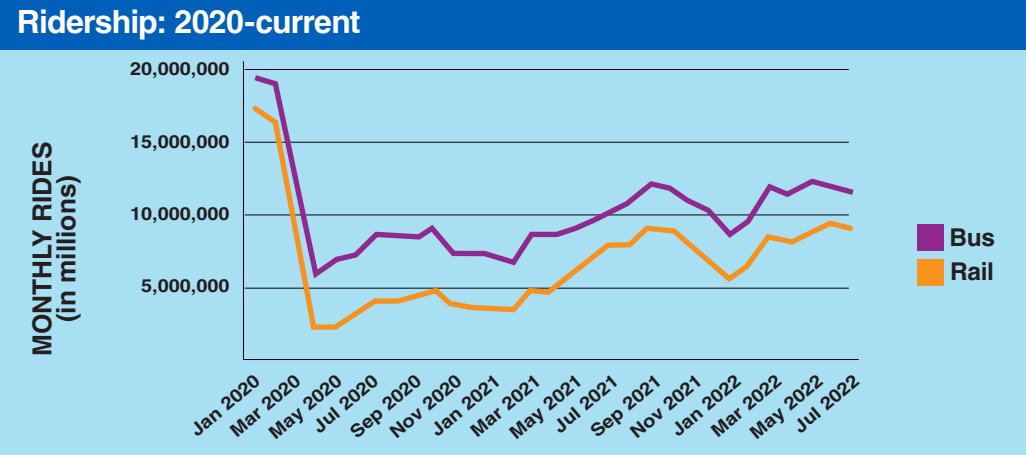


Meeting the Moment scorecard

Presented to the Chicago Transit Board, September 2022



- ### Accomplishments
- Aug 10:** Renewal of an ongoing VSEP agreement with the Chicago Police Department (CPD)
 - Aug 11:** Announced Action Plan
 - Aug 15:** CTA RLE Project received a Record of Decision
 - Aug 16:** Received \$20M for bus electrification
 - Aug 22:** CTA First Day of School Free Rides
 - Aug 22:** Launched #X4 Cottage Grove Express
 - Aug 23:** Rolled Out New Tactile Bus Stop Sign Pilot
 - Aug 24:** Launched Fully Redesigned Bus Tracker Website
 - Aug 24:** Signed Contract for New K-9 Teams to be Deployed on Rail
 - Aug 30:** Launched Ask CTA program to Foster Customer Engagement
 - Sep 2:** CTA Begins Deploying New K-9 Teams on Rail System
 - Sep 14:** Rail Service Optimization Improves Service

Service optimization: Mid-August 2022

Metric	Line	Before	After
3X headways	Blue	14.0	5.0
3X headways	Red	10.0	6.0
2X headways	Blue	26.9	16.2
2X headways	Red	21.6	13.2

3X headways: Instances of intervals three times the scheduled frequency on weekdays
2X headways: Instances of intervals two times the scheduled frequency during rush hours

Service reliability







	Jun	Jul	Aug
Service delivered: Rail	70.4%	71.8%	71.8%
Service delivered: Bus	80.1%	79.9%	81.3%
Big gaps: Bus	13.3%	13.4%	13.7%

Service Delivered: Number of actual trips divided by number of scheduled trips
Big Gaps: Gaps between buses greater than 15 minutes AND double the schedule interval

■ Improved
 ■ Not Improved
 ■ Worsened

Security

Awaiting updated metrics from the Chicago Police Department.

 <p>Bus Operator Hiring 257 Bus Operators hired this year Goal: 450 new Operators by end of year</p>	 <p>Tactile Bus Stop Sign Installs 195 signs installed of 700 by end of year (1,340 total planned for current phase)</p>	 <p>Refresh and Renew Stations 10 of 28 renewals in full scope 71 of 92 stations completed with paint/lighting improvements</p>	 <p>K9 Deployment 16 crews on duty Goal: 50 active crews by end of year</p>	 <p>Ask CTA Events 7 of 18 events hosted thru Sep. 13</p>	 <p>CSA Video Screen Installations 173 of 173 monitors installed across all 146 stations</p>
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