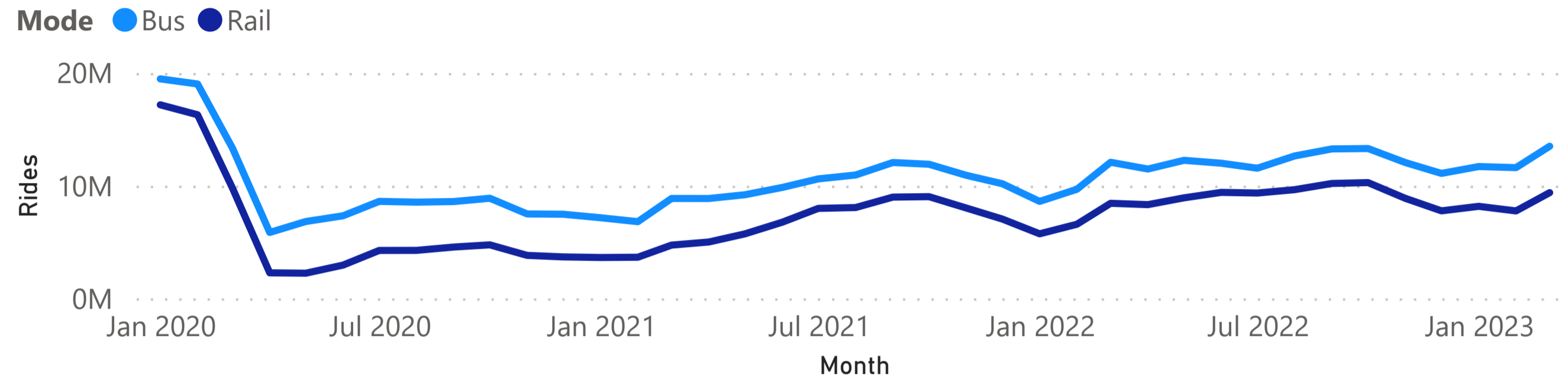




Meeting the Moment Scorecard Information Presented at CTA Board, May 2023

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 | Pre-Optimization | Post-Optimization | % Change | Pre | Post | % Change |
|----------|------------------|-------------------|----------|-----|------|----------|
| Weekday | 158 | 78 | -42.9% | 29 | 11 | -63.0% |
| Saturday | 148 | 85 | -30.7% | 57 | 19 | -66.6% |
| Sunday | 123 | 71 | -33.4% | 34 | 14 | -57.8% |

Service Reliability

| Metric | Feb-2023 | Mar-2023 | Apr-2023 |
|-------------------------|----------|----------|----------|
| Service Delivered: Rail | 82.6% | 84.8% | 89.7% |
| Service Delivered: Bus | 94.1% | 94.9% | 94.5% |
| Big Gaps: Bus | 6.1% | 5.6% | 6.6% |

Operator Headcount

| Category | Jan-2023 | Feb-2023 | Mar-2023 |
|----------|----------|----------|----------|
| Rail | 724 | 715 | 710 |
| Bus | 3,208 | 3,220 | 3,279 |

Accomplishments

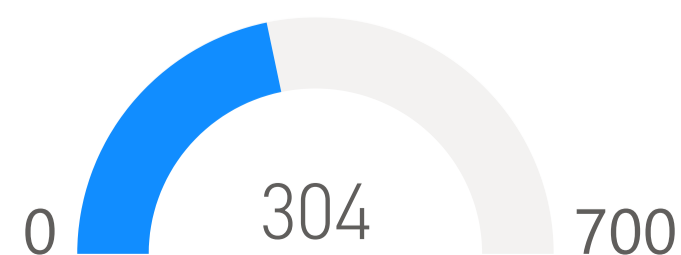
| Date | Accomplishment |
|----------|---|
| April 4 | CTA Crews to 'Refresh & Renew' 29 Stations in 2023 |
| April 12 | Chicago Transit Board Approves Plan for Rehabilitation of the Western Brown Line Station |
| April 13 | CTA Announces New Community Enhancements for Uptown, Edgewater as part of RPM project |
| April 18 | CTA Recognizes 14 Outstanding Employees for Earning Customer Praise |
| April 21 | CTA Announces its Support of the National Roadway Safety Strategy |
| April 28 | CTA Hosts Career Fair Seeking Candidates for Bus and Rail Positions |
| May 5 | CTA receives \$200 million award in FTA funding through the 2023 Rail Vehicle Replacement (RVR) program |

Security

| Security | YTD |
|--|--------|
| Citywide CTA Security Checks by CPD | 57,282 |
| CTA Code of Conduct Violations Issued by CPD PT Unit | 3,775 |
| CTA Security Checks by Cook County Sheriff's Police | 1,521 |

2023 Goals

Bus Operators Hired



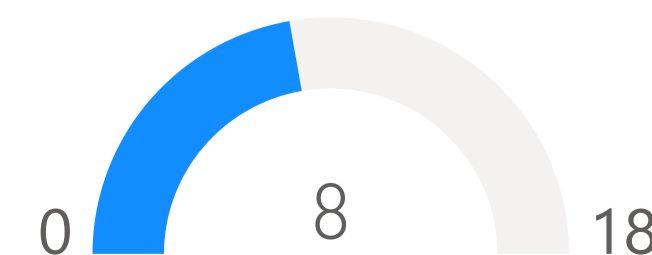
Bus Operator Shields Installed



Refresh and Renew Stations



Refresh and Renew Facilities



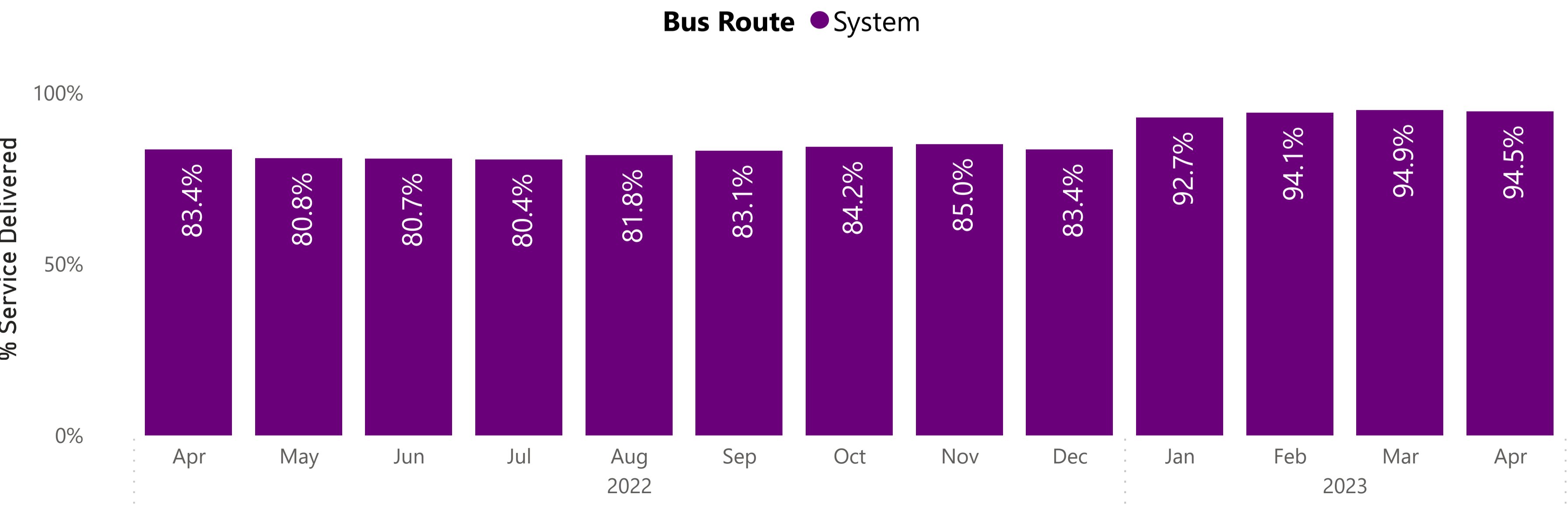
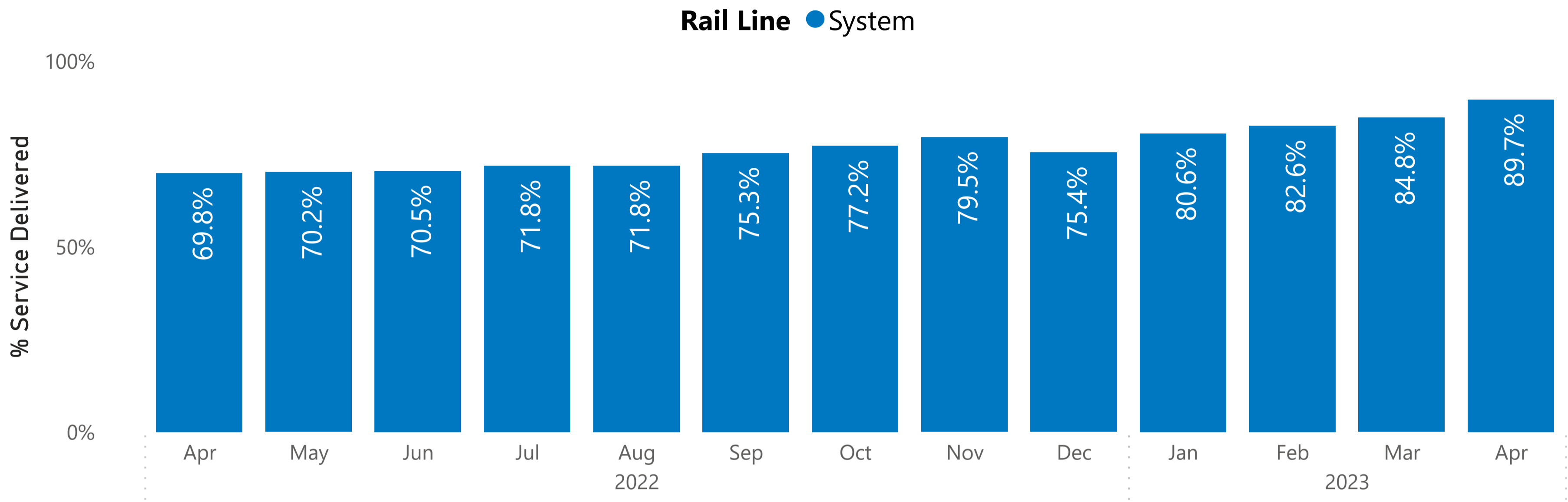
Tall Fare Doors Installed



**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 Service Delivered:
System**

Percent of bus hours delivered out of total scheduled hours.

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

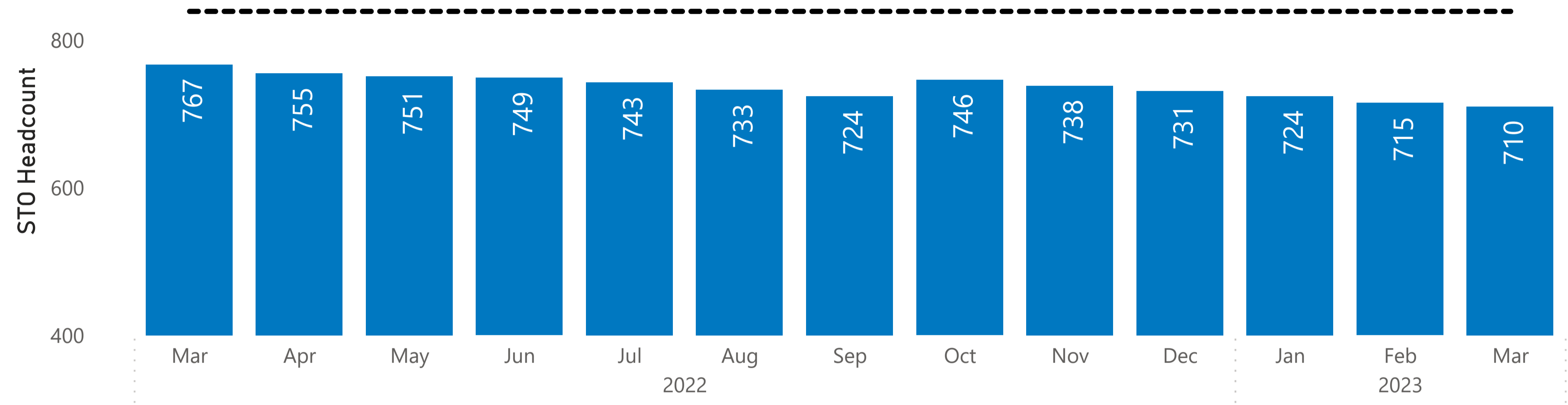


Rail Operators*

● 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.

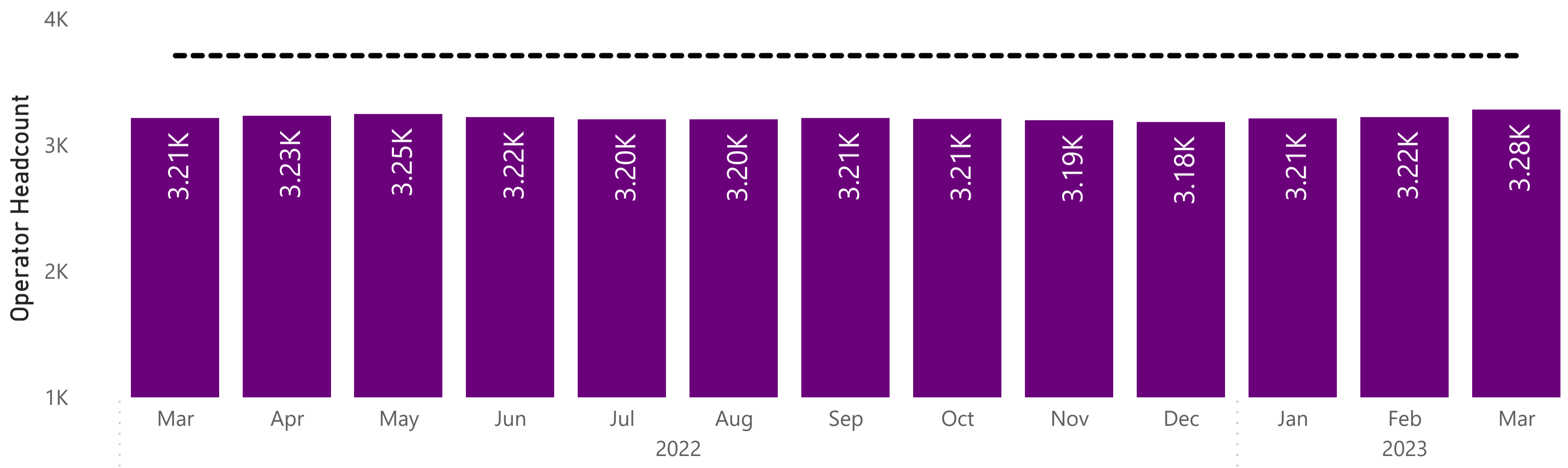


Bus Operators

● Operator Headcount ● 2023 Budgeted Bus Headcount

Budgeted FTE Positions: 3,707

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





CTA Hiring Trend

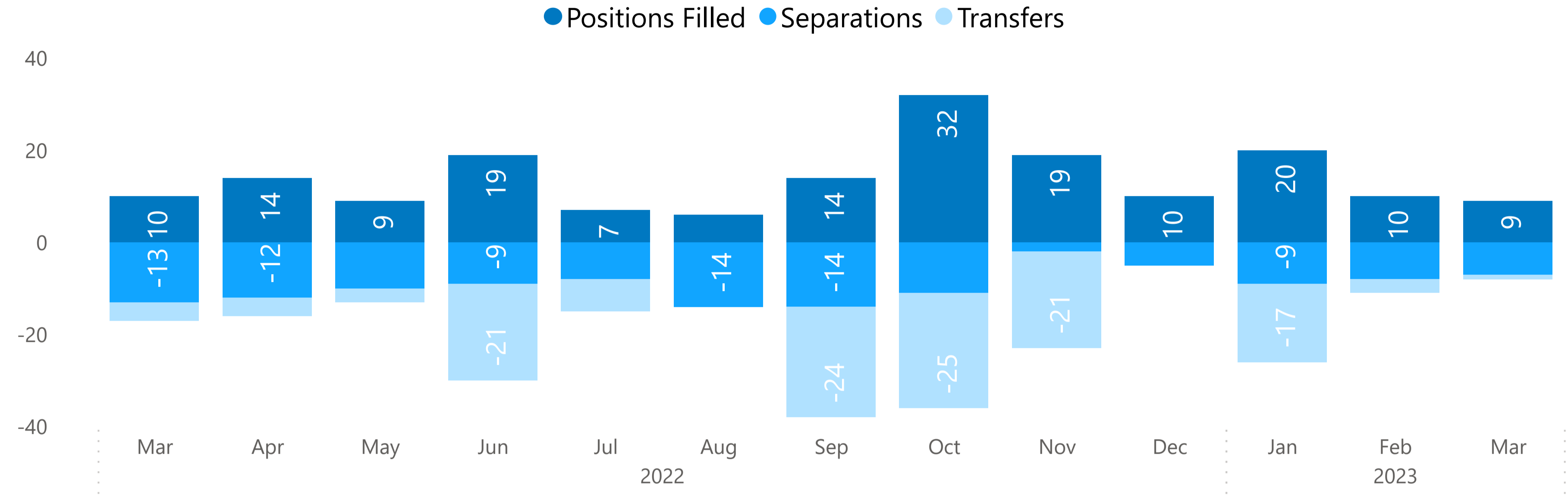
Selected Date Range

3/1/2022

Rail Operators* + Flaggers**

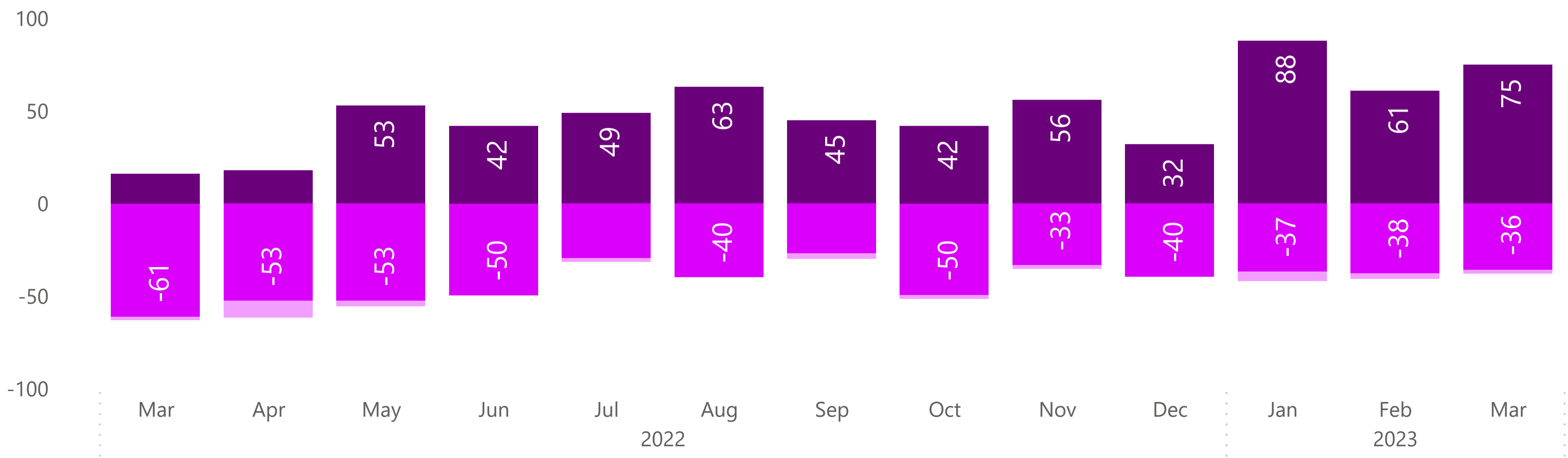
* Rail Operators consists of Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

** 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% | 73.4% | 7.7% | 53.8% | 68.1% | 14.3% | 59.6% | 65.2% | 5.6% |
| Red | 68.6% | 75.7% | 7.1% | 67.9% | 75.1% | 7.2% | 70.0% | 75.1% | 5.1% |
| Brown | 71.4% | 87.3% | 15.9% | 62.5% | 79.2% | 16.7% | 60.6% | 82.3% | 21.7% |
| Orange | 89.2% | 94.2% | 5.0% | 80.2% | 89.0% | 8.8% | 84.7% | 91.2% | 6.5% |
| Green | 75.7% | 92.2% | 16.5% | 70.6% | 85.1% | 14.5% | 66.7% | 87.5% | 20.8% |
| Pink | 80.1% | 87.4% | 7.2% | 67.9% | 85.2% | 17.3% | 65.2% | 82.5% | 17.3% |
| Total | 72.4% | 82.1% | 9.7% | 65.5% | 78.2% | 12.7% | 66.8% | 78.1% | 11.3% |

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 5/7/2023

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 Clark/Lake NB & Division SB - due to data issues)
- Red Belmont SB & 87th/Sheridan NB
- Brown Kedzie SB
- Orange Pulaski NB
- Green Ridgeland SB & Garfield NB
(or Cermak-McCormick Place SB - due to data issues)
- Pink Polk NB

Please note locations may change due to track issues

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 | 28 | -27.5% |
| Red | 39 | 29 | -21.4% |
| Brown | 37 | 9 | -64.6% |
| Orange | 9 | 3 | -60.3% |
| Green | 18 | 4 | -69.7% |
| Pink | 13 | 6 | -49.1% |
| Total | 158 | 78 | -42.9% |

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

| Pre-Optimization | Post-Optimization | % Change |
|------------------|-------------------|---------------|
| 9 | 5 | -50.4% |
| 7 | 4 | -48.1% |
| 7 | 1 | -87.0% |
| 1 | 0 | -63.1% |
| 2 | 0 | -85.7% |
| 2 | 0 | -69.2% |
| 29 | 11 | -63.0% |

***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 05/07/2023

| Saturday Line | Pre-Optimization | Post-Optimization | % Change |
|---------------|------------------|-------------------|---------------|
| Blue | 47 | 37 | -13.5% |
| Red | 35 | 22 | -32.4% |
| Brown | 25 | 10 | -44.7% |
| Orange | 11 | 4 | -50.4% |
| Green | 15 | 7 | -44.4% |
| Pink | 14 | 5 | -48.2% |
| Total | 148 | 85 | -30.7% |

| Pre-Optimization | Post-Optimization | % Change |
|------------------|-------------------|---------------|
| 33 | 11 | -65.4% |
| 6 | 3 | -53.3% |
| 8 | 2 | -73.4% |
| 3 | 1 | -58.6% |
| 4 | 1 | -68.9% |
| 4 | 1 | -86.7% |
| 57 | 19 | -66.6% |

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

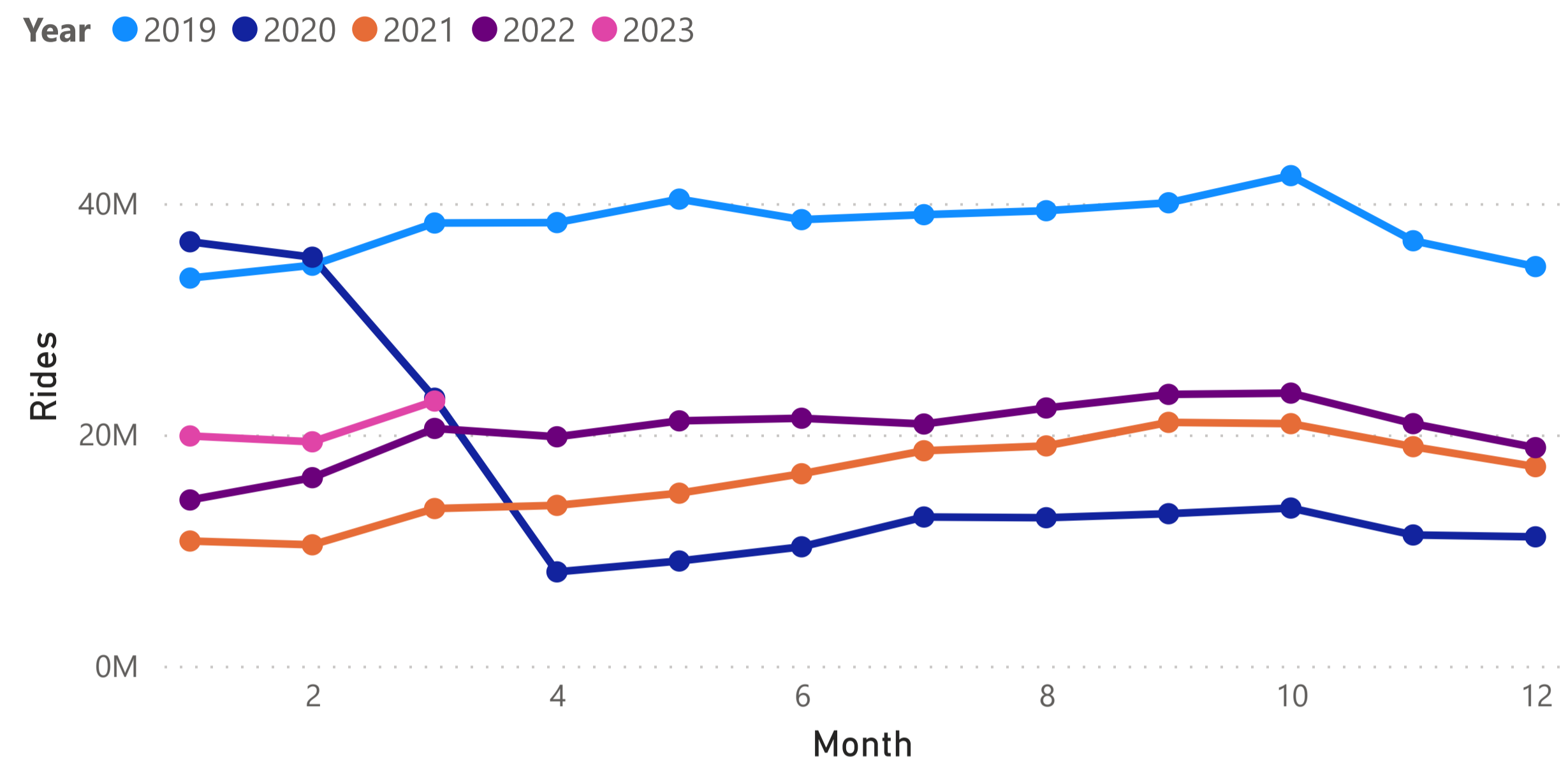
| Sunday Line | Pre-Optimization | Post-Optimization | % Change |
|--------------|------------------|-------------------|---------------|
| Blue | 34 | 32 | -5.8% |
| Red | 26 | 17 | -30.8% |
| Brown | 23 | 7 | -55.3% |
| Orange | 7 | 4 | -34.8% |
| Green | 18 | 6 | -53.8% |
| Pink | 15 | 5 | -50.3% |
| Total | 123 | 71 | -33.4% |

| Pre-Optimization | Post-Optimization | % Change |
|------------------|-------------------|---------------|
| 14 | 9 | -36.9% |
| 4 | 2 | -36.2% |
| 6 | 1 | -88.1% |
| 2 | 1 | -52.5% |
| 4 | 1 | -82.7% |
| 4 | 1 | -83.1% |
| 34 | 14 | -57.8% |

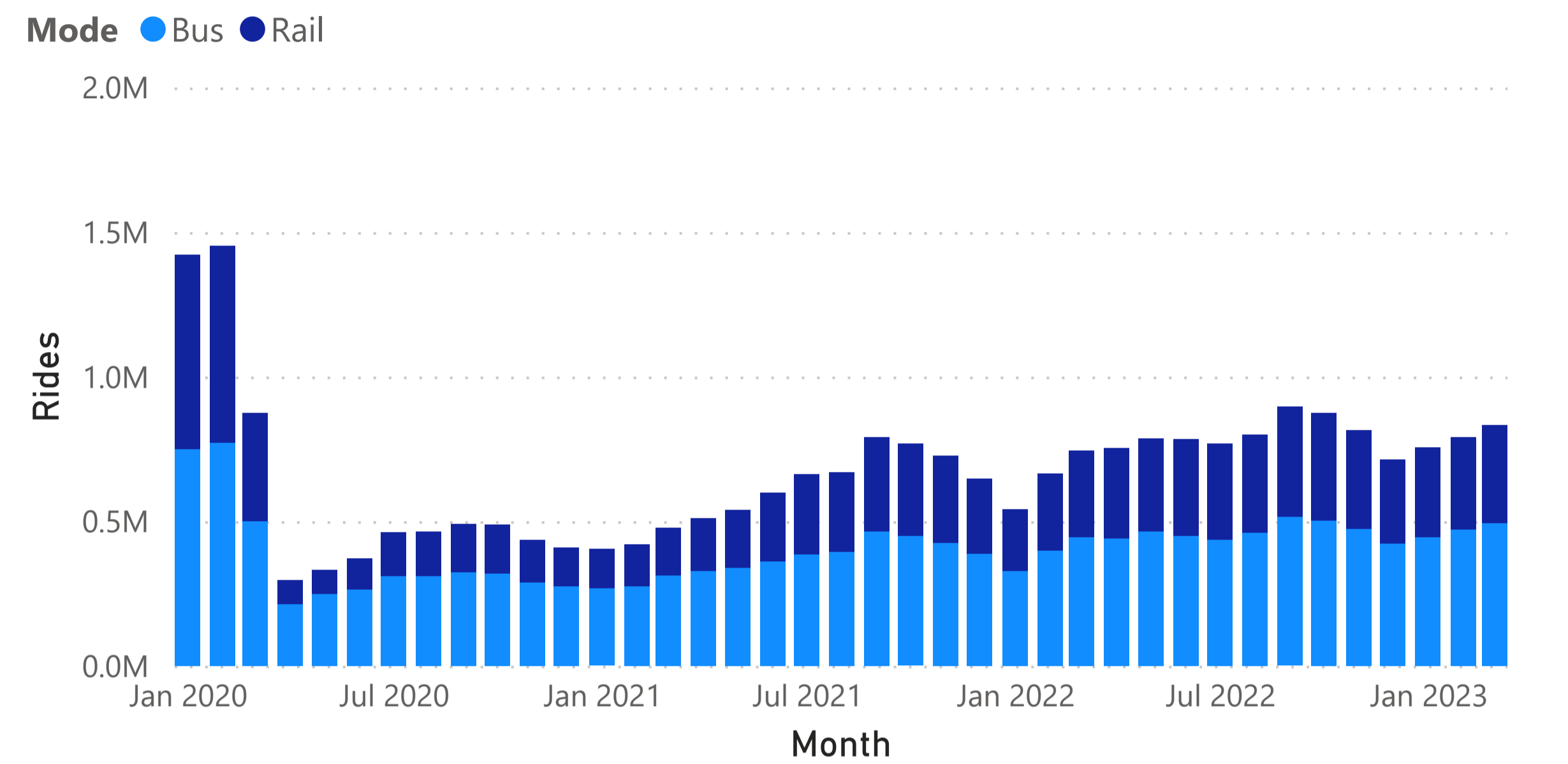


Monthly System Ridership

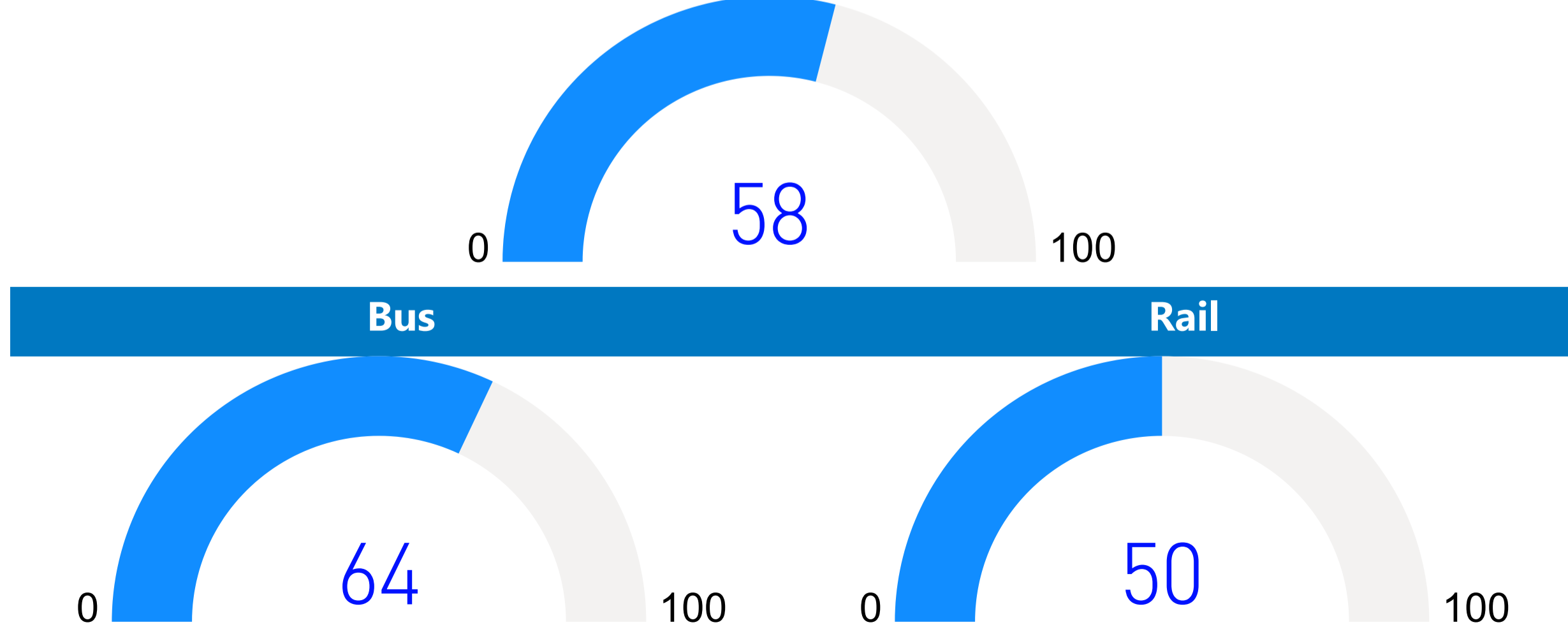
Monthly Rides



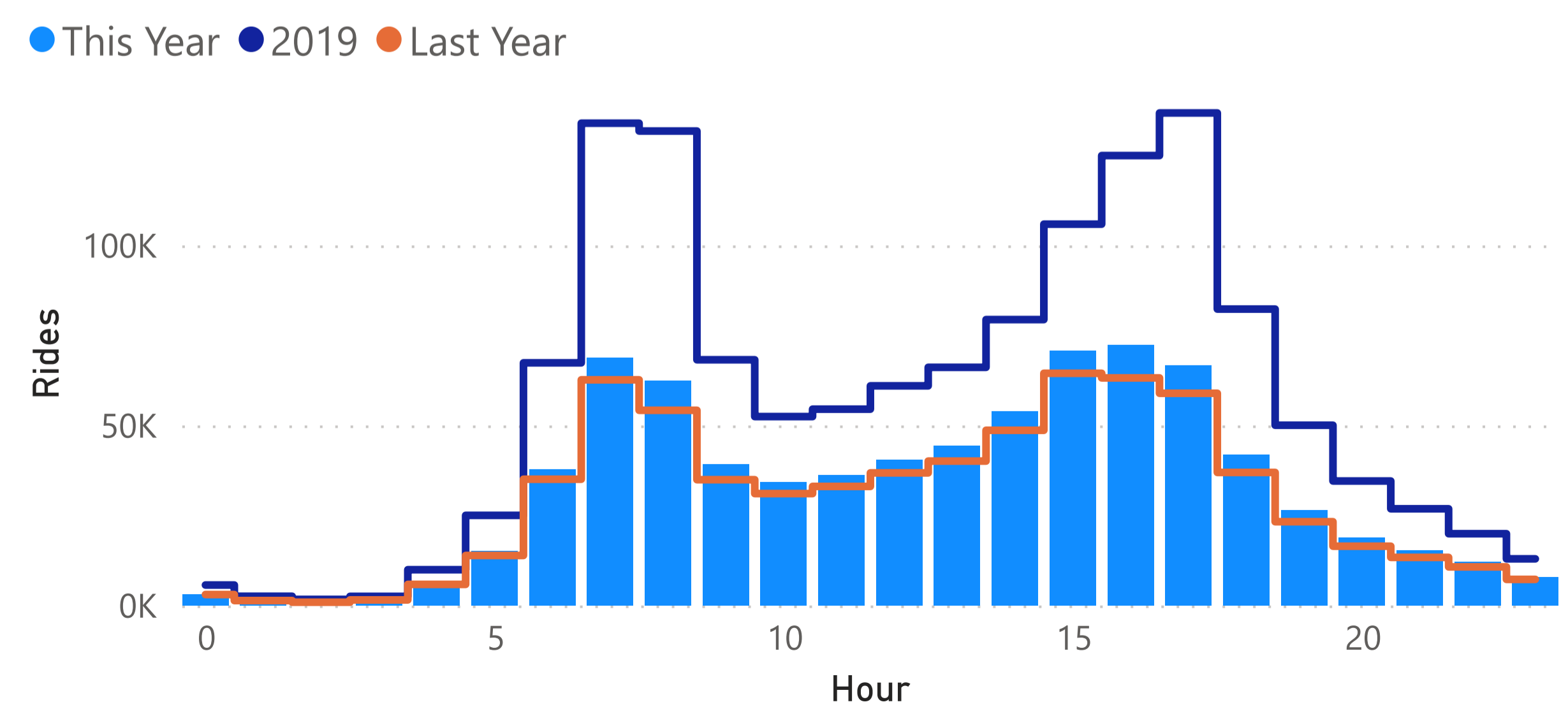
Weekday Average Rides by Month



2019 Ridership Retention System



Weekday Average Rides by Hour



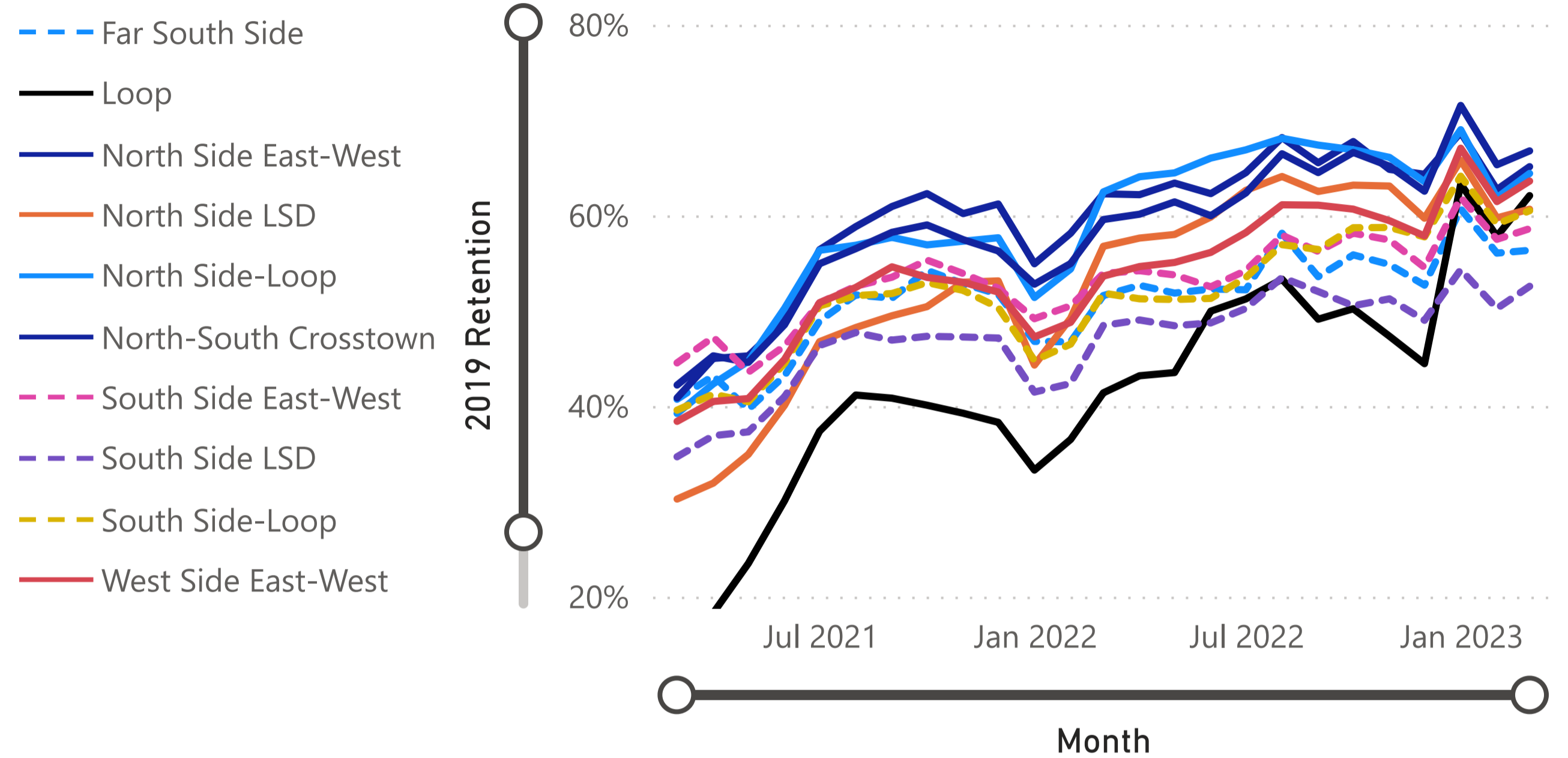


Monthly Bus Ridership

Weekday Average Rides by Route Group

| Month | Wednesday, March 01, 2023 | | | | |
|-------------------------|---------------------------|---------------|---------------|-------------|----------------|
| Route Group | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| ⊕ Evanston | 5.8K | 3.3K | 3.9K | -32% | 18% |
| ⊕ Far South Side | 32.8K | 16.9K | 18.5K | -44% | 9% |
| ⊕ Loop | 10.4K | 4.3K | 6.5K | -38% | 50% |
| ⊕ Midway Feeder | 3.3K | 2.4K | 2.6K | -20% | 11% |
| ⊕ North Side East-West | 103.2K | 64.2K | 67.2K | -35% | 5% |
| ⊕ North Side LSD | 36.7K | 20.9K | 22.3K | -39% | 7% |
| ⊕ North Side-Loop | 59.1K | 36.9K | 38.1K | -36% | 3% |
| ⊕ North-South Crosstown | 203.6K | 121.3K | 135.9K | -33% | 12% |
| ⊕ Northwest Side Feeder | 5.3K | 3.3K | 3.8K | -28% | 15% |
| ⊕ South Side East-West | 104.8K | 56.5K | 61.4K | -41% | 9% |
| ⊕ South Side LSD | 32.7K | 15.9K | 17.2K | -47% | 8% |
| ⊕ South Side-Loop | 61.1K | 31.7K | 37.0K | -40% | 17% |
| Total | 773.8K | 439.2K | 487.5K | -37% | 11% |

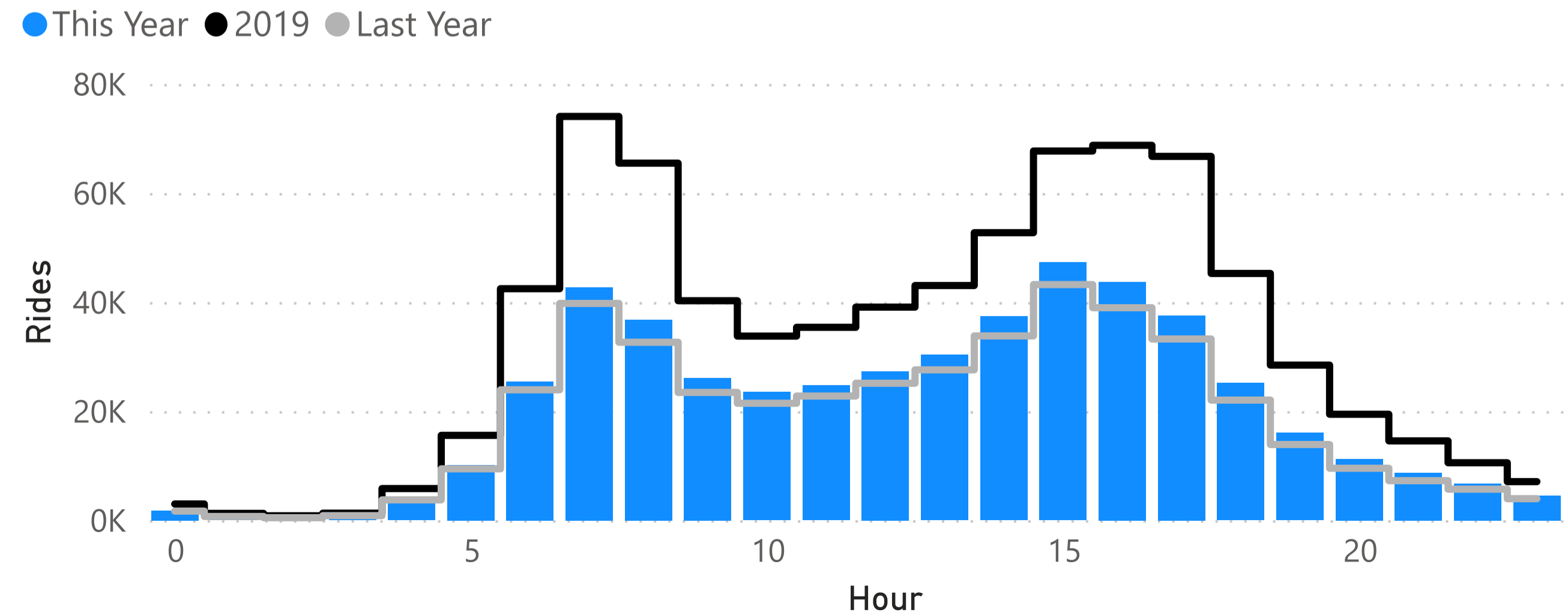
2019 Retention by Route Group



Weekday Average Rides by Time Period

| Month | Wednesday, March 01, 2023 | | | | |
|--------------|---------------------------|---------------|---------------|-------------|----------------|
| Hours | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| ⊕ 00-03 | 5.1K | 2.9K | 3.0K | -41% | 5% |
| ⊕ 03-06 | 22.7K | 14.0K | 15.1K | -33% | 8% |
| ⊕ 06-09 | 182.0K | 96.3K | 104.9K | -42% | 9% |
| ⊕ 09-12 | 109.4K | 67.7K | 74.4K | -32% | 10% |
| ⊕ 12-15 | 134.9K | 86.5K | 95.0K | -30% | 10% |
| ⊕ 15-18 | 203.2K | 115.4K | 128.5K | -37% | 11% |
| ⊕ 18-21 | 93.2K | 45.5K | 52.5K | -44% | 15% |
| ⊕ 21-24 | 32.2K | 16.9K | 20.0K | -38% | 18% |
| Total | 782.6K | 445.3K | 493.4K | -37% | 11% |

Weekday Average Rides by Hour



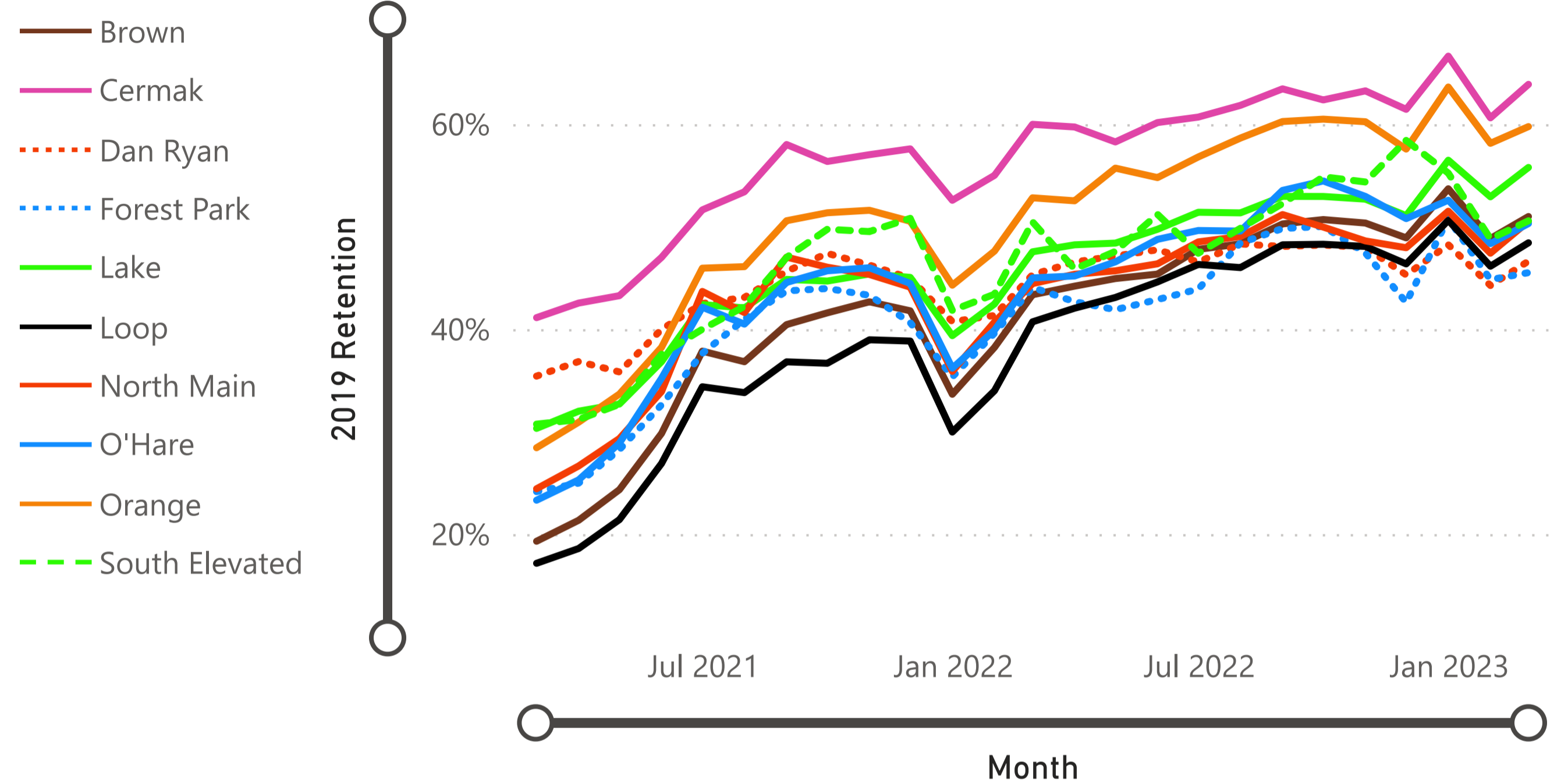


Monthly Rail Ridership

Weekday Average Rides by Branch

| Month | Wednesday, March 01, 2023 | | | | |
|-------------------|---------------------------|---------------|---------------|-------------|----------------|
| Branch | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| ⊕ Ashland | 1.5K | 0.7K | 0.7K | -53% | 4% |
| ⊕ Brown | 62.5K | 27.1K | 31.9K | -49% | 18% |
| ⊕ Cermak | 15.4K | 9.2K | 9.8K | -36% | 7% |
| ⊕ Dan Ryan | 38.5K | 17.4K | 17.9K | -53% | 3% |
| ⊕ Dearborn Subway | 31.9K | 12.2K | 13.8K | -57% | 13% |
| ⊕ East 63rd | 1.4K | 0.6K | 0.7K | -49% | 9% |
| ⊕ Evanston | 9.1K | 4.0K | 4.4K | -52% | 10% |
| ⊕ Forest Park | 29.0K | 12.8K | 13.2K | -54% | 3% |
| ⊕ Lake | 27.0K | 12.9K | 15.1K | -44% | 17% |
| ⊕ Loop | 72.7K | 29.6K | 35.2K | -52% | 19% |
| ⊕ North Main | 112.8K | 50.1K | 57.0K | -49% | 14% |
| ⊕ O'Hare | 82.0K | 36.9K | 41.3K | -50% | 12% |
| ⊕ Orange | 27.0K | 14.2K | 16.1K | -40% | 13% |
| ⊕ Skokie | 2.6K | 1.0K | 1.2K | -53% | 16% |
| ⊕ South Elevated | 7.9K | 4.0K | 4.0K | -49% | 0% |
| ⊕ State Subway | 53.0K | 19.9K | 22.9K | -57% | 15% |
| Total | 574.2K | 252.7K | 285.2K | -50% | 13% |

2019 Retention by Branch



Weekday Average Rides by Time Period

| Month | Wednesday, March 01, 2023 | | | | |
|--------------|---------------------------|---------------|---------------|-------------|----------------|
| Hours | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| ⊕ 00-03 | 4.8K | 2.5K | 2.5K | -49% | 1% |
| ⊕ 03-06 | 14.6K | 7.2K | 8.0K | -45% | 11% |
| ⊕ 06-09 | 150.2K | 55.3K | 63.7K | -58% | 15% |
| ⊕ 09-12 | 65.3K | 31.2K | 35.1K | -46% | 13% |
| ⊕ 12-15 | 71.2K | 38.8K | 43.5K | -39% | 12% |
| ⊕ 15-18 | 164.0K | 71.0K | 81.1K | -51% | 14% |
| ⊕ 18-21 | 73.6K | 31.1K | 34.7K | -53% | 12% |
| ⊕ 21-24 | 27.5K | 14.4K | 15.2K | -45% | 6% |
| Total | 571.3K | 251.4K | 283.8K | -50% | 13% |

Weekday Average Rides by Hour

