

## Plan overview

To support growing bus and train ridership and better serve customers, CTA is launching a plan to reduce crowding on trains and buses and make commuting more comfortable for CTA customers. The plan will add new service where it's needed most and discontinue routes that have low ridership or are served by alternative transit service. The additional CTA service will reduce commuter wait times between trains and buses and lower rush hour crowd loads by 10 to 15 percent in most cases. Last year, the CTA had 532 million riders, and ridership was up 3 percent for the first nine months of 2012.

## Creating the plan

CTA worked with Northwestern University's Transportation Center (NUTC) to develop a comprehensive plan that is the equivalent of \$16 million in added service to bus and rail routes that are used by more than 76 percent of CTA's customers.

The additional service comes at no additional cost to the agency, riders or taxpayers because it is paid for by savings achieved from discontinuing lower ridership and duplicative routes served by alternative CTA service or Pace.

## Service changes

Under the plan, CTA will provide additional service on 48 bus routes during morning and evening rush hour periods on weekdays. CTA will also add an additional 17 weekday rush hour train trips on the Red, Blue, Brown, Green, Orange and Purple Lines and more frequent weekend service on Red, Blue and Brown Lines.

Additional changes include discontinuing 12 bus routes that are either duplicative or have low ridership, and discontinuing segments on four other routes. Nearly every one of these has a nearby transit route as an alternative.



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### RTA Travel Information

312-836-7000  
TTY: 312-836-4949  
[goroo.com](http://goroo.com)

### CTA Customer Service

1-888-YOUR-CTA (1-888-968-7282)  
TTY: 1-888-CTA-TTY1 (1-888-282-8891)  
[transitchicago.com](http://transitchicago.com)

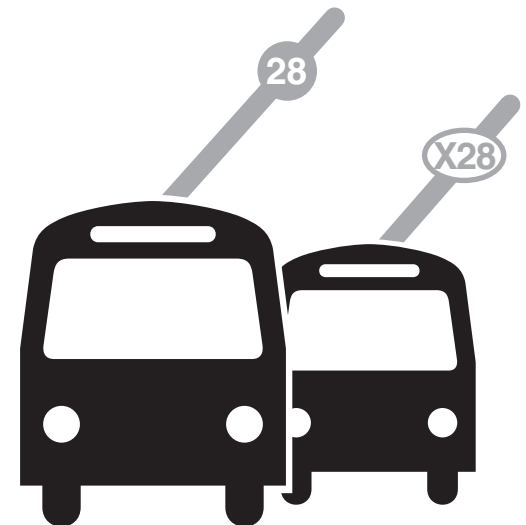


Chicago Transit Authority

## Crowding Reduction Plan

**28** Stony Island  
Service Changes

**X28** Stony Island Express  
Route Discontinuation & Alternatives



Effective Sunday, December 16, 2012



# #28 Stony Island & #X28 Stony Island Express Service Changes

## #28 Stony Island

### Changes:

- Certain rush period trips extended from Lake Park/47th to Union Station, replacing service previously provided by the #X28 Stony Island Express (see below).
- Service on Lake Park between 57th and Hyde Park Blvd (5100S) will be discontinued. All #28 buses will operate in both directions via Lake Park, E Hyde Park Blvd (5100S), S Hyde Park Blvd (1700E), 57th Dr, 57th St, and Stony Island (the route of the #X28).

### Hours of Operation:

The revised #28 will operate approximately the same hours as the current #28:

**Weekdays** 3:50am – 12:20am

**Weekday service to Union Station**

5:40am – 9:30am and 3:15pm – 6:35pm

**Saturdays** 4:05am – 12:30am

**Sundays** 4:05am – 12:30am

## #X28 Stony Island Express








### Changes:

Route Discontinued. Service over the current #X28 route assumed by the #28 route (see above).

**Recommended Alternatives: #6 Jackson Park, #28 Stony Island (extended to Union Station during weekday rush periods)**

**NOTE:** Alternate routes in **bold** have improved service frequency.

### Legend

-  Revised bus route
-  Bus route extension
-  Discontinued bus service
-  Bus Route Terminal
-  Full-time bus route
-  Part-time bus route
-  Recommended alternate bus route

