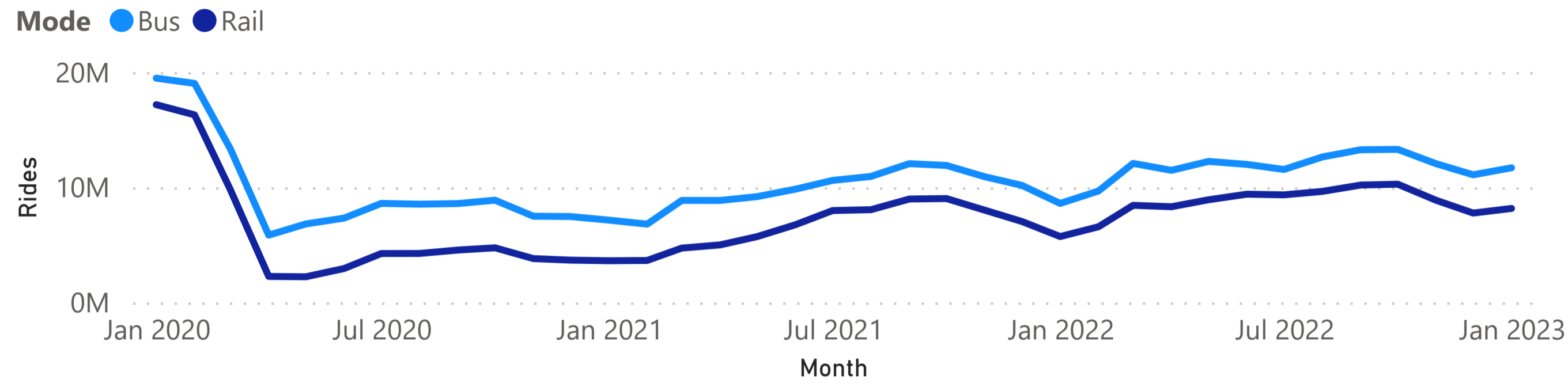




Meeting the Moment Scorecard Information Presented at CTA Board, March 2023

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	Daily Avg Double Headways*			Daily Avg Triple Headways*		
	Prior Schedule	New Schedule	% Change	Prior Schedule	New Schedule	% Change
Weekday	158	92	-35.6%	29	13	-55.3%
Saturday	148	95	-25.9%	57	23	-59.7%
Sunday	123	81	-26.9%	34	18	-47.1%

Service Reliability

Metric	Dec-2022	Jan-2023	Feb-2023
Service Delivered: Rail	75.4%	80.6%	82.6%
Service Delivered: Bus	83.4%	92.7%	94.1%
Big Gaps: Bus	12.3%	7.5%	6.5%

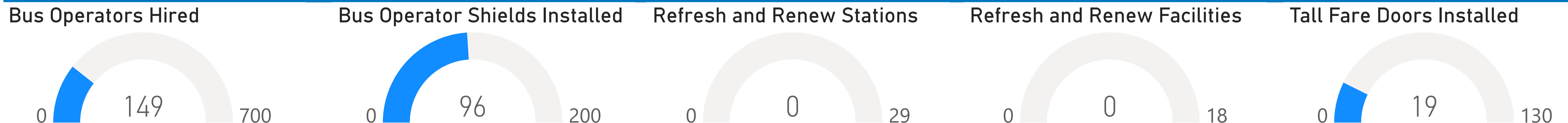
Accomplishments

Date	Accomplishment
February 8	CTA's enhanced interactive scorecard shows more reliable service in January
February 10	CTA moves forward on 'All Stations Accessibility Program' (ASAP) awarding \$75M contract for Racine Blue Line Station improvements
February 16	CTA signs agreement with U.S. Army as part of veteran recruitment efforts
February 17	Blue Line O'Hare branch track work will help improve reliability, service
February 20	CTA, Pace launch integrated 1-, 3-, 7-, and 30-Day passes
February 28	CTA begins livestream at select Blue Line stations to show AM rush commuting conditions

Security

Security	YTD
Citywide CTA Security Checks by CPD	28,591
CTA Code of Conduct Violations Issued by CPD Public Transportation Unit	1,392
Cook County Sheriff's Checks Data	907

2023 Goals





CTA Service Trend: Beta

Selected Date Range

1/1/2022

Select Day of Week

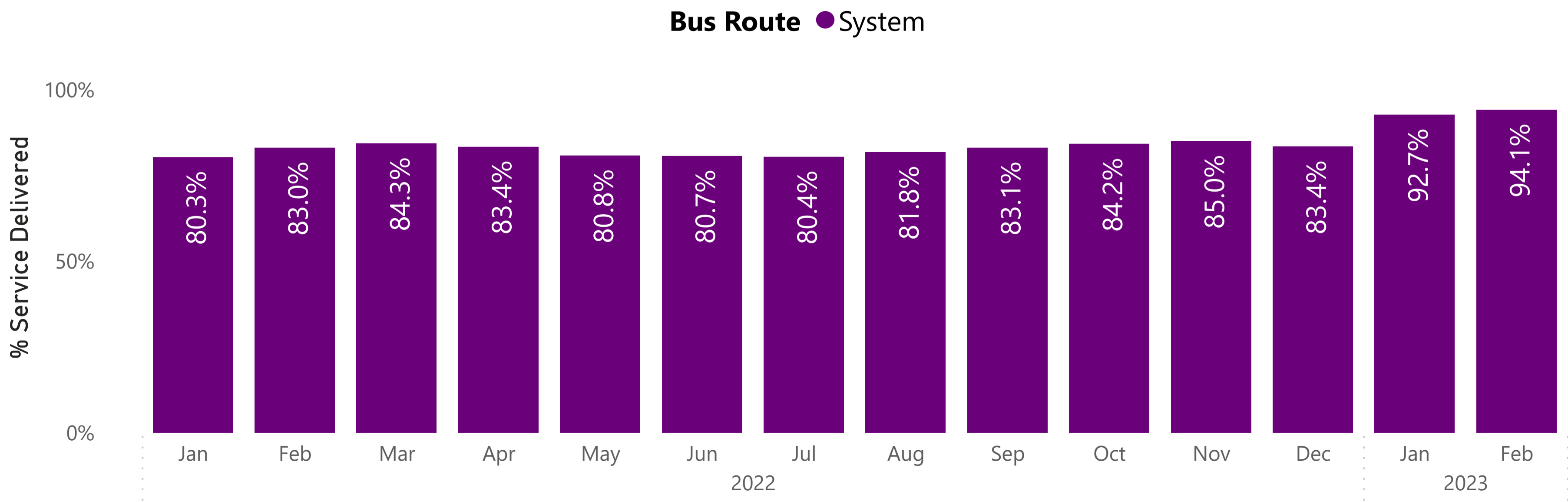
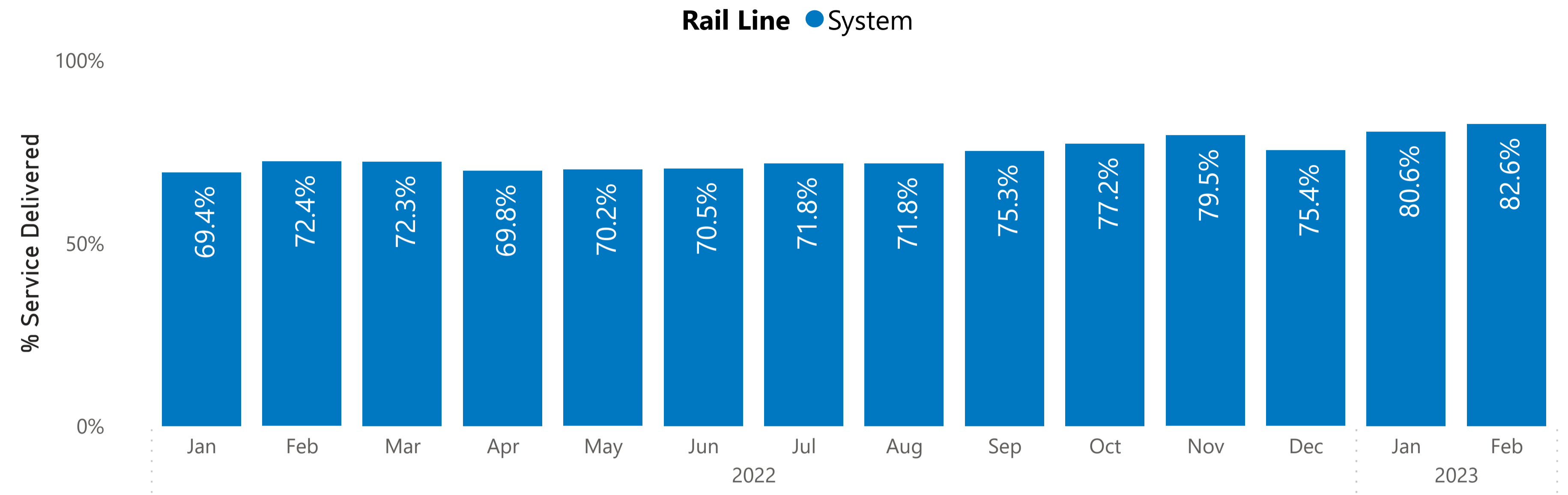
- All
- Weekday
- Saturday
- Sunday

Select buttons to see monthly metrics by line/route. Figures are subject to change. Note that selecting any day in a given month will include all data from that month

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

Percent of bus hours delivered out of total scheduled hours.

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



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%	69.2%	3.5%	53.8%	65.5%	11.8%	59.6%	61.7%	2.1%
Red	68.6%	71.3%	2.7%	67.9%	72.9%	5.0%	70.0%	72.2%	2.2%
Brown	71.4%	86.4%	15.0%	62.5%	79.2%	16.7%	60.6%	80.3%	19.8%
Orange	89.2%	94.2%	5.0%	80.2%	89.8%	9.6%	84.7%	89.6%	4.8%
Green	75.7%	91.9%	16.2%	70.6%	85.1%	14.5%	66.7%	87.1%	20.5%
Pink	80.1%	86.2%	6.0%	67.9%	83.3%	15.4%	65.2%	80.6%	15.4%
Total	72.4%	79.4%	6.9%	65.5%	76.9%	11.3%	66.8%	75.7%	8.9%

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 3/5/2023

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%

Weekday

83.9%

Saturday

87.1%

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

Weekday Line	Prior Schedule	New Schedule	% Change
Blue	42	32	-18.5%
Red	39	35	-7.9%
Brown	37	9	-62.7%
Orange	9	3	-58.5%
Green	18	5	-66.0%
Pink	13	7	-42.4%
Total	158	92	-35.6%

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

Prior Schedule	New Schedule	% Change
9	6	-39.1%
7	5	-36.8%
7	1	-87.2%
1	1	-56.9%
2	0	-80.7%
2	1	-59.1%
29	13	-55.3%

Saturday Line	Prior Schedule	New Schedule	% Change
Blue	47	40	-8.8%
Red	35	25	-23.8%
Brown	25	12	-40.8%
Orange	11	4	-51.4%
Green	15	8	-38.5%
Pink	14	5	-46.8%
Total	148	95	-25.9%

Prior Schedule	New Schedule	% Change
33	14	-56.9%
6	4	-40.7%
8	3	-66.3%
3	1	-71.4%
4	1	-69.0%
4	1	-83.1%
57	23	-59.7%

Sunday Line	Prior Schedule	New Schedule	% Change
Blue	34	34	-0.9%
Red	26	20	-20.2%
Brown	23	9	-49.4%
Orange	7	5	-24.0%
Green	18	6	-51.0%
Pink	15	7	-42.8%
Total	123	81	-26.9%

Prior Schedule	New Schedule	% Change
14	11	-21.7%
4	3	-23.8%
6	1	-84.2%
2	1	-36.0%
4	1	-76.9%
4	1	-77.6%
34	18	-47.1%

***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 03/05/2023

Measured Locations

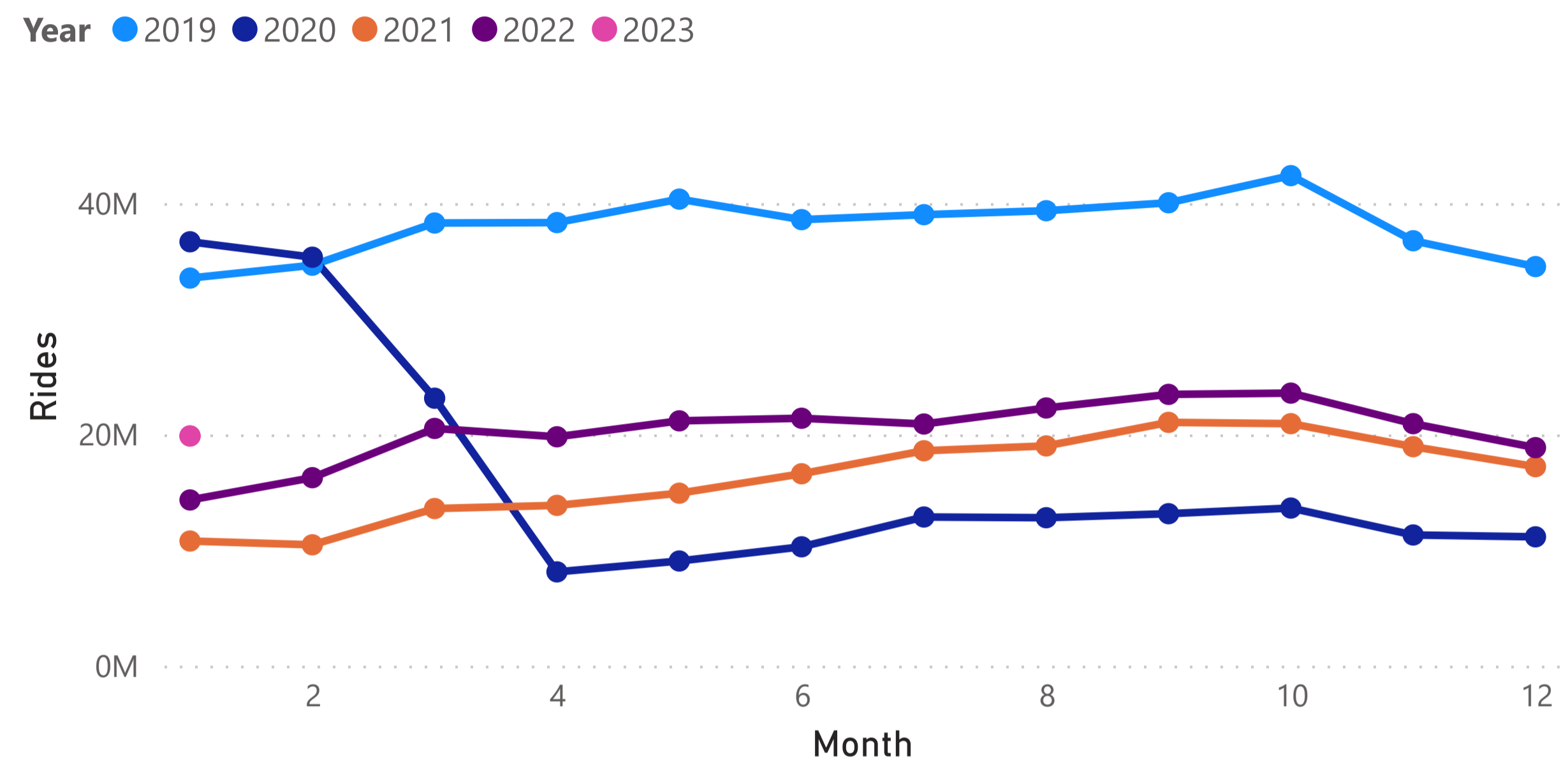
The locations are measured in both directions at:

- 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

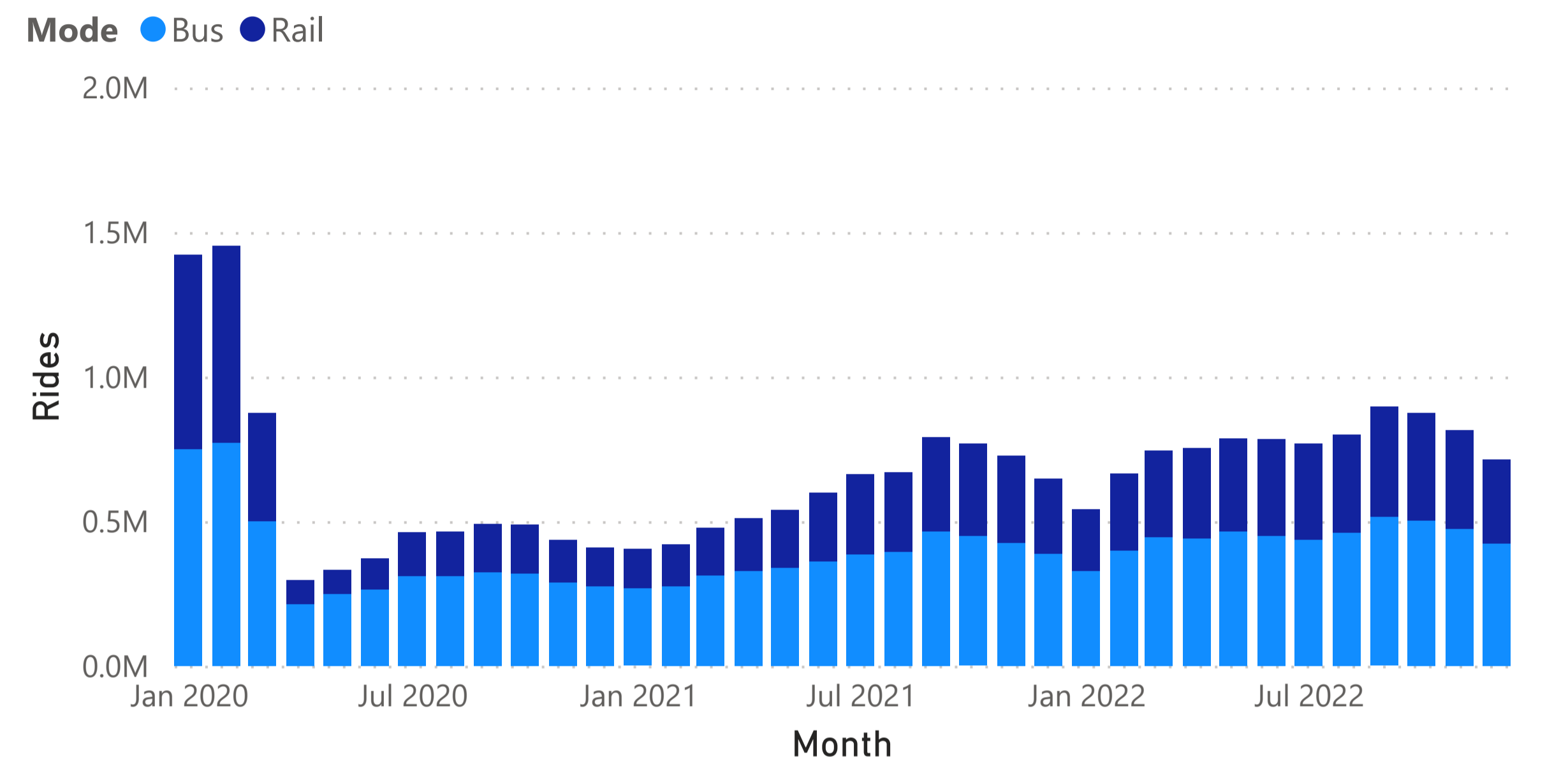


Monthly System Ridership

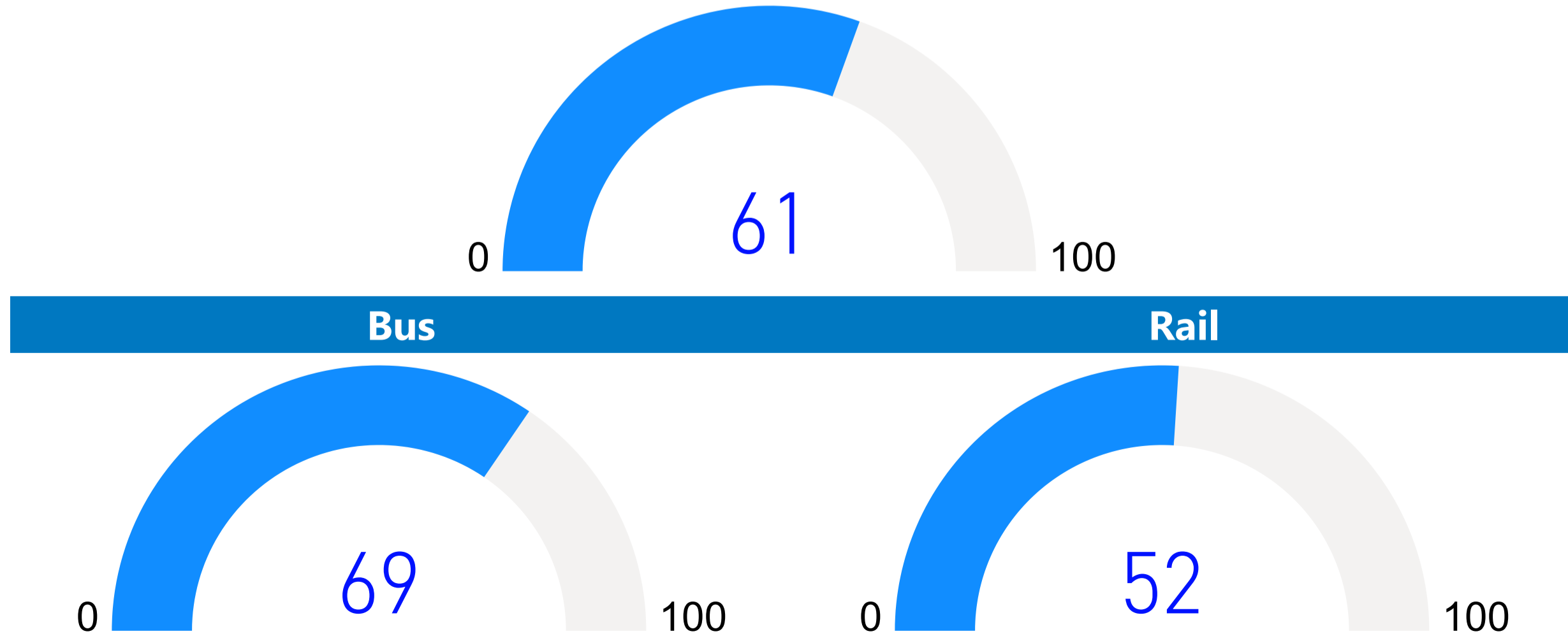
Monthly Rides



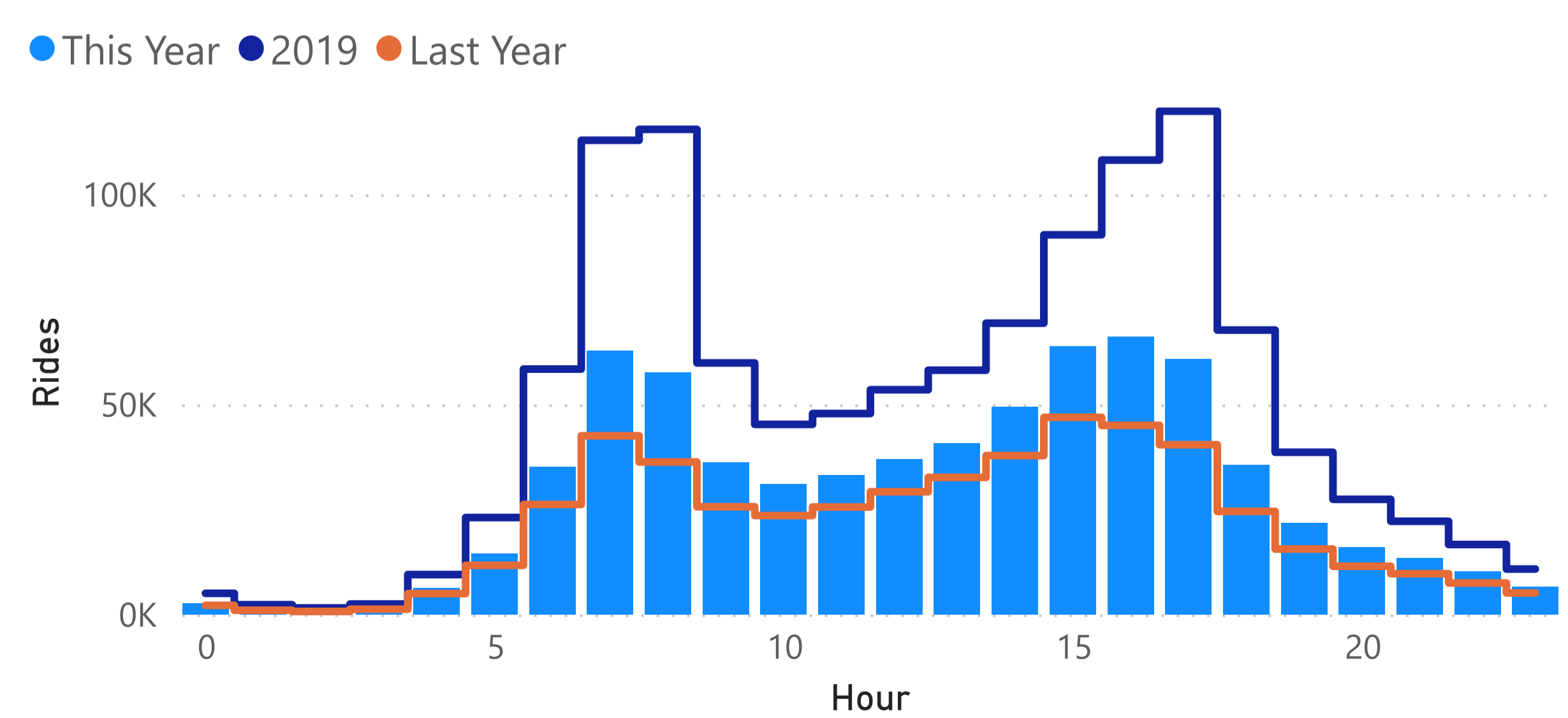
Weekday Average Rides by Month



2019 Ridership Retention



Weekday Average Rides by Hour



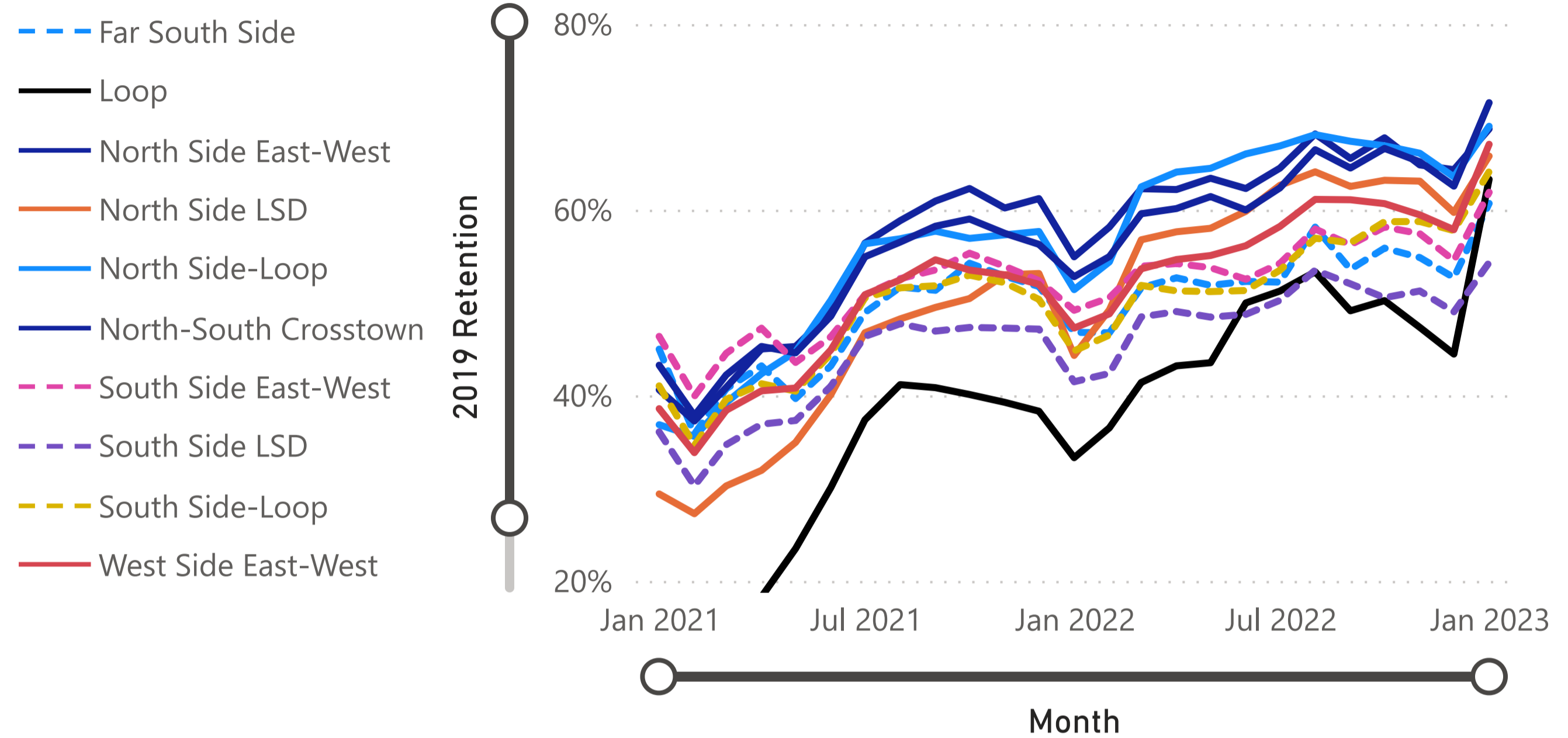


Monthly Bus Ridership

Weekday Average Rides by Route Group

Month	Sunday, January 01, 2023				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ Evanston	5.0K	2.6K	3.8K	-24%	46%
⊕ Far South Side	27.6K	12.9K	16.8K	-39%	30%
⊕ Loop	8.6K	2.8K	5.4K	-37%	90%
⊕ Midway Feeder	2.9K	1.7K	2.4K	-18%	38%
⊕ North Side East-West	87.5K	48.1K	60.1K	-31%	25%
⊕ North Side LSD	30.8K	13.6K	20.2K	-34%	48%
⊕ North Side-Loop	51.2K	26.3K	35.3K	-31%	34%
⊕ North-South Crosstown	170.2K	89.8K	121.8K	-28%	36%
⊕ Northwest Side Feeder	4.5K	2.4K	3.5K	-22%	43%
⊕ South Side East-West	90.0K	44.2K	55.7K	-38%	26%
⊕ South Side LSD	27.8K	11.5K	15.1K	-46%	31%
⊕ South Side-Loop	50.3K	22.5K	32.2K	-36%	43%
Total	652.7K	324.2K	437.0K	-33%	35%

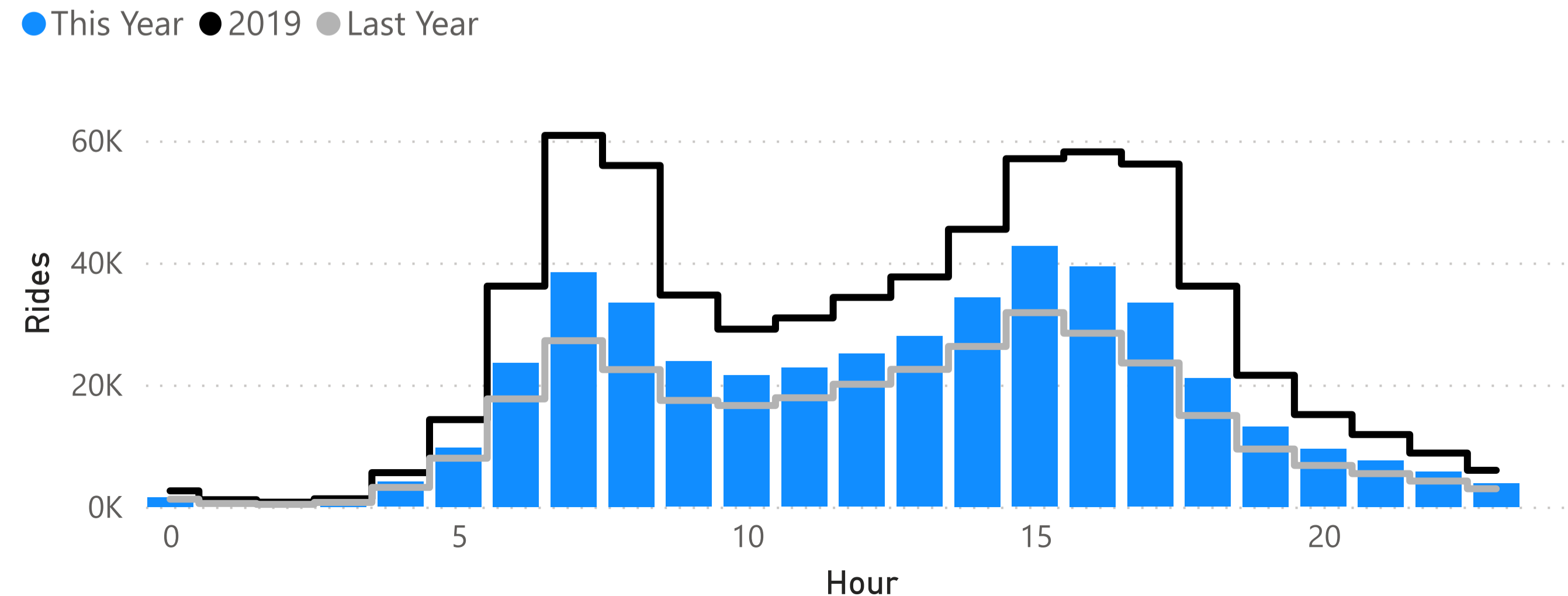
2019 Retention by Route Group



Weekday Average Rides by Time Period

Month	Sunday, January 01, 2023				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ 00-03	4.5K	2.1K	2.7K	-40%	25%
⊕ 03-06	21.1K	11.8K	14.6K	-31%	24%
⊕ 06-09	152.9K	67.3K	95.4K	-38%	42%
⊕ 09-12	94.7K	51.8K	68.1K	-28%	31%
⊕ 12-15	117.4K	68.8K	87.3K	-26%	27%
⊕ 15-18	171.3K	83.8K	115.5K	-33%	38%
⊕ 18-21	72.8K	31.1K	43.6K	-40%	40%
⊕ 21-24	26.6K	12.6K	17.2K	-35%	37%
Total	661.2K	329.4K	444.5K	-33%	35%

Weekday Average Rides by Hour



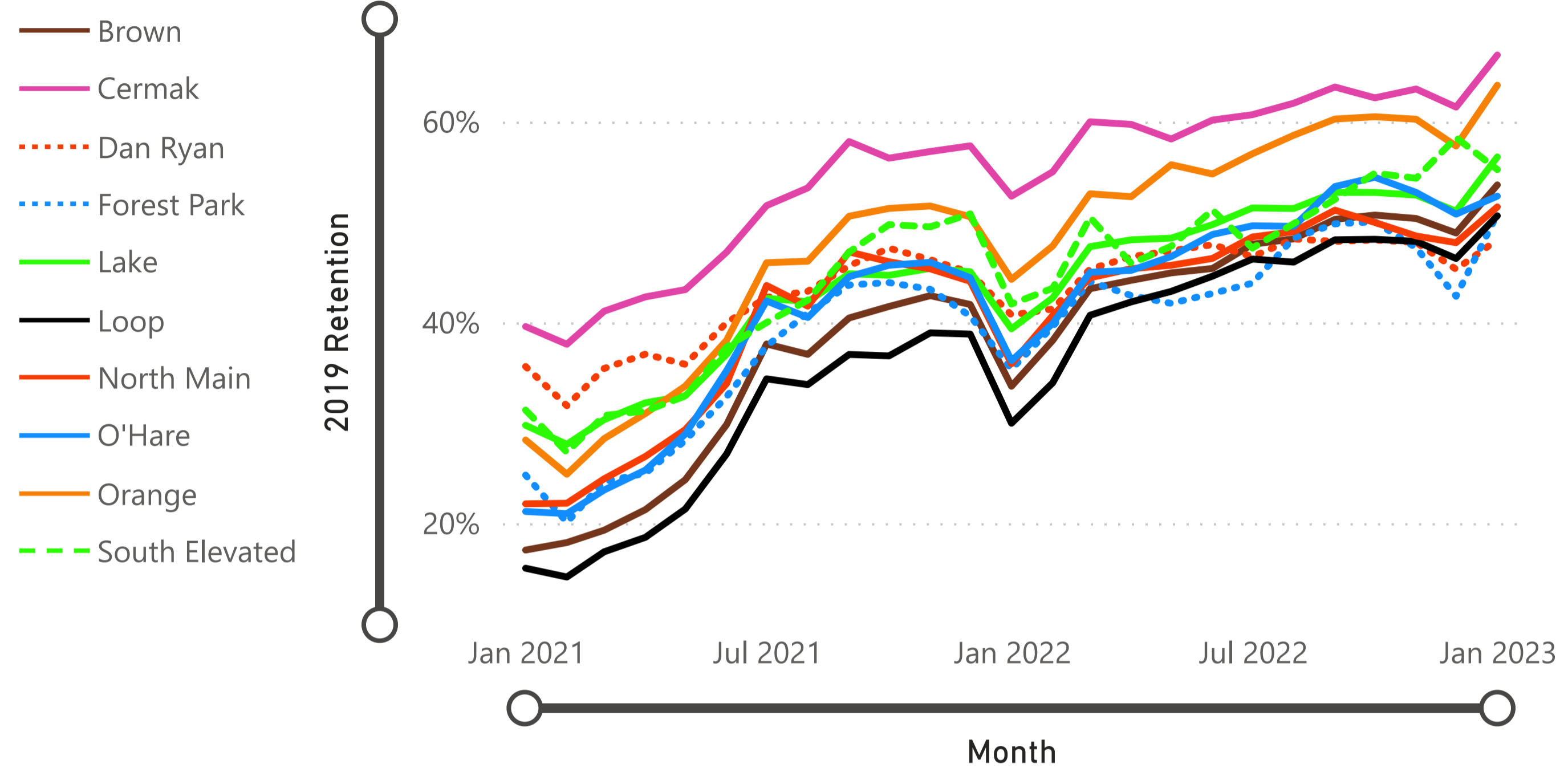


Monthly Rail Ridership

Weekday Average Rides by Branch

Month	Sunday, January 01, 2023				
Branch	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ Ashland	1.4K	0.5K	0.6K	-54%	16%
⊕ Brown	55.6K	18.7K	29.9K	-46%	60%
⊕ Cermak	13.4K	7.1K	8.9K	-33%	27%
⊕ Dan Ryan	34.0K	13.9K	16.4K	-52%	18%
⊕ Dearborn Subway	27.6K	7.6K	12.4K	-55%	64%
⊕ East 63rd	1.3K	0.5K	0.6K	-52%	21%
⊕ Evanston	8.4K	3.1K	4.3K	-49%	37%
⊕ Forest Park	25.0K	8.9K	12.7K	-49%	44%
⊕ Lake	23.8K	9.4K	13.4K	-44%	43%
⊕ Loop	63.0K	18.9K	31.9K	-49%	69%
⊕ North Main	101.4K	36.4K	52.2K	-48%	44%
⊕ O'Hare	71.5K	25.9K	37.6K	-47%	45%
⊕ Orange	22.7K	10.1K	14.4K	-36%	44%
⊕ Skokie	2.3K	0.7K	1.1K	-52%	50%
⊕ South Elevated	6.5K	2.7K	3.6K	-45%	32%
⊕ State Subway	47.4K	14.0K	20.2K	-57%	45%
Total	505.3K	178.2K	260.5K	-48%	46%

2019 Retention by Branch



Weekday Average Rides by Time Period

Month	Sunday, January 01, 2023				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊕ 00-03	4.4K	1.8K	2.2K	-51%	24%
⊕ 03-06	13.7K	6.1K	7.7K	-44%	27%
⊕ 06-09	133.0K	37.4K	59.7K	-55%	60%
⊕ 09-12	57.8K	22.8K	32.0K	-45%	41%
⊕ 12-15	63.1K	30.6K	39.7K	-37%	30%
⊕ 15-18	146.7K	48.4K	75.2K	-49%	55%
⊕ 18-21	60.8K	20.4K	29.7K	-51%	46%
⊕ 21-24	23.0K	9.7K	13.0K	-44%	33%
Total	502.7K	177.2K	259.2K	-48%	46%

Weekday Average Rides by Hour

