

Lake St./Midtown Station Renovation

Open House Report

11/7/2024

Project Overview

The Lake St./Midtown (Hi-Lake) station renovation project is part of Metro Transit's initiative to enhance the safety, accessibility, and functionality of key transit locations. The renovation plans for the Lake Street/Midtown Blue Line Station focus on improving infrastructure, including changes to staircases, the addition of a ramp, and other station amenities. As part of the project's community engagement process, feedback was collected before the beginning of design phase to ensure that community voices are heard and reflected in the final plans.

The open house aimed to:

- Present the current station design concepts to the community for feedback.
- Build relationships and provide opportunities for community members to express their concerns and desires for the station.

Event Overview

- **Attendees:** Approximately 52
- **Date:** October 16th, 2024
- **Location:** YWCA – Midtown | 2121 E Lake St, Minneapolis, MN 55407
- **Methods used to notify:** social media (Facebook & Instagram), Rider Alerts (Zip code based), Project newsletter, Project website, Email blast, at-station alerts, and community newsletters and bulletin boards.
- **Stations/Focus Areas:**
 - **General Information:** Provided an overview of the project.
 - **Accessibility:** Focus on visibility, sightlines, and accessible routes, including the activation of community spaces.

- **Customer Experience and Safety:** Covered transit service center improvements, additional lighting, cameras, and wayfinding.
- **Maintenance:** Discussed plans for cleaning and operational improvements.
- **Kid's Station:** Offered a weaving activity to engage younger attendees.
- **Safety:** Representatives from the Minneapolis Police Department, Metro Transit TRIP agents, and Metro Transit Police were present, addressing community concerns on safety and security.
- **Food and Beverages:** Pizza, fruit, and water were offered.
- **Language Accessibility:** Materials were provided in English, Spanish, Somali, and Hmong, with interpreters for each language present. Future events will include ASL interpretation.

Key Findings

1. **Elevator Maintenance and Accessibility:**
 - Attendees expressed concerns about the current and future maintenance of elevators, requesting additional elevators to improve reliability.
 - Strong support was shown for the accessible ramp, beneficial for people with mobility devices, wheelchairs, and bicycles.
2. **Weather Protection and Comfort:**
 - Some attendees questioned the wind protection capabilities of the proposed metal mesh design, highlighting the cold conditions currently experienced at the station.
 - Requests were made for heaters on the platform to increase comfort during colder months.
3. **Safety and Social Concerns:**
 - Community members noted safety as a significant concern, with suggestions for security improvements, including a request for more frequent police presence.
 - Concerns about potential issues relocating from Lake St. Station to nearby stations like 46th St. were also raised.
4. **Design Support and Additions:**
 - Attendees appreciated the open platform design and the removal of enclosed spaces, which many felt would enhance visibility and safety.
 - Strong support for the transit service center was noted, as it was seen as a positive staff addition likely to enhance security and customer service.
 - Several attendees requested public art and restrooms as additional amenities to improve the station's user experience.
5. **Community Support for Project Direction:**
 - The general feedback indicated community members were pleased with the direction of the project, with many attendees voicing that the station needs attention and improvement.
 - Attendees appreciated the engagement opportunities, with many expressing optimism about Metro Transit's efforts to address accessibility, safety, and overall design.

Community Questions and Feedback

During the open house, attendees were invited to provide feedback on specific questions about the project's accessibility, safety, and whether their concerns were being addressed. Below is a summary of the community feedback provided for each question:

1. **Do you think the station will be more accessible with these changes?**

- **Feedback:** Attendees expressed general support for the accessibility improvements, particularly the inclusion of ramps for people using wheelchairs, strollers, or bicycles. Some suggested adding more elevators for better access and reliability.

2. **Do you think the station will be safer with these changes? Would you bring your child here?**

- **Feedback:** Many attendees indicated that the proposed changes would enhance safety, especially with improved lighting and open sightlines. However, some were still concerned about social safety issues and requested a greater police presence and more frequent security patrols to make the station feel safer for families and children.

3. **Are your concerns being addressed? What are we missing?**

- **Feedback:** Attendees appreciated the focus on accessibility and safety but emphasized the need for additional weather protection, such as windbreaks and heaters, especially during winter months. Some mentioned the importance of public restrooms and public art installations to enhance the station's appeal and provide a welcoming atmosphere.

4. **Other Comments**

- **Feedback:** Additional comments focused on maintaining a clean and well-lit environment and ensuring that the station remains safe and welcoming for all users. Several attendees requested regular updates on project progress and noted the importance of continued community engagement as the project moves forward.

Photos:





Open House Renderings

Shared October 16, 2024 at the YWCA Midtown Location

General



Accessibility



VISIBILITY & SIGHT LINES | ACCESSIBILITY | MULTIPLE ROUTES | ACTIVATION OF COMMUNITY SPACES | COMMUNITY ART | WELL LIGHTED SPACES | SHADE AND SEATING



Improving Maintenance

IMPROVING MAINTENANCE

We'd like to improve how we take care of the station.



3D RENDERING - LAKE ST / MIDTOWN PROPOSED PLATFORM LEVEL

PROVIDING STAFF WITH SPACES TO SUPPORT CLEANING, SAFETY, AND OPERATIONS.



5 RENDER - PROPOSED PLAZA MARKET PLACE AREA

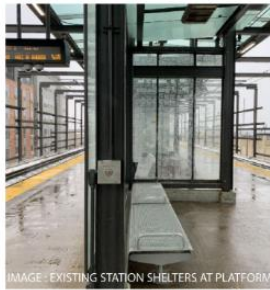


IMAGE - EXISTING STATION SHELTERS AT PLATFORM



IMAGE - EXISTING CONDITIONS AT PLATFORM



CUSTOMER EXPERIENCE & SAFETY

CUSTOMER EXPERIENCE AND SAFETY

We'd like to improve your experience at the station.



3D RENDERING - LAKE ST/MIDTOWN PROPOSED PLATFORM SIDE VIEW

ADDING A TRANSIT SERVICE CENTER ASSISTS WITH TICKETS AND ROUTE INFORMATION. ADDITIONAL LIGHTING, CAMERAS, AND WAYFINDING STRATEGIES SUPPORT RIDER SAFETY.



IMAGE - TRANSIT SERVICE CENTER IN DOWNTOWN MINNEAPOLIS



IMAGE - LIGHTING AT MALL OF AMERICA TRANSIT STATION



IMAGE - LIGHTING AT TARGET FIELD STATION



3D RENDERING, PROPOSED TRANSIT SERVICE CENTER AND PLATFORM ACCESS

