

Evanston Express

Service Changes

**January 30,
1989**

2601



Starting Monday, January 30, 1989, Evanston Express trains will make stops at the Belmont, Fullerton and Chicago Avenue stations. There will also be significant changes in the handling of express surcharges.

WHAT IS THE REASON FOR THE CHANGE?

Actually, there are two reasons. We saw an opportunity to improve the quality of service to two categories of riders with minimum disruption to either.

First, ridership growth on the Ravenswood line over the last 10 years has been remarkable. Daily ridership has increased 33% in that period and is still growing. At key stations, such as Armitage, Diversey and Chicago, ridership has doubled. This additional volume has led to increased boarding times, increased crowding on the trains, and slower service for Ravenswood riders.

Second, we have for years heard from Evanston riders who travel to mid-north or near north destinations. These riders now have to go to the Loop and backtrack to their destinations. The new stops will mean that

places such as DePaul University, Children's Memorial, Grant and Lutheran General hospitals, Water Tower Place, and north Michigan Avenue offices and shopping will be more readily available to Evanston Express riders.

HOW DOES THAT AFFECT THE EXPRESS?

Since the Ravenswood and Evanston Express share the same tracks south of Belmont, delays on the Ravenswood result in slower travel time on the Express. Many riders have no doubt experienced these slowdowns. Without a change in operations these delays are likely not only to continue, but to get worse, as usage of the Ravenswood increases.

WHY AREN'T MORE RAVENSWOOD TRAINS ADDED?

We've added all the equipment that is currently available, and we still cannot satisfy demand. Adding more

trains, even if we had equipment, would only result in slower service. During rush hours, Ravenswood and Evanston trains combined are now running as close as two minutes apart. More trains would not improve that schedule.

WON'T THIS OVERCROWD EXPRESS TRAINS?

There will be more riders boarding the trains at the new stops, but there will be riders alighting as well. The new loading levels will be closer to those experienced by riders of other rail lines.

WON'T THIS SLOW DOWN THE EXPRESS?

There will not be a significant increase in travel time, since Ravenswood trains will spend less time boarding at stations and holding up Evanston Express trains. We anticipate that increased travel time on Express trains should not exceed three minutes each way.

CAN THIS STILL BE CONSIDERED AN EXPRESS?

Yes. On their trips between Howard and the Loop, Evanston Express trains will make nine fewer stops than North-South trains, and will add less than three minutes to the current operating schedule. They will also provide new express-type service for riders going to the new stops from Howard and Evanston.

WILL THE SURCHARGE CHANGE?

Yes, there will be three proposed changes:

(1) Monthly and 14-day passholders will no longer have to pay a surcharge.

(2) The surcharge will be collected **southbound only** between Howard and Belmont.

(3) There will be two levels of surcharge:

It will remain at 20 cents *IF* you pay the surcharge when you pay your fare at stations in Evanston, or at Howard or Dempster on the Skokie Swift. A surcharge receipt will continue to be issued and should be given to the conductor after the train leaves Howard.

It will double to 40 cents *IF* paid on the train. This penalty fare should encourage riders to pay surcharges at the time they pay their fare, which will simplify fare collection on the train.

THANK YOU FOR YOUR PATIENCE.

As always, new service patterns take time to work themselves out. We appreciate your understanding during the initial period of changes. Thanks for riding.

GOING YOUR WAY

