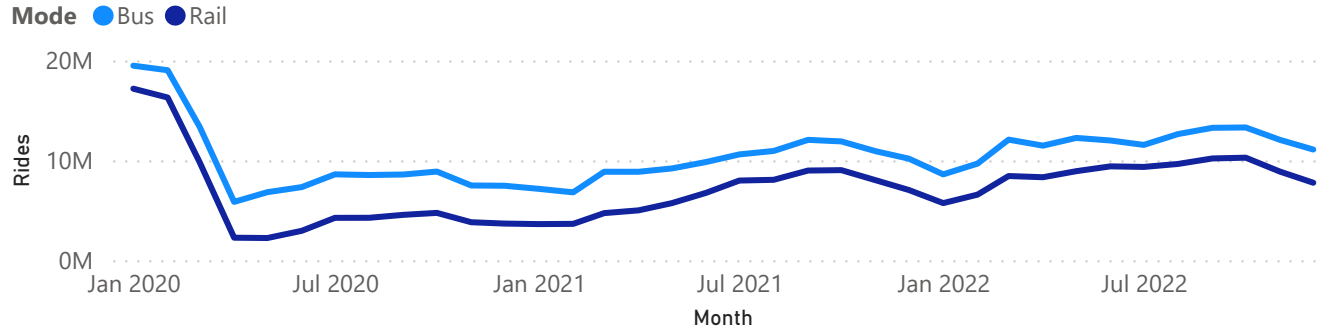


cta Meeting the Moment Scorecard Information Presented at CTA Board, February 2023

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	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Weekday	158	96	-33.2%	29	14	-51.7%
Saturday	148	107	-19.9%	57	27	-52.1%
Sunday	123	89	-21.8%	34	21	-39.0%

Service Reliability

Metric	Nov-2022	Dec-2022	Jan-2023
Service Delivered: Rail	79.5%	75.4%	80.6%
Service Delivered: Bus	85.0%	83.4%	92.7%
Big Gaps: Bus	11.3%	12.3%	7.8%

2023 Goals

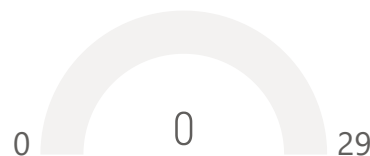
Bus Operators Hired



Bus Operator Shields Installed



Refresh and Renew Stations



Refresh and Renew Facilities



Tall Fare Doors Installed



Accomplishments

Date	Accomplishment
January 8	CTA launches bus schedule optimization to provide more consistent, reliable service
January 12	CTA Continues to Make Progress on "MTM" Action Plan
January 13	New Property Management Contract Awarded for Red Line Extension Project
January 28	CTA hosts a very well attended hiring event at CTA Headquarters for bus mechanics and bus operators

Security

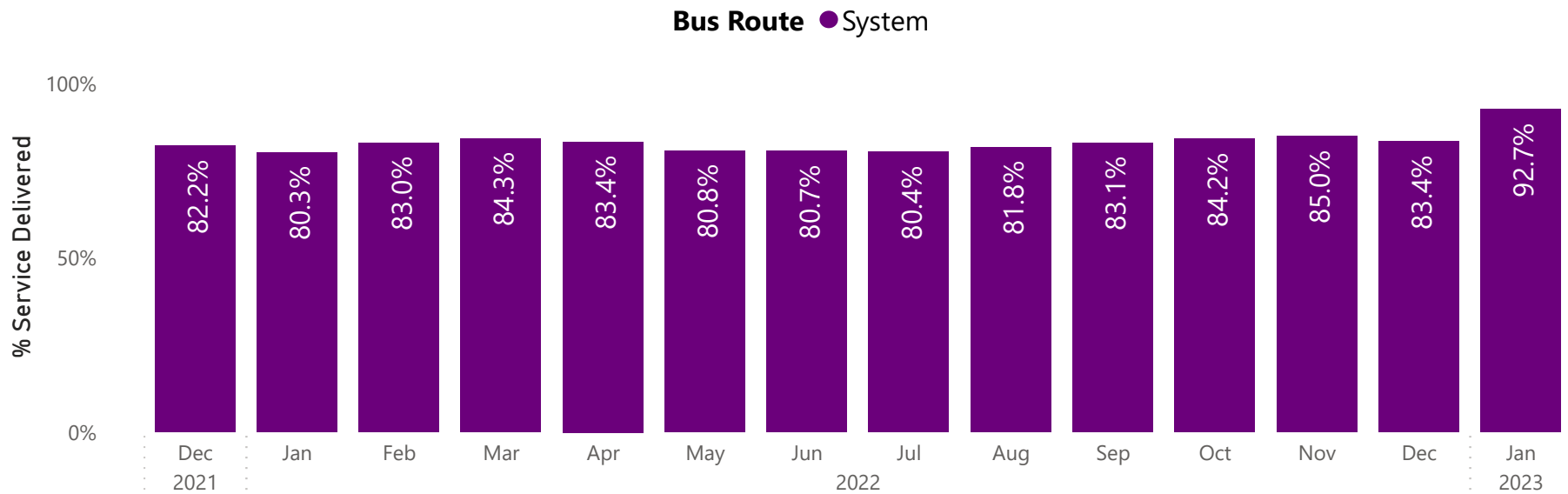
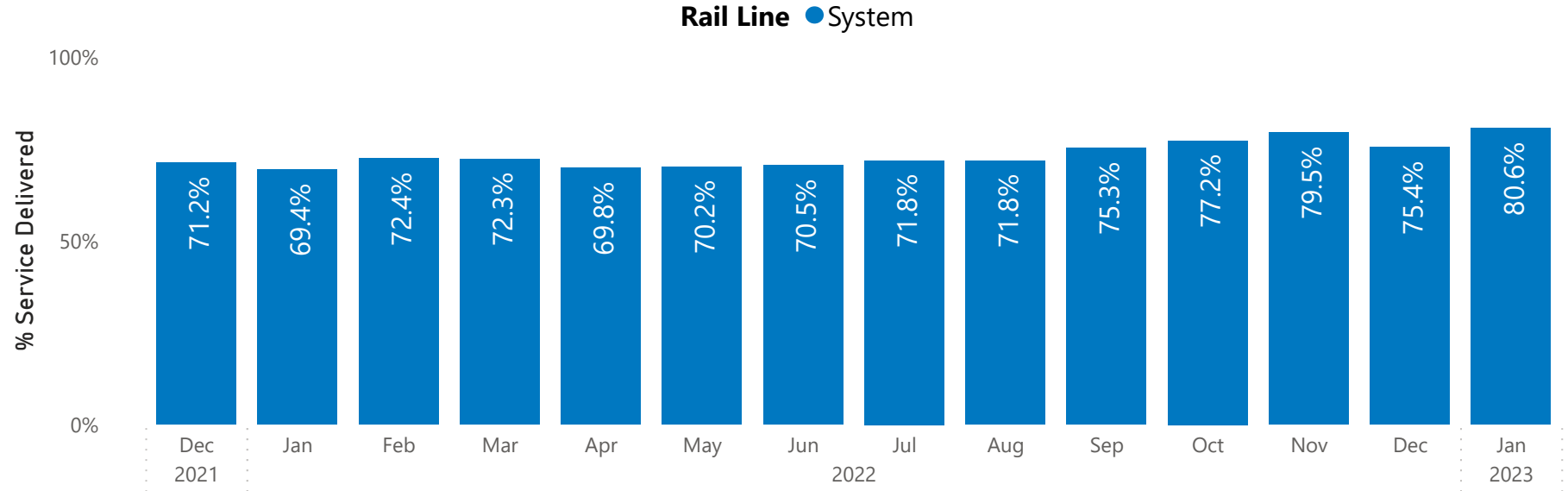
Security	YTD
Citywide CTA Security Checks by CPD	14,371
CTA Code of Conduct Violations Issued by CPD Public Transportation Unit	633
Cook County Sheriff's Checks Data	503



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

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

Percent of bus hours delivered out of total scheduled hours.



Comparison of Rail Service Delivered Prior Schedule vs New Schedule

Day Line	% Service Delivered								
	Weekday			Saturday			Sunday		
	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	65.7%	67.1%	1.4%	53.8%	61.8%	8.1%	59.6%	58.3%	-1.3%
Red	68.6%	71.6%	3.0%	67.9%	72.5%	4.6%	70.0%	71.7%	1.8%
Brown	71.4%	87.1%	15.7%	62.5%	78.1%	15.6%	60.6%	80.0%	19.4%
Orange	89.2%	94.5%	5.3%	80.2%	88.3%	8.1%	84.7%	89.4%	4.6%
Green	75.7%	91.7%	16.0%	70.6%	83.9%	13.2%	66.7%	86.1%	19.4%
Pink	80.1%	86.6%	6.4%	67.9%	81.6%	13.7%	65.2%	80.0%	14.8%
Total	72.4%	78.9%	6.5%	65.5%	75.1%	9.6%	66.8%	74.3%	7.5%

Prior Schedule: refers to data from the rail spring schedule from 5/1/2022 through 10/22/2022

New Schedule: refers to dates from the rail fall schedule beginning 10/23/2022 through [2/5/2023](#)

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 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

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

Weekday Line	Daily Avg Double Headways*			Daily Avg Triple Headways**		
	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	42	37	-8.6%	9	7	-24.8%
Red	39	35	-9.2%	7	4	-42.5%
Brown	37	9	-63.7%	7	1	-86.3%
Orange	9	3	-58.3%	1	1	-51.4%
Green	18	5	-64.3%	2	0	-80.1%
Pink	13	7	-42.3%	2	1	-60.3%
Total	158	96	-33.2%	29	14	-51.7%

Saturday Line	Daily Avg Double Headways*			Daily Avg Triple Headways**		
	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	47	49	2.1%	33	17	-47.2%
Red	35	26	-21.7%	6	4	-41.2%
Brown	25	12	-39.2%	8	3	-58.1%
Orange	11	4	-48.6%	3	1	-63.8%
Green	15	9	-34.9%	4	1	-62.5%
Pink	14	6	-41.0%	4	1	-80.2%
Total	148	107	-19.9%	57	27	-52.1%

Sunday Line	Daily Avg Double Headways*			Daily Avg Triple Headways**		
	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Blue	34	39	9.4%	14	13	-6.3%
Red	26	20	-18.7%	4	3	-17.4%
Brown	23	10	-46.8%	6	1	-80.9%
Orange	7	5	-21.4%	2	1	-42.6%
Green	18	7	-47.9%	4	1	-73.3%
Pink	15	8	-38.0%	4	1	-74.1%
Total	123	89	-21.8%	34	21	-39.0%

***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.

Prior Schedule: refers to data from the rail spring schedule from 5/1/2022 through 10/22/2022

New Schedule: refers to dates from the rail fall schedule beginning 10/23/2022 through 02/05/2023

Measured Locations

The locations are measured in both directions at:

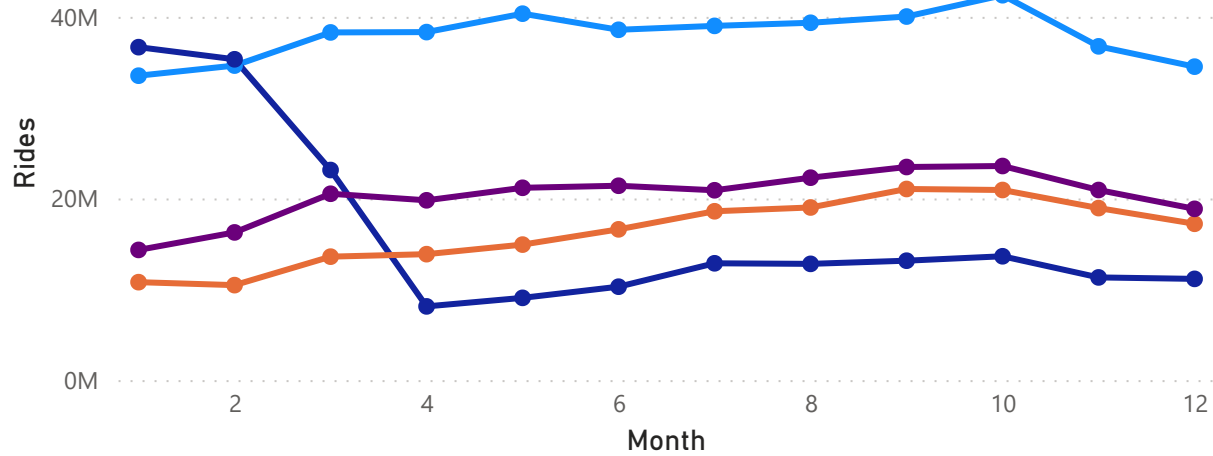
- Blue Clark/Lake (or Division SB/LaSalle NB - due to data issues)
- Red Lake/State
- Brown Merchandise Mart
- Pink Polk
- Green Roosevelt/Wabash
- Orange Roosevelt/Wabash



Monthly System Ridership

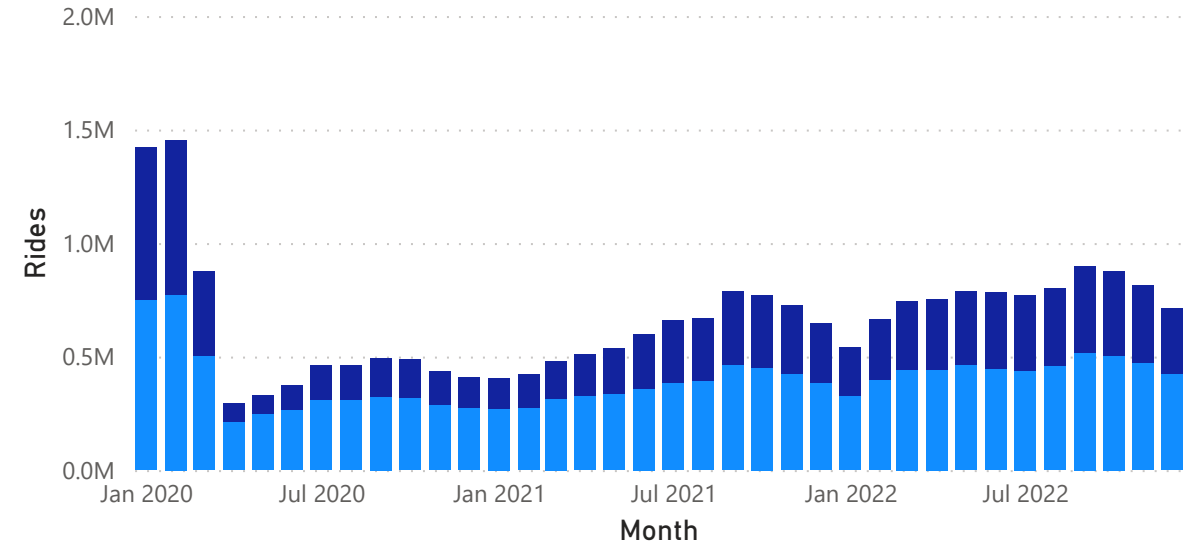
Monthly Rides

Year ● 2019 ● 2020 ● 2021 ● 2022



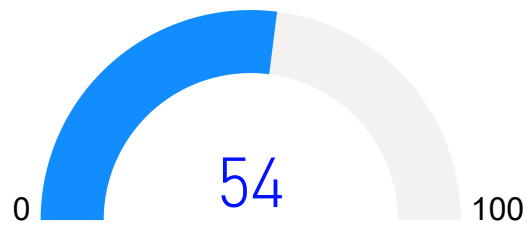
Weekday Average Rides by Month

Mode ● Bus ● Rail

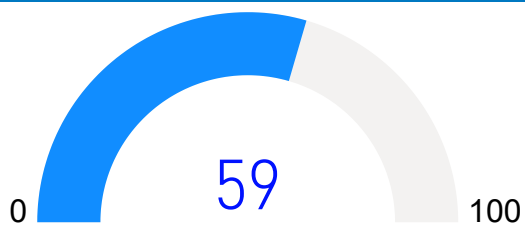


2019 Ridership Retention

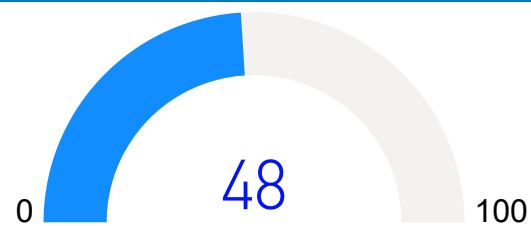
System



Bus

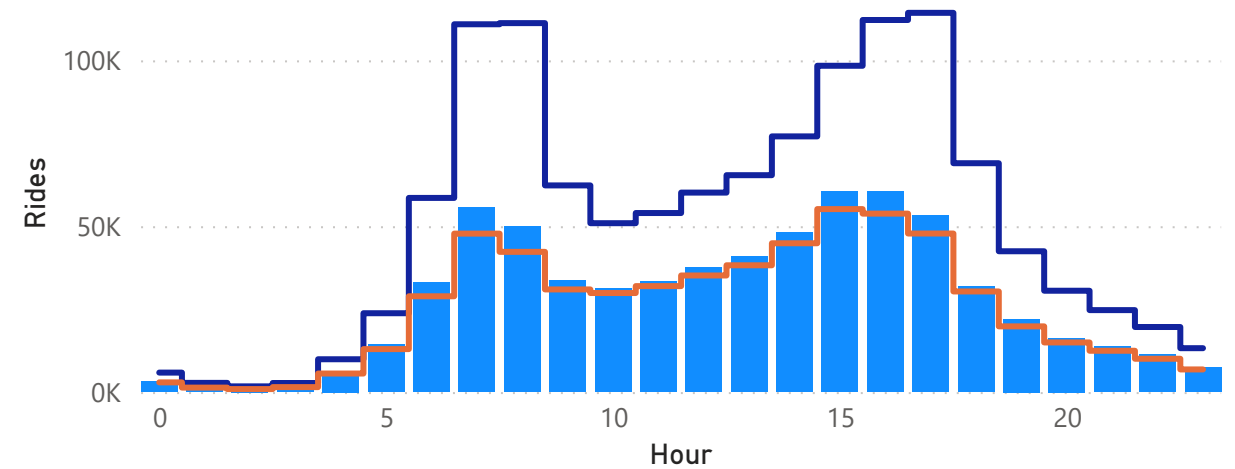


Rail



Weekday Average Rides by Hour

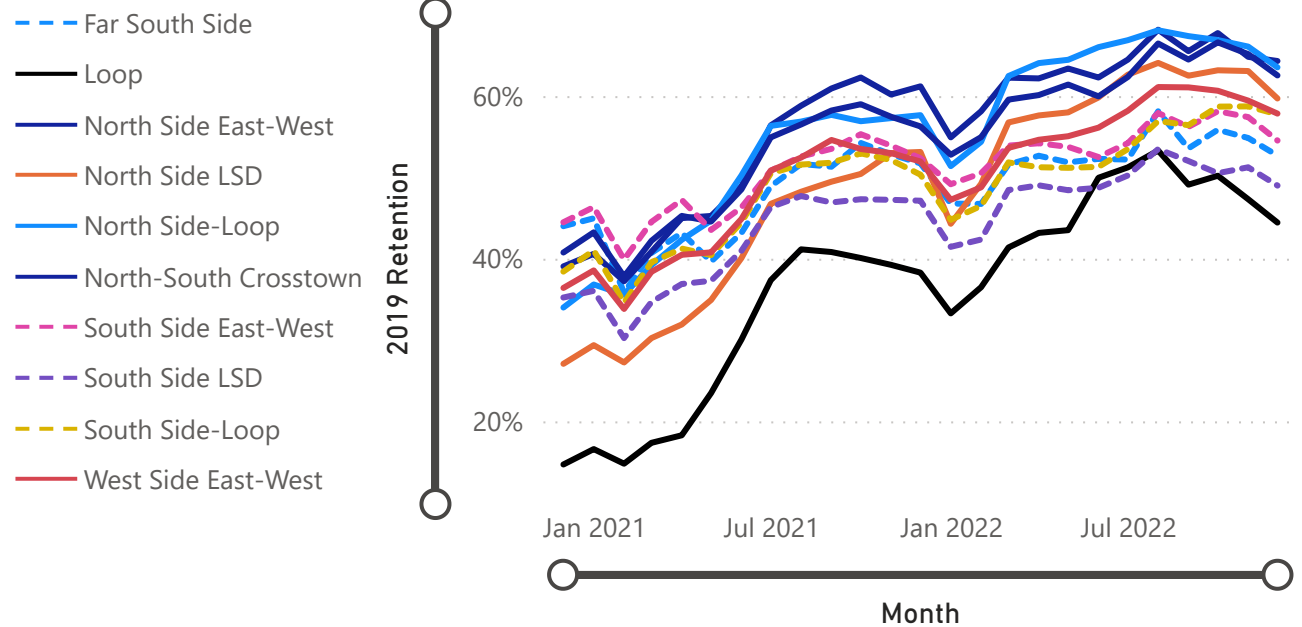
● This Year ● 2019 ● Last Year



Weekday Average Rides by Route Group

Month	Thursday, December 01, 2022				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ Evanston	5.0K	2.8K	3.1K	-38%	10%
⊕ Far South Side	29.5K	15.3K	15.6K	-47%	2%
⊕ Loop	8.5K	3.3K	3.8K	-56%	16%
⊕ Midway Feeder	3.0K	1.9K	2.2K	-26%	15%
⊕ North Side East-West	91.0K	55.7K	58.6K	-36%	5%
⊕ North Side LSD	32.7K	17.4K	19.5K	-40%	12%
⊕ North Side-Loop	55.4K	31.9K	35.2K	-36%	10%
⊕ North-South Crosstown	184.6K	103.9K	115.4K	-37%	11%
⊕ Northwest Side Feeder	4.7K	2.9K	3.3K	-29%	12%
⊕ South Side East-West	97.9K	51.2K	53.4K	-45%	4%
⊕ South Side LSD	29.8K	14.0K	14.6K	-51%	4%
⊕ South Side-Loop	55.3K	27.9K	32.0K	-42%	15%
⊕ West Side East-West	103.8K	54.0K	60.1K	-42%	11%
Total	701.2K	382.2K	416.6K	-41%	9%

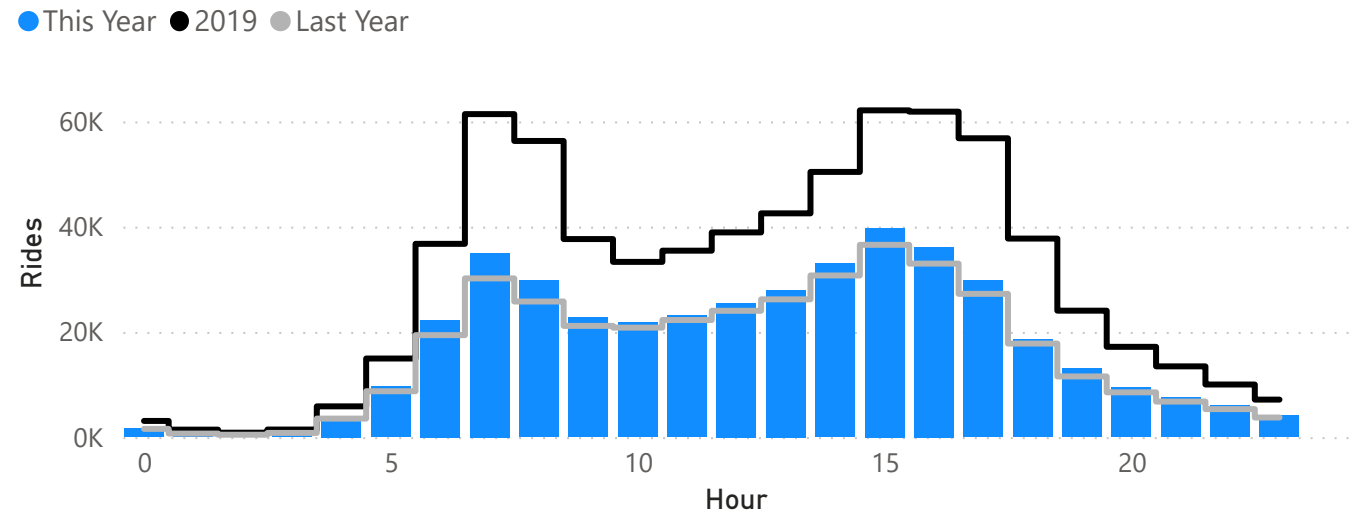
2019 Retention by Route Group



Weekday Average Rides by Time Period

Month	Thursday, December 01, 2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ 00-03	5.4K	2.7K	2.9K	-45%	7%
⊕ 03-06	22.2K	13.1K	14.2K	-36%	9%
⊕ 06-09	154.4K	75.3K	87.1K	-44%	16%
⊕ 09-12	106.4K	64.2K	67.7K	-36%	5%
⊕ 12-15	131.9K	80.9K	86.5K	-34%	7%
⊕ 15-18	180.8K	96.8K	105.6K	-42%	9%
⊕ 18-21	78.9K	37.8K	40.9K	-48%	8%
⊕ 21-24	30.6K	15.8K	17.6K	-42%	11%
Total	710.6K	386.7K	422.5K	-41%	9%

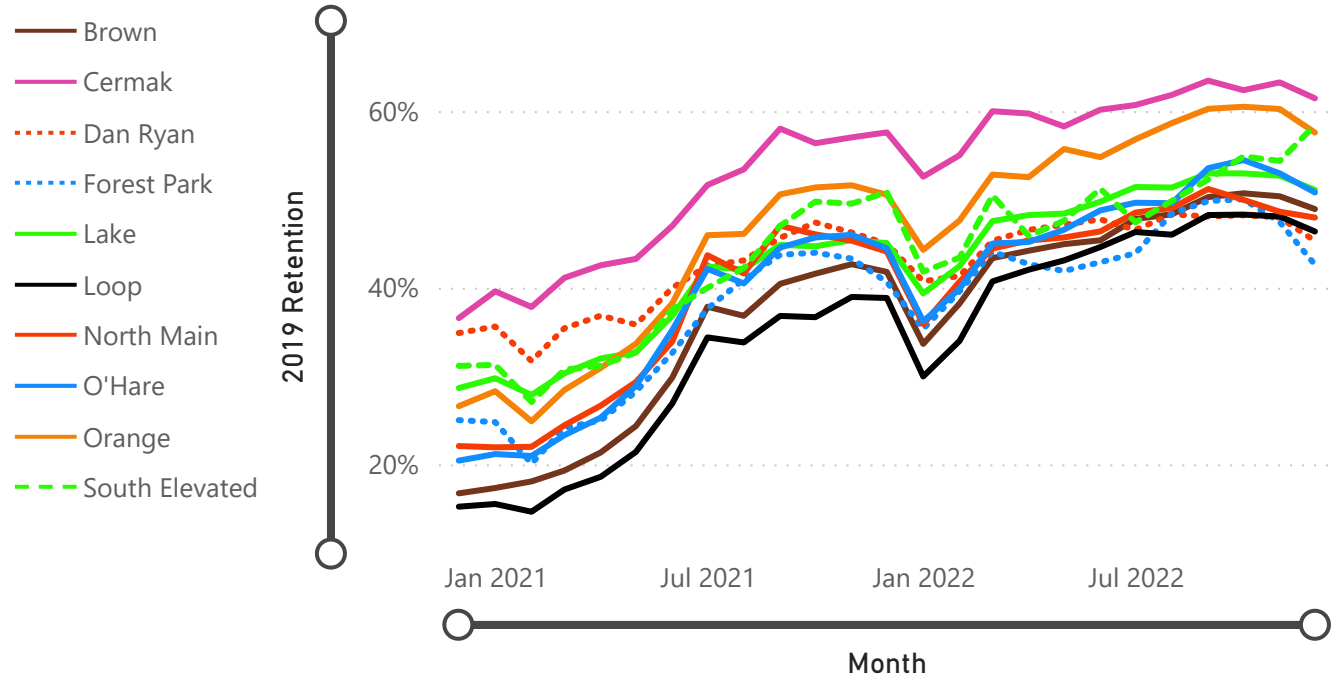
Weekday Average Rides by Hour



Weekday Average Rides by Branch

Month	Thursday, December 01, 2022				
Branch	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ Ashland	1.3K	0.6K	0.6K	-50%	4%
⊕ Brown	54.0K	22.6K	26.4K	-51%	17%
⊕ Cermak	14.3K	8.2K	8.8K	-39%	7%
⊕ Dan Ryan	36.4K	16.4K	16.5K	-55%	1%
⊕ Dearborn Subway	28.3K	10.3K	11.9K	-58%	16%
⊕ East 63rd	1.2K	0.6K	0.6K	-55%	-5%
⊕ Evanston	8.1K	3.6K	3.6K	-56%	1%
⊕ Forest Park	24.9K	10.1K	10.6K	-57%	5%
⊕ Lake	25.2K	11.4K	12.9K	-49%	13%
⊕ Loop	63.3K	24.6K	29.4K	-54%	19%
⊕ North Main	99.3K	43.8K	47.6K	-52%	9%
⊕ O'Hare	74.0K	32.9K	37.6K	-49%	14%
⊕ Orange	24.5K	12.4K	14.1K	-42%	14%
⊕ Skokie	2.3K	1.0K	1.0K	-57%	2%
⊕ South Elevated	6.8K	3.5K	4.0K	-42%	15%
⊕ State Subway	47.2K	17.9K	19.6K	-59%	9%
Total	511.1K	219.7K	245.0K	-52%	12%

2019 Retention by Branch



Weekday Average Rides by Time Period

Month	Thursday, December 01, 2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ 00-03	5.0K	2.5K	2.5K	-50%	2%
⊕ 03-06	14.0K	6.9K	7.7K	-45%	11%
⊕ 06-09	125.4K	43.3K	51.2K	-59%	18%
⊕ 09-12	60.4K	28.3K	30.4K	-50%	7%
⊕ 12-15	70.3K	37.1K	39.8K	-43%	7%
⊕ 15-18	143.7K	59.8K	68.4K	-52%	14%
⊕ 18-21	62.9K	27.2K	29.1K	-54%	7%
⊕ 21-24	26.9K	13.5K	14.7K	-45%	9%
Total	508.6K	218.5K	243.8K	-52%	12%

Weekday Average Rides by Hour

