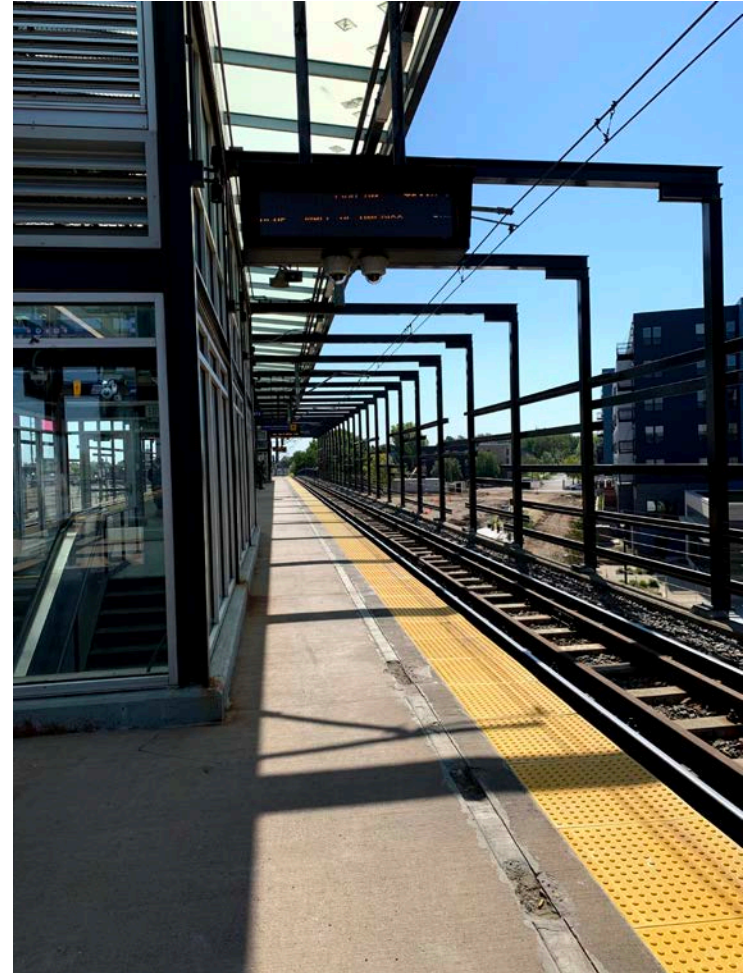


Blue Line Lake St/Midtown Station Renovation Project

Christina Morrison (she/her)
Principal Project Coordinator
Metro Transit Engineering & Facilities

Planning for long-term solutions

- Station is approaching 20 years in service
 - Identified as an internal priority for improvements
 - High ridership all day, year round
 - Has maintained 49% of riders through the pandemic (2021 vs. 2019)
- Started gathering info for Existing Condition Report in January 2022, moving towards a concept design phase
- Short-term recommendations and repairs list being compiled



Scope for the station renovation

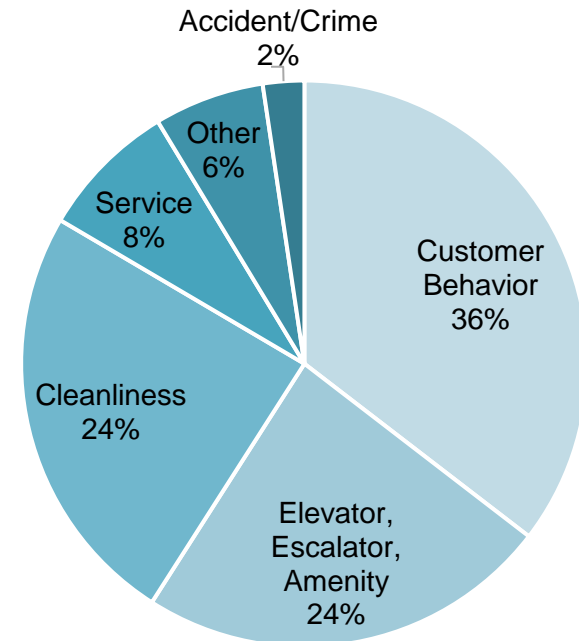
- Redesign scope
 - North and South towers: lobbies, vertical circulation, maintenance spaces
 - All platform elements: shelters, canopy, benches, vertical steel beams, glazing, cameras
- **Not** in scope
 - LRT bridge and track, but coordinated with planned Rail projects
 - B Line stations (Lake Street BRT)
 - Desired street changes can be incorporated into MnDOT project; road construction will precede the station renovation



Data Analysis (2019-2021)

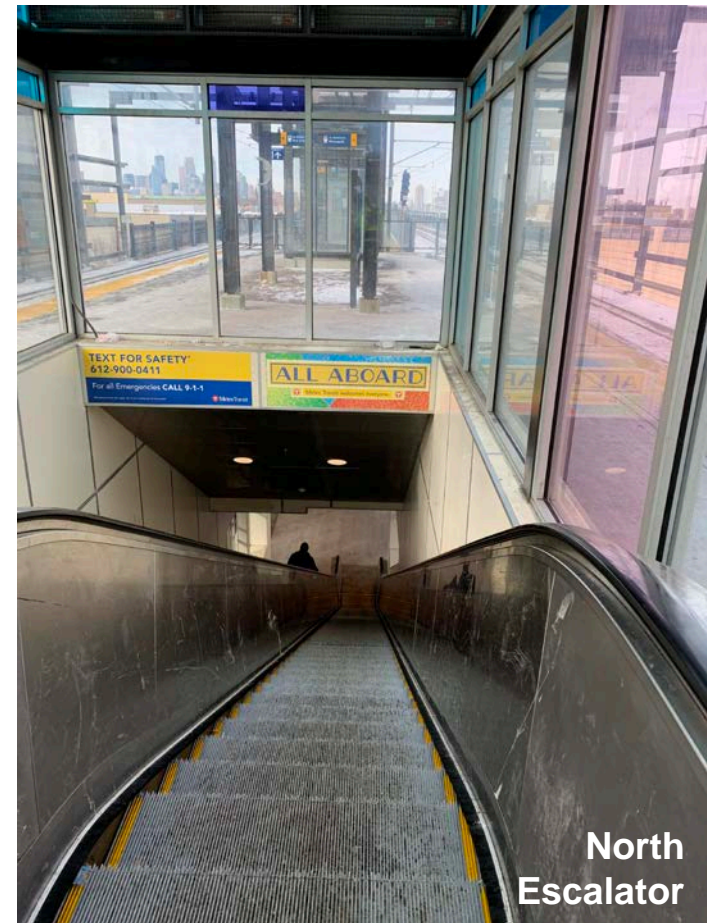
- Customer feedback topics
 - Focused on call details to classify concerns
- Maintenance calls, inc. routine cleaning
 - 2 staff, can take up to 6 hours a day for routine cleaning
 - Security concerns for staff
- Elevator and escalator outages
 - Outage data is incomplete, but in 3 years, 90 service requests for the elevators, 208 service requests for escalators are recorded
- Police calls
 - More issues at night and in cold weather
 - Focus on routine facility checks

Customer Feedback Topics using detailed call info



Internal Staff Survey & Interviews

- Biggest opportunities identified by staff
 - Street Improvements
 - Police/Security
 - Activate space
 - Remove enclosure/amenities
- Biggest challenges identified by staff
 - Cleanliness
 - Inappropriate use of station space
 - Dangerous behavior
 - Building design
- Issues for maintenance workers
 - Inadequate operational tools



Project Goals

- Provide more reliable and consistent ADA access between the LRT platform and the street
- Improve the customer experience, including cleanliness, comfort, visibility, wayfinding, lighting, and safety
- Reduce daily maintenance resources needed to keep the station in good condition
 - Supporting staff with enhanced on-site equipment and spaces
 - Sizing platform access points for maintenance equipment
 - Helping to extend the life of station investments

Project Timeline

- 2022: Existing Conditions report, scoping, initiate concept design, begin public outreach, make short-term improvements
- 2023: Environmental work and full design phase
- 2025 through 2027: Construction phase, dependent on funding
 - Construction could move up if new funding becomes available sooner