





# countdown to a new **BROWN**

## Brown Line

### Capacity Expansion Project Contractor Introduction

#### Agenda

- Welcome and Introduction
- Brown Line Capacity Expansion Project Update
- FHP Tectonics
- Fullerton and Belmont Project Summary
- Schedule Overview
- Business Outreach
- Community Outreach
- Questions/Answers





## Brown Line Capacity Expansion Project Progress Update

### **Awarded Bid Packages**

- Signals and Clark Junction  
(Construction began December 13, 2004)
- Substations (Construction began January 10, 2005)
- Belmont and Fullerton Stations  
(Notice to Proceed issued August 17, 2005)
- Armitage, Sedgwick and Chicago  
(Contract approved at September 14, 2005 CTA Board Meeting)
- Kimball, Kedzie, Francisco, Rockwell and Western  
(Contract approved at September 14, 2005 CTA Board Meeting)

### **Planned Bid Packages**

- Damen, Montrose, Irving Park and Addison
- Paulina, Southport, Wellington and Diversey
- Communications





## Brown Line Capacity Expansion Project

### **Belmont and Fullerton Procurement Timeline**

- Community Meeting (2/16/05)
- Brown Line Project contractor outreach (2/16/05)
- Invitation for Bids (3/11/05)
- Contractor pre-bid meeting (3/22/05)
- Submittal of Bids (5/20/05)
- CTA Board Approval (6/9/05)
- Notice to Proceed (8/17/05)





## Brown Line Capacity Expansion Project

### •FHP's History

- One of the largest general contractors in the Midwest serving the Chicagoland area for over 28 years
- Primarily focused on public works and transit projects







# countdown to a **new BROWN**

## Brown Line Capacity Expansion Project

### •Awards

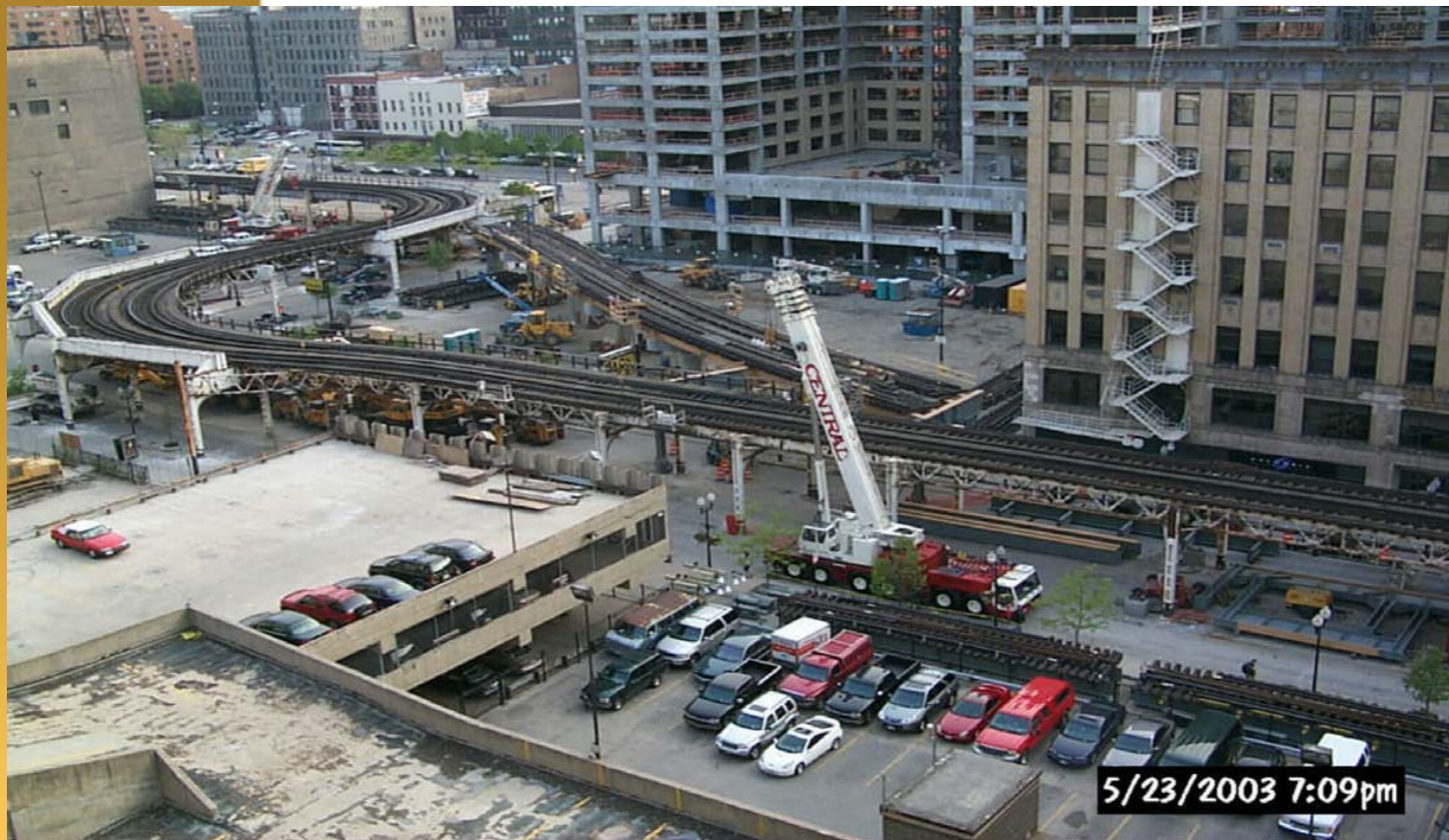
- CDOT-Outstanding Transit Contractor
- CDOT-Outstanding Contractor Performance
- IDOT-Contractor of the Year
- Landmark Preservation Council-Preservation Award





# countdown to a **new BROWN**

Harrison Curve  
Realignment  
before







# countdown to a **new BROWN**

Harrison Curve  
Realignment  
after

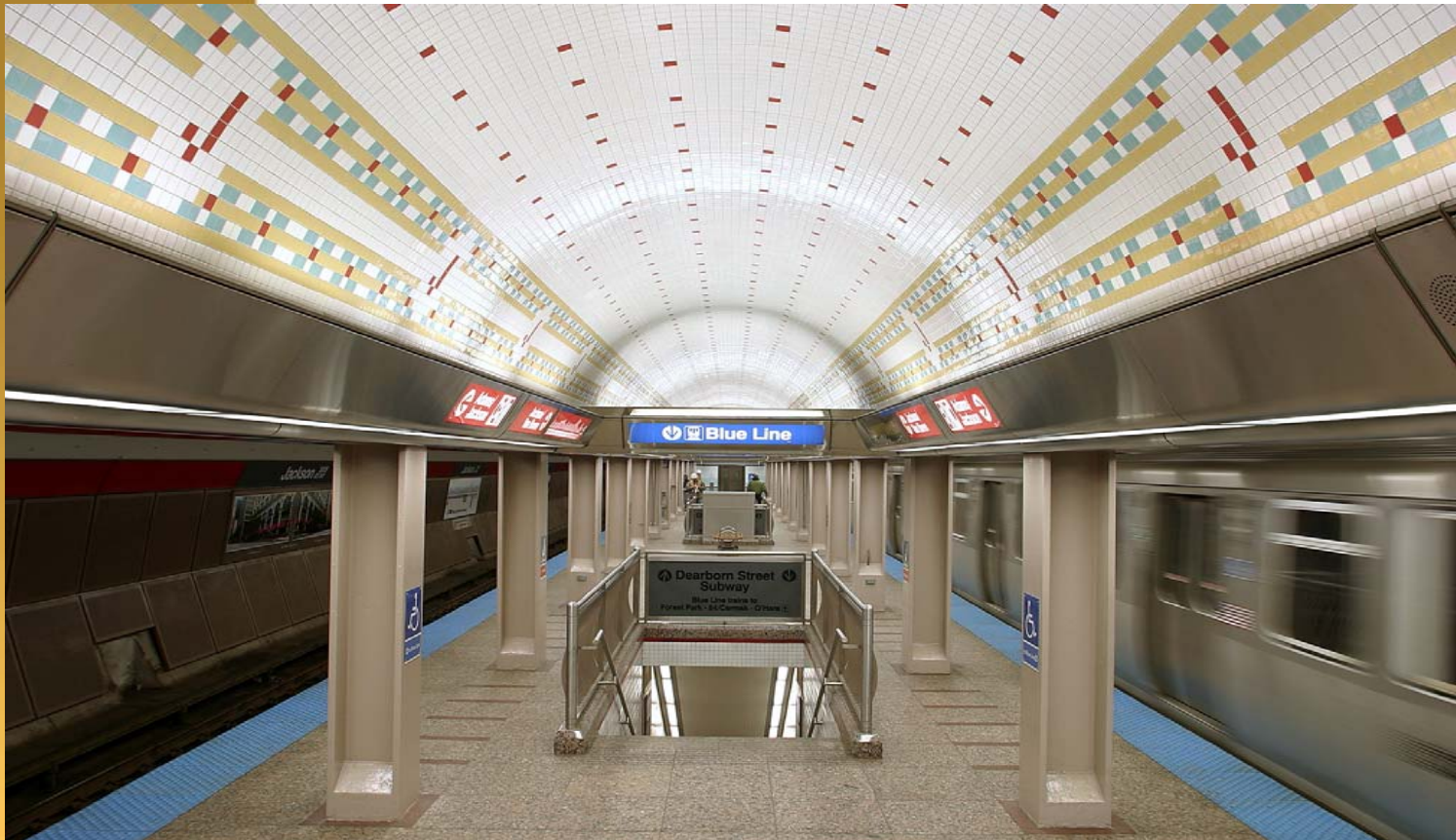






countdown to a  
new **BROWN**

Jackson/State  
Street Red Line  
Platform







# countdown to a **new BROWN**

Lake/Randolph  
Red Line  
Station





# countdown to a **new BROWN**

## Brown Line Capacity Expansion Project

### • Staging Area

- Jobsite Offices – 3232 North Wilton (north of Belmont – east of tracks)
- Construction Enclosures/Protection
- Complying w/City of Chicago Requirements







# countdown to a **new BROWN**

## Brown Line

### Capacity Expansion Project

#### • **Initial Work Activities (Initial 90 days)**

- Demolition of acquired properties for new track structure
- Noise and vibration monitoring
- Site Survey/Track Survey
- Subsurface (underground) Survey
- Utility Survey and Relocation
- Video Survey
- Storm Sewer Survey (Televising and Cleaning)





## Brown Line

### Capacity Expansion Project

#### • **Schedule**

- Phases
  - Phase 1 (Temporary Stations)
  - Phase 2-5 (Track and platform work)
  - Phase 6 (New Station)
- Milestones
  - ADA Compliance at Fullerton (2008)
  - Project Completion (2009)
- Construction Hours
  - Monday – Friday 6:00am-3:30pm
  - Weekends 6:00am-3:30pm
  - Special Work





countdown to a **new BROWN**

## Brown Line

### Capacity Expansion Project

- **Community Interface**

- Parking
- Sidewalk/Traffic Lane Closures
- Station Access
- Temporary Facilities
- General Contractor Contact  
(773) 308-SERV







# countdown to a **new BROWN**

## Brown Line Capacity Expansion Project

### **General Questions**

Mark Payne  
Chicago Transit Authority  
mpayne@transitchicago.com  
(312) 681-2713

### **Brown Line Comments**

brownlinecomments@ctacipm.com  
brownlinebusiness@yahoo.com

### **Field Questions**

FHP Tectonics  
773-308-7378 or (773-308-SERV)

### **CTA Web Site**

[www.transitchicago.com](http://www.transitchicago.com)

### **Service Questions**

CTA Service  
ctahelp@transitchicago.com  
1-888-your-CTA





# countdown to a **new BROWN**

## Brown Line

### Capacity Expansion Project

#### • **Business Outreach Plan**

Parameters - Small businesses within two blocks of each station.

Two levels of service:

- Within one block of a station
- Within two blocks of a station





## Brown Line

### Capacity Expansion Project

#### Within One Block

#### Advertising

- Car Cards - CTA will design and place car cards in unsold ad space on Brown Line trains encouraging customers to continue to support businesses impacted by construction.

#### Marketing

- “Open for Business” Postcard Template – A postcard template will be provided on CD-ROM for businesses to notify customers that they are still open for business during construction.
- Progress Posters – Depict the ongoing progress of the project Sent to businesses for display and updated regularly.







## Brown Line Capacity Expansion Project

### Within One Block

#### Marketing (continued)

- “Open for Business” Starter Kit
  - Informational Letter – A letter to business owners detailing the project and information specific to nearby station construction.
  - “Open for Business” Poster - A poster reminding customers and passersby that their establishment is “Open for Business” during construction.
  - Brown Line Fact Sheet – A one-sheet overview of the construction, proposed dates of closures, facts and statistics.





## Brown Line Capacity Expansion Project

### Within Two Blocks

#### Marketing

- “Open for Business” Postcard Template
- Progress Posters
- “Open for Business” Starter Kit
  - Informational Letter
  - “Open for Business” Poster
  - Brown Line Fact Sheet





countdown to a **new BROWN**

## Brown Line

### Capacity Expansion Project

#### • **Maintain Community Outreach**

- Meet with community when a contractor is selected
- Develop outreach networks to keep communities informed of project progress. CTA continues to provide monthly updates to the community through Brown Line Task Force
- Continue to meet with community throughout construction
- Maintain Brown Line information on web site







## Brown Line

### Customer Communication

## Construction & Service Related

- **Construction Activity Notices**

Inform residents that work is being performed in their area, which may affect street traffic, alleys and parking

- **Customer Alerts**

Provide advance notice of how planned construction/maintenance events are expected to affect CTA service.

- **Flyers/Handouts**

Typically smaller versions of Customer Alert produced for major service changes such as temporary station closures.





## Brown Line

### Customer Communication

## Construction & Service Related

- **Weekly Service Update**

On a weekly basis, CTA issues a press release that details service-related information and what customers need to know regarding temporary station closures, service delays, reroutes, alternate entrances/exits.

- **Station Signage – Alternate Routes**

Prior to temporary station closure, signs will be posted prominently at the station listing recommended alternate service.





## Brown Line

### Customer Communication

## Construction & Service Related

- **Service Disruptions**

Information on service disruptions is provided to all print and television media outlets, posted on CTA's web site and provided to Customer Assistants at stations on the line.

- **Report It**

We encourage our customers to report a problem with the announcement system or if a Customer Assistant is not communicating the appropriate information to customers.

