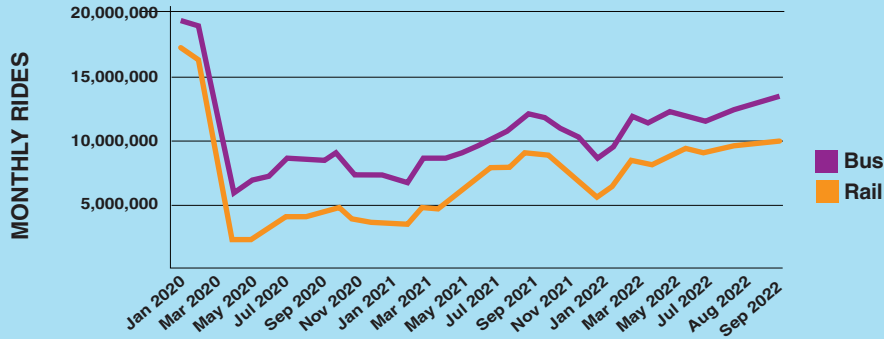


Meeting the Moment scorecard

November 2022



Ridership: 2020-Current (See pages 4-6 for details)



Service Optimization (New Rail Schedules effective 10/23/22)

Metric	Day	Before <small>Apr 24 - Oct 22, 2022</small>	After <small>Oct 23-Nov 7</small>
3X headways <small>(Detail: Pg 3)</small>	Weekday	28	11
	Saturday	55	34
	Sunday	33	14
2X headways	Weekday	152	83
	Saturday	142	108
	Sunday	119	82

3X headways: Average Daily Instances of intervals three times the scheduled headway
2X headways: Average Daily Instances of intervals two times the scheduled headway

Service Reliability

	Aug	Sep	Oct
Service delivered: Rail <small>(Detail: Pg 2)</small>	71.8%	75.3%	77.2%
Service delivered: Bus	81.8%	83.1%	84.2%
Big gaps: Bus	13.7%	12.9%	11.8%

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

*Some service stats may change slightly for previous months

Accomplishments

- Oct 13:** CTA Partners with Olive-Harvey of Chicago to Prepare Qualified Candidates for Bus Operator Positions and Future Careers in Transportation
- Oct 14:** CTA Seeks to Partner with City Agency for Services to Unsheltered Riders and Those with Substance Abuse and Mental Health Challenges
- Oct 18:** CTA Adopts Equity in Infrastructure Project Pledge
- Oct 20:** Proposed 2023 CTA Budget Holds the Line of Fares, Continues Service Improvements to Meet Growing Ridership
- Oct 20:** CTA Launches Enhanced Anonymous Employee Safety Reporting System
- Oct 23:** New Rail Schedules Begin; Aligns with Available Workforce
- Oct 31:** CTA Activates Platform Heaters for Cold Weather Season
- Nov 1:** CTA Makes Additional Enhancements to Bus and Rail Trackers to Improve Predictions
- Nov 3:** MobileQubes Charging Kiosks at Rail Stations Get a New Look

Security

2022 YTD

Citywide CTA (Bus, Rail, Station) Security Checks by CPD:	103,508
CTA Code of Conduct Violations Issued by CPD's Public Transportation Unit:	3,139



Bus Operator Hiring

390 Bus Operators hired this year

Goal: 450 new Operators by end of year



Tactile Bus Stop Sign Installs

900 signs installed of 1,150 by end of year (1,340 total planned for current phase)



Refresh and Renew Stations

25 of 28 renewals in full scope
79 of 92 stations completed with paint/lighting improvements



K9 Deployment

40 crews on duty

Goal: 50 active crews by end of year



Bus Operator Protection Shields

(on older new flyer buses) 91 installed

2022 goal: 100



Comparison of Rail Service Delivered Prior Schedule vs New Schedule

Day Line	% Service Delivered								
	Prior Schedule	Weekday New Schedule	% Change	Prior Schedule	Saturday New Schedule	% Change	Prior Schedule	Sunday New Schedule	% Change
Blue	65.7%	68.8%	3.2%	53.4%	60.3%	6.9%	59.1%	60.0%	0.9%
Red	68.6%	72.7%	4.1%	67.9%	76.0%	8.1%	70.0%	82.7%	12.7%
Brown	71.6%	91.6%	20.0%	62.0%	77.1%	15.1%	60.7%	73.7%	13.0%
Orange	89.1%	96.9%	7.8%	79.1%	93.1%	13.9%	84.4%	91.4%	7.0%
Green	75.6%	93.5%	17.9%	70.5%	91.2%	20.7%	66.2%	89.7%	23.5%
Pink	79.4%	95.8%	16.3%	67.6%	90.1%	22.5%	64.9%	90.0%	25.1%
Total	72.4%	81.4%	9.0%	65.2%	78.1%	12.9%	66.5%	78.8%	12.2%

Prior Schedule: refers to data from the rail spring schedule from 4/24/2022 through 10/22/2022

New Schedule: refers to dates from the rail fall schedule beginning 10/23/2022 through 11/07/2022

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

Pre-Pandemic Service Delivery 10/27/2019 - 3/1/2020		
95.4%	83.9%	87.1%
Weekday	Saturday	Sunday

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 NB
- Brown Kedzie SB
- Orange Pulaski NB
- Green Ridgeland SB & Garfield NB
- Pink Polk NB



CTA Rail Daily Average Headways

measuring the time interval between trains as compared to the schedule

Daily Avg Double Headways*

Actual headway is double scheduled headway

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

Weekday Line	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	40	37	-6.3%	9	6	-29.4%
Red	37	32	-11.9%	7	4	-47.7%
Brown	35	5	-71.4%	7	1	-92.4%
Orange	9	2	-64.8%	1	0	-86.5%
Green	18	3	-73.3%	2	0	-81.2%
Pink	12	3	-71.4%	1	0	-88.7%
Total	152	83	-38.7%	28	11	-59.2%

Sunday Line	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	33	44	23.0%	13	10	-27.6%
Red	25	12	-46.0%	4	1	-81.9%
Brown	22	16	-24.0%	6	1	-88.1%
Orange	7	3	-43.2%	2	1	-67.2%
Green	17	6	-52.2%	4	2	-58.3%
Pink	15	2	-67.9%	4	1	-83.0%
Total	119	82	-24.0%	33	14	-57.0%

Saturday Line	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	45	57	15.0%	32	20	-36.7%
Red	34	20	-35.7%	6	3	-49.0%
Brown	24	14	-32.2%	8	3	-60.0%
Orange	11	7	-27.9%	3	2	-43.5%
Green	15	4	-59.1%	3	5	46.1%
Pink	13	6	-42.2%	4	2	-61.4%
Total	142	108	-17.5%	55	34	-38.1%

***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.

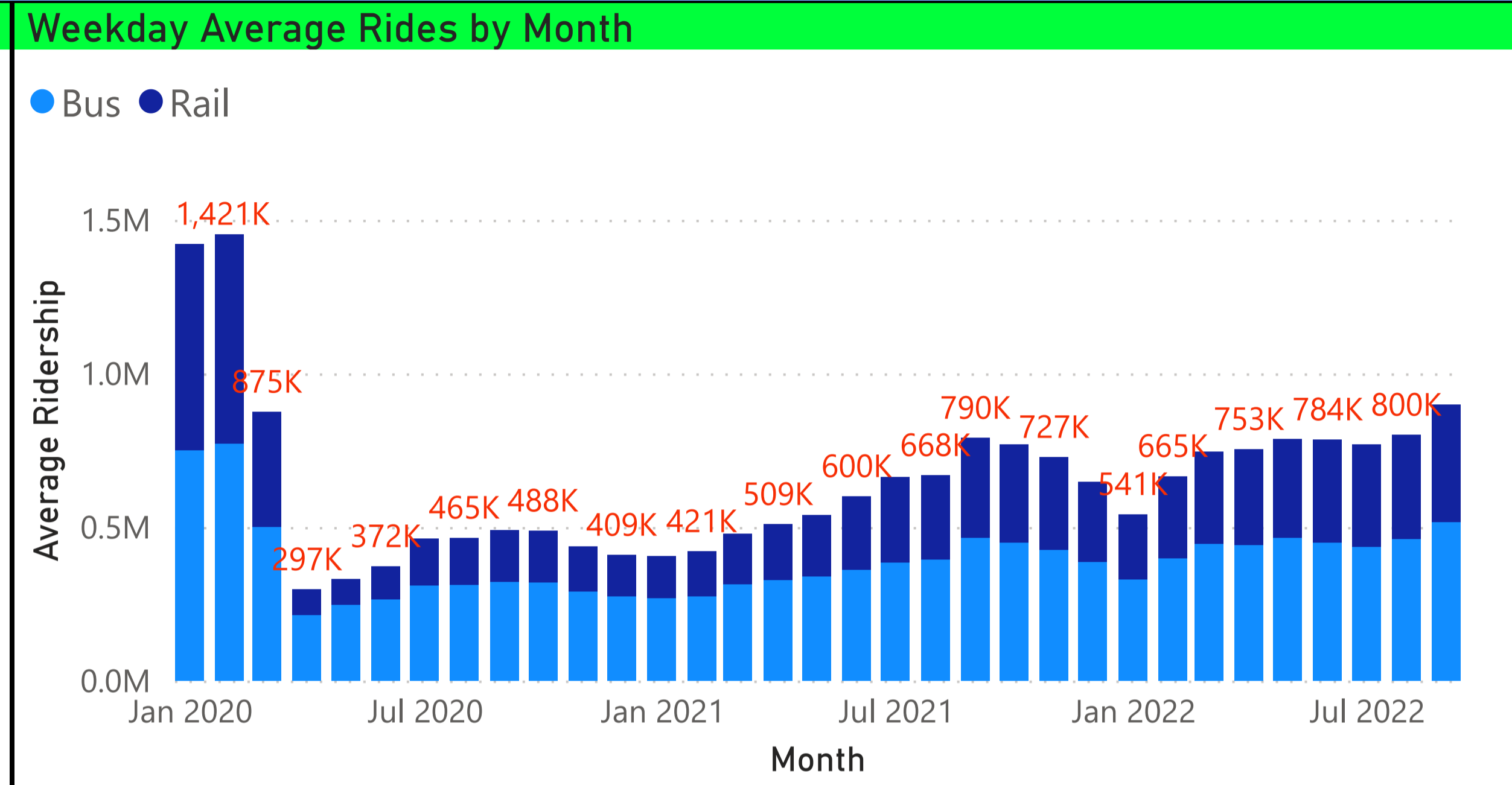
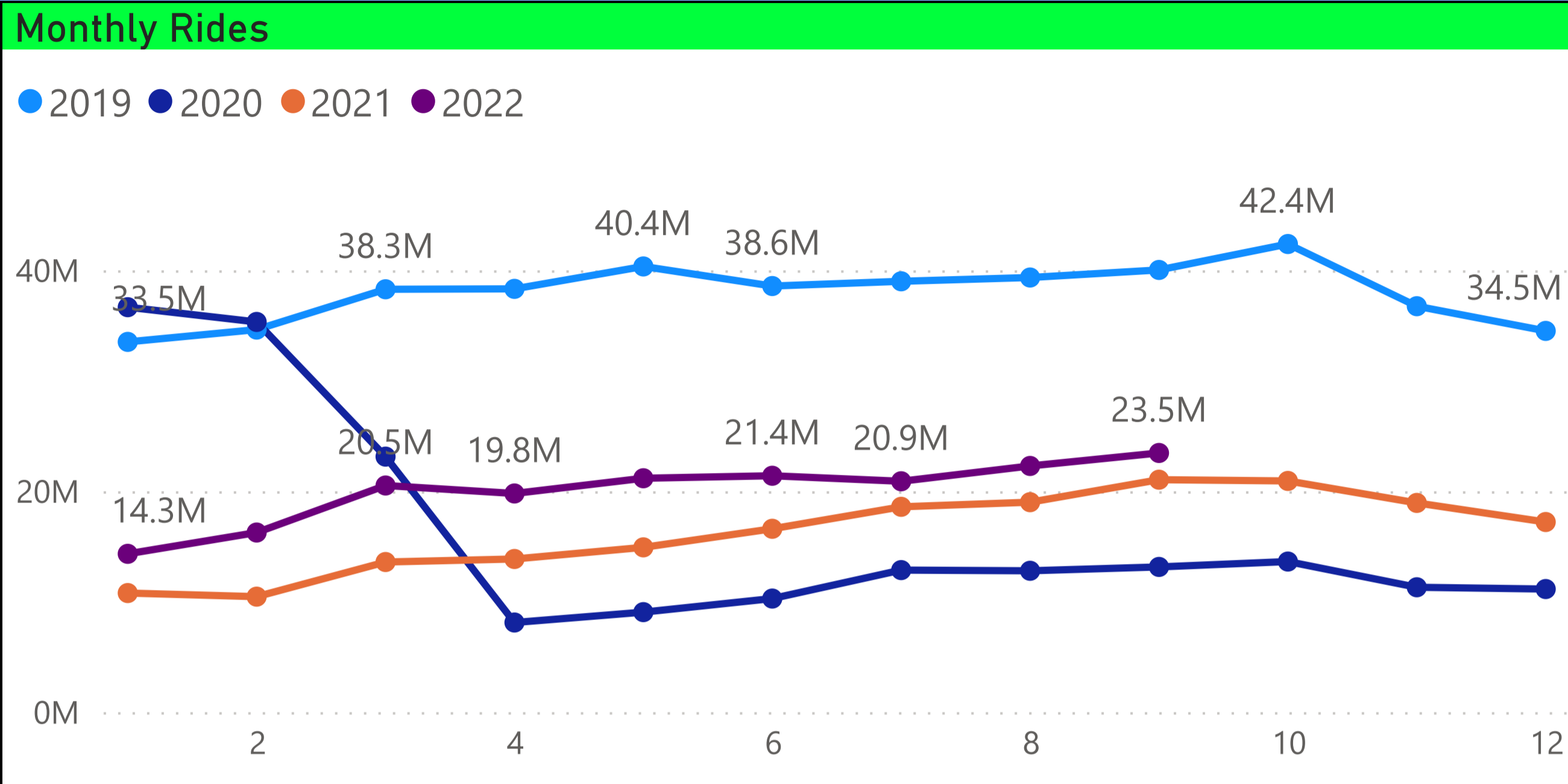
Prior Schedule: refers to data from the rail spring schedule from 4/24/2022 through 10/22/2022

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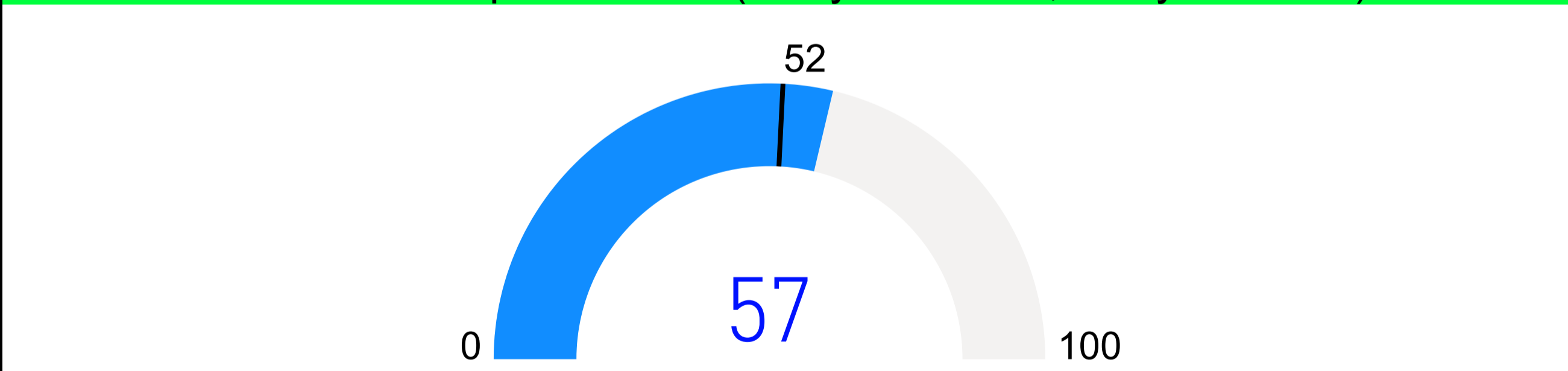
Measured Locations

The locations are measured in both directions at:

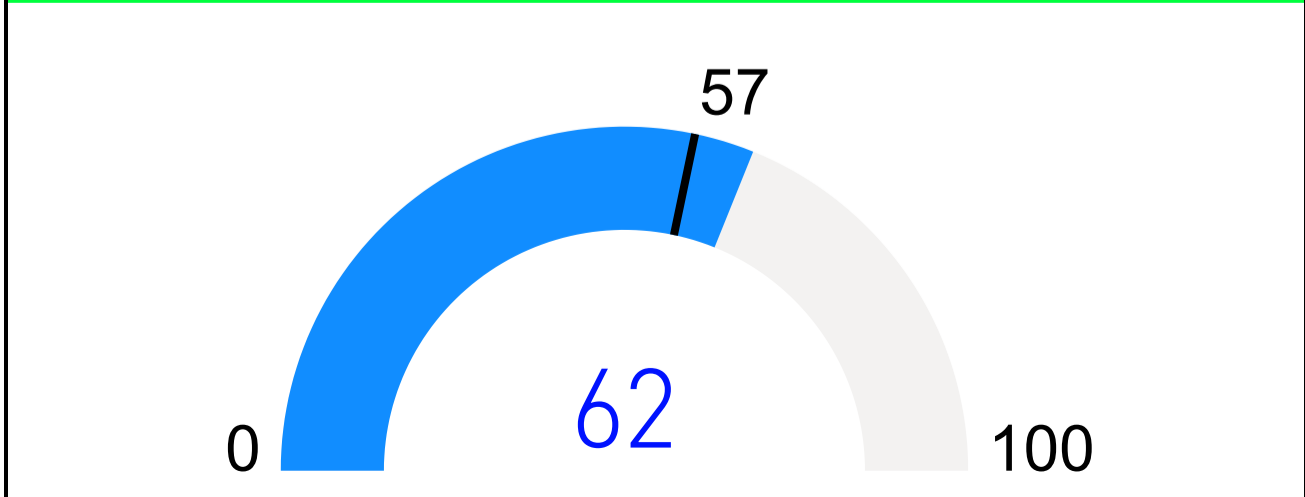
- Blue Clark/Lake (or Division SB/LaSalle NB - due to data issues)
- Red Lake/State
- Brown Merchandise Mart
- Pink Polk
- Green Roosevelt/Wabash
- Orange Roosevelt/Wabash



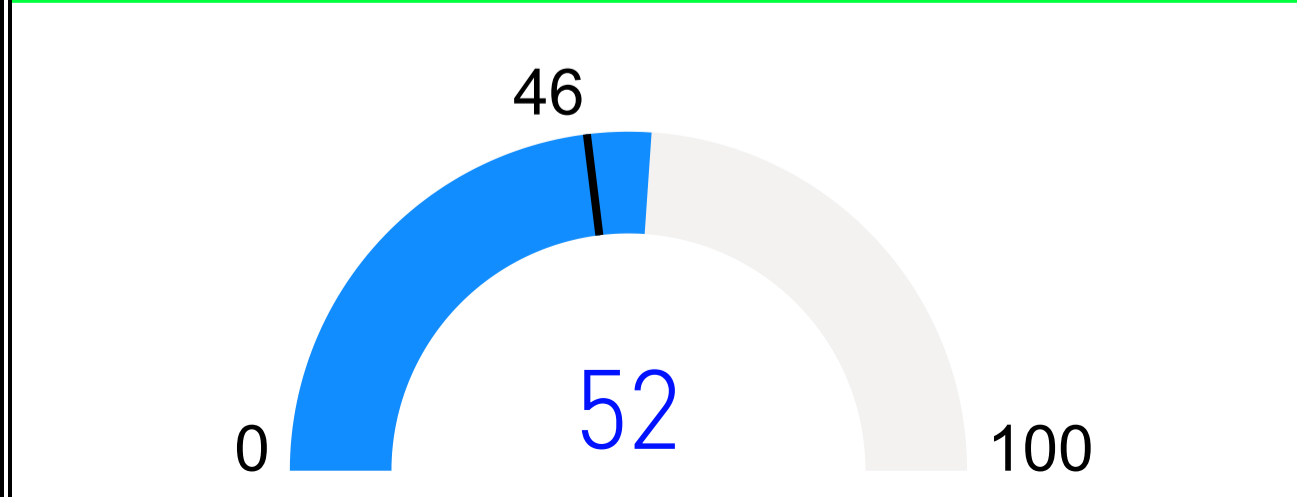
2019 Ridership Retention (last year=black; this year=blue)



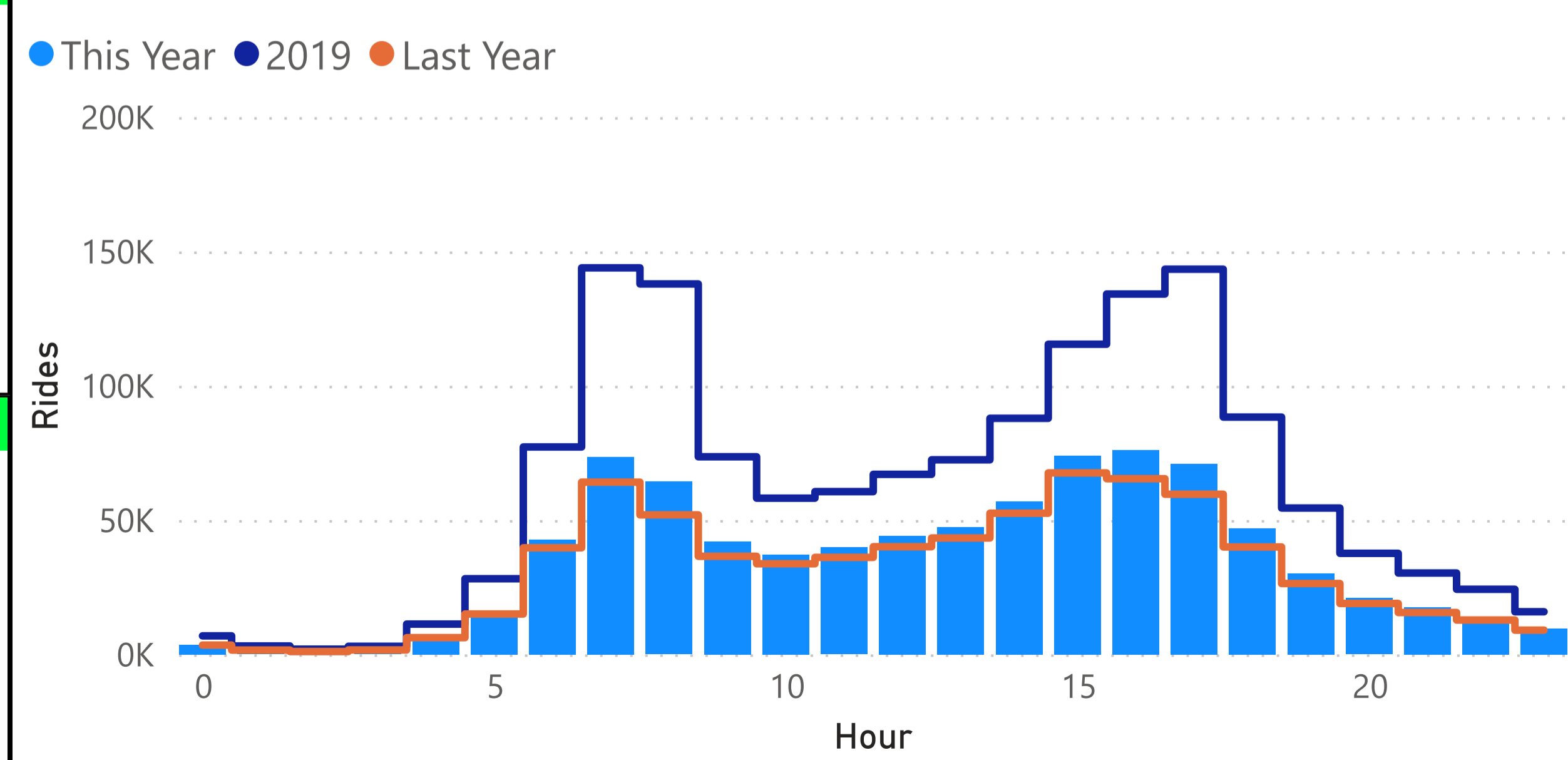
Bus



Rail



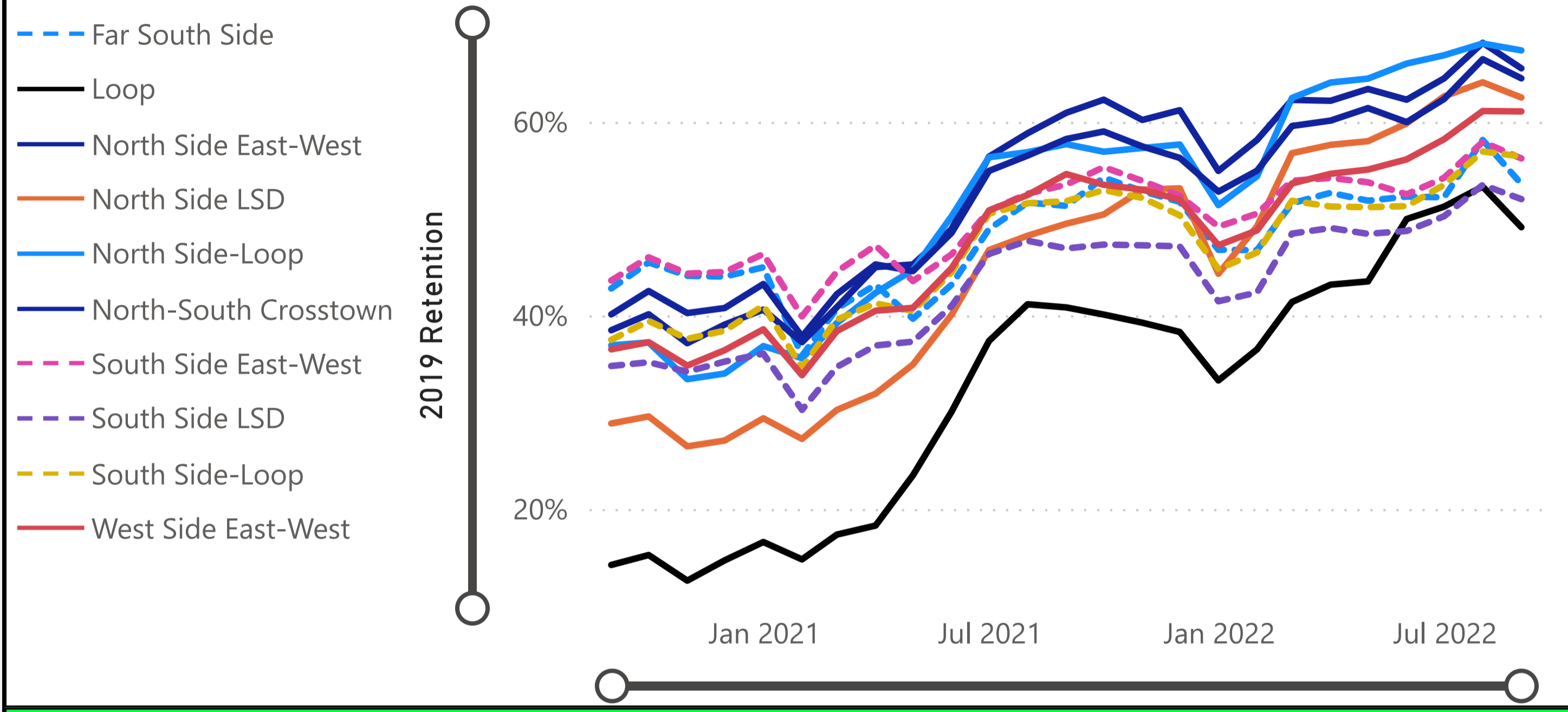
Weekday Average Rides by Hour



Weekday Average Rides by Bus Route Group/Route

Month	9/1/2022				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
Midway Feeder	3.7K	2.5K	2.8K	-26%	11%
Northwest Side Feeder	5.6K	3.3K	4.0K	-29%	20%
North Side-Loop	60.1K	34.7K	40.5K	-33%	17%
Evanston	5.6K	3.2K	3.8K	-33%	17%
North Side East-West	109.2K	66.5K	71.6K	-34%	8%
North-South Crosstown	223.0K	129.9K	143.8K	-36%	11%
North Side LSD	38.0K	18.8K	23.8K	-37%	26%
West Side East-West	121.7K	66.5K	74.3K	-39%	12%
South Side-Loop	65.2K	33.8K	36.8K	-44%	9%
South Side East-West	114.5K	61.3K	64.4K	-44%	5%
Far South Side	35.5K	18.2K	19.0K	-46%	4%
South Side LSD	35.4K	16.6K	18.4K	-48%	11%
Loop	10.8K	4.4K	5.3K	-51%	20%
Total	828.4K	459.7K	508.4K	-39%	11%

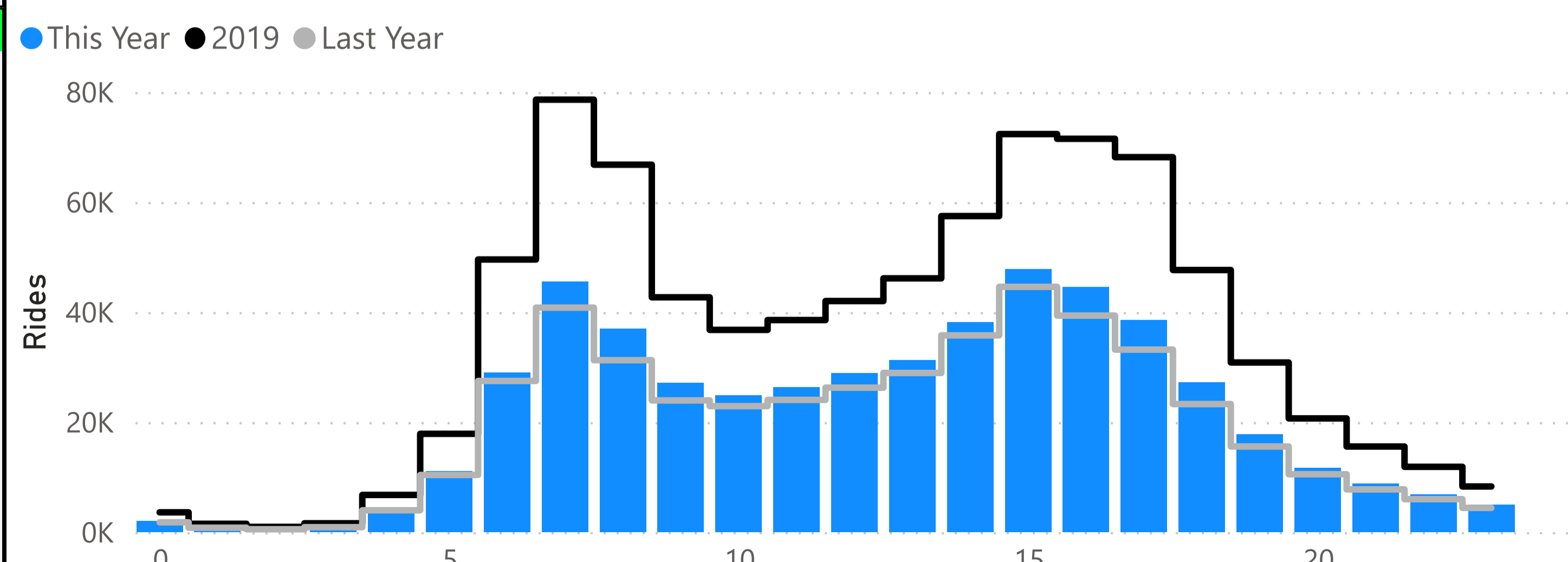
2019 Retention by Route Group



Weekday Average Rides by Time Period/Hour

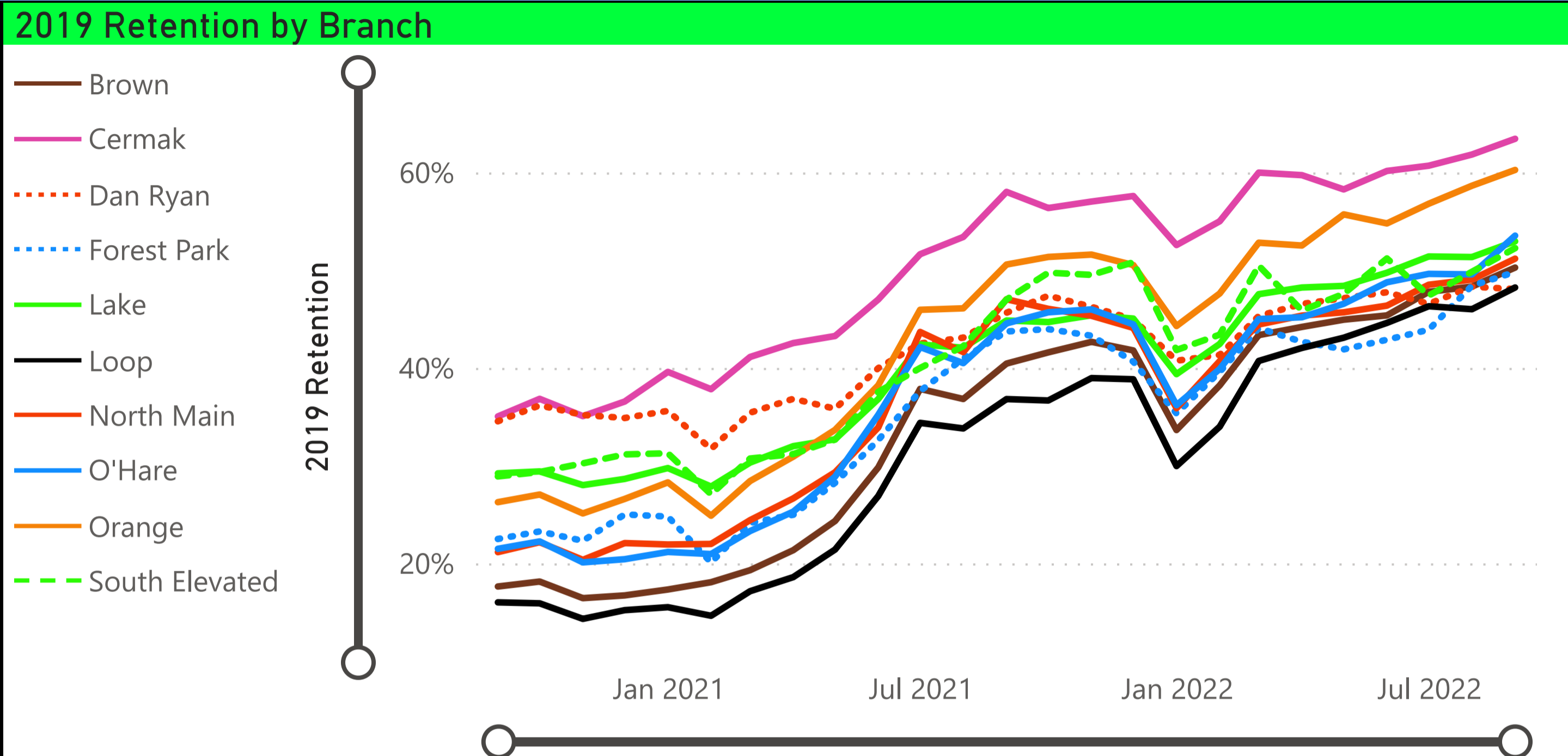
Month	9/1/2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
00-03	6.1K	3.1K	3.4K	-45%	7%
03-06	26.3K	15.3K	16.4K	-38%	7%
06-09	195.0K	99.6K	111.5K	-43%	12%
09-12	118.0K	70.9K	78.4K	-34%	11%
12-15	145.6K	91.0K	98.4K	-32%	8%
15-18	212.0K	117.1K	131.0K	-38%	12%
18-21	99.2K	49.4K	56.6K	-43%	15%
21-24	35.8K	18.2K	20.6K	-42%	13%
Total	837.9K	464.6K	516.2K	-38%	11%

Weekday Average Rides by Hour



Weekday Average Rides by Branch

Month	9/1/2022				
Branch	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ Cermak	18.3K	10.6K	11.6K	-37%	9%
+ Orange	31.4K	15.9K	18.9K	-40%	19%
+ O'Hare	88.8K	39.6K	47.6K	-46%	20%
+ Lake	30.0K	13.4K	15.9K	-47%	18%
+ South Elevated	9.3K	4.4K	4.9K	-48%	11%
+ North Main	127.8K	60.1K	65.4K	-49%	9%
+ Brown	67.0K	27.1K	33.7K	-50%	24%
+ Forest Park	34.1K	14.9K	17.0K	-50%	14%
+ Evanston	9.8K	4.5K	4.7K	-52%	6%
+ Ashland	1.7K	0.8K	0.8K	-52%	-1%
+ Loop	79.8K	29.4K	38.5K	-52%	31%
+ Dan Ryan	43.7K	19.9K	21.0K	-52%	5%
+ Skokie	3.1K	1.3K	1.4K	-55%	7%
+ State Subway	58.4K	23.0K	26.1K	-55%	14%
+ Dearborn Subway	34.3K	12.3K	15.1K	-56%	23%
+ East 63rd	1.6K	0.7K	0.7K	-56%	-3%
Total	639.1K	278.0K	323.3K	-49%	16%



Weekday Average Rides by Time Period/Hour

Month	9/1/2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ 00-03	5.9K	3.0K	2.9K	-51%	-4%
+ 03-06	16.0K	7.5K	8.3K	-48%	11%
+ 06-09	163.0K	55.8K	68.7K	-58%	23%
+ 09-12	73.7K	35.2K	40.4K	-45%	15%
+ 12-15	81.2K	44.7K	49.9K	-39%	12%
+ 15-18	180.5K	75.2K	89.7K	-50%	19%
+ 18-21	81.1K	35.8K	41.3K	-49%	15%
+ 21-24	34.6K	19.2K	20.6K	-40%	8%
Total	635.9K	276.4K	321.8K	-49%	16%

