

Stamford Transportation Center Master Plan

Public Open House and Online User Survey No. 2 Results

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PREPARED FOR

Connecticut Department of
Transportation - Office of Rail
2800 Berlin Turnpike
Newington, CT 06111



PREPARED BY

Vanasse Hangen Brustlin, Inc.
Wethersfield, Connecticut 06109



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1. Introduction

1.1 Background

The purpose of the Stamford Transportation Center (STC) Master Plan is to develop recommendations and conceptual improvements for the state-owned Stamford Transportation Center complex, leading to enhanced access and increased public transit use, transforming the STC into a best-in-class facility.

The STC is the busiest passenger rail station in Connecticut, serving about 28,300 customers each weekday (pre-COVID). The STC serves Metro-North, Shoreline East, and Amtrak trains. It is the Stamford hub for CT transit buses, as well as Stamford's intercity bus station. It is also the hub for private shuttles linking area employees to the trains and buses serving the STC.

With this volume of trains and buses, the STC is also a key access point for taxis and transportation network companies (TNC) such as Uber and Lyft. The STC provides garage parking for commuters as well as a number of amenities for passengers and the general public, including some limited retail and dining facilities.

With all of these uses packed into a site that is constrained in size by the railroad tracks, Interstate 95, and surrounding development, improvements for customer access and the overall passenger experience must be carefully coordinated. Over the years the Connecticut Department of Transportation and the City of Stamford have conducted a number of planning studies concerning the STC and the surrounding area.

1.2 Process

While the STC Master Plan is being led by the Connecticut Department of Transportation, the STC's owner, a number of key stakeholders, including the City of Stamford, are participating in the plan's development. The Stamford Transportation Advocacy Team (STAT) has met regularly and includes a broad group of stakeholders to discuss findings and provide input on the development and recommendations of the STC Master Plan.

The STC Master Plan is being developed over four steps, which are:

1. Identify Issues and Opportunities
2. Establish a Transformative Vision
3. Propose Concept Plans
4. Develop the Final Plan

Conducting a public open house and the second online survey are a key part of step 2, where two concepts for the STC are presented to the public to express their preferences and feedback. The results of those efforts are presented here.

1.3 Public Open House

There were many opportunities for the community to learn about the proposed plan and for the project to obtain public input to help shape the plan. Visual concepts for Station Place, ticketing areas, and the bus and shuttle level were released on May 10, 2023, and available on the project's website. The public comment period opened on May 10, 2023, and closed on June 8, 2023. The public could provide comments by email, through the online survey, by leaving a voice message on a hotline, or by mail.

The public was afforded opportunity to view the two STC and Station Place concepts in person at an open house held on May 24, 2023, from 4 to 7:30 PM at the Stamford Transportation Center. This meeting was publicized with both print and online advertisements in the Connecticut Post, Stamford Advocate, and El Sol, (Spanish publication). The advertisements included information about the physical and language accessibility accommodations as outlined in the CTDOT press release. During the open house, no attendee requested assistance from the Spanish interpreter.

At the open house, project representatives presented the draft Master Plan design concepts as depicted on the project website. They offered background about the STC Master Plan, its primary elements, and then concepts for the Station Place, Concourse, and Tunnel Level. For each area, there was a comparison of any difference between design concept 1 and 2. The presentation was also published on YouTube and can be viewed at <https://youtu.be/WzMA1rKJknw>. Attendees were encouraged to take the online survey to express their preferences and submit their comments, and assistance to access the on-line survey was provided by the project team representatives.

1.4 Online Survey

The online public survey targeted STC users to understand which of the two proposed design concepts they prefer and what improvements they believe are most important. The survey, conducted between May 9 and June 8, 2023, was offered in both English and Spanish and focused on the following:

1. Which design concept users prefer for Station Place,
2. Which design concept users prefer for the Concourse/Ticketing and Waiting Area,

3. Ranking which specific upgrades to the Tunnel Level and Bus and Shuttle Area should have priority,
4. Open ended comment section for suggestions to improve the design concepts, and
5. Demographic, use and accessibility information about survey respondents.

The two concepts present distinct alternatives for Station Place and for the Concourse/Ticketing and Waiting Area. For Station Place, Concept 1 provides a wider pedestrian plaza and a cycle track on the north side of Station Place from Atlantic St. directly to a bike parking facility. It includes the opportunity for a Transit Oriented Development (TOD) to be built over Station Place and the plaza. Concept 2 includes a TOD site on the south side of Station Place, a narrower pedestrian plaza, and lanes for Southside Shuttles extending beneath the plaza to the Tunnel level.

For the Concourse/Ticketing and Waiting Area, Concept 1 includes a vaulted roof and ceiling with the central ticket office replaced with a ticketing kiosk along the west wall. Concept 2 includes a gull wing roof with the mezzanine extending the length of the concourse and the central ticket office replaced with a ticketing kiosk along the east wall, along with a new concourse bridge extending across the east side of the Concourse. Further details, as provided on the STCMasterPlan.com website, are included in Appendix A.

A total of 219 people responded to the online survey. Not all respondents answered all of the questions. For example, some respondents did not identify their preferred design concept, but left specific suggestions for additional improvements. Others did not offer a ranking of the specific upgrades, although they responded to other parts of the survey.



2. Station Place Concept Preferences

2.1 Station Place Preference

Survey respondents were directed to a web page for the project, STCMasterPlan.com, to learn about the project and explore the design concept renderings, (See Appendix A). Once there, they completed a survey on their preferred design. The first question was about their design concept preference for Station Place. The respondents viewed a rendering for each concept, and were asked to select one, (See Appendix B).

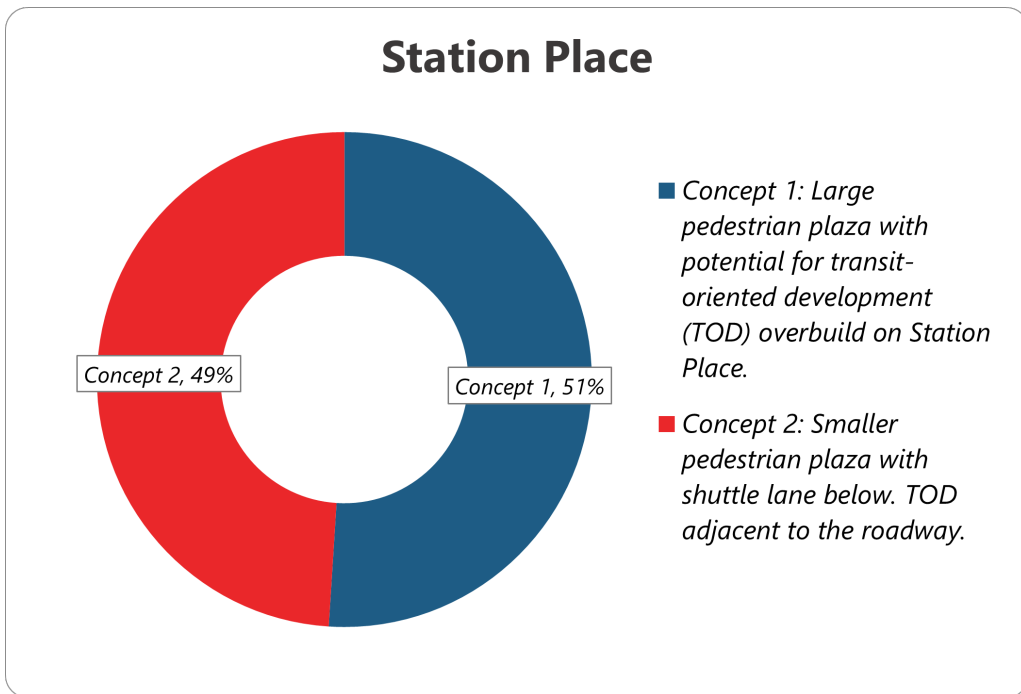


Figure 1: Which of the following concepts do you most prefer for Station Place?

Figure 1 shows that the respondents were evenly split in their preference between Concepts 1 and 2 for Station Place. Approximately 51% of respondents preferred Concept 1 and 49% preferred Concept 2.

2.2 Desired Improvements

Respondents also had an opportunity to write comments about additional improvements they would like to see for Station Place, (See Appendix D).

About 90% of survey respondents chose to leave comments, and there were several common themes between them. Below are some representative comments from each theme, listed in order of frequency:

Improvements to the physical infrastructure. Respondents desire improvements for increased access, better security, and better signage.

Access: better pathways in and out of Station Place, and more elevators/escalators.

"Must have bike sharing and better pathways to the city for both pedestrians and biking, and micromobility e.g. scooters, e-bikes etc.

"I don't think there is enough attention being paid to how Pedestrians are supposed to flow from the city across the site including from the bus station to the train station. I-95 is a daunting barrier and there should be a high capacity pedestrian corridor that allows quick flow including escalators as elevators are too low capacity for rush hour. There is attention paid on the south side of the station but the north side and bus station feels more like an after thought."

"Elevator access on both sides of the concourse."

Security and Safety: improved lighting, better personal and property security for bikers.

"It's currently dingy, congested, gross and feels borderline unsafe so openness, light and space should be prioritized. Also security presence to deter bad behavior."

"The more TOD the better, and please have a physically protected bike lane instead of a painted line. Also add more bike parking racks along the whole station instead of a single concentrated central place just for more options."

"...Many people also have their bikes stolen from the station so more secure bike storage needs to be a priority."

Better signage.

"Much better signage which should be tested on several people who are totally new to the station. The current signage as to where things are is just awful and I feel sorry for anyone new to the station."

"Informacion de hora de sañidas de los buses [Bus departure time information]"

Improvements to the flow of traffic. Respondents were generally positive about the one-way traffic flow but desired a system to separate commercial rideshare and the personal carpool areas.

"Designated Rideshare area, separate from General Public or Taxis."

"Better flow of traffic -- it's currently difficult to pick people up at the station (traffic and not enough space at times to get to the station with cabs in line etc). Also, the same goes for drop off - the area is too small and almost constantly I am dropping someone off outside of the "drop zone" which feels more dangerous. This also may be addressed with the new garage, but an easier way to park at the station and get from the parking garage directly to the station to get on the train."

"It is critical to have a passenger drop off/pick up area that is covered so that people do not get wet with rain/snow. This coverage needs to be all the way from where cars/taxis/shuttles pull up to the ticketing areas and tracks. This is critical for visitors. Thank you!"

Requests for more commercial dining and retail options and to activate the space beyond transit.

"Increased walkability and connection to nearby places. Love the inclusion of a cycle track, that is a must. Limit use of skybridges, TOD renderings are tower in the park style, focus on traditional streetwall style TOD to increase street activation and benefit to the commuter. Space for restaurants, shops, coffee, etc."

"Better areas for people to be picked up from friends/family/car service. Also, would like the underground passage to north side of station to be much nicer and open 24/7 - develop a food court/bars/restaurants (use Grand Central Station for inspiration!) Also would be nice to have a nicer plaza on the north side as well."

Some other specific requests are for additional electric vehicle charging and parking lot kiosks that accept credit cards, instead of just cash. Several respondents were disappointed by the design concept on the "north side," and believed it should be further developed:

"This concept lacks improvements to the station on the north side. There should be enhanced access that is more centered around pedestrians, cyclists and bus riders. These iterations are more centered around the new parking facility which is further away than the existing garage. I encourage you to consider a passageways to North State Street and to Atlantic Street with people-moving and escalators, conveyers, much like you see at airports and at Jamaica Station (LIRR) which is a close example."

Another niche topic was the parking garage. Some respondents wanted to see it removed so the land can be used to improve traffic flow or developed for mixed-use:

"Mixed use (Retail / Commercial) development along Station Place in existing garage location (bars, restaurants, etc.). We do NOT need more residential development"

"Get rid of the old parking garage and make it more easy for pick up and drop off at the station so it's safe for everyone"

Other respondents want more parking:

"Where is the parking garage? I don't think it is practical for commuters to have to walk a distance to and from station place."

"maximize parking and office space that is easy walking distance to train station."

"Why are you taking the parking lot away? It's the best parking lot in the state."



3. Concourse/Ticketing and Waiting Area

3.1 Concourse/Ticketing and Waiting Area Preference

After voting for their preferred Station Place design concept, respondents viewed renderings of each concept for the Concourse/Ticketing and Waiting Area, (See Appendix C) and were asked to select their preference.

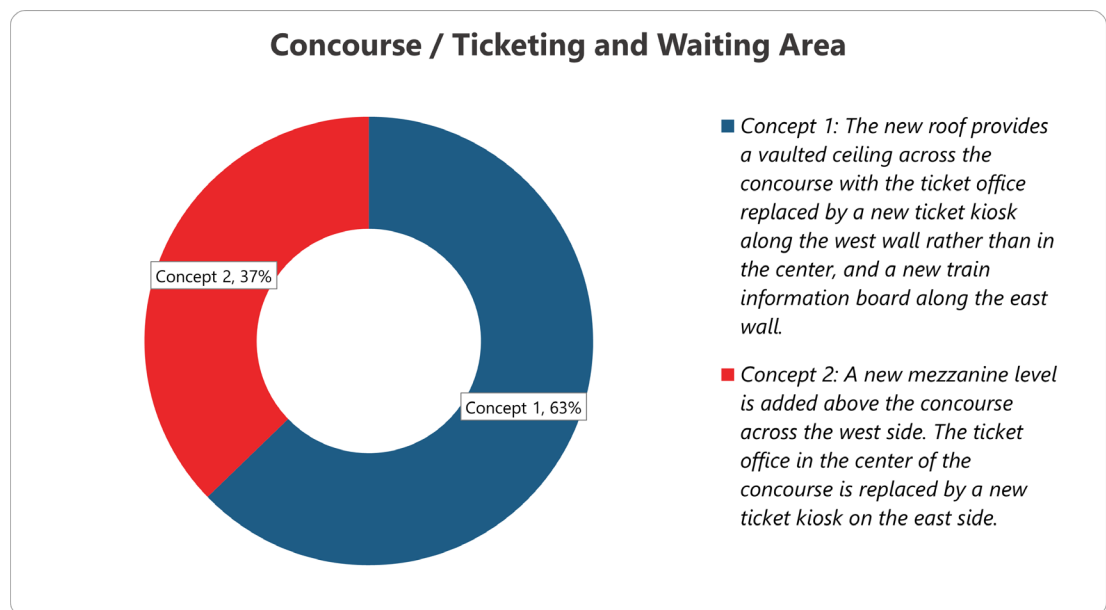


Figure 2: Which of the following concepts do you most prefer for the Concourse/Ticketing and Waiting Area?

Figure 2 shows that respondents preferred Concept 1 for the Concourse/Ticketing and Waiting Area. About two-thirds, (63%) of respondents preferred Concept 1, with the remainder, 37%, selecting Concept 2.

3.2 Desired Improvements

In the online survey, respondents had the opportunity to write comments about additional improvements they would like to see for the Concourse/Ticketing and Waiting Area, (See Appendix E).

A total of 188 respondents chose to leave comments for this section. The common themes are listed below in order of frequency:

Request for better commercial dining and retail options. This theme was frequently expressed in the write-in comments:

"My main motivation for selecting concept two was that I saw the "bar/restaurant" in the rendering on the mezzanine level. We can make vast improvements to the dining options inside the Stamford train station. Let's replace Dunkin' Donuts with Donut Delight - it's local and far superior. And, let's build a bar/restaurant so people can have a decent bite/drink in transit. It doesn't have to be Grand Central, but little improvements would go a long way."

"More seating and things to do. Places to eat or convenience stores to get snacks for the train ride."

"Much much more higher quality small business food and beverage options. There should be a sports bar!"

Safety and Security. Respondents want the design to be mindful of homelessness management:

"Ensure the design does not encourage homeless people from over occupying the space. Take a look at the waiting area at 9 PM or later and you'll see that the seats are mostly occupied by homeless people. There should be more ticket machines as well as they are often heavily used on the weekends."

"These areas look good, but more shops and restaurants could add value and reduce the tendency for homeless people to set up camp in these areas."

"More open with less places for people to "camp out" would be great. I'm not a fan of the mezzanine."

Improvements to the physical infrastructure. There were many requests for improved seating, signage, elevator/escalator access, ticketing counters, and personal device charging stations:

"Increased signage, improved intercom, more arrival/departure boards, more seating."

"Lots of charging outlets."

"With ticketing becoming increasingly virtual, a ticket booth should not be the most prominent feature. I'd love to be able to get a very good cup of coffee and use a clean restroom. Phone chargers and prominent signage would also be helpful. An outreach center/area for the unhoused would also be helpful - Stamford's unhoused should not feel that the train station is their only option for sleep."

"Just a large simple space with seating and clear large board for train times and clear track signage. Some simple art installation possibility or usage as an event space would be cool...Also please have clear escalators that can go up and down on all access points. Stairwells should be nicer! (not like emergency stairwells)"

"PLEASE upgrade the women's restroom. It is very small, and the AC never works. Need more stalls (and bigger) with doors that open out to make it easier to take luggage in the stall."

Improvements to the aesthetic of the design. Respondents desire a modern space with natural light and high ceilings:

"I like the mezzanine idea, but I think the low ceiling is claustrophobic in a public space. I think concept 1 (with vaulted ceiling) could also benefit from an outdoor terrace for warm summer months. Overall, a modern interior combined with a classic exterior (see moynihan train hall) will age best"

"Open the space up - it is a large space cluttered by the central ticketing booth"

"(1) Open concept is fantastic.

(2) Integrate more greenery or a green wall, living wall."

"Driving into Connecticut, this is one of the first visuals of the state. The large winged roof would be an impressive sightline from 95."

There were also some enthusiastic comments advocating for transit staff. Respondents remarked that having people available to assist with ticketing was important to them. They do not want to see machines completely replace the ticket agents:

"Customers need live ticket office staff, not just a kiosk. This is especially important for infrequent travelers or people arriving in Stamford on business or to visit family and friends."



4. Ranking of Tunnel Level Upgrades

On Question 4 of the online survey, respondents were asked to rank (See Appendix F) in priority order upgrades at the Tunnel Level and Bus and Shuttle Area in the design concept.

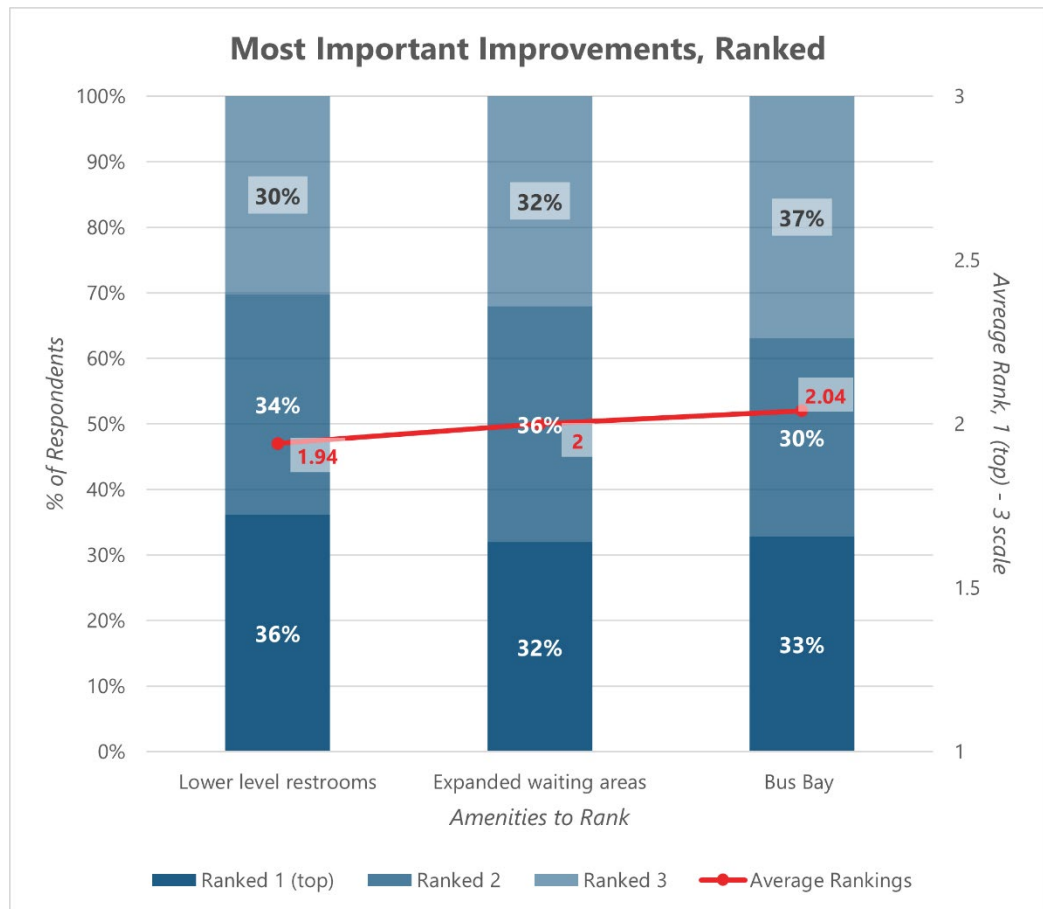


Figure 3: Please rank the following improvements most important to you.

Figure 3 shows that 36% of respondents ranked lower-level restrooms as most important. Expanded waiting areas received the most second-choice ranks, with also 36%, and bus bay upgrades were least important to most respondents, with 37% of them ranking it third.



5. Demographics, Access & Use

The following subsections provide detailed information about the survey respondents.

5.1 Survey by Platform Used

Survey 2 Platform

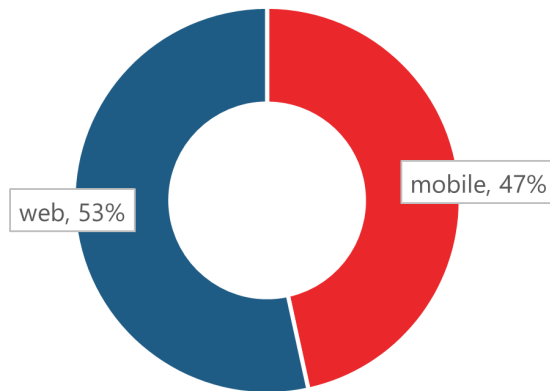


Figure 4: Traffic – Platform Breakdown.

As shown in Figure 4, 53% of respondents used the web compared to 47% using a mobile device to complete the survey.

5.2 Survey by Language

Survey 2 Language

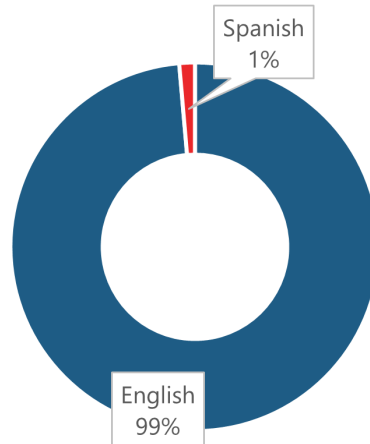


Figure 5: Language survey was taken in.

As shown in **Figure 5**, all but a few respondents took the survey in English. Of 219 respondents, three took the Spanish version of the survey.

5.3 How Respondents Access the STC

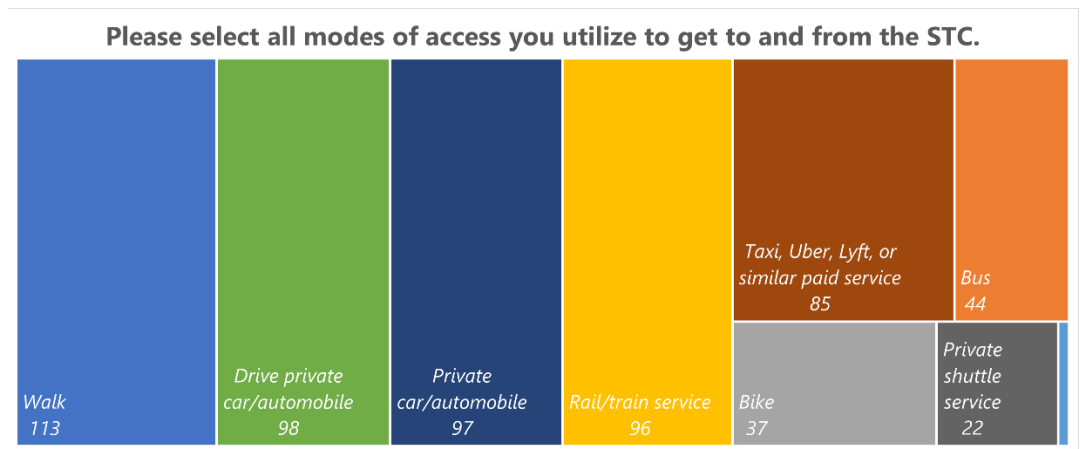


Figure 6: Please select all modes of access you utilize to get to and from the STC.

As shown in **Figure 6**, most respondents use cars, rail, and walk to access the STC, and there is some representation of bikes, bus, and shuttle use. There were two respondents who indicated they also use a wheelchair or mobility scooter.

5.4 Why Respondents Use the STC

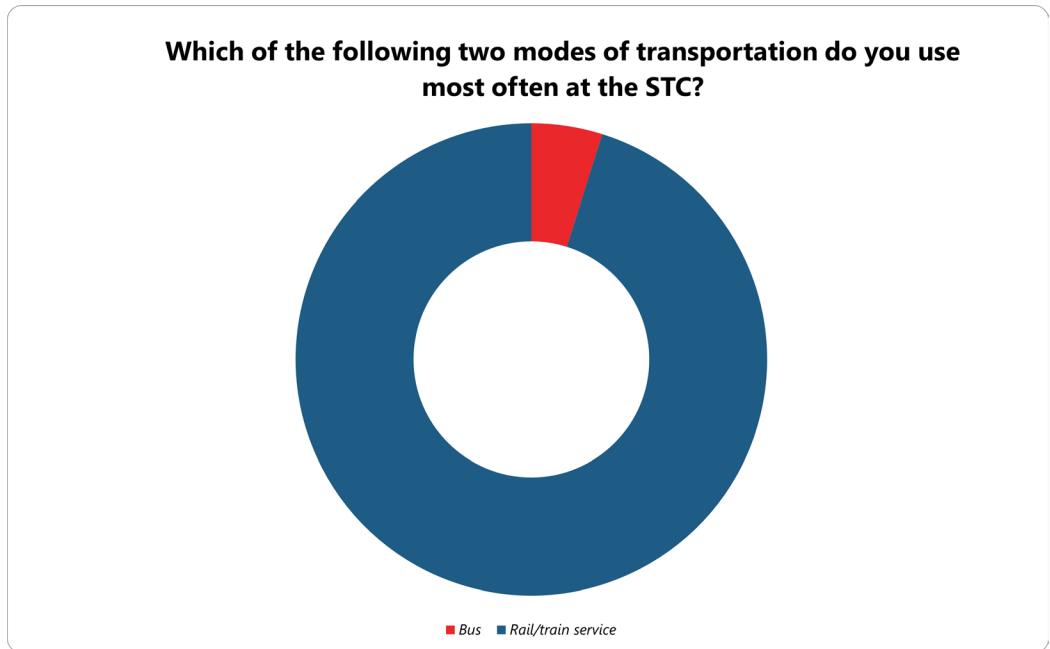


Figure 7: Which of the following two modes of transportation do you use most often at the STC?

As shown in **Figure 7**, the majority of STC patrons use the train. The exact split is 95% rail/train and 5% bus.

5.5 Demographics of Respondents – Age

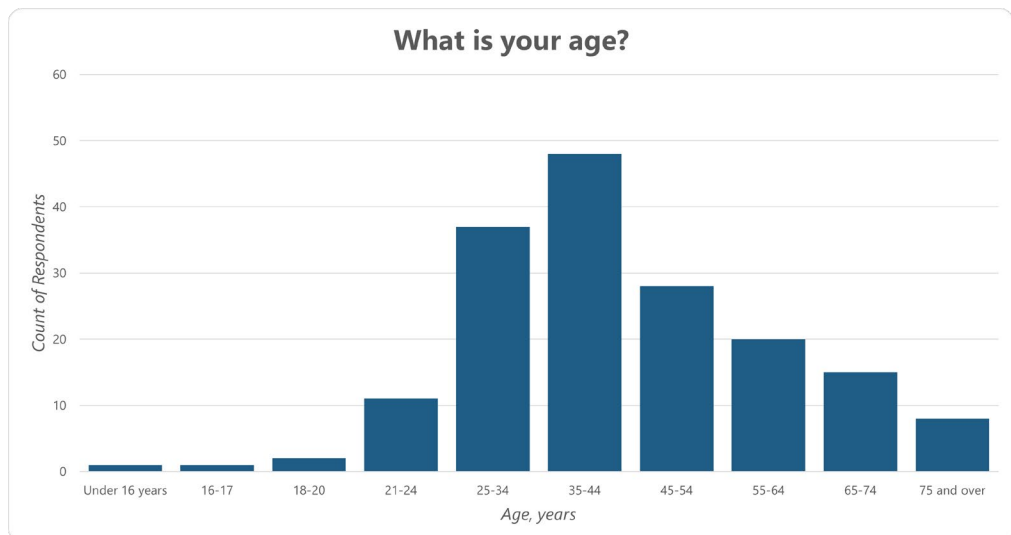


Figure 8: Age of Respondents

Figure 8 shows that the largest group of people responding to the survey were in the 35 to 44 age group, with those in the age range of 25 to 64 being the most represented in the survey. This trend mimics the age demographics from Survey 1. There were few respondents under the age of 25 or over the age of 75. The response rate for this question was 78%.

5.6 Demographics of Respondents – Annual Household Income

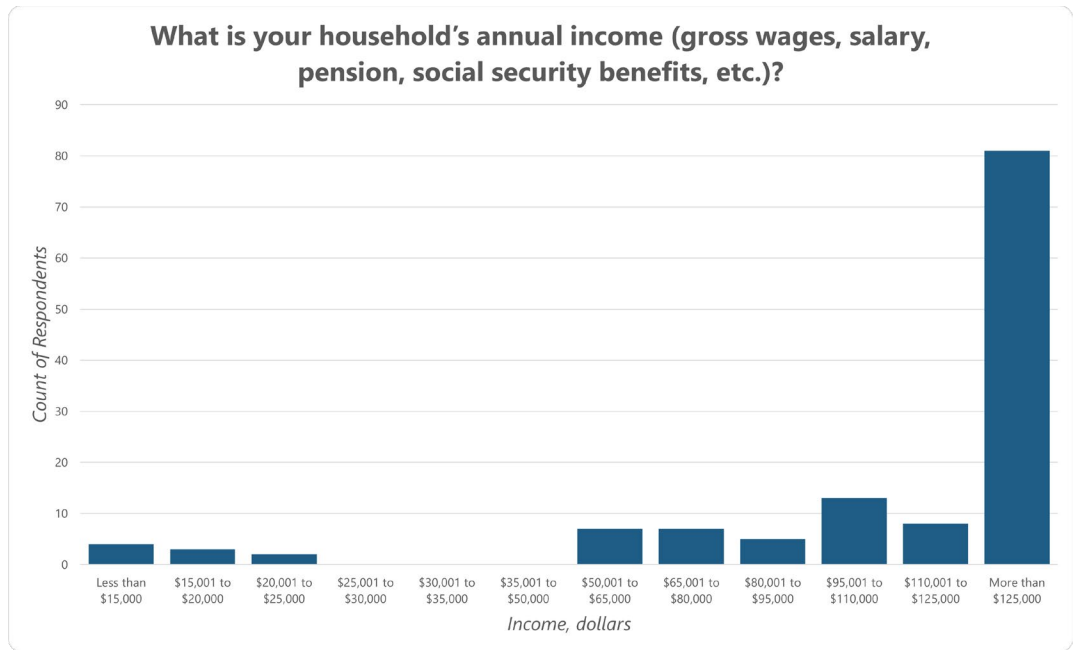


Figure 9: Annual Household Income of Respondents

The vast majority of respondents to the survey, as shown in **Figure 9**, were in the highest annual household income bracket of \$125,000 or more. Only approximately 7% of respondents represent that left tail of the three lowest income brackets. Almost 80% of respondents are represented in the lowest income bracket. This demographic question had the worst response rate, only 59%. Of the non-respondents, 26% (23 people) chose “I do not know/choose not to answer.”

5.7 Demographics of Respondents – Race

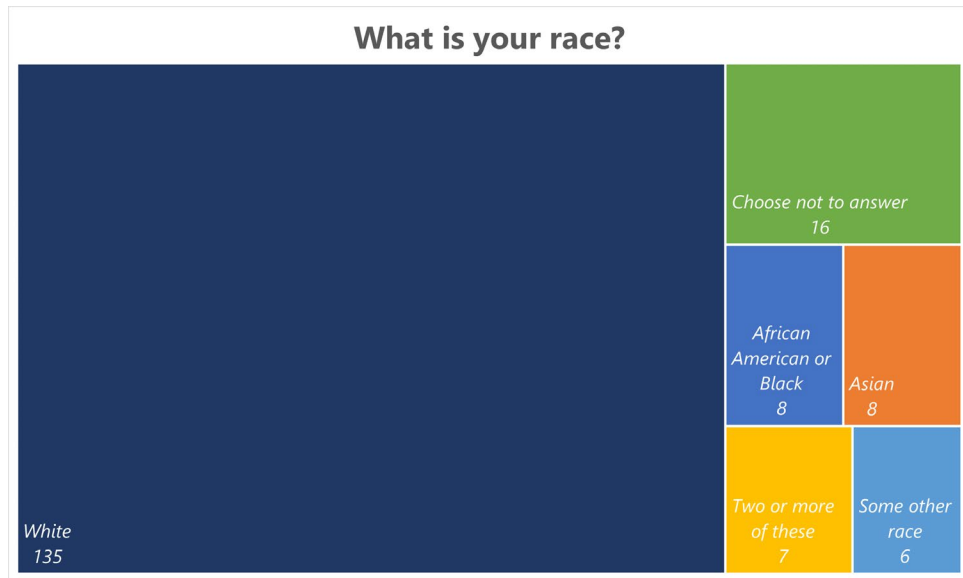


Figure 10: Race of Respondents

Figure 10 notes the race of the survey respondents. At 82%, the respondents to the race question in the survey were overwhelmingly White. The Census¹ demographics for the City of Stamford’s most commonly identified races are 49% White alone (not Hispanic or Latino), 27% Hispanic/Latino, 14% Black, 9% Asian. Based on Census data, the online survey respondents are not reflective of the City’s overall demographics. The response rate for this question was 75%.

¹ Source: <https://www.census.gov/quickfacts/stamfordcityconnecticut>



6. Next Steps

With the conclusion of this survey and closure of the public comment period, the collection of public input has been finalized. The feedback received from this survey, the second of two online user surveys, suggests clear preferences for the Concourse/Ticketing Area and Tunnel Level Upgrades, but a more equal division of preferences between the two Station Place design concepts.

Concourse/Ticketing Area: Concept 1

As 67% of the respondents preferred Concept 1, which has a vaulted ceiling across the concourse with ticketing kiosks along the west wall instead of in the center, and a new train information board on the opposite (east) wall, there is a clear preference for this alternative.

The most common theme from the open-ended question on this section of the survey concerned improving the commercial dining and retail options on the concourse. These should be balanced along the perimeter of the concourse with the ticketing and information functions. Responses also praised the open-concept and requests for better amenities like charging outlets and better elevator, escalator, and stairwell access, so these should also be incorporated into the preferred concept.

Improvements at the Tunnel Level: Prioritize Restrooms

This section of the survey asked respondents to rank which improvements within the Tunnel Level area are most important to them. The options were restrooms, waiting areas, or the bus bays. Respondents favored restrooms as the first priority. While the waiting areas and bus bays had mixed responses towards their priority, there is nothing to suggest that they should not be incorporated into the preferred concept.

Station Place: No clear preference between Concept 1 and 2

The respondents did not express a clear preference between the larger public plaza (Concept 1) or a narrower plaza with below grade lanes for the Southside Shuttles (Concept 2), with 51% favoring Concept 1 and 49% Concept 2. Through the open responses, several themes emerged. These included improvements to pedestrian access with better lighting and clearer wayfinding signage, incorporate electric vehicle charging, and a desire for including similar improvements on the north, or State Street, side of the STC.

Moving forward, CTDOT, in collaboration with the City of Stamford, will need to evaluate the public feedback for each design concept element. CTDOT will then select a combination of the preferred elements from the two concepts that best

meet the community's needs and become the preferred concept that will be the incorporated into the STC Master Plan.

Appendix

A. STC Master Plan Project Website Landing Pages

Station Place

GOALS: Create a well-organized roadway and an engaging public plaza that functions as an entrance to Stamford for those individuals connecting to vehicle pickup. Create a safer and more welcoming pedestrian and bicycle environment through dedicated bike lanes and covered bike parking.

Bird's Eye View Facing East



Image 1, Concept 1

Concept 1. View to the east along Station Place.

Image 1 of Concept 1 shows the exterior of the STC in the center with a vaulted (rounded) roof with Station Place to the right, separated by a wide pedestrian plaza made possible by the removal of the original section of the Station Place parking garage. The plaza offers direct pedestrian access down to the Tunnel level.



Image 1, Concept 2

Concept 2. View to the east along Station Place showing TOD adjacent to Station Place.

Image 1 of Concept 2 shows the exterior of the STC in the center with a gull-wing roof with Station Place to the right, separated by a narrower pedestrian plaza with direct access down to the Tunnel level. In addition to the direct pedestrian access to the Tunnel level from Station Place, there are also lanes for shuttles that serve the south side of Stamford to pick up and drop off on the Tunnel level. A new TOD replaces the original section of the Station Place parking garage.



Image 1, Concept 1 Alt
Concept 1 Alt. View to the east along Station Place showing the option adding TOD over Station Place.

Image 1 of Concept 1 Alt is the same exterior view as Concept 1 except it includes a new transit-oriented development (TOD) that extends over Station Place and part of the pedestrian plaza.

south side of Stamford to pick up and drop off on the Tunnel level. A new TOD replaces the original section of the Station Place parking garage.

Aerial View



Image 2, Concept 1
Concept 1. Bike parking facility with direct access to path on north side of Station Place.

Image 2 of Concept 1 provides an aerial view of the STC, Station Place, and the surrounding streets, including North and South State Streets, with Washington Blvd. to the left and Atlantic St. to the right. On the far left is the new station parking garage that is currently under construction. Traffic is one-way on Station Place to the west to Washington Blvd., and continues to be one-way east on South State St. to Atlantic St. North State St. also continues to be one-way west towards Washington Blvd.



Image 2, Concept 2
Concept 2. Bike parking facility on west side of Shuttle tunnel, no north side bike path.

Image 2 of Concept 2 provides an aerial view of the STC, Station Place, and the surrounding streets, including North and South State Streets, with Washington Blvd. to the left and Atlantic St. to the right. On the far left is the new station parking garage that is currently under construction. Traffic is one-way on Station Place to the west to Washington Blvd., and continues to be one-way east on South State St. to Atlantic St. North State St. also continues to be one-way west towards Washington Blvd.

Bird's Eye View Facing West



Image 3, Concept 1
Concept 1. Larger plaza area.

Image 3 of Concept 1 provides a view of the exterior of the STC looking west along Station Place from the existing parking garage above the pedestrian walkway that directly connects to the train platforms. The new bicycle track that extends along the south side of Station Place from Atlantic St. to Washington Blvd. is on the left, with an additional bike lane on the north side of Station Place providing direct access from Atlantic St. to a new bike parking facility in the lower center of the image.



Image 3, Concept 2
Concept 2. Plaza with Shuttle Tunnel.

Image 3 of Concept 2 provides a view of the exterior of the STC looking west along Station Place from the existing parking garage above the pedestrian walkway that directly connects to the train platforms. The new lanes for the shuttles serving the south side of Stamford to the Tunnel Level of the STC are shown in the lower center of the image. The new TOD is shown on the far left of the image. At the top center the image includes the STC's new Concourse Bridge providing additional interior circulation space over the tracks.

View of Bike Access and Parking



Image 11, Concept 1

Concept 1. View of bike access and parking.

Image 11 of Concept 1 is looking west along Station Place, highlighting the new bike parking facility that includes a bike lane on the north side of Station Place from Atlantic St.



Image 11, Concept 2

Concept 2. View of bike access and parking.

Image 11 of Concept 2 is looking east along Station Place with the STC building on the left, highlighting the new bike parking facility that is accessible from a south side of Station Place bike lane via the crosswalk.

Concourse/Waiting and Ticketing Area

GOALS: Enhance circulation and connectivity, improve ticketing and signage, provide new amenities, and enhance the overall customer experience.

View of Removal of Ticket Office in the Concourse



Image 4, Concept 1

Concept 1. Replacement of the ticket office with a new ticket kiosk on the west wall (looking towards the west).

Image 4 of Concept 1 is of the Concourse looking west to illustrate the replacement of the ticket office in the center of the Concourse with a new ticket kiosk along the west wall. It also shows the higher vaulted ceiling extending across the Concourse.



Image 4, Concept 2

Concept 2. Replacement of the ticket office with a new ticket kiosk towards the east wall (looking towards the east).

Image 4 of Concept 2 is of the Concourse looking east to illustrate the replacement of the ticket office in the center of the Concourse with a new ticket kiosk that is closer to the east wall. The image also shows the Concourse Bridge extending the Concourse over the tracks behind the ticket kiosk to improve passenger circulation.

Exterior View of Concourse

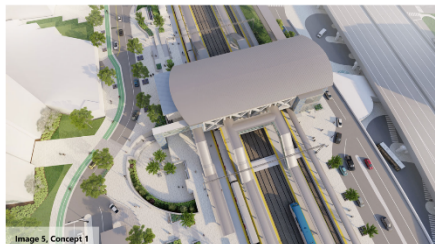


Image 5, Concept 1

Concept 1. Exterior view without Concourse Bridge.

Image 5 of Concept 1 shows the STC from above looking west, highlighting the west side of the building and the new pedestrian access to a lower-level plaza entrance to the Tunnel Level from Station Place.

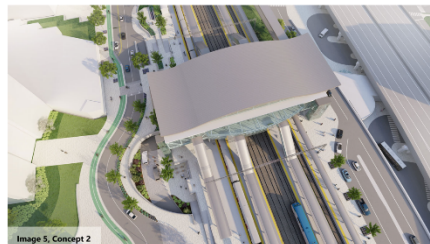


Image 5, Concept 2

Concept 2. Exterior view with Concourse Bridge.

Image 5 of Concept 2 shows the STC from above looking west, highlighting the west side of the building and the new Concourse Bridge that extends the building to the west to provide additional interior circulation space above the tracks. It also depicts the lower pick-up and drop-off lanes on the Tunnel Level for shuttles serving the south side of Stamford.

Interior View of Concourse



Image 6, Concept 1
Concept 1. View of open mezzanine.
 Image 6 of Concept 1 is a view of the Concourse looking east, showing the large new train information board on the east wall and the higher vaulted ceiling.



Image 6, Concept 2
Concept 2. View of full mezzanine.
 Image 6 of Concept 2 is a view of the Concourse looking south towards the Station Place exit, showing the new Mezzanine level extended across the west side. The image also shows the new ticket kiosk on the east side and a new train information board along the west wall.

Tunnel Level and Bus and Shuttle Area

GOALS: Improve the customer experience while creating efficiencies for operations and public safety personnel and improve access between the bus bays and the rail platforms.

Note about these concepts: The concepts for the lower level are very similar, and primarily differ in terms of back office use. As a result, one image is shown for each area of improvement.

Interior View of Concourse Hallway



Image 7, Concepts 1 & 2
Concepts 1 & 2. View of the Tunnel from the Bus and Shuttle area.
 Image 7 is of the interior of the Tunnel level facing towards the new extension to Station Place, featuring new restrooms on the right side for both Concepts 1 and 2. The space on the left side could be an office for the MTA Police or used for other station purposes.

Interior View of Customer Waiting Area



Image 8, Concepts 1 & 2
Concepts 1 & 2. View of expanded Bus and Shuttle customer waiting area.
 Image 8 shows the interior of the expanded bus and shuttle waiting area, looking towards the shuttle van boarding for both Concepts 1 and 2. The space includes new indoor seating with the potential for a food service vendor, with direct access to the buses and shuttles.

View of Bus Bay Access



Image 9, Concepts 1 & 2

Concepts 1 & 2. View of bus bay enhancements.

Image 9 illustrates upgrades to the CT transit bus bay waiting areas. New electronic departure screens are provided at each clearly marked bus bay, with new sheltered seating space also at each bay. New, brighter lighting extends across the ceiling.

Aerial View of Covered Bus Bays

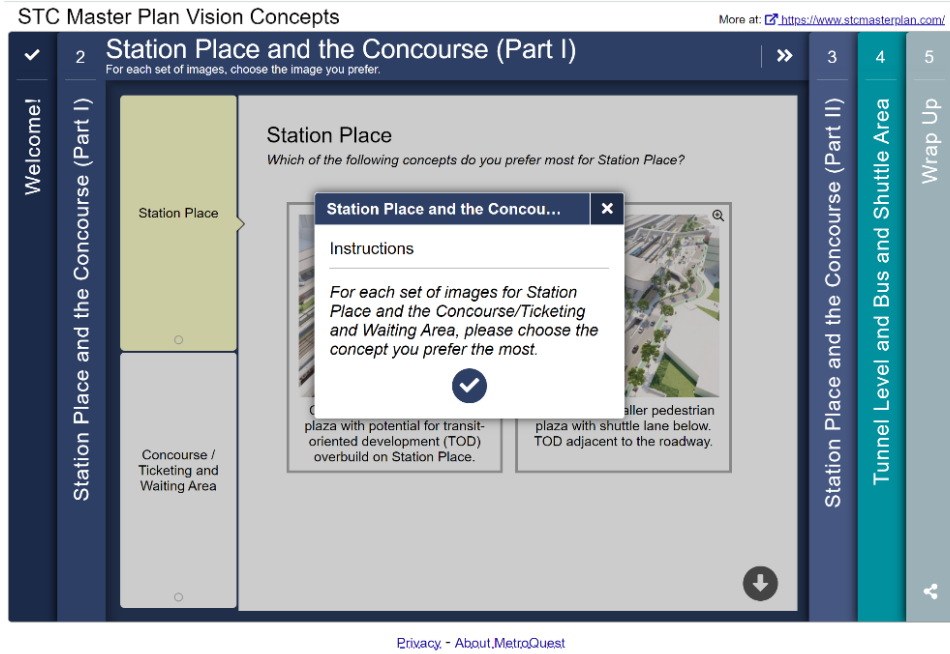


Image 10, Concepts 1 & 2

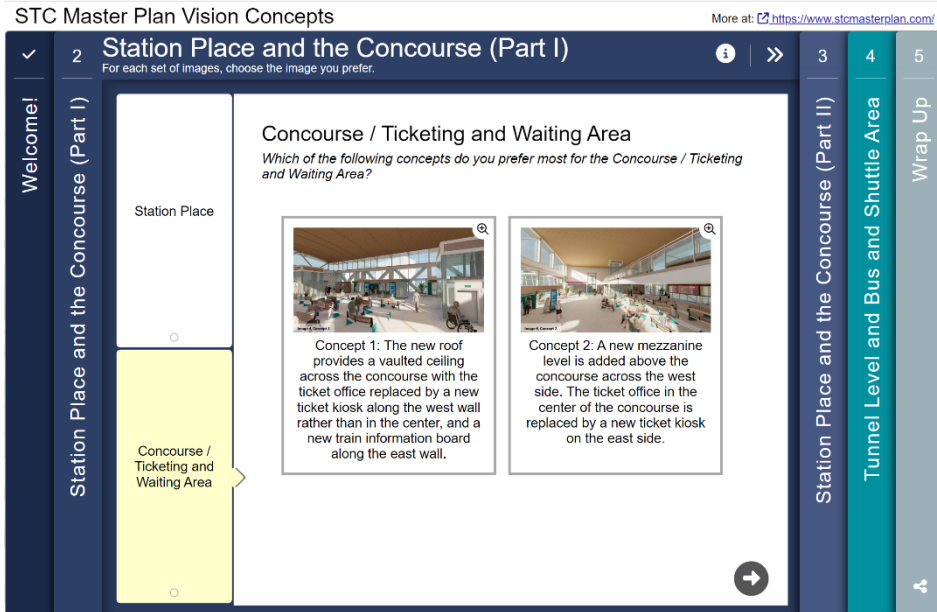
Concepts 1 & 2. Aerial view of bus bays.

Image 10, the same for both Concepts 1 and 2, is an aerial view of the bus and shuttle area looking through I-95. On the right, new bus bays are immediately outside the Tunnel level, providing direct access into the building without having to walk out to North State St., with MTA Police and other vehicle parking being relocated, with some limited station employee parking on Guernsey St.

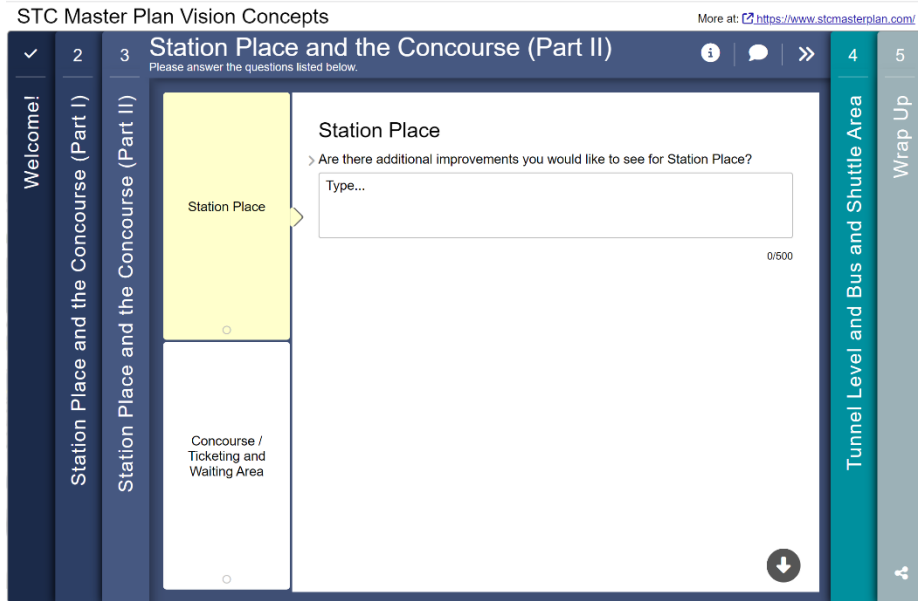
B. Survey Screen: Design Concept Preference for Station Place



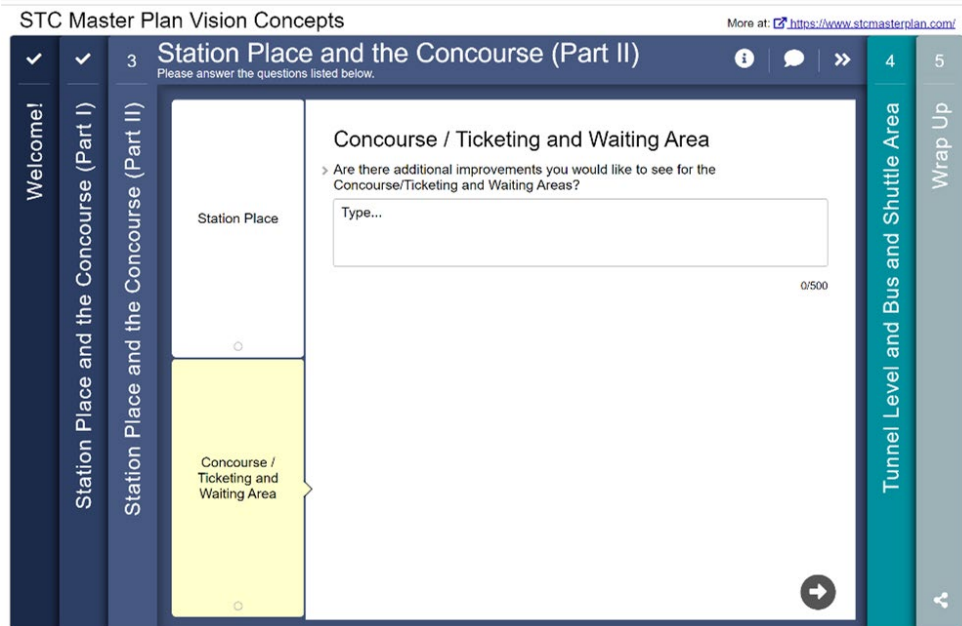
C. Survey Screen: Design Concept Preference for Concourse/Ticketing and Waiting Area



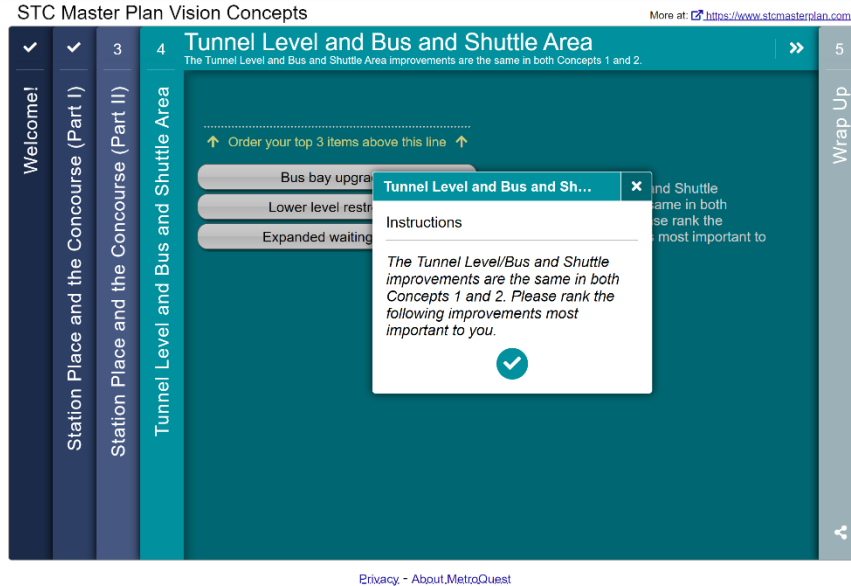
D. Survey Screen: Write-In Comments for Additional Improvements to Station Place



E. Survey Screen: Write-In Comments for Additional Improvements to the Concourse/Ticketing and Waiting Area



F. Survey Screen: Rank Tunnel Level and Bus/Shuttle Bay Upgrades



G. All Comments Received

Comments in response to: **Are there additional improvements you would like to see for Station Place?**

Increased walkability and connection to nearby places. Love the inclusion of a cycle track, that is a must. Limit use of skybridges, TOD renderings are tower in the park style, focus on traditional streetwall style TOD to increase street activation and benefit to the commuter. Space for restaurants, shops, coffee, etc.

No, I like the Gull roof of concept 2 but the interior of concept one. Definitely need the vaulted ceilings, lets in way more light

I would like to see a more food options

I would like to see what the underground shuttle lane looks like. I think the shuttle entrance should also be accessible to shuttles/taxis only (perhaps through RFID?) I would also like to see separate above ground lanes for car services and private vehicles. For the outside of the station itself - I would love to see a more classic, limestone exterior (see moynihan train hall) that will age better than trendier architectural designs.

Bike parking places, more electric vehicles charging stations, better bus connections, dedicated pickup areas for Uber and taxi.

additional food offerings

<i>Remove the homeless , they urinate in elevators on seats cause fights drink and do drugs in bathroom .</i>
<i>Relocate the homeless</i>
<i>The bike parking and curb-level bike lanes are great ideas. Opportunities for concession kiosks in the plaza should be considered.</i>
<i>Easier flow of traffic. The stop lights at the south end of the station are so badly out of sync and traffic is horrible</i>
<i>Traffic flow during peak hours and parking lots available. Safer environment during evening and night hours (homeless people management)</i>
<i>More vendors</i>
<i>Better infrastructure to improve walking/biking to/from the station. Don't just make it a car bunker with a station attached. It should be a real walkable area.</i>
<i>There must be more space for drop-off / pickup area. The biggest concern is the traffic at both sides of the train station where cars are waiting for pickup and other cars are coming to drop off. This must be addressed as currently the traffic is really bad. Also, with so much money spent we must think about future if more people are going to be using the station. Both concepts don't seem to offer more space to address this problem.</i>
<i>I see very limited areas for cars to stop and wait for passengers or to drop passengers off close to the station (especially important in snow and rain, with my kids in the stroller or my mother in law in her wheelchair. The current pick up area often backs up to Atlantic street - where will those cars wait now? And station place needs to be two way. And, TOD is fine but there. Should be public affordable parking on the first 5 to 10 levels.</i>
<i>It would be good to separate the roadways for Drop-Off/Pick-up cars; Taxis; and Parking Garage.</i>
<i>Bike lanes need to be rethought. What is the purpose of the two-way bike lane, if most bike riders are going to and from the station, not passing by it? How are bicyclists supposed to use the bike shelter if there is only a bike lane leading towards it and not away from it? How are you supposed to leave?</i>
<i>More transit oriented development that connects the station to both the bus terminal as well as the Harbor point neighborhood.</i>
<i>I would like better access to the each tracks knowing we're the elevators and escalators are having both going up and down on each side rather than stairs</i>
<i>Much more bike and pedestrian friendly with safe and plentiful bike parking with places to charge electric bikes. Also, outdoor cafe. Clean and safe bath rooms as well.</i>
<i>I like these concepts and would ideally not have to drive to the station. Currently there is not a spot I feel comfortable leaving my bike</i>
<i>It's currently dingy, congested, gross ans feels borderline unsafe so openness, light and space should be prioritized. Also security presence to deter bad behavior.</i>

<i>Why are you taking the parking lot away? It's the best parking lot in the state.</i>
<i>More outdoor seating areas...</i>
<i>Force Uber/Lyft cars to their own area, leaving taxis easily accessible. Provide more area for spouse and family to drop-off and pick-up passengers. There is NO NEED for pedestrian plaza, use the space better. Passengers want to get to/from the tracks quickly.</i>
<i>Accommodations for physically challenged. I seen only 1 person using a wheel chair with assistance. The same goes for infant and child transport. Elevators should be transparent with surveillance cameras for better security and faster. They should also be better maintained so as not to become defacto urinals.</i>
<i>Transit oriented development - more apartments</i>
<i>Walkability and bike lanes too the station are key.</i>
<i>More amenities/restaurants. Westchester stations seem to have done a better job developing surrounding areas as an attraction</i>
<i>Get the homeless out</i>
<i>Clearly labeled entrances to the station</i>
<i>Bicycle accomodations</i>
<i>More food vendors, better train time screens as you enter the station</i>
<i>Much better signage which should be tested on several people who are totallyh new to the station. The current signage as to where things are is just awful and I feel sorry for anyone new to the station.</i>
<i>Tear down the parking garage. Or turn it into something useful. Integrate the bus area into the station plan rather than being a third world afterthought parked under the highway. Make it easy to actually anywhere from the station. It is a mess trying to get to downtown from the station on foot. Also, have good wayfinding. Finding how to get somewhere in the station is a mess.</i>
<i>Signage the 'labels' each side of the terminal; Providence uses "state side" and "city side" .. so when someone is coming to pick you up, you can tell them "city side" or "water side" for example (as I currently do).</i>
<i>These concepts will look great 5 months out of the year when everything is in bloom/green.. is there a way to add color year round? Where can people stand for coverage during cold/wind/snow?</i>
<i>LOVE the idea of traffic only flowing in one direction around station place</i>
<i>Must have bike sharing and better pathways to the city for both pedestrians and biking, and micromobility e.g. scooters, e-bikes etc. Make Stamford a MODERN CITY!!</i>
<i>bike connectivity from one side of the station to the other</i>

<i>Free Wi-Fi while you wait for the train</i>
<i>Safe pedestrian and bike access to the City from the platforms to the North State Street crossing. Both above and below grade.</i>
<i>By its nature, the train station extends over a long area. It would be great to use this available area to install a PV and make this a net zero energy facility, setting a standard for the state and beyond, saving with operational costs. The PV can serve as a canopy to improve rain and sun protection for people on the platform.</i>
<i>I would like it to be easier to see the track a train is arriving on.</i>
<i>Clear signage, working escalators and elevators for handicapped individuals.</i>
<i>This concept lacks improvements to the station on the north side. There should be enhanced access that is more centered around pedestrians, cyclists and bus riders. These iterations are more centered around the new parking facility which is further away than the existing garage. I encourage you to consider a passageways to North State Street and to Atlantic Street with people-moving and escalators, conveyers, much like you see at airports and at Jamaica Station (LIRR) which is a close example.</i>
<i>It doesn't seem to be any work on the north side. The train station is currently difficult to access from either side by bike or walking. It doesn't seem like any changes to the land use surrounding the station which is currently problematic. Additionally, nothing here states how the new station will improve service? Is anything being done to plan future HSR or improve robustness for natural breakdowns or service requirements?</i>
<i>More parking</i>
<i>More food offerings!</i>
<i>More traffic control seperate area for uber lyft pickup/dropoff</i>
<i>Clearer arrival and departure screens</i>
<i>I really don't like either concept for station place. Concept 2 should really be considered Concept 1b. In obth cases, it looks like if I come from the north (either bike or car) I have to go to station place. Right now, when I bike down, I can park my bike on the north. It also looks like drop off will be on the southside as well.</i>
<i>More food/drink options</i>
<i>Please allow people to pay for parking with a credit card.</i>
<i>Please allow for non-cash payment options for the garage</i>
<i>Make walking and biking feel better compared to driving</i>
<i>Fully covered platforms all the way down.</i>
<i>Get rid of the old parking garage and make it more easy for pick up and drop off at the station so it's safe for everyone</i>
<i>Free parking on weekends.</i>

<i>Wider sidewalks, a protected bike lane, bike parking, more greenery, more outdoor seating.</i>
<i>The more bike/ped access and TOD the better. I am very disappointed that there is no additional access or improvements made for bike/ped on the north side of the station. More work should be done to improve safety on the roads around the station, especially north, to improve safe access for all users. It seems unbelievable this plan doesn't address that. Many people also have their bikes stolen from the station so more secure bike storage needs to be a priority.</i>
<i>Hopefully, quick and reliable transportation from Harbor Point to the border of Pound Ridge.</i>
<i>Get rid of all the damn cars. It's so dangerous to walk to the train station. NO SLIP LANES</i>
<i>Need for area for bus passengers with access to bathrooms and seats indoors</i>
<i>Better food than just a crummy Dunkin' and dirty deli</i>
<i>Elevator access on both sides of the concourse.</i>
<i>Bike storage option should include some sort of security mechanism to prevent theft. Consider what Oonipod is doing at Grand Central in NYC</i>
<i>I would like to see a better pedestrian and bike path connection to Atlantic Street. I would also like to see more private development (retail, restaurants, etc.) on the south side of Station place.</i>
<i>The bike lanes look great but there needs to be better bike infrastructure in downtown Stamford that connect to these bike lanes otherwise they will get little use. Downtown Stamford needs dedicated, painted, and ideally protected bike lanes. A picture of a bike painted on a lane which primarily serves cars is not a safe bike lane.</i>
<i>Remove the homeless people problem and clean up the bathrooms and better food options</i>
<i>Much more bicycle storage that is in a sheltered, secured and surveilled area. The current bicycle storage is too limited, it is exposed to the elements and it is not secure and surveilled. Locks are regularly tampered with and bicycles/scooters have been stolen in broad daylight!</i>
<i>Bike parking should include operating cameras for enhanced security.</i>
<i>Designated Rideshare area, separate from General Public or Taxis.</i>
<i>No</i>
<i>Easy access to 95.</i>
<i>One way traffic</i>

<p><i>Better flow of traffic -- it's currently difficult to pick people up at the station (traffic and not enough space at times to get to the station with cabs in line etc). Also, the same goes for drop off - the area is too small and almost constantly I am dropping someone off outside of the "drop zone" which feels more dangerous. This also may be addressed with the new garage, but an easier way to park at the station and get from the parking garage directly to the station to get on the train.</i></p>
<p><i>I prefer concept one as it is cleaner and less congested compared to concept 2 which seems to prefer cramming in as much as possible into the former garage space. Reminds me of modern stations in Europe with the park space.</i></p>
<p><i>Clear, abundant signage for cars and pedestrians orienting them to the station</i></p>
<p><i>Access from the parking garage to the train station with a TOD waiting area and amenities would be preferable</i></p>
<p><i>In addition to bike parking, maybe set some type of secure space for people who commute to the station via electric scooters. Maybe like a paid locker system.</i></p>
<p><i>bathrooms cleaned more often and more mta police</i></p>
<p><i>I don't think there is enough attention being paid to how Pedestrians are supposed to flow from the city across the site including from the bus station to the train station. I-95 is a daunting barrier and there should be a high capacity pedestrian corridor that allows quick flow including escalators as elevators are too low capacity for rush hour. There is attention paid on the south side of the station but the north side and bus station feels more like an after thought.</i></p>
<p><i>More food/dining/coffee/snack options.</i></p>
<p><i>The (south) roadway is TOO congested. Taxi line on the left is adequate. But the 'service' lane/ thru road gets congested when cars idle on the right next to the curb waiting picking up friends. At rush hour in the evening, the cars on the right near the curb stack up so drop-offs are forced to idle in the middle of the thru lane. This is a an inconvenient and inefficient cluster. Clearly, this section needs to be expanded. Provide at least 4 lanes (taxi, next to curb, and two lanes for drops.</i></p>
<p><i>I would like to see an entrance/exit to the remaining parking structure on Atlantic St if possible to reduce traffic on Station Place. I feel TOD on the site of the old parking garage is essential. Residential with retail would be very welcome, but a hotel operator could easily market 47-minute access to Manhattan. Additional pedestrian crossings above or below grade are also critical to reduce congestion on Station Place.</i></p>
<p><i>Ensure walkway/bike path connection to the proposed Mill River Greenway</i></p>
<p><i>In addition to verbal descriptions, orientation graphics would be more helpful. I know the area and found following the narrative difficult.</i></p>
<p><i>The idea of a plaza there is a nice one. I don't like the idea of building the transit-oriented development over station place, that will make it feel like an underground afterthought and will always be dark and dingy. Keep the plaza and station place open.</i></p>

<p><i>The one way concept is good. One of those concepts has too much pedestrian plaza space, it is wasted area in my opinion. As someone who is typically driving myself or dropped off/picked up I want to be able to get off the train and out to that station place area for some type of convenient pickup. Typically this is possible on one side or the other and it's important to have some type of holding area for pickups.</i></p>
<p><i>I'm all for the pedestrian plaza - but the smaller version ability to unlock TOD that's closer to the station is a better option. If there's a larger vision for that space (programming / gathering spot) then that's one thing, but I don't really see people just hanging out by the train station.</i></p>
<p><i>One way traffic should help ease some of the congestion and confusion.</i></p>
<p><i>I would like to see some sustainability improvements? Eg solar to provide power</i></p> <p><i>Will there be police on site a police like a police satellite station?</i></p> <p><i>I would like to ways to manage illegal parking especially by Ubers.</i></p> <p><i>A light instead of stop signs would be nice.</i></p> <p><i>Can the drop-off be moved to the parking lot not next to a thoroughfare.</i></p> <p><i>More enclosures for the cold months would be good.</i></p>
<p><i>Na</i></p>
<p><i>Improvement of traffic flow and safety in the area is top of mind. We don't typically wait there for long periods of time so anything to reduce traffic friction will be welcome.</i></p>
<p><i>Modern. Functional and not an eye sore. More parking.</i></p>
<p><i>Better Signage and lighting at the bus and shuttle terminals. PLEASE OVERHAUL the concourse design and REMOVE those "X" in the concourse structure. Give it a modern, classy look.</i></p>
<p><i>maximize parking and office space that is easy walking distance to train station.</i></p>
<p><i>Right now elevators and escalators break down and it is horrible stairs are horrible need state of art entrances to get to station platforms and ticket counters and bathrooms</i></p>
<p><i>A special area for taxi uber lyft shuttles and busses</i></p> <p><i>Gavin Wilson</i> <i>646-745-6640</i></p>
<p><i>Better / faster escalators and direct access to platforms for walkers.</i></p>
<p><i>I'm not quite sure about the shuttle tunnel. I like concept 2, but I think you should get rid of the parking at the east side of station place and keep the additional bike lane.</i></p>

<i>A more improved space for intercity and commuter bus lines to help make the station an intermediary between NYC, Hartford, and Boston</i>
<i>It is critical to have a passenger drop off/pick up area that is covered so that people do not get wet with rain/snow. This coverage needs to be all the way from where cars/taxis/shuttles pull up to the ticketing areas and tracks. This is critical for visitors. Thank you!</i>
<i>More lanes for transit buses</i>
<i>Move all the taxis out of that vicinity!! Too much traffic in that vicinity!! Uber has taken over!!!</i>
<i>Don't overbuild. Remember that more people are working from home now. Investigate what use is like now.</i>
<i>Informacion de hora de sañidas de los buses (Bus departure time information)</i>
<i>Bicycle lockers, which are particularly useful for electric bikes. Pedestrian links in every direction As much trees as possible Solar panels above</i>
<i>Nothing I can think of.</i>
<i>- Make roadway straight with parking on both sides of the street to allow for smoother traffic flow - Enhance train signage and access points to each track platform - Ensure convivence store within - All parking needs to be credit card accepting. Cash only parking garage needs to be redone and changed - Have designated Uber / Lyft pickup areas, separate from Taxi line</i>
<i>Mixed use (Retail / Commercial) development along Station Place in existing garage location (bars, restaurants, etc.). We do NOT need more residential development</i>
<i>I wish there was more exits out of the parking garage. Multiple times it's taken me 20+ minutes to get out of the garage.</i>
<i>Ease of access to / from parking garage. Speedy departure system for cash customers Good traffic flow from the garage onto northbound roadways</i>
<i>The design should facilitate future transit-oriented development, to allow for more housing/office/retail space to be developed. This will enhance the area around the station, create more transit-oriented living, and generate tax revenue from state-owned property.</i>
<i>(1) for concept 1 - a 2nd bike shelter along the west side, so cyclist dont mix with pedestrians, trying to navigate the the only bike shelter propose on the east side. (2) Pulic sclulpture or art (3) integrate solar</i>
<i>The more TOD the better, and perhaps barriers can be placed along the platforms</i>
<i>Where is the parking garage? I don't think it is practical for commuters to have to walk a distance to and from station place.</i>

<i>I would really appreciate an area to wait in the car for a train passenger to arrive. It can get very congested and pretty tricky to maneuver down there. And - it would be great to be able to hear the PA announcements if you open your car window - that way you'd know which train is arriving, departing, late, etc.</i>
<i>The smaller plaza allows shorter walk from drop-off to trains, important when in a hurry.</i>
<i>More parking immediately adjacent to the station. Drop off and pick up waiting areas immediately adjacent to the station -;not across a plaza that is exposed to the elements Enforce traffic laws on station place and south state street</i>
<i>Physically protected bike lanes, preferred over a painted bike lane. Also provide bike storage racks in more than one area. The more TOD the better.</i>
<i>Prioritize pedestrian safety over everything else! Slow car speeds, enforce cars stopping, fewer intersections/more one way traffic so that pedestrians are prioritized. Covered waiting areas would be nice.</i>
<i>Better areas for people to be picked up from friends/family/car service. Also, would like the underground passage to north side of station to be much nicer and open 24/7 - develop a food court/bars/restaurants (use Grand Central Station for inspiration!) Also would be nice to have a nicer plaza on the north side as well.</i>
<i>The more TOD the better, and please have a physically protected bike lane instead of a painted line. Also add more bike parking racks along the whole station instead of a single concentrated central place just for more options.</i>

Comments in response to: Are there additional improvements you would like to see for the Concourse/Ticketing and Waiting Areas?

<i>More comfortable looking seating in the waiting areas.</i>
<i>Lots of charging outlets.</i>
<i>Maybe space for a restaurant</i>
<i>No</i>
<i>I like the mezzanine idea, but I think the low ceiling is claustrophobic in a public space. I think concept 1 (with vaulted ceiling) could also benefit from an outdoor terrace for warm summer months. Overall, a modern interior combined with a classic exterior (see moynihan train hall) will age best</i>
<i>Healthy food choices, comfortable seating options, newspapers stand, large news TV monitors, LED lights for soothing atmosphere, lots of natural light.</i>
<i>seating in bus/ shuttle area</i>
<i>People pay good money to travel by train . But subjected to deal with non paying homeless people That small I like urine and s*** .</i>
<i>Renovate restrooms</i>

<i>Adequate seating that isn't right up against the circulation areas would be great. Has Amtrak been approached about interest in a lounge space?</i>
<i>Yes, less homeless. It's a disgrace.</i>
<i>Safer environment during evening and night hours (homeless people management).</i>
<i>easy access to tracks with multiple, fast, elevators.</i>
<i>Better place to wait for shuttle service.</i>
<i>Keep it clean, have some food options.</i>
<i>Where are the metro north to ket sellers and station announcement folks? We need them for security and to help passengers. Ticket machines /kiosks are not the solution when things go wrong, trains are delayed (as we all know they are too frequently) or infrequent passengers need help.</i>
<i>Clearer pathways to the trains as opposed to the ticketing/info areas and concession areas.</i>
<i>I don't understand the point of the mezzanine. Who would be using it and why?</i>
<i>More open areas with seating as well as retail/ dining.</i>
<i>Clean and safe bathrooms and cafe.</i>
<i>You should put ticket machines on the train platforms</i>
<i>It's currently dingy, congested, gross ans feels borderline unsafe so openness, light and space should be prioritized. Also security presence to deter bad behavior.</i>
<i>Do not take away Dunkin' Donuts</i>
<i>The mezzanine seems an unnecessary expense -- why bother with that?</i>
<i>Increase visible renewable energy sources</i>
<i>Clean, bright, not overbuilt</i>
<i>Places to sit and grab a snack/drink.</i>
<i>Adjustment of seating is nice. The wifi certainly can be improved though. Large photos of Stamford attractions would also be welcome</i>
<i>Get the homeless out</i>
<i>More table seating, more food options</i>
<i>passengers would like a clean train station, with clear signs for directions and parking, and we would like Metro North and Amtrak staff in the station waiting areas (MNPD and security staff would be good too) to help out when there are problems or we have questions. We don't want kiosks replacing people.</i>
<i>Nicer place to wait for trains / better food than dunkin</i>
<i>Food vendors in tunnel</i>

<i>Wait. What is Station Place? How is that different from what is being asked here? This is part of the problem. You are assuming a familiarity with your terms that a traveler will not have.</i>
<i>Driving into Connecticut, this is one of the first visuals of the state. The large winged roof would be an impressive sightline from 95.</i>
<i>a lot of people sleep/stay in the concourse during cold months right now, is there a way to make a space or have a social service office in the train station to support them? On any given night in the cold months there are 20-25 people sleeping in the station</i>
<i>Much much more higher quality small business food and beverage options. There should be a sports bar!</i>
<i>more food/shopping opportunities</i>
<i>Lights and police presence</i>
<i>Daylight and glare control</i>
<i>I want a large departure board on the wall and a more modern waiting area.</i>
<i>Counters for ticketing should be lower; promote better eye contact and communication with agents.</i>
<i>Ensure the design does not encourage homeless people from over occupying the space. Take a look at the waiting area at 9 PM or later and you'll see that the seats are mostly occupied by homeless people. There should be more ticket machines as well as they are often heavily used on the weekends.</i>
<i>I'm pretty ambivalent about this as long as it's nice and doesn't balloon cost. Needs to have places for people to actually sit and wait. Lot's not be idiots here and create an unusable space to stick it to poor people.</i>
<i>More food/drink options</i>
<i>Just modernized would be good!</i>
<i>More up to date and more clean</i>
<i>Better food options</i>
<i>I really don't like the idea of a mezzanine in Concept 2.</i>
<i>Please allow people to pay for parking with a credit card.</i>
<i>Feels dark and dingy right now</i>
<i>More space so it's easier to maneuver catching last minute trains</i>
<i>Cleaner bathrooms and a bar area</i>
<i>My main motivation for selecting concept two was that I saw the "bar/restaurant" in the rendering on the mezzanine level. We can make vast improvements to the dining options inside the Stamford train station. Let's replace Dunkin' Donuts with Donut Delight - it's local and far superior. And, let's build a bar/restaurant so people can have a decent bite/drink in transit. It doesn't have to be Grand Central, but little improvements would go a long way.</i>

<i>Increased signage, improved intercom, more arrival/departure boards, more seating.</i>
<i>Welcoming, well lit, safe space is the priority with clear signage. A large screen with train times would be very helpful and a coffee shop with seating would be a good amenity.</i>
<i>"Robots" almost similar to those in Stop&Shop for Q&A purposes.</i>
<i>More seating and things to do. Places to eat or convenience stores to get snacks for the train ride.</i>
<i>Amtrak, Metro-North and bus tickets in same area</i>
<i>See above. Also the damn parking garage should take credit cards not just cash</i>
<i>Elevator access on both sides of the concourse.</i>
<i>These areas look good, but more shops and restaurants could add value and reduce the tendency for homeless people to set up camp in these areas.</i>
<i>More frequent busses.</i>
<i>Remove the homeless problem</i>
<i>No</i>
<i>Readily accessible chargers for smartphones, laptops, et al + work stations</i>
<i>Like what's shown.</i>
<i>No</i>
<i>Healthy food options.</i>
<i>More MTA Police presence</i>
<i>As a resident of Stamford who takes the train to NYC semi-frequently, it would be great to have a better waiting area in the station. Currently, there is hardly enough chairs and the ticket station takes up a majority of the space.</i>
<i>No, the improvements seem fine. Particularly if the restaurants are still on the sides.</i>
<i>The open space and large windows are nice</i>
<i>Honestly, the train station is in the wrong place. It should be between the the two pedestrian bridges across the tracks as flow between the east side of the station and the current concourse is poor. Only constructing a new elevated facility would likely make the resulting station modern and world-class. But I assume that's not in the budget. The mezzanine level would be perfect for an airport/Acela style lounge and could be leased to a third party operator.</i>
<i>No</i>
<i>PLEASE upgrade the women's restroom. It is very small, and the AC never works. Need more stalls (and bigger) with doors that open out to make it easier to take luggage in the stall.</i>
<i>actually having inviting setting - right now I've gone to train stations in Latin America that are much more inviting - it's a pit</i>

<i>There should still be MTA ticketing personnel available.</i>
<i>Larger restrooms, additional seating, additional retail.</i>
<i>More retail areas</i>
<i>These spaces seem acceptable as shown. Durable materials and details are an important consideration.</i>
<i>I like the idea of an open, two story ticketing and waiting area. In one of the renderings, it looked like the ticket booth is blocking the windows (east side?). It would be nice if the space was clear and open to views of both sides of the tracks, and the ticket booth was against a wall at the narrow end of the waiting area. I would also suggest hiring a great interior architect to design the interior. The renderings already look like a dated design with turquoise accents and curved furniture.</i>
<i>better bathrooms</i>
<i>I don't think the upper level additional concourse space is needed. I like seeing the waiting area extended out with the view over the tracks and the big train info board. A concern would be "hiding" the ticket counter. Having sat there before waiting for trains its surprising how many people go to the counter with questions....they should be centrally located within the space. Also build to deal with preventing homeless congregation(looks like the curved benches are a start).</i>
<i>Open the space up - it is a large space cluttered by the central ticketing booth</i>
<i>Na</i>
<i>With ticketing becoming increasingly virtual, a ticket booth should not be the most prominent feature. I'd love to be able to get a very good cup of coffee and use a clean restroom. Phone chargers and prominent signage would also be helpful. An outreach center/area for the unhoused would also be helpful - Stamford's unhoused should not feel that the train station is their only option for sleep.</i>
<i>Seating. Cafes.</i>
<i>Better food/drink options. Keep the Coffee shop and Dunkin Donuts. But also some type of establishment to grab food while on the run or waiting for the train (shake shack etc)</i>
<i>Dirty low lighting no seating</i>
<i>Leave the ticket counter with ticket counter staff do not remove ticket counter</i>
<i>Both concepts look great. I love the windows.</i>
<i>Make sure there are stairs to the mezzanine.</i>
<i>More stores</i>
<i>As noted above, it is critical for drop off/pick up areas to be covered from rain/snow, directly adjacent to the tracks/ticketing areas, sothat people can get from their trains to their rides without getting soaked in the rain/.snow.</i>

<i>Have some retail space added for sundries. Also a bar or a liquor store to grab a drink for the train would be great</i>
<i>Yes. They need to be more knowledgeable about the transportation worker such as the metro North workers and CTTransit workers. They are the ones who run Stamford 's transportation vicinity, so they need to build a small cafeteria in the train station for them!! This is crucial!!</i>
<i>Needs the vaulted ceilings otherwise it looks cramped.</i>
<i>The machines on the buses are very slow to pay the fare (Las maquinas en los buses son muy lentas para pagar la tarifa)</i>
<i>A 1st class lounge More retail. Much more The homeless problem is a problem</i>
<i>The seating in the waiting area is not adequate. A good comparison would be the kind of seating provided at Bridgeport station. Also, the toilets are terrible. Need larger toilets and cleaner ones too!</i>
<i>- F&B options to be included within main concourse and not on side stairwells and basement of Station Place - Enhance train signage and access points to each track platform - Ensure convenience store within Station Place is built out to provide more options - Need to reduce homelessness within the train station. Smells and is unappealing.</i>
<i>N/A</i>
<i>Would be nice if the screens were larger. Also, there is a large number of homeless people. Where will they go once this area is redone? Will they just be forced onto the street? I feel like that is unsafe for the city.</i>
<i>Clear signage directing travelers through the station and train system</i>
<i>The station should include space for a restaurant or bar, similar to what Brightline stations in Florida have.</i>
<i>(1) Open concept is fantastic. (2) Integrate more greenery or a green wall, living wall.</i>
<i>Safety</i>
<i>More open with less places for people to "camp out" would be great. I'm not a fan of the mezzanine.</i>
<i>I like the vaulted ceiling and large board, not sure what use the mezzanine would have</i>
<i>Customers need live ticket office staff, not just a kiosk. This is especially important for infrequent travelers or people arriving in Stamford on business or to visit family and friends.</i>
<i>Please just have working escalators, they've been blocked for so long now.</i>

Concourse should be clearly and easily accessible from each track (currently is confusing for the best/quickest way to get to the other side, partly due to construction, wayfinding, one-way escalators, and general organization). Make stairs nicer and more usable than emergency stairwells that feel hidden. Grab & go coffee spot would be nice. Keep tunnel concourse open 24/7 PLEASE.

Just a large simple space with seating and clear large board for train times and clear track signage. Some simple art installation possibility or usage as an event space would be cool...Also please have clear escalators that can go up and down on all access points. Stairwells should be nicer! (not like emergency stairwells)

Please for the love of god fix the damn escalators. Also because I can't comment anywhere else improve the functional infrastructure like upgrading tracks for high speed rail.

Information! Large schedule boards! A decent PA system. Also enough ticket kiosks, humans to help when needed, good circulation and better options to get up and down to and from the level. Bigger bathrooms can't hurt. So, improve everything about it actually.