

- **Strategic Public Transit Bus Reliability Improvements** (*David Vanderzee, Jack Chalabian – Chicago Transit Authority*)

Problem:

As part of the strategic route management process, one of CTA's busiest routes, #66 Chicago has undergone an extensive review and analysis in order to improve the overall performance of this route and improve customer experience. #66 Chicago faces several challenges, including congestion and slow bus speeds, service reliability, overcrowding and changing ridership markets.

Ongoing situation:

- Some of the challenges included significant ridership increase of 31 percent between 2003 and 2013
- The route ranks, as the second highest ridership bus route, at over 25,000 rides per weekday
- Slow bus speeds on the east portion of the route in the downtown area
- Improving the reliability of service involves several strategies
- Improving bus spacing between bus stops on the downtown portion of #66 Chicago could be modified to improve stop efficiency and reduce delay
- Improving pull trips out of the garage to improve reliability at the start of the route via the garage
- Optimizing the running time, in order to adhere to the scheduled time points

Initial outcomes:

- Improved reliability for PM westbound buses
- Reduced crowding on buses
- Improved customer satisfaction

