

## Spring/Summer 2015 Comments

| Date      | Name                   | Question/Comment   |
|-----------|------------------------|--|
| 4/3/2015  | Vincent Dongarra       | <p>I'm very excited about the new rapid transit bus ("BRT"). In fact, as a resident of Northside, I'm hoping the BRT works out well enough to have a north/south route one day. However, I also want to make sure that Broad Street is improved for cyclists and pedestrians by the project, and doesn't become even more difficult to cross than it already is. I cross Broad Street nearly every day. That's why I heartily endorse the following points on the project: 1. People have a right and a need to safely cross Broad Street. There is no reason to think anyone will go multiple blocks out of their way to simply cross the street. Therefore, they need to be accommodated at every intersection. 2. People need a comfortable place to seek refuge when crossing a wide, busy street. People have difficulty crossing Broad Street now – especially people with disabilities or those who are traveling with children and can't walk fast enough to cross before the light changes. A 6-foot wide center median would act as a refuge island for people of all ages and abilities who need to walk or bike across the street. 3. Broad Street is finally becoming a comfortable, vibrant, downtown main street, so let's continue to plan for this reawakening. With more housing and attractions popping up along Broad Street, there will only be more people who want to walk, bike, and take transit to get where they need to go in the years to come. We need to design a street that works for them on all sides. 4. Having a great environment for people who need to walk and bike makes BRT stronger. All BRT riders are pedestrians or bicyclists before/after they board the bus, so we need to take care of them at every stage of their trip. The safety and comfort of people should be priority number one. Thank you for your consideration of these comments. I look forward to the benefits that a carefully-planned BRT can bring to our City.</p>  |
| 4/7/2015  | David Johannas         | <p>I will most likely be unable to make it to BRT meeting tonight, but want to make sure that my voice is heard. I feel that the BRT is one of the most important planning issues for the city and I greatly support the concept with, possibly, one strong exception. I would like to ensure that the walkable connectivity is maintained at every block and intersection. Overall, one of the primary goals is to make a more livable environment. The BRT will need to be supported with higher density, transit oriented development on both sides of the street. As such, the quality of livability depends on the connectivity of both sides of the street. Additionally, impeding the walkability of the street will be detrimental for pedestrians and a potential hardship for the elderly and those with physical limitations. I feel that it is GRTC's responsibility to ensure this connectivity and accessibility. Thanks for attention to this issue.</p>  |
| 4/7/2015  | Phil Whiteaway         | <p>I have a major concern. Our, (non-profit) business, provides theatrical services to RVA. A large part of our service includes 20,000 school students loading/unloading for school matinee programs at the November Theatre. Secondly, we have a large number of senior adults who use our "curbside valet" service for evening performances. Even though it has been suggested that this plan could provide a "curb cut" in front of our theatre, I still think we would be better served by moving the BRT to another block that has fewer pedestrian activities. Our theatre operations' I have shared my concern with members of City Council who agree that this makes better sense for this block of 100 W. Broad. Thank you!</p>  |
| 4/19/2015 | Robert B. Moffett, Jr. | <p>That the City Government and, by extension, GRTC chose Rockett's Landing over the impoverished Northeast areas of Church Hill makes a lie of all talk about poverty relief issuing from the mouths of Dwight Jones, City Officials, and members of Council. I would add, too, that in addition to the dire need in Church Hill several of the streets in that area are much better able to accommodate the dedicated Pulse lanes than is the area from Rocketts Landing to downtown. Further, in addition to ignoring those who are forced to rely on public transportation for their daily existence, GTRC and city government have been shortsighted in adopting the BRT model in the first place. One only has to drive along Broad Street during the day to see that the lanes on either side of Broad in the downtown area are narrower than the buses intended to use them. Money being spent for Pulse would be much more beneficially spent by providing more frequent and better bus service to the impoverished areas of Church Hill, redesigning routes and the transfer plaza to make them more convenient, efficient, and provide shelter from extreme temperatures, rain, and snow, and eliminating the intended pulse lanes altogether. While this letter is being sent to GRTC, I am cognizant that GRTC, regardless of the makeup of its Board, is essentially controlled by the agenda of the "Jones faction" in Richmond City Government who love to talk about poverty relief but are unwilling to do anything to alleviate it. I recognized, too, that Henrico and Chesterfield have almost no interest in GRTC's operation except to hope that citizens of Richmond will not be transported en masse to their suburban areas no matter how badly they need the jobs, shopping, medical care, and other services which reside therein. So months ago a group of Richmond clergy toured areas intended for service from Pulse. That they have not vigorously fought for Pulse's terminus in the poverty-ridden area of Church Hill calls into question their own sincerity when they talk about poverty relief. In the interest of serving the best interests of those who need public transportation the most, I urge you to reconsider the Pulse route and terminate it in poverty-ridden Church Hill where the need is obviously the greatest and whose residents largely have no other alternatives. Unfortunately, based on my continuous residence in Richmond since 1970, I am not optimistic. Doing the "right thing" appears to be a concept that is foreign to the philosophy of City Government.</p> |

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| 4/21/2015 | Bradley Barr      | I see that the most recent plan took into account community feedback to limit the parking "loss" to 258 spaces vs the original 708 spaces. I see the plan restores these 450 spaces in the corridor between Thompson and 4th street. While I am planning to attend the meeting next Tuesday in my neighborhood, I was hoping you could provide more detail on how this is accomplished. I see in the FAQs that "Those options will address considerations for safety of operations, lane widths and median width, and accommodations of bicycle and pedestrian movements and seek to preserve approximately 60% of the on-street parking along Broad Street." Maybe two clarification questions will help: • Is there additional detail on which blocks will have curb to curb traffic for left turn and stations? and which will retain parking? • Does the 700 number contemplate the parking that used to be allowed outside rush hour between 4th and 14th streets?  |
| 5/1/2015  | Carter Snipes     | My name is Carter Snipes and I am a developer that is rehabbing the old Adam's Camera building at 2816 W. Broad Street. I'm just getting up to speed with what is going on with BRT and have some concerns and questions. I just signed a 10 year lease to put Peter Chang (an award winning restaurateur) in my building and we planning a series of media stories next week. We are planning to spend \$1.4 Million renovating the building so obviously we are concerned about how the BRT plans will effect our property and our incoming tenant and would like to get more information. Our building has a grandfather parking status of 48 spaces, since the building was built on the property line and has no off street parking. Who can we speak with regarding the current iteration of plans? I'm not sure where to get the most up to date information and would love the opportunity to speak with someone.  |
| 5/12/2015 | Linda Dunn        | I could not find a detailed proposal map of the GRTC Pulse on the website that is current. I'm especially interested in seeing the allowed vehicle turns between Boulevard and Willow Lawn. Is there a current map available?  |
| 6/22/2015 | Danielle Clark    | On behalf of Barbara Jacocks of RRPCD, I am looking for the BRT Economic Analysis study report. I see the synopsis on your website, but is there a link on the website to a full report, or could it possibly be sent as a PDF?  |
| 6/23/2015 | Tim Treinen       | One of the slides shows estimated daily ridership is 3,000 with 500 new. Does that mean the current ridership along Broad St corridor is 2,500 and the Pulse system would add 500 / day?   |
| 7/3/2015  | Charles Warren    | I am writing in support of the proposed Bus Rapid Transit project, GRTC Pulse. While recently a number of vocal groups have expressed opposition to the project, I want city council to know that this does not reflect everyone's opinion. As Richmond grows, I believe that rapid transit will be integral to the city's success. As the Richmond region continues to grow our roads will only get more crowded. While the counties may have the opportunity to widen roads as they try to pave their way out of the problem, the limited right of ways in the city offer no such option. I believe that providing other options for travel, such as public transit, walking, and cycling, is the best way to ease congestion. To be viable, these alternatives must be able to entice people to use them rather than driving. Currently bus travel from the east end to points west of the GRTC transfer center often take twice as long as driving. For me and no doubt many others, this discourages bus travel. Bus Rapid transit offers an opportunity to reverse this trend and provide a viable alternative to driving. Not only would this help reduce congestion, but may also help alleviate parking problems as well. While the parking few spaces being eliminated are one of the biggest concerns of critics, I believe that parking can be saved by reducing the number of people driving to these places. While one advantage of this project is to provide improved service that may attract new riders, I think it would also provide improved service to those who may have to transfer between the 52/53 and the 6. I also hope that this project is a first step in improving Richmond's public transit. I hope that The Pulse will be successful and lead to future expansion to places like the Airport and Short Pump. I hope that in the future there will be more dedicated lanes for improved service. I believe that a robust rapid transit system will be good for Richmond's future. As a tourist, I find places with good rapid transit systems to be good places to visit, and I would like to see a system in Richmond that makes it easier for tourists to get around. A growing trend has also been for business to locate in places with good public transit, which could mean more jobs in the city if our transit system improves. For these reasons I ask you and the rest of Richmond City Council to support this project. I ask you to not let the critics water this project down until it is no longer a significant improvement over existing service. |
| 7/14/2015 | Christina Mancini | I know that the BRT is in the planning and development stage, but I was curious if there are any proposals to add routes to Short Pump to downtown?  |
| 7/27/2015 | Roy Fauber        | My observation of bus usage is that they are well utilized during rush hours and very underutilized all other times. The huge, nearly empty busses serve mostly to obstruct other traffic during non-rush hours. The BRT proposal indicates that current bus lanes are "sub-standard," so they will presumably be widened within existing right-of-way to accommodate the huge busses. The BRT proposal also indicates that busses will operate more frequently. So, has GRTC considered using much smaller busses That would (1) fit in normal traffic lanes; (2) be more practical (i.e. More modular and therefore better utilized) on the proposed more frequent schedule; (3) be less expensive to buy and operate; (4) be more maneuverable and less obstructive to normal traffic?  |

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| 7/27/2015 | Not provided      | <p>There was little opportunity for city residents who live outside the proposed Pulse corridor to comment on this poorly-designed and ill-conceived plan. I have admired the excellent light rail systems found in most European cities. However, the Pulse system is destined for failure, in my opinion, because of the following factors:</p> <ol style="list-style-type: none"> <li>1. Richmond is more like Detroit, Michigan than Portland, Oregon. Richmond's sprawling development patterns, with few prosperous high-density residential centers, are unsuited to mass transit. It is interesting that the city mayor has proposed subsidization of a new childrens' hospital that would compete with facility being constructed by the VCU Health System. Willow Lawn has made something of a comeback, but is hardly a major retail destination. Fan District residents could use the Pulse system to ride to VCU hospitals, or to retail areas along Broad Street, but generally oppose this plan.</li> <li>2. Bus transit is dirty and noisy, even if powered by LP fuel. Electric bus transit would be better, and a light rail system better yet. Light rail can share traffic lanes with vehicular traffic, except at stations, but the Pulse design would monopolize two of six lanes on Broad Street {which is not all that broad}. Broad actually has four lanes in each direction, with the outermost lane largely wasted due to bus zones, loading zones, and no-parking regulations established for long-lost and forgotten purposes.</li> <li>3. The Pulse system design could be improved by utilizing one dedicated lane, with transit cars passing at stations. The concept calls for ten to fifteen minute intervals in each direction {four to ten vehicles per hour}. A travel lane can accommodate one thousand vehicles per hour, if speeds are not limited by congestion. Even at central city street speeds, lane capacity is in the hundred of vehicles. Electric transit vehicles have better acceleration than diesel bus vehicles.</li> <li>4. I suggest keeping most parking, adding protected bicycle lanes {which people WILL use}, and excluding all truck traffic, except for night deliveries. Street parking could be eliminated around station areas. And certainly, all existing city transit buses should be removed from Broad Street if the Pulse system is constructed.</li> <li>5. Public transit will not work unless it is clean and well-maintained {show me a Richmond public facility that is}, faster than alternatives, and convenient. Current planning practices seem to be fostered by the Anti-destination League, whereby car travel is intentionally made inconvenient.</li> <li>6. I propose the following measure to ensure accountability for the proposed public investment: all public employees and elected officials supporting the Pulse system should be required to sign a pledge to resign their jobs or positions if, in ten years, the system is deemed to have failed. There employment in the interim should be subject to the provision that all supporters may be fired, without recourse to appeal, if their plan does not succeed.</li> <li>7. Speaking for myself only, I cannot imagine any reason why I would ever ride the proposed system. I have recently walked from the Richmond Public Library to the VCU area, and along Broad in the VCU Main Campus area on several occasions. I would still have to drive from my home to get to the Pulse line. I think that for most Richmonders, this system will be an impediment and annoyance, rather than a service. Please include my remarks in any public record of such comments. I would be interested to know if the supporters of this plan are willing to place wagers on its success.</li> </ol> |
| 7/27/2015 | Laura English     | <p>I was in Europe for a VCU Study Abroad program.</p> <ol style="list-style-type: none"> <li>1. Will emergency personell, taxi's and bikes be able to use the BRT lanes? Will there be more bike lanes added throughout the city?</li> <li>2. Why has Henrico County and West End not been included? There is already a GRTC bus system in place from Willow Lawn to Rocketts Landing. Has there been any consideration to add a rapid bus system or a tramline from Short Pump that connects to Willow Lawn?</li> <li>3. Will there be more bus lines tha can go through Church Hill, West End, North South Side, etc, that can connect to transfer downtown Richmond. We need more connectivity with the existing bus lines and GRTC.</li> <li>4. Has been there any plans to add a "night" line? I see there's a schedule from 5/6:30 am till 11:30 pm, even on weekends. Why not add another night line between 11:30 to 2:30 or 3 am? One that goes through Shockoe Bottom and/or the Fan? Having a late night weekend bus line would cut dramatically on drunk driving and reduce time, money and injuries/accidents.</li> <li>5. Is there a option/monthly plan/discounted rate for daily commuters, families and VCU/VUU/high school/JS students? Thanks.</li> </ol>   |
| 7/27/2015 | Jacob Williamson  | <p>I'm concerned with the protection of the bicyclists and pedestrians. As currently displayed the project would seem to limit safety for cyclists and pedestrians. Too much volume in too much small a space. Cancel the local bus routes by a certain date? Protect existing safe roads for cyclists: Grace/Franklin/Marshall/Leigh.</p>  |
| 7/27/2015 | Hilary Streever   | <p>You are are doing a great job! Thank you for your hard work and transparency, also all your seeking public input. My husband and I are in our early 30's &amp; live in the Fan out of an effort to use our cars as little as possible (and hopefully only have one car one day!). We walk and bicycle as much as we can, and look forward to the public transit option that the new BRT program will provide. *Please educate drivers about the laws and rights of pedestrians and cyclists!* Thank you!</p>   |
| 7/27/2015 | Jackie Kruszewski | <p>I think it is a great project--you're doing great work. Ignore the haters. Or, don't "ignore" them, but...you know.</p>  |
| 7/27/2015 | Michael Lewis     | <p>I am unable to attend this meeting today or tomorrow. <a href="http://salsa4.salsalabs.com/o/50848/p/salsa/event/common/public/?event_KEY=3994">http://salsa4.salsalabs.com/o/50848/p/salsa/event/common/public/?event_KEY=3994</a><br/> <a href="http://salsa4.salsalabs.com/o/50848/p/salsa/event/common/public/?event_KEY=3995">http://salsa4.salsalabs.com/o/50848/p/salsa/event/common/public/?event_KEY=3995</a> "Please help us thank GRTC and the City of Richmod for making adjustments to the plan that will add to the safety, comfort, and convenience of people who walk and bike along Broad Street." I would like to thank GRTC and the City of Richmond "for making adjustments to the plan that will add to the safety, comfort and convenience of the people who walk and bike along Broad Street." And I would like to aks the mayor, Mayor Dwight C. Jones, to be mindful of unsafe driving habits that some people who drive motor vehicles in Richmond have. And to the address the issue. Is it more important to turn on Red or let a pedestrian who has the light to walk, to cross the street? It is still hard to walk across the street at many intersections along Broad Street from downtown to Boulevard and Broad. There are even people riding their bikes on the sidewalks in the same area. I walk from downtown to the McDonald's near Boulevard and Broad for exercise a few times a month. So I know about what I said here from a first hand experience.</p>  |

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| 7/28/2015 | Christi Reeney  | To use the Washington D.C. circulator as an example, would you consider circular connections from 1. The BRT Staples Mill stop to the Staples Mill Amtrak Station? 2. Rocketts Landing to Fulton?   |
| 7/28/2015 | Grant Hill  | Thanks for adding bicycle parking @ parking zones, widening crosswalks @median and adding depicted left turn lanes. Will BRT accomodate multiple bicycles, 3-6? Please consider-- bicycle tourist could ride BRT to Rocketts Landing and ride Cap to Cap Bike Trail without encountering automobile traffic.  |
| 7/28/2015 | Virginia Chambers   | Thank you for providing this forum for the citizens to voice their opinion & get more info. In particular, I think the VISSIM model should be posted online for clarification to some common questions (if it isn't already accessible online). I think parking & affecting the regular routes will be the most pressing issues. Though we have differing opinions, I think we can all agree Carrie Rose Pace deserves a raise.   |
| 7/28/2015 | Aaron Williams  | Maintaining parking/left turns should not be a priority. Please don't let this turn into a BRITNO (Bus Rapid Transit In Name Only) project because of a vocal minority. Plenty of people support this project, I just think demographics and who shows up changes the tone of the meetings. I would love to see the service go until 2am-3am. I would love to see positive feedback featured in the meetings. The powerpoints are too focused on mollifying a negative minority. The focus empowers that minority.  |
| 7/28/2015 | Mark Peterson   | I support BRT in Richmond. I drive, I bike, walk and I ride the bus. This system will make it easier for me and my family to frequent the places and businesses we love in Richmond. We will now have more options to go to a show at the National or get a bite to eat at the Betty or grab a beer in Scott's Addition.  |
| 7/28/2015 | Not provided  | 1. No stations b/w Allison & Shafer when there are two stations b/w Robinson & Allison--to long to walk b/w stations. 2. Put stations in front of business with off street parking as construction won't effect them b/c people can still park there b/c of off street parking. 3. Financial assistance for businesses that suffer from construction. 4. Why is the City now doing studies & research when this plan is so far ahead. 5. There is still no connections to places that need it most! 6. No one rides current buses! (regularly enough to warrant this project) 7. Where are these Park & Rides going to be, Willow Lawn does not allow additional parking.   |
| 7/28/2015 | Liz Marshall  | Yes! I am 100% "on board" with this project. This project is so important to economic development in the city, attracting and retaining young professionals and most importantly, getting people without alternative options (such as cars) where they need to go. I support BRT!   |
| 7/28/2015 | Martha Wingfield  | Very disappointed that connectivity study is not complete. The current users and current routes should be a priority. Transfer station needs to be moved and better integrated in this system. It is awful!   |
| 7/28/2015 | Liz Sussan, Manager at Richmond Brazilian Jiu-Jitsu Academy | Richmond Brazilian Jiu-Jitsu + Self-Defense Adademy at 725 W. Broad St. is very concerned about the parking removed at our location. I see a new update in the last 60 days is that the final spots remaining on our block have now been removed. It seems that parking near us looks barren. And it's an area that is heavily traffickeed by both VCU students & employees, but also the many non-VCU related residents & patrons of businesses. It's a busy, busy area--busy with lots of car traffic & a lot of parking needs. We will struggle as a business with all this parking being squeezed out of hte area. We don't anticipate our business being able to handle this issue and this could force us to close. We say that in all seriousness & sincerity. Who is going to work with us on this issue? |
| 7/30/2015 | Sol Abramowitz  | I know that the money from the government looks good but why aren't we just resuming an express bus that will make these stops? I've been a business owner on Broad Street for 9 years now and the busses run empty, yes empty! If this doesn't work what then? The construction and no parking will close my businesses not to mention lay off aprox 175 people. Then I will have to ride the bus. This is awful please stop the madness.  |
| 7/31/2015 | John Newell, former Mayor of Ashland                        | I just want to state that I fully support the Bus Rapid plan, and hope it moves forward, rapidly.   |
| 8/1/2015  | Nikki Rovner  | I attended Tuesday's meeting. I support the project. I like the design and location of the stations. Your attempt to save parking spots is admirable, and I think you've done enough on that. Richmond is only going to achieve a multi-modal system if people can get used to the idea that there are ways to get places other than their cars. Some folks won't believe it until they see it. It's my hope that this project will convince folks who are currently skeptical.   |
| 8/5/2015  | Tony Sandifur   | I'm excited about the new GRTC buses coming soon.   |

# July Public Meeting

## Parking Breakout Session

Loading zones shown on parking figures. Will they be time sensitive?

Location of Park and Ride?

Will changes be made to parking on 14th Street?

There are a lot of retail businesses in the Downtown area. How were they considered?

Where will bike parking be located?

What will be the impact of overnight parking on Grace Street in the Museum District? Residential permits considered?

What kind of outreach to businesses?

What is the public vs. private lot availability?

There is concern about the price you have pay to park in a garage.

In the Arts District, there is concern about having customers to pay to park in front of the business and to pay the BRT fare.

Transform private surface lots into used public parking.

How will construction affect the Arts District area?

Businesses have parking inventory based on size. How will that be affected?

Pedestrian crossings do not align with BRT stations. Why not?

How are loading zones supposed to be used? For 30 minutes?

Would like to preserve more parking as opposed to valet parking or a loading zone.

Delivery trucks will be double parked.

Loading zone signs need to be more descriptive, clearer.

There is a struggle with the push for valet. Want more off street parking.

What about future parking demand along the corridor? Why can't parking be save on both sides of the street?

What changed to save parking?

How is parking able to be increased from Foushee to 4th?

What is the status of the Park & Ride lots?

Median vs. curbside running stations.

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| There is a concern in Scott's Addition of parking on the side streets. There is growth in this area. |
| Are you considering raising parking prices?  |
| Parking uniformity? Will signage be improved?  |
| Will parking be marked by signs?   |
| How will other streets like Marshall be affected by parking?   |
| Concern over new apartments in VCU area?   |
| Have narrower BRT vehicles been considered?  |
| Can property be purchased for a Park & Ride?   |

## July Public Meeting

### Roadway/Left Hand Turns/Pedestrian Breakout Session

Is each station for one direction?

How do you know when you are getting off the bus?

Where are dedicated BRT bus lanes only?

Is there an option for a bike/taxi only lanes?

How many buses will be running at the same time?

How will GRTC handle running 2 bus systems at the same time?

How will construction of the BRT system look?

Is there a way to make the hub & spoke system more efficient?

Why are median running lanes 3 miles long?

Why can't we remove local bus service on the BRT Route?

What is being done about Nickleson & Main intersection?

What will be done about educating people about pedestrian right of way?

Has there been any decision about policing parking on the curb?

How many buses will be "Pulse" buses?

How will left turn lanes accommodate access to the Museum District?

How will the termini work/look?

How are stop lights coordinated by BRT buses?

Will local buses be incorporated into the BRT route?

Why do we have both median running and curb running lanes?

How will BRT buses get past local buses in curb running lanes?

What will happen to the Route 6 bus?

Would it be less expensive to do just curb running lanes?

What is left to be negotiated after the 30% phase?

How much will it cost to ride BRT?

How much do we expect ridership to increase?

How is the cost projection analyzed?

How will we (GRTC) deal with cost over-run?

What is the percentage of time saved on BRT consist of?

## July Public Meeting

### Construction & Architecture Breakout Session

CCTV provided at each station?

QR codes will link to information curated by neighborhood associations.

Will space for public art be provided?

Why was Hamilton station moved to Cleveland?

Why was the Convention Center station moved?

How will construction be phased?

What will be the pedestrian experience at walk through stations?

Will BRT have to go through the Transfer Plaza?

Will local buses stop at BRT stations?

What amenities will be provided at stations?

How is rain water, run-off from the roof of stations managed?

BRT will operate from 5:30 am-11:30 pm.

Can a station be shifted?

What is the cost of a station?

Should businesses get construction insurance?

Is worker parking being considered?

Will the Construction Management team coordinate utility shut off with owners?

Will new median stations be designed to control run off?

Will there be a General Contractor?

## July Public Meeting

### Economic Impact Breakout Session

Are VCU and U of R assisting taxpayers in funding for corridor development?

Where does the 1.2 billion dollar corridor improvement number come from?

What metrics go in to the economic study?

How does the BRT help generate the 1.2 billion compared to other possibilities?

What is the effect on Richmond Public Schools?

What is being done to protect small business in the area?

Feeder routes to BRT?

Transmitting tax exempt parcels that are struggling to help promote growth?

What is the plan for existing surface lots?

What is the connection btw corridor economic development study & larger routing study?

Questions about operations-fare, other routes, ridership?

What is the disruption during construction-money for businesses?

What about the festivals & events along corridor?

Does this support mixed use in the corridor?

Increasing train service to Main Street Station?

BRT & Community wealth building in study?

Will there be an extension of BRT to airport, Midlothian, etc?

When will we ever see money like this again?

Are other cities doing transit oriented development? Besides Charlotte.

Are there improvements to streetscape & things outside of the BRT scope?

How are improvements being made from streetscape & things outside of the BRT scope?

When will there be improvements from streetscape & things outside of the BRT scope?

How much improvements will be made from streetscape & things outside of the BRT scope?

Will there be a layered proposal that shows other things?

Standard setting for future plans, studies or data?

### Bus Outreach Comments

| Date      | Question/Comment  |
|-----------|---|
| 7/16/2015 | Concern with signal timing (Lombardy) ped access across Broad. Also, Harrison & Broad from Shafer. (VCU area with higher pedestrian activity) |
| 7/16/2015 | Concentrate on improving existing service & Short Pump.   |
| 7/16/2015 | Will fare go up?  |
| 7/16/2015 | Will the trip length be longer?   |
| 7/16/2015 | Wait at scheduled arrival time so people won't run to catch the bus, i.e., stay on schedule.  |
| 7/16/2015 | Sounds good.  |
| 7/16/2015 | Could the 1-/301 Chamberlayne be a north-south BRT line next?   |
| 7/16/2015 | "Richmond is behind the times with transit compared to other cities, we need this."   |
| 7/16/2015 | "Out of all the first steps, Broad is the best one."  |
| 7/16/2015 | Extend out to Short Pump & Airport, stopping at East Shopping.  |
| 7/16/2015 | North-South from Chamberlayne to Chesterfield on Midlothian Turnpike.   |
| 7/16/2015 | More access to malls, healthcare.   |
| 7/16/2015 | Jobs & shopping! Really good!   |
| 7/16/2015 | CNG buses very good for asthma & environment.   |

## Informal City Council Notes

### Question/Comment

City Council inclusive in all aspects of the City.

This project is a key priority to the State: Aubrey Lane & Gov. McAuliffe. Want to emphasize the partnership this project is a part of, it is beneficial for both the region and state-Jennifer Mitchell, DRPT

Bus routing study-better access to connect to BRT & other services more easily accessible. East End? -Council woman Cynthia Newbille, 7th District

How can we improve existing service now?

This is an inclusive system-one.

Expand meetings & messaging reach opportunities for more feedback. -Council woman Ellen Robertson, 6th District

Parking, left turns.

Expand workforce opportunities.

Downtown area-BRT is a service to move people as means of alleviating parking.

Accessibility for riders with physical impairments, communicate these features more.

Scott's Addition-Goal increasing ridership--expanding populations for effective transit.

Map for parking impacts at 3 curbside parking impacts-Councilman Parker Agelasto, 5th District

I95 to Willow Lawn in that area.

Left turns: existing no left and no uturns. Potential for vehicles to break the rules? Safety issue to drivers who break rules?

Do restricted left turns funnel traffic into neighborhood streets?-Councilman Parker Agelasto, 5th District

Temporary Transfer Plaza, what is the solution? How is that conversation tying into BRT? Councilman Parker Agelasto, 5th District

Prepared to have new system design with BRT?

Buses on Broad Street-BRT + Local routes

On map-show local stops that are proposed to exist, be consolidated or change.

VCU Shuttle service?

Broad Street 6 today?

Economic Development. Mark Olinger-Land use, zoning, parking policies in 1 year study-DRPT to assist. Revitalization Plan-"How do we make routes more attractive?  
Heavy public engagement. For example Department of Game & Inland Fisheries is up for sale, it is B3 zoning. Look at zoning opportunities for BRT corridor development.

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| Why are curb running stations needed?   |
| What happens to curb-running lanes downtown?  |
| Station Movements, concern about Hamilton station relocation.   |
| Route 6-will be scaled back to to have too many buses to function in that headway.                                |
| Extending bus lanes.  |
| Buses passing each other Downtown?  |
| What flexibility remains in the design? Concern about bus order in pipeline.                                      |
| When the Pulse comes, how much to maintain? Cost projections.   |
| Why can't we get ride of regular bus stops & go all BRT-style?  |
| Cost overrun? What is the plan?   |
| System that works for all of us. Balanced way to do this. Not just about one segment of the population.           |
| What about other routes? What is being done to better serve the buses? Concern about the #16 Downtown being late. |
| Route estimates & riderships.   |
| Regulation in place for cost overruns?  |
| Partnerships-how will this project tax increase?  |
| What happens if the partners cannot get agreement? What will happen to the project?                               |
| Property along route increase in value.   |

## August 20, 2015 Urban Design Committee Meeting

| Name   | Question/Comment   |
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| Jill Nolt, Urban Design Committee Member         | How will BRT integrate with the local fixed route? Need visuals (maps) that show existing stops and the ones that will be removed. The distance between stations is large, so it is important to indicate fixed routes stops so that distance will be smaller. |
| Giles Harnsberger, Urban Design Committee Member | Why was the Hamilton Street station relocated to Cleveland?  |
| Robert Smith, Urban Design Committee Member      | There is a great distance between Chantilly and Cleveland. Will that be reviewed?  |
| Andrea Levine, Urban Design Committee Member     | Median vs. curbside stations. Has that been reviewed? How can that be implemented?   |
| Andrea Levine, Urban Design Committee Member     | Have the buses been ordered? Will there be doors on the left and right?  |
| Andrea Levine, Urban Design Committee Member     | QR code technology?  |
| Jill Nolt, Urban Design Committee Member         | Is there a long range plan to move local buses to side streets?  |
| Andrea Almond, Urban Design Committee Member     | If the bus ran in the median to 14th Street--would the traffic counts be a problem for this?   |
| Bryan Clark Green, Urban Design Committee Member | The crossover onto 14th Street. How will that be addressed? This a congested area because of the parking lots.   |
| Giles Harnsberger, Urban Design Committee Member | Is Governor Street an option?  |
| Vaughan Garland, Urban Design Committee Member   | Bike path--how do you see bike use downtown?   |
| Vaughan Garland, Urban Design Committee Member   | Would other vehicles, cyclists, etc., be able to use the BRT lanes?  |
| Giles Harnsberger, Urban Design Committee Member | Pleased to hear that the hours of operation can be extended.   |
| Vaughan Garland, Urban Design Committee Member   | Missing out on Fulton Hill. Important for residents to access BRT.   |
| Vaughan Garland, Urban Design Committee Member   | Are you considering adaptive technology. So if the bus was close by the signal would be turned on, if the bus was far away it would be turned off.   |
| Jill Nolt, Urban Design Committee Member         | Where are the locations of the curbside stations? What businesses are located behind them? What are the dimensions for these stations? Is there potential for a business owners to build closer to the property line?  |
| Jill Nolt, Urban Design Committee Member         | What is the width of the ramp? Fear that people will not see the walkthrough and will try to cross in the street. Perhaps needs more unique design elements like at 12th Street Station.   |
| Vaughan Garland, Urban Design Committee Member   | Explain Route 5. Is it needed? Move the station closer to Lucky Strike or Poe's Pub would be better.   |
| Robert Smith, Urban Design Committee Member      | Would the scale and mass of the totem interrupt the sight line? Could that be adjusted?  |

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| Robert Smith, Urban Design Committee Member      | The curbside stations and ramps, is there potential for more bike racks?   |
| Robert Smith, Urban Design Committee Member      | The roof--if people walk behind it will the storm drain interfere with people walking behind?  |
| Andrea Almond, Urban Design Committee Member     | The drain that will water the plants--will the downspout wash out the plants?  |
| Robert Smith, Urban Design Committee Member      | Landscaping--you will need funding for consisten maintenance.  |
| Robert Smith, Urban Design Committee Member      | Lighting. Explore other types of lighting sources. Play with uplighting so it is a canopy on the cedar lighting under the seating.   |
| Vaughan Garland, Urban Design Committee Member   | Look at the lights at 1708 Gallery.  |
| Bryan Clark Green, Urban Design Committee Member | Roof structure in view plain of pedestrians and vehicles. Blocking buildings from view. There is a lot of roof plain on the curb running stations.   |
| Vaughan Garland, Urban Design Committee Member   | Drainage, specifically street drainage. GRTC reviewing drainage issues?  |
| Giles Harnsberger, Urban Design Committee Member | Bike racks--why did you go with lower capacity bike racks?   |
| Vaughan Garland, Urban Design Committee Member   | Bikes--will there be shared bike racks? Hope GRTC will investigate.  |
| Andrea Almond, Urban Design Committee Member     | Plants. Concern with the types. Look for a drought tolerant shrub.   |
| Jill Nolt, Urban Design Committee Member         | Form of the shelter feels heavy. Could the truss be lightened? Also not in love with the brick, perhaps find alternate materials that could be related BRT (concrete, pre-casts).  |
| Jill Nolt, Urban Design Committee Member         | Thin up the roof structure or taper towards the mass.  |
| Roy Bryant, NAACP                                | Beautiful project, concerned with segregation. Need better accessibility for all people. Maybe a loop that connects 52/53 to BRT. Concerned with accessibility to the East End.  |
| Dominic Carter, RVA Rapid Transit                | Supportive of the BRT, want in all four corridors (Hull Street, Midlothian Turnpike, Broad Street and Jefferson Davis Turnpike. Want a regional rapid transit system. What can we do to make this better? We need to provide access to the millenials, to the baby boomers, etc. |
| Rev. Ben Campbell, RVA Rapid Transit             | This is the beginning of a modern metro transit system. We need a large footprint. Encourage pedestrian life, bike life, for people of all classes and races will use the BRT. West of VCU, economic development could be improved.  |
| Theresa Moore, Theresa Moore Consulting          | I am passionate about workforce development. Excited about BRT because parking is so limited at City Hall and local restaurants. The Richmond I know and love is becoming more collaborative and this will be a game changer.  |
| Lisa Guthrie, Virginia Transit Association       | Virginia Transit Association supports the BRT Project. Fact: for every \$1 invested in mass transit, \$4 is reinvested in the area.  |

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| Stewart Schwartz, Partnership for Smarter Growth   | Partnership for Smarter Growth supports BRT, we are engaged in the project. We want to make sure the design details are right when entering the 60% Design Phase. Need to expand parking areas, East End connectivity is critical. More frequent service to Church Hill, East End. Transfer Plaza needs to be evaluated, need to find funding. Streetscape also important.  |
| Mark Hickman, Greater Richmond Chamber of Commerce | Greater Richmond Chamber of Business are supporters of the BRT Project. This project will prioritize workforce development and millennial attractions. BRT will benefit workers, shoppers, visitors, etc. We want to encourage all residents to be informed.  |
| Nicholas Smith, City of Richmond Resident          | Support the BRT, there has been a lot of balancing between left hand turn access and parking. GRTC and the Project Partners need to look at station locations and travel lane width. Also interested in the streetcar.  |
| Zoe Ann Green, RVA Coalition for Smart Transit     | I am speaking for the coalition. The coalition is not against the BRT, we want more transparency. Hope to receive a positive impact. For consistency sake, stations should all be median running. We want buses with doors on both sides. BRT will have a direct affect on businesses. Concerned with the lack of Park & Rides. If there is no parking on the street, then the customers will park in our neighborhoods, which would then necessitate restrictive parking. Then as a result business employees will not be able to park at the detriment of the business. |
| Brad Sauer, Sauer Properties                       | Support the BRT, integral part of my future project (Whole Foods) It will be long enough and cheap enough.  |
| Montigue Magruder, RVA Rapid Transit               | Need improved local routes. I neither support or oppose BRT. Could eliminate all parking because asthma is much higher in the Richmond area. Want consistent median running lanes to Willow Lawn.   |
| Bryan Clark Green, Urban Design Committee Member   | Reduce vehicle length to 10 ft. Downtown Stations need to be moved to median. Move streetscape back to sidewalk, not in median.   |

## September 8, 2015 Planning Commission Meeting

| Name   | Question/Comment   |
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| Reginald Poole, Planning Commission            | If there are recommendations from UDC that the Project Team disagrees/rejects, then inform the Planning Commission.  |
| David Johannasm, Planning Commission           | How will connectivity fit in the schedule and design, meaning integrating the East End and local routes to the BRT.  |
| Lynn McAteer, Planning Commission              | How will the bus turn around at Rocketts Landing?  |
| Jeff Sadler, Planning Commission               | Curbside vs. median stations. Did you investigate the safety and efficiency of both? Particularly bus bunching, how will the station median or shoulder running lanes help mitigate bus bunching?  |
| Jeff Sadler, Planning Commission               | Does the bus transitioning from the median to the curb impact safety of the buses?   |
| Jeff Sadler, Planning Commission               | Which one is considered better, the curbside or median running lane?   |
| Jeff Sadler, Planning Commission               | If cost was removed, would you still recommend a curbside for a portion or would you maintain the median through Downtown?   |
| Reginald Poole, Planning Commission            | Please consider left hand turns at Lombardy and Boulevard.   |
| Reginald Poole, Planning Commission            | Please consider increased capacity bike racks.   |
| Jon Barrett, Better Housing Coalition          | In favor of the BRT, will continue with the economic growth, improve access.   |
| Chris Hairston-White, Better Housing Coalition | I work for the Better Housing Coalition and am an East End resident, and I fully support of the BRT.   |
| John, Scotts Addition                          | Please consider left hand turn access to Scott's Addition.   |
| Greta Harrison, Better Housing Coalition       | I support the project, will help to make Richmond more competitive globally, connect to jobs and healthcare.   |
| David White, Historic Housing Representative   | Strongly support the BRT Project, please consider left hand turn access at Summit Ave into Scotts Addition.  |
| Lisa Guthrie, Virginia Transit Association     | Strongly support the BRT Project, it will provide more access to jobs, education, healthcare, etc. With demographic shifts, there has be change in transit needs. The region wants and needs millenials to stay in the region.   |
| Jane Helfrich, Habitat for Humanity            | Fully supporter of the BRT Project, connects housing, education and employment.  |
| Fan District Resident, Shafter Street          | I oppose the project because of Shafer Street. There are two travel lanes east and west. All parking would go and there would be gridlock in this area. We would have one less travel lane and it would be a nightmare. This is also a major safety concern. Where is the research that there is a demand for more buses? The buses run empty. |

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| Kevin Korda, Renovation Resources                | I support mass transit, but the right transit. Why do we not stay with the median running lane? There are two points of interest in this project, Willow Lawn and Rocketts Landing. These points appeal to two different people. How does the City spend its money. Where is the logic? Where will the money come from when there is a cost overrun? The City needs to get its books in order.                                   |
| Jo Gehlbach, Realtors Association Representative | Supporter of the BRT Project. With this project property values will increase, there will be the economic benefit and it will be transportation for everyone, not just a single group.   |
| Reverend Ben Campbell, RVA Rapid Transit         | The BRT Project is a courageous act, public feedback has been good. This will be the first step in a major achievement. One achievement, it will diminish bus traffic on Broad Street. Will create a street running Transfer Center. There will be more frequent service to neighborhoods. Counties are already talking about mass transit.  |
| Charles Merritt, RVA Rapid Transit               | I am the Operating Partner with 80AMPS and the Interim Chair for RVA Rapid Transit. I support regional mass transit. This is an important first step, not only for ourselves but for the surrounding areas. We behave as one city, not disjointed areas. Consider connectivity between the local routes and BRT, you can look at Title VI.   |
| Liz Sussan, Brazilian Jiu-Jitsu Academy          | I have been at my current location for past 12 years, also a member of Fan Business Association. I am dissatisfied with the changes in the VCU area. Consider the impact of parking and median running stations.   |
| Jeff Fitch, Sportsbackers                        | I am a resident of Bellemeade and a member of the Greater Richmond Chamber of Commerce. I am supporter of the BRT Project, this is a huge step in this first step of the project. Workforce, economic development are important and this will be addressed with the BRT. There will be increase ridership and a better workforce. Millennials want to be able to walk and bike to work. This will attract a younger demographic. |
| Julie Sarver, Stone Brewery                      | Full supporter of the BRT Project, great for Fulton. We are interested in feeder routes, Stone fully supports the system. It will also provide access to jobs.   |
| Nick Smith, City of Richmond Resident            | Adding more bike racks at the stations will crowd out the pedestrians. Put racks on the sidewalks. Look at the project as a giant change in RVA. Add more connections.   |
| Montigue Magruder, RVA Rapid Transit             | I am neutral on the project. BRT needs to be consistent, it needs to run along the curb the entire route and eliminate all parking along the street. It is easier to have bike racks on the sidewalk. Disagree with mixed traffic at terminus points.  |

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| Stewart Schwartz, Partnership of Smarter Growth | We have been engaged and GRTC has been respondant to pedestrian crossing. We need to protect the treescape. There has been progress in parking but there is still a need for improvement. For Choice Riders, we need a land use study and a Downtown parking study. Transit dependant riders-this is essential for them. Still need to review flexible items, get everyone in the same room and talk. Regarding curb vs. median, if the city recommends median, we need to do it now. |
| Roy Bryant, NAACP                               | My primary concern is with the terminus at Rocketts Landing. Had a prior resolution between GRTC and the NAACP about Rocketts Landing. Asked for a circulator at Abner Clay Boulevard for accessilby. We need help with people connecting to the Rocketts Landing station. Let a bus bring us together, not divide us.  |
| Britney Person, Better Housing Coalition        | I am working with first time buyers. Access to jobs, restaurants, etc, is somewhat cumbersome for some. If losing parking and left hand turns brings more access to these things, then we should support BRT.   |
| David Johannas, Planning Commission             | Please review access to Summit Avenue, median running extension and connectivity.   |
| Councilwoman Ellen Robertson, 6th District      | We need to look at the study regarding transfers. Church Hill is a long distance from Rocketts Landing. Review the Transfer Station, not adequate and it provides challenges. Need a permanent Transfer Plaza.  |