



# How the CTA is Fighting Ghost Buses

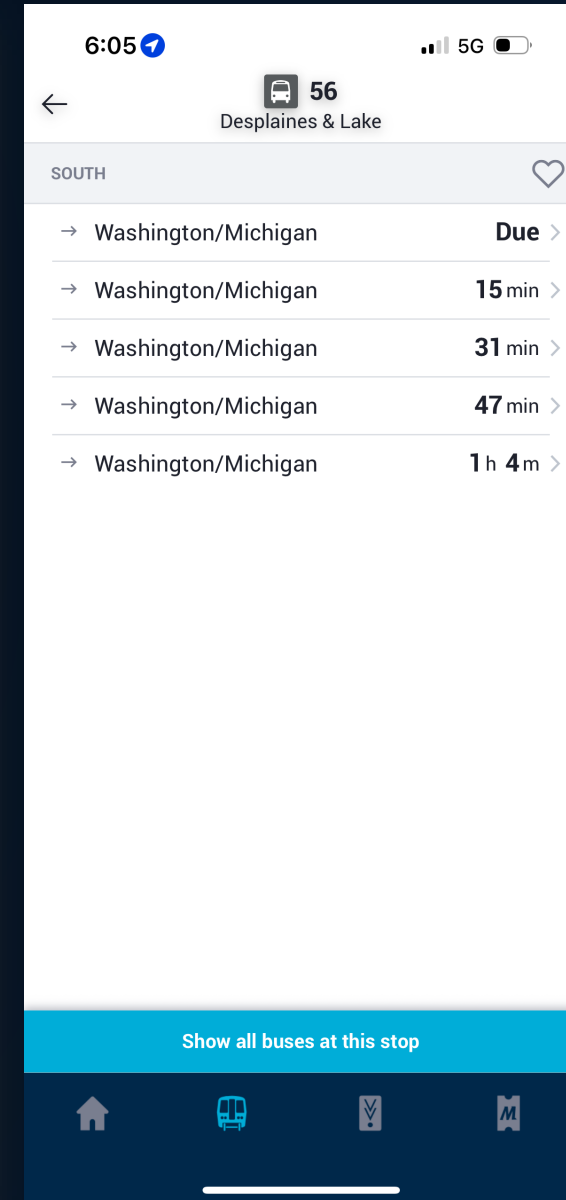
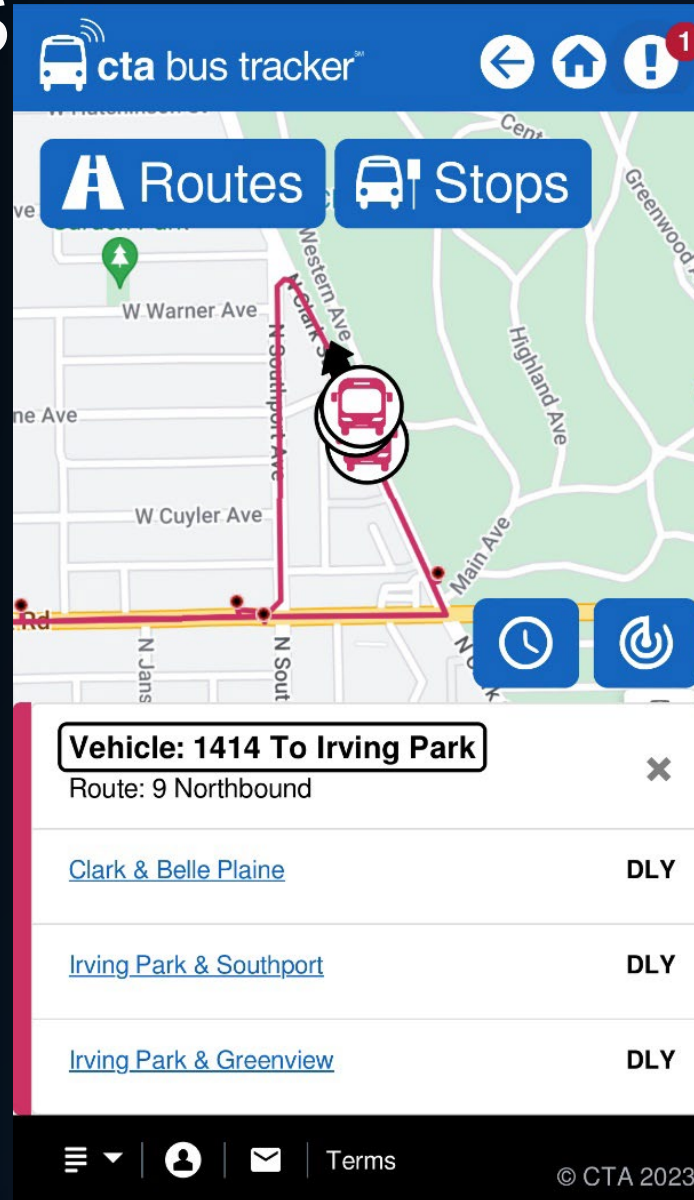


Chicago Transit Authority

# Root Cause Analysis

## Events Impacting Bus Predictions / Causing Ghost buses

- Trip cancellations
- Improper layover location
- Defective Equipment
- Improper logon
- Unscheduled Relief Time
- Unscheduled Short-turn (Switchback)
- Unscheduled Fall-back
- Unscheduled Pull-relief



# Disruption Management

Traffic or Road Conditions



Inclement Weather

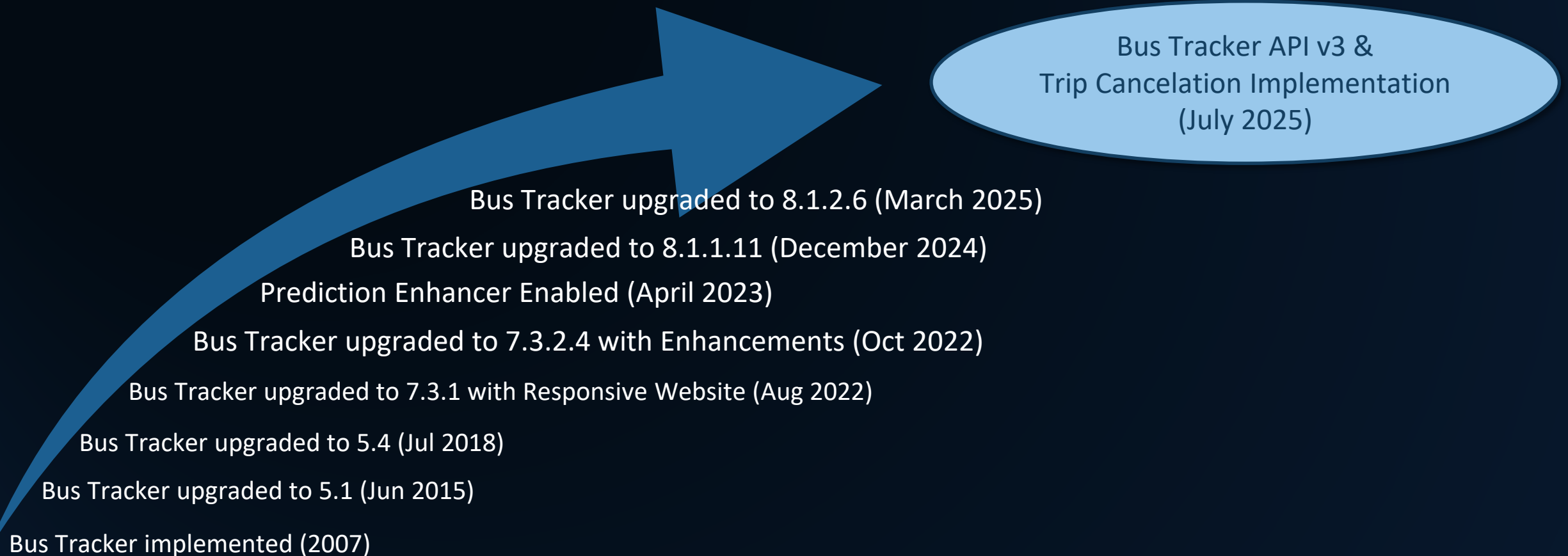


Vehicle Maintenance Issue



Disruption Management is a software tool integrated into our CAD/AVL system intended to support bus service management; improve communication with riders during disruptions, like re-routes; and help address Ghost Buses and other service challenges that frustrate CTA customers.

# Software and Bus Tracker Upgrades



# First Step – Improving Rider Communication around Service

Launched in June/July 2025 (rollout by bus garage), CTA implemented bus trip cancellation to improve the communication with customers

## Display in CTA's Bus Tracker

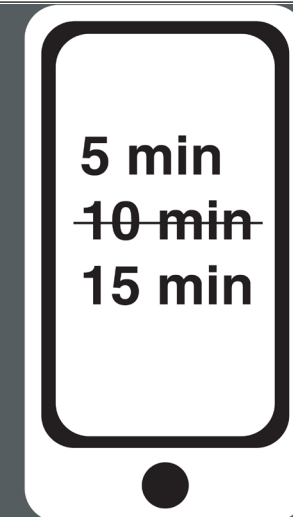
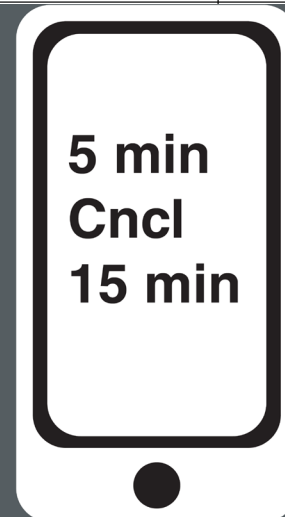
The screenshot shows the CTA Bus Tracker app interface. At the top, it displays the bus number 2377 and the location State & 13th Street. Below this, the time is 9:27 AM, and there is a red exclamation mark icon with the text "Showing all routes". The main content area shows two bus entries. The first entry is for route 29 - Southbound, with a status of "CANCELED" in red, a time of "9:05 AM" in red, and a destination of "→ 95th Red Line". The second entry is for route 29 - Southbound, with a status of "SCHED" in red, a time of "8 min" in yellow, and a destination of "→ 95th Red Line". At the bottom, there is a text instruction: "Text 'CTABUS 2377' to '41411' for stop times".

## Guidance CTA Provided to Third-party App Developers

### Dynamic Action Types

This section describes the dynamic action type identifiers available throughout the BusTime® Developer API's **dyn** elements.

ID	Name	Description
0	None	No change.
1	Canceled	The event or trip has been canceled.



# What's Next – Real Time Reroute Information

## 2025 Saint Patrick's Day PILOT Route #3 King Drive Detour

