**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.

### Ridership: 2020-Current

![Graph showing ridership from January 2020 to August 2022](image)

### Service Optimization

<table>
<thead>
<tr>
<th>Metric</th>
<th>Before (Jun - Aug 14)</th>
<th>After (Aug 15 - Oct 10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3X headways</td>
<td>Blue 14.0</td>
<td>Red 5.0</td>
</tr>
<tr>
<td>3X headways</td>
<td>Red 10.0</td>
<td>Blue 5.0</td>
</tr>
<tr>
<td>2X headways</td>
<td>Blue 26.9</td>
<td>Red 14.4</td>
</tr>
<tr>
<td>2X headways</td>
<td>Red 21.6</td>
<td>Blue 12.2</td>
</tr>
</tbody>
</table>

**Note:**
- **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

<table>
<thead>
<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>2022 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service delivered: Rail</td>
<td>71.8%</td>
<td>71.8%</td>
<td>75.3%</td>
<td></td>
</tr>
<tr>
<td>Service delivered: Bus</td>
<td>80.4%</td>
<td>81.8%</td>
<td>83.1%</td>
<td></td>
</tr>
<tr>
<td>Big gaps: Bus</td>
<td>13.4%</td>
<td>13.7%</td>
<td>13.8%</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

- **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

### Security

- 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