

chicago transit authority

customer alerts API documentation

Introduction

The customer alerts API allows for querying, with an XML document as output, data from the transitchicago.com customer alerts database.

Alerts are added and updated throughout the day. Each entry is marked for how it affects services, ranked based on its level of impact on services, has descriptive headlines and text, and is associated with both routes and stations which are notably affected by the issue. This allows the information to be processed for a variety of uses, and also powers what we think is a highly-detailed, rich API.

Note that, in using this API, you must agree to our [License Agreement and Terms of Use](#).

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About this document

What this document covers

This document explains how to request information and what information is provided through the two alerts-related APIs.

What this document does not cover

This document does not cover information provided through the Google Transit Feed Specification data package or the CTA Bus Tracker API. Visit <http://www.transitchicago.com/developers> for more information on these other data services from CTA.

How information is added

Data in this system is manually entered into our communications systems by people who work at CTA, as information becomes available or known about something that can affect a service.

For planned work (such as construction-related activity, planned service changes, etc.), we generally enter this information in advance of events.

For unplanned incidents that affect service, such as when a street blockage requires us to reroute buses, the information is entered from our control center—a sort of nerve center for our 220+ mile rail system and ≈150 bus routes.

Information, once entered, appears on transitchicago.com, in our RSS feeds and in this API, in Bus Tracker, and in other places almost immediately.

Why we're providing this API

The hope is that, in places where travel information is either desired or deemed useful, that information about the state of CTA services can help people make empowered decisions about their trip. By providing an API into this information already published on our Web site, we hope to see applications of this information included in mobile device applications, public displays, Web sites and more.

Legal notice

By using this API, you agree to our Developer Terms of Use, which is in the appendix of this document. It's important that you, the developer, understand that this service is provided on an as-is basis and without any guarantees as to availability or accuracy. You must read and agree to the full Developer Terms of Use to use this API.

A few definitions...

There are a few bits of lingo that you'll find in this document (we'll try to keep it to a minimum) that we'd like to explain first, so you know what we're talking about.

Affected service – This merely describes a *thing* that is affected by an event. Specifically, affected services can include bus routes, train routes and train stations. We generally associate affected services based on where notice is helpful. For example, an elevator being out-of-order is associated with both the station and the routes that serve it.

Active alert – An “active” alert is defined as one that is presently affecting a service (in other words, its start time is before ‘now’ and its end time is after ‘now’).

Severity score – This score is a numeric ranking between 1 and 99 (see appendix) to indicate how severely (or not) an alert affects service. Planned events and events that affect only a portion of our customers are generally ranked lower than unplanned events affecting a service. Further, things that may require people to change their travel behavior are ranked higher than things that cause, for example, a delay of only a few minutes.

Google Transit Feed Specification (GTFS) – This is a “common format for public transportation schedules and associated geographic information.” GTFS is used by hundreds of transit agencies to feed service information to Google™. A GTFS package is generated, as needed, by transit agencies and can be distributed as a simple .zip file with several comma-delimited text files inside. You can read more about GTFS on [Google Code](#). For consistency, the same route IDs and stop IDs are used throughout the Bus Tracker system, the Alerts system as are specified in the [CTA GTFS feed](#) (with a few special exceptions—see appendix).

The Route Status API

Description

The Route Status API returns results that describe service’s ultimate status in a well-formed XML document.

By default, this API will give the status of all bus and train routes.

Each routeinfo element in the XML output contains some basic route information, the URL of that route’s page on transitichicago.com, and the ultimate status of that route.

Base URL

<http://www.transitichicago.com/api/1.0/routes.aspx>

Parameters:

Use URL query string method.

Name	Value	Description
type	Comma-delimited list of desired service types	Valid values for “type” include: <ul style="list-style-type: none">• bus• rail• station• systemwide Specify any combination by separating multiple terms with commas (no spaces). Default is “bus,rail,systemwide”.
routeid	Single or multiple route ID(s)	If specified (comma delimit multiple values), determines which routes’ statuses to return list, based on unique route IDs. Matches GTFS route IDs.
stationid	Single or multiple station ID(s)	If specified (use one station only), determines which station to return, based on unique station ID. Matches GTFS station IDs.
outputType	“JSON” (optional)	If outputType=JSON is added to query string, API response will be formatted as JSON instead of XML

Response fields:

Name	Description
CTARoutes	Root element
./TimeStamp	Shows time when response was generated in format: yyyyMMdd HH:mm (24-hour time)
./ErrorCode	Returns numeric error code, or "0" if no error
./ErrorMessage	Returns error description, or empty if none to describe
./RouteInfo	Element contains details for each route returned
././Route	Name of route being described
././RouteColorCode	Hexadecimal RGB color value for route's color, as <i>rrggbb</i>
././RouteTextColor	Hexadecimal RGB color value of suggested text if placed on background of route color code
././ServiceId	Unique routeid or stationid, as appropriate. Matches Google Transit Feed Specification codes . (see appendix)
././RouteURL	URL of the route or station's "home page" on transitchicago.com
././RouteStatus	The route's ultimate status, described in text (Normal service, Planned work, Minor delays, etc.)
././RouteStatusColor	A suggested color associated with this status

Remarks:

The ultimate status is based on the highest severity score of any active alert that is associated with a given service. In other words, if multiple events are affecting a service, the most impactful event is what determines its status.

There are three systemwide categories that appear in the output of this API as though each is its own route. The ultimate status of a "systemwide" entry is not based on the statuses of individual routes, nor does the existence of an "all bus routes" systemwide alert automatically change the status of each individual route—it's essentially an umbrella category for broad notifications, and it's up to you whether or not you incorporate systemwide logic into your application. See the appendix for more information.

Schema

```
<?xml version="1.0" encoding="utf-8"?>
<xs:schema attributeFormDefault="unqualified" elementFormDefault="qualified"
xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="CTARoutes">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="TimeStamp" type="xs:string" />
        <xs:element name="ErrorMessage" type="xs:string" />
        <xs:element maxOccurs="unbounded" name="RouteInfo">
          <xs:complexType>
            <xs:sequence>
              <xs:element name="Route" type="xs:string" />
            </xs:sequence>
          </xs:complexType>
        </xs:element>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```

```

        <xs:element name="RouteColorCode" type="xs:string" />
        <xs:element name="RouteTextColor" type="xs:string" />
        <xs:element name="ServiceId" type="xs:string" />
        <xs:element name="RouteURL" type="xs:string" />
        <xs:element name="RouteStatus" type="xs:string" />
        <xs:element name="RouteStatusColor" type="xs:string" />
    </xs:sequence>
</xs:complexType>
</xs:element>
</xs:sequence>
</xs:complexType>
</xs:element>
</xs:schema>

```

Example

XML Request:

<http://www.transitchicago.com/api/1.0/routes.aspx?routeid=red>

XML Response:

```

<?xml version="1.0" encoding="utf-8" ?>
<CTARoutes>
  <TimeStamp>20091201 13:37</TimeStamp>
  <ErrorCode>0</ErrorCode>
  <ErrorMessage />
  <RouteInfo>
    <Route>Red Line</Route>
    <RouteColorCode>b71234</RouteColorCode>
    <RouteTextColor>ffffff</RouteTextColor>
    <ServiceId>Red</ServiceId>
    <RouteURL>
      <![CDATA[ http://www.transitchicago.com/riding\_cta/systemguide/redline.aspx ]]>
    </RouteURL>
    <RouteStatus>Normal Service</RouteStatus>
    <RouteStatusColor>404040</RouteStatusColor>
  </RouteInfo>
</CTARoutes>

```

JSON Request:

Request:

<http://www.transitchicago.com/api/1.0/routes.aspx?routeid=red&outputType=JSON>

JSON Response:

```

{
  "CTARoutes": {
    "TimeStamp": "2016-09-29T18:31:23",
    "ErrorCode": "0",
    "ErrorMessage": null,
    "RouteInfo": {
      "Route": "Red Line",
      "RouteColorCode": "c60c30",
      "RouteTextColor": "ffffff",

```

```
    "ServiceId":"Red",
    "RouteURL":{
      "#cdata-
      section":http://www.transitchicago.com/riding\_cta/systemguide/redline.aspx
    },
    "RouteStatus":"Service Change",
    "RouteStatusColor":"000000"
  }
}
```

Detailed Alerts API

Description

The Detailed Alerts API returns full details of alerts in the database as results in a well-formed XML document.

Each alert element has a unique ID number, multiple kinds of descriptive text, an event start date/time and an end date/time (if known), a URL for the individual alert on transitchicago.com, information to define the level of impact an alert has on a given service and a listing of services (by way of one or more service elements) to which the alert applies.

Only alerts that are active or which occur in the future are returned.

Base URL

<http://www.transitchicago.com/api/1.0/alerts.aspx>

Parameters:

Use URL query string method.

Name	Value	Description
activeonly	Boolean	Default is FALSE. If TRUE, response yields events only where the start time is in the past and the end time is in the future or unknown.
accessibility	Boolean	Default is TRUE. If FALSE, response excludes events that affect accessible paths in stations.
planned	Boolean	Default is TRUE. If FALSE, response excludes common planned alerts. Otherwise, result does include planned alerts.
routeid	Single or multiple route ID(s)	If specified (comma delimit multiple values), determines which routes' statuses to return list, based on unique route IDs. Matches GTFS route IDs.
stationid	Single or multiple station ID(s)	If specified (comma delimit multiple values), determines which stations to return, based on unique station IDs. Matches GTFS station IDs.
bystartdate	yyyyMMdd	If specified, yields events with a start date before the one specified (excludes events that don't begin until on or after the specified point in the future).

recentdays	integer	If specified, yields events that have started within x number of days before today (excludes events that began further in the past than the specified number of days).
outputType	“JSON” (optional)	If outputType=JSON is added to query string, API response will be formatted as JSON instead of XML

Response fields:

Name	Description
CTAAlerts	Root element
TimeStamp	Shows time when response was generated in format: yyyyMMdd HH:mm (24-hour time)
ErrorCode	Returns numeric error code, or “0” if no error
ErrorMessage	Returns error description, or empty if none to describe
Alert	Container element for an individual alert
./AlertID	Unique ID# of alert
./Headline	Alert headline
./ShortDescription	Short description of alert
./FullDescription	Full description of alert (in CDATA wrapper)
./SeverityScore	Numerical score from 0-99 to rank alert’s severity, based on impact had on overall service
./SeverityColor	Hexadecimal RGB code used to define alert severity text on transitichicago.com
./SeverityCSS	Category for alert used to pick icon and display style of alert (four possible results: normal, planned, minor or major)
./Impact	Descriptive text of impact this alert has on service (Minor delays, Planned reroute, Accessibility Status, etc.)
./EventStart	Start datetime of alert in yyyyMMdd HH:mm (time shown only if specified)
./EventEnd	End datetime of alert, if known (empty element if alert has open end)
./TBD	0 = alert has defined end time, 1=alert is open-ended (indefinite alert such as station opening, unplanned alert with no end time known)
./MajorAlert	0 = not a major alert, 1 = is a major alert (this means we’re defining this alert as one of major significance; means we’re showing the “redbar” on the top of transitichicago.com pages)
./AlertURL	URL of alert detail page for this alert on transitichicago.com
./ImpactedService	Container element for all affected services (one per alert)
././Service	Container element for individual affected service (may be several per ImpactedService container)
./././ServiceType	Code to indicate type of service affected: X = systemwide-type classification

	R = train service B = bus service T = train station
././ServiceTypeDescription	Plain English description of ServiceType code
././ServiceName	Route, Station, or Systemwide service group name (e.g., Garfield Express, North/Clybourn, All Bus Routes)
././ServiceID	Unique identifier for each route or station, matching GTFS route and station IDs (systemwide service groups excluded, as they are unique to this service)
././ServiceBackColor	Hexadecimal RGB color value for route's color, as <i>rrggbb</i>
././ServiceTextColor	Suggested color of text when shown atop the ServiceBackColor
././ServiceURL	URL of this service's "home page" on transitichicago.com (in CDATA wrapper)

Schema

```
<?xml version="1.0" encoding="utf-8"?>
<xs:schema attributeFormDefault="unqualified" elementFormDefault="qualified"
xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="CTAAAlerts">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="TimeStamp" type="xs:string" />
        <xs:element name="ErrorMessage" type="xs:string" />
        <xs:element maxOccurs="unbounded" name="Alert">
          <xs:complexType>
            <xs:sequence>
              <xs:element name="AlertId" type="xs:unsignedShort" />
              <xs:element name="Headline" type="xs:string" />
              <xs:element name="ShortDescription" type="xs:string" />
              <xs:element name="FullDescription" type="xs:string" />
              <xs:element name="SeverityScore" type="xs:unsignedByte" />
              <xs:element name="SeverityColor" type="xs:string" />
              <xs:element name="SeverityCSS" type="xs:string" />
              <xs:element name="Impact" type="xs:string" />
              <xs:element name="EventStart" type="xs:string" />
              <xs:element name="EventEnd" type="xs:string" />
              <xs:element name="TBD" type="xs:unsignedByte" />
              <xs:element name="MajorAlert" type="xs:unsignedByte" />
              <xs:element name="AlertURL" type="xs:string" />
              <xs:element name="ImpactedService">
                <xs:complexType>
                  <xs:sequence>
                    <xs:element maxOccurs="unbounded" name="Service">
                      <xs:complexType>
                        <xs:sequence>
                          <xs:element name="ServiceType" type="xs:string" />
                          <xs:element name="ServiceTypeDescription" type="xs:string" />
                          <xs:element name="ServiceName" type="xs:string" />
                          <xs:element name="ServiceId" type="xs:string" />
                          <xs:element name="ServiceBackColor" type="xs:string" />
                          <xs:element name="ServiceTextColor" type="xs:string" />
                          <xs:element name="ServiceURL" type="xs:string" />
                        </xs:sequence>
                      </xs:complexType>
                    </xs:element>
                  </xs:sequence>
                </xs:complexType>
              </xs:element>
            </xs:sequence>
          </xs:complexType>
        </xs:element>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```

```

    </xs:sequence>
  </xs:complexType>
</xs:element>
</xs:schema>

```

Example

XML Request:

<http://www.transitchicago.com/api/1.0/alerts.aspx?routeid=53a>

XML Response:

```

<?xml version="1.0" encoding="utf-8" ?>
<CTAAlerts>
  <TimeStamp>20090902 11:47</TimeStamp>
  <ErrorMessage />
  <Alert>
    <AlertId>3292</AlertId>
    <Headline>#53A South Pulaski New Bus Stop Added</Headline>
    <ShortDescription>A new southbound bus stop has been added on the northwest corner at
    Pulaski/36th.</ShortDescription>
    <FullDescription>
      <![CDATA[
        <p>Effective Fri, Aug 21 <br />
        &nbsp;</p>
        <p>A new southbound bus stop has been added on the northwest corner at
        Pulaski/36th.</p>
      ]]>
    </FullDescription>
    <SeverityScore>9</SeverityScore>
    <SeverityColor>000000</SeverityColor>
    <SeverityCSS>planned</SeverityCSS>
    <Impact>Bus Stop Relocation</Impact>
    <EventStart>20090821</EventStart>
    <EventEnd />
    <TBD>1</TBD>
    <MajorAlert>0</MajorAlert>
    <AlertURL>
      <![CDATA[
        http://www.transitchicago.com/travel_information/alert_detail.aspx?AlertId=3292
      ]]>
    </AlertURL>
    <ImpactedService>
      <Service>
        <ServiceType>B</ServiceType>
        <ServiceTypeDescription>Bus Route</ServiceTypeDescription>
        <ServiceName>South Pulaski</ServiceName>
        <ServiceId>53A</ServiceId>
        <ServiceBackColor>059</ServiceBackColor>
        <ServiceTextColor>ffffff</ServiceTextColor>
        <ServiceURL>
          <![CDATA[
            http://www.transitchicago.com/riding_cta/bus_route.aspx?RouteId=207
          ]]>
        </ServiceURL>
      </Service>
    </ImpactedService>
  </Alert>
</CTAAlerts>

```

```

    </Service>
  </ImpactedService>
</Alert>
<Alert>
  <AlertId>3258</AlertId>
  <Headline>Later, More Frequent Weekend Service</Headline>
  <ShortDescription>Service is being increased to provide more convenient travel options
  in the South Pulaski Road corridor.</ShortDescription>
  <FullDescription>
    <![CDATA[
      <p><strong>Effective Sun, Sep 6<br />
      <br />
      How does this affect my trip? <br />
      </strong>Later evening service will run on Saturdays and Sundays. Service will operate
      south to Pulaski/111th until 10:20pm and to Pulaski/81st until 11pm. <br />
      <br />
      More frequent weekend service will operate in both directions between 31st/Pulaski and
      Pulaski/111th. <br />
      Saturday and Sunday service will operate every 15 minutes. <br />
      <br />
      <strong>Why is service being changed? <br />
      </strong>Service is being increased to provide more convenient travel options in the
      South Pulaski Road corridor.</p>
    ]]>
  </FullDescription>
  <SeverityScore>11</SeverityScore>
  <SeverityColor>000000</SeverityColor>
  <SeverityCSS>normal</SeverityCSS>
  <Impact>Added Service</Impact>
  <EventStart>20090906</EventStart>
  <EventEnd />
  <TBD>1</TBD>
  <MajorAlert>0</MajorAlert>
  <AlertURL>
    <![CDATA[
      <a href="http://www.transitchicago.com/travel_information/alert_detail.aspx?AlertId=3258">
    ]]>
  </AlertURL>
</ImpactedService>
  <Service>
    <ServiceType>B</ServiceType>
    <ServiceTypeDescription>Bus Route</ServiceTypeDescription>
    <ServiceName>South Pulaski</ServiceName>
    <ServiceId>53A</ServiceId>
    <ServiceBackColor>059</ServiceBackColor>
    <ServiceTextColor>ffffff</ServiceTextColor>
    <ServiceURL>
      <![CDATA[
        <a href="http://www.transitchicago.com/riding_cta/bus_route.aspx?RouteId=207">
      ]]>
    </ServiceURL>
  </Service>
</ImpactedService>
</Alert>
</CTAAlerts>

```

JSON Request:

<http://www.transitchicago.com/api/1.0/alerts.aspx?routeid=36&outputType=JSON>

JSON Response:

```
{
  "CTAAlerts":{
    "TimeStamp":"2015-04-30T20:53:17",
    "ErrorCode":"0",
    "ErrorMessage":null,
    "Alert":[
      {
        "AlertId":"27792",
        "Headline":"Temporary Reroute",
        "ShortDescription":"#36 buses will operate in both directions via Broadway, Lawrence, Sheridan, Wilson, and Broadway.\r\n",
        "FullDescription":{"
          "#cdata-section":"<div><b>How does this affect my trip?</b></div>\r\n<div>Buses will operate in both directions via Broadway, Lawrence, Sheridan, wilson,</div>\r\n<div>and Broadway.</div>\r\n<div>&nbsp;</div>\r\n<div><b>why is service being changed?</b></div>\r\n<div>Buses are rerouted due to the&nbsp;wilson Station Reconstruction Project.</div>"
        },
        "SeverityScore":"37",
        "SeverityColor":"06c",
        "SeverityCSS":"planned",
        "Impact":"Planned Reroute",
        "EventStart":"2015-05-08T21:00:00",
        "EventEnd":"2015-05-11T04:00:00",
        "TBD":"0",
        "MajorAlert":"0",
        "AlertURL":{"
          "#cdata-section":"http://www.transitchicago.com/travel_information/alert_detail.aspx?AlertId=27792"
        },
        "ImpactedService":{"
          "Service":{"
            "ServiceType":"B",
            "ServiceTypeDescription":"Bus Route",
            "ServiceName":"Broadway",
            "ServiceId":"36",
            "ServiceBackColor":"059",
            "ServiceTextColor":"ffffff",
            "ServiceURL":{"
              "#cdata-section":"http://www.transitchicago.com/riding_cta/busroute.aspx?RouteId=191"
            }
          }
        }
      },
      {
        "ttim":"0",
        "GUID":"9979cd0c-a29d-4b52-805d-4baa0b32322b"
      }
    ]
  }
}
```

Appendices

Appendix A: Route IDs

CTA Bus

As of the writing of this document, all bus route IDs match the bus route's alphanumeric identifier. Routes 55, 55A, 55N, and X55 are all identified, simply, as such. This is also true in the Google Transit Feed Specification package.

CTA 'L'

'L' routes (rapid transit train services) are identified as follows:

- Red = Red Line (Howard-95th/Dan Ryan service)
- Blue = Blue Line (O'Hare-Forest Park service)
- Brn = Brown Line (Kimball-Loop service)
- G = Green Line (Harlem/Lake-Ashland/63rd-Cottage Grove service)
- Org = Orange Line (Midway-Loop service)
- P = Purple Line (Linden-Howard shuttle service)
- Pexp = Purple Line Express (Linden-Loop service, via express)
- Pink = Pink Line (54th/Cermak-Loop service)
- Y = Yellow Line (Skokie-Howard [Skokie Swift] shuttle service)

Systemwide classifications

In the Route Status API, the Route element, and in the Detailed Alerts API, the ServiceName element, are essentially equivalents. Systemwide-type alerts and the status of systemwide-level alerts is defined using these three classifications:

- Systemwide = All Routes
- Bus = All Bus Routes
- Train = All Train Routes

Appendix B: About systemwide alerts

We have three special service types in our system for use to generate “systemwide” notices.

In Route Status

In the Route Status API, these appear like any other route, but separate from other routes.

For example, if there are no systemwide alerts, the “All Routes”, “All Bus Routes,” and “All Train Routes” entries in the results will all simply show as normal service—regardless of whether or not there is an alert, because, as a whole, the system isn’t affected by one single event.

Because these are authored separately from detailed impact statements, “systemwide” alerts do not cause a change in the status of the specific routes to which they apply. Thus, a “systemwide” alert that applies to all bus routes may exist, but individual routes’ statuses can remain “normal.” In the inverse, individual routes’ statuses don’t have an impact on this conceptual “systemwide” status.

In Detailed Alerts

In the Detailed Alerts API, any alerts that apply to the whole system will show as one or more “systemwide” items listed when you query for detailed alerts about any one route or all routes.

In general

We might defer details about specific impacts to specific routes may be added on a route-by-route (or group of routes) basis for users of those services. No single alert will have a combination of both systemwide and individual routes.

Essentially, the “systemwide” entries are treated as separate entities, to allow for greater flexibility in how things are displayed in each application of this data.

In your own applications, we leave it up to you to determine if or how you apply logic to these two separate service-type concepts. However, we think it’s helpful to try and include them, as we might post a systemwide alert about weather affecting service everywhere, causing delays and to expect the possibility of reroutes, especially anywhere that roads dip under viaducts--in addition to posting specific reroute information once things are established and details can be gathered and published authoritatively on a per-closure basis.

See appendix for details on route ID possibilities, including the special “systemwide” category in Appendix A.

Appendix C: Station IDs

Each bus or train stop on the CTA system, as you'll see if you look at the "stops" table in [our Google Transit Feed Specification feed](#), has its own unique identifier. This helps to power trip planners such as the Google Maps transit directions capability in identifying precise locations where vehicles make stops.

Note, however, that in the GTFS data, most train stations have three entries in the stops table—one in each direction, with a "parent station" identified. We've numbered all of our station stops in the format 3xxxx, with the parent entries for train stations with 4xxxx. The Alerts API identifies stations by their parent station number, with a corresponding 4xxxx in the database.

Thus, in the GTFS "stops" table, Wellington (Brown Line/Purple Line Express) station appears in the following rows as:

```
30231,, "Wellington",41.936033, -87.653266,0,41210,1
30232,, "Wellington",41.936033, -87.653266,0,41210,1
41210,, "Wellington",41.936033, -87.653266,1,,0
```

Then, in the Detailed Alerts results, an alert that affects Wellington would have Wellington listed with Serviceld 41210.

Appendix D: Alert Severity Levels

Each alert is tagged with a “severity level” score from 1-99.

As of publication of this document (these groups are subject to change), here’s how they they’re grouped:

- **1-19 Accessibility and informational alerts**

This range includes alerts related to accessible paths, as well as special notes about service and information about added service.

- **20-39 Planned/anticipated events affecting bus and train service**

This range includes notices about planned work, service changes and reroutes that are anticipated (parade reroutes, for example) which potentially affect all users of a named service.

- **40-59 Minor delays and reroutes affecting bus and train service**

This range includes notices about unanticipated minor delays and reroutes that affect all users of a named service.

- **60-79 Significant delays and reroutes affecting bus and train service**

This range includes notices about unanticipated significant delays (sporadic or consistent) and reroutes that affect all users of a named service.

- **80-99 Major delays and service disruptions**

This range includes alerts about unanticipated major delays and service disruptions where a service is significantly impacted by an event, and considering service alternatives may be advisable.

How do we decide?

It’s not as simple as defining a number of minutes before something is classified as “significant” or “major” as transit systems are complex systems.

Specialists who enter alerts in the CTA Control Center make decisions on how to describe the severity of an event based on when it’s occurring, how many people it’s likely to inconvenience, and how substantial the impact is in the scheme of service itself.

We try to consider a variety of things in describing incidents, based on our wealth of experience in understanding not just service impact, but customer impact when an unavoidable delay occurs.

Appendix E: Error Codes

Route Status API errors

Error code	Error message
0	Normal (empty <ErrorMessage> element)
100	Invalid option for parameter 'stationid': Value must be an integer
101	Invalid option for parameter 'type': Valid options are 'bus', 'rail', 'station' or 'systemwide'
102	Invalid option: 'routeid' and 'stationid' parameters cannot be used together
103	Invalid option: 'routeid' and 'type' parameters cannot be used together
104	Invalid option: 'stationid' and 'type' parameters cannot be used together
500	Invalid parameter: ' <i>parameter</i> '
900	Server error

Detailed Alerts API errors

Error code	Error message
0	Normal (empty <ErrorMessage> element)
25	There are no active alerts
50	There are no active alerts based on your filter criteria
100	Invalid option for parameter 'activeonly': Valid options are 'true', 'false'
101	Invalid option for parameter 'accessibility': Valid options are Valid options are 'true', 'false'
102	Invalid option for parameter 'planned': Valid options are Valid options are 'true', 'false'
103	Invalid option for parameter 'stationid': Value must be an integer
104	Invalid option for parameter 'bystartdate': Value must be a valid date in 'yyyyMMdd' format
105	Invalid option for parameter 'recentdays': Value must be an integer
106	Invalid option: 'routeid' and 'stationid' parameters cannot be used together
107	Invalid option: 'recentdays' and 'bystartdate' parameters cannot be used together
500	Invalid parameter: ' <i>parameter</i> '
900	Server error

Appendix F: Developer License Agreement and Terms of Use

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To the extent a court of competent jurisdiction determines that any part or provision of this Agreement is unenforceable as a matter of law, such part or provision of this Agreement will be deemed severable and the remainder of this Agreement shall survive and remain enforceable.

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The laws of the State of Illinois govern all rights and obligations under this Agreement, without giving effect to any principles of conflicts of laws.

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Disclaimer

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