

**April 2015 Public Comments (both verbal and written from the public meetings)**

**April 17, 2015**

Comment (In the case of verbal or repeat comments, no name is given)	Response
<b>Parking</b>	
How can redevelopment increase without parking spaces?	The City of Richmond should evaluate future parking needs including preparation of a comprehensive parking management plan / policy. The intent of a transit system is to encourage drivers to switch from driving a personal vehicle to using transit, so parking demand should not increase enough to constitute the need for a parking garage if local and regional mobility is properly implemented.
How were the saved parking spaces determined?	Initial preserved parking spaces were determined based on the space available within the roadway cross-section after taking into account median widths, lane widths, station locations, left-turn lane locations, existing parking restrictions (shelters, driveways, restrictions). Existing businesses were also considered where possible. The design team will need to work with the City of Richmond to determine where parking restrictions are necessary and work with the businesses to further modify parking preservation. The current plan supply exceed the maximum parking demand in the corridor based on day, night or weekend parking utilization inventory.
What has been given up from the original design in order to save the proposed parking spaces?	The median and lane widths have been narrowed, but are still a sound engineering design based on national standards and design guidelines.
In locations where parking spaces cannot be saved, what will be done to help the businesses?	Businesses stand to gain from the BRT due to more foot-traffic and higher property values. There are an additional 1,105 on-street parking spaces on side street, which are underutilized. It is recommended that these space to be metered and additional loading zones to be identified to serve the businesses.
Can more parking be maintained if BRT rides on the curb side as opposed to using dedicated lanes?	This would not allow for the proposed rapid transit system as is the intent of BRT.
Have loading zones been taken into account?	Yes, the project team inventoried the loading zones and performed an occupancy study on them. 90 loading zones exist from Thompson Street to 14th Street. The 450 parking spaces expected to be preserved include loading zones. Where loading zones are proposed to be removed, the project team will evaluate on a block-by-block basis to determine the best solution for the businesses in that area. Additional loading zones can be established, as appropriate, on the side streets too.
How will lost loading zones be accommodated, especially for smaller businesses?	Where loading zones are proposed to be removed, the project team will evaluate on a block-by-block basis to determine the best solution for the businesses in that area. The City of Richmond recommends a minimum of one loading zone per block.
How large is one typical loading zone space?	One loading zone space would be about 30 feet or longer as required to serve the business needs. This will be established by working with the business during the 60% design phase.
How many parking spaces will be lost specifically from Boulevard to Belvidere Street?	Approximately 100 spaces of 380 existing spaces.
How many parking spaces will be lost specifically from Sheppard Street to Foushee Street?	Approximately 135 spaces of 490 existing spaces.
How many free parking spaces will be lost versus paid parking spaces?	On Broad Street from Thompson Street to 14th Street, existing parking spaces are comprised of the following: 63% free parking, 24% paid parking, and 13% loading zone spaces. Approximately 250 spaces will be lost: 65% free parking, 20% paid parking, and 15% loading zone spaces.
How will zoning be addressed between Boulevard and Belvidere Street, specifically in the Fan District? Current zoning regulations require that businesses on the south side of Broad Street provide parking spaces. No parking spaces implies that businesses cannot open their doors.	The City of Richmond will need to evaluate changes to zoning laws where appropriate.
There are 4 restaurants eastbound between Allison Street and Meadow Street whose parking is all proposed to be removed. Public commented that the parking is needed more on south side of Broad Street.	Parking spaces in this block will be moved from the north side of Broad Street to the south side to provide a buffer between the outdoor dining areas and the traveling vehicles. Parking on the north side is not as critical as those businesses have their own off-street lots.
More parking spaces are desired on the south side of Broad Street between Boulevard and Terminal Place.	The project team will attempt to move the four proposed spaces from the north side of Broad Street to the south side of Broad Street.
More parking spaces are desired on the south side of Broad Street between Terminal Place and Robinson Street.	Because of the Robinson Station, there is no space in the roadway cross section to accommodate this request. Parking is available within one-block of this area.
Because most larger businesses have their own surface lots, stations should be placed in front of them as opposed to in front of small businesses in order to preserve parking for small businesses.	The location of stations was based on activity centers and should not be relocated. Relocation of parking spaces from one side of Broad Street to another side will be considered based on public comment.
The eastbound Adams Station will be in front of 3 restaurants with existing valet parking which are proposed for removal. What will these restaurants do?	There is parking across the street from the restaurants and in the blocks on either side. There is no outdoor dining in front of these restaurants, so parking for the sake of a buffer between dining and traveling vehicles, is not necessary. On-street parking spaces are available within one-block of this area.
All parking in front of Theatre IV (between Jefferson Street and Adams Street westbound) has been removed. The theatre has a valet parking and bus stop in front of it where buses drop off many children.	The project team will evaluate what can be done at this location. A curb cut can be included.
There shouldn't be as many local bus stops on Broad Street as that space could be used for parking.	At this time, location and quantity of local bus stops on Broad Street has not been determined. GRTC is performing a study to evaluate this.
What percent of parking is currently available on Broad Street in comparison to the surrounding area?	There are approximately 708 parking spaces on Broad Street from Thompson Street to 14th Street. That makes up about 9% of the total parking inventory within one block north and south of Broad Street, including on-street and off-street parking.
Is there an estimate of the number of drivers that will use BRT instead?	Other BRT projects have seen a mode shift of 10% - 20% for drivers who begin using the BRT.
There should be park and ride lots near some of the stations, for instance in the Fan District and VCU areas (Shafer and Allison Stations).	There would be no benefit to having a park and ride in the middle of the BRT system. Park and ride lots will be at the ends of the corridor if they can be acquired.
Is there a requirement for the BRT to have park and ride lots?	No, there is no requirement.
Is there money in the budget to incorporate park and ride lots?	Yes, there is some funding available in the project budget for Support Facilities, which includes park and ride lots. This project does not allow for acquisition of property though, so there may be additional fees associated with that.
Will the project team lock down a park and ride lot before parking removal is decided on?	The team is doing their best to find an acceptable park and ride lot, but that does not guarantee that they will find one or when they will find one.
Are you envisioning people parking at Willow Lawn and then riding the BRT?	The vision is that there will be a park and ride lot near to Willow Lawn that will allow riders to park and then ride the BRT. Parking restrictions will be enforced at Rebkee's property (CVS area) so that BRT riders will be towed if they park there.
Have parking lots / garages been categorized by public parking versus private parking?	Yes, the capacity of off-street parking within one block of Broad Street is 6,434 spaces east of Lombardy Street. Of those off-street parking spaces, about 60% of the spaces are within public lots or garages. The VCU garages / lots between Lombardy Street and Henry Street provide about 225 public spaces. The remaining 3,624 public spaces are east of Monroe Street in the Downtown Area.
The Cleveland BRT built many parking garages to accompany their BRT system, but Richmond has not developed any plans.	There are no parking garages planned as part of the GRTC BRT Project; however, the project team is looking for viable park and ride lots on each end of the BRT corridor.
The parking lots in the Downtown area on Main Street are not well utilized many times after 5 PM on the weekdays and on the weekends. Perhaps an agreement could be made for use of those parking lots.	The project team does not think that parking lots within the middle of the project corridor that allow only night-time use would be beneficial to the BRT riders.
Commercial and state buildings with empty parking lots in the evening should be approached as possible parking options.	The project team will investigate these options moving forward.
How can the public keep informed about parking spaces that will be lost in their area? Citizen concerned that parking spaces will be removed again as initially designed.	The project team will continue to inform the public about the project as the plans are developed and finalized.

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"Let's do this right!!-I support BRT! Please, let us not be afraid to use public space for the best possible use. 10 people who are irate that can't park RIGHT OUTSIDE their building do not outweigh 1,000 who would have a reasonable way to travel for work and shops. Currently, the buses near me (16/21) run every 40 minutes during rush hour. This is not reasonable. Just get rid of the parking! PS-I'm a car owner." (Liz Marshall, Richmond)	Thank you for your support, businesses stand to gain from the BRT due to more foot-traffic and higher property values. BRT will improve transit efficiency across the system including local routes.
"Do you plan on conducting a parking study that does not include private parking lots/decks? Your parking numbers are extremely biased." (Jason Bohdan, Richmond)	A parking utilization study was recently done and the final report is still being drafted. The parking utilization study was performed on the week days and the weekend from 9-10 am, 12-1 pm, 3-4 pm, 4-6 pm and 10-11pm. Data from this study indicates that the proposed parking spaces which will be preserved or created will still exceed the maximum utilization of existing spaces. Once the utilization study is complete it will be posted online. The study did look at current parking spaces on Broad Street and loading zones on Broad Street, as well as other parking opportunities within a block of Broad Street. The capacity of off-street parking within 1 block of Broad Street is 6434 spaces east of Lombardy Street, of those off-street parking spaces about 60% of the spaces are within public lots or garages. The VCU garages and lots between Lombardy Street and Henry Street provide about 225 public spaces. The remaining 3624 public spaces are east of Monroe Street in the downtown area.
"Parking in Richmond should not be affected...at all." (Anonymous)	A parking utilization study was recently done and the final report is still being drafted. The parking utilization study was performed on the week days and the weekend from 9-10 am, 12-1 pm, 3-4 pm, 4-6 pm and 10-11pm. Data from this study indicates that the proposed parking spaces which will be preserved or created will still exceed the maximum utilization of existing spaces. Once the utilization study is complete it will be posted online.
"I am against any loss of parking and/or loading zones on Broad; Particularly between Boulevard on Belvidere." (Gayle Fix, Richmond)	Initial preserved parking spaces were determined based on the space available within the roadway cross-section after taking into account median widths, lane widths, station locations, left-turn lane locations, existing parking restrictions (shelters, driveways, restrictions). Existing businesses were also considered where possible. The design team will need to work with the City of Richmond to determine where parking restrictions are necessary and work with the businesses to further modify parking preservation. The current plan supply exceed the maximum parking demand in the corridor based on day, night or weekend parking utilization inventory. Data from a recently completed parking utilization study indicates that the proposed the parking spaces which will be preserved or created will still exceed the maximum utilization of existing spaces.
"Don't let parking fears undermine the effectiveness of BRT. A watered-down service will undermine mode-shift and substitutability. An effective system could ease parking burden while a BRT system In Name Only could amplify parking issues. Keep up the good work and don't let the negativity get you down." (Aaron Williams)	We appreciate your feedback and anticipate positive growth for the region.
I am against the loss of parking & looking for spaces on Broad. (Kerthy Hearn, Richmond)	Thank you for your feedback, we anticipate mode shift will transform 10-15% of current vehicular drivers to BRT riders.
"I am fully supportive of BRT in Richmond. It can spur large investments in the corridor and help make the city more multi-modal. This also gives a tremendous opportunity to increase pedestrian safety and infrastructure. Contrary to some I believe Richmond Does not lack parking!!! If anything there is too much PARKING and too much cheap parking is detrimental to the health of the city." (Mark Peterson, Richmond)	Thank you for your support, the goal of the project is to increase service and safety. We will release the completed parking study when it is available. It will be on our website.
<b>Roadway Geometry / Operations</b>	
Is there any consideration to removing a travel lane to allow for more parking and slow down traffic?	This option was considered, but found infeasible. Since both designs incorporate a narrower median, parking has already been preserved on both sides of the street wherever possible. In the areas of the corridor where parking can only be preserved on one side of Broad Street due to the roadway cross section, permanent parking availability alternates between the north and south sides of Broad Street. Therefore, converting a single directional travel lane into a parking lane would not be feasible.
Is it dangerous to have a narrow median?	No. The proposed median meets the national and acceptable design standards. Medians that are less than 6 feet wide do not constitute a safe pedestrian refuge, even if pedestrians choose to use them as such. This is why the GRTC BRT Project is incorporating 6 foot pedestrian refuges at select unsignalized intersections and sufficient pedestrian crossing intervals at all signalized locations. Pedestrians should be encouraged to cross Broad Street at these locations.
Why can't the existing lanes be used and have BRT operate using TSP equipment only instead of incorporating dedicated lanes?	The TSP option is used for all mixed flow lanes, which is approximately 50% of the corridor. The dedicated lanes are required for the downtown segment.
Colorized pavement should be used as it will be very beneficial to driver safety.	If budget allows, the design will incorporate colorized pavement in the dedicated running segments of the corridor.
Will the existing speed limit change on the BRT corridor?	No, the existing speed limit will remain at 25 mph east of Lombardy Street and 35 mph west of Lombardy Street.
Will proposed travel lanes be narrower than existing travel lanes?	No, many of the existing travel lanes are 10 feet or narrower. The minimum travel lane width in the proposed roadway design will be 10' and that will only occur near stations and left-turn lane transitions. At all other locations, the existing lanes will be wider than existing. (It is industry standard that the bus lane width is recommended to be at least 11 feet. The width of a curb lane may be reduced to 10 feet. The width of a parking lane may be narrower).
What will the median be composed of and how tall will it be?	The composition and height of the median have not been decided. The project team is evaluating several different options.
How will the BRT function when there are events that shut down Broad Street, for instance events at the Siegel Center?	GRTC will need to develop a special event plan.
Will there be any tweaking to the BRT technology after operation begins?	Signals timings will be fine-tuned and the operation will be evaluated during the first months of operation.
Why would BRT operations have the signals stay green longer rather than turn green on approach?	The BRT system will implement priority, not pre-emption, which is when the vehicle is automatically provided right-of-way upon approach of the signalized intersection. Signal pre-emption would not provide coordination along the corridor and would increase delay to the minor streets. Pre-emption is not allowed for transit vehicles.
"Please include an upgrade to the pavement where buses stop, so the asphalt doesn't pile up from the force of the bus stopping. (Like it does east bound on Broad @Meadow)." (Tim Treinen)	Considerations for appropriate materials are being made.
"Our business is located at 425 W. Broad Street. We need all 9 spaces to stay on the south-side of Broad Street. We are between Henry and Monroe. We are on the corner of Henry and Broad. 1813 West Broad--we just purchased this building and own the business. Parking on the south-side of the street is good. We need parking in front of our business. Between Meadow and Allen." (Jessica Simmons, Richmond)	Relocation of parking from one side of Broad Street to another side will be considered based on public opinion. Therefore we appreciate your feedback. The project team will evaluate what can be done.
"Our business is located at 425 W. Broad St RVA! We would like for the 9 spaces on the south-side of Broad St to stay put. We are located between Henry St. and Monroe St. Also 1813 W. Broad St. that parking is needed! Parking is very limited as is, it would really hurt us to lose those spots between Meadow St and Allen St. Thank you!" (Kelly Mondy, Richmond)	Relocation of parking from one side of Broad Street to another side will be considered based on public opinion. Therefore we appreciate your feedback. The project team will evaluate what can be done.

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<p>"I am a resident/homeowner in Jackson Ward/downtown. I fully support this project and consider it important to the development of density in Richmond. I am not concerned about the lost parking as I believe this will result in increased access overall." (Rebecca Thomas, Richmond)</p>	<p>Thank you for your support, businesses stand to gain from the BRT due to more foot-traffic and higher property values. BRT will improve transit efficiency across the system including local routes.</p>
<p>"Killing parking &amp; loading zones on Broad is a clear cut irresponsible death sentence for businesses on Broad Street, and an additional burden for adjacent streets. Keep the plan but change this detrimental element &amp; you will have plenty of community support otherwise, you will have more negative reaction than you expected. No one I know of is happy with the parking loss--&amp;that is an understatement!" (Elsa Woodaman, Richmond)</p>	<p>Initial preserved parking spaces were determined based on the space available within the roadway cross-section after taking into account median widths, lane widths, station locations, left-turn lane locations, existing parking restrictions (shelters, driveways, restrictions). Existing businesses were also considered where possible. The design team will need to work with the City of Richmond to determine where parking restrictions are necessary and work with the businesses to further modify parking preservation. The current plan supply exceed the maximum parking demand in the corridor based on day, night or weekend parking utilization inventory.</p>
<p>Will the increasing congestion on Main Street have an impact on the estimated arrival of the BRT?</p>	<p>No. The signalized intersections in the mixed-flow segment on Main Street will use TSP equipment to keep the BRT vehicles on schedule.</p>

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<b>Vehicular Access</b>	
There's no eastbound left-turn movement at Allen Avenue or Lombardy Street to access the Lowe's.	The project team will evaluate access to the Lowe's.
Because of the median closure at Summit Avenue, vehicles cannot make a southbound left-turn movement to drive eastbound on Broad Street, nor can they make an eastbound left-turn movement into Scott's Addition.	The project team will evaluate access to Scott's Addition.
Consider eastbound left-turn allowance at Allison Street due to development of Whole Foods.	GRTC will have a meeting with C.F. Sauer's regarding this access.
Regarding left turns on Broad Street, where are eastbound left turns allowed in the proposal in between Boulevard and Harrison Street? Where are westbound left turns allowed in the proposal in between Boulevard and Hamilton?	Eastbound left turns are proposed in between Boulevard and Harrison Street at Terminal Place, N. Davis Avenue, DMV Drive, N. Meadow Street (which becomes Hermitage Road, north of Broad Street) and Bowe Street. The project team will evaluate left turns in this region. Regarding westbound left turns proposed in between Boulevard and Hamilton Street, they are proposed at N. Boulevard. Beyond Thompson Street, going westbound BRT switches to mixed traffic operations. There are currently left turns allowed on Broad Street at the following; Hamilton Street, Malvern/Westwood Avenue (no left turns between 7 am and 7 pm Monday-Friday) and Willow Lawn Drive.
Look at the land use in the Carver neighborhood to determine where left-turn movements should be permitted.	There does not appear to be a viable northbound street to connect to Broad Street (Goshen Street is cobblestone).
Please revisit access into Scott's Addition. (Maritza Pechin, Richmond)	The project team will evaluate access to Scott's Addition.
Is the BRT project incorporating any signal improvements west of Thompson Street?	West of Thompson Street, this project is incorporating Transit Signal Priority (TSP) equipment and minor modifications associated with an effective BRT within a mixed-use guideway. New signal heads will not be incorporated west of Thompson Street.
<b>Pedestrian and Bicyclist Access</b>	
Is there a required law for sidewalk width?	VDOT specifies a 5 foot minimum sidewalk width.
The handicapped will have to travel further distances to reach restaurants.	No handicapped spaces will be removed due to the GRTC BRT Project. There were no handicapped spaces inventoried on Broad Street, only on the side streets.
What will the pedestrian crossing intervals be to cross Broad Street?	Pedestrian crossing intervals will follow the federal regulations set forth by the MUTCD, which requires 3.5 feet/sec be provided.
What would it take to implement larger median refuges routinely used by pedestrians with disabilities?	If there are specific areas where this is the case, the team will evaluate this need.
At unsignalized crossings, is there consideration of pedestrian actuation?	Yes, the project team is evaluating what type of actuation would be best for unsignalized pedestrian crossings.
How are pedestrian crossings addressed in other cities that have implemented BRT?	Cities have implemented a wide variety of pedestrian crossings including HAWK signals, flashers, and uncontrolled crosswalks. The project team is evaluating what type of actuation would be best for unsignalized pedestrian crossings in this corridor.
Will there be maintenance of the unsignalized pedestrian crossings, especially when it snows?	The jurisdiction will be responsible for maintenance of the unsignalized crossings just as they would the rest of the roadway.
Will right-turn-on-red be permitted at signalized intersections? Is there any consideration to prohibiting them at intersections with high pedestrian volumes?	Allowance for right-turns-on-red is the national standard. However, we will evaluate the need for RTOR if there are high pedestrian volumes or other conflicts.
"I am very concerned about safety considerations for pedestrians. Given that all riders will be pedestrians, we need take this opportunity to maximize safety for pedestrians. I would strongly recommend signals for all ped. crossings." (Jason James, Richmond)	The project team is evaluating what type of actuation would be best for unsignalized pedestrian crossings. Cities have implemented a wide variety of pedestrian crossings including HAWK signals, flashers, and uncontrolled crosswalks. The project team is evaluating what type of actuation would be best for unsignalized pedestrian crossings in this corridor.
"Build ample pedestrian median strips between BRT Bus Lands –G'vt crosswalks." (Grant Hill, Richmond)	Each station will be located at a signalized intersection allowing passengers to use a marked, controlled crosswalk. For median stations there will be a rail or other physical barrier along the station ramp to protect passengers. The proposed median meets the national and acceptable design standards. Medians that are less than 6 feet wide do not constitute a safe pedestrian refuge, even if pedestrians choose to use them as such. This is why the GRTC BRT Project is incorporating 6 foot pedestrian refuges at select unsignalized intersections and sufficient pedestrian crossing intervals at all signalized locations. Pedestrians should be encouraged to cross Broad Street at these locations.
How is the BRT project being coordinated with the Richmond Bicycle Master Plan?	The City of Richmond has indicated that there are no proposed bicycle routes along Broad Street. The Richmond Bicycle Master Plan has not been finalized. The team will evaluate the report to identify any potential needs.
<b>Stations / BRT Vehicles</b>	
Where will the Willow Lawn station be located?	The Willow Lawn Station will be on the south side of Broad Street in front of the CVS, just west of Willow Lawn Drive.
Is it too late to move a station? Does it depend on how far it would be moved?	Yes. The station locations are finalized. However, stations may shift slightly due to utilities or slope of the roadway.
Is it possible to consolidate the 9th and 12th street stations into one station at 10th street? (Amy George, Richmond)	The station locations are finalized. The TIGER Grant awarded to the GRTC BRT Project requires that 14 stations be included in the project corridor. In general, station locations were selected based on activity centers and predicted ridership. After the BRT is operational, additional stations may be considered based on new development.
Why is a station located at Allison Street as opposed to Meadow Street, Allen Street, or Lombardy Street? The station spacing seems uneven and there's no access to the Kroger.	There is a proposed Whole Foods near Allison Street that is expected to be a high activity center. Stations locations are based on existing and future land use and ridership needs.
"I don't think there is any reason to keep the landscape in the downtown area. Could do median stations there." (Anonymous)	The station locations are finalized. The TIGER Grant awarded to the GRTC BRT Project requires that 14 stations be included in the project corridor. In general, station locations were selected based on activity centers and predicted ridership. After the BRT is operational, additional stations may be considered based on new development.
Will people know when the BRT will arrive at a station?	Yes, real-time information boards will be available at each station to tell passengers when the next BRT vehicle will arrive.
Will bicyclists be accommodated at the stations?	Yes, there will be bike racks at every station and mounting brackets will be available on the front of the BRT vehicles. A City bike-share program is expected to begin before the UCI Road World Championships on September 19 – 27, 2015. The project team is planning to co-locate bike-share docking stations at seven BRT stations along the corridor. Final locations for docking stations have yet to be determined.
What can be brought onto the BRT vehicles?	Strollers can be broken down and brought on the BRT vehicles just as is done on the local GRTC buses now. Suitcases will be allowed as well, but if the BRT vehicle is full, suitcases should not consume a seat. Wheelchairs will be secured inside of the BRT vehicles as is done in the local GRTC buses. Bicycles will be mounted to rack in front of the BRT vehicles.
How many people will the stations accommodate?	The stations are expected to accommodate approximately 30 people at the same time, with an allowance of 10 sq. ft. per person. Due to the frequency of the service, the waiting time and queuing will not be very high.
Will the BRT system be completely ADA accessible?	Yes, the project team will adhere to the appropriate ADA designs guidelines.
Have there been conversations with corporations, specifically Bon Secours, about sponsoring the curb appeal at the stations?	GRTC is currently evaluating the opportunity for public art at BRT stations and on the BRT vehicles.
Concerns with station security.	Station will have both CCTV and emergency phones. In addition, GRTC is evaluating new technologies where a camera system would activate and stream directly to the police when a "panic button" is pressed.
Stations should be functional, not extravagant like what is designed.	The stations are functional and modest for the design concept.
Worried about homeless people congregating in stations.	GRTC will monitor the stations as well as having cameras and emergency phones installed at each station if law enforcement is needed.
There may not be enough canopy coverage to block out the sun.	The station's canopy extends as far as allowable without getting too close to where the bus will dock. The design team will do additional sun ray evaluation to protect transit riders from the sun's heat.

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Will the buses remain close to the stations when pulling up?	Yes, level-boarding will allow BRT passengers to step directly from the vehicle to the station platform. The project team will identify any stations where there may not be enough transition from the travel lane to the station platform to allow level-boarding at the front and back doors of the vehicle. Local buses will also be considered at the four consolidated stations.
Downspouts should not clog or freeze.	The project team will evaluate products or design approaches that would minimize these issues.
It would be nice to have technology that informs the bus users at each station what is available in the area like restaurants, stores, etc.	The project will include way finding signs for major attractions or other community services.
Can we incorporate more color into the station design?	Since the logo and name for the BRT has been released, the design team will evaluate how color or other design features can be incorporated.
The vehicles should be styled in a way so that they look like a train to influence public opinion.	The BRT vehicles have been selected. They will be 40 foot GILLIG buses with stylized design. The BRT vehicles will also incorporate the branding of the BRT system. Features of rapid services and technology will be evaluated in the final design concepts.
Can the stations have different designs in different sections of the corridor?	No. GRTC and project stakeholder has selected one design concept throughout the corridor in order to accommodate the budget and to form a consistent identity for the system.
Why will there be no boarding on the left side of the bus? (Amy George, Richmond)	There are only right side entries on the 40 foot Gillig BRT Plus CNG vehicle.
Have vehicles been purchased? ( Amy George, Richmond)	Yes, the contract for the 40 foot Gillig BRT Plus CNG vehicle is set.
"Consider having air-conditioned shelters because they are in the sun." (Margaret Deck, Chesterfield)	The design team will do additional sun ray evaluation to protect transit riders from the sun's heat.
"Please provide overhanging shelter at bike rack/station. " (Grant Hill, Richmond)	There will be bike racks on the front of the buses and we are working with Richmond's new bike share program.
I suggest a subway instead of BRT. (Anonymous)	BRT offers many of the advantages at a fraction of the cost of light rail or a subway.
"Robinson + Allison stations are too close to another BRT yet Shafer + Allison are too far apart." (Maritza Pechin, Richmond)	The station locations are finalized. The TIGER Grant awarded to the GRTC BRT Project requires that 14 stations be included in the project corridor. In general, station locations were selected based on activity centers and predicted ridership. After the BRT is operational, additional stations may be considered based on new development.
How will the stations accommodate future system growth?	The platform length has been designed to accommodate future doors of an articulated bus.

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<b>Transit Services</b>	
Continuing to run local Route 6 on Broad Street will essentially be removing a travel lane. Broad Street doesn't need to have a local bus service and a BRT service.	GRTC is evaluating how local routes will be changed.
A local route traveling on Broad Street will slow down the BRT.	The stations for BRT and local buses will be segregated, except for the consolidated stations. Therefore, this concern would not be applicable.
How will local service integrate with BRT?	GRTC is evaluating how local routes will be changed. The intent is to integrate the BRT with minimal changes to the local routes. Title VI must be taken into account. Therefore, the existing services will not be removed.
Can an Express bus be used instead of BRT?	Express service does not stop frequently enough.
How often will stations be served by the BRT?	About every 15 min during non-peak periods and about every 10 minutes during peak periods
How late will the BRT operate? Will there be extended weekend / night hours?	GRTC has not yet decided whether BRT operation will end at 11:30 PM or 1 AM. This will be decided based on GRTC operations and maintenance budget and ridership demands.
How many riders can a BRT vehicle carry?	38 seated passengers. GRTC is still evaluating whether passengers will be allowed to stand in the BRT vehicles or not.
What is the existing ridership rate traveling into the Downtown area versus out of the Downtown area?	In the morning most people drive towards the Downtown area and in the evening they typically drive out of Downtown.
Provide examples of light rail systems that do not provide stops at main locations like an airport.	The Tide light rail system in Norfolk, VA.
The BRT in Eugene, OR rethought their local routes and needed less parking along the corridor.	This is true for all BRT or LRT systems. With the implementation of a robust transit system, the need to parking will be reduced as more passenger will be able to take transit to Downtown area.
What about an airport connector / BRT route?	This is not in the project scope. After completion of this BRT, it may be possible to extend the BRT system to the Richmond International Airport if a regional partnership between Henrico County and the airport agree to it. The eventual goal of the program is to add other brand service and extend this route to more destinations.
How will transfers be made and how much will they cost?	The SmartCard fair media will function for the BRT and for local buses. A transfer fee will not be charged.
Will there be a permanent transfer plaza?	GRTC is evaluating scenarios with a transfer plaza and without a transfer plaza per a concurrent study.
Can there be transfer areas close to the BRT stations?	There will be four consolidated stations, meaning four stations that will serve both the BRT and local route buses. The study is in progress now and final locations for these four stations will be determined by June or July 2015.
When will the local route plans be released?	GRTC plans to have the final concept done by July 2015.
Can the areas where transfers take place be equipped with amenities such as bathrooms, food, and coffee?	It is expected that private businesses will provide these services within close proximity of the stations. Experience with other BRT system include similar Transit Oriented Development (TOD) to serve the passenger. This is one of the many benefits of a robust transit system and TOD development potential.
Will trips be synchronized so that transfers can be made efficiently from the BRT to the local service or vice versa? The frequency of the local routes should be consistent to that of the BRT headways.	Yes. GRTC is evaluating their local routes per a concurrent study.
How will residents of Church Hill / Fulton access the BRT? Will there be stations served by local routes from these areas?	GRTC is looking into a Church Hill connector.
Tracking of the BRT vehicles should be better than tracking of the local buses.	The Clever Device GPS installed in each BRT vehicle and the TSP equipment that will be installed at the signalized intersections will communicate with one another in order to track the BRT vehicles. An effective BRT system provides reliable service. The project team will need to test the tracking devices to meet the expected requirements.
"I look forward to improved public transportation." (Anonymous)	We look forward to the implementation too!
"I am very concerned about how the local system will interface with BRT on Broad St. It appears that my local service on both Monument and Broad will be less frequent and the Staples Mill & Cleveland Stations are too far for me to walk to. In the past I have found that riding the bus downtown takes little more time than driving and finding a parking space. Now I am afraid the service I can access will be too infrequent to be of practical use. Will there be somewhere I can leave my car near Staples Mill for Cleveland stations? Or even Willow Lawn? I am an elderly woman and before I die might lose my driving ability. I bought my house because it was on a bus stop. Now the buses will run too infrequently!" (Virginia Cowles, Richmond)	GRTC is evaluating how local routes will be changed. The intent is to integrate the BRT with minimal changes to the local routes. Title VI must be taken into account. We will have more information this summer.
Will BRT alleviate the bus bunching congestion on Broad Street?	Yes. With the TSP system, a conditional TSP will be implemented to allow buses that fall behind schedule to get priority to reduce bunching.
<b>Construction / Post Construction</b>	
How will revenue loss for small businesses be addressed due to road closures? Manchester Road closures have resulted in 65% revenue loss.	Minimizing impacts to the residents and business are high priority for GRTC during construction. Since the project will only require construction for small areas (curb side stations), the impacts are expected to be minor. GRTC will work with the Design team and the CMAR firm to implement adequate construction measure to reduce impacts to the property owners.
Will sidewalks remain open during construction? Citizen suggested implementation of a physical barrier within the street so that pedestrians can still get around the construction.	Minimizing impacts to the residents and businesses are high priority for GRTC during construction. Since the project will only require construction for small areas (curb side stations), the impacts are expected to be minor. GRTC will work with the Design team and the CMAR firm to implement adequate construction measure to reduce impacts to the property owners. Pedestrian access and access to businesses will be maintained at all times during construction.
Is there a plan after construction if ridership is not what is expected?	The ridership projected for this project is very conservative. GRTC is confident that ridership will be as expected based on studies and other successful BRT systems.
What are the performance indicators besides ridership that would denote this project a success in the future?	Ridership is the key indicator of a transit system's success, but economic development and mode shift could be supplemental indicators.
Who will be responsible for parking maintenance and the maintenance of BRT stations?	Parking maintenance will be the responsibility of the jurisdiction in which the parking lies. Station maintenance will be GRTC's responsibility.
Are there plans to extend the BRT route in the future?	Henrico County has expressed interest in extending the BRT to the west. This evaluation can begin soon or after implementation of this BRT project.
"I love the project and hope it will expand after we finish the 1st phase." (Christopher Tucker, Richmond)	We are glad you like the project. Henrico County has expressed interest in extending the BRT to the west. This evaluation can begin soon or after implementation of this BRT project.
Has there been consideration of north / south cross routes that will eventually use the same 14 BRT stations?	Future BRT routes have not been determined at this time. However, it is the expectation of GRTC that other routes will be added to supplement this system after a more comprehensive study.
<b>Funding</b>	
What is the purpose of the BRT project?	The purpose is to improve local and regional mobility; support economic development along the corridor; promote liveable, transit-oriented development; create a multi-modal transportation system with attractive travel choices; and optimize return on public investment.
The TIGER Grant was received, so we have to spend the money.	The TIGER Grant funding cannot be used for other projects.
How much of the budget will be used for the purchase of BRT vehicles?	10 BRT vehicles will be purchased at a total cost of about \$5 million. This is the cost for the BRT vehicles themselves, not the cost for other vehicle equipment such as security cameras and TSP equipment.
Is there guaranteed funding for the BRT project?	Yes, \$49.8 million is available.
Can the approximate \$54 million project budget (\$4million for Engineering and Design and \$49.8 million for implementation) be used for something else?	No. The TIGER Grant could only be awarded if the money provided by the grant was matched by the stakeholders. Thus, the \$24.9 million awarded by USDOT and the \$24.9 million provided by DRPT, City of Richmond, and Henrico County cannot be used towards any project besides the GRTC BRT Project.
<b>Public Outreach</b>	
Who will be interacting with the business owners?	GRTC and the project team will continue meeting with business owners.

Comment (In the case of verbal or repeat comments, no name is given)	Response
Should businesses be making contact with the design team?	The businesses are encouraged to communicate with GRTC if they have an issue with the design near to them. The project team will accommodate valid concerns wherever possible.
One citizen commented that he has not spoken with one person who lives in Rocketts Landing that would use the BRT.	The Rocketts Landing community has been involved in the project development. The project team will continue to work with this community to inform them about the project.
Why weren't public notices given to all of the stakeholders?	GRTC will continue to outreach to the business owners to make sure enough notices are provided to maximize public interaction. There has been seven public meetings (with appropriate notices) during the Environmental Phase and four public meeting during the Preliminary Design Phase.
One citizen commented that he owns 11 businesses on Broad Street between Boulevard and Belvidere Street. He did not receive notice at any of them.	GRTC will continue to outreach to the business owners to make sure enough notices are provided to maximize public interaction. There has been seven public meetings (with appropriate notices) during the Environmental Phase and four public meeting during the Preliminary Design Phase.
Please publicize meetings on buses and at stops. (Amy George, Richmond)	GRTC will continue to outreach to the business owners to make sure enough notices are provided to maximize public interaction. There has been seven public meetings (with appropriate notices) during the Environmental Phase and four public meeting during the Preliminary Design Phase. Prior to the July public meetings we will publicize accordingly, plus, advertise in newspapers twice instead of the federally required one time. We will also post notification on all buses, and at the Transfer Plaza. Unfortunately, we cannot advertise at every single bus stop sign (there are more than 2000, which makes securing and maintaining any temporary signs a challenge). We also hope to have audio announcements on the bus in the future.
One citizen said that the residents at Willow Lawn are not aware of BRT riders wanting to use parking spaces in their area.	The project team has had much communication with Federal Realty and Rebkee about their properties at Willow Lawn.
Will there be any driver education provided? Signals and lane marking may not be clear.	GRTC will provide outreach prior to system operation to provide guidance for citizens are residents. BRT operators will be provided training.
The public should receive "Pulse" stickers as opposed to general BRT stickers.	New stickers will be developed and will be used as the branding is finalized.
I like the "GRTC Pulse" logo. (Christopher Tucker, Richmond)	The "GRTC Pulse" name was selected after project partners and the public participated in the process.
Senior communities should be reached out to about BRT and changes that will be implemented.	GRTC will continue to outreach to the business owners to make sure enough notices are provided to maximize public interaction. There has been seven public meetings (with appropriate notices) during the Environmental Phase and four public meeting during the Preliminary Design Phase.
"I was at the earlier info session—Great progress by taking feedback into design upgrades-e.g. parking. Still feel you need better proactive marketing and just how different (and better) it will be via GRTC experience. Get on offense and be proud. Show similar success stories from Grand Rapids, Cleveland, etc. Get business owners along Broad to support and share their testimonials. Keep up the good work!" (William Weber, Richmond)	Thank you for your feedback about the public meeting format, we plan to do a similar meeting style in July. As for marketing, we now have a dedicated specialist to that end. At meetings we do reference other successful BRT projects. We are working with business owners along Broad Street for their feedback.
"Very informative, great communication & socializing with other people. Pretty organized and welcoming. Great presentation and boards. Improvements; pros & cons, project is also concerned about safety & traffic... Good idea to include project workshop sessions for people to participate and interact." (Pauline LaQuindanum, Richmond)	Thank you for your feedback about the public meeting format, we plan to do a similar meeting style in July.
"I think this project is excellent for Richmond, and I wish it the best success." (Charles Houston, Richmond)	We appreciate your feedback and anticipate regional success.
"Keep up your excellent work-press on!" (Richard Rumble, Richmond)	We appreciate your feedback and anticipate regional success.
Will the studies be available on GRTC's website prior to the next public meeting to allow for public review and preparation of comments?	The Environmental Document is available on GRTC website. All other pertinent reports will be posted, once finalized before the completion of the Concept Plans.