



Chicago Transit Authority

Chicago Transit Authority Speeds Design and Engineering Processes in \$1.9 Billion Capital Improvement Program



Background

Serving the city of Chicago and 40 surrounding suburbs, the Chicago Transit Authority (CTA) operates the nation's second-largest public transportation system. The CTA has approximately 2,000 buses that cover more than 150 routes and 2,273 route miles. Buses provide about one million passenger trips a day and serve more than 12,000 posted bus stops. CTA's 1,190 rapid transit cars operate over eight routes through 144 stations and 222 miles of track and provide approximately 500,000 customer trips daily.

Selected by the CTA to be the program manager for its capital improvement program, O'Brien Kreitzberg is part of the Construction Services division of URS Corporation, a publicly owned company listed on the New York Stock Exchange (NYSE:URS). URS offers a broad range of planning, design and program and construction management services for transportation, hazardous waste, industrial processing and petrochemical, general building, and water/wastewater projects. Headquartered in San Francisco, the company operates in 38 countries and has approximately 16,000 employees.

The Challenge

In an effort to continue to provide safe and reliable transportation services to help meet the region's growing transit needs, the CTA embarked on a five-year, \$1.9 billion Capital Improvement Program (CIP). One of the program's primary objectives is to integrate numerous individual projects to add new facilities and extend the life of the restored transit system by an additional 40 years.

Among the key projects in the massive rehabilitation program are the design and construction of bus and rail stations, passenger facilities, bus garages, and signal and communications systems, as well as train tracks and structures.

O'Brien Kreitzberg recognized that in order to coordinate communications and project activities with a large and diverse project team—one that includes representatives from the CTA, the Federal Transit Authority (FTA), the Illinois Department of Transportation, URS, design consultants, the project's

Customer details

Chicago Transit Authority (CTA)
www.transitchicago.com

Industry

Transportation

Challenges

- Integrate dozens of projects within a \$1.9 billion capital improvement program
- Coordinate communications and project activities with a large and geographically dispersed project team

Results

- Improved collaboration across multiple organizations
- Improved access, accountability and audit trail
- More effective design and construction processes
- Faster resolution to project challenges
- World Class Professional Services and Customer Support

“ProjectNet provides the three A’s we absolutely need: Access, Accountability and Audit trail.”

Jack Hartman, CTA's executive vice president of construction, engineering and facilities

construction manager, the general contractor and dozens of subcontractors—a Web-based content collaboration solution was going to be critical to the program’s success.

The Solution

O’Brien Kreitzberg engaged consulting firm Kristine Fallon Associates (KFA) to assess the needs and evaluate options for a Web-based project management solution. After a thorough evaluation, KFA and O’Brien Kreitzberg selected ProjectNet, an enterprise content collaboration solution delivered via a SaaS (Software as a Service) platform provided by SwordCTSpace.

ProjectNet combined document management, business process management and business intelligence into an integrated solution with a low total cost of ownership. ProjectNet has since given way to FusionLive, SwordCTSpace’s current offering utilizing the SaaS platform.

According to KFA’s president, Kristine Fallon, *“We recommended ProjectNet because of its track record in supporting very large construction programs, and because it is uniquely well balanced with collaboration and document management features for the design phase, as well as project control and communication features for the construction phase.”*

KFA trained more than 250 team members in the use of the SwordCTSpace solution on CIP project.

The results

Improved Collaboration across Multiple Organizations

As of 2000, ProjectNet was being used to help manage all the major projects in the program, including the two largest projects. One of these projects involved the \$500 million reconstruction of platform extensions, track and infrastructure to increase the Brown Line’s capacity by 33 percent.

The second project, worth \$482 million, involved the rehabilitation of the Douglas Branch of the Blue Line, as one of largest and most complex projects in the CIP, the Douglas Branch project was one of the first projects in the program to use ProjectNet. The project involved the rebuilding of elevated train structures without disrupting service, and ProjectNet was used to provide project coordination and collaboration across a geographically dispersed project team representing dozens of organizations.

Improved Access, Accountability and Audit Trail

According to Jack Hartman, CTA’s executive vice president of construction, engineering and facilities at the time, *“This is a top-down initiative, and ProjectNet provides the three A’s we absolutely need: Access, Accountability and Audit trail. We expect this capability to substantially improve project delivery for the capital Improvement program.”*

Faster Resolution to Project Challenges

ProjectNet was also used on the Brown Line project, which in 2000 was in the design phase. Eight separate design teams were using the solution to coordinate all the elements of the project’s complex design.

Sharif Abou-Sabh, P.E., URS/ O’Brien Kreitzberg’s program manager for the CIP, commented, *“We believe strongly that Web-based communications are indispensable to speeding the design and construction processes while at the same time improving quality. ProjectNet provides a collaborative medium for the design and construction teams that has proven effective in dealing with project challenges in a fraction of the time that it used to take with conventional methods. In addition, it provides the capacity for auditing, accountability and accessibility that we need.”*

“We recommended ProjectNet because of its track record in supporting very large construction programs.”

Kristine Fallon, KFA President

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