



# **West Side / West Suburban Sub-Regional Service Changes**

December 12, 2006



# West Side/West Suburban Preliminary Results

- The preliminary results of the West Side/ West Suburban experiment are very positive.
- Ridership has increased on the rail lines and bus system in the study area.
- Customer satisfaction is very high based upon a comprehensive professionally administered multi-lingual survey.



# West Side/West Suburban Aggregate Rail Ridership (July to October)\*

July to October 2006 rail ridership has increased by  
7.3 % on the Cermak & Forest Park Branches.

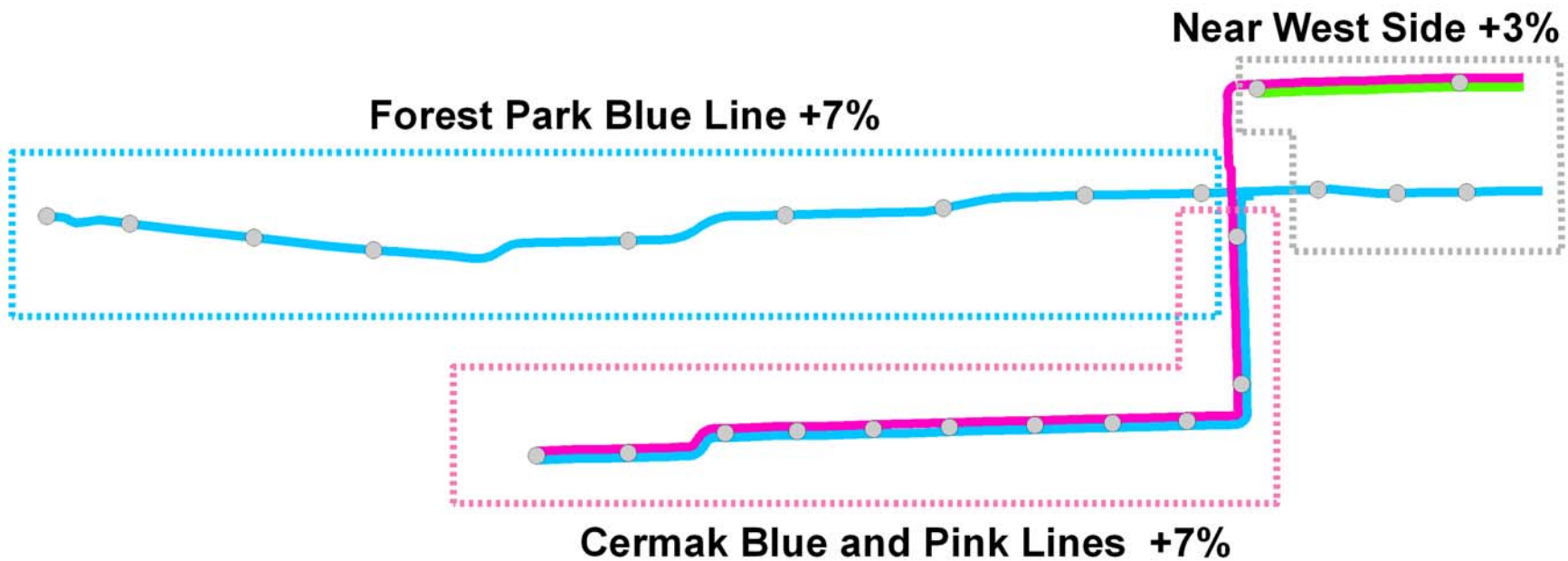
Branch	2005	2006	% Change
Cermak	11,947	12,795	+ 7.1 %
Forest Park	15,351	16,489	+ 7.4 %
Cermak/Forest Park	27,298	29,284	+ 7.3 %
Near West Blue/Pink/Green	14,620	15,118	+ 3.4 %
West Side Rail	41,918	44,402	+ 5.9 %
CTA Rail System	526,901	549,167	+4.2 %

\*October 2005 to October 2006 showed West Side / West Suburban rail ridership increase of 5.3%.

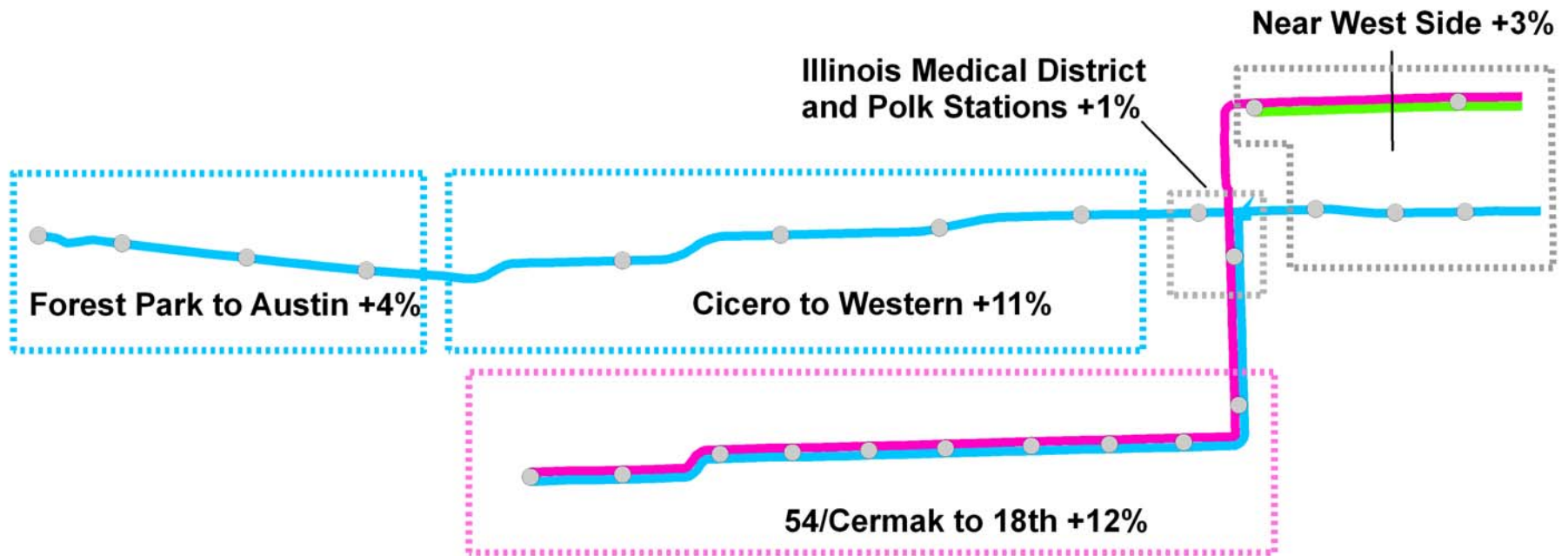


# West Side/West Suburban Aggregate Rail Ridership (July to October)\*

## Rail Ridership Change by Line



# West Side/West Suburban Aggregate Rail Ridership (July to October)\* Rail Ridership Change by Sub-Markets



# West Side/West Suburban Peak-period Rail Ridership on Cermak Branch\*

Cermak Branch Routing	Average Customers per Train	Average Customers per Rail Car	Total Customers Observed	% of Total Customers Observed
Pink Routing (Cermak Br.)	99	25	6,104	84.8 %
Blue Routing (Cermak Br.)	61	8	1,098	15.2 %

\* As observed in peak direction during AM & PM peak periods at Polk St.



# West Side/West Suburban Aggregate Bus Ridership (July to October)\*

- July - October 2006 bus ridership has increased by 1.1 % in the affected corridors.

<u>Route</u>	<u>2005</u>	<u>2006</u>	<u>% Change</u>
#7 Harrison	5,752	5,965	+3.7 %
#9/X9 Ashland	30,641	31,048	+1.3 %
#12 Roosevelt	11,708	10,982	-6.2 %
#20/X20 Madison	23,738	24,159	1.8 %
#21 Cermak	7,080	7,129	+0.7 %
#37 Sedgwick/#38 Ogden Taylor	2,478	2,375	-0.4 %
#52 Kedzie/California	11,435	11,830	+3.4 %
#52A South Kedzie	6,988	4,779	-31.6 %
#54/X54 Cicero	12,231	13,666	+12.1 %
#54B South Cicero	4,989	3,919	-21.4 %
#86 Narragansett/Ridgeland	1,869	2,287	+22.4 %
#90 Harlem	5,000	5,628	+12.6 %
#91 Austin	9,122	8,752	-4.1 %
#127 Madison/Roosevelt Circulator	266	2,251	+747.5 %
<b>West Side Total</b>	<b>133,279</b>	<b>134,790</b>	<b>+1.1 %</b>
<b>System Total</b>	<b>987,662</b>	<b>957,039</b>	<b>-3.1 %</b>

\*October 05 to October 06 showed West Side / West Suburban bus ridership increase of 2.2%.



# Survey

- Two evaluations of the West Side and West Suburban rail lines and bus routes were conducted in the summer and fall of 2006.
- A total of 7,800 responses were collected in multiple languages.
- Information collected included:
  - Origin & destination
  - Transfer activity
  - Satisfaction
  - Trip Purpose
  - Awareness of changes





# Survey Results

- 80% of rail customers indicated they are satisfied with the Cermak and Forest Park service
- 83% of bus customers indicated they are satisfied with bus service
- Customers most cited improvements are the Pink Line and express service on Ashland, Madison and Cicero and the #127 Madison/Roosevelt Circulator.
- Two thirds of the West Side customers interviewed were familiar with the changes made to the bus route or rail line they were riding.



# Recommended Improvements

- #11 Lincoln / #37 Sedgwick – Combine into one route
- #9 Ashland - Improve frequency on local service
- #20/#X20 Madison - Re-balance service levels
- #21 Cermak – Adjust layover times and weekend frequency
- #38 Ogden/Taylor – Adjust PM frequency
- #X54 Cicero Express – Adjust frequency on fringe hours
- #86 Narragansett/Ridgeland – Adjust running times north of Wright College
- #90 Harlem – Adjust AM start time and running time south of Grand
- #91 Austin – Start service earlier and adjust frequency
- #127 Madison/Roosevelt Circulator - Adjust running times and explore use of Columbus Drive



# Recommendation

- Staff recommends a second 180-day experiment.
- Evaluate travel patterns due to seasonal changes.
- Continue to monitor and be responsive to customer travel pattern changes





# **West Side/West Suburban Sub-regional Study**

Questions?

