

Executive Summary

Improving a Transit Hub

CTA is moving forward with major improvements to the 95th Street Terminal, one of the busiest in Chicago's transit system. The 95th Street Terminal Improvement Project would reduce pedestrian and bus congestion, cut travel times, improve accessibility, and modernize the terminal for a better customer experience.

Welcoming Your Feedback

CTA conducted three open house meetings September 11, 2012, September 13, 2012, and October 15, 2012 to gather feedback from the residents of the Far South Side of Chicago, many of which are CTA customers who use the terminal. The meetings were designed to give the public a chance to share their concerns about the terminal with CTA representatives, as well as share their ideas about what improvements they would most like to see happen.

The open house meeting locations were near the 95th Street Terminal, were accessible by public transportation, and were ADA compliant. In order to provide the greatest opportunity for community participation, the public meetings were scheduled in the early evening on weekdays. Spanish and sign language interpreters were available during the open house meetings.

During the meetings, residents had the opportunity to review boards displaying information about the current station and proposed improvements, talk with CTA representatives about the project, and participate in three workstation areas. One workstation collected information about attendees' trip origin and a second workstation collected details about attendees' trip destinations. A third workstation presented the terminal layout and allowed attendees to share how they use the 95th Street Terminal and any specific terminal improvements they would recommend.

Inviting the Public

In order to hear from as many members of the community as possible at the public meetings, CTA:

- Sent invitation emails to 711 residents who had previously demonstrated an interest in Red Line projects.
- Placed display advertisements in two newspapers within the project area, the Chicago Defender and the Chicago Citizen. The ads appeared the weeks of August 27, 2012 and October 8, 2012.
- Updated the 95th Street Terminal Improvement Project webpage, www.transitchicago.com/95thTerminal, with information about the meetings on August 27, 2012.
- Contacted aldermen and provided them with flyers about the open house meetings to distribute to community members.

- Posted a transit alert card providing information about the open house meetings at the 95th Street Terminal.

What We Heard

Attendees had the opportunity to comment in writing during the open house meetings. They also could submit their comments after the open house meetings via email or mail. A total of 93 community members attended the meetings. A total of 46 community members submitted written comments at the meetings, and five comments were submitted via email.

Community members were requested to express their vision for the terminal and responded that they wanted to see:

- Being a valued addition to the community and fitting in as part of the community
- A welcoming and accommodating destination used by people from all areas of the city
- A pleasant and convenient place for people to visit each day
- Being a bright, clean, and state-of-the-art facility

Residents also were asked to rank possible improvements by order of priority. Overall, attendees reported **pedestrian safety** as a top priority. They would like to see improvements put in place that ensure pedestrians are safe while using the terminal. Residents expressed concern particularly for pedestrians crossing State and Lafayette Streets to the terminal and while transferring from rail to bus.

Security is the second most important improvement for riders. They want to make sure that they feel safe both inside and outside the terminal. Many residents suggested improving lighting in and around the terminal.

Residents also would like to see improvements for **vehicular safety**. They expressed concern for vehicle drivers and want to see a layout that offers a safe way for these drivers to drop riders off and navigate around bus traffic.

Other important aspects of the project for residents are improving **internal movement**, **comfort**, and the rail **platform area**. Many community members would like to see more waiting areas and additional retail areas at the terminal to make it more convenient and comfortable for riders. Residents expressed the need for more space at the rail platform, more covered waiting space for inclement weather, air conditioning in the terminal, and a cleaner terminal.

Attendees also suggested specific improvements to the terminal, including:

- Creating additional bus pull-in and waiting areas
- Increasing access and amenities for people with disabilities
- Adding more signage, including wayfinding signs, bus and rail trackers, and bus route signs
- Creating an under pass or overpass for pedestrian to cross 95th Street
- Increasing retail spaces and adding more food vendors