Connecting with our Customers
Making CTA Easier to Use

Providing customers with the information they need when they need it

- Clear
- Timely
- Useful
At Work, Home, or On The Way

- Planned Service Alerts
- Enhanced Website
Planned Service Alerts

- Week and weekend service change information available by e-mail

www.transitchicago.com
Current CTA Website

- 130,000 visitors a week
- 25% visit again in a week
- Trip planning and schedules searched most
- Career site also popular

Current Website Problems
- Cluttered
- Not intuitive
- Difficult to navigate
- Inconsistent page design
Taking Inspiration

Apple

Microsoft

Transport for London

Obama Campaign
New CTA Website

Blue Line Improvements
O'Hare to the Loop just got faster.

Slow Zone Elimination
We're putting the "snap!" back in Rapid Transit.

cta Brown Line Capacity Expansion Project
Count down to a new Brown.

Fare Changes
New fares go into effect January 1, 2009. Learn more.

how-to guides
How to transit? Become an authority on riding cta!

Holiday Train
Ho ho ho! Santa's on his way!
Get into the spirit with CTA!

System Status
Rail:
- Red Line
- Blue Line
- Pink Line
- Green Line
- Orange Line
- Purple Line
- Yellow Line

Bus:
- 42-48 Miler Service Alert Test

More:
- Sell All Tickets
- Elevators/Escalators
Maps

CTA System Map

Bus and Rail
The CTA System Map shows both CTA Bus and Rail lines, as well as connecting services provided by other transit agencies in Chicago and surrounding communities.

- Online version (coming soon)
- CTA System Map Brochure (PDF)
- Text Version CTA System Map brochure (TXT)

RTA Regional System Map

CTA, Metra, and Pace
The Regional Transportation Authority map shows city and suburban transit provided by CTA, Metra, and Pace.

- RTA System Map Brochure (PDF)

Rail System ("L") Map

Rail only
The CTA Rail System ("L") map shows rail lines only.

- Downloadable PDF version (PDF)
- Online version (PNG image)
- Lighter version (conserve ink/fax when printing)
Blue Line ("L")

The Blue Line operates 24-hour service between Chicago-O'Hare International Airport and the Forest Park terminal, via downtown Chicago.

Hours of operation: Service operates at all times (24 hours, every day).

Route Map

This map represents order of stations along route, not geography.
Timely Service Information

Armitage

Brown Line  Purple Line

General Information
Address: 944 W Armitage, Chicago
Type: Elevated Station
Hours of Service: Approx. 4a - 10p weekdays, 11a - 7:30p Saturday, 8a - 4:30p Sunday
Bike Parking: Indoor and Outdoor
Number of bike spaces: 12

Connections

Service Alerts

Area Map

System Status

Rail:
- Red Line: Normal service
- Blue Line: Severe delay/rapid
- Brown Line: Planned, Minor Delay
- Green Line: Normal service
- Orange Line: Minor delay
- Purple Line: Normal service
- Yellow Line: Major delay
- Pink Line: Normal service

Bus:
- System-wide alert: Flooding has a major impact on bus services across the region.

More:
- See all Alerts
- Elevators/Escalators

Related FAQ's

- Lorem ipsum dolor sit amet?
- Aenean semper, aenea in bibendum semper?
- Aenean lorem sit amet, consectetur adipiscing elit?
- Lorem ipsum dolor sit amet, consectetur adipiscing elit?
- Aenean semper, aenea in bibendum semper?
Urgent Service Information

An emergency situation is presently affecting travel.

Important information is available about this event and the impact on travel through the area.

Click here for full details...

Slow Zone Elimination
We're putting the "rapid" back in Rapid Transit.

Brown Line Renovation
New stations, increased capacity. Countdown to a new Brown.

RiderTools Lab
Test what's next in tools to get you there.
At The Train Station Or Bus Stop

- Digital network
- New mobile signage
- New customer alerts
Real-time Digital Display

On platforms and above fare area

- Provides next train arrival information
- Immediately reprogrammed during emergencies
Mobile Signage

- Using mobile signage
- Clear information for customers before they enter our stations
Customer Alerts

- Week and weekend service change information at all stations
- Format matches email alerts

**Weekend Service Changes May 22 - May 23**

**BLUE LINE**
- 9 PM, Fri., June 13 to 3 AM, Mon., June 16
  No trains between Jefferson Park and Harlem stations
  Shuttle buses replace trains between Jefferson Park and Harlem.
- 11 PM, Fri., June 13 until 7 AM, Sat., June 14
  Boarding change at Division, Chicago and Grand stations
  Board Forest Park-bound trains on the O'Hare-bound side of the platform at these stations.
- 9 PM, Sat., June 14 to 5 AM, Sun., June 15
  Boarding change at Division, Chicago and Grand stations
  Board O'Hare-bound trains on the Forest Park-bound side of the platform at these stations.
- 8 PM Sun., June 15 to 4 AM, Mon., June 16
  Boarding change at Clark/Lake, Washington, Monroe, and Jackson stations
  Board Forest Park-bound trains on the O'Hare-bound side of the platform at these stations.

**BROWN LINE**
- 4 AM, Sat., June 14 to 8 PM, Sun., June 15
  Boarding change at Addison and Southport stations
  Board Loop-bound trains on the Kimball-bound platform at these stations.
- 4 AM, Sat., June 14 until 4 AM, Mon., June 16
  Main entrance closure at Montrose station
  Use the auxiliary entrance across the street to board and exit trains.

**GREEN LINE**
- Sun., June 15 until Thurs., June 19, 10 PM to 4 AM, nightly
  Boarding change at Central and Laramie stations
  Board Harlem-bound trains on the Ashland/63rd-East 63rd-bound platform at these stations.

**RED LINE**
- 9 PM Fri., June 13 to 3 AM, Mon., June 16
  Trains run on the elevated lines between Fullerton and Cermak-Chinatown
  Trains will make all elevated stops from Roosevelt to Pulaski in both directions, operating on Lake and Wabash downtown. Shuttle buses will make connections select subway and elevated stations.

**YELLOW LINE**
- 11 PM Fri., June 13 to 4 AM, Mon., June 16
  No trains between Howard and Skokie stations
  Use #97 Skokie bus between Howard and Skokie.

transitchicago.com
Travel Information: 555-7000 from any local area code (TTY 312-386-9440)

Revised May 23, 2008
While On the Bus and Train

- New rail cars with advanced communications technologies
- New standard operating procedure for announcements
- Operator announcement palm cards
New 5000 Series Rail Car

**Flat Panels**
- Digital displays providing customer information and dynamic advertising

**Real Time Maps**
- Dynamic maps informing customers of train location and upcoming stops

**Video Monitoring**
- Allows train operator and Control Center to view into train cars

**Announcements**
- Capacity to make announcements from Control Center
Emergencies
Where and when they need it

- At work, home or on the way
- At train station or bus stop
- On train or bus
During Emergencies

Unified message across all communications channels

- Use all regular communications resources (website, digital screens, signage)
- Emergency service alerts
- Emergency information hotline
- Field team and control center staff to be deployed
Unified Message

Website

Digital Signage

Emergency Signage
Due to an incident near Rosemont Station, Blue Line Service between O'Hare and Rosemont is delayed. Trains are moving in both directions via a rail shuttle between O'Hare and Rosemont.
Preparing For Emergencies

Evacuation Safety

If necessary, CTA personnel may ask customers to evacuate a train in one of five ways. Please listen carefully to instructions from safety crews, other Transit employees, and security, fire, or police personnel on the scene.

1. Train Completely in Station
   Train crew and other emergency personnel will direct customers to step out of the side doors onto the station platform.

2. Train Partially in Station
   Train crew and other emergency personnel will direct customers to pass through the end doors of their car to the portion of the train that is in the station, and then exit the side doors to access the platform.

3. Train Out of Station – Another Train on Same Track
   Train crew and other emergency personnel will direct customers to use the exit doors of their car to access another train that has pulled up in front or behind.

4. Train Out of Station – Train on Adjacent Track
   Train crew and other emergency personnel will direct customers to use the exit doors of their car to walk through the train to the designated exit doors, and then cross the temporarily closed track or platform between the two trains.

5. Train Out of Station – No Nearby Trains
   Once power has been restored, train crew and other emergency personnel will direct customers to use the exit doors of their car to walk to the designated exit doors, and then cross the track level or platform level and must use safety to an Emergency Exit or platform.

Customers with Disabilities: For safety, customers with disabilities may be evacuated by stretcher or other means. Wheelchairs/vertical elevators will be removed separately and retrieved as soon as possible (if available).

Brochure

Video on web