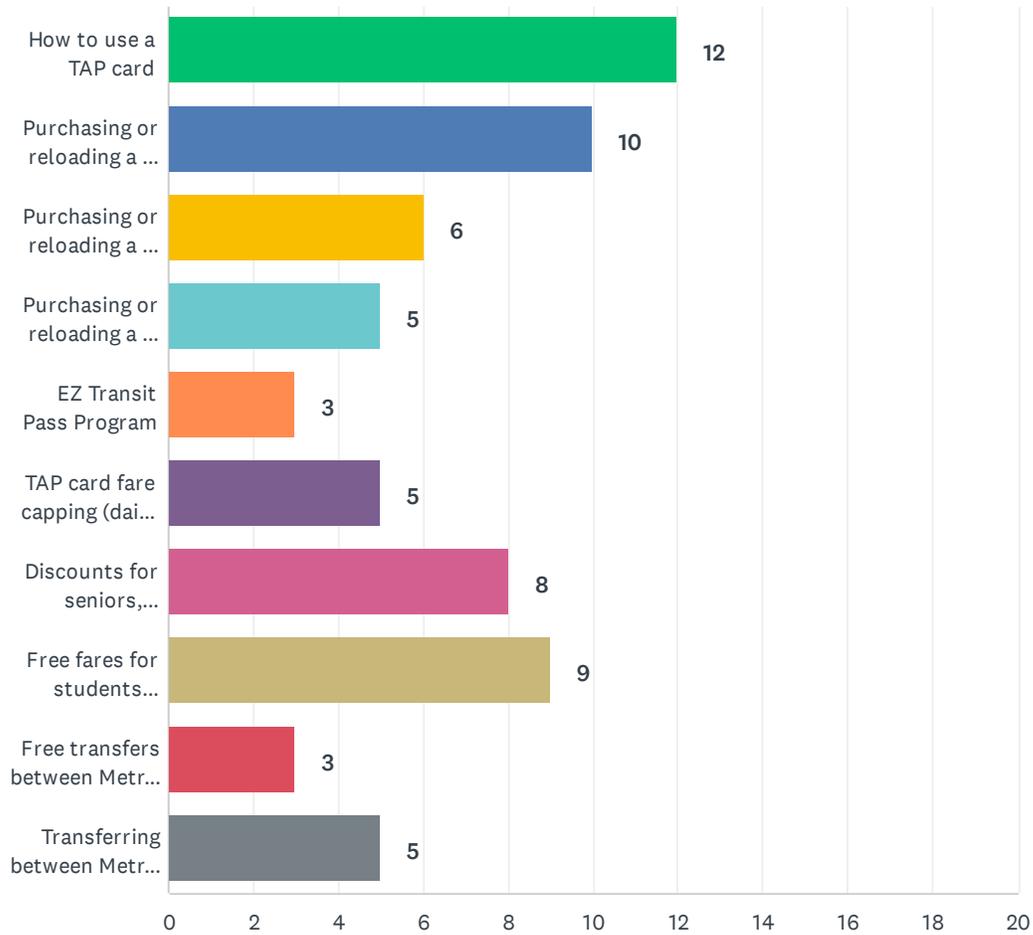
ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	84.62% 11
Travel Information: Total travel time / Total travel costs	76.92% 10
Payments: How to pay for the trip / What discounts or free rides are available	84.62% 11
Transfers: How to pay for trip transfers between legs of a transit trip	53.85% 7
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	69.23% 9
Where and how to access services: Where to get on the bus / Where to get on the train	76.92% 10
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	53.85% 7
Other (please specify)	15.38% 2
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
1	Best type of route information. When I go to LA on the train, I usually go to the Metro system map to figure out what bus to take, the maps are often hard to read because the print is too small.	8/10/2023 10:35 AM



### Q7 Regarding fare payments on Metro and local bus services, do you and/or your community know about the following? (Select all that apply)

Answered: 13 Skipped: 11



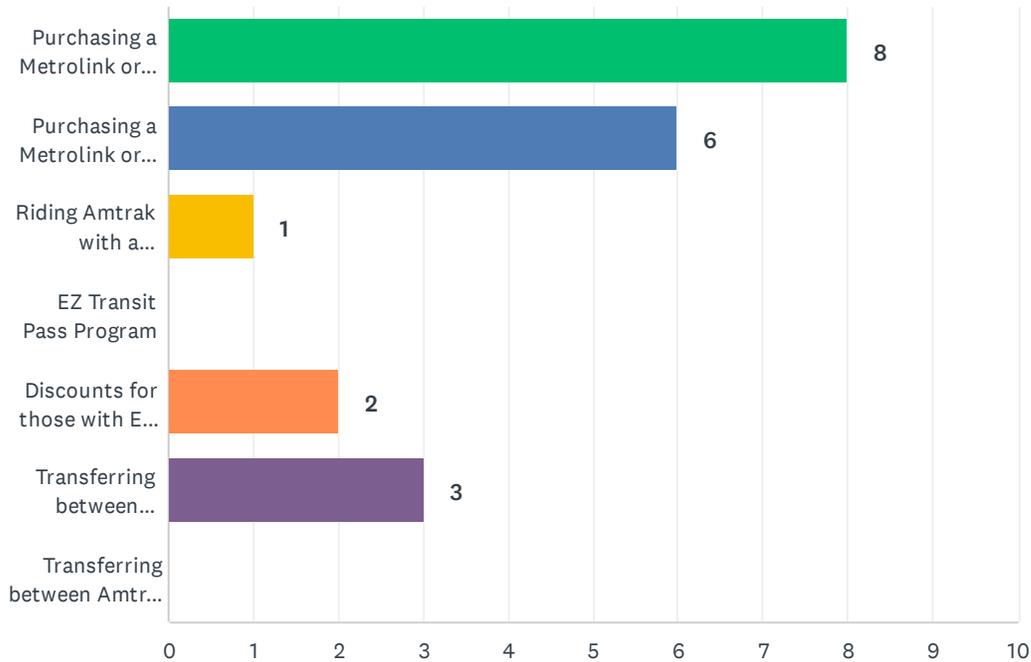
## Los Angeles County Rail Network Integration Study Focus Group Survey

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ANSWER CHOICES	RESPONSES	
How to use a TAP card	92.31%	12
Purchasing or reloading a TAP card at a TAP ticket vending machine, vendor, customer care center	76.92%	10
Purchasing or reloading a new TAP card online or on a phone	46.15%	6
Purchasing or reloading a TAP on a Metro bus	38.46%	5
EZ Transit Pass Program	23.08%	3
TAP card fare capping (daily and weekly)	38.46%	5
Discounts for seniors, students (U-Pass), low income, disabilities	61.54%	8
Free fares for students (GoPass), and low income households (LIFE)	69.23%	9
Free transfers between Metro rail and/or buses (2-hours, one direction)	23.08%	3
Transferring between Metro rail and other bus services (e.g. Metro Bus, BurbankBus, Norwalk Transit, DASH)	38.46%	5
Total Respondents: 13		

## Q8 Regarding fare payments on Metrolink and Amtrak, do you and/or your community know about the following? (Select all that apply)

Answered: 9 Skipped: 15



ANSWER CHOICES	RESPONSES	
Purchasing a Metrolink or Amtrak Ticket in person/at a machine (Daily or monthly)	88.89%	8
Purchasing a Metrolink or Amtrak Ticket online (Daily or monthly)	66.67%	6
Riding Amtrak with a Metrolink monthly Pass (Rail 2 Rail)	11.11%	1
EZ Transit Pass Program	0.00%	0
Discounts for those with EBT cards (Mobility-4-All)	22.22%	2
Transferring between Metrolink and other bus or rail services using a Metrolink ticket	33.33%	3
Transferring between Amtrak rail and Amtrak Thruway Buses	0.00%	0
Total Respondents: 9		

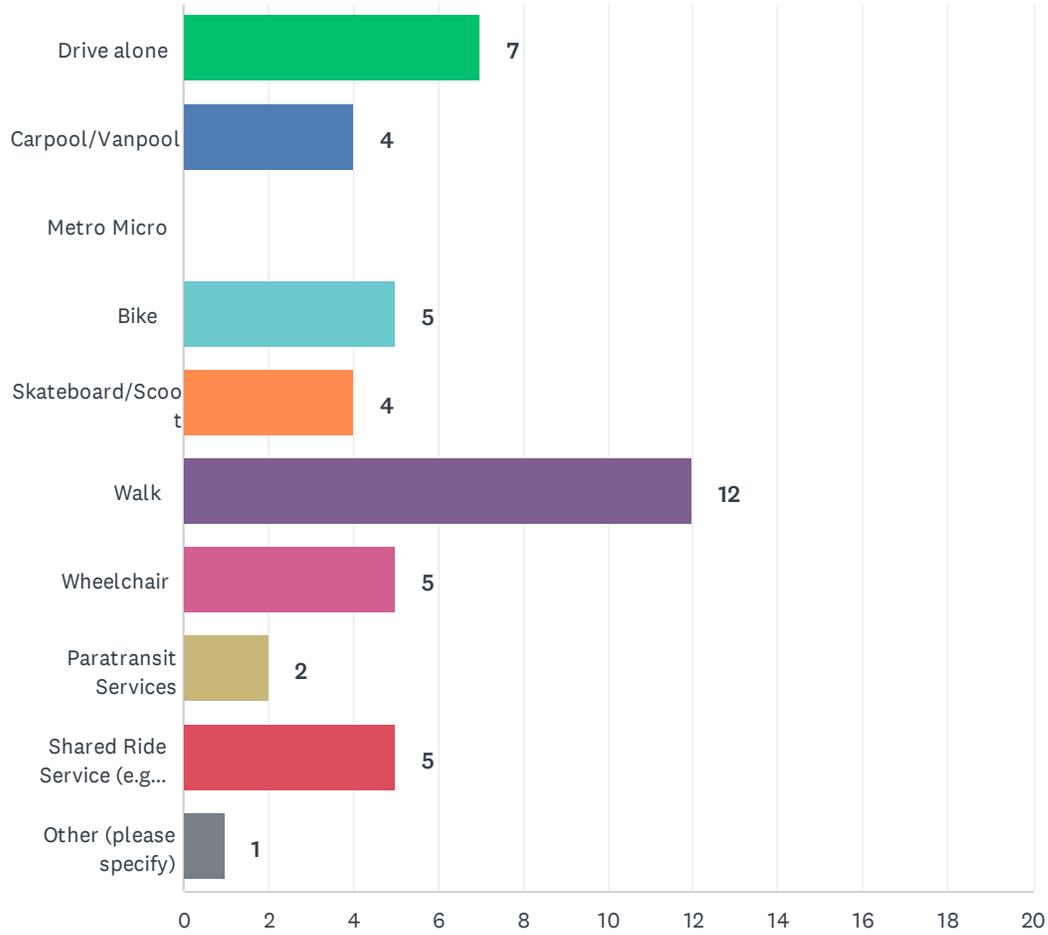
## Q9 What are the challenges that you or your community face while planning for a transit trip?

Answered: 12 Skipped: 12

#	RESPONSES	DATE
1	The bike community is very diverse and has diverse transportation needs. But thinking about people who are mode shifting first through bike, they need more information about how the Metro and Metrolink systems can combine with the bike to help them access the vast region. Having specific tools that match protected bike lanes/bike paths/safe routes and the Metro system to create a special route that'll make the trip as safe as it can be.	8/28/2023 11:54 AM
2	access to the information	8/27/2023 9:00 AM
3	Clarity of information	8/18/2023 3:42 PM
4	reliability of trip info/trip time	8/15/2023 3:17 PM
5	How far locations are apart especially if Uber is also needed	8/15/2023 9:19 AM
6	Are there setting and Proper covering to protect people from a stream heat days and when it's raining as many times which there is not. Some people are sensitive to climate change and have a hard time going out using public transportation, doing a stream heat days. This problem is only getting worse as time go by. Not all of us have cell phones or have the Internet on their phone. Many seniors don't know how to use the internet specially seniors.	8/14/2023 11:32 AM
7	The new fare structure is difficult to understand. I have a TAP card but not everyone does and received the Life 90 days free fare. We feel seniors should get free fares if they travel off-peak hours. The fare system is too complicated for most seniors.	8/10/2023 10:35 AM
8	N/A	8/10/2023 10:19 AM
9	Reliability and connections	8/9/2023 3:46 PM
10	When in Union Station the machines for Metro and the buses are in different locations and is confusing. Love the bathroom and need to clean more often as smells like urine in public areas and not in the bathroom!	8/9/2023 3:24 PM
11	Trouble paying for fares for Families of Low income and Access for disabled people.	8/9/2023 3:04 PM
12	Span of service	8/9/2023 2:31 PM

### Q10 What type of mobility options would you and/or your community use to access the transit system from home?(Select all that apply)

Answered: 13 Skipped: 11



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ANSWER CHOICES	RESPONSES	
Drive alone	53.85%	7
Carpool/Vanpool	30.77%	4
Metro Micro	0.00%	0
Bike	38.46%	5
Skateboard/Scoot	30.77%	4
Walk	92.31%	12
Wheelchair	38.46%	5
Paratransit Services	15.38%	2
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	38.46%	5
Other (please specify)	7.69%	1
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY)	DATE
1	Roller Skating	8/14/2023 11:32 AM

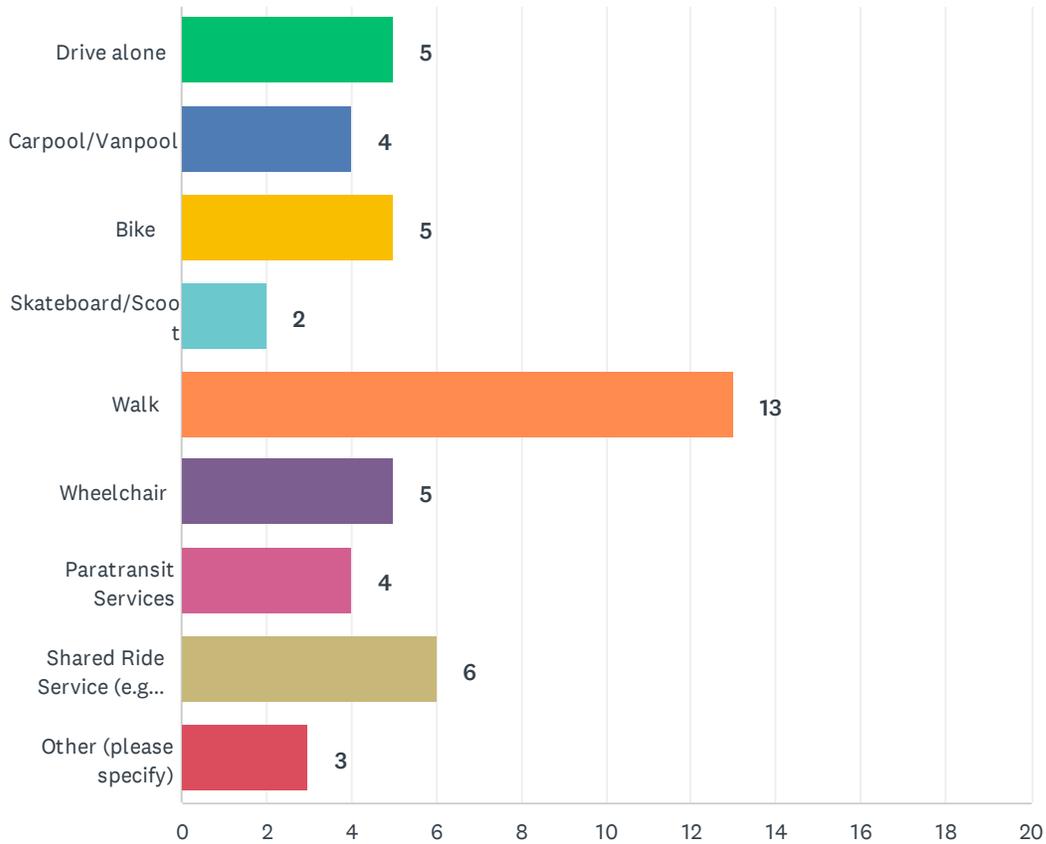
## Q11 What are the challenges that you or your community face getting to transit?

Answered: 13 Skipped: 11

#	RESPONSES	DATE
1	Safe bike lanes	8/28/2023 11:54 AM
2	location to the first stop is far from their home.	8/27/2023 9:00 AM
3	shade and distance to station	8/18/2023 3:42 PM
4	First/last mile access	8/15/2023 3:17 PM
5	At night lack of light or concern for safety especially if there are few people on the street Long waits between buses some times.	8/15/2023 9:19 AM
6	Daily people face People smoking marijuana and cigarettes on the trains, the platforms and bus stops. drinking of alcohol. People with their dogs on the trains that are not service dogs. People who desiccate on themselves and sit in the seats and people sitting the seats afterwards and people urine or poked on themselves. Fighting and no one showing up till its over or to late. Not the right canopy or protection for people who are sensitive to extreme heat, or when it rains. Many of the bus stops do not have any canopy at all or seating. Many times people cannot use public transportation due to the fact there is no canopy or no settings doing heat or stream days. Electric scooters on the busses and trains taking out spots and people riding Electric Scooters on Platforms and Trains.	8/14/2023 11:32 AM
7	urban heat island effect, long distances,	8/11/2023 10:38 AM
8	Stations are too far sometimes with those with mobility issues and there isn't enough covering/shade or no backing to keep wind/rain away. Homeless gather and smoke at the shelters and take up seats/block access	8/10/2023 10:35 AM
9	N/A	8/10/2023 10:19 AM
10	Schedule reliability	8/9/2023 3:46 PM
11	Far from Metro trains Whittier	8/9/2023 3:24 PM
12	None	8/9/2023 3:04 PM
13	The safety and security of the network because of the drug users and vagrants who don't pay their fare. The fare enforcement rule needs to take place because there are folks who are homeless who pay their fare.	8/9/2023 2:31 PM

## Q12 What type of mobility options would you and/or your community use to get from transit to their final destination?(Select all that apply)

Answered: 13 Skipped: 11



ANSWER CHOICES	RESPONSES
Drive alone	38.46% 5
Carpool/Vanpool	30.77% 4
Bike	38.46% 5
Skateboard/Scooter	15.38% 2
Walk	100.00% 13
Wheelchair	38.46% 5
Paratransit Services	30.77% 4
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	46.15% 6
Other (please specify)	23.08% 3
Total Respondents: 13	

#	OTHER (PLEASE SPECIFY)	DATE
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# Los Angeles County Rail Network Integration Study Focus Group Survey

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1	Roller Skate, Electric scooter or electric bikes	8/14/2023 11:32 AM
2	ACCESS	8/10/2023 10:19 AM
3	Drive with family or friends	8/9/2023 3:24 PM

## Q13 What are the challenges that you or your community have in getting to their final destination?

Answered: 11 Skipped: 13

#	RESPONSES	DATE
1	Safe bike lanes or a convenient route through slow streets	8/28/2023 11:54 AM
2	length of travel time, on time travel, shade	8/18/2023 3:42 PM
3	Wayfinding, street design (bike/ped amenities)	8/15/2023 3:17 PM
4	When there are too many bus changes especially on non rapid buses La needs more direct buses to places like downtown especially for daily routes to and from work for example	8/15/2023 9:19 AM
5	Unable to use the bus or train stops do to no or not Proper protection from sunlight, heat, and rain. Many bus stops don't have setting and never have. As Climate Change is changing the weather. We are seeing more Extreme hot days with hotter temperature this is making harder for people who are Sensitive to stream heat days unable or hard to use public transportation and every little or nothing has been done about this growing problem.	8/14/2023 11:32 AM
6	long wait times, no shade structures, over crowded,	8/11/2023 10:38 AM
7	Sometimes the walk is too long or the correct stop is not clear. Bus drivers are very helpful but that delays their trips.	8/10/2023 10:35 AM
8	N/A	8/10/2023 10:19 AM
9	N/a	8/9/2023 3:46 PM
10	Norwalk to LAX and to gates late at night	8/9/2023 3:24 PM
11	Sometimes the final destination is far from the stop/Station or im forces to transfer on to a different bus.	8/9/2023 3:04 PM

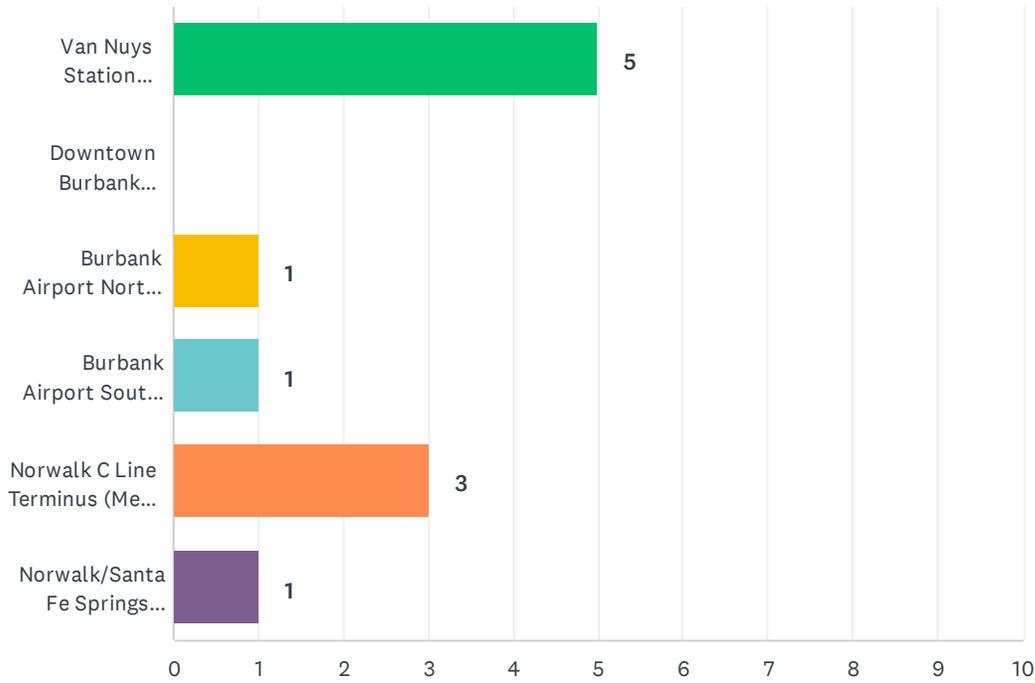
## Q14 What are the challenges that you or your community face transferring during a trip?

Answered: 11 Skipped: 13

#	RESPONSES	DATE
1	wait time	8/18/2023 3:42 PM
2	Understanding fares	8/15/2023 3:17 PM
3	Takes too long sometimes	8/15/2023 9:19 AM
4	Unable to use the bus or train stops do to no or not Proper protection from sunlight, heat, and rain. Many bus stops don't have setting and never have. As Climate Change is changing the weather. We are seeing more Extreme hot days with hotter temperature this is making harder for people who are Sensitive to stream heat days unable or hard to use public transportation and every little or nothing has been done about this growing problem. There times Safety is a problem doing parts of the day or night.	8/14/2023 11:32 AM
5	long wait times, not shade structures,	8/11/2023 10:38 AM
6	Getting off on the right stop. In LA sometimes it is not clear where the stop is - they aren't visable enough.	8/10/2023 10:35 AM
7	N/A	8/10/2023 10:19 AM
8	Reliability and timeliness	8/9/2023 3:46 PM
9	Homeless, safety, mental health issues in some people, smells like urine in the elevators and when is hot is intolerable	8/9/2023 3:24 PM
10	My challenges are difficult bus drivers who make it hard to hop on the bus as a disable person.	8/9/2023 3:04 PM
11	Legible signage and wayfinding. For example a member recently noticed that on Grand Avenue with the new Regional Connector open there is no Metro signage leading to the bridge and station entrance to the Bunker Hill station.	8/9/2023 2:31 PM

## Q15 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 11 Skipped: 13



ANSWER CHOICES	RESPONSES
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	45.45% 5
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00% 0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	9.09% 1
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	9.09% 1
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	27.27% 3
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	9.09% 1
<b>TOTAL</b>	<b>11</b>

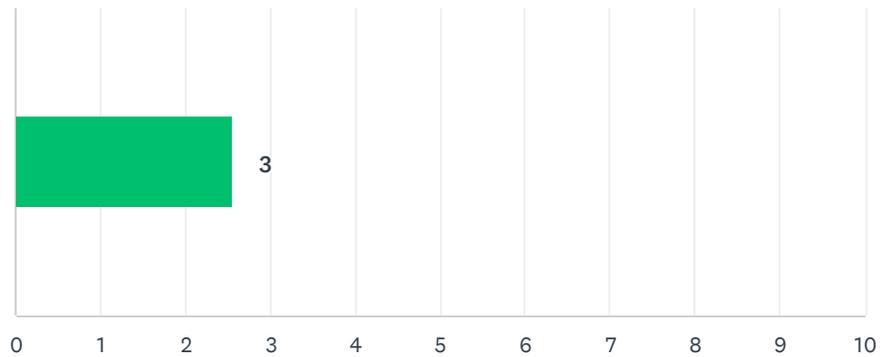
## Q16 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 12 Skipped: 12

#	RESPONSES	DATE
1	The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.	8/29/2023 1:16 PM
2	We are not a transit-oriented non profit and do not interact with community members about this information	8/18/2023 3:43 PM
3	Transit area (bus hub, rail platform, and ticketing) is small relative to overall station size including parking.	8/15/2023 3:30 PM
4	I don't know this route	8/15/2023 9:21 AM
5	Most feel that things are not better and feel they are hearing the same talk they have over the years. As they use public transportation each day, they know if things are getting better or worse.	8/14/2023 12:02 PM
6	It is not safe, its dirty, there isn't enough shade or places to cool down. its a bit hidden so unless you know its there, its not very visible	8/11/2023 11:05 AM
7	Unfortunately, there are times when there are mentally unstable homeless people waiting at the bus stop and are agitated to the point where they behave erratically.	8/10/2023 10:53 AM
8	Seems like this station is always under construction. Signage is not clear about where to catch buses.	8/10/2023 10:51 AM
9	Connection information	8/9/2023 3:58 PM
10	Super fast very cool , Metro Ambassadors are seen but I don't see that they do anything when trouble arises.	8/9/2023 3:36 PM
11	We need more shade and for the Station to be cleaner.	8/9/2023 3:16 PM
12	It's the easier airport to access from Hollywood and Downtown LA. More should be done in either more service or better marketing about the easy airport that has transit access.	8/9/2023 2:36 PM

## Q17 How easy or challenging is it to get to the station?

Answered: 9 Skipped: 15



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	23	9
Total Respondents: 9			

#		DATE
1	0	8/29/2023 1:16 PM
2	0	8/27/2023 9:02 AM
3	2	8/18/2023 3:43 PM
4	1	8/15/2023 3:30 PM
5	1	8/11/2023 11:05 AM
6	6	8/10/2023 10:51 AM
7	3	8/9/2023 3:58 PM
8	3	8/9/2023 3:36 PM
9	7	8/9/2023 3:16 PM

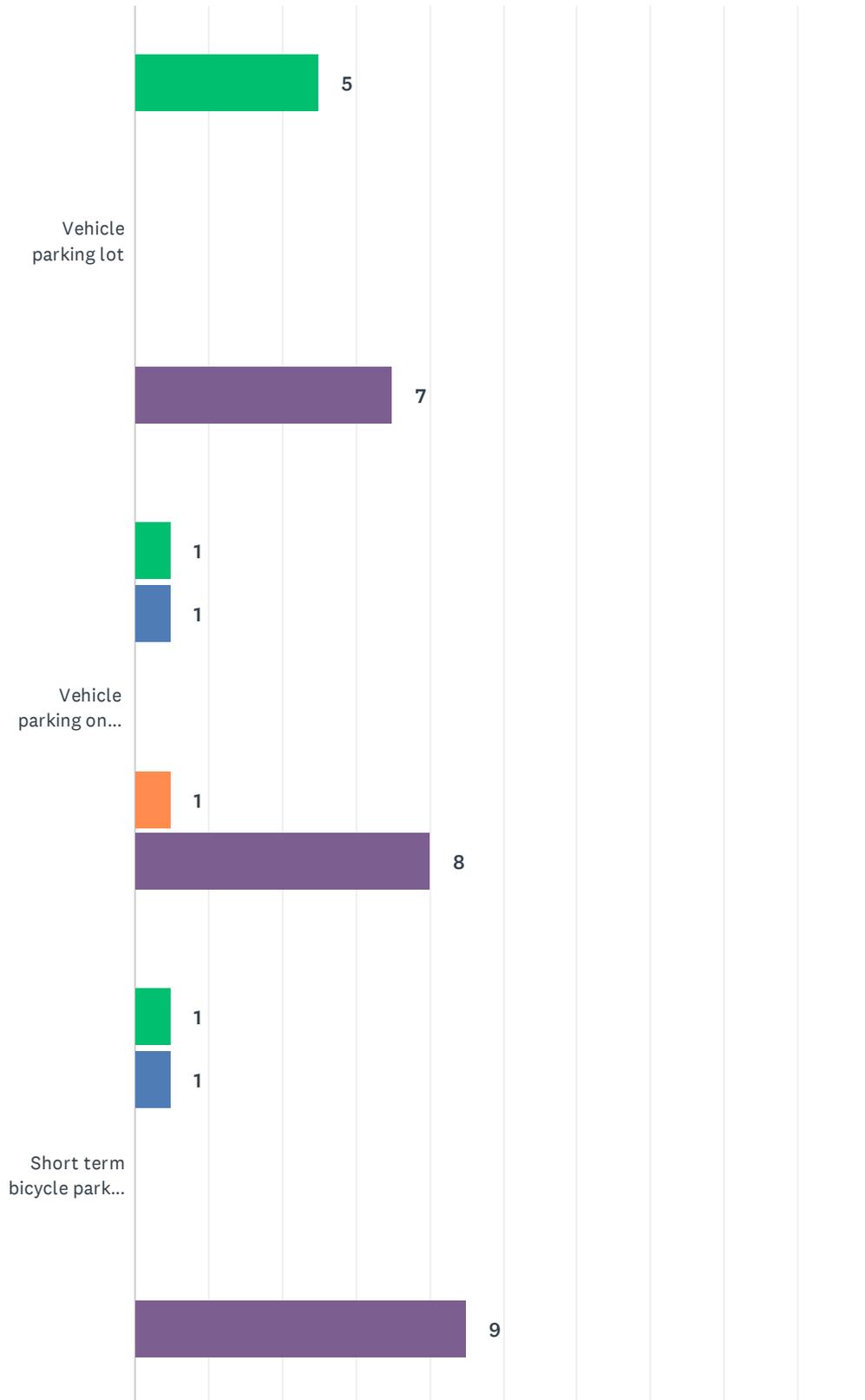
## Q18 What makes it easy or challenging?

Answered: 11 Skipped: 13

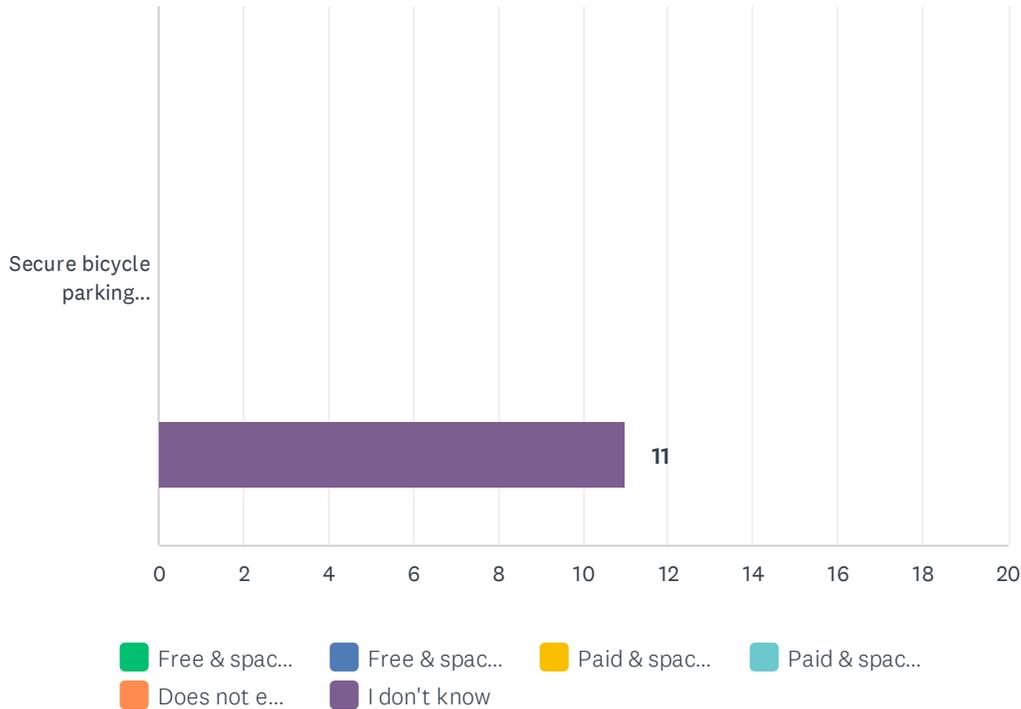
#	RESPONSES	DATE
1	Unsafe bike infrastructure, busy high speed streets	8/29/2023 1:16 PM
2	n/a	8/18/2023 3:43 PM
3	Only viable bike/ped access is along Hoxie via Imperial Highway and requires crossing freeway on- and off-ramps.	8/15/2023 3:30 PM
4	NA. I live in Los Wilshire	8/15/2023 9:21 AM
5	Some of the Elevators are used as a restroom, and people are using it to smoke marijuana, cigarettes and do other things in there	8/14/2023 12:02 PM
6	its not visible and people pass by it all the time not knowing its there.	8/11/2023 11:05 AM
7	The bus stops are conveniently close to get to for transfers etc.	8/10/2023 10:53 AM
8	I live near the Aline station so I just have to walk two blocks and jump on the train after tapping my Tap card. I get off at the green line station to Norwalk and go to the bus line that takes me to the County offices where I go to meetings. I have missed buses because there was construction and there wan't clear signage where to pick up a bus going to LA. A good transit system is critical to keeping me an active, engaged senior.	8/10/2023 10:51 AM
9	Connection information	8/9/2023 3:58 PM
10	The challenging part is to arrive fast from Whittier in the morning if I don't have a ride. Time is precious	8/9/2023 3:36 PM
11	The visibility	8/9/2023 3:16 PM

### Q19 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 12 Skipped: 12



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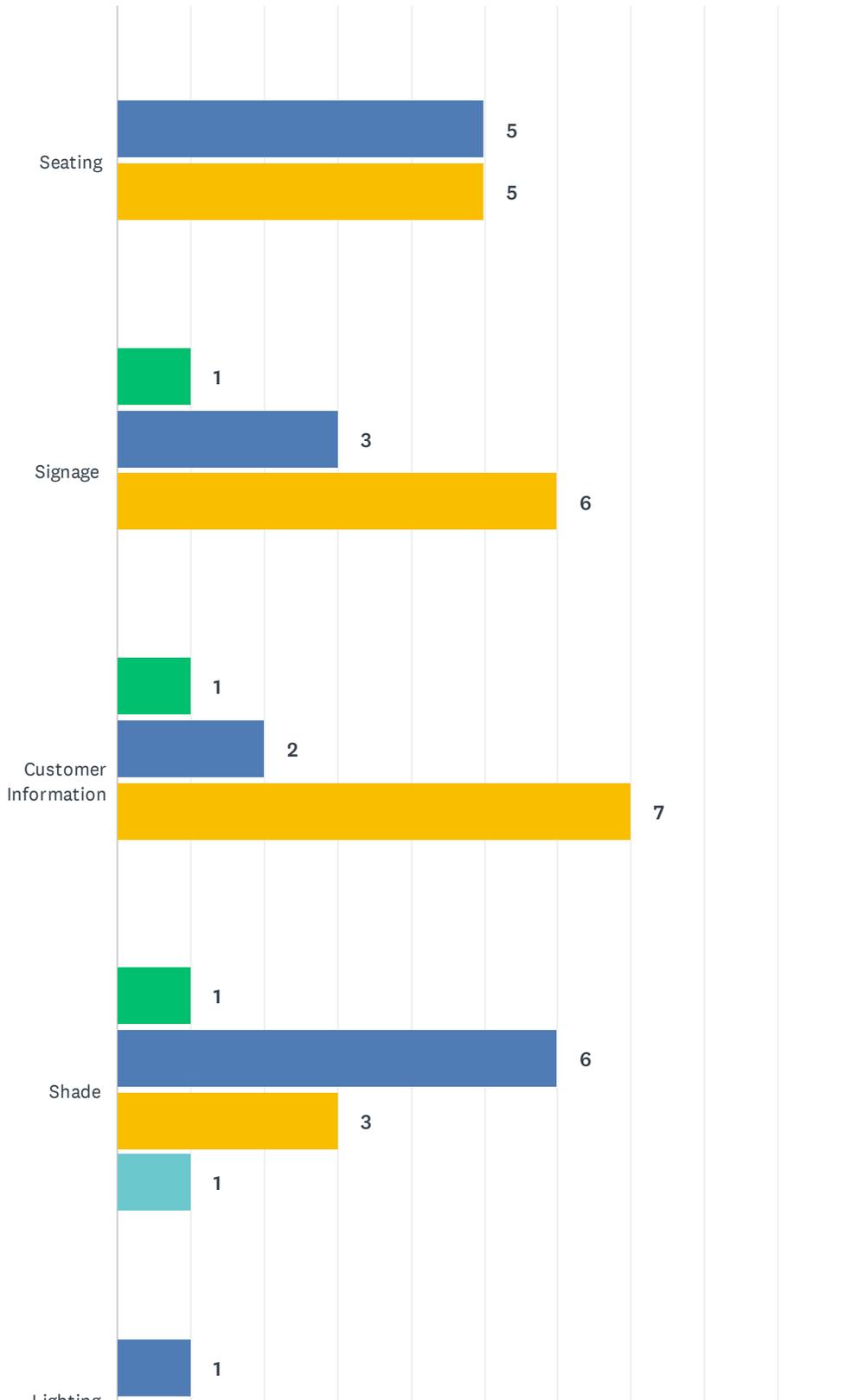


	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	41.67% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	58.33% 7	12
Vehicle parking on surrounding streets	9.09% 1	9.09% 1	0.00% 0	0.00% 0	9.09% 1	72.73% 8	11
Short term bicycle parking (bike rack)	9.09% 1	9.09% 1	0.00% 0	0.00% 0	0.00% 0	81.82% 9	11
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 11	11

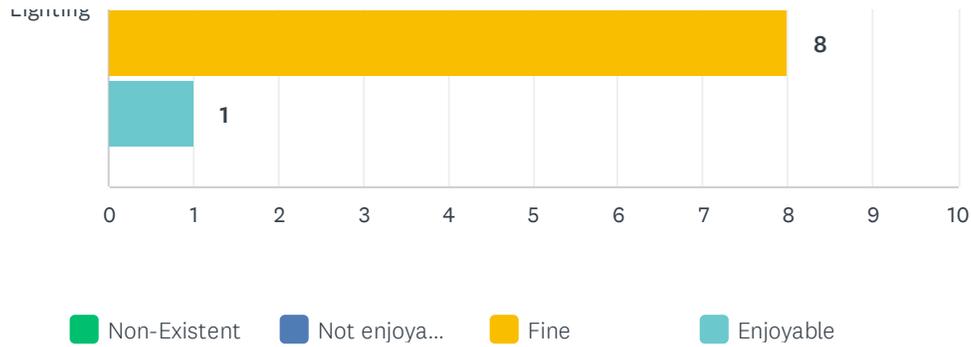
#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF VEHICLE AND/OR BIKE PARKING?	DATE
1	Adequate bike parking, with a structure over it to protect bikes from the elements, and signage so people can quickly find it would be ideal.	8/29/2023 1:16 PM
2	I don't know where the location of secure bike parking in the station.	8/15/2023 3:30 PM
3	NA	8/15/2023 9:21 AM
4	Can't think of anything at this time.	8/14/2023 12:02 PM
5	I am 73 and don't ride a bike so I can't anser this question. I know there is bike parking but since I don't use it, I don't know.	8/10/2023 10:51 AM
6	N/a	8/9/2023 3:58 PM
7	N/A	8/9/2023 3:36 PM

## Q20 For the rail station platform, how would you characterize the following amenities?

Answered: 11 Skipped: 13



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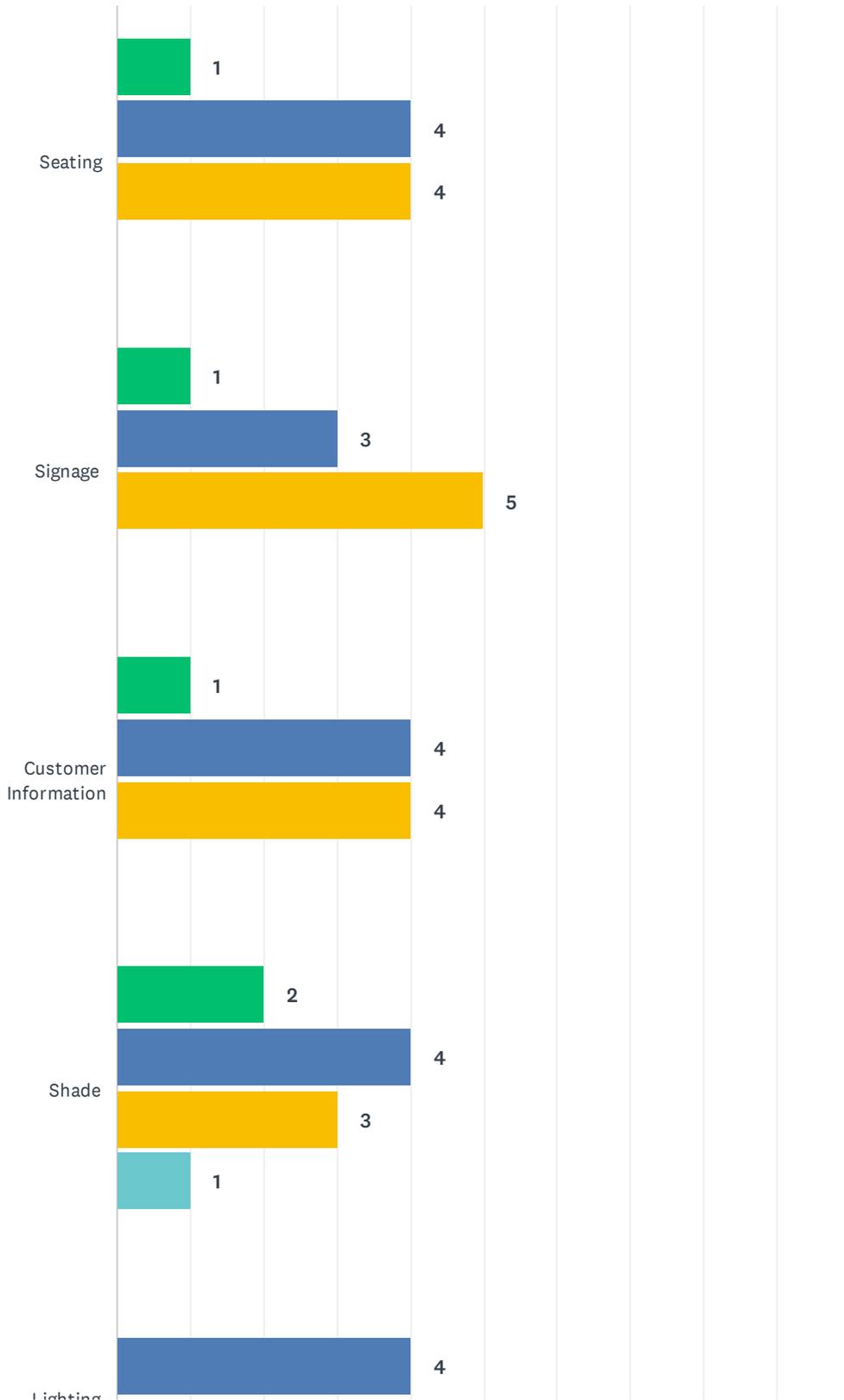


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	50.00% 5	50.00% 5	0.00% 0	10
Signage	10.00% 1	30.00% 3	60.00% 6	0.00% 0	10
Customer Information	10.00% 1	20.00% 2	70.00% 7	0.00% 0	10
Shade	9.09% 1	54.55% 6	27.27% 3	9.09% 1	11
Lighting	0.00% 0	10.00% 1	80.00% 8	10.00% 1	10

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	The area needs much more shade so that large groups of people can be protected from the sun at all hours of the da	8/29/2023 1:16 PM
2	Police citizen regulations are not being followed. There is smoking marijuana smoke, cigarette smoke, drinking alcohol riding electric scooters and a bikes. There is no enforcement most of the time.	8/14/2023 12:02 PM
3	N/A	8/10/2023 10:53 AM
4	I wish the stations would all have at least vendor carts selling water and snacks. To make meetings on time, I often don't have time to eat.	8/10/2023 10:51 AM
5	More platform information	8/9/2023 3:58 PM
6	Some times seats are dirty and cannot seat down	8/9/2023 3:36 PM
7	They could be better and have better maintence	8/9/2023 3:16 PM
8	This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.	8/9/2023 2:36 PM

## Q21 For the bus stops at the station, how would you characterize the following amenities?

Answered: 10 Skipped: 14



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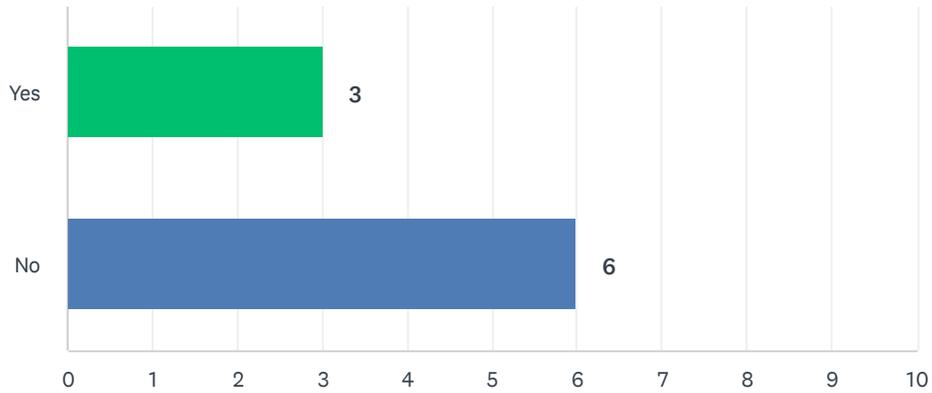


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	11.11% 1	44.44% 4	44.44% 4	0.00% 0	9
Signage	11.11% 1	33.33% 3	55.56% 5	0.00% 0	9
Customer Information	11.11% 1	44.44% 4	44.44% 4	0.00% 0	9
Shade	20.00% 2	40.00% 4	30.00% 3	10.00% 1	10
Lighting	0.00% 0	44.44% 4	55.56% 5	0.00% 0	9

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	From the photos shown during the presentation, there is not nearly enough shade	8/29/2023 1:16 PM
2	When talking and planning there should be people who use public transportation. And specially Senior Citizens and People with Disabilities who can give great feedback as they are the ones who know better what and don't work and why. This will save money, get things right, and great for business.	8/14/2023 12:02 PM
3	N/A	8/10/2023 10:53 AM
4	Signage is only at one side of the station. If you don't know where to look, it is easy to miss or not see. There were Metro employees giving directions during some of the construction but not always.	8/10/2023 10:51 AM
5	N/a	8/9/2023 3:58 PM
6	Need more light and security outside	8/9/2023 3:36 PM
7	Could be better and have better maintenance	8/9/2023 3:16 PM
8	This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.	8/9/2023 2:36 PM

## Q22 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 9 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	33.33%	3
No	66.67%	6
TOTAL		9

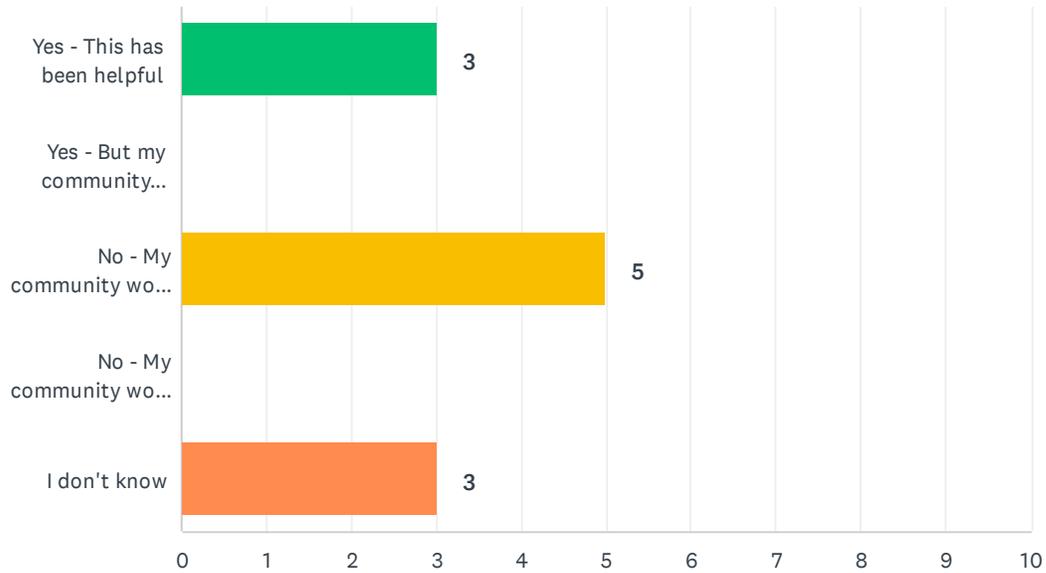
## Q23 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 6 Skipped: 18

#	RESPONSES	DATE
1	Unknown	8/29/2023 1:16 PM
2	N/A	8/14/2023 12:02 PM
3	no	8/11/2023 11:06 AM
4	Yes, they were posts at each bus stop with alternate routes and other options available for transportation.	8/10/2023 10:53 AM
5	My phone doesn't have a QR reader on it. There isn't enough signage in visible locations.	8/10/2023 10:52 AM
6	Paper signs	8/9/2023 3:58 PM

## Q24 Do you know if there is a regular station attendant to provide information or assistance at this station?

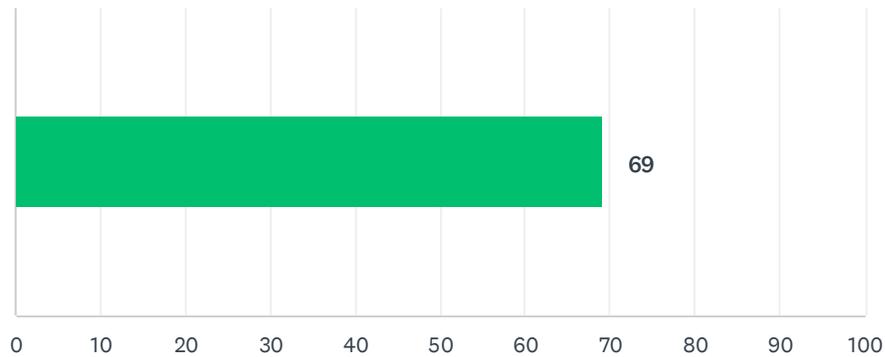
Answered: 11 Skipped: 13



ANSWER CHOICES	RESPONSES
Yes - This has been helpful	27.27% 3
Yes - But my community doesn't use this service	0.00% 0
No - My community would appreciate this service	45.45% 5
No - My community would not use this service	0.00% 0
I don't know	27.27% 3
<b>TOTAL</b>	<b>11</b>

## Q25 How easy or challenging is it to transfer between modes?

Answered: 6 Skipped: 18



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	69	414	6
Total Respondents: 6			

#		DATE
1	40	8/15/2023 3:30 PM
2	74	8/14/2023 12:02 PM
3	83	8/10/2023 10:52 AM
4	52	8/9/2023 3:58 PM
5	65	8/9/2023 3:36 PM
6	100	8/9/2023 3:16 PM

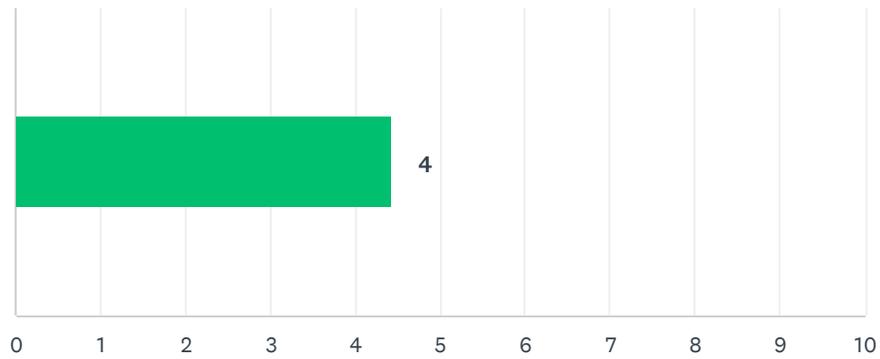
## Q26 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 8 Skipped: 16

#	RESPONSES	DATE
1	unknown	8/29/2023 1:16 PM
2	Escalators are only one way between platform and bus hub, elevator is regularly dirty/smelly	8/15/2023 3:30 PM
3	What make things more challenging is when everything is online, and a person cell phone is not working and there no other way to get information. And some people don't have a cell phone or don't have internet. Many seniors and people have problems knowing how to use the internet.	8/14/2023 12:02 PM
4	It would be nice if there was a schedule posted at stops with detailed times and routes.	8/10/2023 10:53 AM
5	This station gets quite crowded during peak hours. Signage needs to be high enough to see above the passengers. It would be helpful to have an attendant at this station.	8/10/2023 10:52 AM
6	Connection information	8/9/2023 3:58 PM
7	Some times are signs but sometimes are not and is confusing and no one to contact except for the security guard	8/9/2023 3:36 PM
8	Not enough information	8/9/2023 2:36 PM

## Q27 Is it easy or challenging to exit the station?

Answered: 7 Skipped: 17



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	31	7
Total Respondents: 7			

#		DATE
1	1	8/15/2023 3:30 PM
2	4	8/14/2023 12:02 PM
3	5	8/11/2023 11:06 AM
4	4	8/9/2023 3:58 PM
5	5	8/9/2023 3:36 PM
6	7	8/9/2023 3:16 PM
7	5	8/9/2023 2:36 PM

## Q28 What makes it easy or challenging to exit the station?

Answered: 8 Skipped: 16

#	RESPONSES	DATE
1	unknown	8/29/2023 1:16 PM
2	Only exit is at Hoxie which has the freeway crossings to navigate. An opportunity is available to add additional bike/ped scale exits along Foster Rd and Flatbush Ave	8/15/2023 3:30 PM
3	I have done many of things like this over time. It can be hard if you are not use to doing things like this online.	8/14/2023 12:02 PM
4	There is sufficient space when exiting the bus.	8/10/2023 10:53 AM
5	The crowds make it difficult and sometimes block access to the stairs. Elevators don't always work which is difficult when going with someone in a wheelchair.	8/10/2023 10:52 AM
6	Long distance between bus and train	8/9/2023 3:58 PM
7	Is convenient when you have electric steps working	8/9/2023 3:36 PM
8	crosswalk and walking to the airport	8/9/2023 2:36 PM

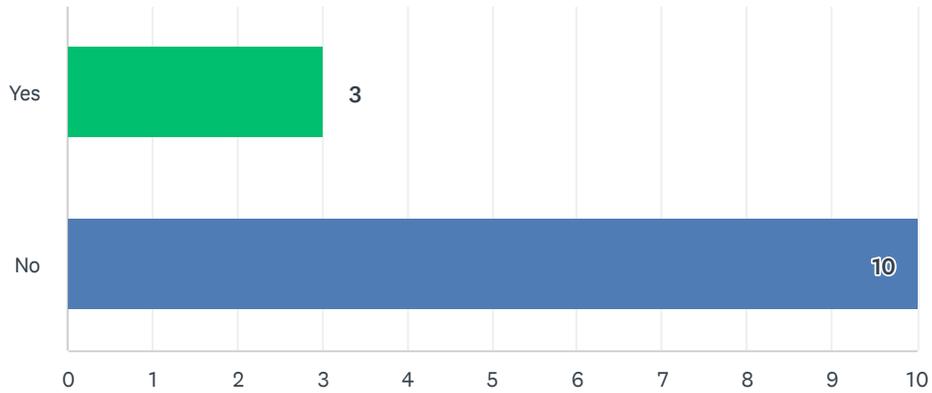
## Q29 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 9 Skipped: 15

#	RESPONSES	DATE
1	Add safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard. Add much more shade to the station	8/29/2023 1:16 PM
2	Open the Foster Rd entrance and add walk/bike path Improve/add walk/bike paths along Hoxie + I-105 ramp Renovate first section of parking for more buses, kiss and ride, and a station attendant	8/15/2023 3:30 PM
3	Not sure would really have to think on it.	8/14/2023 12:02 PM
4	Lighting at bus stops for passengers that need transportation late at night. Designated hand wash stations for passengers at bus stops. Shade roof at bus stops for summer days and for storm season.	8/10/2023 10:53 AM
5	Better lighting, Better signage. Stationing an attendant that also sells snacks and water. This station has the most vendors hawking candy/snacks on the train.	8/10/2023 10:52 AM
6	Real time information, seating, shade	8/9/2023 3:58 PM
7	Cleaning more often seats and halls and smelling clean. Have a bathroom in key stations	8/9/2023 3:36 PM
8	Put more signs, put more sports for ebikes and scooters, and access for disabled folks.	8/9/2023 3:16 PM
9	More service frequency, additional information on departing flights at the airport.	8/9/2023 2:36 PM

### Q30 Would you like to provide feedback on one or more additional stations?

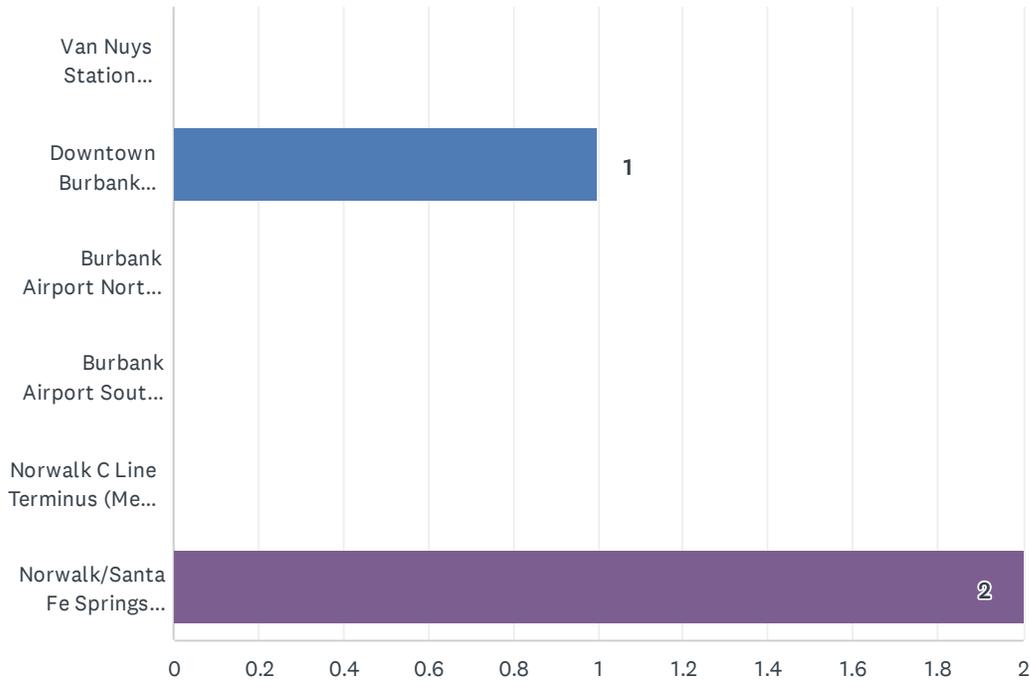
Answered: 13 Skipped: 11



ANSWER CHOICES	RESPONSES
Yes	23.08% 3
No	76.92% 10
TOTAL	13

## Q31 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 3 Skipped: 21



ANSWER CHOICES	RESPONSES
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00% 0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	33.33% 1
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00% 0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00% 0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00% 0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	66.67% 2
<b>TOTAL</b>	<b>3</b>

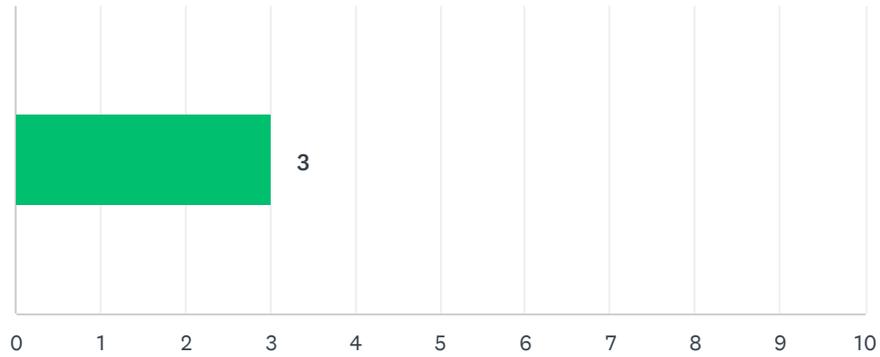
## Q32 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	The station is hard to reach outside of a car	8/15/2023 3:59 PM
2	I got stranded in Santa Fe Springs one time because the contracted bus line got diverted. It was not a good area to be stranded in It cost me \$30 for a cab I didn't really have, to get to a place where I could catch a bus.	8/10/2023 11:01 AM

## Q33 How easy or challenging is it to get to the station?

Answered: 2 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	6	2
Total Respondents: 2			

#		DATE
1	1	8/15/2023 3:59 PM
2	5	8/10/2023 11:01 AM

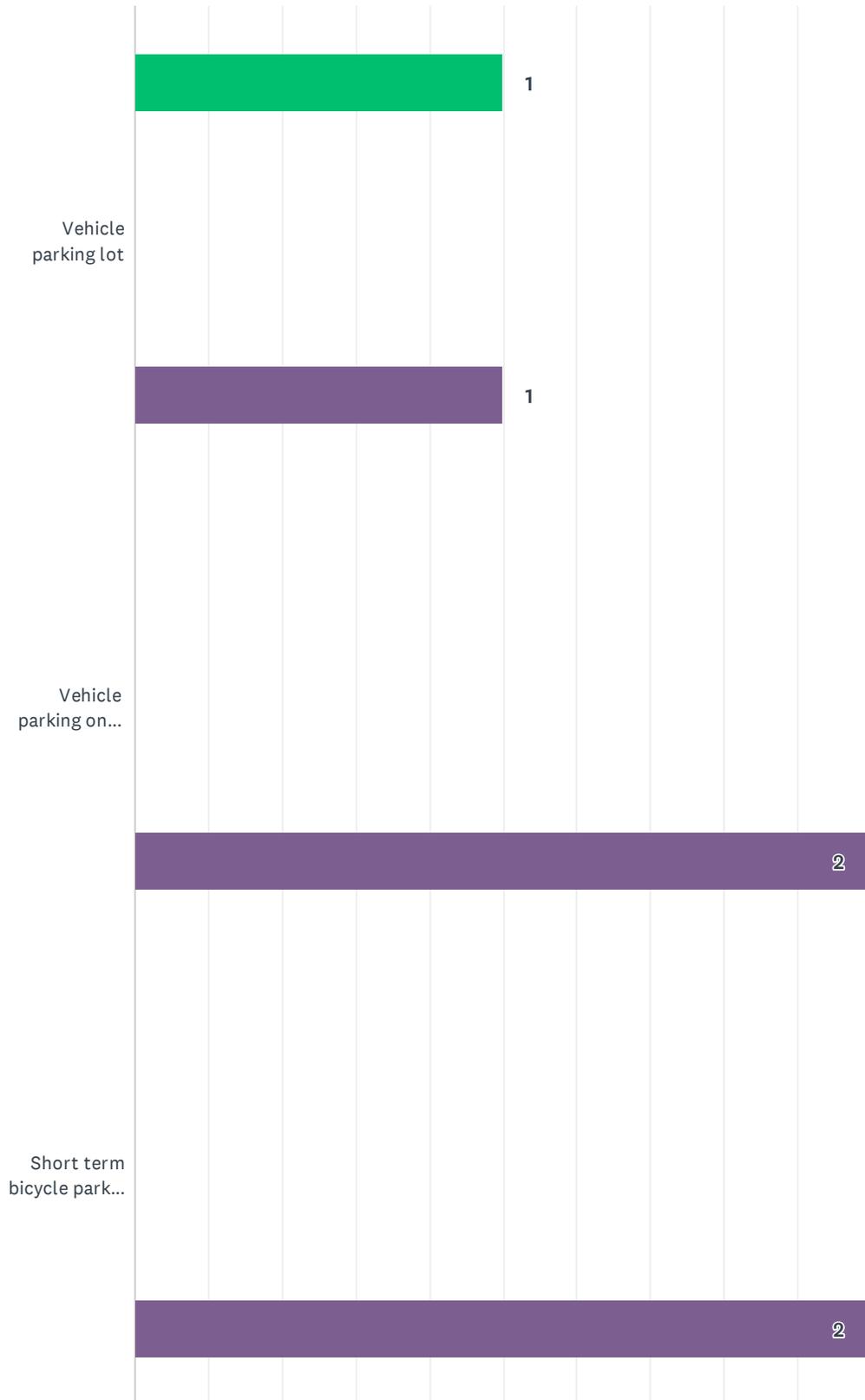
## Q34 What makes it easy or challenging?

Answered: 2 Skipped: 22

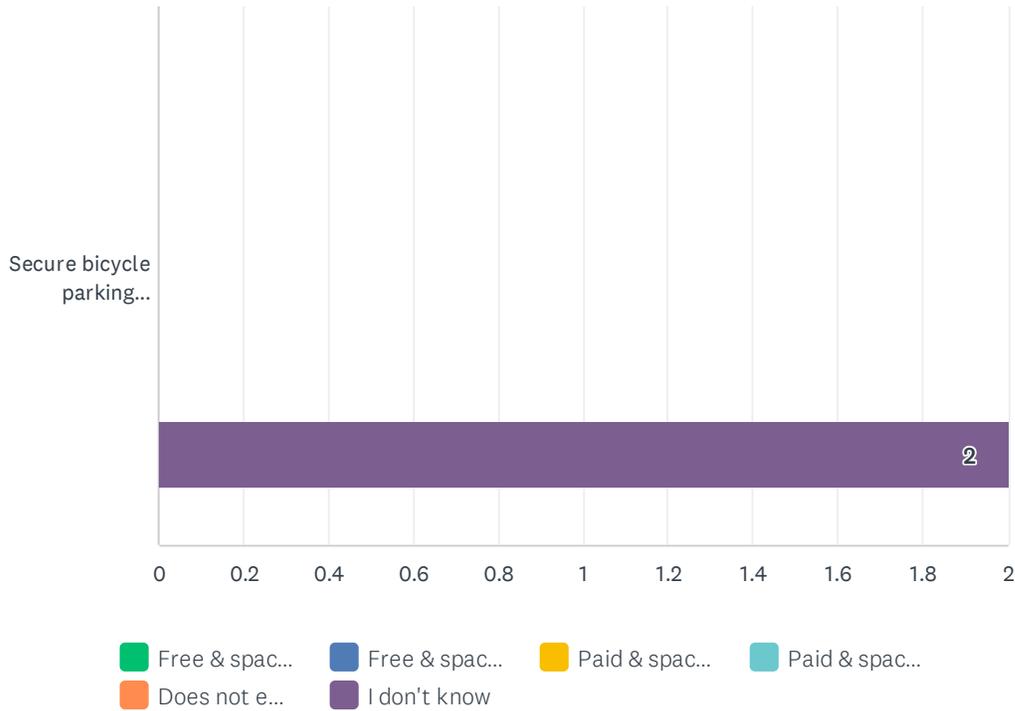
#	RESPONSES	DATE
1	Station location is isolated from activity centers and station area requires passage through the parking lot	8/15/2023 3:59 PM
2	If you are conveniently located to a bus going to this station. If I go here, it takes me 3 buses and I don't get good directions and the trip planner. The trip planner doesn't always include the trains in options for travel. The Norwalk bus goes to Cerritos Mall and the Long Beach Transit buses extending have been very helpful.	8/10/2023 11:01 AM

### Q35 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 2 Skipped: 22



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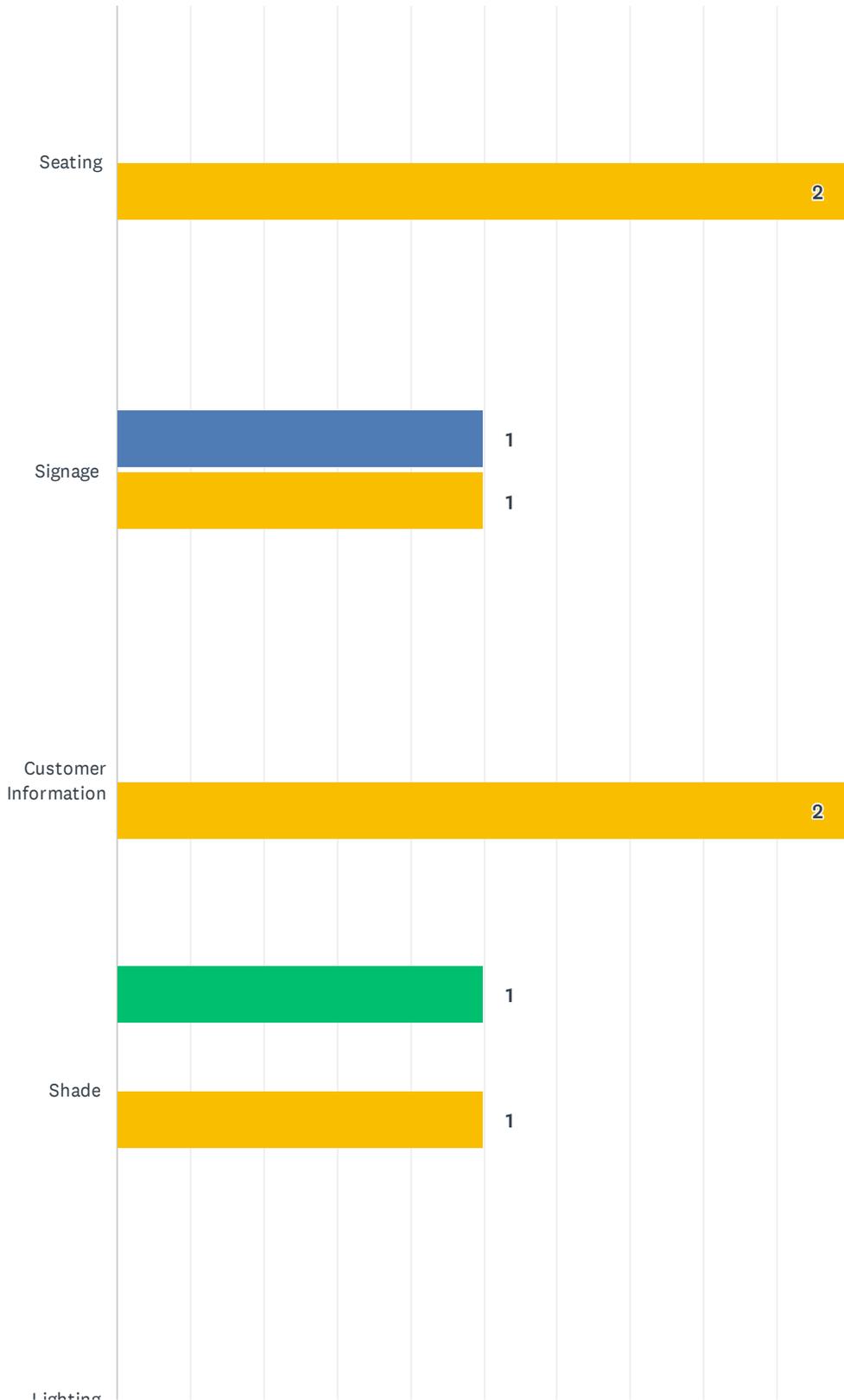


	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 1	2
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2

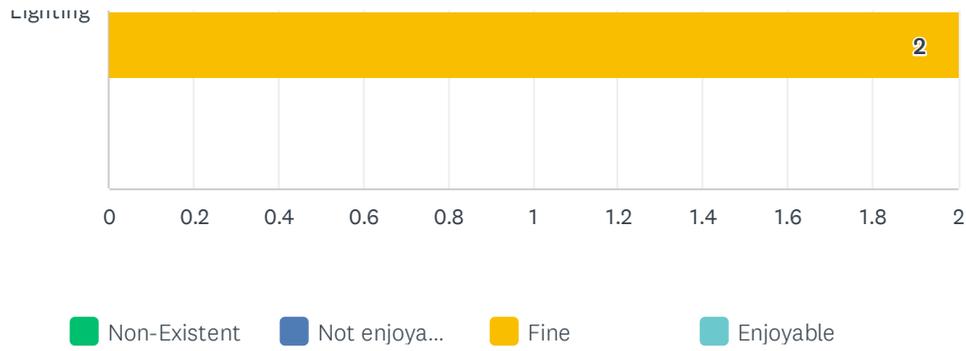
#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF VEHICLE AND/OR BIKE PARKING?	DATE
1	Signage about parking policy is confusing	8/15/2023 3:59 PM

## Q36 For the rail station platform, how would you characterize the following amenities?

Answered: 2 Skipped: 22



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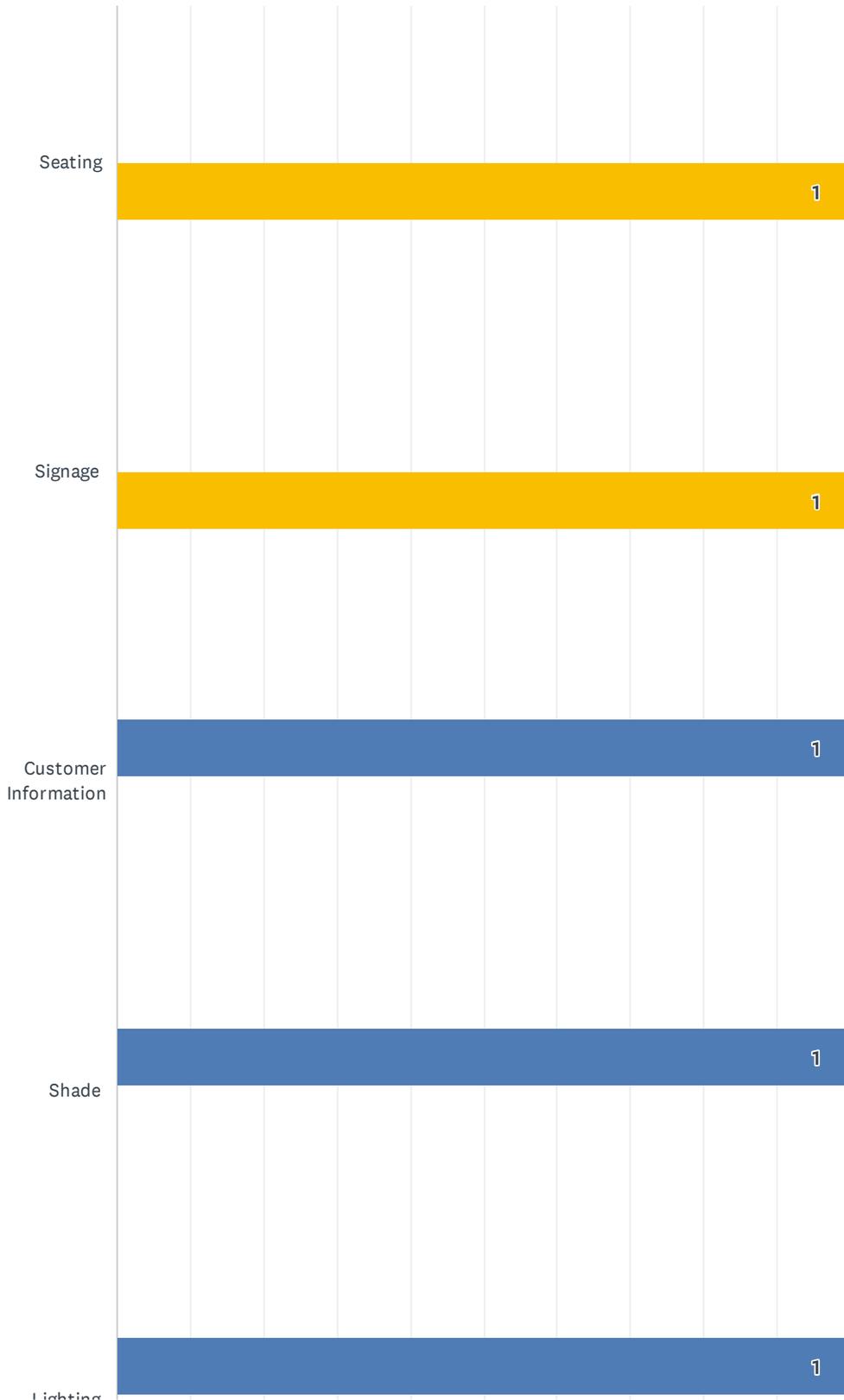


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Signage	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Customer Information	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Shade	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2
Lighting	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Platform number signage is small	8/15/2023 3:59 PM

### Q37 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 1 Skipped: 23



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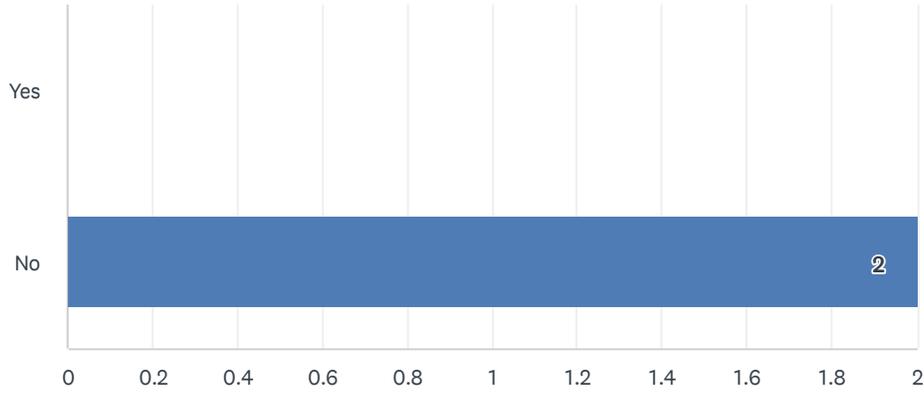


	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
Signage	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
Customer Information	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Shade	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Lighting	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Need more lighting and shade	8/10/2023 11:01 AM

### Q38 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 2 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	2
<b>TOTAL</b>		<b>2</b>

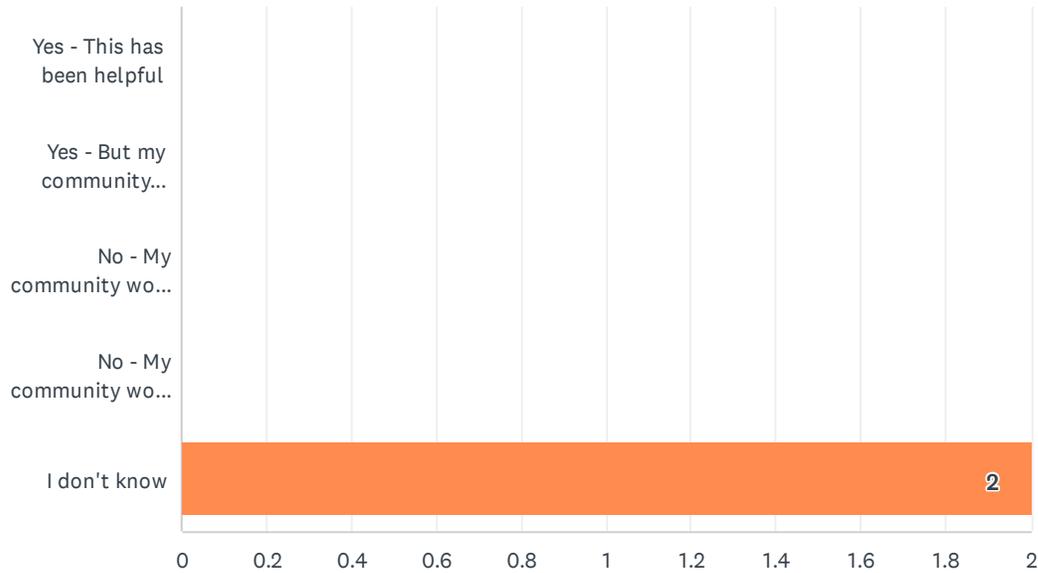
### Q39 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q40 Do you know if there is a regular station attendant to provide information or assistance at this station?

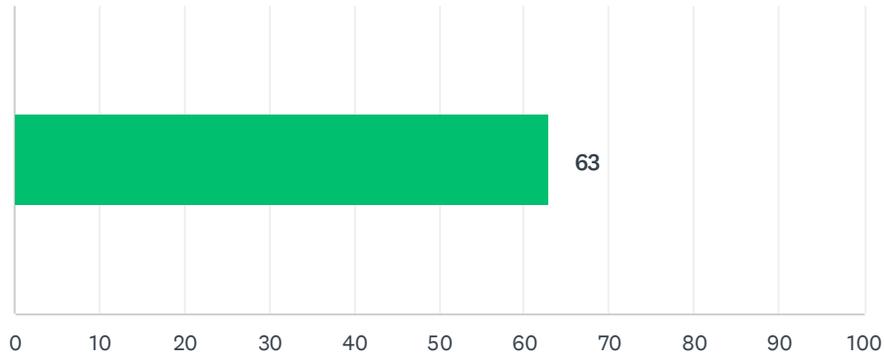
Answered: 2 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	100.00%	2
<b>TOTAL</b>		<b>2</b>

## Q41 How easy or challenging is it to transfer between modes?

Answered: 2 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	63	126	2
Total Respondents: 2			

#		DATE
1	61	8/15/2023 3:59 PM
2	65	8/10/2023 11:01 AM

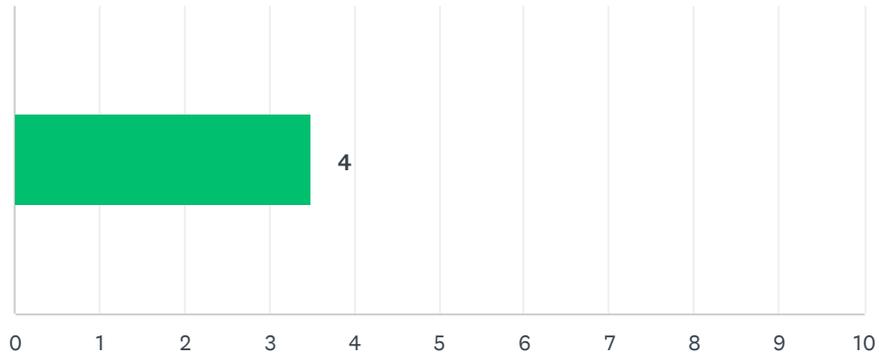
## Q42 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	There is a TAP Vending Machine between the platform and bus hub. Buses enter the station area. Other modes are difficult to use.	8/15/2023 3:59 PM
2	Very helpful bus operators.	8/10/2023 11:01 AM

## Q43 Is it easy or challenging to exit the station?

Answered: 2 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	7	2
Total Respondents: 2			

#		DATE
1	3	8/15/2023 3:59 PM
2	4	8/10/2023 11:01 AM

## Q44 What makes it easy or challenging to exit the station?

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	Shared ped/bike path crosses through parking lot, intersection at station exit/Imperial is 3-legged	8/15/2023 3:59 PM
2	Signage is not clear on how to exit.	8/10/2023 11:01 AM

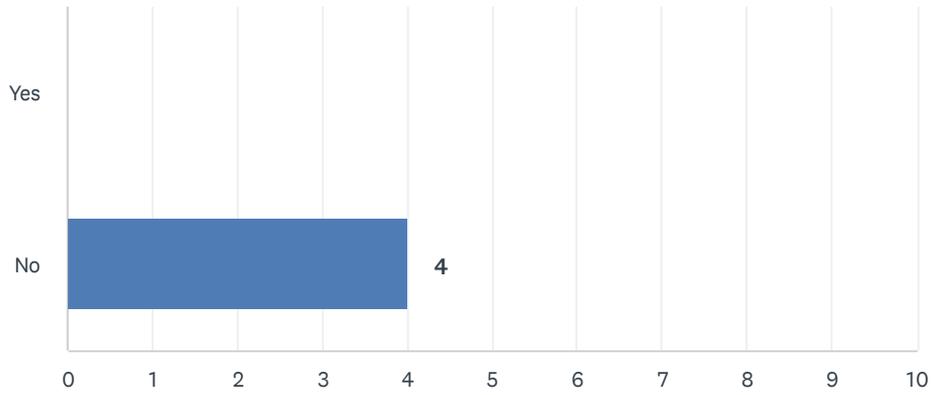
## Q45 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 2 Skipped: 22

#	RESPONSES	DATE
1	Increase frequency, bike/walk ped improvement to County buildings and surrounding area, C Line extension	8/15/2023 3:59 PM
2	Better signage, station an attendant for assistance at all times.	8/10/2023 11:01 AM

## Q46 Would you like to provide feedback on one or more additional stations?

Answered: 4 Skipped: 20



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 4
TOTAL	4

## Q47 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q48 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q49 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q50 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q51 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	THE STATION DOES NOT HAVE THIS	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q52 For the rail station platform, how would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q53 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q54 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q55 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q56 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q57 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q58 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q59 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q60 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q61 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q62 Would you like to provide feedback on one or more additional stations?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q63 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q64 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q65 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q66 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q67 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	THE STATION DOES NOT HAVE THIS	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q68 For the rail station platform, how would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q69 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q70 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

# Q71 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q72 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q73 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q74 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q75 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q76 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q77 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q78 Would you like to provide feedback on one or more additional stations?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q79 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00% 0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00% 0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00% 0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00% 0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00% 0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00% 0
<b>TOTAL</b>	<b>0</b>

## Q80 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q81 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q82 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q83 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q84 For the rail station platform, How would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q85 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT / MISSING	POOR / INCONVENIENT / NOT ENJOYABLE	STANDARD / FINE	EXCELLENT / ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q86 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

# Q87 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q88 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q89 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q90 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q91 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q92 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q93 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q94 Would you like to provide feedback on one or more additional stations?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

## Q95 The station area that I am familiar with and will be addressing in the following questions is...

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Van Nuys Station (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)	0.00%	0
Downtown Burbank (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)	0.00%	0
Burbank Airport North (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail	0.00%	0
Burbank Airport South (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)	0.00%	0
Norwalk C Line Terminus (Metro Rail, Long Beach Transit, Norwalk Transit)	0.00%	0
Norwalk/Santa Fe Springs Station (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q96 What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q97 How easy or challenging is it to get to the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q98 What makes it easy or challenging?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q99 Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row)

Answered: 0 Skipped: 24

 No matching responses.

	FREE & SPACES ARE TYPICALLY AVAILABLE	FREE & SPACES ARE TYPICALLY FULL	PAID & SPACES ARE TYPICALLY AVAILABLE	PAID & SPACES ARE TYPICALLY FULL	DOES NOT EXIST	I DON'T KNOW	TOTAL
Vehicle parking lot	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Vehicle parking on surrounding streets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Short term bicycle parking (bike rack)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Secure bicycle parking (lockers, bike hub)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q100 For the rail station platform, How would you characterize the following amenities?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q101 For the neighboring bus stops, how would you characterize the following amenities at the station?

Answered: 0 Skipped: 24

 No matching responses.

	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	TOTAL
Seating	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Signage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Customer Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Shade	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Lighting	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Q102 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

# Q103 Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q104 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	0.00%	0
Yes - But my community doesn't use this service	0.00%	0
No - My community would appreciate this service	0.00%	0
No - My community would not use this service	0.00%	0
I don't know	0.00%	0
<b>TOTAL</b>		<b>0</b>

## Q105 How easy or challenging is it to transfer between modes?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q106 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q107 Is it easy or challenging to exit the station?

Answered: 0 Skipped: 24

 No matching responses.

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	0	0	0
Total Respondents: 0			
#			DATE
	There are no responses.		

## Q108 What makes it easy or challenging to exit the station?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

## Q109 If you could change 3 things about the transit experience at this station for your community, what would they be?

Answered: 0 Skipped: 24

#	RESPONSES	DATE
	There are no responses.	

# CBO Survey Summary by Station Area – August 9 to August 29, 2023

## Van Nuys Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 5

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - The area really lacks safe bike infrastructure, but there are opportunities to connect to the Orange Line Bike Path via a Class IV protected bike lane on Van Nuys Boulevard, or a network of protected bike lanes on side streets.
  - Most feel that things are not better and feel they are hearing the same talk they have over the years. As they use public transportation each day, they know if things are getting better or worse.
  - It is not safe, its dirty, there isn't enough shade or places to cool down. its a bit hidden so unless you know its there, its not very visible
  - Unfortunately, there are times when there are mentally unstable homeless people waiting at the bus stop and are agitated to the point where they behave erratically.
  - Connection information
  
3. How easy or challenging is it to get to the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
  - 1
  - 3
  
4. What makes it easy or challenging?
  - Unsafe bike infrastructure, busy high speed streets
  - Some of the Elevators are used as a restroom, and people are using it to smoke marijuana, cigarettes and do other things in there
  - its not visible and people pass by it all the time not knowing its there.
  - The bus stops are conveniently close to get to for transfers etc.
  - Connection information
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]

- Vehicle parking lot
  - I don't know
  - Free & spaces are typically available
  - Free & spaces are typically available
  - I don't know
  - Free & spaces are typically available
- Vehicle parking on surrounding streets
  - I don't know
  - Free & spaces are typically available
  - Free & spaces are typically full
  - I don't know
  - I don't know
- Short term bicycle parking (bike rack)
  - I don't know
  - Free & spaces are typically available
  - Free & spaces are typically full
  - I don't know
  - I don't know
- Secure bicycle parking (lockers, bike hub)
  - I don't know
  - I don't know
  - I don't know
  - I don't know
  - I don't know
- Is there anything you'd like us to know about the quality of vehicle and/or bike parking?
  - Adequate bike parking, with a structure over it to protect bikes from the elements, and signage so people can quickly find it would be ideal.

6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Signage
  - Not enjoyable
  - Fine
  - Fine
  - Fine
- Customer Information
  - Fine
  - Fine
  - Fine
  - Fine

- Shade
  - Not enjoyable
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Lighting
  - Fine
  - Fine
  - Fine
  - Fine
- Is there anything you'd like us to know about the quality of the amenities?
  - The area needs much more shade so that large groups of people can be protected from the sun at all hours of the da
  - Police citizen regulations are not being followed. There is smoking marijuana smoke, cigarette smoke, drinking alcohol riding electric scooters and a bikes. There is no enforcement most of the time.
  - More platform information

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Not enjoyable
  - Fine
  - Fine
  - Not enjoyable
- Signage
  - Not enjoyable
  - Fine
  - Fine
  - Not enjoyable
- Customer Information
  - 
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Shade
  - Not enjoyable
  - Not enjoyable
  - Not enjoyable
  - Fine
  - Not enjoyable
- Lighting
  - Not enjoyable
  - Fine

- Fine
  - Not enjoyable
  - Is there anything you'd like us to know about the quality of the amenities?
    - From the photos shown during the presentation, there is not nearly enough shade
    - When talking and planning there should be people who use public transportation. And especially Senior Citizens and People with Disabilities who can give great feedback as they are the ones who know better what and don't work and why. This will save money, get things right, and great for business.
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- No
  - Yes
  - Yes
  - No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- Unknown
  - N/A
  - no
  - Yes, they were posts at each bus stop with alternate routes and other options available for transportation.
  - Paper signs
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- I don't know
  - No - My community would appreciate this service
  - I don't know
  - Yes - This has been helpful
  - No - My community would appreciate this service
11. How easy or challenging is it to transfer between modes? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 5
  - 4
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
- unknown

- What make things more challenging is when everything is online, and a person cell phone is not working and there no other way to get information. And some people don't have a cell phone or don't have internet. Many seniors and people have problems knowing how to use the internet.
- It would be nice if there was a schedule posted at stops with detailed times and routes.
- Connection information

13. Is it easy or challenging to exit the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)

- 4
- 5
- 4

14. What makes it easy or challenging to exit the station?

- unknown
- I have done many of things like this over time. It can be hard if you are not use to doing things like this online.
- There is sufficient space when exiting the bus.
- Long distance between bus and train

15. If you could change 3 things about the transit experience at this station for your community, what would they be?

- Add safe class IV bike lanes in the area to get people to Kaiser Permanente Panorama City, the Orange Line Bike Path, and up and down Van Nuys Boulevard. Add much more shade to the station
- Not sure would really have to think on it.
- Lighting at bus stops for passengers that need transportation late at night. Designated hand wash stations for passengers at bus stops. Shade roof at bus stops for summer days and for storm season.
- Real time information, seating, shade

## Downtown Burbank Station

*Number of responses: 0*

## Burbank Airport North Station

*Note: Question #1 is station area, so questions start with #2*

*Number of responses: 1*

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - We need more shade and for the Station to be cleaner.

3. How easy or challenging is it to get to the station? (*0 = Extremely Challenging to 7 = Extremely Easy*)
  - 7
  
4. What makes it easy or challenging?
  - The visibility
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]
  - Vehicle parking lot
    - I don't know
  - Vehicle parking on surrounding streets
    - I don't know
  - Short term bicycle parking (bike rack)
    - I don't know
  - Secure bicycle parking (lockers, bike hub)
    - I don't know
  
6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Not enjoyable
  - Signage
    - Fine
  - Customer Information
    - Fine
  - Shade
    - Non-Existent
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - They could be better and have better maintenance
  
7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Not enjoyable
  - Signage
    - Fine
  - Customer Information
    - Fine

- Shade
    - Non-Existent
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - Could be better and have better maintenance
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- No - My community would appreciate this service
11. How easy or challenging is it to transfer between modes? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 7
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
13. Is it easy or challenging to exit the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 
14. What makes it easy or challenging to exit the station?
- 7
15. If you could change 3 things about the transit experience at this station for your community, what would they be?
- Put more signs, put more sports for ebikes and scooters, and access for disabled folks.

## Burbank Airport South Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 1

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
  - It's the easier airport to access from Hollywood and Downtown LA. More should be done in either more service or better marketing about the easy airport that has transit access.
  
3. How easy or challenging is it to get to the station? (*0 = Extremely Challenging to 7 = Extremely Easy*)
  -
  
4. What makes it easy or challenging?
  -
  
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]
  - Vehicle parking lot
    - I don't know
  - Vehicle parking on surrounding streets
    - I don't know
  - Short term bicycle parking (bike rack)
    - I don't know
  - Secure bicycle parking (lockers, bike hub)
    - I don't know
  
6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
  - Seating
    - Fine
  - Signage
    - Not enjoyable
  - Customer Information
    - Not enjoyable
  - Shade
    - Not enjoyable
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
- Seating
    - Non-Existent
  - Signage
    - Not enjoyable
  - Customer Information
    - Not enjoyable
  - Shade
    - Non-Existent
  - Lighting
    - Fine
  - Is there anything you'd like us to know about the quality of the amenities?
    - This station needs to be modernized and treated like a key regional transportation hub station that it can and should be that is adjacent to an airport.
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- 
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- I don't know
11. How easy or challenging is it to transfer between modes? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
- Not enough information
13. Is it easy or challenging to exit the station? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 5
14. What makes it easy or challenging to exit the station?
- crosswalk and walking to the airport

15. If you could change 3 things about the transit experience at this station for your community, what would they be?
- More service frequency, additional information on departing flights at the airport.

## Norwalk C Line Station

Note: Question #1 is station area, so questions start with #2

Number of responses: 3

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?
- Transit area (bus hub, rail platform, and ticketing) is small relative to overall station size including parking.
  - Seems like this station is always under construction. Signage is not clear about where to catch buses.
  - Super fast very cool , Metro Ambassadors are seen but I don't see that they do anything when trouble arises.
3. How easy or challenging is it to get to the station? (0 = Extremely Challenging to 7 = Extremely Easy)
- 1
  - 6
  - 3
4. What makes it easy or challenging?
- Only viable bike/ped access is along Hoxie via Imperial Highway and requires crossing freeway on- and off-ramps.
  - I live near the Aline station so I just have to walk two blocks and jump on the train after tapping my Tap card. I get off at the green line station to Norwalk and go to the bus line that takes me to the County offices where I go to meetings. I have missed buses because there was construction and there wasn't clear signage where to pick up a bus going to LA. A good transit system is critical to keeping me an active, engaged senior.
  - The challenging part is to arrive fast from Whittier in the morning if I don't have a ride. Time is precious
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know]
- Vehicle parking lot
    - Free & spaces are typically available

- I don't know
  - Free & spaces are typically available
- Vehicle parking on surrounding streets
  - I don't know
  - I don't know
  - Does not exist
- Short term bicycle parking (bike rack)
  - I don't know
  - I don't know
  -
- Secure bicycle parking (lockers, bike hub)
  - I don't know
  - I don't know
- Is there anything you'd like us to know about the quality of vehicle and/or bike parking?
  - I don't know where the location of secure bike parking in the station.
  - I am 73 and don't ride a bike so I can't answer this question. I know there is bike parking but since I don't use it, I don't know.

6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Not enjoyable
  - Fine
  - Fine
- Signage
  - Not enjoyable
  - Non-Existent
  - Fine
- Customer Information
  - Not enjoyable
  - Non-Existent
  - Fine
- Shade
  - Not enjoyable
  - Enjoyable
  - Fine
- Lighting
  - Not enjoyable
  - Enjoyable
  - Fine
- Is there anything you'd like us to know about the quality of the amenities?
  - I wish the stations would all have at least vendor carts selling water and snacks. To make meetings on time, I often don't have time to eat.
  - Some times seats are dirty and cannot seat down

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
- Seating
    - Not enjoyable
    - Fine
  - Signage
    - Non-Existent
    - Fine
  - Customer Information
    - Non-Existent
    - Fine
  - Shade
    - Enjoyable
    - Fine
  - Lighting
    - Not enjoyable
    - Not enjoyable
  - Is there anything you'd like us to know about the quality of the amenities?
    - Signage is only at one side of the station. If you don't know where to look, it is easy to miss or not see. There were Metro employees giving directions during some of the construction but not always.
    - Need more light and security outside
8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?
- Yes
  - No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- My phone doesn't have a QR reader on it. There isn't enough signage in visible locations.
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- No - My community would appreciate this service
  - Yes - This has been helpful
  - Yes - This has been helpful
11. How easy or challenging is it to transfer between modes? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 3
  - 6

- 5

12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

- Escalators are only one way between platform and bus hub, elevator is regularly dirty/smelly
- This station gets quite crowded during peak hours. Signage needs to be high enough to see above the passengers. It would be helpful to have an attendant at this station.
- Some times are signs but sometimes are not and is confusing and no one to contact except for the security guard

13. Is it easy or challenging to exit the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)

- 1
- 5

14. What makes it easy or challenging to exit the station?

- Only exit is at Hoxie which has the freeway crossings to navigate. An opportunity is available to add additional bike/ped scale exits along Foster Rd and Flatbush Ave
- The crowds make it difficult and sometimes block access to the stairs. Elevators don't always work which is difficult when going with someone in a wheelchair.
- Is convenient when you have electric steps working

15. If you could change 3 things about the transit experience at this station for your community, what would they be?

- Open the Foster Rd entrance and add walk/bike path. Improve/add walk/bike paths along Hoxie + I-105 ramp. Renovate first section of parking for more buses, kiss and ride, and a station attendant
- Better lighting, Better signage. Stationing an attendant that also sells snacks and water. This station has the most vendors hawking candy/snacks on the train.
- Cleaning more often seats and halls and smelling clean. Have a bathroom in key stations

## Norwalk/Santa Fe Springs Station

*Note: Question #1 is station area, so questions start with #2*

*Number of responses: 3*

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

- The station is hard to reach outside of a car
- I got stranded in Santa Fe Springs one time because the contracted bus line got diverted. It was not a good area to be stranded in It cost me \$30 for a cab I didn't really have, to get to a place where I could catch a bus.

3. How easy or challenging is it to get to the station? (*0 = Extremely Challenging to 7 = Extremely Easy*)
- 0
  - 1
  - 5
4. What makes it easy or challenging?
- Station location is isolated from activity centers and station area requires passage through the parking lot
  - If you are conveniently located to a bus going to this station. If I go here, it takes me 3 buses and I don't get good directions and the trip planner. The trip planner doesn't always include the trains in options for travel. The Norwalk bus goes to Cerritos Mall and the Long Beach Transit buses extending have been very helpful.
5. Regarding vehicle and bicycle parking, the station has... (Select the most appropriate choice for each row) [*Free & spaces are typically available, Free & spaces are typically full, Paid & spaces are typically available, Paid & spaces are typically full, Does not exist, I don't know*]
- Vehicle parking lot
    - I don't know
    - Free & spaces are typically available
    - I don't know
  - Vehicle parking on surrounding streets
    - I don't know
    - I don't know
    - I don't know
  - Short term bicycle parking (bike rack)
    - I don't know
    - I don't know
    - I don't know
  - Secure bicycle parking (lockers, bike hub)
    - I don't know
    - I don't know
    - I don't know
  - Is there anything you'd like us to know about the quality of vehicle and/or bike parking?
    - Signage about parking policy is confusing
6. For the rail station platform, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)
- Seating
    - Fine
    - Fine

- Fine
- Signage
  - Fine
  - Not enjoyable
  - Fine
- Customer Information
  - Fine
  - Fine
  - Fine
- Shade
  - Fine
  - Non-Existent
  - Fine
- Lighting
  - Fine
  - Fine
  - Fine
- Is there anything you'd like us to know about the quality of the amenities?
  - Platform number signage is small

7. For the bus stops at the station, how would you characterize the following amenities? (*Non-existent, Not enjoyable, Fine, Enjoyable*)

- Seating
  - Fine
  - Fine
- Signage
  - Fine
  - Fine
- Customer Information
  - Fine
  - Not enjoyable
- Shade
  - Fine
  - Not enjoyable
- Lighting
  - Fine
  - Not enjoyable
- Is there anything you'd like us to know about the quality of the amenities?
  - Need more lighting and shade

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- No
- No

- No
9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)
- 
10. Do you know if there is a regular station attendant to provide information or assistance at this station?
- No - My community would appreciate this service
  - I don't know
  - I don't know
11. How easy or challenging is it to transfer between modes? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 4
  - 5
12. What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)
- There is a TAP Vending Machine between the platform and bus hub. Buses enter the station area. Other modes are difficult to use.
  - Very helpful bus operators.
13. Is it easy or challenging to exit the station? (0 = *Extremely Challenging* to 7 = *Extremely Easy*)
- 3
  - 4
14. What makes it easy or challenging to exit the station?
- Shared ped/bike path crosses through parking lot, intersection at station exit/Imperial is 3-legged
  - Signage is not clear on how to exit.
15. If you could change 3 things about the transit experience at this station for your community, what would they be?
- Increase frequency, bike/walk ped improvement to County buildings and surrounding area, C Line extension
  - Better signage, station an attendant for assistance at all times.

## **Appendix E - Blank CBO Survey**



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Introduction

Thank you for participating in the Metro Los Angeles County Rail Network Integration Study focus group. The following survey questions are intended to frame the discussion for breakout sessions. Please fill out the survey in its entirety.

The first set of questions (Part 1) relate to the regional transit network and the second set of questions (Part 2) relate to the six specific station areas: Van Nuys Station, Burbank Airport North Station, Burbank Airport South Station, Downtown Burbank Station, Norwalk C Line Station, and Norwalk/Santa Fe Springs Station.

We anticipate that the survey will take approximately 15 minutes. Thank you for taking the time to fill out the survey.

\* 1. Please provide your contact information

Name	<input type="text"/>
Organization	<input type="text"/>
Position	<input type="text"/>
Email Address	<input type="text"/>



## Los Angeles County Rail Network Integration Study Focus Group Survey

## Part 1: Regional Transit Network Information

1. What modes of public transportation do members of your community typically use?  
(Select all that apply)

- Metro Micro
- Metro Bus Local Lines
- Metro Express Bus (e.g., 577, El Monte-Long Beach State/VA Hospital; 501, North Hollywood - Pasadena)
- Metro Rapid Bus (e.g., 720, Santa Monica-Downtown LA; 754, Hollywood - Athens via Vermont)
- Metro Bus Rapid Transit (G Line (Orange); J Line (Silver))
- Municipal Local Bus (e.g., Long Beach Transit, Norwalk Transit, BurbankBus, LADOT DASH)
- Municipal Express Bus (e.g., LADOT Commuter Express)
- Metro Heavy Rail (B Line (Red), D Line (Purple))
- Metro Light Rail (A Line (Blue/Gold); C Line (Green); E Line (Gold/Expo); K Line (Crenshaw))
- Metrolink
- Amtrak
- Other (please specify)

2. What tools do your community members use to plan their trips? (Select all that apply)

- Official Metro Phone Apps
- Metro.net (official Metro website)
- Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)
- Online maps, such as Google Maps or Apple Maps
- Bike-share or scooter-share phone apps
- Information at stations
- Paper maps
- Word of mouth
- Other (please specify)

3. If using a Metro Phone app, which one(s) are used?

4. While you or your community members are traveling, what information do they need?  
Are there gaps in information?

5. Which of the following information is sought by you or your community members when using trip planning tools? (select all that apply)

- |                                                                                                         |                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Travel Information: Route(s) information & Timetables                          | <input type="checkbox"/> Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services                                                 |
| <input type="checkbox"/> Travel Information: Total travel time / Total travel costs                     | <input type="checkbox"/> Where and how to access services: Where to get on the bus / Where to get on the train                                                                        |
| <input type="checkbox"/> Payments: How to pay for the trip / What discounts or free rides are available | <input type="checkbox"/> Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations |
| <input type="checkbox"/> Transfers: How to pay for trip transfers between legs of a transit trip        |                                                                                                                                                                                       |
| <input type="checkbox"/> Other (please specify)                                                         |                                                                                                                                                                                       |

6. **Regarding fare payments on Metro and local bus services**, do you and/or your community know about the following? (Select all that apply)

- |                                                                                                                           |                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> How to use a TAP card                                                                            | <input type="checkbox"/> TAP card fare capping (daily and weekly)                                                                   |
| <input type="checkbox"/> Purchasing or reloading a TAP card at a TAP ticket vending machine, vendor, customer care center | <input type="checkbox"/> Discounts for seniors, students (U-Pass), low income, disabilities                                         |
| <input type="checkbox"/> Purchasing or reloading a new TAP card online or on a phone                                      | <input type="checkbox"/> Free fares for students (GoPass), and low income households (LIFE)                                         |
| <input type="checkbox"/> Purchasing or reloading a TAP on a Metro bus                                                     | <input type="checkbox"/> Free transfers between Metro rail and/or buses (2-hours, one direction)                                    |
| <input type="checkbox"/> EZ Transit Pass Program                                                                          | <input type="checkbox"/> Transferring between Metro rail and other bus services (e.g. Metro Bus, BurbankBus, Norwalk Transit, DASH) |

7. **Regarding fare payments on Metrolink and Amtrak**, do you and/or your community know about the following? (Select all that apply)

- |                                                                                                            |                                                                                                                 |
|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Purchasing a Metrolink or Amtrak Ticket in person/at a machine (Daily or monthly) | <input type="checkbox"/> Discounts for those with EBT cards (Mobility-4-All)                                    |
| <input type="checkbox"/> Purchasing a Metrolink or Amtrak Ticket online (Daily or monthly)                 | <input type="checkbox"/> Transferring between Metrolink and other bus or rail services using a Metrolink ticket |
| <input type="checkbox"/> Riding Amtrak with a Metrolink monthly Pass (Rail 2 Rail)                         | <input type="checkbox"/> Transferring between Amtrak rail and Amtrak Thruway Buses                              |
| <input type="checkbox"/> EZ Transit Pass Program                                                           |                                                                                                                 |

8. What are the challenges that you or your community face while planning for a transit trip?

9. What type of mobility options would you and/or your community use to access the transit system from home? (Select all that apply)

- |                                                 |                                                                                          |
|-------------------------------------------------|------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Drive alone            | <input type="checkbox"/> Walk                                                            |
| <input type="checkbox"/> Carpool/Vanpool        | <input type="checkbox"/> Wheelchair                                                      |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Paratransit Services                                            |
| <input type="checkbox"/> Bike                   | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service |
| <input type="checkbox"/> Skateboard/Scoot       |                                                                                          |
| <input type="checkbox"/> Other (please specify) |                                                                                          |

10. What are the challenges that you or your community face getting to transit?

11. What type of mobility options would you and/or your community use to get from transit to their final destination?

(Select all that apply)

Drive alone

Walk

Carpool/Vanpool

Wheelchair

Bike

Paratransit Services

Skateboard/Scoot

Shared Ride Service (e.g. Uber, Lyft, Taxi)  
or Carshare Service

Other (please specify)

12. What are the challenges that you or your community have in getting to their final destination?

13. What are the challenges that you or your community face transferring during a trip?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...

(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the bus stops at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Yes

No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

Yes - This has been helpful

Yes - But my community doesn't use this service

No - My community would appreciate this service

No - My community would not use this service

I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#2)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...  
(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?



12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?



14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#3)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...

(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	The station does not have this	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Yes

No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

Yes - This has been helpful

Yes - But my community doesn't use this service

No - My community would appreciate this service

No - My community would not use this service

I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#4)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...  
(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	The station does not have this	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

Yes

No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Additional Station(s)

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#5)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...

(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, How would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent / Missing	Poor / Inconvenient / Not enjoyable	Standard / Fine	Excellent / Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?



**Los Angeles County Rail Network Integration Study Focus Group Survey**  
Part 2: Additional Station

1. Would you like to provide feedback on one or more additional stations?

Yes

No



## Los Angeles County Rail Network Integration Study Focus Group Survey

### Part 2: Station-specific (#6)

1. The station area that I am familiar with and will be addressing in the following questions is...

- Van Nuys Station** (Metrolink, Amtrak, Metro and LADOT Buses); Future ESFV LRT and Sepulveda Stations (Metro)
- Downtown Burbank** (Metrolink, Amtrak, Metro Bus, BurbankBus, Santa Clarita Transit, Metro Micro, Rally)
- Burbank Airport North** (Metrolink, Metro bus, Burbank Bus, Airport Shuttle, Rally); Future CA High Speed Rail
- Burbank Airport South** (Metrolink, Amtrak, Metro Bus, Airport Shuttle, RITC, Rally)
- Norwalk C Line Terminus** (Metro Rail, Long Beach Transit, Norwalk Transit)
- Norwalk/Santa Fe Springs Station** (Metrolink, Norwalk Transit, Metro Bus); Future C Line Extension (Metro) and CA High Speed Rail

2. What have you heard from your community about the experience of using this rail station and/or nearby bus stops?

3. How easy or challenging is it to get to the station?

Extremely challenging Extremely easy

4. What makes it easy or challenging?

5. Regarding vehicle and bicycle parking, the station has...  
(Select the most appropriate choice for each row)

	Free & spaces are typically available	Free & spaces are typically full	Paid & spaces are typically available	Paid & spaces are typically full	Does not exist	I don't know
Vehicle parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle parking on surrounding streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term bicycle parking (bike rack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure bicycle parking (lockers, bike hub)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

6. For the **rail station platform**, How would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

7. For the **neighboring bus stops**, how would you characterize the following amenities at the station?

	Non-Existent	Not enjoyable	Fine	Enjoyable
Seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like us to know about the quality of the amenities?

8. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

9. Were these route disruptions, detours, construction, or slowdowns communicated? If so, how? (examples: notifications, signs, QR codes, apps)

10. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes - This has been helpful
- Yes - But my community doesn't use this service
- No - My community would appreciate this service
- No - My community would not use this service
- I don't know

11. How easy or challenging is it to transfer between modes?

Extremely Challenging Extremely Easy

12. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

13. Is it easy or challenging to exit the station?

Extremely Challenging Extremely Easy

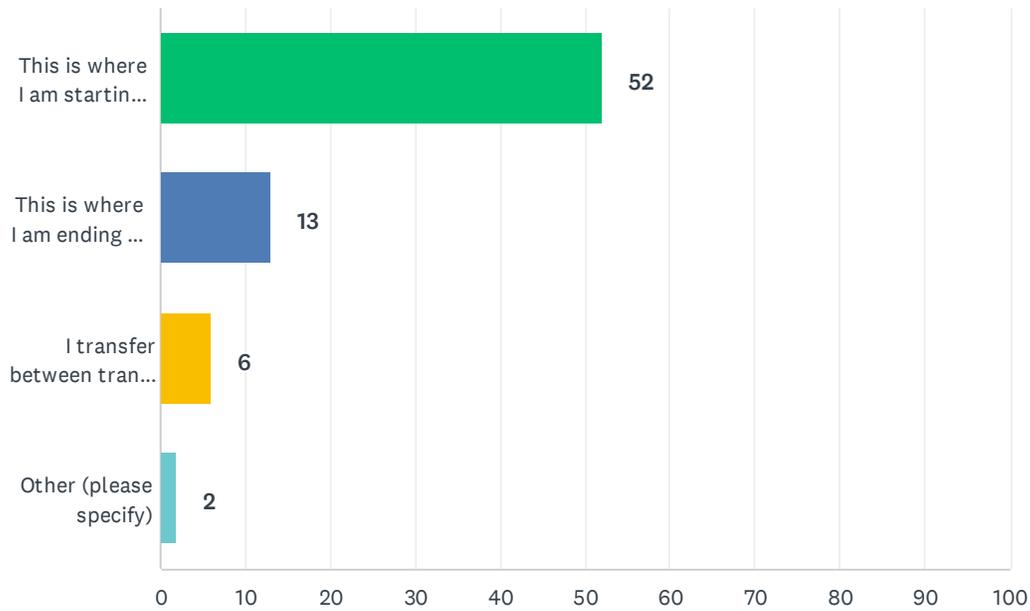
14. What makes it easy or challenging to exit the station?

15. If you could change 3 things about the transit experience at this station for your community, what would they be?

## **Appendix F - Intercept Survey Responses**

## Q1 I am at this station because....

Answered: 73 Skipped: 0

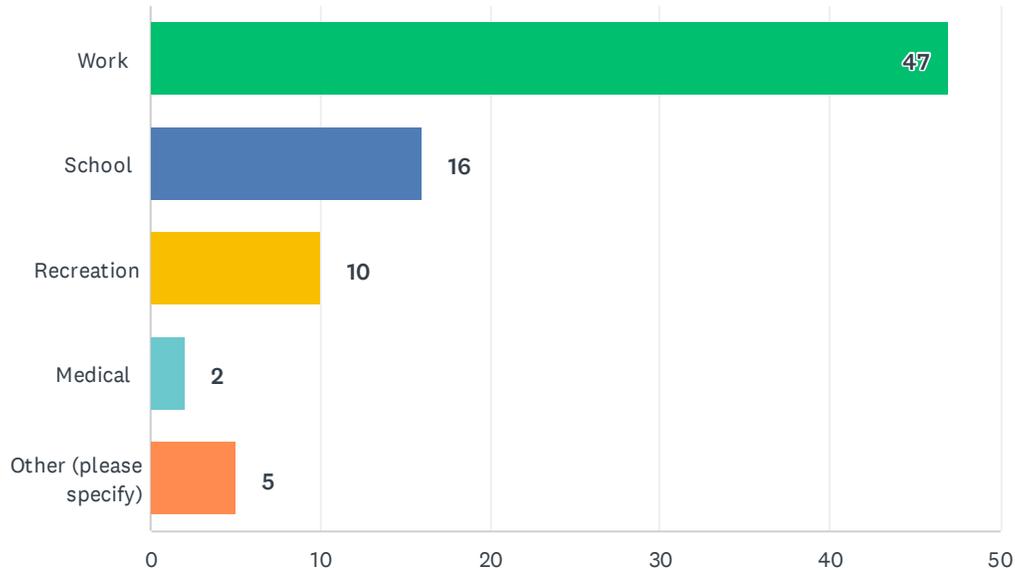


ANSWER CHOICES	RESPONSES
This is where I am starting my transit trip	71.23% 52
This is where I am ending my transit trip	17.81% 13
I transfer between transit modes here (e.g. bus to rail)	8.22% 6
Other (please specify)	2.74% 2
<b>TOTAL</b>	<b>73</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Hi	10/11/2023 7:54 AM
2	I am getting picked up to go to a Airbnb	10/10/2023 5:34 PM

## Q2 Why are you travelling?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Work	64.38%	47
School	21.92%	16
Recreation	13.70%	10
Medical	2.74%	2
Other (please specify)	6.85%	5
Total Respondents: 73		

#	OTHER (PLEASE SPECIFY)	DATE
1	Family death	10/11/2023 8:16 PM
2	Universal	10/10/2023 5:34 PM
3	Back home	10/10/2023 5:29 PM
4	Personal	10/10/2023 7:51 AM
5	City Council	10/10/2023 7:03 AM

## Q3 Generally, where are you travelling to and from?

Answered: 73 Skipped: 0

ANSWER CHOICES	RESPONSES
Start Zip Code or neighborhood:	100.00% 73
Destination Zip Code or neighborhood:	97.26% 71

#	START ZIP CODE OR NEIGHBORHOOD:	DATE
1	Van Nuys	10/16/2023 7:46 AM
2	91331	10/13/2023 11:16 PM
3	9140&	10/13/2023 4:29 PM
4	90061	10/13/2023 2:20 PM
5	91405	10/13/2023 11:19 AM
6	91405	10/13/2023 9:30 AM
7	93021	10/13/2023 8:37 AM
8	91405	10/12/2023 3:18 PM
9	91504	10/12/2023 1:30 PM
10	LA	10/12/2023 10:53 AM
11	91606	10/12/2023 10:17 AM
12	91606	10/12/2023 9:56 AM
13	90012	10/12/2023 9:38 AM
14	90017	10/11/2023 8:16 PM
15	92101	10/11/2023 8:16 PM
16	Van Nuys	10/11/2023 7:59 PM
17	90017	10/11/2023 6:23 PM
18	San diego	10/11/2023 3:56 PM
19	91406	10/11/2023 3:41 PM
20	van nuys	10/11/2023 2:52 PM
21	91405	10/11/2023 2:38 PM
22	91405	10/11/2023 12:58 PM
23	90024	10/11/2023 11:13 AM
24	91315	10/11/2023 10:06 AM
25	91331	10/11/2023 9:35 AM
26	91402	10/11/2023 9:27 AM
27	91406	10/11/2023 9:24 AM
28	91331	10/11/2023 9:13 AM
29	91601	10/11/2023 9:03 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

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30	91436	10/11/2023 8:41 AM
31	91405	10/11/2023 8:07 AM
32	91405	10/11/2023 7:54 AM
33	93033	10/11/2023 7:34 AM
34	91702	10/11/2023 7:33 AM
35	91335	10/11/2023 7:15 AM
36	91406	10/11/2023 7:11 AM
37	91343	10/11/2023 7:11 AM
38	93010	10/10/2023 9:31 PM
39	91343	10/10/2023 8:17 PM
40	93021	10/10/2023 7:08 PM
41	90007	10/10/2023 6:51 PM
42	Sun Valley	10/10/2023 6:43 PM
43	91405	10/10/2023 6:30 PM
44	7986	10/10/2023 5:34 PM
45	93063	10/10/2023 5:29 PM
46	91343	10/10/2023 9:31 AM
47	91406	10/10/2023 8:57 AM
48	91606	10/10/2023 8:43 AM
49	91402	10/10/2023 8:35 AM
50	91402	10/10/2023 8:28 AM
51	91402	10/10/2023 8:21 AM
52	91401	10/10/2023 8:18 AM
53	Glendale	10/10/2023 8:17 AM
54	90604	10/10/2023 8:16 AM
55	91406	10/10/2023 8:11 AM
56	91406	10/10/2023 8:11 AM
57	94704	10/10/2023 7:51 AM
58	91406	10/10/2023 7:42 AM
59	91343	10/10/2023 7:41 AM
60	93010	10/10/2023 7:38 AM
61	92555	10/10/2023 7:37 AM
62	93065	10/10/2023 7:37 AM
63	93036	10/10/2023 7:33 AM
64	91402	10/10/2023 7:27 AM
65	91405	10/10/2023 7:19 AM
66	Van nuys	10/10/2023 7:15 AM
67	91401	10/10/2023 7:10 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

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68	91423	10/10/2023 7:10 AM
69	91403	10/10/2023 7:09 AM
70	Van Nuys	10/10/2023 7:03 AM
71	91411	10/10/2023 6:45 AM
72	91405	10/10/2023 6:42 AM
73	Van nuys	10/10/2023 6:26 AM
#	DESTINATION ZIP CODE OR NEIGHBORHOOD:	DATE
1	LA Union Station	10/16/2023 7:46 AM
2	90039	10/13/2023 11:16 PM
3	Santa Barbara	10/13/2023 4:29 PM
4	91343	10/13/2023 2:20 PM
5	93063	10/13/2023 11:19 AM
6	Santa Barbara	10/13/2023 9:30 AM
7	91406	10/13/2023 8:37 AM
8	90015	10/12/2023 3:18 PM
9	91405	10/12/2023 1:30 PM
10	San Clemente	10/12/2023 10:53 AM
11	San Clemente	10/12/2023 10:17 AM
12	San clemente	10/12/2023 9:56 AM
13	91402	10/12/2023 9:38 AM
14	92021	10/11/2023 8:16 PM
15	Van nuys	10/11/2023 8:16 PM
16	Arts District Downtown LA	10/11/2023 7:59 PM
17	91406	10/11/2023 6:23 PM
18	Van nuys	10/11/2023 3:56 PM
19	93101	10/11/2023 3:41 PM
20	la	10/11/2023 2:52 PM
21	92705	10/11/2023 2:38 PM
22	90017	10/11/2023 12:58 PM
23	93106	10/11/2023 11:13 AM
24	90013	10/11/2023 10:06 AM
25	90012	10/11/2023 9:35 AM
26	Univ. Southern California	10/11/2023 9:27 AM
27	Alhambra	10/11/2023 9:24 AM
28	91016	10/11/2023 9:13 AM
29	92831	10/11/2023 9:03 AM
30	90017	10/11/2023 8:41 AM
31	91311	10/11/2023 8:07 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

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32	90095	10/11/2023 7:34 AM
33	91405	10/11/2023 7:33 AM
34	90012	10/11/2023 7:15 AM
35	91204	10/11/2023 7:11 AM
36	90071	10/11/2023 7:11 AM
37	91405	10/10/2023 9:31 PM
38	90012	10/10/2023 8:17 PM
39	91335	10/10/2023 7:08 PM
40	91405	10/10/2023 6:51 PM
41	Long Beach	10/10/2023 6:43 PM
42	90014	10/10/2023 6:30 PM
43	91411	10/10/2023 5:29 PM
44	91510	10/10/2023 9:31 AM
45	91204	10/10/2023 8:57 AM
46	LA Union Station - Metro Headquarters	10/10/2023 8:43 AM
47	Financial District DTLA	10/10/2023 8:35 AM
48	90840	10/10/2023 8:28 AM
49	90028	10/10/2023 8:21 AM
50	90014	10/10/2023 8:18 AM
51	Van Nuys	10/10/2023 8:17 AM
52	91405	10/10/2023 8:16 AM
53	91201	10/10/2023 8:11 AM
54	90012	10/10/2023 8:11 AM
55	Grover Beach California	10/10/2023 7:51 AM
56	goleta	10/10/2023 7:42 AM
57	downtown	10/10/2023 7:41 AM
58	91401	10/10/2023 7:38 AM
59	Sun Valley	10/10/2023 7:37 AM
60	91405	10/10/2023 7:37 AM
61	91405	10/10/2023 7:33 AM
62	Chatsworth	10/10/2023 7:27 AM
63	90012	10/10/2023 7:19 AM
64	East Hollywood	10/10/2023 7:15 AM
65	90032	10/10/2023 7:10 AM
66	90032	10/10/2023 7:10 AM
67	90032	10/10/2023 7:09 AM
68	Downtown LA	10/10/2023 7:03 AM
69	90012	10/10/2023 6:45 AM

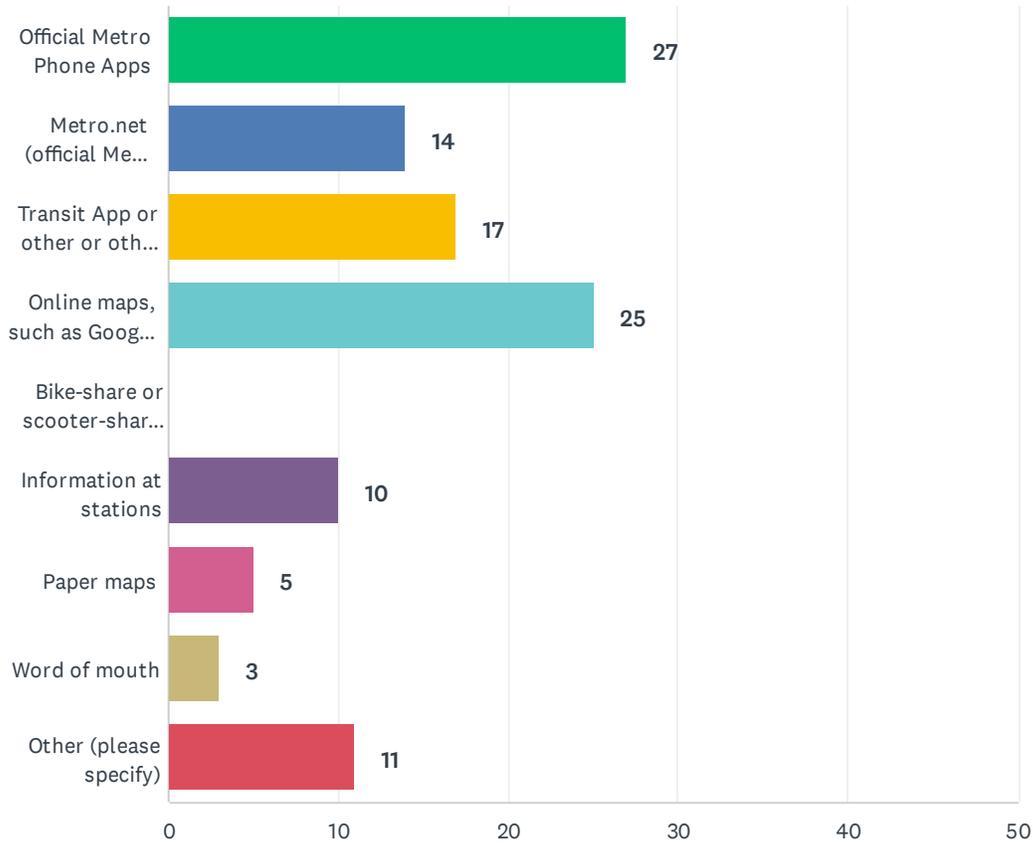
# Metro's Rail Integration Study - Station User Survey: Van Nuys

L.A. County Rail Network Integration Study Task 6 Final, August 2024 - Appendix F

70	93063	10/10/2023 6:42 AM
71	Union station	10/10/2023 6:26 AM

## Q4 What tools do you use to plan your trips? (Select all that apply)

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Official Metro Phone Apps	45.76%	27
Metro.net (official Metro website)	23.73%	14
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	28.81%	17
Online maps, such as Google Maps or Apple Maps	42.37%	25
Bike-share or scooter-share phone apps	0.00%	0
Information at stations	16.95%	10
Paper maps	8.47%	5
Word of mouth	5.08%	3
Other (please specify)	18.64%	11
Total Respondents: 59		

#	OTHER (PLEASE SPECIFY)	DATE
1	Gift	10/13/2023 4:38 PM

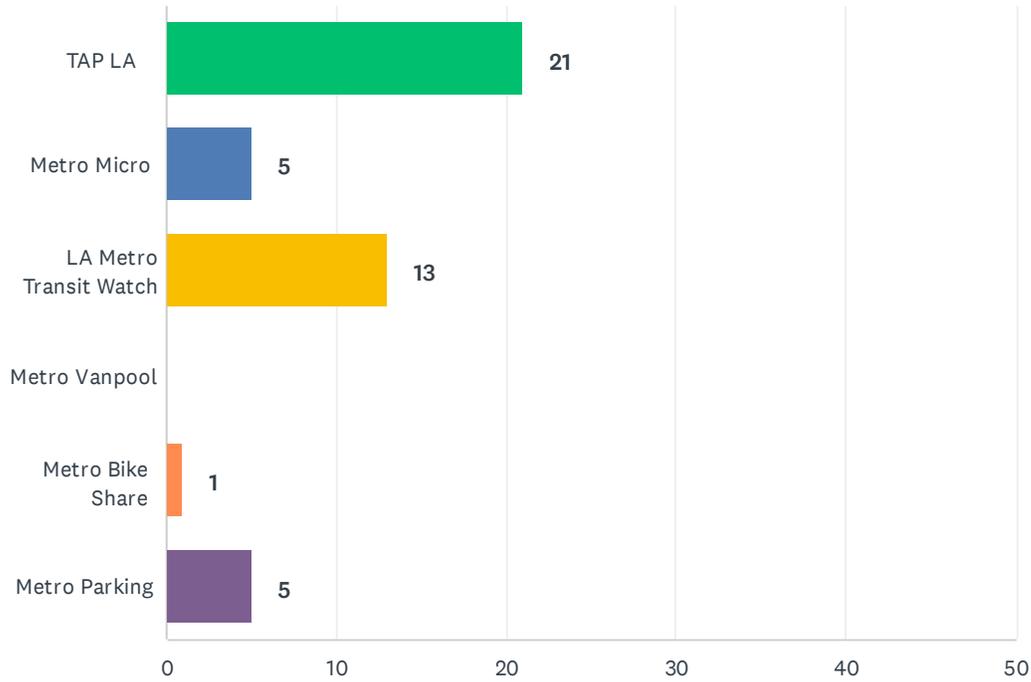
# Metro's Rail Integration Study - Station User Survey: Van Nuys

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2	Metrolink App	10/12/2023 9:46 AM
3	Amtrak appt	10/11/2023 8:20 PM
4	Official Metrolink app and website	10/11/2023 8:08 PM
5	The Metrolink website	10/11/2023 9:44 AM
6	Metrolink Twitter Page Updates	10/11/2023 7:40 AM
7	Metrolink App	10/11/2023 7:18 AM
8	Metrolink App	10/10/2023 8:56 AM
9	Metrolink app	10/10/2023 8:28 AM
10	Metrolink	10/10/2023 8:15 AM
11	I do not use any tools	10/10/2023 7:56 AM

## Q5 If using a Metro Phone app, which one(s) do you use?

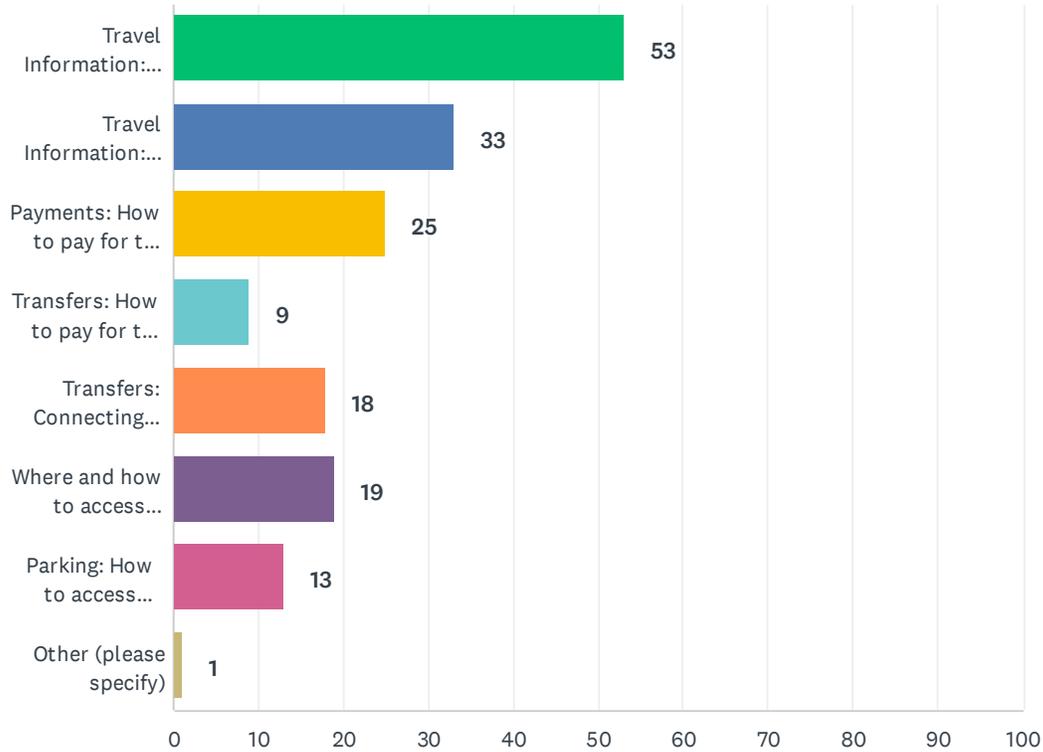
Answered: 38 Skipped: 35



ANSWER CHOICES	RESPONSES	
TAP LA	55.26%	21
Metro Micro	13.16%	5
LA Metro Transit Watch	34.21%	13
Metro Vanpool	0.00%	0
Metro Bike Share	2.63%	1
Metro Parking	13.16%	5
Total Respondents: 38		

## Q6 Which of the following information is sought by you when using trip planning tools? (Select all that apply)

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	89.83% 53
Travel Information: Total travel time / Total travel costs	55.93% 33
Payments: How to pay for the trip / What discounts or free rides are available	42.37% 25
Transfers: How to pay for trip transfers between legs of a transit trip	15.25% 9
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	30.51% 18
Where and how to access services: Where to get on the bus / Where to get on the train	32.20% 19
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	22.03% 13
Other (please specify)	1.69% 1
Total Respondents: 59	

#	OTHER (PLEASE SPECIFY)	DATE
1	like the specific gate name where the train at la union station is not just the sb322 but like 6b type	10/11/2023 3:00 PM

## Q7 Is there any information that is hard to find when transit planning?

Answered: 47 Skipped: 26

#	RESPONSES	DATE
1	Security , direction,	10/13/2023 4:38 PM
2	No	10/13/2023 2:25 PM
3	No.	10/13/2023 9:37 AM
4	No	10/13/2023 8:45 AM
5	No	10/12/2023 1:34 PM
6	No	10/12/2023 10:22 AM
7	No	10/12/2023 10:02 AM
8	No	10/12/2023 9:46 AM
9	No	10/11/2023 8:21 PM
10	Mapping of stations	10/11/2023 8:20 PM
11	Train delays or cancellations	10/11/2023 8:08 PM
12	Finding the schedule of all the stops and timetable was a little hard to find	10/11/2023 4:01 PM
13	it's hard to find where after u get on the metro link to la union station where the train to continue ur trip is at it doesn't say it when you purchase your ticket it just says van nuys to csLA when it should say the next train gate number or something	10/11/2023 3:00 PM
14	No	10/11/2023 2:44 PM
15	No	10/11/2023 1:07 PM
16	The cost of the fares for the various legs is not readily apparent when using the Transit app or Google/Apple Maps. I had to search directly on the local transit's website to locate the cost of the local bus fares at the beginning and end of my destination. When I booked at Amtrak, I was already presented with the fare information.	10/11/2023 11:21 AM
17	The schedules are not on the Metrolink app. It just links to website.	10/11/2023 10:15 AM
18	The ETA of buses and light rails & subways is often unreliable. The location of Metrolink and Amtrak trains (which track they're on) isn't available online and is sometimes incorrect in-person at Union station. Sometimes a person will have to tell you where the proper track is	10/11/2023 9:44 AM
19	Location of the transit vehicle on non-Metrolink modes	10/11/2023 9:41 AM
20	No	10/11/2023 9:25 AM
21	The exact location of platforms	10/11/2023 9:06 AM
22	Yes planning a trip from my house to an end destination. First and last mile never included in trip planning sites so cumbersome and timely to figure it out	10/11/2023 8:50 AM
23	Bus delays	10/11/2023 8:14 AM
24	Live updates	10/11/2023 7:40 AM
25	Not sure	10/11/2023 7:35 AM
26	No	10/11/2023 7:18 AM
27	Good way to plan trip that uses surface public transportation (Metro, Metrolink, etc.) and airplane. Websites that do both airplane travel and public transportation don't integrate the two to show what flights will connect well to bus/train.	10/10/2023 9:46 PM

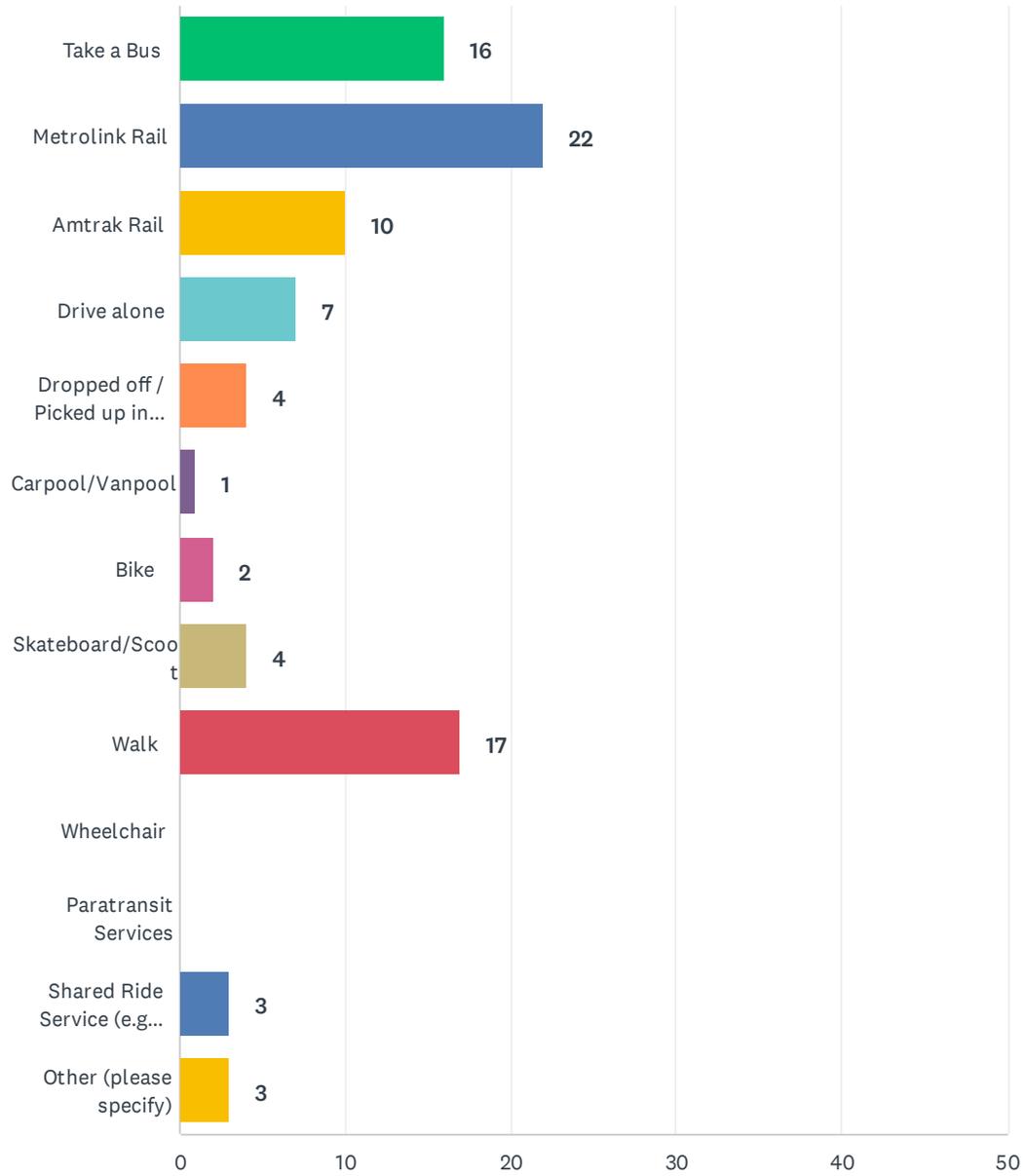
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28	The commute changes daily and makes trips more difficult at times of holidays etc	10/10/2023 7:04 PM
29	No	10/10/2023 6:36 PM
30	No	10/10/2023 5:36 PM
31	no	10/10/2023 9:49 AM
32	Nope	10/10/2023 9:05 AM
33	Na	10/10/2023 8:40 AM
34	No	10/10/2023 8:34 AM
35	Metrolink delays is difficult to access on the website and the app needs improvement.	10/10/2023 8:31 AM
36	Up to date train location/status information	10/10/2023 8:29 AM
37	The timetable is not in real time	10/10/2023 8:18 AM
38	Not that I'm aware of	10/10/2023 8:17 AM
39	None	10/10/2023 7:56 AM
40	No	10/10/2023 7:46 AM
41	No	10/10/2023 7:46 AM
42	When looking on the app there is no clear way to see what times each train comes and having the times posed clearly	10/10/2023 7:39 AM
43	No	10/10/2023 7:38 AM
44	None	10/10/2023 7:27 AM
45	At Union Station, It would be easier to have the train track number be digital.	10/10/2023 7:19 AM
46	No	10/10/2023 6:49 AM
47	No	10/10/2023 6:29 AM

## Q8 From here I am going to....(Select all that apply)

Answered: 59 Skipped: 14



## Metro's Rail Integration Study - Station User Survey: Van Nuys

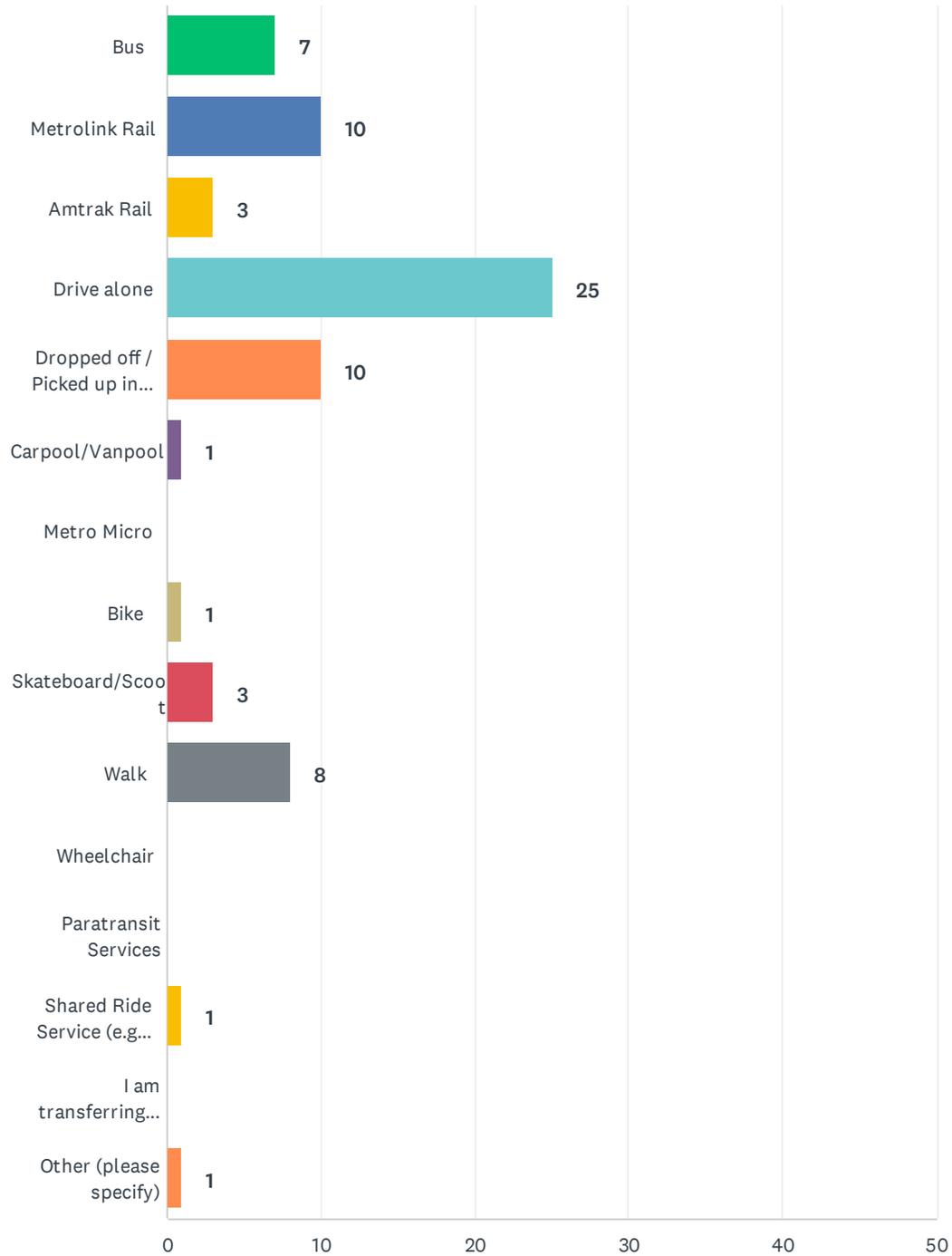
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ANSWER CHOICES	RESPONSES	
Take a Bus	27.12%	16
Metrolink Rail	37.29%	22
Amtrak Rail	16.95%	10
Drive alone	11.86%	7
Dropped off / Picked up in a car	6.78%	4
Carpool/Vanpool	1.69%	1
Bike	3.39%	2
Skateboard/Scoot	6.78%	4
Walk	28.81%	17
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	5.08%	3
Other (please specify)	5.08%	3
Total Respondents: 59		

#	OTHER (PLEASE SPECIFY)	DATE
1	A line	10/16/2023 7:52 AM
2	Walk	10/13/2023 4:38 PM
3	Take a transferring Metrolink train	10/11/2023 9:29 AM

## Q9 I got to this station by...(Select all that apply)

Answered: 59 Skipped: 14



## Metro's Rail Integration Study - Station User Survey: Van Nuys

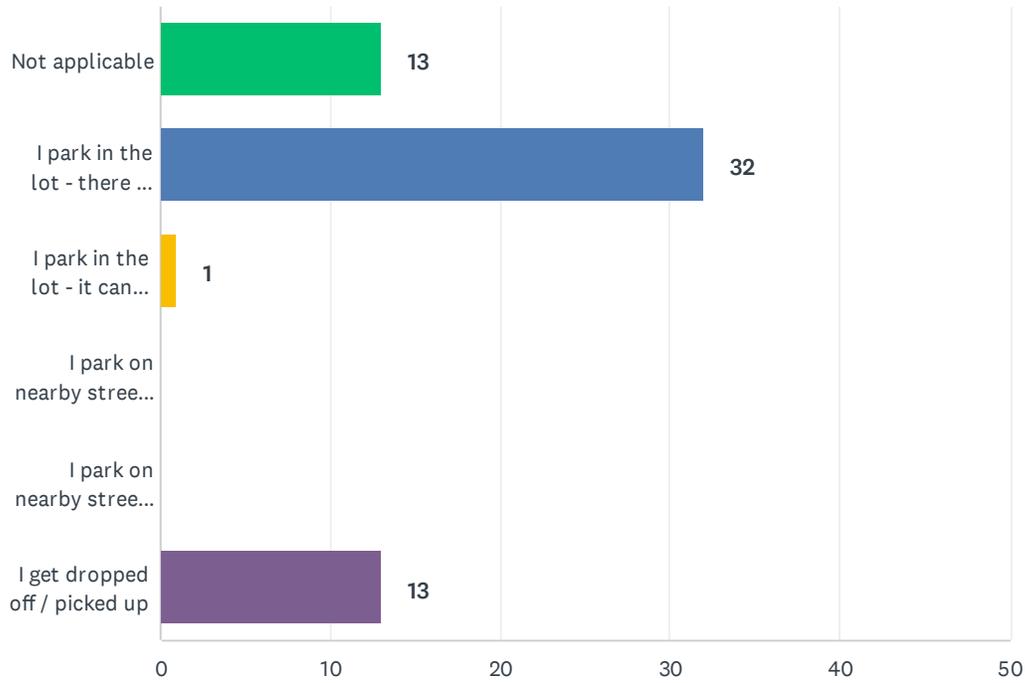
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ANSWER CHOICES	RESPONSES	
Bus	11.86%	7
Metrolink Rail	16.95%	10
Amtrak Rail	5.08%	3
Drive alone	42.37%	25
Dropped off / Picked up in a car	16.95%	10
Carpool/Vanpool	1.69%	1
Metro Micro	0.00%	0
Bike	1.69%	1
Skateboard/Scoot	5.08%	3
Walk	13.56%	8
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	1.69%	1
I am transferring at this station	0.00%	0
Other (please specify)	1.69%	1
Total Respondents: 59		

#	OTHER (PLEASE SPECIFY)	DATE
1	my vehicle	10/13/2023 9:37 AM

## Q10 If arriving or departing in a vehicle at this station...(Select all the apply)

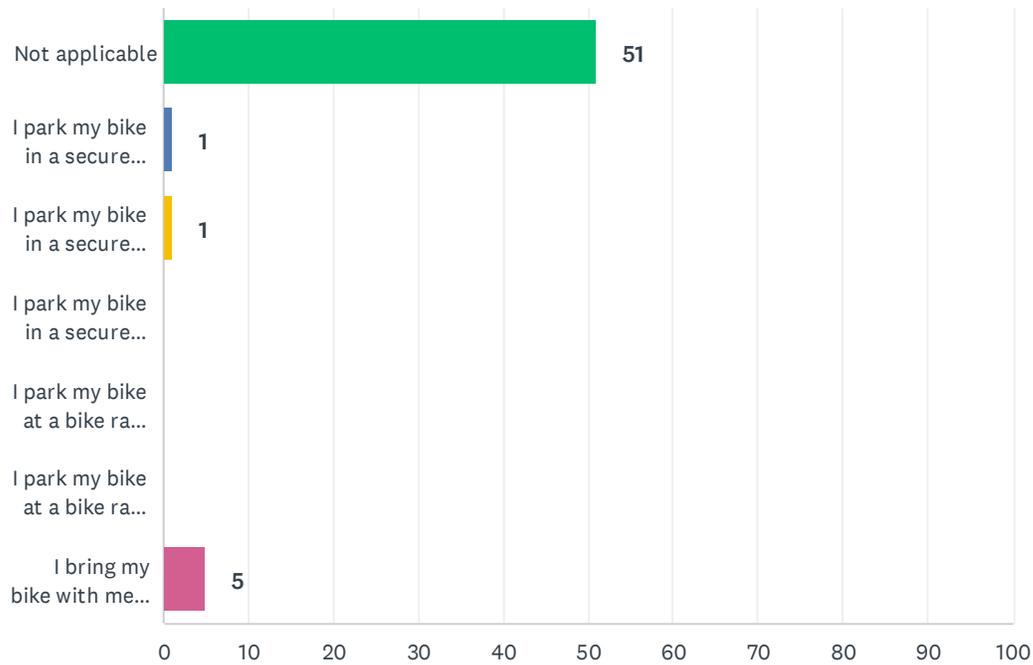
Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Not applicable	22.03%	13
I park in the lot - there are usually spaces available	54.24%	32
I park in the lot - it can be challenging to find a space	1.69%	1
I park on nearby streets - there are usually spaces available	0.00%	0
I park on nearby streets - it can be challenging to find a space	0.00%	0
I get dropped off / picked up	22.03%	13
Total Respondents: 59		

## Q11 If arriving or departing on a bike at this station...(Select all the apply)

Answered: 58 Skipped: 15



ANSWER CHOICES	RESPONSES	
Not applicable	87.93%	51
I park my bike in a secure locker - there are usually spaces available	1.72%	1
I park my bike in a secure locker - I have a reserved locker	1.72%	1
I park my bike in a secure locker - it can be challenging to find a space	0.00%	0
I park my bike at a bike rack - there is usually space available	0.00%	0
I park my bike at a bike rack - it can be challenging to find a space	0.00%	0
I bring my bike with me on rail or bus	8.62%	5
Total Respondents: 58		

## Q12 Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

Answered: 45 Skipped: 28

#	RESPONSES	DATE
1	Usually the Metrobike are flat / damage for days and no one is taking care of it	10/16/2023 7:52 AM
2	no	10/13/2023 9:37 AM
3	Ample	10/13/2023 8:45 AM
4	lack of security	10/12/2023 3:23 PM
5	No	10/12/2023 1:34 PM
6	Crazy homeless man was in the tunnel upon our return	10/12/2023 10:22 AM
7	Concerns with security	10/12/2023 10:02 AM
8	No	10/12/2023 9:46 AM
9	No	10/11/2023 8:21 PM
10	Security isn't great. Homeless loiter	10/11/2023 8:20 PM
11	no	10/11/2023 3:00 PM
12	No	10/11/2023 2:44 PM
13	No	10/11/2023 1:07 PM
14	N/A	10/11/2023 11:21 AM
15	The parking lots sometimes have trash around the area. There are random individuals hanging around the parking lot as well.	10/11/2023 10:15 AM
16	Make it easier/more accessible to pay for parking if necessary, such as more available of kiosks	10/11/2023 9:44 AM
17	All is good	10/11/2023 9:41 AM
18	No	10/11/2023 9:25 AM
19	Kind of sketchy and unsafe	10/11/2023 9:06 AM
20	All lighting at van Nuys station should be upgraded with LED for safety and energy efficiency	10/11/2023 8:50 AM
21	N/A	10/11/2023 8:14 AM
22	None	10/11/2023 7:40 AM
23	Parking stripes narrower than usual. When parking next to a larger car, it's har to open my car door fully to get in and out. Parking stripes not maintained and faded.	10/11/2023 7:35 AM
24	Parking spaces hard to see on side of lot in front of station	10/11/2023 7:18 AM
25	The station used to have several chargers for electric cars. Most of them seem to be gone.	10/10/2023 9:46 PM
26	Some vehicles have been parked in the lot for weeks or months without moving, with some vehicles having people living in them.	10/10/2023 8:37 PM
27	No	10/10/2023 7:04 PM
28	No	10/10/2023 6:36 PM
29	No	10/10/2023 5:36 PM

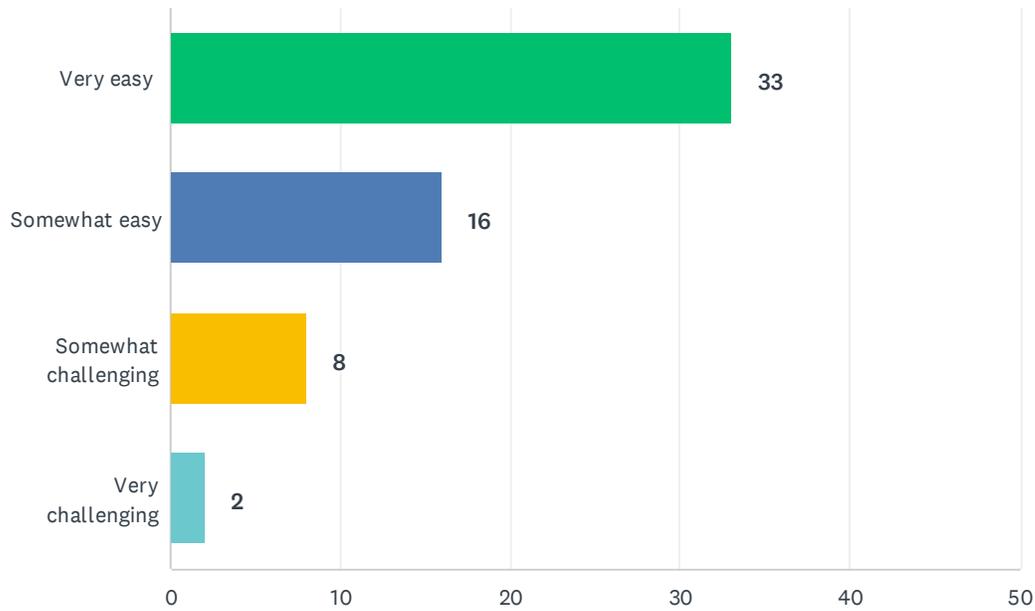
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30	Oh dear. Have you LOOKED at the Van Nuys parking lot? I am convinced that Metrolink just asks riders via surveys what they want to know. You guys should get out of the office and VISIT your stations. Many of the parking spaces are poorly lined. The best spaces for commuters are taken up by the hobos who live in the homeless shelter. Some cars have been there for months/years without moving! And there's a huge lot behind the shelter that no-one uses because of fear of theft by the bums who live there. They should be parking there and the spaces out front should be just for commuters. I have complained to Metrolink several times about this and they just say something about how they don't own the station and it's someone else's responsibility. Poor answer!	10/10/2023 9:49 AM
31	Always parking spot's available	10/10/2023 9:05 AM
32	space is shared with a homeless shelter with people hanging around cars smoking, etc. Worried about safety of my car.	10/10/2023 8:56 AM
33	No	10/10/2023 8:34 AM
34	They put a tent and a lot of shady people around it and it became dirty	10/10/2023 8:28 AM
35	Safety	10/10/2023 8:18 AM
36	I wish the bus station was closer to the train platform	10/10/2023 8:06 AM
37	None.	10/10/2023 7:56 AM
38	plenty of spaces	10/10/2023 7:46 AM
39	No	10/10/2023 7:46 AM
40	Nothing in particular	10/10/2023 7:39 AM
41	Since I go on the first train available, there's always parking available for me.	10/10/2023 7:38 AM
42	None, the parking at Van Nuys station is great. Never have an issue with finding a space or leaving my car there.	10/10/2023 7:27 AM
43	No	10/10/2023 7:19 AM
44	No	10/10/2023 6:49 AM
45	No	10/10/2023 6:29 AM

## Q13 How easy or challenging is it to get to the station?

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very easy	55.93%	33
Somewhat easy	27.12%	16
Somewhat challenging	13.56%	8
Very challenging	3.39%	2
TOTAL		59

## Q14 What makes getting to or from the station easy or challenging?

Answered: 54 Skipped: 19

#	RESPONSES	DATE
1	Distancing I have to walk	10/13/2023 2:25 PM
2	it was a long walk for my mom and godsister that has ashmatha	10/13/2023 9:37 AM
3	N/a	10/13/2023 8:45 AM
4	close to home	10/12/2023 3:23 PM
5	Easy instructions	10/12/2023 1:34 PM
6	Good location	10/12/2023 10:22 AM
7	Good signage	10/12/2023 10:02 AM
8	Near to my home.	10/12/2023 9:46 AM
9	Navigation apps always seem to try and direct you to the opposite side of the main entrance	10/11/2023 8:21 PM
10	Traffic	10/11/2023 8:20 PM
11	Lack of bike lanes makes it challenging when biking.	10/11/2023 8:08 PM
12	Time it takes to wait for ride share	10/11/2023 6:27 PM
13	Crossing the tracks with a rolling chair was a little difficult	10/11/2023 4:01 PM
14	just not knowing where to go afterwards	10/11/2023 3:00 PM
15	Right off the main stream	10/11/2023 2:44 PM
16	It's easy	10/11/2023 1:07 PM
17	It was easy because I didn't need to walk to far from my home to the bus stop (10 minutes) and the bus stopped right in front of the Van Nuys Station.	10/11/2023 11:21 AM
18	The walk from the parking lot to the platform is longer than other stations.	10/11/2023 10:15 AM
19	It's a lot of vertical climbing. The stairs and ramp are not a problem for me, but I know that someone like my mom would struggle with it	10/11/2023 9:44 AM
20	The construction taking place near the exit/entrance	10/11/2023 9:41 AM
21	The train comes around frequently and it's somewhat safe although homeless people can bring a feeling of being unsafe	10/11/2023 9:29 AM
22	Not at all. Very accessible	10/11/2023 9:25 AM
23	Near bus route drop off	10/11/2023 9:06 AM
24	Drive my car	10/11/2023 8:50 AM
25	Signs and Google Maps helps out a lot.	10/11/2023 8:14 AM
26	Accessible with clear instructions	10/11/2023 7:40 AM
27	In early mornings, There is a secondary rout that is not so congested in the mornings that makes it easier and faster to get to the station. Ongoing Construction activities at an adjacent project occasionally hinders getting into and out of the station. Construction workers and trucks often use the station parking.	10/11/2023 7:35 AM
28	Close to home	10/11/2023 7:18 AM
29	It happens to be within about a mile of where I work. The one problem is when there's heavy	10/10/2023 9:46 PM

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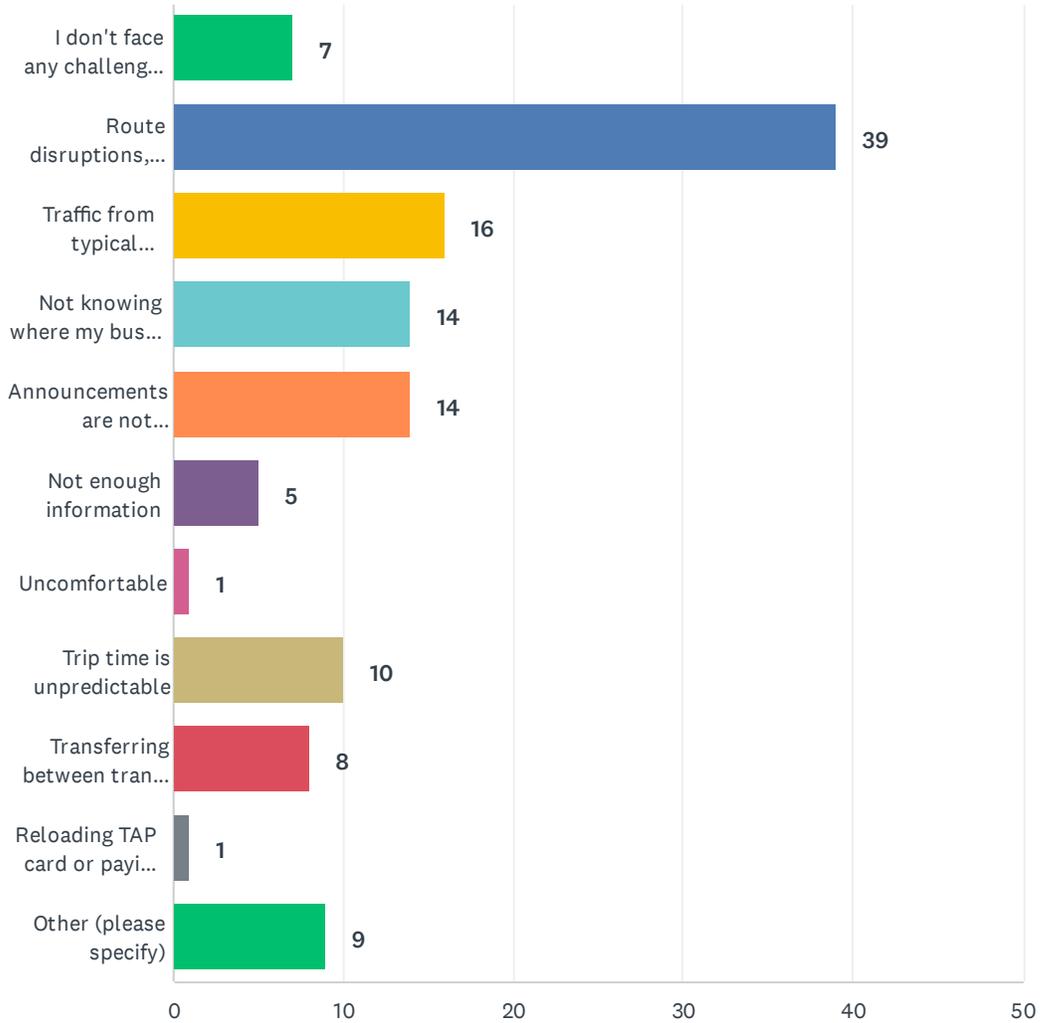
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rain and flooding is a problem.

30	There isn't that many pathfinding signs that lead to the station or the parking area after vehicles enter the stations' driveway.	10/10/2023 8:37 PM
31	The bus schedule	10/10/2023 7:04 PM
32	Na	10/10/2023 6:36 PM
33	Station is close to home	10/10/2023 5:36 PM
34	Paved roads make it easy for me to drive to the station (???)	10/10/2023 9:49 AM
35	Bad traffic	10/10/2023 9:05 AM
36	Traffic! Unpredictable traffic makes me unsure if I will miss my train	10/10/2023 8:40 AM
37	It's big and clear	10/10/2023 8:34 AM
38	Challenging due to the amount of traffic traveling South on Van Nuys Blvd in the morning.	10/10/2023 8:31 AM
39	Open, clear walkways, with exception to platform train stop. Track is noted, end side is not.	10/10/2023 8:29 AM
40	To get to station easy but the station whoever approved to be build is very challenging extremely poorly done	10/10/2023 8:28 AM
41	If you are new to the station, to get from the Bus to the Metrolink platform is not easily known. Maybe more signage to help people understand that they have to go under and over to get to the platform. Both English and Spanish. Or direction signs with Icons leading the way.	10/10/2023 8:22 AM
42	Traffic on the street	10/10/2023 8:18 AM
43	One straight shot. Easy access	10/10/2023 8:17 AM
44	Traffic	10/10/2023 8:15 AM
45	Convenient street crossings are conspicuously missing. I need to ride all the way around the parking lot to get to my platform.	10/10/2023 8:06 AM
46	The walk is too far.	10/10/2023 7:56 AM
47	close to home	10/10/2023 7:46 AM
48	Traffic	10/10/2023 7:46 AM
49	For the most part it is easy to transfer but it usually a long way to make it to the next station like a long walk	10/10/2023 7:39 AM
50	Takes 10 minutes.	10/10/2023 7:38 AM
51	I live fairly close to the station.	10/10/2023 7:27 AM
52	The stops are clear on the speaker	10/10/2023 7:19 AM
53	It's not to far from my house to walk it	10/10/2023 6:49 AM
54	It's a straight line on saticoy	10/10/2023 6:29 AM

### Q15 Please select any challenges you might face during your trip(Select all that apply)

Answered: 59 Skipped: 14



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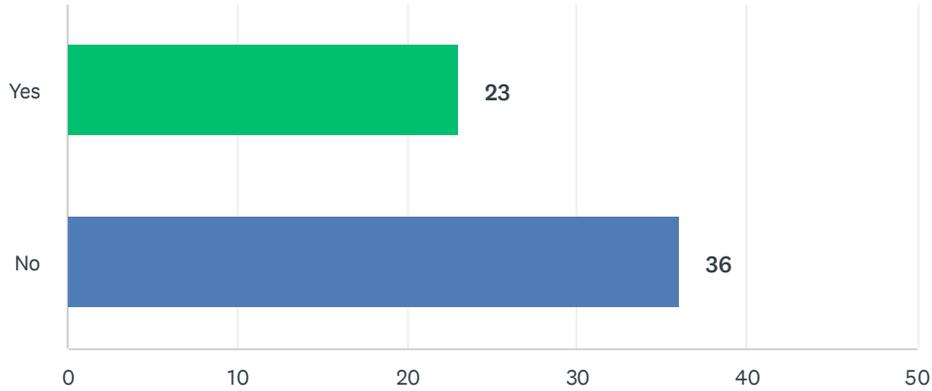
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ANSWER CHOICES	RESPONSES	
I don't face any challenges during my trip	11.86%	7
Route disruptions, detours, construction, or slowdowns	66.10%	39
Traffic from typical conditions	27.12%	16
Not knowing where my bus or train is along its route	23.73%	14
Announcements are not understandable	23.73%	14
Not enough information	8.47%	5
Uncomfortable	1.69%	1
Trip time is unpredictable	16.95%	10
Transferring between transit services	13.56%	8
Reloading TAP card or paying for fare	1.69%	1
Other (please specify)	15.25%	9
Total Respondents: 59		

#	OTHER (PLEASE SPECIFY)	DATE
1	Darkness, safety	10/13/2023 4:38 PM
2	Safety	10/11/2023 1:07 PM
3	Changes to on boarding platforms	10/11/2023 10:15 AM
4	Mechanical issues	10/10/2023 8:29 AM
5	The ramp that they build is very poorly done and when it rains nowhere to be protected the thing they build it is just a decor	10/10/2023 8:28 AM
6	Van Nuys station gets flooded when it rains. No other way for passengers to exit	10/10/2023 8:22 AM
7	Unhoused sleeping on trains	10/10/2023 8:15 AM
8	on redline homeless riders and smoking	10/10/2023 7:46 AM
9	Suspicious people	10/10/2023 7:19 AM

## Q16 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

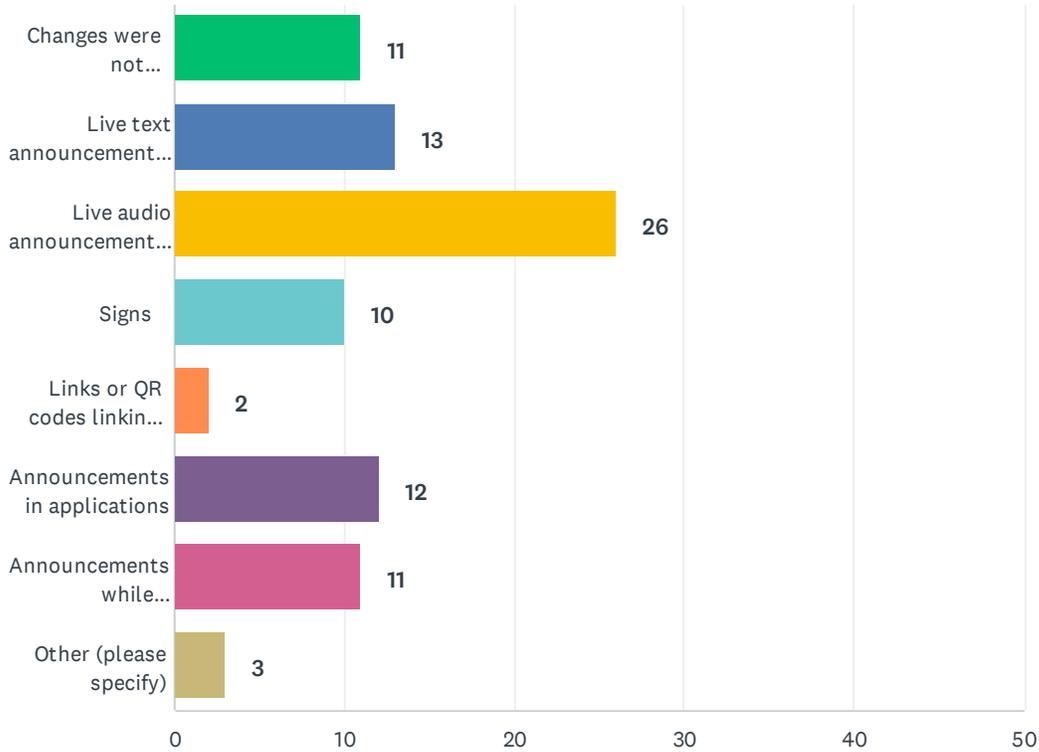
Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	38.98%	23
No	61.02%	36
TOTAL		59

## Q17 Were these route disruptions, detours, construction, or slowdowns communicated?

Answered: 56 Skipped: 17



ANSWER CHOICES	RESPONSES
Changes were not communicated	19.64% 11
Live text announcements at the stop or station	23.21% 13
Live audio announcements at the stop or station	46.43% 26
Signs	17.86% 10
Links or QR codes linking to more information	3.57% 2
Announcements in applications	21.43% 12
Announcements while travelling on bus or rail	19.64% 11
Other (please specify)	5.36% 3
Total Respondents: 56	

#	OTHER (PLEASE SPECIFY)	DATE
1	Twitter	10/11/2023 7:18 AM
2	@metrolinkvc twitter feed	10/10/2023 9:46 PM
3	No disrupti3n	10/10/2023 8:17 AM

## Q18 Is there anything else you'd like us to know about challenges you face during your trip?

Answered: 42 Skipped: 31

#	RESPONSES	DATE
1	Yes, they need security because they were staglers at the station when we returned and the cops had to come.	10/13/2023 9:37 AM
2	Vagrants on trains. People not following rules and respecting the Quiet Car.	10/13/2023 8:45 AM
3	No	10/12/2023 1:34 PM
4	No	10/12/2023 10:22 AM
5	No	10/12/2023 10:02 AM
6	No	10/12/2023 9:46 AM
7	No	10/11/2023 8:21 PM
8	No	10/11/2023 8:20 PM
9	Notifications in the Metrolink app or on the website would be very helpful.	10/11/2023 8:08 PM
10	no	10/11/2023 3:00 PM
11	No	10/11/2023 2:44 PM
12	A challenge was coming back from my trip later in the evening. I did have to walk quickly to catch the last bus on the route. It would be ideal to feel that I have enough time to walk the two blocks to that particular bus stop.	10/11/2023 11:21 AM
13	It's not necessarily detours, but suddenly there will be no buses at a stop for like 30-40min then when one bus there's like 1 or 2 more right behind it. Instead of spreading out, there's three buses back to back then none for a while	10/11/2023 9:44 AM
14	No	10/11/2023 9:41 AM
15	No.	10/11/2023 9:25 AM
16	Be consistent with trains, fix the rails please.	10/11/2023 9:06 AM
17	We should receive text updates on delays and schedule changes. It's annoying to check twitter when it's not always the most recent information Think like the airlines with their customer notification protocols	10/11/2023 8:50 AM
18	On August, I took the train from Van Nuys to Ventura Beach and there was an hour delay with no updates on why.	10/11/2023 8:14 AM
19	None	10/11/2023 7:40 AM
20	No	10/11/2023 7:18 AM
21	Occasionally the tunnel floods. It's the only legal way to get to or from the train platform so you have to use another station, walk through deep water, or illegally and unsafely cross tracks in a place that isn't a real crossing.	10/10/2023 9:46 PM
22	None	10/10/2023 8:37 PM
23	No	10/10/2023 7:04 PM
24	No	10/10/2023 6:36 PM
25	No	10/10/2023 5:36 PM
26	During every disruption, whether in or out of Metrolink's control, communication is overly	10/10/2023 9:49 AM

## Metro's Rail Integration Study - Station User Survey: Van Nuys

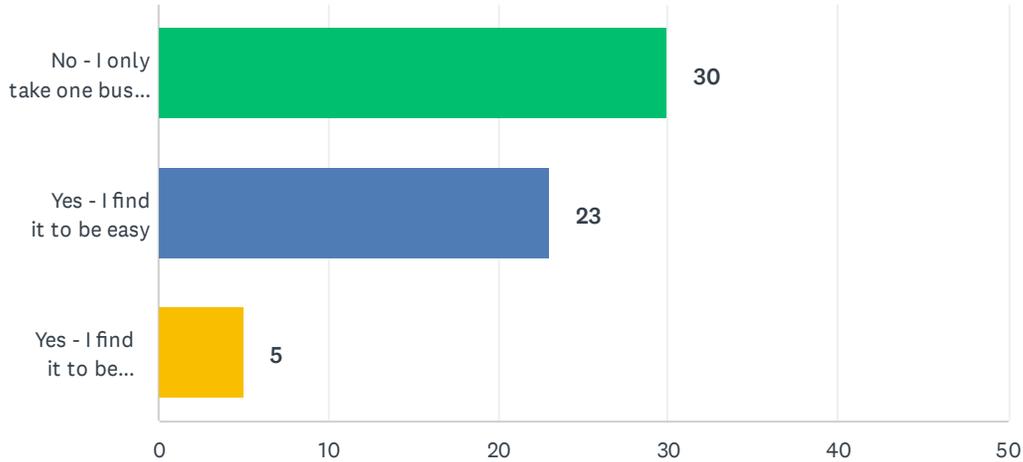
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general/full of jargon ("train stopped due to PTC. Update to follow.") and slow in coming. When information does come, it is insufficient for commuters to make decisions ("Train delayed due to mechanical issues. Update to follow.") What sort of mechanical issue? Did the wheels fall off, or is it fixable? When will the update come? Should I wait or find other transportation?

27	Other than traffic its very easy	10/10/2023 9:05 AM
28	Na	10/10/2023 8:40 AM
29	Homeless	10/10/2023 8:34 AM
30	Security! Drug use, trash, smoking on platforms.	10/10/2023 8:29 AM
31	Some passengers bring large dogs on trains and rules aren't enforced. Sometimes metrolink conductor doesn't open all the doors.	10/10/2023 8:22 AM
32	None	10/10/2023 8:17 AM
33	Please do something to address the unhoused at the Metro stations and on the trains	10/10/2023 8:15 AM
34	None	10/10/2023 7:56 AM
35	No	10/10/2023 7:46 AM
36	No	10/10/2023 7:46 AM
37	Nothing in particular	10/10/2023 7:39 AM
38	No.	10/10/2023 7:38 AM
39	When taking Metrolink, I tend to look at their Twitter account versus listening to the announcements as they are not always understandable and the Tweets come in faster.	10/10/2023 7:27 AM
40	no	10/10/2023 7:19 AM
41	No	10/10/2023 6:49 AM
42	I'd like more departure times	10/10/2023 6:29 AM

## Q19 Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail

Answered: 58 Skipped: 15



ANSWER CHOICES	RESPONSES	
No - I only take one bus or train	51.72%	30
Yes - I find it to be easy	39.66%	23
Yes - I find it to be challenging	8.62%	5
<b>TOTAL</b>		<b>58</b>

## Q20 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 43 Skipped: 30

#	RESPONSES	DATE
1	It's no challenge when you are provided the correct information	10/13/2023 9:37 AM
2	N/A	10/13/2023 8:45 AM
3	a line	10/12/2023 3:23 PM
4	Enough information	10/12/2023 1:34 PM
5	Not applicable	10/12/2023 10:22 AM
6	Nothing	10/12/2023 10:02 AM
7	Not applicable.	10/12/2023 9:46 AM
8	There is clear information given	10/11/2023 8:21 PM
9	Transfer is hard without mapped guidance	10/11/2023 8:20 PM
10	sometimes there's a lack of information when purchasing a ticket	10/11/2023 3:00 PM
11	N/A	10/11/2023 2:44 PM
12	Transfers at union Station is easy	10/11/2023 1:07 PM
13	Transferring was easy for me because I am very comfortable with IT and searching for such information. What I find challenging is, for the first time on the route, knowing which direction to walk to catch the connecting route on both ends.	10/11/2023 11:21 AM
14	The different lines are usually easy to navigate.	10/11/2023 10:15 AM
15	There's not enough information or inaccurate information in the app (from experience) so when I get off the first vehicle I don't know if I can calmly go or if I need to haul ass to reach my transfer	10/11/2023 9:44 AM
16	I guess a long walk from the Metrolink platform to the local bus stops.	10/11/2023 9:41 AM
17	There is an accessible bus station/stop outside the station.	10/11/2023 9:25 AM
18	N/a	10/11/2023 9:06 AM
19	Transfer at LAUS to subway. Easy but not desireable due to safety and uncleanliness	10/11/2023 8:50 AM
20	If no delays, everything goes smoothly.	10/11/2023 8:14 AM
21	The bus stop is a good walking distance from the station	10/11/2023 7:40 AM
22	N/A	10/11/2023 7:18 AM
23	The bus stops aren't where the crosswalks are, so you have to walk farther if the stop isn't on your side of the street.	10/10/2023 9:46 PM
24	It's pretty much clear to see on gps	10/10/2023 7:04 PM
25	No	10/10/2023 6:36 PM
26	Dont know	10/10/2023 5:36 PM
27	N/A	10/10/2023 9:05 AM
28	I Take Metrolink to union station then cross the street and take the DASH B	10/10/2023 8:40 AM
29	Cause everything is near	10/10/2023 8:34 AM

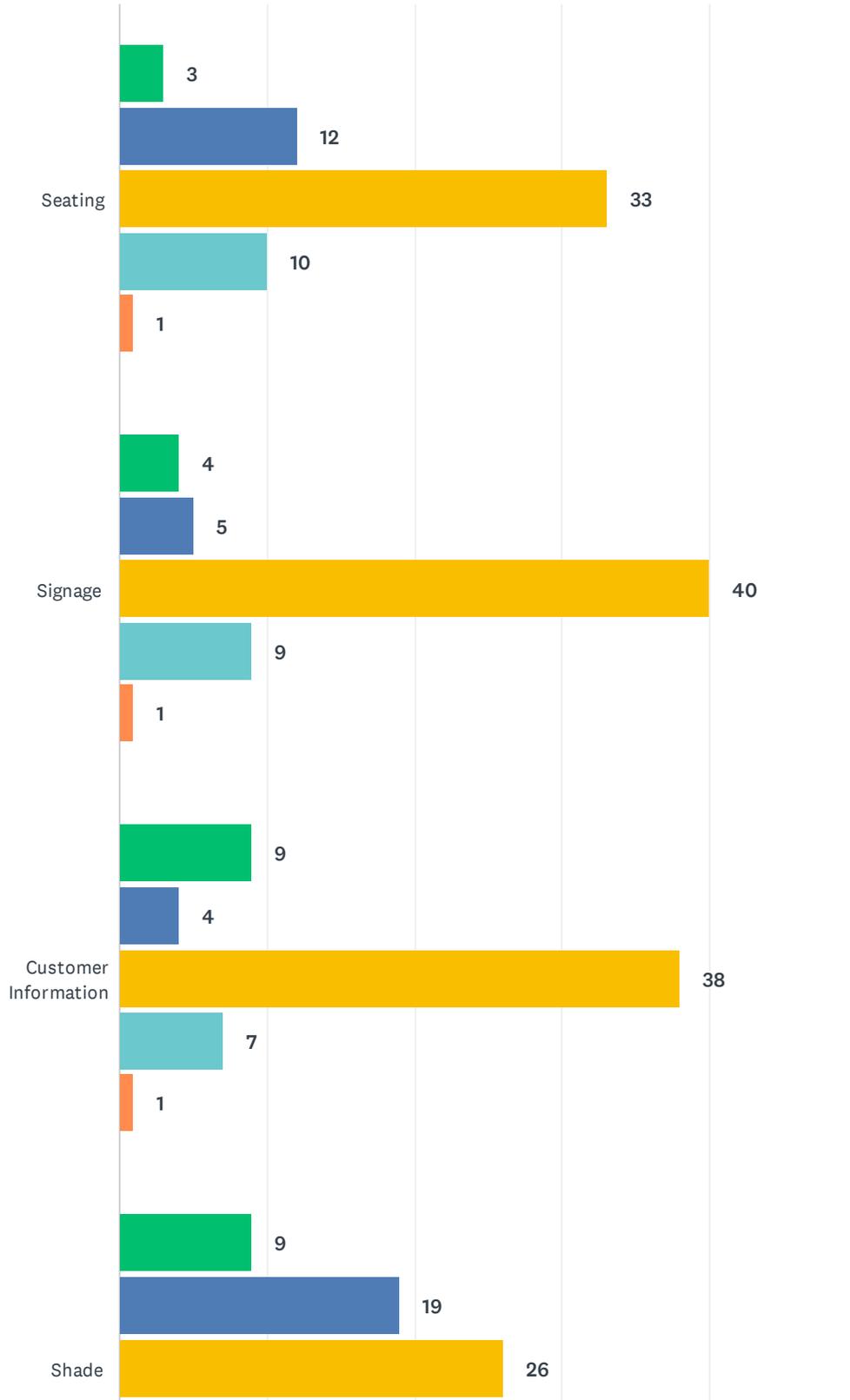
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30	Everything works accordingly. The only challenge I've faced is the power outage a month ago.	10/10/2023 8:31 AM
31	My afternoon transfer at union station only allows 3 minutes from track 3 to 9. Some days from 3 to 14. Add a minute delay and I've missed connection.	10/10/2023 8:29 AM
32	If the Train is on time, I can catch the DASH easily. But if a few mins late, have the option to catch the Metro Bus. Just have to track down the time for the Metro since I have 2 options to take to get to where I am going. That is the challenging part, unsure how to get the correct time for bus on the fly. Is there an app?	10/10/2023 8:22 AM
33	City bus is waiting at the train station	10/10/2023 8:18 AM
34	Unpredictable wait times	10/10/2023 8:06 AM
35	N/a	10/10/2023 7:56 AM
36	easy at Union Station	10/10/2023 7:46 AM
37	Metro is sometimes late	10/10/2023 7:46 AM
38	The walking and also the bus I take is unreliable some times	10/10/2023 7:39 AM
39	I only take one train each way. No transfers.	10/10/2023 7:38 AM
40	NA	10/10/2023 7:27 AM
41	There are some accessibility issues	10/10/2023 7:19 AM
42	People/workers are kind to help you out if you need help on which train to take	10/10/2023 6:49 AM
43	Usually there's a metro waiting when I get off the train	10/10/2023 6:29 AM

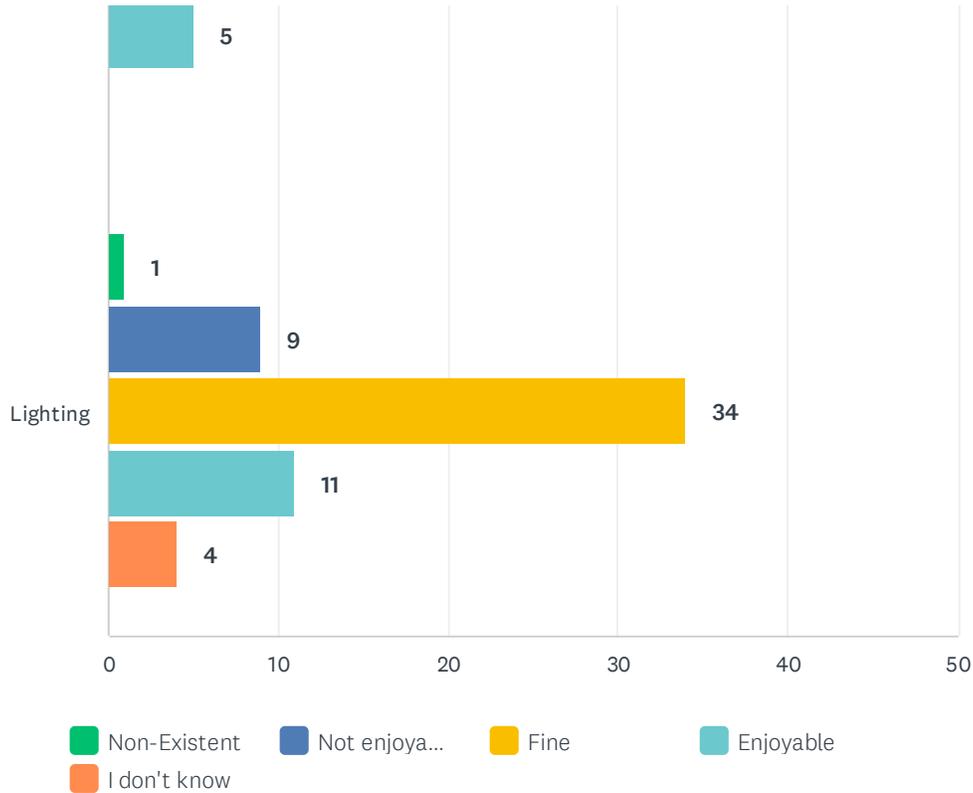
## Q21 For the rail station, how would you characterize the following amenities?

Answered: 59 Skipped: 14



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	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	5.08% 3	20.34% 12	55.93% 33	16.95% 10	1.69% 1	59
Signage	6.78% 4	8.47% 5	67.80% 40	15.25% 9	1.69% 1	59
Customer Information	15.25% 9	6.78% 4	64.41% 38	11.86% 7	1.69% 1	59
Shade	15.25% 9	32.20% 19	44.07% 26	8.47% 5	0.00% 0	59
Lighting	1.69% 1	15.25% 9	57.63% 34	18.64% 11	6.78% 4	59

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Lighting, security	10/13/2023 4:38 PM
2	No	10/13/2023 9:37 AM
3	A lot of litter, rain comes through the overhang of the only seating and no security.	10/12/2023 3:23 PM
4	No	10/12/2023 1:34 PM
5	No	10/12/2023 9:46 AM
6	Make sure there is shade on benches and platforms for ALL times of day, such as with a canopy or overhang	10/11/2023 9:44 AM
7	There needs to be more shade at the platform level. It's really hot sometimes and the platform is extremely long	10/11/2023 9:41 AM
8	Nothing	10/11/2023 9:25 AM

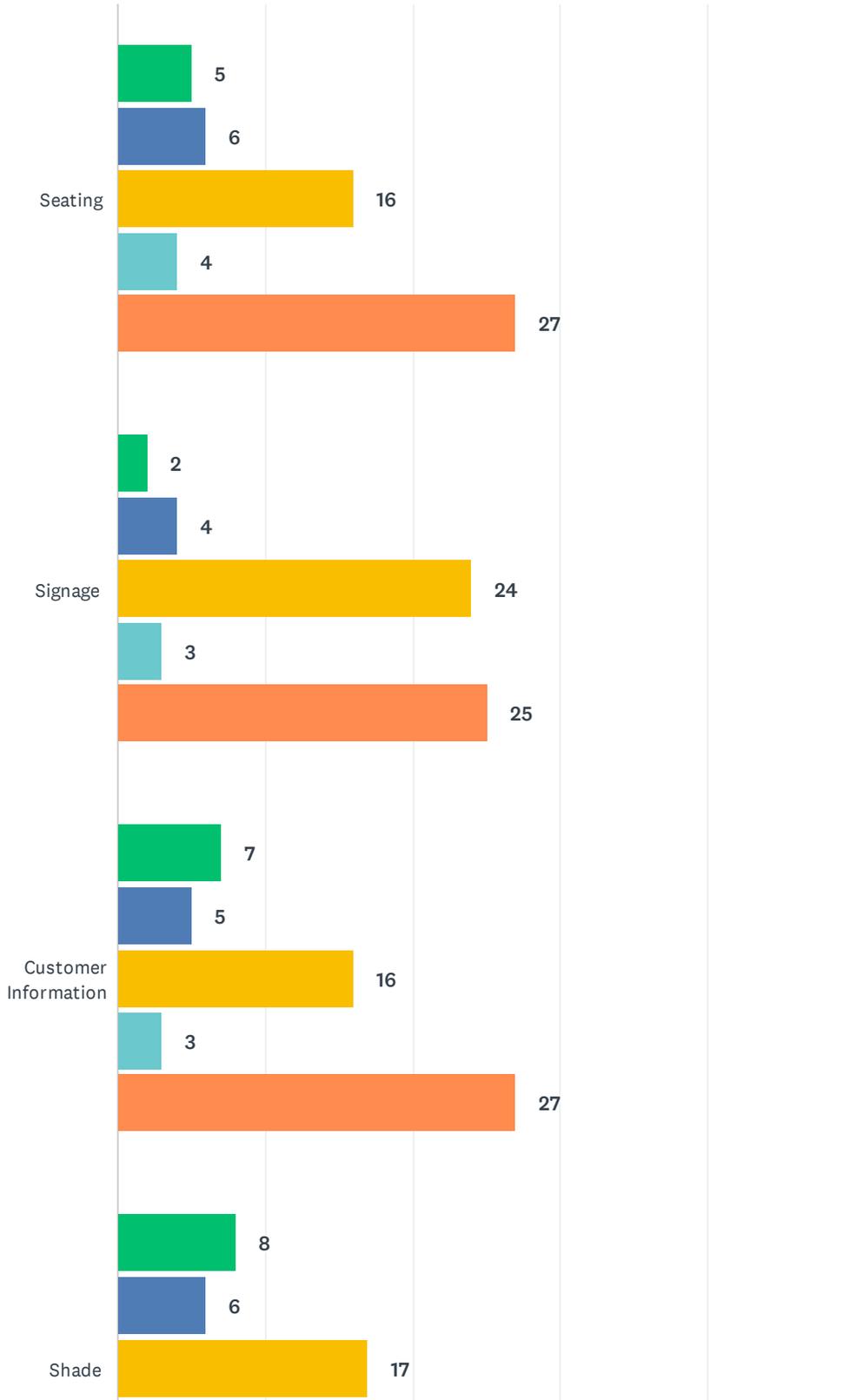
## Metro's Rail Integration Study - Station User Survey: Van Nuys

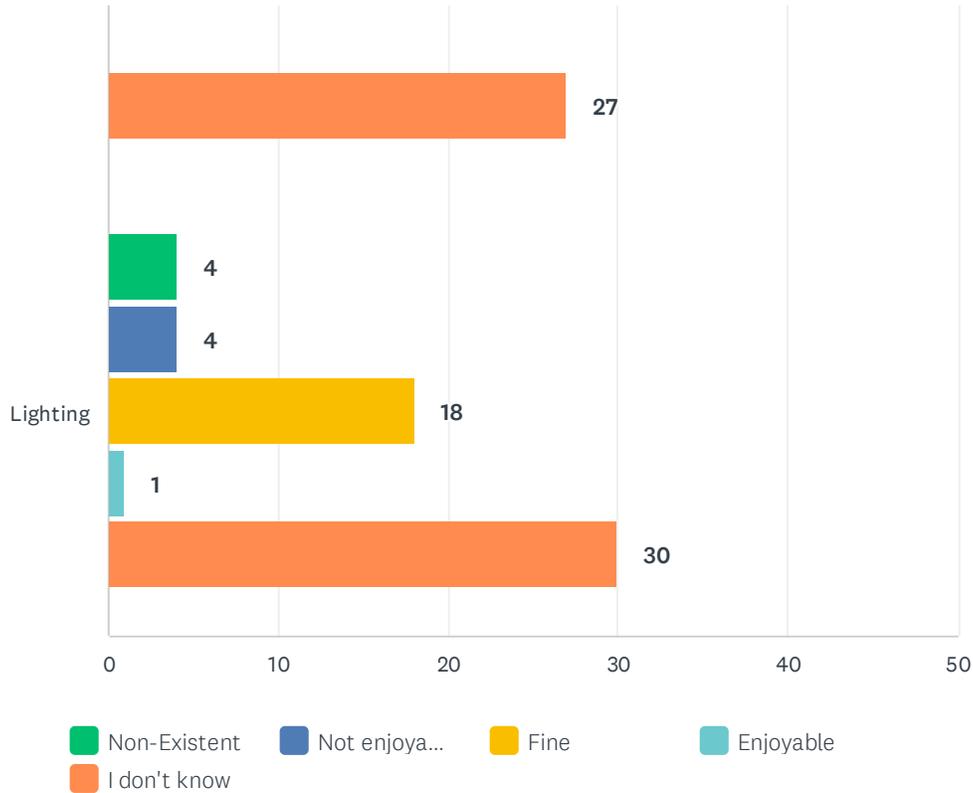
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9	Make signs larger in font	10/11/2023 9:06 AM
10	Brand new van Nuys station yet shade structure only works at high noon. Also lighting needs to be brighter in parking lot. No other amenities but would be nice to add	10/11/2023 8:50 AM
11	None	10/11/2023 7:40 AM
12	Could use more shade. Some people miss train due to being on opposite side of station and they run to train because there's no specific sign about where it will stop on the long platform	10/11/2023 7:18 AM
13	The electric outlets on the platform don't work anymore, which is too bad because I used to charge my phone there while waiting for my train.	10/10/2023 9:46 PM
14	No	10/10/2023 7:04 PM
15	No	10/10/2023 6:36 PM
16	No	10/10/2023 5:36 PM
17	Come to the Van Nuys station on a rainy day. After spending over a year in construction and millions of dollars, the new station has less shade and seating than the old one. Only sitting area are a few concrete ovals under metal "shelters". During sun, there is virtually no shade; during rain, the shelters actually seem to collect rain and drip it in on to those huddled under it. Zero protection from wind. That platform is a miserable place to be when the wind is blowing or it is raining.	10/10/2023 9:49 AM
18	Seats are nice	10/10/2023 9:05 AM
19	garbage containers at the station would be helpful. People often leave food waste on the seating area.	10/10/2023 8:56 AM
20	More lights in the morning train	10/10/2023 8:34 AM
21	It would be great to have at least one of the screens showing delays or changes as there is at the entry of Van Nuys Station, otherwise we have to walk a distance to view when information is not readily available on the website/app	10/10/2023 8:31 AM
22	Thank you for covering up graffiti promptly. Shade/rain cover is not good at Van Nuys.	10/10/2023 8:29 AM
23	Van nuys metrolink station is badly designed	10/10/2023 8:22 AM
24	More shade on the platform would be nice. or coverage for Rainy days or Hot days. Rainy days are the worse to be waiting for a train.	10/10/2023 8:22 AM
25	Clean	10/10/2023 8:17 AM
26	When it rains, the water runs down the shade structures and drips onto the concrete benches below	10/10/2023 8:06 AM
27	Sometimes there are no lights at night at the waiting area in Van Nuys.	10/10/2023 7:56 AM
28	No	10/10/2023 7:46 AM
29	Nothing in particular	10/10/2023 7:39 AM
30	Seating is not very comfortable, but it's okay.	10/10/2023 7:38 AM
31	I believe it's easy for me to understand as a frequent rider but I don't think the signage is enough	10/10/2023 7:27 AM
32	No	10/10/2023 7:19 AM
33	No	10/10/2023 6:49 AM
34	No	10/10/2023 6:29 AM

## Q22 For the bus stops at the station, how would you characterize the following amenities?

Answered: 58 Skipped: 15





	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	8.62% 5	10.34% 6	27.59% 16	6.90% 4	46.55% 27	58
Signage	3.45% 2	6.90% 4	41.38% 24	5.17% 3	43.10% 25	58
Customer Information	12.07% 7	8.62% 5	27.59% 16	5.17% 3	46.55% 27	58
Shade	13.79% 8	10.34% 6	29.31% 17	0.00% 0	46.55% 27	58
Lighting	7.02% 4	7.02% 4	31.58% 18	1.75% 1	52.63% 30	57

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	No	10/12/2023 1:34 PM
2	No	10/12/2023 9:46 AM
3	When I say non-existent, I really mean it's non-existent	10/11/2023 9:44 AM
4	Add lighting to the bus signage.	10/11/2023 9:25 AM
5	Provide shade	10/11/2023 9:06 AM
6	More lights and live updates at stops.	10/11/2023 8:14 AM
7	None	10/11/2023 7:40 AM
8	No	10/11/2023 7:18 AM
9	No	10/10/2023 7:04 PM
10	No	10/10/2023 6:36 PM

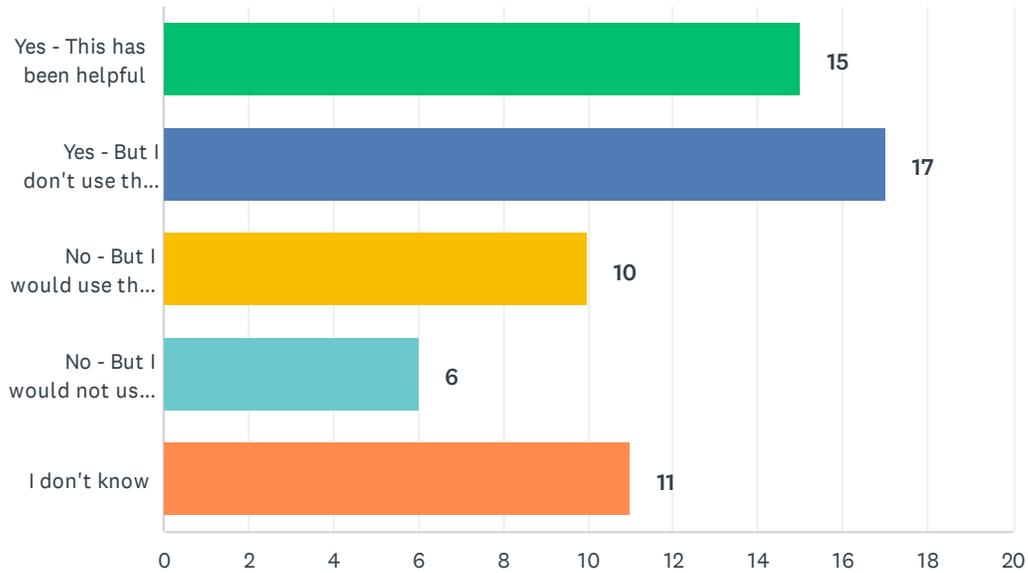
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11	No	10/10/2023 5:36 PM
12	I dont use the bus for transfers	10/10/2023 9:05 AM
13	More lights	10/10/2023 8:34 AM
14	I get why there are not seating at the Bus stops. One of the stops has a homeless man taking over the space.	10/10/2023 8:22 AM
15	The dash bus station is the fathest possible distance from the train platform when it should be made the closest. Also it is impossible to tell if the bus at the station is moving clockwise or counter-clockwise	10/10/2023 8:06 AM
16	No	10/10/2023 7:39 AM
17	NA	10/10/2023 7:27 AM
18	No	10/10/2023 6:49 AM
19	No	10/10/2023 6:29 AM

## Q23 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 59 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	25.42%	15
Yes - But I don't use this service	28.81%	17
No - But I would use this service	16.95%	10
No - But I would not use this service	10.17%	6
I don't know	18.64%	11
<b>TOTAL</b>		<b>59</b>

## Q24 Is there anything else you'd like us to know?

Answered: 30 Skipped: 43

#	RESPONSES	DATE
1	Golf cart would be an amazing asset	10/13/2023 4:38 PM
2	Yes, please put signs at the Van Nuys station.	10/13/2023 9:37 AM
3	The Van Nuys station can feel unsafe at times due to the homeless shelter. Every station in questionable areas should have an armed police presence, not an unarmed security guard who really doesn't wield a presence.	10/13/2023 8:45 AM
4	No	10/12/2023 1:34 PM
5	No	10/12/2023 10:22 AM
6	No	10/12/2023 10:02 AM
7	None	10/12/2023 9:46 AM
8	No	10/11/2023 8:21 PM
9	I like riding the Metrolink but when I get to the Red Line Metro it gets really scary as there is a lot of homeless and scary people on there.	10/11/2023 1:07 PM
10	Maybe service the restrooms more often. I don't mind homeless individuals using the restrooms because I'd much rather they use the restrooms then just go on the street as they have no other choice, but make sure they're serviced regularly and maybe have ways to minimize odors	10/11/2023 9:44 AM
11	Nothing	10/11/2023 9:25 AM
12	None	10/11/2023 7:40 AM
13	No	10/11/2023 7:18 AM
14	I'm looking forward to the addition of this station's connection to the upcoming East San Fernando Valley Light Rail Transit Line!	10/10/2023 8:37 PM
15	No	10/10/2023 7:04 PM
16	Please adjust morning schedule from van nuys to union station we want one at 7:45am or 7:55am because there is a 1 hour gap between one train to another 7:14 then 8:14	10/10/2023 6:36 PM
17	How to get a refund or voucher of the day ticket when the train didnt arrive on time	10/10/2023 5:36 PM
18	The new Van Nuys station promised a lot and delivered little. The old station was far superior from a commuter's point of view, but, I doubt the genius transportation planners were concerned about what the people who actually use the station would have wanted.	10/10/2023 9:49 AM
19	N/A	10/10/2023 9:05 AM
20	Back gate by the stairs is usually locked around 7am when I arrive. I would prefer using the stairs instead of walking down the long incline.	10/10/2023 8:56 AM
21	More security	10/10/2023 8:34 AM
22	More visible security needed at all stations	10/10/2023 8:22 AM
23	The Amtrak attendants are very helpful and knowledgable	10/10/2023 8:06 AM
24	None	10/10/2023 7:56 AM
25	No	10/10/2023 7:46 AM
26	No	10/10/2023 7:46 AM

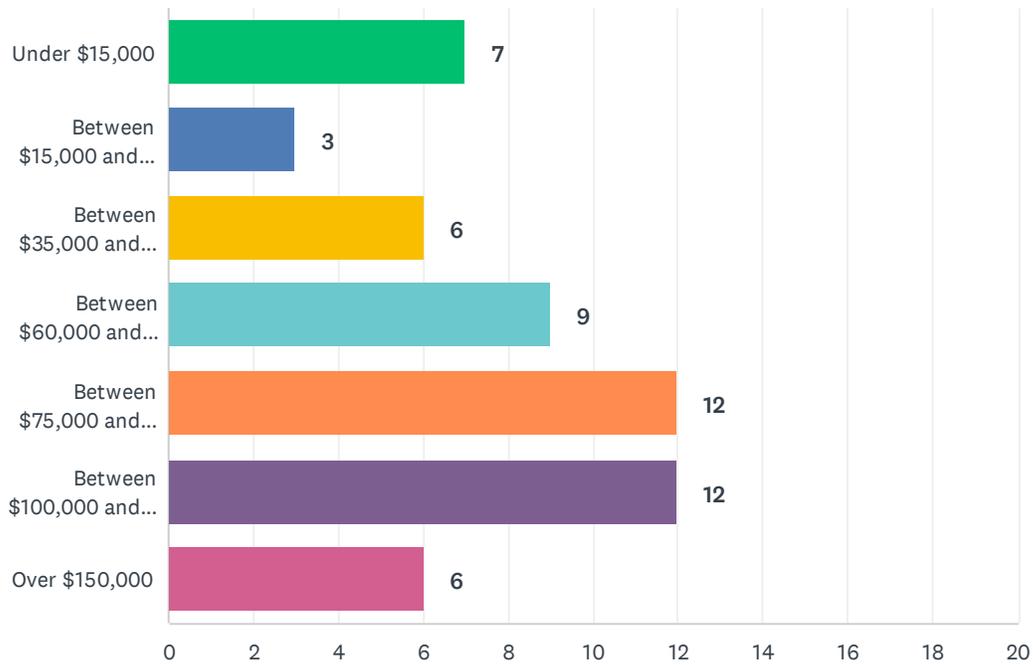
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27	No :)	10/10/2023 7:39 AM
28	NA	10/10/2023 7:27 AM
29	No	10/10/2023 6:49 AM
30	No thanks	10/10/2023 6:29 AM

## Q26 What is your total household income?

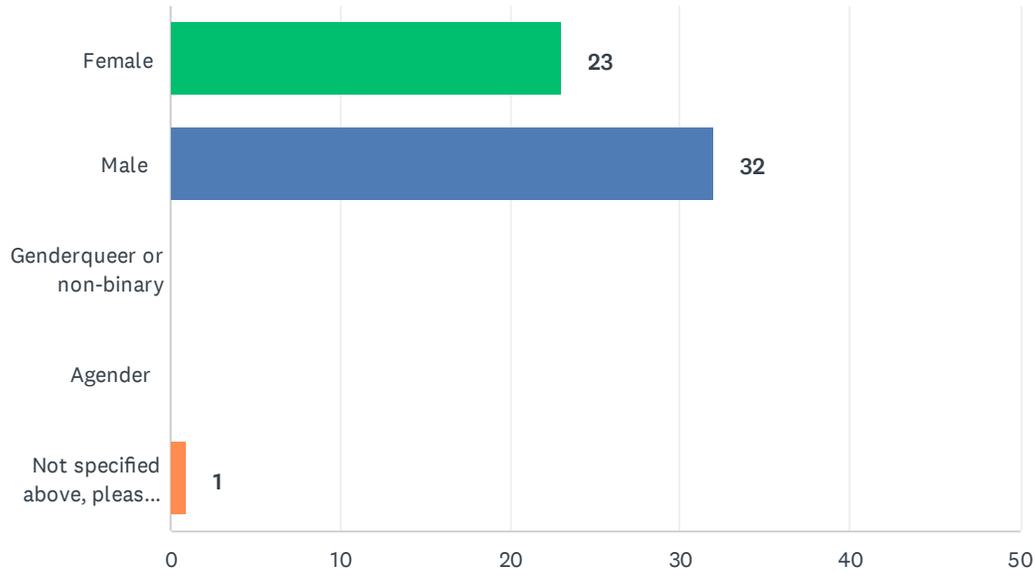
Answered: 55 Skipped: 18



ANSWER CHOICES	RESPONSES	
Under \$15,000	12.73%	7
Between \$15,000 and \$34,999	5.45%	3
Between \$35,000 and \$59,999	10.91%	6
Between \$60,000 and \$74,999	16.36%	9
Between \$75,000 and \$99,999	21.82%	12
Between \$100,000 and \$150,000	21.82%	12
Over \$150,000	10.91%	6
<b>TOTAL</b>		<b>55</b>

## Q27 What is your gender identity?

Answered: 56 Skipped: 17

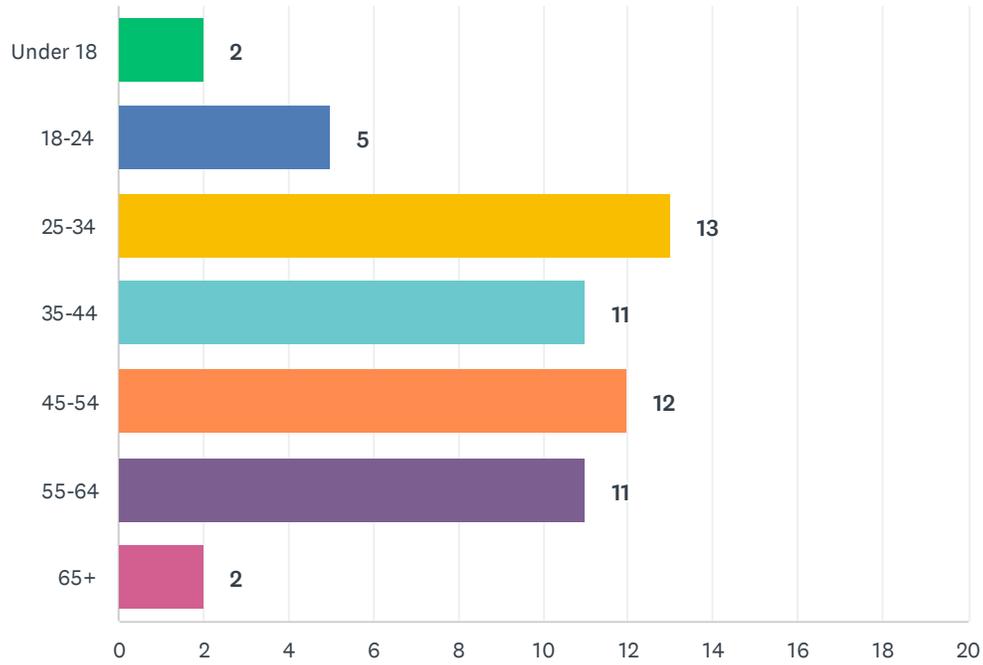


ANSWER CHOICES	RESPONSES
Female	41.07% 23
Male	57.14% 32
Genderqueer or non-binary	0.00% 0
Agender	0.00% 0
Not specified above, please specify	1.79% 1
<b>TOTAL</b>	<b>56</b>

#	NOT SPECIFIED ABOVE, PLEASE SPECIFY	DATE
1	There are two genders -- male & female.	10/10/2023 9:55 AM

## Q28 What is your age?

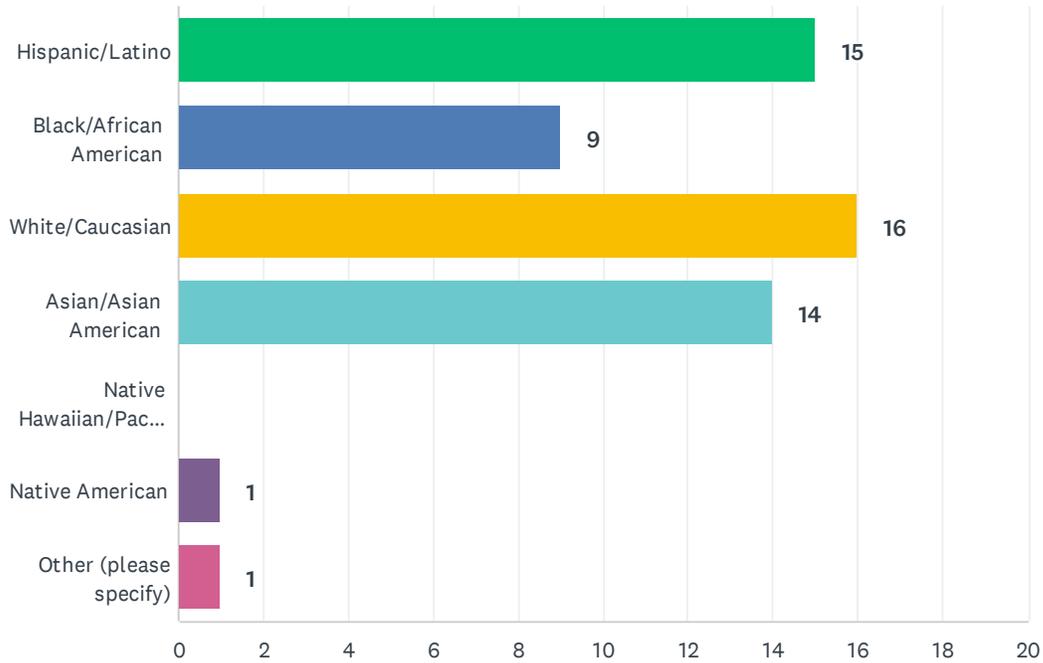
Answered: 56 Skipped: 17



ANSWER CHOICES	RESPONSES	
Under 18	3.57%	2
18-24	8.93%	5
25-34	23.21%	13
35-44	19.64%	11
45-54	21.43%	12
55-64	19.64%	11
65+	3.57%	2
<b>TOTAL</b>		<b>56</b>

## Q29 What is your race or ethnic identification?(Select all that apply)

Answered: 55 Skipped: 18

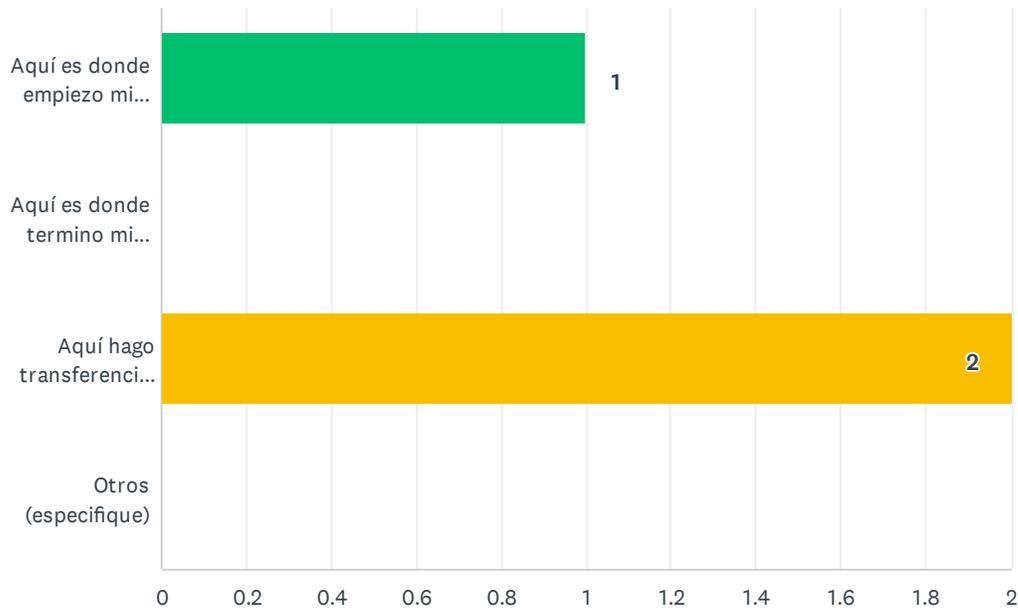


ANSWER CHOICES	RESPONSES
Hispanic/Latino	27.27% 15
Black/African American	16.36% 9
White/Caucasian	29.09% 16
Asian/Asian American	25.45% 14
Native Hawaiian/Pacific Islander	0.00% 0
Native American	1.82% 1
Other (please specify)	1.82% 1
Total Respondents: 55	

#	OTHER (PLEASE SPECIFY)	DATE
1	Human race	10/10/2023 7:48 AM

## Q1 Estoy en esta estación porque...

Answered: 3 Skipped: 0

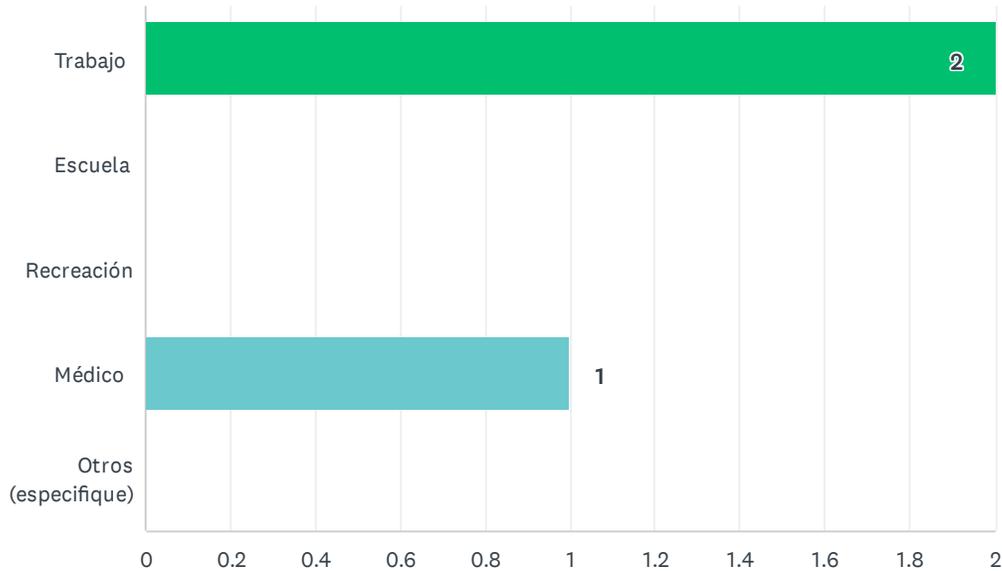


ANSWER CHOICES	RESPONSES
Aquí es donde empiezo mi viaje de transporte público	33.33% 1
Aquí es donde termino mi viaje de transporte público	0.00% 0
Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)	66.67% 2
Otros (especifique)	0.00% 0
<b>TOTAL</b>	<b>3</b>

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q2 ¿Por qué viaja?

Answered: 3 Skipped: 0



ANSWER CHOICES	RESPONSES
Trabajo	66.67% 2
Escuela	0.00% 0
Recreación	0.00% 0
Médico	33.33% 1
Otros (especifique)	0.00% 0
Total Respondents: 3	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q3 En general, ¿hacia dónde y desde dónde viaja?

Answered: 3 Skipped: 0

ANSWER CHOICES	RESPONSES
Código postal de inicio o vecindario:	100.00% 3
Código postal de destino o vecindario:	100.00% 3

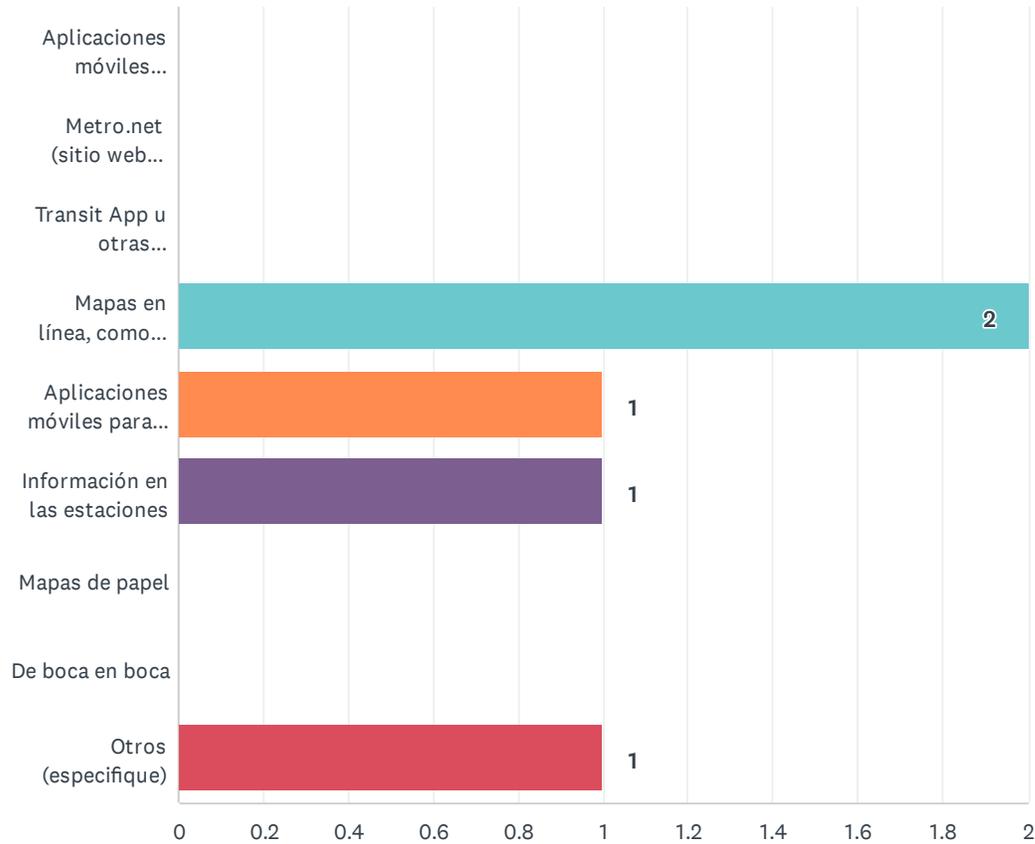
#	CÓDIGO POSTAL DE INICIO O VECINDARIO:	DATE
1	91331	10/11/2023 1:11 PM
2	91405	10/10/2023 7:26 AM
3	91402	10/10/2023 7:19 AM

#	CÓDIGO POSTAL DE DESTINO O VECINDARIO:	DATE
1	90033	10/11/2023 1:11 PM
2	93021	10/10/2023 7:26 AM
3	91311	10/10/2023 7:19 AM

## Q4 ¿Qué herramientas utiliza para planear sus viajes?(Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



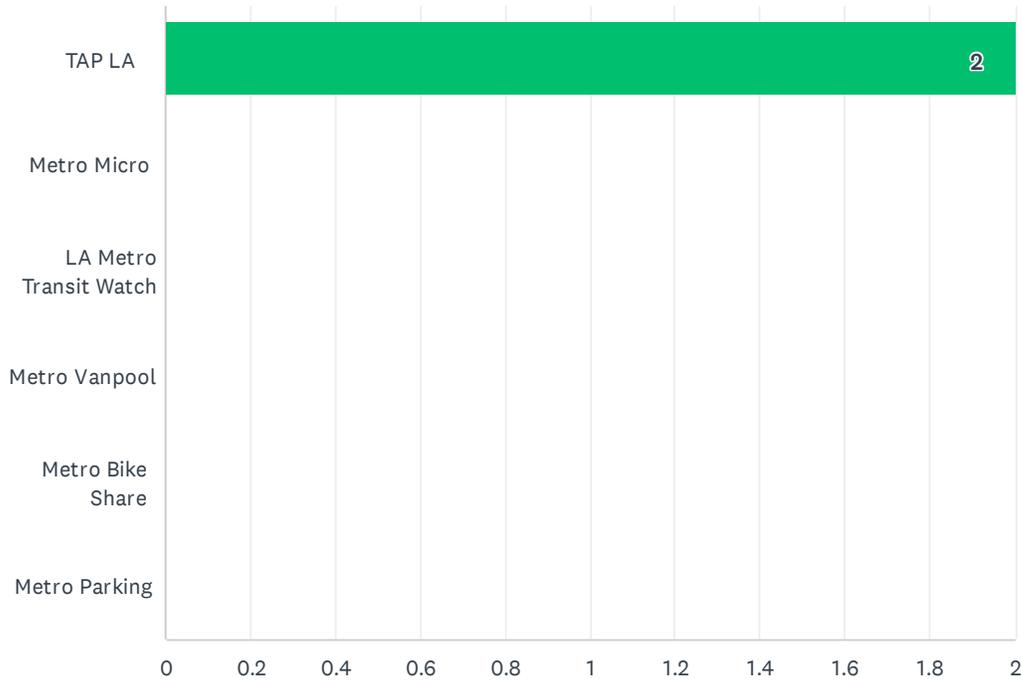
ANSWER CHOICES	RESPONSES	
Aplicaciones móviles oficiales de Metro	0.00%	0
Metro.net (sitio web oficial de Metro)	0.00%	0
Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus)	0.00%	0
Mapas en línea, como Google Maps o Apple Maps	100.00%	2
Aplicaciones móviles para compartir bicicletas o scooters	50.00%	1
Información en las estaciones	50.00%	1
Mapas de papel	0.00%	0
De boca en boca	0.00%	0
Otros (especifique)	50.00%	1
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
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## Q5 Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

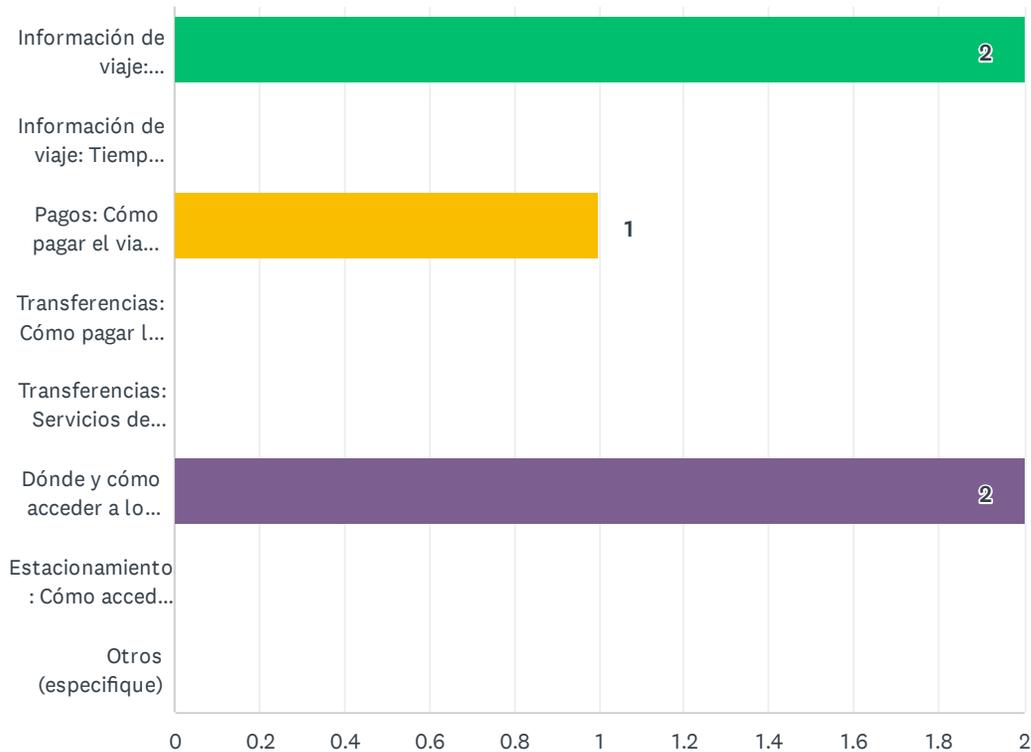
Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
TAP LA	100.00% 2
Metro Micro	0.00% 0
LA Metro Transit Watch	0.00% 0
Metro Vanpool	0.00% 0
Metro Bike Share	0.00% 0
Metro Parking	0.00% 0
Total Respondents: 2	

## Q6 ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?(Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
Información de viaje: Información sobre la(s) ruta(s) y horarios	100.00% 2
Información de viaje: Tiempo total de viaje / costos totales de viaje	0.00% 0
Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles	50.00% 1
Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público	0.00% 0
Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión	0.00% 0
Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren	100.00% 2
Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 2	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

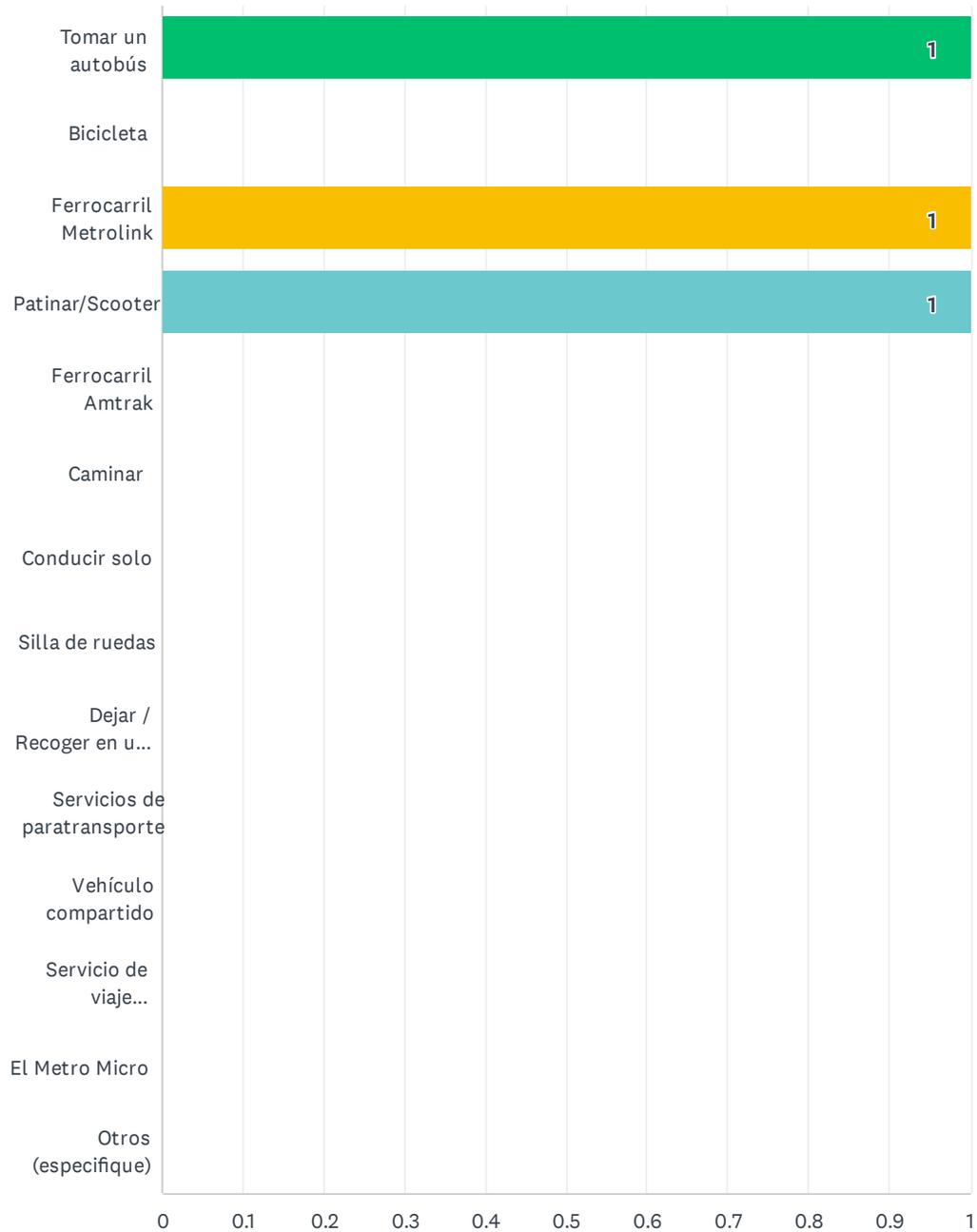
## Q7 ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	No	10/10/2023 7:33 AM
2	A mí parecer y en lo personal no todo es muy intuitivo pero eso de manera personal	10/10/2023 7:31 AM

## Q8 Desde aquí voy a... (Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



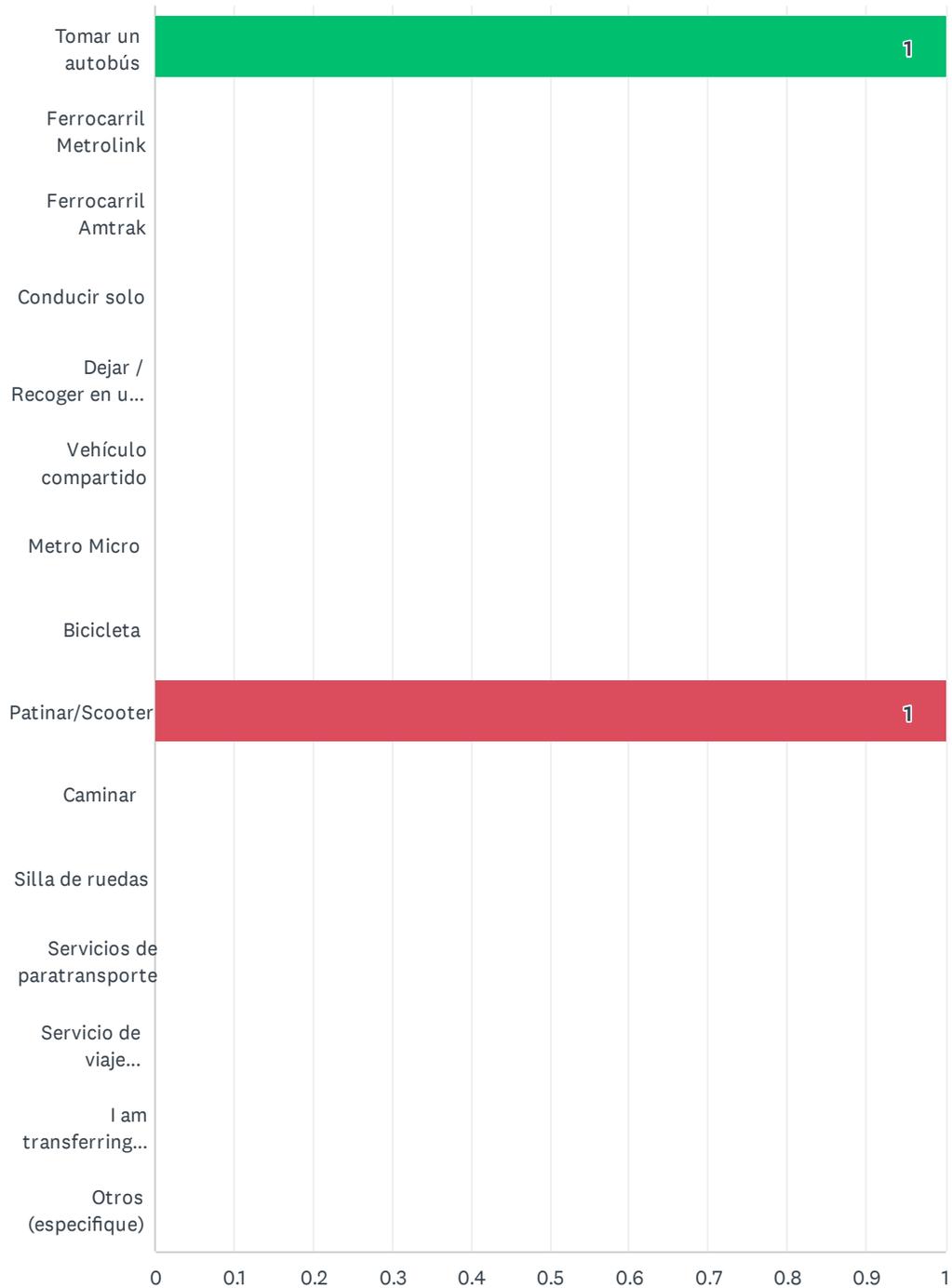
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ANSWER CHOICES	RESPONSES	
Tomar un autobús	50.00%	1
Bicicleta	0.00%	0
Ferrocarril Metrolink	50.00%	1
Patinar/Scooter	50.00%	1
Ferrocarril Amtrak	0.00%	0
Caminar	0.00%	0
Conducir solo	0.00%	0
Silla de ruedas	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Servicios de paratransporte	0.00%	0
Vehículo compartido	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
El Metro Micro	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q9 Llegué a esta estación por... (Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



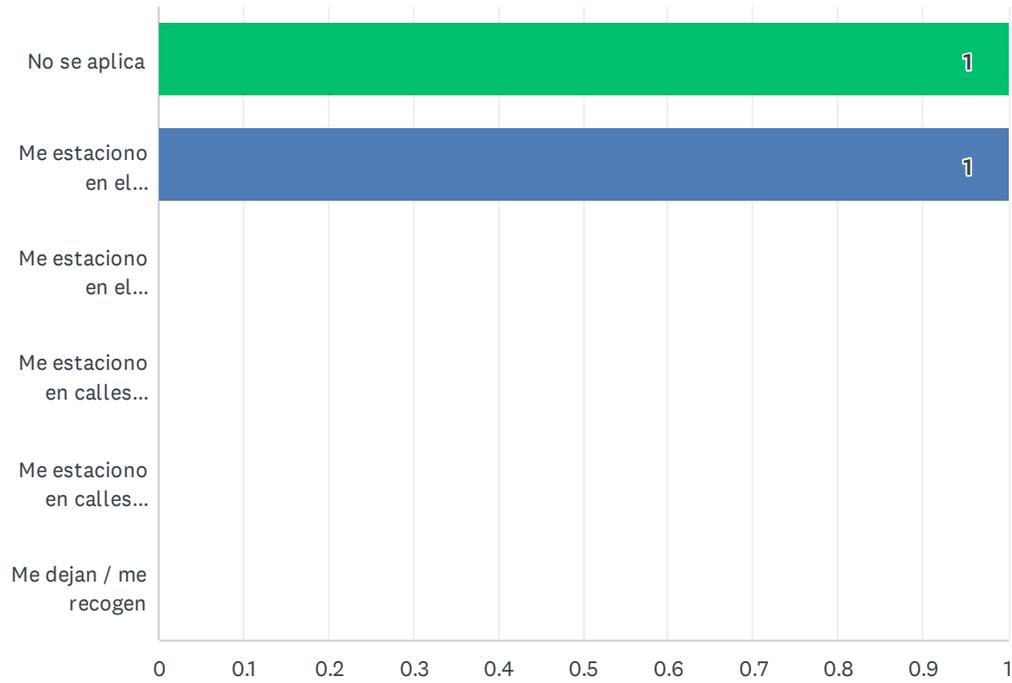
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ANSWER CHOICES	RESPONSES	
Tomar un autobús	50.00%	1
Ferrocarril Metrolink	0.00%	0
Ferrocarril Amtrak	0.00%	0
Conducir solo	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Vehículo compartido	0.00%	0
Metro Micro	0.00%	0
Bicicleta	0.00%	0
Patinar/Scooter	50.00%	1
Caminar	0.00%	0
Silla de ruedas	0.00%	0
Servicios de paratransporte	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
I am transferring at this station	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q10 Si llega o sale en un vehículo de esta estación... (Seleccione todas las opciones aplicables)

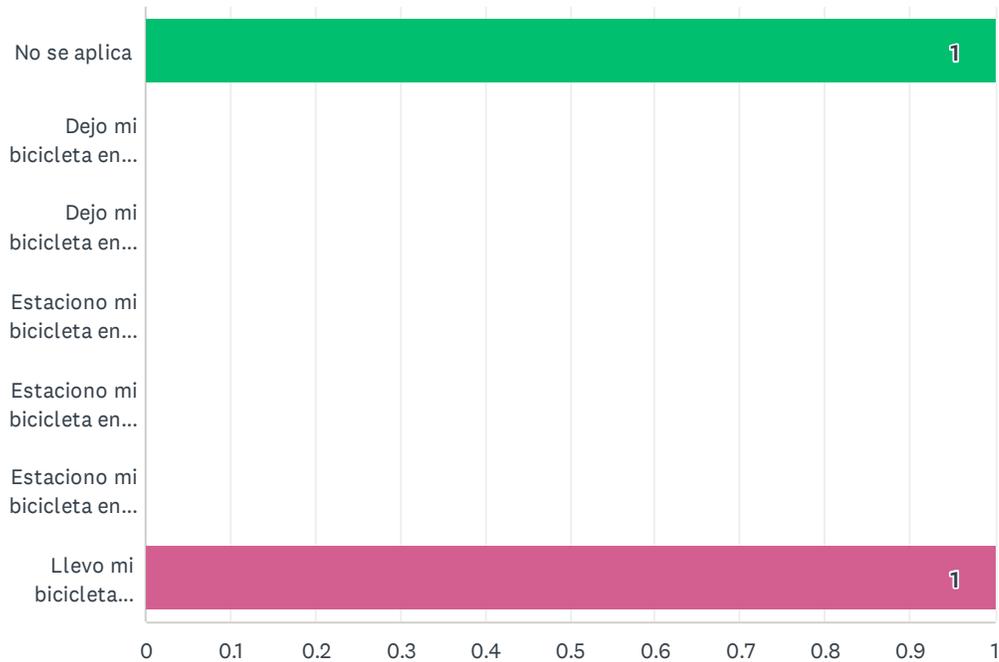
Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
No se aplica	50.00%	1
Me estaciono en el estacionamiento, generalmente hay espacios disponibles	50.00%	1
Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio	0.00%	0
Me estaciono en calles cercanas, generalmente hay espacios disponibles	0.00%	0
Me estaciono en calles cercanas, puede ser difícil encontrar un espacio	0.00%	0
Me dejan / me recogen	0.00%	0
Total Respondents: 2		

## Q11 Si llega o sale en bicicleta de esta estación... (Seleccione todas las opciones aplicables)

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
No se aplica	50.00% 1
Dejo mi bicicleta en un casillero seguro- suele haber espacios disponibles	0.00% 0
Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado	0.00% 0
Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio	0.00% 0
Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible	0.00% 0
Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio	0.00% 0
Llevo mi bicicleta conmigo en tren o autobús	50.00% 1
Total Respondents: 2	

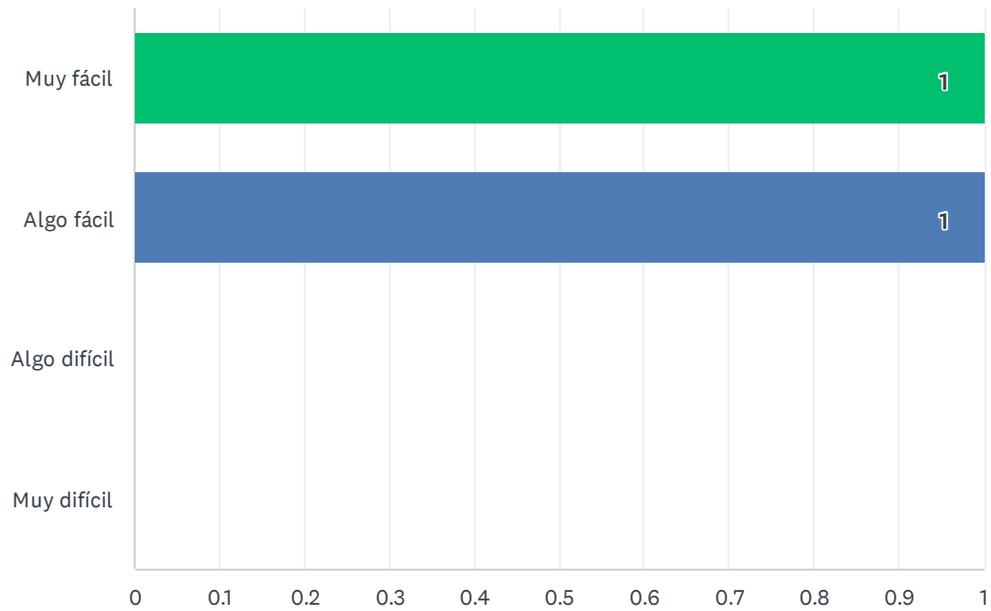
## Q12 ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

Answered: 1 Skipped: 2

#	RESPONSES	DATE
1	Por lo general hay suficiente espacio en los estacionamientos en ese aspecto muy bien	10/10/2023 7:31 AM

### Q13 ¿Qué tan fácil o difícil es llegar a la estación?

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
Muy fácil	50.00%	1
Algo fácil	50.00%	1
Algo difícil	0.00%	0
Muy difícil	0.00%	0
TOTAL		2

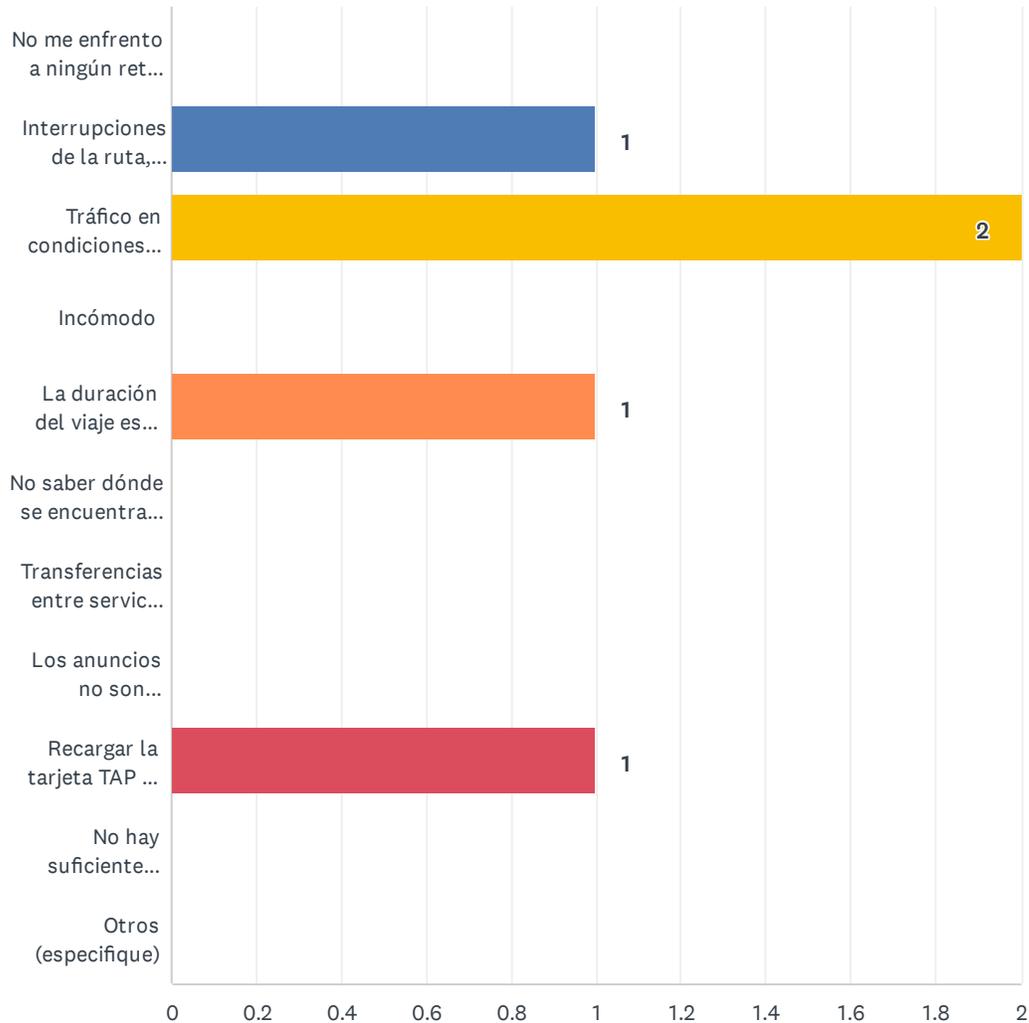
## Q14 ¿Qué hace que ir o volver de la estación sea fácil o difícil?

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	Fácil	10/10/2023 7:33 AM
2	Pues en ocasiones no es el tren ya que el tiene su horario el problema es ajeno a él ya sea cualquier cosa por terceros posiblemente	10/10/2023 7:31 AM

## Q15 Por favor, seleccione los retos a los que podría enfrentarse durante su viaje(Seleccione todo lo que corresponda)

Answered: 2 Skipped: 1



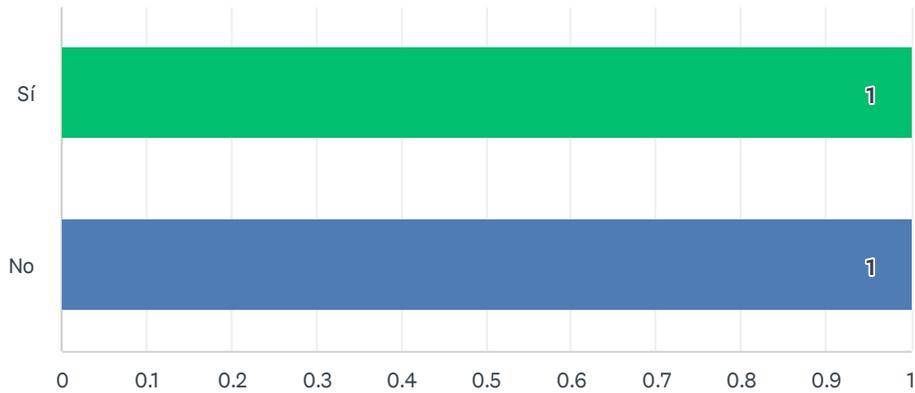
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ANSWER CHOICES	RESPONSES	
No me enfrento a ningún reto durante mi viaje	0.00%	0
Interrupciones de la ruta, desvíos, obras o ralentizaciones	50.00%	1
Tráfico en condiciones típicas	100.00%	2
Incómodo	0.00%	0
La duración del viaje es imprevisible	50.00%	1
No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido	0.00%	0
Transferencias entre servicios de transporte público	0.00%	0
Los anuncios no son comprensibles	0.00%	0
Recargar la tarjeta TAP o pagar el boleto	50.00%	1
No hay suficiente información	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 2		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q16 ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

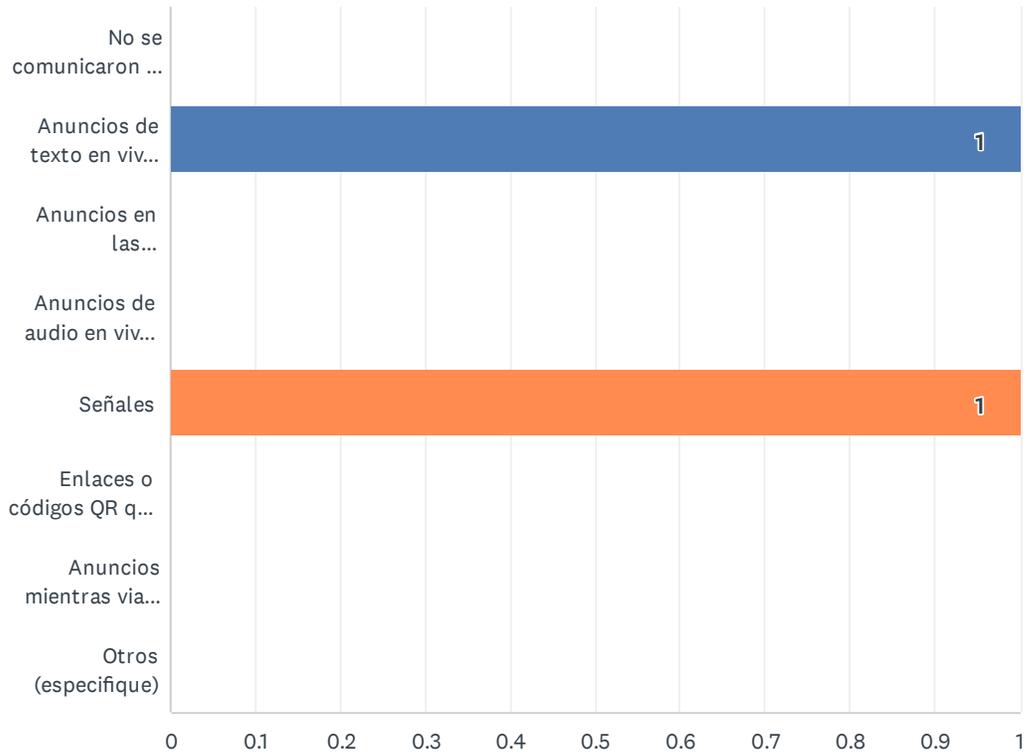
Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
Sí	50.00% 1
No	50.00% 1
TOTAL	2

## Q17 ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES
No se comunicaron los cambios	0.00% 0
Anuncios de texto en vivo en la parada o estación	50.00% 1
Anuncios en las aplicaciones	0.00% 0
Anuncios de audio en vivo en la parada o estación	0.00% 0
Señales	50.00% 1
Enlaces o códigos QR que enlazan con más información	0.00% 0
Anuncios mientras viaja en autobús o tren	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 2	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

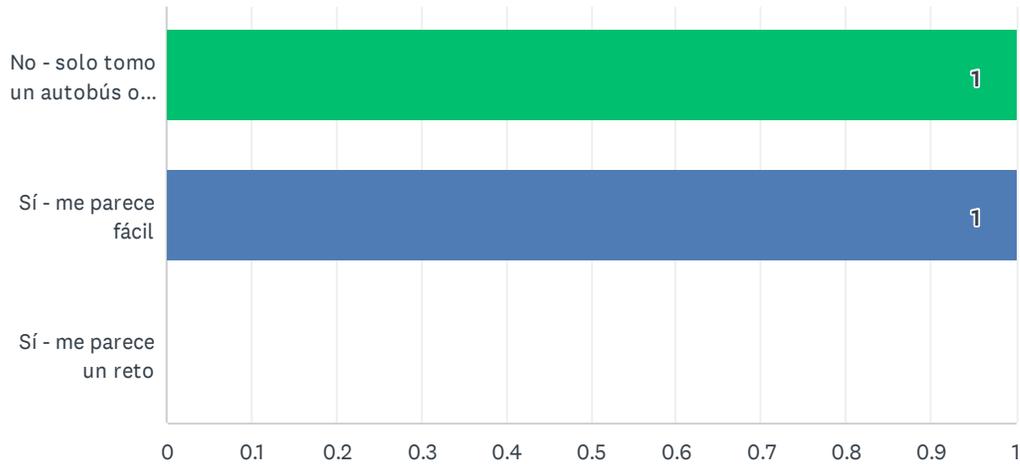
## Q18 ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

Answered: 1 Skipped: 2

#	RESPONSES	DATE
1	Pues por lo personal viajo hacia la estación en mi scooter y los retos son el tráfico y una que otra obra de construcción fuera de eso todo bien	10/10/2023 7:31 AM

## Q19 ¿Se transborda entre modos de tránsito? De tren a autobús / De autobús a tren / De autobús a autobús / De tren a tren

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
No - solo tomo un autobús o tren	50.00%	1
Sí - me parece fácil	50.00%	1
Sí - me parece un reto	0.00%	0
<b>TOTAL</b>		<b>2</b>

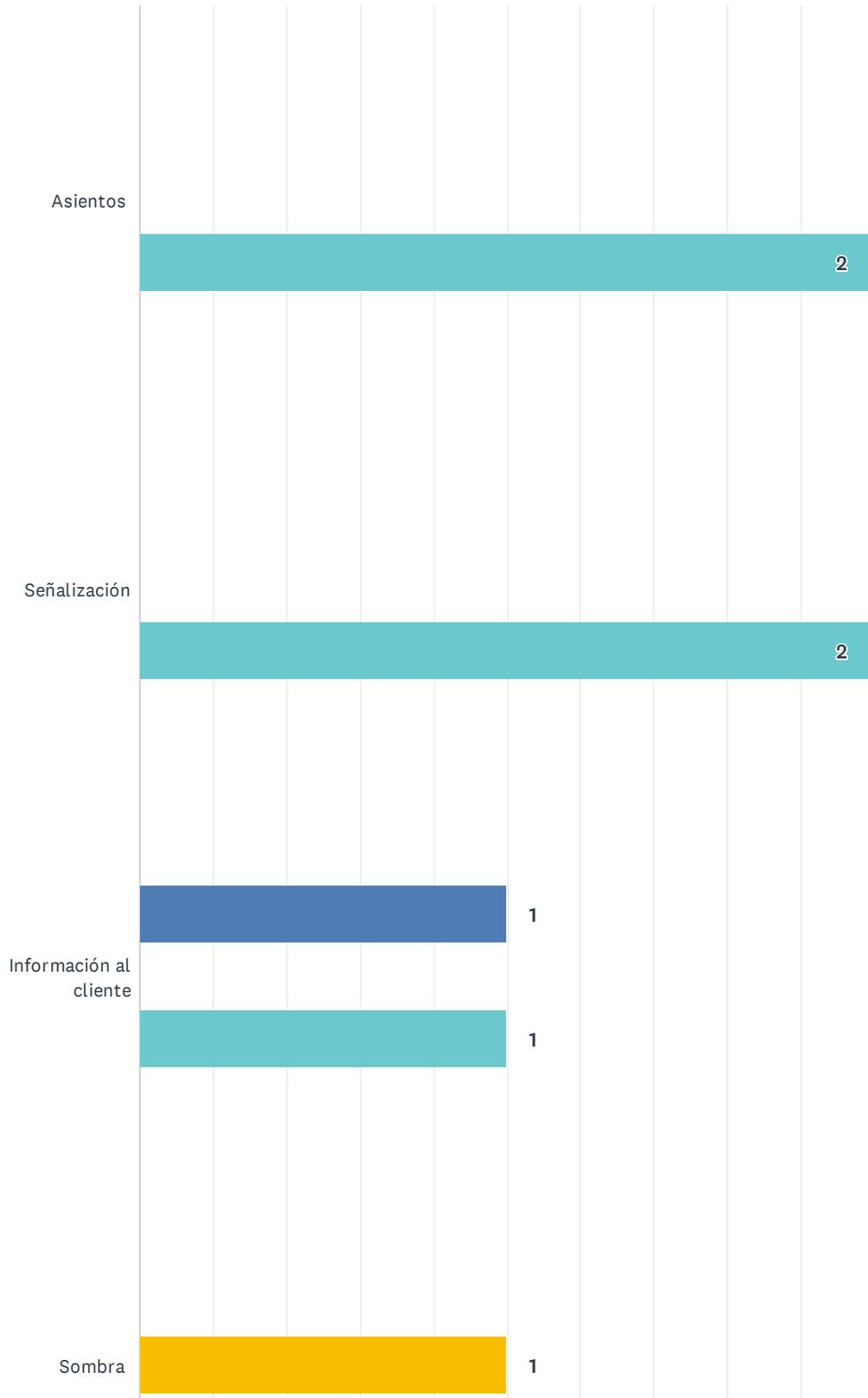
## Q20 ¿Qué hace que el transbordo sea fácil o difícil?(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

Answered: 2 Skipped: 1

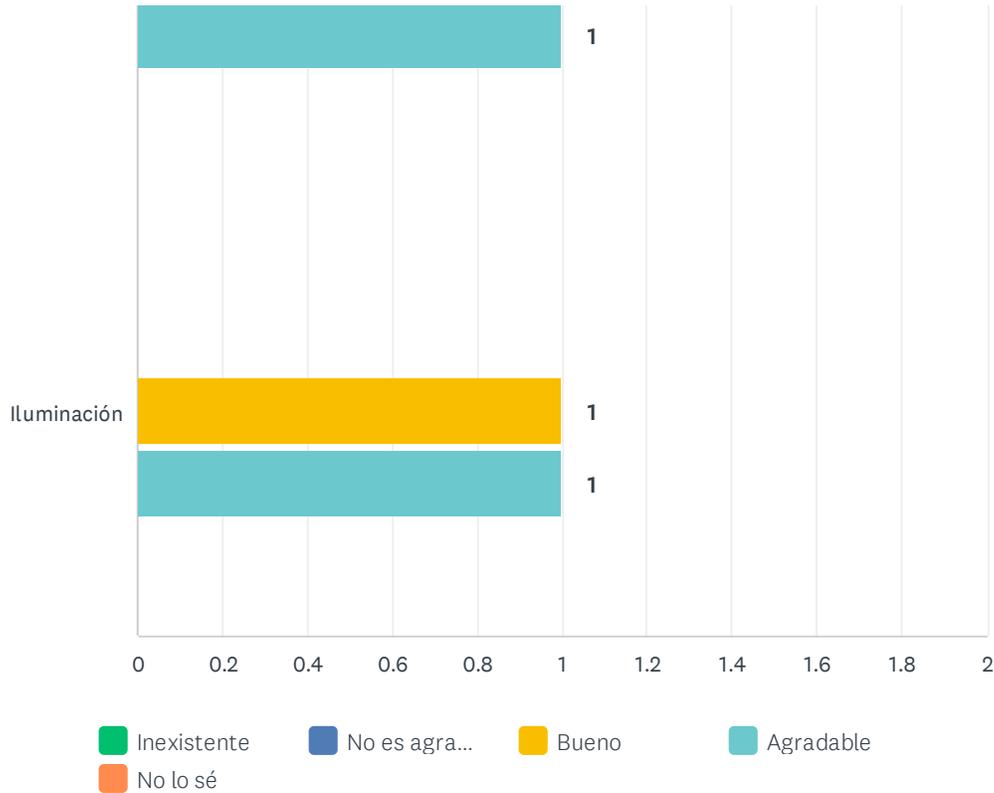
#	RESPONSES	DATE
1	Si	10/10/2023 7:33 AM
2	Cómo dije antes es muy intuitivo pero dónde se compra el boleto debería de estar más cerca de donde se espera el bus eso facilitaría mucho	10/10/2023 7:31 AM

## Q21 Para la estación de tren, ¿cómo caracterizaría los siguientes servicios?

Answered: 2 Skipped: 1



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	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Señalización	0.00% 0	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Información al cliente	0.00% 0	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2
Sombra	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Iluminación	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2

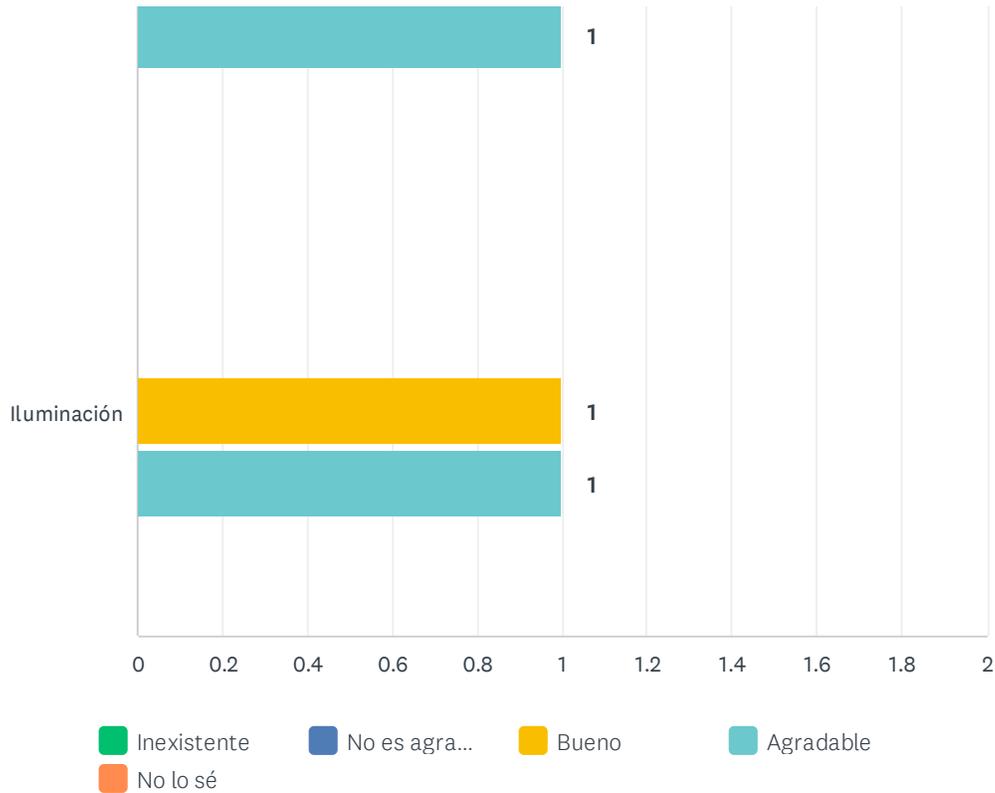
#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	No	10/10/2023 7:33 AM
2	Tener empatía en ocasiones no todos tenemos para comprar un boleto siempre y por lo general el tren sería la manera de llegar rápido al trabajo quizás un poco de empatía cuando preguntan si tengo mi ticket	10/10/2023 7:31 AM

## Q22 Para las paradas de autobús de la estación, ¿cómo caracterizaría los siguientes servicios?

Answered: 2 Skipped: 1



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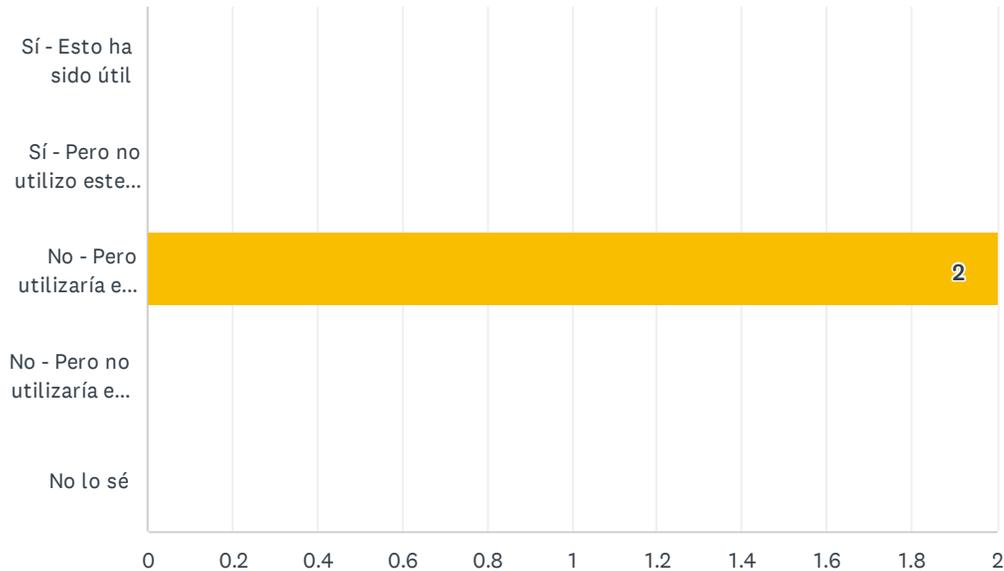


	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	0.00% 0	100.00% 2	0.00% 0	2
Señalización	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Información al cliente	0.00% 0	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2
Sombra	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2
Iluminación	0.00% 0	0.00% 0	50.00% 1	50.00% 1	0.00% 0	2

#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	No	10/10/2023 7:33 AM
2	Todo bien a mi parecer personal	10/10/2023 7:31 AM

## Q23 ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

Answered: 2 Skipped: 1



ANSWER CHOICES	RESPONSES	
Sí - Esto ha sido útil	0.00%	0
Sí - Pero no utilizo este servicio	0.00%	0
No - Pero utilizaría este servicio	100.00%	2
No - Pero no utilizaría este servicio	0.00%	0
No lo sé	0.00%	0
<b>TOTAL</b>		<b>2</b>

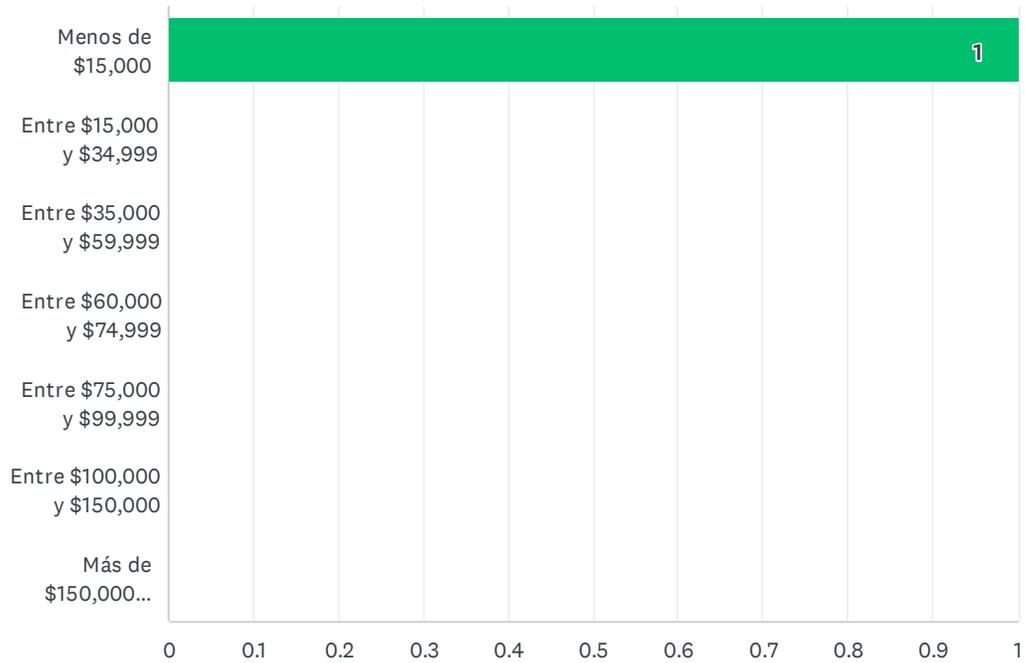
## Q24 ¿Hay algo más que le gustaría que supiéramos?

Answered: 1 Skipped: 2

#	RESPONSES	DATE
1	Pues hasta lo visto algunas personas corremos y hacemos mucho para llegar una estación de agua para tomar sería agradable fuera de eso todo bien	10/10/2023 7:31 AM

## Q26 ¿Cuáles son los ingresos totales de su hogar?

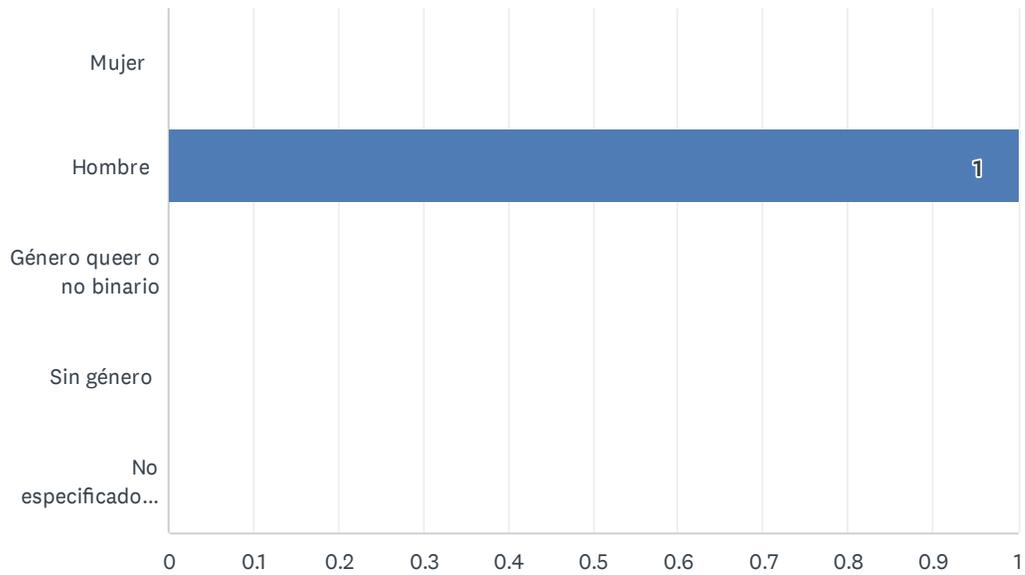
Answered: 1 Skipped: 2



ANSWER CHOICES	RESPONSES	
Menos de \$15,000	100.00%	1
Entre \$15,000 y \$34,999	0.00%	0
Entre \$35,000 y \$59,999	0.00%	0
Entre \$60,000 y \$74,999	0.00%	0
Entre \$75,000 y \$99,999	0.00%	0
Entre \$100,000 y \$150,000	0.00%	0
Más de \$150,000 dólares	0.00%	0
<b>TOTAL</b>		<b>1</b>

## Q27 ¿Cuál es su identidad de género?

Answered: 1 Skipped: 2

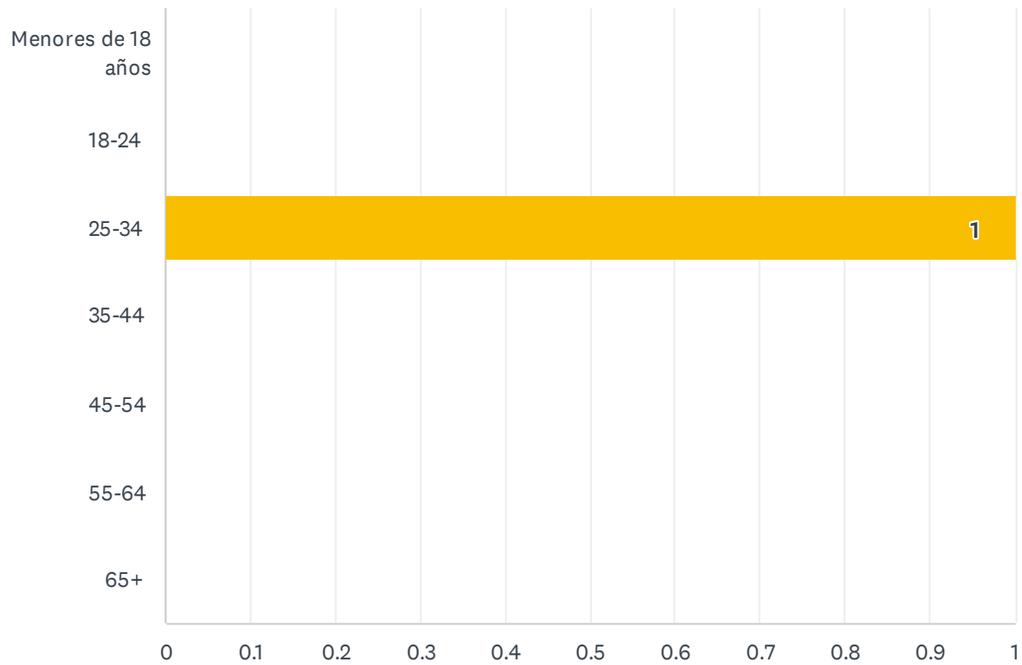


ANSWER CHOICES	RESPONSES
Mujer	0.00% 0
Hombre	100.00% 1
Género queer o no binario	0.00% 0
Sin género	0.00% 0
No especificado arriba, por favor especifique	0.00% 0
<b>TOTAL</b>	<b>1</b>

#	NO ESPECIFICADO ARRIBA, POR FAVOR ESPECIFIQUE	DATE
	There are no responses.	

## Q28 ¿Cuál es su edad?

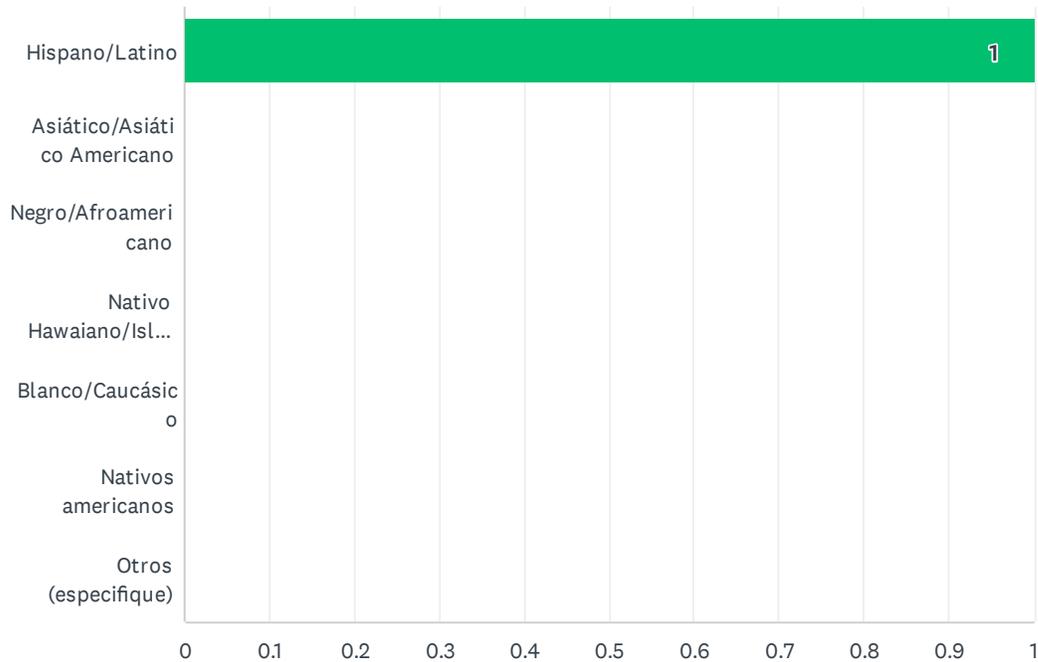
Answered: 1 Skipped: 2



ANSWER CHOICES	RESPONSES	
Menores de 18 años	0.00%	0
18-24	0.00%	0
25-34	100.00%	1
35-44	0.00%	0
45-54	0.00%	0
55-64	0.00%	0
65+	0.00%	0
<b>TOTAL</b>		<b>1</b>

## Q29 ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

Answered: 1 Skipped: 2

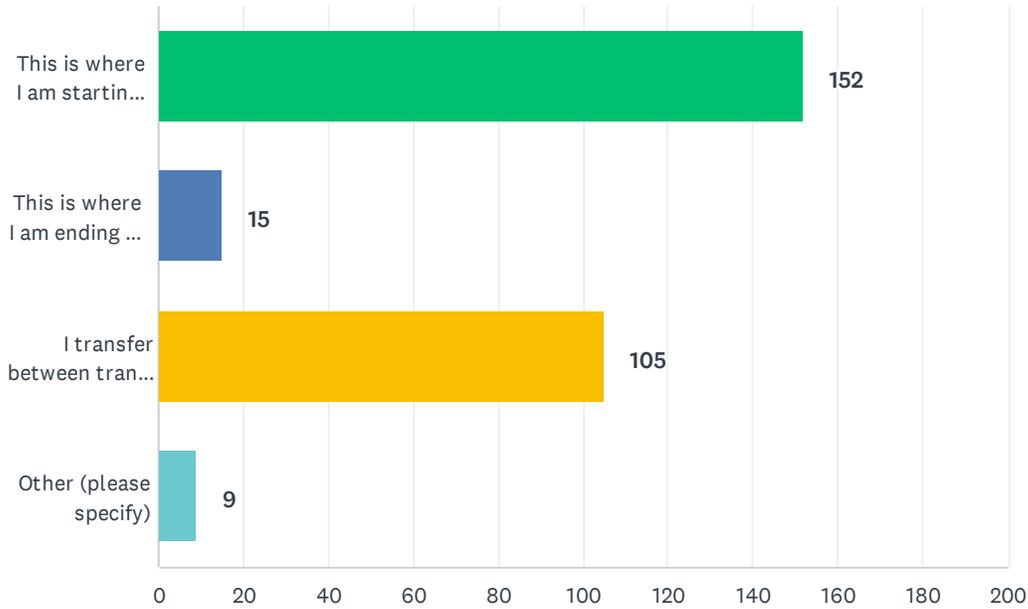


ANSWER CHOICES	RESPONSES
Hispano/Latino	100.00% 1
Asiático/Asiático Americano	0.00% 0
Negro/Afroamericano	0.00% 0
Nativo Hawaiano/Isleño del Pacífico	0.00% 0
Blanco/Caucásico	0.00% 0
Nativos americanos	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q1 I am at this station because....

Answered: 281 Skipped: 0

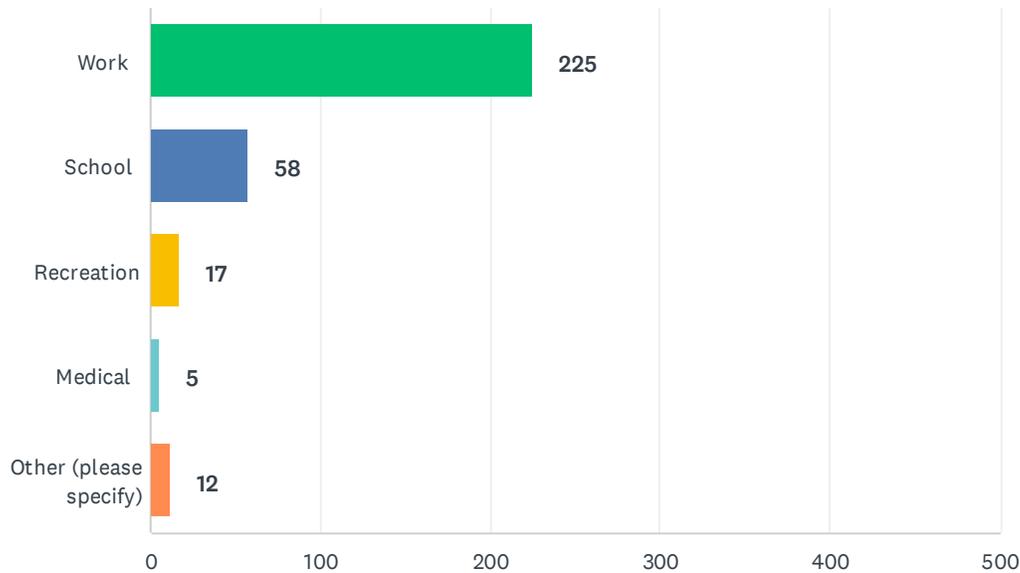


ANSWER CHOICES	RESPONSES	
This is where I am starting my transit trip	54.09%	152
This is where I am ending my transit trip	5.34%	15
I transfer between transit modes here (e.g. bus to rail)	37.37%	105
Other (please specify)	3.20%	9
<b>TOTAL</b>		<b>281</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	transit from one bus to another	10/11/2023 10:19 PM
2	460 to C line	10/11/2023 10:02 AM
3	On my way to the dmv	10/11/2023 8:28 AM
4	Crenshaw	10/11/2023 8:08 AM
5	Clean the bad environment on the trains it's dangerous and stinks. The trains are for getting from point A to B there not motels or drug booths. I take pictures all the time and going to send them to one of the news networks to show how metro dose nothing to make our trip safe	10/10/2023 4:31 PM
6	I drive to Norwalk to get to Mariposa. I fi could take Metrolink from Orange to Norwalk would not have to drive!	10/10/2023 10:13 AM
7	Private sale meeting place	10/10/2023 8:51 AM
8	I drive to the station from La Habra, then take the train to my destination.	10/10/2023 7:49 AM
9	I transfer from bus to bus at the norwalk station. I dont take the train.in.	10/10/2023 7:02 AM

## Q2 Why are you travelling?

Answered: 281 Skipped: 0



ANSWER CHOICES	RESPONSES	
Work	80.07%	225
School	20.64%	58
Recreation	6.05%	17
Medical	1.78%	5
Other (please specify)	4.27%	12
Total Respondents: 281		

#	OTHER (PLEASE SPECIFY)	DATE
1	Visiting family member	10/15/2023 10:22 PM
2	Appointments	10/12/2023 12:22 PM
3	Doing a human retardation documentary, investigation.	10/11/2023 9:29 PM
4	Visit mom	10/11/2023 5:18 PM
5	Nope. Going to the dmv	10/11/2023 8:28 AM
6	Meeting	10/11/2023 8:10 AM
7	92802	10/11/2023 7:12 AM
8	Home	10/10/2023 4:46 PM
9	Going home from work	10/10/2023 4:26 PM
10	Home	10/10/2023 3:59 PM
11	Food	10/10/2023 3:51 PM



## Q3 Generally, where are you travelling to and from?

Answered: 279 Skipped: 2

ANSWER CHOICES	RESPONSES
Start Zip Code or neighborhood:	100.00% 279
Destination Zip Code or neighborhood:	97.49% 272

#	START ZIP CODE OR NEIGHBORHOOD:	DATE
1	90650	10/16/2023 12:38 PM
2	90650	10/16/2023 11:00 AM
3	90201	10/16/2023 10:37 AM
4	90043	10/16/2023 7:36 AM
5	90706	10/16/2023 6:29 AM
6	90047	10/15/2023 10:25 PM
7	90001	10/15/2023 10:22 PM
8	Cerritos	10/15/2023 3:22 PM
9	90280	10/15/2023 2:40 PM
10	90650	10/15/2023 12:03 PM
11	90703	10/14/2023 9:25 PM
12	11606 Gwynne Ave Norwalk ca 90650	10/14/2023 1:34 PM
13	Norwalk	10/14/2023 12:44 PM
14	Norwalk	10/14/2023 12:43 PM
15	90631	10/13/2023 4:22 PM
16	90006	10/13/2023 3:22 PM
17	90601	10/13/2023 5:32 AM
18	90670	10/12/2023 4:11 PM
19	90241	10/12/2023 1:15 PM
20	90602	10/12/2023 12:49 PM
21	90650	10/12/2023 12:22 PM
22	90706	10/12/2023 11:59 AM
23	90018	10/12/2023 10:54 AM
24	90602	10/12/2023 10:54 AM
25	90602	10/12/2023 10:37 AM
26	Norwalk	10/12/2023 10:22 AM
27	90604	10/12/2023 8:43 AM
28	90715	10/12/2023 7:35 AM
29	92627	10/12/2023 7:35 AM

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30	90604	10/12/2023 12:33 AM
31	90706	10/11/2023 11:39 PM
32	90703	10/11/2023 11:31 PM
33	90242	10/11/2023 10:19 PM
34	90404	10/11/2023 9:29 PM
35	92879	10/11/2023 9:08 PM
36	91030	10/11/2023 8:49 PM
37	90805	10/11/2023 5:32 PM
38	Norwalk	10/11/2023 5:29 PM
39	90650	10/11/2023 5:18 PM
40	90703	10/11/2023 5:12 PM
41	90015	10/11/2023 5:07 PM
42	90604	10/11/2023 4:57 PM
43	90201	10/11/2023 4:25 PM
44	90017	10/11/2023 4:03 PM
45	90044	10/11/2023 4:01 PM
46	90241	10/11/2023 3:54 PM
47	90250	10/11/2023 3:54 PM
48	90003	10/11/2023 3:45 PM
49	92882	10/11/2023 2:45 PM
50	90606	10/11/2023 2:12 PM
51	90713	10/11/2023 1:30 PM
52	90043	10/11/2023 1:25 PM
53	90650	10/11/2023 1:10 PM
54	90650	10/11/2023 12:36 PM
55	90630	10/11/2023 10:42 AM
56	Vermont green line station	10/11/2023 10:26 AM
57	90620	10/11/2023 10:02 AM
58	92833	10/11/2023 9:56 AM
59	90245 El Segundo	10/11/2023 9:37 AM
60	Inglewood	10/11/2023 9:04 AM
61	91709	10/11/2023 8:58 AM
62	90011	10/11/2023 8:57 AM
63	Norwalk	10/11/2023 8:51 AM
64	90650	10/11/2023 8:50 AM
65	90062	10/11/2023 8:48 AM
66	90703	10/11/2023 8:47 AM
67	90650	10/11/2023 8:46 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

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68	Norwalk	10/11/2023 8:37 AM
69	90011	10/11/2023 8:28 AM
70	90002	10/11/2023 8:28 AM
71	Inglewood	10/11/2023 8:27 AM
72	90650	10/11/2023 8:25 AM
73	90501	10/11/2023 8:25 AM
74	90061	10/11/2023 8:19 AM
75	90620	10/11/2023 8:18 AM
76	90061	10/11/2023 8:18 AM
77	90240	10/11/2023 8:14 AM
78	92802	10/11/2023 8:12 AM
79	90650	10/11/2023 8:10 AM
80	Crenshaw	10/11/2023 8:08 AM
81	92503	10/11/2023 8:07 AM
82	90280	10/11/2023 8:03 AM
83	90245	10/11/2023 8:00 AM
84	90220	10/11/2023 7:59 AM
85	91733	10/11/2023 7:58 AM
86	90280	10/11/2023 7:57 AM
87	Artesia california	10/11/2023 7:50 AM
88	90250	10/11/2023 7:48 AM
89	90670	10/11/2023 7:44 AM
90	90043	10/11/2023 7:39 AM
91	90650	10/11/2023 7:39 AM
92	92870	10/11/2023 7:39 AM
93	90840	10/11/2023 7:37 AM
94	90650	10/11/2023 7:35 AM
95	90061	10/11/2023 7:30 AM
96	Artesia	10/11/2023 7:30 AM
97	90604	10/11/2023 7:28 AM
98	90061	10/11/2023 7:27 AM
99	90241	10/11/2023 7:25 AM
100	90066	10/11/2023 7:20 AM
101	Norwalk	10/11/2023 7:16 AM
102	92806	10/11/2023 7:16 AM
103	90061	10/11/2023 7:12 AM
104	92879	10/11/2023 7:10 AM
105	Norwalk	10/11/2023 7:05 AM

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106	90602	10/11/2023 7:05 AM
107	90650	10/11/2023 7:04 AM
108	Santa Fe Springs	10/11/2023 7:02 AM
109	Norwalk	10/11/2023 7:00 AM
110	Buena Park	10/11/2023 6:58 AM
111	91745	10/11/2023 6:57 AM
112	92867	10/11/2023 6:57 AM
113	Norwalk	10/11/2023 6:53 AM
114	90201	10/11/2023 6:49 AM
115	92507	10/11/2023 6:47 AM
116	Norwalk	10/11/2023 6:46 AM
117	90713	10/11/2023 6:22 AM
118	92805	10/10/2023 9:36 PM
119	Norwalk	10/10/2023 8:16 PM
120	90602	10/10/2023 6:21 PM
121	90604	10/10/2023 6:18 PM
122	90703	10/10/2023 5:59 PM
123	92804	10/10/2023 5:53 PM
124	90250	10/10/2023 5:34 PM
125	90262	10/10/2023 5:07 PM
126	90604	10/10/2023 4:59 PM
127	90716	10/10/2023 4:58 PM
128	Santa Fe Springs	10/10/2023 4:49 PM
129	Cerritos college	10/10/2023 4:46 PM
130	90278	10/10/2023 4:40 PM
131	90650	10/10/2023 4:39 PM
132	92805	10/10/2023 4:38 PM
133	90670	10/10/2023 4:31 PM
134	92606	10/10/2023 4:29 PM
135	90255	10/10/2023 4:29 PM
136	Disneyland	10/10/2023 4:26 PM
137	90019	10/10/2023 4:24 PM
138	90723	10/10/2023 4:18 PM
139	90019	10/10/2023 4:15 PM
140	92054	10/10/2023 4:14 PM
141	90242	10/10/2023 4:06 PM
142	90650	10/10/2023 4:04 PM
143	91766	10/10/2023 4:01 PM

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144	90650	10/10/2023 3:59 PM
145	Norwalk	10/10/2023 3:55 PM
146	92557	10/10/2023 3:51 PM
147	90037	10/10/2023 3:47 PM
148	90604	10/10/2023 3:47 PM
149	90255	10/10/2023 3:18 PM
150	dtla	10/10/2023 2:25 PM
151	90703	10/10/2023 11:58 AM
152	90650	10/10/2023 11:21 AM
153	90703	10/10/2023 11:19 AM
154	90650	10/10/2023 11:06 AM
155	90603	10/10/2023 10:56 AM
156	92845	10/10/2023 10:41 AM
157	92881	10/10/2023 10:38 AM
158	92869	10/10/2023 10:13 AM
159	90650	10/10/2023 9:57 AM
160	91006	10/10/2023 9:31 AM
161	90002	10/10/2023 9:23 AM
162	90011	10/10/2023 9:15 AM
163	90650	10/10/2023 9:06 AM
164	90713	10/10/2023 8:57 AM
165	90604	10/10/2023 8:57 AM
166	90621	10/10/2023 8:51 AM
167	imperial hwy	10/10/2023 8:50 AM
168	92672	10/10/2023 8:49 AM
169	92614	10/10/2023 8:49 AM
170	90061	10/10/2023 8:48 AM
171	90262	10/10/2023 8:48 AM
172	92883	10/10/2023 8:47 AM
173	90650	10/10/2023 8:46 AM
174	92869	10/10/2023 8:40 AM
175	90255	10/10/2023 8:40 AM
176	Norwalk	10/10/2023 8:38 AM
177	92708	10/10/2023 8:38 AM
178	90670	10/10/2023 8:37 AM
179	90650	10/10/2023 8:36 AM
180	90037	10/10/2023 8:34 AM
181	90201	10/10/2023 8:32 AM

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182	paramount	10/10/2023 8:31 AM
183	90703	10/10/2023 8:29 AM
184	90703	10/10/2023 8:29 AM
185	92844	10/10/2023 8:28 AM
186	90605	10/10/2023 8:27 AM
187	90650	10/10/2023 8:25 AM
188	90242	10/10/2023 8:23 AM
189	90706	10/10/2023 8:18 AM
190	90262	10/10/2023 8:18 AM
191	90061-1317	10/10/2023 8:18 AM
192	90660	10/10/2023 8:18 AM
193	90255	10/10/2023 8:16 AM
194	Corona	10/10/2023 8:15 AM
195	90650	10/10/2023 8:15 AM
196	90262	10/10/2023 8:14 AM
197	90606	10/10/2023 8:12 AM
198	90706	10/10/2023 8:07 AM
199	90650	10/10/2023 8:07 AM
200	Downey	10/10/2023 8:03 AM
201	Norwalk, CA	10/10/2023 8:01 AM
202	91016	10/10/2023 7:59 AM
203	90047	10/10/2023 7:58 AM
204	90713	10/10/2023 7:57 AM
205	90713	10/10/2023 7:56 AM
206	90002	10/10/2023 7:55 AM
207	90620	10/10/2023 7:54 AM
208	90650	10/10/2023 7:53 AM
209	90631	10/10/2023 7:49 AM
210	90650	10/10/2023 7:48 AM
211	90638	10/10/2023 7:48 AM
212	90631	10/10/2023 7:45 AM
213	92804	10/10/2023 7:45 AM
214	90250	10/10/2023 7:45 AM
215	90715	10/10/2023 7:42 AM
216	92620	10/10/2023 7:40 AM
217	90660	10/10/2023 7:39 AM
218	Norwalk	10/10/2023 7:37 AM
219	90603	10/10/2023 7:37 AM

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220	Norwalk	10/10/2023 7:35 AM
221	90630	10/10/2023 7:33 AM
222	90638	10/10/2023 7:33 AM
223	92833	10/10/2023 7:32 AM
224	91324	10/10/2023 7:32 AM
225	Norwalk	10/10/2023 7:31 AM
226	90815	10/10/2023 7:30 AM
227	90660	10/10/2023 7:29 AM
228	90703	10/10/2023 7:27 AM
229	92841	10/10/2023 7:26 AM
230	90002	10/10/2023 7:23 AM
231	Norwalk	10/10/2023 7:22 AM
232	90623	10/10/2023 7:19 AM
233	90034	10/10/2023 7:17 AM
234	90712	10/10/2023 7:16 AM
235	90604	10/10/2023 7:15 AM
236	Downey	10/10/2023 7:07 AM
237	90037	10/10/2023 7:07 AM
238	90650	10/10/2023 7:06 AM
239	90650	10/10/2023 7:05 AM
240	90703	10/10/2023 7:05 AM
241	90660	10/10/2023 7:03 AM
242	90638	10/10/2023 7:02 AM
243	91791	10/10/2023 7:00 AM
244	97144	10/10/2023 6:58 AM
245	92821	10/10/2023 6:57 AM
246	90703	10/10/2023 6:56 AM
247	Norwalk	10/10/2023 6:55 AM
248	90706	10/10/2023 6:54 AM
249	90280	10/10/2023 6:52 AM
250	90650	10/10/2023 6:51 AM
251	92821	10/10/2023 6:50 AM
252	90650	10/10/2023 6:50 AM
253	90240	10/10/2023 6:49 AM
254	90601	10/10/2023 6:49 AM
255	90601	10/10/2023 6:47 AM
256	90301	10/10/2023 6:46 AM
257	92881	10/10/2023 6:42 AM

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258	92649	10/10/2023 6:40 AM
259	90813	10/10/2023 6:37 AM
260	Placentia	10/10/2023 6:34 AM
261	90630	10/10/2023 6:33 AM
262	90040	10/10/2023 6:30 AM
263	90605	10/10/2023 6:29 AM
264	90241	10/10/2023 6:29 AM
265	90650	10/10/2023 6:28 AM
266	90605	10/10/2023 6:27 AM
267	90712	10/10/2023 6:27 AM
268	90713	10/10/2023 6:24 AM
269	90201	10/10/2023 6:22 AM
270	Norwalk	10/10/2023 6:21 AM
271	90606	10/10/2023 6:21 AM
272	90650	10/10/2023 6:20 AM
273	62901	10/10/2023 6:17 AM
274	90002	10/10/2023 6:16 AM
275	90650	10/10/2023 6:14 AM
276	91008	10/10/2023 6:12 AM
277	90604	10/10/2023 6:07 AM
278	92865	10/10/2023 6:06 AM
279	90631	10/10/2023 5:59 AM
#	DESTINATION ZIP CODE OR NEIGHBORHOOD:	DATE
1	90245	10/16/2023 12:38 PM
2	90245	10/16/2023 11:00 AM
3	90201	10/16/2023 10:37 AM
4	90241	10/16/2023 7:36 AM
5	90045	10/16/2023 6:29 AM
6	92802	10/15/2023 10:25 PM
7	7600	10/15/2023 10:22 PM
8	El Segundo	10/15/2023 3:22 PM
9	90840	10/15/2023 2:40 PM
10	90254	10/15/2023 12:03 PM
11	90245	10/14/2023 9:25 PM
12	90650	10/14/2023 1:34 PM
13	El Segundo	10/14/2023 12:44 PM
14	El Segundo	10/14/2023 12:43 PM
15	90059	10/13/2023 4:22 PM

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16	90840	10/13/2023 3:22 PM
17	90045	10/13/2023 5:32 AM
18	90045	10/12/2023 4:11 PM
19	11110	10/12/2023 1:15 PM
20	90746	10/12/2023 12:49 PM
21	90241	10/12/2023 12:22 PM
22	90002	10/12/2023 11:59 AM
23	90806	10/12/2023 10:54 AM
24	90016	10/12/2023 10:54 AM
25	90016	10/12/2023 10:37 AM
26	90045	10/12/2023 10:22 AM
27	El monte	10/12/2023 8:43 AM
28	90220	10/12/2023 7:35 AM
29	90278	10/12/2023 7:35 AM
30	90245	10/12/2023 12:33 AM
31	90012	10/11/2023 11:39 PM
32	90301	10/11/2023 11:31 PM
33	90840	10/11/2023 10:19 PM
34	Orange county	10/11/2023 9:29 PM
35	90220	10/11/2023 9:08 PM
36	Union Station	10/11/2023 8:49 PM
37	90304	10/11/2023 5:32 PM
38	Aviation	10/11/2023 5:29 PM
39	90045	10/11/2023 5:18 PM
40	90248	10/11/2023 5:12 PM
41	90620	10/11/2023 5:07 PM
42	90245	10/11/2023 4:57 PM
43	90650	10/11/2023 4:25 PM
44	90242	10/11/2023 4:03 PM
45	90813	10/11/2023 4:01 PM
46	90263	10/11/2023 3:54 PM
47	90638	10/11/2023 3:54 PM
48	90815	10/11/2023 3:45 PM
49	90245	10/11/2023 2:45 PM
50	90045	10/11/2023 2:12 PM
51	90245	10/11/2023 1:30 PM
52	90840	10/11/2023 1:25 PM
53	90221	10/11/2023 1:10 PM

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54	90015	10/11/2023 12:36 PM
55	90007	10/11/2023 10:42 AM
56	Norwalk greenline station	10/11/2023 10:26 AM
57	90245	10/11/2023 10:02 AM
58	90245	10/11/2023 9:56 AM
59	Athens	10/11/2023 9:37 AM
60	Csulb	10/11/2023 9:04 AM
61	90245	10/11/2023 8:58 AM
62	90840	10/11/2023 8:57 AM
63	El Segundo	10/11/2023 8:51 AM
64	90071	10/11/2023 8:50 AM
65	Cal State Long Beach	10/11/2023 8:48 AM
66	90245	10/11/2023 8:47 AM
67	90062	10/11/2023 8:46 AM
68	90004	10/11/2023 8:37 AM
69	90605	10/11/2023 8:28 AM
70	Santa Fe springs	10/11/2023 8:28 AM
71	Lakewood	10/11/2023 8:27 AM
72	90071	10/11/2023 8:25 AM
73	90506	10/11/2023 8:25 AM
74	90245	10/11/2023 8:18 AM
75	60567	10/11/2023 8:18 AM
76	El Segundo	10/11/2023 8:14 AM
77	92802	10/11/2023 8:12 AM
78	90630	10/11/2023 8:10 AM
79	Norwalk	10/11/2023 8:08 AM
80	Inglewood	10/11/2023 8:07 AM
81	90638	10/11/2023 8:03 AM
82	90706	10/11/2023 8:00 AM
83	Anaheim	10/11/2023 7:59 AM
84	90650	10/11/2023 7:58 AM
85	90650	10/11/2023 7:57 AM
86	Redondo beach green line station	10/11/2023 7:50 AM
87	90639	10/11/2023 7:48 AM
88	90045	10/11/2023 7:44 AM
89	90650	10/11/2023 7:39 AM
90	90245	10/11/2023 7:39 AM
91	90277	10/11/2023 7:39 AM

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92	90840	10/11/2023 7:37 AM
93	90245	10/11/2023 7:35 AM
94	El Segundo	10/11/2023 7:30 AM
95	90245	10/11/2023 7:28 AM
96	90806	10/11/2023 7:27 AM
97	90059	10/11/2023 7:25 AM
98	90840	10/11/2023 7:20 AM
99	El Segundo	10/11/2023 7:16 AM
100	90245	10/11/2023 7:16 AM
101	90280	10/11/2023 7:12 AM
102	90220	10/11/2023 7:10 AM
103	Downtown Los Angeles	10/11/2023 7:05 AM
104	USC	10/11/2023 7:05 AM
105	90292	10/11/2023 7:04 AM
106	Long Beach	10/11/2023 7:02 AM
107	Westwood	10/11/2023 7:00 AM
108	El Segundo	10/11/2023 6:58 AM
109	El Segundo	10/11/2023 6:57 AM
110	90245	10/11/2023 6:57 AM
111	El Segundo	10/11/2023 6:53 AM
112	90703	10/11/2023 6:49 AM
113	90840	10/11/2023 6:47 AM
114	El segundo	10/11/2023 6:46 AM
115	90045	10/11/2023 6:22 AM
116	90245	10/10/2023 9:36 PM
117	El segundo	10/10/2023 8:16 PM
118	90245	10/10/2023 6:21 PM
119	90245	10/10/2023 6:18 PM
120	90013	10/10/2023 5:59 PM
121	90230	10/10/2023 5:53 PM
122	Long Beach	10/10/2023 5:34 PM
123	Studerbaker & Alondra	10/10/2023 5:07 PM
124	90302	10/10/2023 4:59 PM
125	Crenshaw	10/10/2023 4:58 PM
126	DTLA	10/10/2023 4:49 PM
127	Lynwood ca	10/10/2023 4:46 PM
128	90650	10/10/2023 4:40 PM
129	90803	10/10/2023 4:39 PM

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130	90245	10/10/2023 4:38 PM
131	90045	10/10/2023 4:31 PM
132	90245	10/10/2023 4:29 PM
133	91746	10/10/2023 4:26 PM
134	90650	10/10/2023 4:24 PM
135	90650	10/10/2023 4:18 PM
136	90840	10/10/2023 4:15 PM
137	90220	10/10/2023 4:14 PM
138	90835	10/10/2023 4:06 PM
139	90045	10/10/2023 4:04 PM
140	90650	10/10/2023 4:01 PM
141	90242	10/10/2023 3:59 PM
142	90059	10/10/2023 3:55 PM
143	Manhattan beach	10/10/2023 3:51 PM
144	90650	10/10/2023 3:47 PM
145	cerritos college	10/10/2023 3:18 PM
146	south bay	10/10/2023 2:25 PM
147	90045	10/10/2023 11:58 AM
148	Long beach	10/10/2023 11:21 AM
149	90245	10/10/2023 11:19 AM
150	90245	10/10/2023 11:06 AM
151	90278	10/10/2023 10:56 AM
152	90089	10/10/2023 10:41 AM
153	90278	10/10/2023 10:38 AM
154	90245	10/10/2023 10:13 AM
155	90061	10/10/2023 9:57 AM
156	90245	10/10/2023 9:31 AM
157	90002	10/10/2023 9:23 AM
158	Redondo beach	10/10/2023 9:06 AM
159	90071	10/10/2023 8:57 AM
160	90017	10/10/2023 8:57 AM
161	Norwalk	10/10/2023 8:51 AM
162	california state university long beach	10/10/2023 8:50 AM
163	90245	10/10/2023 8:49 AM
164	90245	10/10/2023 8:49 AM
165	long beach	10/10/2023 8:48 AM
166	90803	10/10/2023 8:48 AM
167	El segundo	10/10/2023 8:47 AM

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168	LAX	10/10/2023 8:46 AM
169	90245	10/10/2023 8:40 AM
170	Downtown LA	10/10/2023 8:40 AM
171	El Segundo	10/10/2023 8:38 AM
172	90245	10/10/2023 8:38 AM
173	Exposition Park	10/10/2023 8:37 AM
174	90250	10/10/2023 8:36 AM
175	90242	10/10/2023 8:34 AM
176	Cerritos college	10/10/2023 8:32 AM
177	norwalk	10/10/2023 8:31 AM
178	90245	10/10/2023 8:29 AM
179	90245	10/10/2023 8:29 AM
180	90066	10/10/2023 8:28 AM
181	90017	10/10/2023 8:27 AM
182	90840	10/10/2023 8:25 AM
183	90071	10/10/2023 8:23 AM
184	90017	10/10/2023 8:18 AM
185	90840	10/10/2023 8:18 AM
186	Cerritos College	10/10/2023 8:18 AM
187	Fullerton	10/10/2023 8:16 AM
188	Cerritos	10/10/2023 8:15 AM
189	90015	10/10/2023 8:15 AM
190	93606	10/10/2023 8:14 AM
191	90245	10/10/2023 8:12 AM
192	Norwalk	10/10/2023 8:07 AM
193	90071	10/10/2023 8:07 AM
194	Fullerton	10/10/2023 8:03 AM
195	Mariposa, CA	10/10/2023 8:01 AM
196	91250	10/10/2023 7:59 AM
197	90605	10/10/2023 7:58 AM
198	La union station	10/10/2023 7:57 AM
199	Bellflower	10/10/2023 7:55 AM
200	90003	10/10/2023 7:54 AM
201	90047	10/10/2023 7:53 AM
202	90245	10/10/2023 7:49 AM
203	Century city	10/10/2023 7:48 AM
204	90245	10/10/2023 7:48 AM
205	90245	10/10/2023 7:45 AM

Metro's Rail Integration Study - Station User Survey: Norwalk

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206	90245	10/10/2023 7:45 AM
207	90670	10/10/2023 7:45 AM
208	90045	10/10/2023 7:42 AM
209	Mariposa	10/10/2023 7:40 AM
210	90277	10/10/2023 7:39 AM
211	El Segundo	10/10/2023 7:37 AM
212	90245	10/10/2023 7:37 AM
213	El segundo	10/10/2023 7:35 AM
214	90245	10/10/2023 7:33 AM
215	90015	10/10/2023 7:33 AM
216	90045	10/10/2023 7:32 AM
217	90241	10/10/2023 7:32 AM
218	Aviation	10/10/2023 7:31 AM
219	LAX	10/10/2023 7:30 AM
220	90278	10/10/2023 7:29 AM
221	Redondo Beach	10/10/2023 7:27 AM
222	90045	10/10/2023 7:26 AM
223	90650	10/10/2023 7:23 AM
224	Venice Beach	10/10/2023 7:22 AM
225	90245	10/10/2023 7:19 AM
226	90670	10/10/2023 7:17 AM
227	90250	10/10/2023 7:16 AM
228	90248	10/10/2023 7:15 AM
229	Cerritos	10/10/2023 7:07 AM
230	90037	10/10/2023 7:07 AM
231	90262	10/10/2023 7:06 AM
232	Torrance	10/10/2023 7:05 AM
233	90045	10/10/2023 7:05 AM
234	90245	10/10/2023 7:03 AM
235	90723	10/10/2023 7:02 AM
236	90245	10/10/2023 7:00 AM
237	90703	10/10/2023 6:58 AM
238	90245	10/10/2023 6:57 AM
239	90245	10/10/2023 6:56 AM
240	Redondo beach	10/10/2023 6:55 AM
241	90011	10/10/2023 6:54 AM
242	90840	10/10/2023 6:52 AM
243	90045	10/10/2023 6:51 AM

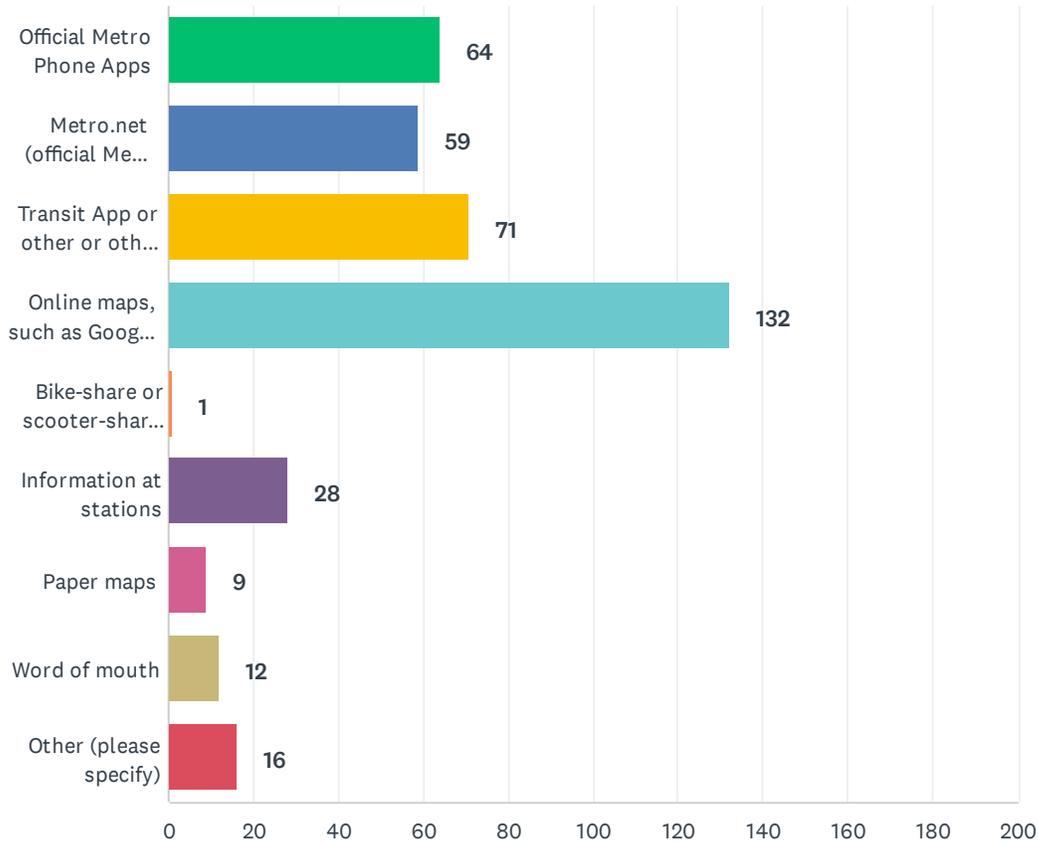
## Metro's Rail Integration Study - Station User Survey: Norwalk

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244	90245	10/10/2023 6:50 AM
245	90017	10/10/2023 6:50 AM
246	90505	10/10/2023 6:49 AM
247	90251	10/10/2023 6:49 AM
248	90245	10/10/2023 6:47 AM
249	90245	10/10/2023 6:46 AM
250	90245	10/10/2023 6:42 AM
251	90245	10/10/2023 6:40 AM
252	Santana fe springs	10/10/2023 6:37 AM
253	El segundo	10/10/2023 6:34 AM
254	90014	10/10/2023 6:33 AM
255	90720	10/10/2023 6:30 AM
256	90245	10/10/2023 6:29 AM
257	90245	10/10/2023 6:29 AM
258	90017	10/10/2023 6:28 AM
259	90245	10/10/2023 6:27 AM
260	El Segundo	10/10/2023 6:27 AM
261	90278	10/10/2023 6:24 AM
262	Huntington Beach	10/10/2023 6:22 AM
263	Huntington Park	10/10/2023 6:21 AM
264	90245	10/10/2023 6:21 AM
265	90044	10/10/2023 6:20 AM
266	90620	10/10/2023 6:17 AM
267	90670	10/10/2023 6:16 AM
268	90017	10/10/2023 6:14 AM
269	90278	10/10/2023 6:12 AM
270	90245	10/10/2023 6:07 AM
271	90278	10/10/2023 6:06 AM
272	90045	10/10/2023 5:59 AM

## Q4 What tools do you use to plan your trips? (Select all that apply)

Answered: 215 Skipped: 66



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	29.77% 64
Metro.net (official Metro website)	27.44% 59
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	33.02% 71
Online maps, such as Google Maps or Apple Maps	61.40% 132
Bike-share or scooter-share phone apps	0.47% 1
Information at stations	13.02% 28
Paper maps	4.19% 9
Word of mouth	5.58% 12
Other (please specify)	7.44% 16
Total Respondents: 215	

#	OTHER (PLEASE SPECIFY)	DATE
1	Nothing	10/15/2023 3:41 PM

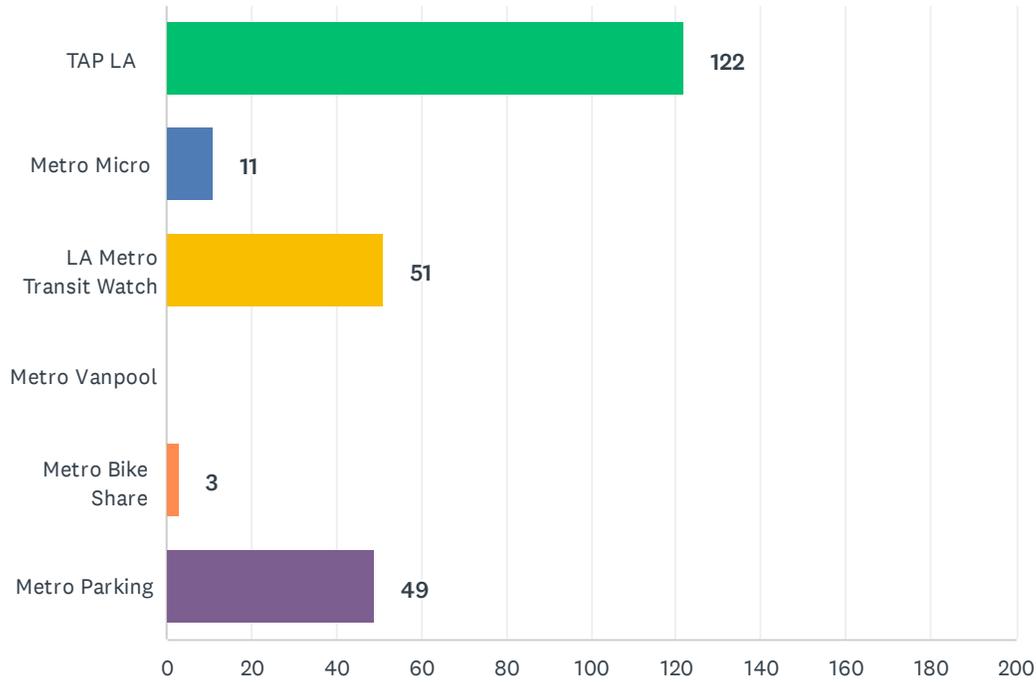
## Metro's Rail Integration Study - Station User Survey: Norwalk

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2	Go metro info	10/12/2023 7:43 AM
3	MetroLink App	10/11/2023 9:08 PM
4	Not sure how or what to use	10/11/2023 10:57 AM
5	Nope. Go as fucking please. Thank u very much	10/11/2023 8:36 AM
6	Idk if moovit is included in online maps but in case it isn't, moovit	10/11/2023 8:34 AM
7	been using the same work commute schedule for a number of years	10/11/2023 8:11 AM
8	Moovit	10/11/2023 7:19 AM
9	Transit	10/10/2023 8:22 AM
10	Rometorio website	10/10/2023 7:40 AM
11	Staff	10/10/2023 7:26 AM
12	I don't. I use the train only for work	10/10/2023 7:00 AM
13	Transit app	10/10/2023 6:43 AM
14	Tap app	10/10/2023 6:39 AM
15	Moovit App	10/10/2023 6:32 AM
16	Friends recommend	10/10/2023 6:14 AM

## Q5 If using a Metro Phone app, which one(s) do you use?

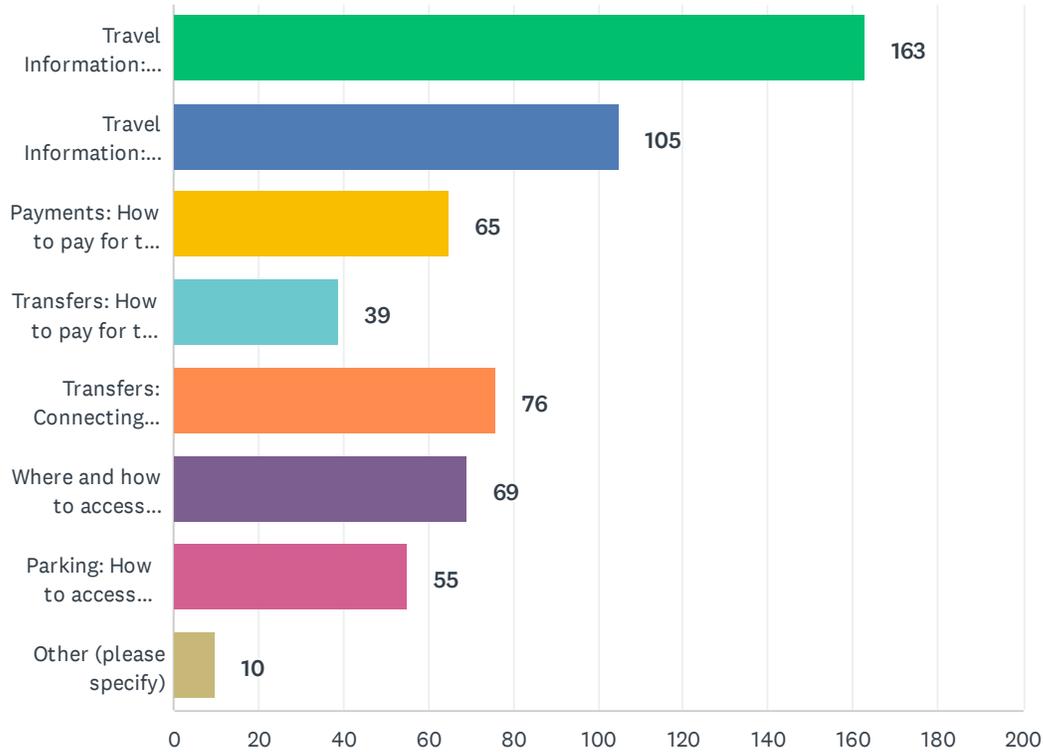
Answered: 179 Skipped: 102



ANSWER CHOICES	RESPONSES	
TAP LA	68.16%	122
Metro Micro	6.15%	11
LA Metro Transit Watch	28.49%	51
Metro Vanpool	0.00%	0
Metro Bike Share	1.68%	3
Metro Parking	27.37%	49
Total Respondents: 179		

## Q6 Which of the following information is sought by you when using trip planning tools? (Select all that apply)

Answered: 212 Skipped: 69



ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	76.89% 163
Travel Information: Total travel time / Total travel costs	49.53% 105
Payments: How to pay for the trip / What discounts or free rides are available	30.66% 65
Transfers: How to pay for trip transfers between legs of a transit trip	18.40% 39
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	35.85% 76
Where and how to access services: Where to get on the bus / Where to get on the train	32.55% 69
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	25.94% 55
Other (please specify)	4.72% 10
Total Respondents: 212	

#	OTHER (PLEASE SPECIFY)	DATE
1	Whenever I need to report an incident	10/12/2023 7:43 AM
2	None	10/11/2023 5:39 PM

# Metro's Rail Integration Study - Station User Survey: Norwalk

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3	Don't use a planner	10/11/2023 10:57 AM
4	Updated departure times and delays	10/11/2023 9:13 AM
5	232 is always delayed so real time app is needed to confirm how delayed the driver is each day. No consistency in timing of arrival in both directions	10/11/2023 8:03 AM
6	The tracked time or location of an arriving bus. Timetables are frequently inaccurate.	10/10/2023 4:43 PM
7	Maintenance and closings	10/10/2023 7:26 AM
8	Fastest routes	10/10/2023 7:16 AM
9	I don't	10/10/2023 7:00 AM
10	What time the train will be arriving (lately it's been incredibly inconsistent)	10/10/2023 6:39 AM

## Q7 Is there any information that is hard to find when transit planning?

Answered: 151 Skipped: 130

#	RESPONSES	DATE
1	No	10/16/2023 12:46 PM
2	Closure or delays	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	No	10/15/2023 10:31 PM
5	The correct information	10/15/2023 3:41 PM
6	Weekend routes and times	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	Nothing	10/14/2023 1:54 PM
9	No	10/14/2023 12:55 PM
10	If the bus is full.	10/13/2023 3:28 PM
11	NO	10/13/2023 5:32 AM
12	No	10/13/2023 5:30 AM
13	No	10/12/2023 4:20 PM
14	No	10/12/2023 1:26 PM
15	GPS signal	10/12/2023 11:02 AM
16	No	10/12/2023 10:58 AM
17	Bus routes	10/12/2023 10:53 AM
18	N/a	10/12/2023 10:35 AM
19	Without a phone transit times are really hard to come by	10/12/2023 8:56 AM
20	No	10/12/2023 7:43 AM
21	No	10/11/2023 11:45 PM
22	how to pay for trips between transits	10/11/2023 10:27 PM
23	No	10/11/2023 9:08 PM
24	none	10/11/2023 8:54 PM
25	N/A	10/11/2023 5:39 PM
26	Not that I can think of now.	10/11/2023 5:39 PM
27	Alternative routes in case you miss the bus/metro	10/11/2023 5:38 PM
28	No	10/11/2023 5:24 PM
29	Specific timing of bus and train arrivals	10/11/2023 5:13 PM
30	All the hours of bus stops	10/11/2023 4:31 PM
31	Connection times.	10/11/2023 4:17 PM
32	No	10/11/2023 4:07 PM
33	Not Really.	10/11/2023 3:57 PM

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34	No	10/11/2023 1:34 PM
35	No	10/11/2023 1:11 PM
36	Security or law Enforcement agency contact information.	10/11/2023 12:53 PM
37	Yes	10/11/2023 10:57 AM
38	No	10/11/2023 10:33 AM
39	no	10/11/2023 10:07 AM
40	Where exactly the bus stop is. Sometimes the real time tracking is a bit off, so it's a bit difficult to locate if they're hidden.	10/11/2023 9:29 AM
41	Sometimes the time is off.	10/11/2023 9:13 AM
42	How to get discounted fare	10/11/2023 9:13 AM
43	How to pay for connecting bus services.	10/11/2023 8:55 AM
44	Nope	10/11/2023 8:36 AM
45	Nah	10/11/2023 8:34 AM
46	I don't think so	10/11/2023 8:32 AM
47	No it's easy to use	10/11/2023 8:28 AM
48	There is not an app that consolidates payments, train schedules and trip information	10/11/2023 8:27 AM
49	No.	10/11/2023 8:24 AM
50	no	10/11/2023 8:21 AM
51	Need to be able to obtain information about planned service interruptions that extend the commute time. It will be good for metro to implement a process to provide passengers with alert messages directly to their cellphones. I was a regular green line user and I have not used this service often this year. I would like to use it more but the few times I use it there are delays..	10/11/2023 8:21 AM
52	Fares	10/11/2023 8:16 AM
53	No	10/11/2023 8:16 AM
54	Delay and route change you guys have enough supervisors driving around that they should go to each stop . Where the route has been change to let's people know	10/11/2023 8:15 AM
55	The metro tap app doesn't show services. I only use to manage funds on my tap card.	10/11/2023 8:09 AM
56	N/A	10/11/2023 8:05 AM
57	Transfers information is very difficult.	10/11/2023 8:03 AM
58	being able to look up the bus seeing it live route on maps	10/11/2023 7:50 AM
59	No	10/11/2023 7:49 AM
60	No	10/11/2023 7:49 AM
61	Not for my needs	10/11/2023 7:47 AM
62	No	10/11/2023 7:41 AM
63	Not so far no.	10/11/2023 7:19 AM
64	Not on the routes I use	10/11/2023 7:16 AM
65	No	10/11/2023 7:15 AM
66	Not really	10/11/2023 7:11 AM
67	No	10/11/2023 7:07 AM

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68	Service Alerts	10/11/2023 7:04 AM
69	Maps for downtown LA	10/11/2023 7:02 AM
70	Alerts	10/11/2023 7:01 AM
71	The actual time the bus or train will arrive	10/11/2023 6:58 AM
72	The whole app is unfriendly. Not easy to navigate	10/11/2023 6:55 AM
73	N/A	10/11/2023 6:51 AM
74	Rail status, closures,, etc.	10/11/2023 6:28 AM
75	No	10/10/2023 9:44 PM
76	Transfer to amtrak and oc metro	10/10/2023 8:21 PM
77	Not for me. I travel to only 1 destination	10/10/2023 6:32 PM
78	Construction or service interruption notice.	10/10/2023 6:29 PM
79	Not that I can think of	10/10/2023 6:00 PM
80	No	10/10/2023 5:38 PM
81	On Metro apps it lacks live times	10/10/2023 5:07 PM
82	No	10/10/2023 5:05 PM
83	Up charges for regional transport are sometimes not as transparent	10/10/2023 5:00 PM
84	Train delays/ service shutdowns	10/10/2023 4:53 PM
85	Payment. And safest routes.	10/10/2023 4:52 PM
86	Not really	10/10/2023 4:45 PM
87	The closest public restroom is important to locate for commuters. The Norwalk station does not have any restrooms available to riders or patrons of the public transportation system. I have actually had to pee on myself, because a bus driver would not allow me to use one of the TWO restrooms that only they can access. It's not a good idea, because there are direct consequences to not having anywhere to urinate or defecate at a transit station. There is no business within one block or one mile that public transit passenger can access.	10/10/2023 4:43 PM
88	Accurate times	10/10/2023 4:34 PM
89	No	10/10/2023 4:33 PM
90	the times of the buses passing can vary or sometimes be crossed out	10/10/2023 4:27 PM
91	No	10/10/2023 4:10 PM
92	Finding new routes in the moment when delay causes to miss connection.	10/10/2023 4:10 PM
93	No	10/10/2023 4:03 PM
94	bus stops like what side of the street.	10/10/2023 3:52 PM
95	Maintenance/ service disruption schedule	10/10/2023 2:40 PM
96	No	10/10/2023 12:09 PM
97	No	10/10/2023 11:36 AM
98	No	10/10/2023 11:09 AM
99	Updated schedules	10/10/2023 9:17 AM
100	No	10/10/2023 9:15 AM
101	No	10/10/2023 9:03 AM
102	Departure information at Metro Rail stations is terrible. The signs spend much more time displaying ads and service information than when the next train is coming, and when they do	10/10/2023 9:00 AM

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flash the time by, most stations only show one train at a time.

103	Short term closures can be hard to find online for Metrolink trains	10/10/2023 8:54 AM
104	None.	10/10/2023 8:54 AM
105	no	10/10/2023 8:51 AM
106	All information is easily found and laid out.	10/10/2023 8:44 AM
107	buses exact locations or delays aren't really reliable	10/10/2023 8:39 AM
108	No	10/10/2023 8:37 AM
109	Scheduling and time because of maintenance on the green line.	10/10/2023 8:37 AM
110	Time schedule	10/10/2023 8:34 AM
111	Mo	10/10/2023 8:34 AM
112	Live travel times	10/10/2023 8:33 AM
113	If different agencies accept my tap card program	10/10/2023 8:28 AM
114	If there is free parking and how to pay for parking at the station.	10/10/2023 8:13 AM
115	Transfers	10/10/2023 8:09 AM
116	None	10/10/2023 8:05 AM
117	Yes when there is a late train or when train is changing time patterns very bad information receiving on the app	10/10/2023 8:01 AM
118	No	10/10/2023 7:59 AM
119	Current train status	10/10/2023 7:58 AM
120	Changes to normal service	10/10/2023 7:57 AM
121	When there is changes to the route due to maintenance unable to find which train goes the full C line route	10/10/2023 7:54 AM
122	More specific information about delays (why are they happening?)	10/10/2023 7:52 AM
123	Times of train arrivals are not accurate sometimes	10/10/2023 7:43 AM
124	Train schedules	10/10/2023 7:43 AM
125	Time tables during outages or construction/maintenance	10/10/2023 7:42 AM
126	How to pay for parking at Norwalk station (first time prior to coming onsite)	10/10/2023 7:39 AM
127	None	10/10/2023 7:39 AM
128	At LAX, when the next shuttle to take me to the metro station is due to arrive	10/10/2023 7:36 AM
129	Yes connecting & different methods to reach from station to final destination	10/10/2023 7:36 AM
130	Train schedule	10/10/2023 7:27 AM
131	Website was hard for me use when trying to stay updated about recent work on the c line.	10/10/2023 7:26 AM
132	Closes bus stop	10/10/2023 7:22 AM
133	Get rid of Homeless in Metro	10/10/2023 7:21 AM
134	No	10/10/2023 7:16 AM
135	No	10/10/2023 7:12 AM
136	No	10/10/2023 7:12 AM
137	No	10/10/2023 7:03 AM
138	Information from Orange County to connect to Metro	10/10/2023 7:03 AM

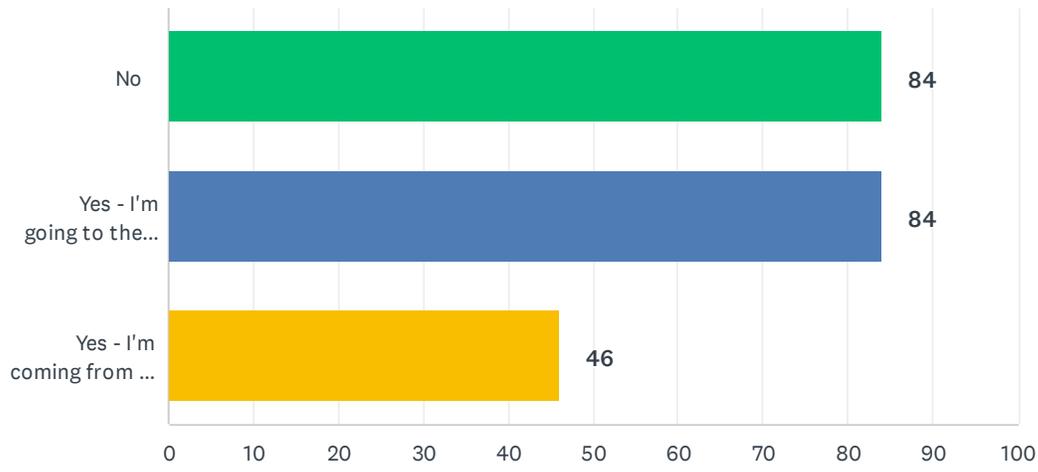
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139	Set planned trip, give notification of late train based on planned trip	10/10/2023 7:01 AM
140	No	10/10/2023 7:00 AM
141	No it is easy and phone on map google helpful	10/10/2023 6:59 AM
142	Not really	10/10/2023 6:59 AM
143	No	10/10/2023 6:58 AM
144	For me none	10/10/2023 6:43 AM
145	No	10/10/2023 6:41 AM
146	NA	10/10/2023 6:32 AM
147	Live tracking for accurate arrival times is sometimes not available	10/10/2023 6:32 AM
148	No	10/10/2023 6:24 AM
149	Delays or closed stations. It would be great to see up to date delays or transfers on Google maps.	10/10/2023 6:20 AM
150	No	10/10/2023 6:14 AM
151	No, but all the apps should have train schedules and alerts as well	10/10/2023 6:05 AM

## Q8 Are you travelling to or from the Norwalk Metrolink Station?

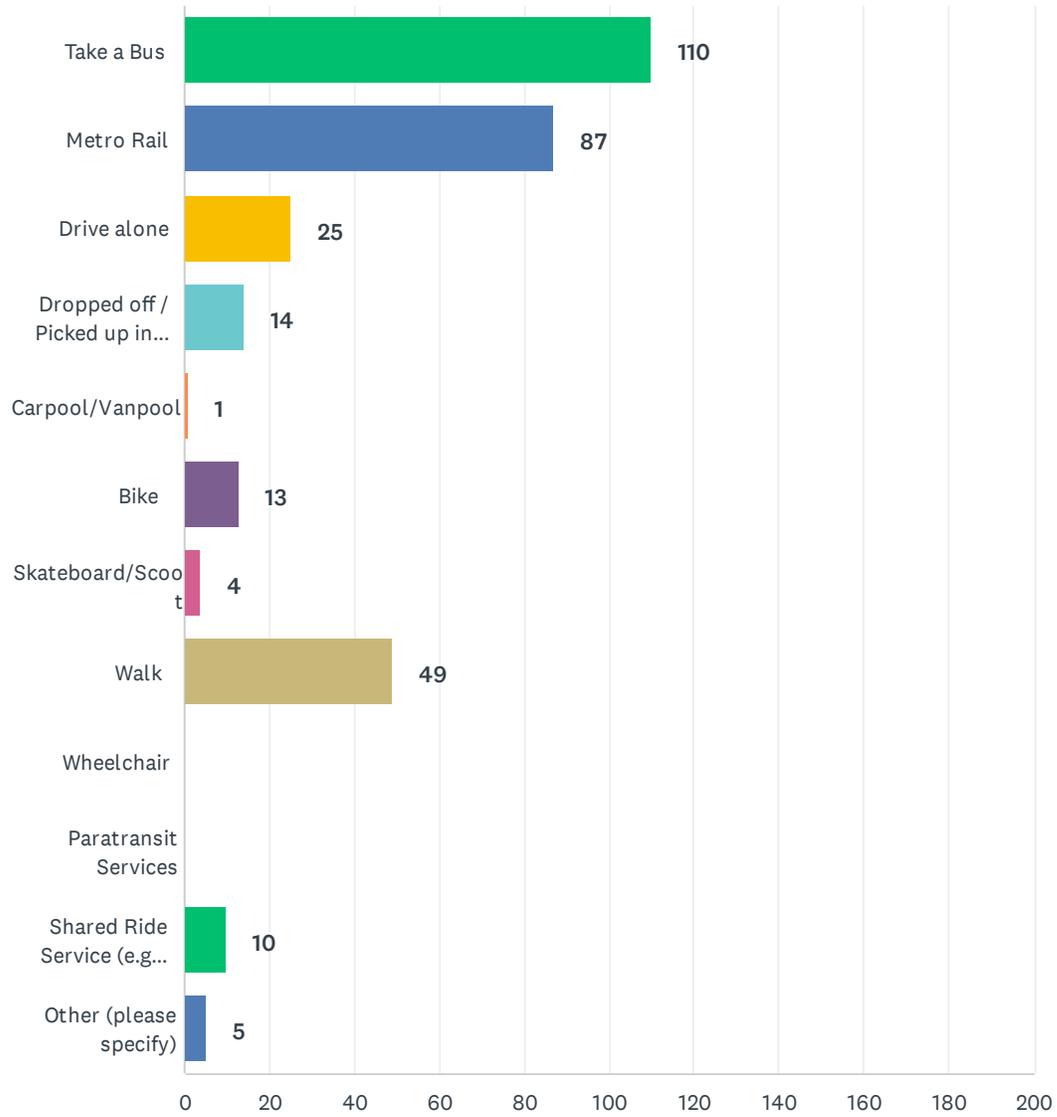
Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES
No	39.25% 84
Yes - I'm going to the Metrolink station	39.25% 84
Yes - I'm coming from the Metrolink station	21.50% 46
<b>TOTAL</b>	<b>214</b>

## Q9 From here I am going to....(Select all that apply)

Answered: 214 Skipped: 67



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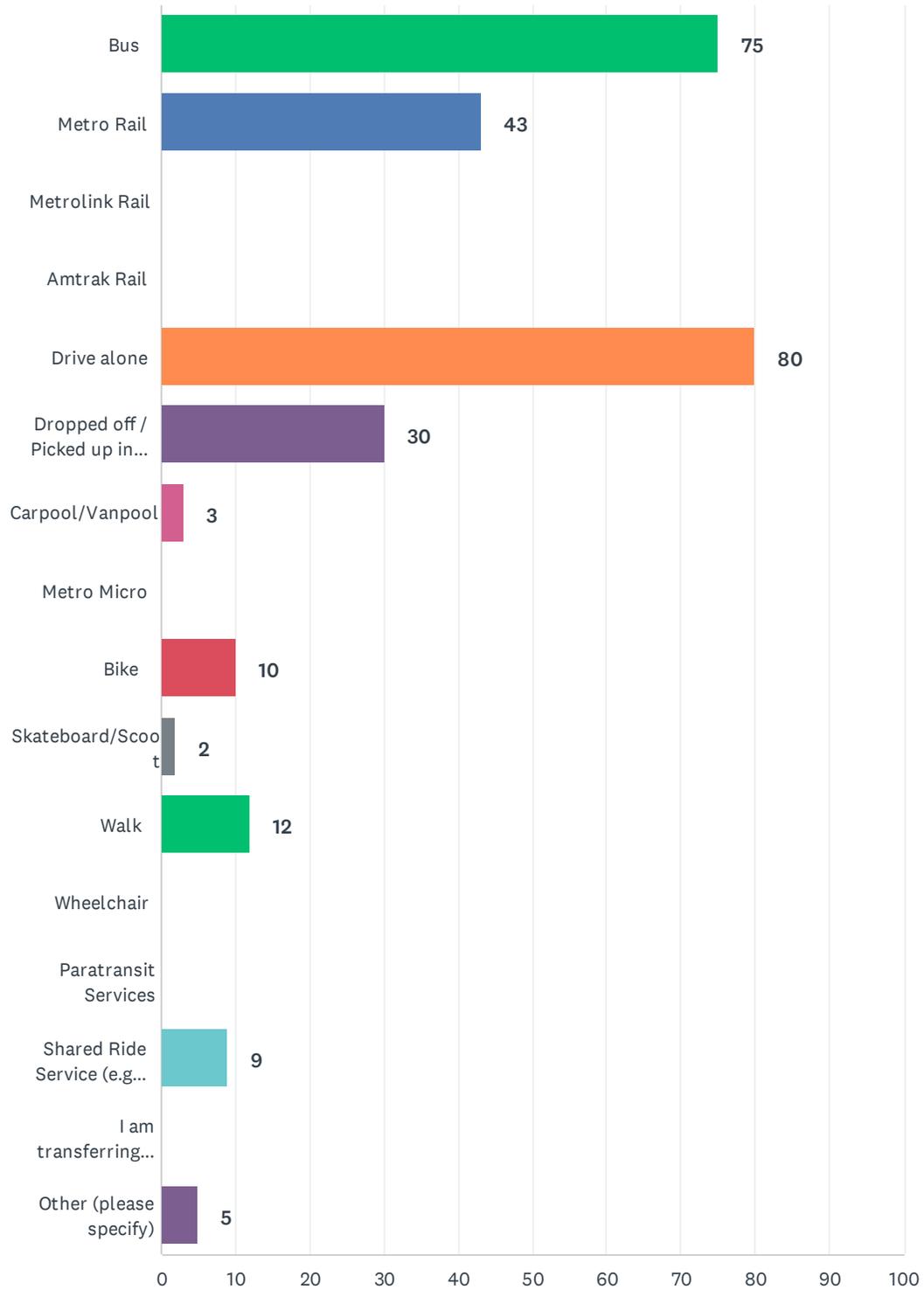
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ANSWER CHOICES	RESPONSES	
Take a Bus	51.40%	110
Metro Rail	40.65%	87
Drive alone	11.68%	25
Dropped off / Picked up in a car	6.54%	14
Carpool/Vanpool	0.47%	1
Bike	6.07%	13
Skateboard/Scoot	1.87%	4
Walk	22.90%	49
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	4.67%	10
Other (please specify)	2.34%	5
Total Respondents: 214		

#	OTHER (PLEASE SPECIFY)	DATE
1	Drive	10/13/2023 5:32 AM
2	Pick up car to drive to work	10/11/2023 5:39 PM
3	Willowbroo/Rosa Park transfer to A line	10/11/2023 10:57 AM
4	Greenline bus	10/10/2023 7:43 AM
5	Norwalk station	10/10/2023 7:42 AM

## Q10 I got to this station by....(Select all that apply)

Answered: 213 Skipped: 68



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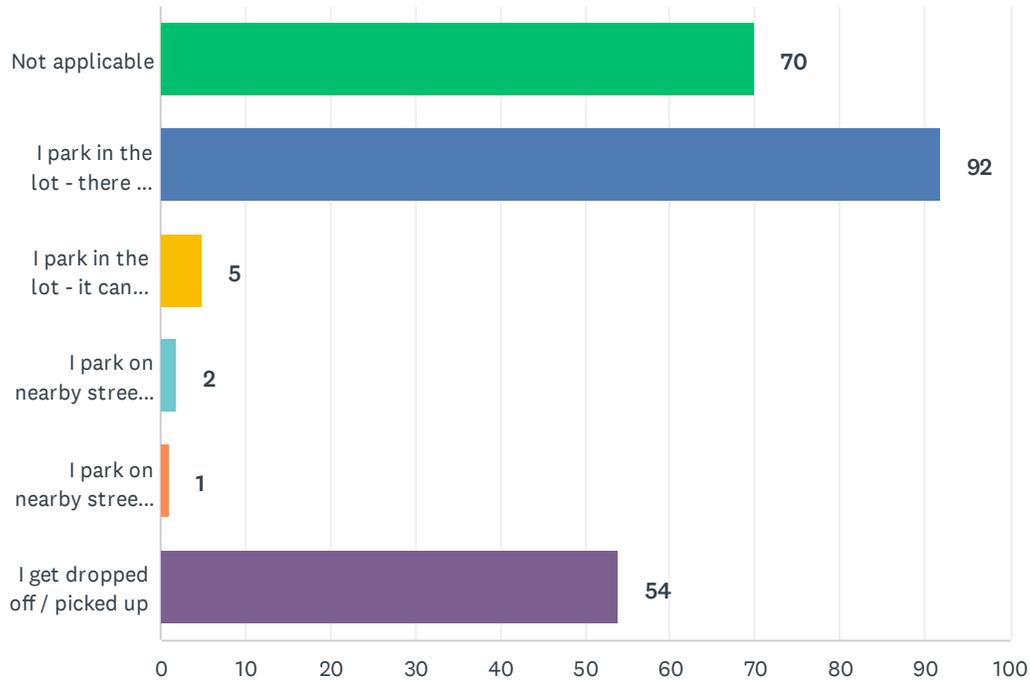
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ANSWER CHOICES	RESPONSES	
Bus	35.21%	75
Metro Rail	20.19%	43
Metrolink Rail	0.00%	0
Amtrak Rail	0.00%	0
Drive alone	37.56%	80
Dropped off / Picked up in a car	14.08%	30
Carpool/Vanpool	1.41%	3
Metro Micro	0.00%	0
Bike	4.69%	10
Skateboard/Scoot	0.94%	2
Walk	5.63%	12
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	4.23%	9
I am transferring at this station	0.00%	0
Other (please specify)	2.35%	5
Total Respondents: 213		

#	OTHER (PLEASE SPECIFY)	DATE
1	Car	10/11/2023 5:39 PM
2	Scooter	10/11/2023 10:57 AM
3	I often take a bus from DTLA to Norwalk station. Alternately, I had to take a bus to the rail to reach Norwalk station to be on time for work.	10/10/2023 4:43 PM
4	Sometimes I ride my bicycle	10/10/2023 7:43 AM
5	Car	10/10/2023 6:43 AM

## Q11 If arriving or departing in a vehicle at this station...(Select all the apply)

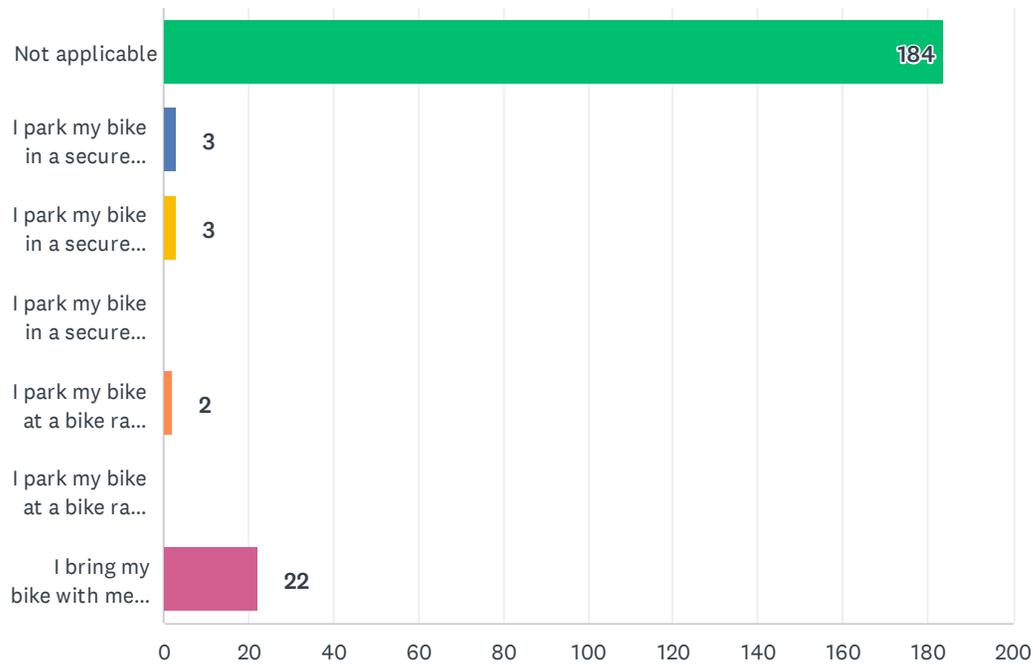
Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES	
Not applicable	32.71%	70
I park in the lot - there are usually spaces available	42.99%	92
I park in the lot - it can be challenging to find a space	2.34%	5
I park on nearby streets - there are usually spaces available	0.93%	2
I park on nearby streets - it can be challenging to find a space	0.47%	1
I get dropped off / picked up	25.23%	54
Total Respondents: 214		

## Q12 If arriving or departing on a bike at this station...(Select all the apply)

Answered: 212 Skipped: 69



ANSWER CHOICES	RESPONSES	
Not applicable	86.79%	184
I park my bike in a secure locker - there are usually spaces available	1.42%	3
I park my bike in a secure locker - I have a reserved locker	1.42%	3
I park my bike in a secure locker - it can be challenging to find a space	0.00%	0
I park my bike at a bike rack - there is usually space available	0.94%	2
I park my bike at a bike rack - it can be challenging to find a space	0.00%	0
I bring my bike with me on rail or bus	10.38%	22
Total Respondents: 212		

## Q13 Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

Answered: 144 Skipped: 137

#	RESPONSES	DATE
1	No	10/16/2023 12:46 PM
2	Open the back entrance/exit to the lot 601 on foster road street.	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	No	10/15/2023 10:31 PM
5	Parking should be cheaper	10/15/2023 3:41 PM
6	N/A	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	no	10/14/2023 9:34 PM
9	I parked my vehicle in the parking and I payed for the day at the parking lot machine, it didn't print the receipt, once I came back from work, I had a citation for not paying and I did pay the \$3 for the day.	10/14/2023 1:54 PM
10	No	10/14/2023 12:55 PM
11	No	10/13/2023 5:32 AM
12	Security	10/13/2023 5:30 AM
13	No	10/12/2023 4:20 PM
14	No	10/12/2023 1:26 PM
15	No	10/12/2023 12:57 PM
16	Sufficient	10/12/2023 11:02 AM
17	No	10/12/2023 10:58 AM
18	How safe is to leave car parked there	10/12/2023 10:53 AM
19	N/a	10/12/2023 10:35 AM
20	Besides the drug addicts and homeless problem not really.	10/12/2023 8:56 AM
21	Norwalk Station: Hedges need to be trimmed in the outer parking area and weeds pulled.	10/12/2023 8:23 AM
22	Not at this time	10/12/2023 7:43 AM
23	Not at this time.	10/11/2023 11:45 PM
24	no	10/11/2023 10:27 PM
25	N/A	10/11/2023 9:08 PM
26	none	10/11/2023 8:54 PM
27	More parking spaces at the Aviation Station	10/11/2023 5:39 PM
28	Not applicable	10/11/2023 5:39 PM
29	N/A	10/11/2023 5:38 PM
30	Need to add more	10/11/2023 5:24 PM

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31	No	10/11/2023 5:13 PM
32	Nope	10/11/2023 4:31 PM
33	Not sufficient and not secure.	10/11/2023 4:17 PM
34	Make more line bike in the city of LA; make LA more rideable	10/11/2023 4:07 PM
35	Not really.	10/11/2023 3:57 PM
36	I don't park my bike at the station, but I do feel like there should be more bike parking, or there should be a bike share system between the Norwalk/Santa Fe Springs Metrolink and the Norwalk C line station.	10/11/2023 2:57 PM
37	No	10/11/2023 1:34 PM
38	No	10/11/2023 1:11 PM
39	None	10/11/2023 12:53 PM
40	None	10/11/2023 10:57 AM
41	N/A	10/11/2023 9:29 AM
42	No	10/11/2023 9:13 AM
43	No	10/11/2023 8:55 AM
44	No.	10/11/2023 8:55 AM
45	Nope.	10/11/2023 8:36 AM
46	Lots seems well used but never full	10/11/2023 8:34 AM
47	I tried applying for a monthly pass months ago it's been awhile and never heard anything. Not sure what the deal is with that	10/11/2023 8:32 AM
48	No everything is great quality	10/11/2023 8:28 AM
49	No.	10/11/2023 8:24 AM
50	no	10/11/2023 8:21 AM
51	I recommend you stop charging for parking at Norwalk station as an incentive to encourage people to take the green line. I have stopped taking the green line train because parking is very expensive. I work an Northrop Grumman and many coworkers are in the same situation. There is no cost benefit driving versus paying for parking and fare. Also many Northrop Grumman employees get to the train station after 7pm and after that time the green line metro frequency interval increase creating delays.	10/11/2023 8:21 AM
52	No	10/11/2023 8:16 AM
53	No	10/11/2023 8:16 AM
54	No	10/11/2023 8:15 AM
55	I think there should be more signs for shared riders to know where to pick up. Although I dropped my pin to be picked up in the parking lot, I once had a driver pull up in front of the station (in the bus lane), so I had to walk over to him after noticing he did not see me(also I get charged a wait time). We were stopped by the Sheriffs. Neither one of us(the driver) heard the Sheriff making a stop at first. He wasn't too happy about being "ignored". Bless his heart. Both embarrassing and made me late for class. I don't like being late. I make sure I tell my driver to go in the parking lot so they won't get a ticket, not on my account!	10/11/2023 8:09 AM
56	Please remove the paid parking at Norwalk station. The whole lot remains empty all day because it doesn't make sense for people to pay so much. They can get to their destination for a lot Cheaper and safer using their own car. Promote public transportation by eliminating 3 dollar per day parking. As long as people tap for the metro they should be able to park for free. The lot is underutilized and less people are taking the metro because of it. No one is checking fares on the metro and they are ticketing people who refuse to pay for parking. It should be the other way around	10/11/2023 8:03 AM

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57	turn the lights on the parking lot after 9 please	10/11/2023 7:50 AM
58	No	10/11/2023 7:49 AM
59	No	10/11/2023 7:49 AM
60	Nothing to report	10/11/2023 7:47 AM
61	No	10/11/2023 7:41 AM
62	It's clean	10/11/2023 7:19 AM
63	Since becoming a paid lot, there is availability	10/11/2023 7:16 AM
64	No	10/11/2023 7:15 AM
65	Not really	10/11/2023 7:11 AM
66	Please make parking available again. The cost of parking is burdensome, inconvenient and unaffordable.	10/11/2023 7:08 AM
67	capacity/available seats	10/11/2023 7:04 AM
68	NA	10/11/2023 7:02 AM
69	No	10/11/2023 7:01 AM
70	No comment	10/11/2023 6:58 AM
71	Na	10/11/2023 6:55 AM
72	N/A	10/11/2023 6:51 AM
73	Free parking for people using metro rail	10/10/2023 9:44 PM
74	No issues	10/10/2023 8:21 PM
75	I hope that my car is safe and no chance of theft or damage	10/10/2023 6:32 PM
76	Needs more lights and presence of security.	10/10/2023 6:29 PM
77	Birds can make cars dirty	10/10/2023 6:00 PM
78	N/A	10/10/2023 5:38 PM
79	There is plenty of parking in Norwalk station	10/10/2023 5:07 PM
80	Not the moment	10/10/2023 5:05 PM
81	More secure lockers should be available. Theft is rampant in LA and lockers are few and far between.	10/10/2023 5:00 PM
82	Na	10/10/2023 4:53 PM
83	No	10/10/2023 4:34 PM
84	N/a	10/10/2023 4:33 PM
85	nope	10/10/2023 4:27 PM
86	No	10/10/2023 4:10 PM
87	Paying for parking discourages use of arriving by car	10/10/2023 4:10 PM
88	No	10/10/2023 4:03 PM
89	not applicable	10/10/2023 3:52 PM
90	Please do anything	10/10/2023 12:09 PM
91	How often are the buses cleaned and sanitized?	10/10/2023 11:09 AM
92	No	10/10/2023 10:18 AM
93	Need better security	10/10/2023 9:22 AM

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94	Parking unsecured. A couple of years back battery was stolen from my car while it was parked.	10/10/2023 9:17 AM
95	I don't drive	10/10/2023 9:15 AM
96	Options to pay online or in person are convenient	10/10/2023 9:03 AM
97	The parking is patrolled by security at night which makes it feel safe.	10/10/2023 8:54 AM
98	no	10/10/2023 8:51 AM
99	no.	10/10/2023 8:44 AM
100	no	10/10/2023 8:39 AM
101	No	10/10/2023 8:37 AM
102	It's not fair that some people leave their cars there for months and do not get ticketed.	10/10/2023 8:37 AM
103	No	10/10/2023 8:34 AM
104	None	10/10/2023 8:34 AM
105	Na	10/10/2023 8:33 AM
106	I thought public transportation was suppose to be inviting for the surrounding community by offering free parking. It was an incentive to park then ride and reduce vehicle traffic on the highway which in turn reduces pollution. I have a hard time seeing the incentives of public transportation when I pay to park my vehicle at a park and ride.	10/10/2023 8:13 AM
107	Can you build more parking ?	10/10/2023 8:09 AM
108	None	10/10/2023 8:05 AM
109	Vehicle parking is finally being watched over with security just started within the month	10/10/2023 8:01 AM
110	No	10/10/2023 7:59 AM
111	It's great.	10/10/2023 7:58 AM
112	I wish it was cheaper to be more competitive with driving to work	10/10/2023 7:57 AM
113	I don't like why parking is chargeable, we should promote going green rather than charging more for these services.	10/10/2023 7:54 AM
114	-	10/10/2023 7:52 AM
115	No	10/10/2023 7:43 AM
116	Dirty bike lockers	10/10/2023 7:43 AM
117	Reduce price on \$3 parking fee	10/10/2023 7:42 AM
118	None	10/10/2023 7:39 AM
119	Clean the parking lot & better lighting specially by stairs & parking lot	10/10/2023 7:36 AM
120	Too expensive for seniors and why there are other parking lots at other stops that are free and Norwalk is not.	10/10/2023 7:27 AM
121	I park at Aviation and the lot is alway very littered. Kinda hard to see if there is glass when parking	10/10/2023 7:26 AM
122	More bike racks and parking space	10/10/2023 7:22 AM
123	Remove homeless in train	10/10/2023 7:21 AM
124	No	10/10/2023 7:16 AM
125	No	10/10/2023 7:14 AM
126	No	10/10/2023 7:12 AM
127	Wish it was cleaner sometimes (Norwalk station parking)	10/10/2023 7:12 AM

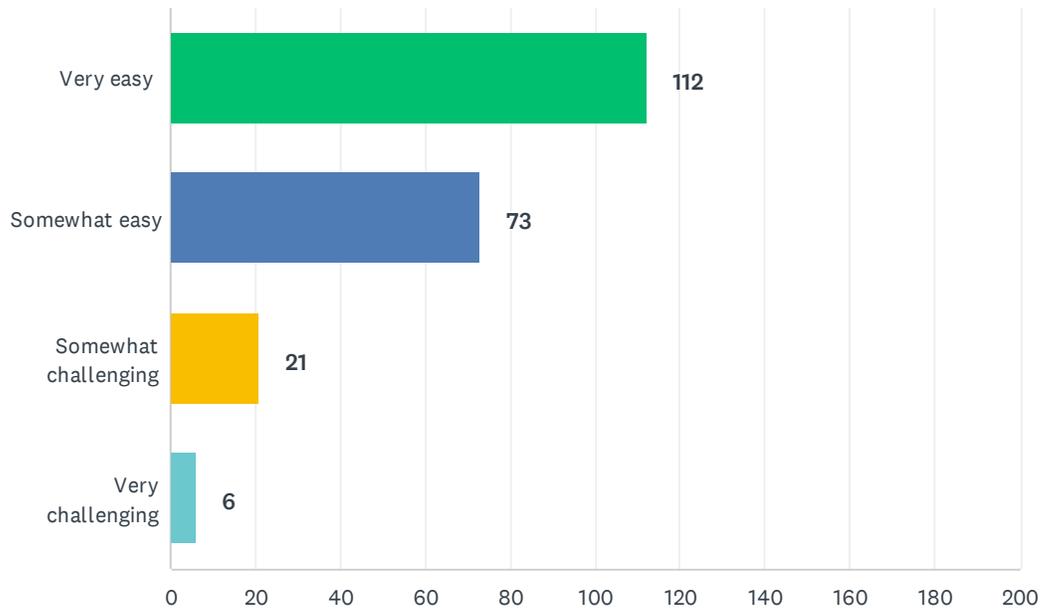
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128	I tried to get a bike locker but there are none available.	10/10/2023 7:07 AM
129	No	10/10/2023 7:03 AM
130	There is no bike parking at Norwalk station.	10/10/2023 7:01 AM
131	Yes, you should allow us to pay for parking using our tap card.	10/10/2023 7:00 AM
132	No I don't usually those. Mostly walk to bus and train.	10/10/2023 6:59 AM
133	Parking is so bad. I once had to drive to work because I couldn't park at Norwalk station. From then on I get dropped off and picked up.	10/10/2023 6:59 AM
134	No	10/10/2023 6:58 AM
135	Just added security between 6:00 am to 9 pm since the parking lot has insufficient light posts for safety	10/10/2023 6:43 AM
136	Homeless people around the card make me nervous that they will break into the car	10/10/2023 6:41 AM
137	It would be ideal to have more security - someone attempted to break in to our vehicle.	10/10/2023 6:39 AM
138	Parking fee is bit pricey	10/10/2023 6:32 AM
139	The parking lot seems safe for parking and riding (at the Norwalk station) but it does not seem as safe to lock and leave bicycles. No one leaves their bikes locked.	10/10/2023 6:32 AM
140	Happy if I get free park and ride	10/10/2023 6:24 AM
141	None	10/10/2023 6:20 AM
142	Trash is not cleaned up in a timely matter for the Norwalk Green line station, including the platform, stairs, elevator and parking areas, bus waiting areas	10/10/2023 6:14 AM
143	Monthly pass would be nice for parking. The cost of parking often becomes prohibitive for a regular commute.	10/10/2023 6:12 AM
144	There should be more security in the parking lots and at the trains	10/10/2023 6:05 AM

## Q14 How easy or challenging is it to get to the station?

Answered: 212 Skipped: 69



ANSWER CHOICES	RESPONSES	
Very easy	52.83%	112
Somewhat easy	34.43%	73
Somewhat challenging	9.91%	21
Very challenging	2.83%	6
TOTAL		212

## Q15 What makes getting to or from the station easy or challenging?

Answered: 178 Skipped: 103

#	RESPONSES	DATE
1	The norwalk station has only one way and one way out	10/16/2023 12:46 PM
2	Only one entrance and exit	10/16/2023 11:09 AM
3	Near my home	10/15/2023 10:33 PM
4	It easier because there's apps, maps, and there's help (the workers) at the station now so it's not easy to get lost and the community ( could ask them for directions if lost)!	10/15/2023 10:31 PM
5	Nothing	10/15/2023 3:41 PM
6	Weekend routes and times	10/15/2023 2:46 PM
7	I live nearby	10/15/2023 12:08 PM
8	I can easily arrive to my destination	10/14/2023 1:54 PM
9	There is clear direction to the parking lot	10/14/2023 12:55 PM
10	Not many stops in the bus I take to get there.	10/13/2023 3:28 PM
11	Traffic	10/13/2023 5:32 AM
12	All good	10/13/2023 5:30 AM
13	Freeway accessible.	10/12/2023 4:20 PM
14	Busses might not show up on time, or they are early	10/12/2023 1:26 PM
15	If I need to get there on a Sunday, finding a bus line that will get me there is difficult.	10/12/2023 12:57 PM
16	THE METRO BUS PICKING ME UP AND DROPPING ME OFF - VERY EASY! I GOT MY BUS DRIVER A DONUT LAST WEEK TO SAY THANK YOU!	10/12/2023 12:13 PM
17	Crowded bus	10/12/2023 11:02 AM
18	All the different options	10/12/2023 10:58 AM
19	Traffic	10/12/2023 10:35 AM
20	Besides lack of 24hr service easy access to station	10/12/2023 8:56 AM
21	I drive freeways all the way from Costa Mesa to Norwalk station.	10/12/2023 8:23 AM
22	Everything I need is in one central location	10/12/2023 7:43 AM
23	Ride my bike to and from work to the station.	10/11/2023 11:45 PM
24	Lack of sidewalk	10/11/2023 11:44 PM
25	nothing	10/11/2023 10:27 PM
26	Nothing, it's like any other station	10/11/2023 9:08 PM
27	The trails are fast.	10/11/2023 8:54 PM
28	N/A	10/11/2023 5:39 PM
29	The buses are not always on time, other than that it's pretty easy.	10/11/2023 5:39 PM
30	Somewhere in the middle I still find myself have to walk more often than not.	10/11/2023 5:38 PM
31	Easy access	10/11/2023 5:24 PM

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32	Bus takes long	10/11/2023 5:13 PM
33	It makes it easy because I js take one bus	10/11/2023 4:31 PM
34	Being a transfer hub makes it easy to transfer to other routes.	10/11/2023 4:17 PM
35	Public transportation delays so much in between one ride and the next	10/11/2023 4:07 PM
36	Walking required where I live to reach the metro rail line	10/11/2023 3:58 PM
37	The bus connection from the 51 or 48 to the green line station.	10/11/2023 3:57 PM
38	It would be a lot easier to get between the Norwalk/Santa Fe Springs Metrolink station and the Norwalk C Line station if the Norwalk Route 4 buses were synced to the Metrolink train timetable or if there was a special shuttle route between the two stations also linked to the Metrolink time table. A lot of the times I will miss the bus and have no choice but to bike between the stations.	10/11/2023 2:57 PM
39	It's way too spacious to be comfortably walkable. Also the escalators and elevators need to be replaced because they just keep breaking down.	10/11/2023 2:51 PM
40	Traffic	10/11/2023 2:19 PM
41	Freeway traffic	10/11/2023 1:34 PM
42	Morning bus runs on time to connect to the train an to another bus.	10/11/2023 1:11 PM
43	The lack of bus frequency during peak hours. Lines, 120, 460, 111	10/11/2023 12:53 PM
44	Easy to drive	10/11/2023 10:57 AM
45	less cars than the days when it was free to park	10/11/2023 10:07 AM
46	The distance between stops and stations for transfer make it easy, the frequency of buses makes it a bit inconvenient more than anything	10/11/2023 9:29 AM
47	I only have to take a bus and a train.	10/11/2023 9:13 AM
48	Only one rail line. Designated drop off station is far. Only one narrow escalator going up from rail line	10/11/2023 9:13 AM
49	I know the neighborhood	10/11/2023 8:57 AM
50	Traffic	10/11/2023 8:55 AM
51	I would prefer to take public bus to this station, but existing bus line takes too long.	10/11/2023 8:55 AM
52	Easy-e	10/11/2023 8:36 AM
53	The big freeway right next to the station makes it less than ideal for walking. Pretty good bus access/connections though	10/11/2023 8:34 AM
54	I would say only challenge is Costco traffic	10/11/2023 8:32 AM
55	When traveling locally it is hard to leave the station walking, there is only one street out but it adds a long walk around. wish there was a better pedestrian exit by Foster Road.	10/11/2023 8:30 AM
56	The app always tells me when the bus come so it's helpful	10/11/2023 8:28 AM
57	The freeway traffic	10/11/2023 8:27 AM
58	No. Very easy.	10/11/2023 8:24 AM
59	it's easy because the app tells me the bus times and when it's going to be delayed.	10/11/2023 8:21 AM
60	Near the freeway.	10/11/2023 8:21 AM
61	Short walk	10/11/2023 8:16 AM
62	My bike	10/11/2023 8:15 AM
63	Just off Studebacker road, which connect to Artesia Blvd, on which stree my apartment is located	10/11/2023 8:11 AM

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64	On nights I have a later class. I have no choice but to book a shared ride to the station from Biola.	10/11/2023 8:09 AM
65	Bus being on time	10/11/2023 8:05 AM
66	People are forced to park on studebaker and walk illegally along the 105 freeway to get to the station. Big hazard for pedestrians because there is no designated shoulder lane. Parking on studebaker is impossible to find because of all of the neighboring residential homes. Please install a parking structure as soon as possible	10/11/2023 8:03 AM
67	The bus ride	10/11/2023 7:50 AM
68	Just how simple it is to get in	10/11/2023 7:49 AM
69	It is close to my ho.e	10/11/2023 7:49 AM
70	The freeway leaves you at the station and it is usually not busy, which makes things easy.	10/11/2023 7:47 AM
71	Location is easily reached	10/11/2023 7:41 AM
72	Bus stop right at the station	10/11/2023 7:37 AM
73	Easy to navigate	10/11/2023 7:20 AM
74	Apps	10/11/2023 7:19 AM
75	Right off the freeway	10/11/2023 7:16 AM
76	No	10/11/2023 7:15 AM
77	The Norwalk 7 goes directly to it.	10/11/2023 7:11 AM
78	Bus arriving on time.	10/11/2023 7:07 AM
79	I live down the road	10/11/2023 7:02 AM
80	Location	10/11/2023 7:01 AM
81	Slow bus drivers	10/11/2023 6:58 AM
82	Sometimes the escalator is not working for days at a time	10/11/2023 6:55 AM
83	It's easy because the buses come in time and there are people telling me how to get to my destination if I am unsure	10/11/2023 6:51 AM
84	Freeway is close by.	10/11/2023 6:28 AM
85	Car	10/10/2023 9:44 PM
86	El segundo station is a 5 minute walk from work	10/10/2023 8:21 PM
87	Lots of traffic in that area.. alot of traffic lights on Imperial getting to the station. Wish it started at Norwalk Metrolink station	10/10/2023 6:32 PM
88	Little traffic around 6:45am	10/10/2023 6:00 PM
89	Traffic	10/10/2023 5:38 PM
90	Signs	10/10/2023 5:14 PM
91	Only the 120 metro bus takes me to Norwalk station and 430 am is not early enough	10/10/2023 5:07 PM
92	The LBT transit needs more buses to and from	10/10/2023 5:05 PM
93	Regional bus schedules are hard to navigate with some busses only scheduled once an hour. Could be made easier.	10/10/2023 5:00 PM
94	Nice traffic flow	10/10/2023 4:53 PM
95	Walking there. Avoiding the damn drug addicts.	10/10/2023 4:52 PM
96	When the stations are closed due to maintenance	10/10/2023 4:45 PM
97	There are only two ways to get to this station that are relatively efficient (i.e. less than 2 hours). Take the 460 towards Disneyland. Depending on the time of day, that bus is frequently	10/10/2023 4:43 PM

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off-schedule. If I miss the one that I need, then I have to wait for the next bus which is usually more than 30 minutes. I have found that I can take the 910/950 to the Harbor Freeway Station. From there, I can take rail to Norwalk station to then catch my last bus. Taking the rail from DTLA to Norwalk station (Blue line to Green line) takes way too long and is very inconvenient, which is the opposite of what one would expect.

98	East I take a bus that goes straight there	10/10/2023 4:34 PM
99	The schedules	10/10/2023 4:33 PM
100	i just take the 460 from Figueroa and Washington all the way here so it's real easy	10/10/2023 4:27 PM
101	Sometimes the times of the bus	10/10/2023 4:10 PM
102	Having limited connections to and from my destination. Often times I am forced to travel to LA to catch the silver streak from Norwalk because limited 577 to El Monte (Google Maps states this is faster than waiting for another 577 and then catching the silver streak connection).	10/10/2023 4:10 PM
103	Bus times	10/10/2023 4:03 PM
104	fastest route.	10/10/2023 3:52 PM
105	C line doesn't connect to metrolink station	10/10/2023 2:40 PM
106	Yes timing	10/10/2023 12:09 PM
107	Traffic	10/10/2023 11:36 AM
108	Accesible parking	10/10/2023 11:14 AM
109	It is near the 605 highway and has easy access to other highways	10/10/2023 11:09 AM
110	Bus schedule and delays	10/10/2023 10:46 AM
111	Traffic	10/10/2023 10:18 AM
112	I only have to take one bus to get to the station.	10/10/2023 9:23 AM
113	The Main Street makes it accessible	10/10/2023 9:22 AM
114	Heavy traffic on imperial hwy	10/10/2023 9:17 AM
115	By checking the metro app	10/10/2023 9:15 AM
116	Right off the freeway	10/10/2023 9:03 AM
117	The bus connection is unreliable, poorly timed, and infrequent. If the Metrolink runs late (which it often does due to freight train congestion near Fullerton) and I miss the bus, it can be a 30-40 minute wait until the next one. Overall, the experience feels "brittle" and easily broken.	10/10/2023 9:00 AM
118	It's hard to get there by bus because they take a long time to get there since they stop at every block and also the buses schedule are not reliable, they are always late. So I rather take Uber but that's expensive	10/10/2023 9:00 AM
119	the frequent 251 bus makes it easy to go to Long Beach Green Line station, from green line to norwalk is a breeze now	10/10/2023 8:57 AM
120	No good connection from where I live.	10/10/2023 8:54 AM
121	The route to the station is not pedestrian friendly, much less easily accessible by wheelchair or other mobility devices. The station is flanked by freeways and freeway entrances, so cars drive fast around the area. There is limited sidewalk space, with shade/shelter from the rain/sun.	10/10/2023 8:54 AM
122	maps	10/10/2023 8:51 AM
123	everything is very easy.	10/10/2023 8:44 AM
124	Traffic	10/10/2023 8:39 AM
125	bus delays usually mess up my transfer bus when arriving to the norwalk station	10/10/2023 8:39 AM
126	No	10/10/2023 8:37 AM

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127	It's right off the freeway.	10/10/2023 8:37 AM
128	Finding busses that goes to the station	10/10/2023 8:34 AM
129	Un shelter / Mental issues is very challenging	10/10/2023 8:34 AM
130	Driving by car, but it still takes 20 min	10/10/2023 8:33 AM
131	Inconsistent times of arrival and departure	10/10/2023 8:28 AM
132	It's right off the 605 freeway near a exit with 2 dedicated entry lanes to the parking area	10/10/2023 8:13 AM
133	Delayed transfers	10/10/2023 8:09 AM
134	Near fwy	10/10/2023 8:05 AM
135	There are buses available	10/10/2023 8:02 AM
136	Easy enough just taking imperial hwy west to Hoxie	10/10/2023 8:01 AM
137	Train delays	10/10/2023 7:59 AM
138	Located by major streets	10/10/2023 7:58 AM
139	I have no mobility issues	10/10/2023 7:57 AM
140	Traffic	10/10/2023 7:54 AM
141	Location is central	10/10/2023 7:52 AM
142	Free way access and exit	10/10/2023 7:49 AM
143	Traffics in the morning	10/10/2023 7:45 AM
144	Close to freeway on ramp	10/10/2023 7:43 AM
145	605 freeway/local streets	10/10/2023 7:42 AM
146	Layovers are long	10/10/2023 7:40 AM
147	Signage on 605	10/10/2023 7:39 AM
148	I take a single freeway(605) to travel to the station.	10/10/2023 7:39 AM
149	Freeway exit takes me directly to the paneling area	10/10/2023 7:36 AM
150	Easy	10/10/2023 7:36 AM
151	Off 605 freeway	10/10/2023 7:27 AM
152	Foul smells from trash, urine, and sometimes excrement.	10/10/2023 7:27 AM
153	Freeway construction	10/10/2023 7:26 AM
154	Not to many bus routes around my area	10/10/2023 7:22 AM
155	Challenging is seeing homeless people sleeping in the train	10/10/2023 7:21 AM
156	Arrival times are easy to track	10/10/2023 7:16 AM
157	Live 2miles away and bus service near the house	10/10/2023 7:15 AM
158	The busses do not run regularly/according to their schedules. This is to get here.	10/10/2023 7:14 AM
159	When I don't get dropped off at the station I take a bus sometimes it takes long	10/10/2023 7:12 AM
160	Traffic on the 91 from my home	10/10/2023 7:12 AM
161	Direct down Imperial Hwy. Sometimes catch Norwalk 4 in La Habra to Metro C Line Norwalk. OC 20 was discontinued otherwise may use bus to metro eliminating 15 mile drive to Norwalk.	10/10/2023 7:03 AM
162	Busses are not synchronized to Metrolink arrival times and so connecting to Metro trains adds to commute times. Buses should wait for arriving metrolink trains to expedite commute between trains	10/10/2023 7:01 AM
163	I drive on the freeway and it's a straight shot	10/10/2023 7:00 AM

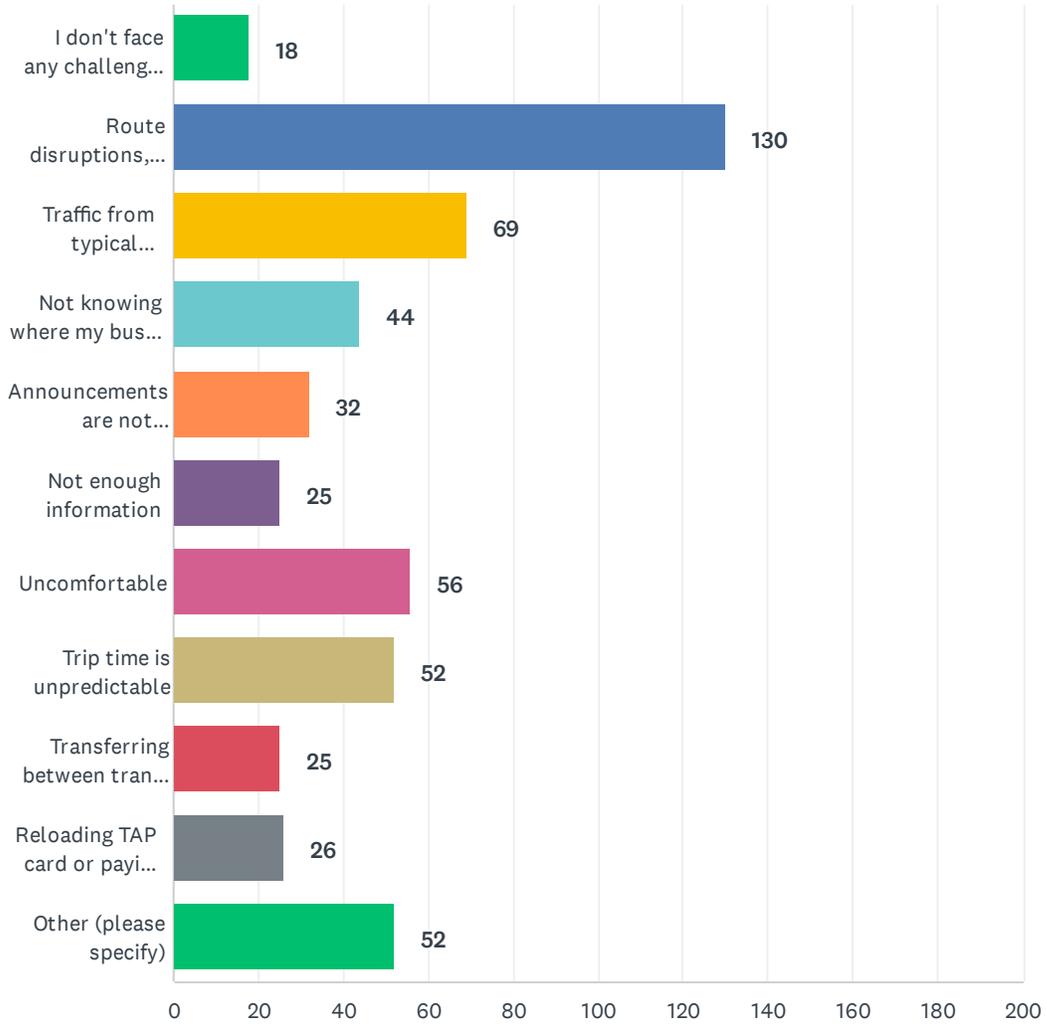
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164	Helpful map n time fast and shorty	10/10/2023 6:59 AM
165	Traffic on the freeway. I'd bike there but it's so dangerous. It's only 9 miles.	10/10/2023 6:59 AM
166	Nothing	10/10/2023 6:58 AM
167	Knowing that I don't need to transfer from one public transportation to another	10/10/2023 6:43 AM
168	It's right off the freeway	10/10/2023 6:41 AM
169	Bus stop is at the station	10/10/2023 6:39 AM
170	Surrounding area traffic	10/10/2023 6:39 AM
171	Lot of cars	10/10/2023 6:32 AM
172	Accessible parking and passenger loading spaces	10/10/2023 6:32 AM
173	Right off freeway	10/10/2023 6:29 AM
174	Easy; I can take my choice of 2 busses to get to the station	10/10/2023 6:29 AM
175	I don't have frequent buses from my place	10/10/2023 6:24 AM
176	Highway traffic	10/10/2023 6:20 AM
177	No freeways to get on I can take local streets	10/10/2023 6:14 AM
178	Traffic	10/10/2023 6:05 AM

### Q16 Please select any challenges you might face during your trip(Select all that apply)

Answered: 214 Skipped: 67



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ANSWER CHOICES	RESPONSES	
I don't face any challenges during my trip	8.41%	18
Route disruptions, detours, construction, or slowdowns	60.75%	130
Traffic from typical conditions	32.24%	69
Not knowing where my bus or train is along its route	20.56%	44
Announcements are not understandable	14.95%	32
Not enough information	11.68%	25
Uncomfortable	26.17%	56
Trip time is unpredictable	24.30%	52
Transferring between transit services	11.68%	25
Reloading TAP card or paying for fare	12.15%	26
Other (please specify)	24.30%	52
Total Respondents: 214		

#	OTHER (PLEASE SPECIFY)	DATE
1	dirty	10/14/2023 9:34 PM
2	LAX Micro needs more drivers.	10/12/2023 4:20 PM
3	WORKING ON MY PATIENCE (SMILE)	10/12/2023 12:13 PM
4	Too many homeless on Greenline C (some mentally ill)	10/12/2023 8:23 AM
5	Homeless people on train sleeping, eating and leaving trash on seats	10/11/2023 5:39 PM
6	It's very scary at times traveling, there's many homeless people with mental illness or in drugs that we do not know when they will just snap. Another thing is that they need to improve the cleanliness of the metros. They are so filthy n it seems like it's a shelter for the homeless. Routine security or police check ups would help a lot.	10/11/2023 5:39 PM
7	Overcrowding/Insufficient busses on route after 3:30pm.	10/11/2023 4:17 PM
8	Not so nice people on the metro	10/11/2023 2:19 PM
9	How the homeless population has taken over train Trains are dirty laying over seats smoking weed you don't feel safe riding the train anymore.	10/11/2023 1:11 PM
10	Drug usage on train.	10/11/2023 12:53 PM
11	Security	10/11/2023 10:57 AM
12	some c-line-green line trains stop at Aviation station. This was not advertised.	10/11/2023 10:07 AM
13	Elevators/escalators not working or very dirty	10/11/2023 8:57 AM
14	The Norwalk station has become a bit dirtier	10/11/2023 8:30 AM
15	train problems	10/11/2023 8:11 AM
16	Homeless are living in the trains and no one is checking the fares. Reinstate the contract with the sheriff's department.	10/11/2023 8:03 AM
17	Lack of security	10/11/2023 7:04 AM
18	Transients and other suspicious looking people	10/11/2023 7:02 AM
19	Homeless holding up the bus	10/11/2023 6:58 AM

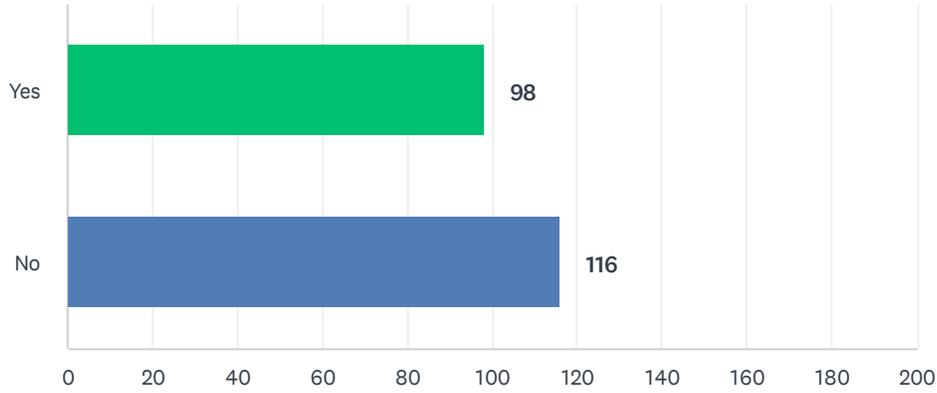
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20	The computer screens are not always functioning on the 5:15 a.m. train leaving Norwalk.	10/11/2023 6:28 AM
21	Other passengers and lack of security	10/10/2023 5:00 PM
22	CRAZY DRUG ADDICTS	10/10/2023 4:52 PM
23	No security on rail lines --- also no way to escape if there is a scuffle.	10/10/2023 4:43 PM
24	not feeling too secure	10/10/2023 4:27 PM
25	long gaps between buses	10/10/2023 3:50 PM
26	trash	10/10/2023 2:40 PM
27	Worry about safety and cleanliness/hygiene of metro rail. No safety measures.	10/10/2023 11:36 AM
28	Homeless people sleeping on train	10/10/2023 11:14 AM
29	Dirty trains, too many homeless/transients	10/10/2023 11:01 AM
30	Drug addicts and overall safety	10/10/2023 8:42 AM
31	People causing uncomfortable situations ie loud music, disruptive behavior, smoking	10/10/2023 8:28 AM
32	Bring back fabric seats, new one are uncomfortable. Think Long Beach Transit seats	10/10/2023 8:09 AM
33	Can be smelly	10/10/2023 8:04 AM
34	Honeless people who are onboard the train or bus who are usually stinky and some are noisy/disruptive	10/10/2023 8:02 AM
35	Too many homeless on the train and not enough regular cleaning of train	10/10/2023 8:01 AM
36	Unsanitary	10/10/2023 7:52 AM
37	Homeless in train	10/10/2023 7:43 AM
38	Cleanliness of train seats	10/10/2023 7:39 AM
39	Homeless people leave trash all over stations/trainind	10/10/2023 7:32 AM
40	Trains are filthy and not well kept	10/10/2023 7:27 AM
41	Tried reloading tap online and money never deposited	10/10/2023 7:26 AM
42	Bus drivers don't stop sometimes when you're at their stop	10/10/2023 7:22 AM
43	The Metro Tap app for andriod does not always work.	10/10/2023 7:14 AM
44	Homeless on train or other disruptions on train.	10/10/2023 7:03 AM
45	The trains need to be deodorized and monitored for homeless people sleeping on them. I don't have a problem with the homeless but some of them will take multiple seats.	10/10/2023 7:00 AM
46	A lot of homeless people on the train. They smell and are gross because of it	10/10/2023 6:58 AM
47	Smelly homeless sleeping on trains	10/10/2023 6:41 AM
48	Many times TAP card gives error. Driver just tells me to proceed after trying many times	10/10/2023 6:39 AM
49	Some buses have a terrible smell that doesn't seemed to be addressed	10/10/2023 6:32 AM
50	Homeless sleeping and drug use on train	10/10/2023 6:29 AM
51	Unknown Metro delays or unknown station closures	10/10/2023 6:20 AM
52	Homeless people making me feel unsafe	10/10/2023 6:12 AM

## Q17 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

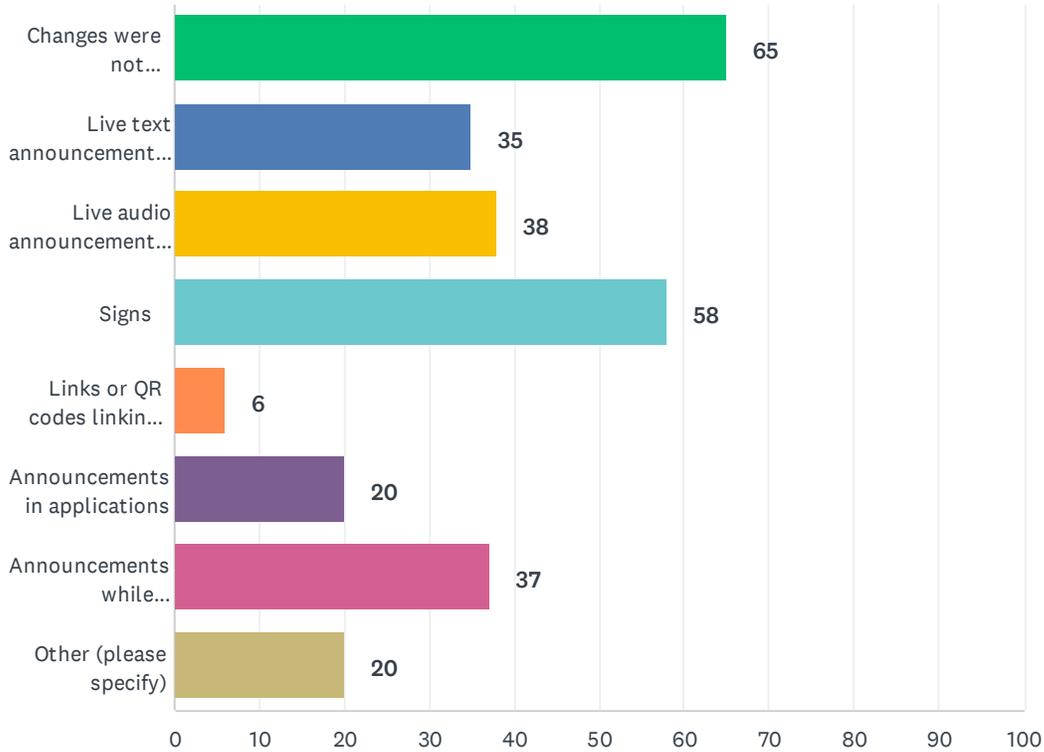
Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes	45.79%	98
No	54.21%	116
TOTAL		214

## Q18 Were these route disruptions, detours, construction, or slowdowns communicated?

Answered: 199 Skipped: 82



ANSWER CHOICES	RESPONSES	
Changes were not communicated	32.66%	65
Live text announcements at the stop or station	17.59%	35
Live audio announcements at the stop or station	19.10%	38
Signs	29.15%	58
Links or QR codes linking to more information	3.02%	6
Announcements in applications	10.05%	20
Announcements while travelling on bus or rail	18.59%	37
Other (please specify)	10.05%	20
Total Respondents: 199		

#	OTHER (PLEASE SPECIFY)	DATE
1	only once stated on train, by conductor	10/11/2023 10:07 AM
2	Word of mouth from other commuters	10/11/2023 8:57 AM
3	Email	10/11/2023 8:55 AM

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4	Nope	10/11/2023 8:36 AM
5	Downtown LA protest	10/11/2023 8:15 AM
6	normally not announced on the PA system unless train very late	10/11/2023 8:11 AM
7	Metro website	10/11/2023 7:04 AM
8	No	10/11/2023 6:55 AM
9	Metro employees and flyers	10/10/2023 8:21 PM
10	I found out via a link on Google maps that routed to the metro website.	10/10/2023 4:43 PM
11	twitter/x. caltrans quickmap	10/10/2023 2:40 PM
12	Not enough!	10/10/2023 10:18 AM
13	N/A	10/10/2023 8:34 AM
14	People communicate	10/10/2023 8:33 AM
15	Metro rail notices are posted on the platforms	10/10/2023 8:01 AM
16	Twitter	10/10/2023 7:52 AM
17	Not always aware which stations are out of service	10/10/2023 7:36 AM
18	but these can be very difficult to understand when communicated by the driver. I need written text.	10/10/2023 6:59 AM
19	A heads up would be immensely helpful to accommodate the changing train schedule - finding out on the spot is frustrating.	10/10/2023 6:39 AM
20	Sometimes by signs, but not at every station. I normal haven't been able to tell until the last available stop of the trip.	10/10/2023 6:20 AM

## Q19 Is there anything else you'd like us to know about challenges you face during your trip?

Answered: 156 Skipped: 125

#	RESPONSES	DATE
1	No	10/16/2023 12:46 PM
2	Random police search or home people on the trail delay the travel time.	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	Sometimes when the names of the train don't match where the metro is going happens often and does get confusing!	10/15/2023 10:31 PM
5	Get the homeless people off the train. Not safe and extremely unsanitary. Why would normal rider pay for fares and metro does nothing to remove the homeless people that are not paying and takes up a lot of the chairs. Unacceptable, this has been going on for too long.	10/15/2023 3:41 PM
6	Please consider weekend routes and times	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	too many people do not buy tickets, sleep on train	10/14/2023 9:34 PM
9	No	10/14/2023 1:54 PM
10	Trains tends to stop or slow down when the freeway has an accident	10/14/2023 12:55 PM
11	No	10/13/2023 3:28 PM
12	No	10/13/2023 5:32 AM
13	No	10/13/2023 5:30 AM
14	LAX Micro needs more drivers.	10/12/2023 4:20 PM
15	No	10/12/2023 1:26 PM
16	I LOVE METRO BUS AND TRAIN! MAY WE HAVE A METRO CLEANING DAY? COME VOLUNTEER AND CLEAN THE BUS AND TRAIN!! I WOULD LOVE TO CLEAN AND MAYBE GET A MONTH FREE RIDES!!! METRO DAY!	10/12/2023 12:13 PM
17	Unpleasant stops	10/12/2023 11:02 AM
18	Traffic	10/12/2023 10:58 AM
19	The homeless people on the transit the trains also smell very bad odor the platforms and stairwells also stink with human fishes	10/12/2023 10:53 AM
20	There's hardly any type of security/law enforcement. 99% of the time the train is filthy and has alot of homeless people or suspicios people. Im always alert because i fear for my safely	10/12/2023 10:35 AM
21	No	10/12/2023 8:56 AM
22	Again, too many non-fare paying riders on Green Line C between Norwalk and Redondo Beach. No security to protect the fare-paying riders. I don't feel safe with homeless that can be mentally ill. Trains are often dirty and smelly with their grime and trash.	10/12/2023 8:23 AM
23	No	10/12/2023 7:43 AM
24	Why do buses come in 2's or 3's instead of being spaced out so there coming every 5, 8, 10 minute intervals?	10/11/2023 11:45 PM
25	Dirty seats and floors	10/11/2023 11:44 PM
26	no	10/11/2023 10:27 PM

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27	No	10/11/2023 9:08 PM
28	none	10/11/2023 8:54 PM
29	Better air conditioning on trains	10/11/2023 5:39 PM
30	No, just to improve the cleanliness n Police check ups to feel safer.	10/11/2023 5:39 PM
31	N/A	10/11/2023 5:38 PM
32	No	10/11/2023 5:24 PM
33	No	10/11/2023 5:13 PM
34	Nope	10/11/2023 4:31 PM
35	There never is real time communication with canceled bus times or updates to real time schedules. Overcrowding is forcing me to seek other forms of personal transportation (car) and bike racks should be extended to max capacity for more bicyclists like me who rely on multiple forms of transportation. Thank you.	10/11/2023 4:17 PM
36	More bike lines	10/11/2023 4:07 PM
37	I used to face challenges that involved payments but not anymore.	10/11/2023 3:57 PM
38	No	10/11/2023 1:34 PM
39	No	10/11/2023 1:11 PM
40	Ridership would increase if patrons felt safe and not in fear of being harassed	10/11/2023 12:53 PM
41	Homeless people riding the train nowhere	10/11/2023 10:57 AM
42	No	10/11/2023 10:33 AM
43	Homeless people sleeping on train. People bringing their bicycles on the train through any train entrance. Dirtiness at each station.	10/11/2023 10:07 AM
44	Not really.	10/11/2023 9:29 AM
45	No	10/11/2023 9:13 AM
46	Some bus routes don't run often enough and are often delayed. Making it more likely to miss a bus and be over 30 minutes late	10/11/2023 9:13 AM
47	No	10/11/2023 8:55 AM
48	I wish there was a Metro Rail station in Artesia/Cerritos area.	10/11/2023 8:55 AM
49	Nope	10/11/2023 8:36 AM
50	Nah	10/11/2023 8:34 AM
51	When trains share tracks it gets confusing	10/11/2023 8:32 AM
52	The 460 line is constantly overcrowded during usual work times	10/11/2023 8:30 AM
53	Nah	10/11/2023 8:28 AM
54	Dirty homeless and trash on the train.	10/11/2023 8:24 AM
55	no	10/11/2023 8:21 AM
56	Another area of concern is that some times there are coordinated thefts. For example one time in the afternoon four teenagers entered a train wagon. Two stood by each of the doors, the other two were walking around the isles looking for victims (in this case some one using a cellphones). When the train stopped at a station, the guys at the doors kept the doors open. Then one of the other teenager started heating one passenger in the face while the second teenager snatched the cellphone out of the Passengers hands, and they ran away	10/11/2023 8:21 AM
57	No	10/11/2023 8:16 AM
58	Dirty homeless sleeping on the subway.	10/11/2023 8:16 AM

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59	No	10/11/2023 8:15 AM
60	The un-housed population are sometimes a disruption and safety concern.	10/11/2023 8:09 AM
61	Metro 232 needs to be more punctual. Parking lot needs to be accessible to metro riders free of cost. Please contact Caltrans to install a hard barrier along the shoulder of 105 east to studebaker. Norwalk transit currently has 2 routes for bus number 2. It is very confusing which bus goes where so every passenger has to ask the driver each time. One route 2 goes along imperial and another route 2 goes along studebaker. Please have them change route numbers to make it easier	10/11/2023 8:03 AM
62	The crackheads and make it safe for girls to use	10/11/2023 7:50 AM
63	No	10/11/2023 7:49 AM
64	No	10/11/2023 7:49 AM
65	For travelers not using the app or website, there should be a sign before you swipe to let them know there are delays or issues with the route.	10/11/2023 7:47 AM
66	Safety	10/11/2023 7:41 AM
67	This is my only way to work. I heavily rely on the train to get to work on time.	10/11/2023 7:37 AM
68	Make more obvious on Transit app.	10/11/2023 7:20 AM
69	Tap card reload machines don't work at all train stations	10/11/2023 7:19 AM
70	No	10/11/2023 7:16 AM
71	Homeless is the continuous problem in all stations , specially sanitation in all train wagons they should be cleaner..they small terrible and the home less always sleeping daily and no security	10/11/2023 7:15 AM
72	No	10/11/2023 7:11 AM
73	Just the uncomfortable situation with the homeless. General uncleanness of the train.	10/11/2023 7:07 AM
74	Transients, dangerous people that did not pay to ride the train, people playing loud music.	10/11/2023 7:02 AM
75	No	10/11/2023 7:01 AM
76	Too many homeless riding the bus for free and causing problems	10/11/2023 6:58 AM
77	Homless always on the train. And they are dirty. Trains at times are dirty clean them.	10/11/2023 6:55 AM
78	N/A	10/11/2023 6:51 AM
79	On one occasion there was a fellow passenger in medical distress. I attempted to use the emergency intercom and ther was no response at all.	10/11/2023 6:28 AM
80	Too many homeless	10/10/2023 9:44 PM
81	No	10/10/2023 8:21 PM
82	Safety! There's too many homeless people riding the trains! Many of them have mental conditions and create a hostile environment. They often shout and create a panic in regular riders. These people should be removed.	10/10/2023 6:32 PM
83	Hygiene of the train.	10/10/2023 6:29 PM
84	No	10/10/2023 6:00 PM
85	Train sanitation	10/10/2023 5:38 PM
86	Dirty	10/10/2023 5:14 PM
87	When routes change , transit app does not announce	10/10/2023 5:07 PM
88	The elevators are dirty and smell like baby lotion..	10/10/2023 5:05 PM
89	More security and actual enforcement of guidelines would improve service in theory. I accept that it is not realistic	10/10/2023 5:00 PM

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90	Homeless people	10/10/2023 4:53 PM
91	Please. The drug addicts are creepy at times	10/10/2023 4:52 PM
92	Add public restrooms to stations!	10/10/2023 4:43 PM
93	Just accurate times would help	10/10/2023 4:34 PM
94	N/a	10/10/2023 4:33 PM
95	sometimes people smoke in the bus and there's nothing done about it	10/10/2023 4:27 PM
96	No	10/10/2023 4:10 PM
97	Limited connections or compensation for delays and therefore missing invaluable connections	10/10/2023 4:10 PM
98	No	10/10/2023 4:03 PM
99	none	10/10/2023 3:52 PM
100	Lack of enforcement at night	10/10/2023 2:40 PM
101	Anything good for us.	10/10/2023 12:09 PM
102	Better safety measures will encourage more ridership.	10/10/2023 11:36 AM
103	No	10/10/2023 11:09 AM
104	No	10/10/2023 10:18 AM
105	None	10/10/2023 9:17 AM
106	No	10/10/2023 9:15 AM
107	No	10/10/2023 9:03 AM
108	This train rails are always under construction, I've have never seen any other cities trains that have so much construction going on all the time, this slow down the time to get to work	10/10/2023 9:00 AM
109	This route, 460-Northbound, to DTLA. There is often traffic at can derail your trip by well over 30 mins. Only certain areas of the route are bus-only designated areas, so the route is truly subject to traffic and you are unable to predict on any given day if you will arrive to your destination on time due to traffic on the trip or before it reaches your pick up stop. Many folks who are unfamiliar/do not have access to apps or online resources are left waiting for the bus without knowing when the bus will arrive. I think it would be helpful to have signage with QR codes around the bus stops or within the buses/metro directing riders to live tracking apps/sites as well as more live tracking signs.	10/10/2023 8:54 AM
110	no	10/10/2023 8:51 AM
111	The recent closure from Aviation and Redondo Beach was very inconvenient. Only once did I ride the shuttle that was supposed to get people from the Aviation stop to the rest of the stops and the waiting time between each shuttle was awful and it was so crowded. I didn't start riding the train again until I knew for sure the stations were open again.	10/10/2023 8:44 AM
112	delays	10/10/2023 8:39 AM
113	No	10/10/2023 8:37 AM
114	The C Line construction said that it would be done on Sep 24, but there is still maintenance at the el Segundo stations that were not communicated until the day of.	10/10/2023 8:37 AM
115	No	10/10/2023 8:34 AM
116	New Driver not aware of metro lincon transfer acceptance	10/10/2023 8:34 AM
117	Lots of homeless sleep on train or use as bathroom	10/10/2023 8:33 AM
118	NA	10/10/2023 8:28 AM
119	The lack of police or security presence on the train is ridiculous. Only in the heart of LA I see police and security presence. The underserved communities that pay for a lot of the Metro budget are left to defend themselves on these Wild West trains. The automated	10/10/2023 8:13 AM

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announcements about security are a joke. The amount of crime on the train is concerning. I would not take the train outside of busy commuting times and definitely not on the weekends.

120	recently the C line trip is continuing delay	10/10/2023 8:11 AM
121	The undesirables	10/10/2023 8:09 AM
122	None	10/10/2023 8:05 AM
123	Homeless sleeping on trains is out of control along with dirty trains that smell bad	10/10/2023 8:01 AM
124	No	10/10/2023 7:59 AM
125	The announcements can be very hard to hear by the freeway.	10/10/2023 7:58 AM
126	It'd be nice if it was easier to find out about route disruptions before I got to the station	10/10/2023 7:57 AM
127	The C line recent maintenance of the power lines took me nearly 1 hr and 30 mins to get from Norwalk to El Segundo	10/10/2023 7:54 AM
128	Could be cleaner and more strict.	10/10/2023 7:52 AM
129	Twitter feed is what helps me to stay informed	10/10/2023 7:45 AM
130	No	10/10/2023 7:43 AM
131	None	10/10/2023 7:39 AM
132	More visible on the sign live	10/10/2023 7:36 AM
133	Have bulletin board or big tv screen at Norwalk to help people know of delay or constructions coming soon in advance like freeway type	10/10/2023 7:36 AM
134	Homeless and mentally unstable riders	10/10/2023 7:27 AM
135	Overall dirty conditions of trains and stations. No apparent enforcement of any rules (fares, eating, smoking, etc).	10/10/2023 7:27 AM
136	Using the elevator can be scary and really gross. Ppl use the bathroom in them and sometimes I see people asleep in there. I'm happy for the escalators but they are often broken	10/10/2023 7:26 AM
137	To much homeless	10/10/2023 7:22 AM
138	No	10/10/2023 7:16 AM
139	The Metro Tap app does not always work on the Andriod platform.	10/10/2023 7:14 AM
140	No	10/10/2023 7:12 AM
141	Cleanliness on trains - sometimes seats have trash or are wet and it can be difficult to find a clean seat	10/10/2023 7:12 AM
142	No	10/10/2023 7:03 AM
143	Security is absent, transit watch app is useless	10/10/2023 7:01 AM
144	No	10/10/2023 7:00 AM
145	Sometime it hard understand what they trying announce if anything change how can I understand because I am deaf	10/10/2023 6:59 AM
146	The driver speaking is very hard to understand. (I am a native speaker but have hearing difficulties.) I would always request written communication from drivers.	10/10/2023 6:59 AM
147	A lot of homeless people on the train. Make it really smelly and gross to ride	10/10/2023 6:58 AM
148	Nope	10/10/2023 6:43 AM
149	Homeless people on drugs screaming during the ride can be scary	10/10/2023 6:41 AM
150	It is very scary and uncomfortable having homeless individuals all over the trains and platforms. Please continue to work on keeping the rides safe for paying commuters.	10/10/2023 6:39 AM
151	Delay in a metro makes it hard to transfer to another metro	10/10/2023 6:32 AM

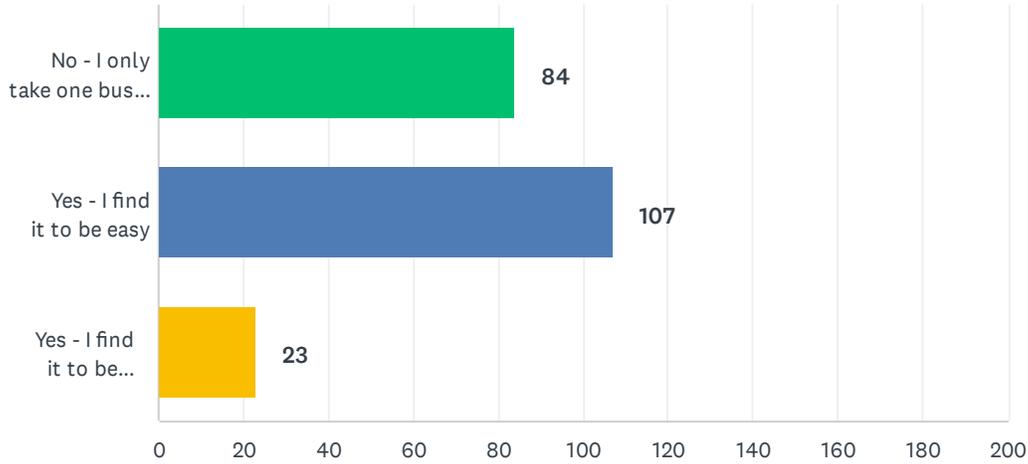
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152	No	10/10/2023 6:24 AM
153	To clarify. I don't often see any information of station closures until I hop onto a train and it stops to turn around before my stop	10/10/2023 6:20 AM
154	Sometimes the homeless take up a few seats, and they may try to interact with passengers, making them feel uncomfortable	10/10/2023 6:14 AM
155	The c line had no updated timetables prior to the line work throughout sept. Giving that info a week or two in advance would save riders the surprise in the future.	10/10/2023 6:12 AM
156	There needs to be more alerts when trains don't run. Not everyone has social media	10/10/2023 6:05 AM

## Q20 Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail

Answered: 214 Skipped: 67



ANSWER CHOICES	RESPONSES	
No - I only take one bus or train	39.25%	84
Yes - I find it to be easy	50.00%	107
Yes - I find it to be challenging	10.75%	23
<b>TOTAL</b>		<b>214</b>

## Q21 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 159 Skipped: 122

#	RESPONSES	DATE
1	When there are closures	10/16/2023 12:46 PM
2	N/a	10/16/2023 11:09 AM
3	I just walk upstairs to where the buses are located	10/15/2023 10:33 PM
4	Everything makes is easy if you already used to using the metro!	10/15/2023 10:31 PM
5	The timing between bus and train is never correct. Had to wait too long for the bus once off the train.	10/15/2023 3:41 PM
6	Some passengers may be disruptive	10/15/2023 2:46 PM
7	N/a	10/15/2023 12:08 PM
8	I know how to get to my destination	10/14/2023 1:54 PM
9	N/a	10/14/2023 12:55 PM
10	No	10/13/2023 5:32 AM
11	Yes	10/13/2023 5:30 AM
12	Metro Aviation Station is easy to use. There are many platforms, bus, and signs.	10/12/2023 4:20 PM
13	I find my information online	10/12/2023 1:26 PM
14	TRANSFER EASY - ROUTES AND SCHEDULES ARE CLEAR. I HAVE BEEN WITHOUT A CAR FOR A YEAR AND I CAN GET AROUND JUST FINE AND CONVENIENT.	10/12/2023 12:13 PM
15	Enough information	10/12/2023 11:02 AM
16	Phones	10/12/2023 10:58 AM
17	The filth on the walkways and trains	10/12/2023 10:53 AM
18	I take the gbus that takes me to the airport where I work	10/12/2023 10:35 AM
19	The tap card makes it a lot easier and automatically charging transfer makes everything so much easier	10/12/2023 8:56 AM
20	NA	10/12/2023 7:43 AM
21	No issues i options	10/11/2023 11:45 PM
22	Information on app	10/11/2023 11:44 PM
23	i don't know how to save money when taking two buses to get to school by paying for only one	10/11/2023 10:27 PM
24	Nothing	10/11/2023 9:08 PM
25	The connection between two transits is good.	10/11/2023 8:54 PM
26	N/A	10/11/2023 5:39 PM
27	What makes transferring easy is knowing the exact times buses or metros arrive n depart. Letting us know as soon as there is a problem to make any kind of arrangements or calls.	10/11/2023 5:39 PM
28	Have more non metro buses going to the train station.	10/11/2023 5:38 PM
29	Accessible accessible the crowded	10/11/2023 5:24 PM

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30	Enough information	10/11/2023 5:13 PM
31	Makes it easy because it's fun	10/11/2023 4:31 PM
32	Being a transportation hub helps.	10/11/2023 4:17 PM
33	It will be better if you guy can make it more efficient; not waiting so much time in transfer	10/11/2023 4:07 PM
34	Accessibility from apps	10/11/2023 3:57 PM
35	Same as above, it can be a challenge to transfer between the Norwalk/Santa Fe Springs Metrolink and the Norwalk C Line station.	10/11/2023 2:57 PM
36	It's really fucking tiring to walk up those goddamn stairs when the escalator is so narrow. Like why is it like that. Really just brings down the mood honestly.	10/11/2023 2:51 PM
37	N/a	10/11/2023 1:34 PM
38	Connections from 460 to Greenline and from train to 60 bus get to work on time.	10/11/2023 1:11 PM
39	It's very easy. There are multiple routes cross major points.	10/11/2023 12:53 PM
40	Challenging with many passengers and safety	10/11/2023 10:57 AM
41	Yes	10/11/2023 10:33 AM
42	na	10/11/2023 10:07 AM
43	The route 460 is 2+ hour for the drivers and that is too long a route for it to service the stops in a timely manner. Therefore, the connections to C line are not back to back i.e. sometimes you have to wait 30 to 45 mins or even longer to find a connection to route 460 at the end of day (line C to route 460 transfer). I suggest splitting up route 460 into 4 lines (LA to Norwalk, Norwalk to LA, Norwalk to Disneyland, Disneyland to Norwalk). The frequency of every 30 mins on such a long route with elongated list of stops is not efficient. I spend 4+ hours total every day from Buena Park to Douglas station to get to work. Additionally, Metro C line for weird reasons has no Wi-fi for some people to be productive during that time and to be able to continue their work from laptops.	10/11/2023 10:02 AM
44	Time arrivals being a little off, so sometimes I just missed the transfer, or I have to hurry to reach it before it leaves	10/11/2023 9:29 AM
45	Its doesn't take along time.	10/11/2023 9:13 AM
46	Some accessibility issues. Many stairs up and only one elevator at many A line and C line stations	10/11/2023 9:13 AM
47	I am aware of the buses/trains schedules so I know what time I should arrive at stations	10/11/2023 8:57 AM
48	N/A	10/11/2023 8:55 AM
49	Nothing	10/11/2023 8:36 AM
50	Transferring is typically nit too difficult, it just takes time which can be annoying	10/11/2023 8:34 AM
51	I know we're too switch and it's pretty easy	10/11/2023 8:32 AM
52	The rail station exits right into the bus stops	10/11/2023 8:30 AM
53	It's so easy	10/11/2023 8:28 AM
54	Not enough information during transition.	10/11/2023 8:24 AM
55	no issues, again it's easy thanks to maps.	10/11/2023 8:21 AM
56	Na	10/11/2023 8:21 AM
57	111bus takes forever	10/11/2023 8:17 AM
58	Google maps makes it easier	10/11/2023 8:16 AM
59	Short distance to walk from one station to the other.	10/11/2023 8:16 AM
60	No	10/11/2023 8:15 AM

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61	The transit app has made it easier	10/11/2023 8:09 AM
62	On the back of Norwalk transit route 2 bus it only says 2 but there a two different routes it takes. Merely looking at the back of the bus doesn't identify whether it is the correct bus to take. Metro 232 is always delayed. Please incentivize drivers to arrive and depart on time	10/11/2023 8:03 AM
63	Finding the bus stop	10/11/2023 7:50 AM
64	Nothing	10/11/2023 7:49 AM
65	Knowing where to connect	10/11/2023 7:49 AM
66	N/A	10/11/2023 7:47 AM
67	N/A	10/11/2023 7:41 AM
68	Bus stop at train station	10/11/2023 7:37 AM
69	Stops are near one another	10/11/2023 7:19 AM
70	Sometimes there is a long delay	10/11/2023 7:16 AM
71	Nothing	10/11/2023 7:15 AM
72	The stops are pretty easy to find.	10/11/2023 7:11 AM
73	Information is available when needed.	10/11/2023 7:07 AM
74	NA	10/11/2023 7:02 AM
75	No	10/11/2023 7:01 AM
76	No comment	10/11/2023 6:58 AM
77	It's challenging because I use the Metrolink and whenever I show my ticket to them, they say it's not applicable so I end up paying even though EZ Transit should cover my transfers	10/11/2023 6:51 AM
78	Too many homeless	10/10/2023 9:44 PM
79	Using a smart phone is key	10/10/2023 8:21 PM
80	I don't transfer now. But I wish it would stay this way as transfers add commute times	10/10/2023 6:32 PM
81	Unknown bus availability	10/10/2023 6:00 PM
82	Enough information	10/10/2023 5:38 PM
83	Maps app	10/10/2023 5:14 PM
84	I have a set route	10/10/2023 5:07 PM
85	Google maps is accurate in times	10/10/2023 5:05 PM
86	Transit is straight forward in most cases.	10/10/2023 5:00 PM
87	Pretty easy	10/10/2023 4:45 PM
88	Getting to the stations from LA, Transferring at Metro/7th; The blue line heading south is dangerous. I avoid it at all costs. Transferring at the Harbor Freeway station can be easy or difficult depending on the time of day. The escalators and elevators are slow. There's also no security, and no escape if other passangers or people present a threat. I cannot walk into the freeway to escape...just to be hit by a car.	10/10/2023 4:43 PM
89	No restrooms at the stations.	10/10/2023 4:34 PM
90	N/a	10/10/2023 4:33 PM
91	well the route i take is pretty simple and can get off pretty close to the next bus stop	10/10/2023 4:27 PM
92	The app and sometimes the times	10/10/2023 4:10 PM
93	Long wait times	10/10/2023 4:10 PM
94	I know the times	10/10/2023 4:03 PM

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95	just simple	10/10/2023 3:52 PM
96	Bus may not be nearby metrorail station, infrequent, not clean, and may not have a shelter	10/10/2023 2:40 PM
97	Very challenging	10/10/2023 12:09 PM
98	Sometimes, there is not enough time to make it to the next transfer	10/10/2023 11:09 AM
99	Bus delays	10/10/2023 10:46 AM
100	There is enough information on where each bus stops at the station, as there are visible signs showing bus numbers.	10/10/2023 9:23 AM
101	Non applicable	10/10/2023 9:17 AM
102	To find around the detours	10/10/2023 9:15 AM
103	Clearly labeled signs	10/10/2023 9:03 AM
104	No bus information at the Norwalk/Santa Fe Springs station	10/10/2023 9:00 AM
105	Waiting times	10/10/2023 9:00 AM
106	the train and buses are frequent 120, green line, 577	10/10/2023 8:57 AM
107	Bus schedule and train schedule don't seem to align, making it easy to miss my bus and having to wait a long time to get the next one.	10/10/2023 8:54 AM
108	Some routes are unreliable, buses are often very delayed so it hard to plan a trip. If your 1st bus is delayed, you may miss your second connection which only arrives once an hour and then you are stranded at the stop. I used transfer between buses, but after experiencing significant delays, I had to opt for a hybrid model of car/public transport.	10/10/2023 8:54 AM
109	tapping	10/10/2023 8:51 AM
110	n/a.	10/10/2023 8:44 AM
111	bus delays	10/10/2023 8:39 AM
112	Good accesible	10/10/2023 8:37 AM
113	Don't transfer.	10/10/2023 8:37 AM
114	Using Google Maps	10/10/2023 8:34 AM
115	New driver getting info about different agency transfers	10/10/2023 8:34 AM
116	There is usually a long weight and lots of stairs. Most of the time the escalators are broken	10/10/2023 8:33 AM
117	NA	10/10/2023 8:28 AM
118	The Rosa parks station u just have to go downstairs but hold ur nose because the urine and fecal smell will make u gag.	10/10/2023 8:13 AM
119	add more trains to shorten the waiting time	10/10/2023 8:11 AM
120	Delays and homeless	10/10/2023 8:09 AM
121	None	10/10/2023 8:05 AM
122	Although buses are available upon exiting the train, the schedule doesn't align. It would take a while before the bus arrive	10/10/2023 8:02 AM
123	Not applicable	10/10/2023 8:01 AM
124	Bus stations near metro station	10/10/2023 7:59 AM
125	It's easy to tap again	10/10/2023 7:58 AM
126	There are signs everywhere that indicate where to transfer to	10/10/2023 7:57 AM
127	N/A	10/10/2023 7:54 AM
128	Clear enough information	10/10/2023 7:52 AM

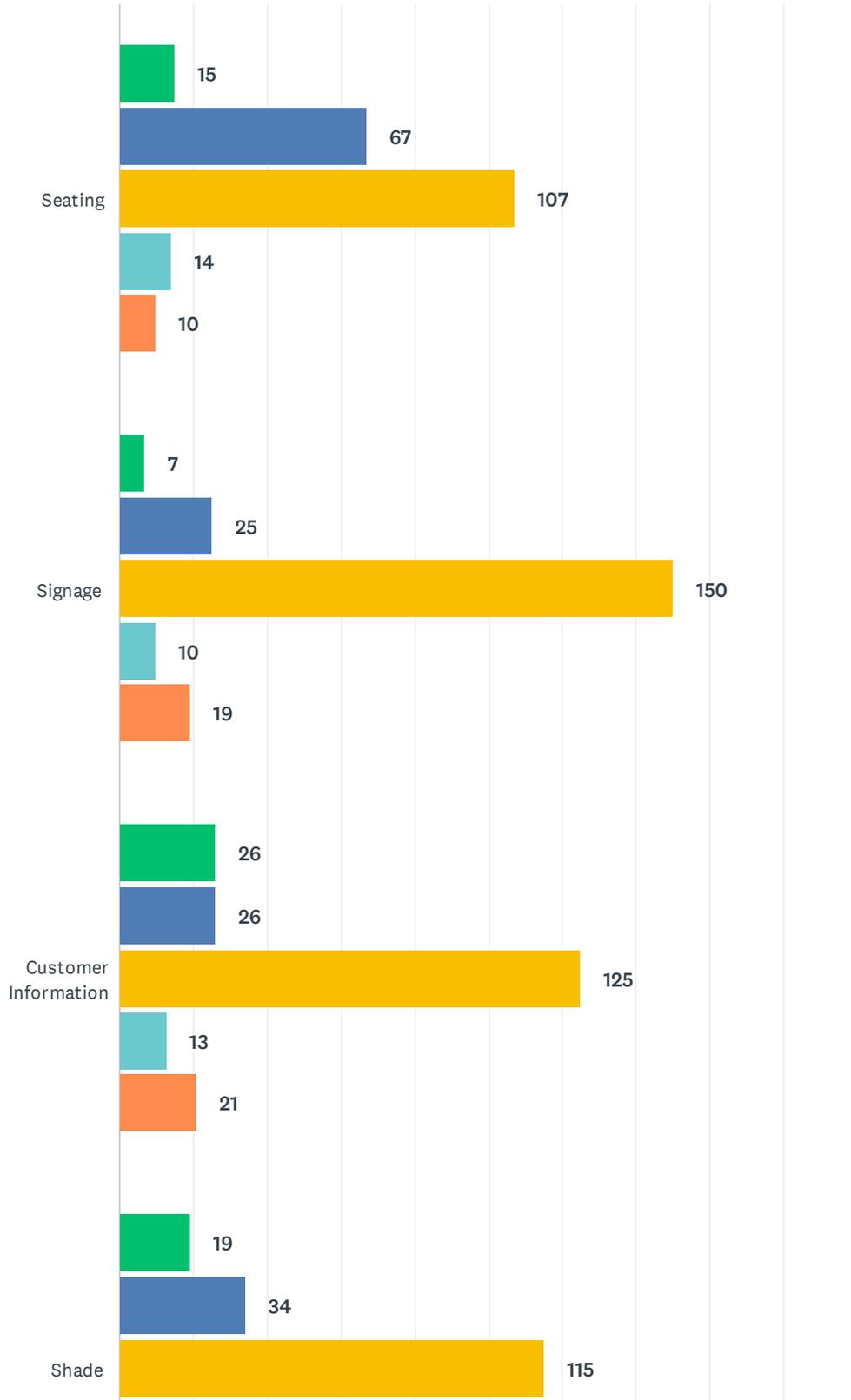
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129	None	10/10/2023 7:43 AM
130	N/A	10/10/2023 7:42 AM
131	Apps and tap cards for purchases	10/10/2023 7:40 AM
132	It's easy due to information on apps.	10/10/2023 7:39 AM
133	Have multiple bus options	10/10/2023 7:36 AM
134	Tap card payment is easy	10/10/2023 7:32 AM
135	NA	10/10/2023 7:27 AM
136	Taking stairs when elevators are broken. Sometimes uncomfortable waiting at stations	10/10/2023 7:26 AM
137	I can only take one bus that comes to Norwalk station from my neighborhood	10/10/2023 7:22 AM
138	Timing of one more to another along my commute	10/10/2023 7:16 AM
139	Crenshaw station is rider friendly	10/10/2023 7:15 AM
140	No	10/10/2023 7:14 AM
141	Easy	10/10/2023 7:12 AM
142	Don't know why some of the buses are just staging at aviation/LAX when there are clearly passengers that need to get to their next stop	10/10/2023 7:12 AM
143	Non	10/10/2023 7:03 AM
144	No busses from Brea to LaHabra to take Norwalk 4 to Norwalk Metro. Sometimes take Uber but expensive.	10/10/2023 7:03 AM
145	Buses and trains are. Or synchronized, buses run their own schedules regardless of train schedules. Schedules need to be aligned	10/10/2023 7:01 AM
146	I usually don't unless work is being done on the rails like now. I have to transfer when I get to the Aviation Station and wait too long for the next train or bus. Sometimes up to 15 minutes. This is not planned out well a bus or train should be coming within minutes after we get off the train. Why would Metro add an additional 15 minutes to our travel.	10/10/2023 7:00 AM
147	Easy	10/10/2023 6:59 AM
148	When taking a new train or bus it can be very difficult to understand which track is going where.	10/10/2023 6:59 AM
149	Nothing	10/10/2023 6:58 AM
150	Not applicable	10/10/2023 6:43 AM
151	Not applicable	10/10/2023 6:41 AM
152	Same app for both bus and green line	10/10/2023 6:39 AM
153	Na	10/10/2023 6:32 AM
154	Buses and Metro are well connected and easy to get to along my preferred route.	10/10/2023 6:32 AM
155	Pretty straight foward	10/10/2023 6:29 AM
156	No issues	10/10/2023 6:24 AM
157	Transfers are pretty easy with pickup spots around the station exits	10/10/2023 6:20 AM
158	I don't have to transfer thus my commute is easy	10/10/2023 6:14 AM
159	The train is easy and fast, but challenging if the trains are down because there needs to be more buses and be on time	10/10/2023 6:05 AM

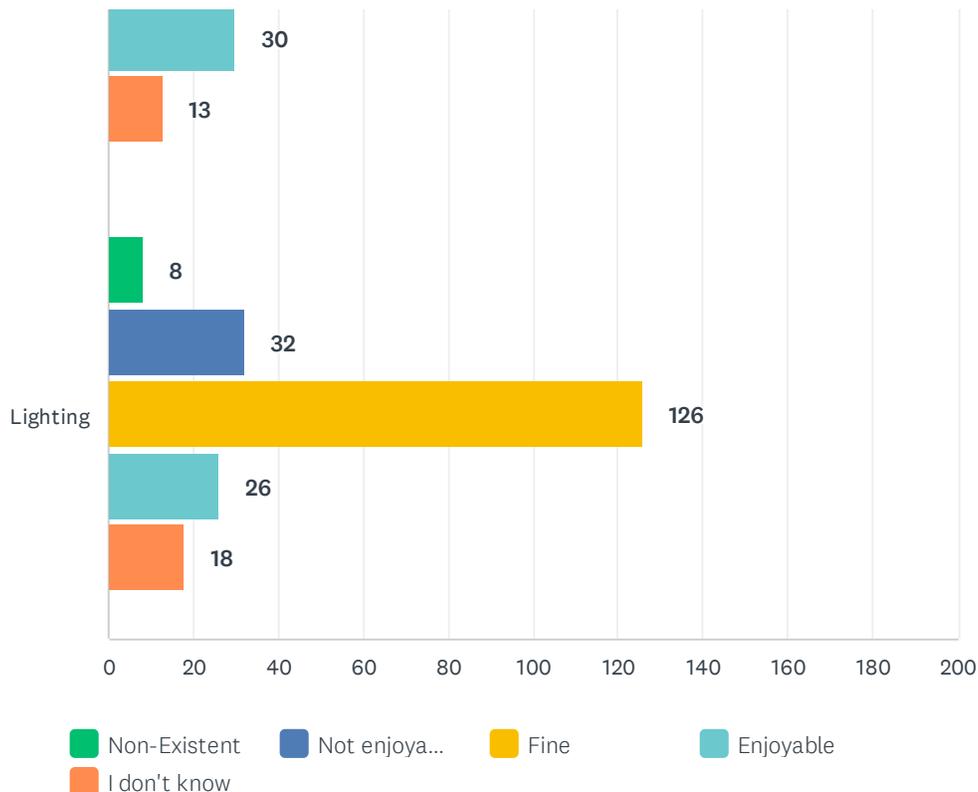
## Q22 For the rail station, how would you characterize the following amenities?

Answered: 214 Skipped: 67



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	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	7.04% 15	31.46% 67	50.23% 107	6.57% 14	4.69% 10	213
Signage	3.32% 7	11.85% 25	71.09% 150	4.74% 10	9.00% 19	211
Customer Information	12.32% 26	12.32% 26	59.24% 125	6.16% 13	9.95% 21	211
Shade	9.00% 19	16.11% 34	54.50% 115	14.22% 30	6.16% 13	211
Lighting	3.81% 8	15.24% 32	60.00% 126	12.38% 26	8.57% 18	210

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	Dirty elevators and dirty stains all around	10/16/2023 12:46 PM
2	Add a public restroom.	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	Not right now.	10/15/2023 10:31 PM
5	Where are the restrooms for major stations like Norwalk? There are none. No wonder commuters just urinate on the platform or waiting areas. It seems like we are a third world country. Dirty and trash filled Norwalk station. No police or security to be seen. Extremely unsafe for commuters, especially for female commuters.	10/15/2023 3:41 PM
6	Most of the seats are dirty lots of trash and bad odor	10/14/2023 12:55 PM
7	No	10/12/2023 4:20 PM
8	No	10/12/2023 1:26 PM

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9	I THINK THE BUS AND TRAIN COULD BE CLEANER. AND I AM WILLING TO PARTICIPATE IN A METRO CLEAN DAY!	10/12/2023 12:13 PM
10	Train/bus should be services frequently, as well as law enforcement.	10/12/2023 10:35 AM
11	Train platforms are filthy most of the time. Stairs at Redondo Beach haven't been cleaned in months. Lots of spillage and bird poop on the steps. I notice multiple bus bench areas are filthy at Norwalk. Urine and beverage stains everywhere, especially on walkway leading to train platform. All areas need a deep cleansing.	10/12/2023 8:23 AM
12	NA	10/12/2023 7:43 AM
13	No	10/11/2023 11:45 PM
14	no	10/11/2023 10:27 PM
15	Often, the seats on the trains are dirty. The stations need cleaning as well.	10/11/2023 9:08 PM
16	Wifi is always disconnected.	10/11/2023 8:54 PM
17	No	10/11/2023 5:39 PM
18	No	10/11/2023 5:24 PM
19	No	10/11/2023 5:13 PM
20	Amenities are low grade and make it hard to appreciate when they depress you with their lack of liveliness.	10/11/2023 4:17 PM
21	Not really.	10/11/2023 3:57 PM
22	The elevator should be cleaned more often. I'm glad the Metrolink ticket scanner at the C line station got fixed, but it took more than a month for it to get fixed. That may have been a larger issue because I noticed someone working on it a couple of days, but it does make transferring from Metrolink more painful.	10/11/2023 2:57 PM
23	The only reason the shade is good is because it just had to be under a highway of all things.	10/11/2023 2:51 PM
24	The seating looks dirty and fowl odor near or around the seating.	10/11/2023 2:19 PM
25	No	10/11/2023 1:34 PM
26	They are old been around an Kong time	10/11/2023 1:11 PM
27	I know it's difficult to do, but the trains seem to be just cleaned out instead of a thorough cleaning. I know it can't be done everyday, but I'm sure it can be done once a week.	10/11/2023 12:53 PM
28	No	10/11/2023 10:33 AM
29	Sometimes the seatings are loose from their metal base	10/11/2023 9:29 AM
30	More shade and lighting would be helpful	10/11/2023 9:13 AM
31	Seats sometimes are very dirty or wet	10/11/2023 8:57 AM
32	Need more regular trash clean up.	10/11/2023 8:55 AM
33	Nope	10/11/2023 8:36 AM
34	there could be better signs explaining that it is the end of the line. new comers are usually confused about which rail they can board towards lax	10/11/2023 8:30 AM
35	Most of the benches or seats are taking up by homeless people	10/11/2023 8:27 AM
36	Need to be cleaner and healthier environment.	10/11/2023 8:24 AM
37	no	10/11/2023 8:21 AM
38	Stops and elevators are very dirty and smell.	10/11/2023 8:16 AM
39	There should be more security cameras and access to alert	10/11/2023 8:09 AM
40	To much homeless taking up more than one seat.	10/11/2023 8:05 AM

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41	There are no public restrooms throughout my 1 hour daily journey on public transportation. Unacceptable even for the homeless population.	10/11/2023 8:03 AM
42	No	10/11/2023 7:49 AM
43	No	10/11/2023 7:41 AM
44	No restrooms	10/11/2023 7:37 AM
45	Too much homeless and occasionally dirty.	10/11/2023 7:20 AM
46	All stations full of homeless and lack of security personnel.	10/11/2023 7:15 AM
47	I think the bus/train stations should have vending machines.	10/11/2023 7:11 AM
48	Seats are dirty from transients	10/11/2023 7:02 AM
49	Gets very wet in the rain.	10/11/2023 7:01 AM
50	Remove the homeless	10/11/2023 6:58 AM
51	No restrooms should be restrooms at every stop	10/11/2023 6:55 AM
52	Clean the train more often	10/10/2023 9:44 PM
53	Not enough seating	10/10/2023 8:21 PM
54	Seats are often dirty. Need to get rid of suede seats and only use hard cloth seats. Trains should be cleaned more or not allow homeless on trains. Also people who litters should be ticketed	10/10/2023 6:32 PM
55	Needs more security to each station.	10/10/2023 6:29 PM
56	I think Metro could do a much better job with station and train cleanliness, as well as keeping both clean and sanitary throughout the day.	10/10/2023 5:38 PM
57	Dirty, smell	10/10/2023 5:14 PM
58	There should be restrooms so people don't pee in the elevator that's a major concern sanitary reasons.	10/10/2023 5:05 PM
59	Drug addicts.	10/10/2023 4:52 PM
60	It would be more convenient to have the stations maintained for health and safety more often	10/10/2023 4:45 PM
61	Better seats	10/10/2023 4:34 PM
62	could be better and cleaned more often.	10/10/2023 4:27 PM
63	No	10/10/2023 4:10 PM
64	Restroom	10/10/2023 4:03 PM
65	Signs are broken, trash on benches and floor, and loitering	10/10/2023 2:40 PM
66	Train cars are often dirty and can be a deterrent for riding	10/10/2023 11:01 AM
67	No	10/10/2023 9:15 AM
68	It's the train....you all know how it can be at times.	10/10/2023 9:03 AM
69	The station is always dark, cold, loud, and unclean	10/10/2023 9:00 AM
70	Put more screens with the accurate times	10/10/2023 9:00 AM
71	The orange lighting makes it uncomfortable in the dark. LED lights would be better, and there are always homeless people sleeping on the seating in the station.	10/10/2023 8:37 AM
72	Cleaner seats and walls	10/10/2023 8:34 AM
73	A lot of the time they are broken	10/10/2023 8:33 AM
74	They dirty most of the time	10/10/2023 8:28 AM

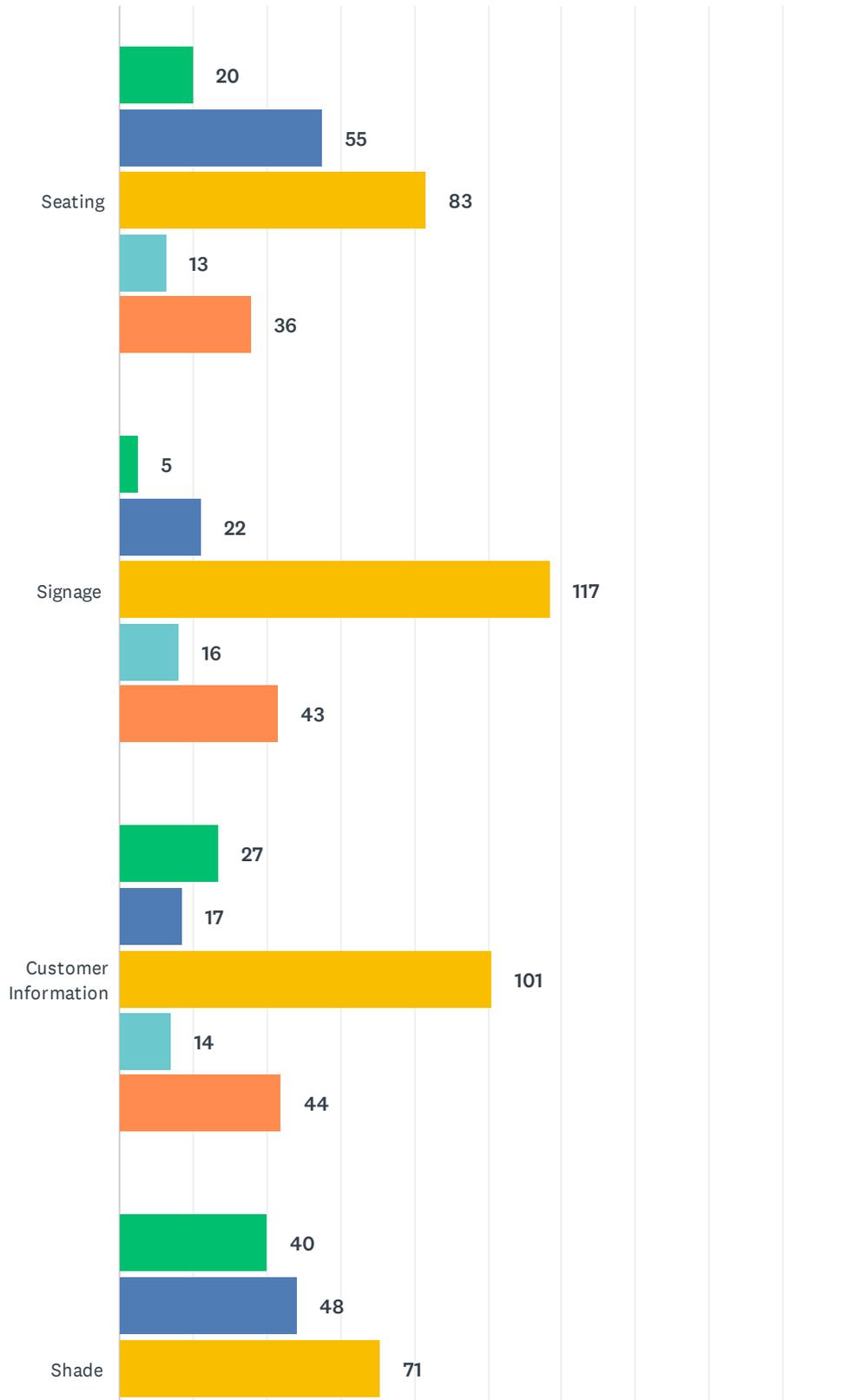
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75	Looks like the platforms haven't been cleaned since first inception. Disgusting	10/10/2023 8:13 AM
76	Benches should be provided as sometimes waiting time takes around 20 mins. Also when raining, there is no shade where commuters can take cover	10/10/2023 8:02 AM
77	Too many homeless sleeping on the trains all day long nobody does anything to deal with this problem	10/10/2023 8:01 AM
78	Trains are kept clean now	10/10/2023 7:57 AM
79	Can we remodel the transit system? Very old compared to other countries.	10/10/2023 7:54 AM
80	Unsanitary	10/10/2023 7:52 AM
81	Train is not clean all the time. Too many trash	10/10/2023 7:49 AM
82	Bad smell by homeless travelers	10/10/2023 7:43 AM
83	None	10/10/2023 7:39 AM
84	Offer restrooms	10/10/2023 7:27 AM
85	Seating that is available is dirty with peeling paint. Also I question the safety of the elevators as the structure on many of them appear to be rusted through (at least on the c-line they are). This is embarrassing.	10/10/2023 7:27 AM
86	I know having more restrooms would be challenging but they would be a game changer when using the train	10/10/2023 7:26 AM
87	Ads and info should have a "real passengers" campaign	10/10/2023 7:16 AM
88	Somethings they are dirty and smell bad	10/10/2023 7:12 AM
89	Clean up the trash around the stations!	10/10/2023 7:12 AM
90	If to avoid homeless sleeping and pee in the train, I would keep the train smell better	10/10/2023 7:03 AM
91	Many times litter and smell of urine at station.	10/10/2023 7:03 AM
92	Occasionally, the seating is covered in trash, vomit and possibly piss. France is currently dealing with scabies on its public transit and I wonder what you are doing to prevent it.	10/10/2023 6:59 AM
93	Not applicable	10/10/2023 6:43 AM
94	They could be cleaner, so that customers are comfortable using them.	10/10/2023 6:39 AM
95	Na	10/10/2023 6:32 AM
96	I really enjoy the access to free wifi during my ride because I can be productive while commuting to work	10/10/2023 6:32 AM
97	Maybe have a bathroom at the station	10/10/2023 6:29 AM
98	Put up noise barriers along the freeway lines to the platform. The platform is often unbearable from the noise along the C line.	10/10/2023 6:12 AM
99	The trains need to be deep cleaned and less homeless people please	10/10/2023 6:05 AM

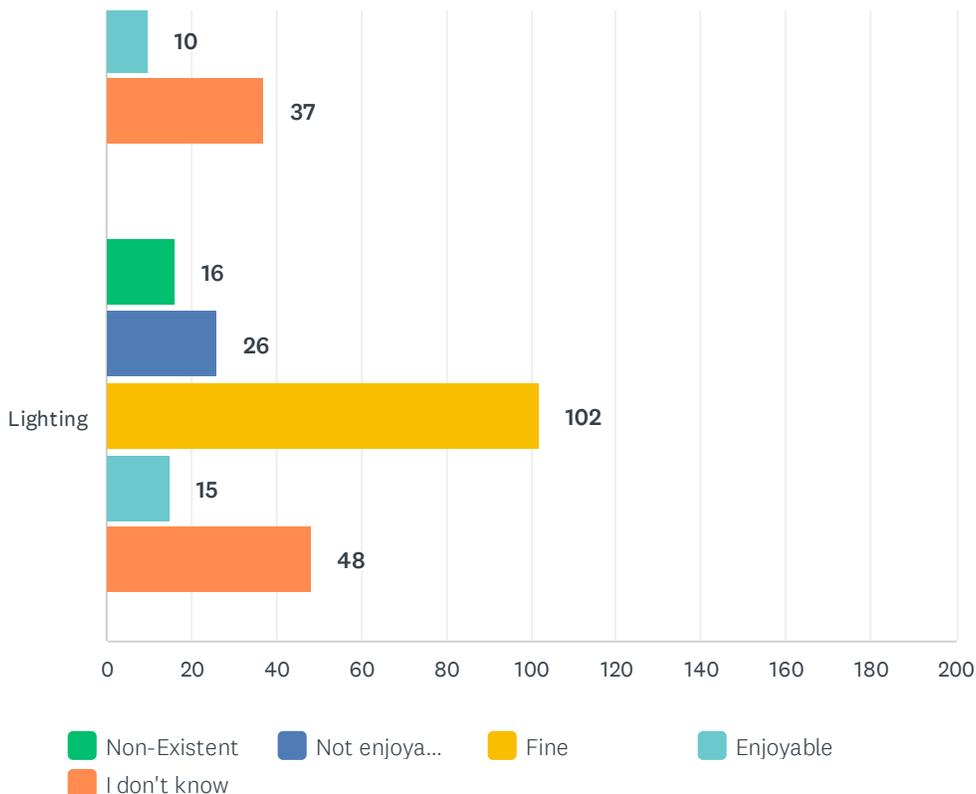
## Q23 For the bus stops at the station, how would you characterize the following amenities?

Answered: 209 Skipped: 72



# Metro's Rail Integration Study - Station User Survey: Norwalk

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	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	9.66% 20	26.57% 55	40.10% 83	6.28% 13	17.39% 36	207
Signage	2.46% 5	10.84% 22	57.64% 117	7.88% 16	21.18% 43	203
Customer Information	13.30% 27	8.37% 17	49.75% 101	6.90% 14	21.67% 44	203
Shade	19.42% 40	23.30% 48	34.47% 71	4.85% 10	17.96% 37	206
Lighting	7.73% 16	12.56% 26	49.28% 102	7.25% 15	23.19% 48	207

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	N/A	10/16/2023 11:09 AM
2	No	10/15/2023 10:33 PM
3	No	10/12/2023 4:20 PM
4	No	10/12/2023 1:26 PM
5	AT THE NORWALK STATION THERE IS NOT ENOUGH SHADY PLACES TO SIT.	10/12/2023 12:13 PM
6	Yes	10/12/2023 11:02 AM
7	Better shade for the bus stops more law enforcement	10/12/2023 10:35 AM
8	Most bus stop areas are filthy and stained with urine or beverage spills. Need deep cleaning on a regular basis. Homeless seem to take over some of the Norwalk bus benches. Sometimes mentally unstable persons are roaming around when I arrive around 4:30am to catch my train	10/12/2023 8:23 AM

## Metro's Rail Integration Study - Station User Survey: Norwalk

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to Redondo. Wish there was more security onsite during normal operation hours for trains and buses.

9	NA	10/12/2023 7:43 AM
10	Not at this time.	10/11/2023 11:45 PM
11	no	10/11/2023 10:27 PM
12	There is not enough seating nor shade where individuals wait for buses.	10/11/2023 9:08 PM
13	none	10/11/2023 8:54 PM
14	More lighting at stops n benches with shade.	10/11/2023 5:39 PM
15	No	10/11/2023 5:24 PM
16	No	10/11/2023 5:13 PM
17	Ditto as before.	10/11/2023 4:17 PM
18	I think it would be nice if all the bus stops had live information on when the next bus is coming, similar to the train platform.	10/11/2023 2:57 PM
19	I don't feel safe enough to stay late enough to know what the night lighting is like.	10/11/2023 2:51 PM
20	No	10/11/2023 1:34 PM
21	Better lighting at night more shading for standing hot sun not enough seating	10/11/2023 1:11 PM
22	No	10/11/2023 10:33 AM
23	Dark stations both at metro line and Norwalk transit center at night. Think of the time when it is not fully dark for lights to be lit bright up at that time to feel secure amongst the homeless thronging the stations at that time. Often on those times, there are moments of little bus and passenger foot traffic in those stations. e.g. 7 pm on 10/10/2023	10/11/2023 10:02 AM
24	More shade, seating, and lighting needed at the bus stops. Larger signage and more direction towards stops would also be helpful to guide majority of riders entering from one side	10/11/2023 9:13 AM
25	More lighting should be added especially for stations where people go when it is still dark. Signage should be made at "all" entrances/exits and in large colorful print to call attention so we can see it and read it.	10/11/2023 8:57 AM
26	No.	10/11/2023 8:55 AM
27	the major issue with the seating and shade is how dirty it is, some seating smells like urine (maybe because the closest restrooms are a walk away from the station) so you can't really sit or stand in the shaded areas. A good power washing could be a good start.	10/11/2023 8:30 AM
28	no	10/11/2023 8:21 AM
29	Please clean regularly and remove homeless.	10/11/2023 8:16 AM
30	The bench is to close to the street. I feel like cars would easily hit me sitting there, so I don't feel comfortable sitting. There is NO shade and its been brutal these last few weeks.	10/11/2023 8:09 AM
31	Metro 232 line is super popular and there isn't enough shade or seating. Please request an audit of the delays incurred by the drivers so metro can make aware how unpredictable the timings are	10/11/2023 8:03 AM
32	Add shade plz and cameras	10/11/2023 7:50 AM
33	No	10/11/2023 7:41 AM
34	No restrooms	10/11/2023 7:37 AM
35	No	10/11/2023 7:15 AM
36	There should be vending machines and charging areas at the stations.	10/11/2023 7:11 AM
37	No real amenities on my route. Seats are dirty from human waste from transients. Human waste found in and around the train stops.	10/11/2023 7:02 AM

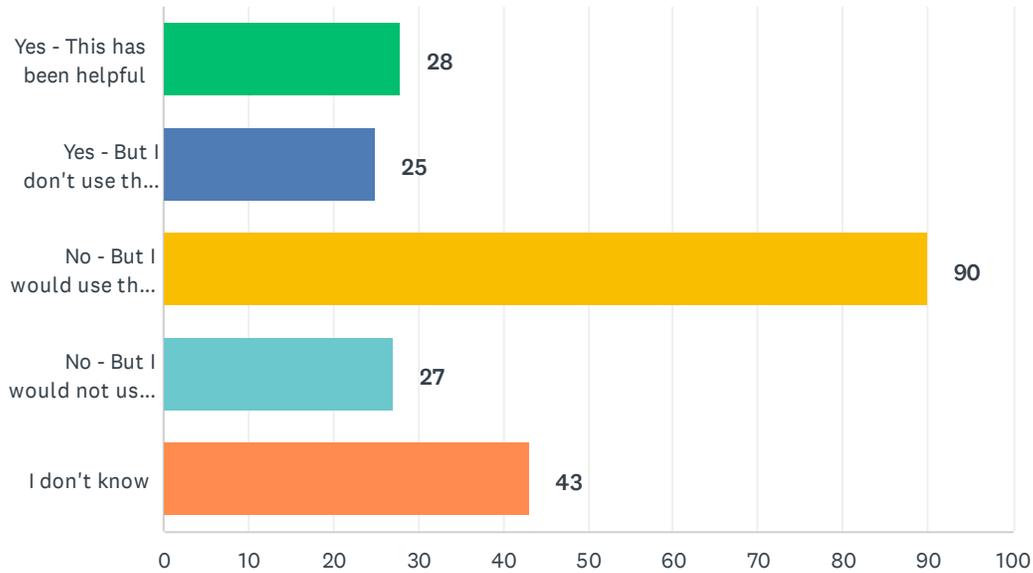
## Metro's Rail Integration Study - Station User Survey: Norwalk

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38	Remove the homeless	10/11/2023 6:58 AM
39	Ditto Metro stations	10/10/2023 5:38 PM
40	More times in the am.and p.m	10/10/2023 5:05 PM
41	Drug addicts	10/10/2023 4:52 PM
42	could be cleaner and improved with more seats.	10/10/2023 4:27 PM
43	No	10/10/2023 4:10 PM
44	See above	10/10/2023 4:03 PM
45	The station would benefit from more seating and shade. There are only a handful of benches and not all are shaded. The small roofs that shade some benches are quite small and do not cover much.	10/10/2023 9:23 AM
46	No	10/10/2023 9:15 AM
47	More signage for next departure times, please!	10/10/2023 9:03 AM
48	Not enough shaded seats. No information on bus arrivals/departures.	10/10/2023 9:00 AM
49	Every bus stop should have running signs with the info of arriving time and it's holla be updated if the bus is delayed	10/10/2023 9:00 AM
50	The live ETA trackers are often not accurate and are far and few in between. The station could be better lit at night, however, safety is partially mitigated by security which patrols the area. As mentioned above, the station is not easily accessible by pedestrians.	10/10/2023 8:54 AM
51	No	10/10/2023 8:37 AM
52	I Don't take the bus.	10/10/2023 8:37 AM
53	No	10/10/2023 8:34 AM
54	Dirty	10/10/2023 8:28 AM
55	More lighting, and more security	10/10/2023 8:09 AM
56	Too many homeless people	10/10/2023 8:01 AM
57	Seem normal, a little dirty	10/10/2023 7:57 AM
58	None	10/10/2023 7:39 AM
59	Again, very very dirty. I don't ride the bus but I walk past the bus bench areas daily and they are nasty and smelly. They are surrounded by left over food, refuse, unknown fluids, etc. Homeless sleep on the benches.	10/10/2023 7:27 AM
60	I don't ride the bus bc it seems a little sketchy and I'm unclear on how to pay for it	10/10/2023 7:26 AM
61	No	10/10/2023 7:16 AM
62	Information on location of busses and electronic signage showing when bus will arrive would improve ridership.	10/10/2023 7:03 AM
63	More added shades while waiting for the 460 bus since there's always a line for 460 to downtown la cause so many people take that bus .. when it's summer time there's no ample shade	10/10/2023 6:43 AM
64	Stop at Florence and Wiley Burke does not have shading	10/10/2023 6:39 AM
65	Na	10/10/2023 6:32 AM
66	No	10/10/2023 6:32 AM
67	No	10/10/2023 6:24 AM
68	I don't ride the buses	10/10/2023 6:05 AM

## Q24 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 213 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	13.15%	28
Yes - But I don't use this service	11.74%	25
No - But I would use this service	42.25%	90
No - But I would not use this service	12.68%	27
I don't know	20.19%	43
<b>TOTAL</b>		<b>213</b>

## Q25 Is there anything else you'd like us to know?

Answered: 118 Skipped: 163

#	RESPONSES	DATE
1	A lot of homeless people on trains. Dirty trains and stations Not fair that some citizens do pay for fair and others dont elevators or escalators are not in service on a regular basis Dangerous stations would like to see more police or other type of officers available	10/16/2023 12:46 PM
2	N/a	10/16/2023 11:09 AM
3	No	10/15/2023 10:33 PM
4	Nope!	10/15/2023 10:31 PM
5	Please provide security on the trains and have the power to intervene and help the commuters. Most of the time I don't see any security at all. Major safety issue and not acceptable. Metro leadership need to ride the lines themselves to see the problems and not just doing surveys and pretend everything is fine!	10/15/2023 3:41 PM
6	Please consider weekend routes	10/15/2023 2:46 PM
7	No	10/15/2023 12:08 PM
8	train is dirty	10/14/2023 9:34 PM
9	No	10/14/2023 1:54 PM
10	No	10/13/2023 5:32 AM
11	No	10/13/2023 5:30 AM
12	No	10/12/2023 4:20 PM
13	No thank you	10/12/2023 1:26 PM
14	THANK YOU METRO BUS AND TRAIN. I LOVE YOU! I LOVE THE BUS DRIVERS AND THE TRAIN DRIVERS. I ALSO SAY - "THANK YOU!"	10/12/2023 12:13 PM
15	Nope	10/12/2023 11:02 AM
16	Please get strict on those who hold up the commute	10/12/2023 10:58 AM
17	Trains need to have lawenforment in every train, every day there's always a situation where I fear for my safety	10/12/2023 10:35 AM
18	Ni	10/12/2023 8:56 AM
19	Better communication onsite for C-Line (green) travel between Norwalk and Redondo Beach. Especially when route logistics are altered for track upgrades. I haven't audio communications at the Norwalk station for a long time. Used to get updates on delays and other important updates.	10/12/2023 8:23 AM
20	The station is always full of trash and terrible odors.	10/12/2023 7:43 AM
21	Not as much homeless riding the greenline like before which is good. Thank you	10/11/2023 11:45 PM
22	no	10/11/2023 10:27 PM
23	The stations I visited smell of urine. Periodic cleaning would do wonders for the stations.	10/11/2023 9:08 PM
24	no thank you	10/11/2023 8:54 PM
25	N/A	10/11/2023 5:39 PM
26	No	10/11/2023 5:39 PM
27	No	10/11/2023 5:24 PM

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28	No	10/11/2023 5:13 PM
29	More shade	10/11/2023 4:31 PM
30	Keep up with the surveys. They are key in making you understand how we riders really feel. Thanks.	10/11/2023 4:17 PM
31	Make LA more rideable on bike; more bike lines more safer for bike riders	10/11/2023 4:07 PM
32	n/a	10/11/2023 2:51 PM
33	Na	10/11/2023 2:19 PM
34	No	10/11/2023 1:34 PM
35	It all about safety make this 1st on busses and trains don't feel safe as a frequent rider	10/11/2023 1:11 PM
36	Please help keep riders safe.	10/11/2023 12:53 PM
37	None	10/11/2023 10:57 AM
38	No	10/11/2023 10:33 AM
39	People on train selling stuff. People on train with loud radio. Homeless people on train just for the protection from the environment.	10/11/2023 10:07 AM
40	No	10/11/2023 9:29 AM
41	No	10/11/2023 9:13 AM
42	No.	10/11/2023 8:55 AM
43	Nope	10/11/2023 8:36 AM
44	No	10/11/2023 8:34 AM
45	I see people struggle to find the right bus because the signs are smaller. maybe using the fence that lines station to hang larger bus signs could help and also provide a bit more shading	10/11/2023 8:30 AM
46	No	10/11/2023 8:28 AM
47	Keeping the station to be safer and cleaner.	10/11/2023 8:24 AM
48	Sometimes they overfill the bus to the point where you can feel someone breath on you and that's really uncomfortable and you can't even move sometimes. One time i almost missed my stop because of that.	10/11/2023 8:21 AM
49	No	10/11/2023 8:21 AM
50	More sheriff's deputies please.	10/11/2023 8:16 AM
51	No	10/11/2023 8:11 AM
52	More security needed and have them verify payment of fares	10/11/2023 8:03 AM
53	Crackheads are scary more security	10/11/2023 7:50 AM
54	No	10/11/2023 7:49 AM
55	it would be great if bikes, skate boards and buggys without babies had their own car so as not to emcumber others	10/11/2023 7:49 AM
56	N/A	10/11/2023 7:47 AM
57	No	10/11/2023 7:41 AM
58	This is my only way to work. I heavily rely on the train to get to work on time.	10/11/2023 7:37 AM
59	Elevator available at harbor station is old and dirty	10/11/2023 7:16 AM
60	Rail trains should be checked by security personal in all stations and get sleeping people out of the trains specially homeless	10/11/2023 7:15 AM
61	No	10/11/2023 7:11 AM

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62	Please do something about the people that smoke on the train.	10/11/2023 7:08 AM
63	Please make everything cleaner and safer from point of debarkation to embarktion.	10/11/2023 7:02 AM
64	No	10/11/2023 7:01 AM
65	Too many homeless sleep here	10/11/2023 6:58 AM
66	N/A	10/11/2023 6:51 AM
67	Free parking for people using metro rail	10/10/2023 9:44 PM
68	No	10/10/2023 8:21 PM
69	Please keep homeless people off train system due to safety. I would not ride this system with my wife nor children as too many mentally unstable and drug users on trains. I solely ride to work and back.	10/10/2023 6:32 PM
70	Many people are using the metro without paying. Metro needs a system to protect the paid patrons.	10/10/2023 6:29 PM
71	No	10/10/2023 6:00 PM
72	Please help to make and keep the trains and stations clean.	10/10/2023 5:38 PM
73	No	10/10/2023 5:07 PM
74	I hope I win the prize. Please I need the money I'm working part-time and it takes me roughly 1.5 hours to get to work	10/10/2023 5:05 PM
75	Add security and public restrooms!	10/10/2023 4:43 PM
76	No	10/10/2023 4:34 PM
77	N/a	10/10/2023 4:33 PM
78	more security	10/10/2023 4:27 PM
79	No	10/10/2023 4:10 PM
80	No	10/10/2023 4:03 PM
81	No not at all	10/10/2023 9:15 AM
82	Overall, doing well compared to the other cities with mass transit I've visited.	10/10/2023 9:03 AM
83	The experience could be dramatically improved if Metro ran an express bus service stopping only at the Norwalk C Line station and the Norwalk/Santa Fe Springs regional rail station. The experience would be MOST improved if the C line extended to the Regional Rail station to provide reliable connections with fewer transfers.	10/10/2023 9:00 AM
84	The entrance to the train station should be restricted only to passengers that have a valid ticket so that way we can avoid having homeless sleeping inside the train or criminals or people with mental issues that put passenger passengers in dangerous and unsafe situations all the time, also send more police officer to watch	10/10/2023 9:00 AM
85	I really appreciate these surveys, I've seen a lot more over the last few months. While I could drive to work, I'd rather support public transportation in my local area and I want to see it succeed. It benefits communities and the environment and I see some many folks benefit from it. So thank you for reading through my feedback!	10/10/2023 8:54 AM
86	no	10/10/2023 8:51 AM
87	No	10/10/2023 8:37 AM
88	Normally the station is okay for me, but the maintenance in El Segundo really makes it harder.	10/10/2023 8:37 AM
89	No	10/10/2023 8:34 AM
90	Communication	10/10/2023 8:34 AM
91	Cleanliness and safety are a big concern	10/10/2023 8:33 AM
92	NA	10/10/2023 8:28 AM

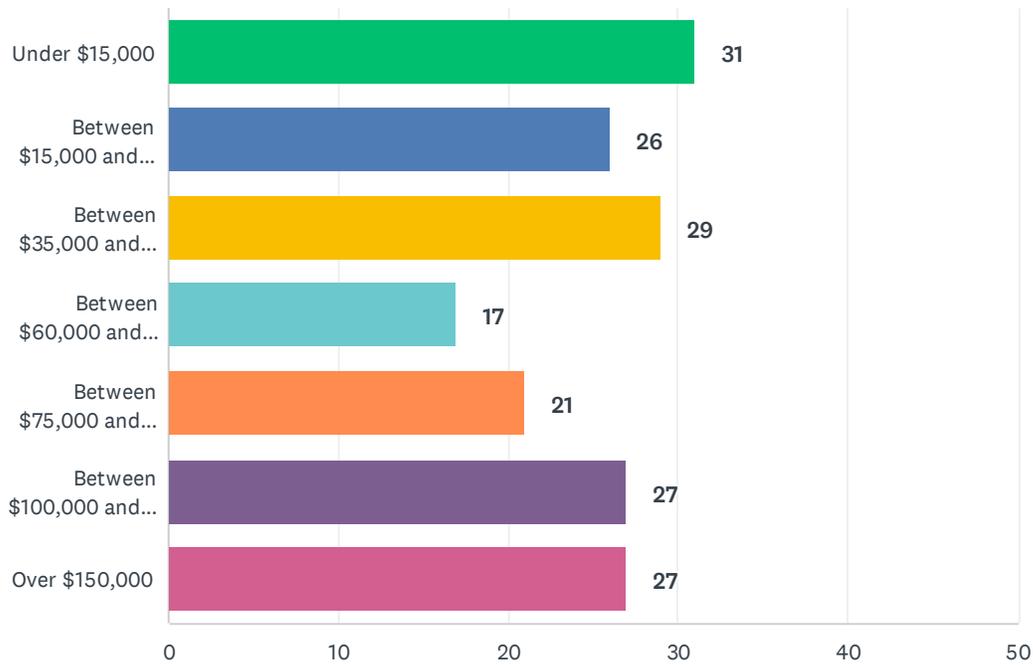
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93	Metro is seriously lacking and need to up their game. I don't know who voted on measure M but that tax money could have been spent better.	10/10/2023 8:13 AM
94	Safety on the trains too many people smoking on trains along with homeless sleeping on the trains and the police do nothing to stop this problem. Cleaning of the trains is non existence don't clean trains enough or ever for that matter	10/10/2023 8:01 AM
95	No	10/10/2023 7:59 AM
96	Nope	10/10/2023 7:57 AM
97	If possible at least one station attendant can provide a huge difference in terms of safety and total travel experience	10/10/2023 7:54 AM
98	Too many homeless person on the train and they make a big mess	10/10/2023 7:49 AM
99	No	10/10/2023 7:43 AM
100	N/A	10/10/2023 7:42 AM
101	The Metro stations need to be cleaned more regularly.	10/10/2023 7:39 AM
102	More security patrol & clean train seat's please homeless sleep on it	10/10/2023 7:36 AM
103	Other than the terrible state of the stations mentioned above (with trains being only a little better), I noticed many people go through the gates without tapping. I don't see enforcement of anything including fares. Trains are often not on schedule. Just not a well-run/operated system especially compared to other major cities.	10/10/2023 7:27 AM
104	I love using the train! Thank you metro I can see you have a lot of your hands providing this service to Los Angeles ! Please keep working on safety especially downtown	10/10/2023 7:26 AM
105	No	10/10/2023 7:16 AM
106	No	10/10/2023 7:14 AM
107	NO	10/10/2023 7:12 AM
108	No	10/10/2023 7:03 AM
109	No	10/10/2023 7:00 AM
110	Just add more light posts since some homeless people stay behind the bike locker and Electric vehicle charging stations and actually live there which makes it dangerous for us	10/10/2023 6:43 AM
111	Please have more police at stations and check for tickets more often	10/10/2023 6:41 AM
112	Can you add to app how to report issues. Ie graffiti, homeless, etc	10/10/2023 6:39 AM
113	Would appreciate more security and/or law enforcement. The ambassadors do not help - in fact, a pair of them stood by and watched as my dad and I were verbally harassed by a homeless rider. Official security presence would be more reassuring.	10/10/2023 6:39 AM
114	Na	10/10/2023 6:32 AM
115	The 577 bus to Long Beach VA hospital has one of the most inconsistent schedules I've ever seen. The schedule seems random. It doesn't help not being able to track its live location.	10/10/2023 6:32 AM
116	No	10/10/2023 6:24 AM
117	Security and station service is nonexistent at the Norwalk station. I'd estimate 60% of riders are jumping turnstiles with no consequences.	10/10/2023 6:12 AM
118	There needs to be more security guards, attendants, and cleaning people	10/10/2023 6:05 AM

## Q27 What is your total household income?

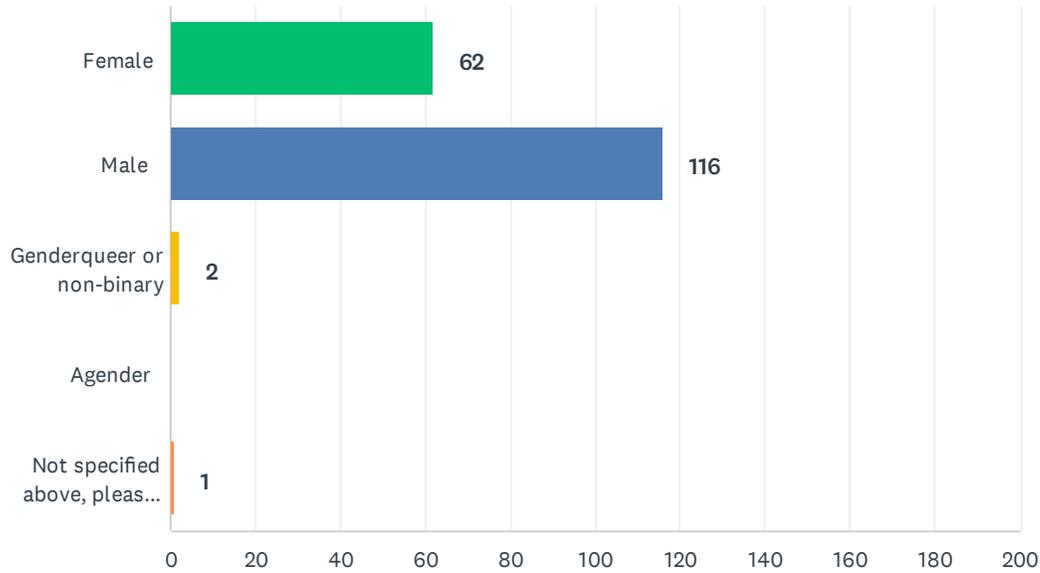
Answered: 178 Skipped: 103



ANSWER CHOICES	RESPONSES	
Under \$15,000	17.42%	31
Between \$15,000 and \$34,999	14.61%	26
Between \$35,000 and \$59,999	16.29%	29
Between \$60,000 and \$74,999	9.55%	17
Between \$75,000 and \$99,999	11.80%	21
Between \$100,000 and \$150,000	15.17%	27
Over \$150,000	15.17%	27
<b>TOTAL</b>		<b>178</b>

## Q28 What is your gender identity?

Answered: 181 Skipped: 100

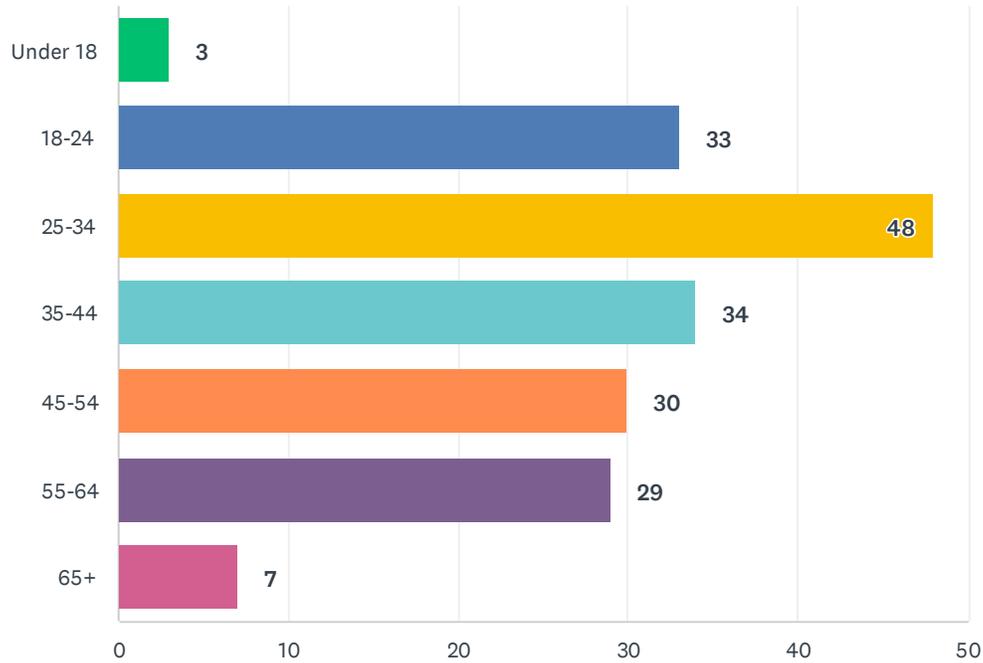


ANSWER CHOICES	RESPONSES
Female	34.25% 62
Male	64.09% 116
Genderqueer or non-binary	1.10% 2
Agender	0.00% 0
Not specified above, please specify	0.55% 1
<b>TOTAL</b>	<b>181</b>

#	NOT SPECIFIED ABOVE, PLEASE SPECIFY	DATE
1	Trainy choo choo	10/10/2023 7:27 AM

## Q29 What is your age?

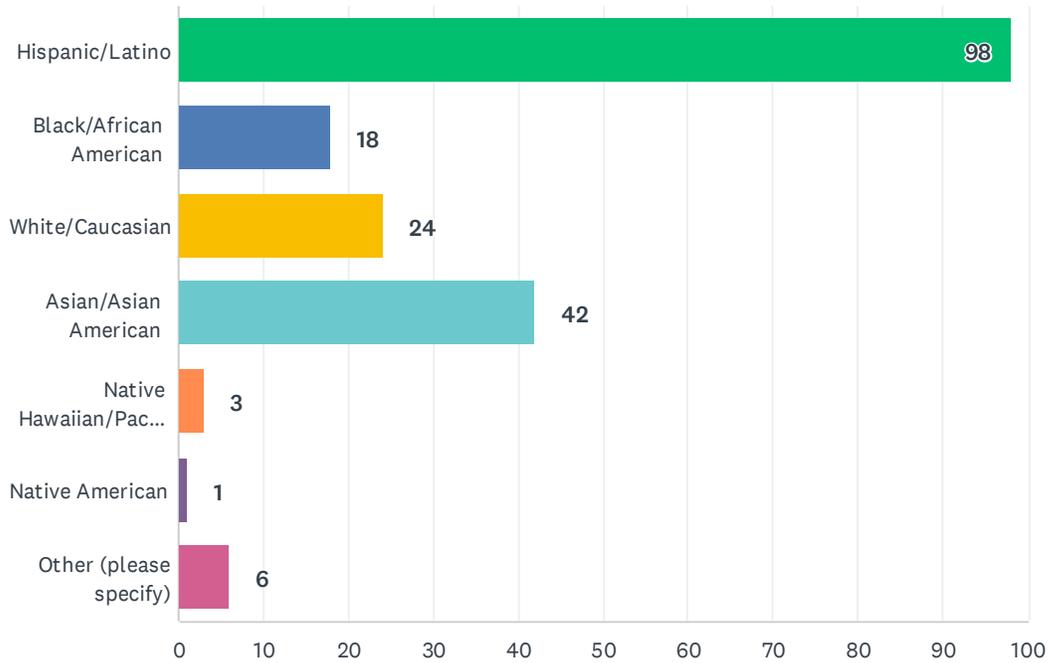
Answered: 184 Skipped: 97



ANSWER CHOICES	RESPONSES	
Under 18	1.63%	3
18-24	17.93%	33
25-34	26.09%	48
35-44	18.48%	34
45-54	16.30%	30
55-64	15.76%	29
65+	3.80%	7
<b>TOTAL</b>		<b>184</b>

## Q30 What is your race or ethnic identification?(Select all that apply)

Answered: 180 Skipped: 101

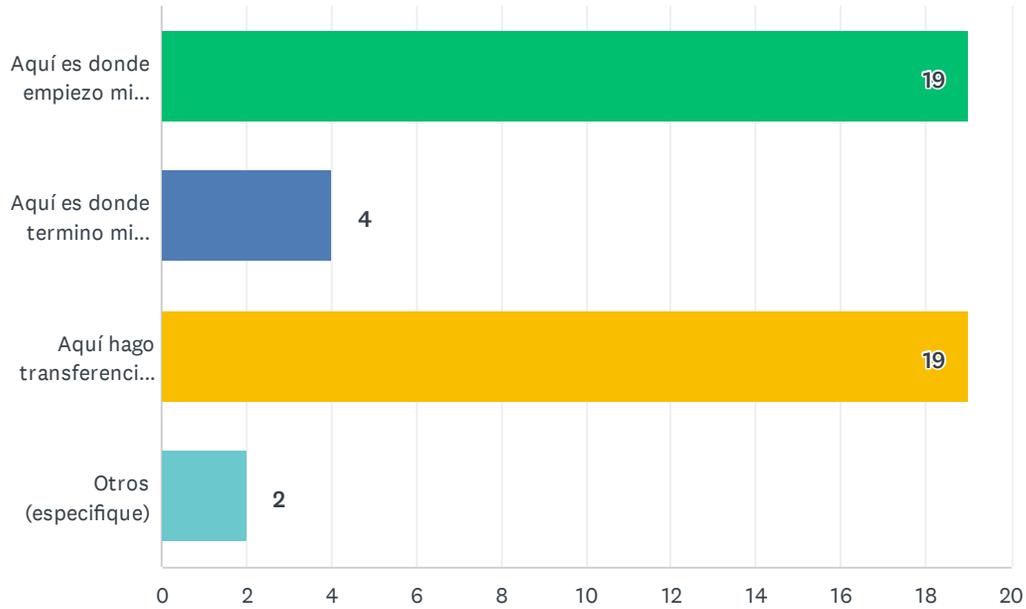


ANSWER CHOICES	RESPONSES	
Hispanic/Latino	54.44%	98
Black/African American	10.00%	18
White/Caucasian	13.33%	24
Asian/Asian American	23.33%	42
Native Hawaiian/Pacific Islander	1.67%	3
Native American	0.56%	1
Other (please specify)	3.33%	6
Total Respondents: 180		

#	OTHER (PLEASE SPECIFY)	DATE
1	BLACK, WHITE AND INDIAN!	10/12/2023 12:14 PM
2	Mixed	10/11/2023 5:26 PM
3	Central american	10/11/2023 8:38 AM
4	Mixed	10/11/2023 8:33 AM
5	German	10/10/2023 8:34 AM
6	Decline	10/10/2023 7:32 AM

## Q1 Estoy en esta estación porque...

Answered: 44 Skipped: 0

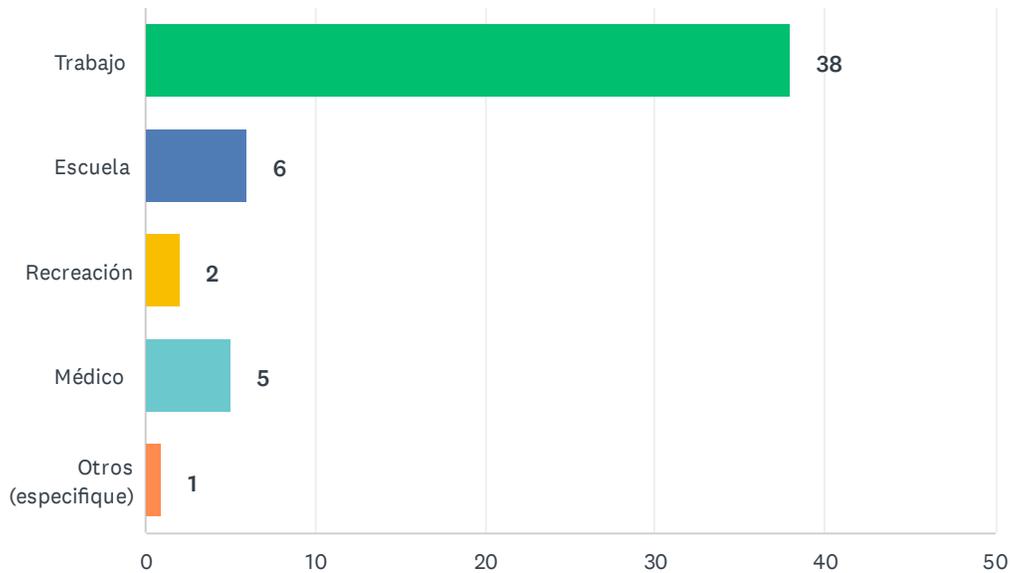


ANSWER CHOICES	RESPONSES
Aquí es donde empiezo mi viaje de transporte público	43.18% 19
Aquí es donde termino mi viaje de transporte público	9.09% 4
Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)	43.18% 19
Otros (especifique)	4.55% 2
<b>TOTAL</b>	<b>44</b>

#	OTROS (ESPECIFIQUE)	DATE
1	Not my first means of transportation to start my day. Besides the train (C-Line), I take the MTA 460 to the Norwalk Greenline Station, I also take take the MTA 125 at Douglas Station...to get to my destination.	10/11/2023 8:18 AM
2	Bus	10/10/2023 7:16 AM

## Q2 ¿Por qué viaja?

Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Trabajo	86.36%	38
Escuela	13.64%	6
Recreación	4.55%	2
Médico	11.36%	5
Otros (especifique)	2.27%	1
Total Respondents: 44		

#	OTROS (ESPECIFIQUE)	DATE
1	Errands, grocery shopping, outings; I have no car, so basically I do all my traveling by bus and/or train.	10/11/2023 8:18 AM

## Q3 En general, ¿hacia dónde y desde dónde viaja?

Answered: 44 Skipped: 0

ANSWER CHOICES	RESPONSES
Código postal de inicio o vecindario:	100.00% 44
Código postal de destino o vecindario:	90.91% 40

#	CÓDIGO POSTAL DE INICIO O VECINDARIO:	DATE
1	90001	10/15/2023 10:49 PM
2	Compton	10/15/2023 8:28 PM
3	90201	10/14/2023 3:45 PM
4	90262	10/12/2023 12:03 PM
5	90002	10/12/2023 5:48 AM
6	Buena Park	10/11/2023 6:52 PM
7	90250	10/11/2023 5:48 PM
8	Hawthorn	10/11/2023 4:18 PM
9	90640	10/11/2023 4:00 PM
10	90631	10/11/2023 9:00 AM
11	90047	10/11/2023 8:35 AM
12	90650	10/11/2023 8:18 AM
13	Hawthorne	10/11/2023 8:05 AM
14	90650	10/11/2023 7:50 AM
15	90043	10/11/2023 7:45 AM
16	90650	10/11/2023 7:06 AM
17	90650	10/11/2023 7:01 AM
18	90011	10/11/2023 6:53 AM
19	90601	10/11/2023 2:39 AM
20	91107	10/10/2023 7:19 PM
21	Downey	10/10/2023 4:55 PM
22	downey	10/10/2023 4:03 PM
23	90201	10/10/2023 3:55 PM
24	90650	10/10/2023 3:54 PM
25	90002	10/10/2023 3:51 PM
26	90047	10/10/2023 8:44 AM
27	90242	10/10/2023 8:22 AM
28	90280	10/10/2023 7:55 AM
29	90250	10/10/2023 7:41 AM

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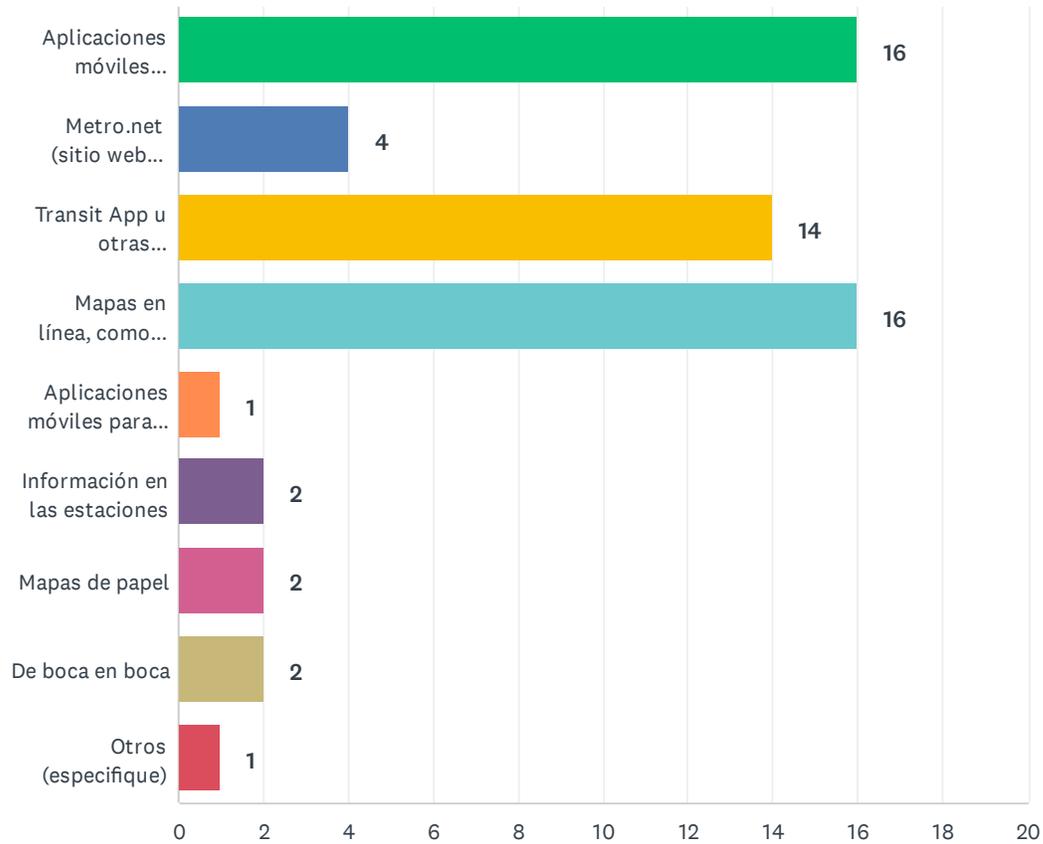
30	90650	10/10/2023 7:36 AM
31	90650	10/10/2023 7:35 AM
32	90716	10/10/2023 7:32 AM
33	90018	10/10/2023 7:31 AM
34	90201	10/10/2023 7:30 AM
35	90650	10/10/2023 7:29 AM
36	90650	10/10/2023 7:29 AM
37	90044	10/10/2023 7:16 AM
38	90061	10/10/2023 7:12 AM
39	90201	10/10/2023 7:11 AM
40	90037	10/10/2023 6:57 AM
41	90255	10/10/2023 6:44 AM
42	90720	10/10/2023 6:26 AM
43	90650	10/10/2023 6:12 AM
44	90061	10/10/2023 6:12 AM
<b>#</b>	<b>CÓDIGO POSTAL DE DESTINO O VECINDARIO:</b>	<b>DATE</b>
1	91411	10/15/2023 10:49 PM
2	Cal state Long Beach	10/15/2023 8:28 PM
3	90707	10/14/2023 3:45 PM
4	90650	10/12/2023 12:03 PM
5	90650	10/12/2023 5:48 AM
6	Nortwalk	10/11/2023 4:18 PM
7	90245	10/11/2023 4:00 PM
8	90059	10/11/2023 9:00 AM
9	90670	10/11/2023 8:35 AM
10	90245	10/11/2023 8:18 AM
11	90250	10/11/2023 8:05 AM
12	90815	10/11/2023 7:50 AM
13	Los Angeles ca 90043	10/11/2023 7:45 AM
14	90045	10/11/2023 7:06 AM
15	90	10/11/2023 7:01 AM
16	90670	10/11/2023 6:53 AM
17	90601	10/11/2023 2:39 AM
18	90045	10/10/2023 7:19 PM
19	Santafe springs	10/10/2023 4:55 PM
20	long beach	10/10/2023 4:03 PM
21	90277	10/10/2023 3:55 PM
22	90723	10/10/2023 3:54 PM

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23	13001	10/10/2023 8:44 AM
24	90071	10/10/2023 8:22 AM
25	90670	10/10/2023 7:55 AM
26	92806	10/10/2023 7:41 AM
27	Varios lugares	10/10/2023 7:36 AM
28	90249	10/10/2023 7:35 AM
29	90044	10/10/2023 7:32 AM
30	90240	10/10/2023 7:31 AM
31	90703	10/10/2023 7:30 AM
32	90744	10/10/2023 7:29 AM
33	90744	10/10/2023 7:29 AM
34	90723	10/10/2023 7:16 AM
35	90638	10/10/2023 7:12 AM
36	90746	10/10/2023 7:11 AM
37	90670	10/10/2023 6:57 AM
38	Cerritos	10/10/2023 6:44 AM
39	90245	10/10/2023 6:12 AM
40	90241	10/10/2023 6:12 AM

## Q4 ¿Qué herramientas utiliza para planear sus viajes?(Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



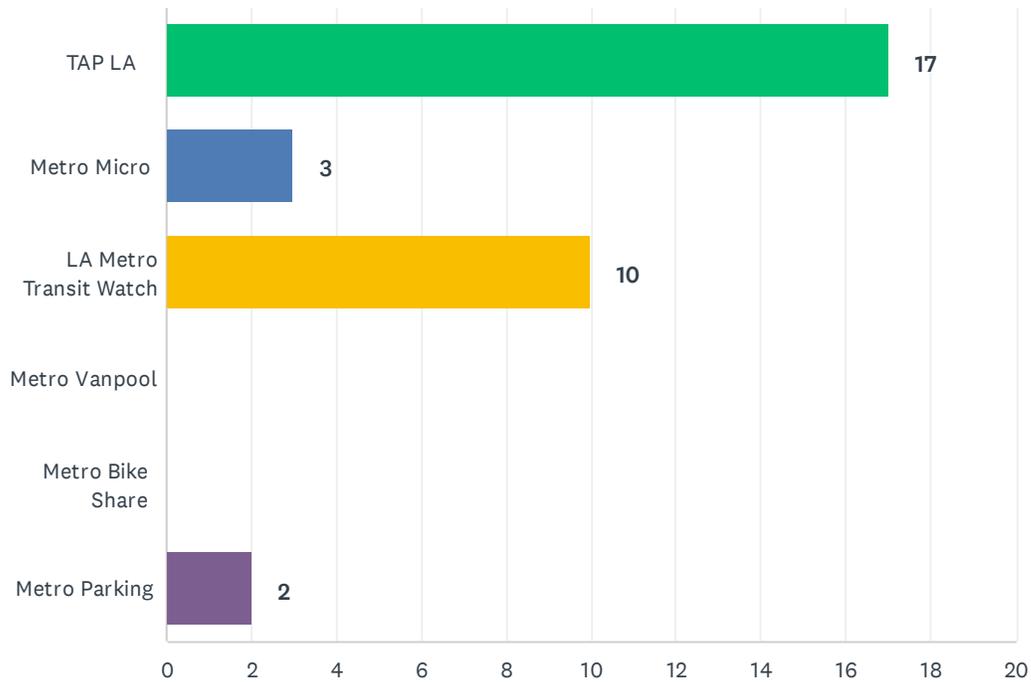
ANSWER CHOICES	RESPONSES
Aplicaciones móviles oficiales de Metro	55.17% 16
Metro.net (sitio web oficial de Metro)	13.79% 4
Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus)	48.28% 14
Mapas en línea, como Google Maps o Apple Maps	55.17% 16
Aplicaciones móviles para compartir bicicletas o scooters	3.45% 1
Información en las estaciones	6.90% 2
Mapas de papel	6.90% 2
De boca en boca	6.90% 2
Otros (especifique)	3.45% 1
Total Respondents: 29	

#	OTROS (ESPECIFIQUE)	DATE
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## Q5 Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

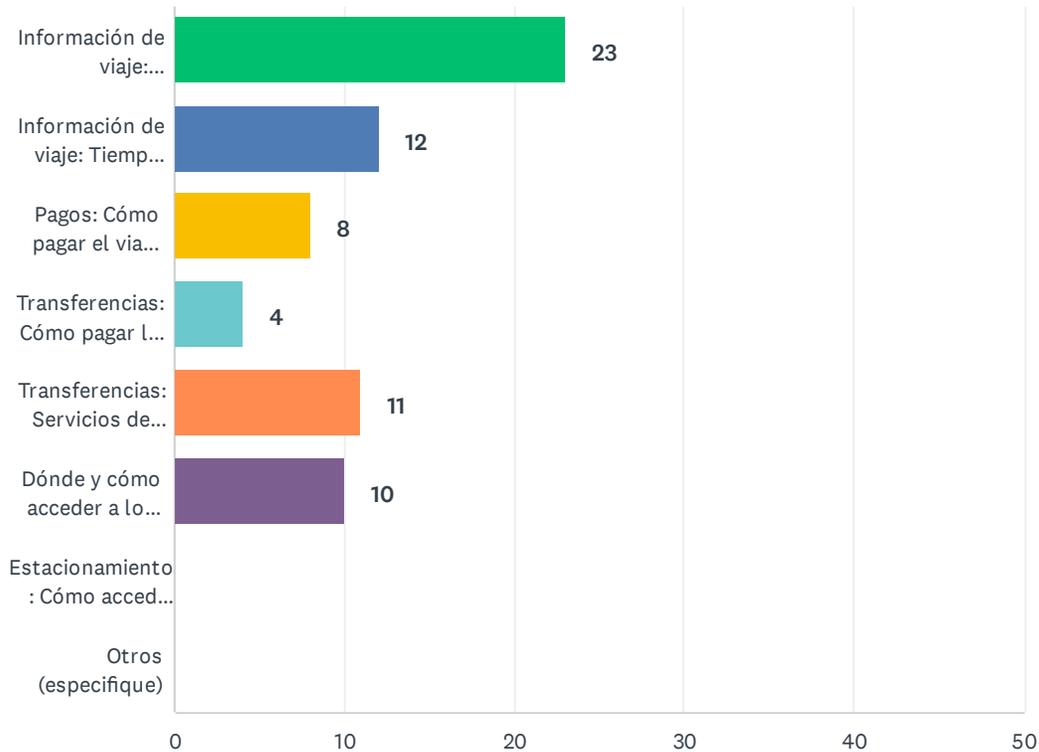
Answered: 26 Skipped: 18



ANSWER CHOICES	RESPONSES	
TAP LA	65.38%	17
Metro Micro	11.54%	3
LA Metro Transit Watch	38.46%	10
Metro Vanpool	0.00%	0
Metro Bike Share	0.00%	0
Metro Parking	7.69%	2
Total Respondents: 26		

## Q6 ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?(Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



ANSWER CHOICES	RESPONSES
Información de viaje: Información sobre la(s) ruta(s) y horarios	79.31% 23
Información de viaje: Tiempo total de viaje / costos totales de viaje	41.38% 12
Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles	27.59% 8
Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público	13.79% 4
Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión	37.93% 11
Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren	34.48% 10
Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 29	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

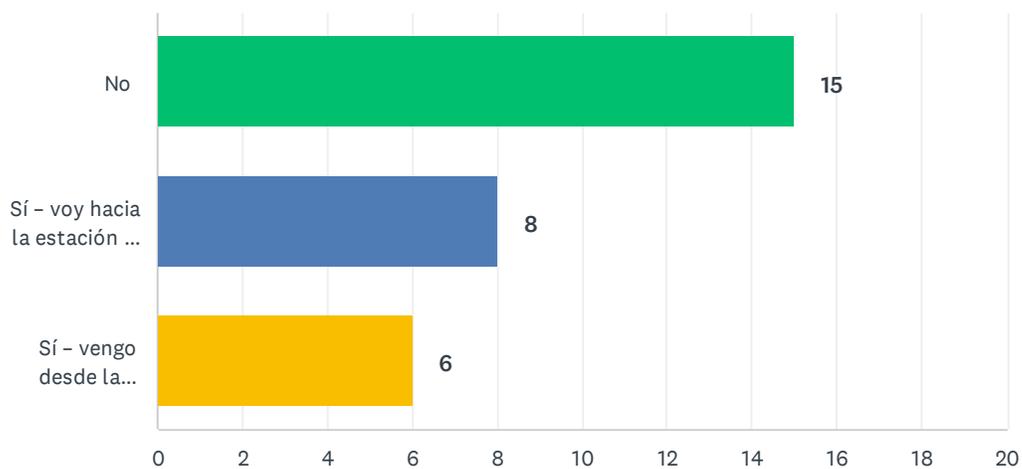
## Q7 ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

Answered: 15 Skipped: 29

#	RESPONSES	DATE
1	No	10/11/2023 7:10 PM
2	No	10/11/2023 8:42 AM
3	Es difícil saber si se va tardar el autobus porque se hace mas trafico	10/11/2023 8:04 AM
4	No	10/11/2023 8:01 AM
5	No.	10/11/2023 7:36 AM
6	No	10/11/2023 2:47 AM
7	Talvez la hora exacta pues aveces suele pasar antes u después osea retrasado y aveces ni pasa la verdad da mala impresión pues un no se confía de la aplicación.	10/10/2023 7:40 PM
8	Que especifique si va de ida o de venida	10/10/2023 4:03 PM
9	No	10/10/2023 12:17 PM
10	Horarios exactos	10/10/2023 8:06 AM
11	La hora exacta cuando el bus está atrasado	10/10/2023 7:49 AM
12	No	10/10/2023 7:48 AM
13	Que aveces se retrasen los buses	10/10/2023 7:35 AM
14	No	10/10/2023 7:20 AM
15	No	10/10/2023 6:54 AM

## Q8 ¿Está viajando hacia o desde la estación de Norwalk de Metrolink?

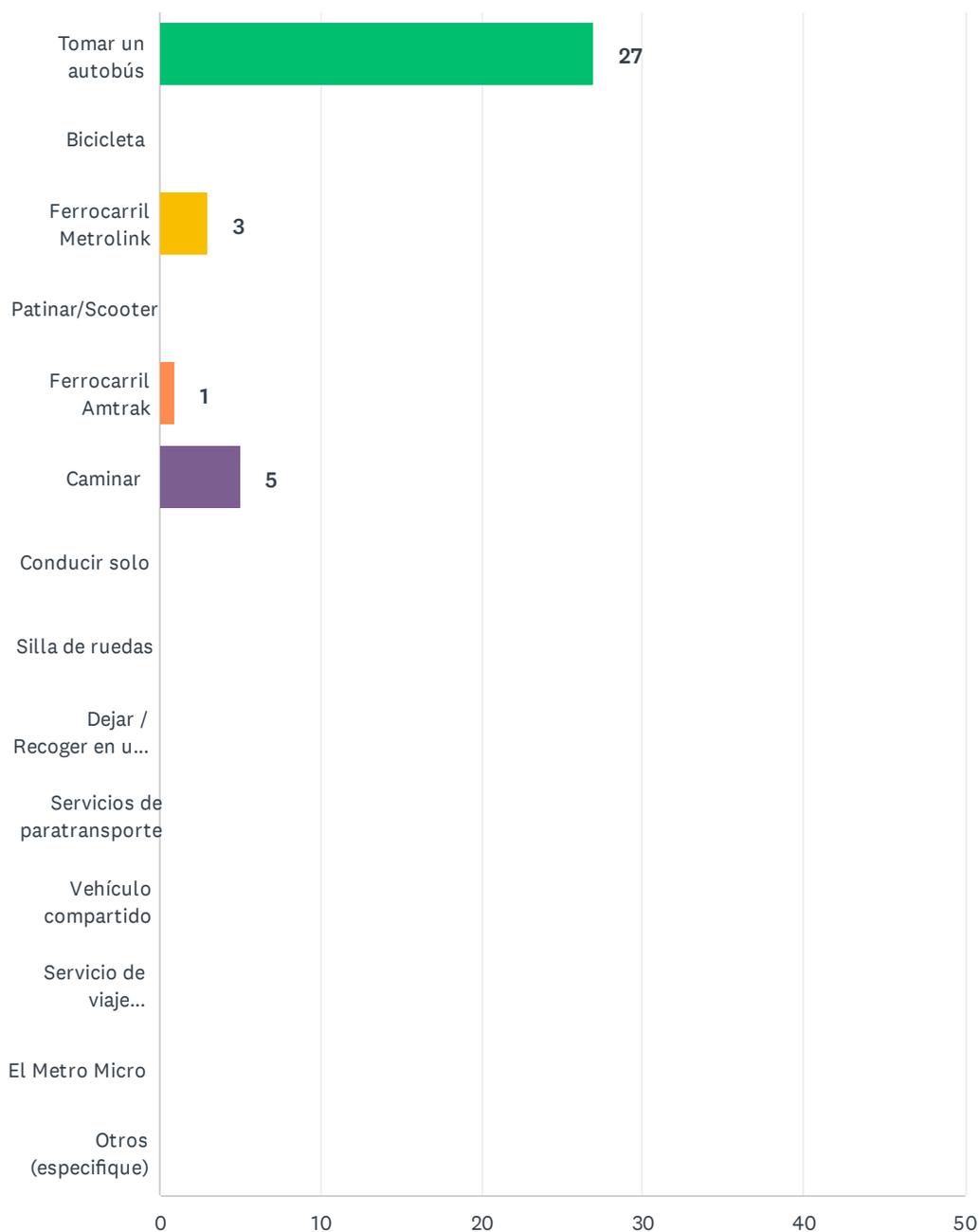
Answered: 29 Skipped: 15



ANSWER CHOICES	RESPONSES	
No	51.72%	15
Sí - voy hacia la estación de Metrolink	27.59%	8
Sí - vengo desde la estación de Metrolink	20.69%	6
<b>TOTAL</b>		<b>29</b>

## Q9 Desde aquí voy a... (Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



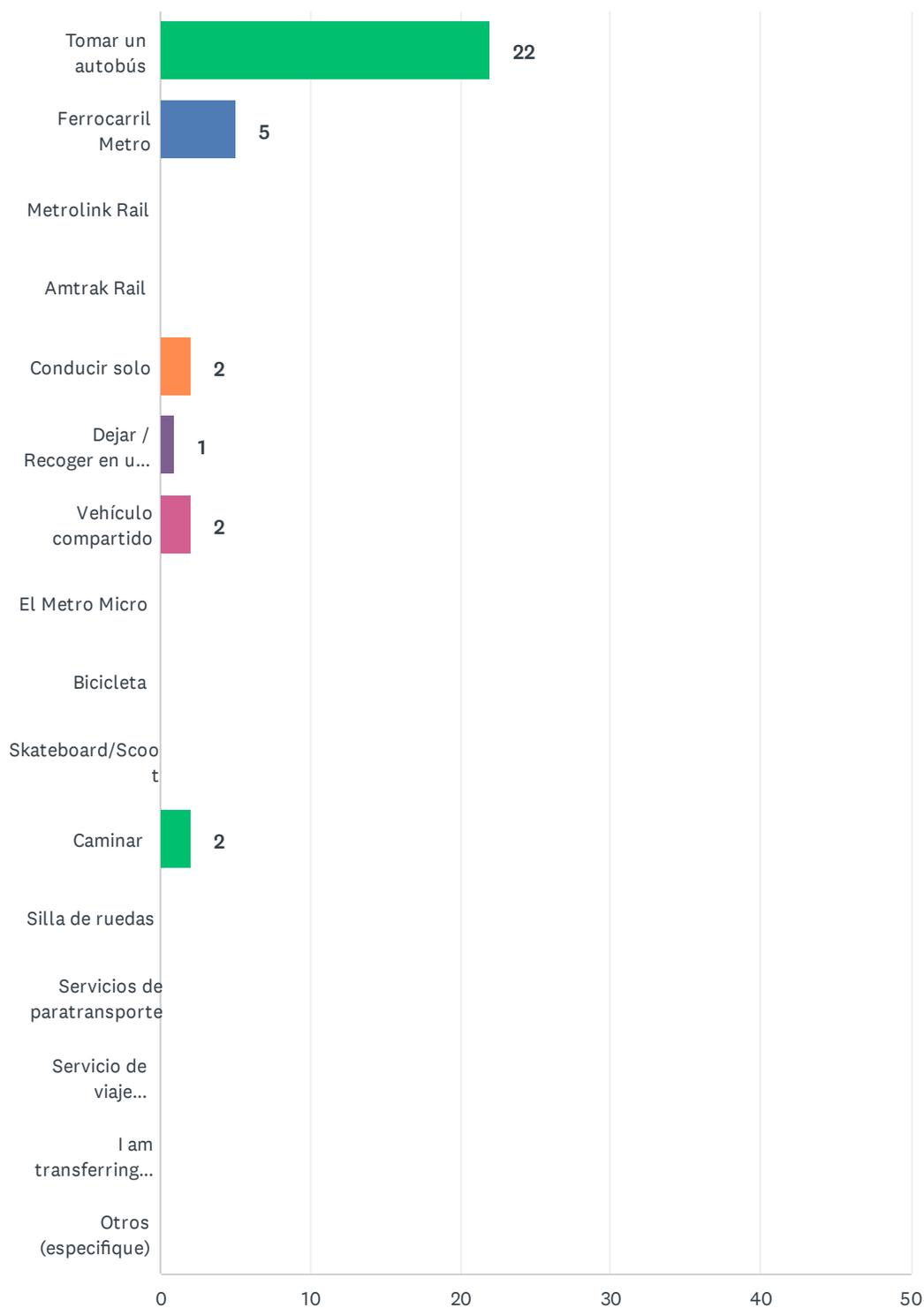
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ANSWER CHOICES	RESPONSES	
Tomar un autobús	93.10%	27
Bicicleta	0.00%	0
Ferrocarril Metrolink	10.34%	3
Patinar/Scooter	0.00%	0
Ferrocarril Amtrak	3.45%	1
Caminar	17.24%	5
Conducir solo	0.00%	0
Silla de ruedas	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Servicios de paratransporte	0.00%	0
Vehículo compartido	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
El Metro Micro	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 29		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q10 Llegué a esta estación por...(Seleccione todo lo que corresponda)

Answered: 29 Skipped: 15



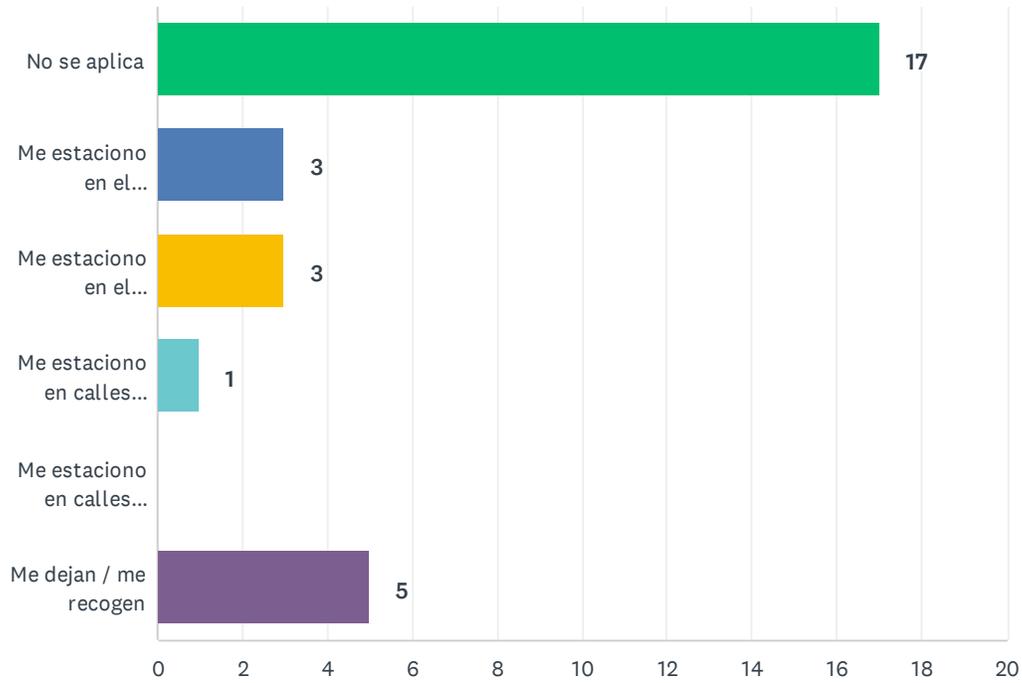
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ANSWER CHOICES	RESPONSES	
Tomar un autobús	75.86%	22
Ferrocarril Metro	17.24%	5
Metrolink Rail	0.00%	0
Amtrak Rail	0.00%	0
Conducir solo	6.90%	2
Dejar / Recoger en un auto	3.45%	1
Vehículo compartido	6.90%	2
El Metro Micro	0.00%	0
Bicicleta	0.00%	0
Skateboard/Scoot	0.00%	0
Caminar	6.90%	2
Silla de ruedas	0.00%	0
Servicios de paratransporte	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
I am transferring at this station	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 29		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q11 Si llega o sale en un vehículo de esta estación... (Seleccione todas las opciones aplicables)

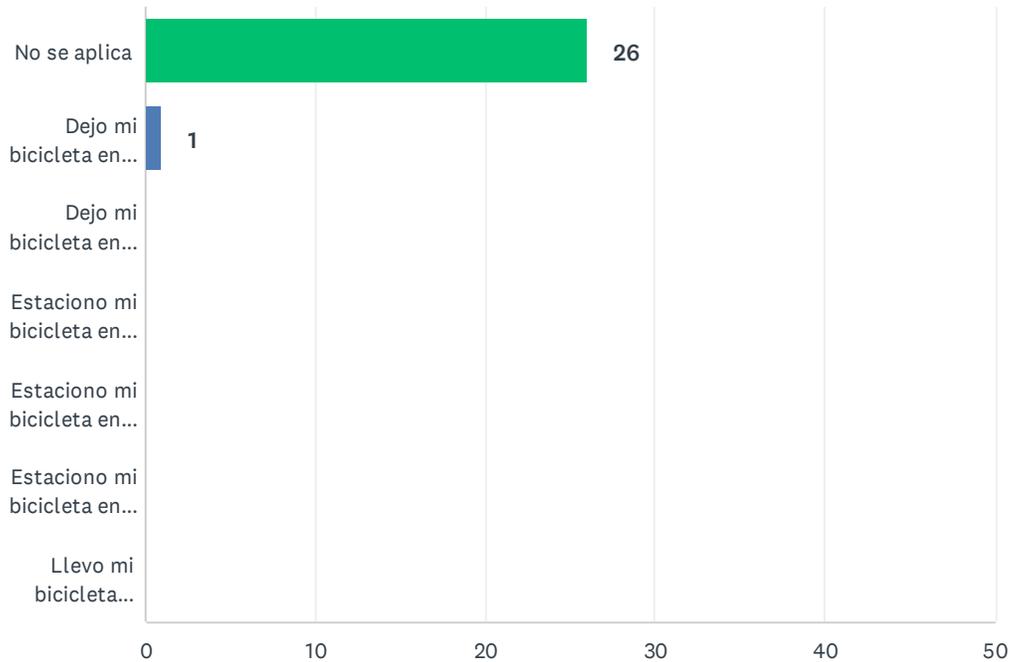
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
No se aplica	60.71%	17
Me estaciono en el estacionamiento, generalmente hay espacios disponibles	10.71%	3
Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio	10.71%	3
Me estaciono en calles cercanas, generalmente hay espacios disponibles	3.57%	1
Me estaciono en calles cercanas, puede ser difícil encontrar un espacio	0.00%	0
Me dejan / me recogen	17.86%	5
Total Respondents: 28		

## Q12 Si llega o sale en bicicleta de esta estación... (Seleccione todas las opciones aplicables)

Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
No se aplica	96.30%	26
Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles	3.70%	1
Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado	0.00%	0
Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio	0.00%	0
Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible	0.00%	0
Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio	0.00%	0
Llevo mi bicicleta conmigo en tren o autobús	0.00%	0
Total Respondents: 27		

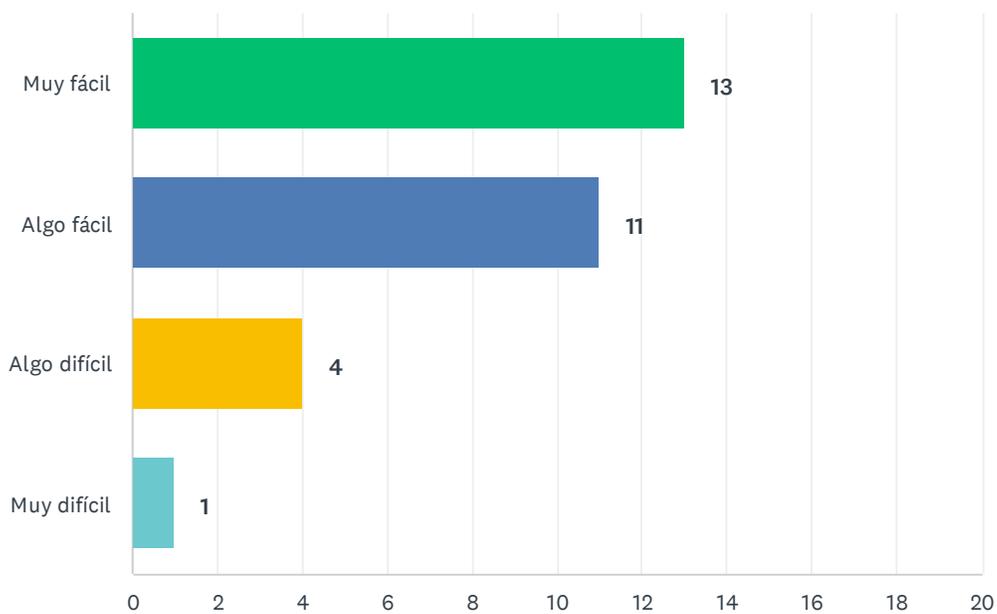
## Q13 ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

Answered: 11 Skipped: 33

#	RESPONSES	DATE
1	Todo muy bien	10/11/2023 7:10 PM
2	No	10/11/2023 8:42 AM
3	Está bien	10/11/2023 8:04 AM
4	No use bicycle. No aplica	10/11/2023 7:36 AM
5	No	10/11/2023 2:47 AM
6	No pues buen servicio.	10/10/2023 7:40 PM
7	No	10/10/2023 12:17 PM
8	Limpieza	10/10/2023 8:06 AM
9	No	10/10/2023 7:48 AM
10	No	10/10/2023 7:32 AM
11	No	10/10/2023 6:54 AM

## Q14 ¿Qué tan fácil o difícil es llegar a la estación?

Answered: 29 Skipped: 15



ANSWER CHOICES	RESPONSES	
Muy fácil	44.83%	13
Algo fácil	37.93%	11
Algo difícil	13.79%	4
Muy difícil	3.45%	1
TOTAL		29

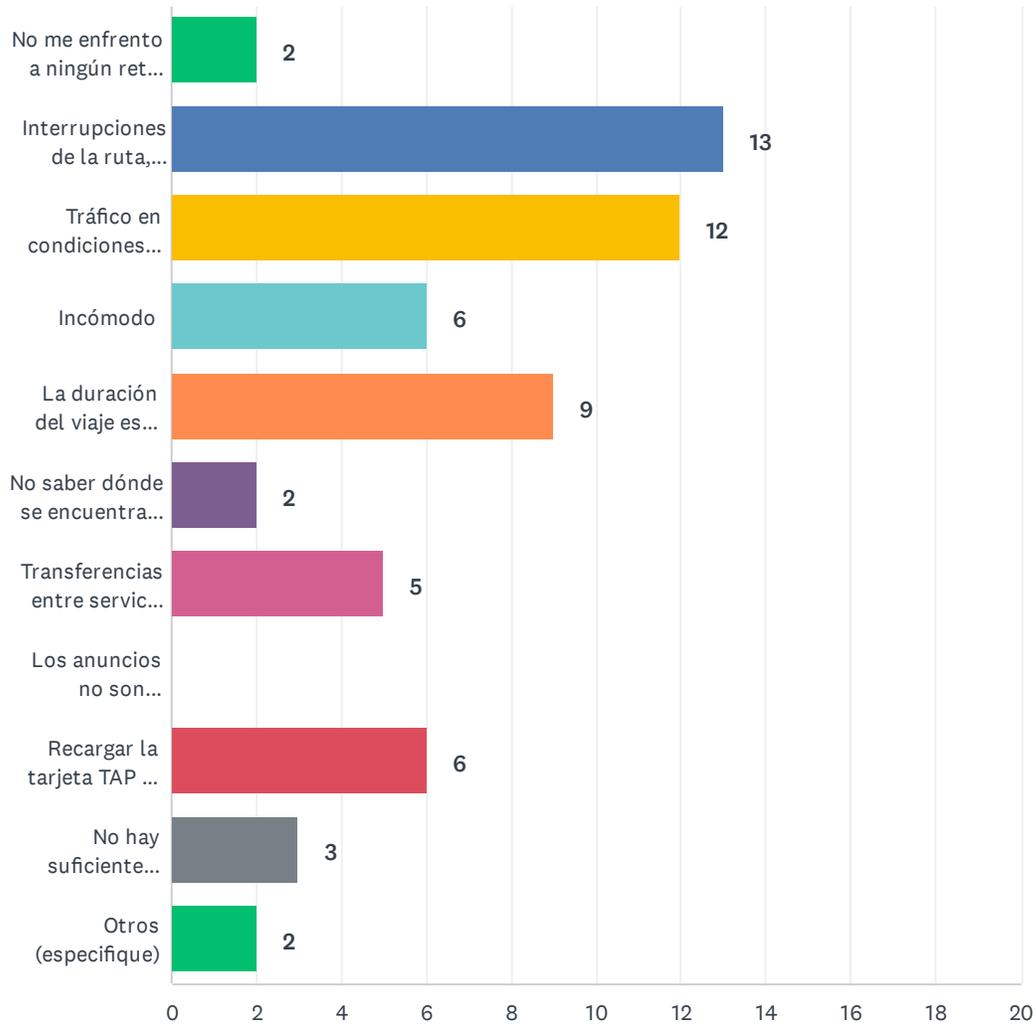
## Q15 ¿Qué hace que ir o volver de la estación sea fácil o difícil?

Answered: 18 Skipped: 26

#	RESPONSES	DATE
1	Hay muchos homeless y se silente a veces inseguro	10/15/2023 8:45 PM
2	Por qué el bus me lleva directo a la estación	10/11/2023 7:10 PM
3	Dependiendo donde estés cuál se tu destino y que tan fluido sea el trasporte público pues hay rutas de buses que tardan mucho por que no pasan con frecuencia	10/11/2023 9:36 AM
4	Facil	10/11/2023 8:42 AM
5	Es un poco raro a entrar so varios ubers toman una vuelta incorecta	10/11/2023 8:04 AM
6	Facil	10/11/2023 8:01 AM
7	Es facil en semana. Pero sabados y domingos el transporte es muy irregular, el tren por las tardes es peligroso.. ej. Estaciones Rosa Park, Long Beach, El servicing de buses Norwalk es pesimo.. El bus 460 muy bueno.	10/11/2023 7:36 AM
8	La tap card	10/11/2023 2:47 AM
9	Más que todo la coordinación de las líneas	10/10/2023 7:40 PM
10	Es fácil porque ya se la ruta	10/10/2023 4:03 PM
11	Las descripciones del metro y los simbolos en cada estacion	10/10/2023 12:17 PM
12	Mejor Senales	10/10/2023 8:06 AM
13	El atraso	10/10/2023 7:49 AM
14	Me dejan y me recogen	10/10/2023 7:48 AM
15	Solo tomo un bus	10/10/2023 7:35 AM
16	Los horarios del transporte.	10/10/2023 7:32 AM
17	Nada	10/10/2023 6:54 AM
18	Facil	10/10/2023 6:23 AM

## Q16 Por favor, seleccione los retos a los que podría enfrentarse durante su viaje(Seleccione todo lo que corresponda)

Answered: 28 Skipped: 16



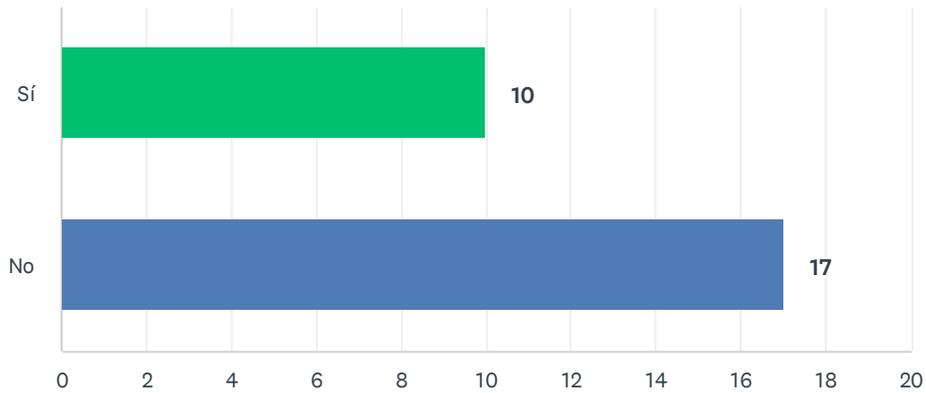
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ANSWER CHOICES	RESPONSES	
No me enfrento a ningún reto durante mi viaje	7.14%	2
Interrupciones de la ruta, desvíos, obras o ralentizaciones	46.43%	13
Tráfico en condiciones típicas	42.86%	12
Incómodo	21.43%	6
La duración del viaje es imprevisible	32.14%	9
No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido	7.14%	2
Transferencias entre servicios de transporte público	17.86%	5
Los anuncios no son comprensibles	0.00%	0
Recargar la tarjeta TAP o pagar el boleto	21.43%	6
No hay suficiente información	10.71%	3
Otros (especifique)	7.14%	2
Total Respondents: 28		

#	OTROS (ESPECIFIQUE)	DATE
1	Moovit	10/10/2023 4:03 PM
2	Alli muncha gente gritando a cinco en la maniana mucho veces	10/10/2023 6:23 AM

## Q17 ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

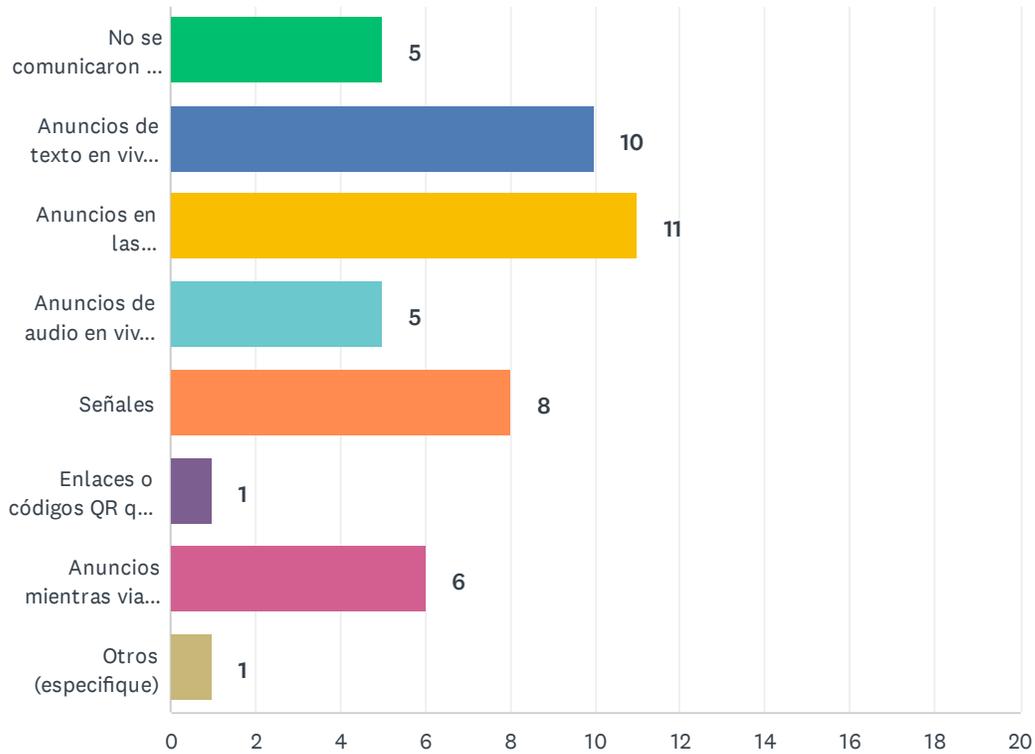
Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES
Sí	37.04% 10
No	62.96% 17
TOTAL	27

## Q18 ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
No se comunicaron los cambios	18.52%	5
Anuncios de texto en vivo en la parada o estación	37.04%	10
Anuncios en las aplicaciones	40.74%	11
Anuncios de audio en vivo en la parada o estación	18.52%	5
Señales	29.63%	8
Enlaces o códigos QR que enlazan con más información	3.70%	1
Anuncios mientras viaja en autobús o tren	22.22%	6
Otros (especifique)	3.70%	1
Total Respondents: 27		

#	OTROS (ESPECIFIQUE)	DATE
1	Algunas veces hay información otras veces no la hay y después tu destino se desvía demasiado	10/11/2023 9:36 AM

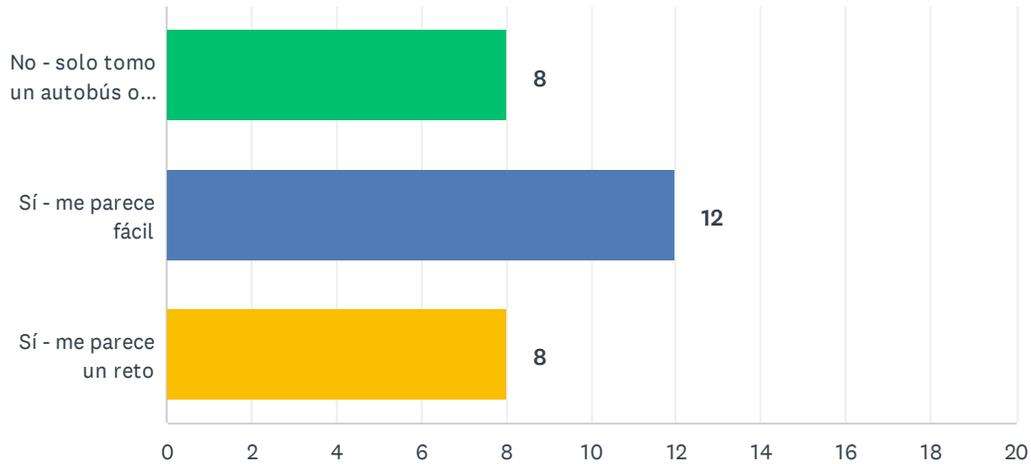
## Q19 ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

Answered: 17 Skipped: 27

#	RESPONSES	DATE
1	No todo bien	10/11/2023 7:10 PM
2	Si los vagones del tren están completamente sucios llenos de homeless y huelen a orines hay heces humanas comida tirada la verdad es muy difícil viajar en metro pues van drogadicto molestando o drogandose en los vagones peleándose y molestando a los pasajeros y a razón de que no hay baños públicos en la estación pues a los vagos y toda persona Inrresponsable hace en cualquier lado de las estaciones elevadores escaleras andenes y la verdad es muy muy desagradable esa situación debe de ver los servicios necesarios y claro mucha seguridad por las personas delincuentes espero y mi comentario sea tomado en cuenta y hagan algo al respecto con todos mis puntos de vista señores gracias bien dia bye	10/11/2023 9:36 AM
3	No subir gente loca	10/11/2023 8:42 AM
4	No	10/11/2023 8:04 AM
5	No	10/11/2023 2:47 AM
6	Pues yo en lo personal viajo de ida al trabajo 2 horas tomo un auto bus y después la línea del metro ferrocarril y luego otro autobús y la coordinación es bastante mala pues aveces vienes bajando del autobús y el metro está pasando y toca esperar pero si me pasa en los dos trasbordos ya pierdo bastante tiempo solo en el viaje	10/10/2023 7:40 PM
7	que haya una manera en que los autobuses se comunicaran cuando uno llegue tarde y así menos gente pierde el segundo autobús que necesitan tomar	10/10/2023 4:13 PM
8	Lamentablemente se suben personas en estado no muy favorable para los pasajeros que solo vamos al trabajo, escuela o médico. Me siento insegura por algunas personas que se suben y empiezan a gritar, golpear cosas, oh incluso huelen muy fuerte.	10/10/2023 4:03 PM
9	No	10/10/2023 12:17 PM
10	Atrasos	10/10/2023 8:06 AM
11	No	10/10/2023 7:49 AM
12	La inseguridad por la personas drogadas que se en y entran en los trenes y estaciones	10/10/2023 7:48 AM
13	Homeless	10/10/2023 7:42 AM
14	No	10/10/2023 7:32 AM
15	No	10/10/2023 7:20 AM
16	No	10/10/2023 6:54 AM
17	Tiene que ser mas limpio ey quita la gente locos de los estaciones	10/10/2023 6:23 AM

## Q20 ¿Se transborda entre modos de tránsito? De tren a autobús / De autobús a tren / De autobús a autobús / De tren a tren

Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
No - solo tomo un autobús o tren	28.57%	8
Sí - me parece fácil	42.86%	12
Sí - me parece un reto	28.57%	8
<b>TOTAL</b>		<b>28</b>

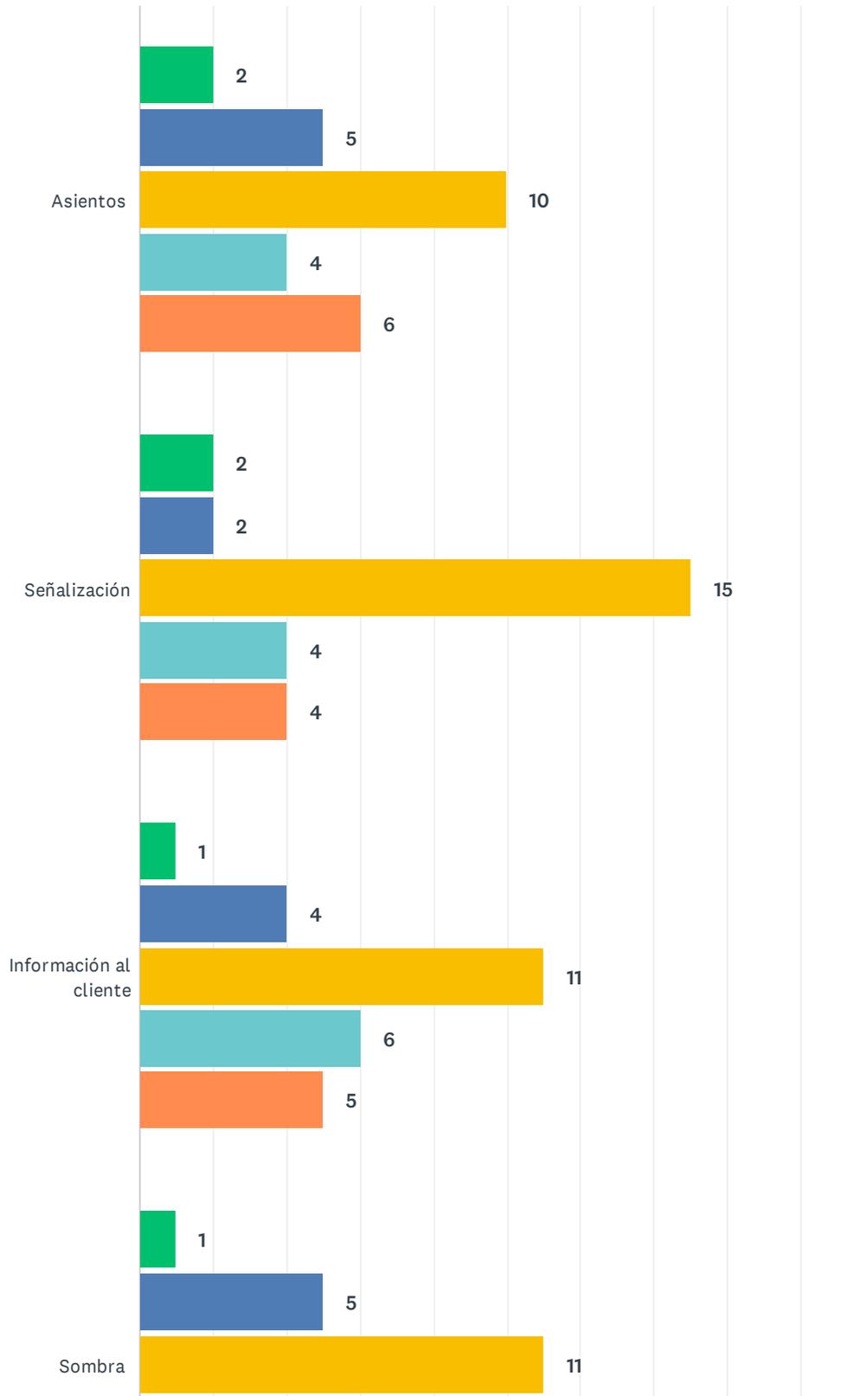
## Q21 ¿Qué hace que el transbordo sea fácil o difícil?(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

Answered: 21 Skipped: 23

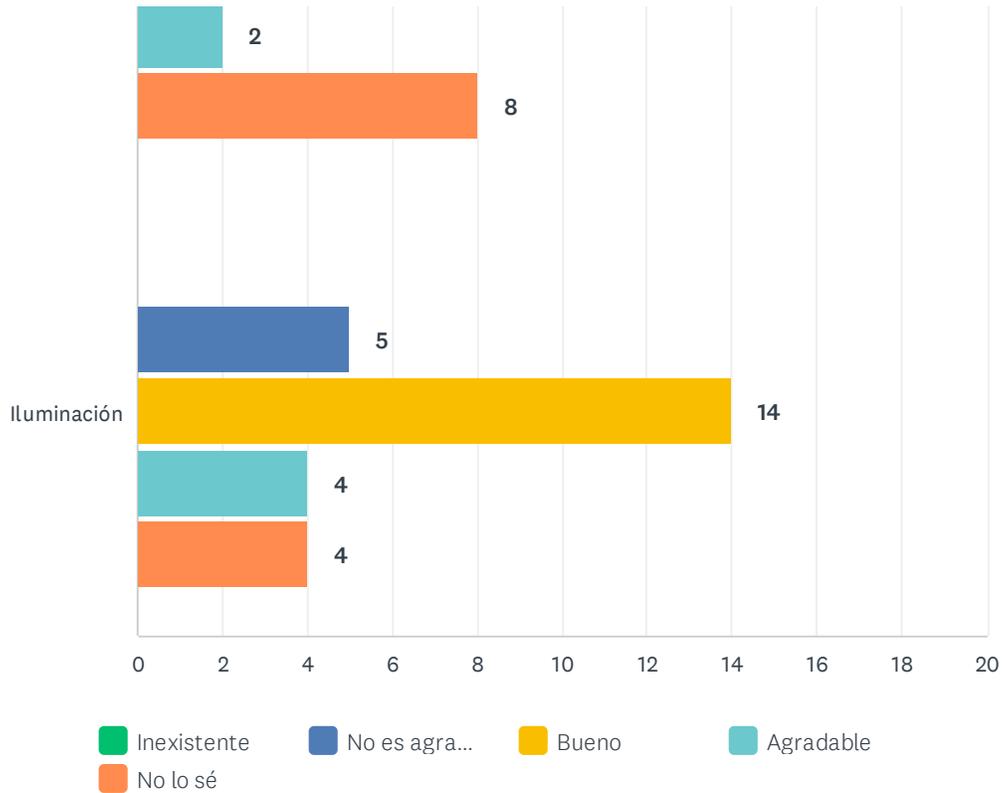
#	RESPONSES	DATE
1	Es solo que hay gente que me hace sentir incomoda Como los que estan locos	10/15/2023 8:45 PM
2	Por qué sólo tomó dos bus ahí mismo lugar por eso para mí es muy fácil	10/11/2023 7:10 PM
3	Pues las distancias de tu destino hacen muchas veces difícil los transbordos y la movilidad por los horarios de los buses y que algunos ya no pasan después de cierto horario al diario tienes que pasar 3 horas en ida y 3 horas de ida en un viaje de 35 minutos a 1 hora en auto por el transporte que tarda demasiado en pasar y que las conexiones de transbordo no concuerdan una con la otra es muy muy muy difícil eso	10/11/2023 9:36 AM
4	Cuando se suba gente drogada	10/11/2023 8:42 AM
5	No aplica	10/11/2023 8:04 AM
6	Si	10/11/2023 8:01 AM
7	Para mi es facil Porque Leo o escucho toda la informacion.	10/11/2023 7:36 AM
8	El tren	10/11/2023 2:47 AM
9	Difícil la espera y si es fin de semana es más la espera	10/10/2023 7:40 PM
10	entre transferir de autobuses e perdido el segundo autobús porque el primero llegó muy tarde o aveces el tiempo en que necesito esperar en la estación del primero al segundo es muy largo	10/10/2023 4:13 PM
11	Suficiente información	10/10/2023 4:03 PM
12	Mantiene informado	10/10/2023 12:17 PM
13	Dificik	10/10/2023 8:06 AM
14	Hay información para saber llegar a mi destino	10/10/2023 7:49 AM
15	No	10/10/2023 7:48 AM
16	El transbordo es fácil	10/10/2023 7:42 AM
17	Hay buses que van lento y uno pierde la coneccion, ejemplo el 260 que conecta en la alondra a las 6:17 am, no legal a temporary desde que cambiaron al chofer, ahora es imposible tomar Esa ruta	10/10/2023 7:39 AM
18	Suficiente información.	10/10/2023 7:32 AM
19	No	10/10/2023 7:20 AM
20	Tiempo entre llegada del metro y salida del bus, mucho tiempo de espera, o muy tarde	10/10/2023 7:20 AM
21	Si hay suficiente información	10/10/2023 6:54 AM

## Q22 Para la estación de tren, ¿cómo caracterizaría los siguientes servicios?

Answered: 27 Skipped: 17



Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk  
L.A. County Rail Network Integration Study Task 6 Final, August 2024 - Appendix F



	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	7.41% 2	18.52% 5	37.04% 10	14.81% 4	22.22% 6	27
Señalización	7.41% 2	7.41% 2	55.56% 15	14.81% 4	14.81% 4	27
Información al cliente	3.70% 1	14.81% 4	40.74% 11	22.22% 6	18.52% 5	27
Sombra	3.70% 1	18.52% 5	40.74% 11	7.41% 2	29.63% 8	27
Iluminación	0.00% 0	18.52% 5	51.85% 14	14.81% 4	14.81% 4	27

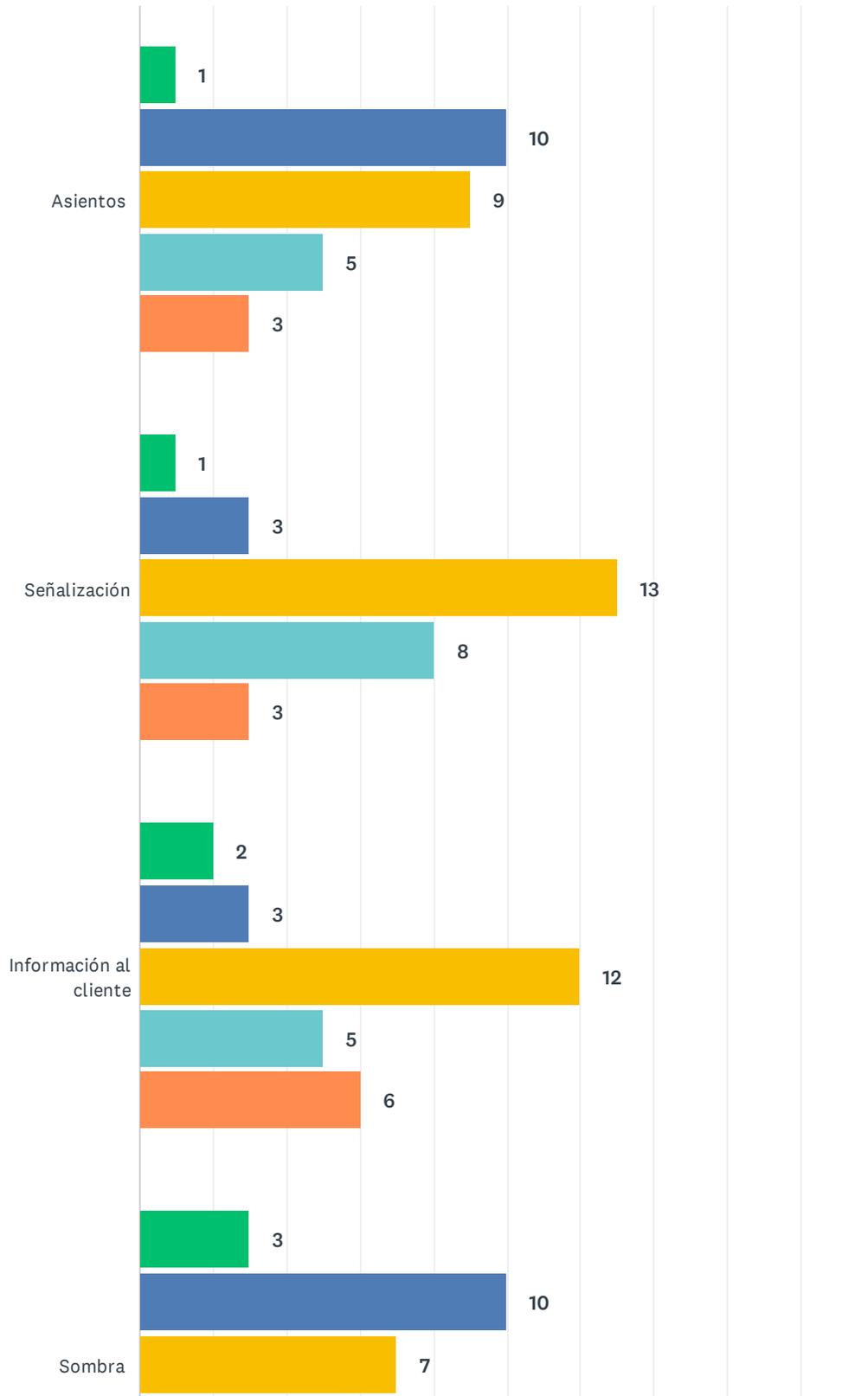
#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	Que es buen servicio	10/11/2023 7:10 PM
2	Si señores limpieza seguridad y que los trenes no sean casa ni baños ni basureros de los homeless	10/11/2023 9:36 AM
3	que estén limpios	10/11/2023 8:42 AM
4	No lo sé	10/11/2023 8:04 AM
5	Uno importante tener sanitarios por q no hay	10/11/2023 8:01 AM
6	Los fines de Semanas las sills del tren vienen ocupadas por homeless. Mucha basura, latas,comidas,	10/11/2023 7:36 AM
7	No	10/11/2023 2:47 AM
8	No	10/10/2023 12:17 PM

Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk  
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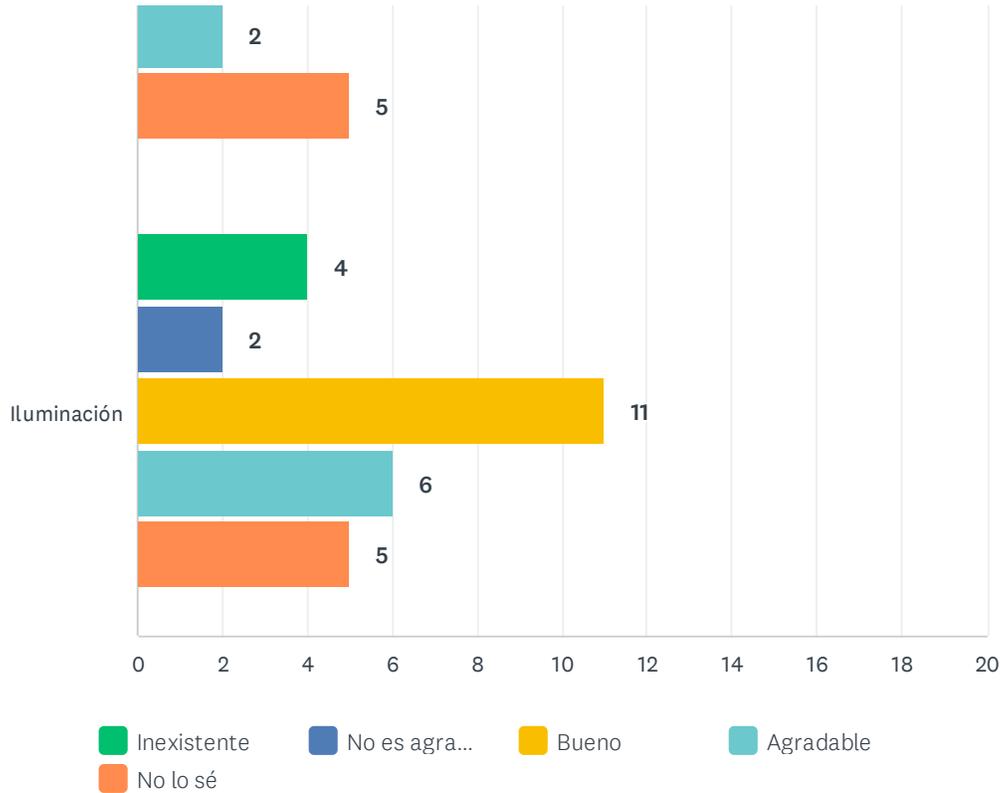
9	Mejorar la atención al usuario	10/10/2023 8:06 AM
10	Mejores asientos	10/10/2023 7:49 AM
11	No	10/10/2023 7:48 AM
12	No	10/10/2023 7:32 AM
13	No	10/10/2023 7:20 AM
14	Evitar que huele tanto a marihuana	10/10/2023 6:54 AM
15	Mas limpo, menos locos.	10/10/2023 6:23 AM

## Q23 Para las paradas de autobús de la estación, ¿cómo caracterizaría los siguientes servicios?

Answered: 28 Skipped: 16



Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk  
L.A. County Rail Network Integration Study Task 6 Final, August 2024 - Appendix F



	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	3.57% 1	35.71% 10	32.14% 9	17.86% 5	10.71% 3	28
Señalización	3.57% 1	10.71% 3	46.43% 13	28.57% 8	10.71% 3	28
Información al cliente	7.14% 2	10.71% 3	42.86% 12	17.86% 5	21.43% 6	28
Sombra	11.11% 3	37.04% 10	25.93% 7	7.41% 2	18.52% 5	27
Iluminación	14.29% 4	7.14% 2	39.29% 11	21.43% 6	17.86% 5	28

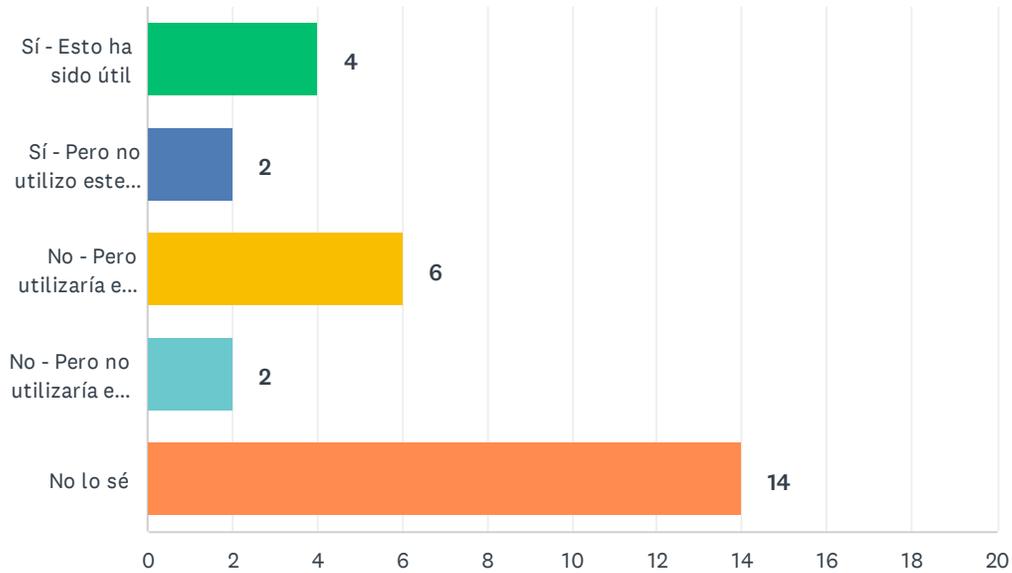
#	¿HAY ALGO QUE LE GUSTARÍA QUE SUPIÉRAMOS SOBRE LA CALIDAD DE LOS SERVICIOS?	DATE
1	En Norwalk, tiene que ver mas sombras donde no hay	10/15/2023 8:45 PM
2	Si que me gusta por que cuesta con wifi	10/11/2023 7:10 PM
3	Si señores no hay donde sentarnos para esperar las largas horas de espera de los buses no hay sombra venimos de trabajar cansados y todavía esperar tiempo y no poder estar en una sombra o que estás esperando el bus y que se pase y no pare en la parada que los estás esperando o que pase anticipado al horario marcado por ustedes la empresa es muy muy muy molesto señores que los choferes te mal informen de los horarios de paso y cuál es la última salida del bus que tú esperas	10/11/2023 9:36 AM
4	Que sean limpios	10/11/2023 8:42 AM
5	Ayudaria tener mas sombra	10/11/2023 8:04 AM
6	No	10/11/2023 7:36 AM
7	Mas sombra	10/11/2023 2:47 AM

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8	más asientos aferra o de sombra para cuando el clima está muy caliente	10/10/2023 4:13 PM
9	Esta muy sucia la parada para los autobuses y hay poca sombra en tiempo de calor se siente horrible.	10/10/2023 4:03 PM
10	No	10/10/2023 12:17 PM
11	Mejorar la atencion al usuario	10/10/2023 8:06 AM
12	No	10/10/2023 7:49 AM
13	No	10/10/2023 7:48 AM
14	No	10/10/2023 7:32 AM
15	No	10/10/2023 6:23 AM

## Q24 ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
Sí - Esto ha sido útil	14.29%	4
Sí - Pero no utilizo este servicio	7.14%	2
No - Pero utilizaría este servicio	21.43%	6
No - Pero no utilizaría este servicio	7.14%	2
No lo sé	50.00%	14
<b>TOTAL</b>		<b>28</b>

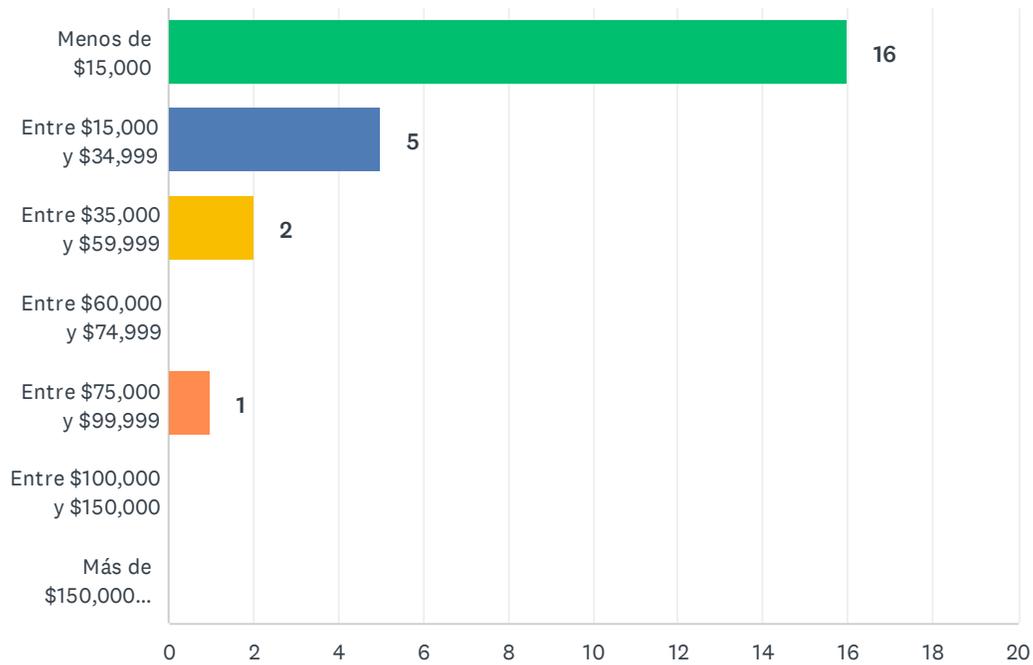
## Q25 ¿Hay algo más que le gustaría que supiéramos?

Answered: 18 Skipped: 26

#	RESPONSES	DATE
1	Si gracias por los servicios que proporcionan	10/11/2023 7:10 PM
2	Si señores mucha mucha mucha atención al cliente yo pago cada que subo al tren o bus o transbordo de uno a otro y si no puedo pagar con mi tarjeta tap pago con efectivo porque en algunos buses no la aceptan y para que sea un mal servicio pues es muy muy muy molesto señores gracias por escuchar mi queja y espero y en verdad hagan algo con el servicio bye	10/11/2023 9:36 AM
3	Que corremos peligro cuando se suben personas drogadas	10/11/2023 8:42 AM
4	No	10/11/2023 8:04 AM
5	Los sanitarios poner uno o dos sería genial	10/11/2023 8:01 AM
6	A inicios de Octubre , solamente en la estacion Aviation he visto un empleado Dando information, es excente.	10/11/2023 7:36 AM
7	No	10/11/2023 2:47 AM
8	no	10/10/2023 4:13 PM
9	Por ahora lo que e echo me parece suficiente para darle atención y solucionar	10/10/2023 4:03 PM
10	No	10/10/2023 12:17 PM
11	Mejorar la atencion al usuario	10/10/2023 8:06 AM
12	Que haya un tren desde Norwal hasta Disneyland	10/10/2023 7:49 AM
13	No	10/10/2023 7:48 AM
14	Los conductores de los buses deben salir a la hora que están programados. Muchos de ellos salen antes o después	10/10/2023 7:42 AM
15	No	10/10/2023 7:32 AM
16	No	10/10/2023 7:20 AM
17	Si que cuando haya algún desvío lo notificarán de inmediato	10/10/2023 6:54 AM
18	Mas limpio, no debería oler a orina todos los días en la estacion ey el train. Nosotros pagamos por el servicio.	10/10/2023 6:23 AM

## Q27 ¿Cuáles son los ingresos totales de su hogar?

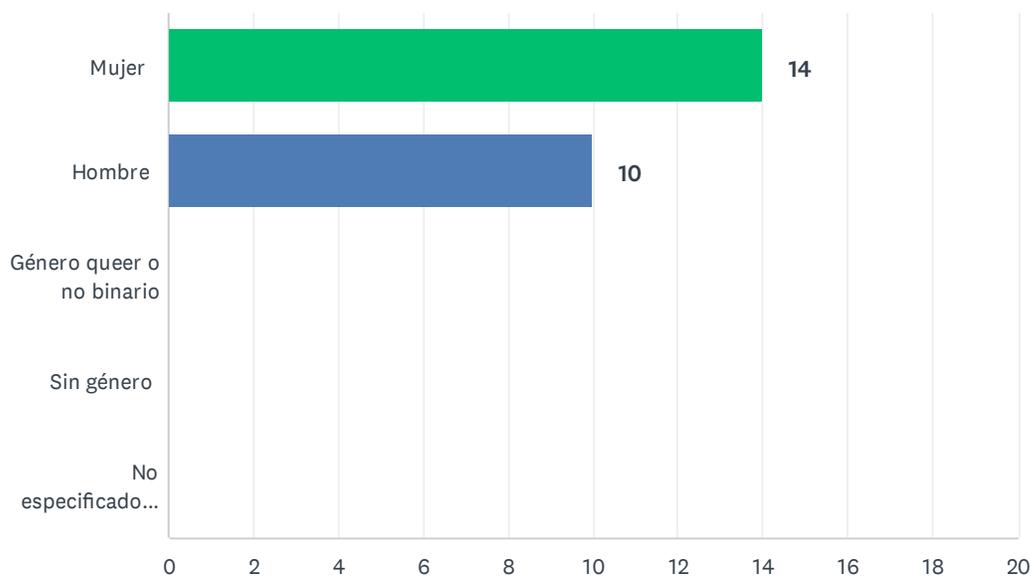
Answered: 24 Skipped: 20



ANSWER CHOICES	RESPONSES	
Menos de \$15,000	66.67%	16
Entre \$15,000 y \$34,999	20.83%	5
Entre \$35,000 y \$59,999	8.33%	2
Entre \$60,000 y \$74,999	0.00%	0
Entre \$75,000 y \$99,999	4.17%	1
Entre \$100,000 y \$150,000	0.00%	0
Más de \$150,000 dólares	0.00%	0
<b>TOTAL</b>		<b>24</b>

## Q28 ¿Cuál es su identidad de género?

Answered: 24 Skipped: 20

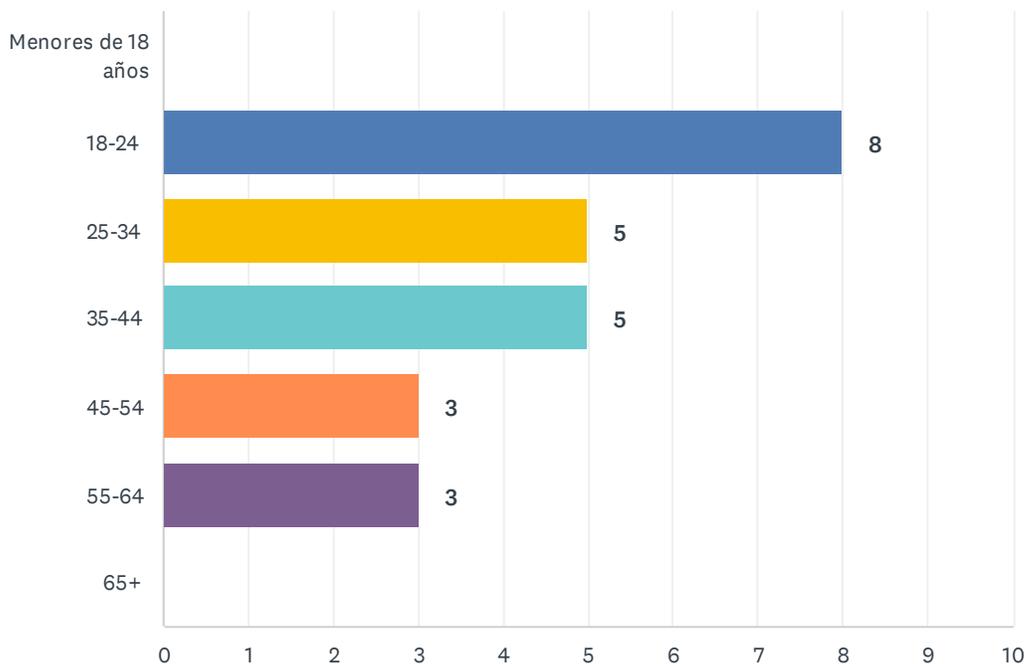


ANSWER CHOICES	RESPONSES	
Mujer	58.33%	14
Hombre	41.67%	10
Género queer o no binario	0.00%	0
Sin género	0.00%	0
No especificado arriba, por favor especifique	0.00%	0
<b>TOTAL</b>		<b>24</b>

#	NO ESPECIFICADO ARRIBA, POR FAVOR ESPECIFIQUE	DATE
	There are no responses.	

## Q29 ¿Cuál es su edad?

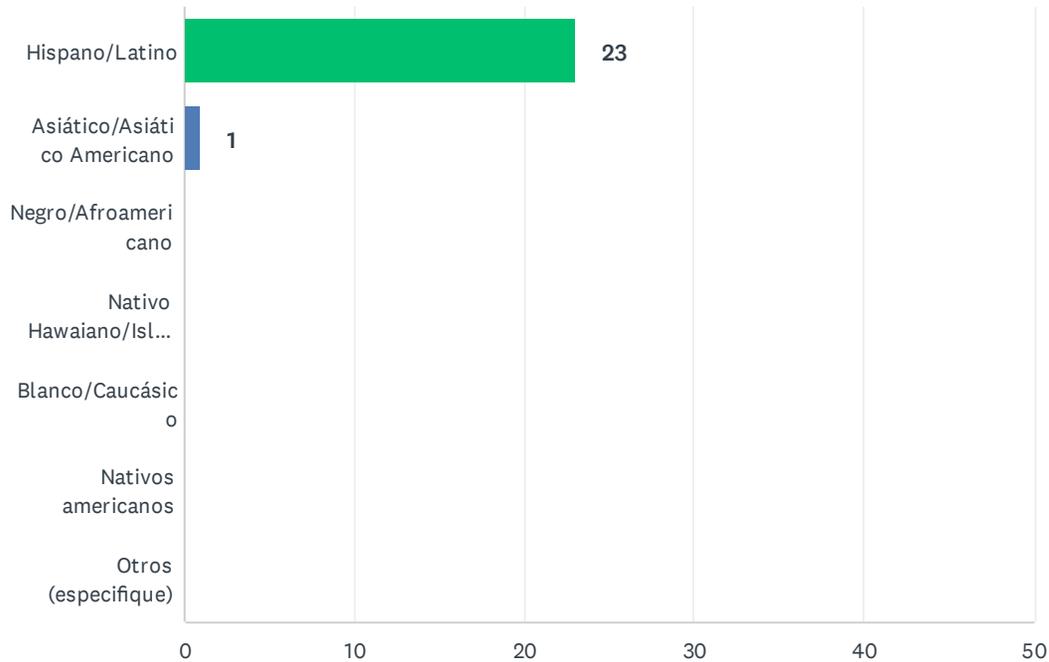
Answered: 24 Skipped: 20



ANSWER CHOICES	RESPONSES	
Menores de 18 años	0.00%	0
18-24	33.33%	8
25-34	20.83%	5
35-44	20.83%	5
45-54	12.50%	3
55-64	12.50%	3
65+	0.00%	0
<b>TOTAL</b>		<b>24</b>

### Q30 ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

Answered: 24 Skipped: 20

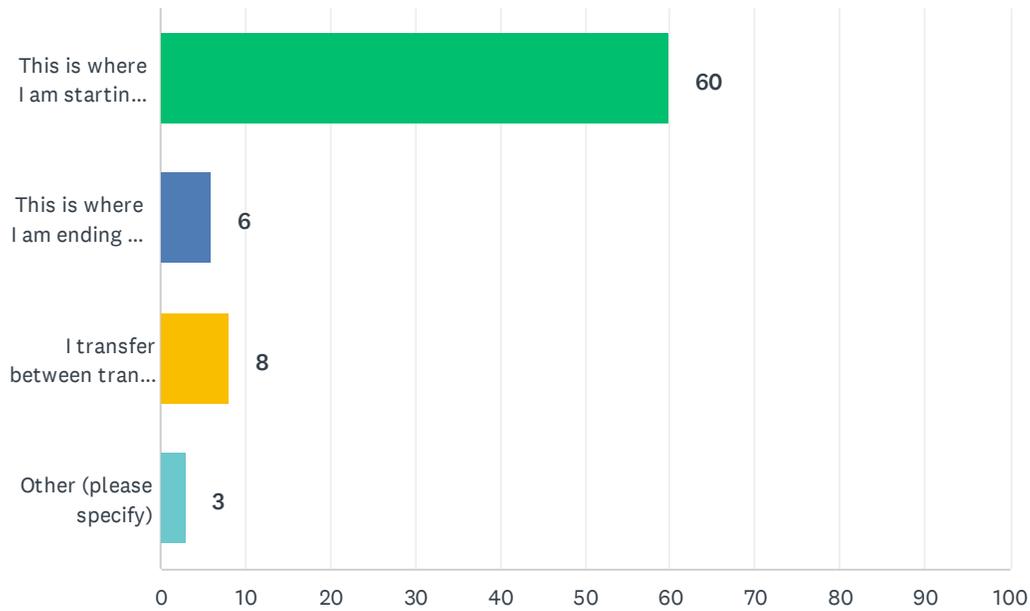


ANSWER CHOICES	RESPONSES
Hispano/Latino	95.83% 23
Asiático/Asiático Americano	4.17% 1
Negro/Afroamericano	0.00% 0
Nativo Hawaiano/Isleño del Pacífico	0.00% 0
Blanco/Caucásico	0.00% 0
Nativos americanos	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 24	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q1 I am at this station because....

Answered: 77 Skipped: 0

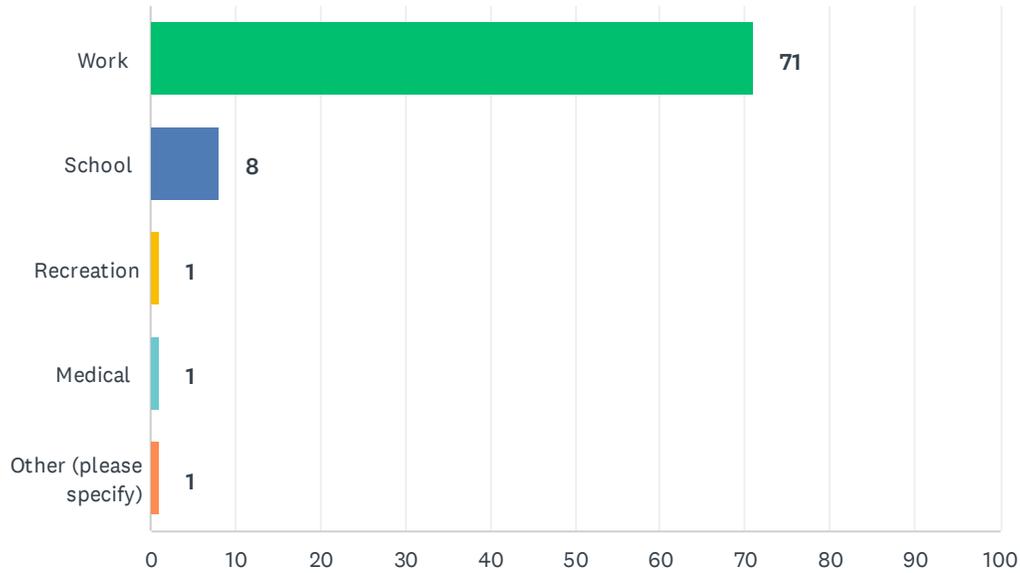


ANSWER CHOICES	RESPONSES
This is where I am starting my transit trip	77.92% 60
This is where I am ending my transit trip	7.79% 6
I transfer between transit modes here (e.g. bus to rail)	10.39% 8
Other (please specify)	3.90% 3
<b>TOTAL</b>	<b>77</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I take my buses	10/14/2023 1:26 AM
2	This is both transit end and start for work	10/11/2023 4:58 PM
3	Travel to & from both lines, both ways	10/11/2023 3:58 PM

## Q2 Why are you travelling?

Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Work	92.21%	71
School	10.39%	8
Recreation	1.30%	1
Medical	1.30%	1
Other (please specify)	1.30%	1
Total Respondents: 77		

#	OTHER (PLEASE SPECIFY)	DATE
1	Family	10/11/2023 7:25 AM

## Q3 Generally, where are you travelling to and from?

Answered: 77 Skipped: 0

ANSWER CHOICES	RESPONSES
Start Zip Code or neighborhood:	98.70% 76
Destination Zip Code or neighborhood:	100.00% 77

#	START ZIP CODE OR NEIGHBORHOOD:	DATE
1	91506	10/16/2023 1:05 PM
2	91354	10/14/2023 2:35 PM
3	91505	10/14/2023 1:26 AM
4	Tustin	10/12/2023 8:39 PM
5	90638	10/12/2023 8:30 PM
6	91502	10/12/2023 3:42 PM
7	91351	10/12/2023 2:17 PM
8	91506	10/11/2023 8:04 PM
9	91384	10/11/2023 5:52 PM
10	Oxnard	10/11/2023 5:20 PM
11	Reseda	10/11/2023 5:19 PM
12	91502	10/11/2023 4:58 PM
13	92866	10/11/2023 4:58 PM
14	91355	10/11/2023 4:28 PM
15	91324	10/11/2023 4:09 PM
16	91502	10/11/2023 4:00 PM
17	91502	10/11/2023 3:58 PM
18	90604	10/11/2023 3:55 PM
19	93534	10/11/2023 3:31 PM
20	91521	10/11/2023 3:28 PM
21	93063	10/11/2023 3:25 PM
22	92868	10/11/2023 3:11 PM
23	92706	10/11/2023 3:11 PM
24	91739	10/11/2023 3:10 PM
25	91311	10/11/2023 1:40 PM
26	90012	10/11/2023 11:01 AM
27	91506	10/11/2023 8:32 AM
28	91504	10/11/2023 8:01 AM
29	91506	10/11/2023 7:28 AM

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30	91504	10/11/2023 7:25 AM
31	91351	10/11/2023 7:07 AM
32	91502	10/11/2023 7:03 AM
33	91505	10/11/2023 7:01 AM
34	91505	10/11/2023 7:01 AM
35	91504	10/11/2023 7:00 AM
36	91501	10/11/2023 6:56 AM
37	91504	10/11/2023 6:29 AM
38	91342	10/10/2023 6:17 PM
39	San Fernando	10/10/2023 6:16 PM
40	91360	10/10/2023 6:08 PM
41	91350	10/10/2023 6:03 PM
42	91354	10/10/2023 6:02 PM
43	91351	10/10/2023 6:01 PM
44	91351	10/10/2023 5:55 PM
45	93552	10/10/2023 5:55 PM
46	91351	10/10/2023 5:51 PM
47	Palmdale	10/10/2023 5:51 PM
48	91307	10/10/2023 5:48 PM
49	91402	10/10/2023 5:47 PM
50	91506	10/10/2023 5:31 PM
51	93036	10/10/2023 5:28 PM
52	93003	10/10/2023 5:23 PM
53	91402	10/10/2023 5:20 PM
54	91311	10/10/2023 5:19 PM
55	91350	10/10/2023 5:16 PM
56	93023	10/10/2023 5:09 PM
57	91350	10/10/2023 5:01 PM
58	91351	10/10/2023 4:58 PM
59	91355	10/10/2023 4:55 PM
60	91342	10/10/2023 4:44 PM
61	93033	10/10/2023 4:43 PM
62	La union station	10/10/2023 4:26 PM
63	91201	10/10/2023 4:11 PM
64	91505	10/10/2023 11:01 AM
65	91501	10/10/2023 8:14 AM
66	91342	10/10/2023 7:33 AM
67	91506	10/10/2023 7:29 AM

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68	91201	10/10/2023 7:28 AM
69	91605	10/10/2023 7:28 AM
70	91506	10/10/2023 7:17 AM
71	91501	10/10/2023 7:16 AM
72	Burbank Downtown	10/10/2023 7:09 AM
73	91352	10/10/2023 7:02 AM
74	Burbank	10/10/2023 6:49 AM
75	91506	10/10/2023 6:48 AM
76	91342	10/10/2023 6:48 AM
<b>#</b>	<b>DESTINATION ZIP CODE OR NEIGHBORHOOD:</b>	<b>DATE</b>
1	90071	10/16/2023 1:05 PM
2	91608	10/14/2023 2:35 PM
3	91204	10/14/2023 1:26 AM
4	Burbank	10/12/2023 8:39 PM
5	Burbank	10/12/2023 8:30 PM
6	90033	10/12/2023 3:42 PM
7	91505	10/12/2023 2:17 PM
8	90071	10/11/2023 8:04 PM
9	91201	10/11/2023 5:52 PM
10	Burbank	10/11/2023 5:20 PM
11	Burbank	10/11/2023 5:19 PM
12	91321	10/11/2023 5:18 PM
13	90012	10/11/2023 4:58 PM
14	91505	10/11/2023 4:58 PM
15	Burbank downtown	10/11/2023 4:28 PM
16	91506	10/11/2023 4:09 PM
17	91730	10/11/2023 4:00 PM
18	93030, 92003, 93020	10/11/2023 3:58 PM
19	91505	10/11/2023 3:55 PM
20	91405	10/11/2023 3:31 PM
21	93063	10/11/2023 3:28 PM
22	91521	10/11/2023 3:25 PM
23	91502	10/11/2023 3:11 PM
24	91221	10/11/2023 3:11 PM
25	91505	10/11/2023 3:10 PM
26	91505	10/11/2023 1:40 PM
27	Burbank	10/11/2023 11:01 AM
28	90012	10/11/2023 8:32 AM

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29	90089	10/11/2023 8:01 AM
30	90071	10/11/2023 7:28 AM
31	90012	10/11/2023 7:25 AM
32	91356	10/11/2023 7:07 AM
33	90089	10/11/2023 7:03 AM
34	91342	10/11/2023 7:01 AM
35	92866	10/11/2023 7:01 AM
36	90012	10/11/2023 7:00 AM
37	Irvine	10/11/2023 6:56 AM
38	downtown los angeles	10/11/2023 6:29 AM
39	91506	10/10/2023 6:17 PM
40	Downtown Los Angeles	10/10/2023 6:16 PM
41	91201	10/10/2023 6:08 PM
42	91505	10/10/2023 6:03 PM
43	91505	10/10/2023 6:02 PM
44	91502	10/10/2023 6:01 PM
45	91506	10/10/2023 5:55 PM
46	91502	10/10/2023 5:55 PM
47	Burbank Downtown	10/10/2023 5:51 PM
48	North Hollywood	10/10/2023 5:51 PM
49	91221	10/10/2023 5:48 PM
50	91502	10/10/2023 5:47 PM
51	91405	10/10/2023 5:31 PM
52	91608	10/10/2023 5:28 PM
53	91521	10/10/2023 5:23 PM
54	91502	10/10/2023 5:20 PM
55	91506	10/10/2023 5:19 PM
56	91505	10/10/2023 5:16 PM
57	91201	10/10/2023 5:09 PM
58	91201	10/10/2023 5:01 PM
59	91201	10/10/2023 4:58 PM
60	91201	10/10/2023 4:55 PM
61	91201	10/10/2023 4:44 PM
62	91505	10/10/2023 4:43 PM
63	Burbank downtown	10/10/2023 4:26 PM
64	90017	10/10/2023 4:11 PM
65	90012	10/10/2023 11:01 AM
66	90017	10/10/2023 8:14 AM

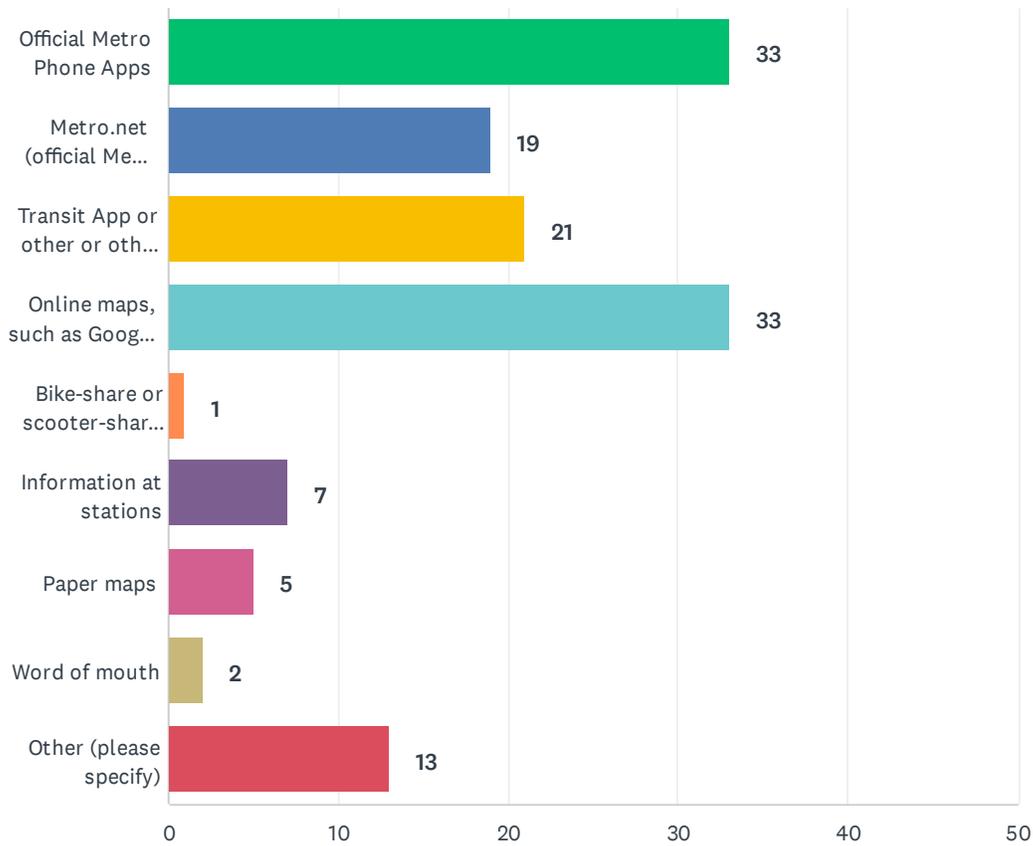
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67	Los Angeles	10/10/2023 7:33 AM
68	90013	10/10/2023 7:29 AM
69	90015	10/10/2023 7:28 AM
70	90012	10/10/2023 7:28 AM
71	91330	10/10/2023 7:17 AM
72	northridge	10/10/2023 7:16 AM
73	Santa Fe Springs	10/10/2023 7:09 AM
74	90032	10/10/2023 7:02 AM
75	Los Angeles	10/10/2023 6:49 AM
76	90089	10/10/2023 6:48 AM
77	90010	10/10/2023 6:48 AM

## Q4 What tools do you use to plan your trips? (Select all that apply)

Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES
Official Metro Phone Apps	49.25% 33
Metro.net (official Metro website)	28.36% 19
Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus)	31.34% 21
Online maps, such as Google Maps or Apple Maps	49.25% 33
Bike-share or scooter-share phone apps	1.49% 1
Information at stations	10.45% 7
Paper maps	7.46% 5
Word of mouth	2.99% 2
Other (please specify)	19.40% 13
Total Respondents: 67	

#	OTHER (PLEASE SPECIFY)	DATE
1	Metrolink app	10/16/2023 1:15 PM

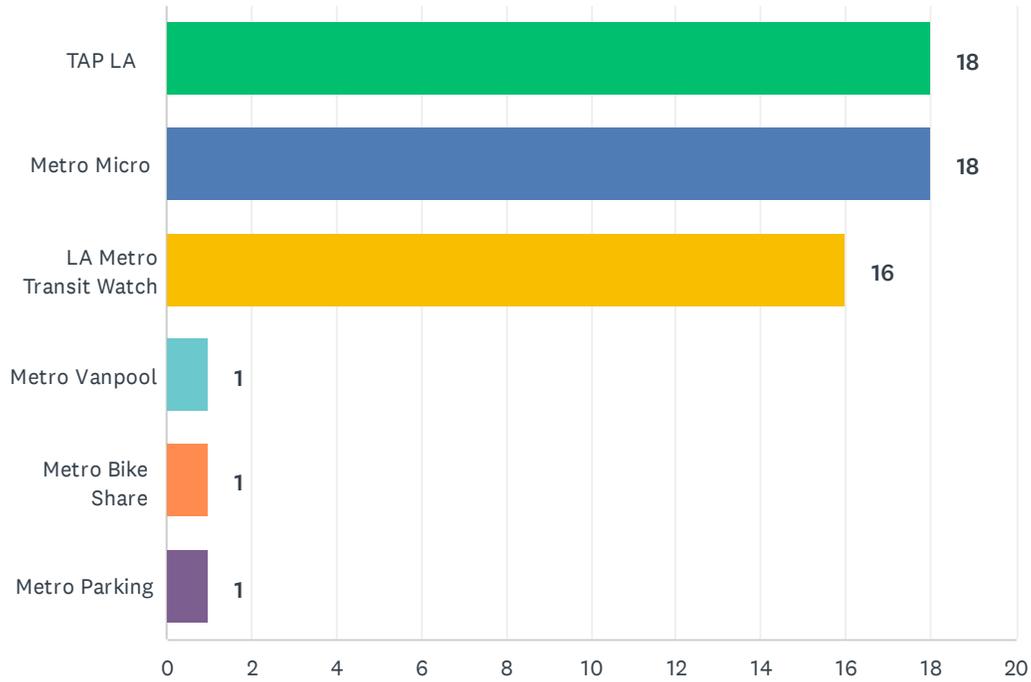
# Metro's Rail Integration Study - Station User Survey: Burbank

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2	metrolink app	10/14/2023 2:42 PM
3	Metrolink.com	10/11/2023 4:16 PM
4	Metrolink app	10/11/2023 3:41 PM
5	Metrolink schedule	10/11/2023 3:35 PM
6	Metrolink app	10/11/2023 3:18 PM
7	Metrolink App	10/11/2023 9:01 AM
8	Burbank bus website	10/10/2023 6:28 PM
9	Metrolink App	10/10/2023 5:56 PM
10	Work Shuttles	10/10/2023 5:22 PM
11	Transit app	10/10/2023 4:31 PM
12	Metrolink App	10/10/2023 11:08 AM
13	Metrolink app	10/10/2023 8:22 AM

## Q5 If using a Metro Phone app, which one(s) do you use?

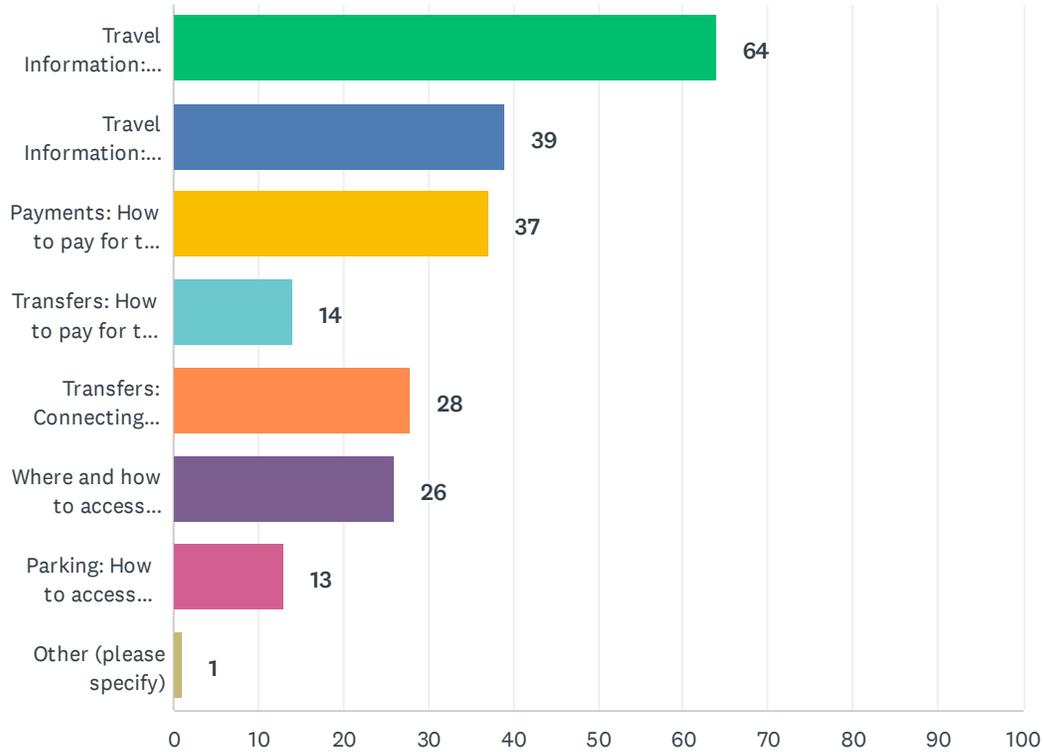
Answered: 42 Skipped: 35



ANSWER CHOICES	RESPONSES	
TAP LA	42.86%	18
Metro Micro	42.86%	18
LA Metro Transit Watch	38.10%	16
Metro Vanpool	2.38%	1
Metro Bike Share	2.38%	1
Metro Parking	2.38%	1
Total Respondents: 42		

## Q6 Which of the following information is sought by you when using trip planning tools? (Select all that apply)

Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES
Travel Information: Route(s) information & Timetables	95.52% 64
Travel Information: Total travel time / Total travel costs	58.21% 39
Payments: How to pay for the trip / What discounts or free rides are available	55.22% 37
Transfers: How to pay for trip transfers between legs of a transit trip	20.90% 14
Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services	41.79% 28
Where and how to access services: Where to get on the bus / Where to get on the train	38.81% 26
Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations	19.40% 13
Other (please specify)	1.49% 1
Total Respondents: 67	

#	OTHER (PLEASE SPECIFY)	DATE
1	Live Tracking - late?	10/10/2023 5:22 PM

## Q7 Is there any information that is hard to find when transit planning?

Answered: 49 Skipped: 28

#	RESPONSES	DATE
1	no	10/14/2023 2:42 PM
2	no	10/14/2023 1:50 AM
3	What rail to connect onto is very hard to decipher at LA Union Station (both at the station and on the App).	10/12/2023 8:50 PM
4	Other options on how to travel, Metrolink versus bus versus metro train.	10/12/2023 3:48 PM
5	Real-time transit timetables	10/12/2023 2:42 PM
6	No	10/11/2023 5:31 PM
7	The metrolink app doesn't have an in-app function to track train routes or train status	10/11/2023 5:06 PM
8	No	10/11/2023 5:03 PM
9	It would be nice if the metro app had all the info and did not open into chrome on the web	10/11/2023 4:42 PM
10	No	10/11/2023 4:07 PM
11	Travel times are sometimes confusing to understand	10/11/2023 3:39 PM
12	No	10/11/2023 3:35 PM
13	Not really	10/11/2023 3:18 PM
14	No	10/11/2023 1:44 PM
15	No	10/11/2023 9:01 AM
16	Parking/ bike parking	10/11/2023 7:40 AM
17	Not for me	10/11/2023 7:36 AM
18	None at all	10/11/2023 7:15 AM
19	The site appears not to have complete information on the stations, the bus info, or distance of the train.	10/11/2023 7:15 AM
20	If a train is delayed for some reason, sometimes there is no info on the app or announced at the station	10/11/2023 7:12 AM
21	Planning trips has become much harder since LA Metro tried to seperate from the transit app	10/11/2023 7:10 AM
22	Platform numbers	10/11/2023 7:06 AM
23	no	10/11/2023 7:04 AM
24	I have no issues, since I use a mix of google and metrolink and transit app to figure out my path to my destinations	10/10/2023 6:31 PM
25	Not at the moment	10/10/2023 6:28 PM
26	Yes when is the holly days and I need to work and the train is not service	10/10/2023 6:27 PM
27	No	10/10/2023 6:12 PM
28	No	10/10/2023 6:11 PM
29	Discount such as EBT discounts which is only on kiosk will be a great addition to the app.	10/10/2023 6:10 PM
30	No	10/10/2023 6:08 PM

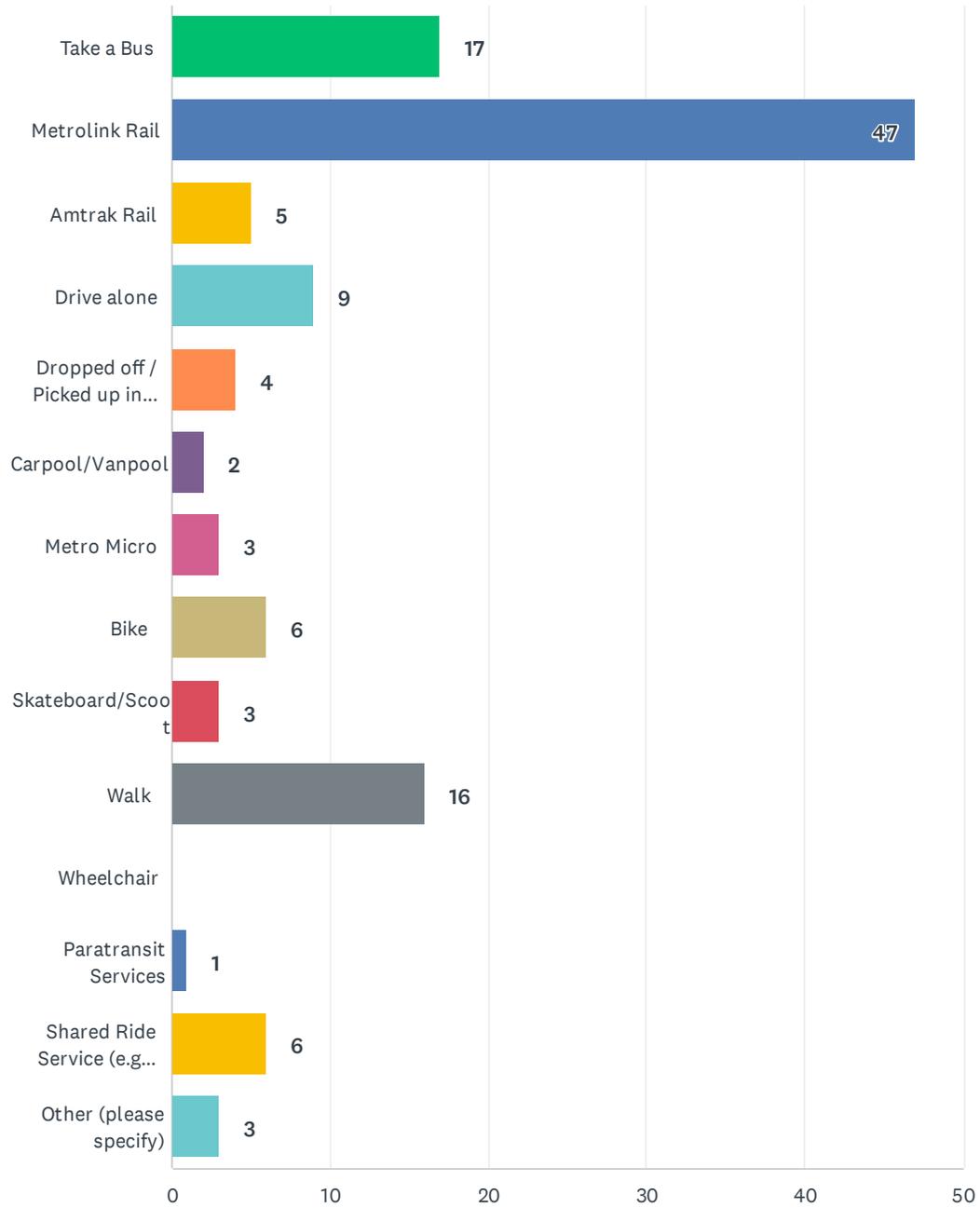
## Metro's Rail Integration Study - Station User Survey: Burbank

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31	In general does not feel intuitive, but it's not hard to find	10/10/2023 5:57 PM
32	The frequency	10/10/2023 5:56 PM
33	train delays - have to go to browser from the app	10/10/2023 5:54 PM
34	Bike parking information is hit or miss.	10/10/2023 5:38 PM
35	Schedule changes, not informing passenger who regularly ride of possible change to the schedule that might have an effect on connection to bus, rail, airport etc.	10/10/2023 5:30 PM
36	Delays	10/10/2023 5:25 PM
37	Transfer methods. Ie Union station metro-link to LA Metro	10/10/2023 5:22 PM
38	How ticket prices are set. Is it \$4.50 no matter the distance or is the price distance dependant?	10/10/2023 5:06 PM
39	It's hard to info on delays or cancellations.	10/10/2023 4:55 PM
40	No	10/10/2023 4:31 PM
41	Fare for transfers	10/10/2023 11:08 AM
42	Status of metro link trains	10/10/2023 7:35 AM
43	No	10/10/2023 7:33 AM
44	The train schedule when mechanical problems occur	10/10/2023 7:27 AM
45	nope all info i can easily find on any metro website	10/10/2023 7:20 AM
46	Parking	10/10/2023 7:12 AM
47	Sometimes connections	10/10/2023 7:07 AM
48	Metrolink train platform	10/10/2023 6:58 AM
49	Location of specific bus stops	10/10/2023 6:53 AM

## Q8 From here I am going to....(Select all that apply)

Answered: 67 Skipped: 10



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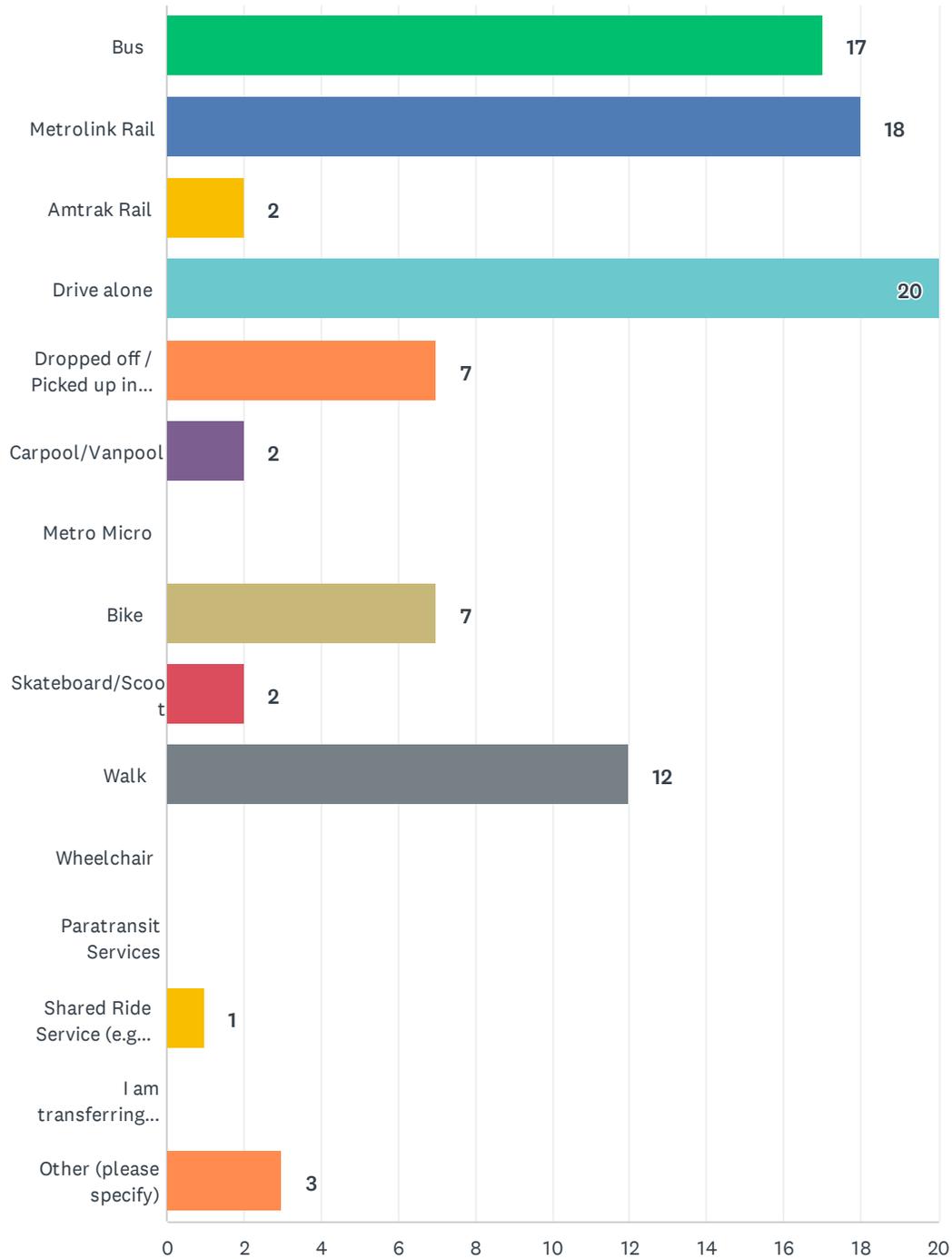
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ANSWER CHOICES	RESPONSES	
Take a Bus	25.37%	17
Metrolink Rail	70.15%	47
Amtrak Rail	7.46%	5
Drive alone	13.43%	9
Dropped off / Picked up in a car	5.97%	4
Carpool/Vanpool	2.99%	2
Metro Micro	4.48%	3
Bike	8.96%	6
Skateboard/Scoot	4.48%	3
Walk	23.88%	16
Wheelchair	0.00%	0
Paratransit Services	1.49%	1
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	8.96%	6
Other (please specify)	4.48%	3
Total Respondents: 67		

#	OTHER (PLEASE SPECIFY)	DATE
1	USC shuttle to university park campus	10/11/2023 8:07 AM
2	Depending on which train I catch means I can walk or have to take an Uber	10/11/2023 7:12 AM
3	Bike/scooter share if available	10/10/2023 5:26 PM

### Q9 I got to this station by...(Select all that apply)

Answered: 67 Skipped: 10



## Metro's Rail Integration Study - Station User Survey: Burbank

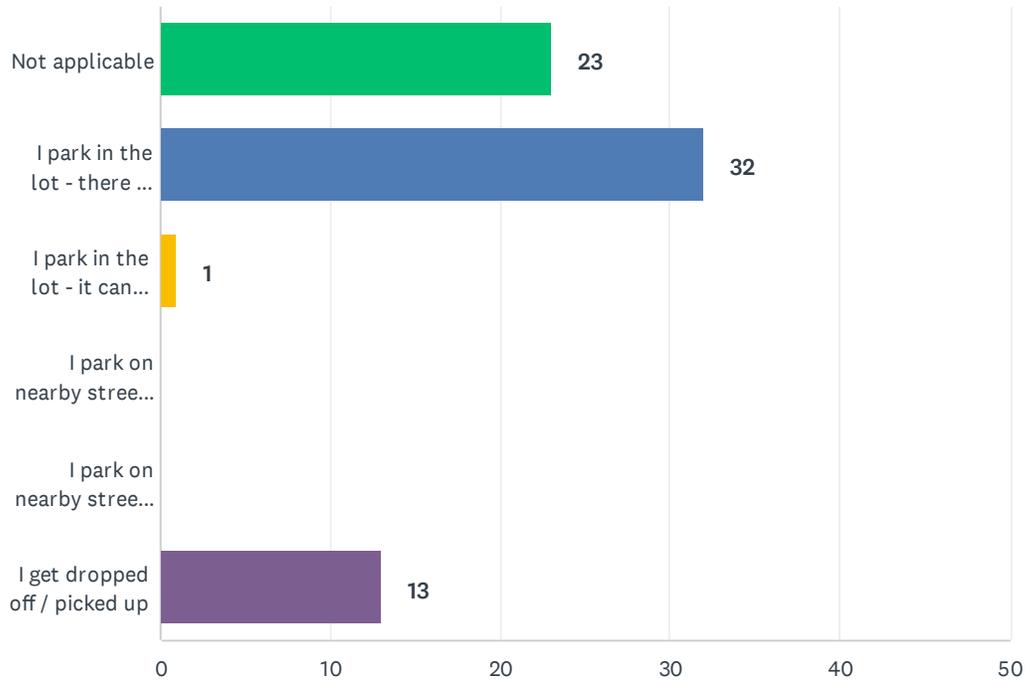
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ANSWER CHOICES	RESPONSES	
Bus	25.37%	17
Metrolink Rail	26.87%	18
Amtrak Rail	2.99%	2
Drive alone	29.85%	20
Dropped off / Picked up in a car	10.45%	7
Carpool/Vanpool	2.99%	2
Metro Micro	0.00%	0
Bike	10.45%	7
Skateboard/Scoot	2.99%	2
Walk	17.91%	12
Wheelchair	0.00%	0
Paratransit Services	0.00%	0
Shared Ride Service (e.g. Uber, Lyft, Taxi) or Carshare Service	1.49%	1
I am transferring at this station	0.00%	0
Other (please specify)	4.48%	3
Total Respondents: 67		

#	OTHER (PLEASE SPECIFY)	DATE
1	Company shuttle	10/11/2023 3:41 PM
2	I take metrolink to Burbank bus in the morning and Burbank bus to metrolink or train (whichever is about to leave) in the afternoon	10/10/2023 6:28 PM
3	Work Shuttle	10/10/2023 5:22 PM

## Q10 If arriving or departing in a vehicle at this station...(Select all the apply)

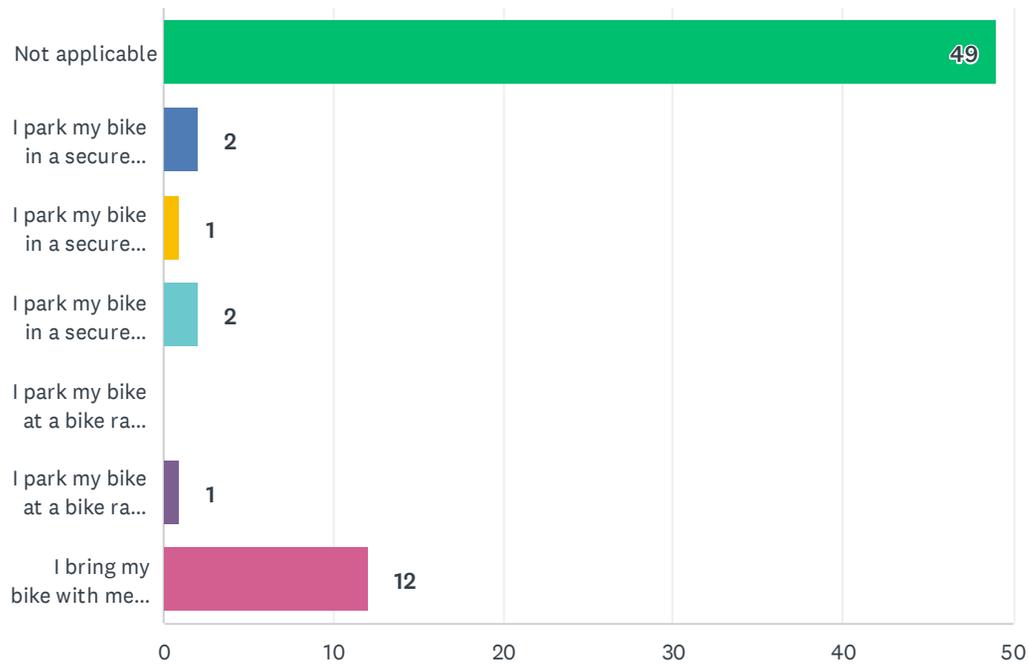
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Not applicable	34.85%	23
I park in the lot - there are usually spaces available	48.48%	32
I park in the lot - it can be challenging to find a space	1.52%	1
I park on nearby streets - there are usually spaces available	0.00%	0
I park on nearby streets - it can be challenging to find a space	0.00%	0
I get dropped off / picked up	19.70%	13
Total Respondents: 66		

## Q11 If arriving or departing on a bike at this station...(Select all the apply)

Answered: 65 Skipped: 12



ANSWER CHOICES	RESPONSES	
Not applicable	75.38%	49
I park my bike in a secure locker - there are usually spaces available	3.08%	2
I park my bike in a secure locker - I have a reserved locker	1.54%	1
I park my bike in a secure locker - it can be challenging to find a space	3.08%	2
I park my bike at a bike rack - there is usually space available	0.00%	0
I park my bike at a bike rack - it can be challenging to find a space	1.54%	1
I bring my bike with me on rail or bus	18.46%	12
Total Respondents: 65		

## Q12 Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

Answered: 48 Skipped: 29

#	RESPONSES	DATE
1	no	10/14/2023 2:42 PM
2	N/A	10/14/2023 1:50 AM
3	The bike parking contact person at Burbank Downtown is not responsive.	10/12/2023 8:50 PM
4	N/A	10/12/2023 3:48 PM
5	Not applicable	10/12/2023 2:42 PM
6	No	10/11/2023 5:31 PM
7	Nothing	10/11/2023 5:06 PM
8	No	10/11/2023 5:03 PM
9	There should be a first come first serve boarding order. People tend to cut in front and push others out of the was even though some are there first, it can be chaos boarding	10/11/2023 4:42 PM
10	Lots of parking. Bike stations used mostly by homeless near burbank bus. Inside bike room not sure.	10/11/2023 4:07 PM
11	No	10/11/2023 3:41 PM
12	No	10/11/2023 3:39 PM
13	Homeless utilize the Metrolink parking lot. And these people constantly yell at commuters	10/11/2023 3:35 PM
14	Not really	10/11/2023 3:18 PM
15	No	10/11/2023 1:44 PM
16	No	10/11/2023 9:01 AM
17	Please keep it free	10/11/2023 8:07 AM
18	Keep the area cleaning	10/11/2023 7:40 AM
19	Homeless people hanging around station and living in vans in DT Burbank parking lot. One in particular that lives in a van parked in handicapped place has verbally harassed many transit patrons.	10/11/2023 7:36 AM
20	Everything is clean	10/11/2023 7:15 AM
21	The homeless tends to camp on the bigger lots and harass the commuters waiting for the train.	10/11/2023 7:15 AM
22	At Burbank BBK it's super easy but sometimes I want to take the red line from universal studios station and that one can be hard to find parking	10/11/2023 7:12 AM
23	I would love to see more east to access secure bike parking at large metro stops like the bike lockers at the north Hollywood station	10/11/2023 7:10 AM
24	More clear signage about the entrance to the parking lot behind the bus stops would be good	10/11/2023 7:06 AM
25	no	10/11/2023 7:04 AM
26	No, never had an issue at this station	10/10/2023 6:31 PM
27	Well I'm not driver	10/10/2023 6:27 PM
28	No	10/10/2023 6:12 PM

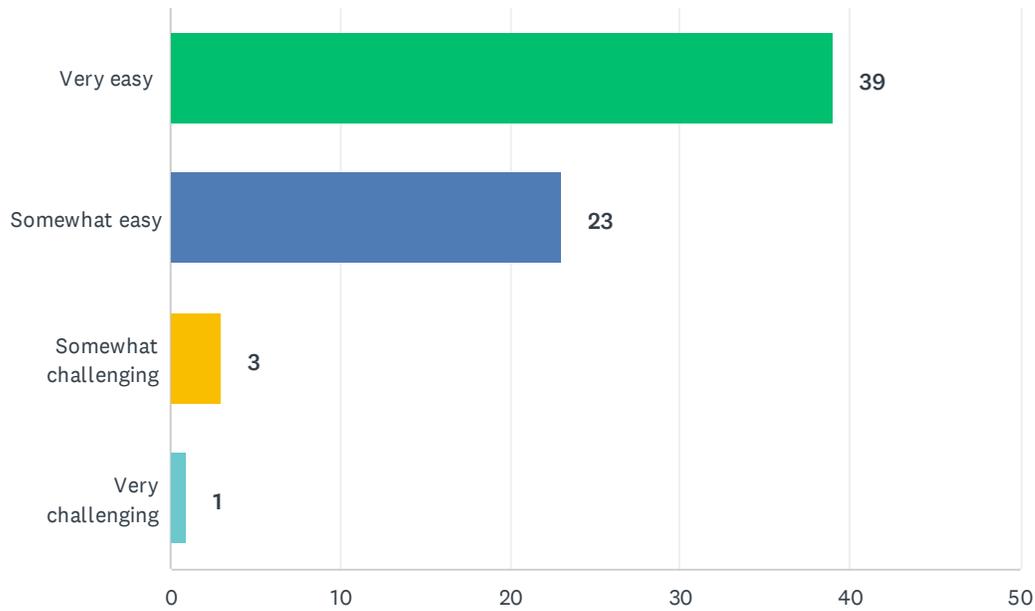
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29	Bicyclists should get forster right to bike car. Metrolink should always have at least 1 bike car	10/10/2023 6:11 PM
30	More lights , camera monitoring and if possible security	10/10/2023 6:10 PM
31	No	10/10/2023 6:08 PM
32	N/a	10/10/2023 5:57 PM
33	Bike parking at the Burbank station is great!	10/10/2023 5:38 PM
34	Downtown Burbank station is fine. Chatsworth Station is scary at night and early morning due to improper lightning and increased transients who are being inappropriate.	10/10/2023 5:31 PM
35	Vehicle broken into, vagrants being harrassing.	10/10/2023 5:30 PM
36	Overnight vehicles seem to be allowed. There are people living in the parking lot	10/10/2023 5:25 PM
37	Bike Parking with secure keypad access in Burbank downtown is awesome. Please use this as a successful case study for other stations.	10/10/2023 5:22 PM
38	Lots of space at the Santa Clarita station	10/10/2023 5:09 PM
39	None	10/10/2023 5:08 PM
40	I don't even know where the bike parking area is at Burbank station. There probably is not enough too.	10/10/2023 5:06 PM
41	No	10/10/2023 4:31 PM
42	Aggressive homeless camping in the lot	10/10/2023 7:35 AM
43	No	10/10/2023 7:33 AM
44	None	10/10/2023 7:32 AM
45	the parking is standard but usefully	10/10/2023 7:20 AM
46	It's all good	10/10/2023 7:12 AM
47	Looks vulnerable	10/10/2023 6:58 AM
48	Downtown Burbank Metrolink parking is great!	10/10/2023 6:53 AM

## Q13 How easy or challenging is it to get to the station?

Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Very easy	59.09%	39
Somewhat easy	34.85%	23
Somewhat challenging	4.55%	3
Very challenging	1.52%	1
TOTAL		66

## Q14 What makes getting to or from the station easy or challenging?

Answered: 59 Skipped: 18

#	RESPONSES	DATE
1	connecting the chandler bikeway to the metrolink station. magnolia blvd isn't fun to ride a bike on	10/14/2023 2:42 PM
2	The routes and where you have to go to get there. only somewhat challenging thing about it is arriving there by getting in the middle of the bridge.	10/14/2023 1:50 AM
3	Location makes it easy.	10/12/2023 8:50 PM
4	I have a walk path to the station that is safe and fast.	10/12/2023 3:48 PM
5	Station is below bridge and hard to see from Main Street. It also parallels a freeway	10/12/2023 2:42 PM
6	Easy to drive and park. Harder to walk or bike due to safety of streets.	10/11/2023 8:16 PM
7	Bike path via la river is FANTASTIC	10/11/2023 6:49 PM
8	The trains	10/11/2023 5:31 PM
9	The entrance to get to the drop off area is difficult to find when using Google map	10/11/2023 5:06 PM
10	Late train	10/11/2023 5:03 PM
11	Availability of parking	10/11/2023 4:42 PM
12	Lack of dedicated bike lane	10/11/2023 4:16 PM
13	2 diff bus lines. The station is very accessible.	10/11/2023 4:07 PM
14	Glendale Bee line 12 can be more available. My company doesn't need to add stop to Burbank station for me	10/11/2023 3:41 PM
15	Easy because there are a couple of bus options available to get to the station	10/11/2023 3:39 PM
16	Vanpool	10/11/2023 3:35 PM
17	Straight shot down Olive. Sometimes Uber gets confused if you're standing under the bridge.	10/11/2023 3:18 PM
18	Easy information posters and free parking	10/11/2023 1:44 PM
19	Close to home	10/11/2023 9:01 AM
20	Close to my home	10/11/2023 8:07 AM
21	Easy route by car/bike.	10/11/2023 7:40 AM
22	Nothing for me	10/11/2023 7:36 AM
23	Its easy to get into because of the led lights that are flashing, challenging to wait for the bus	10/11/2023 7:15 AM
24	I live close by to the Downtown Burbank station.	10/11/2023 7:15 AM
25	It's easy because for me it is a Short drive with not much traffic	10/11/2023 7:12 AM
26	I would love to see the verdugo bike route upgraded to a protected bike lane. This would make it easier to get to the station for all types of people	10/11/2023 7:10 AM
27	Can approach the station from two sides	10/11/2023 7:06 AM
28	great timing on schedule.	10/11/2023 7:04 AM
29	Train and bus connection is great, for challenging it's the bus drivers leaving and not taking consideration that the train arrived and not waiting for passengers to cross the rail to catch them and they tend to just drive off and that causes delays for those connecting to the busses	10/10/2023 6:31 PM

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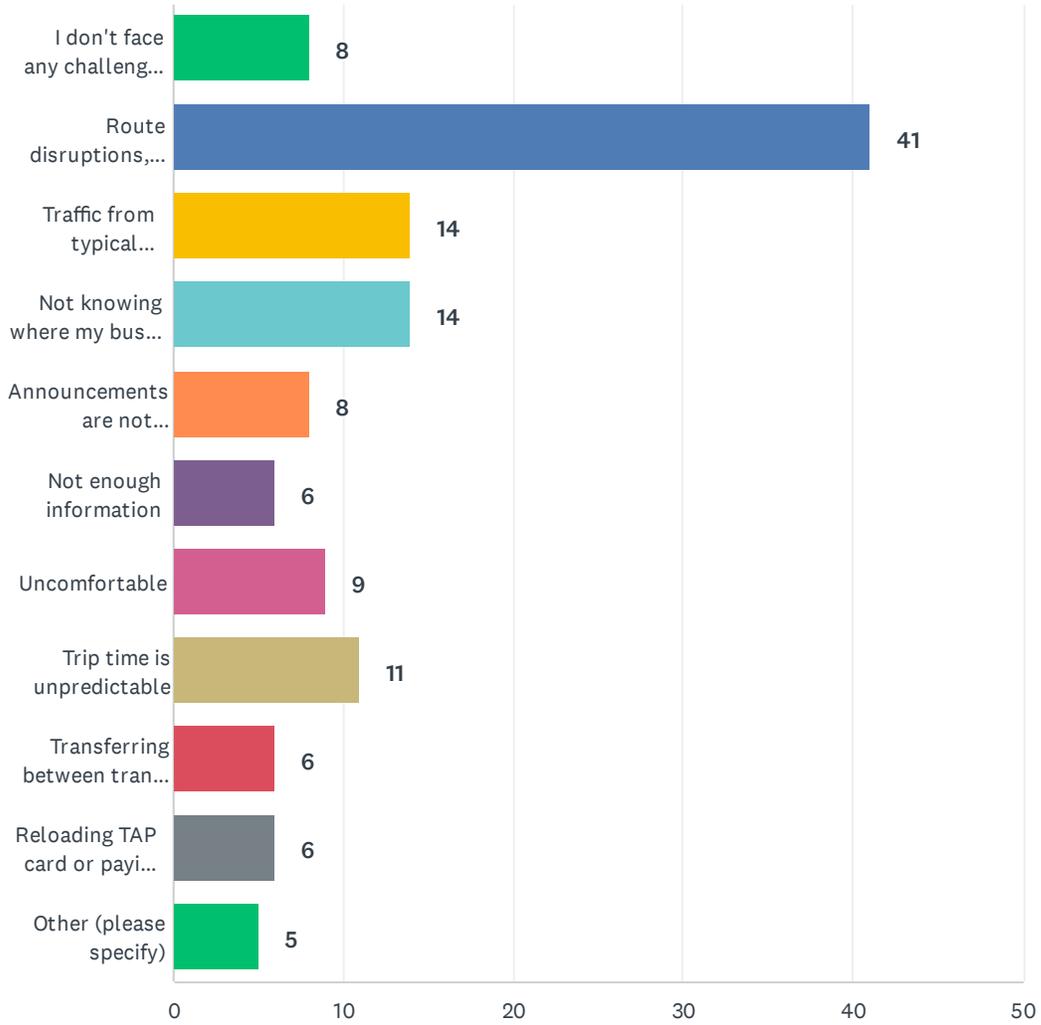
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to make it on time for work or destinations, fortunately it's gotten better these last few months but there are moments were drivers are rude or not empathetic and just take off and leave passengers at the station

30	Easy due to the Burbank bus schedule in the afternoon and mornings. If it weren't for the Burbank bus, o wouyhave to arrive an hourly to the station and wait for other mean of transportation	10/10/2023 6:28 PM
31	The train be at time and we have more security at the station	10/10/2023 6:27 PM
32	Traffic lights always late and at times I feel like the train will leave.	10/10/2023 6:12 PM
33	Like riding a bike	10/10/2023 6:11 PM
34	It is challenging getting to the station at Vincent /Grade Acton because there is no bus that travels to this station that will be helpful also A scheduled bus that goes to and from the train stations only will be very helpful	10/10/2023 6:10 PM
35	Nothing	10/10/2023 6:08 PM
36	Glendale beeline service drops me off at the station	10/10/2023 5:57 PM
37	The frequency of trains going to and from Burbank	10/10/2023 5:56 PM
38	Have to walk near train tracks because paved sidewalks take you all the way around, taking 10+ minutes	10/10/2023 5:54 PM
39	Burbank bus changes schedule often without notice.	10/10/2023 5:38 PM
40	Easy walk drive or bus ride	10/10/2023 5:31 PM
41	Freeway signage is lacking,	10/10/2023 5:30 PM
42	Busses sometimes run off schedule	10/10/2023 5:28 PM
43	It's easy by foot. By car, is a little confusing due to the freeway disrupting the entrances	10/10/2023 5:26 PM
44	The Glendale Beeline schedules are spread out too far. Fortunately biking is great and my work shuttle has filled a great gap.	10/10/2023 5:22 PM
45	The traffic getting to the train at 7am takes 10 minutes, the traffic at 8am takes 20 mins	10/10/2023 5:09 PM
46	Bus schedules does not coincide with Metrolink schedule	10/10/2023 5:08 PM
47	I have only a few Glendale Beeline 12 bus options that align with Antelope Valley Line trains to Lancaster in the afternoon.	10/10/2023 5:06 PM
48	Bus schedules	10/10/2023 4:55 PM
49	Drop off area is easy to get to	10/10/2023 4:31 PM
50	Easy car and bike access from west	10/10/2023 11:08 AM
51	It is close to home	10/10/2023 8:22 AM
52	Close to home	10/10/2023 7:35 AM
53	None	10/10/2023 7:33 AM
54	There's one by my house & there's one 10 mins away from my school but takes 30 mins to get there through the bus	10/10/2023 7:27 AM
55	easy to read signs and details of when the metrolink is arriving	10/10/2023 7:20 AM
56	Wide open	10/10/2023 7:12 AM
57	It's close to the fwy	10/10/2023 7:07 AM
58	Very specific road access. not a lot of entrances	10/10/2023 6:58 AM
59	It is a 5 minute drive from where I live and the parking is plentiful/free	10/10/2023 6:53 AM

### Q15 Please select any challenges you might face during your trip(Select all that apply)

Answered: 67 Skipped: 10



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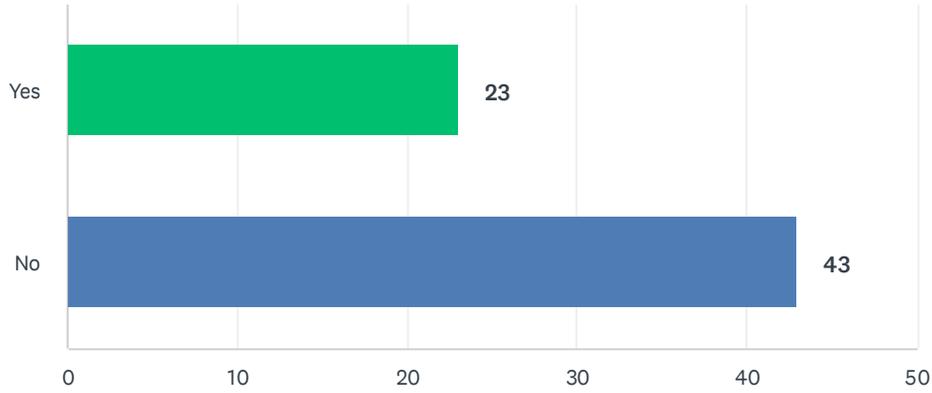
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ANSWER CHOICES	RESPONSES	
I don't face any challenges during my trip	11.94%	8
Route disruptions, detours, construction, or slowdowns	61.19%	41
Traffic from typical conditions	20.90%	14
Not knowing where my bus or train is along its route	20.90%	14
Announcements are not understandable	11.94%	8
Not enough information	8.96%	6
Uncomfortable	13.43%	9
Trip time is unpredictable	16.42%	11
Transferring between transit services	8.96%	6
Reloading TAP card or paying for fare	8.96%	6
Other (please specify)	7.46%	5
Total Respondents: 67		

#	OTHER (PLEASE SPECIFY)	DATE
1	TAP and Metro parking machines at Universal station are difficult to use	10/16/2023 1:15 PM
2	Quiet car not enforced. Once in awhile conductors are rude. Busses don't drop off at the same places or let me sit even tho they know i'm an access card holder	10/11/2023 4:07 PM
3	Bicyclists should get forster right to bike car. Metrolink should always have at least 1 bike car	10/10/2023 6:11 PM
4	Lack of service times in the evening	10/10/2023 5:57 PM
5	Lack of security	10/10/2023 7:35 AM

## Q16 Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

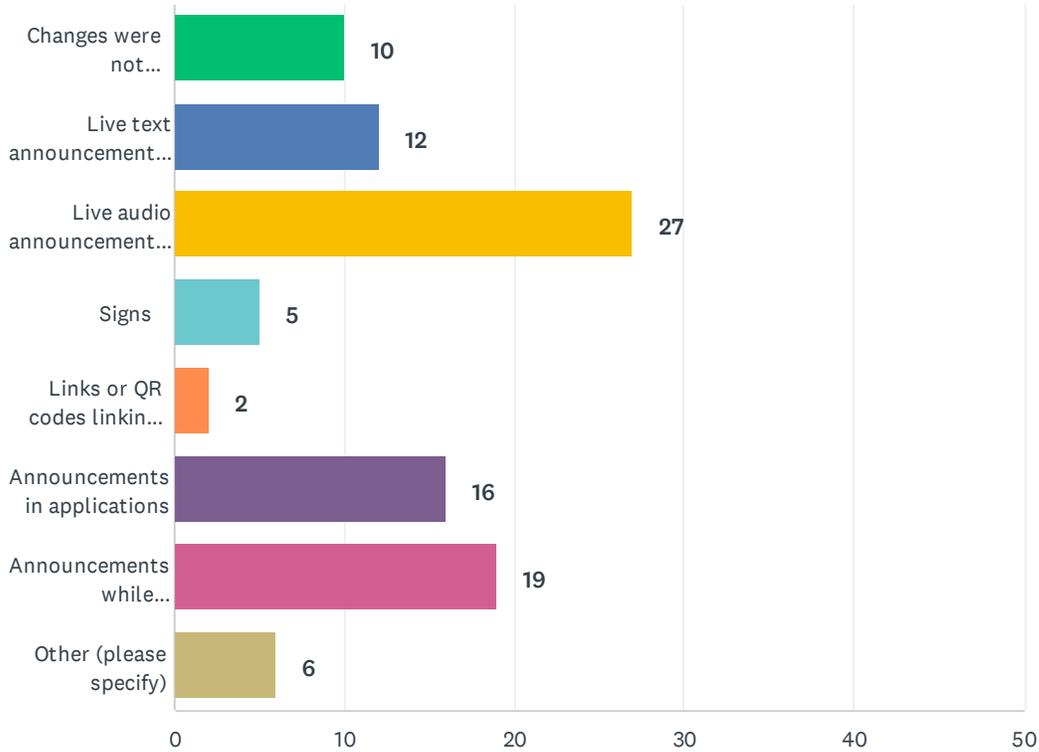
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	34.85%	23
No	65.15%	43
TOTAL		66

## Q17 Were these route disruptions, detours, construction, or slowdowns communicated?

Answered: 60 Skipped: 17



ANSWER CHOICES	RESPONSES
Changes were not communicated	16.67% 10
Live text announcements at the stop or station	20.00% 12
Live audio announcements at the stop or station	45.00% 27
Signs	8.33% 5
Links or QR codes linking to more information	3.33% 2
Announcements in applications	26.67% 16
Announcements while travelling on bus or rail	31.67% 19
Other (please specify)	10.00% 6
Total Respondents: 60	

#	OTHER (PLEASE SPECIFY)	DATE
1	Twitter feed	10/11/2023 6:49 PM
2	Wkends have track closures that are not a problem for me	10/11/2023 4:07 PM
3	Online	10/11/2023 7:06 AM

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4	Twitter	10/10/2023 5:56 PM
5	Social media	10/10/2023 8:22 AM
6	Metrolink website	10/10/2023 6:58 AM

## Q18 Is there anything else you'd like us to know about challenges you face during your trip?

Answered: 46 Skipped: 31

#	RESPONSES	DATE
1	The parking pay machines and the TAP machines at the Universal station either don't work, can't read cards, etc. in addition, the requirement to have a TAP card to pay for parking at the station is extremely frustrating.	10/16/2023 1:15 PM
2	just please connect the chandler bikeway to the metrolink station	10/14/2023 2:42 PM
3	It's a very minor problem but I think that the placements of bus benches should be reworked around them only because when you sit down its hard to see the traffic that is coming because they get blocked by trees a lot	10/14/2023 1:50 AM
4	I have partial hearing loss. Changes need to be communicated via app, text or tweet. By speaker or word of mouth isn't good enough.	10/12/2023 8:50 PM
5	Knowing where is the train station located there are multiple	10/12/2023 3:48 PM
6	There was one time when I was being dropped off @ station in early evening later than my usual time (7:30 pm). There were no other travelers and there was Sheriff truck @ station. My driver searched timetable and discovered that no more trains running and had to drive me back to my home train station where my car was parked (Santa Clarita)	10/12/2023 2:42 PM
7	No	10/11/2023 5:31 PM
8	Nothing	10/11/2023 5:06 PM
9	No	10/11/2023 5:03 PM
10	Sound at personal levels rarely enforced. People having loud telephone conversations or playing music loudly	10/11/2023 4:42 PM
11	No	10/11/2023 4:07 PM
12	No	10/11/2023 3:39 PM
13	No	10/11/2023 3:35 PM
14	Vagrants	10/11/2023 3:18 PM
15	No	10/11/2023 1:44 PM
16	No	10/11/2023 9:01 AM
17	Live update	10/11/2023 7:40 AM
18	Homeless on subway trains and in subway stations. Poor maintenance of subways stations (escalators regularly not working, massive water leaks when it rains, cockroaches and trash everywhere)	10/11/2023 7:36 AM
19	None	10/11/2023 7:15 AM
20	The announcements are not made by a live person giving real time updates.	10/11/2023 7:15 AM
21	Trains are generally great! The only exception is when there's been a delay I'm unaware of and I arrive at the station but the train never comes.	10/11/2023 7:12 AM
22	It'd be good to have train transfer platforms (such as at LA Union station) shown in the metrolink app	10/11/2023 7:06 AM
23	Homeless problem.	10/11/2023 7:04 AM
24	No, I'm usually pretty good, it would just be nice for bus drivers to wait when they see the	10/10/2023 6:31 PM

## Metro's Rail Integration Study - Station User Survey: Burbank

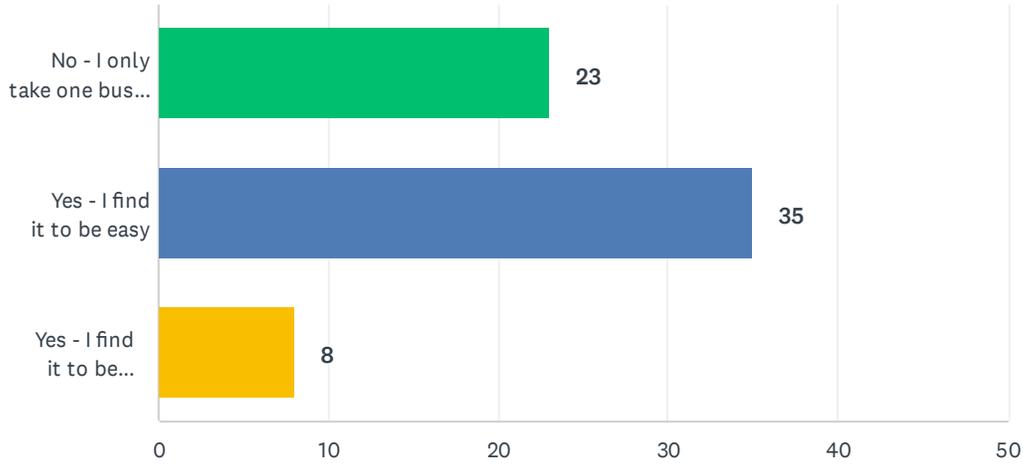
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metrolink train arrive and wait for passengers to cross the tracks to make it in time for there buses there trying to catch and not just drive off

25	Clean more the train	10/10/2023 6:27 PM
26	Homeless and dirty seats	10/10/2023 6:12 PM
27	Same, Bicyclists should get forster right to bike car. Metrolink should always have at least 1 bike car. Also the homeless, drug use/dealing om th train should b patrolled	10/10/2023 6:11 PM
28	Heating devices should be automatically turned on depending on season it gets super cold not only at night but in the morning.	10/10/2023 6:10 PM
29	No	10/10/2023 6:08 PM
30	No	10/10/2023 5:57 PM
31	Timetable on when trains are back and running	10/10/2023 5:56 PM
32	Burbank bus never update anything. Metrolink communicates late trains well after they were scheduled to arrive and often in different locations on their site.	10/10/2023 5:38 PM
33	My trips predominantly involve Metrolink during the week.	10/10/2023 5:31 PM
34	Most/all up date are done on social media, some people do not use this as a primary form of communication. Try using messaging boards first to alert passenger waiting for transport	10/10/2023 5:30 PM
35	You need to make it easy to get information. Alerts	10/10/2023 5:25 PM
36	More shade and seating would be nice.	10/10/2023 5:22 PM
37	No	10/10/2023 5:09 PM
38	Glendale beeline transit schedule does not coincide with Metrolink schedule; a lot of time is wasted waiting to depart	10/10/2023 5:08 PM
39	I have no other challenges.	10/10/2023 5:06 PM
40	On hot days it is uncomfortable sitting in a train car with lack of air or AC. Additionally, it would be nice if trains had WiFi.	10/10/2023 4:55 PM
41	No	10/10/2023 4:31 PM
42	No	10/10/2023 7:35 AM
43	No	10/10/2023 7:33 AM
44	N/A	10/10/2023 7:20 AM
45	None	10/10/2023 7:12 AM
46	Add route slowdowns/delays to Metrolink app	10/10/2023 6:58 AM

## Q19 Do you transfer between transit modes? Rail to bus / Bus to rail / Bus to bus / Rail to rail

Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
No - I only take one bus or train	34.85%	23
Yes - I find it to be easy	53.03%	35
Yes - I find it to be challenging	12.12%	8
<b>TOTAL</b>		<b>66</b>

## Q20 What makes transferring easy or challenging? (i.e., Is there enough information? Are there any accessibility issues?)

Answered: 50 Skipped: 27

#	RESPONSES	DATE
1	na	10/14/2023 2:42 PM
2	Well it's straight forward and sometimes the bus that i needed to get on afterwards arrives just in time.	10/14/2023 1:50 AM
3	What rail to connect onto is very hard to decipher at LA Union Station (both at the station and on the App).	10/12/2023 8:50 PM
4	It is easy when there is an ambassador	10/12/2023 3:48 PM
5	The Burbank Bus is usually waiting to take passengers from Train	10/12/2023 2:42 PM
6	Everything is connected and it makes it easy.	10/11/2023 5:31 PM
7	The announcements of what train number and where it's going is helpful. Trains are typically on time as well	10/11/2023 5:06 PM
8	Nothing	10/11/2023 5:03 PM
9	Above ground transfer. However no clear indication on which train is on what track when staying above ground	10/11/2023 4:16 PM
10	Info is bountiful	10/11/2023 4:07 PM
11	Union station needs to have more visible signs for which train. Even trains don't show what number or where they go. Hard to tell which track number at union. More visible track number and train number at union will help	10/11/2023 3:41 PM
12	There is enough information	10/11/2023 3:39 PM
13	Time tables	10/11/2023 3:35 PM
14	I can use my Metrolink pass	10/11/2023 1:44 PM
15	NA	10/11/2023 9:01 AM
16	I transfer to the USC shuttle. It is usually in time and easy to get to	10/11/2023 8:07 AM
17	Station to station transfer	10/11/2023 7:40 AM
18	Convenience of being able to take multiple lines (ventura or antelope valley on metrolink, and red/blue line on subway)	10/11/2023 7:36 AM
19	There is enough info that the commuters need	10/11/2023 7:15 AM
20	If the train is late, there is a chance the next leg of the trip has already left and next train is an hour wait.	10/11/2023 7:15 AM
21	I only transfer trains at Union Station. Very easy to do there. The only issue is the long wait time between the trains at 7a going from BBK to Orange	10/11/2023 7:12 AM
22	At the station there is clear information about which platform my train is leaving from, but having that info available online beforehand would be useful	10/11/2023 7:06 AM
23	nothing	10/11/2023 7:04 AM
24	For the easy part is that the buses connect right at the station, the Challenging part is sometimes the buses dont wait for transfer passengers to cross the tracks after the train has passes to allow them to catch them.	10/10/2023 6:31 PM

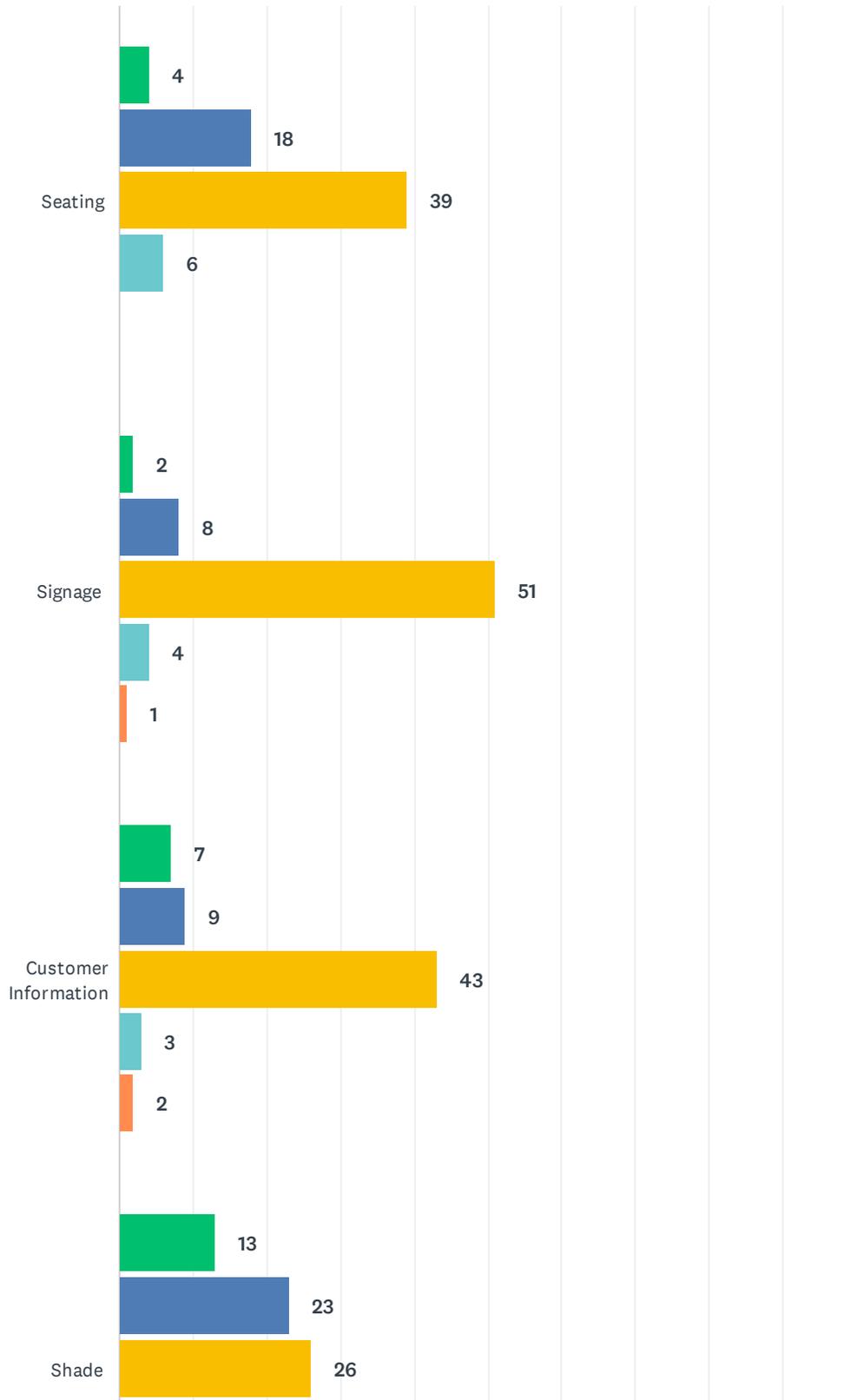
## Metro's Rail Integration Study - Station User Survey: Burbank

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25	There is enough information about train to bus and bus to train. Along with a schedule and predicted arrival time.	10/10/2023 6:28 PM
26	The train to the bus	10/10/2023 6:27 PM
27	No, but a friend who rides the train with me has a concern with the new schedule not being in sync with the Glendale bus because she has to take the beeline to her office.	10/10/2023 6:12 PM
28	When train is on time bus is available, when train is late, the next bus scheduled is too far away	10/10/2023 6:11 PM
29	Transferring is ok but sometimes the time can be something of conflict train arrives at the same time bus leaves no time in between	10/10/2023 6:10 PM
30	Buses are usually waiting	10/10/2023 6:08 PM
31	Straightforward	10/10/2023 5:57 PM
32	The frequency of buses and trains	10/10/2023 5:56 PM
33	Bike space is limited and uncertain	10/10/2023 5:38 PM
34	Burbank Bus is easy access from the station	10/10/2023 5:31 PM
35	Late arrival, missing connection, changing schedules	10/10/2023 5:30 PM
36	Bus always here in the morning	10/10/2023 5:28 PM
37	Bus times	10/10/2023 5:25 PM
38	The last mile to my office used to be a challenge until my workplace added more shuttles.	10/10/2023 5:22 PM
39	The Beeline Bus at the Downtown Burbank station times make it so you are waiting to get to the office 40 minutes after you have arrived from the train	10/10/2023 5:09 PM
40	Glendale beeline transit schedule does not coincide with Metrolink schedule; a lot of time is wasted waiting to depart	10/10/2023 5:08 PM
41	There are too few times for me to transfer between the Glendale Beeline 12 and the antelope valley Metrolink train.	10/10/2023 5:06 PM
42	The bus stop is at the train station	10/10/2023 4:55 PM
43	New A line is easy to access from Metrolink gate	10/10/2023 4:31 PM
44	Close proximity of station to metro platforms.	10/10/2023 7:35 AM
45	None	10/10/2023 7:33 AM
46	There's enough information online but can be unpredictable	10/10/2023 7:27 AM
47	transferring is easy! all the times and arrivals are listed	10/10/2023 7:20 AM
48	The buses are usually right there from the train stations if you would choose to be on the bus afterwards	10/10/2023 7:12 AM
49	Challenging when there's not enough busses	10/10/2023 7:07 AM
50	Easy due to proximity of subway to rail Difficult due to long wait times for subway, train schedule and subway schedule don't align well. always approx 15 minute wait for subway	10/10/2023 6:58 AM

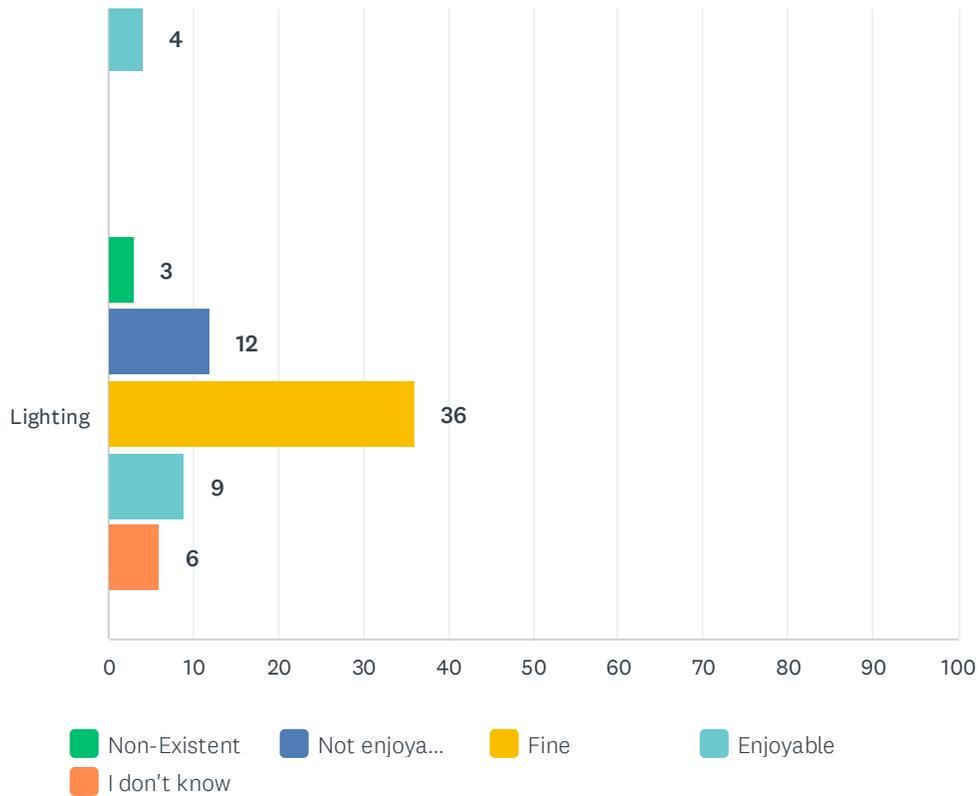
## Q21 For the rail station, how would you characterize the following amenities?

Answered: 67 Skipped: 10



# Metro's Rail Integration Study - Station User Survey: Burbank

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	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	5.97% 4	26.87% 18	58.21% 39	8.96% 6	0.00% 0	67
Signage	3.03% 2	12.12% 8	77.27% 51	6.06% 4	1.52% 1	66
Customer Information	10.94% 7	14.06% 9	67.19% 43	4.69% 3	3.13% 2	64
Shade	19.70% 13	34.85% 23	39.39% 26	6.06% 4	0.00% 0	66
Lighting	4.55% 3	18.18% 12	54.55% 36	13.64% 9	9.09% 6	66

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	no	10/14/2023 2:42 PM
2	The elevator that takes you to the bridge gets broken pretty fast	10/14/2023 1:50 AM
3	I wish it was a lot more cleaner.	10/12/2023 3:48 PM
4	No	10/12/2023 2:42 PM
5	No	10/11/2023 5:31 PM
6	No	10/11/2023 5:03 PM
7	Train needs more shade from afternoon sun. Station needs more rain coverage in both stations	10/11/2023 4:42 PM
8	Not enough shade	10/11/2023 4:16 PM
9	Not clean	10/11/2023 4:07 PM
10	The bus drivers feed the pigeons and that makes a mess in the platform	10/11/2023 3:35 PM

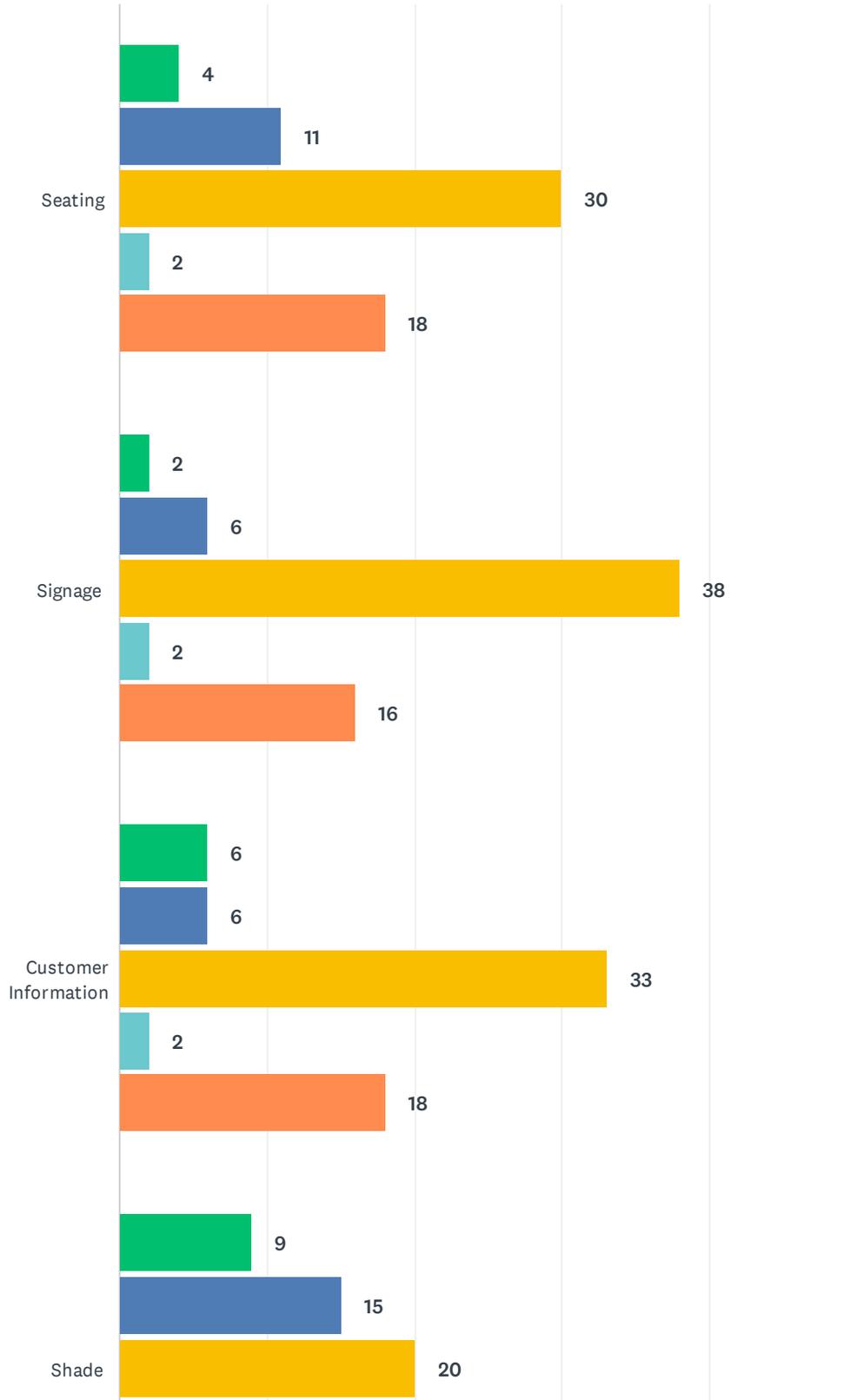
## Metro's Rail Integration Study - Station User Survey: Burbank

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11	Rancho cucamonga could use a restroom.	10/11/2023 3:18 PM
12	No	10/11/2023 9:01 AM
13	Security patrol	10/11/2023 7:40 AM
14	None	10/11/2023 7:15 AM
15	More benches at each platform would be nice.	10/11/2023 7:15 AM
16	At orange station there could be more shade	10/11/2023 7:12 AM
17	The sylmar station is very lacking on shade. Coming home in the summer always leads to a very hot experience while I wait for my train	10/11/2023 7:10 AM
18	Would be nice to have a charging port area near the seatings so passengers that transfer from bus to rail or vice versa can charge there electronics to have access for contact or apps that are used for bus info and transit/metro link apps, bathrooms need to be updated and sanitized and cleaned regularly for both passengers and bus drivers, and security who patrol the station.	10/10/2023 6:31 PM
19	More lightning and security at night. It gets a bit dark and unsafe for women and elderly	10/10/2023 6:28 PM
20	If I used the transportation every day and I pay the transportation must be clean and comfortable and pay less	10/10/2023 6:27 PM
21	Security	10/10/2023 6:12 PM
22	There should be more lighting, camera monitoring, heating devices, restrooms at least 4. Also heating devices should be on in the morning and night can they be place on like a automatic timer this would be great	10/10/2023 6:10 PM
23	Homeless take up benches	10/10/2023 6:08 PM
24	How about some station signs? Make it obvious for riders what station you've arrived to just from looking out the window of the train.	10/10/2023 5:57 PM
25	Almost no protection from rain/ sun on the platform	10/10/2023 5:38 PM
26	No shelter during rain events, wind events no shelter to get out of wind/blocking wind	10/10/2023 5:30 PM
27	Dirty	10/10/2023 5:25 PM
28	Vending machines are less than there used to be and don't always work.	10/10/2023 5:22 PM
29	There is not enough shade or seating at the Downtown Burbank location	10/10/2023 5:09 PM
30	Nope	10/10/2023 5:08 PM
31	Having security on the station and on trains the whole day and night would make me feel safer. Especially when it's after dark.	10/10/2023 5:06 PM
32	A little run down. The station has no shade at all. The plastic domes/canopies feel like they trap hot air instead of providing any type of protection from the heat or sun. I often find myself sitting there sweating while waiting for the train.	10/10/2023 4:55 PM
33	None	10/10/2023 4:31 PM
34	More commuter friendly vendors	10/10/2023 7:07 AM
35	Add more trees	10/10/2023 6:58 AM

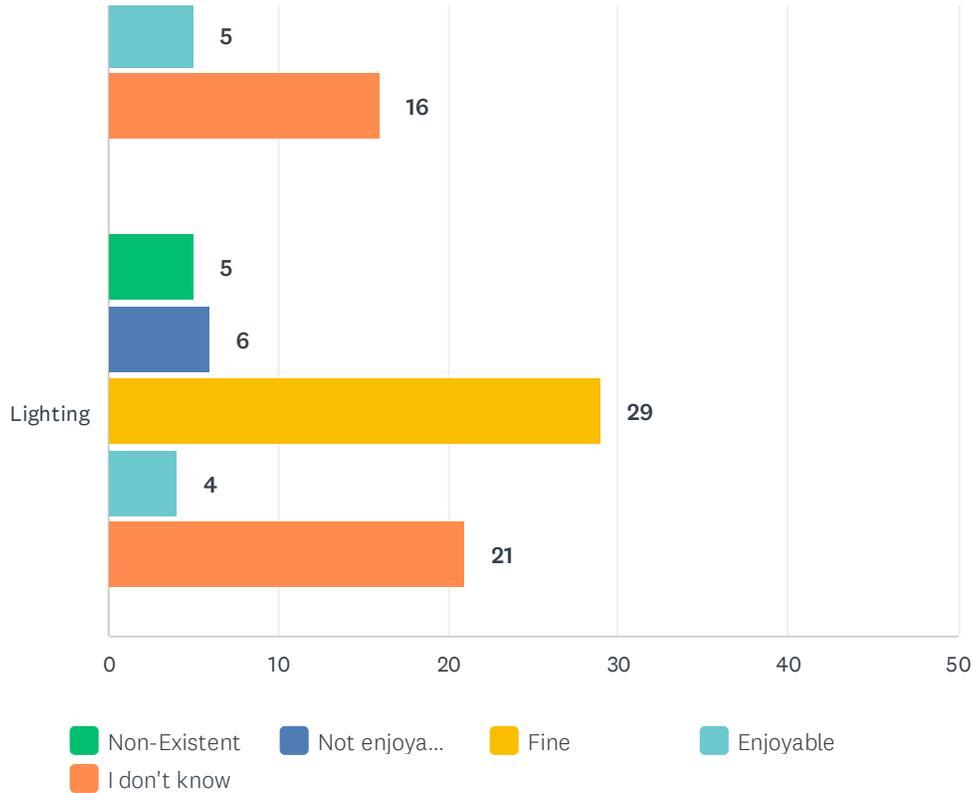
## Q22 For the bus stops at the station, how would you characterize the following amenities?

Answered: 65 Skipped: 12



# Metro's Rail Integration Study - Station User Survey: Burbank

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	NON-EXISTENT	NOT ENJOYABLE	FINE	ENJOYABLE	I DON'T KNOW	TOTAL
Seating	6.15% 4	16.92% 11	46.15% 30	3.08% 2	27.69% 18	65
Signage	3.13% 2	9.38% 6	59.38% 38	3.13% 2	25.00% 16	64
Customer Information	9.23% 6	9.23% 6	50.77% 33	3.08% 2	27.69% 18	65
Shade	13.85% 9	23.08% 15	30.77% 20	7.69% 5	24.62% 16	65
Lighting	7.69% 5	9.23% 6	44.62% 29	6.15% 4	32.31% 21	65

#	IS THERE ANYTHING YOU'D LIKE US TO KNOW ABOUT THE QUALITY OF THE AMENITIES?	DATE
1	na	10/14/2023 2:42 PM
2	Certain stops need to show the traffic more on the benches personally because of the trees	10/14/2023 1:50 AM
3	I wish the stop was safer	10/12/2023 3:48 PM
4	No	10/12/2023 2:42 PM
5	Fine	10/11/2023 5:03 PM
6	Not clean & often people sleeping on benches	10/11/2023 4:07 PM
7	What about real- time Digital Signage?	10/11/2023 9:01 AM
8	Cleanliness	10/11/2023 7:40 AM
9	Nothing to say.	10/11/2023 7:15 AM
10	no	10/11/2023 7:04 AM

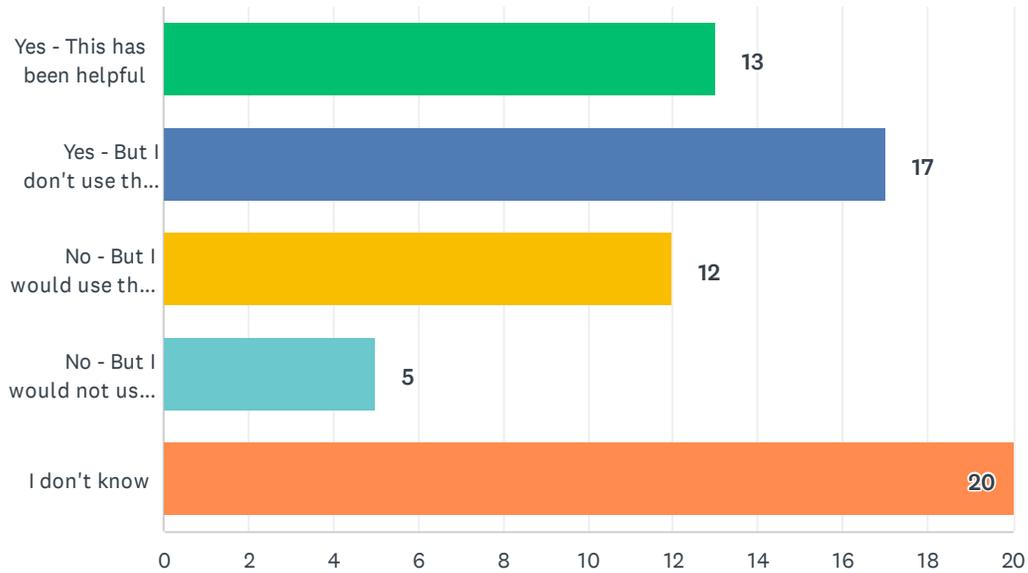
## Metro's Rail Integration Study - Station User Survey: Burbank

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11	Seating areas need to be cleaned and sanitized regularly if possible, since the homeless have been an issue as of late there are moments I try seating at one of the seating areas with the glass covers for shade and they end up smelling of urine and sometimes there covered in spider webs which usually end up being black widows webs	10/10/2023 6:31 PM
12	The seats need to be cleaned more often. Sometimes the homeless sit and sleep on them and leave a mess.	10/10/2023 6:28 PM
13	The drivers they are very and respectful and they do not use the sidewalk correctly for us	10/10/2023 6:27 PM
14	Security	10/10/2023 6:12 PM
15	Same as above	10/10/2023 6:10 PM
16	Homeless allowed to take up benches	10/10/2023 6:08 PM
17	Basic	10/10/2023 5:57 PM
18	No	10/10/2023 5:25 PM
19	Nopr	10/10/2023 5:08 PM
20	This probably is for Glendale Beeline but shade and lighting would be appreciated.	10/10/2023 5:06 PM
21	More seating	10/10/2023 4:55 PM

## Q23 Do you know if there is a regular station attendant to provide information or assistance at this station?

Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes - This has been helpful	19.40%	13
Yes - But I don't use this service	25.37%	17
No - But I would use this service	17.91%	12
No - But I would not use this service	7.46%	5
I don't know	29.85%	20
<b>TOTAL</b>		<b>67</b>

## Q24 Is there anything else you'd like us to know?

Answered: 32 Skipped: 45

#	RESPONSES	DATE
1	no	10/14/2023 2:42 PM
2	Honestly believe the buses should be \$1.50 like it use to be.	10/14/2023 1:50 AM
3	What rail to connect onto is very hard to decipher at LA Union Station (both at the station and on the App).	10/12/2023 8:50 PM
4	I wish there were safety watches the areas are not safe	10/12/2023 3:48 PM
5	When there was disruption in service due to traffic incident, passengers were told they could get vouchers for Uber but they had to pay first. I did not do this and about 45 minutes later the train resumed its route. Would it be easier to perhaps hire Uber for emergencies and not have to charge passengers anything and have them take them to their train station	10/12/2023 2:42 PM
6	No	10/11/2023 5:31 PM
7	No	10/11/2023 5:06 PM
8	No	10/11/2023 5:03 PM
9	Security is hit & miss so dope smoking, homeless sleeping on grounds is frequent	10/11/2023 4:07 PM
10	No	10/11/2023 3:39 PM
11	The station attendants do nothing to control bicycles on the platform, smoking or homelessness	10/11/2023 3:35 PM
12	No	10/11/2023 1:44 PM
13	Attendants at stations would be helpful to riders to provide information, enforce rules, and help promote safety.	10/11/2023 9:01 AM
14	Not for now	10/11/2023 7:40 AM
15	None	10/11/2023 7:15 AM
16	Station attendants don't offer to help. They standing around and ignore the customers needing help. They don't take action when people are sitting on the steps where there is a lot of foot traffic. It's a lawsuit waiting to happen.	10/11/2023 7:15 AM
17	Would love a Metrolink train that leaves from Burbank to Orange in the 8a-9a hour	10/11/2023 7:12 AM
18	Having an attendant around and visible would make me feel safer	10/11/2023 7:06 AM
19	no	10/11/2023 7:04 AM
20	So far I've stated some of the issues I have experienced in previous questions	10/10/2023 6:31 PM
21	Yes I feel very insecure because I waiting to much time the transition at any time the bus stop to much homeless around every bus stop we need lights and security	10/10/2023 6:27 PM
22	No	10/10/2023 6:12 PM
23	Can the train go any faster and I know there is metro wifi is there a possibility that in the future signal will be available throughout the whole train ride. Long train ride here	10/10/2023 6:10 PM
24	No	10/10/2023 6:08 PM
25	Please increase frequency and more schedule times in the evening heading towards moorpark	10/10/2023 5:57 PM
26	Poor communication all around!!!!	10/10/2023 5:30 PM
27	No	10/10/2023 5:25 PM

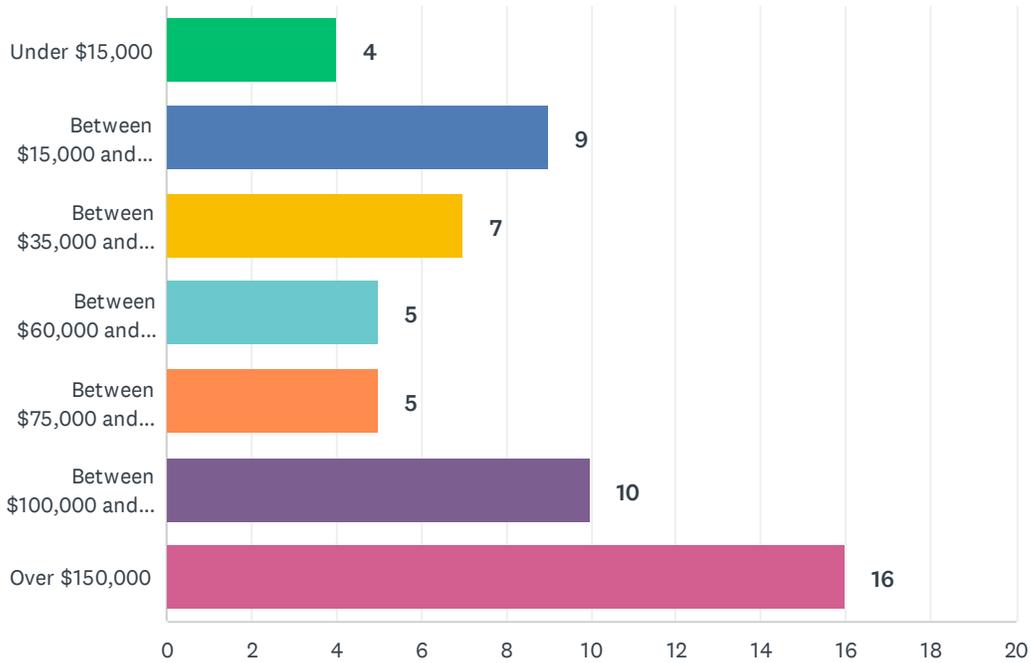
# Metro's Rail Integration Study - Station User Survey: Burbank

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28	I have no further comments. Thanks for reading my feedback.	10/10/2023 5:06 PM
29	We need more Police or sheriff presence in each Metro station and frequent cleaning.	10/10/2023 4:31 PM
30	No	10/10/2023 7:35 AM
31	None	10/10/2023 7:12 AM
32	Station attendant is not always there	10/10/2023 6:58 AM

## Q26 What is your total household income?

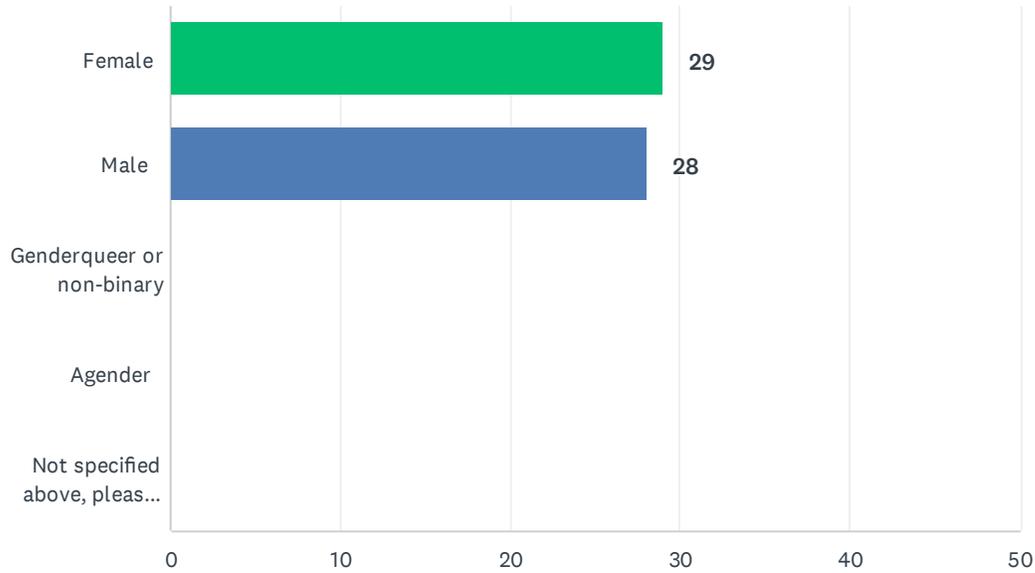
Answered: 56 Skipped: 21



ANSWER CHOICES	RESPONSES	
Under \$15,000	7.14%	4
Between \$15,000 and \$34,999	16.07%	9
Between \$35,000 and \$59,999	12.50%	7
Between \$60,000 and \$74,999	8.93%	5
Between \$75,000 and \$99,999	8.93%	5
Between \$100,000 and \$150,000	17.86%	10
Over \$150,000	28.57%	16
<b>TOTAL</b>		<b>56</b>

## Q27 What is your gender identity?

Answered: 57 Skipped: 20

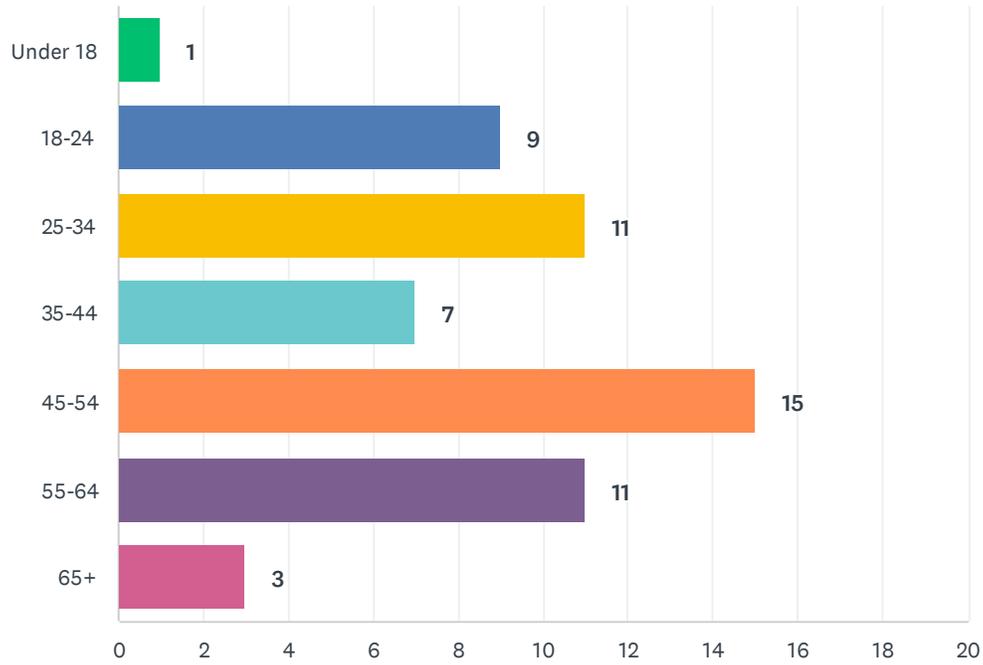


ANSWER CHOICES	RESPONSES	
Female	50.88%	29
Male	49.12%	28
Genderqueer or non-binary	0.00%	0
Agender	0.00%	0
Not specified above, please specify	0.00%	0
<b>TOTAL</b>		<b>57</b>

#	NOT SPECIFIED ABOVE, PLEASE SPECIFY	DATE
	There are no responses.	

## Q28 What is your age?

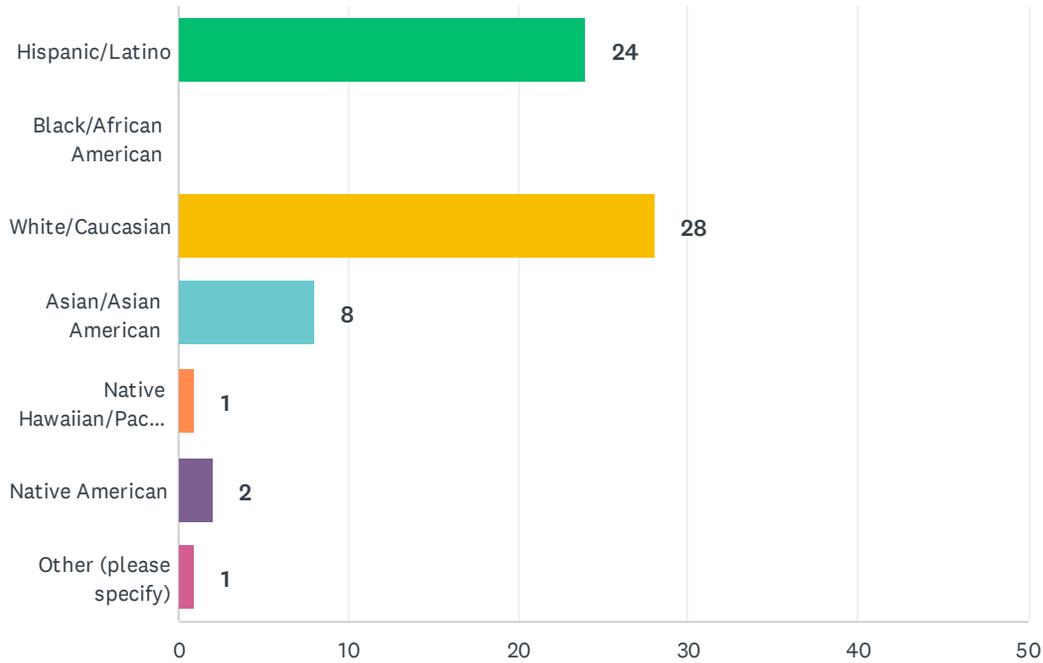
Answered: 57 Skipped: 20



ANSWER CHOICES	RESPONSES	
Under 18	1.75%	1
18-24	15.79%	9
25-34	19.30%	11
35-44	12.28%	7
45-54	26.32%	15
55-64	19.30%	11
65+	5.26%	3
<b>TOTAL</b>		<b>57</b>

## Q29 What is your race or ethnic identification?(Select all that apply)

Answered: 57 Skipped: 20

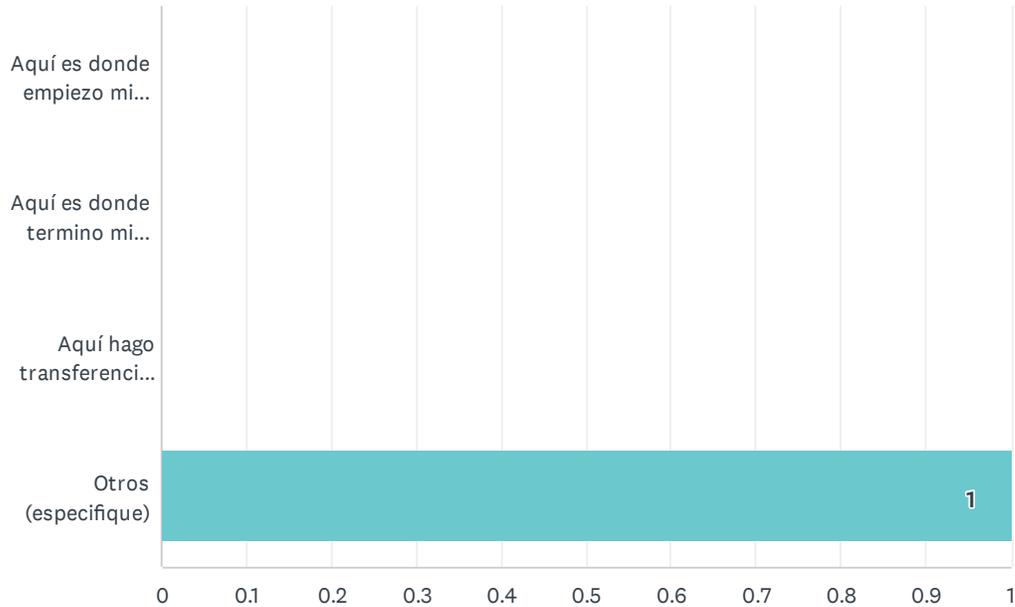


ANSWER CHOICES	RESPONSES
Hispanic/Latino	42.11% 24
Black/African American	0.00% 0
White/Caucasian	49.12% 28
Asian/Asian American	14.04% 8
Native Hawaiian/Pacific Islander	1.75% 1
Native American	3.51% 2
Other (please specify)	1.75% 1
Total Respondents: 57	

#	OTHER (PLEASE SPECIFY)	DATE
1	When I use the transportation the driver discriminate my self I don't like it we need more respect drivers and responsible	10/10/2023 6:30 PM

## Q1 Estoy en esta estación porque...

Answered: 1 Skipped: 0

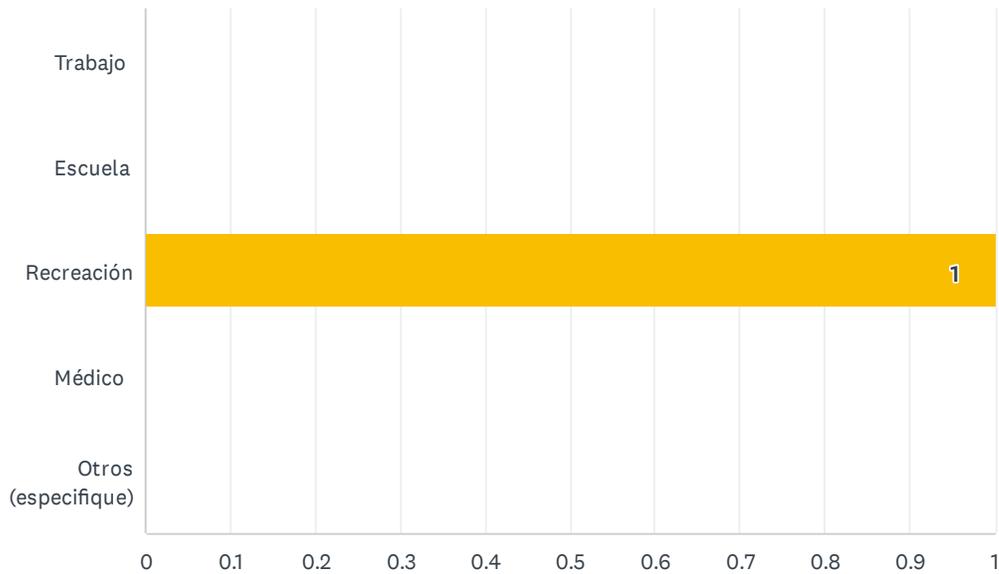


ANSWER CHOICES	RESPONSES
Aquí es donde empiezo mi viaje de transporte público	0.00% 0
Aquí es donde termino mi viaje de transporte público	0.00% 0
Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)	0.00% 0
Otros (especifique)	100.00% 1
<b>TOTAL</b>	<b>1</b>

#	OTROS (ESPECIFIQUE)	DATE
1	Pase por aqui	10/11/2023 1:10 PM

## Q2 ¿Por qué viaja?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
Trabajo	0.00% 0
Escuela	0.00% 0
Recreación	100.00% 1
Médico	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
There are no responses.		

### Q3 En general, ¿hacia dónde y desde dónde viaja?

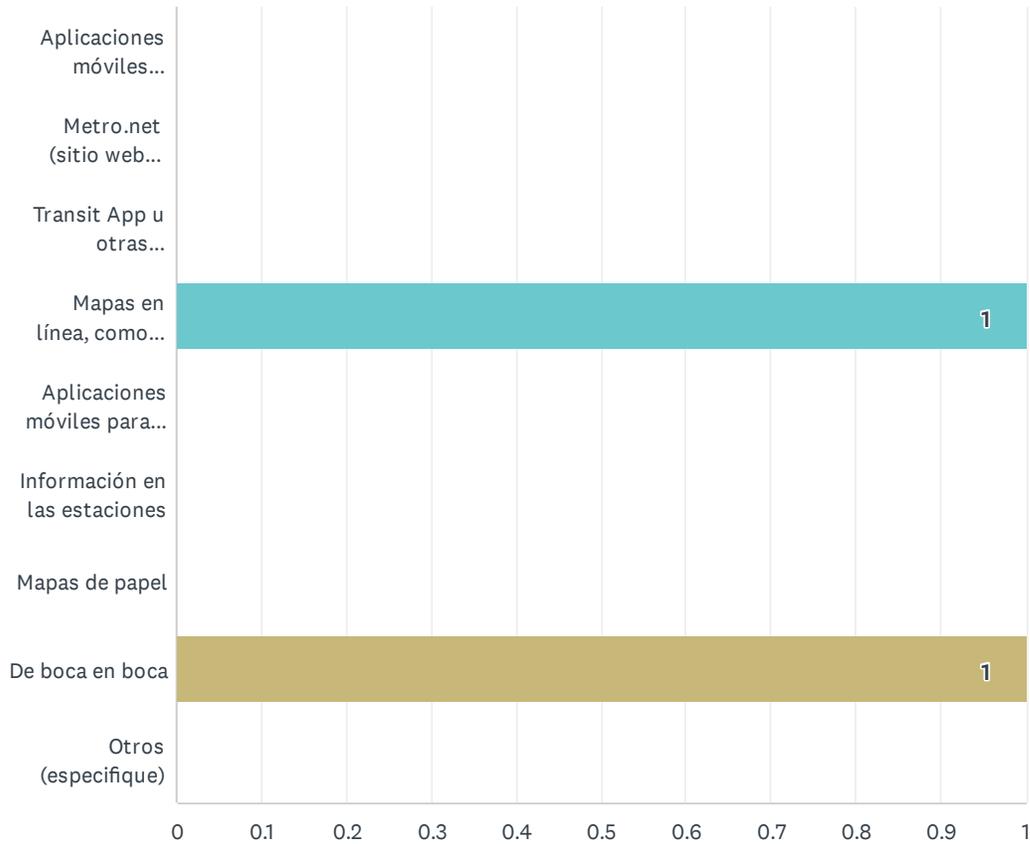
Answered: 1 Skipped: 0

ANSWER CHOICES	RESPONSES
Código postal de inicio o vecindario:	100.00% 1
Código postal de destino o vecindario:	100.00% 1

#	CÓDIGO POSTAL DE INICIO O VECINDARIO:	DATE
1	93550	10/11/2023 1:10 PM
#	CÓDIGO POSTAL DE DESTINO O VECINDARIO:	DATE
1	Unión stacion	10/11/2023 1:10 PM

## Q4 ¿Qué herramientas utiliza para planear sus viajes?(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0



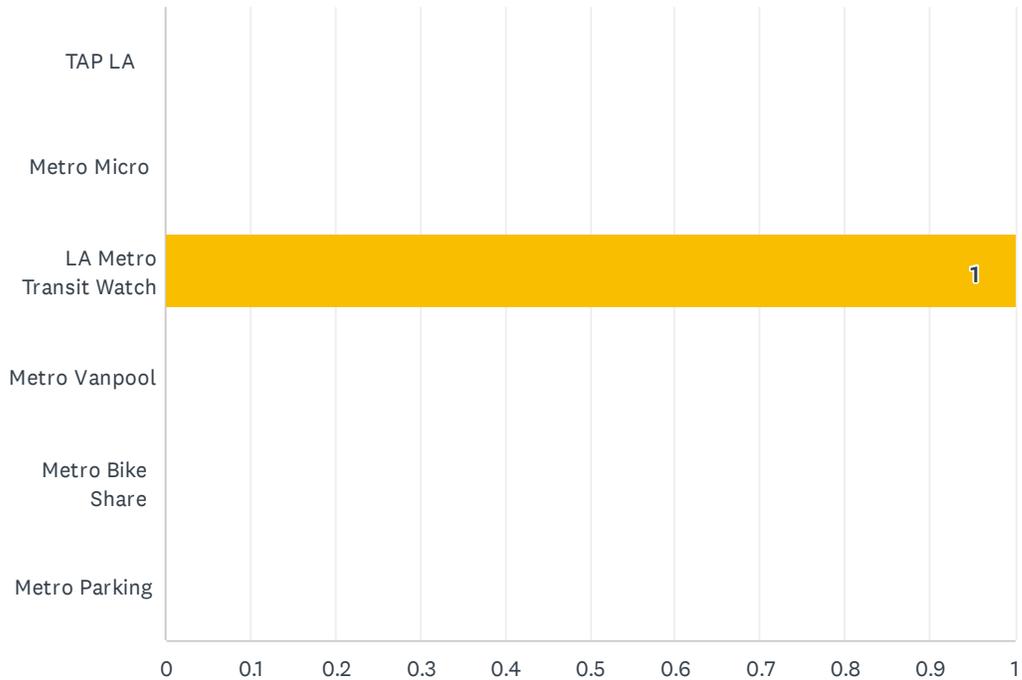
ANSWER CHOICES	RESPONSES	
Aplicaciones móviles oficiales de Metro	0.00%	0
Metro.net (sitio web oficial de Metro)	0.00%	0
Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus)	0.00%	0
Mapas en línea, como Google Maps o Apple Maps	100.00%	1
Aplicaciones móviles para compartir bicicletas o scooters	0.00%	0
Información en las estaciones	0.00%	0
Mapas de papel	0.00%	0
De boca en boca	100.00%	1
Otros (especifique)	0.00%	0
Total Respondents: 1		

#	OTROS (ESPECIFIQUE)	DATE
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There are no responses.

## Q5 Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

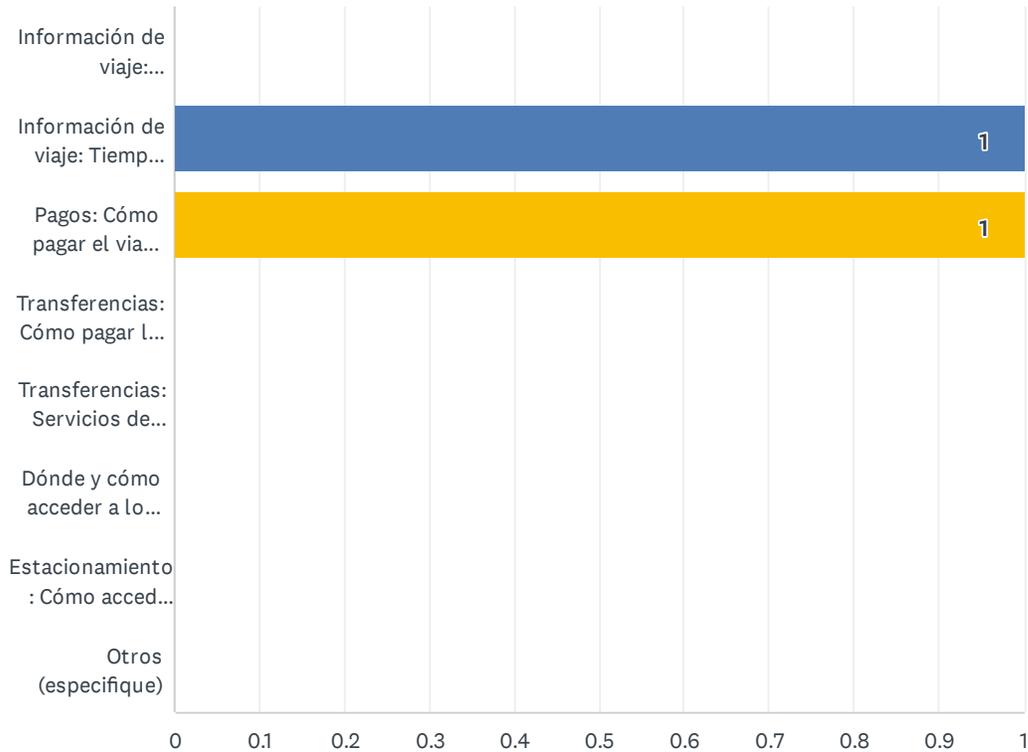
Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
TAP LA	0.00% 0
Metro Micro	0.00% 0
LA Metro Transit Watch	100.00% 1
Metro Vanpool	0.00% 0
Metro Bike Share	0.00% 0
Metro Parking	0.00% 0
Total Respondents: 1	

## Q6 ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
Información de viaje: Información sobre la(s) ruta(s) y horarios	0.00% 0
Información de viaje: Tiempo total de viaje / costos totales de viaje	100.00% 1
Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles	100.00% 1
Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público	0.00% 0
Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión	0.00% 0
Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren	0.00% 0
Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

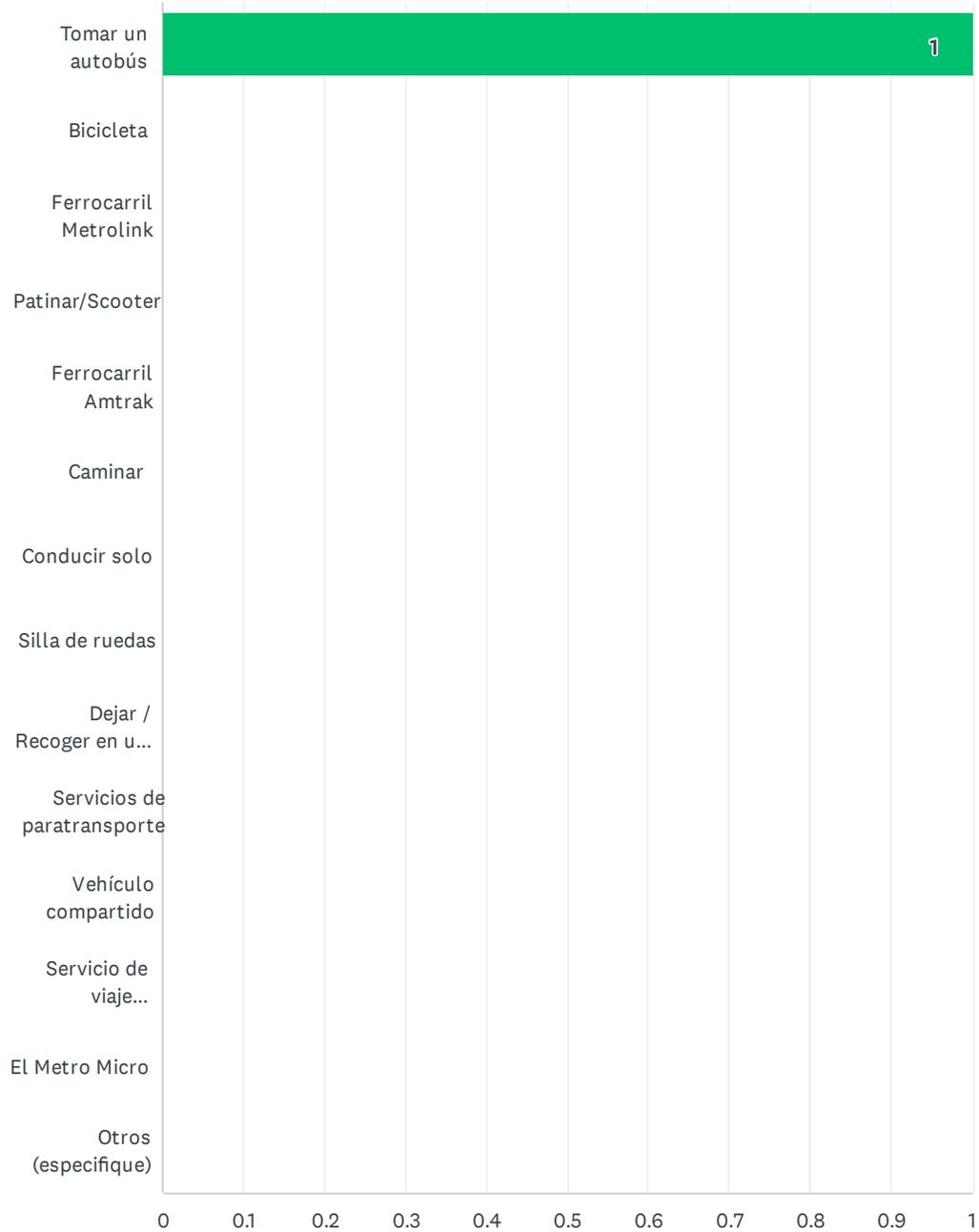
## Q7 ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

## Q8 Desde aquí voy a.... (Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0



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 L.A. County Rail Network Integration Study Task 6 Final, August 2024 - Appendix F

ANSWER CHOICES	RESPONSES	
Tomar un autobús	100.00%	1
Bicicleta	0.00%	0
Ferrocarril Metrolink	0.00%	0
Patinar/Scooter	0.00%	0
Ferrocarril Amtrak	0.00%	0
Caminar	0.00%	0
Conducir solo	0.00%	0
Silla de ruedas	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Servicios de paratransporte	0.00%	0
Vehículo compartido	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
El Metro Micro	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 1		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q9 Llegué a esta estación por...(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0

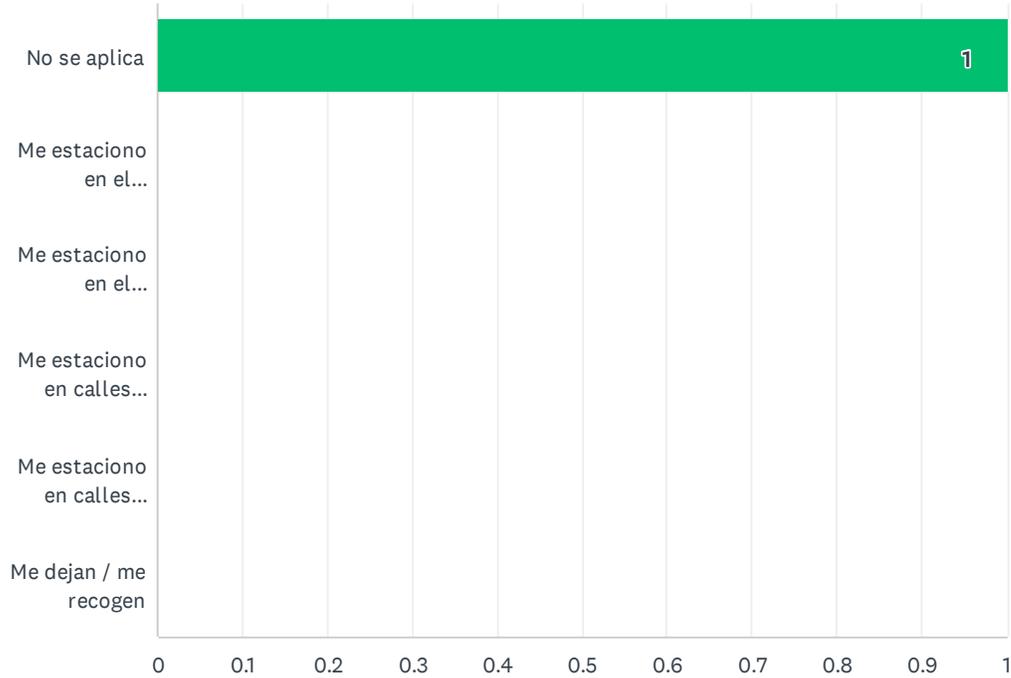


ANSWER CHOICES	RESPONSES	
Tomar un autobús	0.00%	0
Ferrocarril Metrolink	0.00%	0
Ferrocarril Amtrak	0.00%	0
Conducir solo	0.00%	0
Dejar / Recoger en un auto	0.00%	0
Vehículo compartido	0.00%	0
El Metro Micro	0.00%	0
Bicicleta	0.00%	0
Patinar/Scooter	0.00%	0
Caminar	100.00%	1
Silla de ruedas	0.00%	0
Servicios de paratransporte	0.00%	0
Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido	0.00%	0
I am transferring at this station	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 1		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Q10 Si llega o sale en un vehículo de esta estación... (Seleccione todas las opciones aplicables)

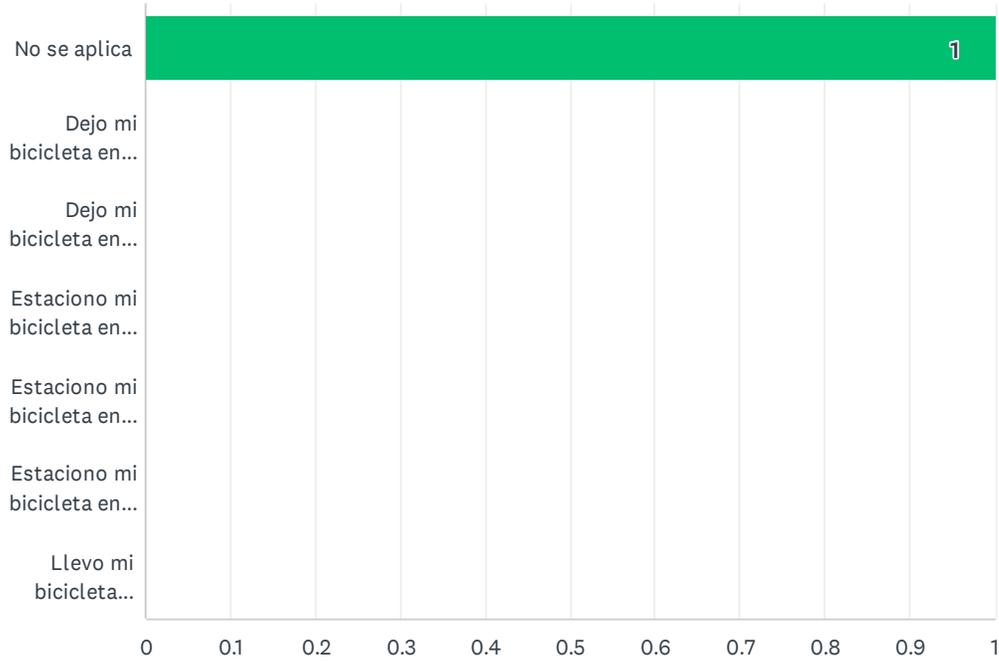
Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
No se aplica	100.00%	1
Me estaciono en el estacionamiento, generalmente hay espacios disponibles	0.00%	0
Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio	0.00%	0
Me estaciono en calles cercanas, generalmente hay espacios disponibles	0.00%	0
Me estaciono en calles cercanas, puede ser difícil encontrar un espacio	0.00%	0
Me dejan / me recogen	0.00%	0
Total Respondents: 1		

### Q11 Si llega o sale en bicicleta de esta estación... (Seleccione todas las opciones aplicables)

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
No se aplica	100.00%	1
Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles	0.00%	0
Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado	0.00%	0
Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio	0.00%	0
Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible	0.00%	0
Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio	0.00%	0
Llevo mi bicicleta conmigo en tren o autobús	0.00%	0
Total Respondents: 1		

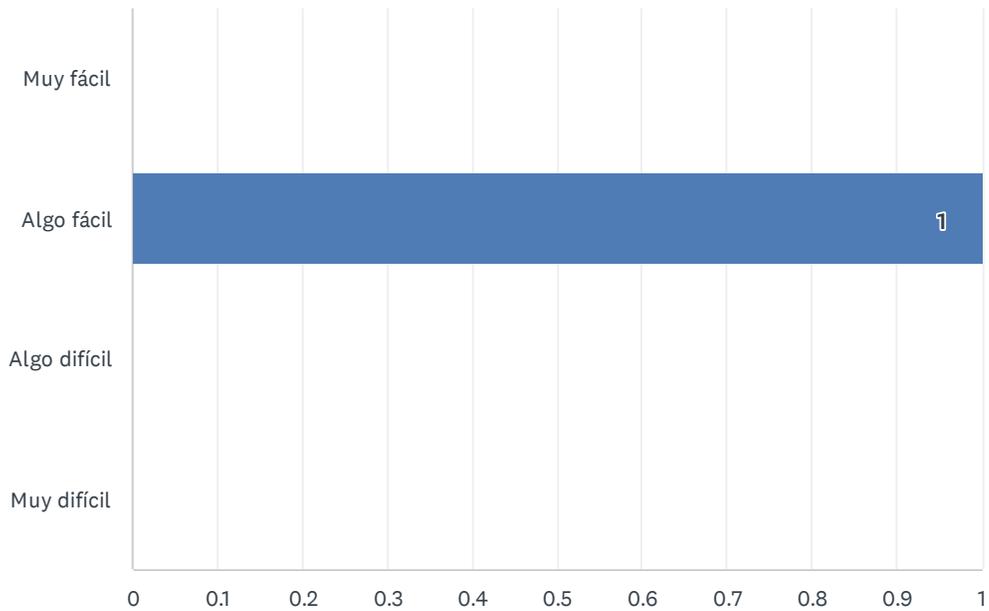
## Q12 ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

## Q13 ¿Qué tan fácil o difícil es llegar a la estación?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
Muy fácil	0.00% 0
Algo fácil	100.00% 1
Algo difícil	0.00% 0
Muy difícil	0.00% 0
TOTAL	1

### Q14 ¿Qué hace que ir o volver de la estación sea fácil o difícil?

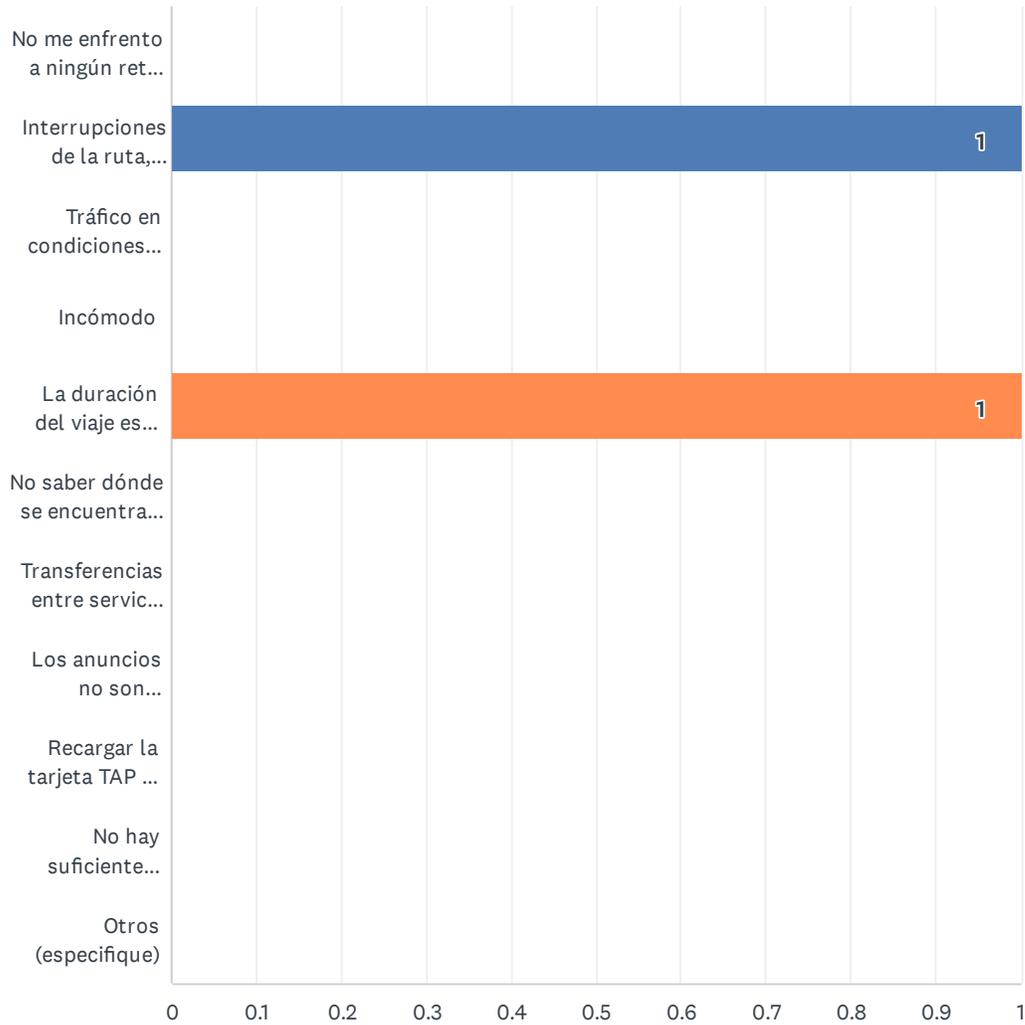
Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

### Q15 Por favor, seleccione los retos a los que podría enfrentarse durante su viaje(Seleccione todo lo que corresponda)

Answered: 1 Skipped: 0

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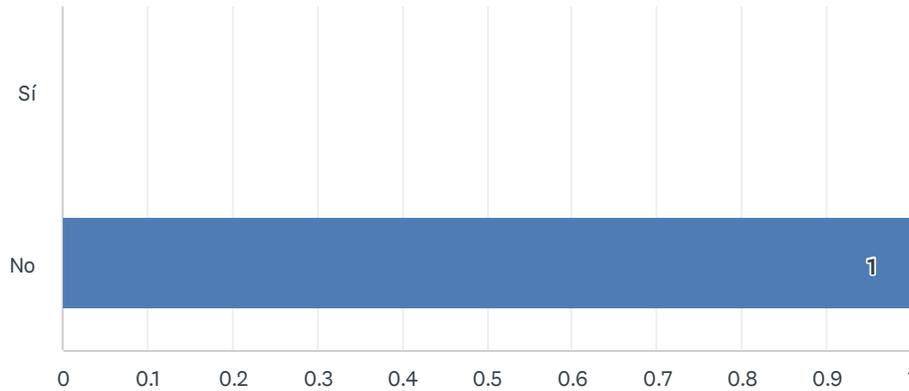


ANSWER CHOICES	RESPONSES	
No me enfrento a ningún reto durante mi viaje	0.00%	0
Interrupciones de la ruta, desvíos, obras o ralentizaciones	100.00%	1
Tráfico en condiciones típicas	0.00%	0
Incómodo	0.00%	0
La duración del viaje es imprevisible	100.00%	1
No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido	0.00%	0
Transferencias entre servicios de transporte público	0.00%	0
Los anuncios no son comprensibles	0.00%	0
Recargar la tarjeta TAP o pagar el boleto	0.00%	0
No hay suficiente información	0.00%	0
Otros (especifique)	0.00%	0
Total Respondents: 1		

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

### Q16 ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

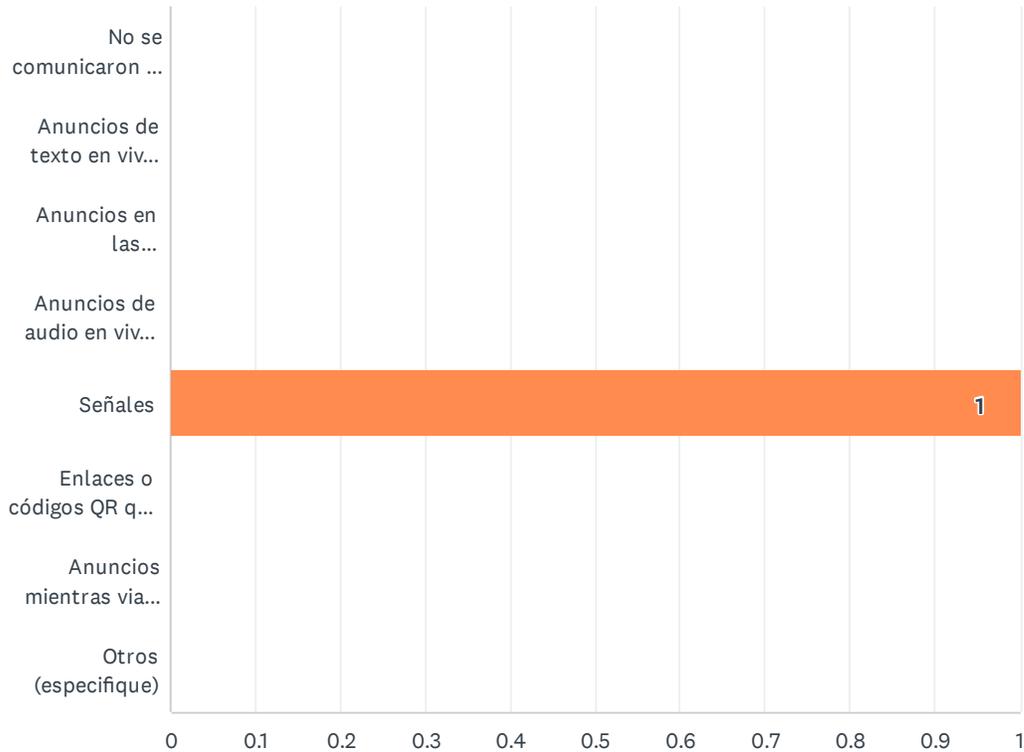
Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
Sí	0.00% 0
No	100.00% 1
TOTAL	1

### Q17 ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
No se comunicaron los cambios	0.00% 0
Anuncios de texto en vivo en la parada o estación	0.00% 0
Anuncios en las aplicaciones	0.00% 0
Anuncios de audio en vivo en la parada o estación	0.00% 0
Señales	100.00% 1
Enlaces o códigos QR que enlazan con más información	0.00% 0
Anuncios mientras viaja en autobús o tren	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 1	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

**Q18 ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?**

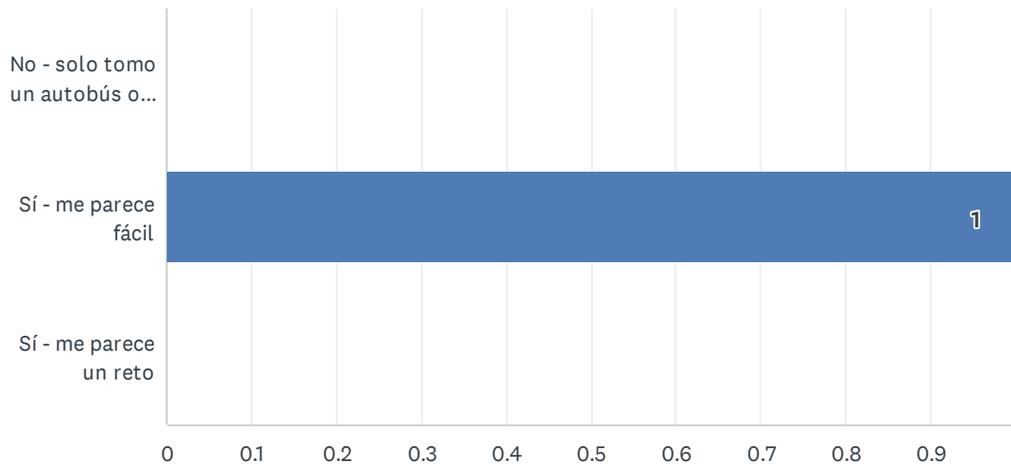
Answered: 0 Skipped: 1

#	RESPONSES	DATE
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There are no responses.

### Q19 ¿Se transborda entre modos de tránsito? De tren a autobús / De autobús a tren / De autobús a autobús / De tren a tren

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES
No - solo tomo un autobús o tren	0.00% 0
Sí - me parece fácil	100.00% 1
Sí - me parece un reto	0.00% 0
<b>TOTAL</b>	<b>1</b>

### Q20 ¿Qué hace que el transbordo sea fácil o difícil?(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

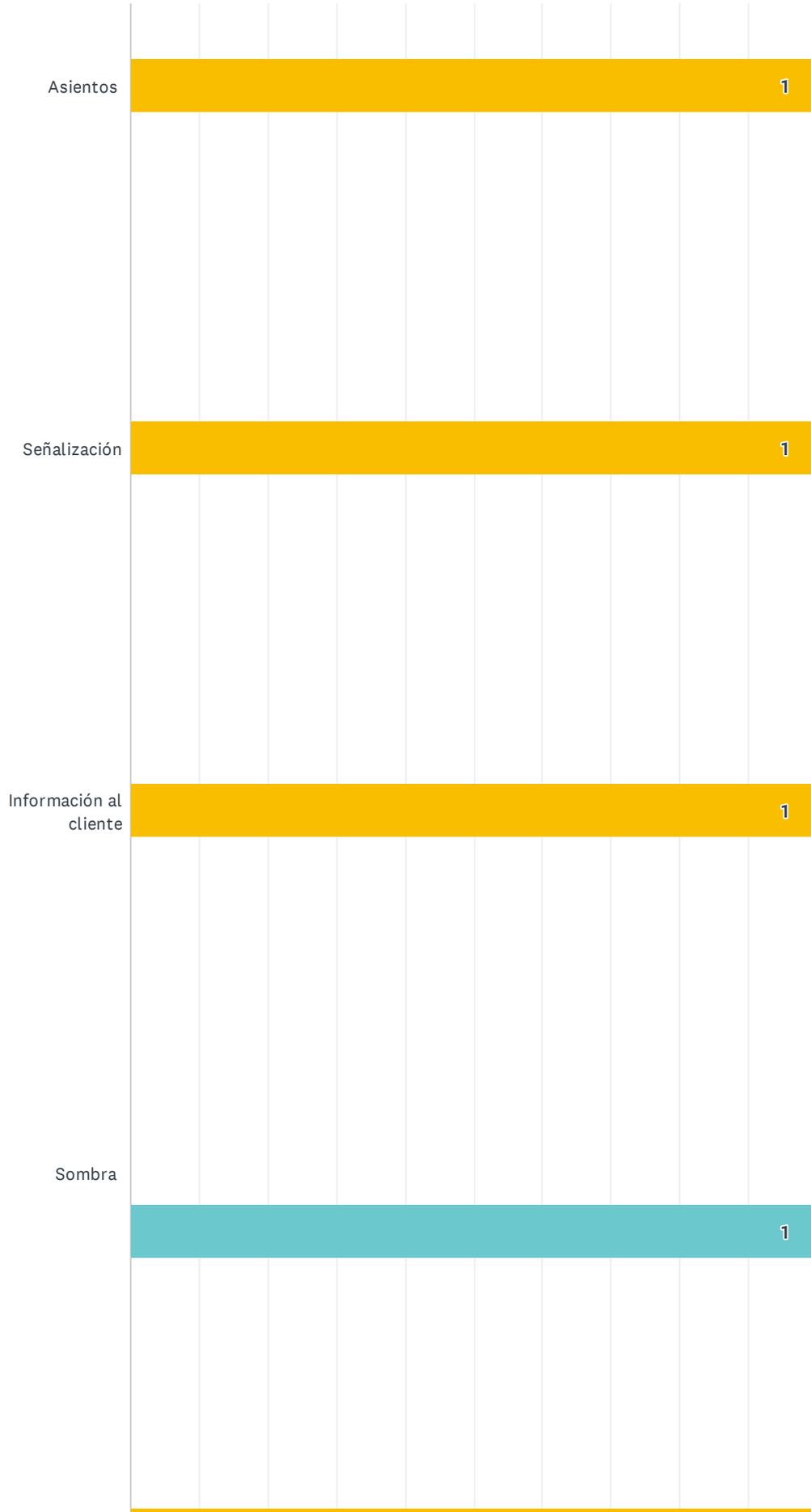
Answered: 0 Skipped: 1

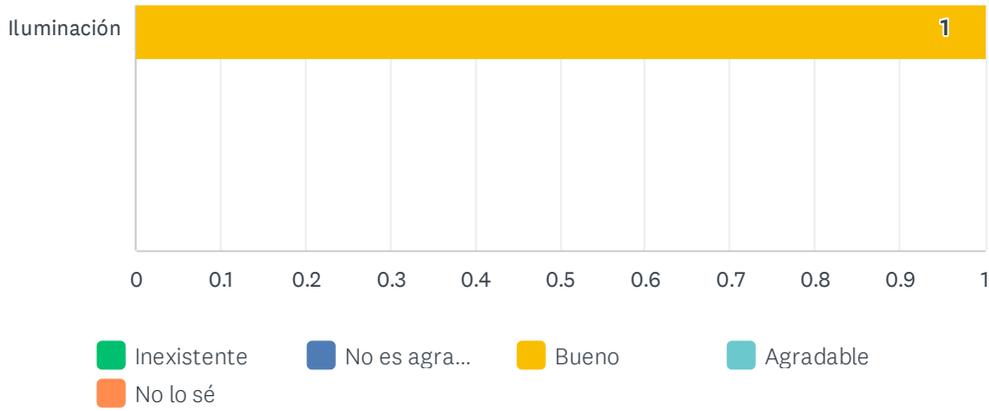
#	RESPONSES	DATE
	There are no responses.	

### Q21 Para la estación de tren, ¿cómo caracterizaría los siguientes servicios?

Answered: 1 Skipped: 0



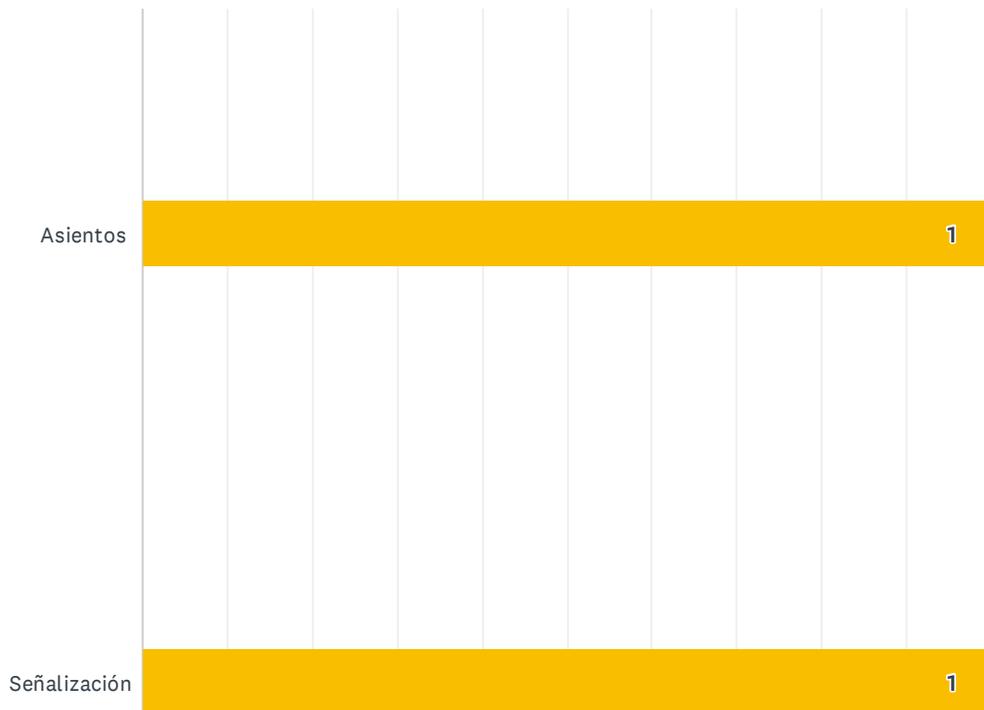


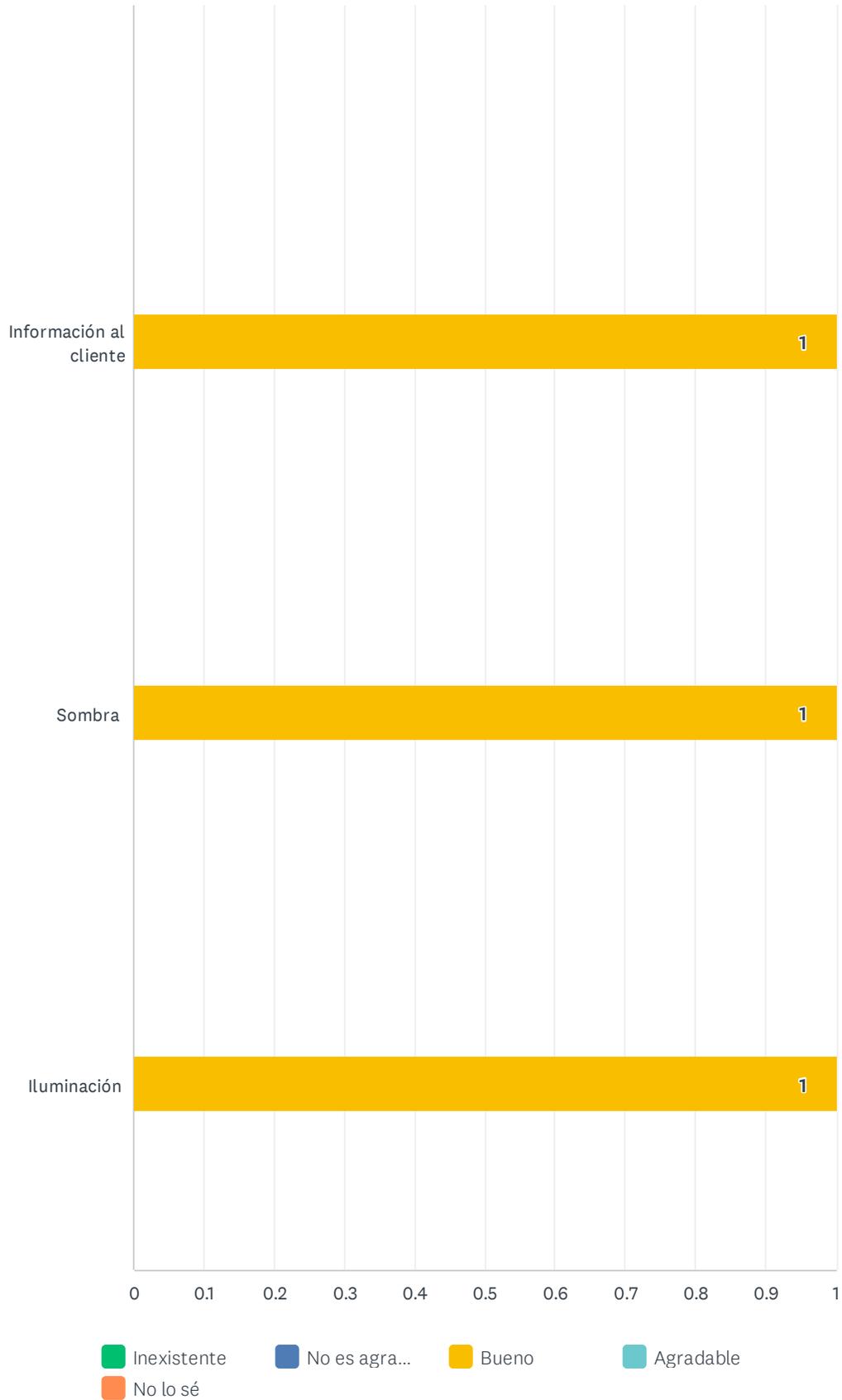


	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Señalización	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Información al cliente	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Sombra	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
Iluminación	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

## Q22 Para las paradas de autobús de la estación, ¿cómo caracterizaría los siguientes servicios?

Answered: 1 Skipped: 0

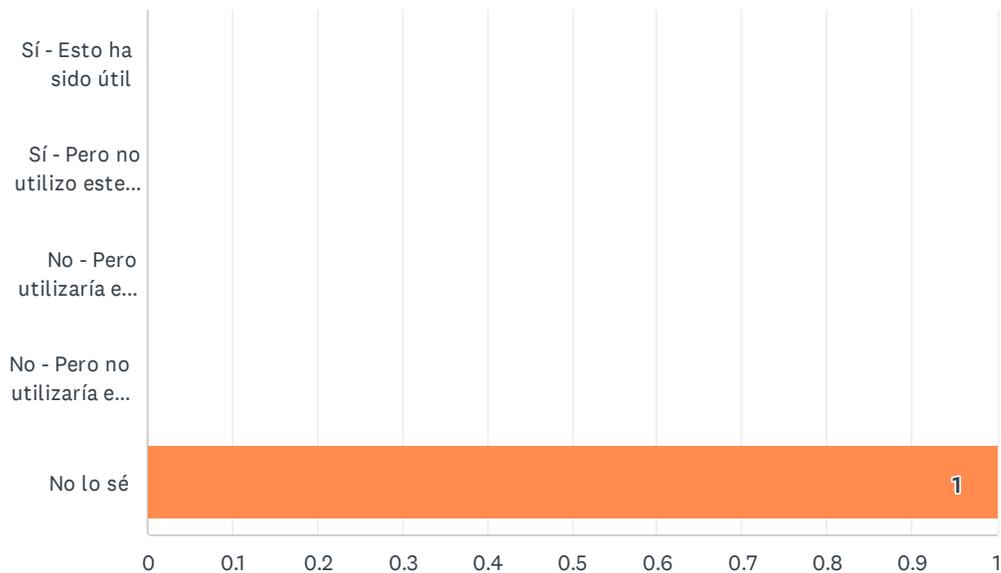




	INEXISTENTE	NO ES AGRADABLE	BUENO	AGRADABLE	NO LO SÉ	TOTAL
Asientos	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Señalización	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Información al cliente	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Sombra	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Iluminación	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

### Q23 ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Sí - Esto ha sido útil	0.00%	0
Sí - Pero no utilizo este servicio	0.00%	0
No - Pero utilizaría este servicio	0.00%	0
No - Pero no utilizaría este servicio	0.00%	0
No lo sé	100.00%	1
<b>TOTAL</b>		<b>1</b>

### Q24 ¿Hay algo más que le gustaría que supiéramos?

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

**Q25** Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Answered: 0 Skipped: 1

ANSWER CHOICES	RESPONSES
Correo electrónico	0.00% 0
Número de teléfono	0.00% 0

#	CORREO ELECTRÓNICO	DATE
	There are no responses.	

#	NÚMERO DE TELÉFONO	DATE
	There are no responses.	

**Q26** ¿Cuáles son los ingresos totales de su hogar?

Answered: 0 Skipped: 1

 No matching responses.

ANSWER CHOICES	RESPONSES
Menos de \$15,000	0.00% 0
Entre \$15,000 y \$34,999	0.00% 0
Entre \$35,000 y \$59,999	0.00% 0
Entre \$60,000 y \$74,999	0.00% 0
Entre \$75,000 y \$99,999	0.00% 0
Entre \$100,000 y \$150,000	0.00% 0
Más de \$150,000 dólares	0.00% 0
TOTAL	0

**Q27** ¿Cuál es su identidad de género?

Answered: 0 Skipped: 1

 No matching responses.

ANSWER CHOICES	RESPONSES
Mujer	0.00% 0
Hombre	0.00% 0
Género queer o no binario	0.00% 0
Sin género	0.00% 0
No especificado arriba, por favor especifique	0.00% 0
TOTAL	0

#	NO ESPECIFICADO ARRIBA, POR FAVOR ESPECIFIQUE	DATE
	There are no responses.	

## Q28 ¿Cuál es su edad?

Answered: 0 Skipped: 1

 No matching responses.

ANSWER CHOICES	RESPONSES
Menores de 18 años	0.00% 0
18-24	0.00% 0
25-34	0.00% 0
35-44	0.00% 0
45-54	0.00% 0
55-64	0.00% 0
65+	0.00% 0
TOTAL	0

## Q29 ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

Answered: 0 Skipped: 1

 No matching responses.

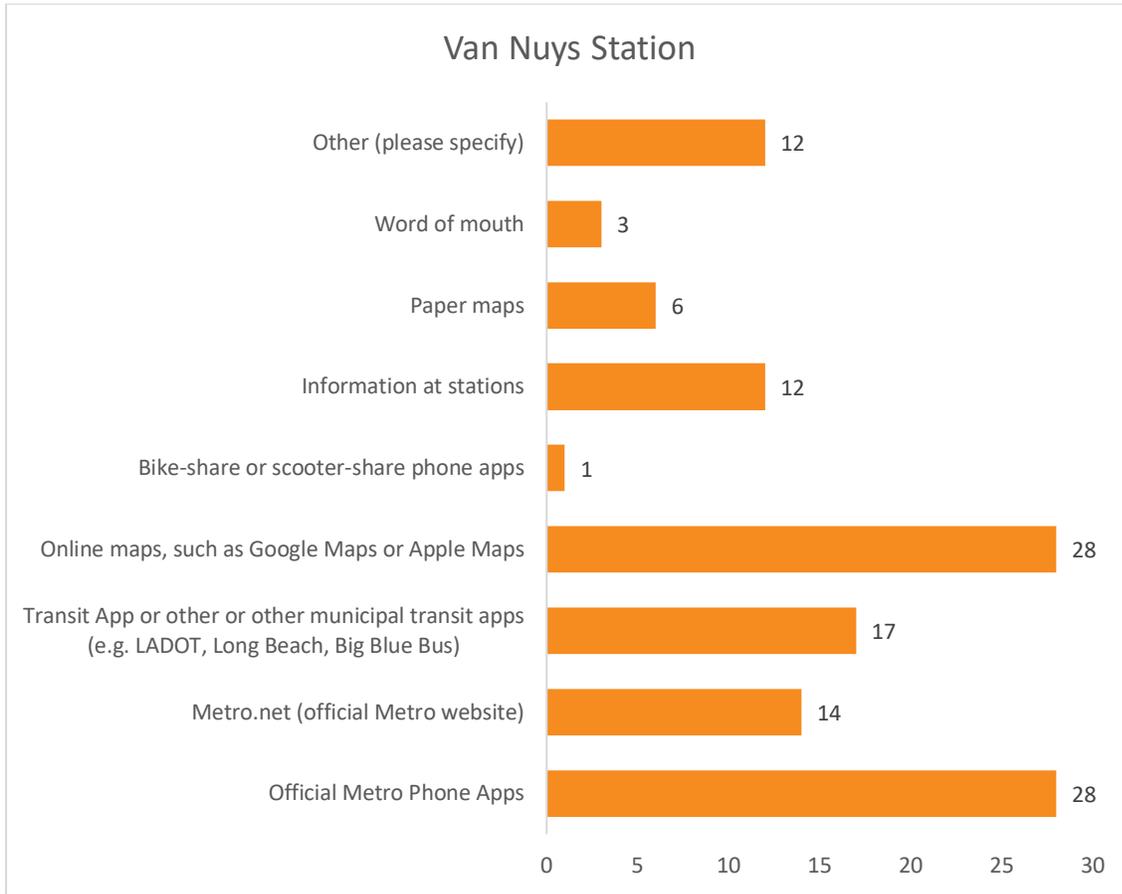
ANSWER CHOICES	RESPONSES
Hispano/Latino	0.00% 0
Asiático/Asiático Americano	0.00% 0
Negro/Afroamericano	0.00% 0
Nativo Hawaiano/Isleño del Pacífico	0.00% 0
Blanco/Caucásico	0.00% 0
Nativos americanos	0.00% 0
Otros (especifique)	0.00% 0
Total Respondents: 0	

#	OTROS (ESPECIFIQUE)	DATE
	There are no responses.	

## Intercept Survey Responses By Station – Systemwide Questions

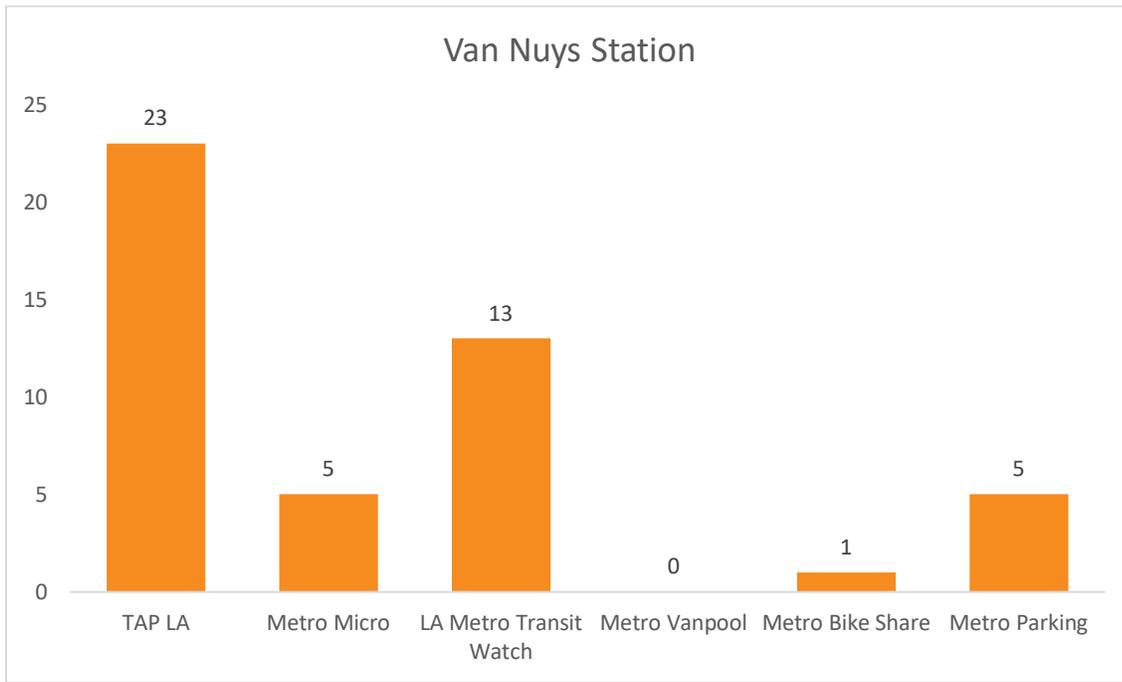
### Trip Planning (Van Nuys)

#### What tools do you use to plan your trips?



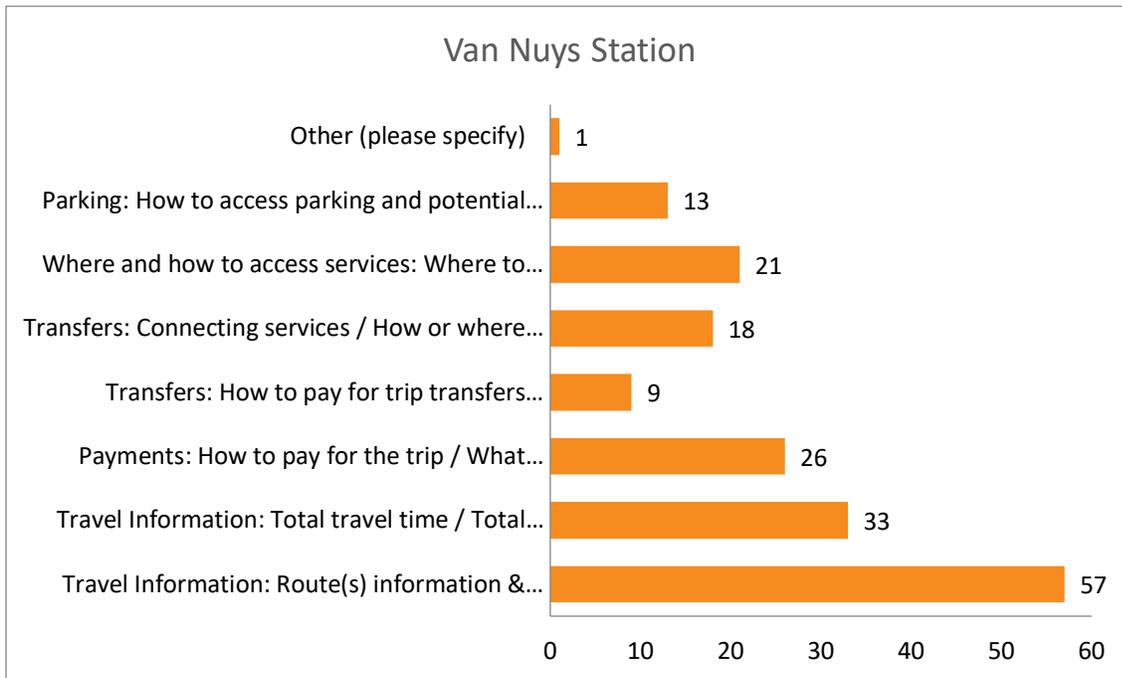
Of the 63 respondents, almost 90% use official metro phone apps or online map apps, 27% use Transit App or another municipal app; and 22% use the Metro website to plan their trip.

**If using a Metro Phone app, which one(s) do you use?**



Of the 40 respondents who used Metro phone apps, over half of the respondents used TAP LA and nearly a third used LA Metro Transit Watch.

**Which of the following information is sought by you when using trip planning tools?**



Of the 65 respondents, over 85% seek information on Route(s) & Timetables, half seek information on Total travel time / Total travel costs, and 40% seek information on how to pay for the trip / What discounts or free rides are available.

**Is there any information that is hard to find when transit planning?**

Of those surveyed, 51 people responded to this question.

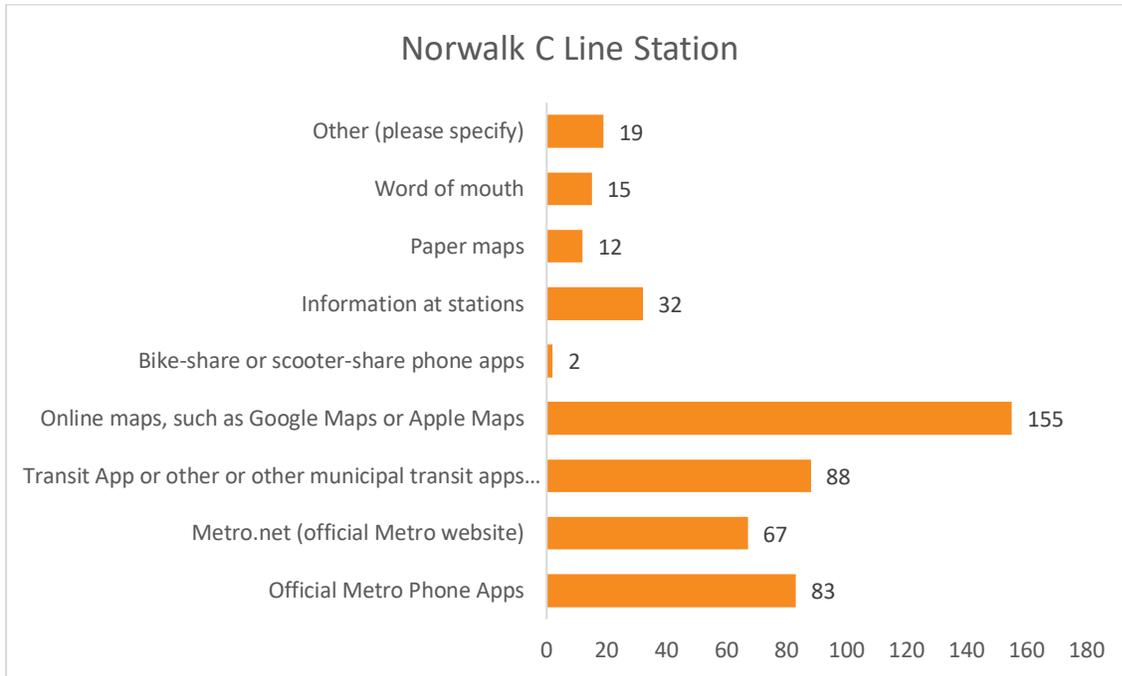
Major themes include:

- Customer Information (17)
  - Delays/schedule changes without warning (4)
  - Real time information (3)
  - Real time signage (2)
  - Trip planning (3)
  - Where to find your next transit vehicle (gate number, etc.) (3)

In addition, responders shared their local knowledge, and recommended that trip planning incorporate the ability to factor in air travel.

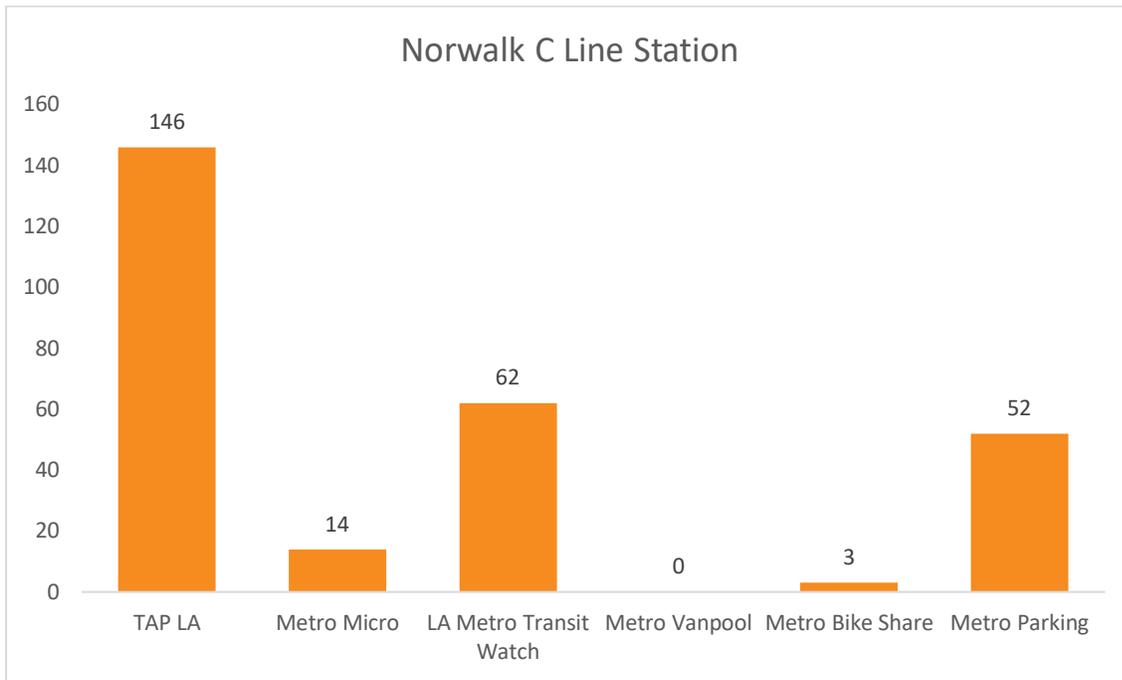
## Trip Planning (Norwalk)

### What tools do you use to plan your trips?



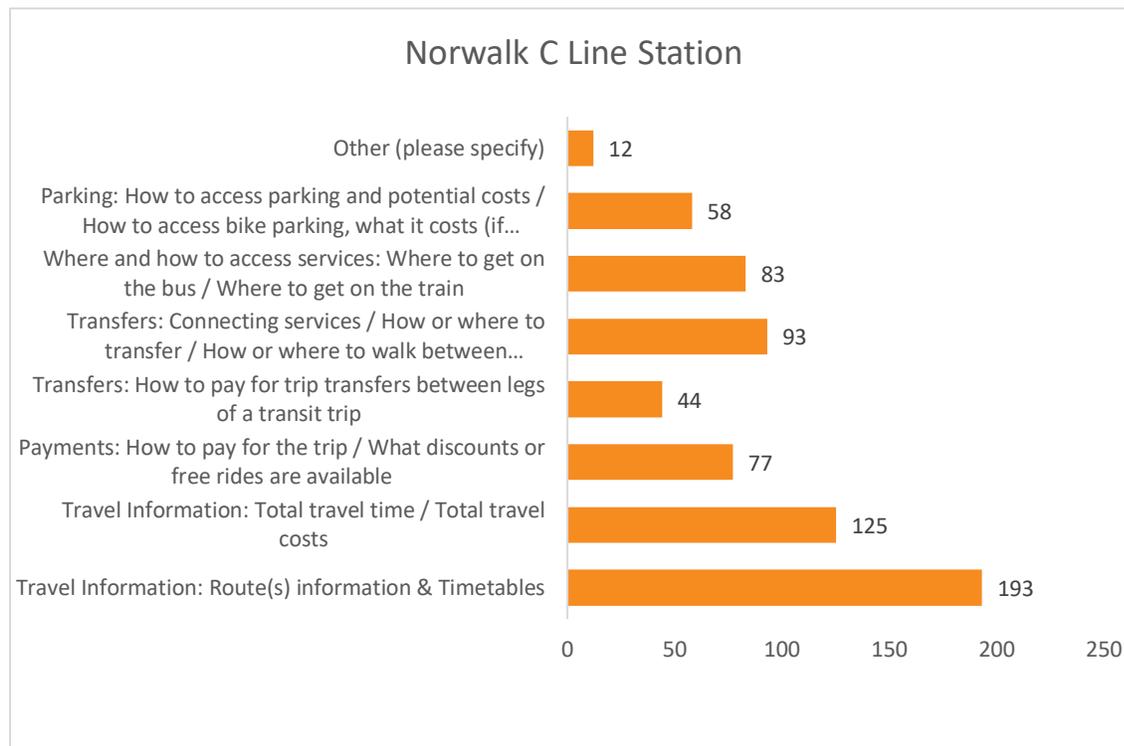
Of the 253 respondents, over half use online map apps, about one third use official Metro phone apps and about one third use Transit App or another municipal app.

**If using a Metro Phone app, which one(s) do you use?**



Of the 212 respondents, over two-thirds use TAP LA, over one quarter use LA Metro Transit Watch, and one quarter use Metro Parking.

**Which of the following information is sought by you when using trip planning tools?**



Of the 250 respondents, three quarters seek Route(s) information & Timetables, while half seek out the Total travel time / Total travel costs when using trip planning tools, and over one third seek out information to help them transfer. Several respondees also noted the variable arrival times of the trains/buses, and suggested improving the delay alerts.

**Is there any information that is hard to find when transit planning?**

Of those surveyed, 174 people responded to this question.

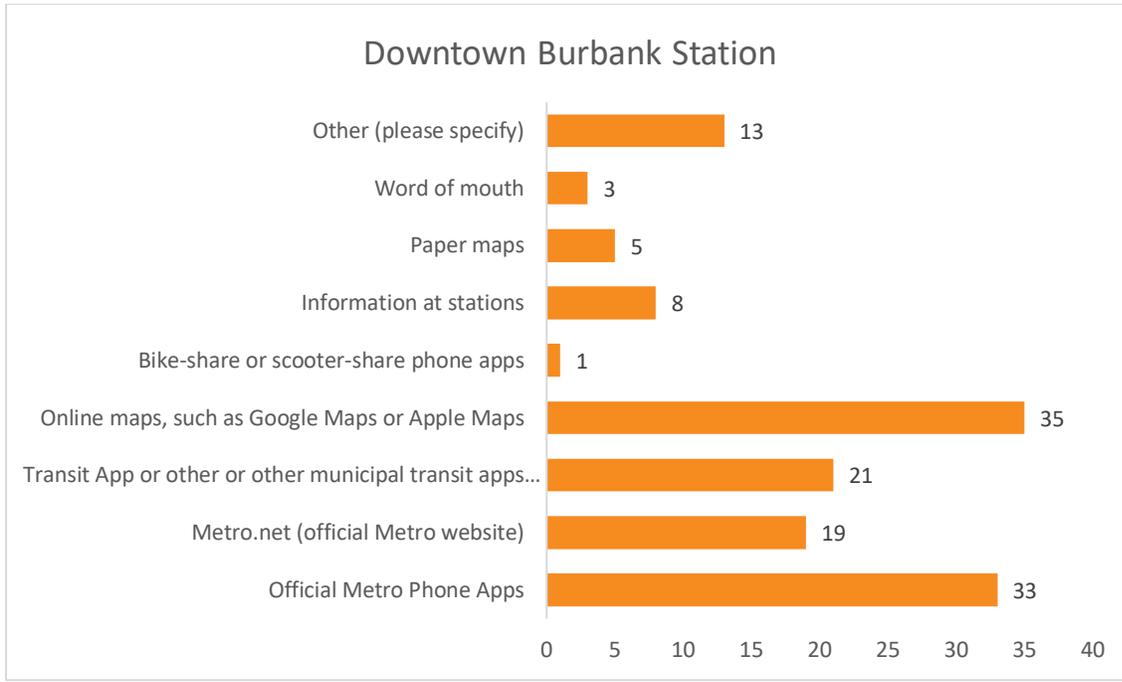
Major themes include

- Customer Information (59)
  - delays/schedule changes without warning (20)
  - real time transit planning (13)
  - schedule coordination across platforms/services (4)
  - bus routes and times (4)

In addition, responders shared their local knowledge and recommended updating the app to include information on where free and paid parking is located, how to pay for parking, the closest public restrooms, real time arrival and destination times, and information on the exact locations for transit stops.

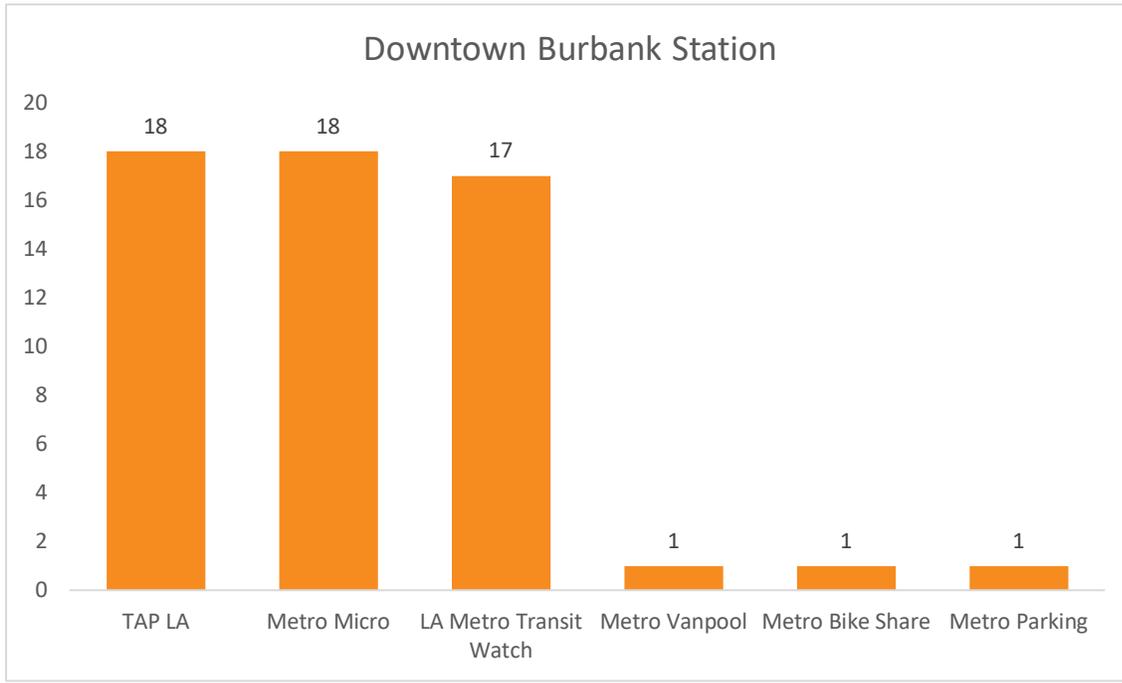
## Trip Planning (Burbank)

### What tools do you use to plan your trips?



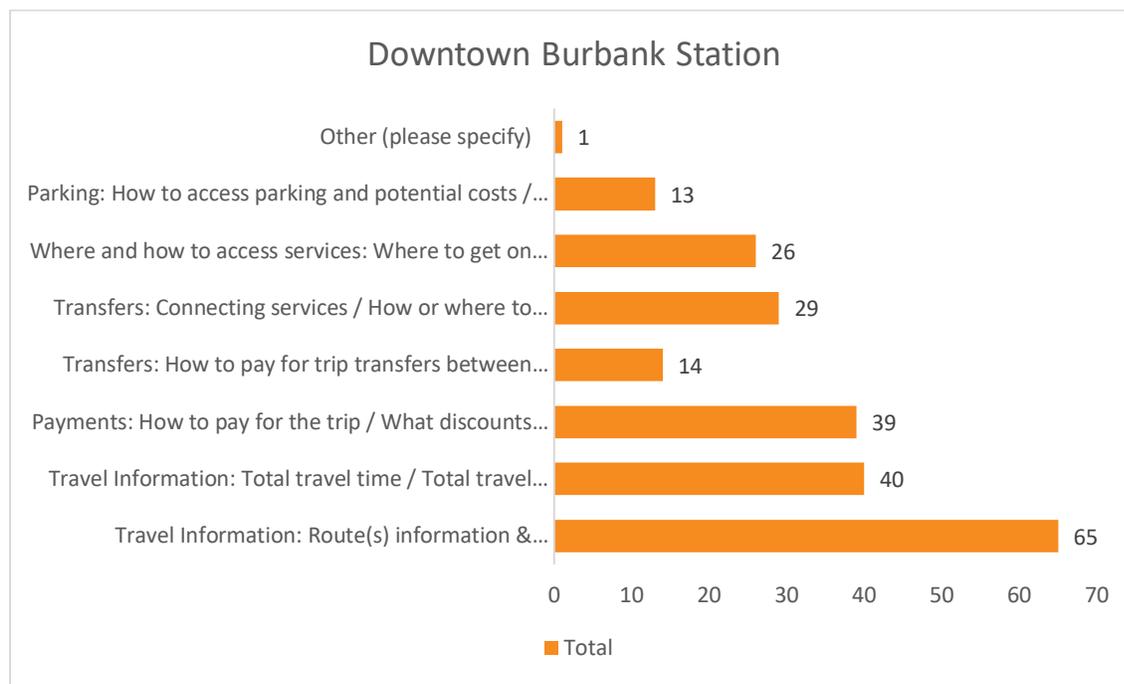
Of the 69 respondents, half utilize online maps, almost half utilize official Metro phone apps and almost one third utilize Transit App or another municipal transit app.

**If using a Metro Phone app, which one(s) do you use?**



Of the 43 respondents, approximately 40% use TAP LA, Metro Micro and LA Metro Transit Watch respectively. Only 2% use Metro Vanpool, Metro Bike Share and Metro Parking respectively.

**Which of the following information is sought by you when using trip planning tools?**



Of the 69 respondents, 94% seek out route information and timetables, while over half seek out total travel time/total travel costs, and over half seek out trip payment information. Additionally, 42% seek out transfer information.

**Is there any information that is hard to find when transit planning?**

Of those surveyed, 50 people responded to this question.

Major themes include:

- Customer Information (24)
  - Delays and cancellations (7)
  - Trip planning with real time information needed (6)
  - App features need updating (4)
  - Desire to compare different modes (3)

In addition, respondees shared their local knowledge and recommended incorporating all of the different modal options on the app (to plan trips using Metrolink, bus, etc. in one place) for trip planning, and to ensure planned and surprise delays/cancellations are easily accessed on the app. Another suggestion was to add the ability to track train status on the app in real time, and to give more information on the location (platform, number, etc.) that a person would need to board the next leg of their travel.

## **Appendix G** - Blank Intercept Surveys



## 2. Why are you travelling?

- Work
- School
- Recreation
- Medical
- Other (please specify)

## 3. Generally, where are you travelling to and from?

Start Zip Code or neighborhood:

Destination Zip Code or neighborhood:



## Metro's Rail Integration Study - Station User Survey: Van Nuys Station User Survey

### TRIP PLANNING

\* 1. What tools do you use to plan your trips?

(Select all that apply)

- |                                                                                                                      |                                                                 |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> Official Metro Phone Apps                                                                   | <input type="checkbox"/> Bike-share or scooter-share phone apps |
| <input type="checkbox"/> Metro.net (official Metro website)                                                          | <input type="checkbox"/> Information at stations                |
| <input type="checkbox"/> Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Paper maps                             |
| <input type="checkbox"/> Online maps, such as Google Maps or Apple Maps                                              | <input type="checkbox"/> Word of mouth                          |
| <input type="checkbox"/> Other (please specify)                                                                      |                                                                 |

2. If using a Metro Phone app, which one(s) do you use?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. Which of the following information is sought by you when using trip planning tools?

(Select all that apply)

- |                                                                                                         |                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Travel Information: Route(s) information & Timetables                          | <input type="checkbox"/> Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services                                                 |
| <input type="checkbox"/> Travel Information: Total travel time / Total travel costs                     | <input type="checkbox"/> Where and how to access services: Where to get on the bus / Where to get on the train                                                                        |
| <input type="checkbox"/> Payments: How to pay for the trip / What discounts or free rides are available | <input type="checkbox"/> Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations |
| <input type="checkbox"/> Transfers: How to pay for trip transfers between legs of a transit trip        |                                                                                                                                                                                       |
| <input type="checkbox"/> Other (please specify)                                                         |                                                                                                                                                                                       |

4. Is there any information that is hard to find when transit planning?

## GETTING TO AND FROM TRANSIT

5. From here I am going to....

(Select all that apply)

Take a Bus

Bike

Metrolink Rail

Skateboard/Scoot

Amtrak Rail

Walk

Drive alone

Wheelchair

Dropped off / Picked up in a car

Paratransit Services

Carpool/Vanpool

Shared Ride Service (e.g. Uber, Lyft, Taxi)  
or Carshare Service

Other (please specify)

6. I got to this station by....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Bus                              | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metrolink Rail                   | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Amtrak Rail                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

7. If arriving or departing in a vehicle at this station...

(Select all the apply)

- I park in the lot - there are usually spaces available
- I park in the lot - it can be challenging to find a space
- I park on nearby streets - there are usually spaces available
- I park on nearby streets - it can be challenging to find a space
- I get dropped off / picked up
- Not applicable

8. If arriving or departing on a bike at this station...

(Select all the apply)

- I park my bike in a secure locker - there are usually spaces available
- I park my bike in a secure locker - I have a reserved locker
- I park my bike in a secure locker - it can be challenging to find a space
- I park my bike at a bike rack - there is usually space available
- I park my bike at a bike rack - it can be challenging to find a space
- I bring my bike with me on rail or bus
- Not applicable

9. Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

10. How easy or challenging is it to get to the station?

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging

11. What makes getting to or from the station easy or challenging?

## TAKING TRANSIT

12. Please select any challenges you might face during your trip  
(Select all that apply)

- Route disruptions, detours, construction, or slowdowns
- Traffic from typical conditions
- Not knowing where my bus or train is along its route
- Announcements are not understandable
- Not enough information
- Other (please specify)
- I don't face any challenges during my trip
- Uncomfortable
- Trip time is unpredictable
- Transferring between transit services
- Reloading TAP card or paying for fare

13. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

14. Were these route disruptions, detours, construction, or slowdowns communicated?

- Live text announcements at the stop or station
- Announcements in applications
- Live audio announcements at the stop or station
- Announcements while travelling on bus or rail
- Signs
- Links or QR codes linking to more information
- Other (please specify)
- Changes were not communicated

15. Is there anything else you'd like us to know about challenges you face during your trip?

16. Do you transfer between transit modes?  
Rail to bus / Bus to rail / Bus to bus / Rail to rail

- No - I only take one bus or train
- Yes - I find it to be easy
- Yes - I find it to be challenging

17. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

## STATION AMENITIES

18. For the **rail station**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

19. For the **bus stops** at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

20. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes** - This has been helpful
- Yes** - But I don't use this service
- No** - But I would use this service
- No** - But I would not use this service
- I don't know**



2. What is your total household income?

- Under \$15,000
- Between \$15,000 and \$34,999
- Between \$35,000 and \$59,999
- Between \$60,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

3. What is your gender identity?

- Female
- Male
- Genderqueer or non-binary
- Agender
- Not specified above, please specify

4. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. What is your race or ethnic identification?

(Select all that apply)

- Hispanic/Latino
- Black/African American
- White/Caucasian
- Other (please specify)
- Asian/Asian American
- Native Hawaiian/Pacific Islander
- Native American

Project team email: [RNIS@metro.net](mailto:RNIS@metro.net)

Project Website: [Los Angeles County Rail Network Integration Study - LA Metro](https://www.metro.net/projects/los-angeles-county-rail-network-integration-study/)



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերեն (Armenian)*



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys

### Introducción

Metro está explorando oportunidades para integrar servicios entre la red de transporte público de Metro y el sistema ferroviario de viajeros estatal (Metrolink/Amtrak).

Díganos cómo podemos facilitarle las transferencias en las estaciones de Metrolink/Amtrak y los viajes a sus destinos.

Esta encuesta tarda entre 5 y 10 minutos en completarse. La fecha límite para completar la encuesta es **el viernes 20 de octubre**.

Al final de la encuesta - ¡participe para ganar una tarjeta de regalo de 50 dólares!

1. Estoy en esta estación porque...

- Aquí es donde empiezo mi viaje de transporte público
- Aquí es donde termino mi viaje de transporte público
- Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)
- Otros (especifique)



\* 1. ¿Qué herramientas utiliza para planear sus viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                                          |                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aplicaciones móviles oficiales de Metro                                                                         | <input type="checkbox"/> Aplicaciones móviles para compartir bicicletas o scooters |
| <input type="checkbox"/> Metro.net (sitio web oficial de Metro)                                                                          |                                                                                    |
| <input type="checkbox"/> Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Información en las estaciones                             |
|                                                                                                                                          | <input type="checkbox"/> Mapas de papel                                            |
| <input type="checkbox"/> Mapas en línea, como Google Maps o Apple Maps                                                                   | <input type="checkbox"/> De boca en boca                                           |
| <input type="checkbox"/> Otros (especifique)                                                                                             |                                                                                    |

2. Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                       |                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Información de viaje: Información sobre la(s) ruta(s) y horarios                             | <input type="checkbox"/> Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión                                                                                                 |
| <input type="checkbox"/> Información de viaje: Tiempo total de viaje / costos totales de viaje                        | <input type="checkbox"/> Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren                                                                                                                                  |
| <input type="checkbox"/> Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles                | <input type="checkbox"/> Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones |
| <input type="checkbox"/> Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público |                                                                                                                                                                                                                                              |
| <input type="checkbox"/> Otros (especifique)                                                                          |                                                                                                                                                                                                                                              |

4. ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

## IR Y VOLVER DEL TRANSPORTE PÚBLICO

5. Desde aquí voy a... (Seleccione todo lo que corresponda)

- |                                                |                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús      | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Bicicleta             | <input type="checkbox"/> Dejar / Recoger en un auto                                                                 |
| <input type="checkbox"/> Ferrocarril Metrolink | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Patinar/Scooter       | <input type="checkbox"/> Vehículo compartido                                                                        |
| <input type="checkbox"/> Ferrocarril Amtrak    | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Caminar               | <input type="checkbox"/> El Metro Micro                                                                             |
| <input type="checkbox"/> Conducir solo         |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)   |                                                                                                                     |

6. Llegué a esta estación por...  
(Seleccione todo lo que corresponda)

- |                                                     |                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús           | <input type="checkbox"/> Bicicleta                                                                                  |
| <input type="checkbox"/> Ferrocarril Metrolink      | <input type="checkbox"/> Patinar/Scooter                                                                            |
| <input type="checkbox"/> Ferrocarril Amtrak         | <input type="checkbox"/> Caminar                                                                                    |
| <input type="checkbox"/> Conducir solo              | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Dejar / Recoger en un auto | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Vehículo compartido        | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Otros (especifique)        |                                                                                                                     |

7. Si llega o sale en un vehículo de esta estación...

(Seleccione todas las opciones aplicables)

- Me estaciono en el estacionamiento, generalmente hay espacios disponibles
- Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio
- Me estaciono en calles cercanas, generalmente hay espacios disponibles
- Me estaciono en calles cercanas, puede ser difícil encontrar un espacio
- Me dejan / me recogen
- No se aplica

8. Si llega o sale en bicicleta de esta estación...

(Seleccione todas las opciones aplicables)

- Dejo mi bicicleta en un casillero seguro- suele haber espacios disponibles
- Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado
- Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio
- Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible
- Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio
- Llevo mi bicicleta conmigo en tren o autobús
- No se aplica

9. ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

10. ¿Qué tan fácil o difícil es llegar a la estación?

- Muy fácil
- Algo fácil
- Algo difícil
- Muy difícil

11. ¿Qué hace que ir o volver de la estación sea fácil o difícil?

## TOMAR EL TRANSPORTE PÚBLICO

12. Por favor, seleccione los retos a los que podría enfrentarse durante su viaje  
(Seleccione todo lo que corresponda)

- |                                                                                                   |                                                                               |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Interrupciones de la ruta, desvíos, obras o ralentizaciones              | <input type="checkbox"/> Transferencias entre servicios de transporte público |
| <input type="checkbox"/> Tráfico en condiciones típicas                                           | <input type="checkbox"/> Los anuncios no son comprensibles                    |
| <input type="checkbox"/> Incómodo                                                                 | <input type="checkbox"/> Recargar la tarjeta TAP o pagar el boleto            |
| <input type="checkbox"/> La duración del viaje es imprevisible                                    | <input type="checkbox"/> No hay suficiente información                        |
| <input type="checkbox"/> No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido |                                                                               |
| <input type="checkbox"/> Otros (especifique)                                                      |                                                                               |

- No me enfrento a ningún reto durante mi viaje

13. ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

- Sí
- No

14. ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

- Anuncios de texto en vivo en la parada o estación
- Enlaces o códigos QR que enlazan con más información
- Anuncios en las aplicaciones
- Anuncios mientras viaja en autobús o tren
- Anuncios de audio en vivo en la parada o estación
- Señales
- Otros (especifique)

- No se comunicaron los cambios

15. ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

16. ¿Se transborda entre modos de tránsito?

De tren a autobús /De autobús a tren /De autobús a autobús /De tren a tren

- No - solo tomo un autobús o tren
- Sí - me parece fácil
- Sí - me parece un reto

17. ¿Qué hace que el transbordo sea fácil o difícil?  
(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

## SERVICIOS DE LA ESTACIÓN

18. Para la **estación de tren**, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

19. Para las **paradas de autobús** de la estación, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

20. ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

- Sí** - Esto ha sido útil
- Sí** - Pero no utilizo este servicio
- No** - Pero utilizaría este servicio
- No** - Pero no utilizaría este servicio
- No lo sé**

21. ¿Hay algo más que le gustaría que supiéramos?



**Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Van Nuys**

**¡Gracias!**

Gracias por participar en la encuesta de usuarios de estaciones del estudio de integración de la red ferroviaria de Metro.

A continuación encontrará algunas preguntas opcionales.

1. Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Correo electrónico

Número de teléfono

2. ¿Cuáles son los ingresos totales de su hogar?

- Menos de \$15,000
- Entre \$15,000 y \$34,999
- Entre \$35,000 y \$59,999
- Entre \$60,000 y \$74,999
- Entre \$75,000 y \$99,999
- Entre \$100,000 y \$150,000
- Más de \$150,000 dólares

3. ¿Cuál es su identidad de género?

- Mujer
- Hombre
- Género queer o no binario
- Sin género
- No especificado arriba, por favor especifique

4. ¿Cuál es su edad?

- |                                          |                             |
|------------------------------------------|-----------------------------|
| <input type="radio"/> Menores de 18 años | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24              | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34              | <input type="radio"/> 65+   |
| <input type="radio"/> 35-44              |                             |

5. ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

- |                                                      |                                                              |
|------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Hispano/Latino              | <input type="checkbox"/> Nativo Hawaiano/Isleño del Pacífico |
| <input type="checkbox"/> Asiático/Asiático Americano | <input type="checkbox"/> Blanco/Caucásico                    |
| <input type="checkbox"/> Negro/Afroamericano         | <input type="checkbox"/> Nativos americanos                  |
| <input type="checkbox"/> Otros (especifique)         |                                                              |

Correo electrónico del equipo del proyecto: [RNIS@metro.net](mailto:RNIS@metro.net)

Sitio web del proyecto: [Estudio de integración de la red ferroviaria del condado de Los Angeles - LA Metro](#)



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*





\* 1. What tools do you use to plan your trips?

(Select all that apply)

- |                                                                                                                      |                                                                 |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> Official Metro Phone Apps                                                                   | <input type="checkbox"/> Bike-share or scooter-share phone apps |
| <input type="checkbox"/> Metro.net (official Metro website)                                                          | <input type="checkbox"/> Information at stations                |
| <input type="checkbox"/> Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Paper maps                             |
| <input type="checkbox"/> Online maps, such as Google Maps or Apple Maps                                              | <input type="checkbox"/> Word of mouth                          |
| <input type="checkbox"/> Other (please specify)                                                                      |                                                                 |

2. If using a Metro Phone app, which one(s) do you use?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. Which of the following information is sought by you when using trip planning tools?

(Select all that apply)

- |                                                                                                         |                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Travel Information: Route(s) information & Timetables                          | <input type="checkbox"/> Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services                                                 |
| <input type="checkbox"/> Travel Information: Total travel time / Total travel costs                     | <input type="checkbox"/> Where and how to access services: Where to get on the bus / Where to get on the train                                                                        |
| <input type="checkbox"/> Payments: How to pay for the trip / What discounts or free rides are available | <input type="checkbox"/> Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations |
| <input type="checkbox"/> Transfers: How to pay for trip transfers between legs of a transit trip        |                                                                                                                                                                                       |
| <input type="checkbox"/> Other (please specify)                                                         |                                                                                                                                                                                       |

4. Is there any information that is hard to find when transit planning?

## GETTING TO AND FROM TRANSIT

5. From here I am going to....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Take a Bus                       | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metrolink Rail                   | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Amtrak Rail                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Metro Micro                      |                                                                                             |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

6. I got to this station by....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Bus                              | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metrolink Rail                   | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Amtrak Rail                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Metro Micro                      |                                                                                             |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

7. If arriving or departing in a vehicle at this station...

(Select all the apply)

- I park in the lot - there are usually spaces available
- I park in the lot - it can be challenging to find a space
- I park on nearby streets - there are usually spaces available
- I park on nearby streets - it can be challenging to find a space
- I get dropped off / picked up
- Not applicable

8. If arriving or departing on a bike at this station...

(Select all the apply)

- I park my bike in a secure locker - there are usually spaces available
- I park my bike in a secure locker - I have a reserved locker
- I park my bike in a secure locker - it can be challenging to find a space
- I park my bike at a bike rack - there is usually space available
- I park my bike at a bike rack - it can be challenging to find a space
- I bring my bike with me on rail or bus
- Not applicable

9. Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

10. How easy or challenging is it to get to the station?

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging

11. What makes getting to or from the station easy or challenging?

## TAKING TRANSIT

12. Please select any challenges you might face during your trip  
(Select all that apply)

- Route disruptions, detours, construction, or slowdowns
- Traffic from typical conditions
- Not knowing where my bus or train is along its route
- Announcements are not understandable
- Not enough information
- Other (please specify)
- I don't face any challenges during my trip
- Uncomfortable
- Trip time is unpredictable
- Transferring between transit services
- Reloading TAP card or paying for fare

13. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

14. Were these route disruptions, detours, construction, or slowdowns communicated?

- Live text announcements at the stop or station
- Announcements in applications
- Live audio announcements at the stop or station
- Announcements while travelling on bus or rail
- Signs
- Links or QR codes linking to more information
- Other (please specify)
- Changes were not communicated

15. Is there anything else you'd like us to know about challenges you face during your trip?

16. Do you transfer between transit modes?  
Rail to bus / Bus to rail / Bus to bus / Rail to rail

- No - I only take one bus or train
- Yes - I find it to be easy
- Yes - I find it to be challenging

17. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

## STATION AMENITIES

18. For the **rail station**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

19. For the **bus stops** at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

20. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes** - This has been helpful
- Yes** - But I don't use this service
- No** - But I would use this service
- No** - But I would not use this service
- I don't know**



2. What is your total household income?

- Under \$15,000
- Between \$15,000 and \$34,999
- Between \$35,000 and \$59,999
- Between \$60,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

3. What is your gender identity?

- Female
- Male
- Genderqueer or non-binary
- Agender
- Not specified above, please specify

4. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. What is your race or ethnic identification?

(Select all that apply)

- Hispanic/Latino
- Black/African American
- White/Caucasian
- Other (please specify)
- Asian/Asian American
- Native Hawaiian/Pacific Islander
- Native American

Project team email: [RNIS@metro.net](mailto:RNIS@metro.net)

Project Website: [Los Angeles County Rail Network Integration Study - LA Metro](https://www.metro.net/projects/los-angeles-county-rail-network-integration-study/)



**323.466.3876**

x2 *Español (Spanish)*

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x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերեն (Armenian)*



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

### Introducción

Metro está explorando oportunidades para integrar servicios entre la red de transporte público de Metro y el sistema ferroviario de viajeros estatal (Metrolink/Amtrak).

Díganos cómo podemos facilitarle las transferencias en las estaciones de Metrolink/Amtrak y los viajes a sus destinos.

Esta encuesta tarda entre 5 y 10 minutos en completarse. La fecha límite para completar la encuesta es **el viernes 20 de octubre**.

Al final de la encuesta - ¡participe para ganar una tarjeta de regalo de 50 dólares!

1. Estoy en esta estación porque...

- Aquí es donde empiezo mi viaje de transporte público
- Aquí es donde termino mi viaje de transporte público
- Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)
- Otros (especifique)

## 2. ¿Por qué viaja?

- Trabajo
- Escuela
- Recreación
- Médico
- Otros (especifique)

## 3. En general, ¿hacia dónde y desde dónde viaja?

Código postal de inicio o vecindario:

Código postal de destino o vecindario:



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Burbank

Encuesta a los usuarios de la estación

## PLANIFICACIÓN DE VIAJES

\* 1. ¿Qué herramientas utiliza para planear sus viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                                          |                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aplicaciones móviles oficiales de Metro                                                                         | <input type="checkbox"/> Aplicaciones móviles para compartir bicicletas o scooters |
| <input type="checkbox"/> Metro.net (sitio web oficial de Metro)                                                                          | <input type="checkbox"/> Información en las estaciones                             |
| <input type="checkbox"/> Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Mapas de papel                                            |
| <input type="checkbox"/> Mapas en línea, como Google Maps o Apple Maps                                                                   | <input type="checkbox"/> De boca en boca                                           |
| <input type="checkbox"/> Otros (especifique)                                                                                             |                                                                                    |

2. Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                       |                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Información de viaje: Información sobre la(s) ruta(s) y horarios                             | <input type="checkbox"/> Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión                                                                                                 |
| <input type="checkbox"/> Información de viaje: Tiempo total de viaje / costos totales de viaje                        | <input type="checkbox"/> Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren                                                                                                                                  |
| <input type="checkbox"/> Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles                | <input type="checkbox"/> Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones |
| <input type="checkbox"/> Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público |                                                                                                                                                                                                                                              |
| <input type="checkbox"/> Otros (especifique)                                                                          |                                                                                                                                                                                                                                              |

4. ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

## IR Y VOLVER DEL TRANSPORTE PÚBLICO

5. Desde aquí voy a....

(Seleccione todo lo que corresponda)

- |                                                |                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús      | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Bicicleta             | <input type="checkbox"/> Dejar / Recoger en un auto                                                                 |
| <input type="checkbox"/> Ferrocarril Metrolink | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Patinar/Scooter       | <input type="checkbox"/> Vehículo compartido                                                                        |
| <input type="checkbox"/> Ferrocarril Amtrak    | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Caminar               | <input type="checkbox"/> El Metro Micro                                                                             |
| <input type="checkbox"/> Conducir solo         |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)   |                                                                                                                     |

6. Llegué a esta estación por...

(Seleccione todo lo que corresponda)

- |                                                     |                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús           | <input type="checkbox"/> Bicicleta                                                                                  |
| <input type="checkbox"/> Ferrocarril Metrolink      | <input type="checkbox"/> Patinar/Scooter                                                                            |
| <input type="checkbox"/> Ferrocarril Amtrak         | <input type="checkbox"/> Caminar                                                                                    |
| <input type="checkbox"/> Conducir solo              | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Dejar / Recoger en un auto | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Vehículo compartido        | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> El Metro Micro             |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)        |                                                                                                                     |

7. Si llega o sale en un vehículo de esta estación...

(Seleccione todas las opciones aplicables)

- Me estaciono en el estacionamiento, generalmente hay espacios disponibles
- Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio
- Me estaciono en calles cercanas, generalmente hay espacios disponibles
- Me estaciono en calles cercanas, puede ser difícil encontrar un espacio
- Me dejan / me recogen
- No se aplica

8. Si llega o sale en bicicleta de esta estación...

(Seleccione todas las opciones aplicables)

- Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles
- Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado
- Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio
- Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible
- Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio
- Llevo mi bicicleta conmigo en tren o autobús
- No se aplica

9. ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

10. ¿Qué tan fácil o difícil es llegar a la estación?

- Muy fácil
- Algo fácil
- Algo difícil
- Muy difícil

11. ¿Qué hace que ir o volver de la estación sea fácil o difícil?

## TOMAR EL TRANSPORTE PÚBLICO

12. Por favor, seleccione los retos a los que podría enfrentarse durante su viaje  
(Seleccione todo lo que corresponda)

- |                                                                                                   |                                                                               |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Interrupciones de la ruta, desvíos, obras o ralentizaciones              | <input type="checkbox"/> Transferencias entre servicios de transporte público |
| <input type="checkbox"/> Tráfico en condiciones típicas                                           | <input type="checkbox"/> Los anuncios no son comprensibles                    |
| <input type="checkbox"/> Incómodo                                                                 | <input type="checkbox"/> Recargar la tarjeta TAP o pagar el boleto            |
| <input type="checkbox"/> La duración del viaje es imprevisible                                    | <input type="checkbox"/> No hay suficiente información                        |
| <input type="checkbox"/> No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido |                                                                               |
| <input type="checkbox"/> Otros (especifique)                                                      |                                                                               |

- No me enfrento a ningún reto durante mi viaje

13. ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

- Sí
- No

14. ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

- Anuncios de texto en vivo en la parada o estación
- Enlaces o códigos QR que enlazan con más información
- Anuncios en las aplicaciones
- Anuncios mientras viaja en autobús o tren
- Anuncios de audio en vivo en la parada o estación
- Señales
- Otros (especifique)

- No se comunicaron los cambios

15. ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

16. ¿Se transborda entre modos de tránsito?

De tren a autobús /De autobús a tren /De autobús a autobús /De tren a tren

- No - solo tomo un autobús o tren
- Sí - me parece fácil
- Sí - me parece un reto

17. ¿Qué hace que el transbordo sea fácil o difícil?  
(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

## SERVICIOS DE LA ESTACIÓN

18. Para la **estación de tren**, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

19. Para las **paradas de autobús** de la estación, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?



Gracias por participar en la encuesta de usuarios de estaciones del estudio de integración de la red ferroviaria de Metro.

A continuación encontrará algunas preguntas opcionales.

1. Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Correo electrónico

Número de teléfono

2. ¿Cuáles son los ingresos totales de su hogar?

- Menos de \$15,000
- Entre \$15,000 y \$34,999
- Entre \$35,000 y \$59,999
- Entre \$60,000 y \$74,999
- Entre \$75,000 y \$99,999
- Entre \$100,000 y \$150,000
- Más de \$150,000 dólares

3. ¿Cuál es su identidad de género?

- Mujer
- Hombre
- Género queer o no binario
- Sin género
- No especificado arriba, por favor especifique

4. ¿Cuál es su edad?

- |                                          |                             |
|------------------------------------------|-----------------------------|
| <input type="radio"/> Menores de 18 años | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24              | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34              | <input type="radio"/> 65+   |
| <input type="radio"/> 35-44              |                             |

5. ¿Cuál es su raza o identificación étnica? (Seleccione todo lo que corresponda)

- |                                                      |                                                              |
|------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Hispano/Latino              | <input type="checkbox"/> Nativo Hawaiano/Isleño del Pacífico |
| <input type="checkbox"/> Asiático/Asiático Americano | <input type="checkbox"/> Blanco/Caucásico                    |
| <input type="checkbox"/> Negro/Afroamericano         | <input type="checkbox"/> Nativos americanos                  |
| <input type="checkbox"/> Otros (especifique)         |                                                              |

Correo electrónico del equipo del proyecto: [RNIS@metro.net](mailto:RNIS@metro.net)

Sitio web del proyecto: [Estudio de integración de la red ferroviaria del condado de Los Angeles - LA Metro](#)



**323.466.3876**

x2 *Español (Spanish)*

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x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*



## 2. Why are you travelling?

- Work
- School
- Recreation
- Medical
- Otra (especifique)

## 3. Generally, where are you travelling to and from?

Start Zip Code or neighborhood:

Destination Zip Code or neighborhood:



## Metro's Rail Integration Study - Station User Survey: Norwalk Station User Survey

### TRIP PLANNING

\* 1. What tools do you use to plan your trips?

(Select all that apply)

- |                                                                                                                      |                                                                 |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> Official Metro Phone Apps                                                                   | <input type="checkbox"/> Bike-share or scooter-share phone apps |
| <input type="checkbox"/> Metro.net (official Metro website)                                                          | <input type="checkbox"/> Information at stations                |
| <input type="checkbox"/> Transit App or other or other municipal transit apps (e.g. LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Paper maps                             |
| <input type="checkbox"/> Online maps, such as Google Maps or Apple Maps                                              | <input type="checkbox"/> Word of mouth                          |
| <input type="checkbox"/> Other (please specify)                                                                      |                                                                 |

2. If using a Metro Phone app, which one(s) do you use?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. Which of the following information is sought by you when using trip planning tools?

(Select all that apply)

- |                                                                                                         |                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Travel Information: Route(s) information & Timetables                          | <input type="checkbox"/> Transfers: Connecting services / How or where to transfer / How or where to walk between connecting services                                                 |
| <input type="checkbox"/> Travel Information: Total travel time / Total travel costs                     | <input type="checkbox"/> Where and how to access services: Where to get on the bus / Where to get on the train                                                                        |
| <input type="checkbox"/> Payments: How to pay for the trip / What discounts or free rides are available | <input type="checkbox"/> Parking: How to access parking and potential costs / How to access bike parking, what it costs (if applicable), security level, locker rental, and locations |
| <input type="checkbox"/> Transfers: How to pay for trip transfers between legs of a transit trip        |                                                                                                                                                                                       |
| <input type="checkbox"/> Other (please specify)                                                         |                                                                                                                                                                                       |

4. Is there any information that is hard to find when transit planning?

## GETTING TO AND FROM TRANSIT

5. Are you travelling to or from the Norwalk Metrolink Station?

- No
- Yes - I'm going to the Metrolink station
- Yes - I'm coming from the Metrolink station

6. From here I am going to....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Take a Bus                       | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Metro Rail                       | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Bike                             |                                                                                             |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

7. I got to this station by....

(Select all that apply)

- |                                                           |                                                                                             |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Bus                              | <input type="checkbox"/> Bike                                                               |
| <input type="checkbox"/> Metro Rail                       | <input type="checkbox"/> Skateboard/Scoot                                                   |
| <input type="checkbox"/> Drive alone                      | <input type="checkbox"/> Walk                                                               |
| <input type="checkbox"/> Dropped off / Picked up in a car | <input type="checkbox"/> Wheelchair                                                         |
| <input type="checkbox"/> Carpool/Vanpool                  | <input type="checkbox"/> Paratransit Services                                               |
| <input type="checkbox"/> Metro Micro                      | <input type="checkbox"/> Shared Ride Service (e.g. Uber, Lyft, Taxi)<br>or Carshare Service |
| <input type="checkbox"/> Other (please specify)           |                                                                                             |

8. If arriving or departing in a vehicle at this station...

(Select all the apply)

- I park in the lot - there are usually spaces available
- I park in the lot - it can be challenging to find a space
- I park on nearby streets - there are usually spaces available
- I park on nearby streets - it can be challenging to find a space
- I get dropped off / picked up
- Not applicable

9. If arriving or departing on a bike at this station...

(Select all the apply)

- I park my bike in a secure locker - there are usually spaces available
- I park my bike in a secure locker - I have a reserved locker
- I park my bike in a secure locker - it can be challenging to find a space
- I park my bike at a bike rack - there is usually space available
- I park my bike at a bike rack - it can be challenging to find a space
- I bring my bike with me on rail or bus
- Not applicable

10. Is there anything you'd like us to know about the quality of vehicle and/or bike parking?

11. How easy or challenging is it to get to the station?

- Very easy
- Somewhat easy
- Somewhat challenging
- Very challenging

12. What makes getting to or from the station easy or challenging?

## TAKING TRANSIT

13. Please select any challenges you might face during your trip  
(Select all that apply)

- Route disruptions, detours, construction, or slowdowns
- Traffic from typical conditions
- Not knowing where my bus or train is along its route
- Announcements are not understandable
- Not enough information
- Other (please specify)
- I don't face any challenges during my trip
- Uncomfortable
- Trip time is unpredictable
- Transferring between transit services
- Reloading TAP card or paying for fare

14. Are there any route disruptions, detours, construction, or slowdowns that regularly or recently take place around this station area?

- Yes
- No

15. Were these route disruptions, detours, construction, or slowdowns communicated?

- Live text announcements at the stop or station
- Announcements in applications
- Live audio announcements at the stop or station
- Announcements while travelling on bus or rail
- Signs
- Links or QR codes linking to more information
- Otra (especificue)
- Changes were not communicated

16. Is there anything else you'd like us to know about challenges you face during your trip?

17. Do you transfer between transit modes?  
Rail to bus / Bus to rail / Bus to bus / Rail to rail

- No - I only take one bus or train
- Yes - I find it to be easy
- Yes - I find it to be challenging

18. What makes transferring easy or challenging?  
(i.e., Is there enough information? Are there any accessibility issues?)

## STATION AMENITIES

19. For the **rail station**, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

20. For the **bus stops** at the station, how would you characterize the following amenities?

	Non-Existent	Not enjoyable	Fine	Enjoyable	I don't know
Seating	<input type="radio"/>				
Signage	<input type="radio"/>				
Customer Information	<input type="radio"/>				
Shade	<input type="radio"/>				
Lighting	<input type="radio"/>				

Is there anything you'd like us to know about the quality of the amenities?

21. Do you know if there is a regular station attendant to provide information or assistance at this station?

- Yes** - This has been helpful
- Yes** - But I don't use this service
- No** - But I would use this service
- No** - But I would not use this service
- I don't know**



2. What is your total household income?

- Under \$15,000
- Between \$15,000 and \$34,999
- Between \$35,000 and \$59,999
- Between \$60,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

3. What is your gender identity?

- Female
- Male
- Genderqueer or non-binary
- Agender
- Not specified above, please specify

4. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

5. What is your race or ethnic identification?

(Select all that apply)

- Hispanic/Latino
- Black/African American
- White/Caucasian
- Otra (especificue)
- Asian/Asian American
- Native Hawaiian/Pacific Islander
- Native American

Project team email: [RNIS@metro.net](mailto:RNIS@metro.net)

Project Website: [Los Angeles County Rail Network Integration Study - LA Metro](https://www.metro.net/projects/los-angeles-county-rail-network-integration-study/)



**323.466.3876**

x2 *Español (Spanish)*

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x8 *Հայերեն (Armenian)*



## Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk

### Introducción

Metro está explorando oportunidades para integrar servicios entre la red de transporte público de Metro y el sistema ferroviario de viajeros estatal (Metrolink/Amtrak).

Díganos cómo podemos facilitarle las transferencias en las estaciones de Metrolink/Amtrak y los viajes a sus destinos.

Esta encuesta tarda entre 5 y 10 minutos en completarse. La fecha límite para completar la encuesta es **el viernes 20 de octubre**.

Al final de la encuesta - ¡participe para ganar una tarjeta de regalo de 50 dólares!

1. Estoy en esta estación porque...

- Aquí es donde empiezo mi viaje de transporte público
- Aquí es donde termino mi viaje de transporte público
- Aquí hago transferencia entre modos de transporte (por ejemplo, del autobús al ferrocarril)
- Otros (especifique)



\* 1. ¿Qué herramientas utiliza para planear sus viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                                          |                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aplicaciones móviles oficiales de Metro                                                                         | <input type="checkbox"/> Aplicaciones móviles para compartir bicicletas o scooters |
| <input type="checkbox"/> Metro.net (sitio web oficial de Metro)                                                                          | <input type="checkbox"/> Información en las estaciones                             |
| <input type="checkbox"/> Transit App u otras aplicaciones de transporte público municipal (por ejemplo, LADOT, Long Beach, Big Blue Bus) | <input type="checkbox"/> Mapas de papel                                            |
| <input type="checkbox"/> Mapas en línea, como Google Maps o Apple Maps                                                                   | <input type="checkbox"/> De boca en boca                                           |
| <input type="checkbox"/> Otros (especifique)                                                                                             |                                                                                    |

2. Si utiliza una aplicación móvil de Metro, ¿cuál o cuáles utiliza?

- |                                                 |                                           |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> TAP LA                 | <input type="checkbox"/> Metro Vanpool    |
| <input type="checkbox"/> Metro Micro            | <input type="checkbox"/> Metro Bike Share |
| <input type="checkbox"/> LA Metro Transit Watch | <input type="checkbox"/> Metro Parking    |

3. ¿Cuál de la siguiente información busca cuando utiliza herramientas de planificación de viajes?

(Seleccione todo lo que corresponda)

- |                                                                                                                       |                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Información de viaje: Información sobre la(s) ruta(s) y horarios                             | <input type="checkbox"/> Transferencias: Servicios de conexión / Cómo o dónde transbordar / Cómo o dónde caminar entre servicios de conexión                                                                                                 |
| <input type="checkbox"/> Información de viaje: Tiempo total de viaje / costos totales de viaje                        | <input type="checkbox"/> Dónde y cómo acceder a los servicios: Dónde subir al autobús / Dónde subir al tren                                                                                                                                  |
| <input type="checkbox"/> Pagos: Cómo pagar el viaje. Qué descuentos o viajes gratuitos hay disponibles                | <input type="checkbox"/> Estacionamiento: Cómo acceder al estacionamiento y los costos potenciales / Cómo acceder al estacionamiento de bicicletas, cuánto cuesta (si corresponde), nivel de seguridad, alquiler de casilleros y ubicaciones |
| <input type="checkbox"/> Transferencias: Cómo pagar las transferencias entre tramos de un viaje en transporte público |                                                                                                                                                                                                                                              |
| <input type="checkbox"/> Otros (especifique)                                                                          |                                                                                                                                                                                                                                              |

4. ¿Hay alguna información difícil de encontrar a la hora de planear el transporte público?

## IR Y VOLVER DEL TRANSPORTE PÚBLICO

5. ¿Está viajando hacia o desde la estación de Norwalk de Metrolink?

- No
- Sí - voy hacia la estación de Metrolink
- Sí - vengo desde la estación de Metrolink

6. Desde aquí voy a... (Seleccione todo lo que corresponda)

- |                                                |                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús      | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Bicicleta             | <input type="checkbox"/> Dejar / Recoger en un auto                                                                 |
| <input type="checkbox"/> Ferrocarril Metrolink | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> Patinar/Scooter       | <input type="checkbox"/> Vehículo compartido                                                                        |
| <input type="checkbox"/> Ferrocarril Amtrak    | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Caminar               | <input type="checkbox"/> El Metro Micro                                                                             |
| <input type="checkbox"/> Conducir solo         |                                                                                                                     |
| <input type="checkbox"/> Otros (especifique)   |                                                                                                                     |

7. Llegué a esta estación por...  
(Seleccione todo lo que corresponda)

- |                                                     |                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Tomar un autobús           | <input type="checkbox"/> Bicicleta                                                                                  |
| <input type="checkbox"/> Ferrocarril Metro          | <input type="checkbox"/> Skateboard/Scoot                                                                           |
| <input type="checkbox"/> Conducir solo              | <input type="checkbox"/> Caminar                                                                                    |
| <input type="checkbox"/> Dejar / Recoger en un auto | <input type="checkbox"/> Silla de ruedas                                                                            |
| <input type="checkbox"/> Vehículo compartido        | <input type="checkbox"/> Servicios de paratransporte                                                                |
| <input type="checkbox"/> El Metro Micro             | <input type="checkbox"/> Servicio de viaje compartido (por ejemplo, Uber, Lyft, Taxi) o Servicio de auto compartido |
| <input type="checkbox"/> Otros (especifique)        |                                                                                                                     |

8. Si llega o sale en un vehículo de esta estación...

(Seleccione todas las opciones aplicables)

- Me estaciono en el estacionamiento, generalmente hay espacios disponibles
- Me estaciono en el estacionamiento, puede ser difícil encontrar un espacio
- Me estaciono en calles cercanas, generalmente hay espacios disponibles
- Me estaciono en calles cercanas, puede ser difícil encontrar un espacio
- Me dejan / me recogen
- No se aplica

9. Si llega o sale en bicicleta de esta estación...

(Seleccione todas las opciones aplicables)

- Dejo mi bicicleta en un casillero seguro - suele haber espacios disponibles
- Dejo mi bicicleta en un casillero seguro - tengo uno casillero reservado
- Estaciono mi bicicleta en un casillero seguro - puede ser difícil encontrar un espacio
- Estaciono mi bicicleta en un portabicicletas - generalmente hay espacio disponible
- Estaciono mi bicicleta en un portabicicletas - puede ser difícil encontrar un espacio
- Llevo mi bicicleta conmigo en tren o autobús
- No se aplica

10. ¿Hay algo que le gustaría que supiéramos sobre la calidad del estacionamiento de vehículos y/o bicicletas?

11. ¿Qué tan fácil o difícil es llegar a la estación?

- Muy fácil
- Algo fácil
- Algo difícil
- Muy difícil

12. ¿Qué hace que ir o volver de la estación sea fácil o difícil?

## TOMAR EL TRANSPORTE PÚBLICO

13. Por favor, seleccione los retos a los que podría enfrentarse durante su viaje  
(Seleccione todo lo que corresponda)

- |                                                                                                   |                                                                               |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Interrupciones de la ruta, desvíos, obras o ralentizaciones              | <input type="checkbox"/> Transferencias entre servicios de transporte público |
| <input type="checkbox"/> Tráfico en condiciones típicas                                           | <input type="checkbox"/> Los anuncios no son comprensibles                    |
| <input type="checkbox"/> Incómodo                                                                 | <input type="checkbox"/> Recargar la tarjeta TAP o pagar el boleto            |
| <input type="checkbox"/> La duración del viaje es imprevisible                                    | <input type="checkbox"/> No hay suficiente información                        |
| <input type="checkbox"/> No saber dónde se encuentra mi autobús o tren a lo largo de su recorrido |                                                                               |
| <input type="checkbox"/> Otros (especifique)                                                      |                                                                               |

- No me enfrento a ningún reto durante mi viaje

14. ¿Existen interrupciones de ruta, desvíos, obras o ralentizaciones que se produzcan con regularidad o recientemente en torno a esta zona de la estación?

- Sí
- No

15. ¿Se comunicaron estas interrupciones de ruta, desvíos, obras o ralentizaciones?

- Anuncios de texto en vivo en la parada o estación
- Enlaces o códigos QR que enlazan con más información
- Anuncios en las aplicaciones
- Anuncios mientras viaja en autobús o tren
- Anuncios de audio en vivo en la parada o estación
- Señales
- Otros (especifique)

- No se comunicaron los cambios

16. ¿Hay algo más que le gustaría que supiéramos sobre los retos a los que se enfrenta durante su viaje?

17. ¿Se transborda entre modos de tránsito?

De tren a autobús /De autobús a tren /De autobús a autobús /De tren a tren

- No - solo tomo un autobús o tren
- Sí - me parece fácil
- Sí - me parece un reto

18. ¿Qué hace que el transbordo sea fácil o difícil?  
(es decir, ¿hay suficiente información? ¿Existen problemas de accesibilidad?)

## SERVICIOS DE LA ESTACIÓN

19. Para la **estación de tren**, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

20. Para las **paradas de autobús** de la estación, ¿cómo caracterizaría los siguientes servicios?

	Inexistente	No es agradable	Bueno	Agradable	No lo sé
Asientos	<input type="radio"/>				
Señalización	<input type="radio"/>				
Información al cliente	<input type="radio"/>				
Sombra	<input type="radio"/>				
Iluminación	<input type="radio"/>				

¿Hay algo que le gustaría que supiéramos sobre la calidad de los servicios?

21. ¿Sabe si en esta estación hay un empleado fijo que proporcione información o asistencia?

- Sí** - Esto ha sido útil
- Sí** - Pero no utilizo este servicio
- No** - Pero utilizaría este servicio
- No** - Pero no utilizaría este servicio
- No lo sé**

22. ¿Hay algo más que le gustaría que supiéramos?



**Estudio de integración ferroviaria de Metro – encuesta a los usuarios de la estación: Norwalk**

**¡Gracias!**

Gracias por participar en la encuesta de usuarios de estaciones del estudio de integración de la red ferroviaria de Metro.

A continuación encontrará algunas preguntas opcionales.

1. Si desea participar en el sorteo para ganar una tarjeta de regalo de 50 dólares y ayudar a Metro en futuras encuestas, introduzca a continuación su dirección de correo electrónico o su número de teléfono.

Correo electrónico

Número de teléfono

2. ¿Cuáles son los ingresos totales de su hogar?

- Menos de \$15,000
- Entre \$15,000 y \$34,999
- Entre \$35,000 y \$59,999
- Entre \$60,000 y \$74,999
- Entre \$75,000 y \$99,999
- Entre \$100,000 y \$150,000
- Más de \$150,000 dólares

3. ¿Cuál es su identidad de género?

- Mujer
- Hombre
- Género queer o no binario
- Sin género
- No especificado arriba, por favor especifique

4. ¿Cuál es su edad?

- |                                          |                             |
|------------------------------------------|-----------------------------|
| <input type="radio"/> Menores de 18 años | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24              | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34              | <input type="radio"/> 65+   |
| <input type="radio"/> 35-44              |                             |

5. ¿Cuál es su raza o identificación étnica?

(Seleccione todo lo que corresponda)

- |                                                      |                                                              |
|------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Hispano/Latino              | <input type="checkbox"/> Nativo Hawaiano/Isleño del Pacífico |
| <input type="checkbox"/> Asiático/Asiático Americano | <input type="checkbox"/> Blanco/Caucásico                    |
| <input type="checkbox"/> Negro/Afroamericano         | <input type="checkbox"/> Nativos americanos                  |
| <input type="checkbox"/> Otros (especifique)         |                                                              |

Correo electrónico del equipo del proyecto: [RNIS@metro.net](mailto:RNIS@metro.net)

Sitio web del proyecto: [Estudio de integración de la red ferroviaria del condado de Los Angeles - LA Metro](#)



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