

Ballston-MU Metrorail Station West Entrance OUTREACH REPORT

Timeframe: Fall 2024

Purpose: Concept Design Engagement

Key Milestone: WMATA Compact Public Hearing



Ballston West Entrance OUTREACH REPORT

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PROJECT BACKGROUND

The Ballston-MU Station West Entrance Project proposes the design and construction of a second full entrance at the west end of the Ballston-MU Station.

The new entrance will be located at the intersection of North Fairfax Drive and North Vermont Street and will include two street-level elevators, stairs connecting to an underground passageway, and a new mezzanine with stairs and elevators to the train platform. The new entrance will also have fare gates and vending machines. Additionally, street-level improvements will provide transit connections, allowing for greater accessibility for all Arlington residents, commuters and visitors.

For more information on the project's background, history, goals and planning basis, please visit the [project website](#).

GOALS AND BASIS

The proposed second station entrance will improve access from the Glebe Road area and growing development in the western part of Ballston. The project will also improve egress in the event of an emergency incident requiring evacuation from the station and train platforms, and enhance operational efficiency by providing additional access points to trains that will reduce train dwell times.

PUBLIC ENGAGEMENT

To finalize the concept design (35%), the project team developed a comprehensive strategic communications plan to seek public input on the proposed project. Targeting the diverse group of commuters, customers and community members, the project team deployed a multilingual campaign to encourage the public to share feedback on their experiences using Ballston-MU station's existing entrance as well as share their thoughts on the proposed second entrance.

► Feedback Form

- The project team created and deployed a public feedback form to gather feedback on the proposed second entrance at Ballston-MU Station. Commuters and stakeholders anonymously shared their current station experience and feedback on the proposed second entrance. The feedback form was accessible via the official WMATA project webpage and on social media promoting the feedback form.
- Feedback form duration: November 9 — December 20, 2024
- Audience: Arlington County residents, commuters, project stakeholders

► Promotional Efforts

The Project team activated pop-up events and a social media campaign to promote the collection of public input.

- Social Media Campaign
 - The project team developed and launched engaging paid social media campaigns to inform the public about the proposed second entrance and encourage stakeholders to complete the feedback form. Using strategic geo-targeting methods, the feedback form was available in English, Spanish, and Chinese to support the diverse community near the Ballston-MU Station.

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- Campaign run: December 2 – 20, 2024
- Platforms used: Facebook and Instagram

Campaign #1

Date: December 2 - 10

Campaign #2

Date: December 11 - 20

- Total reach: 44,507
- Total impressions: 83,608
- Total link clicks: 1,316
- Click through rate (CTR): 1.57%
 - › *Note: Total figures combine both Facebook and Instagram analytics

• Pop-Up Events

- The project team engaged commuters and other stakeholders at two pop-up events held at Ballston-MU Station and one at The Jefferson retirement community. The team designed, printed, and distributed over 1,300 postcards displaying information driving stakeholders to the project website. The outreach team detailed project information and the opportunity to provide feedback via an online feedback form. Public engagement services and materials were provided in English, Spanish, and Chinese.
- Pop-Up Event 1
 - › Date: November 13, 2024
 - › Time: 7 – 10 a.m.
 - › Location: Ballston-MU Station
 - › Postcards distributed: 400 English, 67 Spanish, 6 Chinese
 - › Total engagement: 515
- Pop-Up Event 2
 - › Date: December 3, 2024
 - › Time: 12 – 2 p.m.
 - › Location: The Jefferson Senior Living Community
901 N. Taylor Street
 - › Postcards distributed: 50 English
 - › Total engagement: 35
- Pop-Up Event 3
 - › Date: December 3, 2024
 - › Time: 4 – 6 p.m.
 - › Location: Ballston-MU Station
 - › Postcards distributed: 642 English, 141 Spanish, 2 Chinese
 - › Total engagement: 842



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► Compact Public Hearing

- In coordination with the project team, WMATA hosted the Compact Public Hearing, a hybrid meeting allowing participants to attend in person or virtually to learn about the proposed second entrance, provide oral testimony and written comments, and engage with project subject matter experts.
- Date: December 10, 2024
- Time: 6:30 p.m.
- In-person participants: 49 in-person attendees, 3 virtual participants
- Number of testimonies provided: 3
- Postcards distributed: 50



“I think this is a great proposal! The Ballston-MU station would benefit from a new entrance.”

WHAT WE HEARD

In general, public response indicated support and enthusiasm for the proposed concept design. Respondents generally found the presented plans to be a welcome addition that would enhance the rider experience and safety measures.

When asked how the proposed entrance and amenities would impact their use of the station, the majority of respondents stated the additional entrance would increase their likelihood to use Metrorail for their trips.

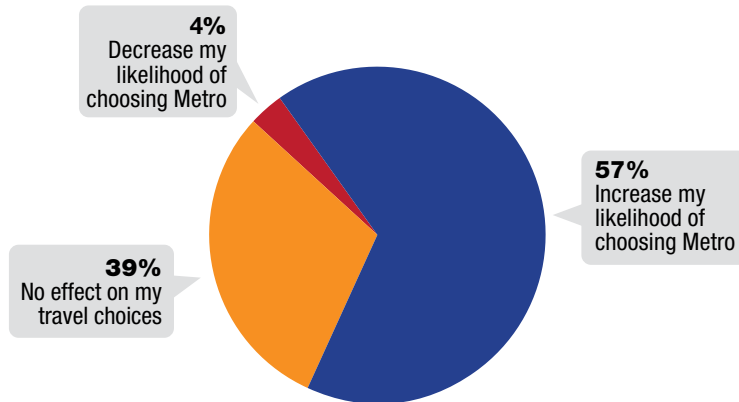
Would each of the following changes increase or decrease your likelihood of choosing Ballston-MU Station over other travel options in the future?

	Increase my likelihood of choosing Metro	No effect on my travel choices	Decrease my likelihood of choosing Metro
A new west end entrance located at the intersection of North Fairfax Drive and North Vermont Street	64%	32%	4%
The new entrance would improve access from the Glebe Road area	65%	31%	4%
The new entrance would feature two street-level elevators and stairs	55%	38%	4%
The new entrance would feature an underground passageway and mezzanine to the existing station platform	55%	36%	4%

ENGAGEMENT SUMMARY

Below is a summary of the key topics respondents prioritized.

Overall, would the proposed changes at Ballston-MU Metrorail Station increase or decrease your likelihood of choosing the station over other travel options in the future?



► Support for the project

- Respondents expressed enthusiasm for the second entrance, viewing it as beneficial for safety, convenience, and the development of the Ballston neighborhood.
- Respondents believe having an additional entrance would ease congestion at the existing entrance.
- Respondents cited that having an additional entrance would help ease their Metrorail trips, as it will be easier to access the Metro.

► Safety

- Respondents believe a second entrance is necessary for safety and accessibility concerns.
- Given the growing population in the area, respondents expressed the necessity of having more than one entrance for riders to enter and exit the station safely.
- Respondents noted that the proposed second entrance would ease pedestrian traffic at the station mezzanine and platforms.

► Design and accessibility features

- Many respondents thought the design was necessary for the community as it continues to grow.
- Feedback included requests that accessibility features like elevators and escalators, as well as streetscape improvements, be adequately addressed.
- A few respondents raised concerns that the lack of escalators is an oversight in design, adding that it doesn't seem that accessibility for all commuters is being considered.

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► Location of proposed entrance

- Several respondents said that the proposed entrance location would reduce walk times to enter the station.
- Overall, respondents support the location to gain easier access to destinations along N. Glebe Road.
- A few respondents questioned the proposed location of the second entrance, citing concerns about congestion and pedestrian safety around an active intersection. Some also requested alternative locations.

► Impact on neighborhood and surrounding areas

- Some respondents were concerned that the project could impact local neighborhoods by increasing density and causing construction-related disruptions.
- A few respondents raised concerns about temporary construction impacts to local businesses.

► Cost and funding concerns

- While respondents understand the importance of a second entrance, some expressed concerns over the potential cost of the project.

NEXT STEPS

The project team will continue design development throughout 2025 with a final design anticipated in the winter.

MORE INFORMATION

Arlington County Project Page: www.arlingtonva.us/Government/Projects/Project-Types/Transportation-Projects/Ballston-Metro-West-Entrance

WMATA Project Page: <https://wmata.com/initiatives/plans/ballston-second-entrance.cfm>

PROJECT CONTACTS

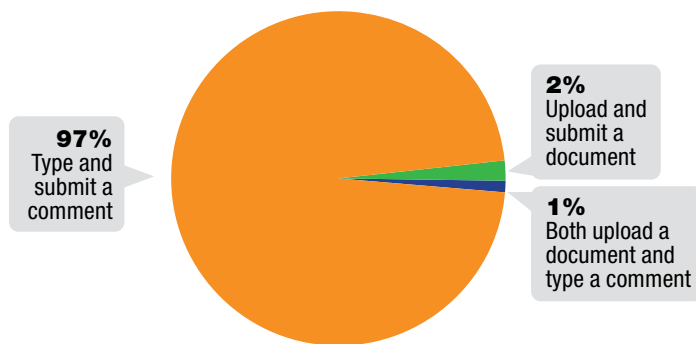
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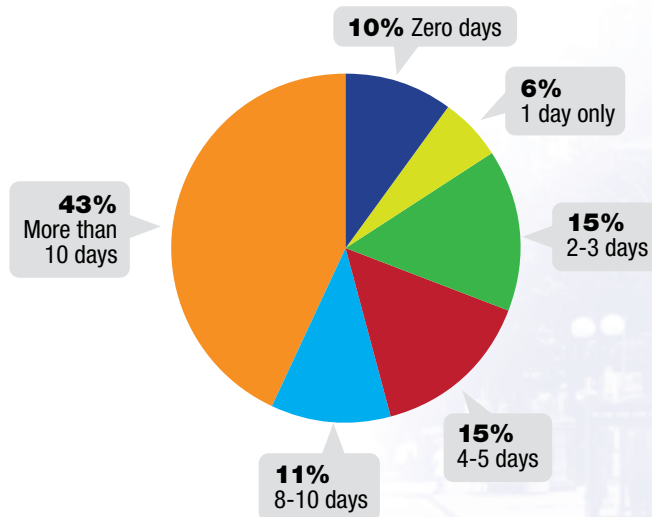
APPENDIX A

Feedback Form Results

How do you wish to use this form to provide your comment regarding the proposed second entrance at the Ballston-MU Metrorail Station?

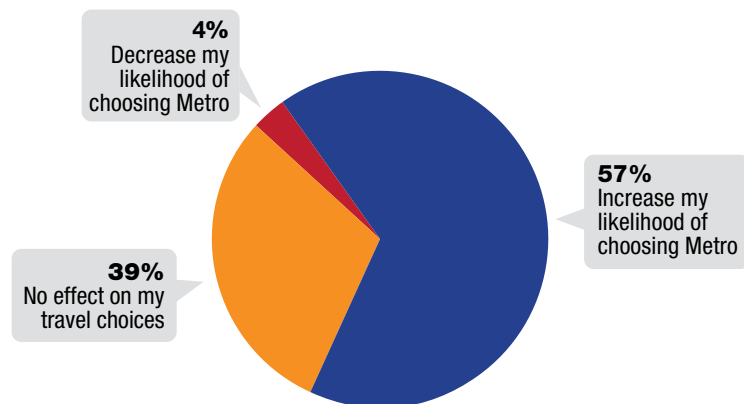


How often have you used Ballston-MU Metrorail Station in past 30 days?



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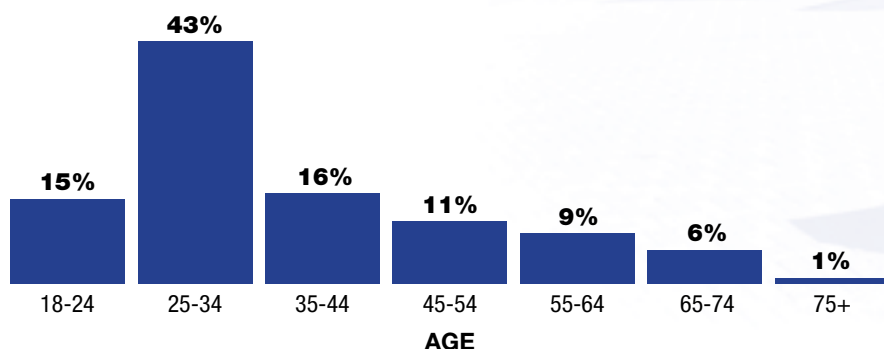
Overall, would the proposed changes at Ballston-MU Metrorail Station increase or decrease your likelihood of choosing the station over other travel options in the future?



Would each of the following changes increase or decrease your likelihood of choosing Ballston-MU Station over other travel options in the future?

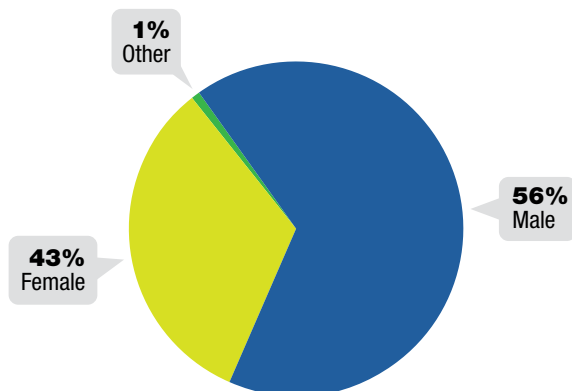
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What is your age?

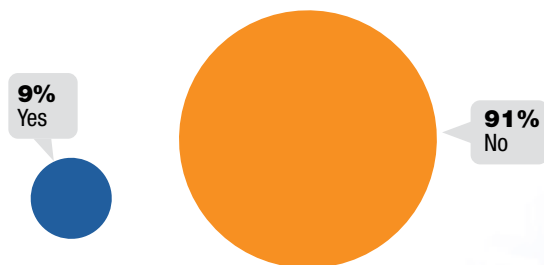


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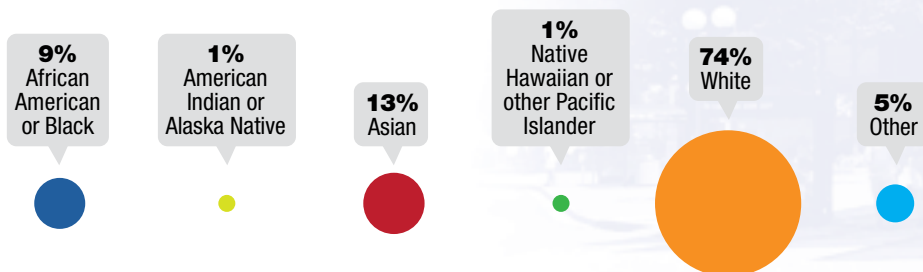
What is your gender identity?



Are you of Hispanic or Latino origin?












Which of the following best describes you? Please select all that apply.



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What's the best way for Metro to communicate with you as this project continues?

	Email	27%
	Social Media	20%
	Website	18%
	Flyers/brochures	6%
	Virtual Meeting	5%
	Postal Mail	4%
	Newspaper	3%
	In-Person Meeting	3%
	Other	2%

Please provide your comments in the box below:

Headline	Summary	Number of Mentions	Verbatim Examples
Support for the Project	Some respondents expressed enthusiasm for the second entrance, viewing it as beneficial for safety, convenience, and the development of the Ballston neighborhood.	106	<p>"I am strongly for this second entrance."</p> <p>"Super excited for this 2nd entrance, I've been waiting for 10 years."</p> <p>"I support the addition of a second entrance at Ballston-MU Metrorail Station."</p>
Concerns About Design and Accessibility Features	Feedback included requests for clearer station design, ensuring accessibility features like elevators, escalators, and streetscape improvements are adequately addressed.	102	<p>"The lack of escalators is a significant oversight. This affects accessibility for many people."</p> <p>"The design doesn't seem to prioritize accessibility for all users."</p> <p>"Adding more stairs is not helpful for those with mobility challenges."</p>

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Headline	Summary	Number of Mentions	Verbatim Examples
Concerns About Location and Accessibility	Several respondents questioned the proposed location of the second entrance, citing concerns about congestion, pedestrian safety, and redundancy with the existing entrance. Some also suggested alternative locations.	88	<p>"The new location is very close to where a busy four way intersection with cars going/ coming from I-66 exists and already has a lot of congestion."</p> <p>"The proposed construction is clear gold plating to mimic the existing Ballston entrance in a less central location."</p> <p>"Distance from parking makes this less convenient."</p> <p>"This area is residential and will create more pedestrian traffic flow that is not needed and will disrupt residents."</p>
Impact on Neighborhood and Surrounding Areas	Some commenters were concerned that the project could impact local neighborhoods, especially regarding increased density and construction disruptions.	67	<p>"This will increase traffic and congestion in the area."</p> <p>"I do not wish to have an additional metro entrance on N Vermont and Fairfax."</p> <p>"Noise and pollution will be a significant issue."</p> <p>"A new entrance could enhance this corner of the Ballston area."</p> <p>"Local businesses might be disrupted during construction."</p>
Cost and Funding Concerns	Many expressed concerns over the high cost of the project, questioning its necessity and suggesting that funds could be better used for other transportation improvements.	54	<p>"\$144mil seems expensive and better used to improve service quality."</p> <p>"The cost is absolutely insane when we're being told budgets are tight."</p> <p>"How much will this cost, and who is paying for it?"</p> <p>"A new entrance is not needed. It is also too expensive."</p>

APPENDIX B

Feedback Form Comments

Could stairs be built instead of escalators? Stairs would be much more cost-effective, make the timeline shorter to build the new west entrance, and thus reduce disruption to local traffic and community. There would still be two elevators available for those with all levels of physical abilities.

Please consider raised crosswalks for safety

As a longtime resident of Ballston, I am generally supportive of the new western entrance to the Ballston-MU Metrorail Station. It will be an asset to the community and help support its further development. There are a few items that I would comment on. The first is the manager's kiosk at the faregates. I know this has not been finalized, but I urge that there will be a presence to oversee the faregates and the proposed two public restroom that are outside the paid area. Human oversight will be critical for the personal safety of users of this entrance. If people don't feel safe they will avoid the entrance. Second, the proposed location of the street elevators are directly within the desire path of pedestrians on the sidewalk. Knowing that it would be a challenge to relocate the elevators, we need adequate space all around the structure so that pedestrians can easily go around the structure. So the proposed tree pit to the north of it should be removed from the plans. Also to avoid blind corners, the elevator structure itself should be fully enclosed on all sides with transparent glass to permit pedestrians to view through the structure. This would also reduce the likelihood of the back side of the structure to become a canvas for vandals. Finally, consider working with the Arlington County Public Arts to make the elevator itself as a piece of art rather a simple box. Most of the time Metro elevator structures should recede into the background, but due to the previously mentioned prominent space where the elevator structure will be located, this particular structure should instead be not only acknowledged but celebrated. This is the time when we should truly "think outside the box" with inventive design.

Hello, I am a non-resident visitor to the WMATA service area who stayed in Ballston while visiting Washington D.C. I used the Ballston-MU station daily during my weeklong stay and I would have loved to have been able to enter the station from the location underneath the Arlington Gateway building. I support this project to transform this underutilized space into a quality public amenity. In many ways, this project has clear benefits. However, I do have a few concerns about the currently proposed design of the second entrance. First, the design at street level provides excellent wayfinding. Riders approaching the entrance stairs, facing east, will have the accessible entrance in their line of sight. When exiting from the elevator to the street, facing west, the stairs are located directly in front of the riders. This placement will help riders who are not familiar with the area to reorient themselves after entering or exiting the station. I urge WMATA to retain this effective wayfinding in the final design of this entrance. However, I am concerned that the new entrance will make wayfinding more difficult at the platform level of the station. When a station has multiple exits, riders could inadvertently take an exit that is further from their intended destination. This would negate the station access benefit of the

second entrance and potentially even worsen the experience of riders heading to destinations within the 1/8th mile walking radius of the existing entrance. To riders who are not familiar with the area, such as out of state visitors, a sign pointing to Glebe Road or Stuart Street would be essentially meaningless. I would urge Metro to consider adding additional information to the signage at the platform level such as local landmarks and/or directional information so riders can find the easternmost or westernmost exit to the station. Second, the new entrance will significantly improve pedestrian access to Ballston-MU from Glebe Road. During my stay, I found that the sidewalk on the south side of Fairfax Drive towards Glebe Road was not smooth and was interrupted by multiple driveways. My walk to Ballston-MU was significantly more difficult to make with rolling luggage and in poor weather. The proposed entrance would shorten this trip significantly and improve pedestrian safety. Providing an entrance to the west of the elevator on N Fairfax Dr and N Stuart St. (South Elevator) eliminates three street crossings for riders heading to the west of the station. I estimate that this entrance would have allowed me to catch an earlier train due to the reduced walking time, which improves the quality of transit service to the west side of Ballston. Furthermore, the Arlington Gateway building acts as a station canopy for the proposed entrance. This station design would shelter riders in the underground passageway. I consider the increased protection from the weather offered by this proposed entrance to be an underrated benefit of the design. Third, I am concerned that the current General Plans from the Department of Design and Construction IRPG - Fixed Facilities would result in an exit that will be more physically challenging for riders than the existing Ballston-MU entrance. The concept rendering for this entrance depicts the entrance stairs as non-motorized stairs without any escalators. The WMATA General Plans refer to this element as “entrance stairs” and the same word “stair” describes the elements from the platform mezzanine to the platform level. This implies that WMATA does not intend to install escalators to this proposed station entrance. If funding is not currently available to install escalators for this entrance, I would urge WMATA to design the station to minimize the cost and complexity of the future installation of escalators. Having the new entrance be more physically demanding would reduce the benefit of this project as riders with reduced mobility, such as those with rolling luggage, may be discouraged from using this new entrance. Lastly, I am concerned about how this proposed second entrance may impact riders with disabilities, particularly in relation to the proposed new elevator arrangement. The General Plans show that most of the space created for the new entrance will be within the paid area for the station. I am not confident that I would personally be able to enter the faregates at the new entrance, travel all down the passageway to the western mezzanine, head down to the platform level, cross the entire platform, head up to the mezzanine for the eastern entrance, and exit out the other faregates within the Metrorail 15 minute grace period. As a result, I am very concerned that the resultant station will be too large for a disabled rider to traverse within 15 minutes when factoring in the additional waiting time needed to use the elevators. Furthermore, the proposed design depicted in the General Plans would result in elevator outages causing significant impacts to the experience of disabled riders. A disabled rider who needs the elevator to street level may not become aware of an elevator outage until after he or she has already exited the fare gate. This rider would then have to race against time to make it to the other entrance within 15 minutes while using



the remaining operable elevators in the station. This problem could be mitigated by effectively communicating street level elevator outage information to riders at the vestibules of the elevators from the platform to the mezzanine. However, the General Plans do not depict any digital signage boards or physical notice boards where the station manager might place such a notice to riders. Similarly, there is no way for a rider at street level to know about elevator outages at the mezzanine level. This is particularly critical for the outbound platform because the proposed design calls for only a single elevator. The General Plans do not make it clear where this information could be posted. I urge WMATA to come up with a solution to communicate information about elevator outages in a way that mitigates the impact to riders with mobility needs. Giving this information early enough will allow riders to mitigate the impact themselves, such as by heading down the street to the other entrance with working elevators. Unlike the existing entrance, this proposed entrance does not include an elevator to the north side of Fairfax Drive. I am concerned that the proposed General Plan design would preclude the addition of a new street level elevator in the future. Thank you for your time and consideration.

I am in favor of a second entrance at the Ballston station as it would allow for more capacity and make it more convenient for some riders to get into the station.

I support Ballston station expansions including another entrance.

This is more of a question than a comment, but if and when this new Ballston West Metrorail entrance is open to the public at its proposed location, will it better resemble the Metro Center station entrance at Columbia Square at the corner of F and 12th streets NW in DC?

Excellent idea that's necessary to accommodate the growing Ballston -MU area. Further, the current exit to the metro station is completely illogical and faces southeast, towards the nearby Virginia Square station, when most of the traffic emerging from the station is traveling west. A West oriented entrance/exit to the metro station would increase efficiency, safety, and comfort.

This will be incredibly useful for a large population of Arlington.

I think this is a great proposal! The Ballston-MU station would benefit from a new entrance, and I like the idea of it being on Fairfax/Glebe

TO WHOM IT CONCERNS: THE PROPOSED SECOND ENTRANCE AT BALLSTON METRORAIL STATION IS THE MOST ECONOMICALLY INFEASIBLE WMATA PROJECT THAT HAS EVER BEEN PROPOSED. IF NEARBY RESIDENTS AND BUSINESSES AT BALLSTON WANT A SECOND STATION ENTRANCE, THEN THEY SHOULD PAY 100% OF THE ESTIMATED \$177 MILLION IN CAPITAL COSTS PLUS MAINTENANCE COSTS THEMSELVES, THROUGH A SPECIAL TAX DISTRICT OR OTHER LOCAL TAX OBLIGATION. TRAIN BOARDINGS AT BALLSTON METRORAIL STATION HAVE DECLINED BY OVER 50% DURING THE LAST DECADE. LOCAL OFFICE BUILDING VACANCY RATES ARE ABOVE 20% AND LIKELY TO REMAIN HIGH FOR THE BALANCE OF THIS DECADE. ROBERT M. WHITFIELD FAIRFAX COUNTY TAXPAYER ALLIANCE BOARD MEMBER

I use Ballston station to go to appointments in the neighborhood and to visit my friend who lives on Utah street. The second entrance would make for a shorter walk



to his house.

A new entrance would be great and reduce pedestrian traffic on Fairfax Dr. The current elevator on the north side is not enough. It would reduce time to get to the Ballston station for those living near Glebe Rd. (like I used to). I am in full support.

I'm literally fine with anything just please don't close the station while it's under construction, I will lose my mind. Please, I'm so chronically late to everything, I cannot walk to another station.

I support the proposed west entrance at the Ballston-MU Metro Station. The Ballston neighborhood is one of the densest and most developed areas in the region, with many residences, offices, shops, restaurants, and entertainment destinations nearby. I believe the proposed west entrance will provide needed congestion relief to the existing entrance (particularly the faregates and escalators, which can often get crowded during peak hours) and expand the station's walkshed further west (ideally providing a shorter walk for some existing riders, in addition to making Metrorail a more enticing transit option for even more potential riders). Personally, I am a big fan of PF Chang's and The Melting Pot -- the location of the proposed west entrance would save several minutes of walking, each way, to and from these dining establishments. Although I support the entrance, I have some proposed modifications that I wish WMATA to take under consideration. First, WMATA should consider adding at least one escalator between the street and mezzanine levels. I understand and commend the effort to reduce costs (both one-time capital costs and ongoing operation costs) by not including any escalators in the proposed changes. In particular, excluding escalators between the platform and mezzanine levels seem prudent because of the limited elevation difference making stairs not much of a burden for passengers, and the station's side platform layout would necessitate at least four escalators (a costly proposition). However, at least one escalator should be included between the mezzanine and the street. This height difference is greater than the height between the platform and mezzanine, making the climb more tiring for passengers. Consider the existing east entrance, where the depth is so great that there exists two sets of escalators between the street and mezzanine. And unlike the platform to the mezzanine, a single escalator would be sufficient (like many other locations throughout the Metrorail system with a lone escalator, it should generally operate in the up direction, since walking up stairs is more tiring than down). Second, to cut costs, WMATA should consider simplifying the proposed mezzanine layout by reducing the proposed "double tuning fork" to a "single tuning fork". Since there aren't any escalators between the platform and the west mezzanine, having two sets of stairs to each side of the platform seems unnecessary (after all, one of the appeal of stairs over escalators is that passengers can use them in both directions at the same time). Modifying the layout to a "single tuning fork" would reduce construction costs without significantly impacting the capacity of the west entrance to serve passengers. And it is worth noting that this would reduce construction time, a particular important factor when constructing this segment of the mezzanine since its location directly above the tracks necessities closing both rail lines during construction -- a burdensome and frustrating prospect for commuters on the Orange and Silver Lines traveling through Ballston Station to points beyond. Simplifying this part of the entrance project would allow construction to be concluded quicker, and less time that passengers would have to deal with a

closed rail line and corresponding shuttles. Third, to reduce costs, WMATA should consider eliminating two of the project's elevators. As proposed, the west entrance would provide five new elevators to the Ballston station: two between the street and mezzanine level, two between the mezzanine and the inbound platform, and one between the mezzanine and the outbound platform. As I understand, it is WMATA policy since 2003 that in all new stations, or in stations undergoing major renovations, there be at least two elevators between station platforms and the street to provide redundancy. Including just one elevator between the street and the mezzanine, and between the mezzanine and the inbound platform would still satisfy this requirement because of the existing elevators at the east entrance. If one of those broke down, passengers could still enter and exit the station via elevators with access to either platform by using the other entrance. And this would not violate WMATA policy, as evidenced by the proposed single elevator between the mezzanine and outbound platform under the current blueprints (plus, for more evidence, a similar situation is being constructed at Crystal City station). Reducing the number of escalators at this project from five to three would save costs (both one-time capital costs for excavation and installing the elevators and ongoing operation costs for maintenance and electricity). Thank you for your consideration as you finalize the plans for this important project.

My work is to the west and this would make the station much faster to access

I support this project. Please take actions to deliver this project on time and on budget.

I actually appreciate this proposed changes. It helps folks whose offices or work area are on the N Glebe road.

Sure this would be a welcome addition to our growing neighborhood. I have concerns about the cost and how we can justify such an expenditure.

There needs to be a pedestrian activated crosswalk signal at the Utah/Fairfax intersection and/or Vermont/Fairfax intersection. Right now, there is no crosswalk signal on Fairfax between Glebe and Taylor. Cars routinely plow on Fairfax despite a crosswalk at Utah. Once the station is built, it will be a safety hazard if there is no traffic calming on Fairfax where vehicles routinely speed.

I enthusiastically support the second station entrance. I support the focus on traffic calming measures and urge you to consider bicycle access and bicycle facilities in your plan.

Hi! I honestly think a south entrance should be considered over a west entrance.

Highly supportive of the effort

The proposed new entrance location with the reasoning to "accommodate more people" does not make sense to me. The new location is very close to where a busy four way intersection with cars going/coming from I-66 exists and already has a lot of congestion. Adding the new metro entrance at this new location will increase the amount of people needing to cross the road at the intersection of N Glebe Rd and Fairfax Drive, increasing the chances of injuries and crashes for ped/bikers. This location also does not seem to accommodate/reach more households in terms of

walkability due to its proximity to the existing Ballston Entrance. The two stations (if new entrance was implemented) have a huge area of overlap of the population it reaches. I understand that the new entrance needs to be able to reach the existing infrastructure but I feel that for the amount of funding, time and planning going into this project, the second entrance would have a greater positive impact in a different location such as across the other side of N Glebe Road. If the new entrance were located at 4610 Fairfax Drive (or a close by location between the Holiday Inn and the Bluemont Junction Trail) it would give access to more of the Bluemont neighborhood and access from the Bluemont Junction Trail. A pedestrian bridge could also be added over where I-66 and Fairfax drive connect to accommodate people biking and walking from the Custis Trail. Where the West entrance being across from where it is being proposed (in front of the Arlington Gateway building) as of now, it adds to the existing congestion from the close by four way intersection and increases the chances of crashes. If a new location was considered that was across the road from N Glebe further into the Bluemont Neighborhood, it could still connect to the existing infrastructure, reduce the amount of pedestrians needing to cross Fairfax Drive/ N Glebe Road and accommodate more households to open up the opportunity for more people to access the metro.

Like the changes, but \$144mil seems expensive and better used to improve service quality (trains on schedule, etc). I'm concerned that the high sticker price may reduce the public's appetite for further Metro investment, which is sorely needed.

1. The plan drawings for the station do not clearly differentiate between fixed (non-mechanical) stairways and escalators. I recommend clearly labeling or visually distinguishing between the two to make the station's accessibility features more apparent in the drawings. 2. The station entrance at the northeast corner of North Fairfax Drive and North Vermont Street feels too concealed, even with the Metro pylon in place. Its design lacks the architectural prominence typical of other Metro entrances, as it is integrated into an existing building recess or notched corner. I recommend enhancing the streetscape design to create a more prominent and visually distinct arrival experience, making it unmistakable as a Metro station entrance. 3. It is important to protect the streetscape trees and planting areas from the increased foot traffic that will likely impact the landscape beds. I recommend incorporating protective measures, such as tree grates or low fence barriers, to prevent trampling and ensure the long-term health of the landscaping.

Making a second entrance available would increase the commercial viability of the Ballston neighborhood, support this effort!

I like continued expansions of metro in VA. I hope more are done. Try and limit impact to riders where possible thanks

I am for this second entrance.

Super excited for this 2nd entrance, I've been waiting for 10 years. Let's build it so I can use it!

I think the second entrance is a great idea because it will provide more convenient access for many, many people. It will also increase the safety of the station, providing more egress capacity to a sometimes crowded station. My only concern is the latest plans appear to omit a station kiosk. Will this entrance be staffed? If not,

will there be sufficient camera to monitor the passageways for safety? Thank you, I look forward to using the new entrance!

Digital screen about information about when the train is about to come on the outside and inside of station and service changes

I am strongly against the proposed changes at the Ballston-MU Metrorail Station. Given the continuing funding issues for Metro; the underutilization of the Ballston Metro stop, particularly when compared to pre-Covid; the \$177 million cost; and the insignificant distance of the entrance way to the existing entrance, the project cannot be viewed as cost effective. I write as a resident of Arlington County for over 40 years and user of the Ballston since shortly after it opened. I initially walked from the 4300 block of Columbia Pike daily to the Ballston stop and more recently have walked for over 3 decades year round a mile each way to Ballston. I would also point out that your flyer showing smiling young people and an ecstatic elderly couple is misleading. The young folk and the elderly will be burdened with the costs for a project with little or no benefit to the community that will increase costs to those living in the county and absorb funds that could be better spent elsewhere.

I support the addition of a second entrance at Ballston-MU Metrorail Station. The funds will be a small investment for maximum value of alleviating crowding conditions. The Ballston area has grown denser west of Ballston station on Glebe Road and can support this investment.

This investment is a fine idea. Please let us know about your plans for commensurate investment in metro in South Arlington.

Although there are over 1,000 new apartments in the area, in my observation, metrorail ridership at Ballston has declined. I take the bus to Ballston every day and ride the metro occasionally. There are few people in the station, and the trains are sparsely populated. Yet by the time it reaches Metro Center the train is full. Therefore, I was a little skeptical about the need for a new entrance. In addition to the expense, the construction work takes a long time and is very disruptive. However, I think this will benefit Marymount University students and the University in general. Boeysmonger's used to be a busy restaurant, but it did not recover, not only from the pandemic but also from the additional eateries that came with the mall renovation. Some office space behind Marymount seems to have been vacated as well, so a new entrance on Glebe could enhance this corner of the Ballston area. I would like to say that I am concerned that every individual who spoke at the library hearing was a white male, including the officials on camera. I realize that the choice of the library auditorium for the hearing was intended to make it accessible to people from all walks of life. However, I was hoping to learn what nonprofit/social service members of the community saw as benefits or potential problems with the construction of a new entrance in addition to the approval of business and government interests.

This second entrance is long overdue and I look forward to it being built.

Please please PLEASE provide a RAISED CROSSWALK at Fairfax Drive. If you are building this entrance, and are expecting/wanting more pedestrians to use this area, please make an effort to make this more pedestrian friendly. Place a raised crosswalk so that cars/automobiles will slow down when turning into Vermont Street



or turning onto Fairfax Drive. These types of improvements projects should have pedestrian improvements such as this, as its a smaller side street and not a major thoroughfare.

Support!!!

2-Year Resident of Ballston and just wanted to comment that I whole heartedly approve of these changes to the metro station.

The creation of a second entrance would be amazing and decrease congestion at the main entrance that can get super busy if a train just arrived as it is the only entrance. For such a big station/transportation hub with all the buses its odd that it only has one entrance.

Absolute gross waste of \$130+ million dollars. It's borderline insanity that we've dissociated the value of \$130,000,000 and the other positive uses it could bring to the county rather than theoretically improving metro riders experience by 10% by simply moving an entrance.

Una nueva entrada a la estación Ballston me ayudaría mucho. Usó esta estación para visitar an mis amigos, ir a cenar, y una vez para comprar una bicicleta. Mis amigos en la zona usan esta estación para ir al trabajo, y esta nueva entrada les ayudaría ahorrar un poco de tiempo. Estoy SÚPER a favor de la nueva entrad!

I have lived in Ballston for nearly a decade, beginning in July 2015. For the first three years I lived a couple of blocks north of this proposed entrance and subsequently spent a year living between the existing entrance and the proposed entrance, and have since lived between Ballston and Virginia Square. As a result I have some familiarity with the proposed location and cannot support this massive cost for a new entrance that is on the same side of both Fairfax and Glebe, therefore not even saving riders from crossing any major roads. The proposed construction is clear gold plating to mimic the existing Ballston entrance in a less central location (away from the new and improved bus stop) without evidence that multiple elevators and escalators are needed at a secondary location. Please reconsider such a high cost with such minimal value.

I do not think this is a good use of taxpayers funding. Recent articles always state how Metro is underfunded. I use Metro to commute to work near the Ballston Metro meaning I arrive and depart during rush hour. I do not see the congestion that would cause any commuter delays. The money could be better spent by providing more frequent bus service during peak times or even consider free bus rides like the City of Alexandria offers.

No to Ballston MU - this would decrease my metro rail usage.

Another metro stops blocks from the existing metro stop is unnecessary. Leave the area as it exists today. Additional metro stops bring more widespread crime to the area.

Can you provide a breakdown of the \$177M cost for the project? Perhaps it would provide some clarity into what is getting funded or who is contributing to the funding?

I agree with this plan completely. In my opinion, Ballston is already the most effective and best-designed station on this corridor, and adding this entrance will make it even more effective by making it easier for the people in that area. Let's get this done!

This cost is absolutely insane when we're being told budgets are tight and to prepare for tax increases. Every additional dollar should be scrutinized and costs cut whenever possible. This money could go towards so many other public benefits. I realize some of it is grants for certain types of projects but the county's own contribution to it should be kept as minimal as possible. We don't need gold plating projects to save a 500 foot walk to the existing entrance.

A new entrance is not needed. It is also too expensive. The County has not made clear whether the western entrance will increase density on the west side of Glebe. The existing older garden style apartments, duplexes and smaller homes are a valuable asset to the diversity of Bluemont. The new metro entrance should not be used to encourage the replacement of these existing housing assets with higher density development.

Too expensive. Would be better to resurface the current walking path to the existing station

There must be better ways to spend \$177M to improve transportation. Yes, this will be convenient for some riders, but walking 3 extra blocks to use the current entrance is not exactly a massive imposition. I'd prefer to see the money spent on lower income population and/or environmental issues. Purchase more busses, ideally electric. Create more bike lanes. Fix roads and sidewalks that are in poor condition - for ALL residents, not just the wealthy.

Wholeheartedly support this

\$177m seems unjustifiable for a stop that only has 6,000 daily riders. With the majority of residential density located south and east of the current Ballston metro stop, this seems like a stop that will be more convenient for a very small proportion of those 6,000 daily riders. This also comes with additional yearly maintenance and expenses that come at the expense of the taxpayers.

Arlington County has about 110,000 households. An outrageous 117M\$ amounts to \$1000 per household. Yet, only a small fraction of the households will use that entrance. Another way of looking at it is the 5975 boardings. Obviously, many of the people are repeat riders, but others are occasional. Let's go crazy and say that the total number of unique riders is 5x the daily boarding number. That's about 30,000 users or \$4000 per rider. One other way of looking at it; Arlington says that the Ballston Metro Service area has 12,600 residents. So, that works out to be over \$9000 per resident. I suspect people would be a lot less enthusiastic if they had to pay their share and might prefer walking another couple of blocks to the existing entrance. Regardless, who is footing the bill, spending that much money on the chance it will improve ridership marginally is obscene. That money could be used to make other needed improvements to WMATA service levels, infrastructure or fare increases. Any sane person, when considering the cost, would abandon this project.

I am in support of this project and I think it will offer benefits to the Ballston

community for decades to come. This entrance will put many more neighborhoods within walking distance of the metro and will convince more people to ride Metro instead of driving, helping to reduce congestion in the area. Ballston is a fast-growing area and construction costs are only going to rise in the future so it is best to complete this project ASAP. This new entrance will continue the trend of transit-oriented development in the area.

DO NOT spend public money (or any money) on adding new elevators. There is NO interpretation of accessibility regulations that require you to do this. It is absolutely not inconvenient and there are no obstacles to anyone with accessibility needs to simply walk a block to the east to the generous elevator banks on both sides of the street, that are never congested and are new, functioning smoothly. Wasting money on redundant elevators is a great example of forestalling future expansion by wasting resources and public trust. DO NOT surrender to minority/entitled voices who already have what they need.

I do not wish to have an additional metro entrance on N Vermont and Fairfax. This area is residential and will create more pedestrian traffic flow that is not needed and will disrupt residents. I live at one of the condo buildings on N Vermont street and this new entrance will cause disruption and 3 years of construction that is just not needed. There does not need to be a second entrance as the one entrance is fine and not even a high traffic area. There is really no need for this and funds could be spend else where. I could see if we were in the middle of downtown D.C. that there might need to be another entrance, but the one Ballston entrance works just fine and there is no need for a second one. Thanks so much, N. Vermont St. Resident

How is this project going to be funded?

So excited about this project, I hope it gets completed quickly! And hopefully helps urbanize that end of Ballston / Bluemont a little bit more (right now I mostly think of that area as "66 onramp" which is not very exciting).

In favor; development good for Ballston.

I strongly support the project, but have a few things I'd like WMATA to consider. First, I noticed that there are no escalators between the street and the mezzanine in the proposal. Escalators, especially going up, greatly help with accessibility for those with large bags or others who have trouble with large flights of stairs. The elevators are an alternative but are not preferred since they're so slow, and this may become the primary entrance to the station so it'll be quite busy. I understand that escalators are expensive, but if one can't be included now, designing the staircase to allow for one or more future escalators would be wise. Second, I am wondering how this entrance could improve bus access to the station. There have obviously been recent investments in the bus bays at the existing entrance, so I imagine that this entrance will remain the primary bus terminal. But constructing just a single bus bay or two closer to the new entrance would be a great help for routes like the 23A that continue through Ballston down Glebe road, eliminating a time-consuming detour. Lastly, I believe the station has a decent amount of kiss-and-ride passengers. There is currently no designated kiss-and-ride drop-off area, which is completely fine - good, even. But I'm concerned that the new entrance will become the preferred location to drop riders off and pick riders up. Traffic enforcement and signage around

Ballston West Entrance OUTREACH REPORT

the new station entrance will be vital to avoid people pulling over directly on Glebe Road. Thanks for your consideration!

My name is Larry S. and I am a resident of the Bluemont Civic Association just to the west of Glebe Road and Ballston. I am also a board member of the Ballston BID. The West Entrance to the Ballston Metro station is long overdue and I am in full support of it. It was initially promised to Arlington residents over 20 years ago when The Continental Condominium, the Westin Hotel and the Arlington Gateway office building were approved. The entrance was supposed to be built along with another new condominium building on Fairfax Dr. The 2008 real estate market stopped the new condo project and the new West Entrance was never built. Since 2008, many other new office buildings, new apartment buildings and new townhomes have been built on the west side of Ballston and on the west side of Glebe Road. Thousands of new apartment units have been built in the last 15 years with many of those units being located on the west side of Glebe Road. The West Entrance to the Ballston Metro is needed now more than ever. Thank you, Larry Smith

More access would help me use the metro more regularly, cut time off my commute, and reduce danger from crossing busy streets. I'm strongly in favor!

The proposed west entrance at Ballston-MU Metro station would be an excellent addition to the area, providing a more convenient connection for many Ballston residents and relieving congestion on the existing station entrance. I strongly support construction of the new entrance.

Please build a second entrance!! It would make it easier to get to the Shops & Restaurants on Glebe Rd.

Love it. Great location, pressure taken off main entrance, no notes

I support this initiative! Entering ballston when coming from the west is a long walk. Currently many customers instead take the elevators, which makes the (already small) elevators quite crowded

I think this is a fantastic idea. I regularly use the Balston metro and would appreciate the greater flexibility and access.

I commute 5 days a week by metro from DC to Ballston to my office near the intersection of Fairfax and North Glebe, and have done so for the past 6 years (with a small gap in 2020). This additional entrance would be a huge benefit to the area. During rush hour, the platform can be very crowded when a train arrives and everyone deboards and exits the station. This would also reduce the commute time for folks who work closer to this proposed entrance by 5-10 minutes - both saving ~5 minute walks, and allowing people to arrive at the station sooner to catch an earlier train. I take the elevators at the Stuart Street/Fairfax Drive intersection every day, as do many people, to save on the backtracking and time it takes to use the escalators. These elevators are constantly in use with other people who do the same, which probably leads to significant wear and tear on these elevators. I also believe this would help the blocks by the new proposed entrance develop with housing and retail, as the primary development has been closer to the current entrance.

Ballston West Entrance OUTREACH REPORT

Strongly FAVOR this second entrance which is clearly needed. I will personally use it frequently due to lack of parking availability.

With the uncertainty of Metro's budget for operations and timely, reliable bus and train service every fiscal year but especially in the next 4 years with a hostile trump administration, this enormous outlay of capital is misplaced and would be egregious mismanagement. Use this capital to bolster service and provide operational maintenance and upgrades instead. This is unnecessary and wasteful.

As someone that commutes daily to Ballston, this change is an unnecessary waste of money. It is an easy walk from all over Ballston area to get to the entrance and there are already multiple elevators to get from street level to mezzanine or train level. Please don't spend this money on this. With metro over budget and Virginia and Maryland not contributing their fair share of money, this is a complete waste of money.

I think the new entrance is a good idea. If possible, escalators would help improve accessibility

As a neighbor a few blocks away since 2008 I fully support this project and hope it can move forward quickly.

I support the second metro entrance very much. I moved to western Ballston with this new entrance in mind and if it isn't built I'm very likely going to leave Arlington for DC in the next 2 years.

Sure, why not

I want a second metro entrance in Ballston, it would improve my commute

A new entrance would be much welcomed to the station, especially as business flock to the corridor.

I do wish escalators were part of the second entrance, but aside from that, I am strongly in favor of this proposal.

Would love to have a second entrance!

Hello, I am writing to express my strong support for the proposed second entrance for Ballston station. As an owner of a condo unit near the proposed entrance, I believe it would greatly improve access for all residents of my building as well as the new apartment building nearing completion on my block. Not only would it reduce travel times for commuters using Metrorail, it would also improve pedestrian safety by reducing the number of street crossings needed to enter the station, and improve the convenience of public transportation as an alternative to driving. This infrastructure project would be located in one of the densest population centers in Northern Virginia and the DC region, and would therefore benefit a very large number of taxpayers relative to its cost.

I would love a second entrance. It would make the station much more accessible and fast to take the train

A second entrance would be very convenient

I think it would be wise to have at least one escalator for ascending passengers, but

Ballston West Entrance OUTREACH REPORT

I understand that this is a cost-saving measure. Please ensure that this entrance is designed to easily support the installation of escalators in the future with minimal alterations required. The permitting process for improvements on sites subject to Special Exception Site Plans is extremely complicated so I would suggest getting it right the first time to avoid future headache. This is coming from someone who works in Plan Review at Arlington County Community Planning, Housing, & Development.

Grossly unnecessary waste of money.

I think this is a great idea. Please do it!

Sounds like a great proposal, will further upzoning be involved around the new station entrance area?

I live in Bluemont and this would make my commute much quicker and go me more reason to use Metro daily.

The proposed changes are fantastic and would be beneficial to my commute. I am very interested in and excited for these changes!

I do not support this initiative!

I think a second entrance would be great and provide access to a lot of existing, recent, and planned density at the western end of the Ballston neighborhood!

It is about time...I lived in Ballston 32 years ago, and it was needed then. it is needed now. It should have two or three exits, on on the South east corner of Fairfax and Glebe in the 901 Glebe building, but it should also have an exit on the west side of Glebe, just don't kill the artwork on the south west corner of Glebe and Fairfax.

I am glad for this entrance more convenient for walking from my neighborhood

I am strongly in favor of this new entrance. I live in Waycroft Woodlawn, just west of Ballston. This new entrance would likely increase metro usage from our neighborhood. Currently we have to walk much further to the entrance only to walk back toward our neighborhood to the trains once underground. It make much more sense to enter the metro soon, which will substantially shorten the walk and commute time, making it more likely more people will use metro.

Far too expensive in this when all agencies' budgets are squeezed.

Personally, I think the current entrance is great. It's never too crowded with people, because of the bus bays cars usually pull over and drop riders off on other streets rather than causing a lot of traffic build up adjacent to the station. I'd like to know more about what inconveniences will occur if another station entrance is built - like how long construction would be, will cars be able to crowd the new entrance and cause more traffic? This is a concern for me, especially because the new location would be near 66 (a high traffic area). The main concern to me is the point about evacuation in the event of an emergency- what is the current evacuation plan? Why is it inadequate, therefore requiring another entrance?

This would be very helpful.

We are in yet another budget deficit. So please spend no money on a 2nd metro

Ballston West Entrance OUTREACH REPORT

entrance at Ballston-MU metro rail

This will be incredibly disruptive for years, increasing traffic and leading to construction noises and for no positive purpose. The last thing we need is more riders and increased development in an already overcrowded area. i oppose.

Unnecessary - it's a 2-3 block walk

This entrance is not only unnecessary and very expensive. This is not something Arlington county can afford given the current budget gap.

Unnecessary. It's unbelievable that this project is even on the drawing board. The money used for this could be spent elsewhere and do much more good for metro that this project.

It doesn't seem that the volume of ridership warrants another entrance. Save your money and go after scofflaws.

Easing western access a good idea. The further west the better.

There's currently no good place to drop off or, worse, pick up Ballston Metro passengers especially in terms of telling them where to go up find you waiting. There should be an entrance with a stopping zone without bus interference.

I wholeheartedly support the creation of a second access/entrance to the Ballston-MU Metrorail Station. Great idea!

Given Arlington's budget situation, this project should be delayed or outright cancelled.

The timing of this project is extremely poor considering the long list of existing issues such as maintenance, training, etc. The fiscally prudent and responsible decision is to push this off until the more urgent priorities have been fulfilled and be a good steward of taxpayer dollars.

Good idea. A second entrance would be beneficial.

This project is an expensive undertaking to fix a problem that does not exist. Spending \$200M+ to shave a few minutes off walk time or marginally decreasing time in the station during short peak periods is not a good use of public funds. WMATA has failed to articulate an actual benefit or problem that this project is attempting to solve. With 6,000 riders/commuters per day the government and WMATA are spending over >\$30K for the privilege, WMATA needs to articulate the actual need for this project or find a better use of the project funds like the Rosslyn tunnel expansion or Purple Line extension

PLEASE start thinking about a second entrance to the ballston station. So many residences and businesses live on the opposite side of Fairfax drive. Personally, the entrance now takes me a significant amount of time to maneuver across the street and down all the escalators. It takes so much time to cross the street that I take the elevator almost every day to save myself time.

I think the additional entrance is much needed. Arlington continues grow westward, and these would help ease congestion and build ridership.

I agree with this change and have personally used this station. I will say that the station is a bit dark and ugly so I'd recommend adding more lighting and art. It would also be helpful for the exits to have more labels saying where you'll be when you get out.

I support a second entrance. The current entrance is crowded during busy morning and evening times. A second entrance will reduce crowding at this entrance and be more convenient for those living and working nearer the proposed second entrance.

As a Ballston resident, I support this plan. This will help continue economic development and increase accessibility in our area.

It is ridiculous that you even need public comment for something like this, but it's even more ridiculous that I got an ad for public comment. Metro should be able to do what is best without these sorts of delays

I don't think an additional entrance is necessary. Rather, ensure there are enough funds for maintaining the existing metro infrastructure.

I fully support the proposed west entrance to the Ballston metro station. I frequently use the Ballston metro and walk along the Bluemont trail with many other people who would benefit from the western entrance being available. Also, Ballston is one of the most densely populated areas in the DMV. As such, another entrance is needed to alleviate the demand on the eastern entrance. Finally, with the expected increase in return to work for federal workers, the demand at Ballston will only increase in the near term, including those people coming from the Bluemont and other nearby neighborhoods.

I wholeheartedly support the implementation of a second entrance to the Ballston-MU metro station. I live in Washington DC, but I am a graduate student at the George Washington University in their Sustainable Urban Planning program. I commute to Ballston multiple times a week to attend class. I have noticed that the metro station tends to be overwhelmed at multiple times of the day and an unwanted bottleneck is created that negatively affects efficiency and safety of the station. I would feel safer and more comfortable as a frequent metro user if the second entrance was added.

I would be in support of a second entrance but would prefer it to be at another corner due to the lack of foot traffic this corner gets versus other areas which would relieve the first entrance more.

I started recently working in the Ballston area. I really enjoy the area around the metro as my office is not too far. This new space would be even closer to my office making my commute in the bad weather and cold days more accessible and for a lot of others.

I think overall this is a great addition. While it would not significantly impact me as I think the new location is equidistant to my place of work in Ballston as the current station, it does place me closer to one of my doctors, and I can see this being a nice improvement overall. If I could cite one concern, it would be that I do not feel this would be worth it if it would make it very difficult to access or use the Ballston metro for a period any longer than a week due to construction. If this would make

the station totally non-operative for longer, I would not find it to be a worthwhile investment.

I support the proposed second entrance to the Ballston metro station. Increased access closer to Glebe would be massively helpful for the residents between Glebe and Westover, and it would be more convenient for reaching the retail and other assets on Glebe. Additionally, it a second entrance would greatly improve safety concerns in any number of emergency situations. Thank you for considering.

Always great to have a second entrance

It's a great idea,

I STRONGLY SUPPORT a new entrance for Ballston-MU Metro station. I have been living in the Ballston area since 1999 and have been riding first the Orange and then the Silver line(s) for an average of four times a week for 25 years. In the time, I have seen the area and the Metro ridership increase to the point that the station's single entrance has become a congested mess. Additionally, I feel that it is a liability because of the single point of egress in case of an emergency. Finally, I live towards the west (near the intersection of Fairfax Drive and I-66) and so an entrance in that area would be very helpful in inclement weather.

It would be great. It gets congested on the escalators. Proximity to MU.

Escaleras electricas, calefaccion, tacos de basura de reciclajr

Escaleras electricas funcionales. Elevadores

I welcomethem

Is not necessary for me.the main entrance is closer to me.

Que tenga elevador, escaleras electricas

I think that would be a good idea, provide we could utilize some of the office spaces, on the ground floor, while preserving the building structure and including the surrounding areas.

I live in Arlington, in the ballston area, and this added entrance would greatly improve my transit usage.

I support adding a second entrance to the station.

I am an Arlington resident and homeowner and strongly support the proposed second entrance.

I am an Arlington resident currently living a few blocks from the Ballston-MU station. I strongly support the proposed second entrance to the station as it will improve accessibility, reduce overcrowding, and promote development in the area. The continued growth and improvement of Metrorail, particularly at existing stations, is highly important for the Arlington and Washington, D.C. areas.

I am in support of an additional metro entrance to Ballston

I am strongly in favor of this project. It will bring much needed foot traffic and vitality to Ballston's west side, particularly with the recent addition of density at 11th and

Vermont.

This is arguably the most cost-effective way to expand access to the metro for people in the surrounding area. 10/10 I'm very supportive of this project! The layout appears to maximize access while being compact and not taking up too much space during construction! My only question is why wasn't this entrance part of the original design? It seems like a no-brainer.

I've lived near Ballston for years, and the station has always been central to how I get around. But every morning during rush hour, I see the same problem: crowds bottlenecking at the single entrance, people jostling to get through, and anyone with a stroller, bike, or mobility device struggling to navigate. It's frustrating, yes, but more than that—it's a missed opportunity. Ballston is growing rapidly, with more residents, businesses, and visitors every year. The station is already straining under the weight of its importance to the community, and it's only going to get worse without action. A second entrance wouldn't just be a convenience—it would be a commitment to everyone who relies on public transit to live, work, and connect in Arlington. It would make the station safer, more accessible, and more aligned with the vibrancy of the neighborhood. For me and countless others, this isn't an abstract issue—it's about ensuring our community can keep thriving. Let's invest in a better Ballston now, before we fall even further behind the needs of the people it serves.

Please continue to provide good bike parking and please put some colorful artwork or overhang that is new and different with a new aesthetic not the boring old stainless steel and tinted glass. .

This would be an awesome change. Heavily in favor!!

I am very excited at the possibility of a new metro entrance. It seems like a great opportunity to drive foot traffic to the other side of the street. New restaurants and other businesses have opened, but the concentration of businesses is on the side of the street with the main entrance. This would also allow for the communities to have easier access to public transportation.

The proposed additional entrance project is not necessary and not a good use of money. The Ballston metro plaza entrance area was recently renovated and improved, and is easy to access. There's no compelling reason to launch another Ballston renovation so soon.

Instead of building a new entrance, give the money, that would go to this project, directly to Metro to fund its service.

I am a 10+ year resident of Arlington. I use the metro regularly and believe without continued investments in Metro, the DC Metro area would have significant negative consequences including severe economic issues. I am a strong supporter of the Ballston entrance project and believe we should be doing similar across most stations. Please support this project and ensure it gets completed. I hope you can add additional direct connections to the new entrance to nearby buildings so that it is much easier to get into the tunnel.

We have always been told that the new entrance would be on the WEST side of Glebe Road. It is VERY disappointing that it will not be located there. For patrons

who must cross Glebe road to access the metro station, this in a major pedestrian hazard.

I support this! Let's make it easier to access Metro.

As a new resident of Ballston, I'm very excited about the prospect of a new entrance. Public transportation is a priority for our family as we do not have a car. Increasing accessibility, capacity, and ridership would be an asset to our community.

The new entrance at the west end of the Ballston-MU Metrorail Station and the intersection of North Fairfax Drive and North Vermont Street will surely benefit the community and the neighborhood!

I live in the Bluemont neighborhood of Arlington and a new western entrance to the Ballston station would make it a little faster for me to walk or ride my bike on the Bluemont Junction Trail to get to Metrorail, though I would probably still take the bus to Ballston most of the time. I have a few concerns: 1. The \$177 million cost seems very high. I question whether the benefit to the public is worth it. I would rather this money be spent on a new eastern exit at Foggy Bottom, which would greatly improve my commute. 2. The current plan doesn't describe bicycle infrastructure at the new entrance, e.g. bike racks or bike lockers. Since the new entrance will be attractive to cyclists coming from the Bluemont Junction Trail and Custis Trail, this should be considered in the design. Also, if there is a way for cyclists to get to and from the platform quickly, without needing to take two slow elevator rides, it will further encourage cyclists to ride the train. 3. There is a substantial amount of crime, begging, and vagrancy around the existing entrance to the Ballston station. Is there a plan to keep that from shifting or expanding to the new entrance?

I think it will be helpful to streamline pedestrian traffic by having a second entrance.

It seems odd to have 2 elevators from the inbound track (south side) to the mezzanine, compared to only 1 elevator from the outbound track to the mezzanine. Is there any reason for this discrepancy?

I work at 901 N. Glebe road and the sheer amount of disruption this will bring to the area will be staggering. Closing down an already busy set of roads on Fairfax Drive is not a good plan. Besides there are 2 other entrances just a few blocks away. There is really no reason for another one. We'll just be spending unnecessary money for another entrance when in reality the trains are rarely on time and could probably use that money for actual station repairs.

There is no need for an additional entrance to the Ballston metro stop. The area is adequately served by the existing entrance. Construction would be extremely disruptive in an already poorly designed intersection (to turn left onto Vermont from Fairfax is already nearly impossible for drivers because of the multidirectional traffic; pedestrians are fine because there are ample crosswalks). And most importantly, Metro is financially mismanaged as it is. It's absurd that this project would be so expensive, Metro cannot afford it. I have lived and worked here for almost a decade and there's no reason to believe the project will be completed on time or on budget because Metro has never managed to do so in the past. As a taxpayer, I am outraged by this. As a resident, I do not need this. As someone who works in the area, I dread that Metro will nevertheless press on and make my days a living

nightmare for the indefinite future. PLEASE DO NOT DO THIS.

I strongly support the additional entrance. The additional entrance will make Metro more accessible to the already-dense Ballston area and will relieve congestion around the existing entrance, which is adjacent to a very large bus hub.

I think this proposal is a fantastic idea. I regularly commute for work to Ballston, and I've started to notice how crowded the existing station can get during rush hour. Opening an additional entrance near the busier commercial district and closer to the Ballston Commons Mall would help ease congestion and provide better service to more riders. Plus, it would help accommodate Ballston's rapid growth over the last decade and allow it to continue to grow well into the future. I wholeheartedly support this proposal, and I hope that it will be taken up and funded.

Please include a second entrance! It will significantly ease pedestrian traffic across the already busy intersections filled with busses. This is a common sense solution for this area. Please support this measure

It is a good idea as long as it does not disrupt trains movement in Ballston and does not increase ride fares

Love this idea! I commute to the Glebe Rd area, and having an entrance there would save me 10 minutes of walking every day (5 each way). I often see people taking the elevator to skip the extra walk to the entrance, and the elevator should be reserved for people with luggage or handicaps. The escalator is already packed at rush hour and this would relieve some of the congestion.

Having this new entrance would benefit me and hundreds of others who work at the office buildings at the intersection. Thank you!

I think this would be a great idea as there are a lot of offices near the proposed entrance and it would help reduce the amount of intersections and crosswalks that are needed to be crossed by multiple people.

I am very much in support of the addition of a second entrance to this Metro station. I've visited several friends that live off of N Glebe Road, and the first time I visited from DC, I was at the front of the train. Having to backtrack all the way to the station exit (which was at the back when headed westbound), then to subsequently backtrack once I came above ground likely added 3-4 minutes of additional time to my trip. While this was ultimately just a minor inconvenience to me, to nearby residents this could be the difference between making and missing the train, or could be the difference between someone deciding to take the Metro vs. driving to work. For example, I know several employees at my current workplace (Capital One) that choose to drive to work from Ballston because they see it as faster and offering more flexibility. Opening a 2nd entrance in Ballston would net several minutes of time savings for people arriving/departing from locations along Glebe Road, potentially inducing more transit ridership, creating more customers for WMATA, and reducing traffic/fossil fuel emissions.

We have been promised this for two decades. Site plan conditions have taken developer funds for this. Please deliver the second entrance before another decade passes.

I support this addition, but on the condition this expansion includes a bathroom.

The new metro entrance would be a wonderful addition. It would make sense to add more bike parking / capital bike share as well around this station entrance. A traffic light on Vermont might make sense as well because cars completely ignore the non-traffic light cross walks on Fairfax Road.

Providing an access point to Northern/Western Ballston is an awesome idea! I think that this entrance should also lead directly to bus bays, office buildings, restaurants, and shopping areas. It'd also be great to provide density to that area.

I am an Arlington resident in great support for the project. The current entrance is adequately integrated in the heart of Ballston with the bus drop-off, however the recent development trends like the renovated Ballston Beaver Pond and the site plans for multifamily on the westside calls for far greater foot traffic than what presently exists. Construction of the second entrance would enhance the connectivity the westside currently lacks with central Ballston, in part due to the heavy use of N. Glebe Road, and help ease the transition of the expected increase in population over the next few years. Additionally, this project will be of great use to the neighborhoods west of Ballston (Bluemont, Boulevard Manor, Westover) that frequent the Bluemont Junction Trail which runs right up to the site. If WMATA has any authority, incorporating large bike storage options like that at East Falls Church would aid even more in utilizing this space for both Ballston residents and residents further west. This project can be the catalyst to increasing the livelihood of the westside by establishing more reasons for users to venture across the barriers of N. Glebe Road and Fairfax Drive by supporting local businesses and overall connections across the county.

This will be a useful project that will help the neighborhood

I am generally in support of the project, if WMATA's ridership data and development patterns support additional capacity at this station. I have a few concerns or questions, which are not adequately addressed in the study documents. 1. If the additional entrance is aimed at increasing capacity and drawing transit riders from the western end of Ballston, I wonder if space for just four or five faregates sufficiently future-proofs this entrance for WMATA's future. I do anticipate that quicker access from street to station may make this a preferred entrance for many (compared to the long escalator of the east entrance). 2. What are the merits of doubling up elevators (initial capital costs vs yearly operating costs?). 3. Since it is not served by escalators, what is the depth of the new mezzanine and how many 'flights' of stairs is it? I generally support substituting stairs for escalators if it is not too deep. 4. Work with Arlington County and VDOT to add a signalized crosswalk across Fairfax Dr. at Vermont St. Pedestrians will cross the street here rather than go to Glebe Rd. A pedestrian fence, as employed at White Flint & Marinelli Rd is not appropriate, as these are flagrantly anti-pedestrian and put the needs of drivers above the needs of transit riders. 5. The Custis Trail connection is just two small blocks from the proposed entrance, but on the north side of Fairfax Dr. Please plan with Arlington and VDOT to ensure that safe, intuitive, and convenient bicycle access is part of any changes to the streetscape design. 6. Relocate a Capital Bikeshare station to the new stairs or elevator entrance.

With working in Ballston Plaza for the last six years, I feel this additional station entrance is a good idea. I think it will help reduce pedestrian congestion at the current station and reduce distance for many people must traverse on a daily basis.

This new station entrance would make my commute simpler, as it would be closer to my place of work. Although this would help me marginally, I have concerns about the high cost, especially since the benefit seems so marginal. I am also concerned about potential station closures; saving 1-2 minutes each day is not worth it if it means months-long closures of the station for construction.

I think transportation funds should be used for improving other transit areas that serve riders in Arlington without metro access. For example, south Arlington is incredibly underserved by public transit and improvements like additional bus stop infrastructure and increased frequency would go a long way to improving service to communities traditionally underserved by the county.

I think it is an excellent idea to provide more accessibility for residence of Arlington

Please consider how buses might benefit from a new entrance, and consider how new bus facilities could be incorporated into the project. Buses like the 23A and 38B use Glebe Rd to get to the station, so this new entrance could potentially provide easier to access for those routes.

This would help with my commute to work.

I would enthusiastically support a new metro entrance at North Fairfax Drive and North Vermont Street. I work in an office on Glebe Road, and a new entrance would encourage me to commute using the metro instead of by car, especially on cold or rainy days when I would have to walk a half mile from the old entrance.

I think this would be a good addition.

I think this is such a good idea for the Ballston metro! Providing access so close to the Glebe/Fairfax intersection will make the metro so much more accessible and ease the crowds currently experienced at the main entry.

This would be extremely helpful for access to locations on Glebe Rd. I support this project.

As someone who lives in the Ballston area, but closer to the site of the proposed entrance I would love to see this happen. It would also be helpful for when all the proposed apartment buildings near Glebe and Fairfax are done.

I support the proposed second entrance at Ballston Station. Every Metro station should have at least two entrances, for safety and for rider accommodation.

Support this project moving forward.

I take the Ballston Metro to and from work at least three days a week and fully support adding another entrance as long as it has an elevator for the mobility impaired.

I would like that Metro train and Metro buses provide free Wi-Fi for customers. My proposed is that communication companies offer and estimated of hotspots to metro and have the budget cover that. I would like drivers be able to use real time

maps

A second entrance at Glebe Rd would be very helpful in accessing the increased development and shops in the area, as well as helping MU students to reach their buildings at Glebe/Fairfax. It will also help to decrease the current volume of people using the Fairfax/9th entrance which can get very crowded.

Bus times could be adjusted when metro arrives to the station. Most of the time we have to wait buses for a long time

Excellent idea, fully support.

Good for the people work close to that area

There should be a second entrance on Vermont and fairfax

That's very good for patrons

Second entrance would decrease jams on elevators and offer a second option for people walking

I think that's a great idea

Would love to have hotspots on all trains and buses.

I agree with the second entrance

The proposed second entrance at the Ballston-MU Metrorail Station is unnecessary, and Arlington County and WMATA should direct funding toward other transit priorities. While additional access may sound beneficial, this entrance requires a massive investment, and other initiatives would have a far more immediate and meaningful impact on residents. Increasing service frequency, enhancing station amenities, or investing in broader infrastructure upgrades would serve the community more effectively and directly. Arlington County and WMATA should focus on solutions that address pressing needs across the area, not a costly entrance that only marginally improves one station.

I support this plan to construct a second entrance at Ballston MU. I do however worry that the utility provided by this entrance will not offset the cost to construct it. I strongly recommend that WMATA interface with Arlington County to upzone the residential area between Glebe Road and George Mason Drive. I also recommend that, where practicable, WMATA interface directly with a developer to integrate the entrance infrastructure into a new high rise building(s) along Fairfax Drive to offset construction costs. Both of these efforts will create additional riders who will benefit from the new entrance - providing fare revenue for WMATA and stimulating growth for the region.

Me parsec bien ya que Daria access maps rapido para todos

One bus did not come on time 23 to ballston. It came one hour late.

Sounds like a good idea,

Great idea! It will support growing development in Ballston.

Good idea Randy, do this

Great idea to create more access

Drivers exiting northbound N. Vermont St. to Fairfax Dr will need to drive up through the pedestrian ramp and beyond the elevators to see on-coming traffic on Fairfax Dr. After they arrive close enough to Fairfax Dr. to see on-coming traffic, they will block the ramp. The intersection will be confusing because the west side of N. Vermont will be further back than the east side. Please consider other configurations that do not require bump outs into N. Vermont and Fairfax Dr. Also, please avoid having both elevators car on the same level at the same time. The elevators near N. Stewart St. are nearly always on the same level at nearly the same time, which causes one car to be overcrowded and the other to be empty or nearly empty.

