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New York State Senate

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MTA Clark Street Station Elevator Replacement Project A Survey of Public Opinion

October 30, 2019



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Released October 30, 2019

Overview

MTA New York City Transit (NYCT) has identified a critical need to replace the three elevators that serve the Clark Street station on the 2 and 3 subway lines in Brooklyn Heights, to address frequent elevator break-downs that disrupt service and raise safety concerns. NYCT has proposed two approaches to this work: replacing all elevators simultaneously, which would require shutting the station entirely for 8 months (“Option 1”), or replacing the elevators one at a time. Under this latter approach, two options were proposed: a 24-month project, permitting the station to be open 24 hours a day throughout the construction period (except during emergencies when one of the two remaining elevators fails) (“Option 2”) or a 22-month project, permitting the station to be open during peak hours (again, except during emergencies) (“Option 3”).

In order to inform and engage the local community and transit riders regarding the project and gauge public opinion regarding the respective approaches, State Senator Brian Kavanagh, State Assemblymember Jo Anne Simon, Congresswoman Nydia Velázquez, Brooklyn Borough President Eric Adams, and City Council Member Stephen Levin organized a public forum in September 2019 with over 175 attendees at which NYCT President Andy Byford and NYCT staff presented the three options. The elected officials’ offices then conducted a community feedback survey at the forum, at the station, and online. NYCT reviewed the survey and suggested some clarifications to the language, which were incorporated before the survey was administered. This report summarizes the results of the survey.

Of the 687 responses to the survey, 96 were completed in connection with the public forum, 125 were completed at the station, and 466 were completed online. Overall, 62% of respondents preferred one-elevator-at-a-time replacement with either a 22- or 24-month duration, while 38% preferred full closure with an 8-month duration.

Among those who preferred one-elevator-at-a-time replacement over full closure, a large number (50% of all respondents) chose the 24-month project with 24-hour service rather than the 22-month-project with no off-peak service (12% of all respondents).

While the great majority (86%) of survey respondents completed the survey at the station or online, it is worth noting that the opinions of those who responded in connection with the forum tended to differ from the opinions of the majority who completed the survey at the station or online. Of those completing the survey in connection with the forum, 79% favored full closure, compared with only 24% of those who completed the survey at the station, and 33% who completed it online. This may indicate that the presentation and discussion at the forum had a significant impact on the viewpoint of those present, or it may indicate that those who attended the forum had an opinion different from that of other respondents before the forum for whatever reason.

There was also a notable difference in responses based on the frequency with which respondents used the station. Those using it more frequently were less likely to favor the full closure option. For example, only 30% of those who reported using the station 6-7 days a week favored the full closure option, while 60% of those who reported using the station less than once a week or never preferred the full closure option. (Interestingly, this effect did not apply to those who responded to the survey in connection with the forum, whose opinions did not vary noticeably based on their frequency of use.)

While the survey was not conducted in a scientific manner (see “Survey Limitations” below), **the results suggest broad support for replacing the elevators one at a time, thereby keeping the station open during the construction period, including during off-peak hours. The fact that participants in the forum generally favored the full closure option provides some support for New York City Transit’s preference for that approach, though forum respondents were a small fraction (14%) of the overall pool of respondents.** Without further data, it is not possible to know whether the ratio favoring full closure would have changed if more respondents had filled out the survey in connection with the forum rather than online or at the station.

Survey respondents were also offered the opportunity to provide comments on the project, and 169 did so. Comments are summarized in the body of this report and all comments are listed in an appendix. Comments included **a desire for shuttle buses during periods when subway service is unavailable** at the station, special considerations and/or financial **assistance for local businesses (including those located within the station)** and institutions impacted by the project, accommodations for older transit customers and people with disabilities, and inclusion of improvements to the stairs and/or addition of escalators to the station.

Background

MTA New York City Transit (NYCT) plans to replace the three elevators at the Clark Street station on the 2 and 3 subway lines in Brooklyn Heights due to the age and condition of the elevators, which have resulted in elevator break-downs and safety concerns. In order to gauge community opinion regarding the respective approaches, State Senator Brian Kavanagh, State Assemblymember Jo Anne Simon, Congresswoman Nydia Velázquez, Brooklyn Borough President Eric Adams, and City Council Member Stephen Levin conducted a survey that is the subject of this report.

After several passengers were stuck in a Clark Street station elevator for close to an hour in the fall of 2018, [NYCT announced](#) that the elevators were set to be replaced. In the spring of 2019, a Brooklyn Daily Eagle [article](#) suggested that the NYCT planned to close the Clark Street station

to allow for the simultaneous replacement of its three elevators. The elected officials [reached out to NYCT](#) to request further details and encourage community engagement around the project.

In response, several elected officials met with NYCT President Andy Byford to discuss the NYCT’s three proposals to replace the elevators. President Byford offered to attend a public forum to present the replacement options to the community. The elected officials also suggested a survey in order to gauge the community’s feedback to the proposals.

A public forum was organized by elected officials on September 16, 2019 with over 175 attendees. President Byford and NYCT staff [presented three options](#) for replacing the elevators. The elected officials offices then conducted a community feedback survey at the forum, online and at the subway station.

MTA New York City Transit Proposed Options

Option	Operation	Positive	Negative/Risk
<u>Option 1</u> Full closure of station for 8 months <i>(NYCT preferred plan)</i>	No elevators	Least expensive with shortest duration	<ul style="list-style-type: none"> • No Separate Shuttle Bus Service* • Within a 5 block radius, there are 3 other open stations (High Street A,C; Court St on R; Borough Hall 2,3) <p>* NYCT was open to the possibility at the 9/16/19 community forum.</p>
<u>Option 2</u> Work on one elevator at a time for 24 months	2 elevators operational at all times	Station remains open at all times	<ul style="list-style-type: none"> • Station will be bypassed if any operating elevators fails • Reliability concerns of operating elevators • Construction of partition wall required to work separately in elevators in shared shaft • Customer flow concerns
<u>Option 3</u> Work on one elevator at a time for 22 months	2 elevators operational only during peak hours <i>(roughly, peak hours = weekdays, 7am-10am & 4pm-7pm)</i>	Station remains open during peak hours	<ul style="list-style-type: none"> • Standby NYCT personnel required • Temporary supporting electrical services needed during construction • Restricted work area

More details regarding the NYCT proposals are available online at this [presentation](#).

Findings

Question 1: Respondents were asked on how many days during a typical week they use the Clark Street station:

- **34%** of respondents (233) said they use the station **6-7 days a week**.
- **24%** of respondents (163) said they use the station **5 days a week**.
- **20%** of respondents (136) said they use the station **3-4 days a week**.
- **12%** of respondents (81) said they use the station **1-2 days a week**.
- **9%** of respondents (62) said they use the station **less than once a week**.
- **0.4%** of respondents (3) said they **never use the station**.

Question 2: Respondents were asked to rank the three NYCT options in order of their preference: 1=first choice, 2=second choice, 3=third choice.

Chart 1

Sorted by Where Survey Was Taken						
All Responses						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	262	38.14%	341	49.64%	84	12.23%
Second Choice	62	9.02%	220	32.02%	405	58.95%
Third Choice	363	52.84%	126	18.34%	198	28.82%
Total	687	100.00%	687	100.00%	687	100.00%
Responses From Sept 16 Meeting						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	76	79.17%	16	16.67%	4	4.17%
Second Choice	6	6.25%	51	53.13%	39	40.63%
Third Choice	14	14.58%	29	30.21%	53	55.21%
Total	96	100.00%	96	100.00%	96	100.00%
Responses From Online						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	156	33.48%	256	54.94%	54	11.59%
Second Choice	43	9.23%	132	28.33%	291	62.45%
Third Choice	267	57.30%	78	16.74%	121	25.97%
Total	466	100.00%	466	100.00%	466	100.00%
Responses From Clark Street Station						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	30	24.00%	69	55.20%	26	20.80%
Second Choice	13	10.40%	37	29.60%	75	60.00%
Third Choice	82	65.60%	19	15.20%	24	19.20%
Total	125	100.00%	125	100.00%	125	100.00%

As shown in Chart 1, respondents ranked their first choice as follows (all responses):

- **50%** of respondents (341) selected **Option 2 (24-month all hours)** as their first choice.
- **38%** of respondents (262) selected **Option 1 (8-month closure)** as their first choice.
- **12%** of respondents (84) selected **Option 3 (22-month peak hours)** as their first choice.

However, the ranking of the proposals differed depending on where the respondent took the survey:

- **Public forum** respondents ranked **Option 1 (8-month closure)** as their first choice (79%).
- **Online** respondents ranked **Option 2 (24-month all hours)** as their first choice (55%).
- **Clark Street Station** respondents ranked **Option 2 (24-month all hours)** as their first choice (55%).

At the forum, President Byford expressed a preference for Option 1, and attendees took the survey after a two-hour meeting, which included the NYCT presentation and a question and answer segment. Respondents at the subway station generally spoke with survey distributors for a few minutes before completing the survey. The majority of respondents completed the survey online, 68% (473). Online respondents likely completed the survey after receiving the link via email from the elected officials, through the media articles covering the forum, or through another community outreach effort. However, online respondents may also have attended the forum or met a staff person at the subway and then taken the survey online. The different ways that the respondent completed the survey and the different ways that they received information before completing the survey could help explain why the results differ by venue.

As shown in Chart 2, respondents who use the station **6-7 days a week ranked option 2 as their first choice**:

- **57%** of respondents (133) selected **Option 2 (24-month all hours)** as their first choice.
- **30%** of respondents (69) selected **Option 1 (8-month closure)** as their first choice.
- **13%** of respondents (31) selected **Option 3 (22-month peak hours)** as their first choice.

Respondents who use the station 5 days a week, 3-4 days a week, and 1-2 days a week also preferred option 2, to varying degrees. Respondents who use the station less than once a week, or who did not say how often they use the station, prefer option 1. Further detail is provided in Chart 2.

Chart 2

Sorted by How Often Respondent Uses the Station						
6-7 days a week.						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	69	29.61%	133	57.08%	31	13.30%
Second Choice	22	9.44%	68	29.18%	143	61.37%
Third Choice	142	60.94%	32	13.73%	59	25.32%
Total	233	100.00%	233	100.00%	233	100.00%
5 days a week.						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	66	40.49%	76	46.63%	21	12.88%
Second Choice	14	8.59%	49	30.06%	100	61.35%
Third Choice	83	50.92%	38	23.31%	42	25.77%
Total	163	100.00%	163	100.00%	163	100.00%
3-4 days a week.						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	47	34.56%	75	55.15%	14	10.29%
Second Choice	14	10.29%	38	27.94%	84	61.76%
Third Choice	75	55.15%	23	16.91%	38	27.94%
Total	136	100.00%	136	100.00%	136	100.00%
1-2 days a week.						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	35	43.21%	37	45.68%	9	11.11%
Second Choice	11	13.58%	30	37.04%	40	49.38%
Third Choice	35	43.21%	14	17.28%	32	39.51%
Total	81	100.00%	81	100.00%	81	100.00%
Less than once a week.						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	36	58.06%	19	30.65%	7	11.29%
Second Choice	1	1.61%	31	50.00%	30	48.39%
Third Choice	25	40.32%	12	19.35%	25	40.32%
Total	62	100.00%	62	100.00%	62	100.00%
I never use the station.						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	3	100.00%	0	0.00%	0	0.00%
Second Choice	0	0.00%	1	33.33%	2	66.67%
Third Choice	0	0.00%	2	66.67%	1	33.33%
Total	3	100.00%	3	100.00%	3	100.00%
Left Blank						
	Option 1	Option 1 Percentage	Option 2	Option 2 Percentage	Option 3	Option 3 Percentage
First Choice	6	66.67%	1	11.11%	2	22.22%
Second Choice	0	0.00%	3	33.33%	6	66.67%
Third Choice	3	33.33%	5	55.56%	1	11.11%
Total	9	100.00%	9	100.00%	9	100.00%

Full Closure Versus Keeping the Station Open

Given that Options 2 and 3 are substantially similar, in that they maintain service during peak hours throughout the construction period, whereas Option 1 involves full closure of the station, it is worth considering how Option 1 fares compared to the combined totals for Options 2 and 3.

As shown in Chart 3, of the 687 responses to the survey, 62% preferred one-elevator-at-a-time replacement, keeping the station open with either a 22- or 24-month project duration, while 38% preferred full closure with an 8-month duration.

Chart 3

Respondents Choosing Option 1 (Full Closure) Versus Those Choosing Option 2 or 3 (Keeping Station Open All of the Time or During Peak Hours)

Proportion of Respondents Who Chose Option 1 (Full Closure)				
Frequency of Use Per Week	Responded at Forum	Responded at Station	Responded Online	All Respondents
6-7 Day	81%	27%	24%	30%
5 Days	83%	29%	36%	40%
3-4 Days	79%	13%	26%	35%
1-2 Days	75%	20%	41%	43%
<1 Day	75%	13%	62%	58%
Never	0%	0%	100%	100%
No Response	80%	50%	0%	67%
Total	79%	24%	33%	38%
Frequency of Use Per Week	Responded at Forum	Responded at Station	Responded Online	All Respondents
3-7 Days	81%	24%	28%	34%
1-7 Days	80%	24%	30%	35%
< 1 Day or Never	75%	13%	64%	60%

Proportion of Respondents Who Chose Option 2 or 3 (Station Open All Hours or Peak Hours)				
Frequency of Use Per Week	Responded at Forum	Responded at Station	Responded Online	All Respondents
6-7 Day	19%	73%	76%	70%
5 Days	17%	71%	64%	60%
3-4 Days	21%	88%	74%	65%
1-2 Days	25%	80%	59%	57%
<1 Day	25%	88%	38%	42%
Never	100%	100%	0%	0%
No Response	20%	50%	100%	33%
Total	21%	76%	67%	62%
Frequency of Use Per Week	Responded at Forum	Responded at Station	Responded Online	All Respondents
3-7 Days	19%	76%	72%	66%
1-7 Days	20%	76%	70%	65%
< 1 Day or Never	25%	88%	36%	40%

Among those who preferred keeping the station open over full closure, a large number (50% of all respondents) chose the 24-month project with 24-hour service rather than the 22-month-project with no off-peak service (12% of all respondents), as shown in Chart 2.

The preference for keeping the station open was particularly strong among those who use the station frequently, with 70% of those who reported using the station 6-7 days a week in favor of keeping the station open over the full closure option, while only 40% of those who reported using the station less than once a week or never preferred keeping the station open over the full

closure option. As shown in Chart 3, this effect did not apply to those who responded to the survey in connection with the forum, where 81% of those who reported using the station 6-7 days a week favored the full closure, while 75% of those who frequent the station less than once a week or never preferred the full closure option.

Question 3: Respondents were asked to provide any comments; this was an optional question. A total of 169 respondents completed this section. The comments below were provided by 2 people or more respondents. All comments are included in the appendix.

Among the 169 respondents who provided comments:

- **25%** stated **shuttle bus service should be considered** (43 respondents).
 - Most of these respondents (29) mentioned shuttle bus service should be included with Option 1 in particular.
- **23%** said there should be **special considerations and/or financial assistance for local businesses and institutions** impacted by the project (39 respondents).
- **8%** expressed disapproval of option 1 (14 respondents).
- **7%** expressed concerns and felt that there should be special considerations for the elderly and people with disabilities (12 respondents).
- **7%** expressed approval of option 1 (11 respondents).
- **6%** said the plans for the project should be planned according to weather conditions and the seasons (10 respondents).
- **5%** said stairs should be included in the project (8 respondents).
- **4%** expressed an urgency for the project to begin as soon as possible (6 respondents).
- **4%** expressed skepticism of the MTA's estimated timelines (6 respondents).
- **3%** stated they wanted the station to remain open (5 respondents).
- **3%** expressed approval of option 2 (5 respondents).
- **2%** said alternative stations should be functional during the course of the project at Clark Street Station (4 respondents).
- **2%** said escalators should be included in the renovation project (4 respondents).
- **2%** stated they can find an alternative route if the station is closed (4 respondents).
- **2%** expressed fear for their personal safety if the station is not fully open (3 respondents).
- **2%** said good contractors should be hired for the renovation project (3 respondents).
- **2%** stated renovations of the station and street-level arcades should be included in the plans if option 1 is chosen (3 respondents).
- **2%** expressed appreciation of the community forum (3 respondents).
- **1%** expressed a fear of the lack of accessibility to Brooklyn Heights if the station is closed (2 respondents).
- **1%** stated that other stations should be considered for renovations (2 respondents).
- **1%** said there should not be a shuttle bus service (2 respondents).
- **1%** expressed concerns over weekend closures (2 respondents).
- **1%** believed there should be more police presence in the station (2 respondents).
- **1%** expressed a desire to learn more about the elevator upgrade (2 respondents).

Question 4: Respondents were asked where this survey was completed:

- **68%** of respondents (466) completed the survey **online**.
- **18%** of respondents (125) completed the survey at the **Clark Street Station**.
- **14%** of respondents (96) completed the survey at the **September 16th Forum**.

Question 5: Respondents were asked for their contact information, so that the survey distributors can stay in touch with them about this project; this was an optional question.

Survey Distribution

The survey was distributed in the following manner:

- **Public Forum:** Over 175 people attended the public forum hosted by elected officials on September 16, 2019. Staff distributed a paper version of the survey to most of the attendees.
 - 96 people filled out the paper survey at the forum.
 - If respondents did not answer all of the questions but provided contact information, staff attempted to contact the respondent to complete the survey.
- **Clark Street Station:** Staff from elected officials offices conducted the survey with commuters and residents visiting the businesses at the Clark Street station on Thursday, Sept. 19th (approx. 8:45am-10:15am); Tuesday, Sept. 24th (approx. 12noon-3:15pm); Tuesday, Sept. 24th (approx. 4:30pm-6:30pm); Wednesday, Sept. 25th (approx. 8:15am-10:15am); and Wednesday, Sept. 25th (approx. 5pm-7pm).
 - 125 surveys were collected at the subway station. In addition, staff distributed over 400 paper surveys to people in the station who did not fill out the survey at that time, but who expressed interest in taking the survey online or submitting it at another time.
 - If respondents did not answer all of the questions but provided contact information, staff attempted to contact the respondent to complete the survey.
- **Online:** Respondents were also able to complete the survey [online through a google form](#). The online survey was shared with the community through elected officials email networks, social media, and [website links](#). The Brooklyn Heights Association (BHA) also shared the survey with its network. The Brooklyn Daily Eagle also [shared the survey link](#) in one of their news stories covering the September forum, as did the [Brooklyn Heights Blog](#).
 - 466 surveys were collected online.
- **Other:** The survey may have been shared in other ways; for example, a resident in the subway station informed staff that a flyer encouraging people to fill out the survey was hung in his building.

Survey Limitations

This survey was conducted in order to gauge community feedback and there were various limitations, such as:

- There was no method executed to ensure that respondents only completed the survey one time.
- 23 surveys were not included because the respondent did not fill out all of the questions and there was no contact information provided to conduct follow-up or follow-up didn't yield results; however, the comments from these surveys are included in the appendix.
- The staff did not go to the subway station on a weekend. However, given that approximately 5-35 surveys were collected per subway visit, it is unlikely that a weekend visit would have significantly altered the total results, though it could have impacted the results from the subway station alone.
- The survey results differed based on how the respondent took the survey (public forum, online, or subway station). People taking the survey had access to different levels of information from different stakeholders and different time constraints.
- Various stakeholders expressed opinions on the proposals or the project in general. For example, NYCT President Byford expressed a preference for option 1. A few of the Clark Street business vendors expressed a preference for option 2 to staff (one business vendor approached a staff person conducting the survey and asked her to tell people to pick option 2). The BHA shared the survey link and expressed concerns about any of the options, but “especially the complete closure option” because of its impacts on the small businesses in and around the station. The elected officials also expressed concerns over a full station closure in their spring letter to the NYCT requesting clarity on the project.

Appendix A

Survey Tool

Clark Street Station Elevator Replacement Project Survey

bit.ly/clarkstreetsurvey

1. On how many days during a typical week do you use the Clark Street station?

Please circle one:

- 6-7 days a week.
- 5 days a week.
- 3-4 days a week.
- 1-2 days a week.
- Less than once a week.
- I never use the station.

2. The MTA has three proposals for replacing the elevators at the Clark Street station on the ② / ③ subway lines. It is a 3 to 7 minute walk to the nearest station. Please rank the options below in order of your preference: 1=first choice, 2=second choice, 3=third choice.

Option 1: Station closed for eight months. Rank: _____

- ❖ *Duration of Project: 8 months*
- ❖ *All three elevators will be repaired simultaneously.*
- ❖ *Trains will skip the station in both directions 24 hours a day, 7 days a week for the duration of the project.*

Option 2: Station open at all times, except in emergencies. Rank: _____

- ❖ *Duration of Project: 24 months*
- ❖ *One elevator will be repaired at a time. Two elevators will be in operation.*
- ❖ *Trains will only be required to skip the station in emergencies, if one or more of the operating elevators fail. Past experience would suggest this might happen about once or twice a month.*

Option 3: Station closed during off-peak times, open during peak times except in emergencies. Rank: _____

- ❖ *Duration of Project: 22 months*
- ❖ *One elevator will be repaired at a time. Two elevators will be in operation.*
- ❖ *Station will be open at peak times but closed at off-peak times, with all trains skipping the station in both directions.*
- ❖ *Trains may also be required to skip the station during peak times in emergencies, if one or more of the operating elevators fail. Past experience would suggest this might happen about once or twice a month.*

3. Please provide any additional comments (Optional):

4. Where was this survey completed? *Please circle one:*

Sept 16th Meeting

Internet/Online

Clark Street Station

5. **Your contact information**, so we can stay in touch with you about this project (Optional):

Name: _____ Phone: _____

Email: _____

Return completed survey by Fri. 9/27/19 to kavanaugh@nysenate.gov. Fax: 212-431-7836, Address: Borough Hall, 209 Joralemon Street, Room 300, Brooklyn, NY 11201. Coordinated by Sen. Brian Kavanaugh, Assemblymember Jo Anne Simon, Congresswoman Nydia Velázquez, Borough President Eric Adams, & Council Member Stephen Levin.

Appendix B

Comments from Survey Respondents

It would be a hardship all around if the train station is shut down completely. 8 months is a very long time.

We need the station open. Some of us need to work at weekends.

Option 1 would destroy North Heights. People like us live here because it is a short commute to Manhattan. We would move if Clark St is not open.

Please do the project as quickly as possible and consider some sort of assistance to businesses within the station that are negatively affected.

Closing Clark St. for 8 months --- Option 1 -- would be a real hardship for the community. For the stations I travel to there are no good alternatives. Also, you already closed Clark Street once before a few years ago because you didn't take precautions to prevent the tunnels under the East River from flooding. This already imposed a huge hardship on the community.

Part of my worry (other than an extended commute because I will have to walk to Borough Hall) is safety, especially if I am taking the subway home at night. There is a big difference at night, as a woman by myself, walking a block to my apartment from Clark Street vs. walking from Borough Hall. I also don't trust the MTA to actually complete repairs within the specified time frame, and 8 months is already a very long time. Option 2, where the station is open continuously and one elevator at a time is repaired, is the most respectful option for those of us who live in the neighborhood and rely on the MTA to get around. I also wouldn't mind if during the repairs we were allowed to use the stairs if we would like.

Closing the Clark Street station for 8 months would have a huge, detrimental, effect on my day to day livelihood. Please consider option 2, for those who don't work traditional 9-5 jobs and rely on the subway to/from work. Thank you.

In the winter this station keeps me connected to the city. Walking to Borough hall does not feel like a good option

Stop fare evasion at this station.

Option two and three have only a two month difference so there's little benefit to choosing option 3. Also as someone who frequently works till 9pm, the 7 PM closure would be problematic.

In option 1, can the station and street-level arcades be renovated as well so the station is nicer when it reopens?

just keep the station open

Would be ideal if there were efforts to make the station ADA accessible and bypass the set of stairs on the platform. My mother is in a wheelchair and navigating to certain stations is a huge hassle

Option #1 is only viable with a Shuttle service to Borough Hall Station. Many member of the Brooklyn Height neighborhood are elderly or have problems walking, especially in inclement weather.

Have lots of photos from meeting if you need them

On weekends when the A/C closes for work, without this station our end of brooklyn heights would be inaccessible by public transportation on weekends.

Insure that: businesses are minimally impacted; High Street and Boro Hall will be available and not closed at any time during renovation. Address rat population. High street station is the dirtiest in this area.
Closing the station on weekends would be devastating for the local churches.
I have concern about the businesses in the station. Perhaps some sort of subsidy would help out during the interim.
No matter what option wins, I hope: compensation can be provided to station merchants; we can explore escalators at platform level; extra credit if you can link the Clark station with the High Street A/C Station.
With option 1: with bus to downtown Brooklyn and Manhattan. Important: to keep stores in station open.
Bring back the B51 bus to NYC by the Manhattan Bridge and supply a shuttle bus. Shuttle Bus 24/7, B51 to City Hall.
Need shuttle bus nights.
New business owner at Clark Street Station, 85% of customers are commuters. Full closure would put me out of business.
Are the businesses in the station being compensated? Clarify peak times. [Ranked option 1 as rank 1 and wrote in:] "or 2 if the above doesnt happen"
No one goes into candy store/small grocery unless they are utilizing the subway. They will go out of business even if arcade is open. Fix one or two elevators at a time and leave Clark Street Station open!
Why is using the stairs not an option? During rush hour even with the elevators working it's a nightmare.
This station already had weekend closures for an extended period of time last year and should not have to have the same inconvenience.
I have lived in Brooklyn Heights for over 20 years. Any option should also include educating riders (many of whom are my neighbors) about the consequences of forcing the elevator doors open, etc. We will have similar problems with the new elevators, if this behavior continues. Thanks.
Thank you for your respectful and timely process.
Consider a direct to city shuttle (to wall st station)
Elderly with poor mobility
Elderly with challenged mobility
Elderly with poor mobility
Thanks Andy Byford!
Provide relief for St. George businesses that will be impacted by reduced foot traffic.
Under Option 1 please consider replacing platform stairs with escalators.
Please do not close
Thanks for addressing all questions. You sold me on option 1.
Would love to have this be a pilot for a downtown Brooklyn bus circulator, proofed during this shutdown and then made permanent. Also, would be even more in favor of either side platform with longer shutdown or a total shutdown of the Clark Street Station.
Hurry up + do it!
[next to selecting option 1, rank 1:] Only if a shuttle bus runs to borough hall 24/7

Maximize shuttle bus service for option 1.
Business in lobby stay open. Small shuttle buses for those
Thanks for this event.
[Option 1, rank 1] subject to a shuttle bus only, else this [line to option 2] would be #1
[Option 1:] with: shuttle; with rent abatement for station store owners. Encourage work to be done at a time that makes plans around weather vacations for school.
Consider shuttle bus; keep businesses open and help cover their costs; try to time for summer work (less foot traffic)
1) Please plan a shuttle bus at peak hours; 2) please staff R St. Station at Montague 24 hours; please restore B51 bus from Downtown Brooklyn to Lower Manhattan
Need shuttle bus. I'm elderly and have increasing problems walking to Court Street Station to take the 2 or 3
Should assign staff to direct traffic to "next" elevator during rush hours to avoid door repairs. People keep coming into elevator without waiting for the next one.
[Next to option1, rank 1:] *If subsidies are given to business owners to cover their rent for 8 months, this can be done with the \$6 M saved. As noted above, from the \$6M saved for the option one, funding should be provided to business owners to cover their rent costs
I use this stop five days a week and I know most of the vendors that work at this station. Closing all elevators will be like closing the stores in the stations. May people will be affected if this station is closed please consider keeping it open so we can all resume some normalcy in our lives.
Please provide law enforcement in train station. People are violating the rules all the time! Skateboarding on the platform, dogs of all sizes just [on leash or] unleashed, music playing, people blocking entrances & exits.
I live on Garden Place and I am a frequent user of the Borough Hall Station, several times a week. I support the little shops in the station in addition to seniors & others needing to use Clark St. on a daily basis.
I don't feel a shuttle is necessary. Money can be spent more usefully on other things.
What is the problem? People can walk a mere 2-3 blocks and get to the Borough Hall Station. Why put in a shuttle bus? That is a bad idea. Shut the Clark Street Station in full. The next subway station is very close by!
As a Brooklyn College student, closing down the station isn't ideal, however, in the colder months a shuttle bus/van would be lovely and I would be fine with the station closing! Maybe start work when school is out. Thanks!
Shuttle van/bus a must for option #1!
Adding adequate shuttle service is mandatory. Assisting the existing businesses during the project is very important. The station was closed in the past and they suffered. What about the Boro Hall Station? Its condition is shocking. Remember when the ceiling fell on a customer? The priceless tile work has been damaged and no one cares.
[Option 1, rank 1:] only if there is a shuttle bus. Also concerned for the businesses in the station - they cannot survive a shutdown. They are small business owners.

[Option 1, rank 1:] But only if shuttle. I am full time working senior- leave 4:15-4:30AM to attend a YMCA before work -> Need shuttle also for inclement weather. Dangerous to walk to A/R OR 4/5 trains in the dark or snow ice. CALL ME PLEASE. [lit] / steps downstairs / difficult many stations

An escalator from the platform to/from the passageway to the elevators would be a big improvement.

My use of the station is relatively optional, and I can always switch at Fulton if I need to get to the 2 or 3.

We should prioritize protecting existing small business owners in and around the Station and the transportation accessibility of neighborhood residents who are seniors or mobility-challenged. If the full station closure is instituted the MTA should endeavor to increase subway service at nearby stations (High Street, Court Street and Borough Hall) and neighborhood bus services. Consider instituting a community shuttle on a loop from Clark Street Station to nearby train stations during the shutdown.

The needs of the MTA must be balanced against the needs of small businesses! I heartily disagree with placing even more hardships on small businesses.

None of the options are satisfactory but option 2 is more reasonable. Something should be done to allow those who wish to use the stairs to do so by cleaning them up, etc. Also, select a more reliable elevator company for replacement and repair work. Previous elevator company did a poor job because elevators had problems soon after the work was done. Select a company that will immediately address problems during this 24 month period so as to keep elevators in service throughout this period. Commuters need reliable services not empty promises.

Something needs to be done for elderly people who use this station. The nearby A/C doesn't have an elevator. So if you need an elevator you will be left without any options especially if there is no shuttle bus.

How much of an upgrade are we going to get? Will they coordinate like regular elevators on the future? That would be nice. Having everybody press three buttons to call three elevators is a little wasteful

It would be nice to have regular elevators for which you'd only have to push one button

Listen to experts not NIMBYs

If the station is closed completely (Option 1), then a shuttle bus should be installed to connect typical Clark Street users to other local stations.

If the station is closed down for the 8 months, bus service should be provided. If using Henry and Hicks street is not viable, the bus could run Cadman to Court and Montague and back - buses run on Cadman and Court all the time and Cadman is only one block over from the Clark Street station. For those who already walk a distance to get to Clark (from north heights) walking to Court/Montague might be a challenge in bad weather or for elderly/disabled.

I came to the September 16 meeting not wanting the station to be closed, but after the presentation changed my mind and decided option 1 was the best. Mr Byford said that if option 1 was adopted, it might allow them to refurbish the platform area as well, and I hope he does that. In addition, I would like them to consider helping the in station merchants with loss of business costs as was initially mentioned by Steve Levin, and while his particular suggestion re rent may not work, to somehow figure out how to help them should be thought through, as the cost in terms of the total project is de minimis. Thank you for having the meeting.

Shuttle buses might help old people like [X name] and [X name] but can do nothing. realistically, for the small business folks whose livelihood would be seriously jeopardized or even destroyed by Option 1.

Shutting the station down for 8 months is the most ridiculous idea. Its like evacuating an apartment building because the light bulb broke. Your equation to balance your time (mta) vs commuter inconvenience is very skewed. No service is a major hardship for people in the area

I've hear about the possibility of shuttle bus service, would that be possible during peak hours if they go with option 1? Where would that shuttle bus go to?

Please do not close the station completely - MAJOR inconvenience!!!

I am voting for full closure contingent upon a) a shuttle service for those for whom the closure would be a hardship, b) heavy support for merchants who would be affected by the shutdown (e.g. signage, lower/suspended rent negotiations, etc.) and c) the 8 month shutdown being a realistic estimate and not one which will inevitably drag on and undo the good will that is being requested by the MTA.

It would also be helpful while they are fixing the elevators, they also fix the stairwells to make them accessible to the public.

We don't want to lose our stop.

This is a necessary project and we should do it once and do it right by shutting down the station. There are many transit options in the immediate neighborhood and 8 months is minimal disruption as we can have. We need to shut it down. Prolonging it will not help. Imagine 2 years of construction!

I live down the street on Clark and avoid using this station as much as I can. I take the A whoever possible even if I have to walk further.

bring back the successful B51 bus that would loop from the Clark St station with a drop off at City Hall no matter which option is ultimately decided. They are all unworkable. The City has a duty to the neighborhood to provide a viable service. The B51 bus loop is the least that should be done

I only support the first option IF shuttle buses are provided for those who cannot walk to other stations AND IF the businesses in the station are somehow protected from loss of foot traffic.

There are many elderly residents of Cadman Towers who rely upon the Clark St. subway station and we are already accustomed to 1 elevator not working. It would be a hardship to have no access to this station for 8 or more months.

My choice of option one of full closure is CONDITIONAL on the MTA/city/state taking concrete steps to mitigate the economic repercussions on local businesses that rely on commuter traffic for a high percentage of their revenue. One possibility is that the rent of the businesses located within the station concourse be paid by MTA/city/state for the 8 months, surely a relatively small percentage of the renovation's projected cost. Other local businesses within a certain radius could be granted some kind of tax credit. Surveys could be conducted to determine how many customers for various businesses are commuters rather than residents within a couple of blocks. ALSO, the Cadman Street West entrance to the A/C trains is already stressed by current commuter and tourist traffic. The single stairwell is woefully inadequate; the MTA needs to construct a second stairwell, regardless of the additional foot traffic related to the Clark St work.

I think option #1 is the best BUT the MTA would have to provide a bus to take people from the Clark St. station to the nearest next station

The year plus weekend closure for the Sandy repair, while understandably was necessary, was more difficult for me then expected. I would MUCH rather have several minor inconveniences for a longer period vs one major inconvenience even if it is a shorter time in this case.

how stupid is the fire code? This project is unnecessarily prolonged and made more expensive by an overly rigid fire code. Can't you get a waiver? What are the chances in the case of a fire that 2 elevators

could evacuate every one and one elevator couldn't? You are only playing the odds, how many people in station, and it seems the probabilities are very uncertain. Except during rush hour, there are rarely many people in the station at all. This is the over regulation that makes it impossible to do any work quickly and economically in NYC, and why our infrastructure stinks. Why not just close the station entirely from 8 pm to 7am? can you get elevator technicians to work at night? Look at the mess at High Street. They closed the down escalator for months, were unable to redirect the other two escalators so both went up and none went down all during the weeks of work, and now, a couple months after the completion of the work, someone spilled something on the new down escalator and it looks terrible. Of course, no one cleans anything and the paint or whatever the spill was probably seeped into the mechanical mechanism.

The safety and modernization of the elevators is my chief concern as a daily user of the Clark St. station. I'm concerned that working on only one elevator at a time may compromise the safety of the overall 3-elevator system—less time for testing all three working together. After the elevators are refurbished I wish the tile work and ceilings in the entire station—below ground and at the token booth level—would be remodeled and refreshed. Currently they are, frankly, a filthy eyesore that hardly seems like it belongs in a world-class city like New York.

The best solution here is to provide as little disruption as possible. This station is widely used and pulling it out of commission will have an outsized negative effect on neighborhood residents' everyday routines. Additionally, I have concerns about the businesses in the Clark St Station, who rely on subway traffic for their livelihoods.

This is a corrected survey to one I submitted yesterday

Option 2 is my first choice, but I find option 3 completely ridiculous since for keeping station closed for 3/4 of daily operations you save only 2 months of repair time (comparing to option 2). That seems totally non-efficient. I don't really think that option 3 should be offered. Cause if a choice is to leave station operational while doing repairs (versus closing it completely as in option 1) - then option 2 offers much more than option 3 and it extends repair time for only 2 months.

Option 1 and provide shuttle bus. Thank you Mr. Byford and staff for your time, support, explanation. Much appreciated and helpful.

Real attention must be paid to supporting the small business owners in the station as they will be destroyed without subway traffic.

Shuttle buses imperative if option 1 passes. 1 month closed for wall construction.

Make sure High Street Station escalators are working totally. More police presence would be needed. If option #1 is chosen, then offer rent incentives and in replacement shops where the businesses in these stations can carry out their business on a temporary platform. They can not survive on 8 months closure, and this wonderful city has a very long history in not meeting deadlines and expected openings.

Clark Street is the safest station ! Also at night when I return from at 11 pm. I am in my 80s, I do not dare use High Street then!

I use the Clark Street Station to commute from Penn Station to my office at Educational Housing Services at 55 Clark Street. I'm fine using the A/C to High Street for the duration of the project. I would rather the project be completed as quickly as possible instead of dragging it out for years. The request I have is that the work be started in March so that the worst of the weather can be avoided.

There are 1400 College Students that live at the St. George Hotel year round who go all over the city for school and internships. (this includes summer!)

How long will the new elevator last?

The previous question and ranking options was a bit difficult to fill out. It could have been useful if the options were listed as A, B and C instead of Option 1, Option 2 and 3. I hope people don't answer incorrectly if they were confused...

Even when the elevators work theyre scary, outdated, hot, and gross. Its the quickest route for me to dumbo but ill give it up for the a new system

It's going to be a great inconvenience no matter which option is chosen, so I say just go with the one that will get the whole thing done in the least amount of time possible.

The crowding on platform at High St due to popularity of DUMBO does not make that a good option for rush hour commute. The crowding of the Lexington Avenue line at rush hour eliminate Borough Hall as an alternative. Most importantly- no other trains go where the 7th Avenue line goes. So there are not other options. Leave it open at least during rush hours. 6 million is worth the loss of productivity for thousands of us

The Clark Street survey provider was very informative and prompt!

Penalize Option 1 contractor if exceeds 8 months. Was 9/16 meeting a secret?

If Option 2 or Option 3 is chosen, I would use nearby stations anyway because of the congestion and time it takes to get on an elevator (even when all 3 are working and especially when one is out of service).

Option 1 is simply ridiculous. Some people have a long walk to Clark Street; an additional long walk to Borough Hall for the next 2/3 station is preposterous. Plus, we all know that when the MTA says eight months, it means 18.

This is a very popular station for all brooklyn heights residence, would be a MAJOR inconvenience if it shut down!

I commute to Clark Street from the Bronx. These repairs will make my commute even longer.

We would prefer the 8 months closure over the summer, please!

Is there any way to provide stairs or escalator?

If closed, please provide shuttle bus service from Clark Street to Borough Hall.

Hire competent elevator engineers to do the replacement / renovation of these elevators, not the firm that has previously been involved.

For the healthcare workers in the neighborhood, it is imperative that we have access to the subway to get to the hospital. Hospital arrival times can range between 5-7am at the earliest. Borough Hall is not a 7 minute walk as stated in this survey, it is closer to a 15 minute walk--this survey should be updated to reflect as such.

I don't believe for a second that the station is only going to be closed for 8 months. Never in the history of NYC has any project by the city or the MTA taken the amount of time they say it will. If the 8 months is a stupid estimate and it's really going to be more like a year and a half or two years, then I would go with choice #2 first and make choice #1 the last one. You will have to let your conscience be your guide. I do NOT want to be without this subway for more than 8 months and also worry for the vendors there. I think it is important that they are fairly compensated otherwise they will move and we will be without any businesses once the project is completed. Now where's the survey that lets me rant about how poorly the subway system is being run these days. Ridiculous schedule and nothing seems to be improving. Corruption and lethargy all around

This is a crucial station for Brooklyn Heights, and with poor service of the subway already, it is imperative that this station stay open.

I've recently moved to the neighborhood and quite frankly the proximity to the 2/3 was the largest reason for this. My commute is likely to double without the option. Removing train access entirely seems out of the question to me.

Option 1 is unacceptable. Many elderly people in this neighborhood would have great difficulty in traveling to a different station during periods of bad weather (hot or cold). Please note this project is supposed to start in the 4th quarter, at the beginning of winter. Do we really need to expose people to slip and falls on ice for the sake of repairing elevators? ALSO - closing the station would absolutely destroy ALL the small business owners in the Clark Street station. These are all establishments that are the very fabric of this neighborhood. This would be tragic, and completely avoidable.

I use the Clark Street station to commute to DUMBO which is already a long walk. If the station closed during peak hours I would have to walk from Borough Hall which is very far.

Please god put some sort of functional air flow into the new elevators throughout the course of the ride. Air conditioning, fans, something, anything to make it less hot and humid.

If the station will be closed for a total of 8 months. The \$6M in savings, as compared to options 2 and 3, should go towards renovating the actual station as well.

The only other option for West Side service would be the A/C train and those trains are already so crowded at all times I can't imagine not having the 2/3 train as an option at Clark Street. I would prefer to have the station closed for 8 months and access the 2/3 train at Borough Hall, but this is not an option for everyone. Also, I never trust the MTA when it says that something will take a certain amount of time. If they say it will take 8 months we'll be lucky if the station re-opens within 16 months. There appears to be no accountability or financial oversight when it comes to MTA improvement projects and they become a black hole of money and time.

i lived on Fort Hamilton parkway and the deadline you guys promised did not happen at all. So completely shutting down the elevators will not work.

8 months seems like an awful long time to replace one elevator. In 14 story buildings I've seen full elevator replacement in 1-3 months.

Borough hall and high street are close please close and finish quickly

My 2 kids travel uptown to school every single day on this train!
Just wanted to add that our family of 5 choose to live near the Clark Street station bc 2 of our kids go to school on the UWS, and our older daughter is in college uptown, and my husband's office is in the financial district. We use this station daily.

We don't own a car bc we committed to taking public transportation for the environment. Just wanted to add that piece!

We truly hope the station doesn't shut down for an extended period of time.

Thanks,
[X name]

How is it legal to only provide elevators with no stairs/escalator egress options?

Option 1 would devastate my commute. Please do not shut down the station.

I came to the meeting [intro] about a total closing. I have used this station for 51 years. After hearing Mr. Byford, I changed my mind. [Circled 3-7 minute walk & wrote:] depends who is walking Lived here in the Heights 52 years. Love this community Great meeting. Thanks

Get it done! lots of other subway

efficiency of elevators, good contractors for good service

The businesses in the station deserve better - let them survive!

Thank you Jo Anne Simon! A shuttle to Borough Hall is an absolute! There are many seniors who are unable to walk to Borough Hall.

closing the station for 8 months would be extremely inconvenient for all working professionals in the neighborhood and might potentially hurt landlords trying to rent in this area

Help for stores located at the station. Shuttle to Boro Hall for many who are not ambulatory.

Option 2 is basically the current norm. 1 elevator is constantly out.

Cross honor fares to NYC ferry

It would be great if opening up the stairs was an option to avoid closures.

Can we just use the service staircase?

open the stairs!!

From Middagh St. Cranberry St. Orange St. it is a twenty-one minute walk for some of us!!
[next to option 1 as 1st choice] *With (1) Shuttle Bus! and (2) High St. Street-Level advice when escalators are not down operational (3) Please add escalator to replace 12-15 steps directly to the subway platform.

[under comments] High St. has 48 steps, and when escalator (particularly the down escalator) then there are an additional 77 steps!!

I'm not opposed to closing the Clark Street train station for 8 months if that will speed up the process of replacing the elevators.

What bothers me is the safety walking home (after rush hour) let's say from the Theater, Concert or a night out with friends from Boro Hall, or that matter coming from the High Street station on the A Train. The MTA plans on starting this in the 4th quarter of 2020 which is Winter Time. It's dark early and later at night it could be deserted coming from Boro Hall. Most of the businesses are closed and of course in the Winter Time there are less people out.

The High Street train station of the A trains poses its own problems. There is and always has been problems at that station.

The Court Street R Train Station (entering Montague and Clinton) used to have a Transit Customer Service person in the Station since they took the token booth out. That is no longer available, so other than rush hour that station could be deserted as well.

Closing would be devastating for the businesses!!

Too many tourists. High street can handle it. [Next to option 1:] N.F.W.

Do more maintenance on the open elevators and keep the repairmen on call

Closing for 8 months would devastate local businesses and impact all residents that will be funneled to the 4,5, A,C trains.

Biggest preference is to use the stairs

concerns about vendors - MTA can assist with rent \$ for short them. weather constraints. senior citizens walking to other stations is a problem. need bus services. no longer 1 sent ride [&] transfers

Option 1 with Shuttle

Add feature to My MTA for reoccurring trip advisory to help during shut down, e.g "Your commute today will be 23 m. via High Street or 26 min via Borough hall. Do you need a shuttle today? If you leave early you could save 5 min."

Note: Clark and Henry are busy during student move in/move out times.

I think the proximity of nearby stations can make option 1 palatable. That being said, I would like to see free shuttle bus transfers

Option 1 with a shuttle bus

The businesses will fail if the station of closed. But two years of disruption will harm them too, especially being closed all weekend. Winter is hard in BH because people are not good at cleaning snow. An extra few blocks adds a lot more risk

shuttle bus/van would be very helpful

Please provide a 15-20 person van able to shuttle mobility-impaired people to other stations

Option 1 is my first choice if financial assistance can be provided to the businesses in the station and some sort of shuttle service can be offered.

Option 2 is the only viable option, in my opinion

Provide better communication to neighborhood residents about future plans. Past communication was almost a non event.

Given provisions for lobby businesses and the possibility of a jitney to A/C +/-or 4/5 station

Option 1 only if MTA implements shuttle bus and MTA bus from Brooklyn Hts to lower Manhattan during duration of work.

Option 1 can short time can completing project if full manpower and equipment, even 2 shift working [laborers] per day hopefully, within 3-4 months can finished project.

Stairs please

MTA has tried for too long to fix. And I'm sure it will take longer due to lazy workers who are over paid

I vote for this because its most effect, but not good for me. [ranked Option 1 as first choice]

With the provision there would be shuttle busses. Keeping businesses open. If construction during the warmer months [ranked Option 1 as first choice]