



2025 Fall Biannual Survey Results

March 2026

Survey Sample and Administration



Survey open from

10/17/2025 to 11/16/2025



47,195 survey invites sent

- 47,181 sent to Ventra customers who opted in to receive emails and have ridden at least once per month from July through September 2025
- 14 sent to CTA customers who signed up via Car Card to be contacted when a survey becomes available



Total sample size:

2,446*

- 2,388 via Ventra invites (email response rate = 5.1%)
- 37 via Car Card (35 via QR code, 2 via invites)
- 21 via Library Flyers



Sample proportional to service area

population based on customer ZIP code, with oversampling in areas with traditionally low response rates



Respondents rode CTA at least once between July and September 2025 and were **targeted by frequency:**

- **Frequent Riders**, defined as using CTA Bus or Rail at least 1-3 days per week, made up 78% of total sample (1,883 respondents)
- **Infrequent Riders**, defined as using CTA Bus or Rail at least at most 1-2 days per month, made up 22% of sample (563 respondents)



Survey made available in

English, Spanish, and Polish

40 completed in Spanish, 3 completed in Polish



Final data **weighted to align primary bus route groups and rail branches** with actual ridership in July through September 2025

*Results valid at the 95% confidence level with a margin of error of +/-2.0%.

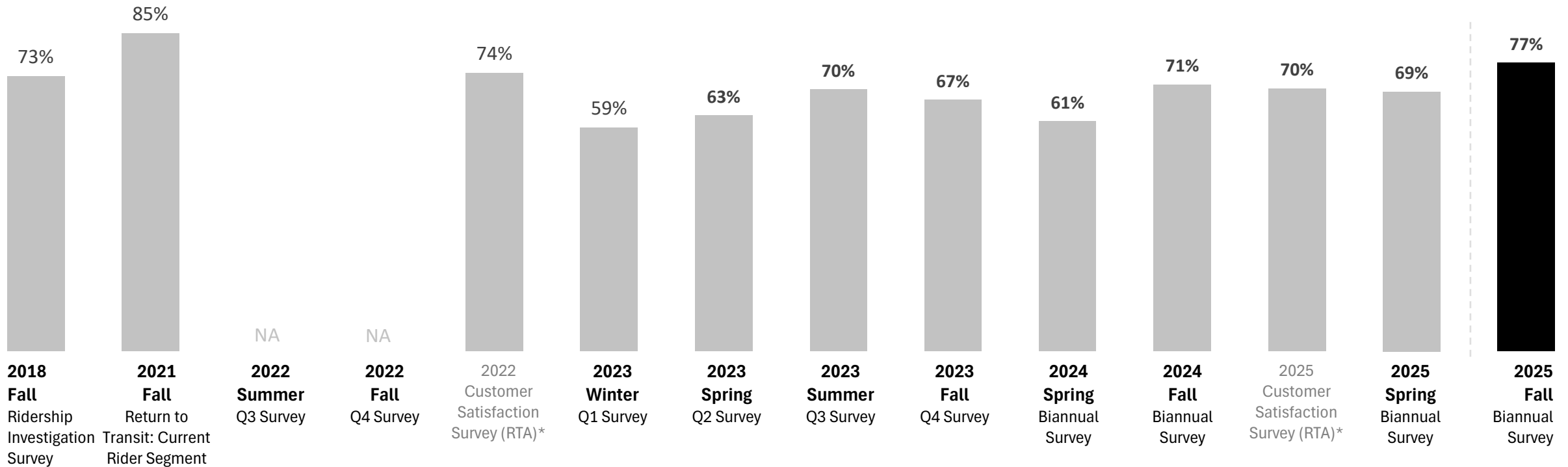


Overall Satisfaction

77% of riders are satisfied with the CTA, a 6-point increase from the same time last year

Satisfaction is higher than it was in 2018

Satisfaction with CTA Overall

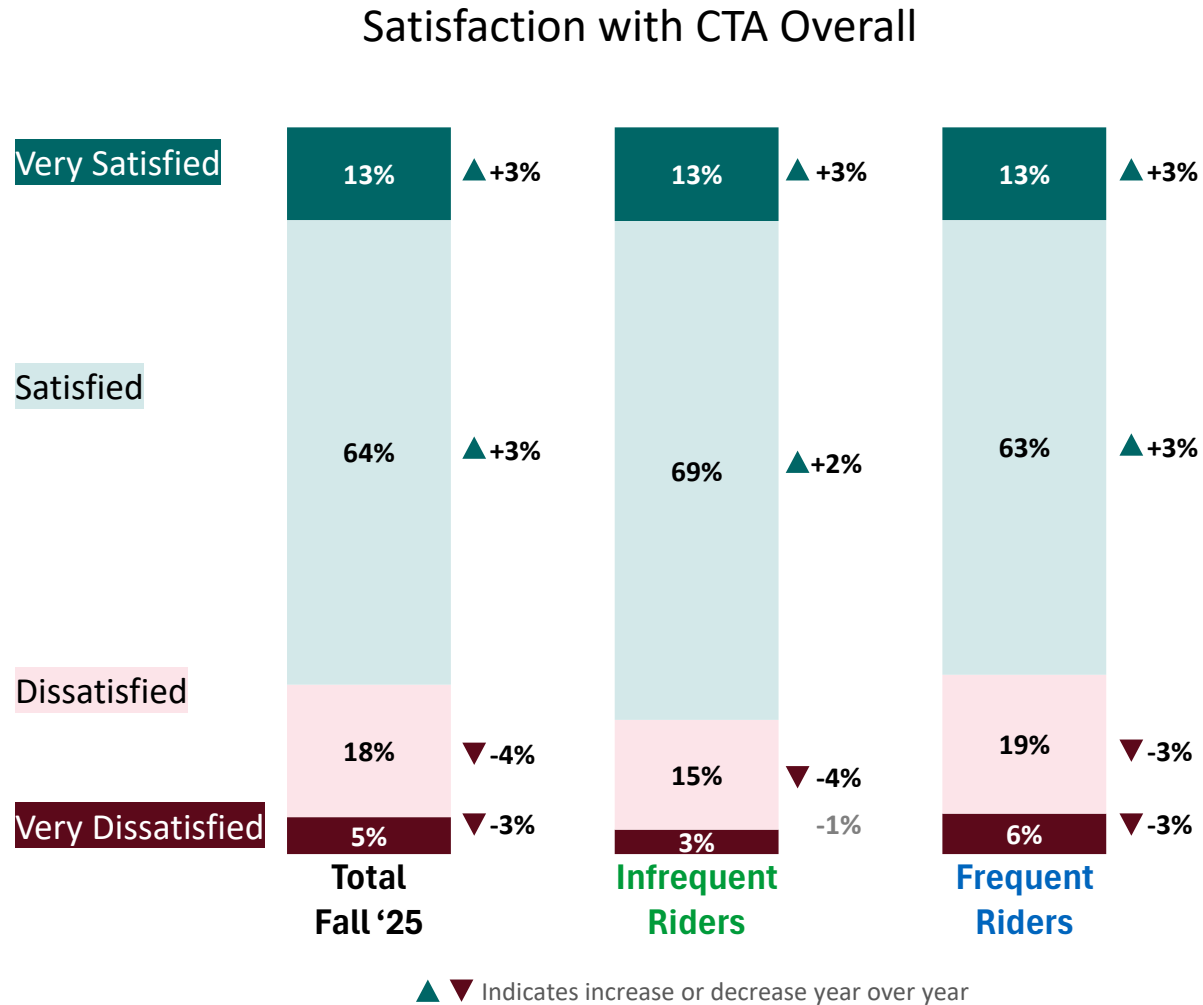


*2022 and 2025 Customer Satisfaction Surveys are conducted by RTA on behalf of CTA and asks overall satisfaction on a 10-pt scale, so may not be directly comparable to other survey results listed.



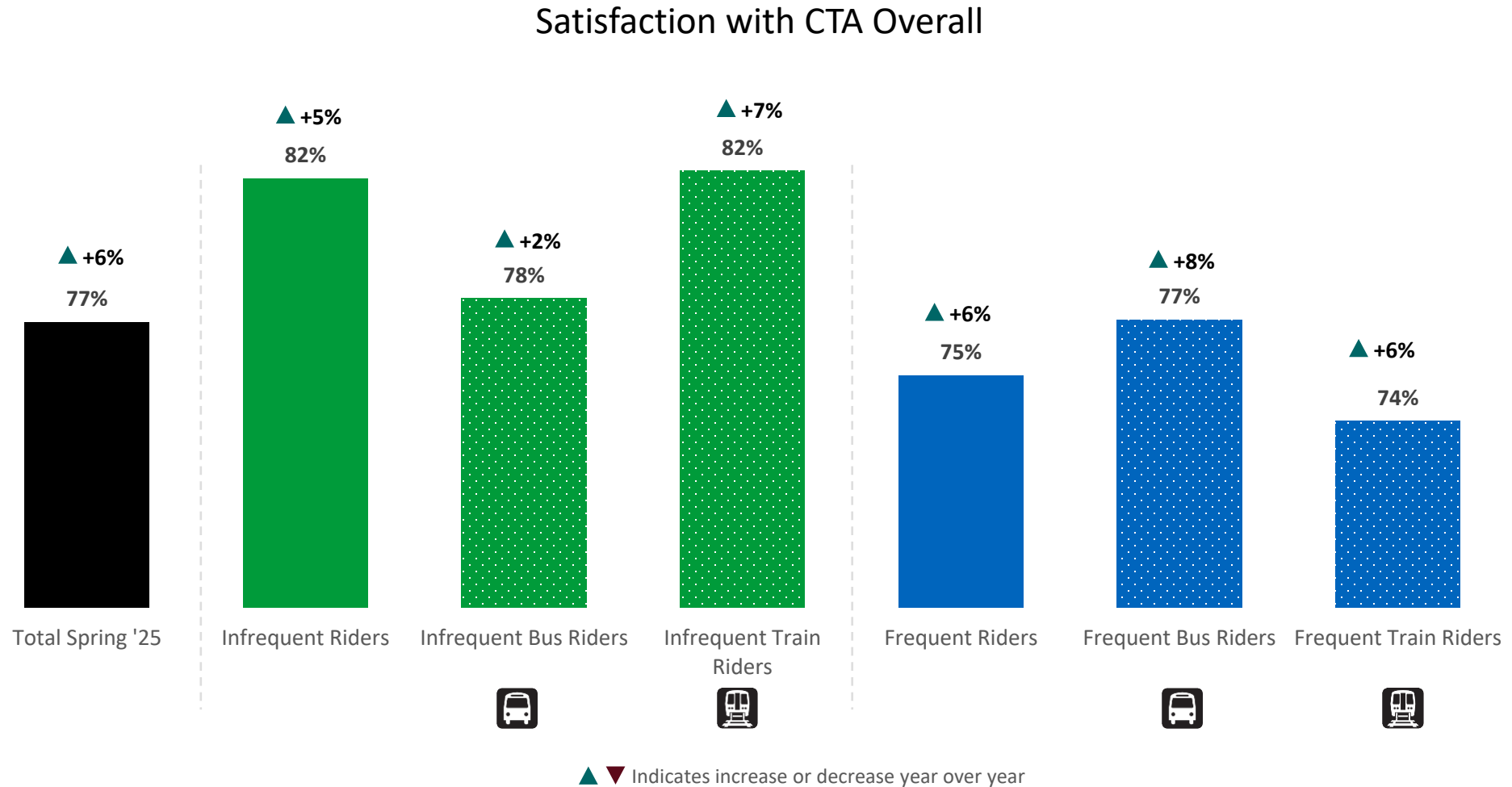
Satisfaction varies by ridership frequency

Frequent Riders are less satisfied than Infrequent Riders, though both groups show improvements from last Fall



Satisfaction varies by bus and train ridership

Frequent Bus Riders and Infrequent Train Riders saw the most growth in satisfaction compared to last year

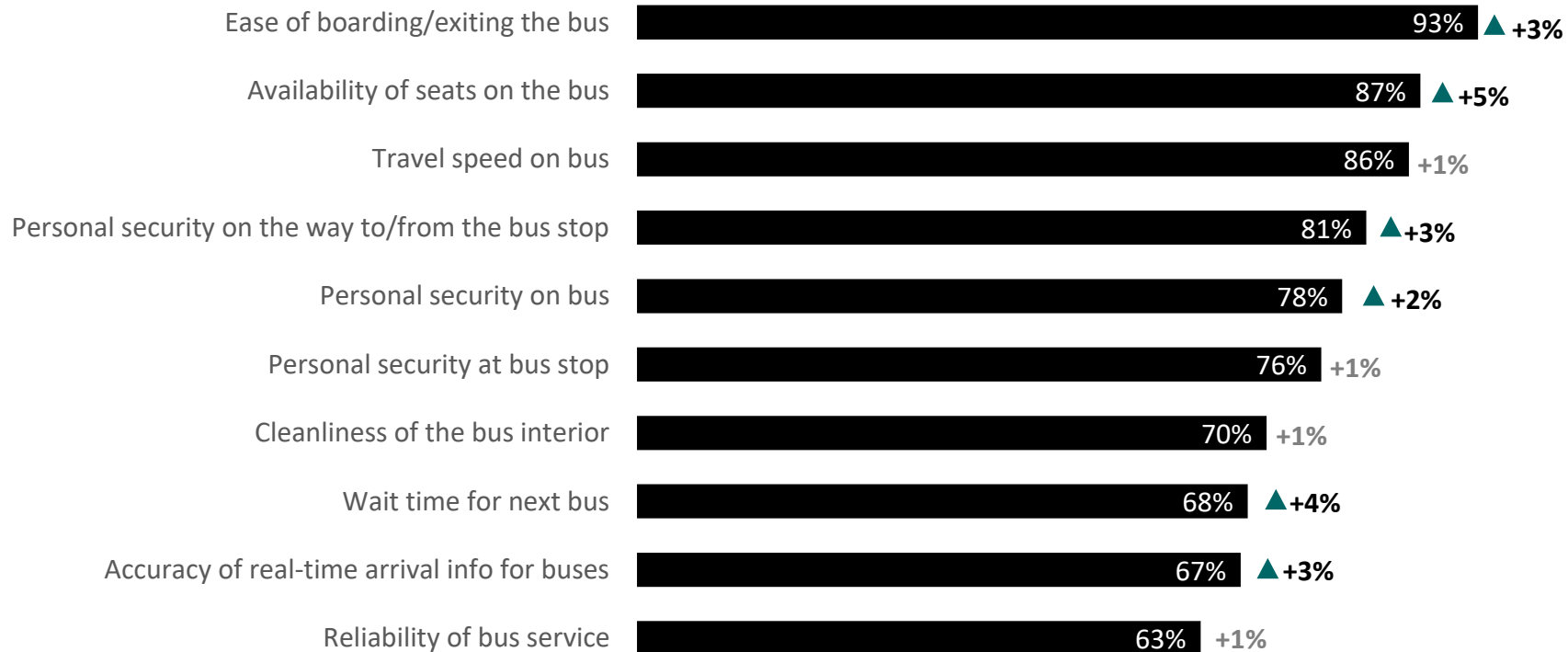


Bus and Train Satisfaction

Bus riders notice shorter wait times and less crowded seating on buses



Satisfaction with Bus Attributes



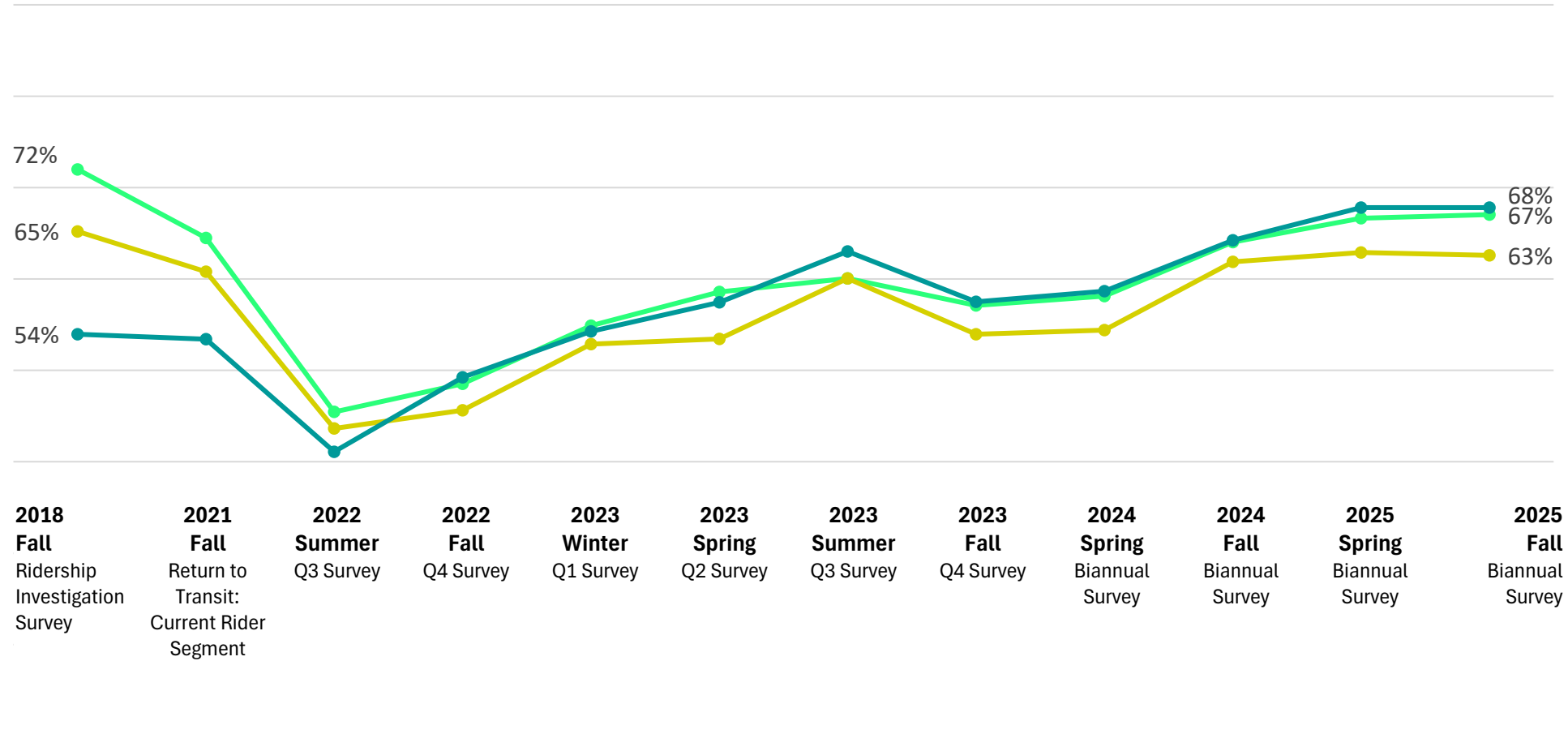
▲ ▼ Indicates increase or decrease year over year

The bus has recovered on wait time, while improvements in reliability have softened



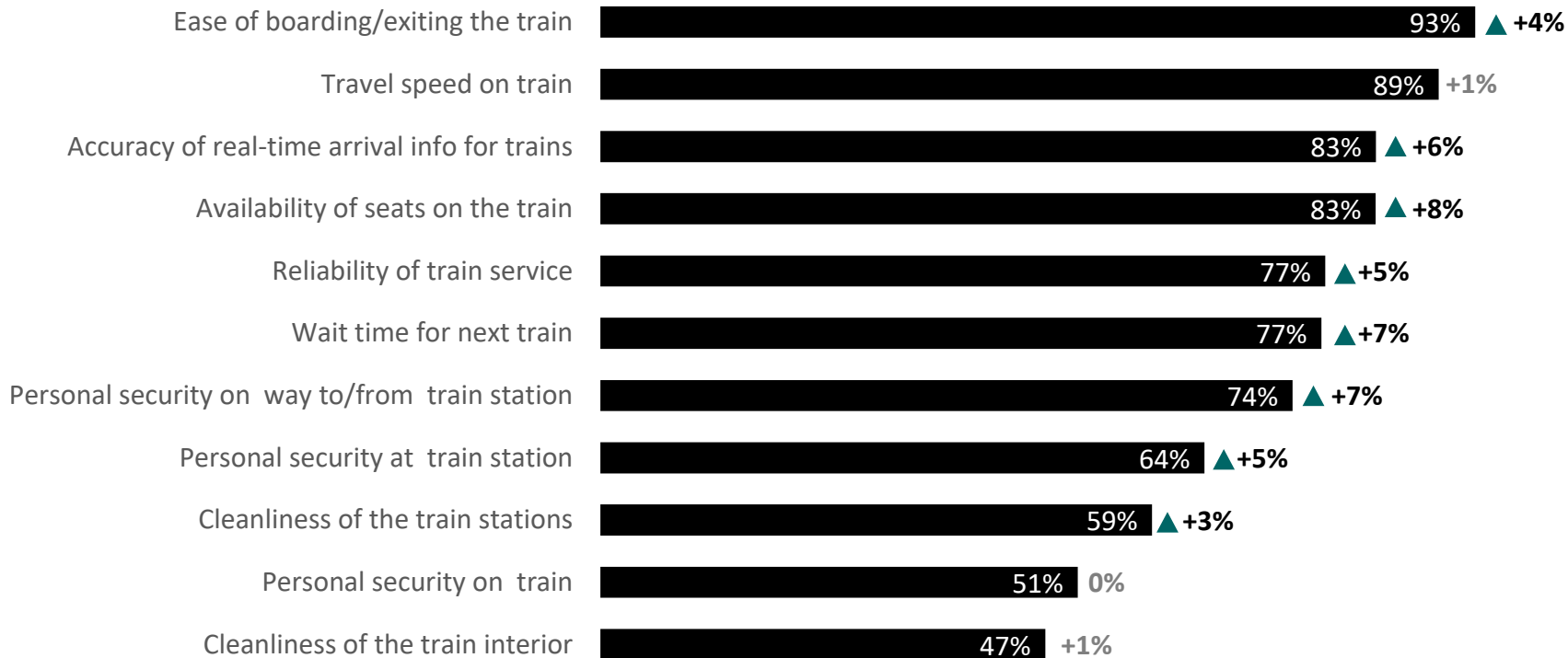
Satisfaction with Key Bus Attributes – Accuracy, Reliability, and Wait Time

- Accuracy of real-time arrival info
- Reliability of bus service
- Wait time for next bus



The experience accessing the train has gotten better this year, with improved safety on the way to the station, shorter wait times, and more seating

Satisfaction with Train Attributes

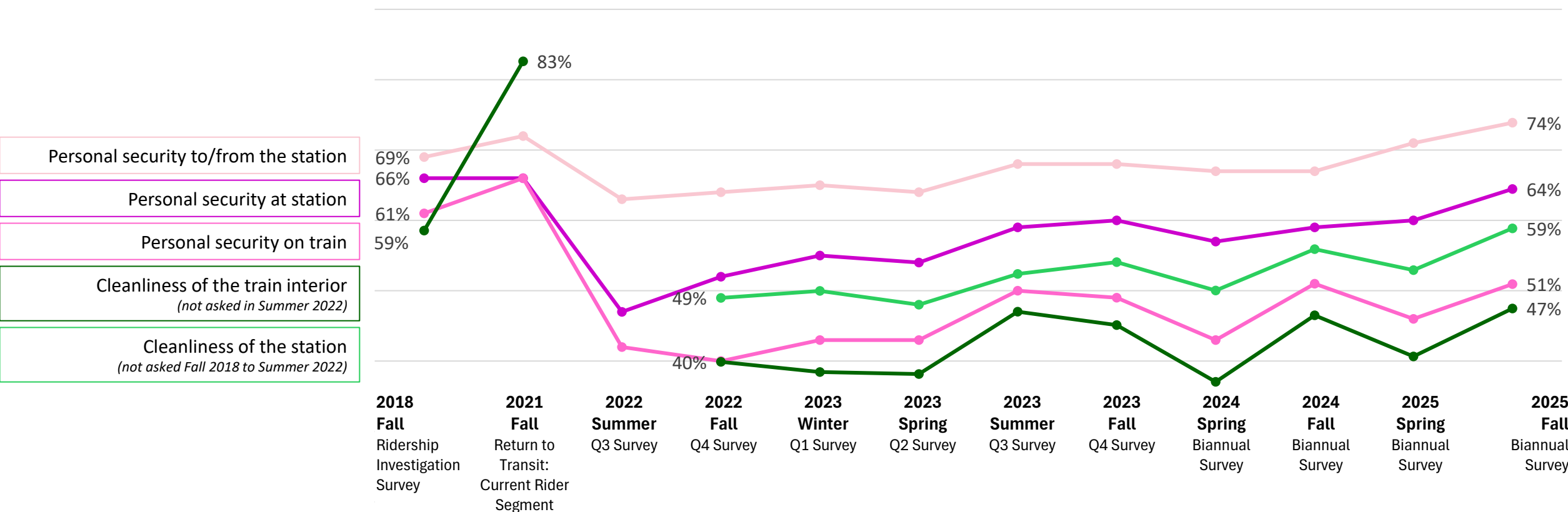


▲ ▼ Indicates increase or decrease year over year

Personal security and cleanliness remain ongoing opportunity areas for the train, though there has been some improvement over the years since the Pandemic



Satisfaction with Key Train Attributes – Security and Cleanliness



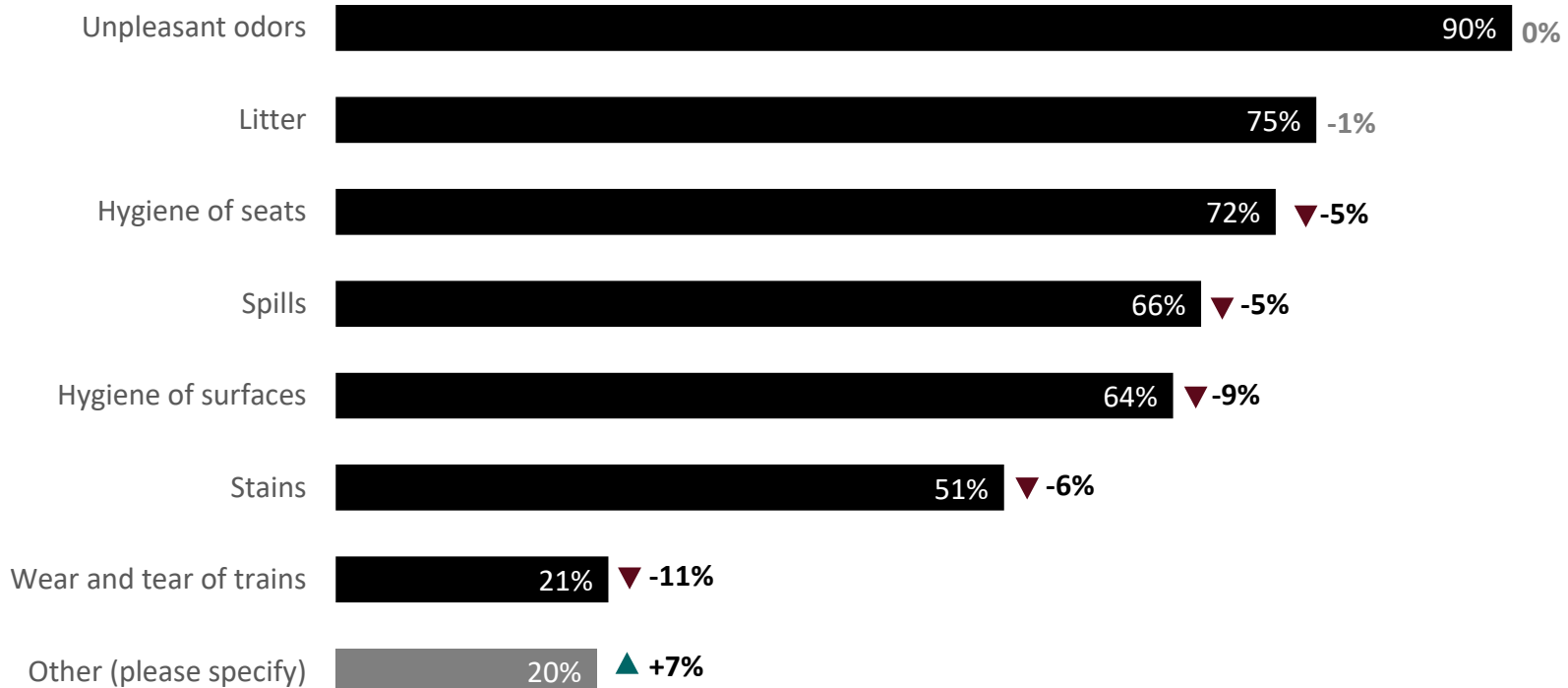
Unpleasant odors are the top cleanliness complaint

Some improvements appear in other areas of cleanliness, but majority of riders still report a variety of issues.



Train Cleanliness Attributes

(Select all. Among those dissatisfied with train interior cleanliness, n=1,200)

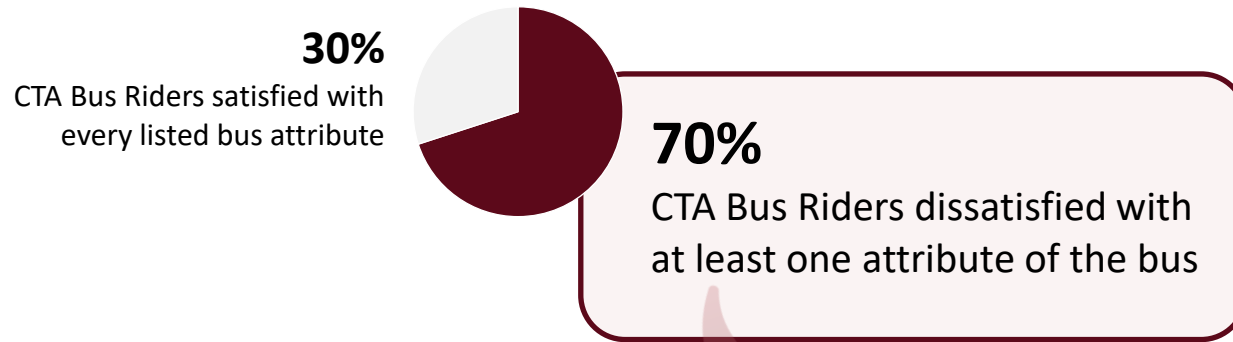


Influence on Bus and Train Ridership

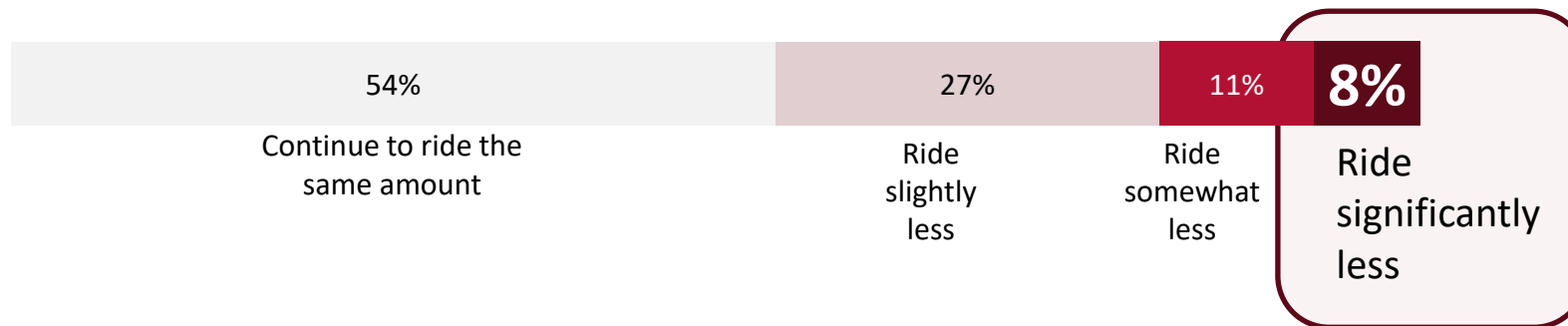
8% of bus Riders are taking the bus significantly less due to dissatisfaction



Impact of Bus Dissatisfaction on Ridership



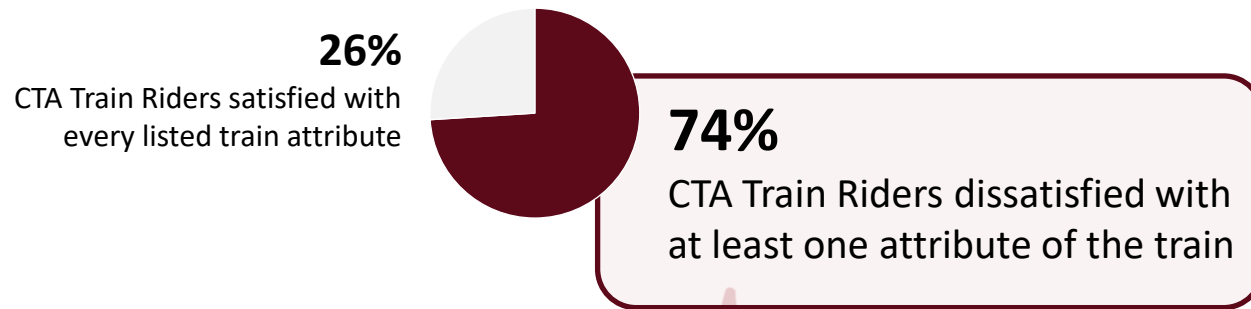
How has this impacted how much you ride?



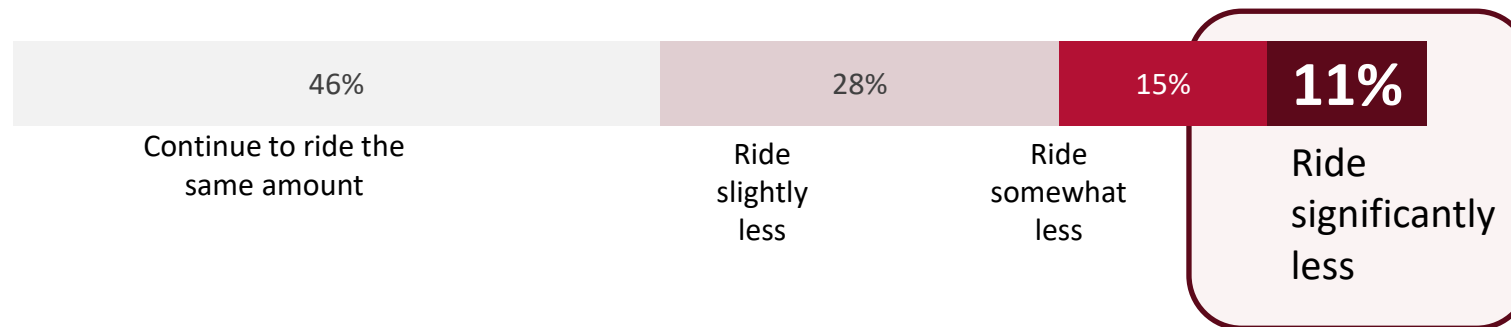
About 1/10 train Riders are dissatisfied enough to significantly decrease ridership



Impact of Train Dissatisfaction on Ridership



How has this impacted how much you ride?



Riders consistently desire better security on board and at stations, as well as faster and more reliable bus service

Importance of security at stations/stops appears to be higher in the Fall than Spring

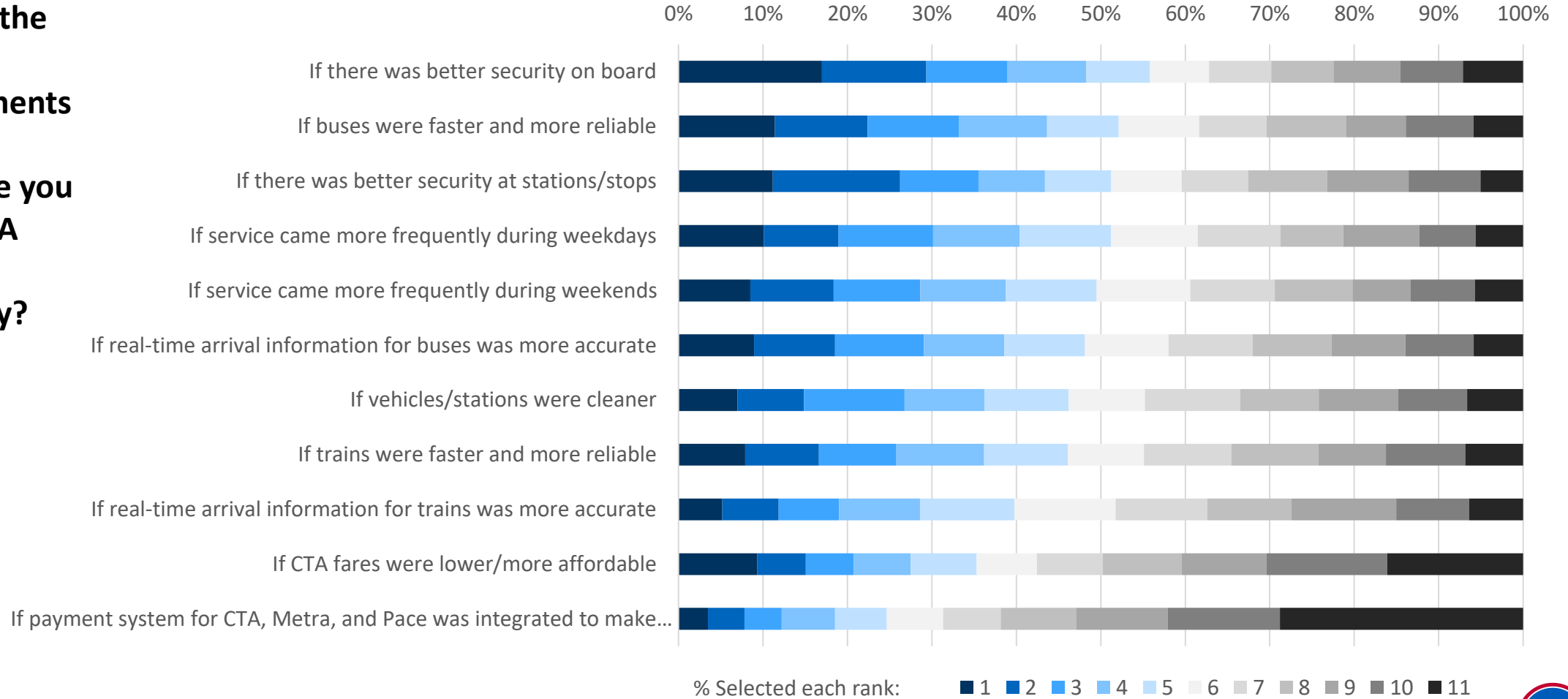
Which of the following improvements would encourage you to ride CTA more frequently?	2025 Fall	2025 Spring	2024 Fall	Spring 2024
If there was better security on board	1	1	1	3
If buses were faster and more reliable	2	2	3	1
If there was better security at stations/stops	3	5	2	5
If service came more frequently during weekdays	4	3	5	2
If service came more frequently during weekends	5	4	4	7
If real-time arrival information for buses was more accurate	6	7	6	4
If vehicles/stations were cleaner	7	8	8	8
If trains were faster and more reliable	8	6	7	6
If real-time arrival information for trains was more accurate	9	9	9	9
If CTA fares were lower/more affordable	10	10	10	10
If payment system for CTA, Metra, and Pace was integrated to make transfers between services more seamless	11	11	11	11



Though security, speed, and reliability are priorities to riders, most attributes are important to some degree

Detailed View of Top 11 Attributes to Ride More

Which of the following improvements would encourage you to ride CTA more frequently?



Farebox Satisfaction

Almost all current Riders are satisfied with CTA value and ease of fare payment

Satisfaction with CTA Fare



▲ ▼ Indicates increase or decrease year over year

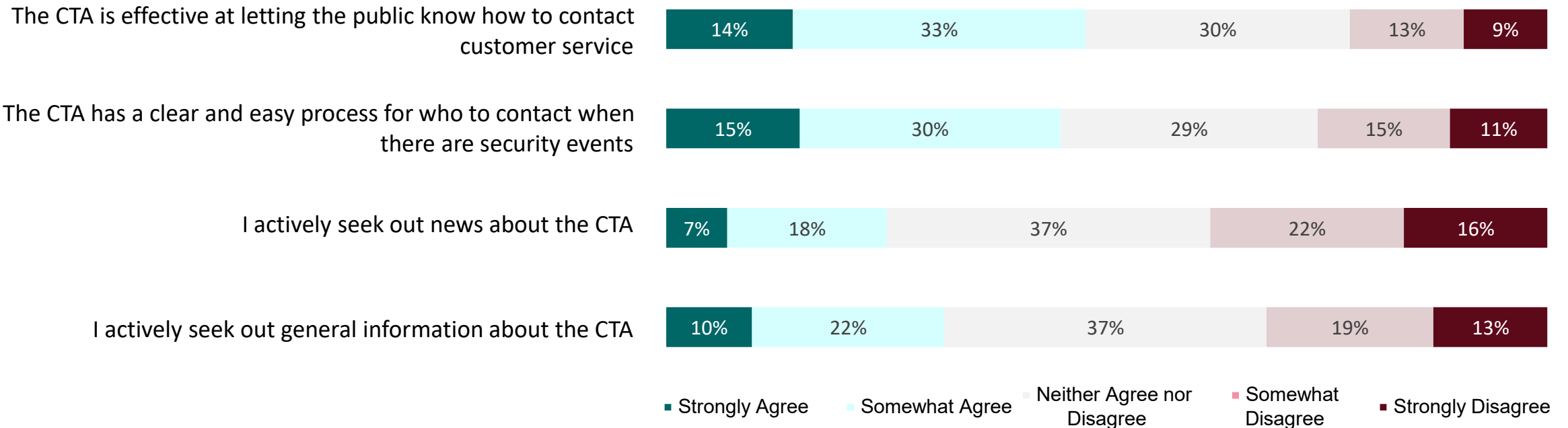


Communicating with Our Riders

Most Riders do not actively seek information or news about CTA, so it is up to CTA to take initiative when communicating updates about the system

There is opportunity to improve the communication loop between CTA and our Riders

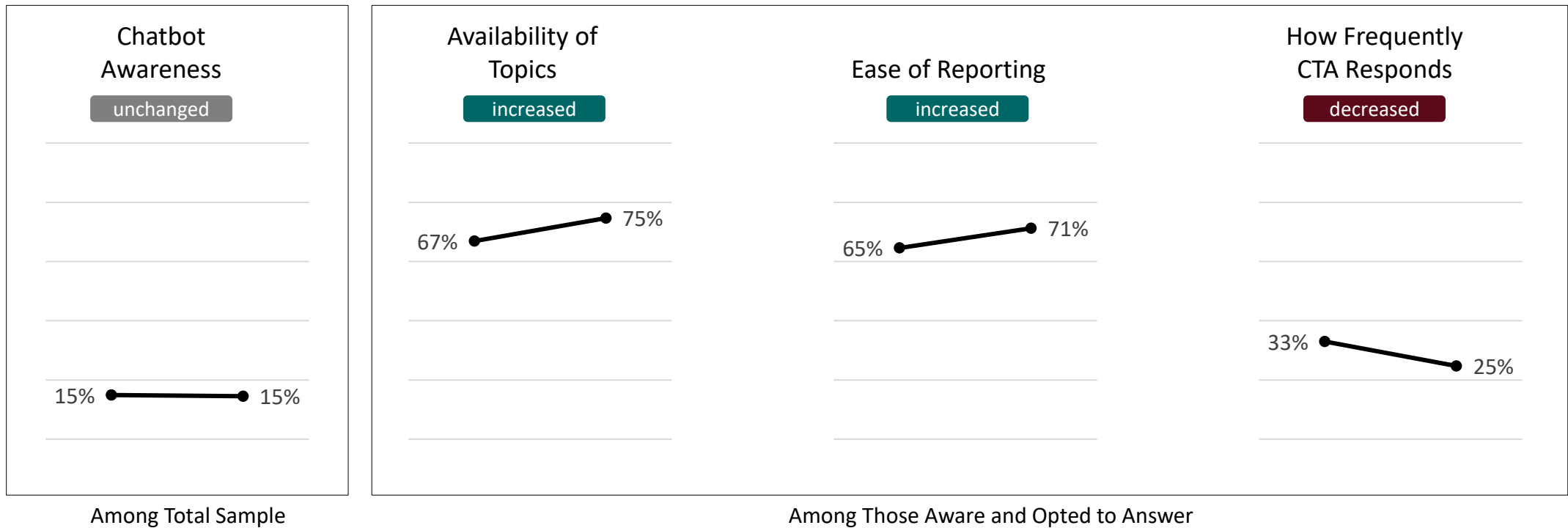
Statement Agreement



The needle has not yet moved for Chatbot awareness

Chatbot users are increasingly satisfied with the availability of topics and ease of reporting, but they are less likely to expect a response from CTA than last year

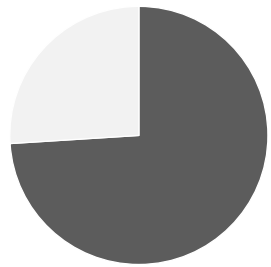
Chatbot Awareness and Perceptions Year Over Year



Most Riders learned about the potential budget shortfall through non-CTA sources

Information about the CTA is most likely to reach Riders through online or TV news

Budget Shortfall Awareness

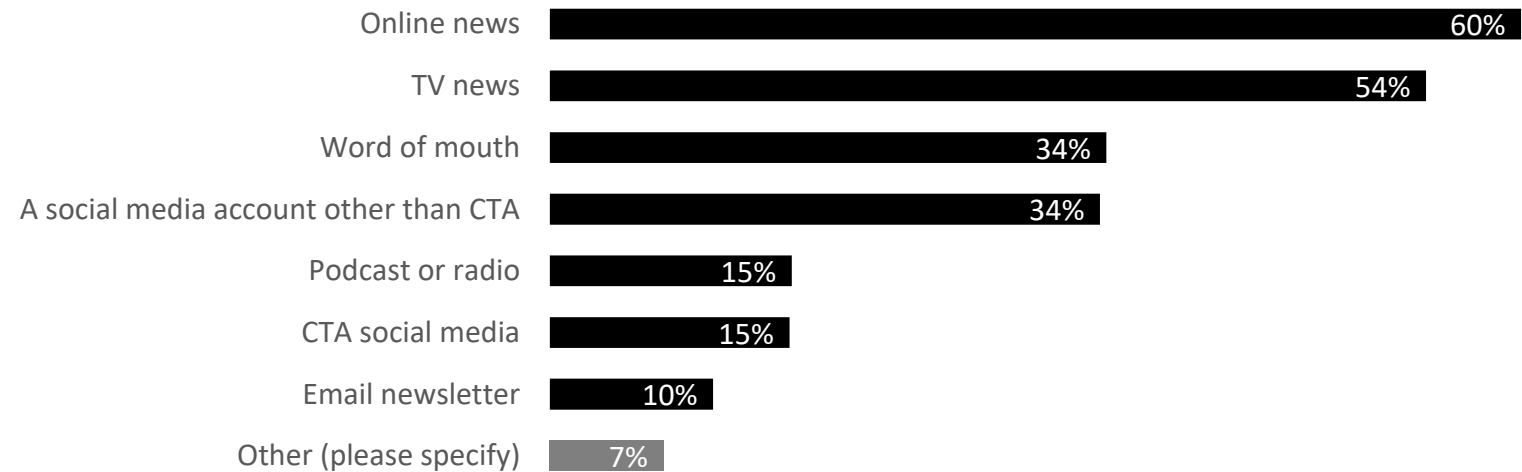


74%

Aware of Budget Shortfall

Source of Awareness

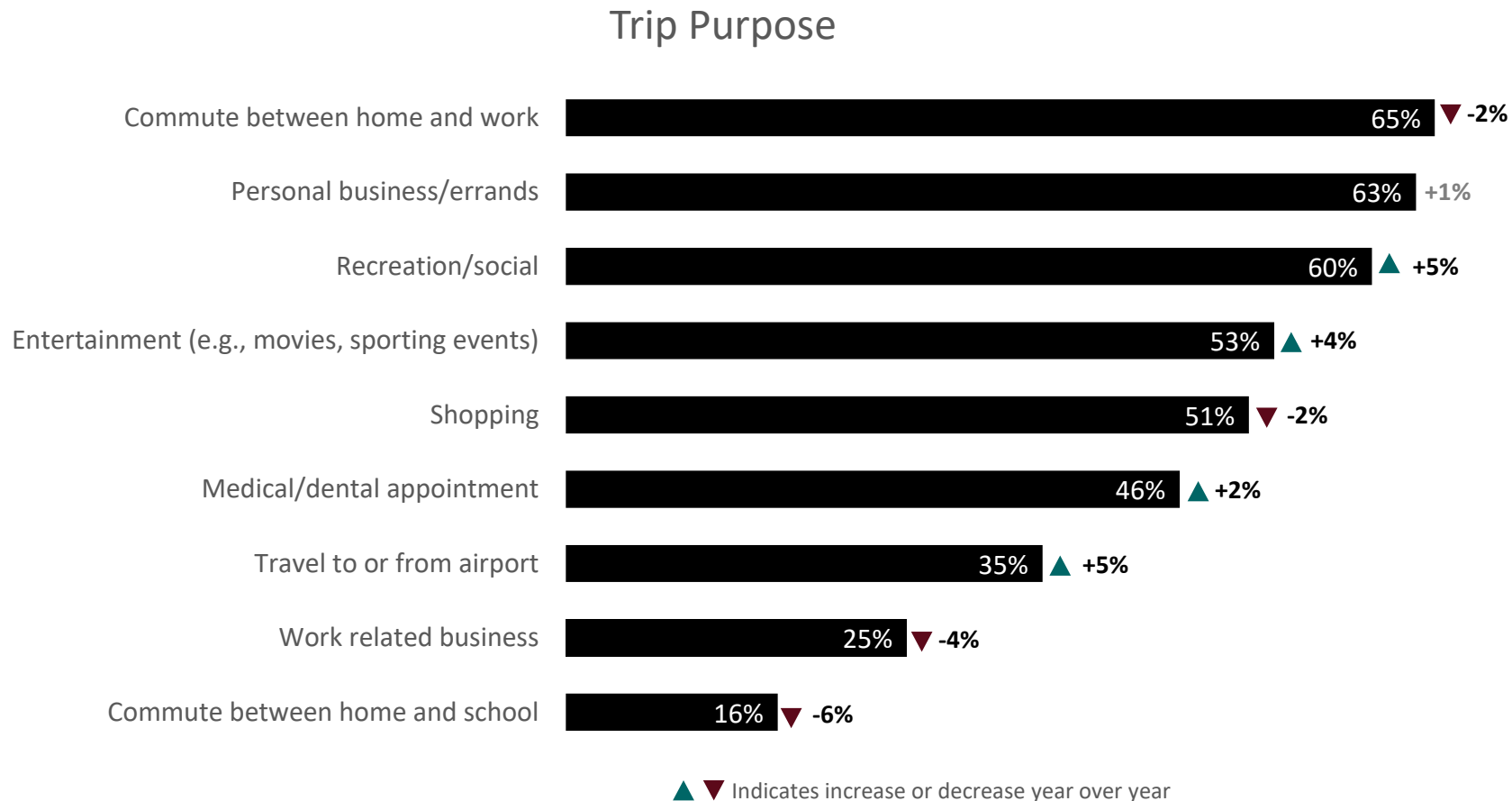
(Select all. Among those aware of the potential budget shortfall, n=1,815)



Trip Purpose and Mode Share

Recreation, travel to the airport, and entertainment are up the most compared to last summer as CTA trip purposes

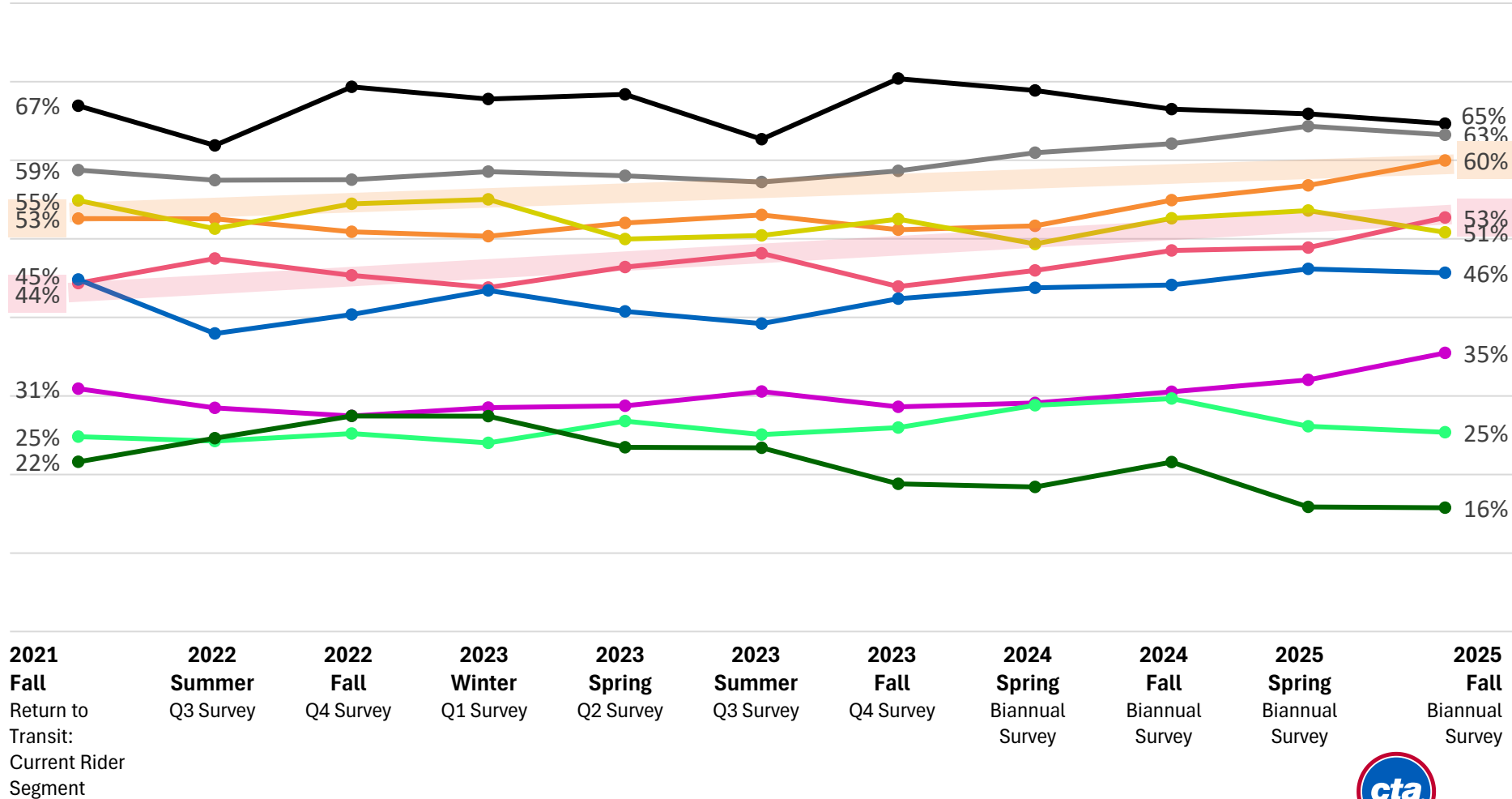
Work commutes holds as the top purpose but has declined slightly



Use of CTA for entertainment and recreation is growing at a consistent rate

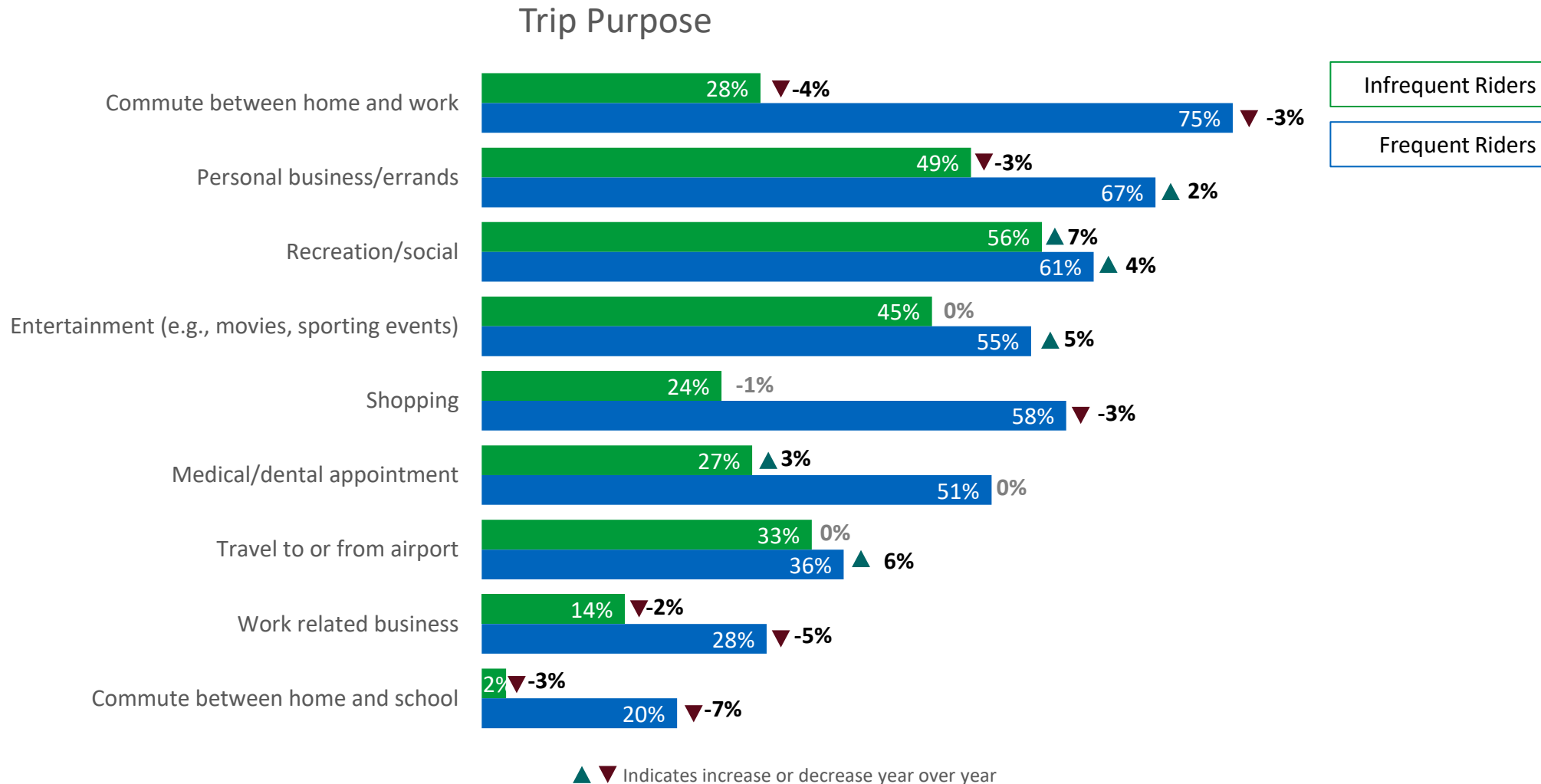
Trip Purpose Over Time

- Commuter between home and work
- Personal business/errands
- Entertainment (e.g., movies, sporting events)
- Recreation/social
- Shopping
- Medical/dental appointment
- Travel to or from airport
- Work related business
- Commuter between home and school



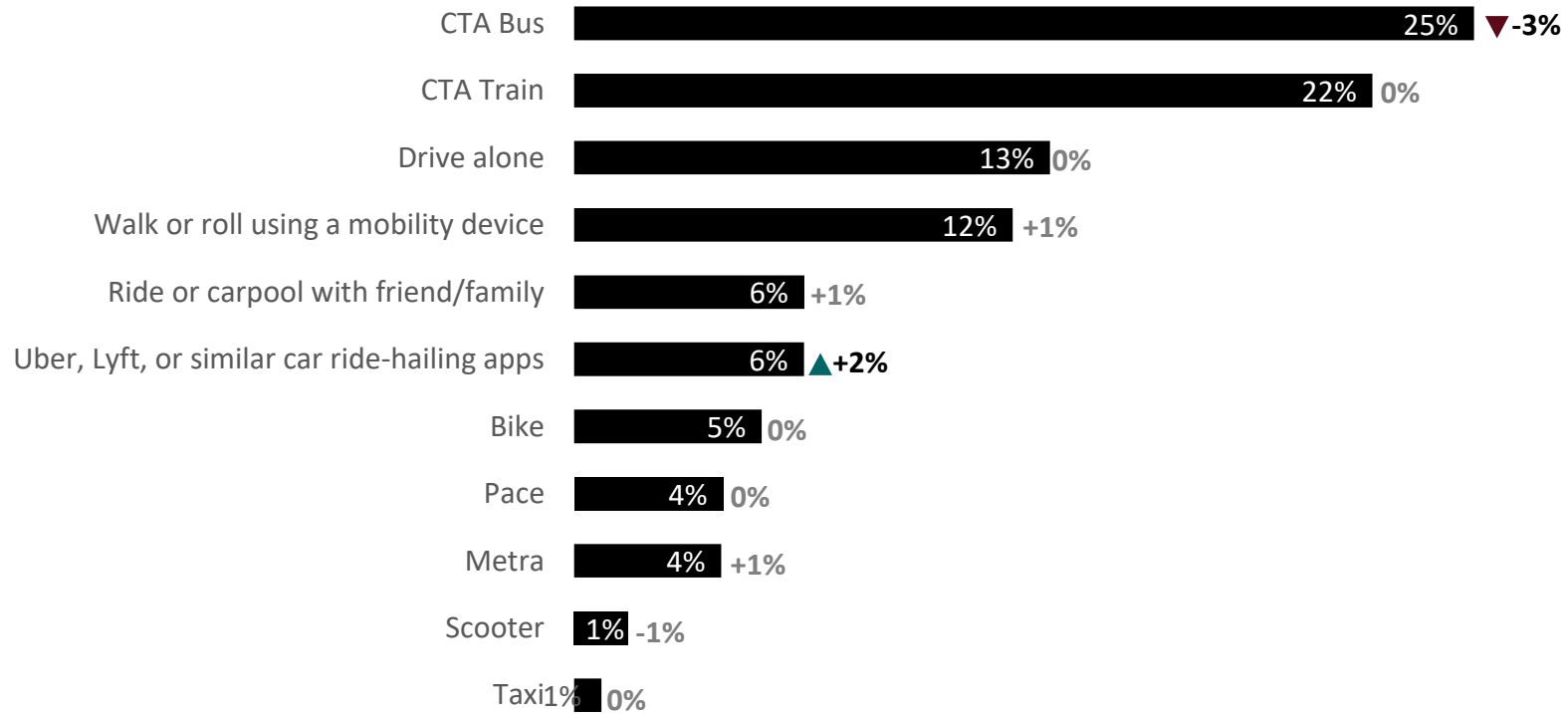
Rider frequency has influence on reasons for using CTA

Recreation/social are top trip purposes for **Infrequent Riders**, while **Frequent Riders** top purpose is commuting to work



Though CTA Bus holds the largest mode share, CTA Train is not far behind

Mode Share



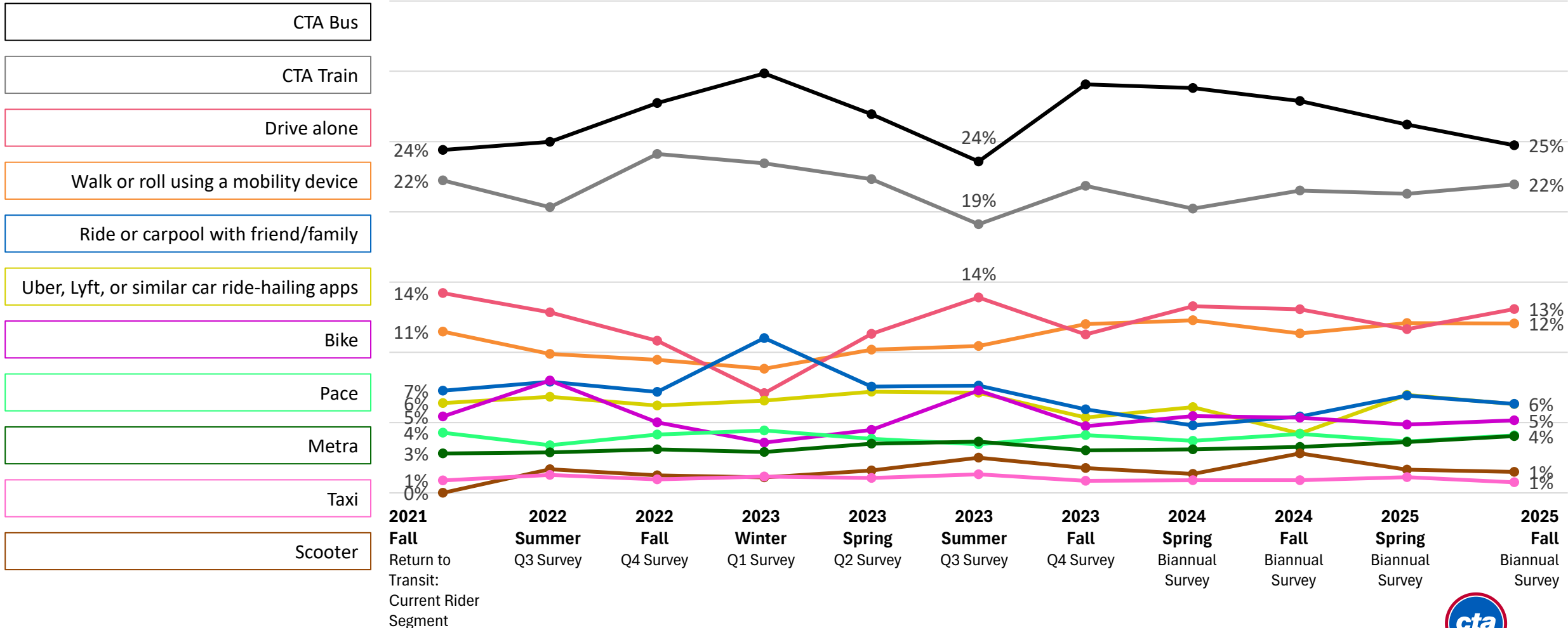
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Mode share is generally slow to change

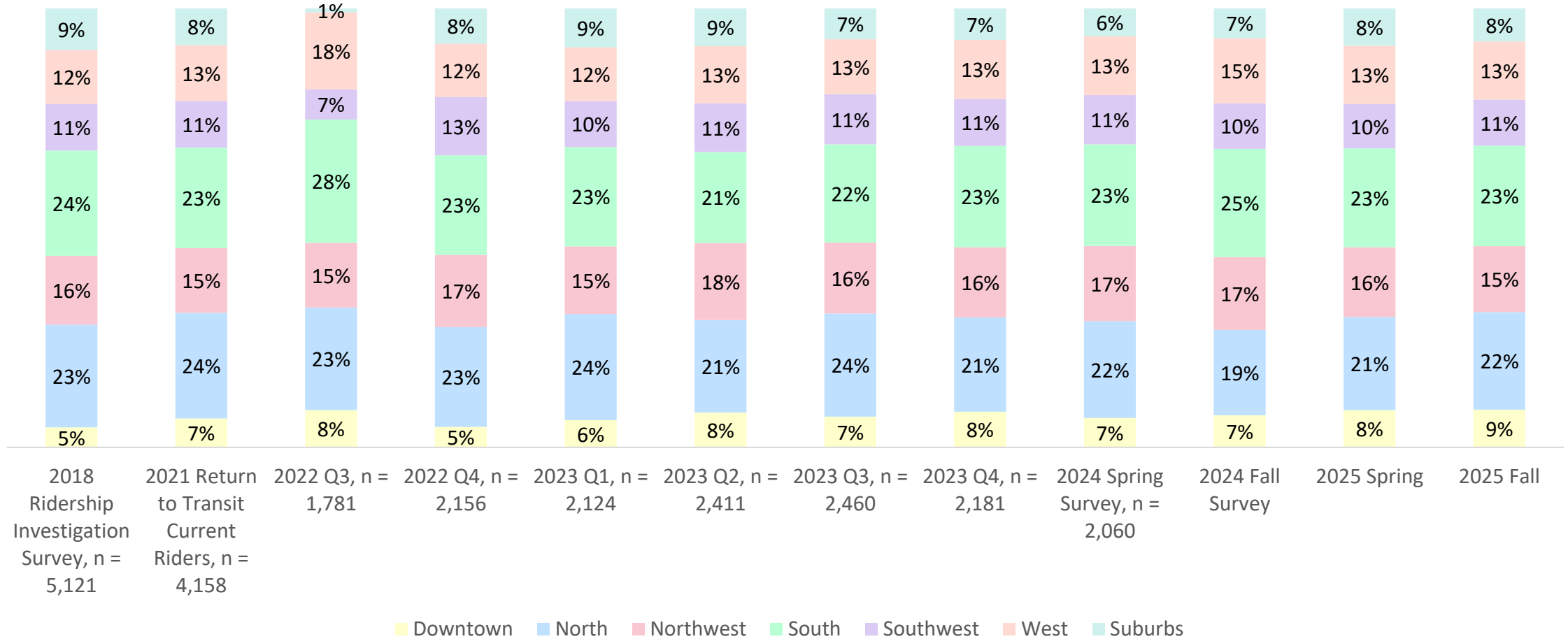
Year over year shifts of more than 3 points are uncommon

Mode Share Over Time

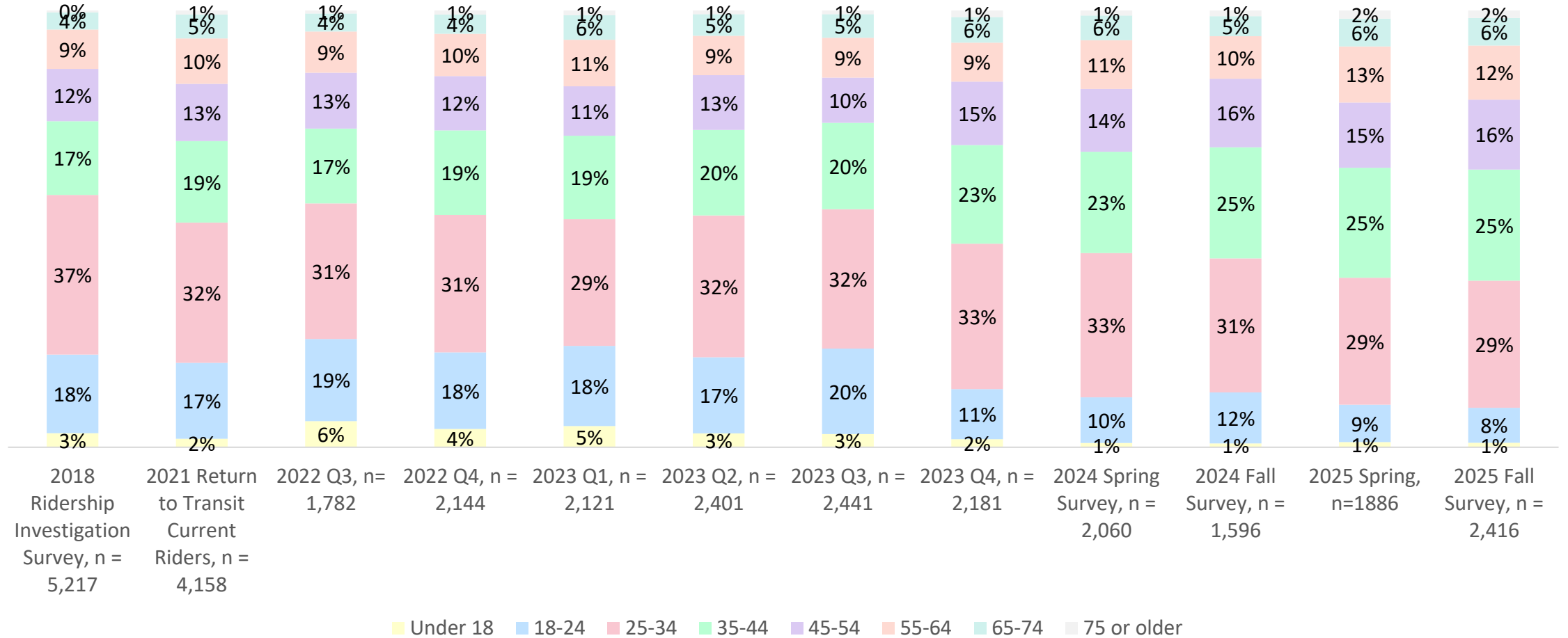


Ridership and Sample Demographics

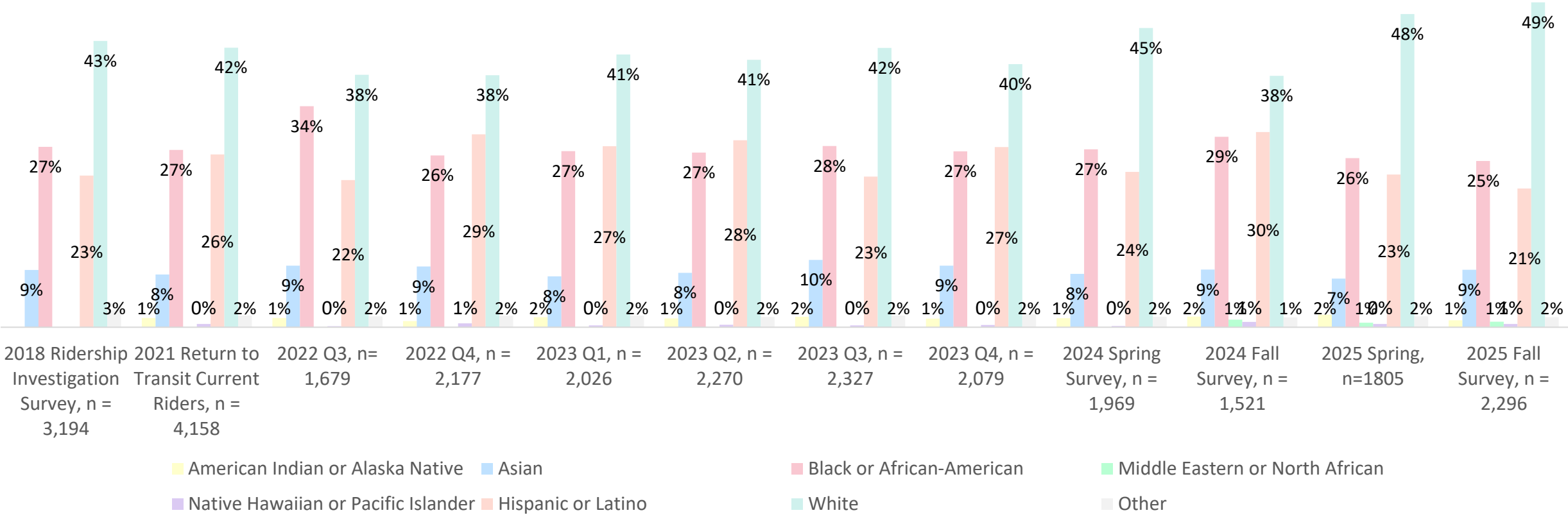
Region



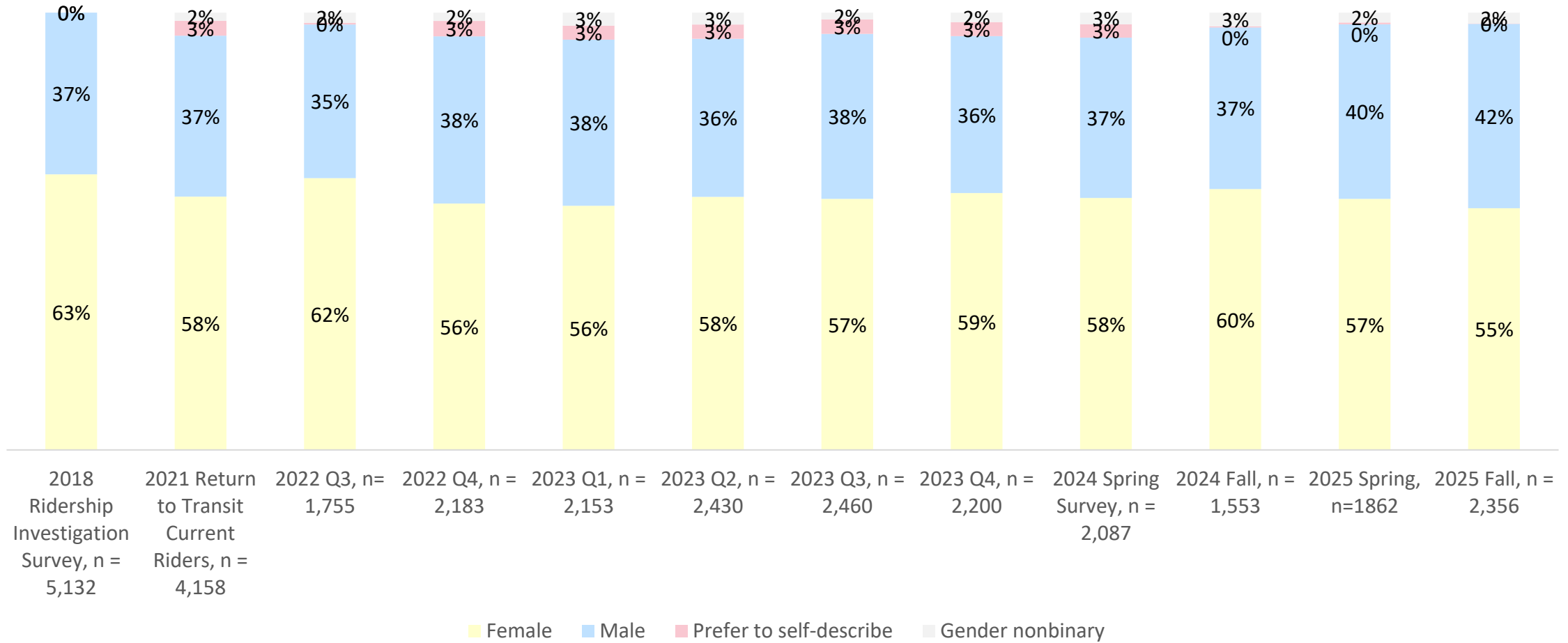
Age



Ethnicity (Select all that apply)



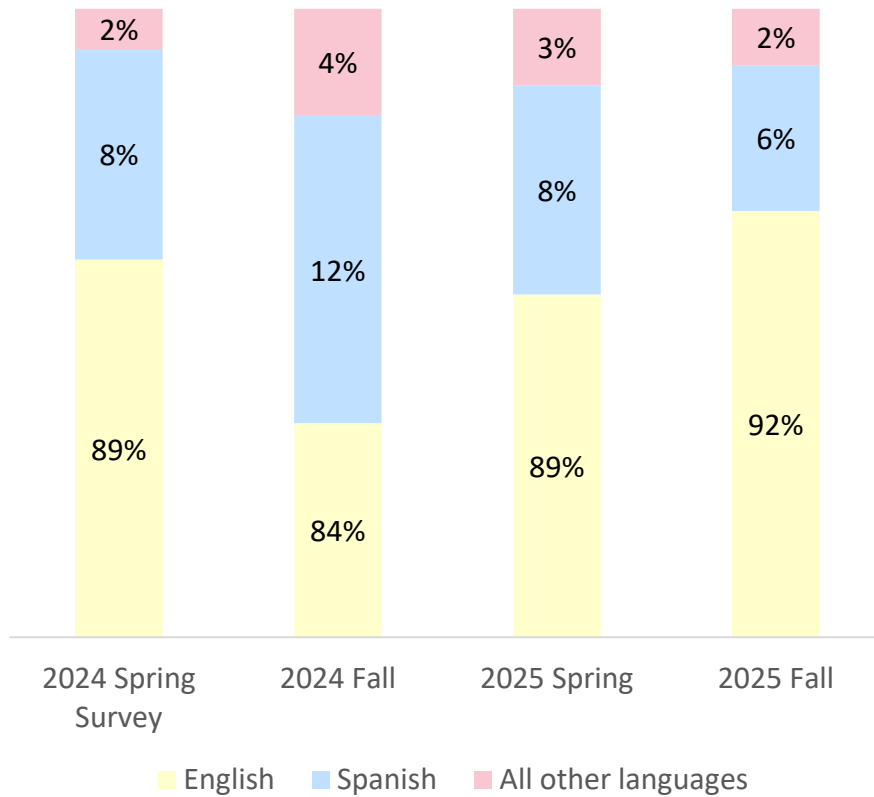
Gender



Language and English Proficiency

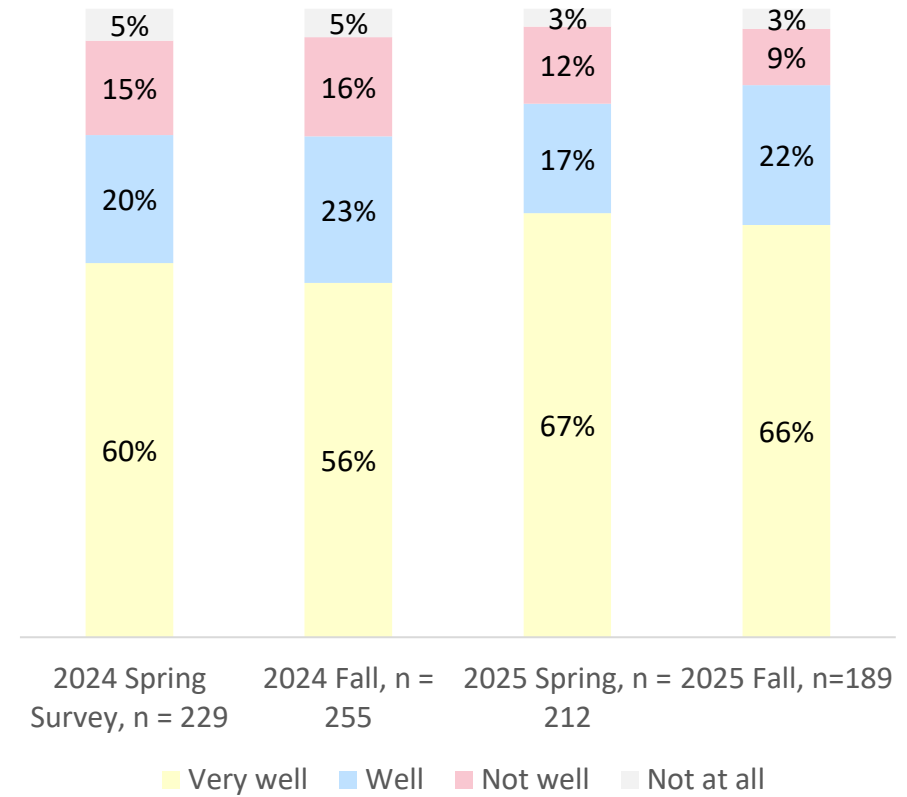
Primary Language Spoken at Home

(Among all respondents)

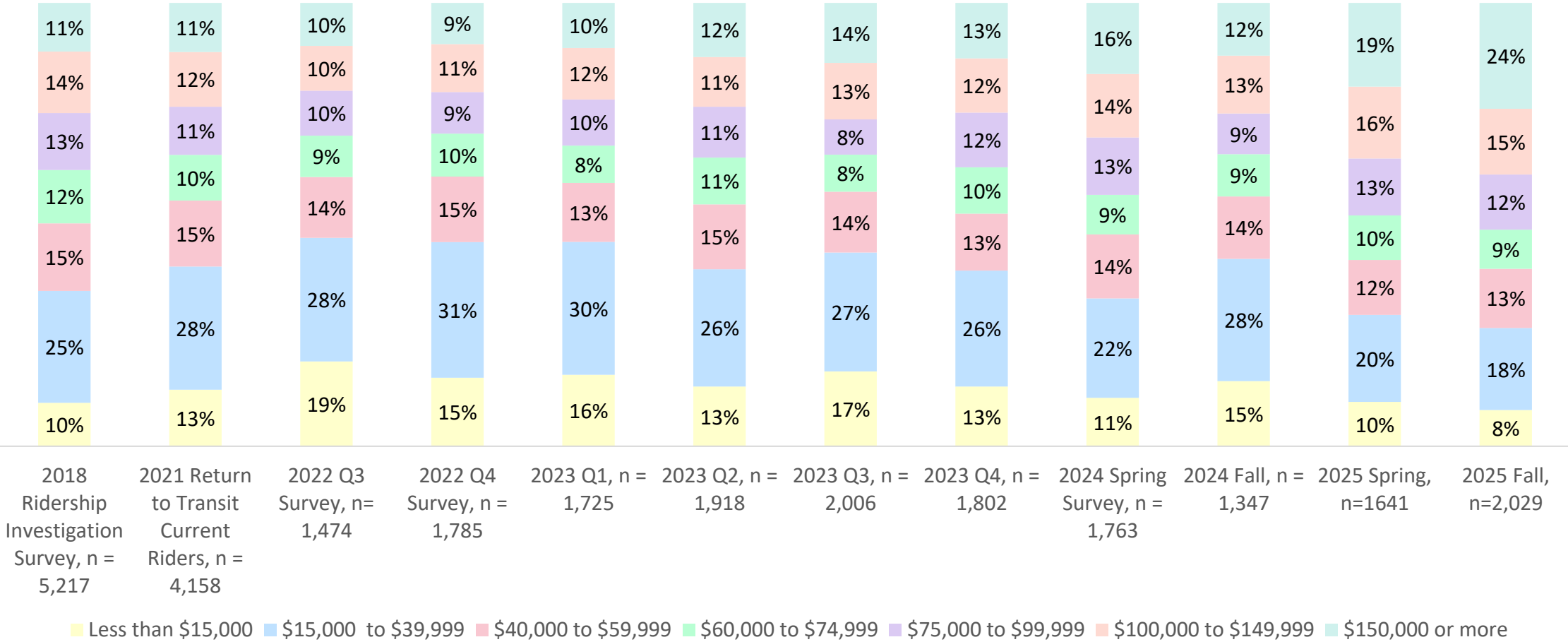


English Proficiency

(Among respondents whose primary language spoken at home is not English)

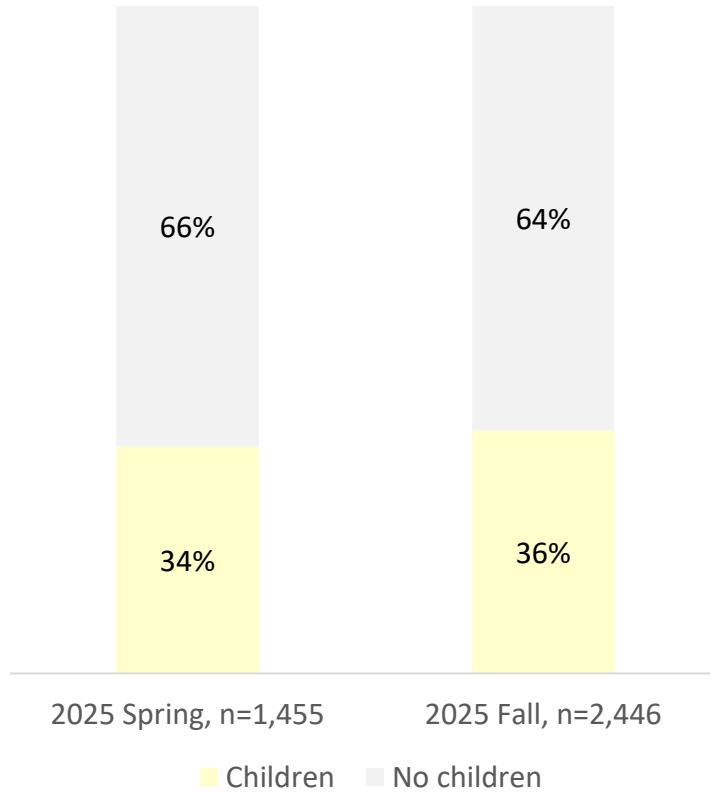


Household Income

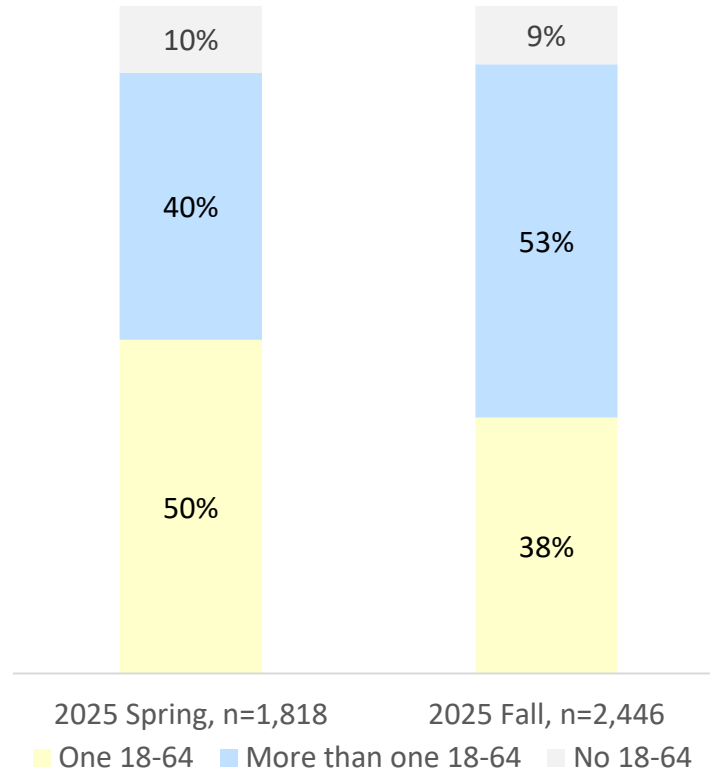


Household Composition

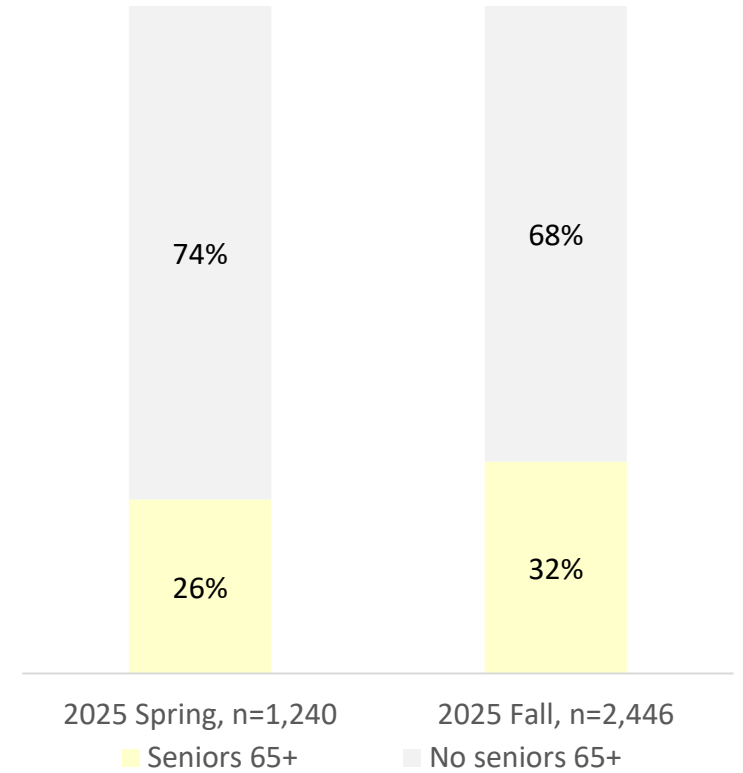
Households with Children



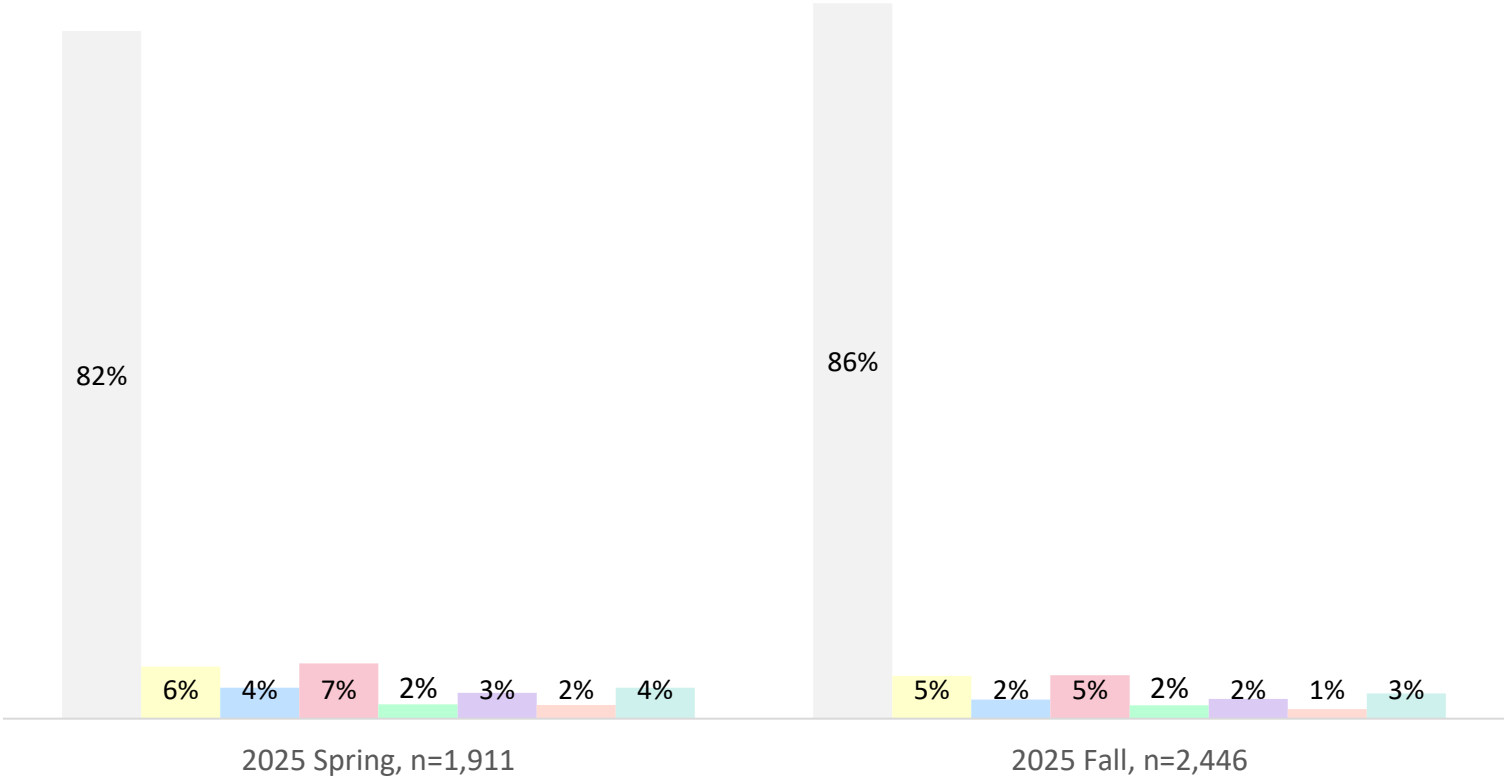
Households with adults aged 18-64



Households with seniors aged 65+



Disability Status



- No stated disability
- Difficulty seeing
- Difficulty hearing
- Mobility issues
- Use a wheelchair, walker, or cane
- Trouble understanding information
- Trouble regulating emotions
- Trouble remembering

