

Brown Line Capacity Expansion Project

Construction-Related Three-Track Operations

March 30, 2007



Operations Preparation

Preparation Update

- **CTA is prepared to move forward with the Brown Line Capacity Expansion project and implement three-track operations**
- Developed corridor operations plan and trained staff
- Completed other rehabilitation projects in advance
- Replaced, tested and exercised all corridor interlockings
- Developed supplemental service plan to assist customers through transition and to respond quickly to new commute patterns
- Increased staffing levels to assist customers through transition
- Conducted tabletops with emergency responders
- Coordinated with other agencies to support plan
- Developed service monitoring tools to improve corridor operations and incident response
- Extensive community outreach

Brown Line Capacity Expansion Project – Three-Track Operations Agenda

- **Operations Preparation**
- **Outreach**
- **Supplemental Service Strategy**

Operations Preparation



Operations Preparation

Project Preparation

- Recent system rehabilitation projects have helped prepare the corridor to continue to operate rail service
 - Dan Ryan Red Line Rehabilitation Project
 - Clark Junction signal work and added track crossovers
- Prior CTA construction projects have utilized line closures and lengthy single-tracks
 - Green Line
 - Blue Line Douglas Branch
- Expand capacity and make stations accessible, while continuing to operate rail service throughout construction
- Key stations, Fullerton and Belmont, will remain open while the stations and tracks are rebuilt

Signal and Crossover Preparation and Testing

Extended Corridor

- Signal reliability taskforce has been meeting since Summer 2006 to identify and address trouble-spots
- Loop interlocking maintenance and training
- Hired additional signal maintainers
- Completed spring maintenance steps
- Dan Ryan signal upgrades completed in advance improve reliability

Clark Junction Corridor

- Replaced all switch machines in the corridor
- Exercised all corridor crossovers for the past two months. Typical annual cycling is 100,000. Some have been cycled over 43,000 times.
- Ongoing construction reroutes have exercised switches and prepared staff
- Testing plan has included all northbound and southbound scheduled train routes and contingency routes for all phases



Operating Plan, Training and Staffing Preparation

- **CTA has developed a detailed operating plan, which includes normal and contingency operations and has been the basis of all training**

Training

- All corridor and control center staff have been trained on the three-track operating plan
- 16 tabletop drills have included over 220 Rail, Signal, Bus and Utility front-line and management staff

Implementation Operations Staffing

- Additional maintenance, operations, control center and customer assistant staff
 - Monitor and respond to changing customer commute patterns and respond quickly to conditions or incidents that could slow service
 - Vehicle troubleshooting
 - Assist customers with service information and alternatives

Operations Preparation

Communications and Coordination

Bus Service Management

- Bus management and supervisory staff will be assigned along the corridor to monitor and respond to service interval and capacity concerns

Implementation Security and Platform-Crowding Staffing

- Additional customer assistants, security staffing and police presence

Agency Partners

- Conducted corridor exercises with CFD first-responders
- Working with CPD districts and Mass Transit on new operating plan and emergency response constraints
- Traffic Control Aide assistance during rush periods

Customer Service

- Longer customer service hours, 6am-9pm, and additional staff coverage during implementation



Technology Tools for Corridor Management Support

- Live camera feeds to the control center of Belmont and Fullerton stations and at key junctions
- Quictrak2 tool and corridor cameras support service monitoring and incident response

Outreach



Brown Line Capacity Expansion Project

Three-Track Operation Outreach

Since 1999, CTA has participated in 519 meetings with elected officials and community groups representing the neighborhoods along the Brown Line regarding the Brown Line Capacity Expansion Project. Outreach specific to Three Track operations began January 10, 2007.

The following is an overview of the outreach conducted in preparation for Three Track operations.

Elected Official Outreach

- 23 Briefings in the Brown Line and Red Line North Corridor
- 69 Emails of Press Releases, Three Track FAQ's and Community Meeting Flyers
- Briefed City of Evanston on Three Track Operations
- 4,500 Three Track Community Meeting Flyers Delivered to local offices
- 8,200 Emails sent to community members through Aldermanic e-lists

Brown Line Capacity Expansion Project

Three-Track Operation Outreach

Community Outreach

- 349 Emails and Faxes of press releases, Three Track FAQ's and community meeting flyers
- Monthly Brown Line Task Force Meetings
- 44th Ward Community Directed Development Council Briefing
- Briefed DePaul University (Aldermen Matlak and Daley present)
- Meet the Contractor Community Meeting for Diversey, Wellington, Southport and Paulina
- March 12th Three Track Community Meeting at Lane Tech High School
- March 15th Three Track Community Meeting at Agassiz
- March 19th Three Track Community Meeting at Truman College
- March 26th Three Track Community Meeting at CTA Headquarters

Three-Track Operations


Customer Materials and Advertising

- FAQs
- Informational brochure
- Updated Bus & Rail Map
- Station-Specific Flyers
- Print ads
- Emails to Chicago Card Plus/Chicago Card, Transit Benefit and UPass users
- Customer assistants and other staff have distributed materials at affected Red, Brown and Purple Line stations

Chicago Transit Authority

Three-Track Phase 1

Spring 2007




**Leave early.
Leave late.
Alternate.**

Information for **Brown Line,**
Red Line and **Purple Line**
Express Customers

Modernization of
Fullerton and Belmont CTA Stations


www.transitchicago.com
www.ctabrownline.com




Chicago Transit Authority

Bus & Rail Map

April 2007



www.transitchicago.com



take it everywhere...



Three-Track Operations Information Posted on Buses, on Trains and at Stations

Rail Line Customers: Leave early. Leave late. Alternate.



Effective April 2007

Due to construction, Brown Line, Purple Line Express and Red Line trains will operate on three tracks instead of four at the Belmont and Fullerton stations. Longer wait times and more crowded trains are expected particularly during rush periods.

To ease the impact on your commute, allow extra travel time, leave earlier or later, or try alternate transit service such as CTA buses:

- #11 Lincoln/Sedgwick
- #22 Clark
- #36 Broadway
- #134 Stockton/LaSalle Express
- #135 Clarendon/LaSalle Express
- #136 Sheridan/LaSalle Express
- #147 Outer Drive Exp.
- #148 Clarendon/Michigan Exp.
- #151 Sheridan
- #156 LaSalle
- Metra Ogilvie Trans. Center

Clark/Lake Legend

Brown Line	CTA Bus Route	Part-time Service Only	Metra Station	Location of CTA Bus Stop	
Blue Line	Green Line	Orange Line	Pink Line	Red Line	Purple Line

www.transitchicago.com www.ctabrownline.com 312-836-7000 TTY: 312-836-4949



- Customer alerts in buses and trains
- Interior bus and rail car announcements
- Station-specific signs and flyers will be available at selected stations to inform customers of alternate transit services available
- Informational and directional signs at rail stations

Three-Track Operations Web Site Updates

The screenshot displays the Chicago Transit Authority (CTA) website. At the top, the CTA logo and the text 'Chicago Transit Authority' are visible. The main navigation area is divided into several sections:

- Welcome Aboard:** Includes links for 'From the Chairman & the President', 'CTA Overview', and 'Transit Board Meetings'.
- Business:** Includes links for 'Careers at CTA', 'Finance/Budget', 'Freedom of Information', 'Office of Inspector General', 'Procurement Information', and 'Contact CTA'.
- CTA Store:** Includes links for 'Chicago Card Plus®', 'Gift Express', and 'Transit Cards/Passes'.
- Recently at CTA:** A central section featuring a 'MOVING BEYOND CONGESTION' logo, a 'countdown to a new BROWN' graphic, and a 'Three-Track' graphic with the text 'Leave early. Leave late. Alternate.'. Below these are several bullet points: 'Check Customer Alerts for latest service updates.', 'Three-Track Service Options.', 'Chicago Card settlement.', 'CTA 2007 Historical Calendar.', 'Connections TV Show.', 'CTA Bus Tracker.', 'drive less. live more.', and 'Construction & Renovation Updates.'.
- Travel Information:** Includes links for 'Bus Schedules', 'Train Schedules', 'Trip Planner', 'System Maps', and 'Brochures'.
- News:** Includes links for 'Press Releases', 'Reports & Notices', 'Performance Indicators', 'Customer Alerts', 'Customer Service', and 'CTA Security'.

At the bottom of the main content area, there is a copyright notice: 'Copyright © Chicago Transit Authority' and links for 'Terms of Use/Legal', 'Privacy', 'Contact Us', and 'Feedback'.

On the right side of the screenshot, there is a detailed view of the 'Three-Track Operation' announcement. It features the 'countdown to a new BROWN' logo and the title 'The Brown Line Capacity Expansion Project'. The main heading is 'Three-Track Operation'. The text explains that as part of the \$530 million project, the CTA will increase platform widths and install elevators at Fullerton and Belmont stations, necessitating a temporary reduction from four to three tracks. It also mentions that this reduction will allow for platform upgrades and that other lines (Red, Purple, and Blue) will remain open. A 'MY STATION' list on the right shows stations from Kimball to Belmont, with 'ALERT' buttons next to Fullerton, Montrose, and Belmont.

- Continual updates and project materials are posted on the CTA website, www.transitchicago.com, and the Brown Line website, www.ctabrownline.com



Supplemental Service Strategy



Supplemental Service Strategy

Supplemental Service Plan

Development of a Supplemental Service Plan

- **The supplemental service plan has been developed over the past several months and incorporates public suggestions from many sources including:**
 - 1 888 YOUR CTA
 - E-mail, Letters, Faxes
 - Elected officials
 - Community meetings
 - Web site, blogs
- **The suggestions contained a variety of services including:**
 - Expansion of service on existing routes
 - Extension of routes
 - Supplementing core of rail lines
 - Extended hours
- **Additional community outreach was conducted through:**
 - Four community meetings: Lane Tech, Agassiz Elementary, Truman College, CTA Headquarters
- **The plan has been strengthened.**



Brown Line Capacity Expansion Project

Preliminary Service Plan Supplemental Services



Preliminary Service Plan – Rail Alternatives

Although this corridor will see a reduced level of rail service, we are taking certain steps to mitigate the negative impacts.

Brown Line

- Operate several AM rush trains between Belmont and the Loop
- Certain PM rush trains will begin service at Adams/Wabash

Blue Line

- Operate several trains between Jefferson Park and UIC/Halsted
- Increase use of Blue Line as an alternative.

Purple Line

- Purple Line trains will operate on the Outer Loop
- Encourage customers to board first arriving train

Red Line

- Service to 95th Street will see no change in service levels



Supplemental Service Strategy

Preliminary Service Plan – Bus Alternatives

Morning rush period - Add service to the following:

- #11 Lincoln/Sedgwick
- #22 Clark
- #134 Stockton/LaSalle Express
- #135 Clarendon/LaSalle Express
- #151 Sheridan: SB Belmont to Union Station
- **Staged Buses**

Afternoon rush period – Add service to the following:

- #11 Lincoln/Sedgwick
- #22 Clark
- #147 Outer Drive Express
- #148 Clarendon/Michigan Express
- **Staged Buses**



Public Suggestions Incorporated into Service Plan

Operate express service between the Lawrence/Wilson corridors and downtown.

- We are enhancing the #148 Clarendon/Michigan Express between the Loop and the Lawrence and Wilson corridors.

Extend the #11 Lincoln/Sedgwick to the Loop

- The route has been lengthened and the frequency will be improved with this plan and monitored closely.

Provide more Blue Line trains.

- More trains will operate between Jefferson Park and UIC/Halsted during peak rush periods

Extend rush service 30-60 minutes

- Train service will operate at rush hour levels for a longer period of time.

Add express route that exits at Irving and goes to the Wilson Station

- The #148 operates this service. Supplemental service is planned for the #148.

Supplemental Service Strategy

Additions to Preliminary Service Plan

Provide Direct Connection from Belmont Station to Loop

- **#134 Stockton/LaSalle Express**
 - Certain trips will start at the Belmont Red Line Station
- **#143 Stockton/Michigan Express**
 - Certain trips will start at the Belmont Red Line Station

Enhance Service in the LaSalle Corridor

- **#156 LaSalle**
 - Certain trips will start at North/LaSalle

All services will continue to be monitored during the Brown Line Expansion Project.

Public Suggestions Incorporated into Overall Plan

Electronic displays should be added at rail stations

- New signs have been installed at Fullerton and Belmont.

Expand customer assistance levels during start-up

- Additional staff will be available at rapid transit stations and major bus boarding locations with printed information

Provide more announcements

- Bus and rail operators will advise customers on changing travel patterns and transfer options.

Work with City departments (police, fire, OEMC, etc) to improve response times

- Emergency response plans have been developed and corridor exercises with emergency response agencies have been conducted on the new operating plan

Work with Metra to supplement service

- Meetings have been held with Metra to design service alternatives. Metra will add six trains to the UP North Line effective April 2, 2007.

Work with RTA on additional options for trip planner

- The RTA has added a bus-only option to the trip planner website.

Customer Activities to Improve Travel Times

- Use alternative services
 - **Express buses**
 - **Blue Line**
- Travel outside of the heart of the rush hour
 - **7:30 to 8:30 AM**
 - **5:00 to 6:00 PM**
- Board quickly and move away from the doors
 - **Move to the center of rail cars**
 - **Move to the rear of buses**
- Exit through the rear doors of buses
- Avoid blocking doors as they close
- Have fares ready

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