



Meeting the Moment: Transforming CTA's Post-Pandemic Future



Message from the President

The beginning of the New Year brings with it the opportunity for growth, advancement and improvement for each of us and, also for the Chicago Transit Authority (CTA). I wanted to take a moment to share some of our 2022 achievements, while looking forward to 2023 and the promise I believe this year holds.

CTA remains intensely focused on improving the customer experience and addressing workforce and safety challenges brought on by the pandemic. Since announcing the **Meeting the Moment** Action Plan in August 2022, we have implemented numerous the measures and initiatives designed to improve service reliability, address security challenges for customers and employees, enhance the cleanliness of our facilities, invest in our employees, and improve customer communications.

We are proud of the work we've done thus far, but are even more excited about the continued progress we will make in the New Year. Below please find a brief review of the some of our accomplishments from the past year and an update regarding some of the initiatives we have coming up in 2023.

I wish you a very happy New Year.

Sincerely,

Dorval R. Carter, Jr.
President

Meeting the Moment Action Plan: 2022 Highlights

At the August 11, 2022, City Club of Chicago luncheon, CTA President Dorval R. Carter, Jr. [unveiled](#) CTA's **Meeting the Moment: Transforming CTA's Post-Pandemic Future** action plan. **Meeting the Moment** is the strategic roadmap at the core of CTA's commitment to address issues created by the COVID-19 pandemic and takes a comprehensive approach towards resolving manpower shortages, service reliability issues and other challenges. The action plan is supported by five central pillars and the associated initiatives and improvements that are being executed to support them, many of which are presented below.



Pillar 1: Deliver reliable and consistent service

- ✓ We [re-inaugurated the #X4 Cottage Grove Express](#) bus in August
- ✓ We welcomed [80 new full-time bus operators in August](#) and hired [130 more in December](#)
- ✓ In [September](#) and [October](#), we delivered more consistent and reliable rail service by revising our published schedules
- ✓ We worked with ATU Local 241 to host [successful bus operator and mechanic job fairs in September, November and December](#)



Pillar 2: Enhance safety and security for riders

- ✓ In August, we signed an [18-month contract](#) for up to 100 unarmed guards and 50 canines and [deployed them across the rail system](#) in September
- ✓ We saw great interest in CPD's Voluntary Special Employment Program after a [new agreement](#) went into effect in August
- ✓ In November, we [announced a partnership](#) with the City of Chicago to serve unsheltered riders and those with substance abuse and mental health challenges



Pillar 3: Improve the customer experience at our facilities

- ✓ We [deployed 1,300 tactile bus stop signs](#) for customers who are blind or have low vision in August and [completed the majority of rail station improvements](#) in our Refresh & Renew program by October
- ✓ With the help of Chicago's Department of Aviation, we [launched new signs and wayfinding elements](#) throughout O'Hare airport to help customers—especially out-of-town visitors—get to and from the CTA Blue Line station, providing easy-to-read directions right to the train
- ✓ In collaboration with the Chicago Department of Transportation (CDOT) and 1st Ward Alderman Daniel La Spata, we [permanently upgraded the pandemic bus lanes on Chicago Avenue](#) between Western and Ashland in both directions, significantly improving the reliability and speed of CTA buses on this important route

Service Reliability	Sep	Oct	Nov
Service delivered: Rail (Detail: Pg 2)	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

Pillar 4: Upgrade our digital tools to improve rider communication

- ✓ We [launched a new, fully redesigned CTA Bus Tracker](#) in August and started publishing a **Meeting the Moment** Action Plan [scorecard](#) in September
- ✓ In October, we [updated rail schedule](#) information to better reflect available manpower and modified the logic that powers rail station arrival prediction signs in December
- ✓ We enhanced the **Meeting the Moment** Action Plan scorecard with [detailed data and metrics](#)



Pillar 5: Invest in our employees

- ✓ In September, we [installed new video screens at all rail station employee kiosks](#) and [recognized outstanding Bus and Rail Operations employees](#) (YouTube Board meeting video link)
- ✓ We announced a new [incentive package](#) for new and existing union employees, including hiring bonuses, retention incentives and increased starting rates for certain positions



Customer Engagement

- ✓ We [launched a new “Ask CTA” community engagement program](#) in August that led to [valuable community feedback and prospective employee recruiting](#)

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You can view CTA's full *Year in Review 2022 video* [here](#) or on our YouTube page at youtube.com/CTAConnections.

Looking Ahead in 2023

In 2023, CTA will continue to build on—and aggressively pursue—the service improvement and workforce goals that we defined in 2022. CTA aims to meet and exceed these standards.

CTA's early 2023 initiatives include:

- Implementing a newly optimized, system-wide bus schedule in January
- Using the upcoming Spring 2023 rail schedule change to further improve reliability and remove large service gaps
- Continuing our aggressive hiring efforts by hosting additional in-person job fairs
- Maintaining our strong partnership with the Chicago Police Department to enhance the safety and security of our riders and employees on the system—a goal that is now bolstered by privately contracted security guards and K-9 teams

CTA's ***Meeting the Moment*** Action Plan is just the beginning of our efforts to strategically align CTA for long-term success. We want to be the first choice, for all of Chicago, 100% of the time. CTA is Chicago's transportation backbone for delivering equity, climate action, and economic recovery.

We encourage you to keep an eye on CTA's progress in the coming year. We look forward to welcoming you aboard our buses and trains in 2023.