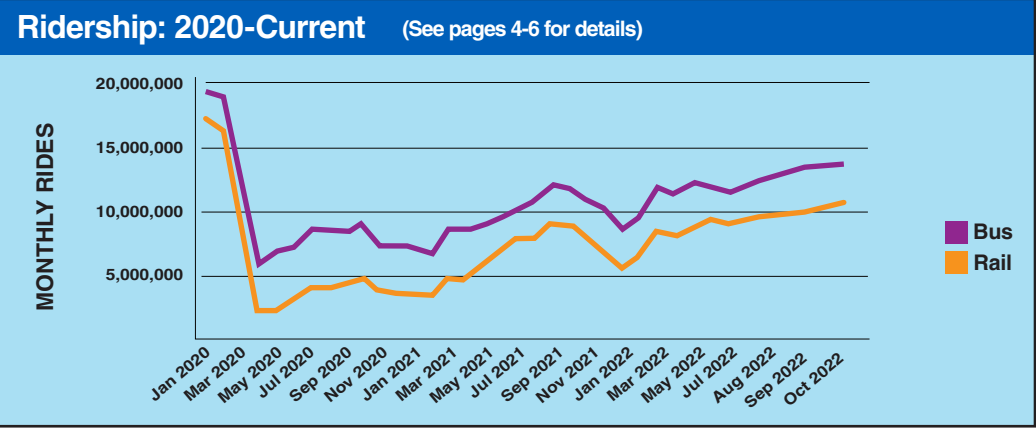


Meeting the Moment scorecard

Information presented at CTA Board, December 2022



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

Metric	Day	Before <small>May 1 - Oct 22, 2022</small>	After <small>Oct 23-Dec 10</small>
3X headways <small>(Detail: Pg 3)</small>	Weekday	29	13
	Saturday	57	23
	Sunday	34	17
2X headways	Weekday	158	94
	Saturday	148	101
	Sunday	123	81

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

	Sep	Oct	Nov
Service delivered: Rail <small>(Detail: Pg 2)</small>	75.3%	77.2%	79.5%
Service delivered: Bus	83.1%	84.2%	85.0%
Big gaps: Bus	12.9%	11.7%	11.3%

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
- Nov 9: CTA Seeks to Hire Bus Operators and Bus Mechanics at Career Fair at Olive Harvey College
 - Nov 15: Chicago Transit Authority's 2023 Budget Holds the Line on Fares, Maintains Bus and Rail Service
 - Nov 15: CTA Partners with DFSS to Serve Unsheltered Riders and Those with Substance Abuse and Mental Health Challenges
 - Nov 18: CTA Hosts Successful Bus Operators and Bus Mechanic Career Fair at Olive Harvey College
 - Nov 22: CTA Providing Incentives such as Hiring and Retention Bonuses for Bus and Rail Workers
 - Nov 22: CTA, Chicago Department of Aviation Partner on Enhanced Signage to the Blue Line at O'Hare Airport
 - Dec 2: CTA Hosts Successful Bus Operator and Bus Mechanic Career Fair at Malcolm X College
 - Dec 9: CTA and Chicago Department of Transportation Announce New Bus Only Lanes on Chicago Avenue

Security 2022 YTD

Citywide CTA (Bus, Rail, Station) Security Checks by CPD:	112,547
CTA Code of Conduct Violations Issued by CPD's Public Transportation Unit:	3,437
Cook County Sheriff's Checks Data	1,389

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

Tactile Bus Stop Sign Installs
1,321 signs installed of 1,340 by end of year

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

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

Bus Operator Protection Shields
(on older new flyer buses) 99 installed
2022 goal: 100



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%	68.5%	2.8%	53.8%	63.6%	9.8%	59.6%	59.6%	-0.0%
Red	68.6%	70.4%	1.8%	67.9%	72.8%	4.9%	70.0%	74.0%	4.0%
Brown	71.4%	89.8%	18.4%	62.5%	81.1%	18.6%	60.6%	80.1%	19.6%
Orange	89.2%	96.2%	7.0%	80.2%	93.8%	13.6%	84.7%	91.6%	6.9%
Green	75.7%	91.2%	15.5%	70.6%	82.8%	12.2%	66.7%	86.0%	19.4%
Pink	80.1%	90.4%	10.3%	67.9%	86.5%	18.5%	65.2%	87.8%	22.6%
Total	72.4%	79.5%	7.1%	65.5%	76.6%	11.1%	66.8%	76.1%	9.3%

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 12/10/2022

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 schedule

Daily Avg Double Headways*

Actual headway is double scheduled headway

Weekday Line	Prior Schedule	New Schedule	% Change
Blue	42	37	-9.1%
Red	39	36	-7.0%
Brown	37	8	-66.9%
Orange	9	2	-65.2%
Green	18	6	-60.3%
Pink	13	6	-51.2%
Total	158	94	-34.2%

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

Prior Schedule	New Schedule	% Change
9	6	-30.4%
7	5	-39.7%
7	1	-89.8%
1	0	-72.6%
2	0	-83.4%
2	1	-67.6%
29	13	-55.2%

***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 12/10/2022

Sunday Line	Prior Schedule	New Schedule	% Change
Blue	34	40	10.9%
Red	26	15	-35.2%
Brown	23	10	-44.6%
Orange	7	4	-34.8%
Green	18	7	-47.4%
Pink	15	4	-56.5%
Total	123	81	-27.0%

Prior Schedule	New Schedule	% Change
14	11	-22.2%
4	3	-21.5%
6	1	-91.4%
2	1	-58.5%
4	1	-72.8%
4	1	-78.5%
34	17	-49.3%

Saturday Line	Prior Schedule	New Schedule	% Change
Blue	47	51	4.3%
Red	35	24	-25.9%
Brown	25	10	-46.1%
Orange	11	3	-60.7%
Green	15	10	-30.4%
Pink	14	4	-54.8%
Total	148	101	-22.6%

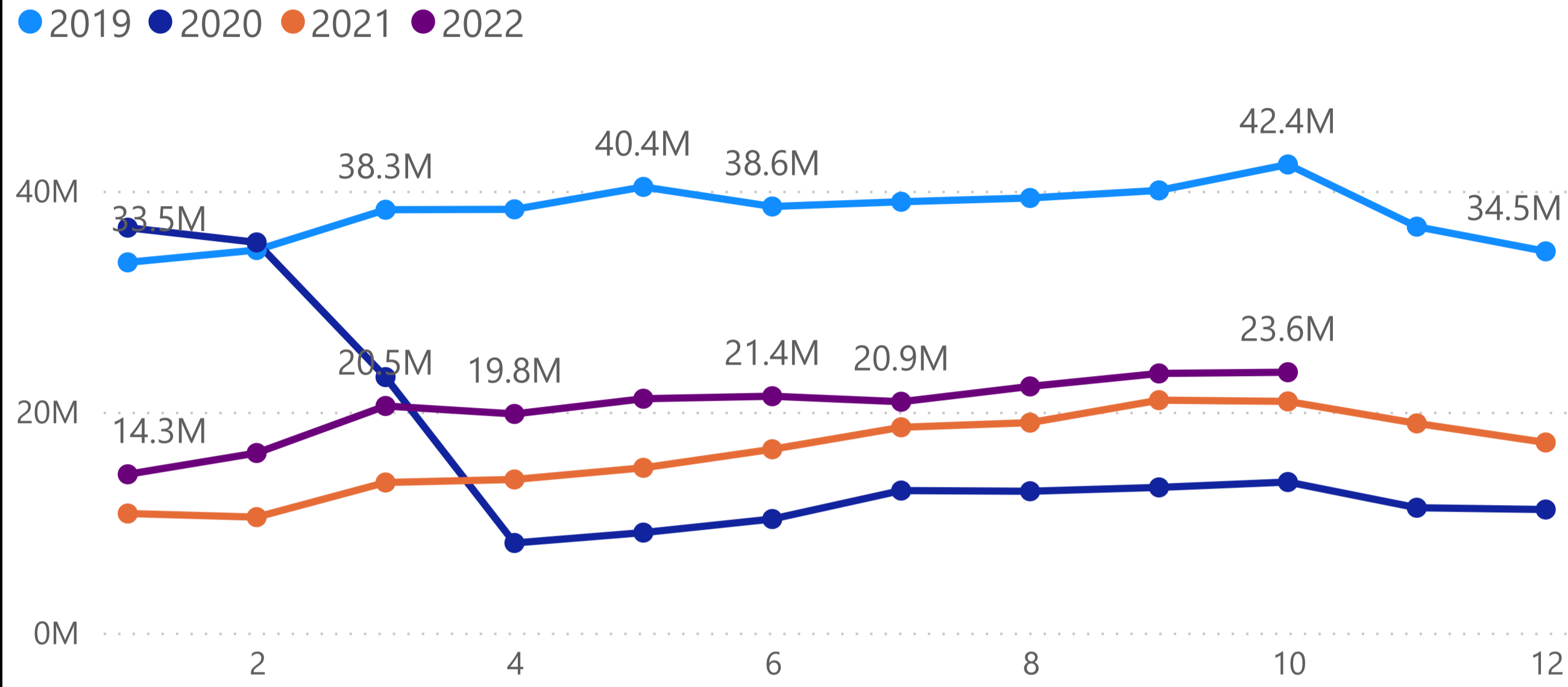
Prior Schedule	New Schedule	% Change
33	15	-55.2%
6	4	-39.3%
8	1	-85.3%
3	1	-74.1%
4	2	-35.8%
4	1	-85.9%
57	23	-59.5%

Measured Locations

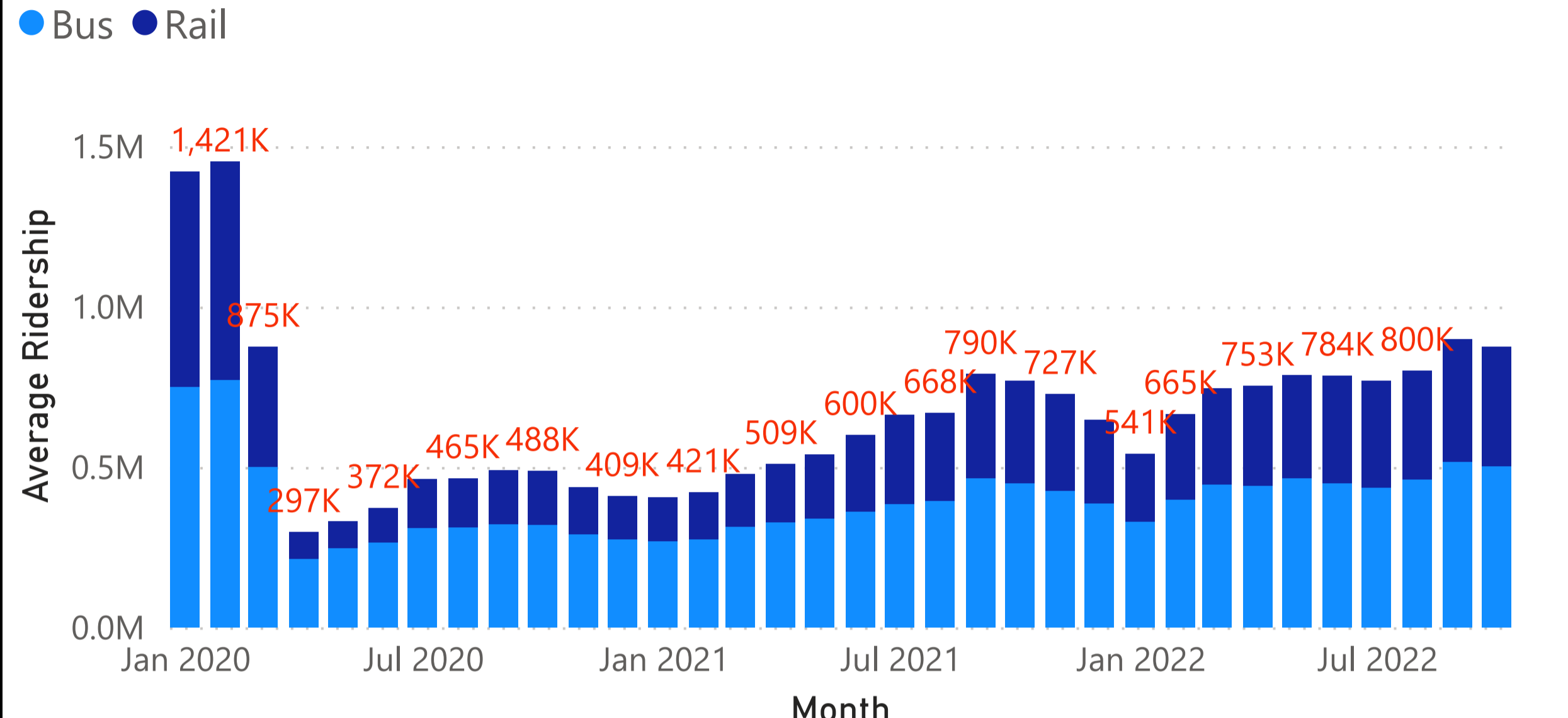
The locations are measured in both directions at:

- 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

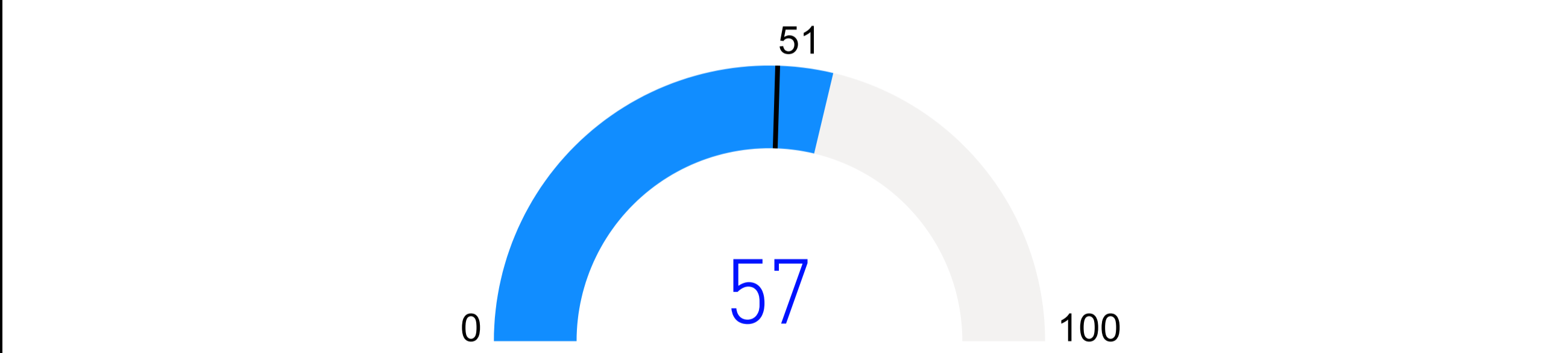
Monthly Rides



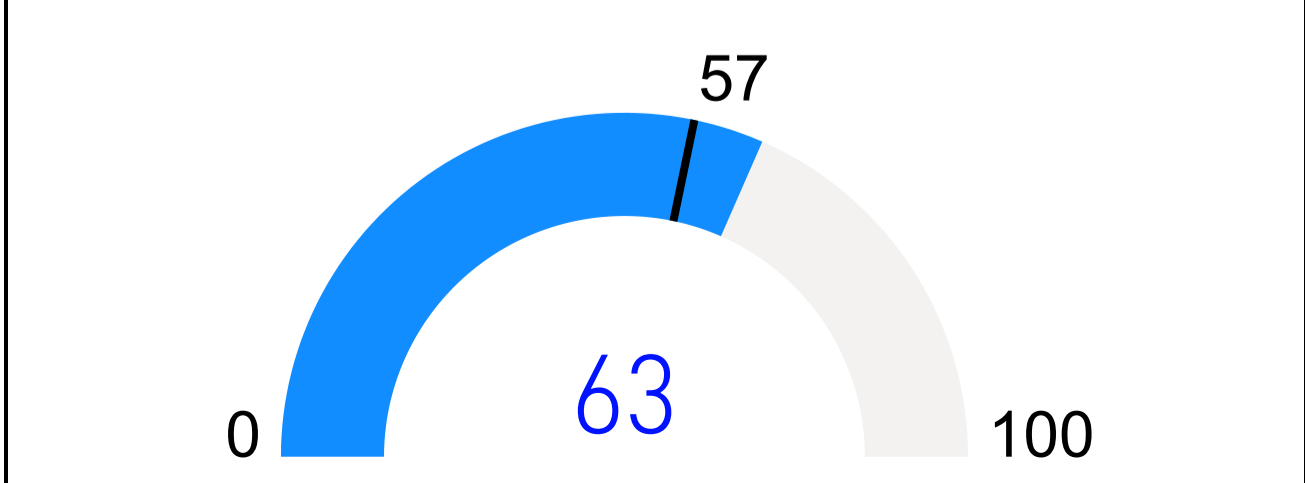
Weekday Average Rides by Month



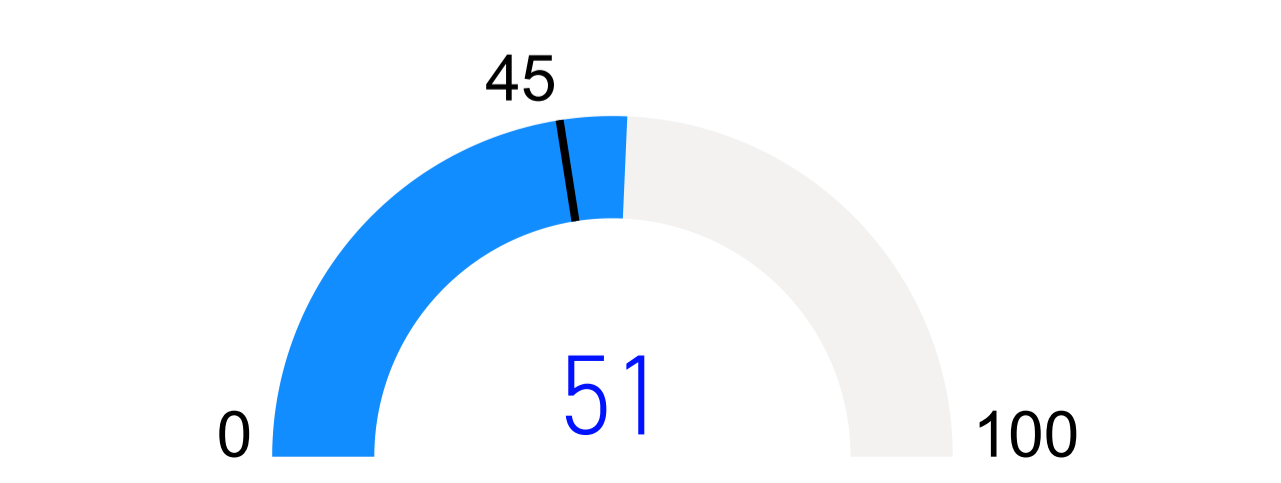
2019 Ridership Retention (last year=black; this year=blue)



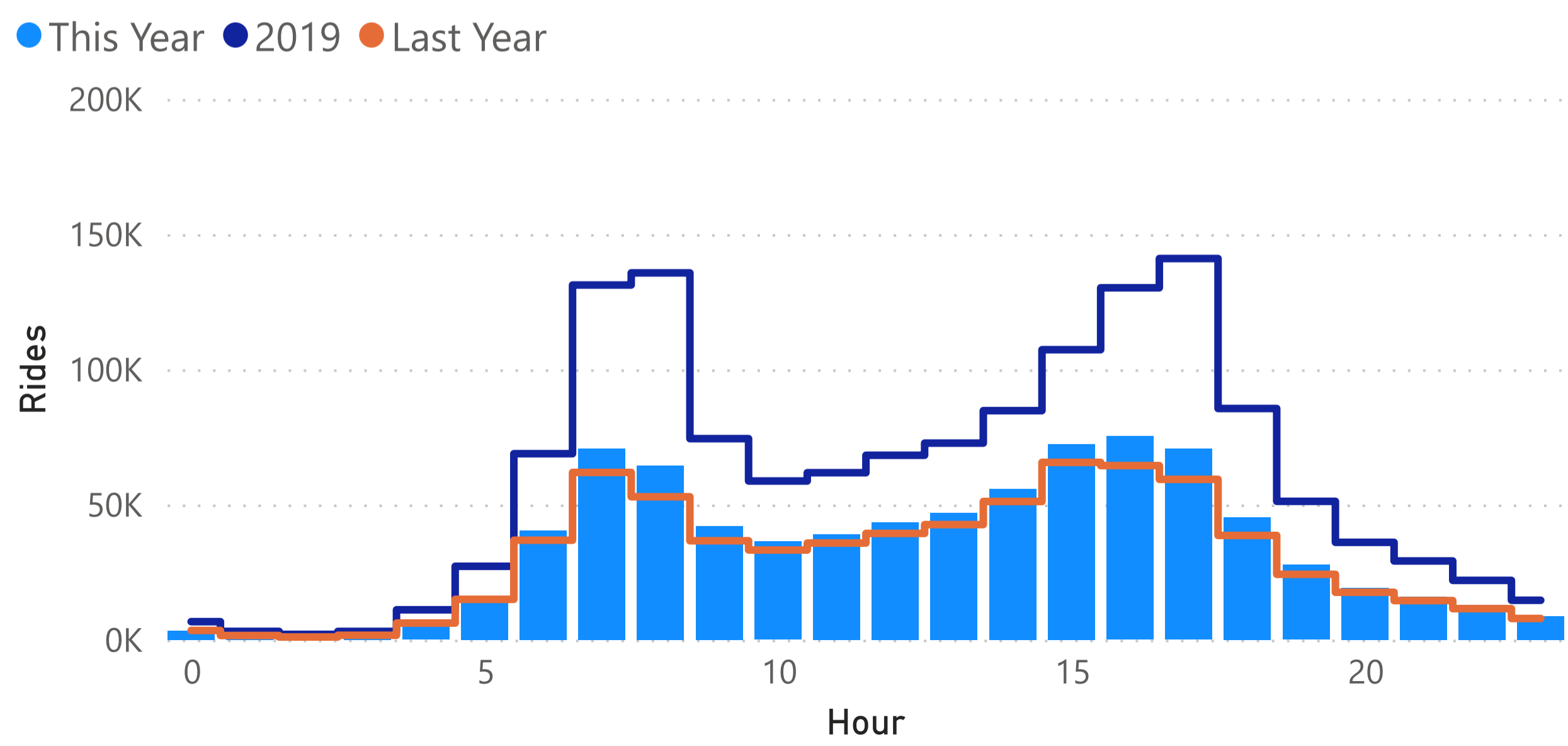
Bus



Rail



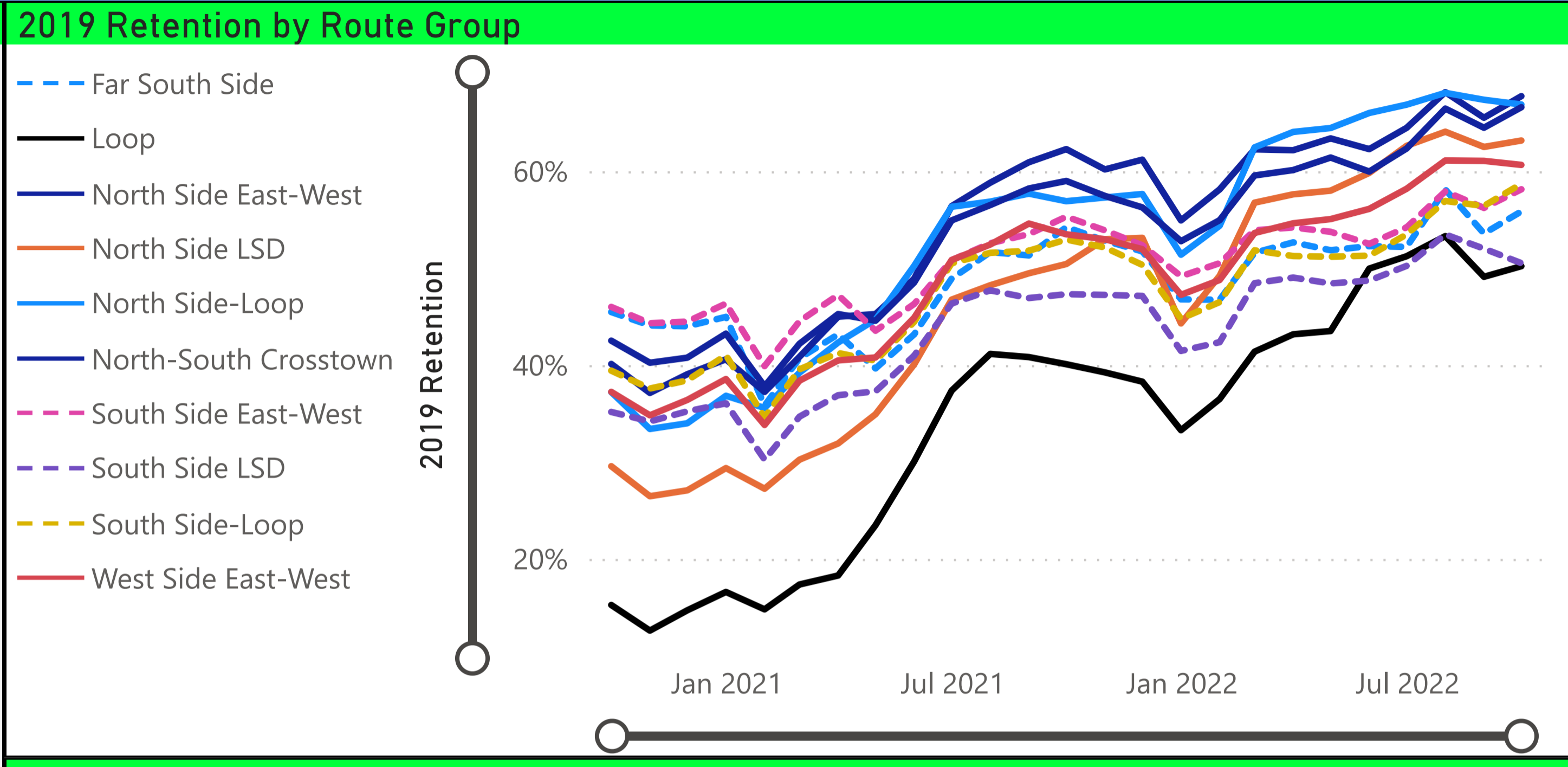
Weekday Average Rides by Hour



October 2022

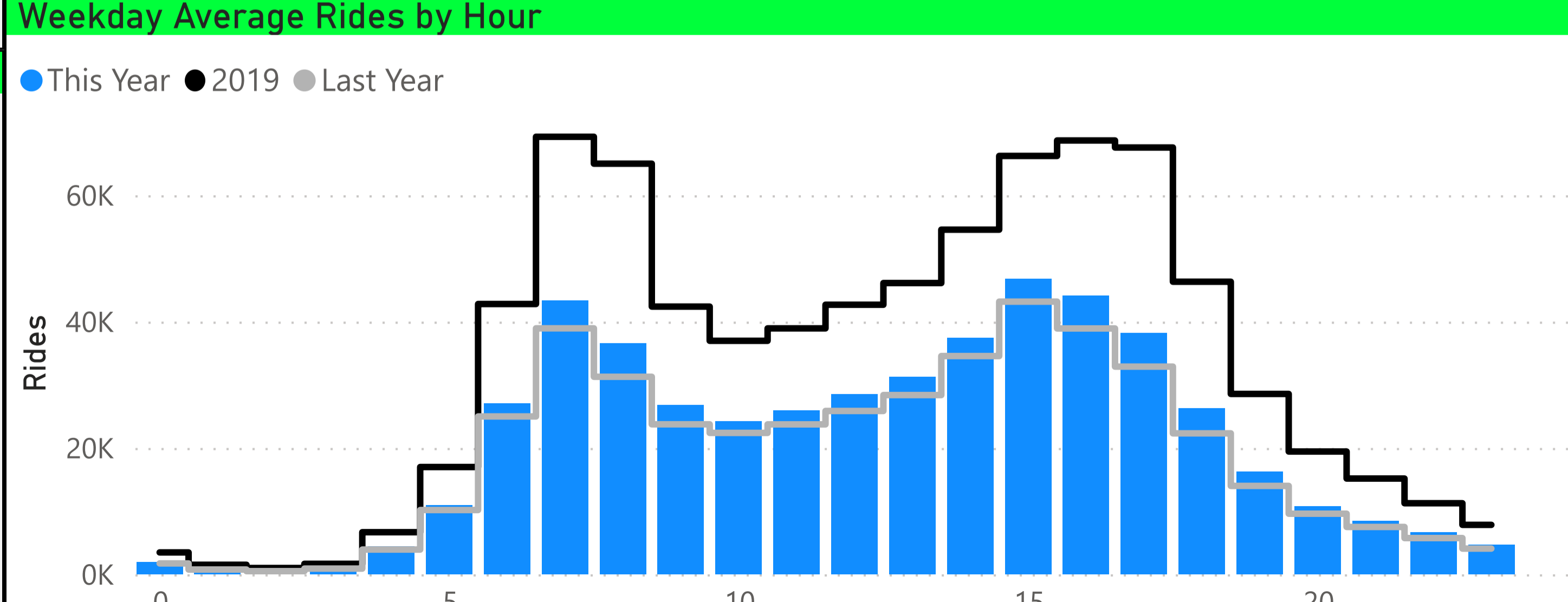
Weekday Average by Month: Bus - Route Group/Route

Weekday Average Rides by Bus Route Group/Route					
Month	10/1/2022				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ Midway Feeder	3.5K	2.5K	2.7K	-23%	10%
+ Northwest Side Feeder	5.3K	3.3K	3.9K	-27%	19%
+ North Side East-West	103.7K	64.6K	70.3K	-32%	9%
+ North Side-Loop	59.8K	34.0K	40.0K	-33%	18%
+ North-South Crosstown	208.7K	123.1K	139.0K	-33%	13%
+ Evanston	6.1K	3.3K	4.0K	-35%	19%
+ North Side LSD	37.3K	18.8K	23.6K	-37%	25%
+ West Side East-West	118.5K	63.4K	71.9K	-39%	13%
+ South Side-Loop	61.6K	32.6K	36.2K	-41%	11%
+ South Side East-West	106.9K	59.2K	62.2K	-42%	5%
+ Far South Side	32.7K	17.8K	18.3K	-44%	3%
+ South Side LSD	34.1K	16.1K	17.2K	-49%	7%
+ Loop	10.9K	4.4K	5.4K	-50%	25%
Total	789.4K	443.2K	494.7K	-37%	12%



Weekday Average Rides by Time Period/Hour

Weekday Average Rides by Time Period/Hour					
Month	10/1/2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ 00-03	6.0K	3.0K	3.2K	-46%	8%
+ 03-06	25.3K	15.0K	16.3K	-36%	9%
+ 06-09	177.1K	95.2K	106.9K	-40%	12%
+ 09-12	118.3K	69.9K	76.9K	-35%	10%
+ 12-15	143.3K	88.8K	97.1K	-32%	9%
+ 15-18	202.5K	115.0K	129.0K	-36%	12%
+ 18-21	94.3K	45.9K	53.3K	-44%	16%
+ 21-24	34.3K	17.3K	19.8K	-42%	14%
Total	801.0K	450.1K	502.6K	-37%	12%



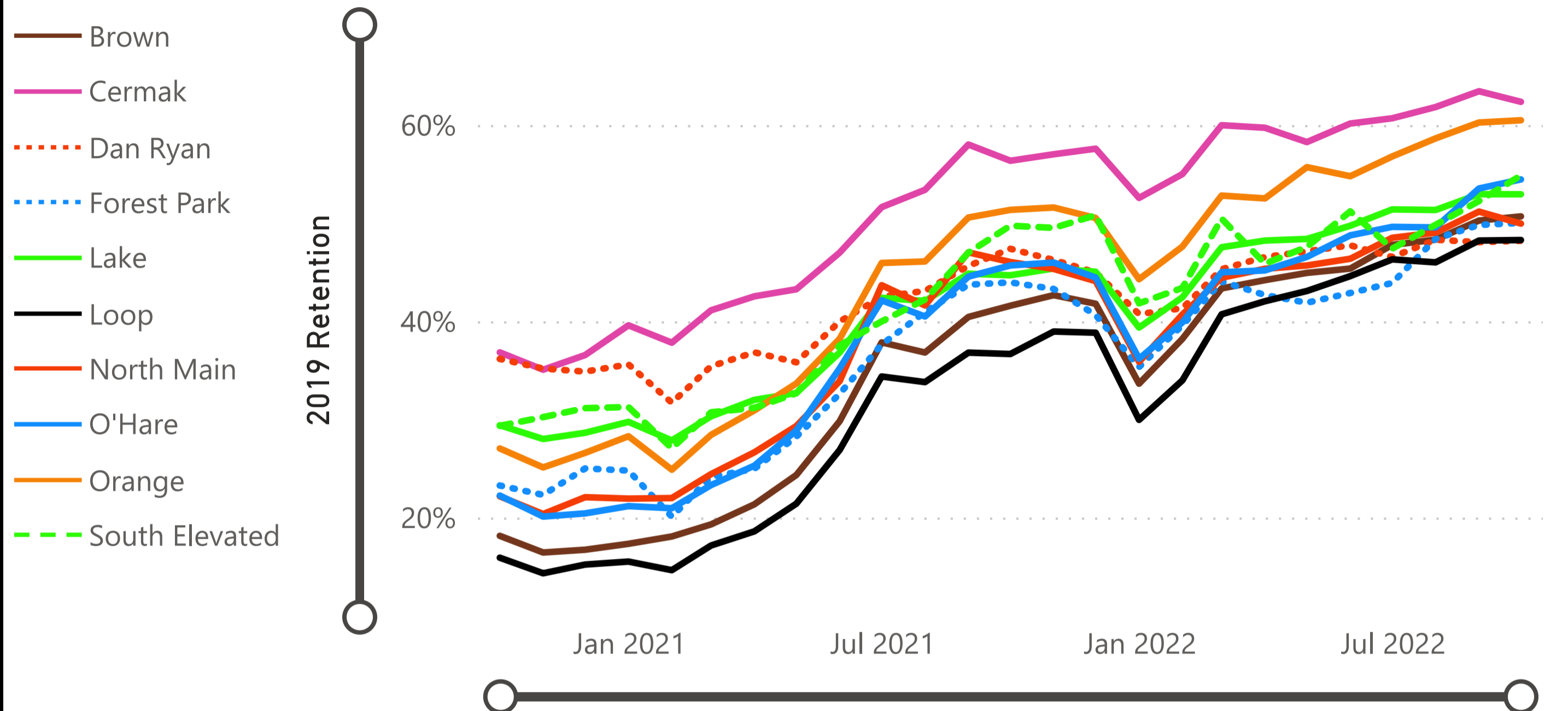
October 2022

Weekday Average by Month: Rail - Branch/Station

Weekday Average Rides by Branch/Station

Month	10/1/2022				
Branch	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ Cermak	17.2K	9.7K	10.7K	-38%	11%
+ Orange	29.9K	15.4K	18.1K	-40%	18%
+ South Elevated	9.0K	4.5K	4.9K	-45%	10%
+ O'Hare	86.4K	39.5K	47.1K	-46%	19%
+ Lake	29.3K	13.1K	15.5K	-47%	18%
+ Brown	65.7K	27.3K	33.3K	-49%	22%
+ Forest Park	32.8K	14.4K	16.4K	-50%	14%
+ North Main	124.3K	57.2K	62.1K	-50%	8%
+ Ashland	1.6K	0.8K	0.8K	-52%	-1%
+ Loop	80.3K	29.5K	38.8K	-52%	32%
+ Dan Ryan	41.1K	19.5K	19.8K	-52%	2%
+ East 63rd	1.5K	0.7K	0.7K	-54%	-9%
+ Dearborn Subway	34.7K	12.5K	15.9K	-54%	27%
+ Evanston	10.4K	4.5K	4.7K	-55%	4%
+ Skokie	2.9K	1.2K	1.3K	-55%	9%
+ State Subway	58.1K	22.5K	25.2K	-57%	12%
Total	625.1K	272.2K	315.2K	-50%	16%

2019 Retention by Branch



Weekday Average Rides by Time Period/Hour

Month	10/1/2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ 00-03	5.7K	3.0K	2.7K	-53%	-10%
+ 03-06	15.8K	7.6K	8.3K	-47%	9%
+ 06-09	157.7K	55.9K	68.2K	-57%	22%
+ 09-12	76.0K	35.4K	40.2K	-47%	14%
+ 12-15	81.8K	43.9K	48.8K	-40%	11%
+ 15-18	175.5K	74.1K	89.0K	-49%	20%
+ 18-21	78.2K	34.3K	38.8K	-50%	13%
+ 21-24	31.3K	16.4K	17.8K	-43%	8%
Total	622.1K	270.7K	313.8K	-50%	16%

Weekday Average Rides by Hour

