

**TESTIMONIALS**  
**Businesses impacted by first phase of South Hennepin Reconstruction**  
**(36<sup>th</sup> St. – W. Lake Street)**

**Amazing Thailand**

*The reconstruction has had an extremely negative impact on our business. No longer is there a lane or parking available for customers to use when dropping off family members who may not be physically able to walk from a parking ramp to our restaurant. Many of these once faithful customers no longer dine at Amazing Thailand. We experienced a substantial drop in our take out business as there is no longer a space available for someone to quickly park, run in to pick up takeout orders. We have also witnessed a huge increase of people parking in front of their restaurant illegally, only to block traffic and cars having to enter the lane of oncoming traffic to going around causing dangerous traffic situations. We have tried to get around the lack of street side parking by having our takeout customers use the back alley, however, this is a single lane and many customers end up blocking the parking spaces of the adjacent apartment complex, hindering their tenants from exiting their parking area.*

**Dunn Brothers Coffee (3348 Hennepin Ave. S.)**

*The Hennepin Avenue construction project may be one of the worst projects for business I have witnessed. There was and is no benefit to this project. Where resurfacing would have sufficed we took months (nearly a full year) to complete an overdesigned and overly engineered project. Aesthetically, terrible. Functionally, terrible. There has been no benefit to Minneapolis, its citizens, or any business that I am aware of. We had a reduction of business in excess of 40% year on year. Our business depends on routine traffic. Once that pattern changes customer begin a new routine and seldom return.*

**Chris Guertin, President Sport Resource Group**

*I own the property at 3539 Hennepin. The city did this same thing to us a few years ago – and stuck me with a \$12,000 assessment! It drove our business out of Uptown (and Minneapolis) and did the same with several business neighbors of ours. We are now located in business-friendly Edina and couldn't be happier.*

**Doug Huemoeller, President Kitchen Window**

*I strongly encourage you to reconsider the current South Hennepin Reconstruction Project. The proposed plan WILL BE detrimental to business along the route. I can attest to this being a business that has had to try to survive Phase 1. Our business is located on Hennepin Ave between Lake Street and 31st Street.*

*Our store foot traffic is down over 30%. The elimination of convenient on-street parking has severely impacted customers willingness to stop by and quickly pick up an item or two. We hear comments repeatedly from callers and the few customers that are willing to park several blocks away (as all close by neighborhood parking was eliminated several years earlier) and walk to our store. "where did the parking go" These plans will put dozens of brick and mortar stores out of business. In an era where convenience is key to the survival of business this new plan will virtually eliminate all convenience parking.*

*In addition to the problems business face by not having street parking are the horrendous traffic issues that have been created by people illegally parking and stopping their cars. They park on the street blocking the street and not allowing 2 cars to pass side by side. They block the bike lanes and pull their cars onto the sidewalks. I personally have made HUNDREDS OF COMPLAINTS with 911, 311, Lisa Bender's office and public works. I have hundreds of pictures of park cars and hours of video of people parking and leaving their cars for up to 20 minutes. The response continues to be..."we are working on a solution" No solution has come. Traffic gets so backed up and congested it can take 3 or 4 lights to travel one city block from 31st Street to Hennepin. During the first of two most recent public hearings, planning said they had a commitment for public works to prevent cars and trucks from stopping on the street. If this is possible, why does Hennepin Ave from 31st Street to Lake street have hundreds of cars stop and park their DAILY!!!!*

*It is imperative that the new plan include full on-street parking. The existing re-do of Hennepin from 36th Street to Lake Street is proof that this is critical and lack of parking will be detrimental to business.*

## **Magers & Quinn Booksellers**

*Magers & Quinn Booksellers has struggled with the recent redesign and subsequent construction on Hennepin Ave south of Lake St in Uptown. Since the project included a building to building rebuild of the sidewalk and road as well as a total reconstruction of the infrastructure below ground, it was a major project. During construction Hennepin Ave was closed to car traffic, and foot traffic was dramatically limited, at times even our front door was unavailable to us. The construction was disruptive, dirty, and unwelcoming in every way and we lost much of our retail business during that year.*

*Although the reconstruction of the road, sidewalks, and the infrastructures underneath was necessary due to the age of our neighborhood, the end design is not at all ideal for those of us who work and do business on Hennepin Ave. The loss of parking, or even a place to pull over, has been particularly painful. This change noticeably affected the way our customers think of us and whether we are a convenient place to shop. There was an immediate rise in complaints over the lack of parking in the neighborhood, as well as much complaining over the loss of a very convenient informal spot to stop near our front door. This pullover location allowed customer to drop books off easily, pop in for a quick pick up, and offered easy wheelchair access to our store when the weather was bad. We do not have the ability to do curbside pickup in front of the store and our solution has been to push this traffic into the narrow and congested alley behind the store where there are many delivery trucks and other businesses doing the same.*

*As store vacancies on our street grow in number, and remain year after year, we continue to struggle with the redesign and worry about what the future of Uptown retail business will look like. With all the factors making it difficult for small businesses to do business in this city it is hard to understand why city government would induce another permanent barrier to small business survival.*