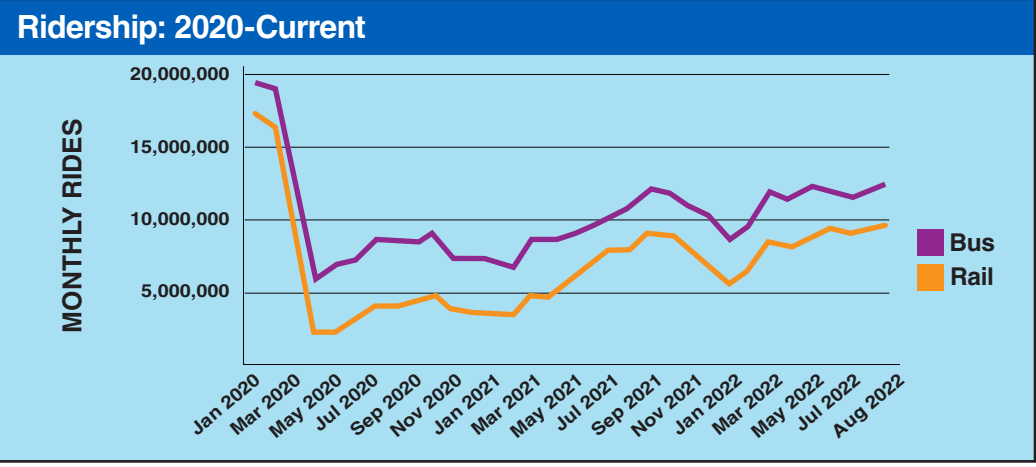


# Meeting the Moment scorecard

Information presented at CTA Board, October 2022



- ### Accomplishments
- Sept 2: CTA Begins Deploying New K-9 Teams on Rail System
  - Sept 14: Recent Rail Service Schedule Optimization Providing More Consistent and Reliable Service
  - Sept 16: Temporary Bryn Mawr Red Line Station Win Award from Top Architecture Organization
  - Sept 26: CTA Ridership Reached Pandemic-Era High of 935,000 Riders
  - Sept 26: Installation Completed for all new Security Camera Monitors in Every Customers Assistant (CA) Booth at Rail Stations Across the System
  - Oct 1: CTA Celebrated 75th anniversary with Heritage Fleet
  - Oct 1: CTA Hosted Successful Bus Operators and Bus Mechanics Career Fair In Conjunction ATU (Amalgamated Transit Unit) Local 241.

### Service Optimization

| Metric      | Line | Before (Jun - Aug 14) | After (Aug 15 - Oct 10) |
|-------------|------|-----------------------|-------------------------|
| 3X headways | Blue | 14.0                  | 5.0                     |
| 3X headways | Red  | 10.0                  | 5.0                     |
| 2X headways | Blue | 26.9                  | 14.4                    |
| 2X headways | Red  | 21.6                  | 12.2                    |

**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

|                         | Jul   | Aug   | Sep   |
|-------------------------|-------|-------|-------|
| Service delivered: Rail | 71.8% | 71.8% | 75.3% |
| Service delivered: Bus  | 80.4% | 81.8% | 83.1% |
| Big gaps: Bus           | 13.4% | 13.7% | 13.8% |

**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

### Security

|  | 2022 YTD |
|--|----------|
| Citywide CTA (Bus, Rail, Station) Security Checks by CPD:                  | 90,632   |
| CTA Code of Conduct Violations Issued by CPD's Public Transportation Unit: | 2,579    |

**Bus Operator Hiring**  
323 Bus Operators hired this year  
Goal: 450 new Operators by end of year

**Tactile Bus Stop Sign Installs**  
510 signs installed of 800 by end of year (1,340 total planned for current phase)

**Refresh and Renew Stations**  
23 of 28 renewals in full scope  
75 of 92 stations completed with paint/lighting improvements

**K9 Deployment**  
28 crews on duty  
Goal: 50 active crews by end of year

**Ask CTA Events**  
18 events hosted thru Oct. 6

**Bus Operator Protection Shields**  
(on older new flyer buses)  
85 installed  
2022 goal: 100