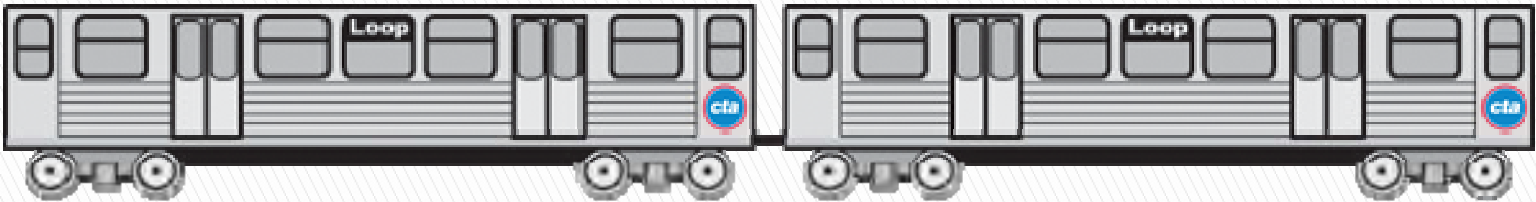
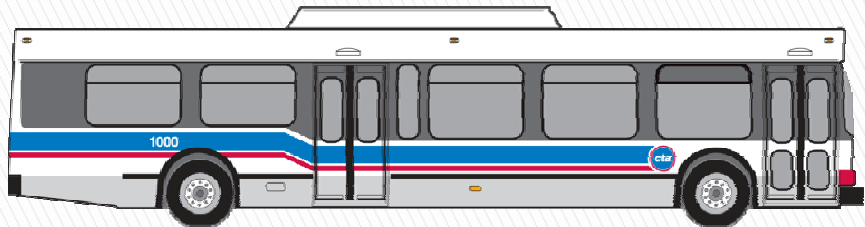


# Strategic Planning Committee



December 4, 2008

# West Side/West Suburban Service Plan



# Purpose of Sub-Regional Study

- Increase ridership and customer satisfaction
- Improve service in the West Side/West Suburban region
- Improve travel times with the introduction of express routes and more direct service
- Establish connections to traffic generators
- Strengthen overall transit network

# West Side Study Area Services

## Bus Routes

#7 Harrison

#X9 Ashland Express

#11 Lincoln/Sedgwick

(#37 Sedgwick/Ogden)

#12 Roosevelt

#X20 Washington/Madison Express

#21 Cermak (#25 West Cermak)

#38 Ogden/Taylor

#52 Kedzie/California

#52A South Kedzie

#X54 Cicero Express

#60 Blue Island/26<sup>th</sup>

#65 Grand

#86 Narragansett/Ridgeland

#90 Harlem

#91 Austin

#127 Madison/Roosevelt  
Circulator

## Rail Lines

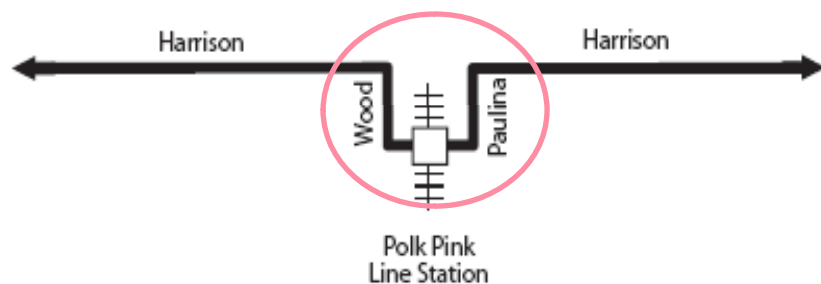
Pink Line & 54<sup>th</sup>/Cermak Blue Line

Forest Park Blue Line

Green Line

# #7 Harrison

## Current



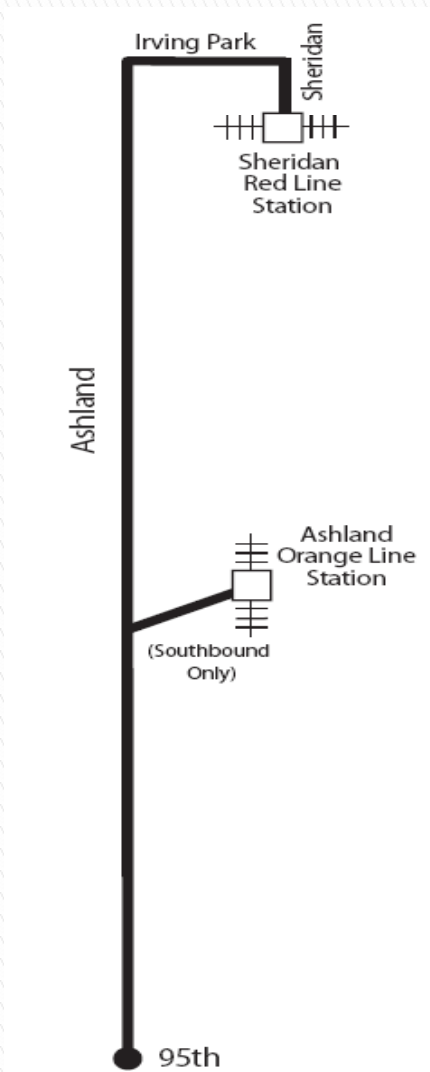
## Previous



- Modification: Service operates to Polk Pink Line Station
- Weekday evening hours extended to 10 pm
- Ridership increased by 31% to 8,600/day

# #X9 Ashland Express

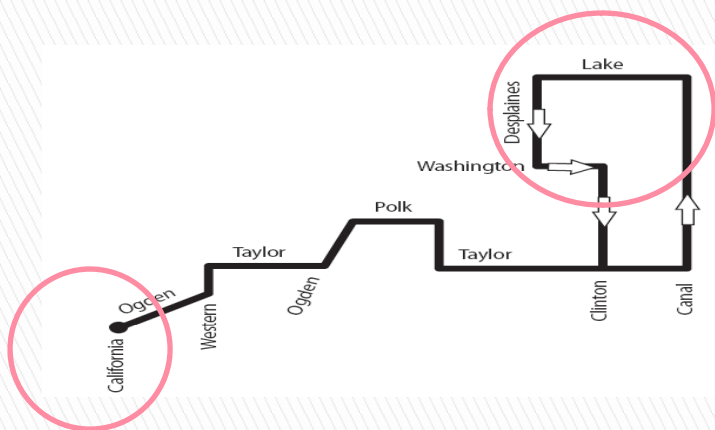
## Current



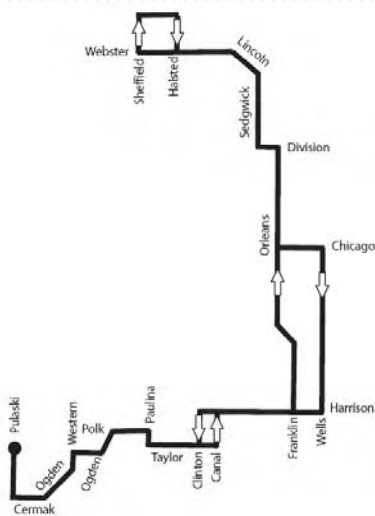
- New bus route
- Improved travel times and connections to employment centers
- Ridership increased by 12% to 36,200/day
- Second busiest corridor in CTA system

# #38 Ogden/Taylor

## Current



## Previous #37 Sedgwick/Ogden\*

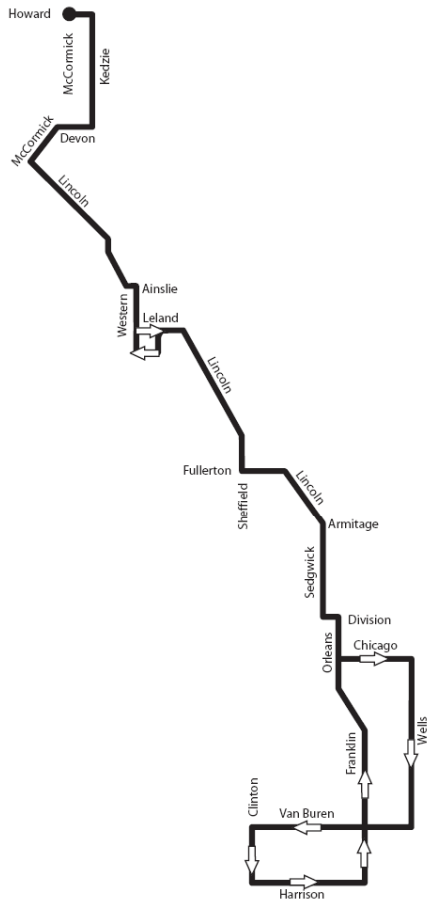


- Modification: The #37 Sedgwick/Ogden was split into two routes
  - #37 Sedgwick
  - #38 Ogden/Taylor
- #38 Ogden/Taylor operated from west Loop to Pulaski Pink Line Station
- In June '08, route was modified to operate from west Loop to Mt. Sinai. Midday service added
- Ridership increased by 92% to 3,000/day (2006-2008)

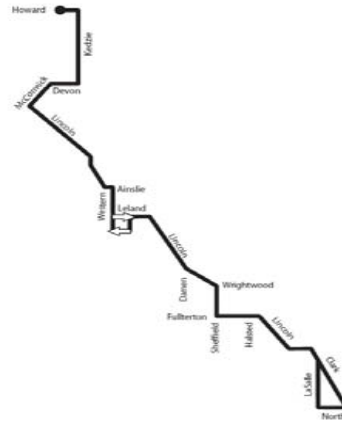
\* Portions of previous routing were combined with #11 Lincoln/Sedgwick.

# #11 Lincoln/Sedgwick

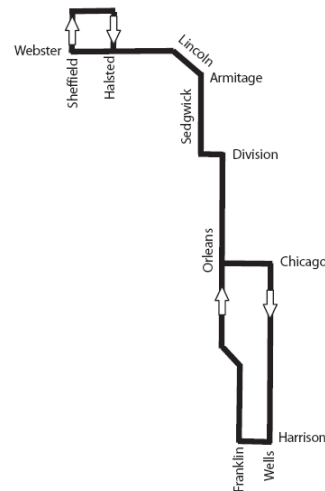
## Current



## Previous #11



## Previous #37

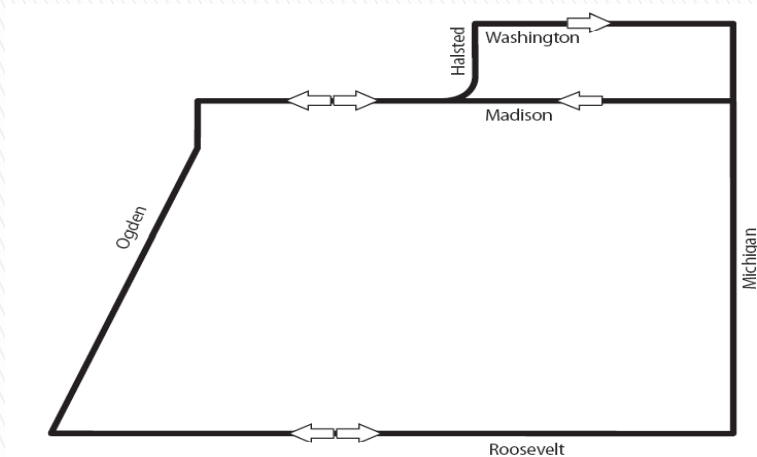


- Modification: #11 Lincoln was combined with the #37 Sedgwick
- Initially operated to Clinton Blue Line during rush hours only
- Extended to Clinton Blue at all times on weekdays
- Ridership increased by 37% to 6,300/day (2006-2008)



# #127 Madison/Roosevelt Circulator

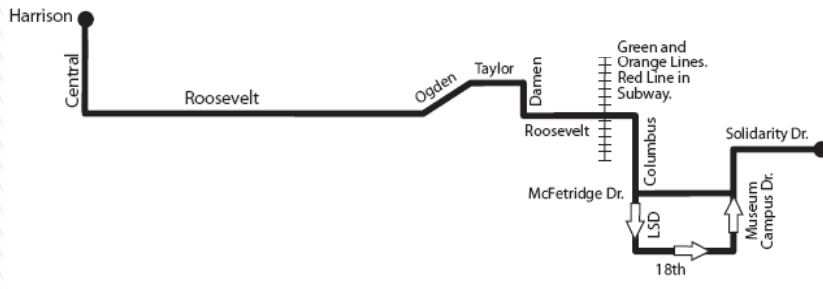
## Routing



- New rush hour route tested as part of West Side experiment
- Ridership grew to about 2,000/day
- Analysis showed investment in #127 Roosevelt would better service customers
- Service eliminated in June 2008

# #12 Roosevelt

## Current\*

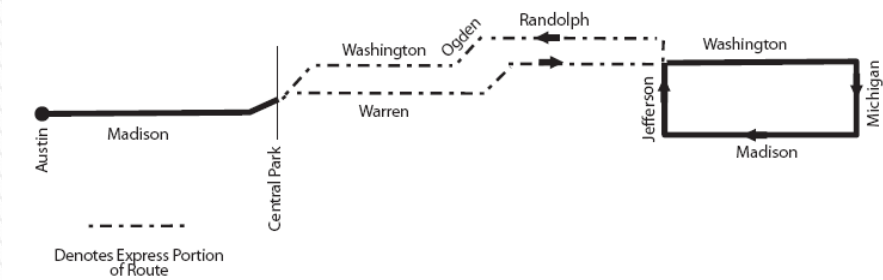


- Modification: Frequency and reliability were improved
- Service hours from #127 Madison/ Roosevelt Circulator invested in #12 Roosevelt
- Ridership increased by 34% to 16,100/day

\* Service to the Museum Campus will be discontinued, effective December 28, 2008 as part of the South Loop Restructuring.

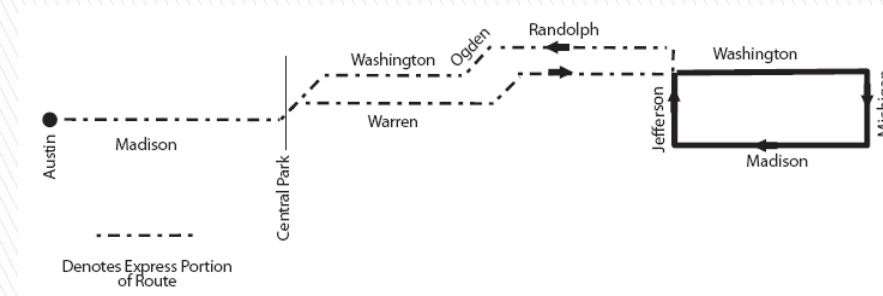
# #X20 Washington/Madison Express

## Current



- New bus route
- Improved travel times in Washington/Warren corridor

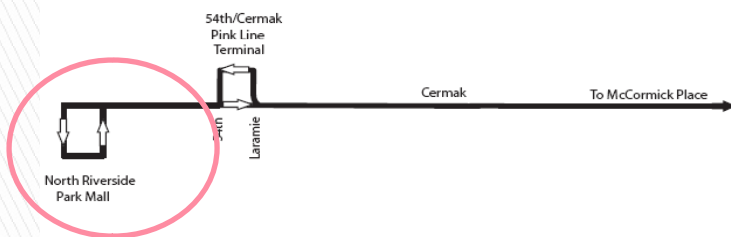
## Previous



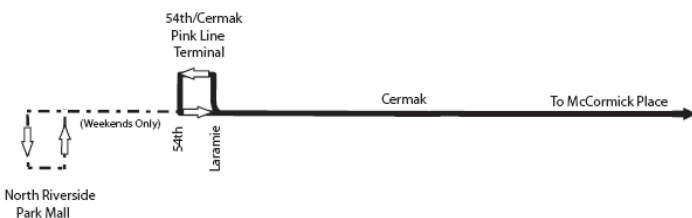
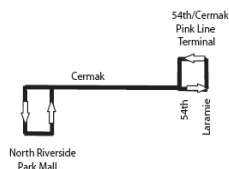
- Local stops were added west of Central Park on Madison in June 2008
- Ridership increased by 4% to 26,200/day in the Madison corridor

# #21 Cermak

## Current\*



## Previous #25 & #21

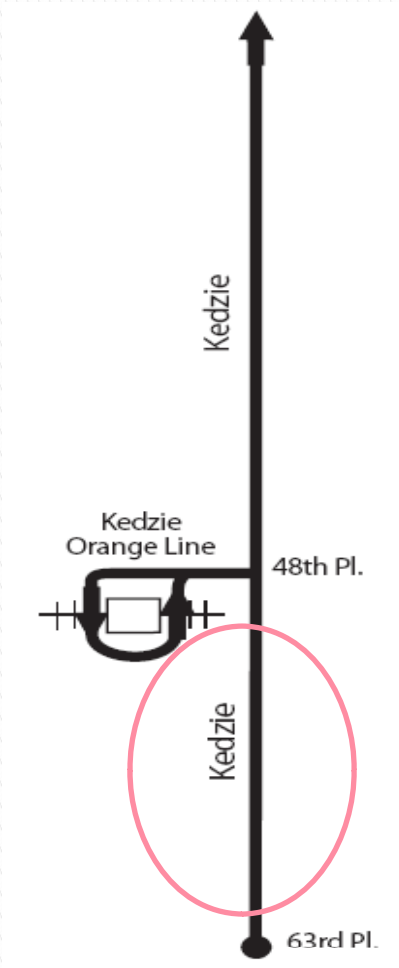


- Modification: Route extended to North Riverside Park Mall at all times
- Consolidated service with the #25 West Cermak
- Ridership increased by 38% to 10,000/day in the Cermak corridor

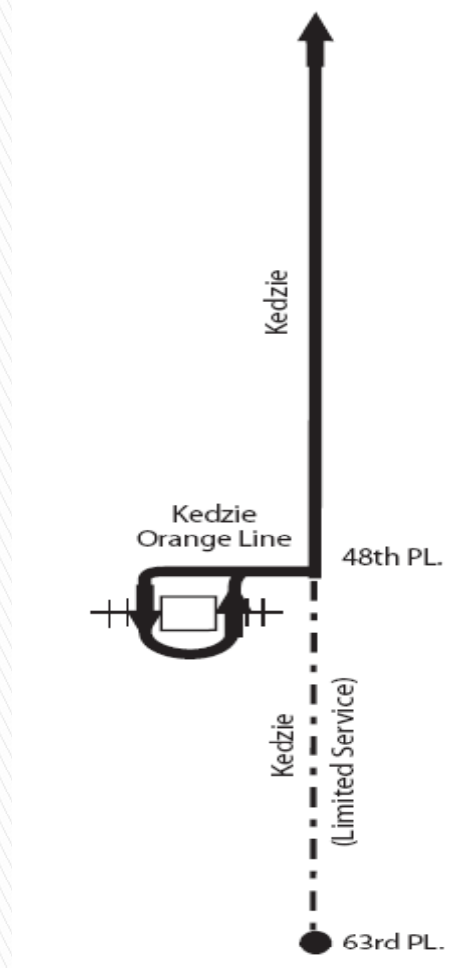
\* Service will be extended to Mercy Hospital, effective December 28, 2008 as part of the South Loop Restructuring.

# #52 Kedzie/California

## Current



## Previous

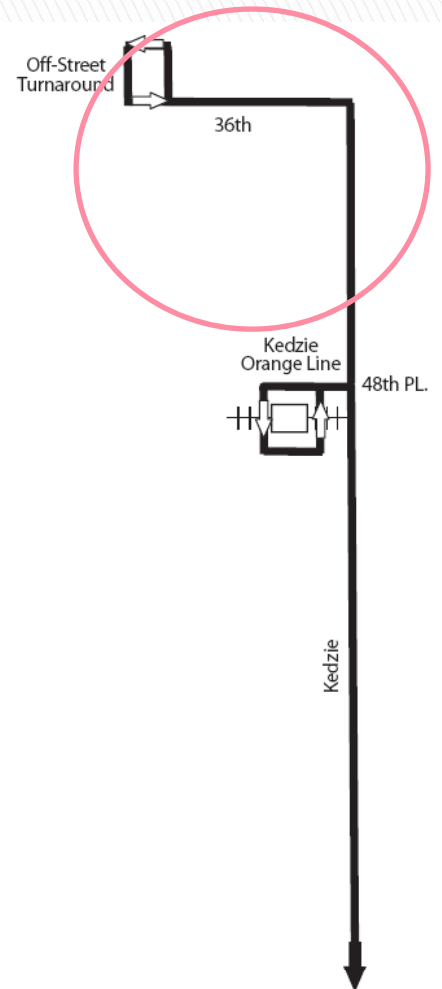
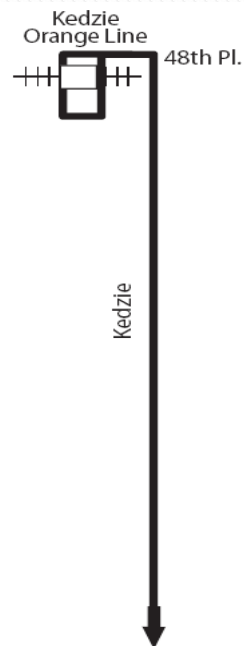


- Modification: Route extended to 63<sup>rd</sup> Pl. at all times
- Busiest portion of Kedzie (63<sup>rd</sup> Street to the Orange Line) is supplemented with extension
- Ridership increased by 5% to 20,600/day in the Kedzie corridor (increase of 2,800 on #52)

# #52A South Kedzie

## Previous

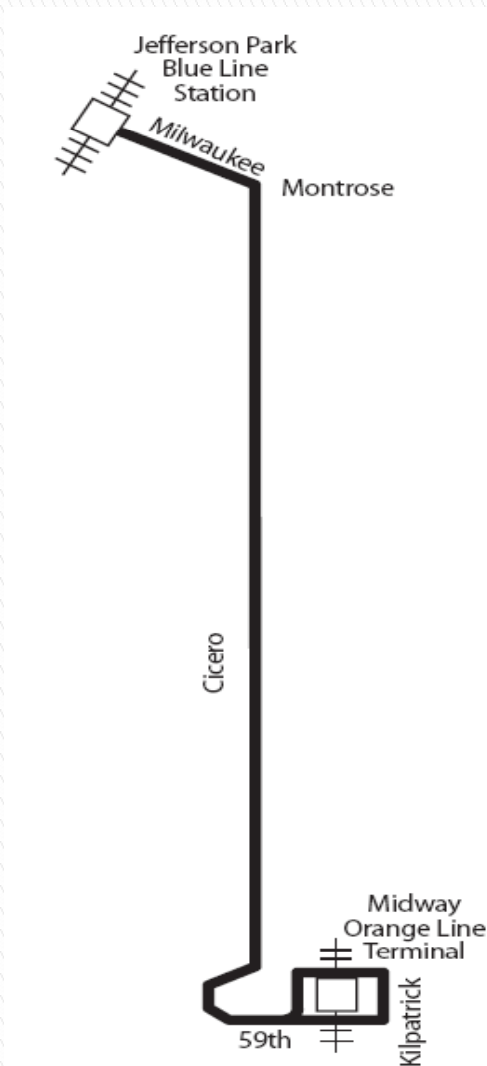
## Current



- Modification: Route terminates at Kedzie Orange Line station at all times
- Improved travel in the corridor and efficiency on both #52 and #52A
- Ridership increased by 5% to 20,600/day in the Kedzie corridor (decrease of 1,800 on #52A)

# #X54 Cicero Express

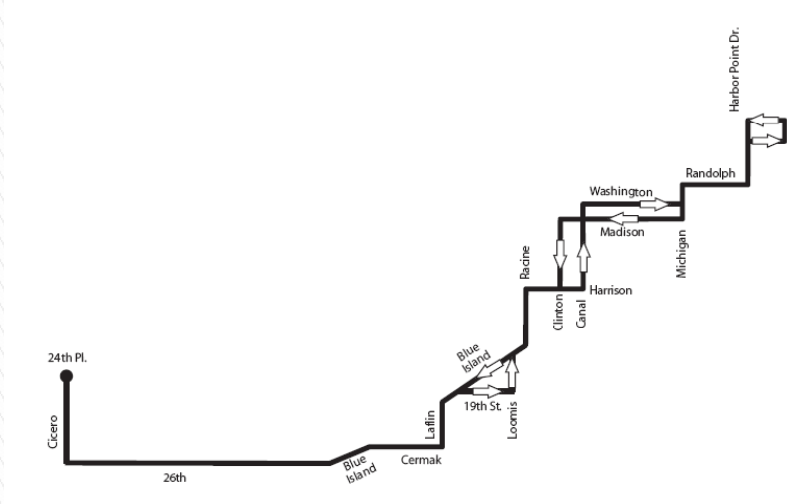
## Current



- New bus route
- Improved travel times in Cicero corridor
- Improved connections to O'Hare and Midway airports for West Side customers
- Ridership increased by 37% to 17,400/day in the Cicero corridor

# #60 Blue Island/26th

## Routing

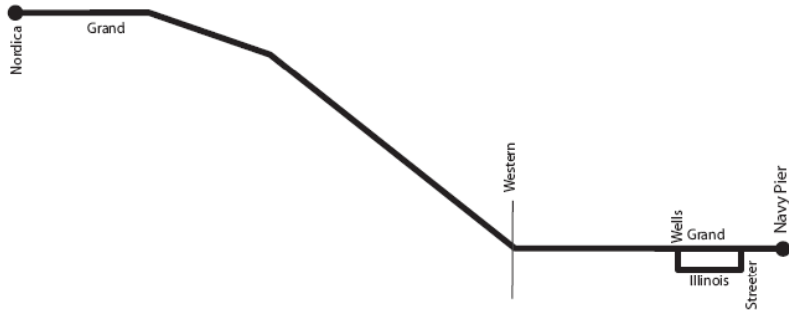


- Modification: Improved reliability
- Downtown operation returned to Washington from Monroe
- Ridership increased by 7% to 15,300/day



# #65 Grand

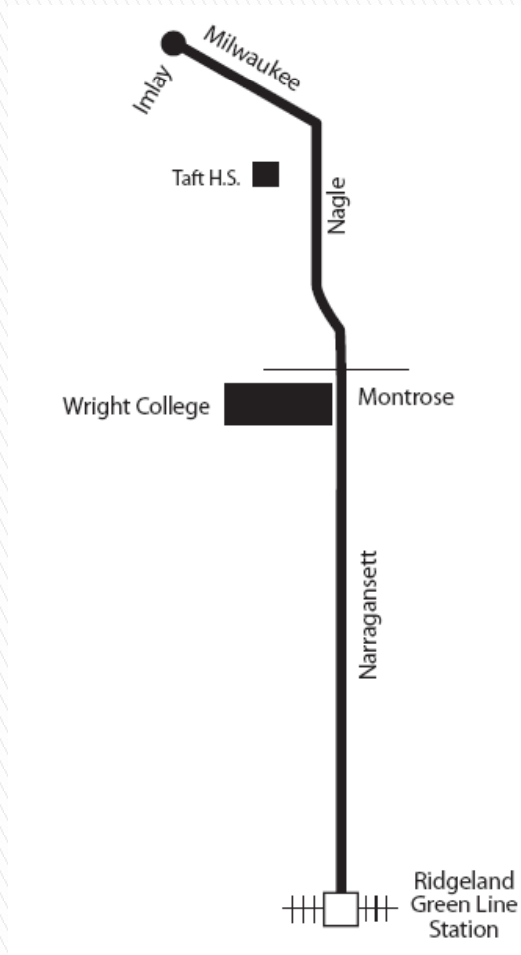
## Routing



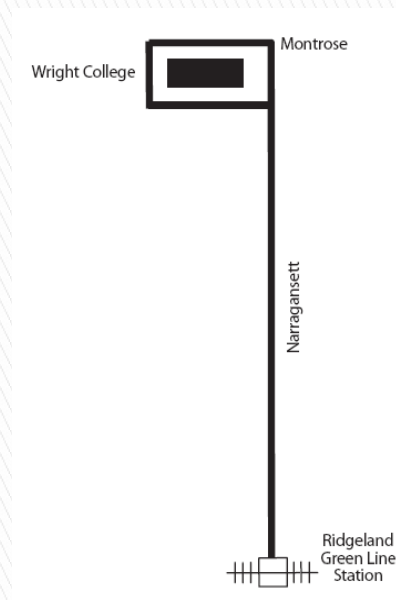
- Modification: Service extended until 10 pm daily. Weekend frequency improved
- Improved late evening connections to employment centers
- Ridership increased by 11% to 8,000/day

# #86 Narragansett/Ridgeland

## Current



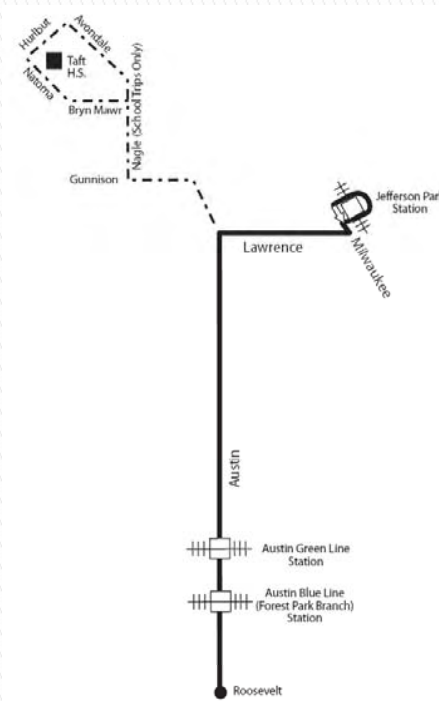
## Previous



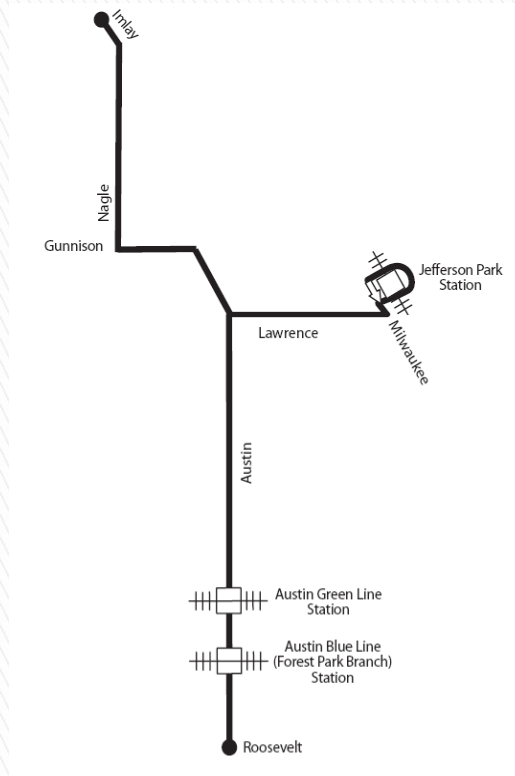
- Modification: Service extended to Milwaukee and Imlay
- Connects west/northwest side students to Wright College and Taft High School
- Ridership increased by 32% to 2,900/day

# #91 Austin

## Current



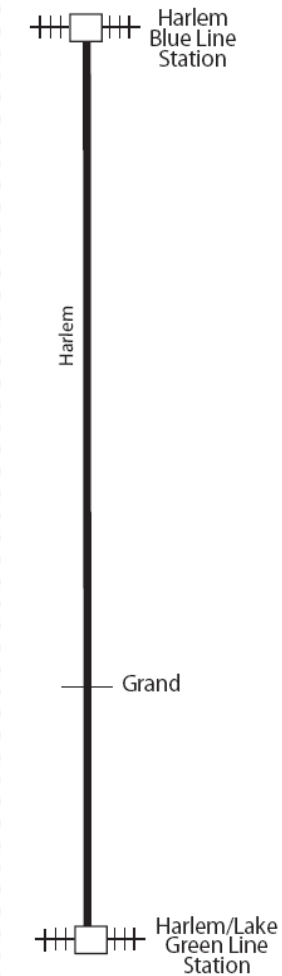
## Previous



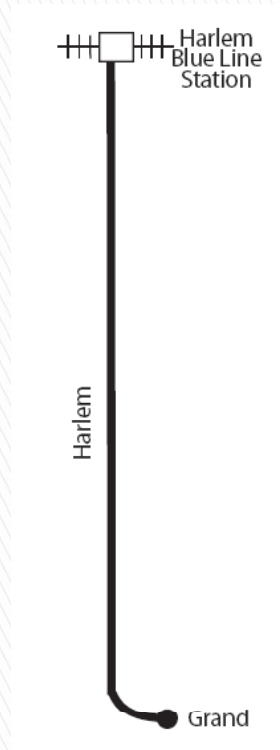
- Modification: Service operates to Jefferson Park Blue Line station at all times
- Provides consistent north terminal
- Ridership decreased by 1% to 10,000/day

# #90 Harlem

## Current



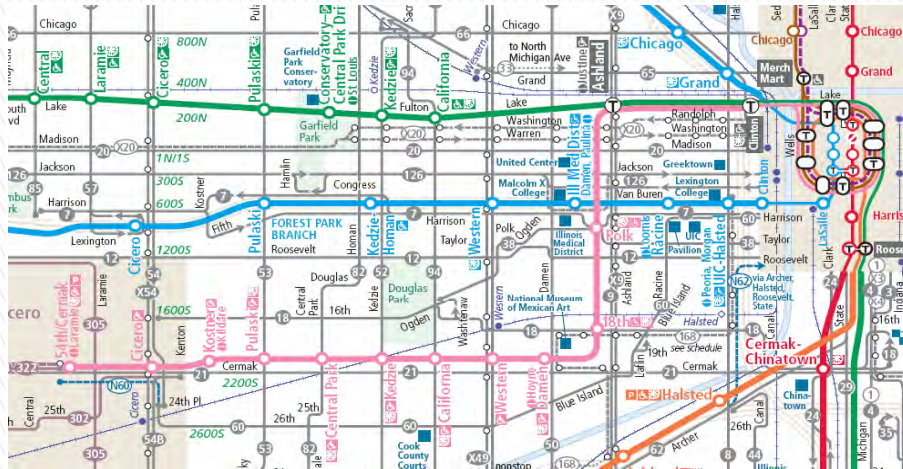
## Previous



- Modification: Service extended to connect to Green Line
- Connects O'Hare Blue Line and Lake Street Green Line
- Provides connection to O'Hare Airport
- Ridership increased by 21% to 6,200/day

# Rail Service

## Current



## Previous



- Implemented Pink Line with 54<sup>th</sup>/Cermak rush hour Blue Line service (June 2006)
- Increased frequency on Forest Park Blue Line (June 2006)
- Improved rush hour frequency on Green Line (March 2008)
- Discontinued 54<sup>th</sup>/Cermak Blue Line service (April 2008)

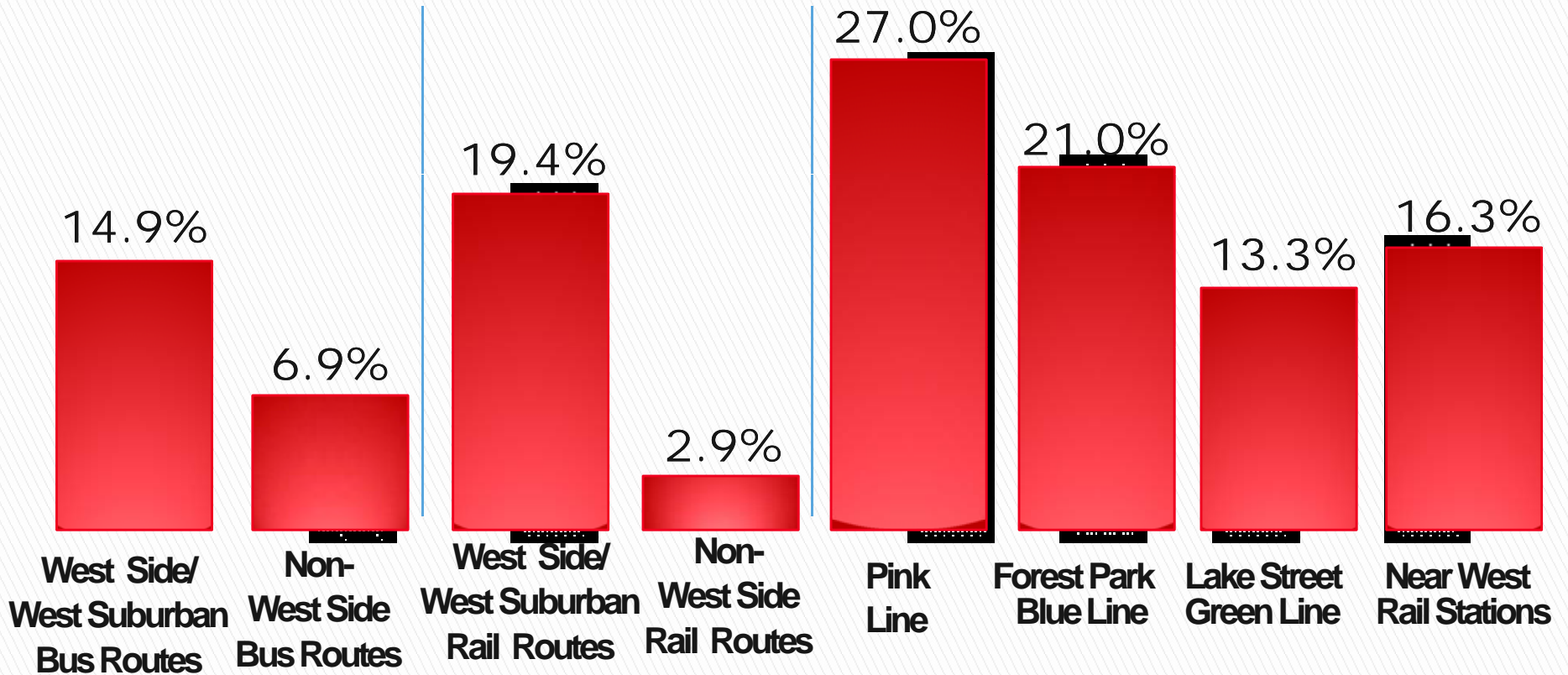
# Ridership Trends

## October Ridership '05 - '08

**Bus Service**

**Rail Service**

**Rail Branches**



# Survey Results and Feedback

- 80% of bus customers indicated they are satisfied with overall service
- Over 85% of rail customers indicated they are satisfied with overall service
- Over 90% of Pink Line customers indicated they are satisfied with service

# Public Hearing and Community Input

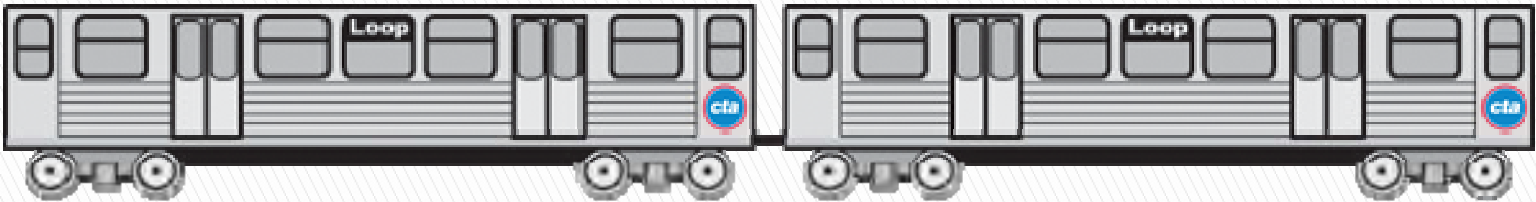
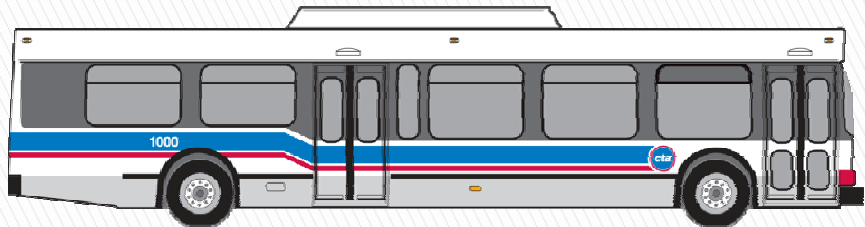
- A public hearing was held November 13, 2008
  - 34 persons attended
  - 12 persons spoke
- 29 e-mails were received
- Some requests were made for return of Blue Line to 54<sup>th</sup>/Cermak
- Most comments were favorable



# Summary: West Side/West Suburban Study

- Ridership has increased by 15% on bus routes
- Ridership has increased by 19% on rail lines
- Express routes additions were well received
- Local bus route changes have improved connectivity to rail lines
- Customer satisfaction is very high
- Public hearing and FTA analyses have been completed
- Staff recommends making changes permanent

# West Side/West Suburban Service Plan

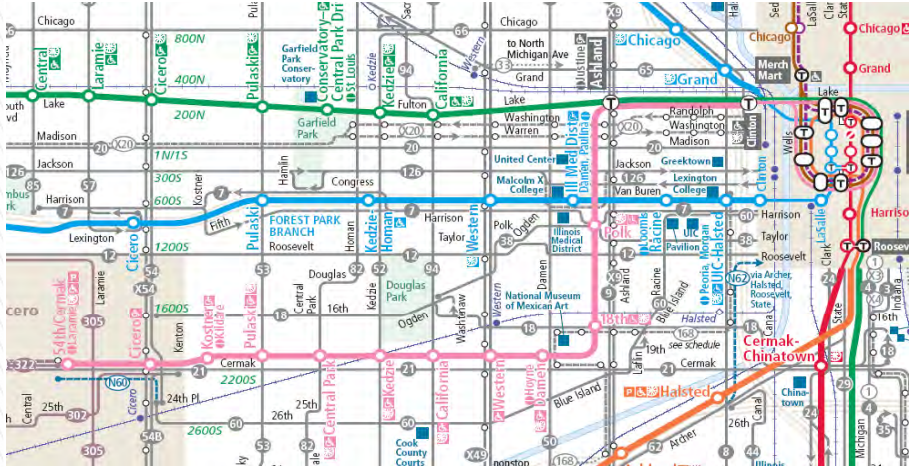


# Sub-Regional Process

- ✓ Define a geographic area
- ✓ Collect and analyze data for study
- ✓ Develop draft and present public information
- ✓ Prepare final proposal based on public comment
- ✓ Obtain Board approval to implement 180-day experiment
- ✓ Monitor, Evaluate, Modify
- ✓ Public Hearing
- Board approval for permanent adoption

# Rail Service

## Current



## Previous



# Rail Line Changes

- Implemented Pink Line with Blue Line service to 54<sup>th</sup>/Cermak during rush hours (June 2006)
- Increased service on Forest Park Blue Line (June 2006)
- Improved rush hour frequency on Green Line (March 2008)
- Discontinued 54<sup>th</sup>/Cermak Blue Line service (April 2008)

# Rail Line Ridership

- Pink Line has increased by 27% to 16,300/day
- Forest Park Blue Line has increased by 21% to 19,500/day
- Lake Street Green Line has increased by 13% to 21,100/day
- Near west side (Green/Pink/Blue) has increased by 16% to 19,900/day
- West Side rail ridership has increased by 19%

Rail ridership has increased by 3% for rest of system 05-08