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/26th
- #65 Grand
- #86 Narragansett/Ridgeland
- #90 Harlem
- #91 Austin
- #127 Madison/Roosevelt Circulator

**Rail Lines**
- Pink Line & 54th/Cermak Blue Line
- Forest Park Blue Line
- Green Line
#7 Harrison

**Current**

- 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**

- 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

**Previous #37 Sedgwick/Ogden**

- 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

## Modification:

- #11 Lincoln was combined with the #37 Sedgwick

## Initial Operation:

- Initially operated to Clinton Blue Line during rush hours only

## Extended Service:

- Extended to Clinton Blue at all times on weekdays

## Ridership Increase:

- 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 #12 Roosevelt would better service customers
- Service eliminated in June 2008
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***

- 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

- Modification: Route extended to 63rd Pl. at all times

- Busiest portion of Kedzie (63rd 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)
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

- 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**

- Modification: Service extended to Milwaukee and Imlay

**Previous**

- 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**

- Harlem
- Harlem/Lake Green Line Station
- Grand

**Previous**

- Harlem
- Harlem/Lake Green Line Station
- Grand

- 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

- Implemented Pink Line with 54th/Cermak rush hour Blue Line service (June 2006)
- Increased frequency on Forest Park Blue Line (June 2006)

Previous

- Improved rush hour frequency on Green Line (March 2008)
- Discontinued 54th/Cermak Blue Line service (April 2008)
Ridership Trends

October Ridership '05 – '08

Bus Service
- West Side/West Suburban Bus Routes: 14.9%
- Non-West Side Bus Routes: 6.9%

Rail Service
- West Side/West Suburban Rail Routes: 19.4%
- Non-West Side Rail Routes: 2.9%

Rail Branches
- Pink Line: 27.0%
- Forest Park Blue Line: 21.0%
- Lake Street Green Line: 13.3%
- Near West Rail Stations: 16.3%
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
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 54th/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 54th/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 54th/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