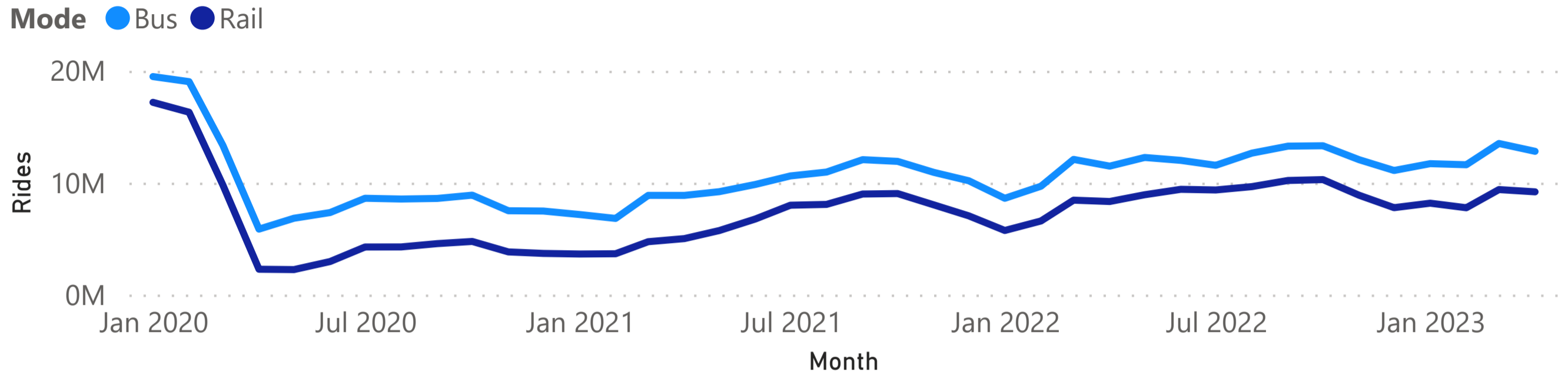# Meeting the Moment Scorecard Information Presented at CTA Board, June 2023

Ridership (2020-Current)

Mode ● Bus ● Rail

Accomplishments

Date	Accomplishment
May 12	CTA Identifies Bidders for Historic Red Line Extension Project
May 16	CTA to Hold 'Meet the Artist' Meetings for new RPM Stations
May 17	CTA Introduces Electric Bus Service to Chicago's South Side
May 18	Chicago Plan Commission Adopts Transit-Supportive Development Plan for RLE
May 19	CTA Hosts Career Fair for New Bus Operators and Mechanics
June 1	CTA and Artist Theaster Gates announce the return of AESOP DJ Booth at 95th Red Line station

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	Pre-Optimization	Post-Optimization	% Change	Pre	Post	% Change
Weekday	158	73	-45.3%	29	10	-66.2%
Saturday	148	80	-33.0%	57	17	-69.8%
Sunday	123	65	-36.9%	34	13	-62.4%

Service Reliability

Metric	Mar-2023	Apr-2023	May-2023
Service Delivered: Rail	84.8%	89.7%	89.4%
Service Delivered: Bus	94.9%	94.5%	93.6%
Big Gaps: Bus	5.6%	6.6%	7.2%

Operator Headcount

Category	Feb-2023	Mar-2023	Apr-2023
Rail	715	710	708
Bus	3,220	3,279	3,307

Security

Security	YTD
Citywide CTA Security Checks by CPD	69,119
CTA Code of Conduct Violations Issued by CPD PT Unit	4,390
CTA Security Checks by Cook County Sheriff's Police	1,839

2023 Goals

Bus Operators Hired	Bus Operator Shields Installed	Refresh and Renew Stations	Refresh and Renew Facilities	Tall Fare Doors Installed
390 (0–700)	129 (0–200)	5 (0–29)	10 (0–18)	24 (0–130)

CTA Service Trend

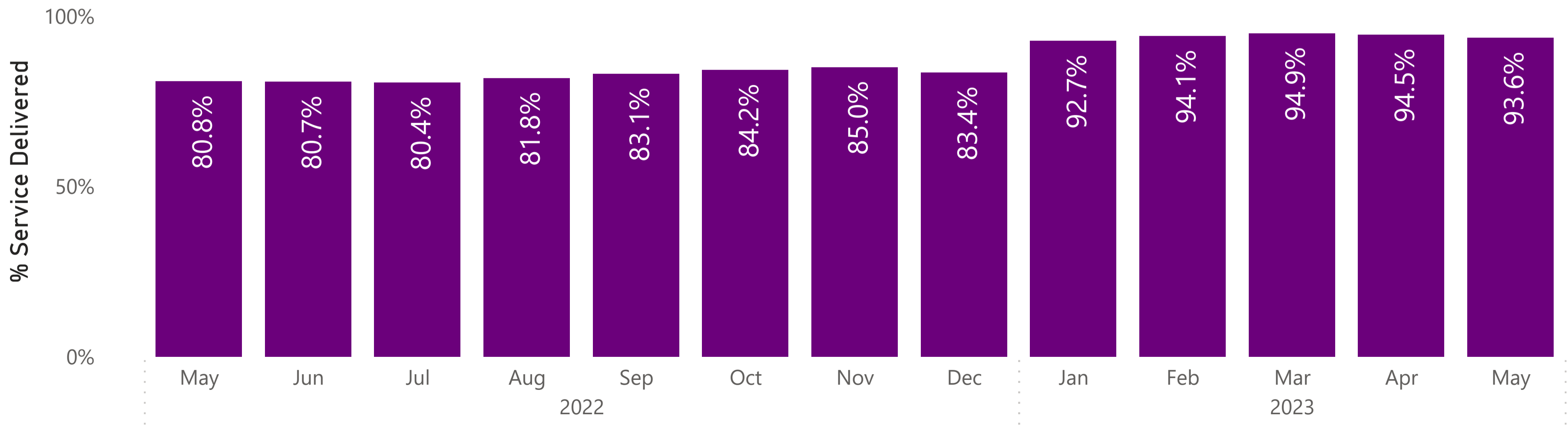## Rail Service Delivered: System

System
Blue
Red
Brown
Orange
Green
Pink

Percent of rail trips delivered out of total scheduled trips. Hover here for locations captured.

Rail Line ● System

Month	% Service Delivered
May 2022	70.2%
Jun	70.5%
Jul	71.8%
Aug	71.8%
Sep	75.3%
Oct	77.2%
Nov	79.5%
Dec	75.4%
Jan 2023	80.6%
Feb	82.6%
Mar	84.8%
Apr	89.7%
May	89.4%

Bus Route ● System

Month	% Service Delivered
May 2022	80.8%
Jun	80.7%
Jul	80.4%
Aug	81.8%
Sep	83.1%
Oct	84.2%
Nov	85.0%
Dec	83.4%
Jan 2023	92.7%
Feb	94.1%
Mar	94.9%
Apr	94.5%
May	93.6%
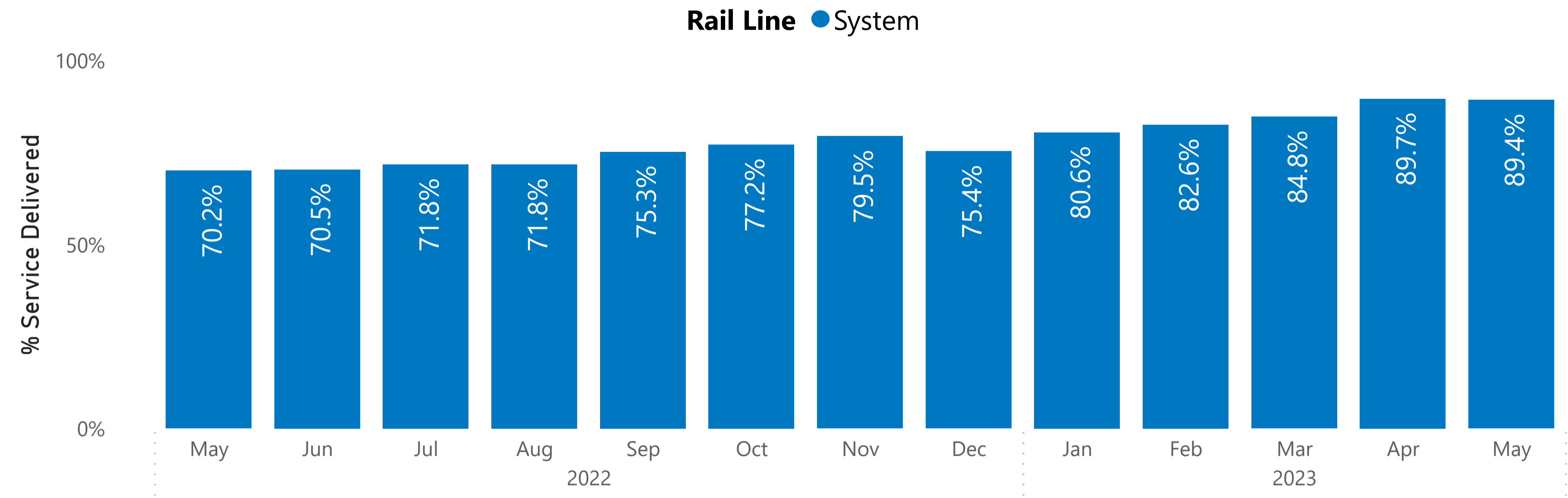
Bus Service Delivered: System

Percent of bus hours delivered out of total scheduled hours.

System
1
2
3
4
X4
6
7
8

Rail Operators*

Budgeted FTE Positions: 839

Operator Headcount ● 2023 Budgeted Operator Headcount

* Rail Operators consists of Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

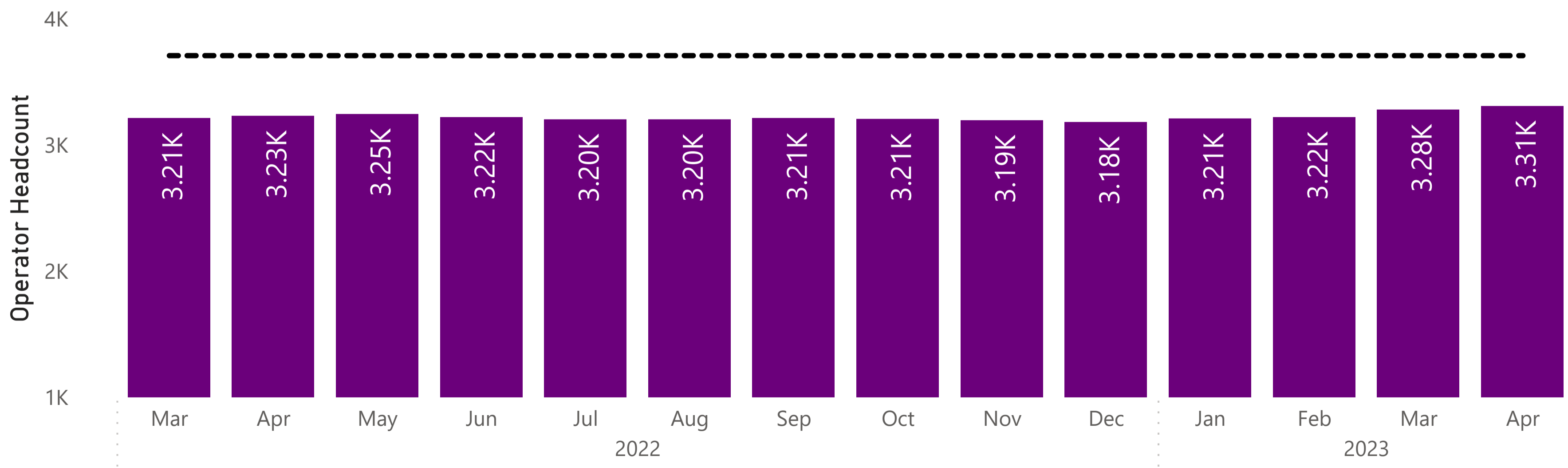| Month	STO Headcount
Mar (2022)	767
Apr	755
May	751
Jun	749
Jul	743
Aug	733
Sep	724
Oct	746
Nov	738
Dec	731
Jan (2023)	724
Feb	715
Mar	710
Apr	708
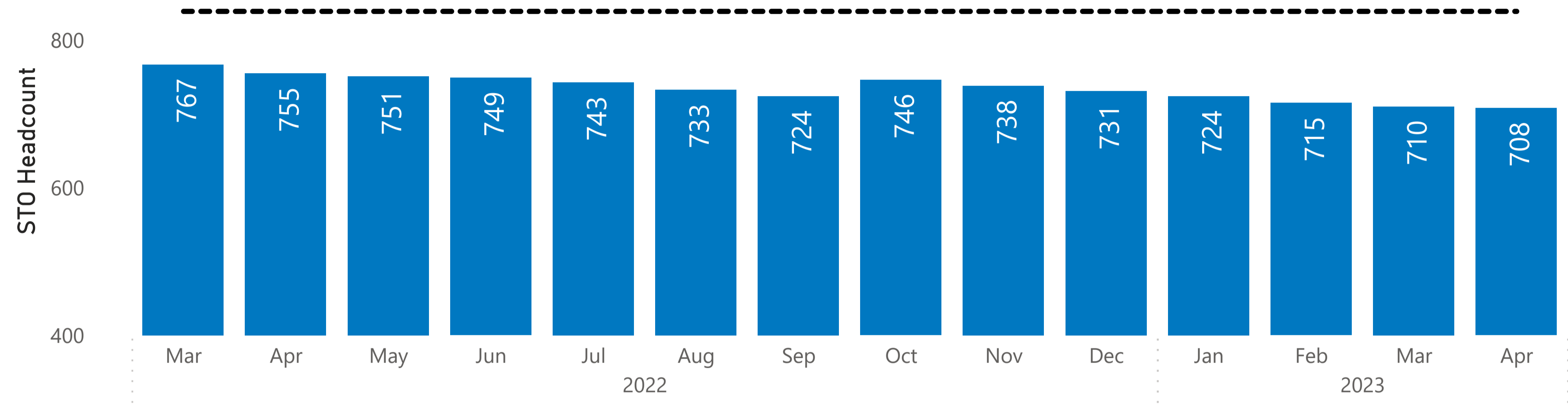
●Operator Headcount ● 2023 Budgeted Bus Headcount

Bus Operators

Budgeted FTE Positions: 3,707

* Since March 2022, CTA directly recruits full time bus operators instead of entry-level part-time positions.

Month	Operator Headcount
Mar (2022)	3.21K
Apr	3.23K
May	3.25K
Jun	3.22K
Jul	3.20K
Aug	3.20K
Sep	3.21K
Oct	3.21K
Nov	3.19K
Dec	3.18K
Jan (2023)	3.21K
Feb	3.22K
Mar	3.28K
Apr	3.31K

CTA Hiring Trend

Selected Date Range

3/1/2022

Rail Operators* + Flaggers**

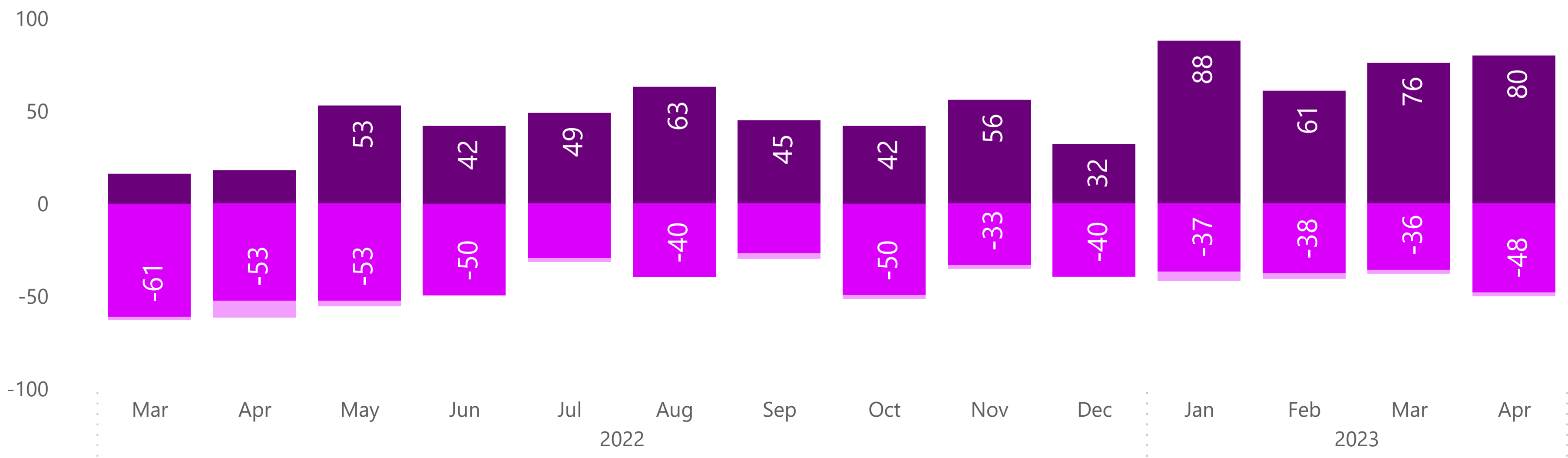● Positions Filled ● Separations ● Transfers

* Rail Operators consists of Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

** Flaggers are entry level positions that offer the option to become rail operators in the future

Month	Positions Filled	Separations	Transfers
Mar	10	-13	
Apr	14	-12	
May	9		
Jun	19	-9	-21
Jul	7		
Aug		-14	
Sep	14	-14	-24
Oct	32		-25
Nov	19		-21
Dec	10		
Jan	20	-9	-17
Feb	10		
Mar	9		
Apr	22		-14
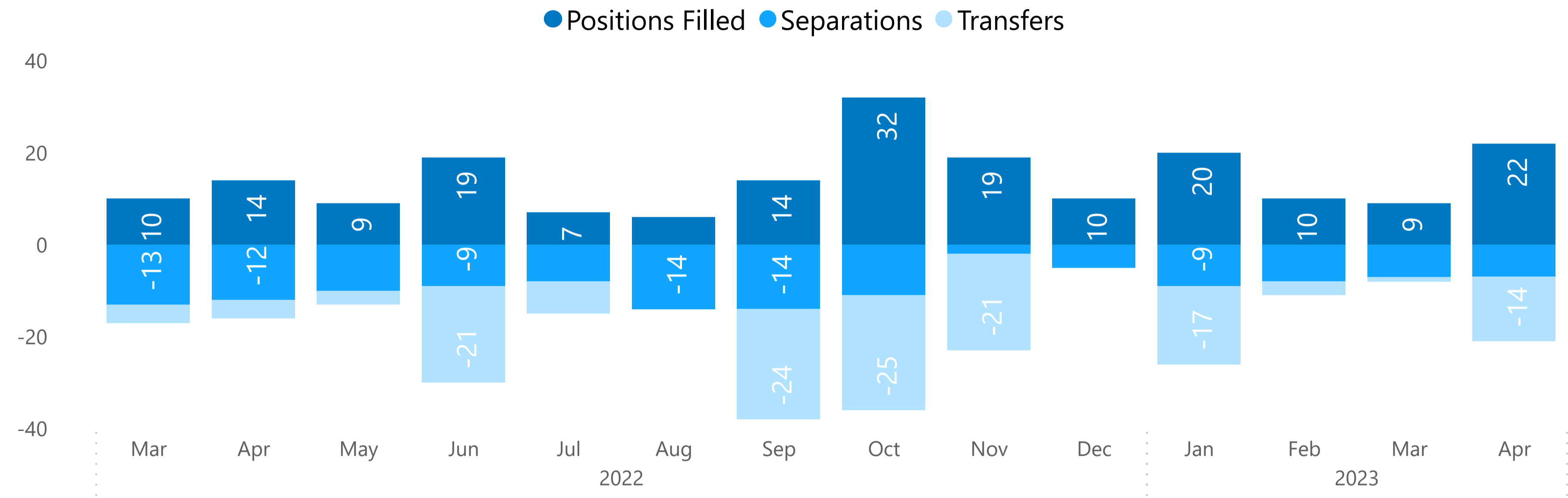
Bus Operators

● Positions Filled ● Separations ● Transfers

Month	Positions Filled	Separations
Mar		-61
Apr		-53
May	53	-53
Jun	42	-50
Jul	49	
Aug	63	-40
Sep	45	
Oct	42	-50
Nov	56	-33
Dec	32	-40
Jan	88	-37
Feb	61	-38
Mar	76	-36
Apr	80	-48

Comparison of Rail Service Delivered Before and After Optimization

Day	Weekday			% Service Delivered Saturday			Sunday		
Line	Pre-Optimization	Post-Optimization	% Change	Pre-Optimization	Post-Optimization	% Change	Pre-Optimization	Post-Optimization	% Change
Blue	65.7%	75.6%	9.9%	53.8%	69.9%	16.1%	59.6%	68.1%	8.5%
Red	68.6%	77.6%	9.0%	67.9%	76.5%	8.6%	70.0%	76.5%	6.6%
Brown	71.4%	87.4%	16.0%	62.5%	80.0%	17.5%	60.6%	83.8%	23.2%
Orange	89.2%	93.8%	4.6%	80.2%	89.3%	9.1%	84.7%	90.8%	6.1%
Green	75.7%	92.1%	16.4%	70.6%	85.5%	14.9%	66.7%	87.9%	21.2%
Pink	80.1%	88.3%	8.1%	67.9%	86.0%	18.1%	65.2%	84.1%	18.9%
Total	**72.4%**	**83.3%**	**10.8%**	**65.5%**	**79.3%**	**13.8%**	**66.8%**	**79.6%**	**12.8%**

Pre-Optimization: refers to data from the rail spring schedule from 5/1/2022 through 10/22/2022

Post-Optimization: refers to dates from the rail fall schedule beginning 10/23/2022 through 6/11/2023

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 Clark/Lake NB &Division SB - due to data issues)
Red Belmont SB & 87th/Sheridan NB
Brown Kedzie SB
Orange Pulaski NB
Green Ridgeland SB & Garfield NB
(or Cermak-McCormick Place SB - due to data issues)
Pink Polk NB

Please note locations may change due to track issues

Daily Avg Double Headways*
Actual headway is double scheduled headway

Weekday

Line	Pre-Optimization	Post-Optimization	% Change
Blue	42	27	-30.0%
Red	39	26	-27.2%
Brown	37	8	-64.9%
Orange	9	3	-59.6%
Green	18	4	-70.5%
Pink	13	5	-51.9%
Total	**158**	**73**	**-45.3%**

Saturday

Line	Pre-Optimization	Post-Optimization	% Change
Blue	47	35	-15.1%
Red	35	19	-38.1%
Brown	25	10	-46.8%
Orange	11	4	-51.2%
Green	15	7	-44.9%
Pink	14	5	-49.7%
Total	**148**	**80**	**-33.0%**

Sunday

Line	Pre-Optimization	Post-Optimization	% Change
Blue	34	30	-9.8%
Red	26	15	-36.4%
Brown	23	6	-58.1%
Orange	7	4	-35.8%
Green	18	5	-56.0%
Pink	15	5	-52.9%
Total	**123**	**65**	**-36.9%**

Daily Avg Triple Headways**
Actual headway is triple scheduled headway

Weekday

Pre-Optimization	Post-Optimization	% Change
9	4	-54.3%
7	3	-54.3%
7	1	-86.8%
1	0	-66.2%
2	0	-86.5%
2	0	-72.6%
29	**10**	**-66.2%**

Saturday

Pre-Optimization	Post-Optimization	% Change
33	10	-68.3%
6	3	-56.4%
8	2	-77.5%
3	1	-63.8%
4	1	-73.6%
4	0	-88.7%
57	**17**	**-69.8%**

Sunday

Pre-Optimization	Post-Optimization	% Change
14	8	-43.8%
4	2	-44.2%
6	1	-90.0%
2	1	-57.5%
4	1	-82.8%
4	1	-85.1%
34	**13**	**-62.4%**

*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.*

Pre-Optimization: refers to data from the rail spring schedule from 5/1/2022 through 10/22/2022

Post-Optimization: refers to dates from the rail fall schedule beginning 10/23/2022 through 06/11/2023

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

cta Monthly System Ridership

Monthly Rides

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023
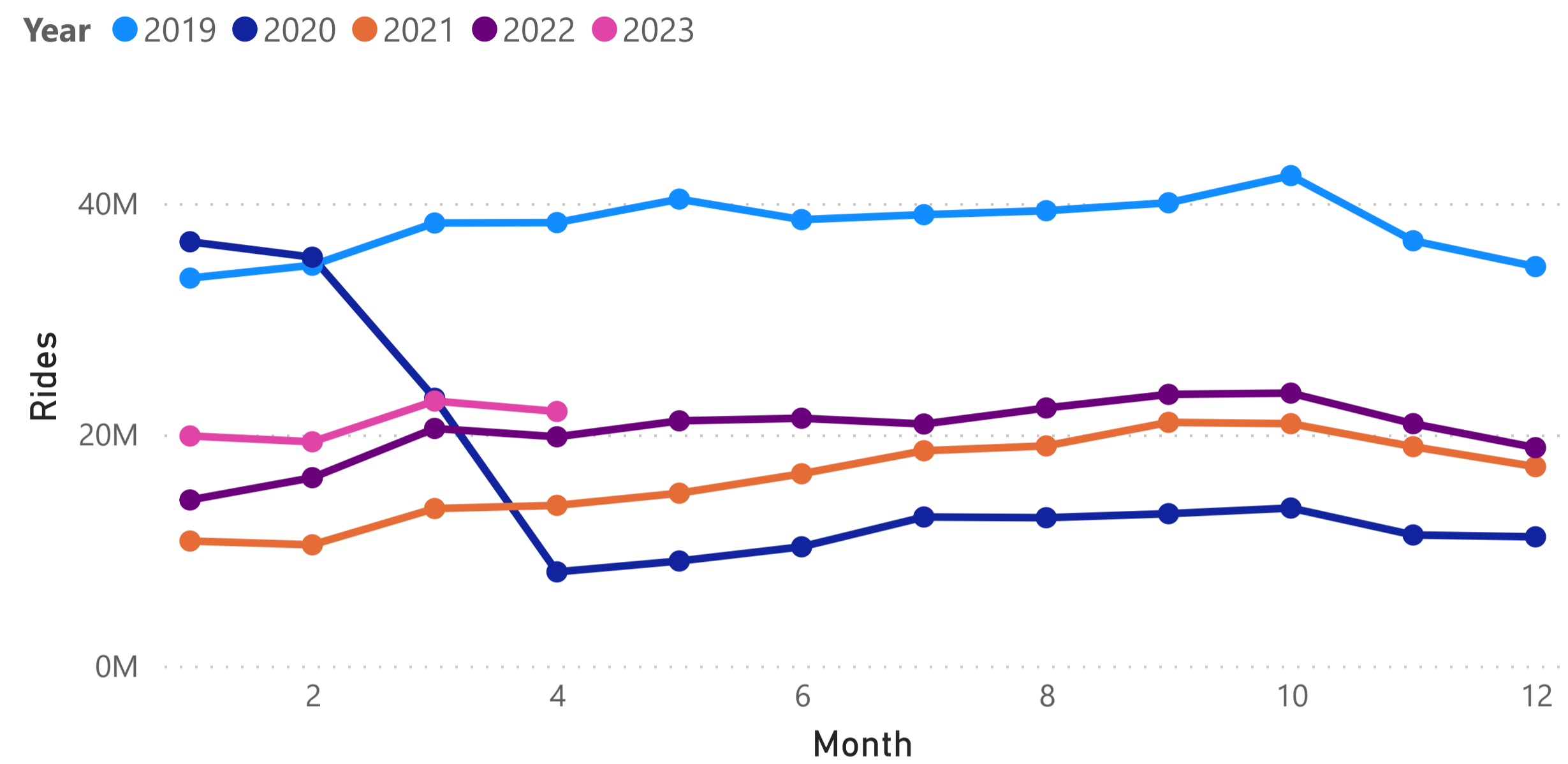
Weekday Average Rides by Month

Mode ● Bus ● Rail
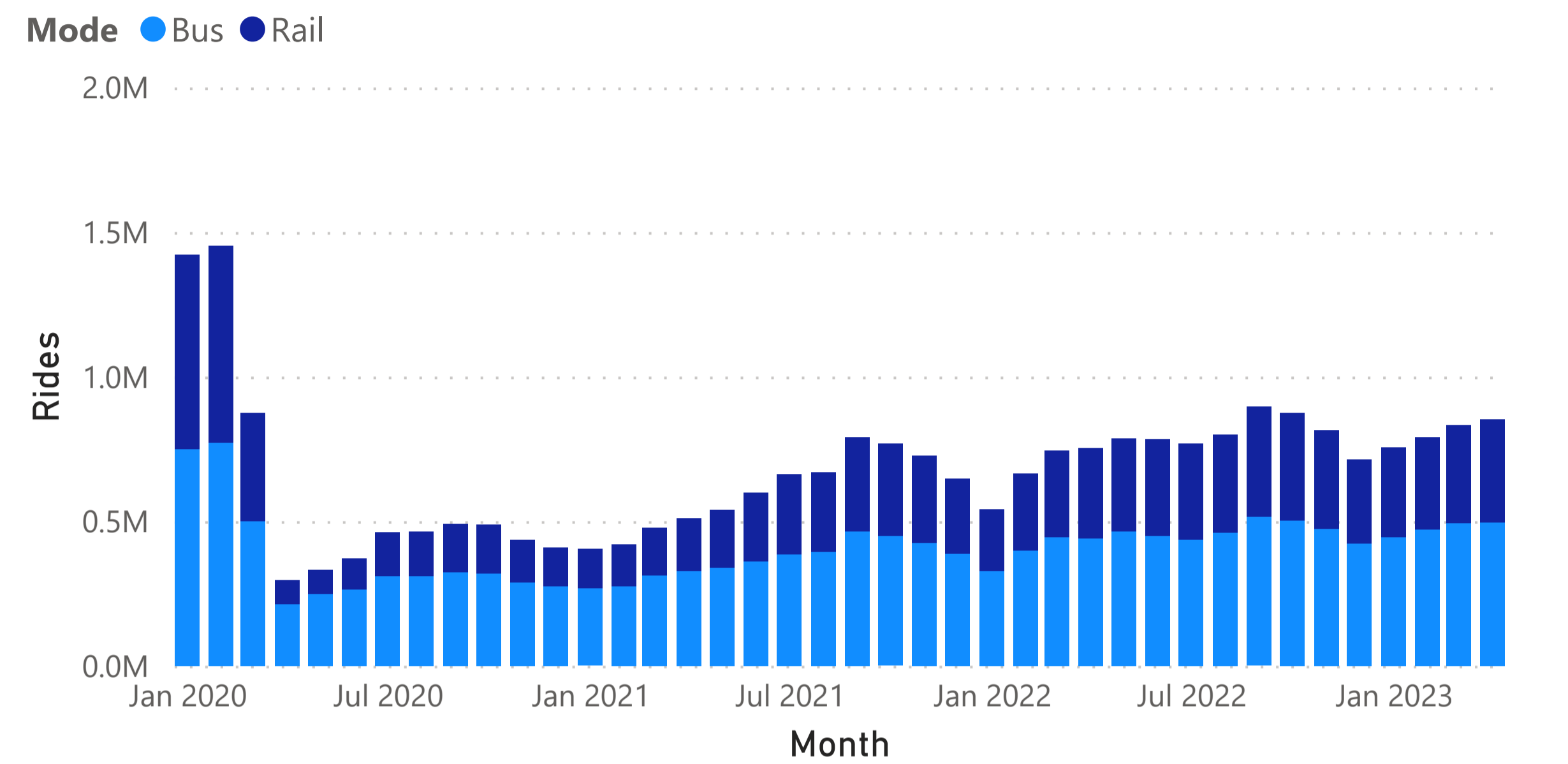
2019 Ridership Retention

System

59

Bus

66

Rail

52

Weekday Average Rides by Hour
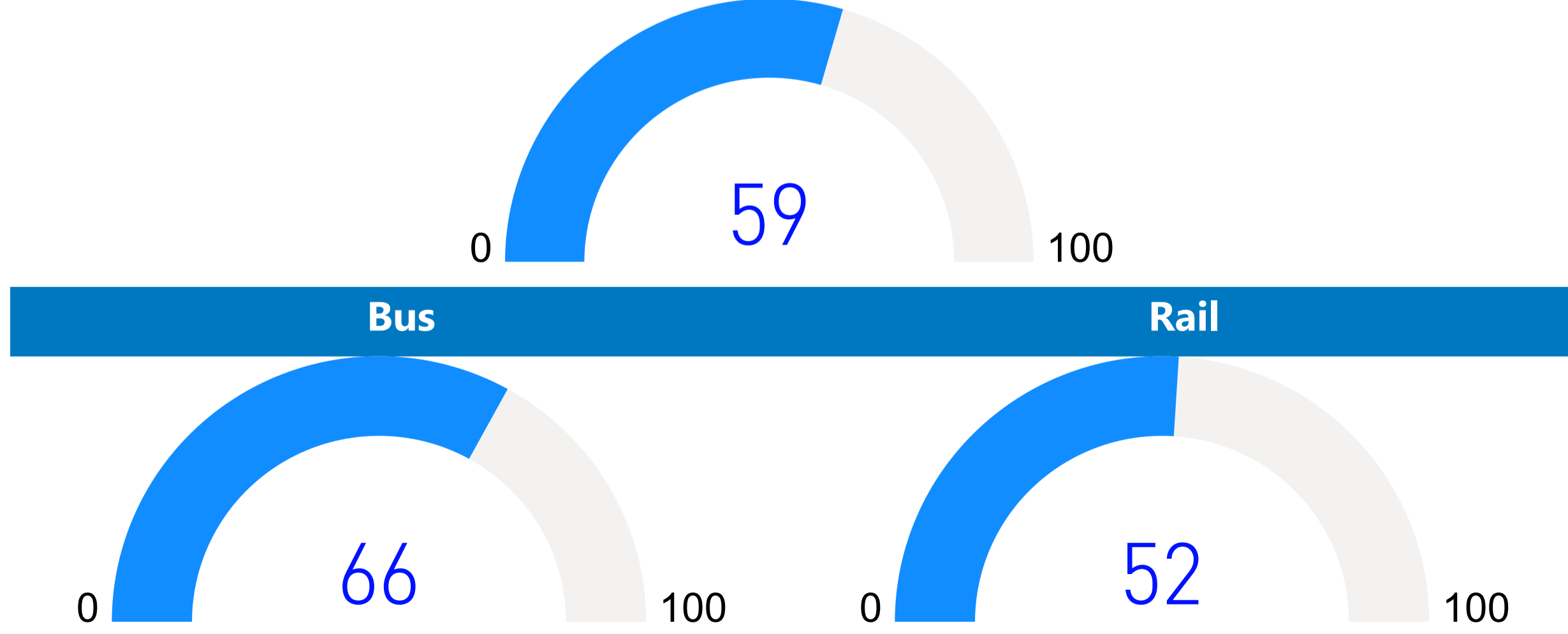
● This Year ● 2019 ● Last Year
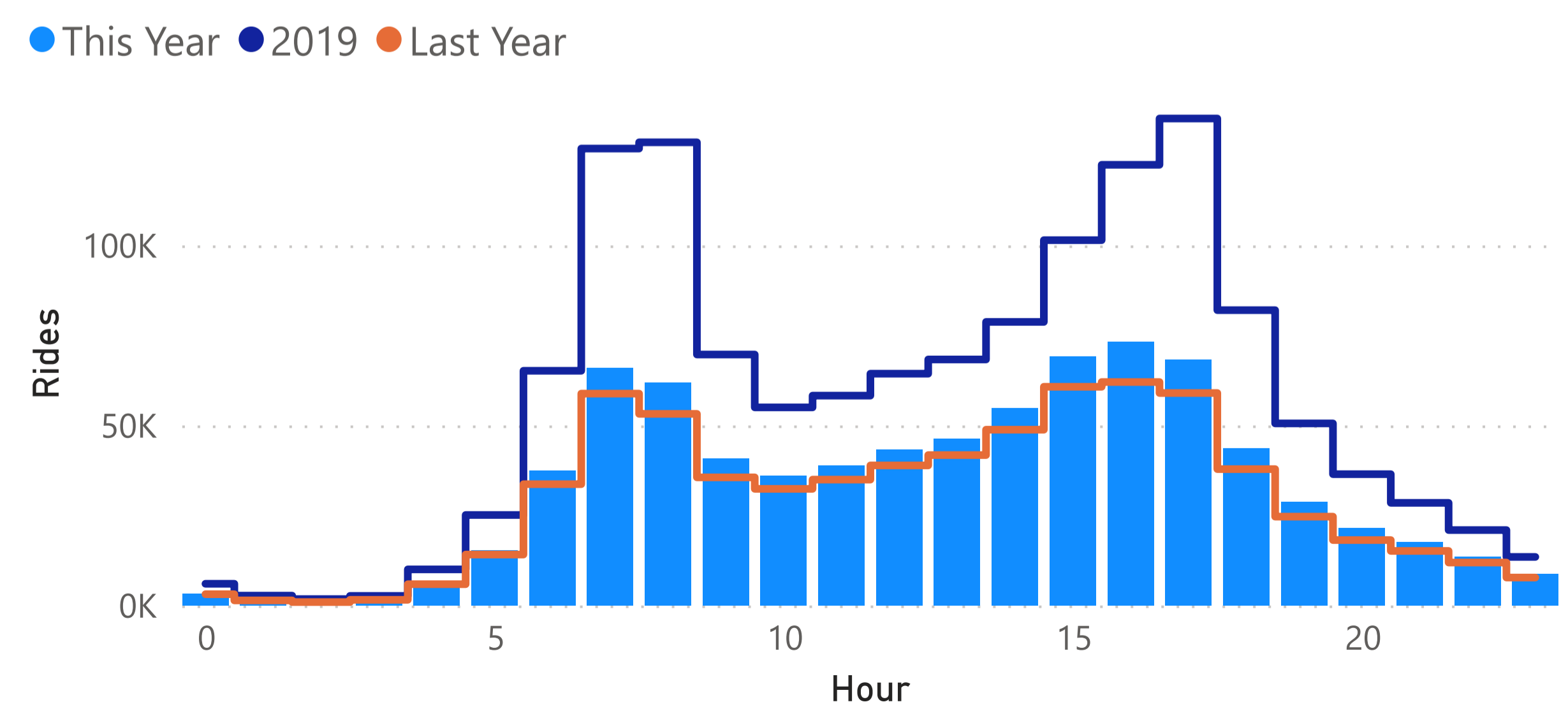
Monthly Bus Ridership

Weekday Average Rides by Route Group

Month	Saturday, April 01, 2023				
Route Group	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊞ Evanston	6.0K	3.6K	4.0K	-34%	10%
⊞ Far South Side	31.0K	16.4K	18.5K	-40%	13%
⊞ Loop	10.6K	4.6K	6.9K	-35%	50%
⊞ Midway Feeder	3.3K	2.5K	2.6K	-20%	7%
⊞ North Side East-West	100.5K	62.5K	67.9K	-32%	9%
⊞ North Side LSD	37.2K	21.5K	22.3K	-40%	4%
⊞ North Side-Loop	58.8K	37.7K	38.1K	-35%	1%
⊞ North-South Crosstown	198.0K	119.0K	135.2K	-32%	14%
⊞ Northwest Side Feeder	5.2K	3.3K	3.8K	-27%	14%
⊞ South Side East-West	101.6K	55.1K	61.8K	-39%	12%
⊞ South Side LSD	32.7K	16.0K	17.2K	-47%	7%
⊞ South Side-Loop	60.5K	31.0K	37.5K	-38%	21%
Total	**759.3K**	**435.3K**	**489.6K**	**-36%**	**12%**

2019 Retention by Route Group
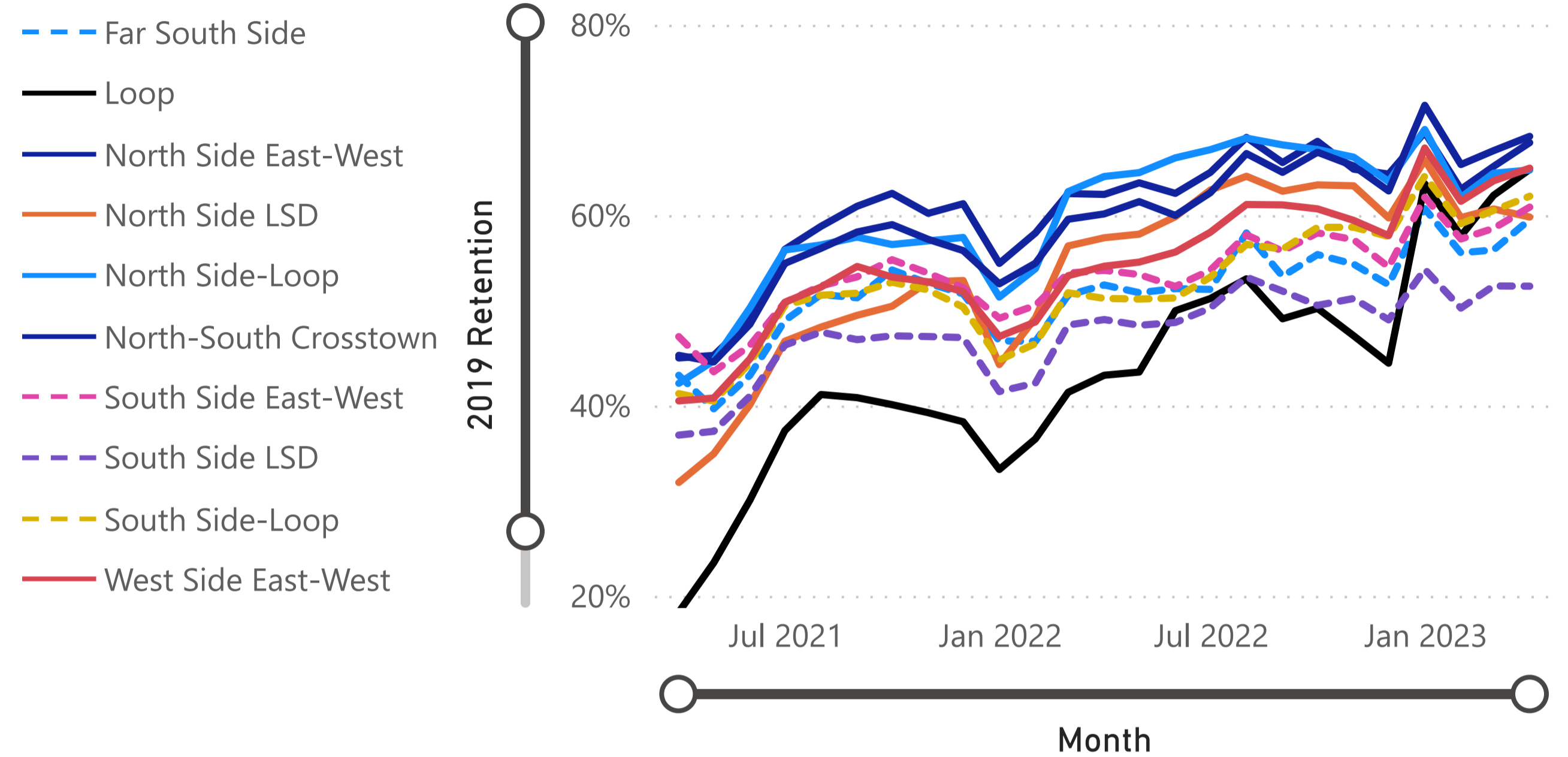
Legend: Far South Side, Loop, North Side East-West, North Side LSD, North Side-Loop, North-South Crosstown, South Side East-West, South Side LSD, South Side-Loop, West Side East-West

Weekday Average Rides by Time Period

Month	Saturday, April 01, 2023				
Hours ▲	2019	Last Year	This Year	vs. 2019%	vs. Last Year%
⊞ 00-03	5.4K	2.9K	3.2K	-40%	9%
⊞ 03-06	22.8K	14.1K	15.2K	-33%	8%
⊞ 06-09	171.1K	90.3K	100.2K	-41%	11%
⊞ 09-12	113.1K	69.6K	77.0K	-32%	11%
⊞ 12-15	136.0K	88.2K	97.2K	-29%	10%
⊞ 15-18	193.0K	110.1K	125.5K	-35%	14%
⊞ 18-21	93.7K	47.6K	55.8K	-40%	17%
⊞ 21-24	33.4K	18.5K	22.0K	-34%	19%
Total	**768.4K**	**441.4K**	**496.1K**	**-35%**	**12%**

Weekday Average Rides by Hour

Legend: This Year, 2019, Last Year
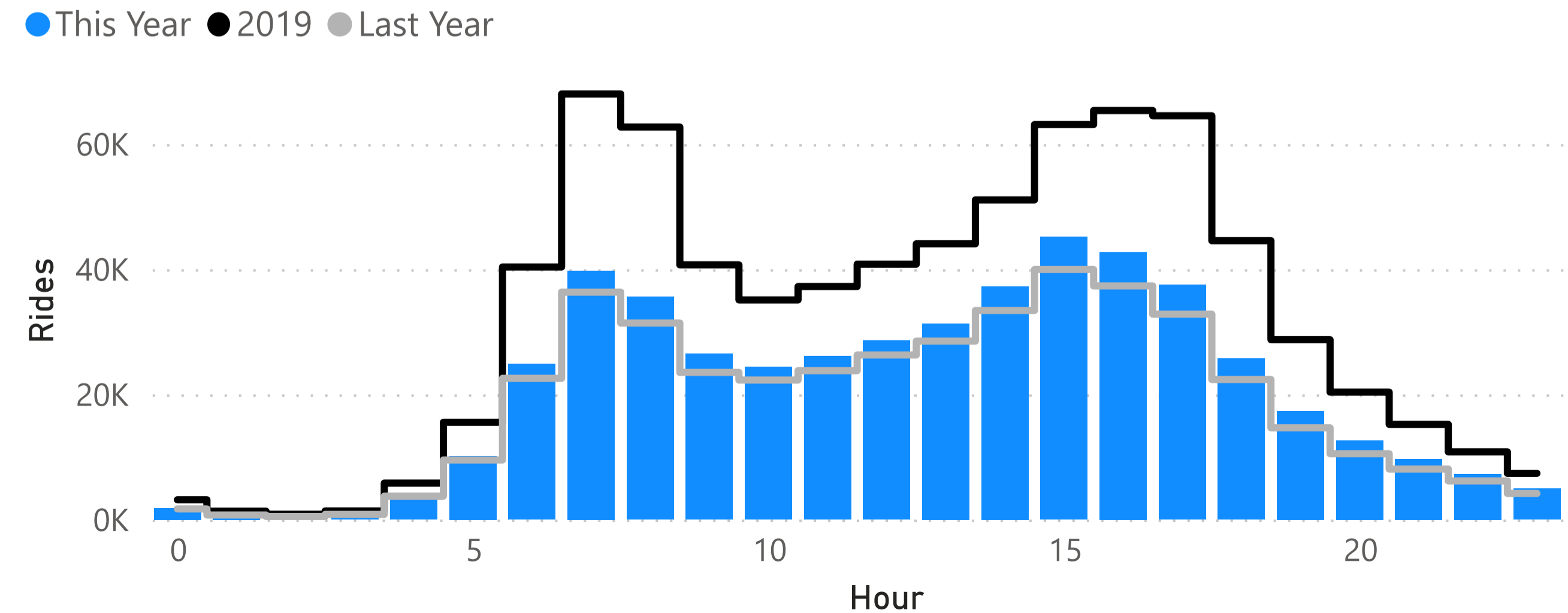
Monthly Rail Ridership

Weekday Average Rides by Branch

Month	Saturday, April 01, 2023				
Branch	**2019**	**Last Year**	**This Year**	**vs. 2019%**	**vs. Last Year%**
⊞ **Ashland**	1.5K	0.7K	0.7K	-52%	7%
⊞ **Brown**	62.2K	27.5K	32.7K	-47%	19%
⊞ **Cermak**	15.7K	9.4K	10.3K	-34%	10%
⊞ **Dan Ryan**	38.9K	18.1K	19.2K	-51%	6%
⊞ **Dearborn Subway**	32.2K	12.4K	14.6K	-55%	18%
⊞ **East 63rd**	1.4K	0.6K	0.7K	-45%	19%
⊞ **Evanston**	9.7K	4.3K	4.6K	-52%	6%
⊞ **Forest Park**	29.5K	12.6K	13.7K	-54%	9%
⊞ **Lake**	27.4K	13.2K	15.6K	-43%	18%
⊞ **Loop**	73.5K	30.9K	37.0K	-50%	20%
⊞ **North Main**	117.9K	53.5K	62.7K	-47%	17%
⊞ **O'Hare**	83.6K	37.8K	44.6K	-47%	18%
⊞ **Orange**	27.4K	14.4K	16.7K	-39%	16%
⊞ **Skokie**	2.8K	1.1K	1.4K	-52%	19%
⊞ **South Elevated**	8.3K	3.8K	4.3K	-48%	13%
⊞ **State Subway**	54.4K	21.1K	24.6K	-55%	16%
Total	**586.4K**	**261.4K**	**303.5K**	**-48%**	**16%**

2019 Retention by Branch
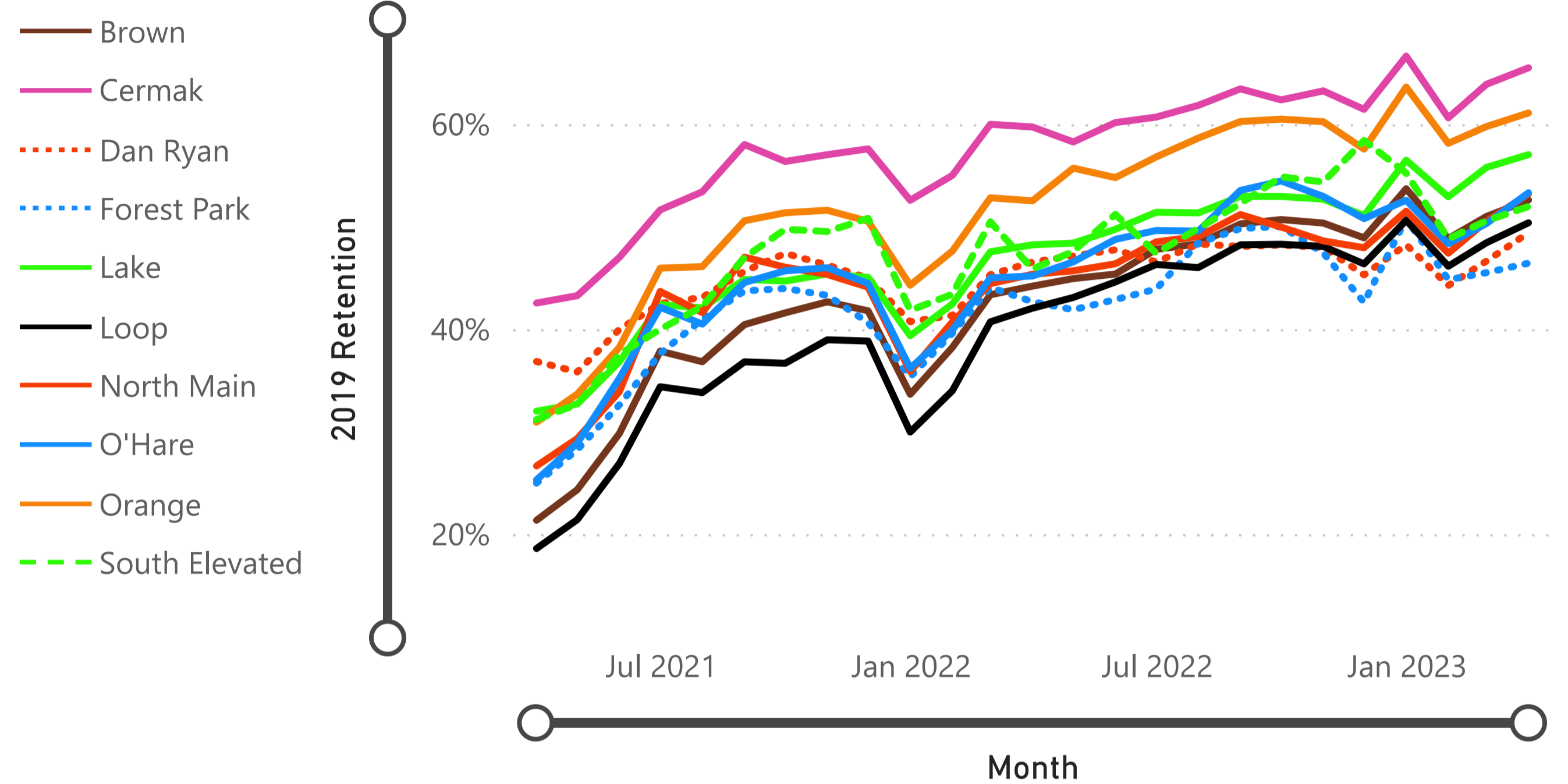
Legend:
- Brown
- Cermak
- Dan Ryan
- Forest Park
- Lake
- Loop
- North Main
- O'Hare
- Orange
- South Elevated

Weekday Average Rides by Time Period

Month	Saturday, April 01, 2023				
Hours ▲	**2019**	**Last Year**	**This Year**	**vs. 2019%**	**vs. Last Year%**
⊞ **00-03**	5.2K	2.5K	2.7K	-48%	7%
⊞ **03-06**	14.9K	7.4K	8.2K	-45%	11%
⊞ **06-09**	148.7K	55.1K	64.8K	-56%	18%
⊞ **09-12**	69.5K	33.1K	38.4K	-45%	16%
⊞ **12-15**	75.0K	41.0K	47.0K	-37%	14%
⊞ **15-18**	165.7K	71.5K	85.0K	-49%	19%
⊞ **18-21**	75.2K	33.0K	38.0K	-49%	15%
⊞ **21-24**	29.4K	16.3K	17.9K	-39%	10%
Total	**583.5K**	**260.1K**	**302.0K**	**-48%**	**16%**

Weekday Average Rides by Hour

Legend: ● This Year ● 2019 ● Last Year