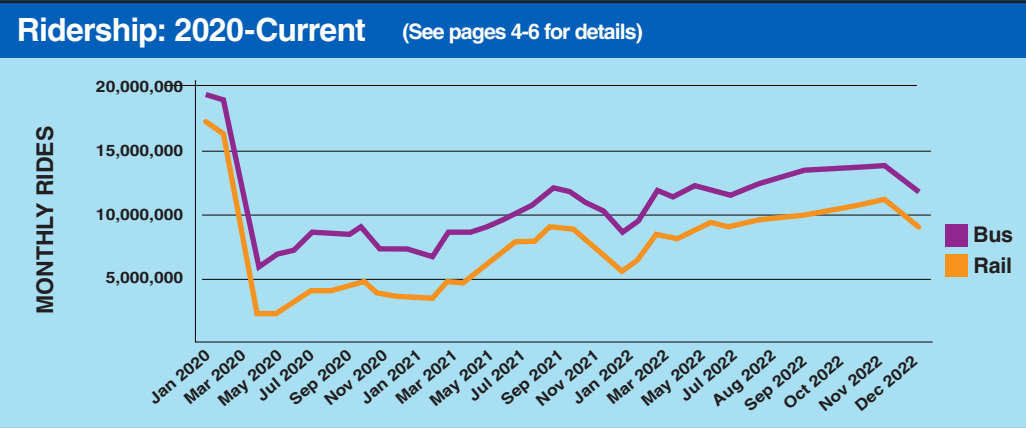


# Meeting the Moment scorecard

Information presented at CTA Board, January 2023



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

Metric	Day	Before <small>Apr 24 - Oct 22, 2022</small>	After <small>Oct 23-Jan 8</small>
3X headways <small>(Detail: Pg 3)</small>	Weekday	29	15
	Saturday	57	32
	Sunday	34	23
2X headways	Weekday	158	101
	Saturday	148	115
	Sunday	123	96

**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

	Oct	Nov	Dec
Service delivered: Rail <small>(Detail: Pg 2)</small>	77.2%	79.5%	75.4%
Service delivered: Bus	84.2%	85.0%	83.4%
Big gaps: Bus	11.7%	11.3%	12.9%

**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
- Dec 14:** CTA Approves Contract to Begin First Phase of Track Reconstruction Work of the Forest Park Branch of the Blue Line
  - Dec 14:** New Agreement Will Streamline and Enhance CTA and Pace Unlimited-Ride Passes in 2023
  - Dec 14:** Chicago Transit Board Approves New Hiring and Retention Incentives for CTA Bus and Rail Workers
  - Dec 20:** CTA Receives \$118.5 Million in Federal 'All Stations Accessibility Program' Grant Funds
  - Dec 20:** CTA Welcomes Newest Hires, Among Them: 130 Plus New Bus Operators
  - Dec 21:** Mayor Lightfoot, CTA and CPS Announce "CTA Elevating Futures Scholarship Fund" Is Now Seeking Applications from CPS High School Students
  - Jan 9:** Bus Schedule Optimization to Provide More Consistent, Reliable Service

### Security 2022 YTD

Citywide CTA (Bus, Rail, Station) Security Checks by CPD:	<b>121,798</b>
CTA Code of Conduct Violations Issued by CPD's Public Transportation Unit:	<b>3,990</b>
CTA Security Checks by Cook County Sheriff's Officers	<b>2,057</b>

**Bus Operator Hiring**  
452 Bus Operators hired this year  
2022 Goal: 450 new operators

**Tactile Bus Stop Sign Installs**  
1,337 signs installed  
2022 Goal: 1,340 signs

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

**K9 Deployment**  
50 crews on duty  
2022 Goal: 50 active crews

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



## 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
<b>Blue</b>	65.7%	66.9%	1.2%	53.8%	60.5%	6.7%	59.6%	56.8%	-2.8%
<b>Red</b>	68.6%	68.9%	0.3%	67.9%	69.1%	1.2%	70.0%	69.2%	-0.7%
<b>Brown</b>	71.4%	88.0%	16.6%	62.5%	78.3%	15.8%	60.6%	78.6%	18.0%
<b>Orange</b>	89.2%	94.0%	4.8%	80.2%	86.4%	6.2%	84.7%	88.2%	3.5%
<b>Green</b>	75.7%	90.5%	14.8%	70.6%	82.4%	11.8%	66.7%	85.1%	18.5%
<b>Pink</b>	80.1%	87.6%	7.5%	67.9%	81.2%	13.2%	65.2%	79.6%	14.4%
<b>Total</b>	<b>72.4%</b>	<b>78.0%</b>	<b>5.5%</b>	<b>65.5%</b>	<b>73.3%</b>	<b>7.7%</b>	<b>66.8%</b>	<b>72.7%</b>	<b>5.9%</b>

**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 01/08/2023

Data availability may be impacted by construction, service changes, or technology.

Pre-Pandemic Service Delivery		
10/27/2019 - 3/1/2020		
95.4%	83.9%	87.1%
Weekday	Saturday	Sunday

### 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



# 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	38	-6.7%
Red	39	38	-1.5%
Brown	37	8	-65.7%
Orange	9	3	-57.0%
Green	18	6	-59.5%
Pink	13	7	-39.2%
<b>Total</b>	<b>158</b>	<b>101</b>	<b>-30.4%</b>

## Daily Avg Triple Headways\*\*

Actual headway is triple scheduled headway

Prior Schedule	New Schedule	% Change
9	7	-20.3%
7	5	-35.3%
7	1	-86.3%
1	1	-49.2%
2	1	-73.3%
2	1	-51.3%
<b>29</b>	<b>15</b>	<b>-47.3%</b>

**\*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 01/08/2023

Sunday Line	Prior Schedule	New Schedule	% Change
Blue	34	42	14.8%
Red	26	22	-10.9%
Brown	23	11	-42.0%
Orange	7	6	-15.3%
Green	18	7	-46.8%
Pink	15	8	-36.2%
<b>Total</b>	<b>123</b>	<b>96</b>	<b>-17.1%</b>

Prior Schedule	New Schedule	% Change
14	14	2.7%
4	4	-5.8%
6	1	-77.0%
2	1	-33.6%
4	1	-71.0%
4	1	-72.2%
<b>34</b>	<b>23</b>	<b>-32.2%</b>

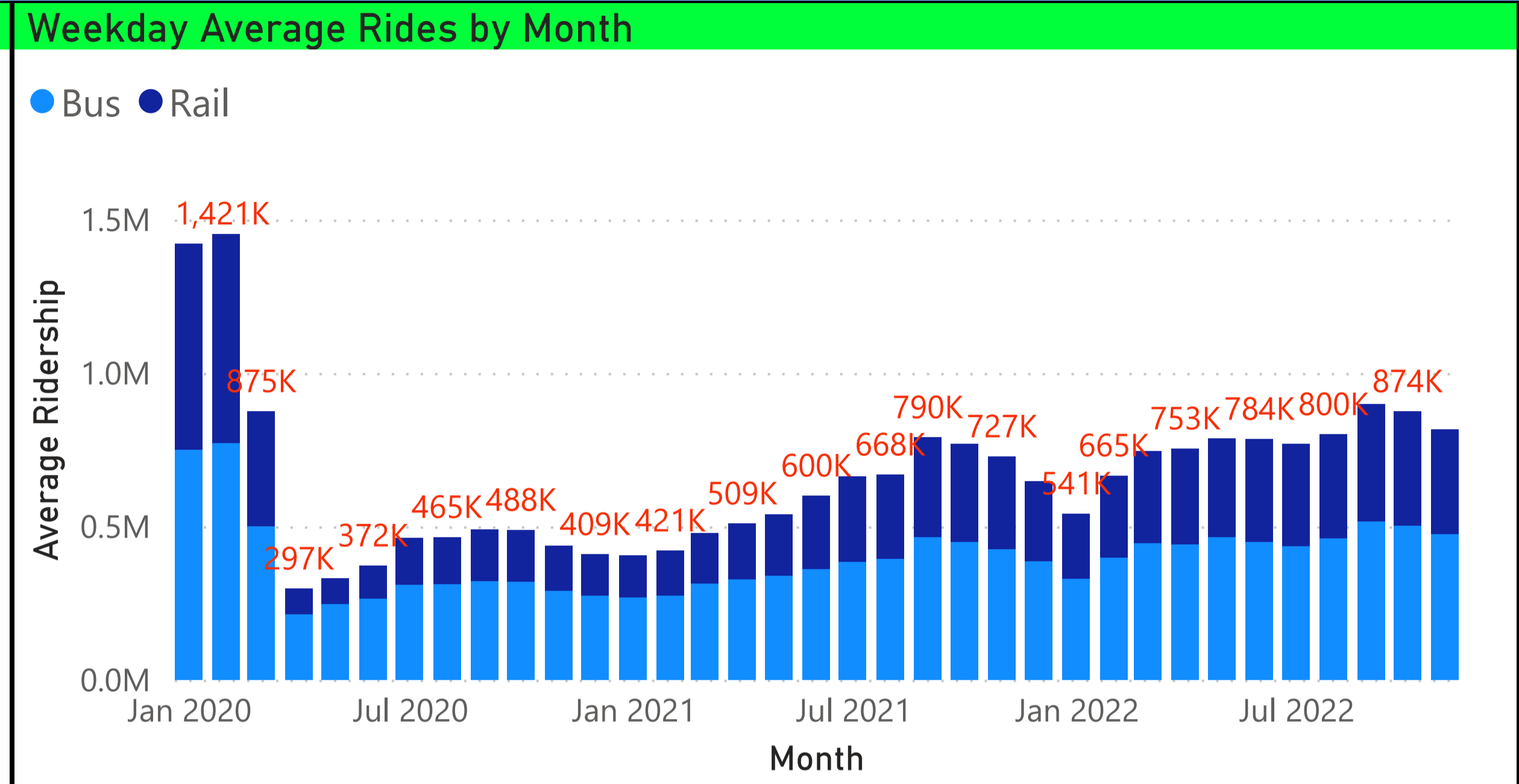
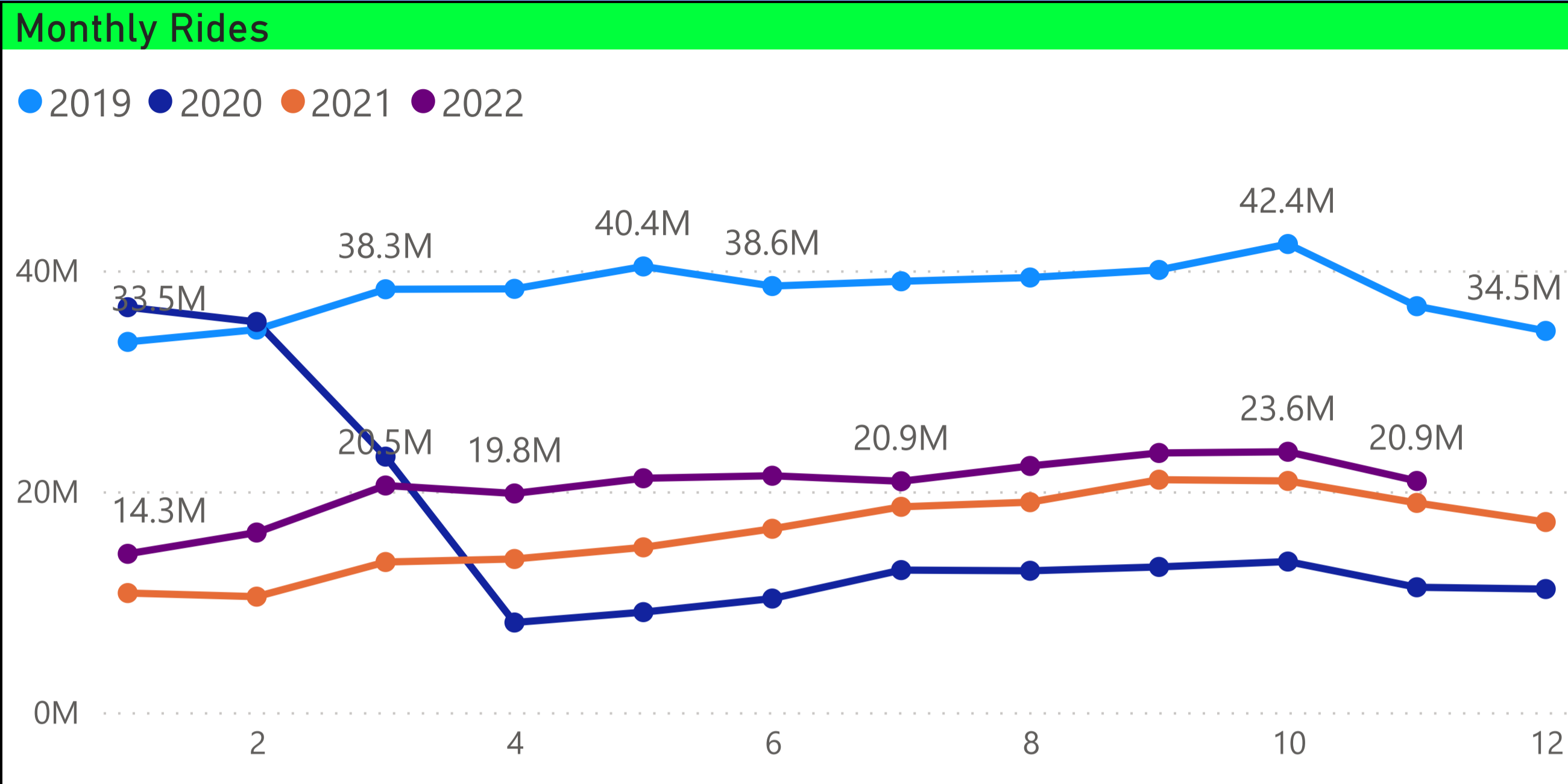
### Measured Locations

The locations are measured in both directions at:

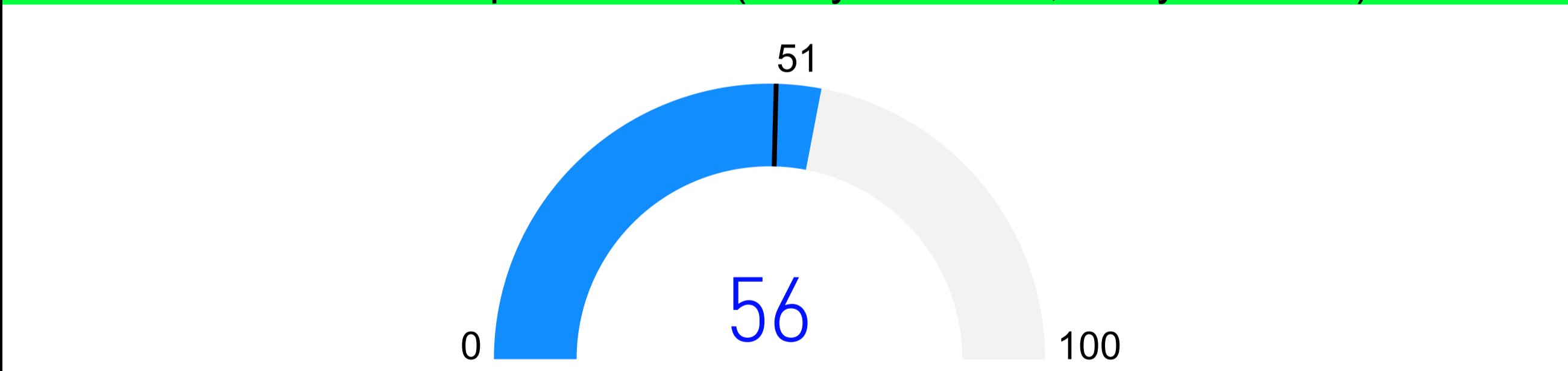
- Blue Clark/Lake (or Division SB/LaSalle NB - due to data issues)
- Red Lake/State
- Brown Merchandise Mart
- Pink Polk
- Green Roosevelt/Wabash
- Orange Roosevelt/Wabash

Saturday Line	Prior Schedule	New Schedule	% Change
Blue	47	50	2.8%
Red	35	31	-10.0%
Brown	25	12	-38.6%
Orange	11	6	-39.0%
Green	15	9	-31.1%
Pink	14	7	-35.9%
<b>Total</b>	<b>148</b>	<b>115</b>	<b>-15.8%</b>

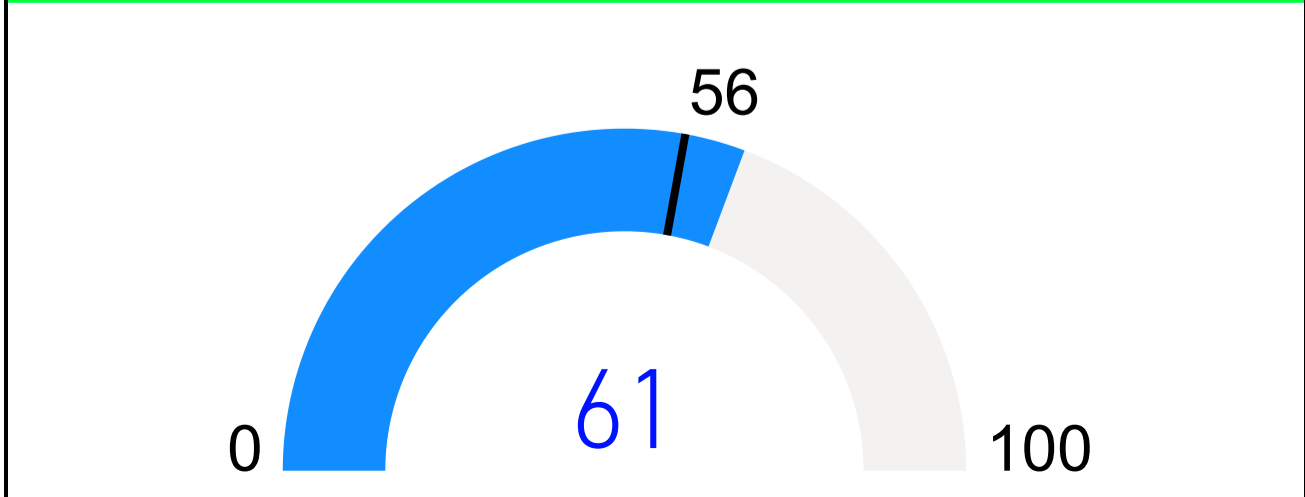
Prior Schedule	New Schedule	% Change
33	20	-38.3%
6	4	-27.2%
8	3	-59.2%
3	1	-53.9%
4	2	-51.5%
4	1	-77.5%
<b>57</b>	<b>32</b>	<b>-44.3%</b>



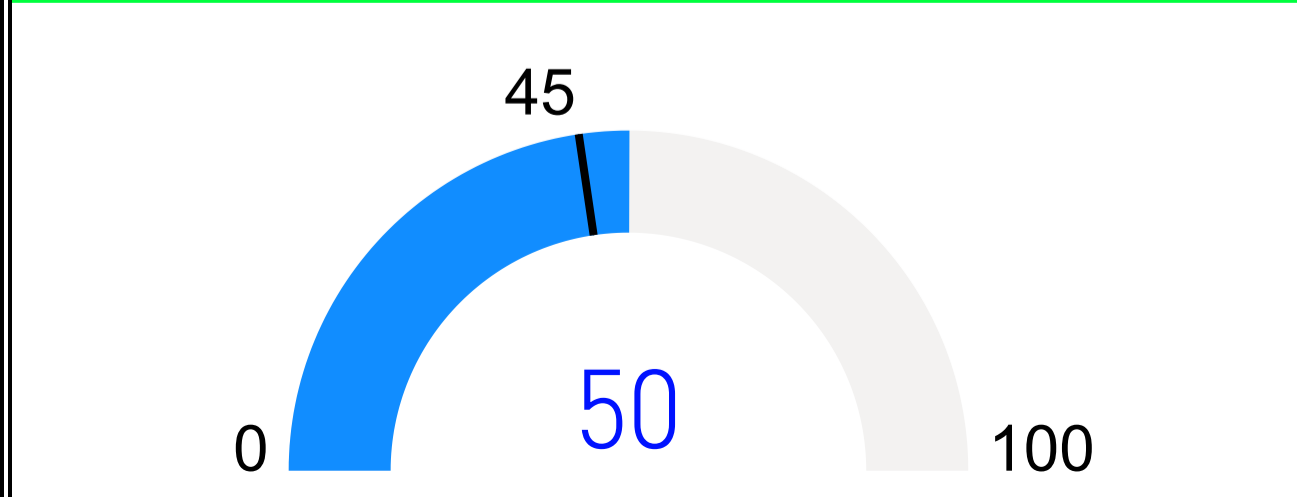
### 2019 Ridership Retention (last year=black; this year=blue)



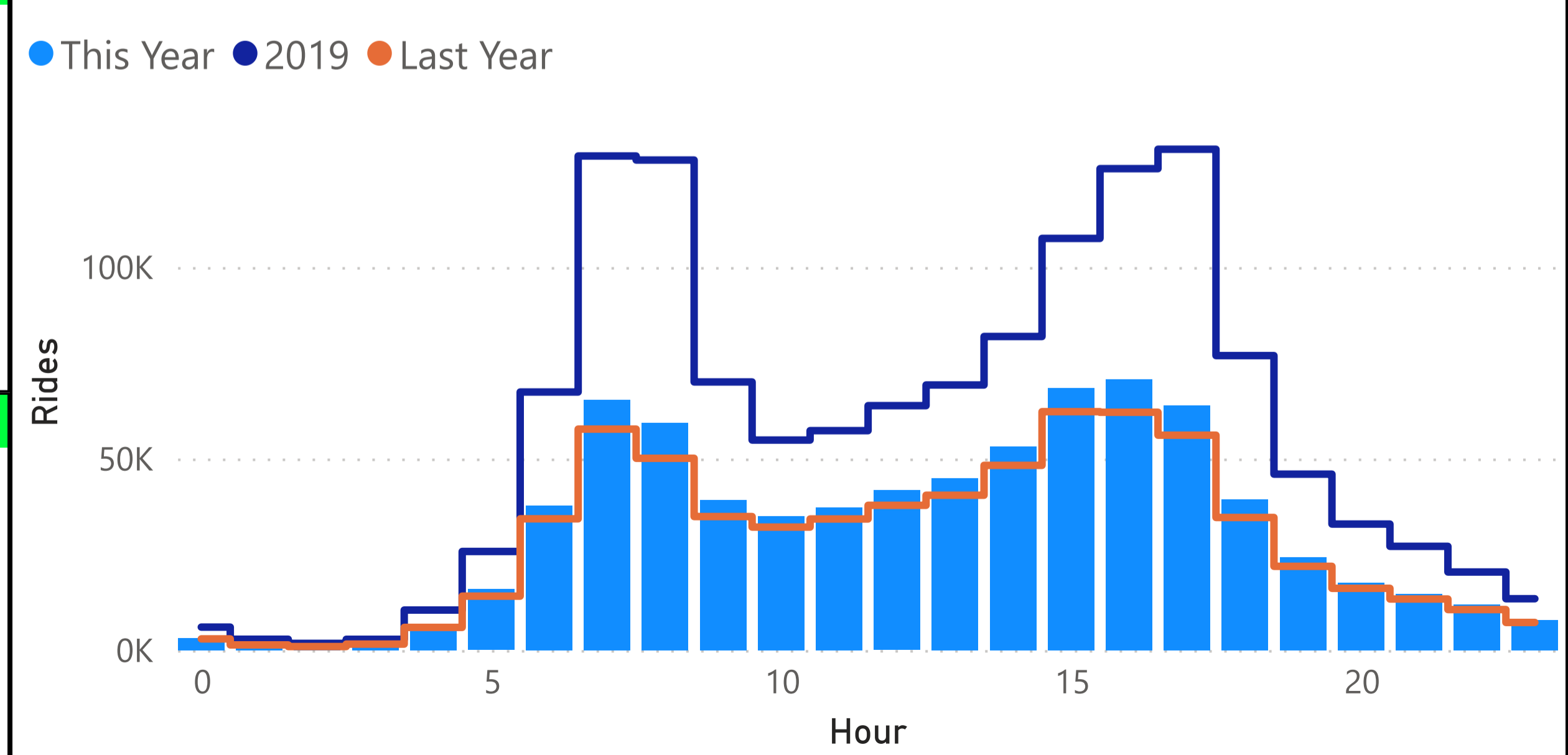
### Bus Ridership Retention



### Rail Ridership Retention



### Weekday Average Rides by Hour



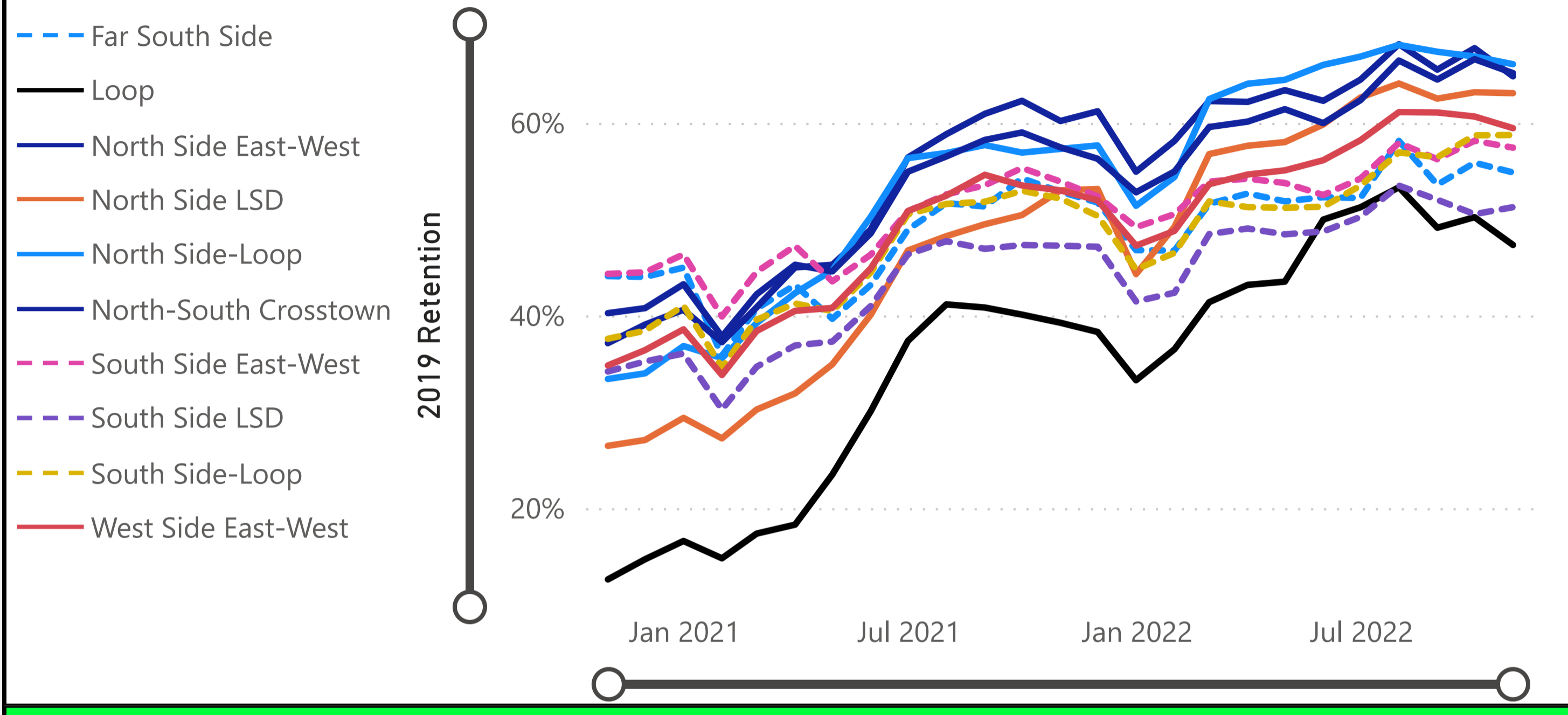
# November 2022

## Weekday Average by Month: Bus - Route Group/Route

### Weekday Average Rides by Bus Route Group/Route

Month	11/1/2022				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
Midway Feeder	3.3K	2.2K	2.5K	-23%	14%
Northwest Side Feeder	5.2K	3.2K	3.7K	-28%	16%
North Side-Loop	58.1K	33.3K	38.4K	-34%	15%
North-South Crosstown	201.2K	115.6K	131.1K	-35%	13%
North Side East-West	101.0K	60.8K	65.5K	-35%	8%
North Side LSD	35.2K	18.7K	22.2K	-37%	19%
Evanston	6.1K	3.4K	3.8K	-37%	15%
West Side East-West	113.8K	60.3K	67.6K	-41%	12%
South Side-Loop	58.4K	30.5K	34.3K	-41%	13%
South Side East-West	102.9K	55.5K	59.1K	-43%	7%
Far South Side	31.3K	16.6K	17.2K	-45%	4%
South Side LSD	32.1K	15.2K	16.5K	-49%	8%
Loop	10.7K	4.2K	5.1K	-53%	21%
<b>Total</b>	<b>759.4K</b>	<b>419.3K</b>	<b>467.1K</b>	<b>-38%</b>	<b>11%</b>

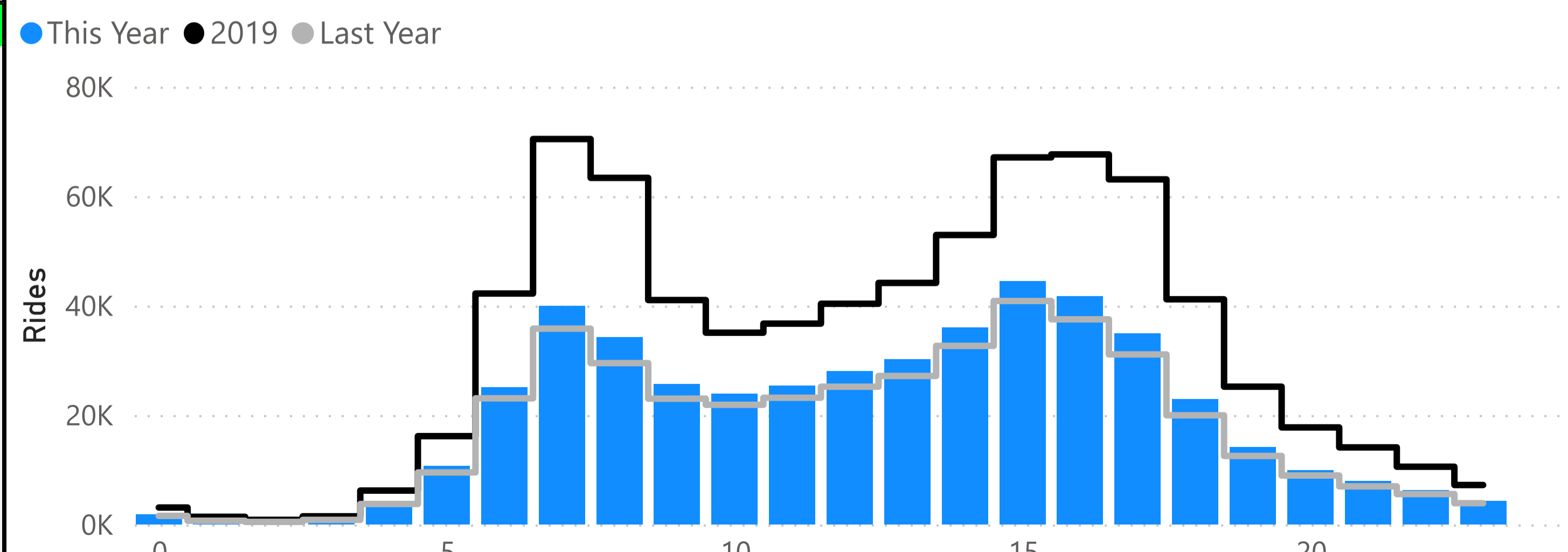
### 2019 Retention by Route Group



### Weekday Average Rides by Time Period/Hour

Month	11/1/2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
00-03	5.4K	2.7K	3.2K	-40%	17%
03-06	23.8K	14.1K	15.9K	-33%	13%
06-09	176.0K	88.3K	99.2K	-44%	12%
09-12	112.8K	68.0K	74.9K	-34%	10%
12-15	137.4K	85.0K	94.2K	-31%	11%
15-18	197.8K	109.4K	121.0K	-39%	11%
18-21	84.1K	41.4K	47.0K	-44%	13%
21-24	31.9K	16.4K	18.5K	-42%	13%
<b>Total</b>	<b>769.1K</b>	<b>425.4K</b>	<b>474.0K</b>	<b>-38%</b>	<b>11%</b>

### Weekday Average Rides by Hour



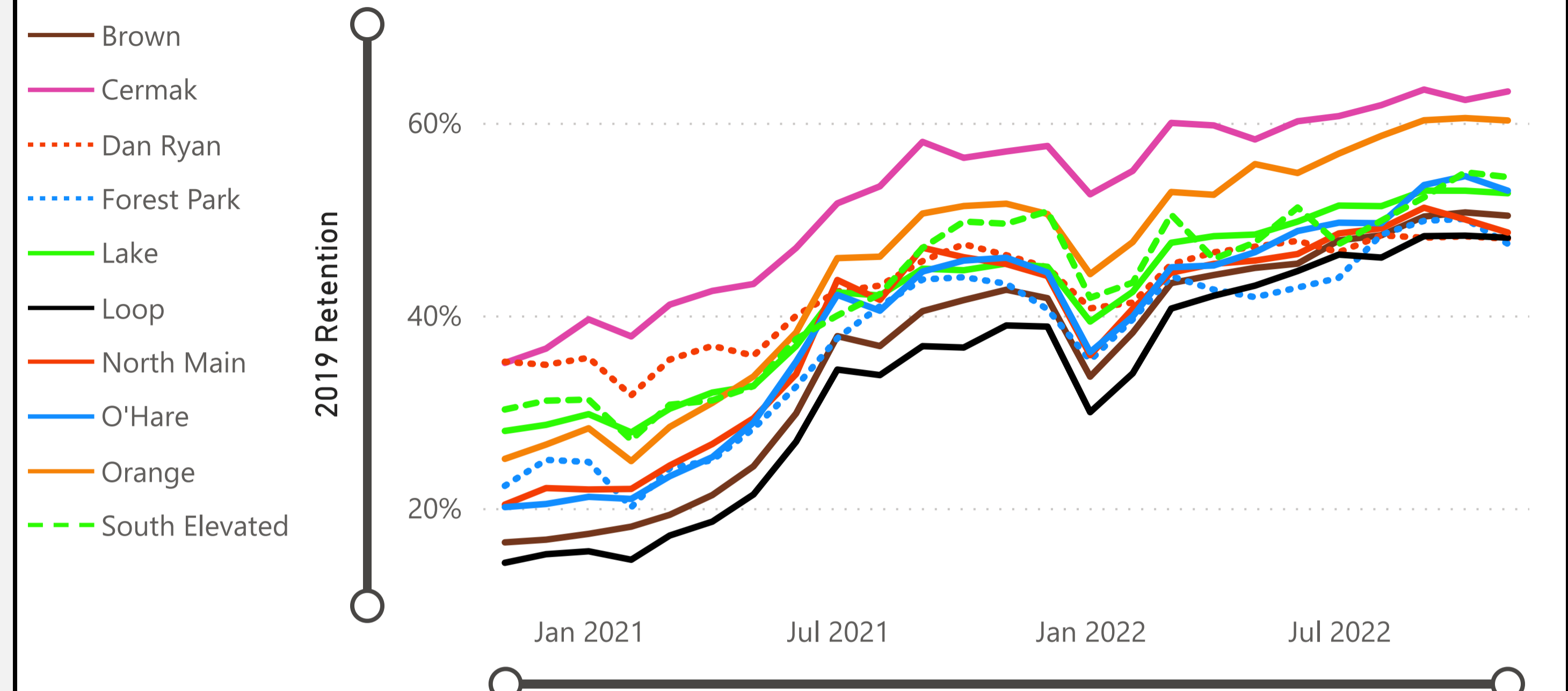
# November 2022

# Weekday Average by Month: Rail - Branch/Station

## Weekday Average Rides by Branch/Station

Month	11/1/2022				
Branch	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ Cermak	16.1K	9.2K	10.2K	-37%	11%
+ Orange	27.8K	14.4K	16.8K	-40%	17%
+ South Elevated	7.8K	3.9K	4.3K	-46%	10%
+ O'Hare	81.3K	37.4K	43.1K	-47%	15%
+ Lake	27.7K	12.6K	14.6K	-47%	16%
+ Ashland	1.4K	0.7K	0.7K	-49%	6%
+ Brown	60.8K	26.0K	30.6K	-50%	18%
+ East 63rd	1.3K	0.7K	0.7K	-51%	-3%
+ North Main	116.0K	52.6K	56.4K	-51%	7%
+ Loop	72.8K	28.4K	35.0K	-52%	23%
+ Dan Ryan	38.8K	18.0K	18.6K	-52%	4%
+ Forest Park	30.8K	13.3K	14.6K	-53%	10%
+ Evanston	9.5K	4.3K	4.5K	-53%	4%
+ Skokie	2.7K	1.1K	1.2K	-54%	10%
+ Dearborn Subway	32.7K	12.0K	14.4K	-56%	19%
+ State Subway	54.9K	20.9K	22.8K	-58%	9%
<b>Total</b>	<b>582.5K</b>	<b>255.4K</b>	<b>288.4K</b>	<b>-50%</b>	<b>13%</b>

## 2019 Retention by Branch



## Weekday Average Rides by Time Period/Hour

Month	11/1/2022				
Hours	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
+ 00-03	5.2K	2.5K	2.5K	-52%	2%
+ 03-06	15.0K	7.4K	8.2K	-45%	11%
+ 06-09	147.5K	53.4K	62.9K	-57%	18%
+ 09-12	68.9K	33.0K	36.3K	-47%	10%
+ 12-15	77.0K	41.3K	45.2K	-41%	10%
+ 15-18	165.8K	70.8K	81.9K	-51%	16%
+ 18-21	71.5K	31.1K	34.1K	-52%	10%
+ 21-24	28.9K	14.7K	15.9K	-45%	8%
<b>Total</b>	<b>579.8K</b>	<b>254.0K</b>	<b>287.0K</b>	<b>-51%</b>	<b>13%</b>

## Weekday Average Rides by Hour

