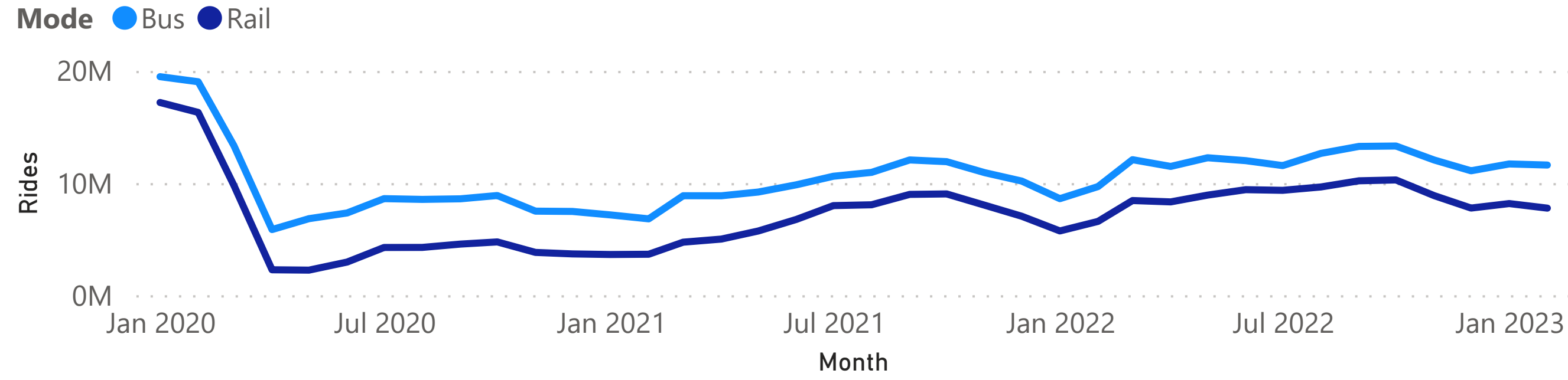




Meeting the Moment Scorecard Information Presented at CTA Board, April 2023

Ridership (2020-Current)



Rail Service Optimization

Daily Avg Double Headways*

Number of instances where actual headway is double scheduled headway

Daily Avg Triple Headways*

Number of instances where actual headway is triple scheduled headway

Day	Daily Avg Double Headways*			Daily Avg Triple Headways*		
	Pre-Optimization	Post-Optimization	% Change	Pre	Post	% Change
Weekday	158	84	-39.7%	29	12	-59.5%
Saturday	148	87	-29.6%	57	20	-65.4%
Sunday	123	74	-31.2%	34	16	-53.8%

Service Reliability

Metric	Jan-2023	Feb-2023	Mar-2023
Service Delivered: Rail	80.6%	82.6%	84.8%
Service Delivered: Bus	92.7%	94.1%	94.9%
Big Gaps: Bus	7.5%	6.1%	5.6%

Operator Headcount

Category	Dec-2022	Jan-2023	Feb-2023
Rail	731	724	715
Bus	3,181	3,208	3,220

Accomplishments

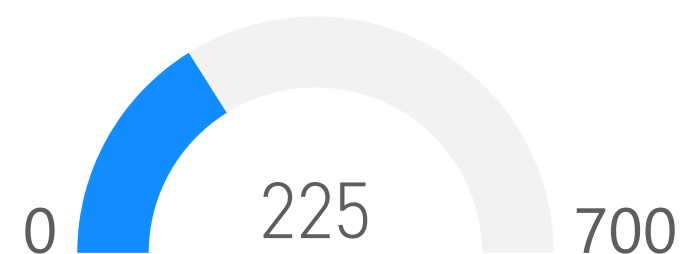
Date	Accomplishment
March 10	CTA Hosts Bus Operator and Mechanic Career Fair
March 16	CTA Partners with Chicago Film Archives at Cicero Green Line
March 22	CTA Ridership Reaches Highest Levels Since 2020
March 24	Service Changes Designed to Provide Better Service Along Blue Line O'Hare Branch
March 26	CTA Launches Optimized Rail Schedule
March 27	CTA Seeks Community Input on New Artwork for 18th Pink Line Stations
March 28	CTA Seeks Applications for Citizens Advisory Board
March 29	CTA Expands Tactile Bus Stop Sign Pilot
April 3	CTA Kicks-Off National 'Second Chance' Month with Recruitment Event

Security

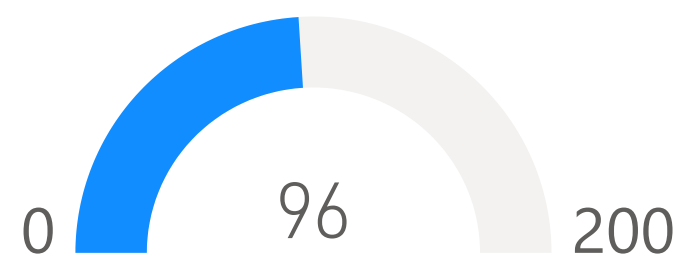
Security	YTD
Citywide CTA Security Checks by CPD	43,919
CTA Code of Conduct Violations Issued by CPD Public Transportation Unit	2,497
Cook County Sheriff's Checks Data	1,182

2023 Goals

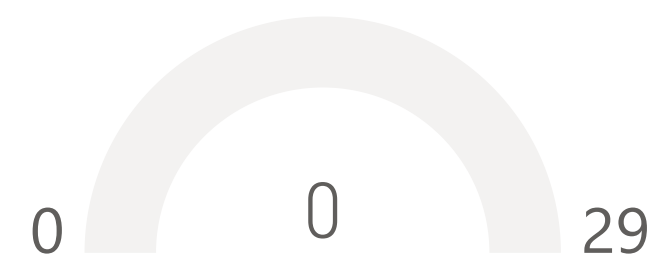
Bus Operators Hired



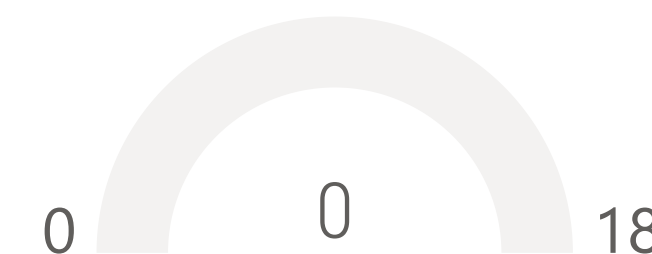
Bus Operator Shields Installed



Refresh and Renew Stations



Refresh and Renew Facilities



Tall Fare Doors Installed





CTA Service Trend

Selected Date Range

3/1/2022

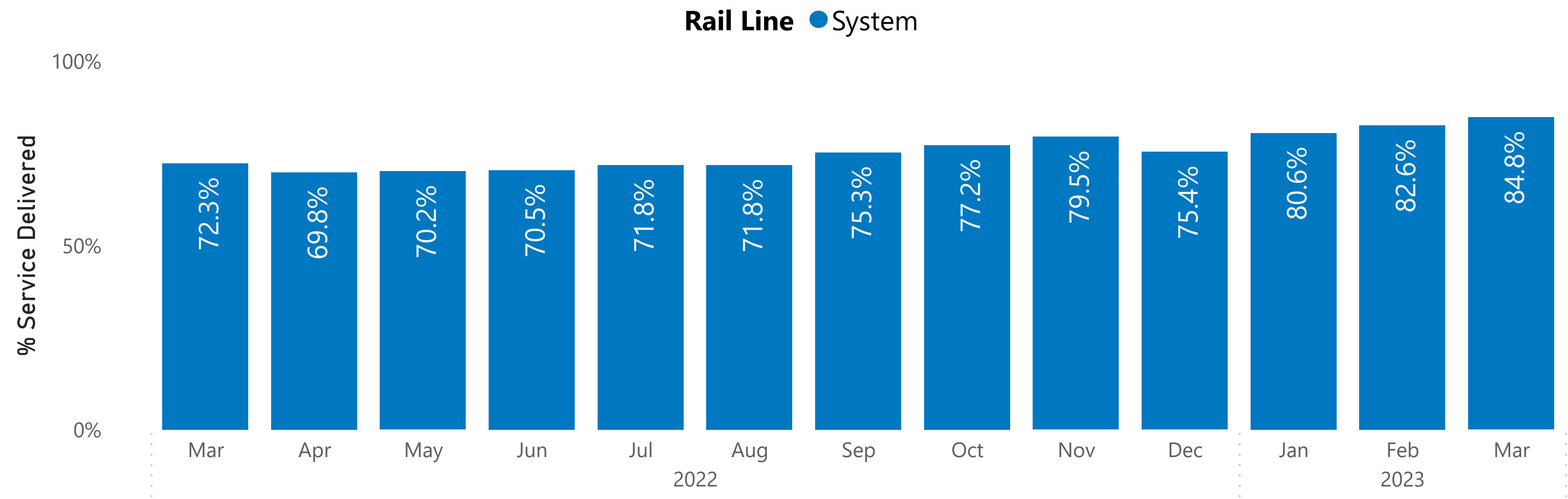
Select Day of Week

- All
- Weekday
- Saturday
- Sunday

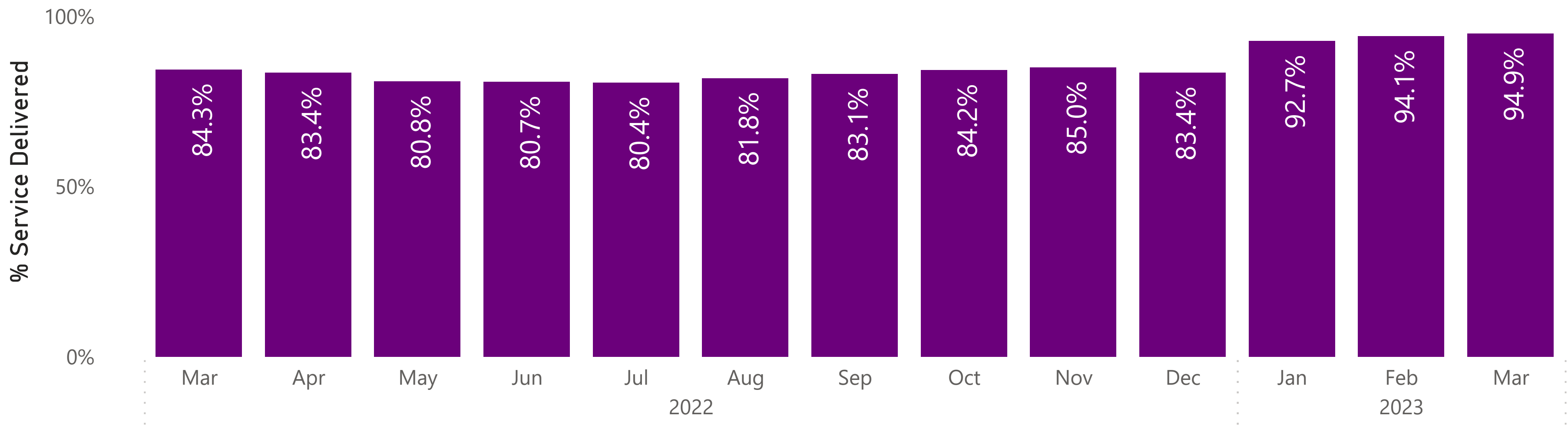
Rail Service Delivered: System

- System
- Blue
- Red
- Brown
- Orange
- Green
- Pink

Percent of rail trips delivered out of total scheduled trips. Hover here for locations captured.



Bus Route ● System



Bus Service Delivered: System

Percent of bus hours delivered out of total scheduled hours.

- System
- 1
- 2
- 3
- 4
- X4
- 6
- 7
- 8

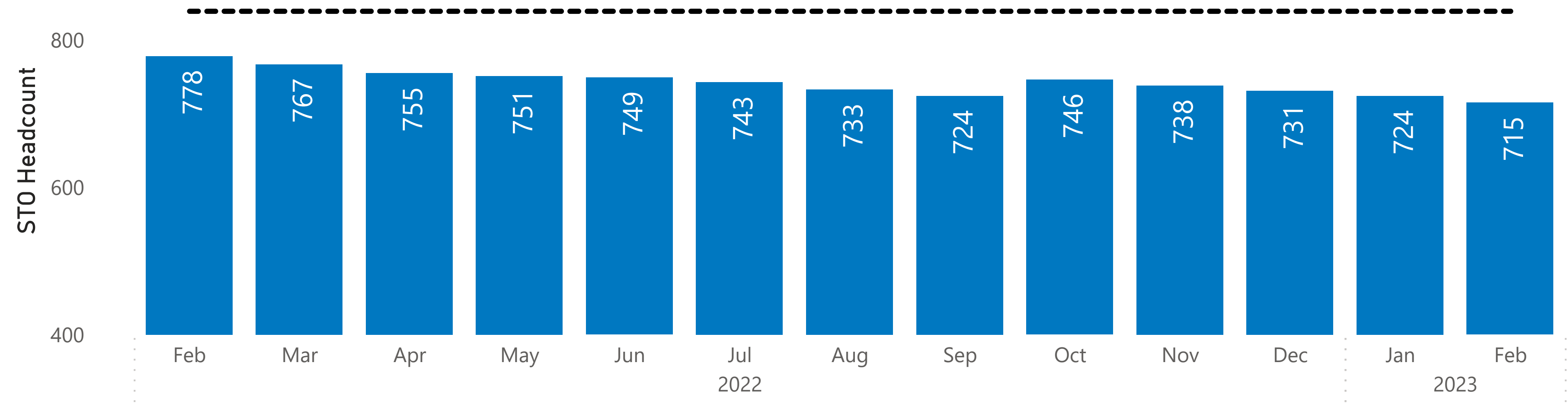


Rail Operators*

● Operator Headcount ● 2023 Budgeted Operator Headcount

Budgeted FTE Positions: 839

* Rail Operators consists of Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

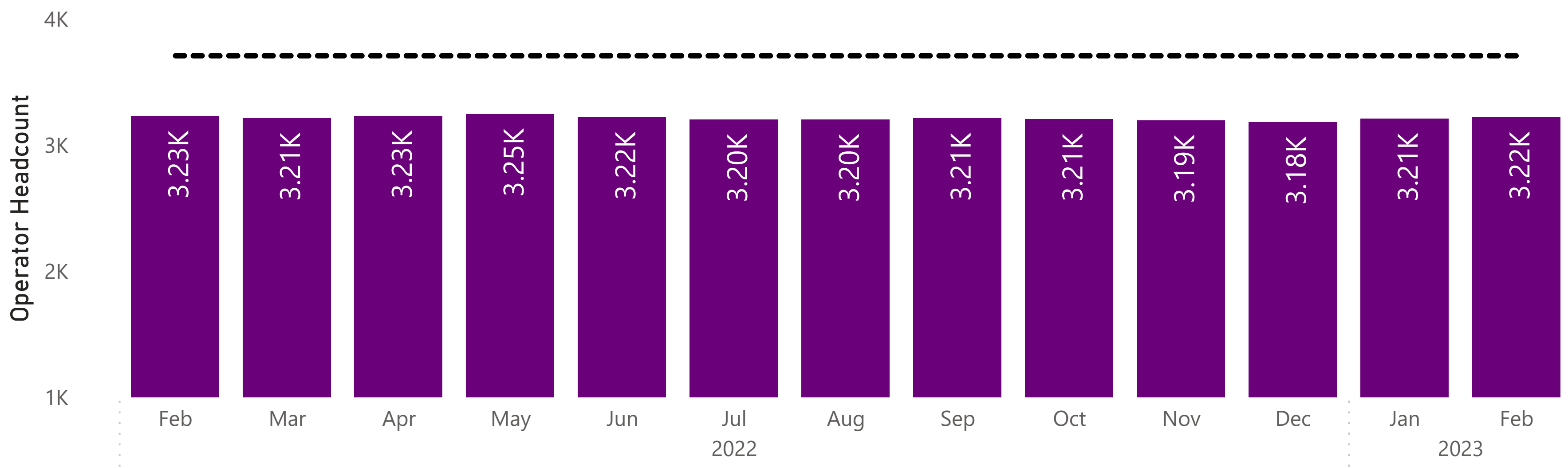


Bus Operators

Budgeted FTE Positions: 3,707

* Since March 2022, CTA directly recruits full time bus operators instead of entry-level part-time positions.

● Operator Headcount ● 2023 Budgeted Bus Headcount





CTA Hiring Trend

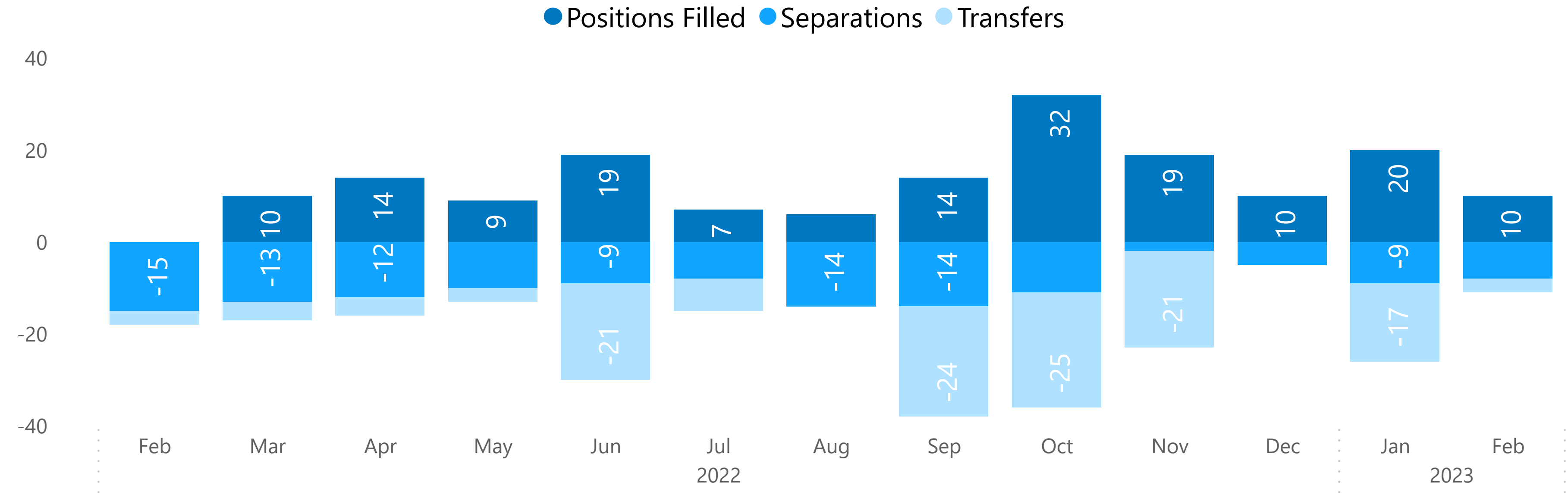
Selected Date Range

2/1/2022

Rail Operators* + Flaggers**

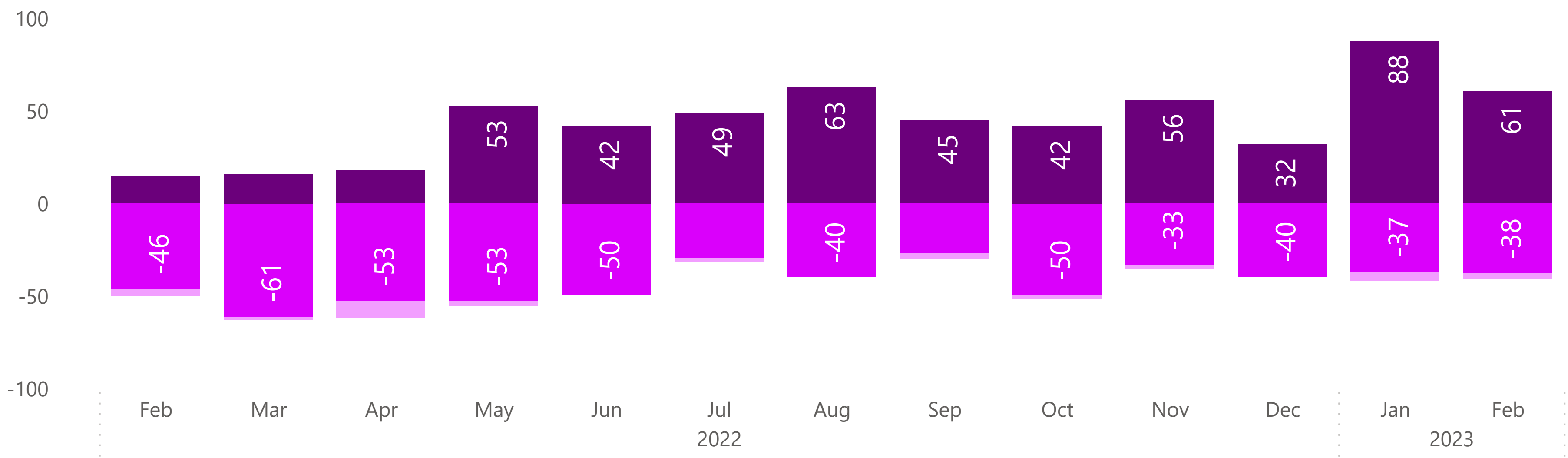
* Rail Operators consists of Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

** Flaggers are entry level positions that offer the option to become rail operators in the future



Bus Operators

● Positions Filled (Dark Purple), ● Separations (Medium Purple), ● Transfers (Light Purple)





Comparison of Rail Service Delivered Before and After Optimization

Day Line	% Service Delivered								
	Weekday			Saturday			Sunday		
	Pre-Optimization	Post-Optimization	% Change	Pre-Optimization	Post-Optimization	% Change	Pre-Optimization	Post-Optimization	% Change
Blue	65.7%	71.3%	5.6%	53.8%	68.4%	14.6%	59.6%	63.6%	3.9%
Red	68.6%	73.3%	4.7%	67.9%	73.7%	5.8%	70.0%	73.2%	3.3%
Brown	71.4%	86.8%	15.4%	62.5%	79.4%	16.9%	60.6%	81.7%	21.2%
Orange	89.2%	94.2%	5.0%	80.2%	89.3%	9.1%	84.7%	90.8%	6.1%
Green	75.7%	92.0%	16.3%	70.6%	84.1%	13.5%	66.7%	86.5%	19.9%
Pink	80.1%	86.2%	6.0%	67.9%	83.6%	15.7%	65.2%	81.1%	15.9%
Total	72.4%	80.7%	8.2%	65.5%	77.6%	12.1%	66.8%	76.8%	10.0%

Pre-Optimization: refers to data from the rail spring schedule from 5/1/2022 through 10/22/2022

Post-Optimization: refers to dates from the rail fall schedule beginning 10/23/2022 through 4/9/2023

Data availability may be impacted by construction, service changes, or technology.

Measured Locations

Service delivered is defined by the number of trains passing through rail circuits at below locations divided by the scheduled service.

- The locations used are as follows:
- Blue Racine NB & Montrose SB
(or Division SB - due to data issues)
 - Red Belmont SB & 87th/Sheridan NB
 - Brown Kedzie SB
 - Orange Pulaski NB
 - Green Ridgeland SB & Garfield NB
 - Pink Polk NB

Pre-Pandemic Service Delivery

10/27/2019 - 3/1/2020

95.4%	83.9%	87.1%
Weekday	Saturday	Sunday



CTA Rail Daily Average Headways

measuring the time interval between trains as compared to the prior and new schedules

Daily Avg Double Headways*

Actual headway is double scheduled headway

Weekday Line	Pre-Optimization	Post-Optimization	% Change
Blue	42	29	-25.0%
Red	39	33	-13.8%
Brown	37	9	-64.3%
Orange	9	3	-59.7%
Green	18	4	-68.3%
Pink	13	7	-44.3%
Total	158	84	-39.7%

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

Pre-Optimization	Post-Optimization	% Change
9	5	-47.5%
7	4	-40.9%
7	1	-86.4%
1	1	-60.8%
2	0	-84.0%
2	1	-63.9%
29	12	-59.5%

***Double Headways:** the number of trains, counted at measured locations, where the headway (or interval between trains) is greater than or equal to twice the scheduled headway but less than 3 times the scheduled headway. e.g. the train is scheduled every 5 minutes but the next train arrives 10 minutes after the prior train.

****Triple Headways:** the number of trains, counted at measured locations, where the headway (or interval between trains) is greater than or equal to 3 times the scheduled headway e.g. the train is scheduled every 5 minutes but the next train arrives 15 minutes after the prior train.

Pre-Optimization: refers to data from the rail spring schedule from 5/1/2022 through 10/22/2022

Post-Optimization: refers to dates from the rail fall schedule beginning 10/23/2022 through 04/09/2023

Saturday Line	Pre-Optimization	Post-Optimization	% Change
Blue	47	34	-16.2%
Red	35	24	-27.2%
Brown	25	11	-41.9%
Orange	11	5	-47.8%
Green	15	7	-43.0%
Pink	14	6	-44.5%
Total	148	87	-29.6%

Pre-Optimization	Post-Optimization	% Change
33	12	-64.6%
6	3	-47.6%
8	2	-72.8%
3	1	-56.2%
4	1	-70.7%
4	1	-86.6%
57	20	-65.4%

Sunday Line	Pre-Optimization	Post-Optimization	% Change
Blue	34	31	-6.4%
Red	26	18	-24.9%
Brown	23	8	-52.7%
Orange	7	4	-30.7%
Green	18	6	-52.7%
Pink	15	6	-46.6%
Total	123	74	-31.2%

Pre-Optimization	Post-Optimization	% Change
14	9	-32.0%
4	3	-29.0%
6	1	-87.0%
2	1	-45.8%
4	1	-80.2%
4	1	-80.7%
34	16	-53.8%

Measured Locations

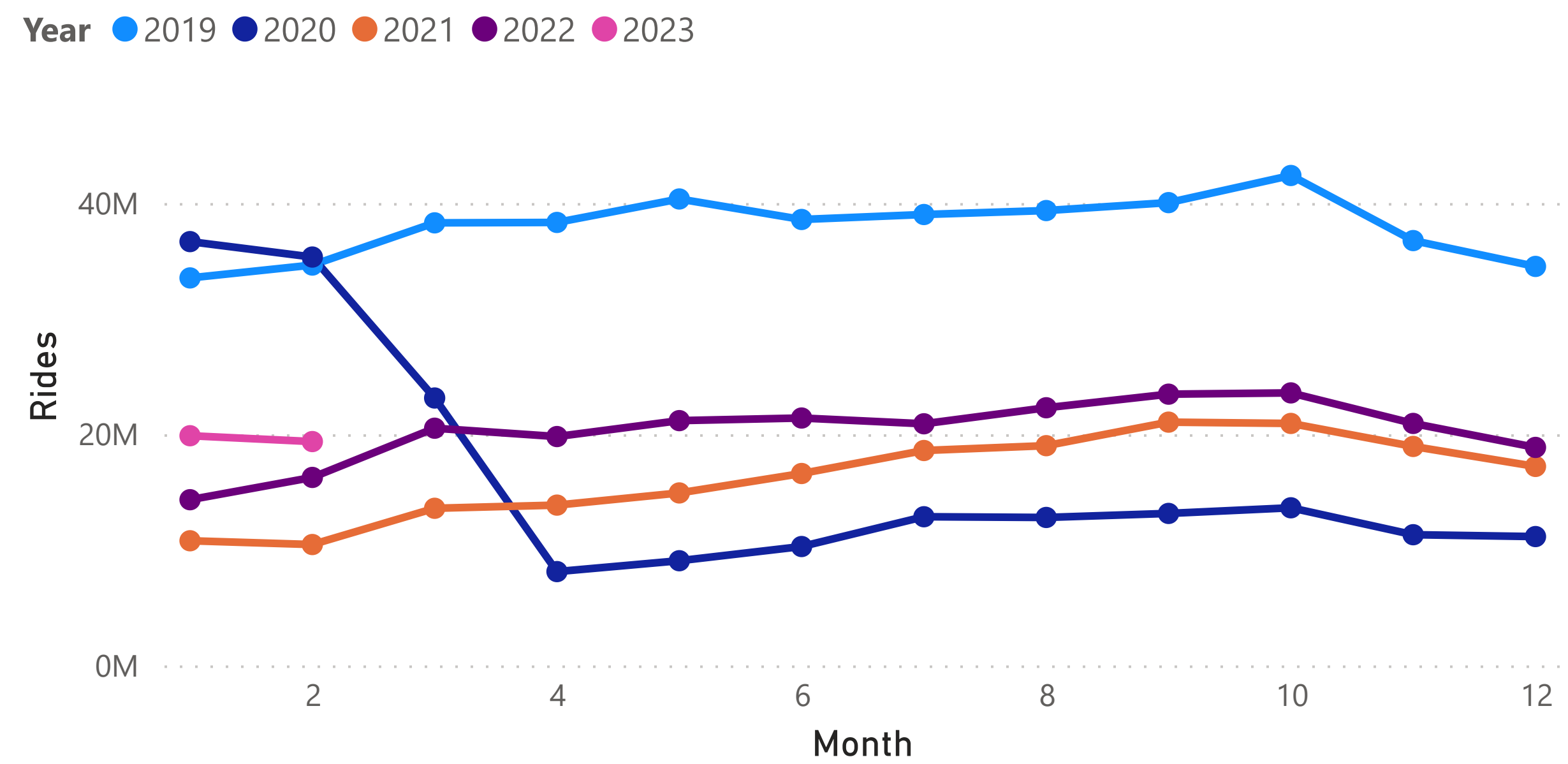
The locations are measured in both directions at:

- Blue Clark/Lake (or Division SB/LaSalle NB - due to data issues)
- Red Lake/State
- Brown Merchandise Mart
- Pink Polk
- Green Roosevelt/Wabash
- Orange Roosevelt/Wabash

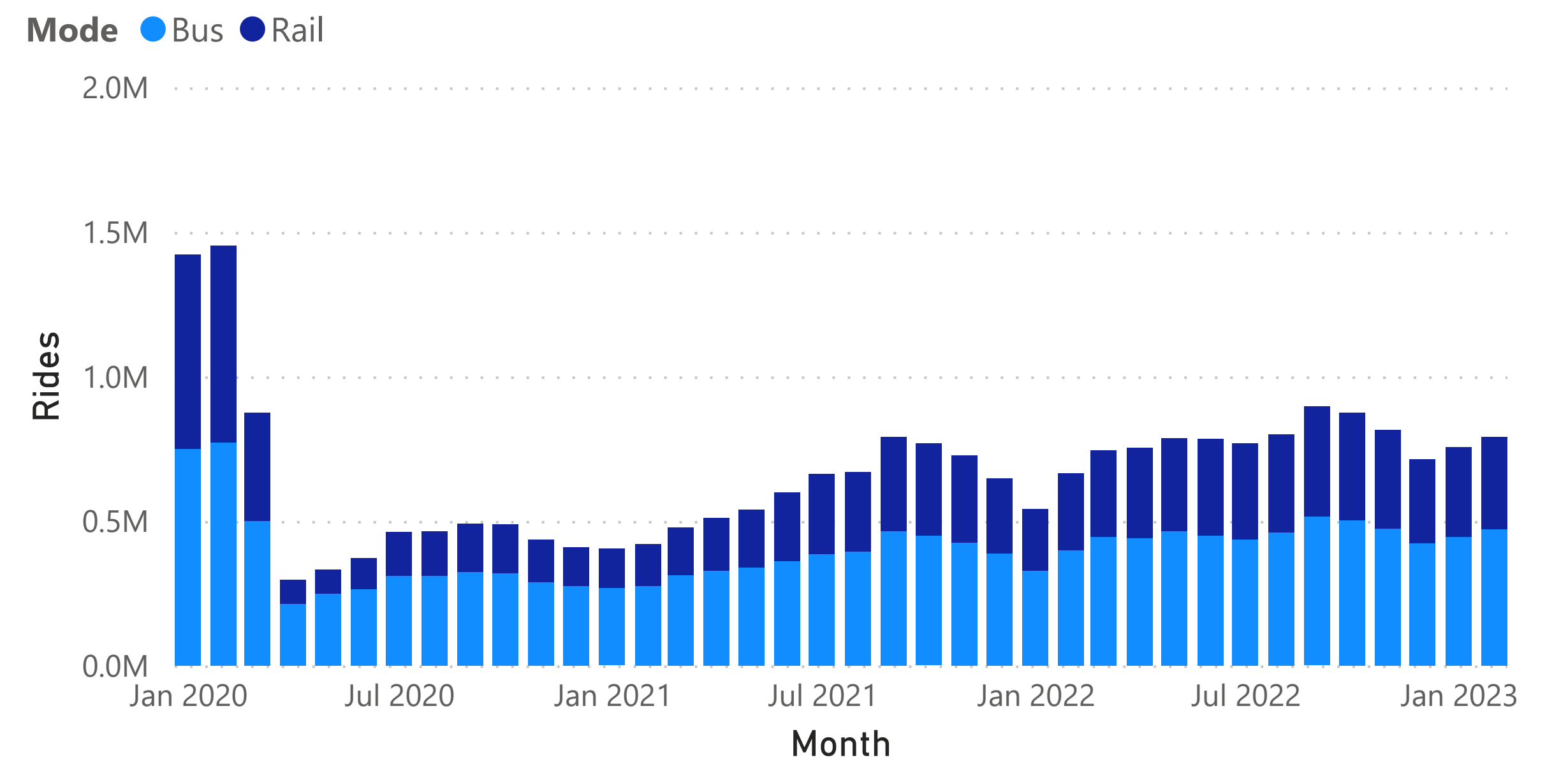


Monthly System Ridership

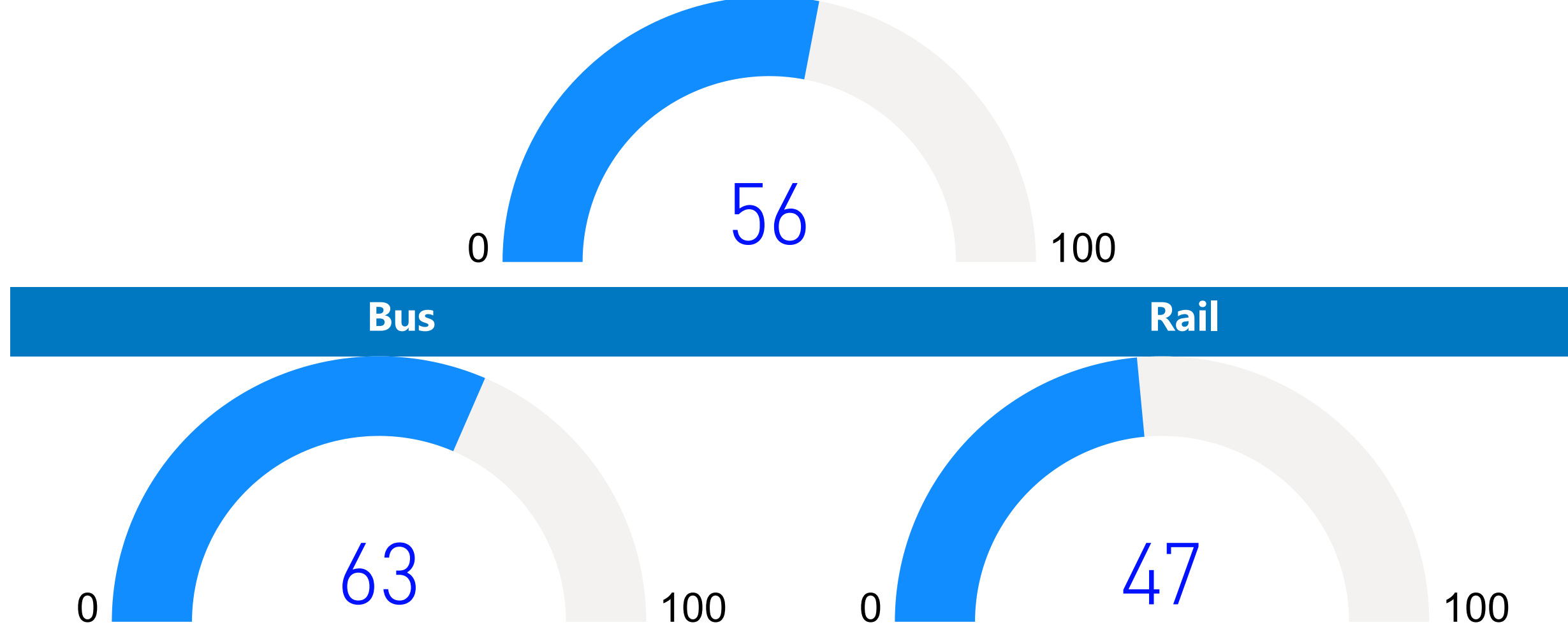
Monthly Rides



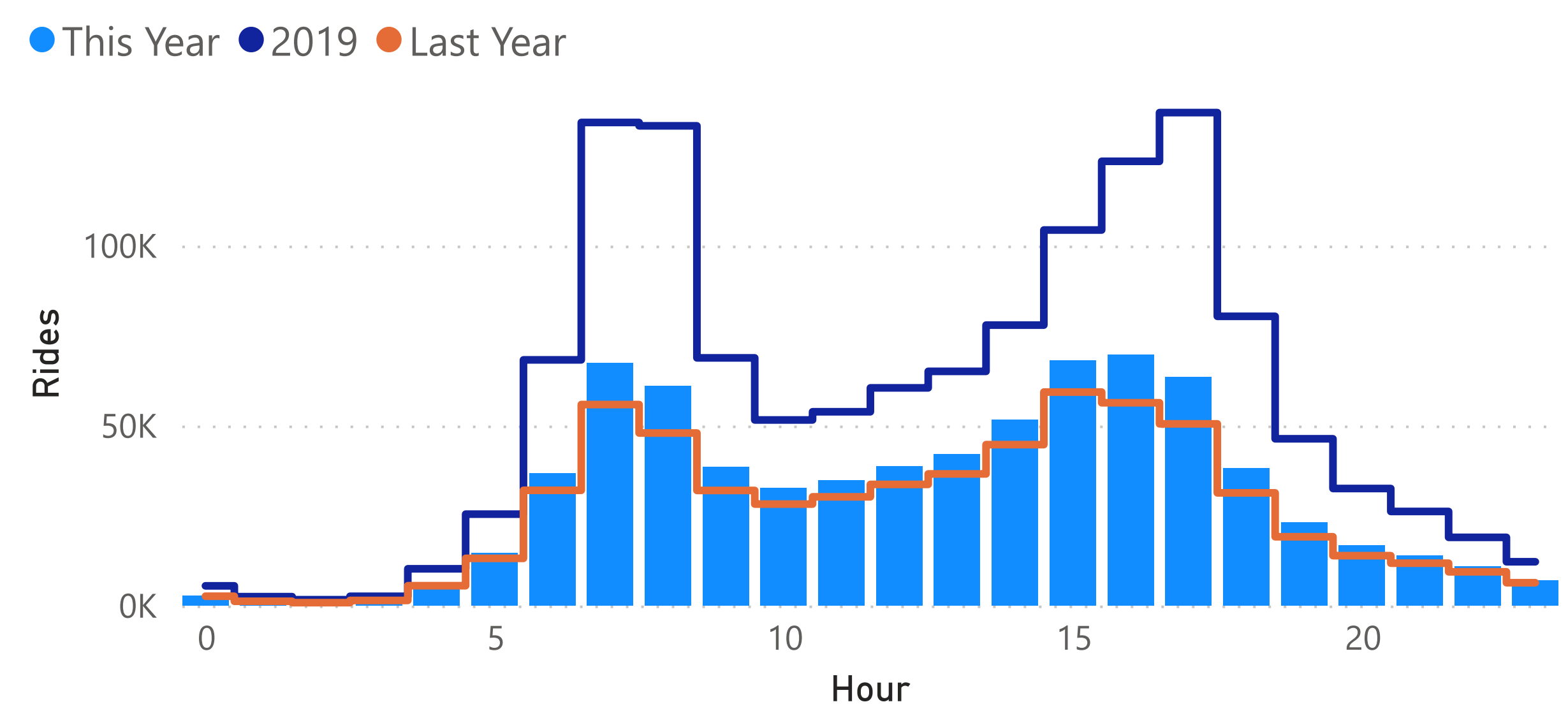
Weekday Average Rides by Month



2019 Ridership Retention



Weekday Average Rides by Hour



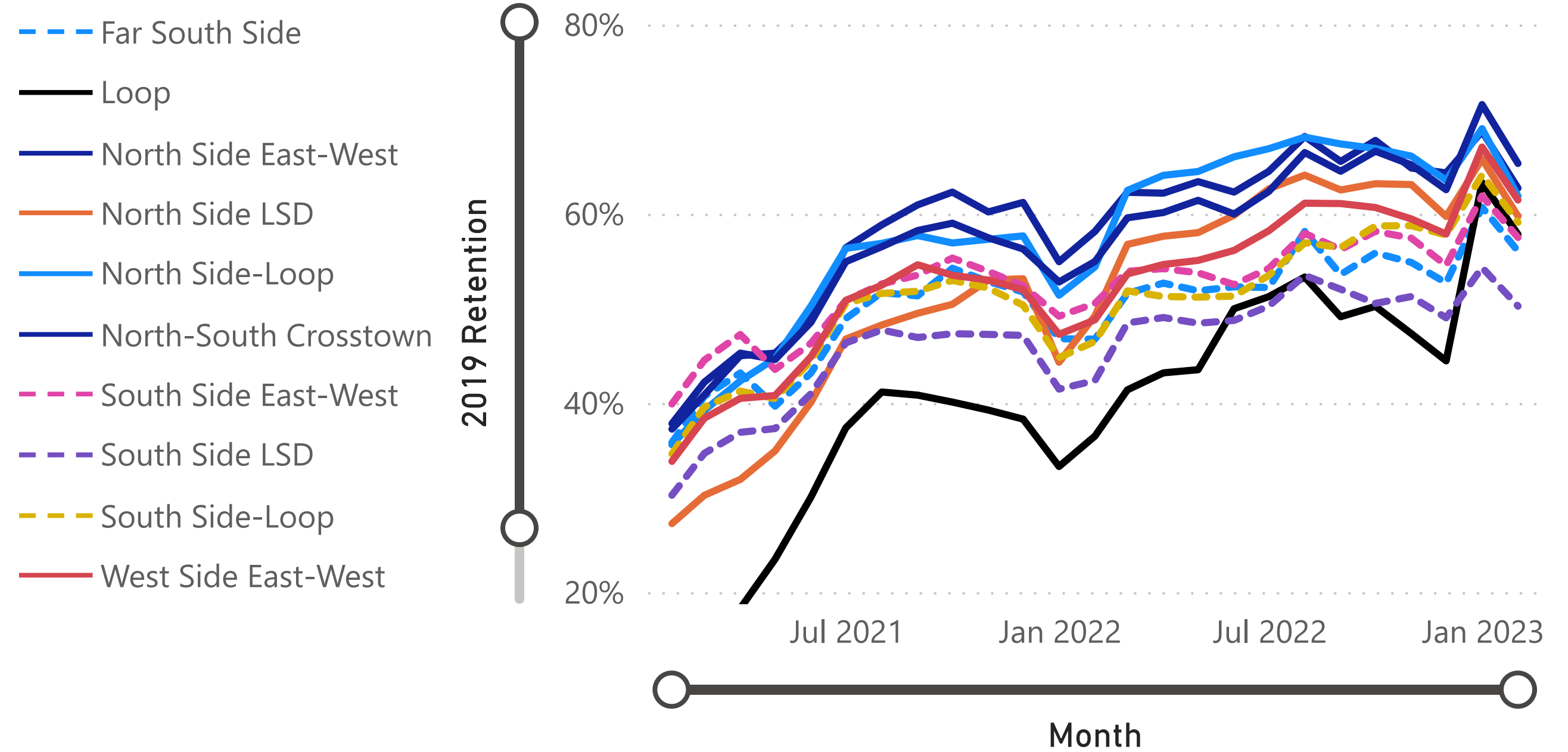


Monthly Bus Ridership

Weekday Average Rides by Route Group

Month	Wednesday, February 01, 2023				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ Evanston	6.1K	3.2K	4.0K	-34%	24%
⊕ Far South Side	32.0K	15.0K	18.0K	-44%	20%
⊕ Loop	11.1K	4.1K	6.4K	-42%	58%
⊕ Midway Feeder	3.3K	2.1K	2.5K	-24%	20%
⊕ North Side East-West	100.9K	58.6K	63.3K	-37%	8%
⊕ North Side LSD	35.1K	17.3K	21.0K	-40%	21%
⊕ North Side-Loop	58.0K	31.5K	35.9K	-38%	14%
⊕ North-South Crosstown	199.0K	109.4K	130.0K	-35%	19%
⊕ Northwest Side Feeder	5.2K	3.0K	3.6K	-30%	21%
⊕ South Side East-West	103.1K	52.1K	59.3K	-43%	14%
⊕ South Side LSD	32.1K	13.6K	16.1K	-50%	19%
⊕ South Side-Loop	59.1K	27.5K	34.9K	-41%	27%
Total	758.9K	392.9K	464.9K	-39%	18%

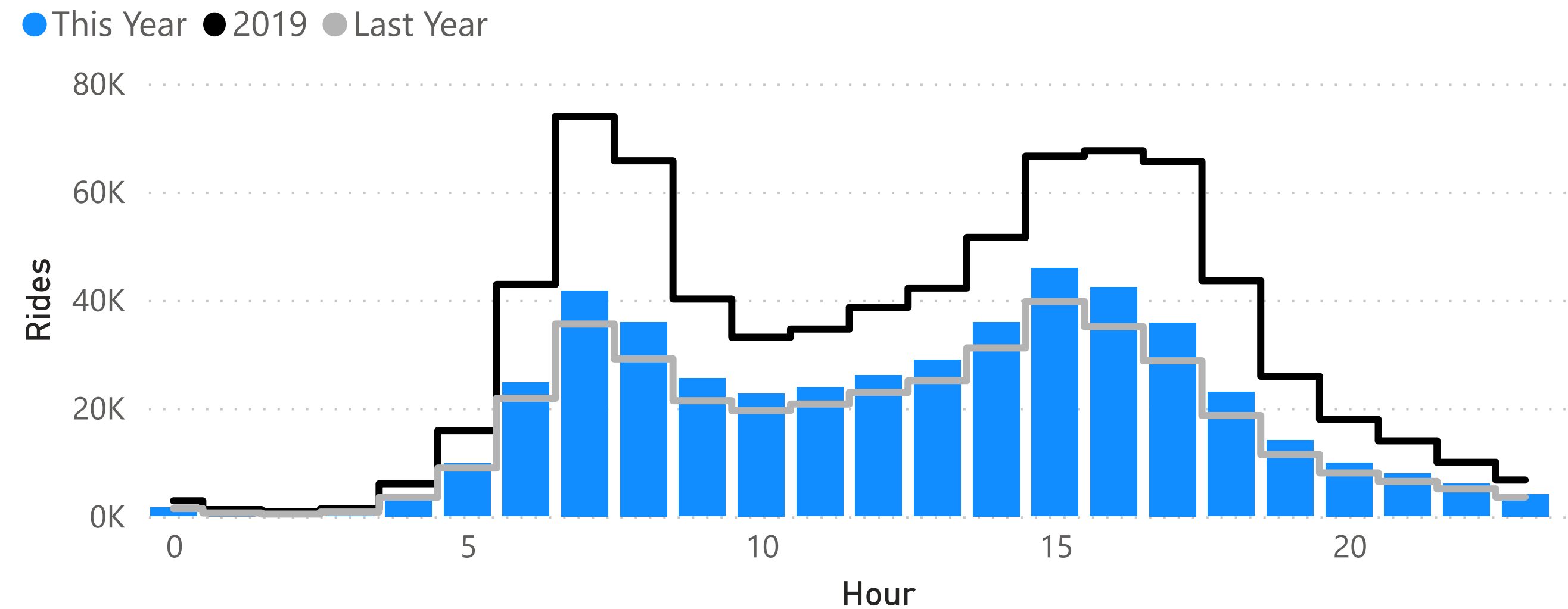
2019 Retention by Route Group



Weekday Average Rides by Time Period

Month	Wednesday, February 01, 2023				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ 00-03	4.9K	2.5K	2.8K	-43%	12%
⊕ 03-06	23.2K	13.2K	14.7K	-36%	11%
⊕ 06-09	182.5K	86.4K	102.3K	-44%	18%
⊕ 09-12	107.9K	61.6K	72.1K	-33%	17%
⊕ 12-15	132.4K	79.1K	90.9K	-31%	15%
⊕ 15-18	199.7K	103.5K	124.0K	-38%	20%
⊕ 18-21	87.3K	38.1K	46.9K	-46%	23%
⊕ 21-24	30.6K	15.0K	18.1K	-41%	20%
Total	768.5K	399.5K	471.8K	-39%	18%

Weekday Average Rides by Hour



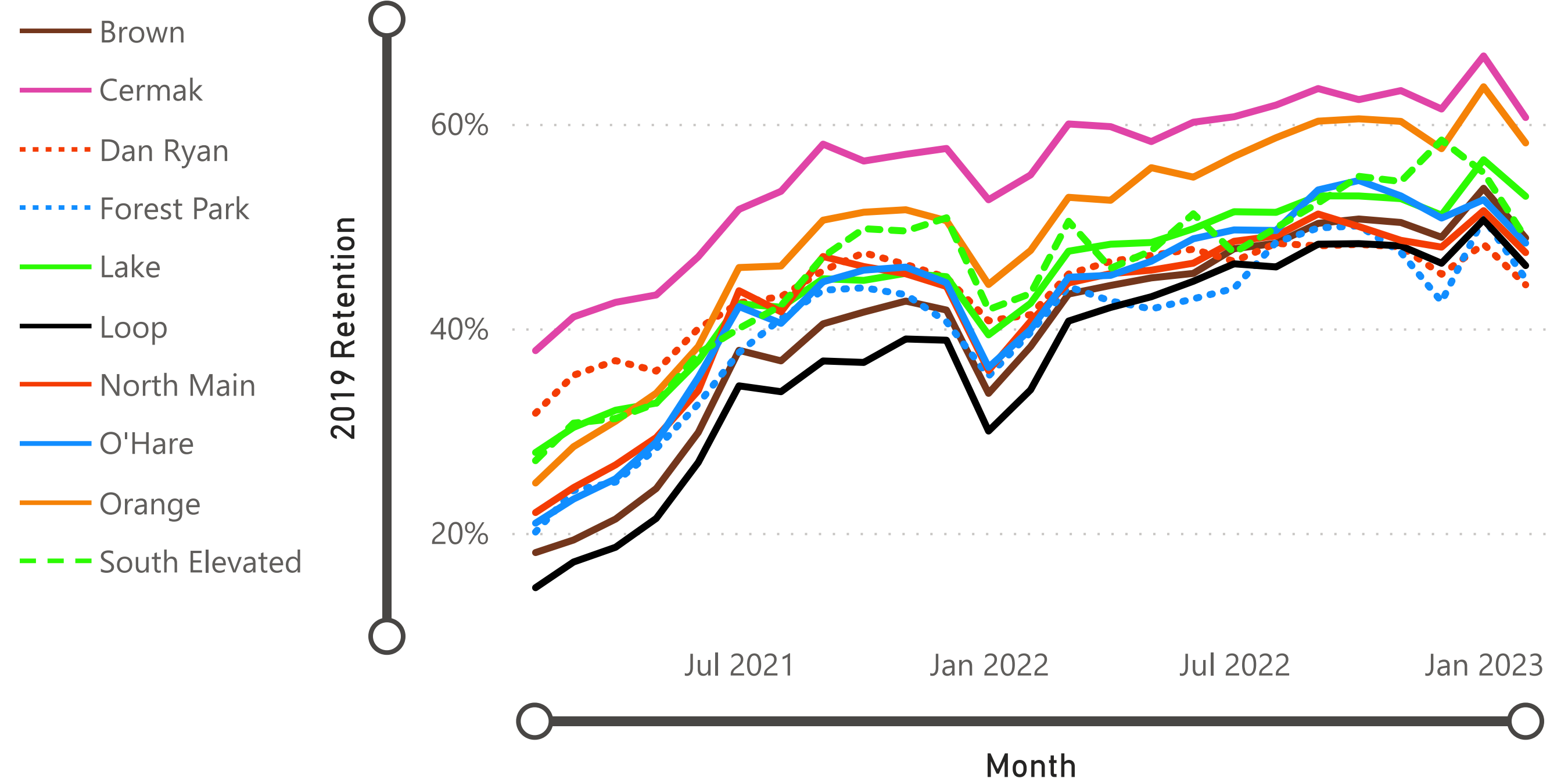


Monthly Rail Ridership

Weekday Average Rides by Branch

Month	Wednesday, February 01, 2023				
Branch	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ Ashland	1.5K	0.6K	0.7K	-55%	12%
⊕ Brown	61.9K	23.6K	30.2K	-51%	28%
⊕ Cermak	15.3K	8.4K	9.3K	-39%	10%
⊕ Dan Ryan	38.2K	15.8K	16.9K	-56%	7%
⊕ Dearborn Subway	31.8K	10.3K	13.3K	-58%	29%
⊕ East 63rd	1.4K	0.6K	0.7K	-52%	18%
⊕ Evanston	9.4K	3.8K	4.3K	-54%	15%
⊕ Forest Park	30.4K	12.0K	13.6K	-55%	13%
⊕ Lake	26.4K	11.2K	14.0K	-47%	25%
⊕ Loop	71.6K	24.3K	33.0K	-54%	36%
⊕ North Main	114.7K	46.7K	54.4K	-53%	16%
⊕ O'Hare	79.8K	31.8K	38.6K	-52%	21%
⊕ Orange	26.4K	12.6K	15.3K	-42%	22%
⊕ Skokie	2.6K	1.0K	1.1K	-57%	18%
⊕ South Elevated	7.8K	3.4K	3.8K	-51%	12%
⊕ State Subway	54.6K	18.0K	21.4K	-61%	19%
Total	573.8K	224.1K	270.6K	-53%	21%

2019 Retention by Branch



Weekday Average Rides by Time Period

Month	Wednesday, February 01, 2023				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ 00-03	4.7K	2.1K	2.2K	-53%	5%
⊕ 03-06	14.7K	6.7K	7.7K	-48%	14%
⊕ 06-09	152.3K	49.0K	62.4K	-59%	27%
⊕ 09-12	65.9K	28.5K	33.6K	-49%	18%
⊕ 12-15	70.6K	35.6K	41.3K	-42%	16%
⊕ 15-18	164.5K	62.4K	77.2K	-53%	24%
⊕ 18-21	71.7K	26.1K	31.1K	-57%	19%
⊕ 21-24	26.5K	12.4K	13.7K	-48%	11%
Total	570.9K	222.9K	269.2K	-53%	21%

Weekday Average Rides by Hour

