

Appendix A: Responses to *C Line Station Plan* Comments

A draft *C Line Station Plan* was published on the Metro Transit website November 6, 2015. A 45-day comment period immediately followed and concluded December 20, 2015. A revised recommended *C Line Station Plan* was published on February 10, 2016. A 30-day comment period immediately followed and concluded March 11, 2016.

The primary objective of the *C Line Station Plan* is to communicate planned station intersection locations (e.g., intersection of Penn & Plymouth or Penn & 29th Avenue) and platform locations within those intersections (e.g., “which corners of the intersection?”). Metro Transit collected written comments throughout the comment periods with a requested focus on the primary *C Line Station Plan* components of station intersection location and platform location descriptions.

Five open houses were held throughout the draft station plan comment period to communicate draft *C Line Station Plan* information and provide opportunities to submit comments on the plan. Open house materials were also posted to the C Line project website. Metro Transit’s Community Outreach and Engagement Coordinator coordinated additional engagement opportunities and communications, including on-bus conversations with customers, area canvassing in collaboration with neighborhood organizations, and station-specific communications with surrounding stakeholders.

Please see Section II of the *C Line Station Plan* for more information about outreach and engagement activities surrounding the station plan process. The *C Line Public Engagement Plan* contains comprehensive information about outreach and engagement activities throughout all phases of the project and is available on the project website at <http://www.metrotransit.org/c-line-library>.

Over 165 written comments were submitted throughout the *C Line Station Plan* comment periods. Many of these comments or questions addressed similar topics, like supporting heated shelters or asking about C Line or Route 19 service frequency. Frequent comment topics and other issues of interest are addressed below.

Formal comments submitted by government agencies or other organizations can be found in Appendix B. The full record of comments can be found in the *C Line Public Engagement Plan*.

General: BRT features and components

Approximately 20 comments focused on BRT features and components like enhanced shelters, heating, lighting, and bigger buses.

Comment Excerpts:

- *Lighting and enhancements are very positive, including traffic calming from bumpouts. Increased security is important. Penn Avenue needs more and better shelters.*
- *Articulated buses are a great idea and will reduce congestion on the bus.*
- *Will there be Wi-Fi on buses?*
- *What about naming conventions for the different stations?*
- *How will the C Line work for persons with disabilities?*

Comment Response:

More information about station features can be found in the *C Line Station Plan's* Introduction in Section I and the Station Characteristics Overview in Section IV.

Station features will incorporate many elements found at light rail stations, but in a more compact setting adaptable to site-specific conditions. Standard station features include shelters with heat and lighting, security features like a camera and phone, real-time bus arrival information, trash receptacles, and printed maps. Longer 60-foot buses would be used on the C Line to provide extra space and a more comfortable ride.

Wi-Fi may be considered for the C Line. Metro Transit is currently testing free Wi-Fi on select regular route buses. For more information please visit <https://www.metrotransit.org/wi-fi-test>.

Arterial BRT stations typically follow an “ON Street & AT Street” naming convention. Stations will not utilize destination sites for station names unless located at existing transit centers or other transit facilities.

C Line stations will have near-level boarding when possible, making it easier for passengers to board the bus. C Line buses will also have a new securing system for customers in wheelchairs, with two spaces at the front of each bus for more efficient use by customers and bus operators.

General: Safety and security

Approximately 10 comments focused on safety and security.

Comment Excerpts:

- *The bus needs more Metro Transit police.*
- *Make sure all safety measurements are taken to keep riders safe.*

Comment Response:

More information about customer safety and security can be found within the *C Line Station Plan's* Introduction in Section I.

Metro Transit police officers will be on C Line buses to enforce fare payment, similar to light rail. Security cameras and telephones will enhance customer safety.

General: Service and operations

Approximately 20 comments focused on service and operations.

Comment Excerpts:

- *How often does the bus regularly run?*
- *It would be nice to see an increase in buses or times.*
- *I would appreciate the C Line because it would improve the speed and time of my trips.*

Comment Response:

More information about service and operations like bus frequency or transit signal priority can be found within the *C Line Station Plan*'s Introduction in Section I and the Station Characteristics and Overview in Section IV.

The C Line would be the primary service in the corridor, substantially replacing Route 19. Exact service plans will be formed through project development. It is anticipated that C Line service would operate every 10 minutes during rush hours, midday, evenings, and weekends, with less frequent service in the early morning and late at night. Local bus Route 19 would continue to run at a reduced 30 minute frequency.

General: Will the C Line's permanent alignment run on Olson Memorial Highway or Glenwood Avenue?

Two comments discussed the Olson Memorial Highway and Glenwood Avenue alternatives for a permanent east-west alignment into and out of downtown Minneapolis.

Comment Excerpts:

- *Glenwood Avenue might be a better option if the Blue Line Extension light rail project will ultimately be operating on Olson Memorial Highway.*
- *Are alternatives other than Glenwood Avenue or Olson Memorial Highway being considered, like Plymouth Avenue?*

Comment Response:

Olson Memorial Highway and Glenwood Avenue are the only alternatives being considered for the permanent C Line alignment into and out of downtown Minneapolis. Additional study regarding a BRT concept on Glenwood Avenue is necessary to determine its feasibility as a long-term option. This study will occur in 2016 and will recommend permanent station locations for the C Line either on Olson Highway or Glenwood Avenue. Permanent station locations will move through an additional station plan approval process and would be implemented in a second phase of C Line construction.

Access into and out of downtown Minneapolis from the eastern portion of Plymouth Avenue at Fremont Avenue and Emerson Avenue is provided every five to 15 minutes throughout the week on Route 5. The planned D Line would enhance this Route 5 service further. Service along Plymouth Avenue into and out of downtown Minneapolis is also provided on the existing Route 7.

General: ABRT future improvements

About five comments referenced the need for improvements on the existing Route 5 (Chicago-Emerson/Fremont corridor).

Comment Excerpts:

- *The C Line will be a vital service to north Minneapolis. More BRT should be considered, like on Route 5.*

Comment Response:

Planning for the D Line (Route 5, the Chicago-Emerson/Fremont corridor) will begin in 2016. In 2011-2013, Metro Transit studied 13 urban corridors with high-ridership bus routes that connect major destinations for implementation of enhanced bus service. This study has informed the implementation of arterial BRT throughout the Metro Transit service area and can be found on Metro Transit's arterial BRT website at www.metrotransit.org/abrt.

General: Community engagement and outreach

Several comments referenced past, present, and future community engagement and outreach opportunities.

Comment Excerpts:

- *Will there be more opportunities for public engagement?*
- *I have specific questions and would like to speak with Metro Transit.*

Comment Response:

Metro Transit is committed to engaging community members in transit decisions. As the C Line progresses into design and engineering and through construction and operations, Metro Transit will continue to communicate information to the general public and project stakeholders.

The project's Community Outreach and Engagement Coordinator, C Terrence Anderson, is available to discuss any questions, comments, or concerns throughout the project development process. C Terrence can be reached at cterrence.anderson@metrotransit.org or 612.719.7086. Also, subscribe to the C Line email list at www.metrotransit.org/c-line-project to receive project news.

General: Miscellaneous

Over 50 comments referenced general project support or noted miscellaneous project considerations.

Comment Excerpts:

- *There should be more frequent connecting buses like the Route 32.*
- *There are vacant buildings along Penn Avenue. Will these be turned into green spaces?*
- *When will the C Line begin operating?*

Comment Response:

Many C Line stations are sited at connection points between intersecting bus routes, like the Brooklyn Center Transit Center or Route 32 on Lowry Avenue. Analysis of how existing local service might interact with the C Line will occur later in project development.

C Line planning participated in the Hennepin County Penn Avenue Community Works Project. Consideration for opportunities to redevelop vacant parcels and improve green space along Penn Avenue is a part of the larger Community Works effort. More information can be found at <http://www.hennepin.us/residents/transportation/penn-avenue-community-works>.

Construction is currently planned to occur throughout 2018, pending full project funding. Operations are anticipated to start in late 2018 or early 2019.

Comments about stations by C Line corridor segment

About 50 comments focused on specific stations. See below for general information regarding the frequency of comments by corridor segments.

Brooklyn Center Stations: Four comments

Penn Avenue/Osseo Road Stations: 49 comments

Olson Memorial Highway Stations: One comment

Downtown Minneapolis Stations: Three comments

Osseo & Victory Area Station

More than 20 comments focused on the Osseo & Victory Area station location alternatives highlighted within the draft station plan, including letters from the Minneapolis Park and Recreation Board and the office of City of Minneapolis City Council President Barbara Johnson. Comments expressed support for and opposition to specific station location alternatives and any station within the vicinity of Osseo Road and Victory Memorial Drive.

Comment Response:

As a result of input received from community members and policy makers, low transit demand, and an abundance of non-C Line transit service options in this area, a station in the area of Osseo Road and Victory Memorial Parkway will not be built as part of the C Line project. Comments expressed both support for and opposition to a C Line station in the vicinity of Osseo Road and Victory Memorial Drive. The Osseo & Victory area will continue to be considered for future transit investments as part of ongoing transit service planning and the beginning of D Line (Chicago-Emerson/Fremont corridor) project development.

See the Osseo & Victory station plan within *C Line Station Plan* for more information.

Penn & 43rd Avenue

Four comments addressed the Penn & 43rd Avenue station, including a letter from the City of Minneapolis Community Planning and Economic Development.

Comment Excerpts:

- *We encourage Metro Transit to continue exploring a station at the 44th and Penn intersection, even an atypical design, because of the importance of a transit station to support commercial activity at this intersection.*
- *The proposed platform sites at Penn & 43rd are excellent, and make much more sense than trying to squeeze platforms into the oddly-shaped intersection of Penn Ave/Osseo Rd/44th Ave.*

Comment Response:

Additional planning analysis and project coordination with the City of Minneapolis occurred during the draft station plan comment period. Roadway constraints restrict the feasibility of siting a station at the Osseo Road/44th Avenue/Penn Avenue intersection, and higher ridership to the south supports that a C Line station in the area is better positioned at 43rd Avenue. Other submitted comments also indicate support for a BRT investment at Penn & 43rd Avenue. A station at the commercial node at 44th Avenue may be considered within the D Line planning process

See the Penn & 43rd Avenue station plan within the *C Line Station Plan* for more information.

Penn & Dowling Avenue

Two comments addressed the Penn & Dowling station.

Comment Excerpts:

- *The northbound bus stop should be pushed farside across the street by Crystal Lake Cemetery. The northbound nearside stop would create more traffic near the main turn to go to I-94.*

Comment Response:

The Crystal Lake Cemetery in the northeast quadrant of the intersection restricts the feasibility of farside platforms for northbound buses. There are no sidewalks along Penn Avenue cemetery frontage, and a northbound farside platform would function as the only generator of pedestrian activity in the quadrant. A cemetery driveway also restricts the length available to construct a 60' platform. Traffic modeling indicates the intersection will remain operational at an acceptable level after the construction of BRT platforms.

Penn & 36th Avenue

Over 10 comments focused on Penn & 36th Avenue, including two letters from the Cleveland Neighborhood Association.

Comment Excerpts:

- *I think the C Line BRT station planned for 36th Ave N. is located at the best location for this area.*
- *Stop spacing – why not on 35th Ave. instead?*
- *Based on the feedback we received from residents and the information the board considered, the board has voted 5 to 4 support a BRT station at Penn & 35th avenue.*

Comment Response:

During the *C Line Station Plan* comment periods, the proposed 36th Avenue station location was also the subject of additional community outreach led by the Cleveland Neighborhood Association, including a survey asking community members if they preferred a station location at 35th Avenue or 36th Avenue. Metro Transit's Community Outreach and Engagement Coordinator participated in the implementation of this work. The survey did not identify a strong preference for one particular alternative.

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The Cleveland Neighborhood Association also submitted comments during both the draft and recommended plan comment periods supporting a station at 35th Avenue, which included a 5-4 vote of the neighborhood association board, a small sample of community preference surveys, and potential for development in the area. Other written comments were also submitted as part of the comment periods. Within the public comment periods, public input expressed mixed opinions on specific station location preferences.

A station at 36th Avenue remains the recommended station location to best serve customers, based on the considerably higher demand at this location compared to 35th Avenue, and supported by the balance of input received at this location.