

Comment		Response to Comment	
Location			
Given that the project is settled on Option 2 location, applauds the movement of the station 50 feet further south, impressed with the layout.		Thank you for your comment and your interest in the project. Updates on design refinements and future outreach will be posted on the project website.	
Move engines more than 50' south if possible.		We will evaluate if it is possible to move the platform further south when more accurate survey information is available and other design refinements occur.	
Desire to see the station moved from behind residential to behind commercial buildings running from 20th St to 23rd St.		VRE conducted a technical analysis of three possible station locations using a two-step evaluation process. The process integrated extensive public outreach and stakeholder coordination. The technical evaluation determined that, when compared to other options, this station location provided the highest level of connectivity with local and regional transportation, a comparable level of community and environmental impacts, and can be accomplished at moderate cost. This station location has been accepted as the preferred station location for further analysis and evaluation.	
Station Design			
Question about what is being built behind the residential building at 1805. "Looks like just a tiny structure with a roof?"		The station platform will be located adjacent to 1805 Crystal Drive within the railroad right-of-way. It is an "open" structure consisting of a platform and a canopy that will run the entire length of the platform and connect to the roof of the ramp/stairs at either end. The design of the standard VRE canopy is a Y shape. The walk-through video for the South entrance posted on the project website gives a sense of the platform experience.	
Size of elevators for transport of users and luggage room between various passengers.		Thank you for your comment. The elevators are currently sized to meet the requirements set forth in the 2010 ADA Standards for Accessible Design. Elevator specifications, and many other details, will be reviewed in future phases of design. VRE will continue to coordinate with Arlington County and other stakeholders to ensure that the walkway to the airport are not precluded and future expansion is as efficient as possible.	
Does not like any of these elements except the consideration of the legally required ADA accommodations and that the Water Park impact is "minimal." Happy to see the accessibility elements. Getting on and off trains from Crystal City with a baby was too hard due to the big step down from the train and there aren't enough step stools to meet demand.		The station will have two ADA-accessible entrances that will serve VRE riders but will also provide ADA accessible paths to the Mount Vernon trail connector and the future airport connection proposed by others. All VRE train cars are equipped with lifts for ADA access to the train and conductors are happy to help passengers needing help to board/alight. While the north entrance will reconfigure the trail area of Water Park, minimizing impacts to the open space is a key goal.	
Water Park Impacts			
The detriment to the community park is significant given the loss of the park and trees. The impact on the Water Park should be eliminated, not merely minimized. The Water Park was created to serve as an outdoor space and place of relaxation for Crystal City residents, and is the only such space provided in the heart of Crystal City.		Impacts to the Water Park as a result of the Crystal City station are located in the existing pedestrian/bike trail area south of the snack stand. The function of the Park will not change due to the new station. Design refinements are anticipated to the proposed trail concept in future phases of design.	
Bike/Pedestrian Connectivity			
Like the separate pedestrian and bike paths.		Thank you for your comment. The existing bike/ped path does not meet ADA requirements and could not be used for the VRE station access. The concept design responds to feedback from stakeholders and the public that identified existing conflicts between bikes and pedestrians in this area.	
I like the meandering trail entrance today, and the proposal straightens it out.		Straightening the trail allowed us to minimize impacts to the Water Park, and resolve existing conflicts between bikes and pedestrians. We will continue to refine the design and functionality of the bike/ped paths through the next phases, and provide additional opportunities to comment.	
This design needs to pay close attention to the mixing of pedestrians, commuter buses, motorized scooters, skateboards, etc. The mix point will be very congested and probably hazardous. Pavement treatment needs to be non-skid because of sloping angles for down and up.		We agree. The proposed design provides separate paths for pedestrians and bicycles, and a signalized crosswalk that provides as straight a path across Crystal Drive as possible. We will identify pavement treatment in a future phase.	
Like the area leading to the crosswalk and the crosswalk itself, which is direct and provides better access across Crystal Drive.		Thank you for your comment. We believe that the proposed crosswalk design will improve safety and convenience for all modes.	
Concerns about departing from the driveway of the building and running into bicycle riders, pedestrians, and VRE riders.		The area referenced will be much busier in the future with additional foot traffic due to the VRE station and new Metrorail entrance. The addition of a signalized crosswalk with clearly demarcated paths for bicycles and pedestrians should help safety for all modes. VRE has not proposed any changes to the driveway to 1801 and 1805 Crystal Drive, or the existing Metroway stop.	
The mid-block crosswalk will really slow down vehicle access for the neighbors. There is NO consideration of those living and paying taxes in Crystal City.		The mid-block crossing is a planned improvement for a separate project. VRE has proposed small modifications to the location and design of the crosswalk. We believe that the proposed signalized mid-block crossing improves safety for all modes.	
Concerns about the proposed grade of the Mt. Vernon trail connector. It is already too steep and it will be steeper.		The grade of the bike trail currently proposed is slightly higher than what exists today but remains under 10%. The trail design will be refined in future phases of the project, especially once we have obtained accurate topographical data and a site survey. We will aim to reduce the grade as much as possible while minimizing impacts to the Water Park and adjacent private property.	

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Crystal City sidewalk access is insufficient to accommodate rush hour with bicyclists, VRE riders, bus riders, and those just trying to walk on the sidewalk. There is no way the design will deal with growth that could occur with the metro station or if there are other employers in the area.	We agree that the area referenced is projected to be much busier in the future. The VRE station improvements include access to Crystal Drive for the VRE riders as well as the redesigned bicycle and pedestrian trails within the Water Park. VRE has proposed a modified crosswalk design and will coordinate with Arlington County and JBG to implement it. Please contact Arlington County for information or concerns about additional improvements in this area.
Tunnel	
Concerns about maintenance and safety/security in tunnel; Need expressed for cameras and lighting in tunnel; Make considerations to lock or secure access down to the platform;	Safety and security is an important goal for VRE systemwide, and we will ensure that the tunnel is a safe and pleasant experience for users. VRE espouses Crime Prevention Through Environmental Design (CPTED) principles, and employs technology, inspections, and training to maintain safety and security. A Safety and Security Assessment is planned to be conducted at different phases of design, construction, and operation of the station. Appropriate measures, including equipment and protocol, will be identified and implemented through this assessment.
Support for two tunnels	Thank you for the comment.
Need for pavement through tunnel to be non-skid because of water and high speed bikes. Tunnel exits appear "bunker-like" and need to be softened.	Thank you for your feedback. VRE recognizes this is an important feature for both, VRE riders and the community. We will continue to refine the design and functionality of the tunnel and the bike/ped paths through the next phases, and provide additional opportunities to comment.
Concerns that providing two tunnels would be more costly as opposed to one combined tunnel with barriers to separate traffic	VRE will only be building one tunnel. The existing tunnel will not be modified. The option to expand the existing tunnel was considered but discarded since it does not meet current CSXT design criteria and would add complexity to station construction.
Connection to Airport	
Ensure that there is compatibility with a future pedestrian connection to the airport	VRE will continue coordinating with Arlington County and other stakeholders to ensure that the station design does not preclude a walkway to the airport from being added by others in the future.
South Entrance	
Support for the design and the south entrance connections	Thank you for the comment.
Need to add escalator to stairs.	VRE currently does not maintain any escalators in its system, and have not identified a need for them at this station.
Need a "grand signal" to communicate the presence of the station. Perhaps through architecture. Space on building breezeway could be considered public plaza space that provides an alternative place to await train. Pathway improvements to the station entrance are good ideas.	Thank you for your comment and ideas. We will keep them in mind as we proceed with the design of the station. We will coordinate provision of wayfinding signs with the County, BID and JBG to assist with navigation to the station.
Love it. Will traffic light at pedestrian crossing be timed to give pedestrians immediate walk sign when VRE train approaches platform? Maybe a HAWK signal?	The new crosswalk across Crystal Drive at the north entrance is proposed to be a HAWK signal initially. Once the existing VRE station is closed, the traffic signal at the existing crosswalk will be removed and the HAWK signal will be upgraded.
Proposal is the most visually unattractive structure I can envision. Suggests blending better with the existing structures.	Thank you for your comment and ideas. We will continue to refine the design as we move into design.
I cannot tell if there will be access to inside of the building. Many VRE riders work in the building that is being crossed. Will the VRE rider need to exit the building? Need to also figure out how to fix the traffic light departing the area. It was installed when the street was one way.	The bridge does not currently enter the building. The most direct path from the station to Crystal Drive was selected. We will work with JBG, the property owners, as well as other stakeholders on design refinements to make the entrance as convenient and functional as possible.
Resident Concerns	
Have not seen or heard how noise is/will be addressed, especially by the pool areas.	A noise assessment has been conducted for the project, consistent with FTA noise analysis guidelines. The results of this assessment were presented beginning at the public meeting in June 2017 and available on the project website. A board summarizing the analysis was included at the June 2018 public meeting. The analysis found that no significant noise impacts are identified as a result of the project.
Request to implement technology so trains do not have to blow their horns.	CSXT, the owners of the railroad, mandates the location and need to blow the horn as part of their train operating procedures across their railroad. CSXT has allowed an exception from that requirement at Crystal City when the VRE station is closed.
Would VRE be open to having CSX representative come to a meeting to explain reason and requirement for horn?	Arlington County has engaged directly with CSXT on horn requirements and noise issues. Please contact the Civic Association or County staff for additional details.
Noise/vibration was done on existing condition/not additional trains being added.	The Crystal City Station Improvements are needed to address existing conditions and improve operational efficiency. Additional train service is not planned as part of this project. The noise and vibration study was conducted per the FTA's guidelines.
Consider ways to minimize noise (brakes, horns, etc.). Wheels squeaking!	Thank you for your comment. The VRE project, along with other ongoing projects, will contribute to improving operational fluidity for all types trains operating on the CSXT railroad between Alexandria and DC. This should reduce congestion and the need to stop and start in this area. The VRE project will aim to reduce the curvature of tracks within our project area, which can contribute to reduced squeaking of the wheels.
Concern about privacy for users of the pool area at 1805 Crystal Drive	The station platform is about 20 feet below the pool deck. Riders would not be able to see into the pool deck area from the platform. The staircase and bridge are 300-400 feet away from the pool deck.

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Concern about visibility into residential dwelling units. Please change the platform ceiling from being an inverted V. This will reduce the site line.	The standard VRE canopy design (Y shape) has been proposed during this phase of design. However, design refinements will continue through future phases of design and we will take your comment into consideration. Visual privacy was reviewed in this phase. The scaled drawing shared at the June 2018 open house shows that the lines of sight from the platform only reach the ceilings of residential dwelling units at 1805 Crystal Drive.
Concerned about light pollution from platform visible from units in 1805 Crystal Drive.	Thank you for your comment. Lighting specifications for the station will be developed in the next phase, and we will keep your concern in mind. In general, lighting under the canopy of the platform will be directed downwards.
Make sure commuters respect 1805 as private property. No use of visitor parking lot for parking and slug use. No loitering on sidewalks, entrance steps, etc.	VRE has had a station in Crystal City for 25 years and there have been very few complaints or issues. VRE is committed to proactively working with Arlington County to manage illegal activities or nuisance caused by the station or the riders.
General Comments	
I don't feel a lot of thought has been given to the resident's aspects.	We are sorry to hear you do not feel that resident's concerns have been addressed. VRE has tried to balance the needs of various stakeholders and address specific comments received as best as possible.
Concerns about effects of the project on the residents of 1805 Crystal Drive, and feeling that VRE is ignoring the concerns of the Crystal Park Condominium Owners.	VRE has heard the comments and concerns voiced by some of the residents of 1805 Crystal Drive and has met with residents to discuss the project and hear more about specific concerns. We appreciate the community's willingness to share information to us and to provide us with access to the site to take measurements that help us further our analysis. Specific concerns related to privacy, noise, air quality, vibration, and light pollution have been looked at from a planning perspective in the current phase, and several of the graphics from the June 2018 open house were intended to reflect the work done by the agency. We will continue to look for opportunities to discuss the project and to further innovative design treatments as we move into the design phase.
Where can the responses be found? I have not seen these concerns addressed. "Heard and responded" apparently means "told residents to suck it up because this is the way it's going to be." I have not seen ANY response that actually changes anything because of our input. You just say, "We hear you but nothing is being changed."	Comment responses for the previous two rounds of public outreach are posted on the project website in a matrix similar to this one (www.vre.org/development/crystal-city-station-improvements). Presentations to the County Commissions and Board, as well as the VRE Board have summarized the comments and responses. The June 2018 open house has a board with responses to specific issues brought up by the community.
Please continue to listen and make changes.	VRE will continue to engage the public and value public opinion as the design of this station moves forward.
From where is the funding coming?	This phase of the project has been funded by the Northern Virginia Transportation Authority. Future design phases are funded by the Commonwealth of Virginia and NVTA. Funding has not been identified for construction.
When do the Long Bridge and 2nd Metro entrance projects start and finish?	Neither of these projects are led by VRE. It would be best to contact the lead agency or visit their websites for updates.
How does the Amazon decision affect the occupancy predictions?	That is unknown.
This project is a key element of enhancing future mobility for the Crystal City area. Highly recommend working closely with partners to ensure it maximizes its utility for this purpose.	The project Technical Advisory Group has been an important forum to coordinate closely with stakeholders, and will continue to play a role in refining the design through the future phases of the project.
Very excited to see this project move forward. I chose to live near crystal city because of the convenience of VRE to get to my office near union station. These improvements make it even more convenient and would cut down on the number of days I drive to work.	Thank you for your comment.