



UPTOSPEED

BUSINESSANDCOMMUNITY



Face mask requirement

We've finally made it! We've reached Phase 5 of the City of Chicago's Reopening plan, which has removed most public gathering restrictions implemented earlier in the COVID-19 pandemic. Please keep in mind, however, that when travelling aboard public transportation—CTA, Metra or Pace—everyone, including those who are fully vaccinated, must continue to wear a mask in accordance with federal guidance. The Transportation Security Administration (TSA) and the Centers for Disease Control and Prevention (CDC) continue to require all passengers on buses, trains and indoor transit facilities, like subway stations, wear a mask over the nose and mouth at all times.

To support compliance with this requirement, CTA personnel will remind customers of the federal mask mandate as needed. To help support these efforts, we have free, disposable face masks on board every bus and at all rail stations for customers without a mask or in need of a new mask. We have also added thousands of signs and decals on buses, trains and stations reminding customers to wear a mask properly and make space for fellow riders. We play an audio announcement every 10 to 15 minutes on all vehicles and station platforms reminding customers to comply with federal mask mandate.

We continue to see strong mask compliance from our customers with a recent audit finding 95% of customers following the face mask requirement. And we will continue to actively work to encourage compliance throughout the duration of the mask requirement from the TSA.

This mask requirement is part of the larger effort to keep each other safe and to ensure that we continue to make progress in completely eliminating the pandemic and its restrictions.



Onwards and upwards

For well over a year, we have kept essential workers—and Chicagoans taking essential trips—moving in and around our great city by keeping a full service schedule in place. Now, we look forward to serving new customers and welcoming back those riders we haven't seen for a while.

Running full service on all bus routes and rail lines helps us to meet growing ridership demand, not only during the AM and PM rush periods but also throughout the day, with more than 22,000 bus trips and more than 2,300 train trips provided every weekday.



In recent months, coinciding with the City's gradual reopening, we've seen some of the biggest gains in ridership. Since May 1, overall ridership has jumped more than 20 percent, and in the month of June, weekday average ridership was over 600,000, more than double the ridership at the height of the pandemic.

Ridership to and from the Loop has seen the biggest gains of any area of the city, as workers return to the office and downtown events and activities. Since May 1, rail ridership is up 53 percent, while ridership on bus routes primarily serving the Loop was up 41 percent.



Welcoming you back to CTA

These gains in ridership are on par with what our peer transit agencies in New York, Philadelphia, Washington, DC and Los Angeles are experiencing. Although our ridership is still down from our pre-pandemic levels, like transit agencies across the country, we are strongly focused on encouraging riders to return to transit in support of further propelling the region's recovery.

Whether you are planning a return to transit soon or are still deciding when you'd like to come back, we look forward to providing the transit trips you need. When you're ready, we're ready!



For more information, including our dedicated business toolkit featuring information and brochures for employers to share with their employees, please visit transitchicago.com/ready.