

## **Descriptive Rail Station Guide**

**Station name:** Kedzie-Douglas

**Train services from this station:**

- Pink line: Loop (Inbound)
- Pink line: 54<sup>th</sup>/Cermak (Outbound)

**Station address:** 1944 S. Kedzie Ave., Chicago, IL 60623

**Nearby intersection:** Kedzie and 21<sup>st</sup> Street. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

## **Facility Description**

**Station type:** Elevated platform station with two entrances on east and west sides of Kedzie. Main entrance is on west side of the street ¼ block north of the nearest intersection. East side entrance is a fare card only entrance ¼ block north of the nearest intersection.

**Platform style:** Elevated platform that can be accessed from both street level entrances.

**Station has:**

- **Stairs:** Yes
- **Ramp:** No
- **Escalator:** Yes (up only)
- **Elevator:** Yes

**Number of station entrances:** 2

**Station accessible through:**

- **Automatic door:** No
- **Accessible door but not automatic:** Yes. Note: Accessible door only at the main entrance on the west side of Kedzie ¼ block north of 21<sup>st</sup> Street.
- **Open entrance/no door:** No. Note: Doors to the main station may be propped open depending on weather.

**Location of accessible entrance:** When facing the station's main entrance, the accessible door will be on the right (north) hand side. The button will be on a separate pole to the right hand side of the doors.

**Location of other entrances:** When facing the station's main entrance, the non-accessible door is on the left hand side. The station has a second non-accessible door on the east side of Kedzie ¼ block north of 21<sup>st</sup> Street.

**Location of customer assistant call button:**

- **Unpaid area:** Main entrance: The customer assistant call button is located on the customer assistant kiosk in front of you and to the left. The button is on the north facing wall of the kiosk and faces north. East side entrance: The customer assistance call button is located inside the non-accessible door along the left wall. The button faces south.
- **Paid area:** Once through the turnstiles, the customer assistant call button is to your left on the northwest corner of the customer assistant kiosk. The button faces northwest. On the platform, the customer assistant call button is located at the top of the main entrance escalator on the north facing wall. The button faces north.

**Location of customer assistant kiosk:** When entering the station's main entrance, the kiosk will be in front of you to the left.

**Location of elevator status board:** When entering the station's main entrance, the status board will be to the left on the south wall of the unpaid area. The board faces north.

**Fare machines:**

- **Number of fare machines:** 2
- **Location of fare machines:** When entering the station's main entrance, the fare machines will be in front of you to your right, on the west wall with the machines facing east.

**Turnstiles:** Main entrance: 3 turnstiles and 1 accessible fare gate. East side entrance: 2 reversible turnstiles.

- **Location of turnstiles:** When entering the station through either entrance, the turnstiles will be in front of you.
- **Location of accessible fare gate:** When facing the turnstiles in the main entrance, the accessible gate will be to the furthest right of the turnstiles.

**Directions to station platforms—Entering the station**

## **Using the stairs to get to the Loop platform (Inbound)**

When entering the station on **west side** of the street:

- Travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, locate the stairs in front of you and to the right.
- Ascend three sets of stairs to arrive on the platform.
- Once on the platform turn left to locate the blue tactile edge on the perimeter of the tracks. Turn left to proceed toward the head car, in direction of travel.
- *To locate the customer assistant call button: Once on the platform turn right. The call button is on the north facing wall immediately past the escalator. The button faces north.*

When entering the station on **east side** of the street:

- Travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, locate the stairs in front of you.
- Ascend one set of stairs, turn left, and ascend two sets of stairs to arrive on the platform.
- Once on the platform travel forward past the first opening with wood boarded flooring to the elevator. Turn left to locate the blue tactile edge on the perimeter of the tracks. The head car's direction of travel is to the left.
- *To locate the customer assistant call button: Once on the platform travel forward past the first opening with wood boarded flooring, past the elevator, and past a second opening. Locate the main entrance stairs and escalator. The call button will be on the north facing wall closest to the escalator. The button faces north.*

## **Using the escalator to get to the Loop platform (Inbound)**

- Must enter the station on the west side of Kedzie.
- When entering the station, travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, locate the escalator in front of you and to the right.
- Ride the escalator up to arrive on the station platform.
- Once on the platform turn left and locate the blue tactile edge on the perimeter of the tracks. Turn left to proceed toward the head car, in direction of travel.

- *To locate the customer assistant call button: Once on the platform turn right. The call button is on the north facing wall immediately past the escalator. The button faces north.*

### **Using the elevator to get to the Loop platform (Inbound)**

- Must enter the station on the west side of Kedzie.
- When entering the station, travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, turn right and locate the elevator facing west on the right hand side.
- When facing the elevator, the call button will be on the left.
- When entering the elevator, the buttons will be on your left. Press “P” button for platform. Note: The doors will open on the same side that you entered from.
- Once on the platform turn left, locate the blue tactile edge on the perimeter of the tracks, then turn left to travel toward the head car, in direction of travel.
- *To locate the customer assistant call button: When exiting the elevator travel forward past the opening and locate the main entrance stairs and escalator. The call button will be on the north facing wall closest to the escalator. The button faces north.*

### **Using the stairs to get to the 54<sup>th</sup>/Cermak platform (Outbound)**

When entering the station on **west side** of the street:

- Travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, locate the stairs in front of you and to the right.
- Ascend three sets of stairs to arrive on the platform.
- Once on the platform turn right to locate the blue tactile edge on the perimeter of the tracks. Turn left to proceed toward the head car, in direction of travel.
- *To locate the customer assistant call button: Once on the platform turn right. The call button is on the north facing wall immediately past the escalator. The button faces north.*

When entering the station on **east side** of the street:

- Travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, locate the stairs in front of you.
- Ascend one set of stairs, turn left, and ascend two sets of stairs to arrive on the platform.
- Once on the platform travel forward past the first opening with wood boarded flooring to the elevator. Turn right to locate the blue tactile edge on the perimeter of the tracks. The head car's direction of travel is to the left.
- *To locate the customer assistant call button: Once on the platform travel forward past the first opening with wood boarded flooring, past the elevator, and past a second opening. Locate the main entrance stairs and escalator. The call button will be on the north facing wall closest to the escalator. The button faces north.*

#### **Using the escalator to get to the 54<sup>th</sup>/Cermak platform (Outbound)**

- Must enter the station on the west side of Kedzie.
- When entering the station, travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, locate the escalator in front of you and to the right.
- Ride the escalator up to arrive on the station platform.
- Once on the platform turn right and locate the blue tactile edge on the perimeter of the tracks. Turn left to proceed toward the head car, in direction of travel.
- *To locate the customer assistant call button: Once on the platform turn right. The call button is on the north facing wall immediately past the escalator. The button faces north.*

#### **Using the elevator to get to the 54<sup>th</sup>/Cermak platform (Outbound)**

- Must enter the station on the west side of Kedzie.
- When entering the station, travel forward to locate the turnstiles. Proceed through.
- Once through the turnstiles, turn right and locate the elevator facing west on the right hand side.
- When facing the elevator, the call button will be on the left.

- When entering the elevator, the buttons will be on your left. Press “P” button for platform. Note: The doors will open on the same side that you entered from.
- Once on the platform turn right, locate the blue tactile edge on the perimeter of the tracks, then turn left to travel toward the head car, in direction of travel.
- *To locate the customer assistant call button: When exiting the elevator travel forward past the opening and locate the main entrance stairs and escalator. The call button will be on the north facing wall closest to the escalator. The button faces north.*

### **Directions from station platforms—Exiting the station**

#### **Using the stairs to exit the Loop platform (Inbound)**

- *To locate the customer assistant call button: Exit the head car and turn left to travel toward the west end of the platform. Locate the stairs and escalator to the main entrance. The call button will be on the north facing wall closest to the escalator. The button faces north.*

To exit on the west side of Kedzie:

- Exit the head car and turn left. Then locate the west facing stairs and escalator on your right.
- Descend three sets of stairs to arrive at street level.
- Once at street level, travel forward and to the right to locate the turnstiles. Proceed through.
- Once through the turnstiles, travel forward to locate the non-accessible or accessible doors to exit the station. When exiting the station, you will be on the west side of Kedzie facing east. The intersection of Kedzie and 21<sup>st</sup> will be to your right. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

To exit on the east side of Kedzie:

- Exit the head car and turn left. Locate the opening with wood boarded flooring. Locate the west facing stairs with metal grating prior to the first step down.
- Descend two sets of stairs, turn right, and travel down one more flight of stairs.
- Once at street level, travel forward to locate the turnstiles in front of you. Proceed through.

- Once through the turnstiles, travel forward to locate the non-accessible door to exit the station. When exiting the station, you will be on the east side of Kedzie facing west. The intersection of Kedzie and 21<sup>st</sup> will be to your left. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

### **Using the elevator to exit the Loop platform (Inbound)**

- *To locate the customer assistant call button: Exit the head car and turn left to travel toward the west end of the platform. After locating the main entrance stairs and escalator, locate the call button located on the north facing wall nearest to the escalator entrance.*
- Exit the head car and turn left. Travel past the opening with wood boarded flooring.
- Locate the west facing elevator to the right.
- When facing the elevator, the call button will be on the left.
- When entering the elevator, the buttons will be on the left. Press “S” button for street. Note: The doors will open on the same side that you entered from.
- Once at street level turn left to locate the turnstiles. Proceed through.
- Once through the turnstiles, travel forward to locate the non-accessible or accessible doors to exit the station. When exiting the station, you will be on the west side of Kedzie facing east. The intersection of Kedzie and 21<sup>st</sup> will be to your right. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

### **Using the stairs to exit the 54<sup>th</sup>/Cermak platform (Outbound)**

- *To locate the customer assistant call button: Exit the head car and turn left to travel toward the east end of the platform. Locate the stairs and escalator to the main entrance. The call button will be on the north facing wall closest to the escalator. The button faces north.*

To exit on the west side of Kedzie:

- Exit the head car and turn left. Then locate the west facing stairs and escalator on your right.
- Descend three sets of stairs to arrive at street level.

- Once at street level, travel forward and to the right to locate the turnstiles. Proceed through.
- Once through the turnstiles, travel forward to locate the non-accessible or accessible doors to exit the station. When exiting the station, you will be on the west side of Kedzie facing east. The intersection of Kedzie and 21<sup>st</sup> will be to your right. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

To exit on the east side of Kedzie:

- Exit the head car and turn left. Travel past the main entrance stairs and escalator, past the first opening, and past the elevator.
- Locate the opening with wood boarded flooring and continue traveling forward. Locate the west facing stairs with metal grating prior to the first step down.
- Descend two sets of stairs, turn right, and travel down one more flight of stairs.
- Once at street level, travel forward to locate the turnstiles in front of you. Proceed through.
- Once through the turnstiles, travel forward to locate the non-accessible door to exit the station. When exiting the station, you will be on the east side of Kedzie facing west. The intersection of Kedzie and 21<sup>st</sup> will be to your left. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

### **Using the elevator to exit the 54<sup>th</sup>/Cermak platform (Outbound)**

- *To locate the customer assistant call button: Exit the head car and turn left to travel toward the east end of the platform. After locating the main entrance stairs and escalator, locate the call button located on the north facing wall nearest to the escalator entrance.*
- Exit the head car and turn left. Travel past the main entrance stairs and escalator and past the opening behind the stairs and escalator.
- Locate the west facing elevator on the right.
- When facing the elevator, the call button will be on the left.
- When entering the elevator, the buttons will be on the left. Press “S” button for street. Note: The doors will open on the same side that you entered from.
- Once at street level turn left to locate the turnstiles. Proceed through.



- Once through the turnstiles, travel forward to locate the non-accessible or accessible doors to exit the station. When exiting the station, you will be on the west side of Kedzie facing east. The intersection of Kedzie and 21st will be to your right. 21<sup>st</sup> Street is stop-sign controlled; Kedzie is not controlled.

**CTA Customer Service:** 1-888-YOUR-CTA (1-888-968-7282), 1-888-CTA-TTY1 (1-888-282-8891) or Relay, E-Mail: [feedback@transitchicago.com](mailto:feedback@transitchicago.com)

**Elevator Status Hotline:** 1-888-YOUR-CTA (1-888-968-7282) then Option 7 twice, or Relay

**RTA Travel Information Center:** 312-836-7000, 773-836-7000 or Relay