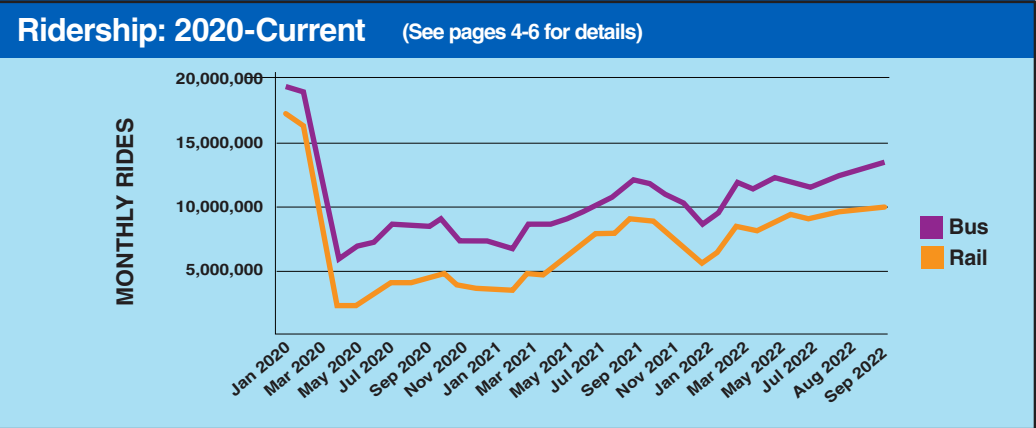


Meeting the Moment scorecard

Information presented at CTA Board, November 2022



- ### Accomplishments
- Oct 13:** CTA Partners with Olive-Harvey of Chicago to Prepare Qualified Candidates for Bus Operator Positions and Future Careers in Transportation
 - Oct 14:** CTA Seeks to Partner with City Agency for Services to Unsheltered Riders and Those with Substance Abuse and Mental Health Challenges
 - Oct 18:** CTA Adopts Equity in Infrastructure Project Pledge
 - Oct 20:** Proposed 2023 CTA Budget Holds the Line of Fares, Continues Service Improvements to Meet Growing Ridership
 - Oct 20:** CTA Launches Enhanced Anonymous Employee Safety Reporting System
 - Oct 23:** New Rail Schedules Begin; Aligns with Available Workforce
 - Oct 31:** CTA Activates Platform Heaters for Cold Weather Season
 - Nov 1:** CTA Makes Additional Enhancements to Bus and Rail Trackers to Improve Predictions
 - Nov 3:** MobileQubes Charging Kiosks at Rail Stations Get a New Look

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

| Metric | Day | Before <small>Apr 24 - Oct 22, 2022</small> | After <small>Oct 23-Nov 7</small> |
|--|----------|---|-----------------------------------|
| 3X headways <small>(Detail: Pg 3)</small> | Weekday | 28 | 11 |
| | Saturday | 55 | 34 |
| | Sunday | 33 | 14 |
| 2X headways | Weekday | 152 | 83 |
| | Saturday | 142 | 108 |
| | Sunday | 119 | 82 |

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

| | Aug | Sep | Oct |
|---|-------|-------|-------|
| Service delivered: Rail <small>(Detail: Pg 2)</small> | 71.8% | 75.3% | 77.2% |
| Service delivered: Bus | 81.8% | 83.1% | 84.2% |
| Big gaps: Bus | 13.7% | 12.9% | 11.8% |

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

Security

| | 2022 YTD |
|--|----------|
| Citywide CTA (Bus, Rail, Station) Security Checks by CPD: | 103,508 |
| CTA Code of Conduct Violations Issued by CPD's Public Transportation Unit: | 3,139 |

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

Tactile Bus Stop Sign Installs
900 signs installed of 1,150 by end of year (1,340 total planned for current phase)

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

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

Bus Operator Protection Shields
(on older new flyer buses) 91 installed
2022 goal: 100



Comparison of Rail Service Delivered Prior Schedule vs New Schedule

| Day Line | % Service Delivered | | | | | | | | |
|---------------|---------------------|-------------------------|-------------|----------------|--------------------------|--------------|----------------|------------------------|--------------|
| | Prior Schedule | Weekday New Schedule | % Change | Prior Schedule | Saturday New Schedule | % Change | Prior Schedule | Sunday New Schedule | % Change |
| Blue | 65.7% | 68.8% | 3.2% | 53.4% | 60.3% | 6.9% | 59.1% | 60.0% | 0.9% |
| Red | 68.6% | 72.7% | 4.1% | 67.9% | 76.0% | 8.1% | 70.0% | 82.7% | 12.7% |
| Brown | 71.6% | 91.6% | 20.0% | 62.0% | 77.1% | 15.1% | 60.7% | 73.7% | 13.0% |
| Orange | 89.1% | 96.9% | 7.8% | 79.1% | 93.1% | 13.9% | 84.4% | 91.4% | 7.0% |
| Green | 75.6% | 93.5% | 17.9% | 70.5% | 91.2% | 20.7% | 66.2% | 89.7% | 23.5% |
| Pink | 79.4% | 95.8% | 16.3% | 67.6% | 90.1% | 22.5% | 64.9% | 90.0% | 25.1% |
| Total | 72.4% | 81.4% | 9.0% | 65.2% | 78.1% | 12.9% | 66.5% | 78.8% | 12.2% |

Prior Schedule: refers to data from the rail spring schedule from 4/24/2022 through 10/22/2022

New Schedule: refers to dates from the rail fall schedule beginning 10/23/2022 through 11/07/2022

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

Daily Avg Triple Headways**

Actual headway is triple scheduled headway

| Weekday Line | Prior Schedule | New Schedule | % Change | Prior Schedule | New Schedule | % Change |
|--------------|----------------|--------------|---------------|----------------|--------------|---------------|
| Blue | 40 | 37 | -6.3% | 9 | 6 | -29.4% |
| Red | 37 | 32 | -11.9% | 7 | 4 | -47.7% |
| Brown | 35 | 5 | -71.4% | 7 | 1 | -92.4% |
| Orange | 9 | 2 | -64.8% | 1 | 0 | -86.5% |
| Green | 18 | 3 | -73.3% | 2 | 0 | -81.2% |
| Pink | 12 | 3 | -71.4% | 1 | 0 | -88.7% |
| Total | 152 | 83 | -38.7% | 28 | 11 | -59.2% |

| Sunday Line | Prior Schedule | New Schedule | % Change | Prior Schedule | New Schedule | % Change |
|--------------|----------------|--------------|---------------|----------------|--------------|---------------|
| Blue | 33 | 44 | 23.0% | 13 | 10 | -27.6% |
| Red | 25 | 12 | -46.0% | 4 | 1 | -81.9% |
| Brown | 22 | 16 | -24.0% | 6 | 1 | -88.1% |
| Orange | 7 | 3 | -43.2% | 2 | 1 | -67.2% |
| Green | 17 | 6 | -52.2% | 4 | 2 | -58.3% |
| Pink | 15 | 2 | -67.9% | 4 | 1 | -83.0% |
| Total | 119 | 82 | -24.0% | 33 | 14 | -57.0% |

| Saturday Line | Prior Schedule | New Schedule | % Change | Prior Schedule | New Schedule | % Change |
|---------------|----------------|--------------|---------------|----------------|--------------|---------------|
| Blue | 45 | 57 | 15.0% | 32 | 20 | -36.7% |
| Red | 34 | 20 | -35.7% | 6 | 3 | -49.0% |
| Brown | 24 | 14 | -32.2% | 8 | 3 | -60.0% |
| Orange | 11 | 7 | -27.9% | 3 | 2 | -43.5% |
| Green | 15 | 4 | -59.1% | 3 | 5 | 46.1% |
| Pink | 13 | 6 | -42.2% | 4 | 2 | -61.4% |
| Total | 142 | 108 | -17.5% | 55 | 34 | -38.1% |

***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 4/24/2022 through 10/22/2022

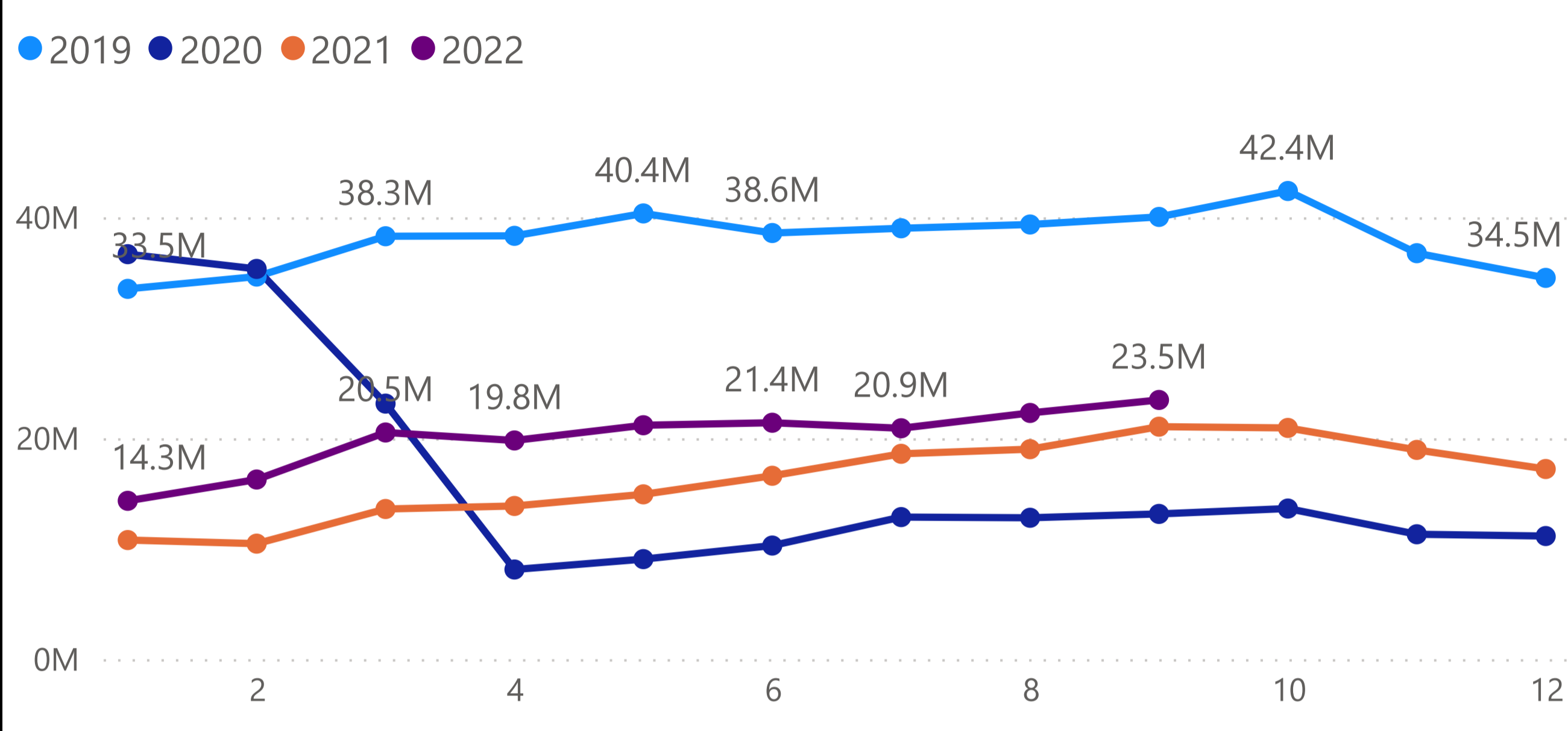
New Schedule: refers to dates from the rail fall schedule beginning 10/23/2022 through 11/07/2022

Measured Locations

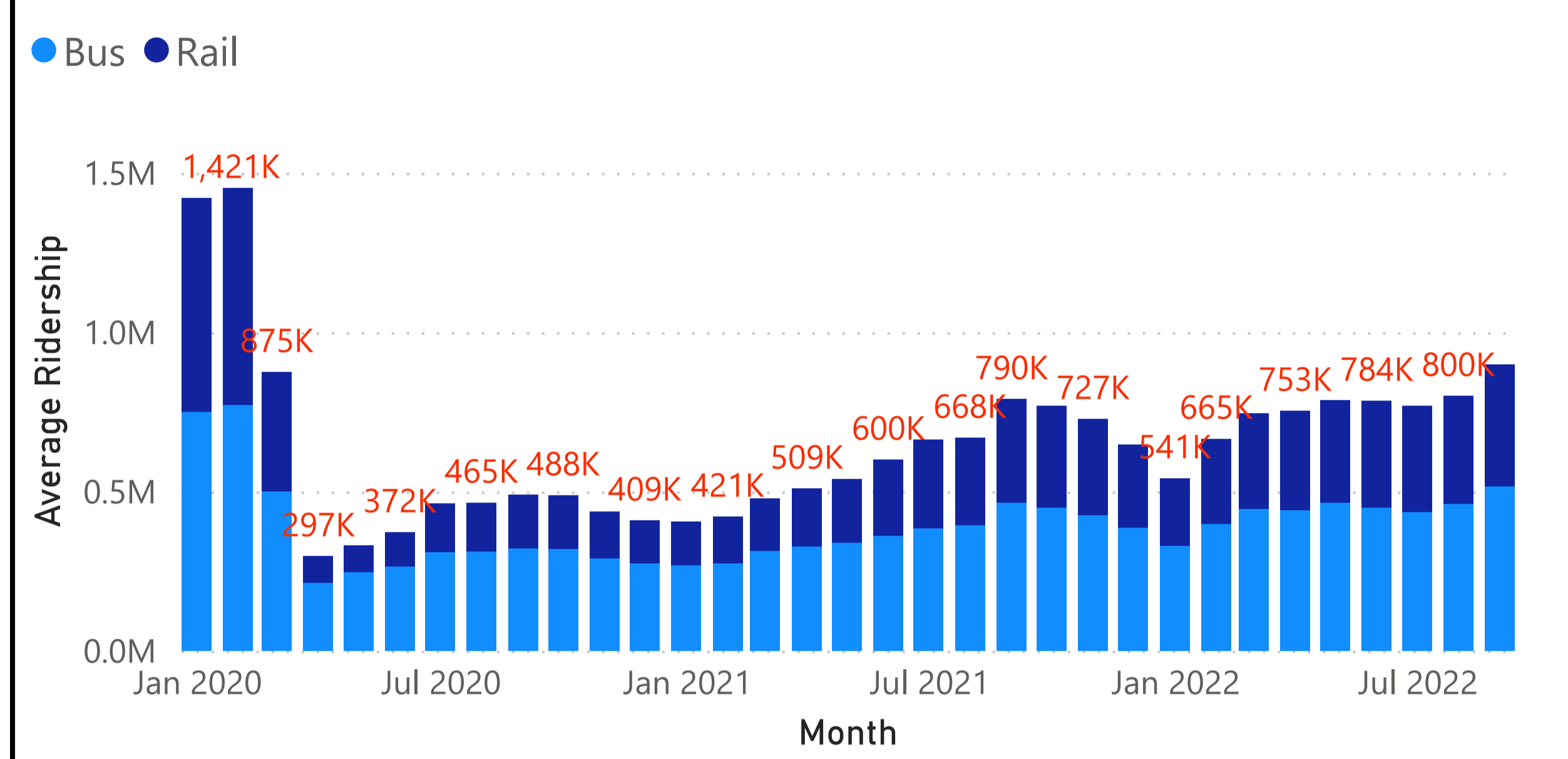
The locations are measured in both directions at:

- 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

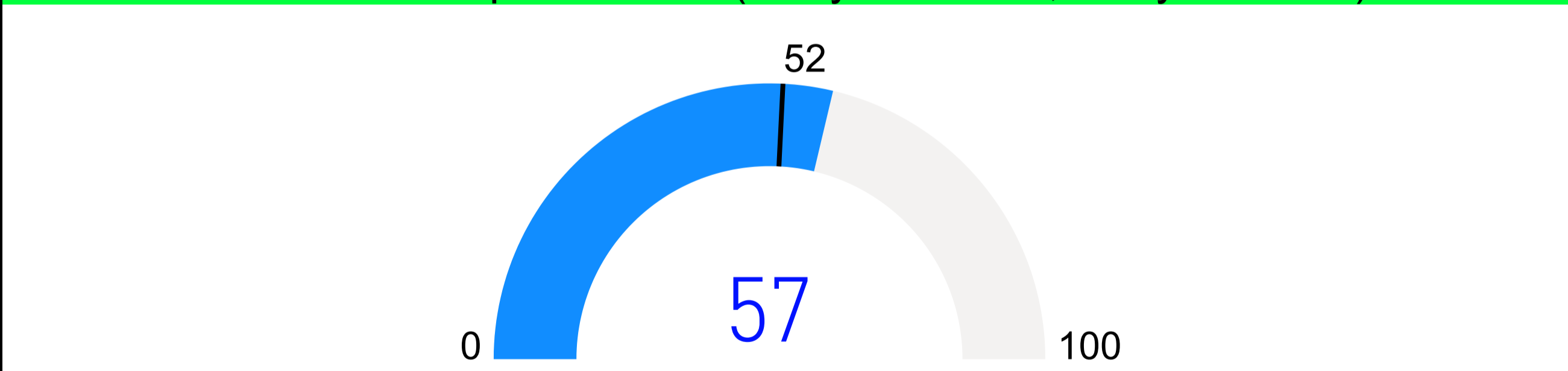
Monthly Rides



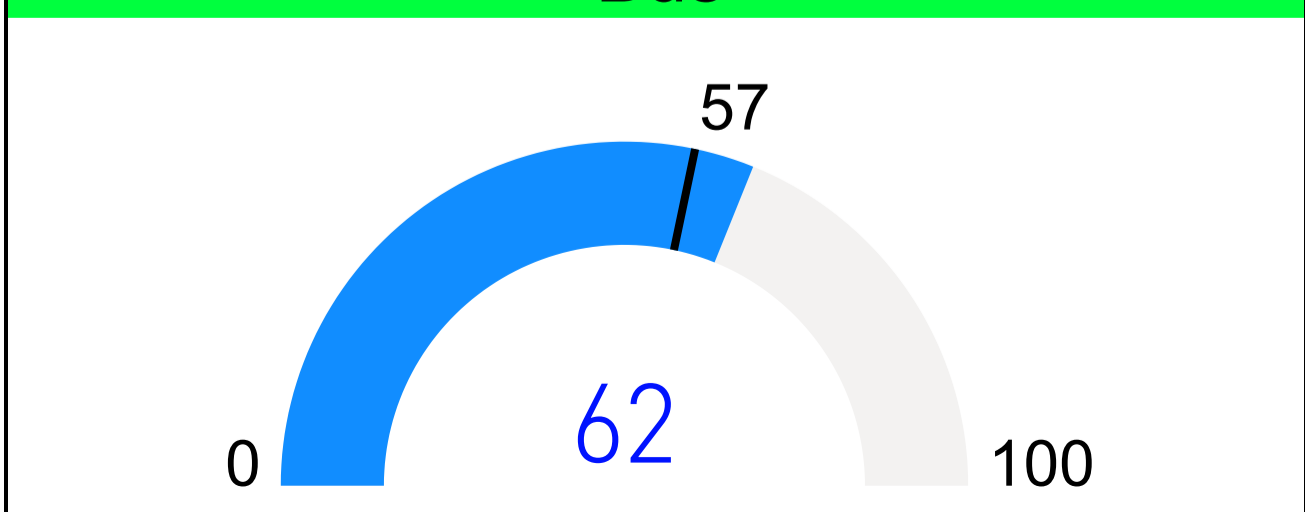
Weekday Average Rides by Month



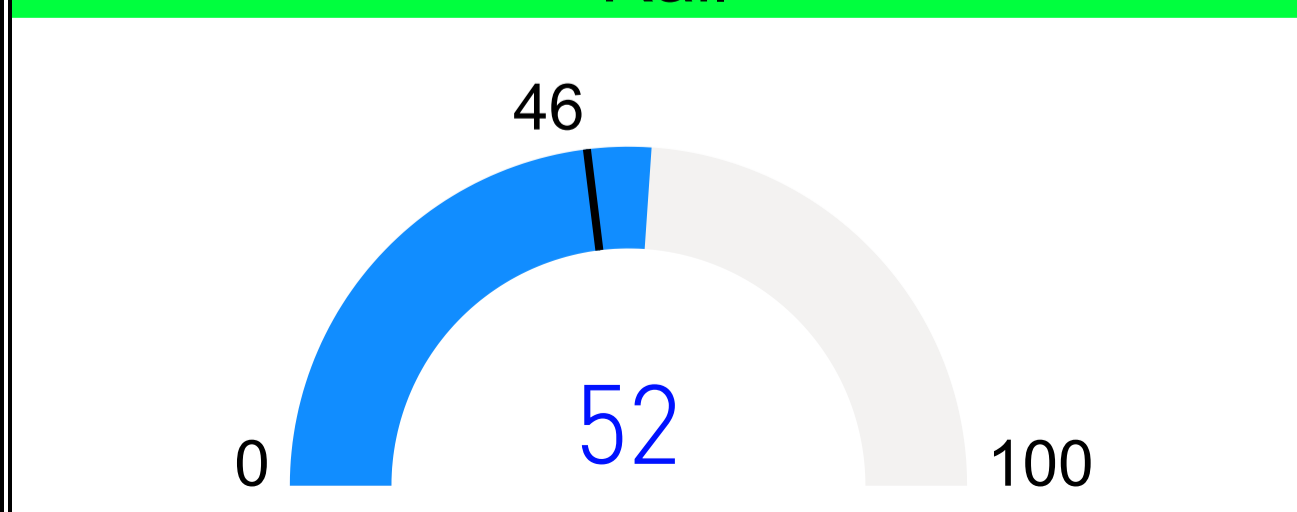
2019 Ridership Retention (last year=black; this year=blue)



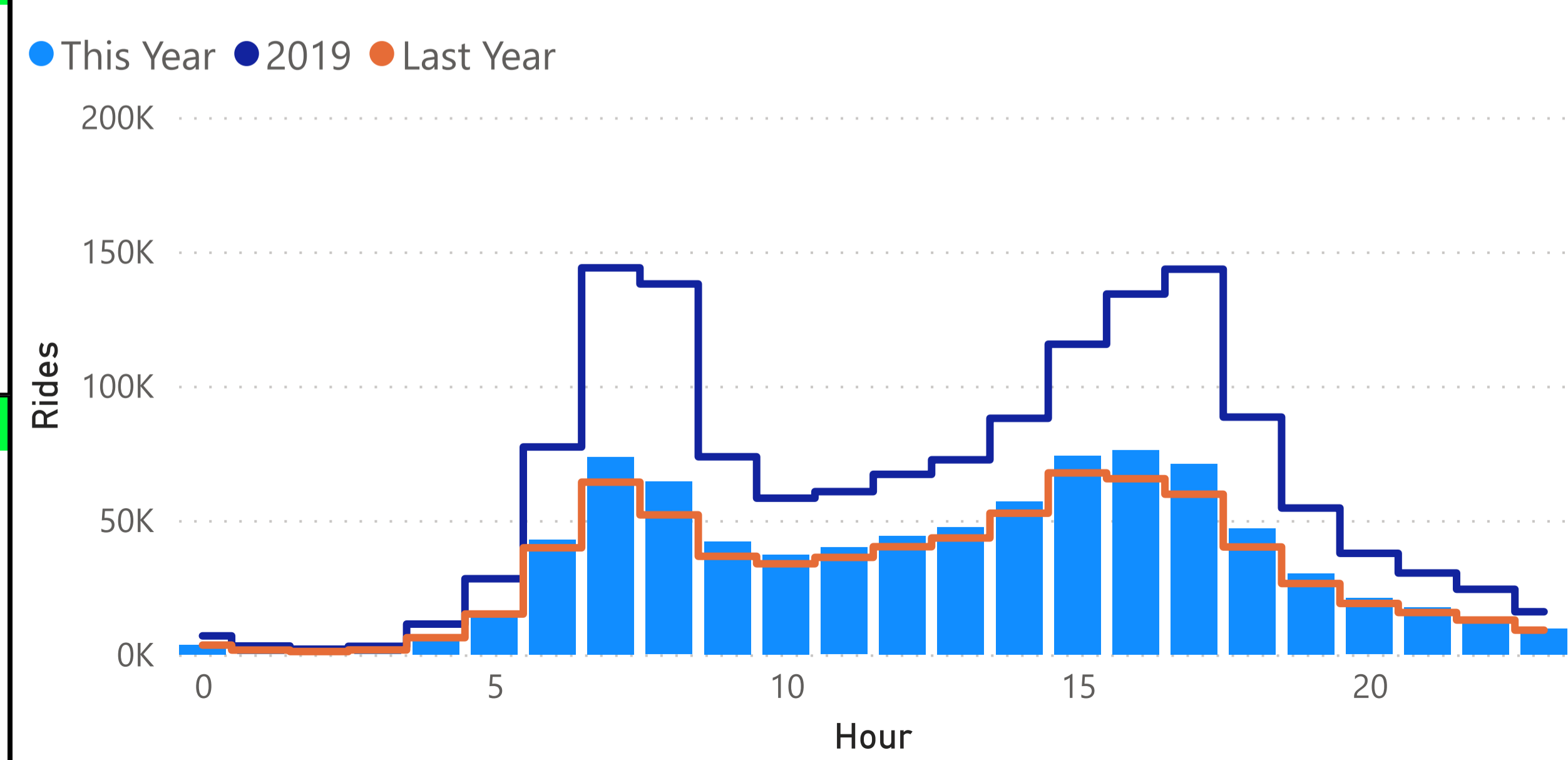
Bus



Rail



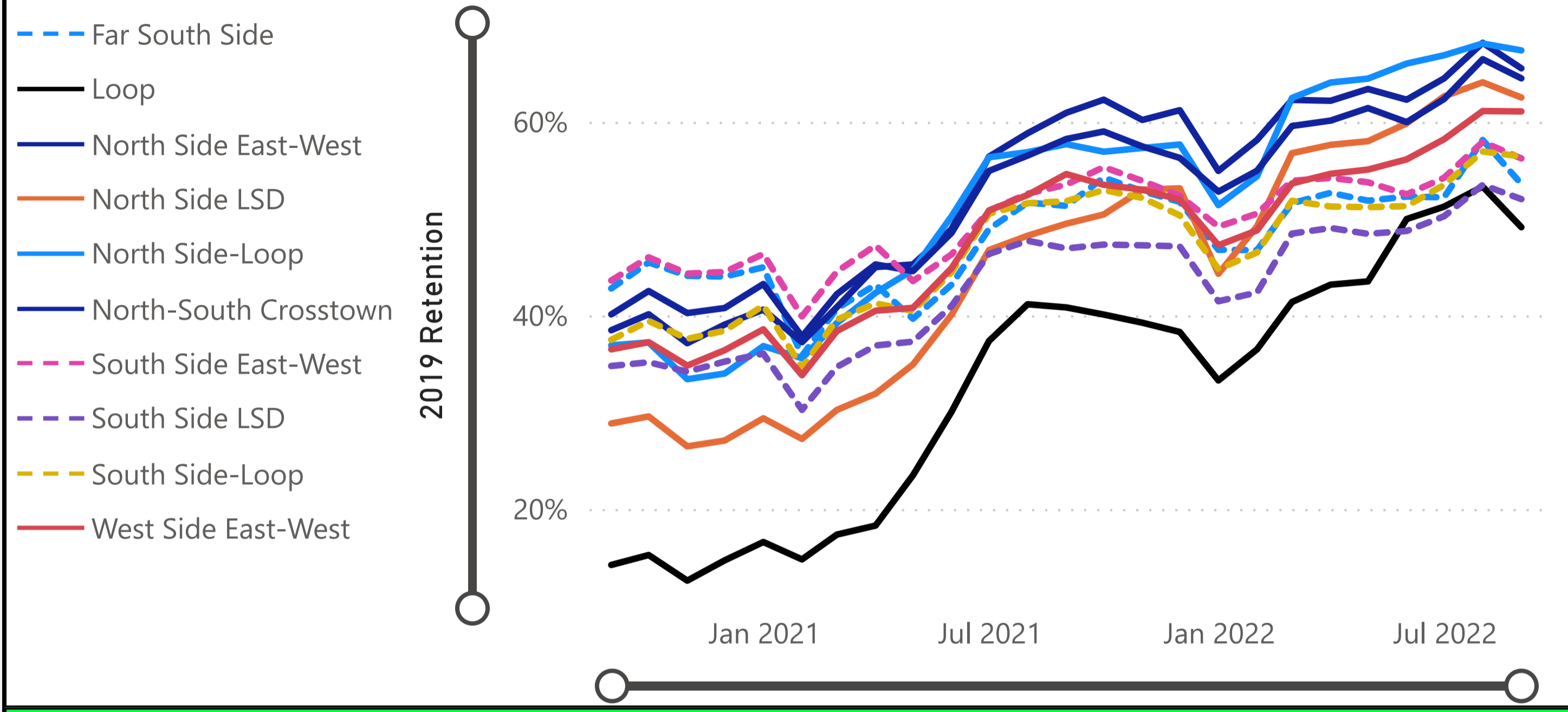
Weekday Average Rides by Hour



Weekday Average Rides by Bus Route Group/Route

| Month | 9/1/2022 | | | | |
|-----------------------|---------------|---------------|---------------|-------------|----------------|
| Route Group | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| Midway Feeder | 3.7K | 2.5K | 2.8K | -26% | 11% |
| Northwest Side Feeder | 5.6K | 3.3K | 4.0K | -29% | 20% |
| North Side-Loop | 60.1K | 34.7K | 40.5K | -33% | 17% |
| Evanston | 5.6K | 3.2K | 3.8K | -33% | 17% |
| North Side East-West | 109.2K | 66.5K | 71.6K | -34% | 8% |
| North-South Crosstown | 223.0K | 129.9K | 143.8K | -36% | 11% |
| North Side LSD | 38.0K | 18.8K | 23.8K | -37% | 26% |
| West Side East-West | 121.7K | 66.5K | 74.3K | -39% | 12% |
| South Side-Loop | 65.2K | 33.8K | 36.8K | -44% | 9% |
| South Side East-West | 114.5K | 61.3K | 64.4K | -44% | 5% |
| Far South Side | 35.5K | 18.2K | 19.0K | -46% | 4% |
| South Side LSD | 35.4K | 16.6K | 18.4K | -48% | 11% |
| Loop | 10.8K | 4.4K | 5.3K | -51% | 20% |
| Total | 828.4K | 459.7K | 508.4K | -39% | 11% |

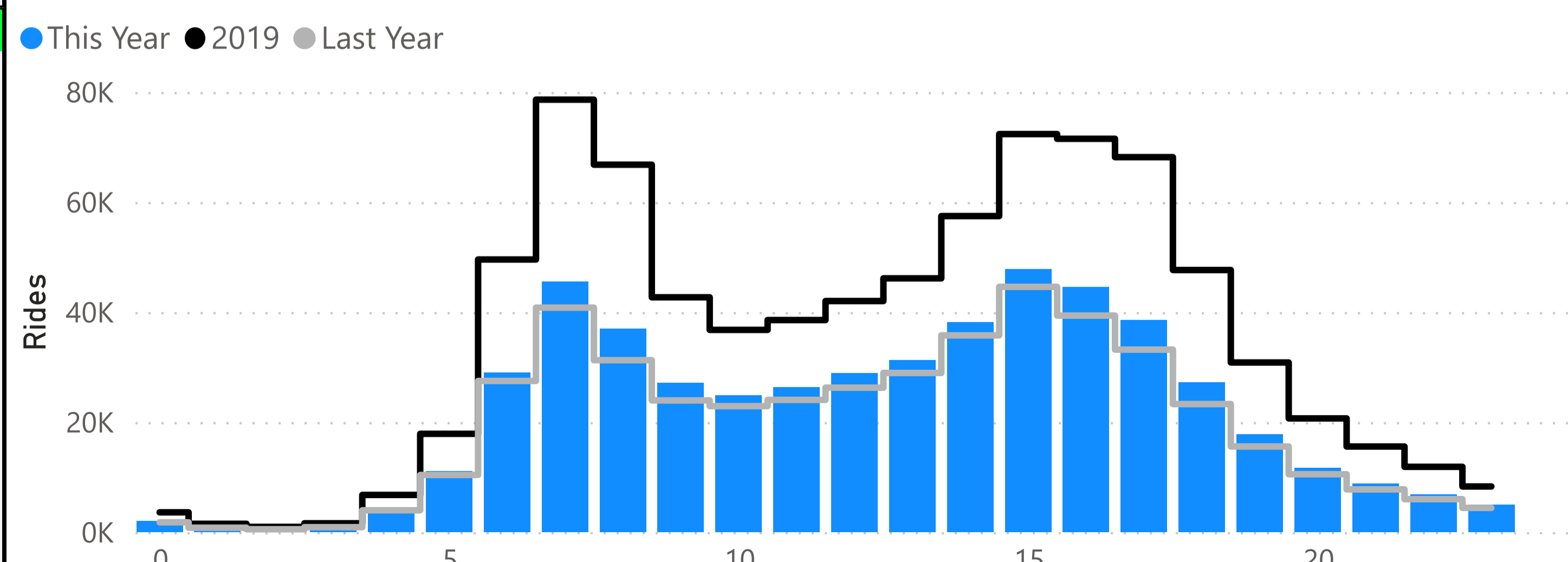
2019 Retention by Route Group



Weekday Average Rides by Time Period/Hour

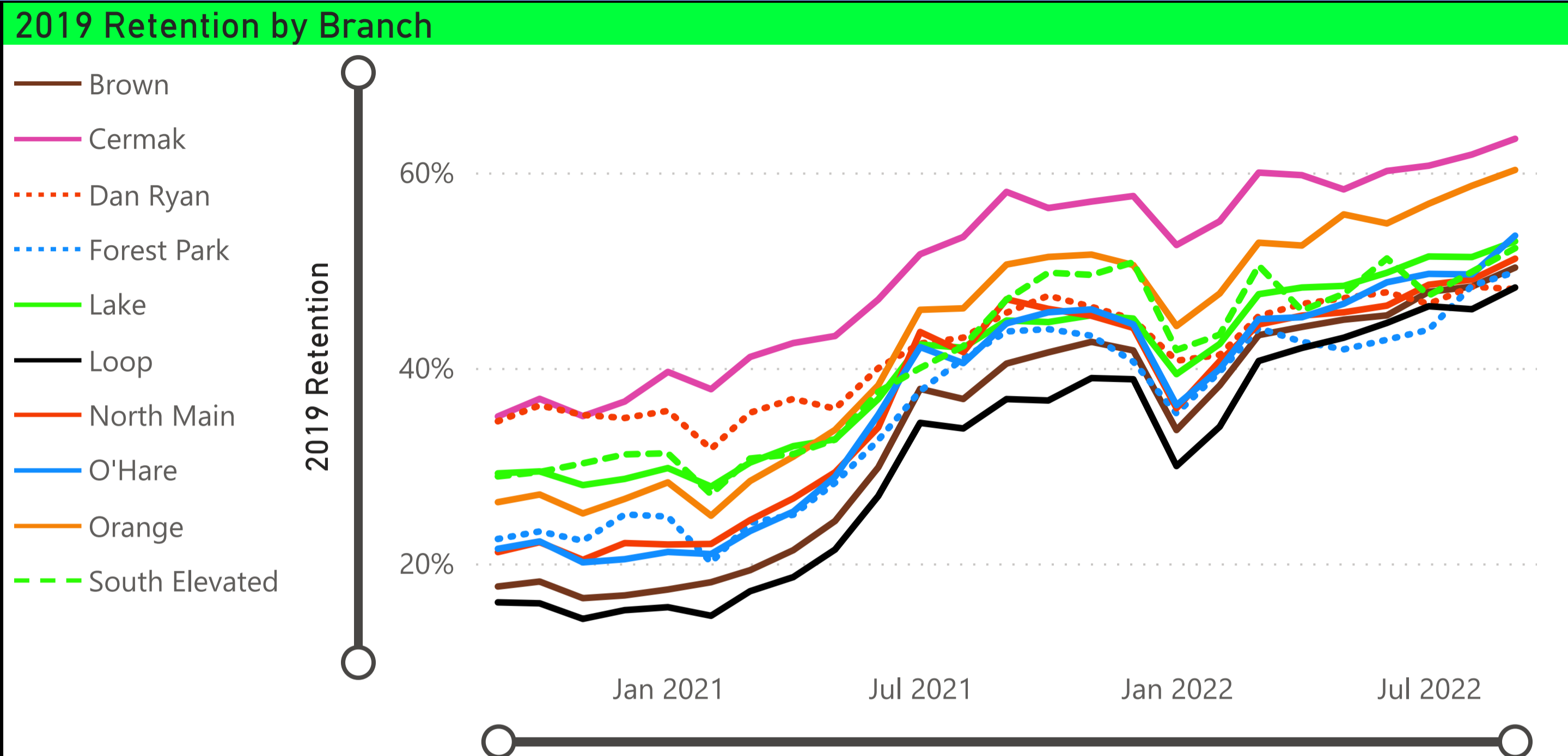
| Month | 9/1/2022 | | | | |
|--------------|---------------|---------------|---------------|-------------|----------------|
| Hours | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| 00-03 | 6.1K | 3.1K | 3.4K | -45% | 7% |
| 03-06 | 26.3K | 15.3K | 16.4K | -38% | 7% |
| 06-09 | 195.0K | 99.6K | 111.5K | -43% | 12% |
| 09-12 | 118.0K | 70.9K | 78.4K | -34% | 11% |
| 12-15 | 145.6K | 91.0K | 98.4K | -32% | 8% |
| 15-18 | 212.0K | 117.1K | 131.0K | -38% | 12% |
| 18-21 | 99.2K | 49.4K | 56.6K | -43% | 15% |
| 21-24 | 35.8K | 18.2K | 20.6K | -42% | 13% |
| Total | 837.9K | 464.6K | 516.2K | -38% | 11% |

Weekday Average Rides by Hour



Weekday Average Rides by Branch

| Month | 9/1/2022 | | | | |
|-------------------|---------------|---------------|---------------|-------------|----------------|
| Branch | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| + Cermak | 18.3K | 10.6K | 11.6K | -37% | 9% |
| + Orange | 31.4K | 15.9K | 18.9K | -40% | 19% |
| + O'Hare | 88.8K | 39.6K | 47.6K | -46% | 20% |
| + Lake | 30.0K | 13.4K | 15.9K | -47% | 18% |
| + South Elevated | 9.3K | 4.4K | 4.9K | -48% | 11% |
| + North Main | 127.8K | 60.1K | 65.4K | -49% | 9% |
| + Brown | 67.0K | 27.1K | 33.7K | -50% | 24% |
| + Forest Park | 34.1K | 14.9K | 17.0K | -50% | 14% |
| + Evanston | 9.8K | 4.5K | 4.7K | -52% | 6% |
| + Ashland | 1.7K | 0.8K | 0.8K | -52% | -1% |
| + Loop | 79.8K | 29.4K | 38.5K | -52% | 31% |
| + Dan Ryan | 43.7K | 19.9K | 21.0K | -52% | 5% |
| + Skokie | 3.1K | 1.3K | 1.4K | -55% | 7% |
| + State Subway | 58.4K | 23.0K | 26.1K | -55% | 14% |
| + Dearborn Subway | 34.3K | 12.3K | 15.1K | -56% | 23% |
| + East 63rd | 1.6K | 0.7K | 0.7K | -56% | -3% |
| Total | 639.1K | 278.0K | 323.3K | -49% | 16% |



Weekday Average Rides by Time Period/Hour

| Month | 9/1/2022 | | | | |
|--------------|---------------|---------------|---------------|-------------|----------------|
| Hours | 2019 | Last Year | This Year | vs. 2019% | vs. Last Year% |
| + 00-03 | 5.9K | 3.0K | 2.9K | -51% | -4% |
| + 03-06 | 16.0K | 7.5K | 8.3K | -48% | 11% |
| + 06-09 | 163.0K | 55.8K | 68.7K | -58% | 23% |
| + 09-12 | 73.7K | 35.2K | 40.4K | -45% | 15% |
| + 12-15 | 81.2K | 44.7K | 49.9K | -39% | 12% |
| + 15-18 | 180.5K | 75.2K | 89.7K | -50% | 19% |
| + 18-21 | 81.1K | 35.8K | 41.3K | -49% | 15% |
| + 21-24 | 34.6K | 19.2K | 20.6K | -40% | 8% |
| Total | 635.9K | 276.4K | 321.8K | -49% | 16% |

