
Chapter 4 – Public and Agency Outreach

4.1 INTRODUCTION

Throughout the environmental review process, the Construction Authority engaged communities in the corridor area with information and updates about the project. The Construction Authority held community scoping meetings in January 2011, followed by a 45-day public comment period. The four public scoping meetings drew 229 participants. An interagency scoping meeting drew 18 participants, including Federal Transit Administration representation.

The Construction Authority conducted additional public meetings to invite stakeholders to learn more about the proposed station plans and provide feedback to be considered in the planning process. These meetings occurred in April and May 2011 with a series of station planning workshops in each corridor city. In addition to the scoping meetings and workshops, the public outreach team disseminated project information to stakeholders via direct mail, online, telephone, and mass media.

This chapter outlines the comments expressed by participants, as well as the methods used to notify communities and encourage stakeholders' attendance for the scoping and workshop meetings.

4.2 SCOPING MEETINGS

Public scoping meetings were held in Glendora, San Dimas, Pomona, and Claremont. Scoping meetings were held at four locations in order to broaden outreach and accommodate all project-area cities. At each of these meetings, the public was invited to view a series of boards that depicted the project's alignment, station placement, and schedule. Construction Authority staff were in attendance to answer questions. The project technical team also gave a presentation that described the project's history, purpose and need, the alternatives to be studied, environmental topics to be studied, and the environmental process timeline.

Participants were invited to provide comments through four channels of communication: speaking during the open discussion session following the scoping meeting presentation, submitting written comments at the meeting or by mail, submitting comments by email during the scoping period, and dictating comments to a court reporter that was available at each scoping meeting. This section summarizes the main themes of comments received during the scoping period at scoping meetings. Detailed documentation of scoping activities can be found in the Scoping Report (Appendix F). The report's appendices, which are available on the Construction Authority's website (www.foothillextension.org), include meeting attendee sign-in sheets, meeting notifications, written comments, and transcripts of oral comments.

4.2.1 City of Glendora Scoping Meeting

The Glendora scoping meeting took place on January 13, 2011, at 6:00 p.m. The meeting was held at Timothy Daniel Crowther Teen and Family Center (241 West Dawson Avenue, Glendora, CA).

Top comments from the City of Glendora scoping meeting were as follows:

- General Support—Participants generally offered support for the project.
- Station Siting, Design, and Safety—Participants expressed concern about the station site and design with regard to pedestrian safety.
- Grade Crossings—Participants asked questions about the design and configuration of grade crossings, particularly focusing on pedestrian safety at grade crossings.
- Noise/Vibration/Lights/Sound walls—Participants expressed concerns about the noise and vibration levels of the train and how this will affect quality of life for residents who live nearby. Some attendees asked if sound walls were being considered along the right-of-way.
- Extension to Ontario Airport—Participants would like to connect from the Gold Line to the airport.

4.2.2 City of San Dimas Scoping Meeting

The San Dimas scoping meeting was held on January 20, 2011, at 6:00 p.m. The meeting took place at Ekstrand Elementary School (400 North Walnut Avenue, San Dimas, CA).

Top comments from the City of San Dimas scoping meeting were as follows:

- General Support—Participants generally offered support for the project and are looking forward to its completion.
- Noise/Vibration/Lights/Soundwalls—Participants expressed concerns about the noise and vibration levels of the train and how this will affect quality of life for residents who live nearby. Some attendees asked if soundwalls were being considered along the right-of-way.

4.2.3 City of Pomona Scoping Meeting

The Pomona scoping meeting took place on January 12, 2011, at 6:00 p.m. The meeting was held at the Ganesha Community Center (1575 North White Avenue, Pomona, CA).

Top comments from the Pomona scoping meeting were as follows:

- Access and Amenities for Bicyclists and Pedestrians—Participants would like to see high-quality bike and pedestrian amenities at stations, emphasizing safety and the possibility of including a bike path along the right-of way.
- General Support for the project—Participants generally expressed support for the project.

4.2.4 Claremont Scoping Meeting

The Claremont scoping meeting took place on January 19, 2011, at 6:00 p.m. The meeting was held at Oakmont Elementary School (120 West Green Street, Claremont, CA).

Top comments from the Claremont scoping meeting were as follows:

- Visual/Aesthetics—Participants expressed concerns about the visual aesthetics of the Claremont Station on the Santa Fe Depot.
- Noise/Vibration Impacts—Participants expressed concern for and asked questions about noise and vibration impacts of station operations on residents who live south of the right-of-way on streets such as Elder Drive.
- General Support—Participants generally offered support for the project.
- Bicycle and Pedestrian Access Issues—Participants expressed that they would like to have bicycle and pedestrian amenities at the station and on-board trains, as well as the ability to bring bikes on train cars.

4.3 SCOPING MEETINGS NOTIFICATION

The Construction Authority notified stakeholders of the scoping meetings and encouraged their involvement. Below is a summary of workshop notification efforts.

4.3.1 Direct Mail Notifications

Addresses were collected for property owners and occupants within the following area along the 12.3-mile project corridor, including all addresses: within 200 feet of the rail alignment (from Citrus Avenue on the west and Central Avenue on the east), and within 500 feet of the proposed station and station parking areas, and the two proposed grade-separated crossings at Towne Avenue in Pomona and Lone Hill Avenue in Glendora. This list resulted in 6,453 addresses: 2,384 property owners and 4,069 renters.

The above list was combined with the Construction Authority's ongoing database of 8,824 stakeholders, which included elected officials, civic organizations, and residents who had opted to receive updates. In total, 15,277 direct mail notifications in the form of postcard mailers were mailed on January 5, 2011. Additional mailers were placed at corridor chambers of commerce offices, libraries, and city halls.

4.3.2 Legal Notices

Meeting notices were published in the following area newspapers: *San Gabriel Valley Tribune* and *Inland Valley Daily Bulletin*. Both notices were published on January 3, 2011.

4.3.3 Display Advertising

In addition to the legal advertisements, consumer display ads were placed in the following publications: *Inland Empire Weekly* (January 6, 2011); *Inland Valley Daily Bulletin* (January 7, 2011); *Claremont Courier* (January 8, 2011); and *San Gabriel Valley Tribune* (January 9, 2011).

4.3.4 Organizational Outreach

Outreach calls and correspondence were placed to approximately 75 community, civic, and business groups to notify them of the scoping meetings. In addition, project briefings were conducted with the following area community, civic, and business groups during the scoping period:

- Toastmasters/Claremont Chapter (December 3, 2010)
- Citrus College Interclub Council (December 7, 2010)
- La Verne Senior Advisory Committee (January 19, 2011)
- Glendora Kiwanis (February 10, 2011)
- Glendora Rotary (February 10, 2011)
- Montclair Chamber of Commerce (February 10, 2011)
- San Dimas Rotary (March 23, 2011)

4.3.5 Newsletters and Media

Articles were published in the following newsletters and local/online media outlets with information on the environmental process and scoping meetings:

- *Azusa Tomorrow*
- *Azusa Chamber of Commerce Newsletter*
- *Azusa Community News*
- *Claremont Courier*
- *Claremont Now*
- *Curbed LA*
- *Frontier News*
- *Glendora Chamber Newsletter*
- *Glendora Community News*
- *Glendora Patch blog*
- *Glendora Report*
- *InsideSoCal.com*
- *LA Streetsblog*
- *La Verne Chamber Newsletter*
- *La Verne Community News*
- *Lateman Development Center Newsletter*
- *Neon Tommy Blog*
- *San Dimas Chamber Newsletter*

- *San Dimas Community News*
- *San Gabriel Valley Tribune*
- *Pomona Chamber Newsletter*
- *Claremont Chamber Newsletter*
- *Claremont Calendar*

4.3.6 Email Blast

Invitations to the scoping meetings were distributed to 3,460 stakeholders in the stakeholder database. The project database was populated by self-identified stakeholders and community members who submitted their email addresses online, through the Construction Authority’s website (www.foothillextension.org), or at a public meeting. E-notifications were sent on the following dates: January 3, 2011; January 10, 2011; and January 18, 2011.

4.3.7 Social Media

Information was posted online to notice the meetings, utilizing the following channels:

- “The Metro Gold Line Foothill Extension Construction Authority Blog, December 2010/January 2011
- Facebook posts, including meetings added as “events” on project page, December 2010/January 2011)
- Twitter posts, December 2010/January 2011)
- The Metro Gold Line Foothill Extension Construction Authority website (www.foothillextension.org)—Description of the environmental process and scoping meeting dates/locations, January 2011)

4.4 STATION PLANNING WORKSHOPS

In April and May 2011, three months following the four scoping meetings, the Construction Authority engaged stakeholders in a supplemental round of six station planning workshops that allowed stakeholders and members of the public to review station plans and provide the Construction Authority with additional feedback on the plans that had evolved since the scoping period. The team first met with city staff in each proposed station city and then co-facilitated public workshops with each city to present the plans to each project area community. The following section contains summaries of city staff meetings and the subsequent station planning workshops.

4.4.1 Corridor City Coordination

The Construction Authority engaged in a comprehensive series of coordination meetings with each of the six corridor cities between November 2010 and May 2012 to receive feedback on the project. This input was used to inform refinements to the project including station locations, system elements, and the alignment footprint.

The centerpiece of the corridor city coordination meetings effort was the Station Planning Workshops, which were held in April and May 2011 in each of the six corridor cities. The objective of the workshops was to update the public on the project since the Scoping Meetings, and receive public feedback on the station plan within each city. This input was incorporated to refine the overall planning of the project.

In preparation for the Workshops, each city provided feedback on system design issues within their jurisdiction. After the workshops, the Construction Authority provided a summary briefing to all city councils that requested one on the station plan presented to the public and comments received at each Workshop.

A list of meetings held with each of the corridor cities between November 2010 and May 2012 appears in Table 4-1.

Table 4-1. Construction Authority Meetings with Corridor Cities

City	Meeting date	Meeting type
Glendora	Monday, June 28, 2010	Status update
	Tuesday, November 30, 2010	Design
	Thursday, January 13, 2011	Scoping
	Wednesday, March 02, 2011	Status update
	Thursday, April 14, 2011	Status update
	Wednesday, April 20, 2011	Pre-workshop
	Tuesday, May 10, 2011	Council briefing
San Dimas	Wednesday, April 14, 2010	Status update
	Monday, June 28, 2010	Status update
	Thursday, December 02, 2010	Design
	Thursday, January 20, 2011	Scoping
	Wednesday, February 16, 2011	Status update
	Thursday, April 07, 2011	Status update
	Tuesday, April 19, 2011	Mayor briefing
	Tuesday, May 10, 2011	Council briefing
	Monday, April 2, 2012	Pre-workshop
Friday, May 25, 2012	Parking structure update	
La Verne	Wednesday, June 30, 2010	Status update
	Monday, November 29, 2010	Status update
	Monday, March 7, 2011	Status update
	Tuesday, March 15, 2011	Status update
	Wednesday, April 20, 2011	Pre-workshop
	Monday, May 9, 2011	Status update
	Monday, May 16, 2011	Council briefing
	Monday, June 06, 2011	Council briefing

Table 4-1. Construction Authority Meetings with Corridor Cities (continued)

City	Meeting date	Meeting type
Pomona	Monday, June 28, 2010	Status update
	Monday, November 29, 2010	Design
	Wednesday, January 12, 2011	Scoping
	Thursday, March 3, 2011	Status update
	Tuesday, March 15, 2011	Status update
	Tuesday, April 12, 2011	Site tour
	Thursday, April 21, 2011	Status update
	Monday, May 23, 2011	Status update
	Thursday, October 13, 2011	Status update
Claremont	Wednesday, June 30, 2010	Status update
	Tuesday, November 30, 2010	Status update
	Wednesday, January 19, 2011	Status update
	Wednesday, January 19, 2011	Scoping
	Thursday, March 10, 2011	Status update
	Wednesday, April 6, 2011	Status update
	Monday, May 2, 2011	Transportation & traffic commission
	Tuesday, May 24, 2011	Status update
Montclair	Monday, June 28, 2010	Status update
	Thursday, December 2, 2010	Design
	Monday, March 7, 2011	Status update
	Monday, May 2, 2011	Council briefing (cancelled)
	Monday, June 6, 2011	Council presentation

Source: Consensus Inc., 2011; Parsons Brinckerhoff, 2012

4.4.2 City of Glendora Station Planning Workshop

The Glendora Station Planning Workshop took place on May 4, 2011 at 6:00 p.m. The meeting was held at Glendora Library, Bidwell Forum (140 South Glendora Avenue, Glendora, CA). Overall, stakeholders voiced concern about access to and from the parking structure and traffic impacts surrounding the station. Stakeholders had questions and comments related to softening the look of the Lone Hill aerial structure. Table 4-2 details the commonly expressed themes shared by stakeholders during the workshop.

Table 4-2. Glendora Workshop

Theme	Main Points Shared by Stakeholders
Aesthetics/Design	<ul style="list-style-type: none"> • Viewsheds should be taken into account in station and alignment design • Aesthetics and traffic impacts of the Lone Hill flyover structure are a concern • Station design must be accessible to handicap individuals and adhere to Americans with Disabilities Act design requirements
Parking Facilities	<ul style="list-style-type: none"> • The park-and-ride should be pedestrian friendly, safe for vehicular traffic, not present any crossing conflicts, and be seismically safe • Traffic impacts on streets near the station, especially on Vermont Avenue, are a concern • A signal for left turns onto Glendora Avenue should be considered
Bus/Bike Connectivity	<ul style="list-style-type: none"> • Bike amenities at the station, especially bike parking should be provided • Bus drop-off points close to the station platform should be provided • Direct connectivity with Foothill Transit should be considered

Source: Consensus Inc., 2011

4.4.3 City of San Dimas Station Planning Workshop

The San Dimas Station Planning Workshop took place on April 14, 2011 at 6:00 p.m. The meeting was held at City Hall, Council Chambers (245 East Bonita Avenue, San Dimas, CA). Some stakeholders at the workshop expressed concern about project impacts on local businesses, which led to a discussion offering alternative parking locations. Stakeholders also expressed concern about the proposed station's impacts on traffic and vehicle access from Arrow Highway. Table 4-3 details the commonly expressed themes shared by stakeholders during the workshop.

Table 4-3. San Dimas Workshop

Theme	Main Points Shared by Stakeholders
Aesthetics	<ul style="list-style-type: none"> • Placement of bike parking should be considered carefully to avoid aesthetic impacts to street and station
Parking Facilities	<ul style="list-style-type: none"> • The “kiss and ride” drop-off area should be more pedestrian friendly with a shorter walk distance • Shared parking resources with Metrolink should be considered • The placement of a parking structure at the Storage Center site is a concern; other mid-block properties should be considered instead • Moving the station location west and placing a park-and-ride at Grove Station site should be considered
Grade Crossings	<ul style="list-style-type: none"> • Traffic impacts on, and vehicle access to, Arrow Highway are a concern
Bike/Pedestrian Connections	<ul style="list-style-type: none"> • Easy pedestrian access and bike paths to station should be provided

Source: Consensus Inc., 2011

4.4.4 City of La Verne Station Planning Workshop

The La Verne Station Planning Workshop took place on April 26, 2011 at 6:00 p.m. The meeting was held at City Hall, Council Chambers (3660 D Street, La Verne, CA). Stakeholders were pleased with reviewed concepts since scoping. Residents were concerned about access to the Fairplex, especially during large-scale events, and the height of the proposed parking structure. Table 4-4 details the commonly expressed themes shared by stakeholders during the workshop.

Table 4-4. La Verne Workshop

Theme	Main Points Shared by Stakeholders
Aesthetics/Design	<ul style="list-style-type: none"> • Safety cameras at stations should be considered • Accommodations for large Fairplex crowds on the station platforms should be considered
Parking Facilities	<ul style="list-style-type: none"> • Coordination with Fairplex on parking and pedestrian access from parking structures is needed • Lighting and safety features should be built into parking area and walkways between parking and station areas • The height and size of the parking structure are a concern
Grade Crossings	<ul style="list-style-type: none"> • Traffic control at the Arrow and E Street intersection is a concern • Grade crossings on E Street are a concern
Bike/Pedestrian Amenities	<ul style="list-style-type: none"> • Bike amenities at station and on trains should be provided • Pedestrian access to accommodate nearby residential properties should be added • Pedestrian safety signs and signals at crossings should be easy to understand

Source: Consensus Inc., 2011

4.4.5 City of Pomona Station Planning Workshop

The Pomona Station Planning Workshop took place on April 28, 2011 at 6:00 p.m. The meeting was held at Ganesha Community Center (1575 North White Avenue, Pomona, CA). Stakeholders expressed the need for improved access to the station for all transportation modes, including a pedestrian path between the station and Garey Avenue, and a bus turnaround to help with transit connectivity. In addition, stakeholders discussed possible ways to make the station reflect the cultural history of Pomona. Table 4-5 details the commonly expressed themes shared by stakeholders during the workshop.

Table 4-5. Pomona Workshop

Theme	Main Points Shared by Stakeholders
Aesthetics/Design	<ul style="list-style-type: none"> • The history of Pomona should be reflected in the station design, possibly through public art • The aesthetics, location, seismic safety, and traffic impacts of the Towne Avenue flyover structure are a concern • Moving the Pomona Metrolink station closer to La Verne so the flyover structure could be located at Garey Avenue instead of Towne Avenue should be considered • All Americans with Disabilities Act design requirements should be met in station design
Parking Facilities	<ul style="list-style-type: none"> • Availability of parking is a concern
Bus/Pedestrian Connections	<ul style="list-style-type: none"> • Pedestrian access between the station platforms and Garey Avenue is highly desirable • Bus connectivity to meet demand at the station is important, and a bus turnaround could improve the transit connection

Source: Consensus Inc., 2011

4.4.6 City of Claremont Station Planning Workshop

The Claremont Station Planning Workshop took place on April 11, 2011 at 6:00 p.m. The meeting was held at the Alexander Hughes Community Center, Padua Room (1700 Danbury Road, Claremont, CA). In general, stakeholders viewed positively the updates to the station concepts since the scoping period. Residents expressed an interest in easy bike and pedestrian access to the station and were supportive about the project and long-term vision for growth in Claremont. Table 4-6 details the commonly expressed themes shared by stakeholders during the workshop.

Table 4-6. Claremont Workshop

Theme	Main Points Shared by Stakeholders
Aesthetics/Design	<ul style="list-style-type: none"> • Station elements should not interfere with the appearance/design of the historic Santa Fe depot • Placement of bike parking should be considered carefully to avoid aesthetic impacts to street and station • Public art should be incorporated into station and parking designs
Funding	<ul style="list-style-type: none"> • Stakeholders asked for clarification on the funding schedule and sources
Parking Facilities	<ul style="list-style-type: none"> • Parking to accommodate future demand and Ontario Airport travel should be planned • A “kiss and ride” drop-off area with adequate capacity for vehicles and exiting pedestrians should be included in plans • Electric vehicle charging stations should be considered
Grade Crossings	<ul style="list-style-type: none"> • Dwell time at Indian Hill Boulevard is a concern • An underpass at Indian Hill Boulevard should be considered
Bus/Pedestrian Connections	<ul style="list-style-type: none"> • Bus service should be coordinated with Gold Line service to create an easy transfer point from train to bus • Pedestrian safety/access near trains and on walkways to the station from surrounding streets is important • Bike access/ amenities at station and on trains should be provided

Source: Consensus Inc., 2011

4.4.7 City of Montclair Station Planning Workshop

The Montclair Station Planning Workshop took place on April 12, 2011 at 6:00 p.m. The meeting was held at the Montclair Senior Center (5111 Benito Street, Montclair, CA). Overall, participant questions tended toward technical aspects of planning. Stakeholders were concerned with the project's connectivity to other modes of transportation and expressed interest in and support for transit-oriented development opportunities near the station. Table 4-7 details the commonly expressed themes shared by stakeholders during the workshop.

Table 4-7. Montclair Workshop

Theme	Main Points Shared by Stakeholders
Aesthetics/Design	<ul style="list-style-type: none"> • An iron fence (as opposed to chain link) is preferred along the right-of-way • The alignment could cause a disconnect between the north and south sections of Montclair, and this should be considered
Station Location	<ul style="list-style-type: none"> • Station location seems far (too far to walk) and some sort of connection (i.e., trolley) should be provided • Plans need to align with North Downtown Specific Plan
Train Operations	<ul style="list-style-type: none"> • Trains should not be stored overnight in Montclair • Extending the line to Ontario Airport would be beneficial
Transit/Pedestrian Connections	<ul style="list-style-type: none"> • Bus turnaround area needs improvement so that connections with rail service are easier • The station provides an opportunity for transit-oriented development near the station

Source: Consensus Inc., 2011

4.4.8 Workshop Notification

The Construction Authority led efforts to engage stakeholders within the project-area communities by providing information about the workshops across various channels to encourage involvement in the planning process. Below is an outline of workshop notification efforts.

4.4.8.1 Direct Mail

To reach stakeholders directly, a mailer was created and customized for each city with the proposed station map, city logo, and workshop attendance information. City-specific mailing lists from the previously described radius lists and ongoing stakeholder database were developed to allow city-specific postcards to reach recipients in that city. In addition, a mailer with information about all workshops was sent to selected stakeholders. Copies of the mailer were placed at various community centers, including public libraries and resource centers.

In addition, mailers were placed at the chambers of commerce, libraries, and city offices of each workshop city.

4.4.8.2 Email Blast

A mass email, or email blast, with information on all workshops, was distributed to 3,232 email addresses from the stakeholder database. The email blast was sent twice: on April 7, 2011 (prior to the first workshop) and April 22, 2011 (at the mid-point during the series of workshops).

4.4.8.3 Newsletter Network Outreach

Organizations were also encouraged to provide information about the workshops to their membership. A newsletter article (customized for each city's station workshop) was distributed to the following organizations and websites for inclusion in member newsletters and email communications:

- Claremont Chamber of Commerce
- Glendora Chamber of Commerce
- La Verne Chamber of Commerce
- Montclair Chamber of Commerce
- Montclair city website
- Pomona Chamber of Commerce
- Pomona city website
- San Dimas Chamber of Commerce
- San Dimas city website
- Transit Coalition

In addition, if requested, a flyer with workshop information was provided to these groups to place in their offices.

4.4.8.4 Media Outreach

Placement in both traditional and online media outlets was used to disseminate workshop information to stakeholders. A city-specific media advisory, pre-written article, or all-workshop advisory went to different outlets, as appropriate, to encourage them to run calendar listings, briefs or meeting coverage. The following outlets received information on the workshops:

- *Campus Times (La Verne)*
- *Claremont Calendar*
- *Claremont Courier*
- *Curbed LA*
- *Glendora Government TV KGLN 3*
- *Glendora Patch*
- *Inland Empire Weekly*
- *Inland Valley Daily Bulletin*
- *LAist*
- *LA Streetsblog*
- *La Verne Community TV*
- *Neon Tommy*
- *Poly Post (Cal Poly Pomona)*
- *San Dimas, Glendora and La Verne Community News*
- *San Gabriel Valley Tribune*
- *The Source*
- *The Student Life (Pomona College)*

4.4.8.5 Social Media

The workshops were promoted online, across multiple channels, as follows:

- The Metro Gold Line Foothill Extension Construction Authority Blog (www.iwillride.org) and distributed via email to subscribers—April and May 2011
- Facebook posts, including meetings added as “events” on project page—April and May 2011
- Twitter posts—April and May 2011
- The Metro Gold Line Foothill Extension Construction Authority website (www.foothillextension.org)—Information describing Station Workshops and listing information for meetings—April and May 2011

