

# RETURNING TO CTA

**July 2020**



# RESPONSE TO STAY-AT-HOME ORDER

CTA initial response to the COVID-19 pandemic included:

- Providing PPE to CTA employees (e.g., facial covers, gloves, hand sanitizer and cleaning products) and instituting many social distancing controls at work locations; enacting new leave management policies
- Continuing to run as much service as possible to support social distancing and transit-dependent essential workers
- Implementing Bus Crowding Management and adding extra buses to address occasional crowding on routes like the #79 79<sup>th</sup> and #4 Cottage Grove
- Launching rear-door bus boarding while CTA implemented other measures (ended in June 2020)
- Ongoing customer communications and signage on all vehicles and stations to promote social distancing and wearing masks
- Enhancing CTA's cleaning protocols



# CTA SERVICE

- Build on the strategies taken during the Stay-At-Home Order
  - Continue to run as much service as possible
  - Add extra buses to address occasional crowding on routes
  - Run longer buses and trains where possible
- CTA, in coordination with CDPH, formalized rider capacity limits for buses and rail cars for Phase 4
  - 15 passenger limit for 40' buses
  - 22 passenger limit for articulated buses and each train car
- CTA is monitoring camera feeds from high-ridership stations to identify potential crowd management situations at platform
  - When social distancing concerns are identified customer announcements can be made to the platform to encourage social distancing, advise customers to wait for the next train, etc.

# CLEANING

- CTA has one of the most rigorous cleaning regimens of any US transit agency.

Measures include:

- Cleaning every bus and train before service
- Cleaning train stations four times a day
- Disinfecting high-touch surfaces throughout the day
- Routine deep cleans of stations and vehicles



- Enhancing cleaning protocols with new technologies, products and services
  - Electro-sprayers used for deep cleans
  - Anti-microbial surface coating applied to vehicle interiors
  - UV light cleaning technologies are under review by CTA Engineering
  - Mobile cleaning SWAT teams will power-wash stations
    - 50-75 rail stations per week
  - Clean Crews at terminals to enhance end-of-line rail car cleaning

# CUSTOMER & STAKEHOLDER ENGAGEMENT

## Returning to CTA

As Chicago moves forward with its phased reopening, we look forward to more riders returning to CTA. We're committed to providing the cleanest, most comfortable environment possible for everyone. In preparation for your return to CTA, here are some things you should know:



### Face coverings and masks

All CTA riders and employees are required to wear masks/facial coverings at all times.\*



### Social distancing

We're continuing to provide the highest levels of service possible. We've set passenger limits on buses and trains, and we're monitoring and making adjustments to service in real-time at high-ridership locations. We need riders to support social distancing by:

- Taking CTA for essential and long-distance trips only
- Allowing extra travel time
- Avoiding crowded vehicles; move to another rail car or wait for the next train/bus
- Adhering to new safe distance markers posted in stations and vehicles
- Spreading out and staggering seating
- Boarding through the rear door on buses



### Rigorous cleaning

We've enhanced our already rigorous cleaning regimen, and we're committed to finding ways to make it even better:

- Trains and buses cleaned and disinfected daily; before, during and after service
- High-touch surfaces in stations are disinfected four times a day
- Routine deep cleaning of vehicles and stations
- Use of new cleaning technologies such as electrostatic sprayers and testing of antimicrobial coatings on vehicles

We need everyone to help keep vehicles and stations clean by:

- Continuing to cover coughs and sneezes
- Limiting interaction with high-touch surfaces
- Washing your hands before and after traveling
- Not eating and drinking on vehicles and at stations



### Contactless payment options

Ventra is a contactless payment system that allows riders to quickly tap and go when boarding buses and entering stations. If able, skip the cash and vending machines and opt to ride using a Ventra Card, contactless bank/credit card or mobile payment via Apple Pay and Google Pay. Learn more at: [www.ventrachicago.com](http://www.ventrachicago.com)



### Other ways to travel

While CTA is often the best way to travel throughout Chicago, we're not the only option. During the COVID-19 pandemic, we encourage riders to identify alternative transportation modes—especially walking or bicycling, including the Divvy system—for shorter, neighborhood trips. By accessing alternative modes, we can continue to provide a safe, reliable service for essential workers and those with mobility challenges.

\*Masks are not required for children under the age of two, or those who are unable to medically tolerate the use of a face cover.

[transitchicago.com/coronavirus](http://transitchicago.com/coronavirus)



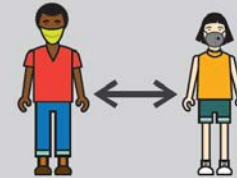
### Help us maintain a healthy travel environment

*Ayúdenos a mantener un ambiente sano para viajar*



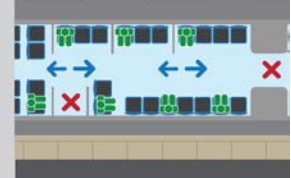
### Please wear a mask or face covering

*Por favor lleve puesta una mascarilla o algo que le cubra el rostro*



### Spread out! Keep 6 ft distance wherever possible

*¡A distanciarnos! Mantenga 6 pies (aproximadamente 2 metros) de distancia siempre que sea posible*



### Move into the bus; don't stand in the doorway

*Súbase al autobús; no se detenga en la puerta*



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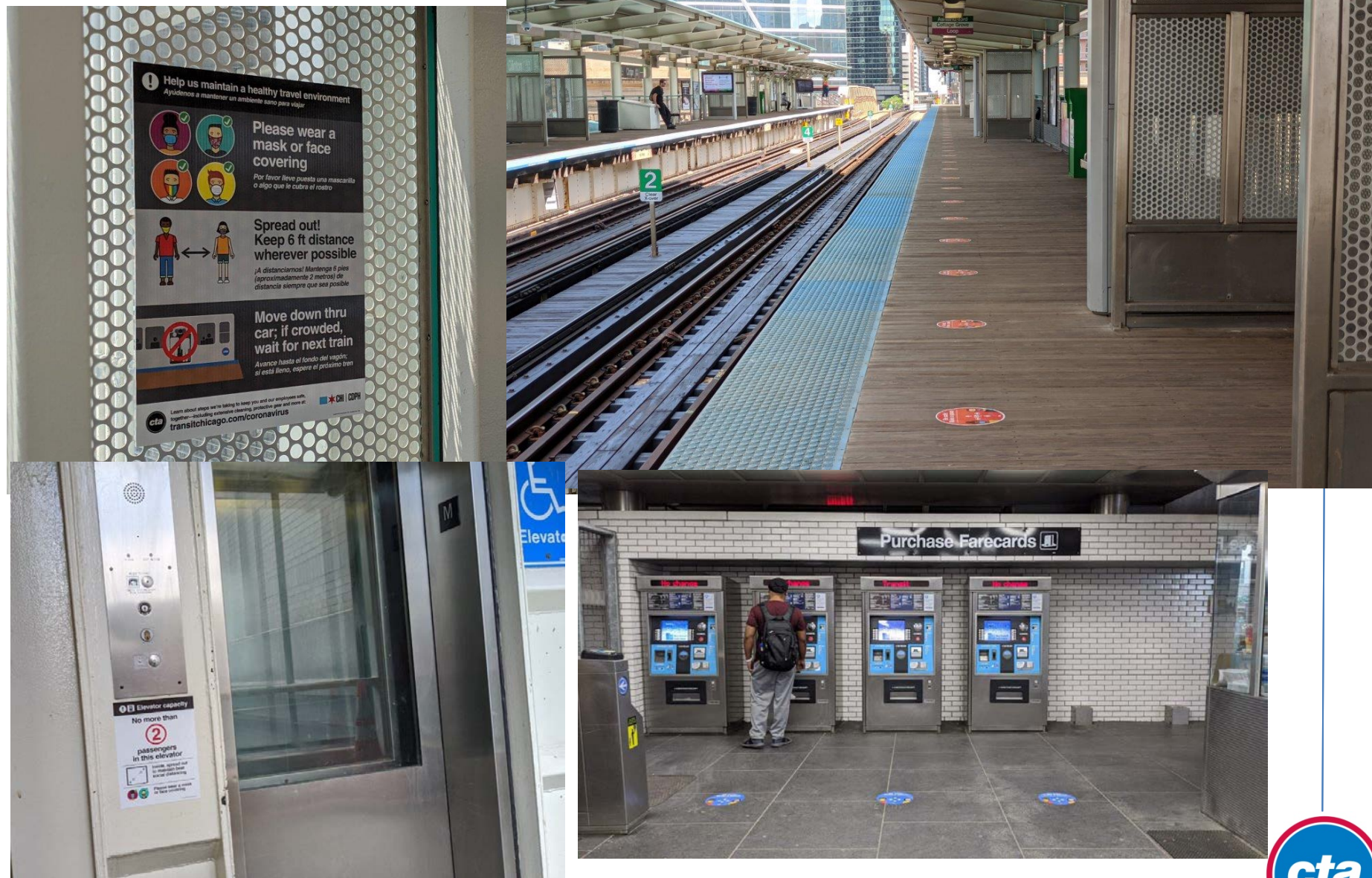


# STATION SIGNAGE



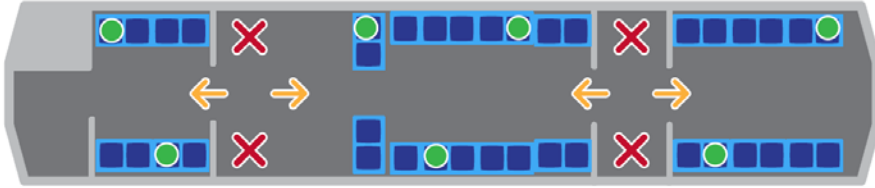


# CONT'D STATION SIGNAGE





# VEHICLE SIGNAGE



## Spread out thru the railcar

Stagger where you sit or stand and avoid areas where others need to pass

*Mantenga su distancia en el vagón; intercale dónde se para o sienta con respecto a los demás, y evite áreas por las que otros deben pasar.*





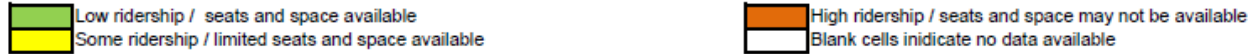
# RIDERSHIP TOOLS

- Distributed “Travel Healthy” kits to riders – kits included personal hand sanitizers, face masks and tips for traveling healthy on CTA
  - Distributed thousands of kits of riders the week of June 23
  - CTA exploring additional opportunities to distribute the kits
- Distributing Ventra cards to customers to encourage transition to contactless payment
  - CTA accepts Ventra cards, contactless bank/credit cards or mobile payment via Apple Pay/Google Pay



# RIDERSHIP INFORMATION DASHBOARD

## Bus Crowding Report Capacity by Hour Weekdays: 6/8/20-6/21/20



Data is based on the recommended capacity of 15 for a 40' standard bus and 22 for a 60' articulated bus.  
Data is also based on the most crowded loading condition for each trip. Less crowded conditions exist on portions of each route.

Route	AM											PM												
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
1 Bronzeville/Union Station																								
2 Hyde Park Express																								
3 King Drive																								
4 Cottage Grove																								
6 Jackson Park Express																								
7 Harrison																								
8 Halsted																								
8A South Halsted																								
9 Ashland																								
X9 Ashland Express																								
11 Lincoln																								
12 Roosevelt																								
J14 Jeffery Jump																								
15 Jeffery Local																								
16 16th/18th																								
20 Madison																								
21 Cermak																								
22 Clark																								
24 Wentworth																								
26 South Shore Express																								
28 Stony Island																								
29 State																								
30 South Chicago																								
31 31st																								
34 South Michigan																								
35 31st/35th																								
36 Broadway																								
37 Sedgwick																								
39 Pershing																								
43 43rd																								
44 Wallace-Racine																								
47 47th																								
48 South Damen																								
49 Western																								
49B North Western																								
X49 Western Express																								
50 Damen																								

- Developed a customer information dashboard to convey the best times to ride to avoid crowds so that they can adjust their trips accordingly, when it is possible to do so
  - Dashboard highlights the busiest bus routes at specific time periods throughout the day, including weekends
  - Currently developing a more interactive, accessible dashboard



# OTHER TRANSIT AGENCIES

- CTA is one of the only transit agencies in the country that did not reduce/cut service, so many transit agencies are focusing their re-opening efforts on restoring service
  - MTA, MBTA, LA Metro, SEPTA are currently doing service restoration or plan to restore service as part of their regions' recovery
- CTA's other reopening actions have been consistent with other transit agencies:
  - All transit agencies continue to encourage thoughtful “use” of transit; only taking transit for essential trips and for those with mobility challenges
  - Boston, Philadelphia, Detroit and others established passenger capacity limits between 10 and 30+ passengers depending vehicle type/size
  - Most transit agencies require customers wear masks
  - Philadelphia and various international cities are transitioning back to front door boarding in the next few weeks
  - Other agencies have installed plexi-glass screens to protect operators (CTA buses are already equipped with this protection)
  - Agencies have blocked off the front of their train cars from passengers
  - MTA is testing UV light cleaning on vehicles



# PLANNING FOR FUTURE PHASES

- These investments are just the beginning of the work CTA is doing to safely welcome riders back to our system
- CTA is currently:
  - Exploring new technology investments and data tools
  - Working with CDOT on opportunities to establish dedicated emergency bus lanes or “pop up” lanes and other infrastructure improvements
  - Launching a new Ventra app in fall 2020 with Divvy bike integration
  - Identifying additional opportunities to engage with our customers about social distancing and wearing masks
- Longer-term we plan to review the ‘new normal’ ridership patterns and impacts of COVID-19 on views of public transit, overall ridership trends and service delivery

