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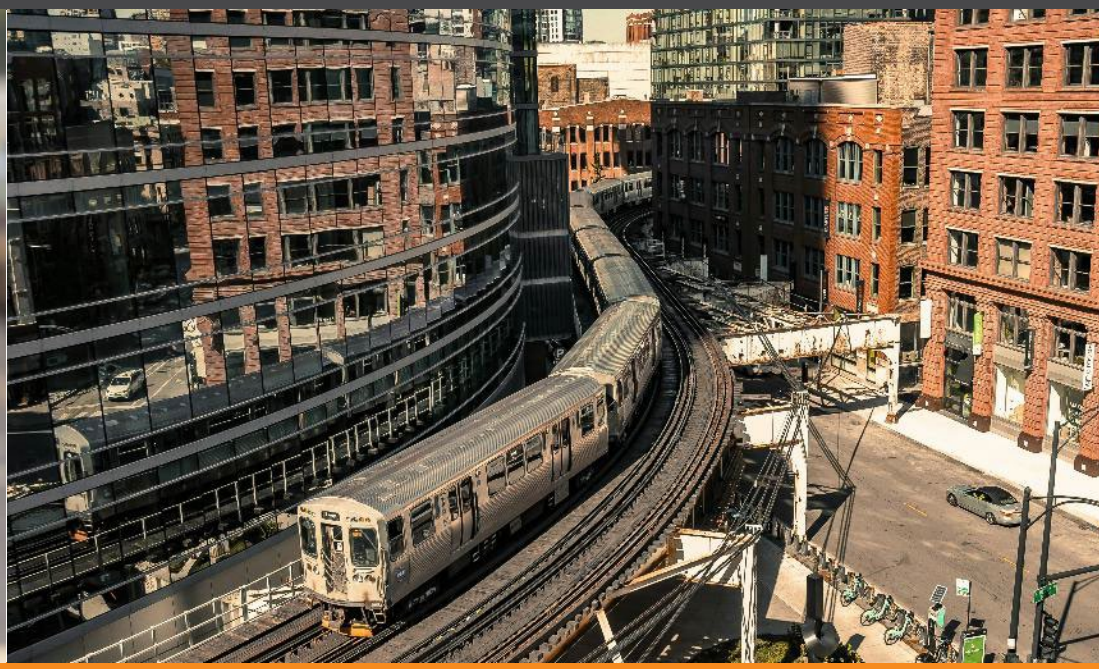
Regional Transportation Authority

CTA 2025 CUSTOMER SATISFACTION STUDY

November 20, 2025



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CONTENTS

LIST OF FIGURES

LIST OF TABLES

1.0 EXECUTIVE SUMMARY

The 2025 Chicago Transit Authority (CTA) Customer Satisfaction Study provides updated insights into rider experiences and priorities across the CTA system. This study, funded and conducted in partnership with the Regional Transportation Authority (RTA), continues a long-term effort to monitor customer satisfaction and inform service improvements. The 2025 survey marks the first major systemwide survey since regional travel patterns stabilized following the COVID-19 pandemic, and follows the previous study conducted in Spring 2022.

A total of 10,216 surveys were collected between January and April 2025, including 8,480 online responses and 1,736 on-board completes. The sample reflects systemwide ridership by route and mode and was weighted to align with CTA-provided March 2025 ridership data.

Overall satisfaction with CTA remains high but declined slightly, with 70% of riders reporting satisfaction, compared to 75% in 2022. Riders continue to give CTA strong marks for service availability (82% in 2025) and on-time performance (78% in 2025 vs. 72% in 2022), both key drivers of satisfaction. However, concerns about personal security on board (50% in 2025 vs. 47% in 2022), cleanliness of vehicles (46% in 2025 vs. 49% in 2022), and the condition of infrastructure (66% in 2025 vs. 70% in 2022) remain top priorities for improvement. Additionally, satisfaction with announcements about delays dropped to 60%, down 6 percentage points from 66% in 2022.

The 2025 survey also reflects shifts in rider demographics and behaviors. Compared to 2022, 2025 ridership includes a slightly higher proportion of older riders and those with higher incomes, potentially reflecting a shift in the rider segments returning to CTA service. More riders report using CTA for over 10 years (48% in 2025 vs. 37% in 2022), and telecommuting patterns continue to evolve with more full-time workers now telecommuting 1 to 2 days per week (27% in 2025 vs. 13% in 2022). Use of digital tools to manage fare payments continues to rise, with 92% of riders using the Ventra App in 2025, up from 89% in 2022.

Taken together, the results indicate that CTA continues to meet the needs of most riders while highlighting clear opportunities for targeted improvements. Focused action on security, cleanliness, infrastructure maintenance, and accuracy of real-time information will be key to sustaining rider satisfaction and strengthening system loyalty in the years ahead.

2.0 OBJECTIVES & BACKGROUND

This report presents findings from the 2025 Chicago Transit Authority (CTA) Customer Satisfaction Study, conducted in March 2025 on behalf of the CTA and the Regional Transportation Authority (RTA). This survey is part of a coordinated regional effort to measure customer satisfaction across the six-county RTA service area, with comparable surveys also conducted by Metra and Pace. The CTA study builds directly on the most recent iteration conducted in Spring of 2022 and is the first to be fielded entirely in the post-pandemic era.

The primary objective of the study is to track rider perceptions of service quality and customer experience across CTA's bus and rail network. Findings are intended to inform service planning, identify areas for improvement, and support performance evaluation over time. By aligning key metrics with Metra and Pace, the study also contributes to a regional understanding of customer satisfaction with the Chicagoland transit system.

The 2025 survey was conducted amid continued shifts in the transit landscape. Since 2020, CTA has faced significant disruptions due to the COVID-19 pandemic. Ridership dropped sharply that year and began a gradual recovery, though system-wide boardings in 2024 remained below pre-pandemic levels—reaching about 68% of 2019 ridership, with bus at 77% and rail at 58%.[1] To support recovery, CTA restored bus and rail service to pre-pandemic frequencies in 2024 and marked a major milestone with the opening of the Damen Green Line station near the United Center; the agency's first new train station in over a decade.[2] At the same time, CTA faced mounting fiscal challenges as federal COVID-19 relief funds began to wind down, with a funding gap expected once those funds are exhausted in 2026.

Understanding rider perceptions in this evolving context is critical. The 2025 survey captures how customers are experiencing CTA service today—what is working, what is not, and what matters most as the system adapts to post-pandemic realities and fiscal pressures.

To reach a broad and representative sample of CTA customers, the survey was distributed through both digital and in-person methods. On January 17, 2025, email invitations were sent to 76,549 Ventra users who had recently used CTA services and opted in to receive communications. These contacts were stratified by train line and bus route group to reflect current ridership patterns. Paper surveys were distributed by trained field staff on board select buses and trains in March and early April 2025, with a focus on routes likely to be underrepresented in the email sample. Respondents could complete the survey during their

[1] "Annual Ridership Report," Chicago Transit Authority, January 1, 2025, https://www.transitchicago.com/assets/1/6/2024_Annual_Ridership_Report.pdf.
[2] Melissa Myer, "Regional transit ridership hits post-pandemic high in 2024; 11 percent jump from 2023," January 28, 2025, https://www.rtachicago.org/about-rta/press-releases/regional-transit-ridership-hits-post-pandemic-high-in-2024-11-percent-jump-from-2023.

ride, return it by mail, or access it online using a unique QR code and password. In total, 10,216 responses were collected.

3.0 METHODOLOGY

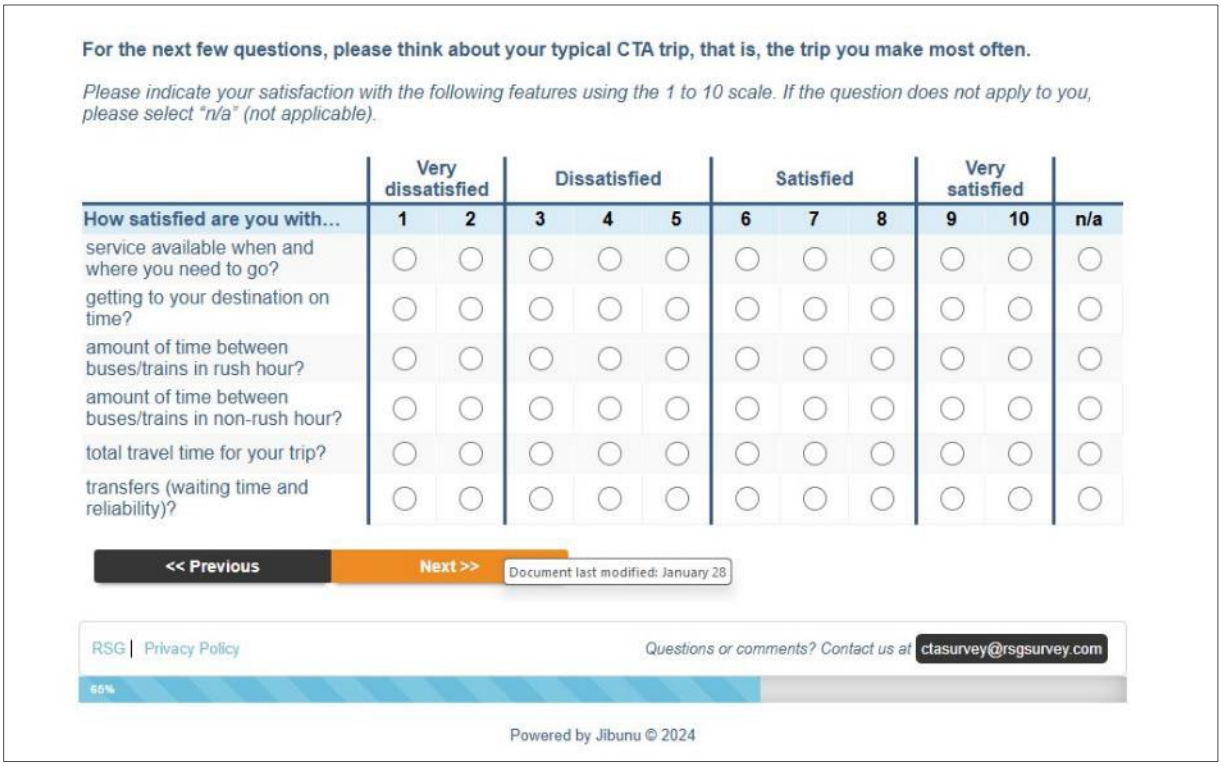
3.1 SURVEY DESIGN

The questionnaire for the 2025 Chicago Transit Authority (CTA) Customer Satisfaction Survey (CSS) remains largely consistent with the 2022 version. This continuity enables more meaningful year-over-year comparisons, while incorporating updates to reflect current rider experiences and priorities.

The survey began with questions about travel behavior, including how many days per week respondents ride CTA, when they ride (days and times), their typical trip purposes, and how they access and exit the system. Respondents were asked to answer based on their most typical trip, or the trip they take most often on CTA.

At the core of the questionnaire was a set of 16 CTA-specific satisfaction questions and four regional questions related to the six-county Chicagoland area. While these items were not grouped into formal service dimensions in 2025, they continued to reflect key themes such as service delivery, communication, safety, comfort, cleanliness, and staff performance. Respondents rated each item on a 10-point scale from “Very Dissatisfied” to “Very Satisfied,” with an option to select “not applicable” (“n/a”) where relevant. Figure 1 shows an example of how the satisfaction section appeared to online respondents.

FIGURE 1: SCREENSHOT OF ATTRIBUTE SATISFACTION RATING QUESTION IN CTA WEB SURVEY



The survey also asked riders about their likelihood of continuing to use CTA a year from now and whether they would recommend CTA service to others. These questions provide additional context for interpreting the satisfaction scores, as riders may express dissatisfaction with certain aspects of service while still feeling that CTA meets their overall expectations.

Finally, respondents were asked demographic questions, including age, gender, English language ability, race and ethnicity, and income. As in previous years, incentive prizes were used to encourage participation. Respondents could enter a prize drawing for a chance to win one Grand Prize ($250 Visa gift card) or one of twenty Second Prizes ($50 Visa gift cards). Those who opted in provided their email address, which was checked for duplicates to ensure only unique entries were included.

3.2 SAMPLING PLAN

A sampling plan was developed using CTA ridership data from October 2024. The plan was structured around the bus route groups and train branches that CTA uses to summarize and categorize its network of bus routes and ‘L’ lines.

Online Sampling and Initial Response Monitoring

The first phase of data collection focused on online outreach. On January 17, 2025, the first email invitation was sent to Ventra customers. Following this initial email blast, the study team monitored survey completions by bus route group and train branch to assess response rates and identify where additional outreach would be needed.

Assignment of Surveys to Bus Route Groups and Train Branches

The same eleven bus route groups and fifteen train branches were used as for prior iterations of the survey, allowing for consistency and year-over-year comparisons.

The assignment was straightforward for the Brown, Orange, Pink, Purple, and Yellow lines, which each include only one branch. For the Blue, Green, and Red lines, which each have multiple branches, a respondent's home ZIP Code was used to determine branch assignment (Figure 2, Figure 3, and Figure 4, respectively). Responses with ZIP Codes not shown on the branch maps were manually assigned to a branch based on any additional train or bus routes used.

Several changes first introduced in prior years and maintained in the 2022 survey were also continued in 2025 to ensure consistency in analysis and comparability over time:

- The merging of the Green line's three southern branches – Ashland, East 63rd, and South Elevated – into one branch: "Green – South Branches"
- The merging of the Midway Feeder bus route group with the South Side East-West group, as well as the Northwest Side Feeder bus route group with the North Side East-West group
- Splitting branches that pass through the Loop, including the Brown, Green, Orange, Pink, and Purple line branches proportionally into Loop and non-Loop ridership. This was done by allocating riders from the "Loop" proportionally to the branches. For instance, if the Green line accounted for 30% outside of Loop (among Loop-lines), 30% of Loop riders were associated with the Green line inside the Loop.[3]

[3] CTA typically reports the Loop as its own rail branch; however, the 2025 sampling plan did not include the Loop as a standalone branch, so survey respondents who indicated using a Loop station as their most common station were proportionally allocated to the relevant branches.

FIGURE 2: GEOGRAPHIC BRANCH ASSIGNMENTS FOR BLUE LINE

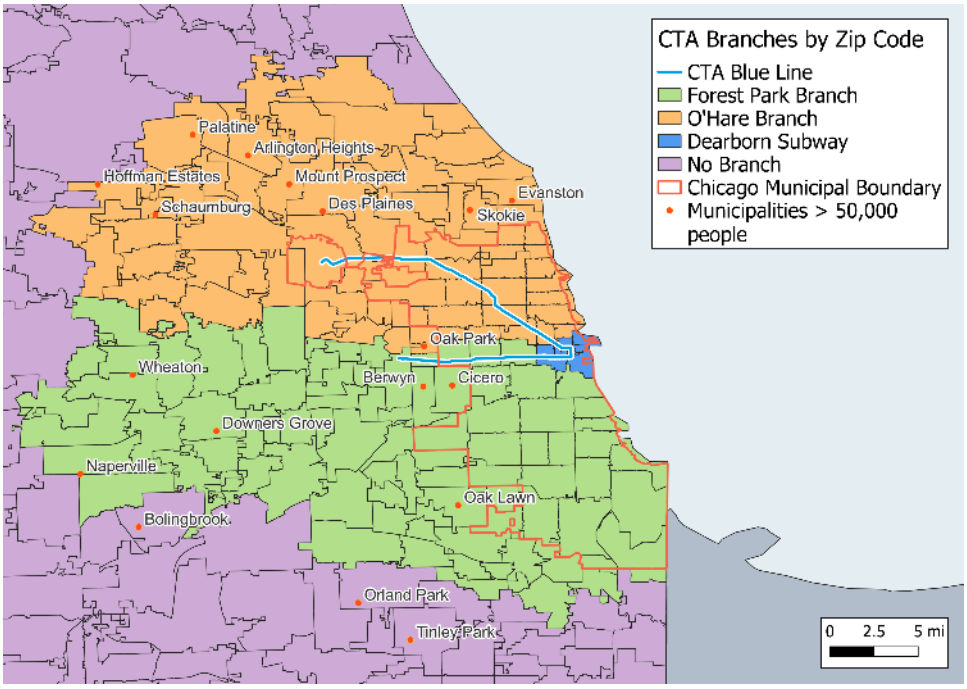


FIGURE 3: GEOGRAPHIC BRANCH ASSIGNMENTS FOR GREEN LINE

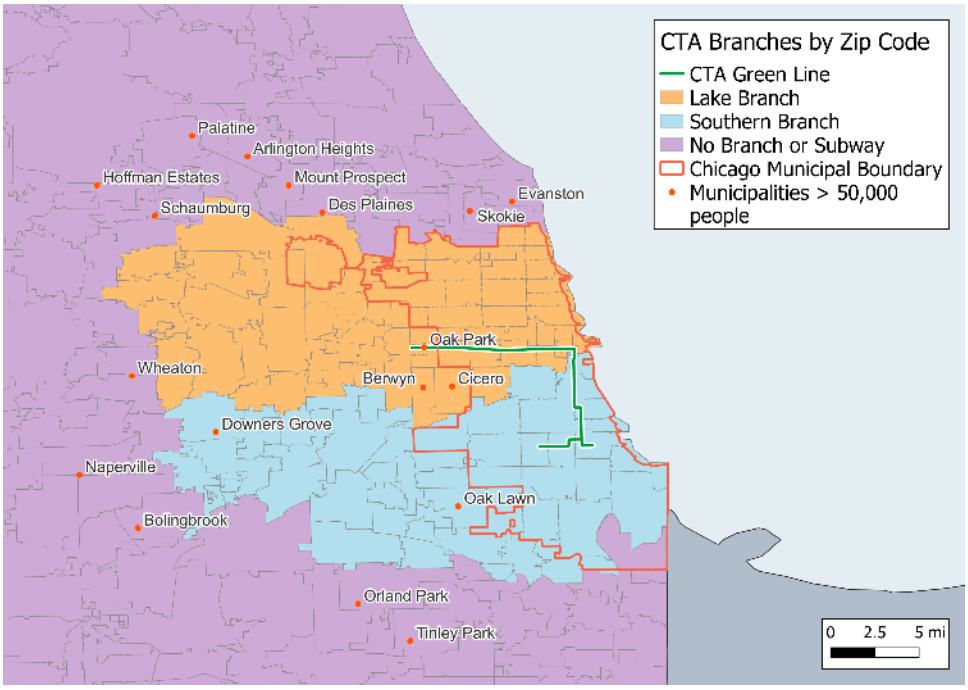
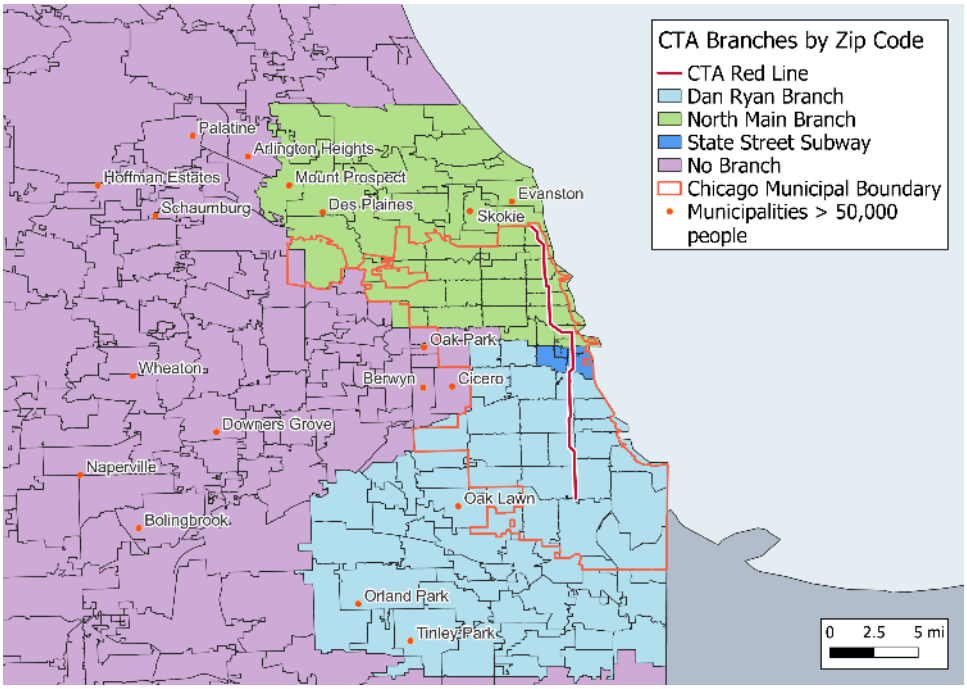


FIGURE 4: GEOGRAPHIC BRANCH ASSIGNMENTS FOR RED LINE



Onboard Sample Size Targets

Based on CTA's ridership and satisfaction levels from past Customer Satisfaction Surveys, the study set a target of 296 completed surveys per bus route group and train branch. At previous satisfaction levels (74%), this target supports comparisons at a 95% confidence interval with a 5% margin of error.

To identify where on-board recruiting was needed to meet this goal, the team reviewed projected response counts from the online email campaign while developing the sampling plan. The intercept distribution plan was then adjusted to fill gaps where online outreach was expected to fall short, focusing on bus groups and train branches with enough ridership to realistically reach the target.

Since bus riders account for about 60% of total system ridership and rail riders about 40%, resources were allocated proportionally. Groups representing 0–1% of total ridership did not receive significant paper distribution. Because the email sample skewed slightly more white, less Hispanic, and higher income than the system overall, the team distributed more surveys in areas with typically lower response rates such as parts of the service area that have lower household income to balance the sample, while still aligning with ridership patterns and sample size goals.

3.3 SURVEY ADMINISTRATION

Online Recruitment

The online survey was fielded from January 17 to April 17, 2025. On January 17, email invitations were sent to 76,549 Ventra users who had used CTA in the past three months and had agreed to receive surveys. Three reminder emails were sent to non-respondents on January 27, February 4, and March 6. Each email included a unique link to prevent multiple submissions.

The survey was programmed using Jibunu, an online survey platform, which allowed for a customized experience that improved data quality and reduced respondent fatigue. The online version was available in English, Spanish, Chinese, Polish, and Arabic, and mirrored the paper surveys to ensure consistent responses across formats.

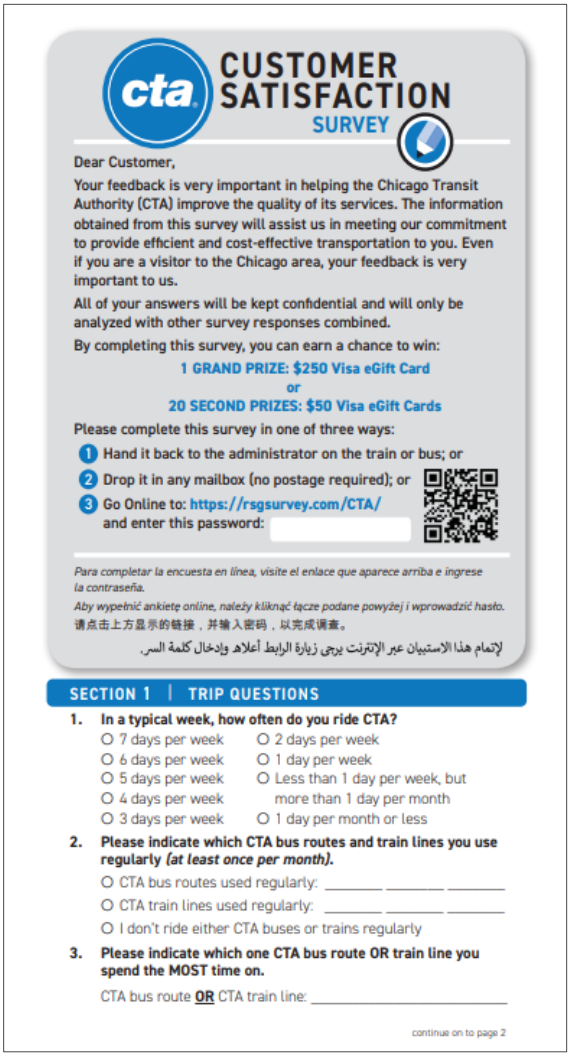
Onboard Recruitment

Before onboard surveying began, surveyors and supervisors attended a training session on March 7, 2025, led by RSG staff to review processes and expectations. RTA's project manager and a CTA staff member also attended. From March 8 to April 4, 2025, surveyors collected on-board surveys and worked shifts assigned according to a sampling plan designed to cover routes and trains at various times of day and days of the week, rather than specific runs or exact times.

Riders could complete the paper survey on-board and return it to a surveyor, mail it back postage-paid, or complete it online using the link and unique password printed on the cover. Mail-in responses were accepted through April 11, 2025. To boost response rates, surveyors encouraged riders to fill out the survey while riding. The unique password ensured each rider could respond only once.

Paper surveys were offered in English and Spanish, with English, Spanish, Polish, Chinese and Arabic versions available online. The paper survey also included instructions in Spanish, Chinese, Polish, and Arabic for accessing the online survey. By the end of fielding, surveyors had distributed 14,323 questionnaires. Figure 5 shows the survey's first page, which includes instructions and prize details.

FIGURE 5: FIRST PAGE OF CTA PAPER SURVEY



CUSTOMER SATISFACTION SURVEY

Dear Customer,

Your feedback is very important in helping the Chicago Transit Authority (CTA) improve the quality of its services. The information obtained from this survey will assist us in meeting our commitment to provide efficient and cost-effective transportation to you. Even if you are a visitor to the Chicago area, your feedback is very important to us.

All of your answers will be kept confidential and will only be analyzed with other survey responses combined.

By completing this survey, you can earn a chance to win:

1 GRAND PRIZE: $250 Visa eGift Card
or
20 SECOND PRIZES: $50 Visa eGift Cards

Please complete this survey in one of three ways:

1. Hand it back to the administrator on the train or bus; or
2. Drop it in any mailbox (no postage required); or
3. Go Online to: https://rsgsurvey.com/CTA/ and enter this password:

Para completar la encuesta en línea, visite el enlace que aparece arriba e ingrese la contraseña.

Aby wypełnić ankietę online, należy kliknąć łącze podane powyżej i wprowadzić hasło.

请点击上方显示的链接，并输入密码，以完成调查。

لإتمام هذا الاستبيان عبر الإنترنت يرجى زيارة الرابط أعلاه وإدخال كلمة السر.

SECTION 1 | TRIP QUESTIONS

1. **In a typical week, how often do you ride CTA?**
   - O 7 days per week
   - O 6 days per week
   - O 5 days per week
   - O 4 days per week
   - O 3 days per week
   - O 2 days per week
   - O 1 day per week
   - O Less than 1 day per week, but more than 1 day per month
   - O 1 day per month or less
2. **Please indicate which CTA bus routes and train lines you use regularly *(at least once per month)*.**
   - O CTA bus routes used regularly: _____ _____ _____
   - O CTA train lines used regularly: _____ _____ _____
   - O I don't ride either CTA buses or trains regularly
3. **Please indicate which one CTA bus route OR train line you spend the MOST time on.**
   CTA bus route **OR** CTA train line: _____

continue on to page 2

3.4 DATA CLEANING

Before weighting and analysis, the study team carefully merged the paper and web survey data. A key step was translating each respondent's primary bus route or train line so responses could be grouped into a single route group or branch—the target variable for weighting and expansion. Respondents were first categorized based on their answer to: "Please indicate which one CTA bus route OR train line you spend the MOST time on." If no primary route was given, the first additional bus route or train line reported was used. For paper surveys where respondents listed both a bus and train or left the item blank, other route information was reviewed to determine a likely primary mode. If no usable information was available, the

respondent's unique survey password was matched to surveyor count sheets to assign the route or line where the survey was collected.

After extensive cleaning, 1,736 completes from the onboard recruitment were determined valid; this number includes those intercept respondents who completed the survey on paper and those who received a paper survey but completed it online; invalid surveys are excluded from the results. Once processing and expansion were complete, the team merged variables that remained consistent with 2022 data. For questions with changed answer options, they collapsed categories into broader ranges to enable comparisons over time.

3.5 DATA WEIGHTING AND EXPANSION

The study team weighted and expanded the data to ridership counts to ensure that the survey sample accurately reflects CTA's traveling population. Initial weights were calculated using aggregated March 2025 ridership data provided by CTA to align the proportion of survey responses per bus route group or train branch with actual ridership during this time period. For train lines that pass through the Loop, including the Brown, Green, Orange, Pink, and Purple Lines, Loop ridership was allocated proportionally across branches.[4] For example, if the Green Line accounted for 30% of non-Loop ridership among these lines, then 30% of Loop riders were assigned to the Green Line as well.

Final expansion adjusted each respondent's weight proportionally so that the combined total reflects CTA's average weekly ridership for March 2025. This approach ensures that results fairly represent the overall CTA rider population and incorporates weekend activity: the study team calculated an average daily ridership figure (weekday weighted by its share of the week, plus Saturday and Sunday) and multiplied it by seven to produce an "average week." A similar weekly weighting approach was used for all Service Boards to preserve consistency and methodological comparability. All analyses in this report rely on these final expanded weights to best represent the entire CTA system.

[4] CTA typically reports the Loop as its own rail branch; however, the 2025 sampling plan did not include the Loop as a standalone branch, so Loop ridership was proportionally allocated to the relevant branches to ensure that this important ridership was fully captured.

TABLE 1: DATA EXPANSION TABLE

	GROUP OR BRANCH	AVERAGE WEEKLY RIDERSHIP (MARCH 2025)	PROPORT-ION OF RIDERSHIP (MARCH 2025)	UN-WEIGHTED SAMPLE	UN-WEIGHTED SAMPLE PROPOR-TION	WEIGHT
Bus Groups	Downtown	14,950	<1%	102	1%	0.26
	Evanston	21,512	<1%	100	1%	0.39
	Far South Side	123,361	2%	203	2%	1.09
	North Side East-West	492,371	9%	555	5%	1.60
	North Side Lake Shore Drive	156,466	3%	340	3%	0.83
	North Side Downtown	301,840	5%	507	5%	1.07
	North-South Crosstown	904,131	16%	1278	13%	1.27
	South Side East-West	431,783	8%	528	5%	1.47
	South Side Lake Shore Drive	117,244	2%	440	4%	0.48
	South Side Downtown	269,673	5%	496	5%	0.98
	West Side East-West	542,906	10%	704	7%	1.39
	Special	18,935	<1%	27	<1%	1.26
Train Branches	Blue – Dearborn Subway	120,252	2%	43	<1%	5.03
	Blue – Forest Park	74,957	1%	277	3%	0.49
	Blue – O'Hare	318,429	6%	1004	10%	0.57
	Brown	340,239	6%	697	7%	0.88
	Green – Lake	182,250	3%	333	3%	0.99
	Green – South Branches	59,933	1%	194	2%	0.56
	Orange	153,520	3%	468	5%	0.59
	Pink – Cermak	105,244	2%	311	3%	0.61
	Purple – Evanston	46,370	1%	153	1%	0.55
	Red – Dan Ryan	122,231	2%	450	4%	0.49
	Red – North Main	518,903	9%	906	9%	1.03
	Red – State Subway	231,507	4%	74	1%	5.63
	Yellow – Skokie	6,677	<1%	26	<1%	0.46
	Total	**5,675,686**	***100%***	***10,216***	***100%***	**--**

**Note: Final weighted proportion matched the ridership proportion. At the 95% confidence level, the margin of error for the overall 2025 satisfaction results is ±0.88%.*

3.6 RESPONSE RATES

In total, 10,216 respondents completed a usable survey. To be counted as usable, each survey had to be linked to a bus group or train branch. The team sent email invitations to 76,549 valid addresses, yielding 8,480 completed surveys, an 11.1% response rate. Additionally, surveyors distributed 14,323 paper surveys on board, resulting in 1,736 usable surveys for a 12.1% response rate.

Most riders who received a paper survey returned it in person or by mail; however, 753 of these respondents chose to complete the survey online instead of using the printed form.

In total, 337 surveys (3.3%) were completed in a language other than English: 298 in Spanish, 27 in Chinese, 8 in Polish, and 4 in Arabic. Final counts by recruitment type (on-board intercept or email invitation) and completion method (paper or online) appear in Table 2.

For a detailed breakdown of completes by group or branch and recruitment method, see Appendix A.

TABLE 2: SURVEY COMPLETES BY RECRUITMENT AND COMPLETION METHOD

RECRUITMENT METHOD	PAPER COMPLETES	WEB COMPLETES	TOTAL
Email	--	8,480	8,480
On-board	983	753	1,736
Total	**983**	**9,233**	**10,216**

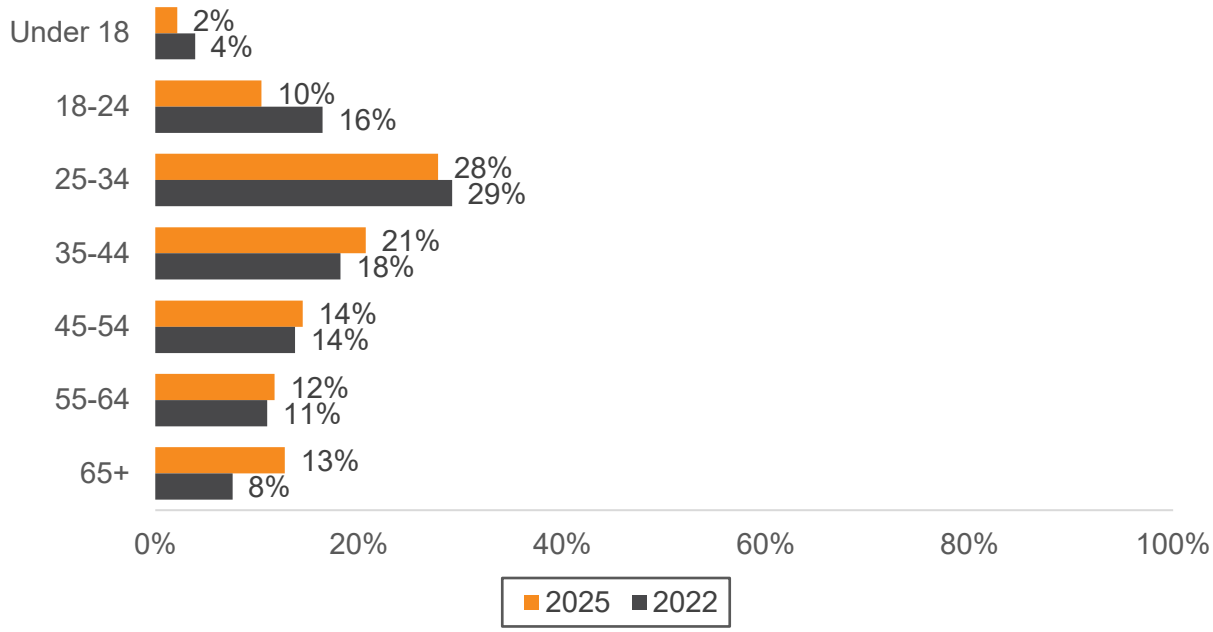
4.0 RESULTS

This section highlights key findings from the 2025 CTA CSS, including travel behavior, satisfaction with service attributes, and rider demographics. When possible, these findings are compared with results from Spring 2022 to show changes over time.

4.1 DEMOGRAPHICS

As in 2022, the 2025 ridership skews younger, though there were some shifts across age groups. Riders aged 18 to 24 made up 10% of riders in 2025, a 6 percentage point decrease from 16% in 2022. The share of riders aged 25 to 34 declined slightly by 1 percentage point, from 29% to 28%. Older age brackets continued to represent a smaller portion of the sample, though they saw slight increases: riders aged 55 to 64 rose by 1 percentage point (from 11% to 12%), and the share of riders aged 65 and older also increased, from 8% to 13% (Figure 6).

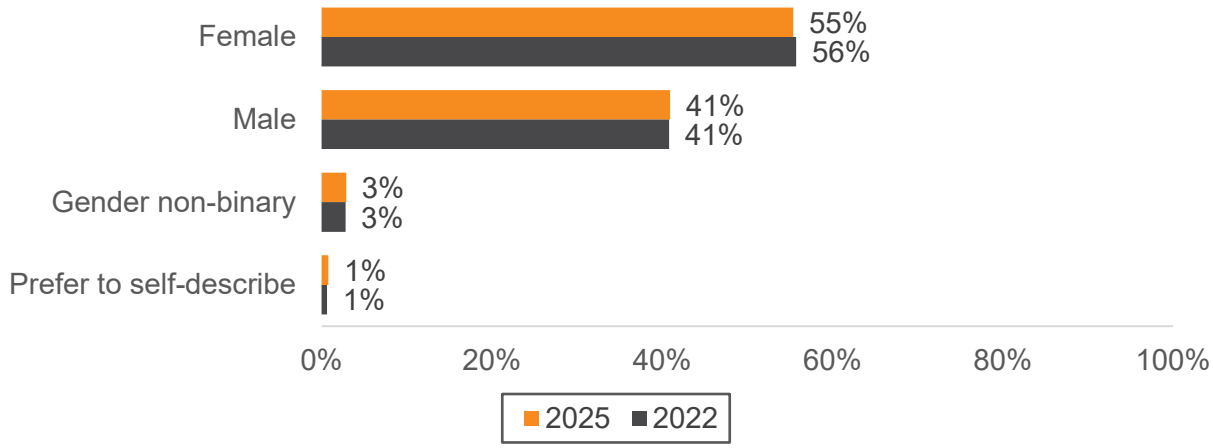
FIGURE 6: AGE BY YEAR



Total, n = 19,707; 2025, n = 10,145; 2022, n = 9,562

The gender distribution of riders in 2025 is nearly identical to that of 2022. Women continue to make up the majority of the sample (55%), while men represent 41%. Riders identifying as non-binary remained steady at 3%, the same as in 2022 (Figure 7).

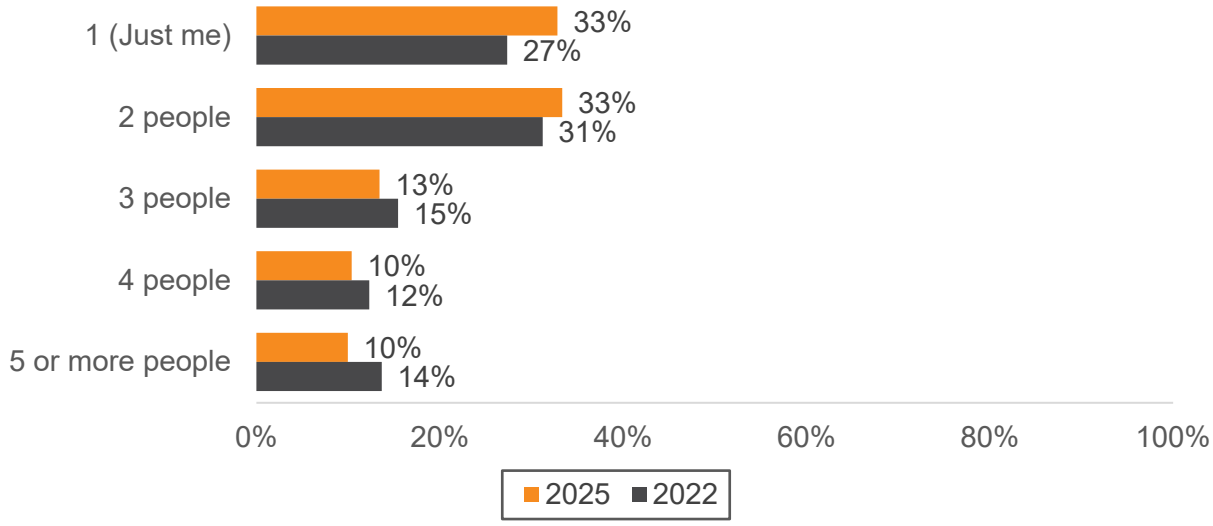
FIGURE 7: GENDER BY YEAR



Total, n = 19,695; 2025, n = 10,121; 2022, n = 9,574

In 2025, 33% of CTA riders reported living alone, a 6 percentage point increase from 27% in 2022. Two-person households remained steady at around one-third in both years. Larger households saw slight declines, with fewer riders in 2025 reporting that they lived in homes with three or more people (Figure 8).

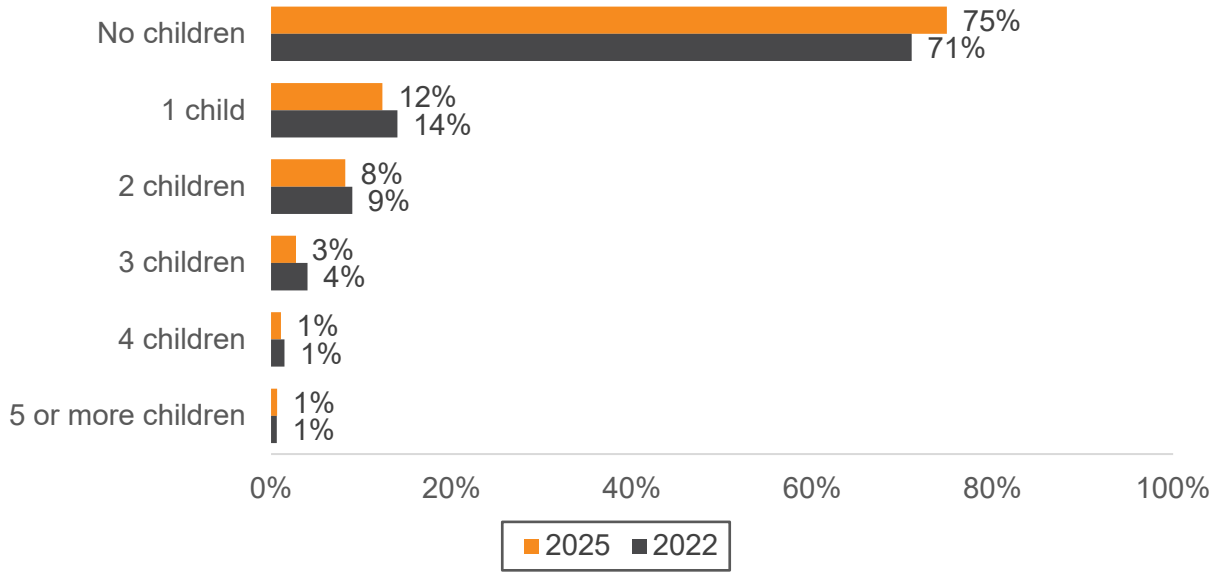
FIGURE 8: HOUSEHOLD SIZE BY YEAR



Total, n = 19,536; 2025, n = 10,067; 2022, n = 9,469

In 2025, 75% of CTA riders reported having no children in the household, a 4 percentage point increase from 71% in 2022. Households with one or two children represented most of the remainder in both years, while only a small share of riders reported having three or more children living in the household (Figure 9).

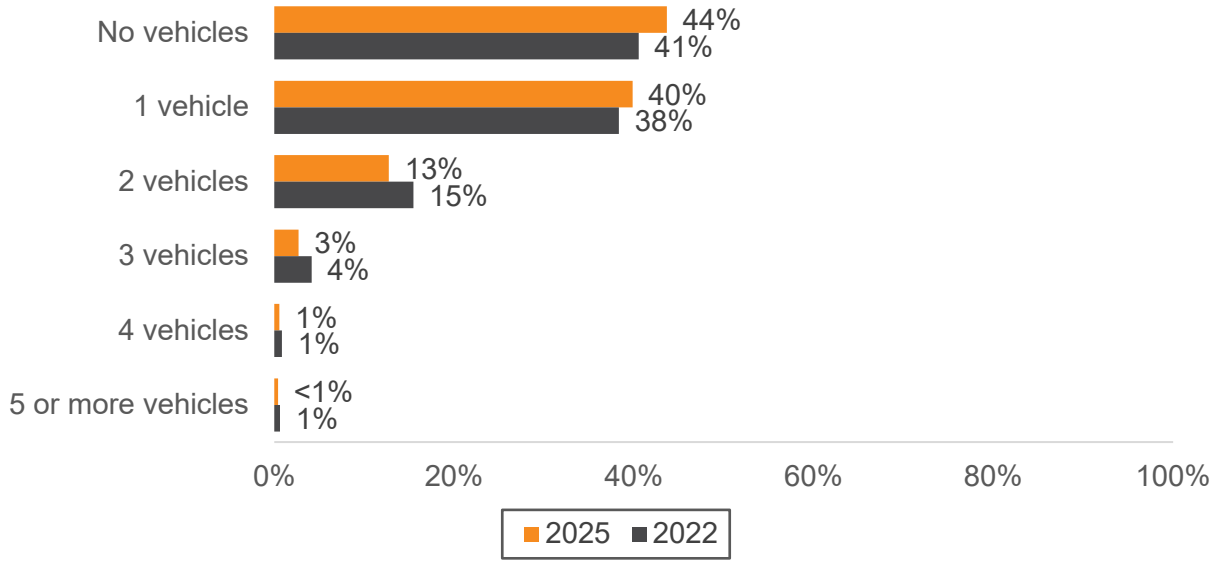
FIGURE 9: NUMBER OF CHILDREN IN HOUSEHOLD BY YEAR



Total, n = 19,190; 2025, n = 9,841; 2022, n = 9,349

Car ownership among CTA riders remains limited. In 2025, 44% of riders reported having zero vehicles in their household, a 3 percentage point increase from 41% in 2022. Households with one vehicle rose slightly to 40%, up from 38% in 2022 (Figure 10).

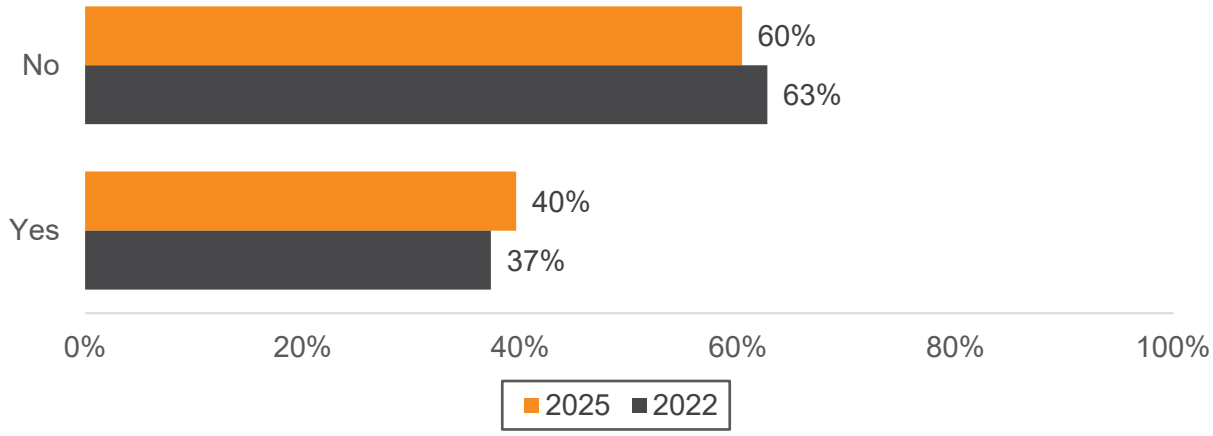
FIGURE 10: NUMBER OF VEHICLES IN HOUSEHOLD BY YEAR



Total, n = 19,260; 2025, n = 9,908; 2022, n = 9,352

Consistent with vehicle ownership data, the proportion of riders who reported having a car available for their typical trip remained low in 2025. In 2025, 40% of riders reported access to a car, a 3 percentage point increase from 37% in 2022 (Figure 11).

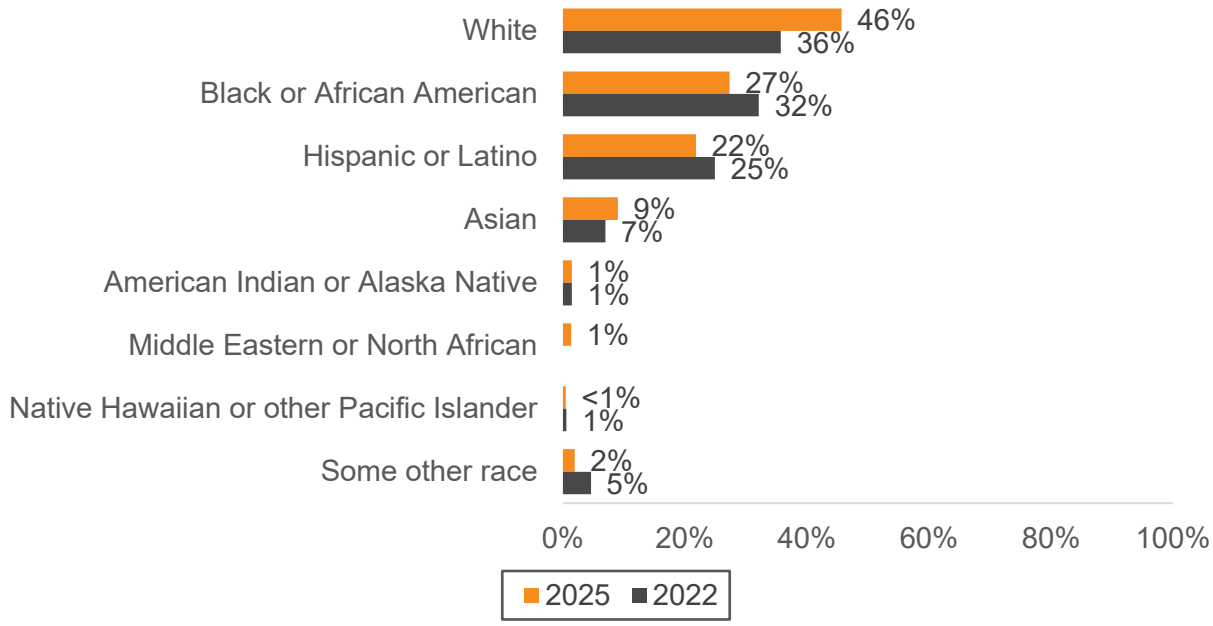
FIGURE 11: CAR AVAILABILITY BY YEAR



Total, n = 19,703; 2025, n = 10,115; 2022, n = 9,588

The 2025 sample included a higher proportion of White riders (46%), a 10 percentage point increase from 36% in 2022. The share of Black or African American riders decreased by 5 percentage points, from 32% to 27%, while Hispanic or Latino riders declined slightly by 3 percentage points, from 25% to 22%. Asian riders increased by 2 percentage points, from 7% to 9%. A new category, Middle Eastern or North African, was added in 2025, accounting for 1% of the sample. Other groups, including American Indian or Alaska Native, Native Hawaiian or Pacific Islander, and some other race, remained relatively consistent between years (Figure 12).

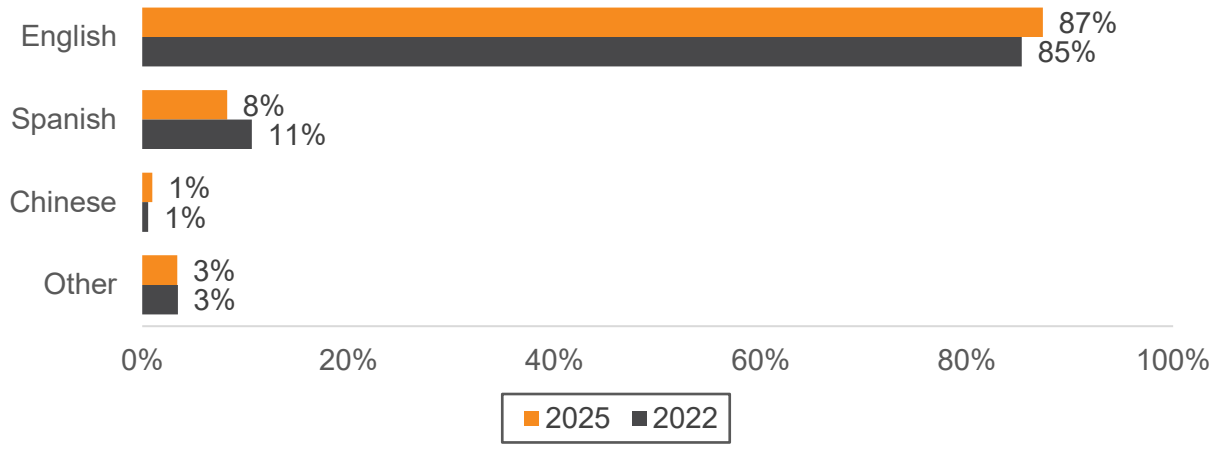
FIGURE 12: RACE AND ETHNICITY BY YEAR



Total, n = 19,595; 2025, n = 10,000; 2022, n = 9,595
**Note: "Middle Eastern or North African" was a new category in the 2025 survey. Respondents could select all options that applied*

English remains the most common language spoken in rider households. In 2025, 87% of riders reported English as their primary household language, a 2-percentage point increase from 85%in 2022. Spanish remained the second most common language, cited by 8% of riders in 2025, a 3 percentage point decline from 11% in 2022. Chinese held steady at 1% in both years. Other languages, including Korean, Polish, Tagalog, Hindi, Urdu, Arabic, Russian, French, and Gujarati, together accounted for 3% of riders in 2025, consistent with 2022. Each of these languages individually represented less than 1% of responses (Figure 13).

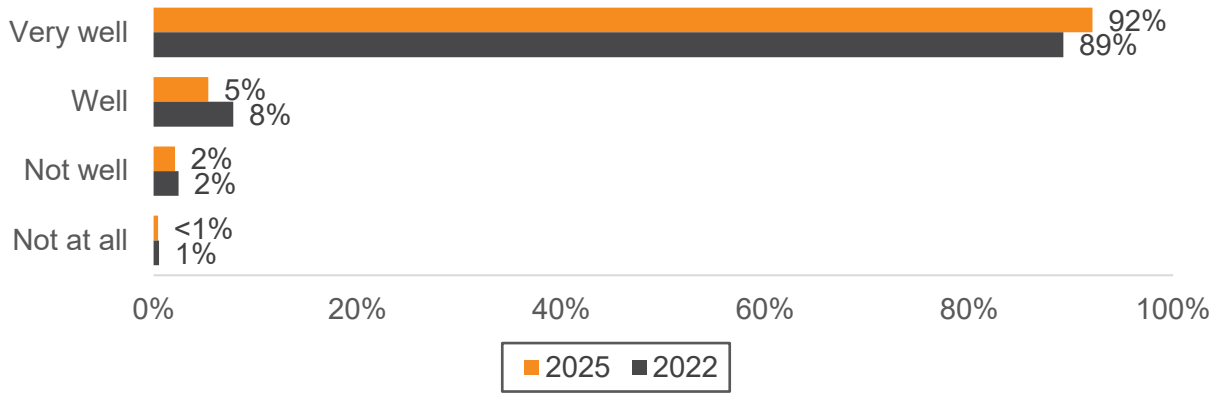
FIGURE 13: PRIMARY LANGUAGE SPOKEN IN HOUSEHOLD BY YEAR



Total, n = 19,703; 2025, n = 10,096; 2022, n = 9,607

In 2025, 92% of riders reported speaking English “very well” or “well,” a 3 percentage point increase from 89% in 2022. Two percent said they speak English “not well,” consistent with 2022, and fewer than 1 percent reported speaking English “not at all” (Figure 14).

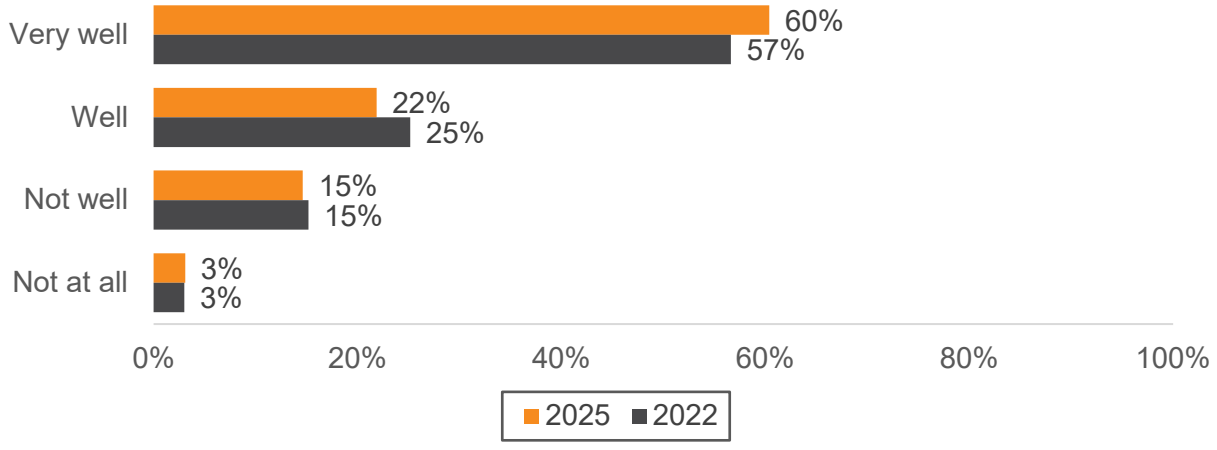
FIGURE 14: ENGLISH ABILITY BY YEAR



Total, n = 19,733; 2025, n = 10,136; 2022, n = 9,597

Among households that do not primarily speak English at home, most riders reported speaking English “very well” in both years. In 2025, 60% indicated very strong English ability, an increase of 3 percentage points from 57% in 2022. The share reporting “well” decreased slightly (22% in 2025 vs. 25% in 2022), while the percentage reporting “not well” remained consistent at 15% across both years. A small share, 3% in each year, reported that they do not speak English at all (Figure 15).

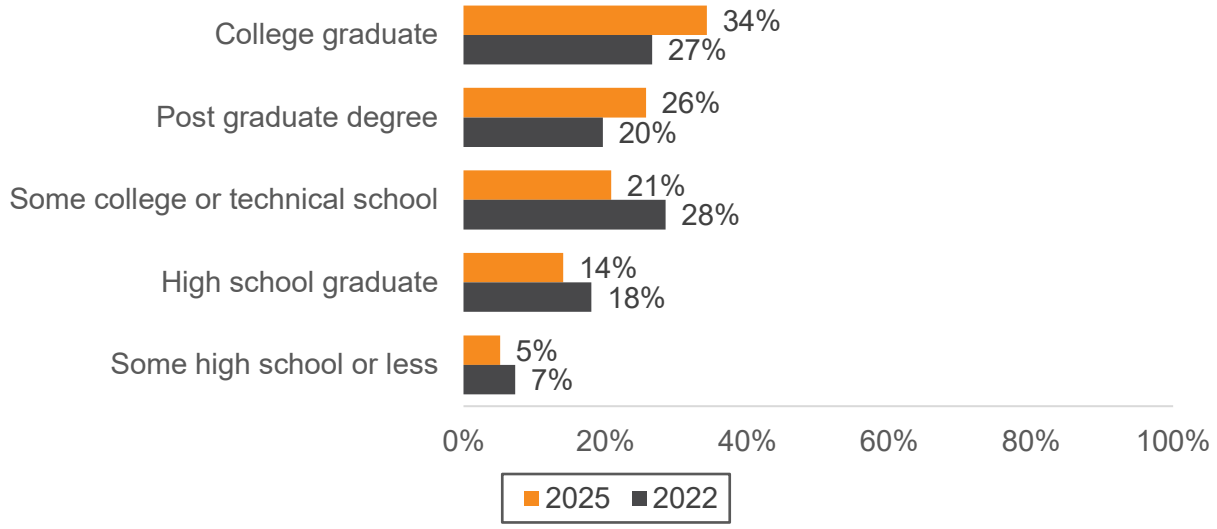
FIGURE 15: ENGLISH ABILITY BY YEAR AMONG HOUSEHOLDS THAT DO NOT PRIMARILY SPEAK ENGLISH



Total, n = 2,679; 2025, n = 1,348; 2022, n = 1,331

CTA riders in 2025 reported higher levels of educational attainment compared to 2022. The share of riders with a college degree increased by 7 percentage points, from 27% to 34%, while those with a post-graduate degree rose by 6 points, from 20% to 26%. At the same time, the proportion of riders with some college or technical school declined by 7 points, from 28% to 21%. Riders with a high school diploma or less also decreased, indicating a shift between 2022 and 2025 toward a more educated rider base (Figure 16).

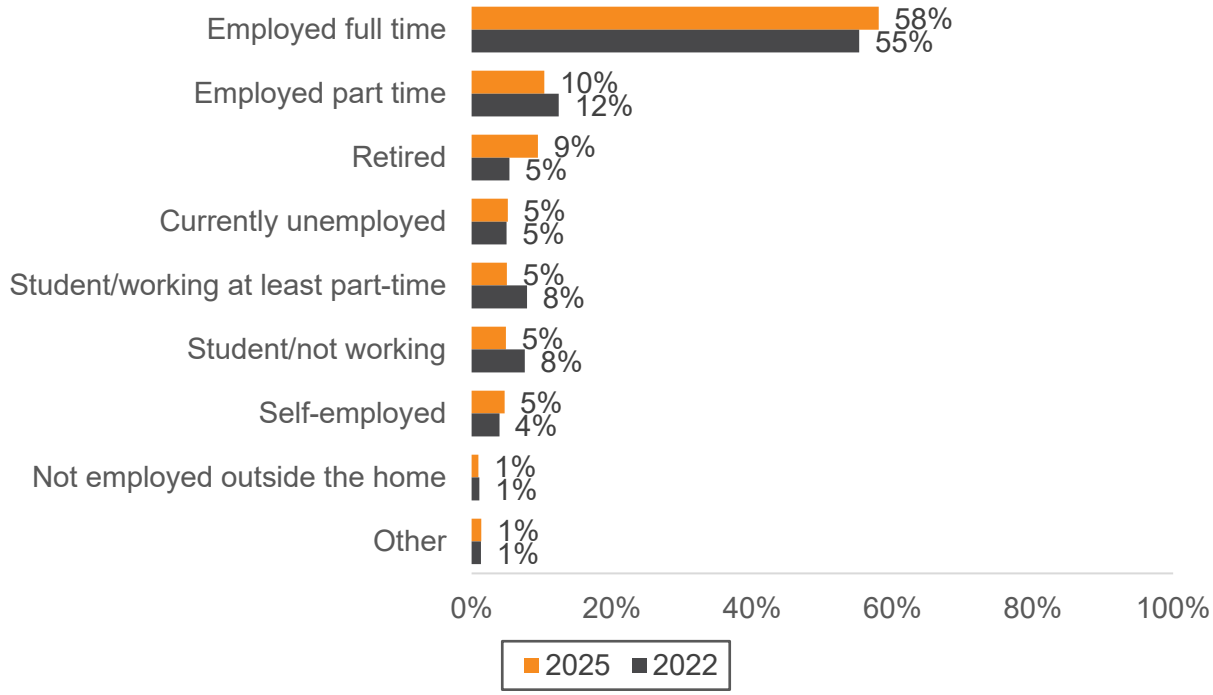
FIGURE 16: EDUCATION STATUS BY YEAR



Total, n = 19,730; 2025, n = 10,128; 2022, n = 9,602

Employment status of CTA riders in 2025 shows little change from 2022. Full-time employment remained the largest category at 58%, a 3 percentage point increase from 55% in 2022. Part-time employment held approximately steady at 10% (12% in 2022), while the share of riders who identified as students declined by 6 percentage points, from 16% to 10% (Figure 17).

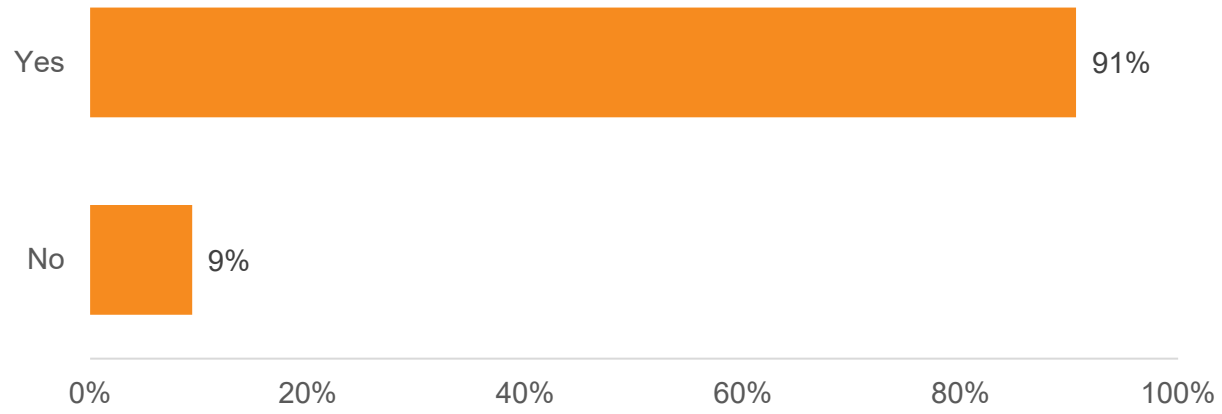
FIGURE 17: EMPLOYMENT STATUS BY YEAR



Total, n = 19,717; 2025, n = 10,113; 2022, n = 9,604

A new question in 2025 asked riders whether they had a checking or savings account in the past year. This question was added to better understand riders' financial access and how it may affect their ability to use cashless or account-based fare payment systems. The vast majority (91%) reported having an account, but 9% reported that they did not (Figure 18).

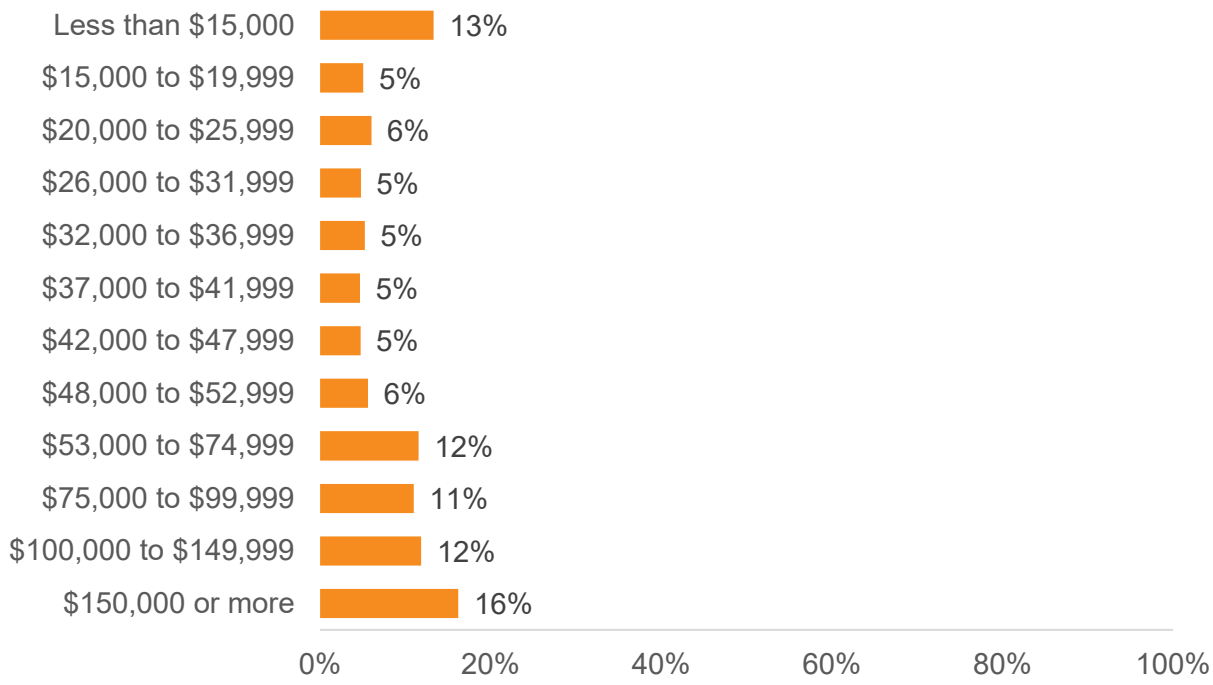
FIGURE 18: CHECKING OR SAVINGS ACCOUNT (2025 ONLY)



n = 10,068

In 2025, CTA riders represent a broad spectrum of household income levels. Thirteen percent of riders reported annual household incomes below $15,000, underscoring the continued importance of public transit for individuals with limited financial resources. In total, 42% of riders reported household incomes under $53,000, reflecting a significant share of riders in lower- to moderate-income brackets. At the same time, the survey also captured notable representation from higher-income households: 16% of riders reported incomes of $150,000 or more, and another 12% fell within the $100,000 to $149,999 range (Figure 19).

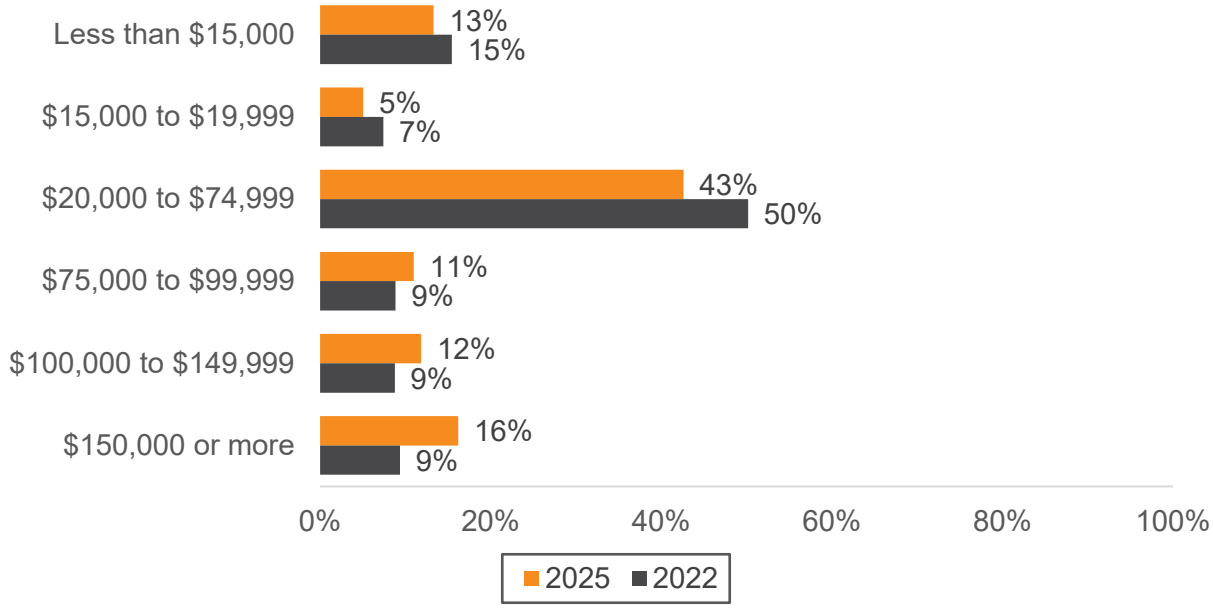
FIGURE 19: HOUSEHOLD INCOME (2025 ONLY)



n = 9,691

Household income comparisons with 2022 are shown at the most detailed level possible, though these comparisons are limited due to differences in the income ranges that were used in the 2025 and 2022 surveys. In 2025, 43% of riders reported incomes between $20,000 and $74,999, a 7 percentage point decrease from 50% in 2022. The share of riders in higher-income brackets increased, with 16% reporting incomes of $150,000 or more in 2025, up 7 points from 9% in 2022 (Figure 20).

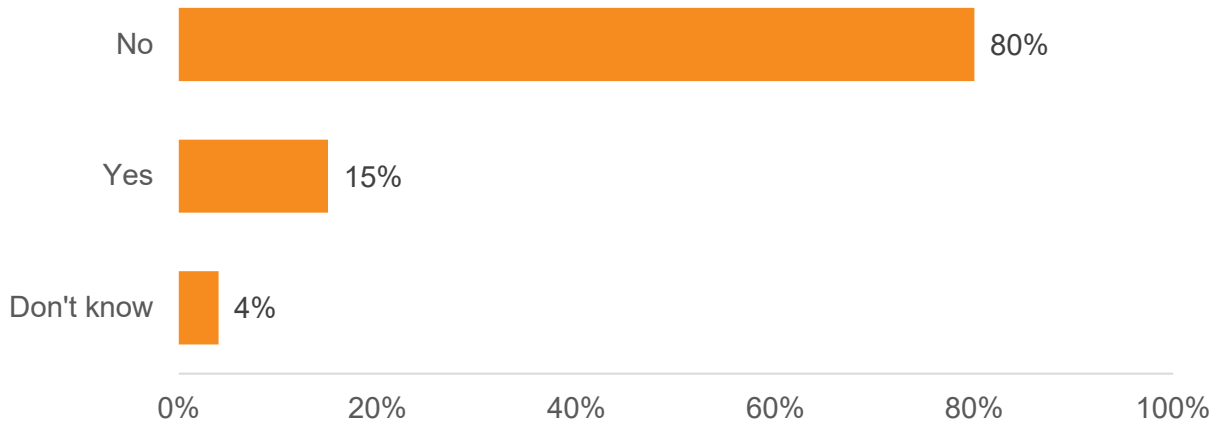
FIGURE 20: HOUSEHOLD INCOME BY YEAR



Total, n = 19,058; 2025, n = 9,691; 2022, n = 9,367

Whether or not a household receives SNAP (Supplemental Nutrition Assistance Program) benefits was a new question in the 2025 survey. Overall, 15% of riders reported receiving SNAP benefits, while 80% said they do not. An additional 4% were unsure or did not know (Figure 21).

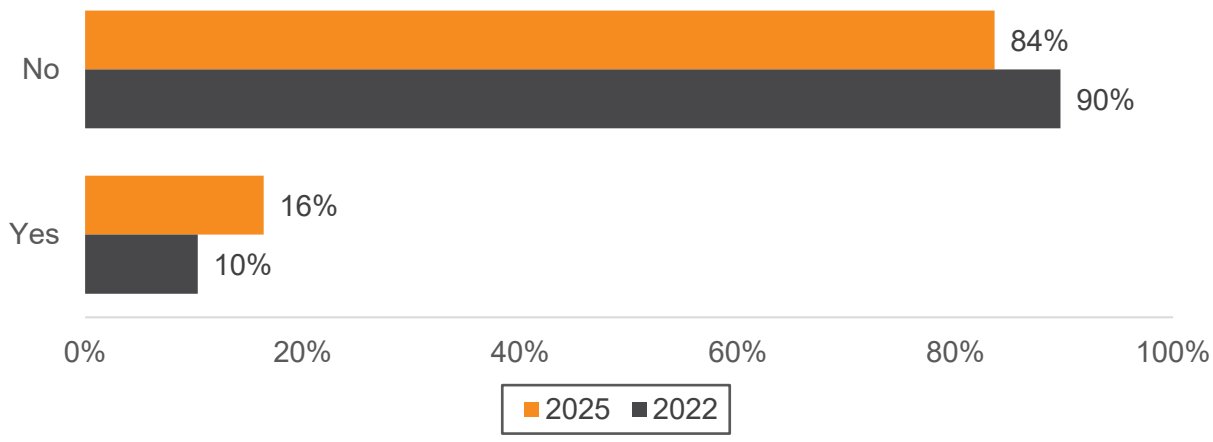
FIGURE 21: SNAP BENEFITS (2025 ONLY)



n = 9,670

In 2025, 16% of riders reported having a disability, a 6 percentage point increase from 10% in 2022. The majority of riders in both years reported no disability (Figure 22).

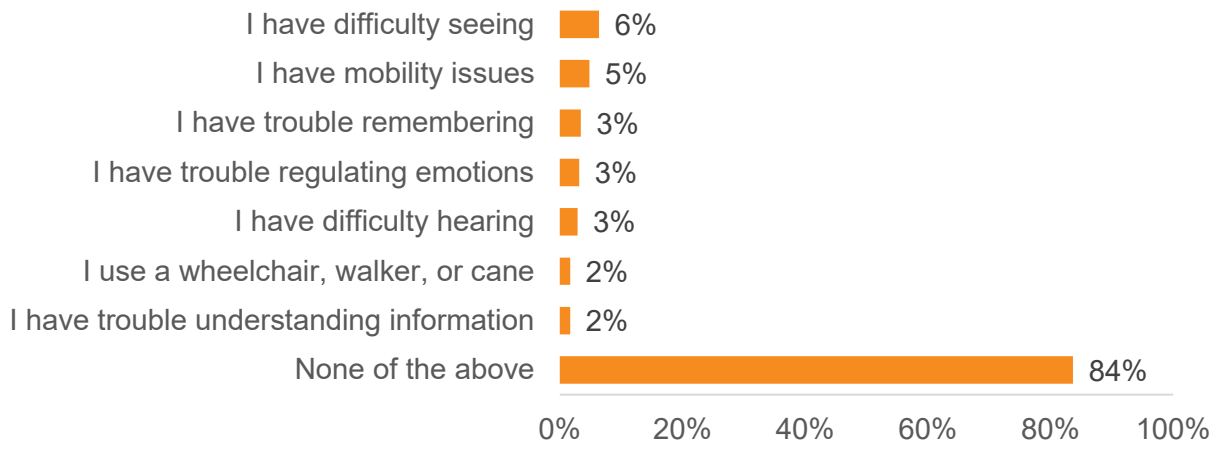
FIGURE 22: DISABILITY STATUS BY YEAR



Total, n = 19,510; 2025, n = 9,950; 2022, n = 9,560
**Note: In 2022, respondents were asked "Do you consider yourself to be a person with a disability?" whereas in 2025 respondents selected from a list of specific disability types ("Do you identify with any of the following?"). Because of this change in question wording and structure, results are not directly comparable and should be interpreted with caution.*

The most commonly self-reported conditions were difficulty seeing (6%), mobility issues (5%), followed by trouble remembering (3%), trouble regulating emotions (3%), and difficulty hearing (3%). This question was new in the 2025 survey and was not asked in 2022. (Figure 23).

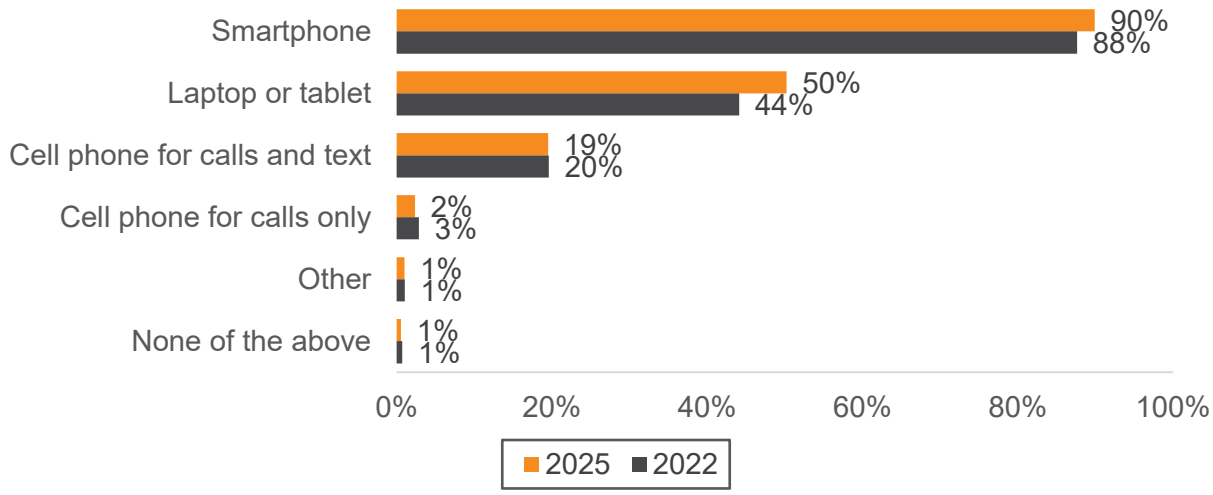
FIGURE 23: DISABILITY TYPE (2025 ONLY)



n = 9,950
**Note: Respondents could select all options that applied.*

Smartphone usage among CTA riders slightly increased in 2025, with 90% of riders reporting that they use a smartphone, a 2 percentage point increase from 88% in 2022. Use of tablets or laptops also rose, with 50% of riders reporting they use one of these devices to access information, compared to 45% in 2022 (Figure 24).

FIGURE 24: USE OF MOBILE DEVICES BY YEAR

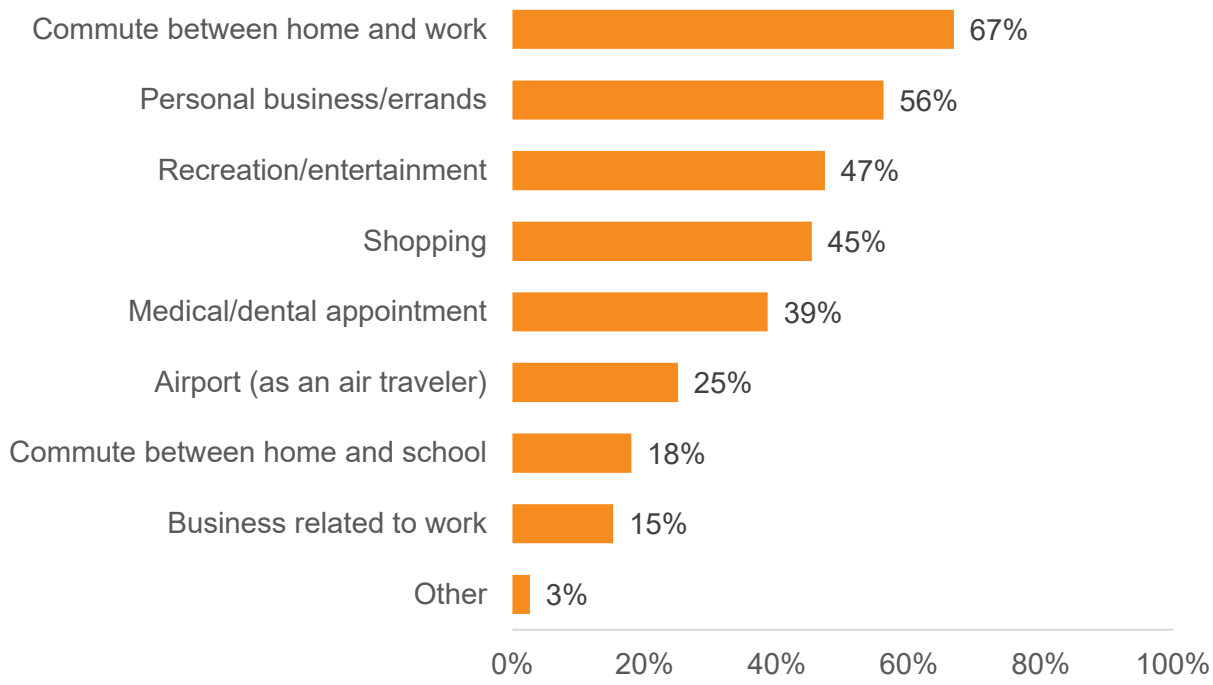


Total, n = 19,718; 2025, n = 10,133; 2022, n = 9,585
**Note: Respondents could select all options that applied.*

4.2 GENERAL RIDERSHIP

In 2025, the majority of CTA riders reported using transit to commute between home and work (67%), followed by personal errands (56%), recreation or entertainment (47%), and shopping (45%). Smaller shares rode for medical or dental appointments (39%), airport trips (25%), school commutes (18%), or business-related work (15%), and 3% of riders selected another trip purpose (Figure 25).

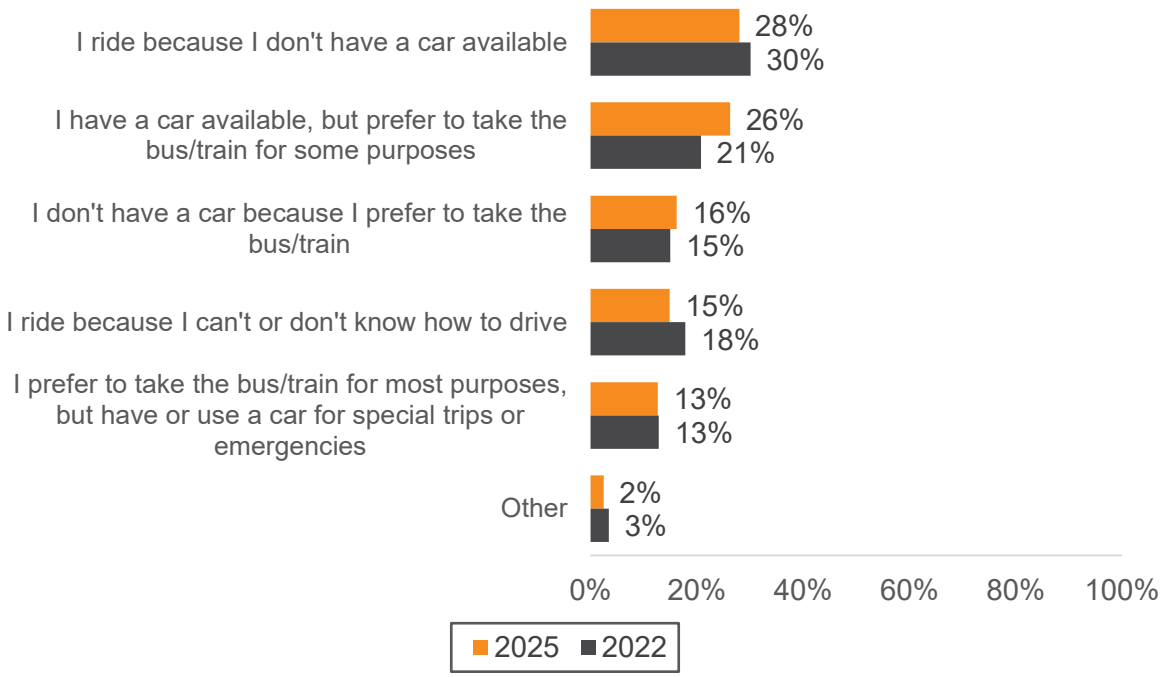
FIGURE 25: PURPOSE(S) OF USING CTA BY YEAR (2025 ONLY)



Total, n = 19,661; 2025, n = 10,202; 2022, n = 9,459
**Note: Respondents could select all options that applied.*

Compared to 2022, fewer 2025 riders cited lack of access to a car or inability to drive as reasons for using CTA. In 2025, 28% of riders said they ride CTA because they do not have a car available, down from earlier levels, and 15% said they can't or don't know how to drive. At the same time, a growing share of riders (26%) reported that they do have access to a car but prefer to take the bus or train for certain trips. As in 2022, 13% of riders indicated that they generally prefer to use transit for most purposes but still rely on a car for special or occasional trips (Figure 26).

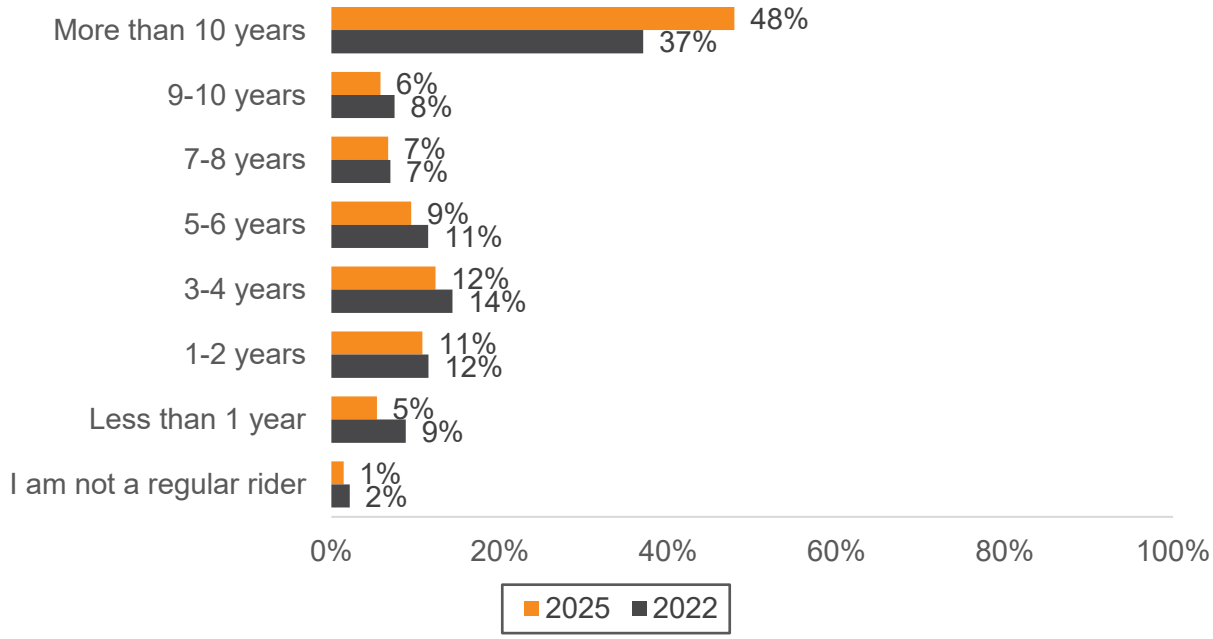
FIGURE 26: PRIMARY REASON FOR RIDING CTA BY YEAR



Total, n = 19,864; 2025, n = 10,144; 2022, n = 9,720

In 2025, nearly half of riders (48%) reported riding CTA for more than 10 years, an 11 percentage point increase from 37% in 2022. Newer riders, defined as those with less than one year of experience, made up a smaller share in 2025 at 5%, down from 9% in 2022. The distribution of riders with 1 to 10 years of experience remained relatively consistent across both years (Figure 27).

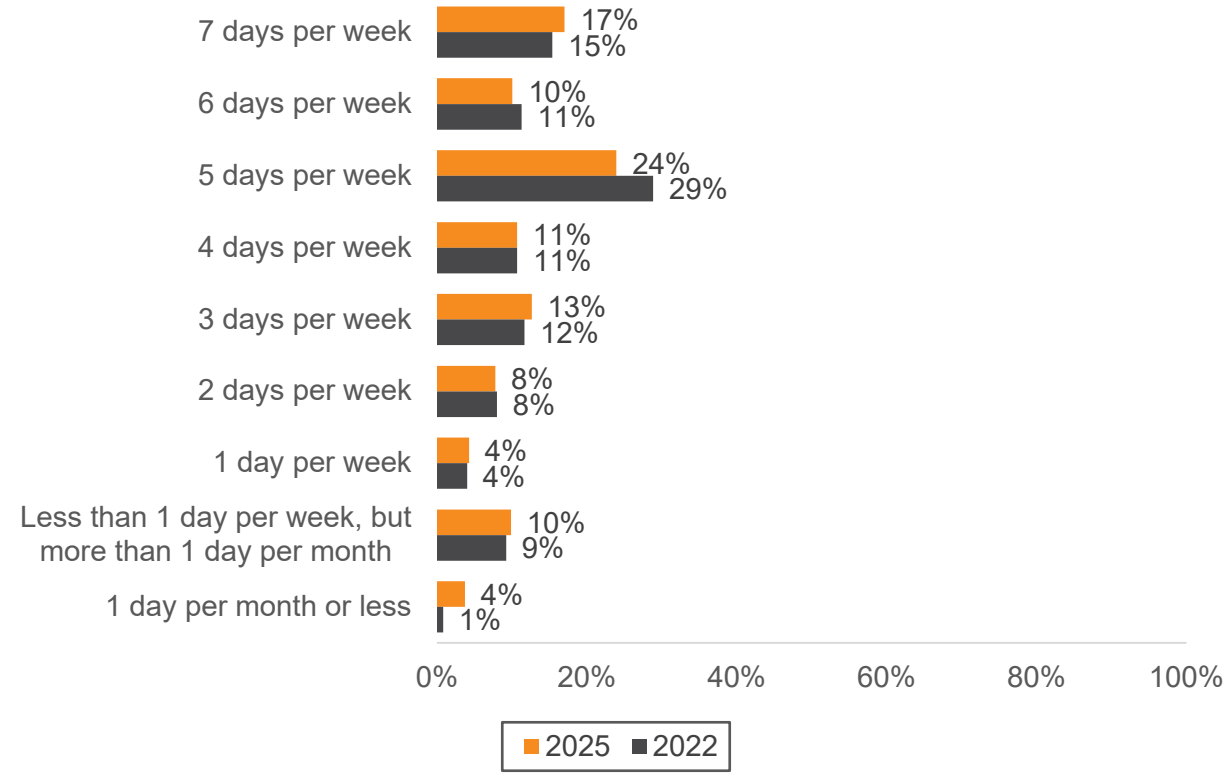
FIGURE 27: REGULAR RIDER DURATION BY YEAR



Total, n = 19,914; 2025, n = 10,196; 2022, n = 9,718

CTA ridership frequency in 2025 remained similar to 2022, with some slight shifts. Daily riders (7 days per week) increased by 2 percentage points, from 15% to 17%, while the share of riders using CTA 5 days per week declined by 5 percentage points, from 29% to 24%. Riders using the system less frequently, between 1 and 4 days per week, showed minimal change. The share of very occasional riders, defined as those riding 1 day per month or less, increased slightly from 1% to 4% (Figure 28).

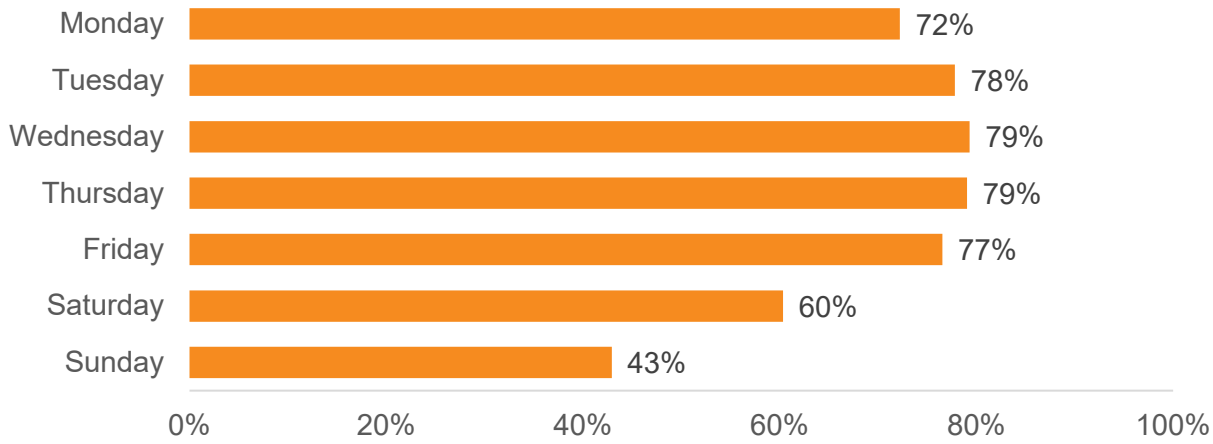
FIGURE 28: FREQUENCY OF CTA USE BY YEAR



Total, n = 19,915; 2025, n = 10,181; 2022, n = 9,734

In 2025, riders reported the days they typically use CTA. Usage was highest on weekdays, with 77 to 79% riding Tuesday through Friday and 72% riding on Monday. Weekend use was lower, with 60% reporting riding on Saturdays and 43% on Sundays. This question was asked differently in 2025 and is not directly comparable to previous years (Figure 29).

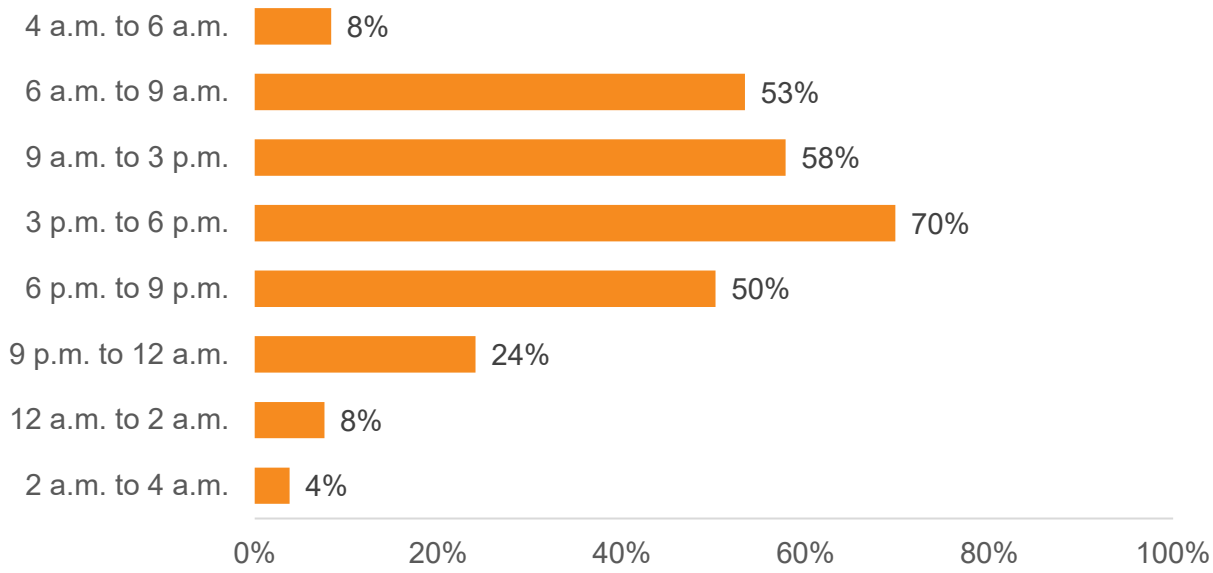
FIGURE 29: DAYS USED (2025 ONLY)



n = 10,194
**Note: Respondents could select all options that applied.*

Figure 30 shows the times of day when riders typically use CTA. Ridership was highest during the afternoon peak (3 p.m. to 6 p.m.), with 70% of riders reporting use during this time. Midday (9 a.m. to 3 p.m.) and the morning peak (6 a.m. to 9 a.m.) were also common, at 58% and 53% respectively. Half of the riders reported riding between 6 p.m. and 9 p.m., while late-night and early morning use was less frequent. As with Figure 29, this question was asked differently in 2025 and is not directly comparable to previous years.

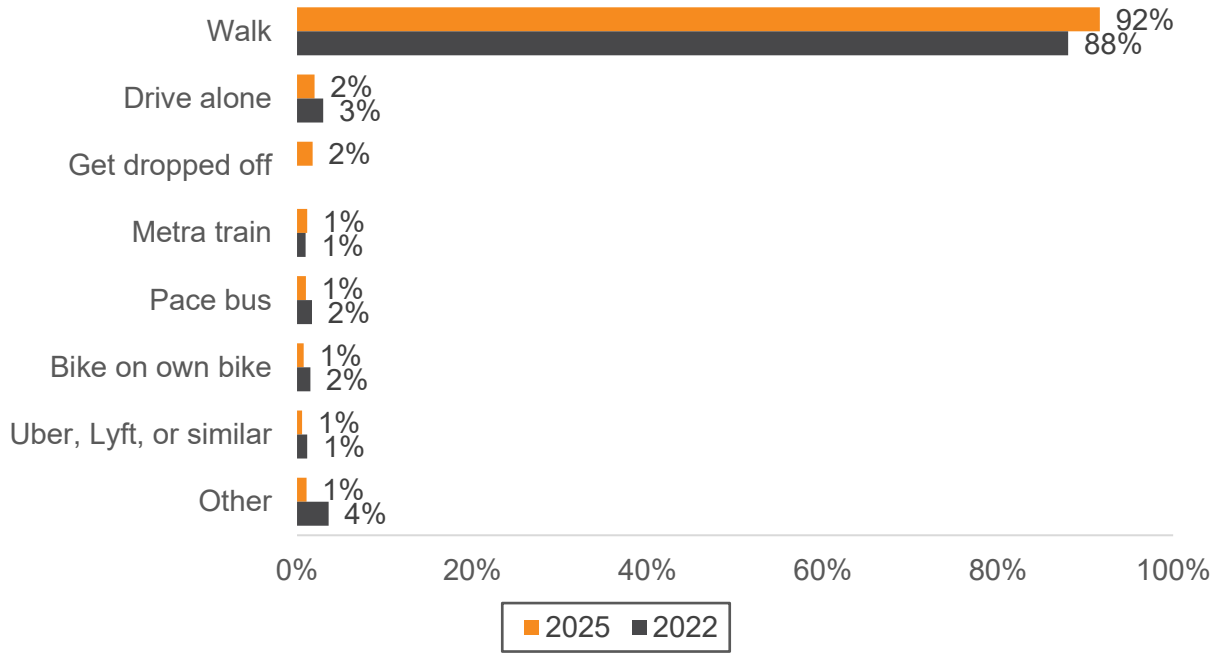
FIGURE 30: TIMES USED (2025 ONLY)



n = 10,192
**Note: Respondents could select all options that applied.*

Walking remained the primary way riders accessed CTA in 2025, with 92% reporting they walked to their CTA trip, a 4 percentage point increase from 88% in 2022. Other access modes, such as driving alone, getting dropped off, or using services like Uber or Lyft, remained minimal and largely consistent with prior years (Figure 31).

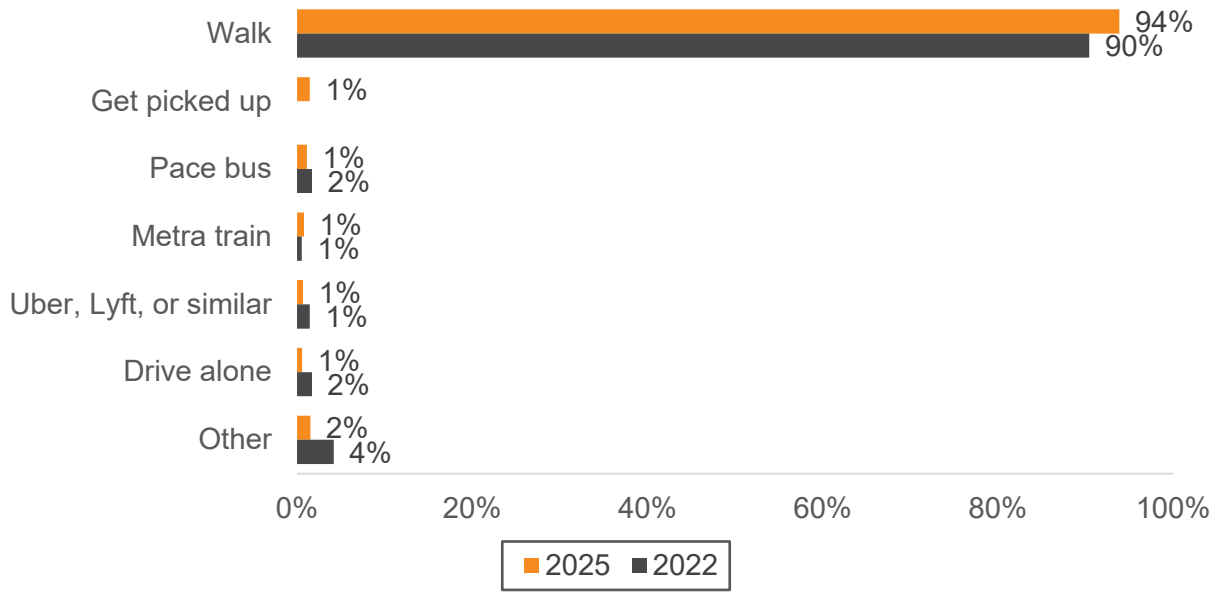
FIGURE 31: ACCESS MODE BY YEAR



Total, n = 19,899; 2025, n = 10,193; 2022, n = 9,706
**Note: "Get dropped off" was a new category in the 2025 survey.*

In 2025, nearly all riders (94%) reported walking from their CTA stop to their final destination, a 4 percentage point increase from 90% in 2022. Other options, such as transfers to Metra or Pace, rideshare services, or driving, accounted for only a small share of responses (Figure 32).

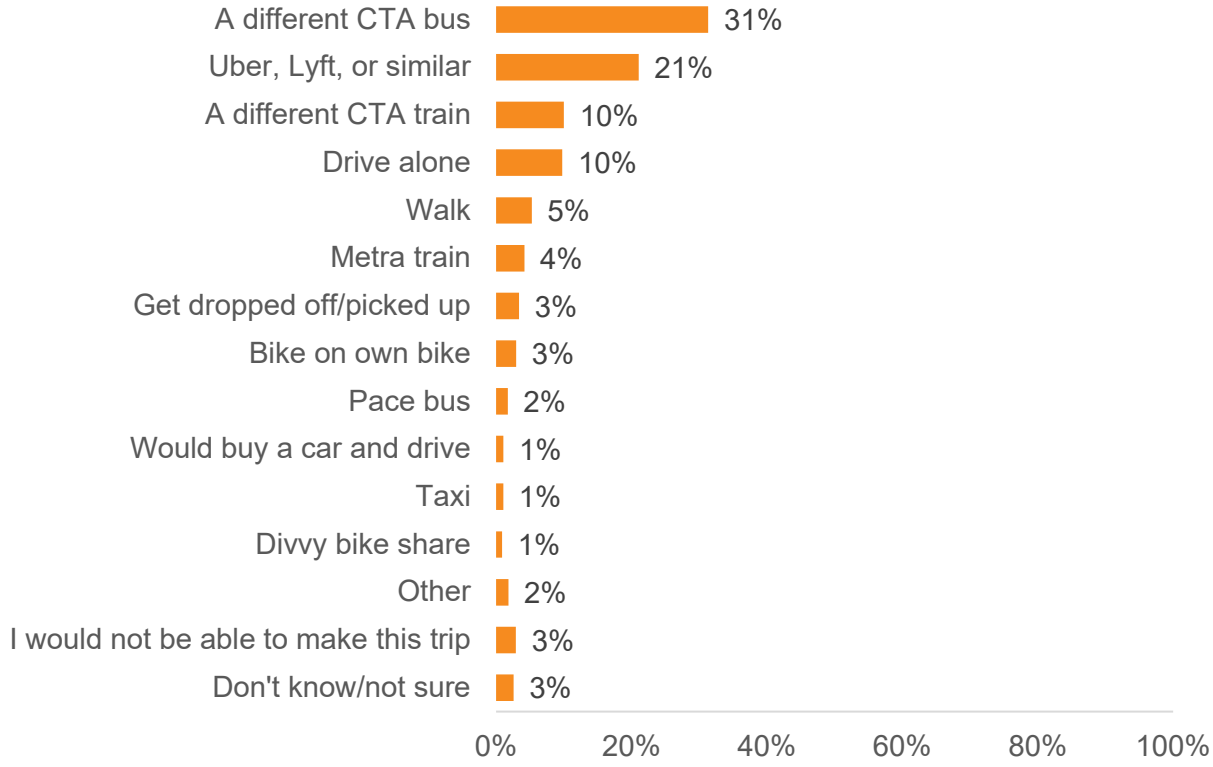
FIGURE 32: EGRESS MODE BY YEAR



Total, n = 19,883; 2025, n = 10,182; 2022, n = 9,701
**Note: "Get picked up" was a new category in the 2025 survey.*

When asked what they would do if their current CTA bus or train were unavailable, 31% of riders said they would take a different CTA bus, and 21% would use Uber, Lyft, or a similar service. Ten percent said they would drive alone, and another 10% would switch to a different CTA train. A smaller share indicated they would walk, bike, use Metra or Pace, or get picked up. Three percent said they would not be able to make the trip (Figure 33).

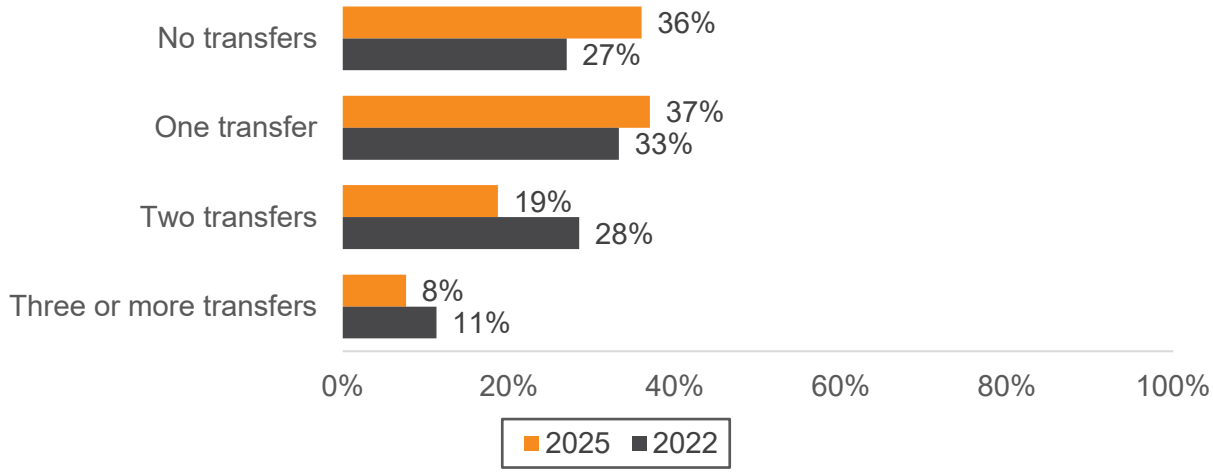
FIGURE 33: ALTERNATIVE MODE (2025 ONLY)



n = 9,953

In 2025, 36% of riders reported making no transfers on a typical one-way trip, a 9 percentage point increase from 27% in 2022. An additional 37% reported making one transfer, up slightly from 33% in 2022. Riders making two or more transfers declined, with 19% reporting two transfers, down 9 points from 28%, and 8% reporting three or more transfers, a 3 point decrease from 11% (Figure 34).

FIGURE 34: NUMBER OF TRANSFERS BETWEEN CTA ROUTES BY YEAR



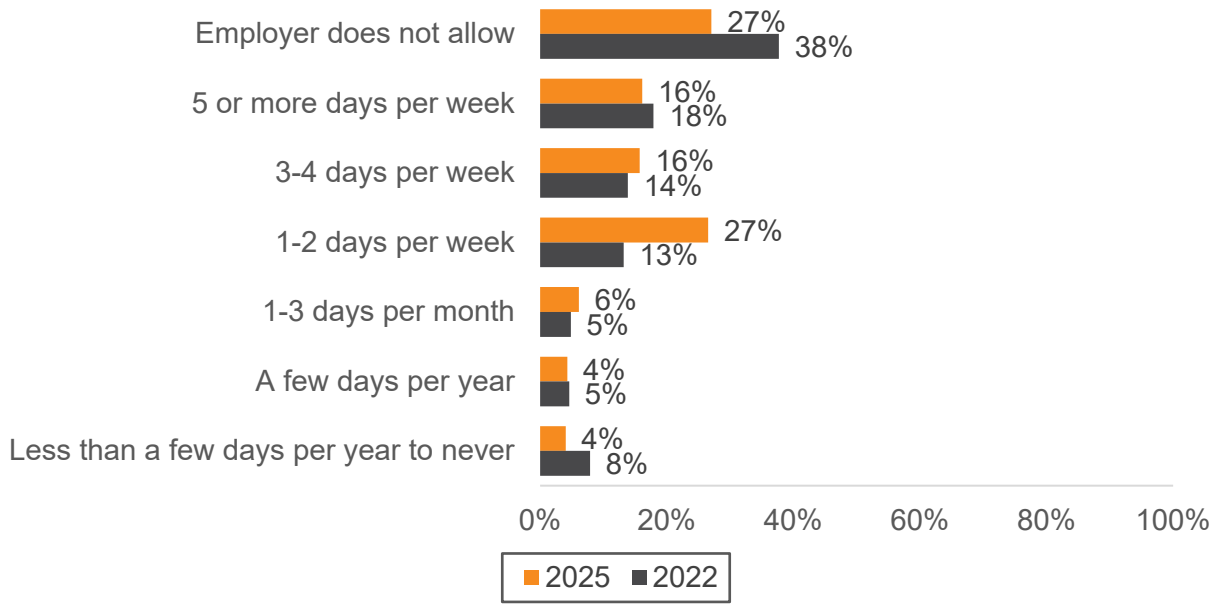
Total, n = 19,661; 2025, n = 10,182; 2022, n = 9,479

Telecommute and Transit Benefits

This section focuses on full-time employed riders, examining both telecommuting frequency and the availability of employer-provided transit benefits.

Among full-time employed riders, the share of full-time workers telecommuting 1 to 2 days per week more than doubled, increasing from 13% to 27%. Further, 27% of riders in 2025 reported that their employer does not allow telecommuting, an 11-percentage point decrease from 38% in 2022. Those working remotely 3 to 4 days or 5 or more days per week remained relatively stable across both years. Few riders reported telecommuting only a few days per year or not at all (Figure 35).

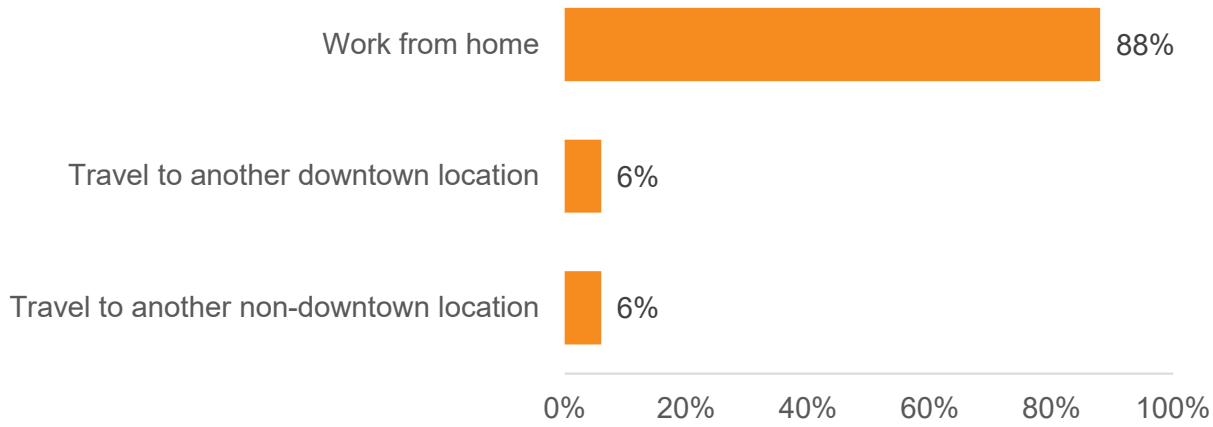
FIGURE 35: FREQUENCY OF TELECOMMUTING AMONG FULL TIME EMPLOYED RIDERS BY YEAR



Total, n = 10,125; 2025, n = 4,904; 2022, n = 5,221

Among full-time employed riders who telecommute, the vast majority (88%) reported working from home. Nine percent reported traveling to another downtown location to telecommute, while 7% telecommuted from a non-downtown location. This question was new in the 2025 survey and was not asked in 2022 (Figure 36).

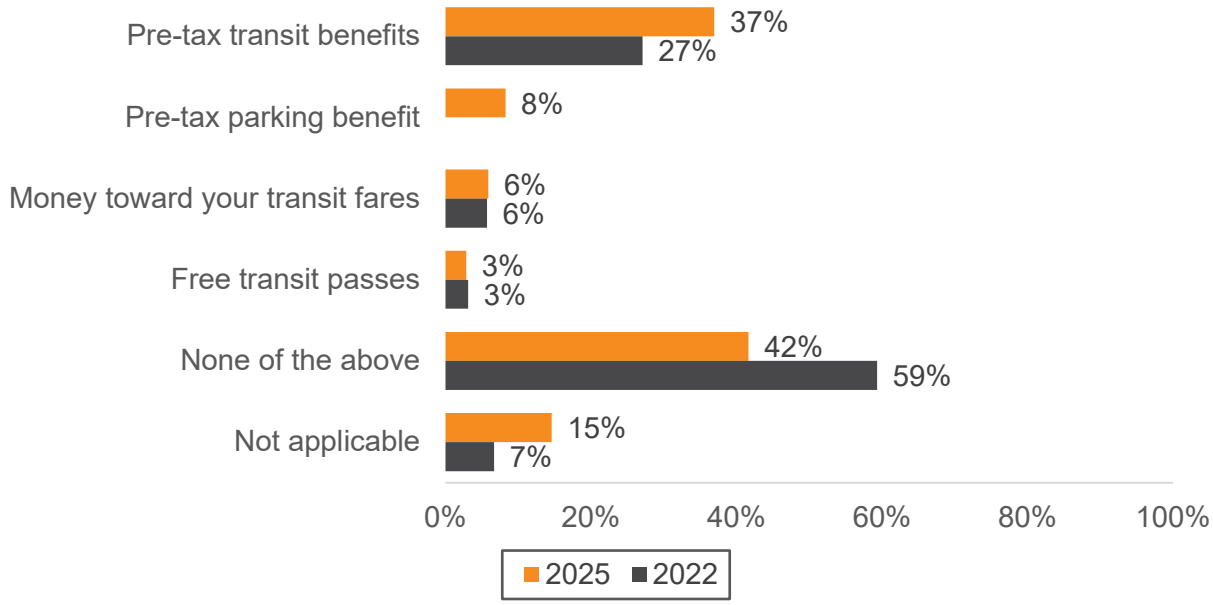
FIGURE 36: TELECOMMUTE LOCATION AMONG FULL TIME EMPLOYED RIDERS (2025 ONLY)



n = 3,600

Figure 37 shows employer-provided transit benefits among full-time employed riders. In 2025, 37% reported receiving pre-tax transit benefits, a 10 percentage point increase from 27% in 2022. The shares receiving direct money toward transit fares (6%) and free transit passes (3%) remained unchanged. Pre-tax parking benefits were introduced as a new response option in 2025 and were reported by 8% of riders. The proportion of riders selecting “none of the above” declined from 59% in 2022 to 42% in 2025, while 15% indicated that the question was “not applicable.”

FIGURE 37: TRANSIT BENEFITS AMONG FULL TIME EMPLOYED RIDERS BY YEAR

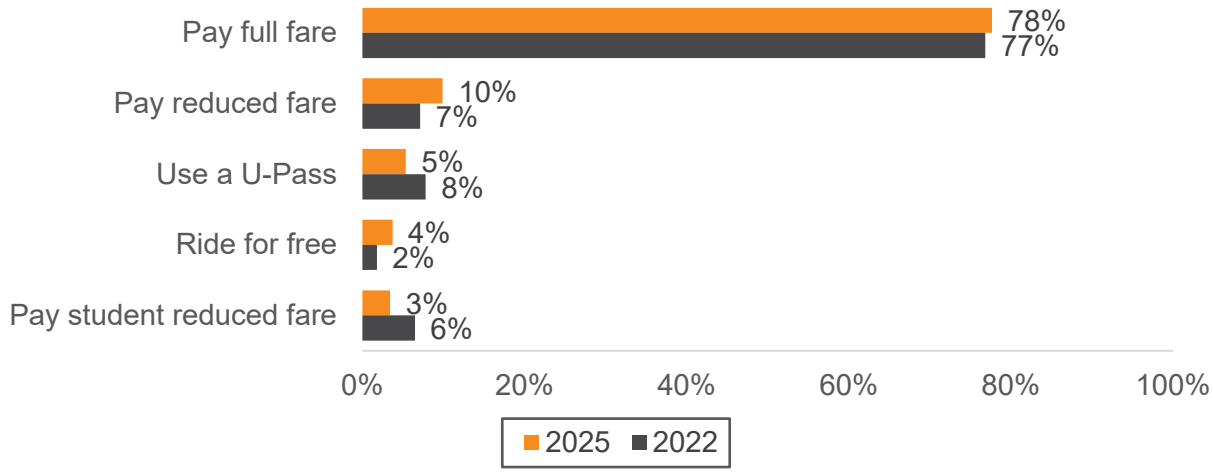


Total, n = 11,627; 2025, n = 6,034; 2022, n = 5,593
**Note: “Pre-tax parking benefit” was a new category in the 2025 survey. Respondents could select all options that applied.*

Fare Payment

In both 2025 and 2022, the majority of riders reported paying full fare (78% in 2025 and 77% in 2022). The share of riders paying a reduced fare increased slightly by 3 percentage points, from 7% to 10%. Use of the U-Pass declined by 3 percentage points, from 8% to 5%, while the share of riders using student fares dropped from 6% to 3%. Riders traveling for free increased from 2% in 2022 to 4% in 2025 (Figure 38).

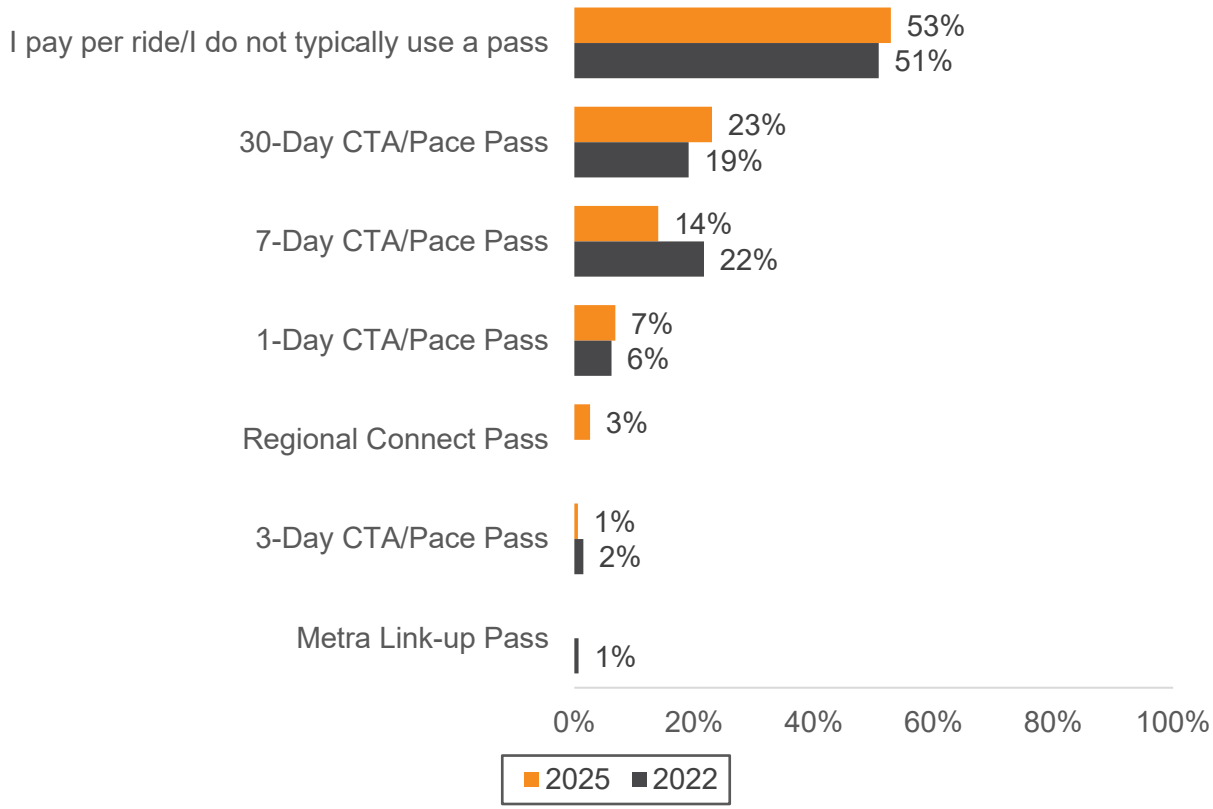
FIGURE 38: FARE LEVEL BY YEAR



Total, n = 19,693; 2025, n = 10,076; 2022, n = 9,563

Among riders who do not ride for free or use a U-Pass, 53% reported paying per ride or not typically using a pass in 2025, similar to 51% in 2022. Use of the 30-Day CTA/Pace Pass increased by 4 percentage points, from 19% to 23%, while the share using a 7-Day Pass declined by 8 percentage points, from 22% to 14%. The Regional Connect Pass was introduced as a new option in 2025 and was selected by 3% of riders. The Metra Link-Up Pass was only offered as a response option in 2022. Other pass types, including the 1-Day and 3-Day CTA/Pace Passes, accounted for smaller shares in both years (Figure 39).

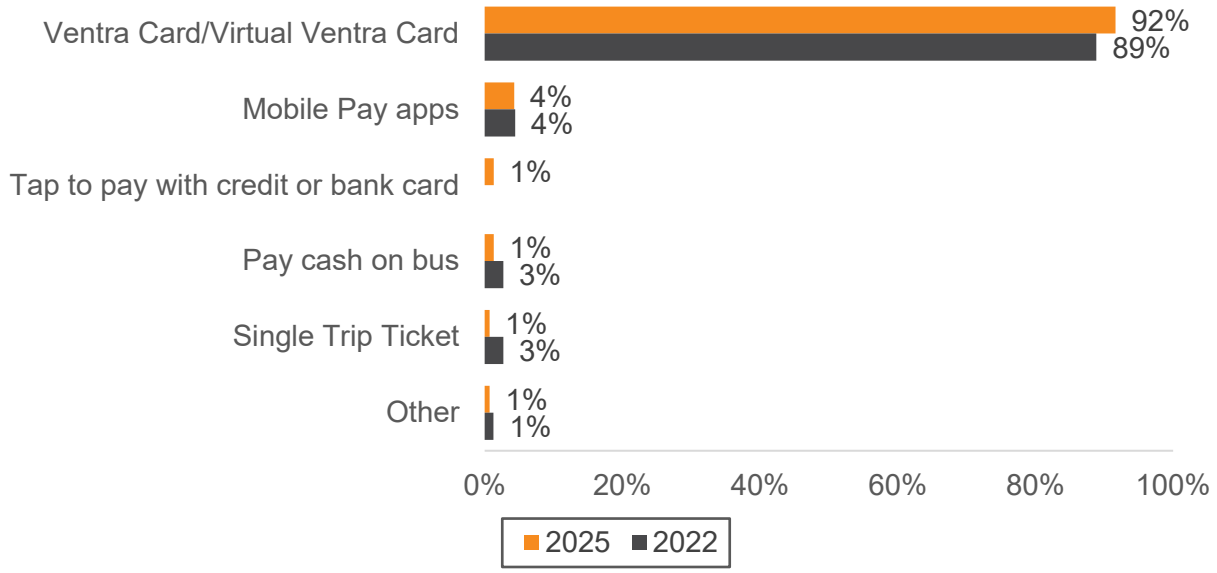
FIGURE 39: PASS USED BY YEAR



Total, n = 16,700; 2025, n = 8,824; 2022, n = 7,876
**Note: "Metra Link-up Pass" was not an option in the 2025 survey. "Regional Connect Pass" was a new category in the 2025 survey.*

Among riders who do not use a U-Pass or ride for free, the Ventra Card or Virtual Ventra Card remained the primary payment method in 2025, used by 92% of riders, a 3 percentage point increase from 89% in 2022. Mobile pay apps were used by 4% of riders in both years. Tapping to pay with a credit or bank card was introduced as a new option in 2025 and was used by 1% of riders. Other methods, such as paying cash on the bus or using a single-trip ticket, accounted for very small shares of payment in both years (Figure 40).

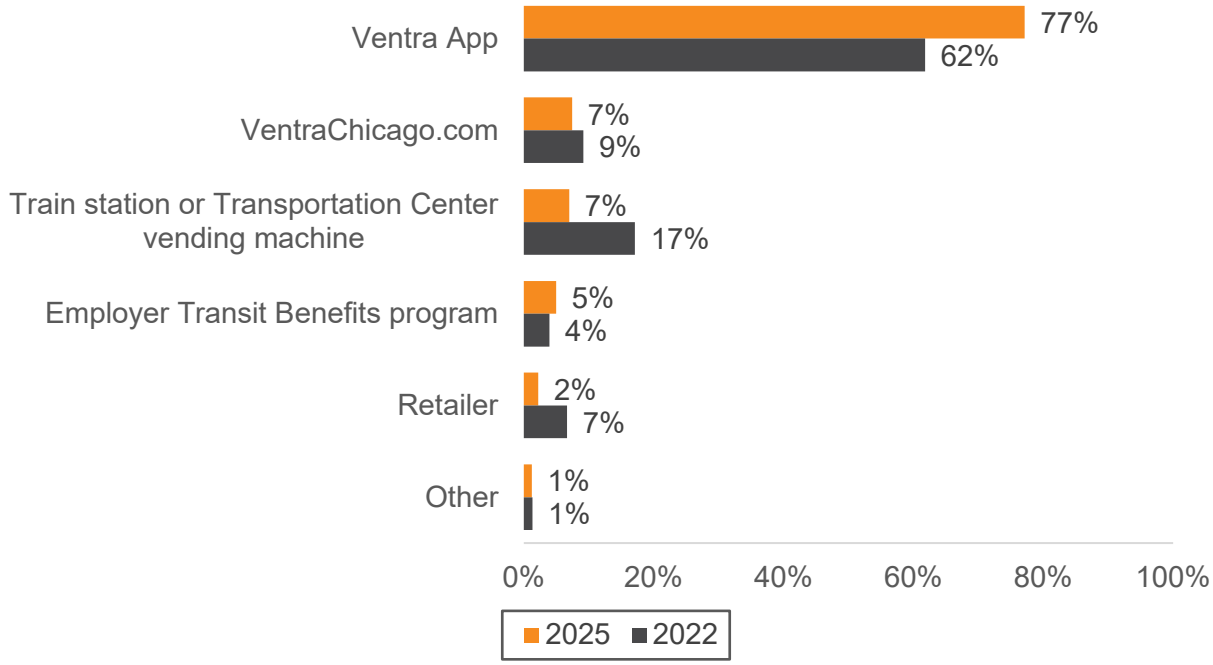
FIGURE 40: FARE PAYMENT METHOD BY YEAR



Total, n = 17,851; 2025, n = 9,164; 2022, n = 8,687
**Note: "Tap to pay with credit or bank card" was a new option in the 2025 CSS survey.*

Among riders who use a Ventra Card or Virtual Ventra Card to pay for their fare on a typical trip, most (77%) reported using the Ventra App to add value or passes in 2025, a 15 percentage point increase from 62% in 2022. Use of VentraChicago.com declined slightly, from 9% in 2022 to 7% in 2025. Use of train station vending machines or transportation center kiosks dropped substantially, from 17% to 7%, a 10 percentage point decrease. Fewer riders reported adding value at retail locations, which declined from 7% to 2%. Use of employer transit benefit programs remained relatively stable at 5% in 2025, compared to 4% in 2022. Other methods accounted for just 1% in both years (Figure 41).

FIGURE 41: VENTRA REFILL METHOD BY YEAR



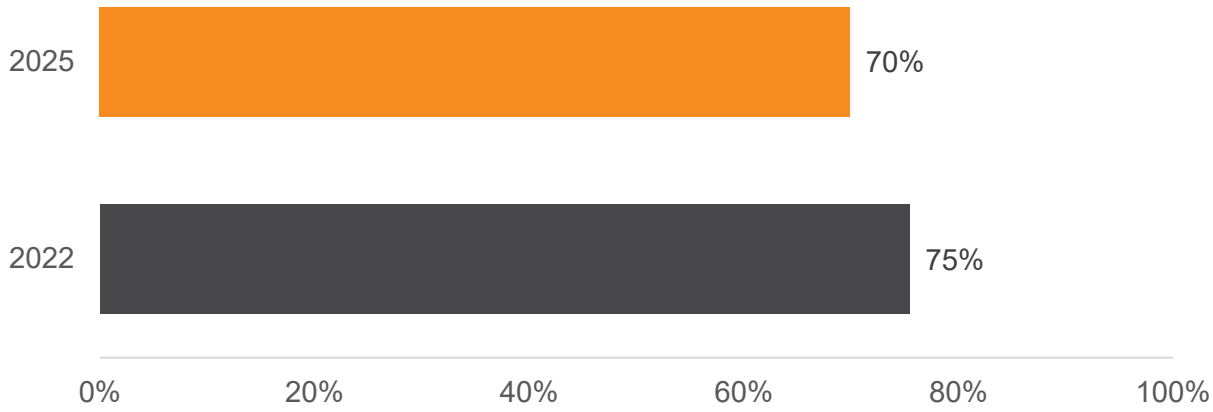
Total, n = 16,490; 2025, n = 8,549; 2022, n = 7,941

4.3 SATISFACTION

The following section presents rider satisfaction across a range of service attributes.

Overall satisfaction with CTA remained high but declined slightly in 2025. Seventy percent of riders reported being satisfied with CTA, a 5 percentage point decrease from 75% in 2022 (Figure 42).

FIGURE 42: OVERALL SATISFACTION BY YEAR

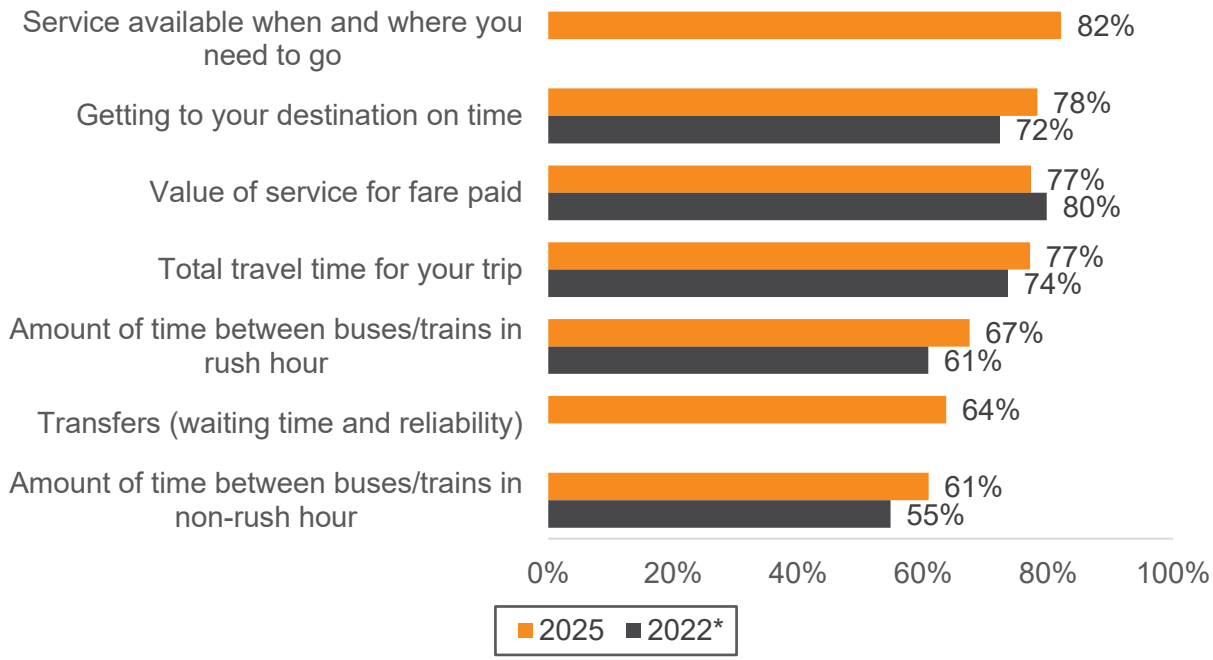


Total, n = 19,492; 2025, n = 10,030; 2022, n = 9,462

Figure 43 details satisfaction among CTA riders across several service delivery attributes. In 2025, riders were most satisfied with service availability when and where they need to go (82%), a new item added in 2025. Riders were also satisfied with getting to their destination on time (78%). Satisfaction with total travel time stood at 77%, and 77% of riders also reported being satisfied with the value of service for the fare paid.

"Transfers (waiting time and reliability)," a new item in 2025, received a lower satisfaction rating of 64%. Satisfaction with the amount of time between buses and trains improved slightly in both rush hour (67% in 2025 compared to 61% in 2022) and non-rush hour (61% in 2025 compared to 55% in 2022). Taken together, among those item assessed in both years, except for value of the service for the fare paid all items saw increases in satisfaction.

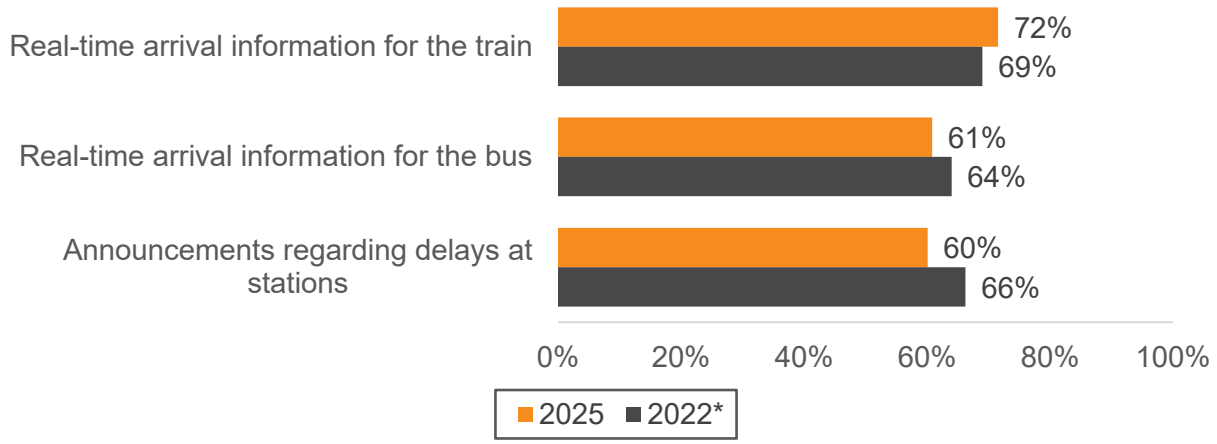
FIGURE 43: SERVICE DELIVERY SATISFACTION BY YEAR



Total, n = 10,906 to 14,657; 2025, n = 5,774 to 8,257; 2022, n = 4,917 to 6,903
**Note: "Service available when and where you need to go" and "Transfers (waiting time and reliability)" were new attributes in the 2025 survey.*

Riders reported 72% satisfaction with real-time train arrival information compared to 69% in 2022, and 61% satisfaction with real-time bus arrival information compared to 64% in 2022. Satisfaction with announcements regarding delays at stations declined by 6 percentage points, from 66% in 2022 to 60% in 2025 (Figure 44).

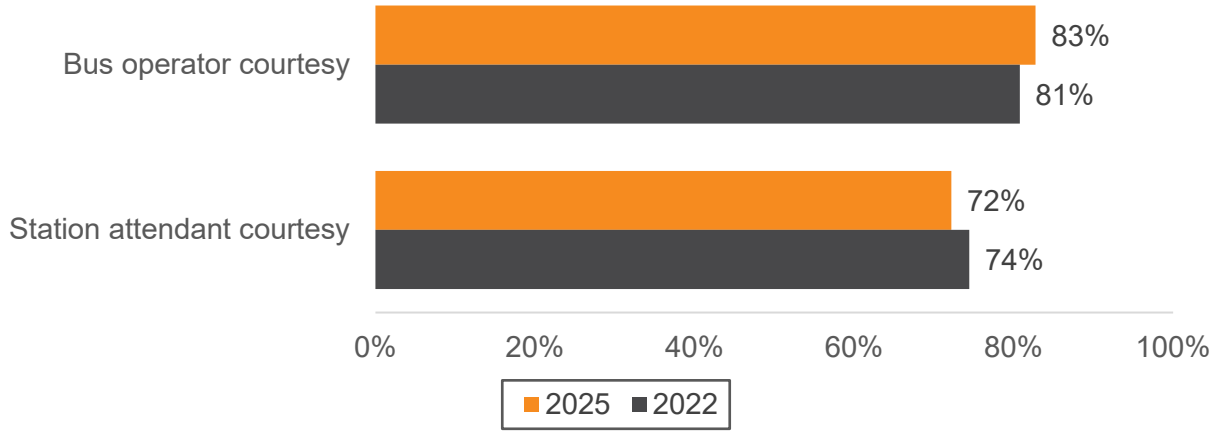
FIGURE 44: INFORMATION SATISFACTION BY YEAR



Total, n = 8,218 to 18,608; 2025, n = 5,815 to 6,859 ; 2022, n = 5,402 to 5,863
**Note: In 2022, "Real-time arrival information for the train" was phrased "Accuracy of CTA Train Tracker,' and "Real-time arrival information for the bus" was phrased "Accuracy of CTA Bus Tracker."*

Rider satisfaction with CTA employee courtesy remained high in 2025. Satisfaction with bus operator courtesy increased slightly to 83%, a 2 percentage point rise from 81% in 2022. Satisfaction with station attendant courtesy was 72%, reflecting a slight 2 percentage point decrease from 74% in 2022 (Figure 45).

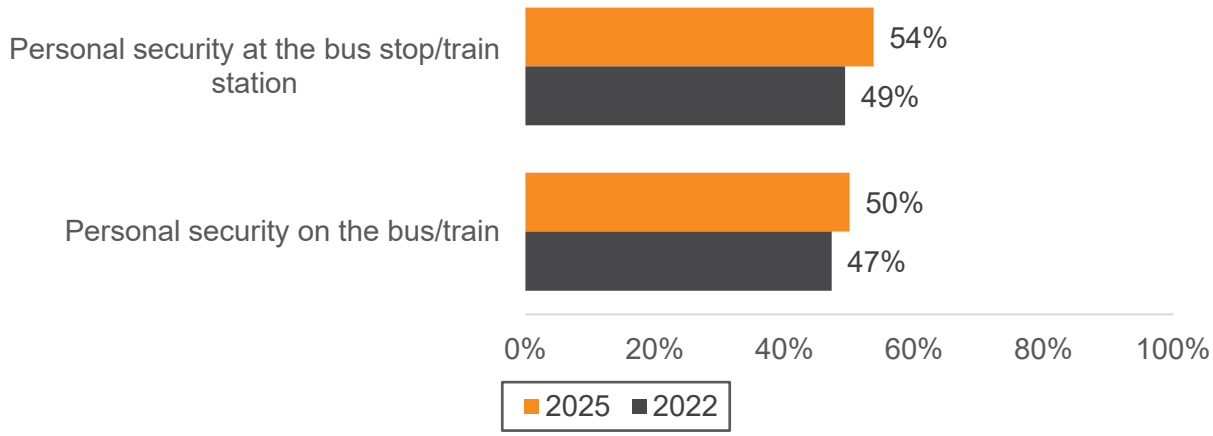
FIGURE 45: EMPLOYEE PERFORMANCE SATISFACTION BY YEAR



Total, n = 16,608 to 18,427; 2025, n = 6,449 to 7,899; 2022, n = 6,270 to 7,216

In 2025, 54% of riders reported being satisfied with their personal security at the bus stop or train station, a 5 percentage point increase from 49% in 2022. Satisfaction with personal security on the bus or train was 50% in 2025, up 3 percentage points from 47% in 2022. However, in 2022 this question was phrased in terms of "safety" rather than "security," so the results may not be directly comparable (Figure 46).

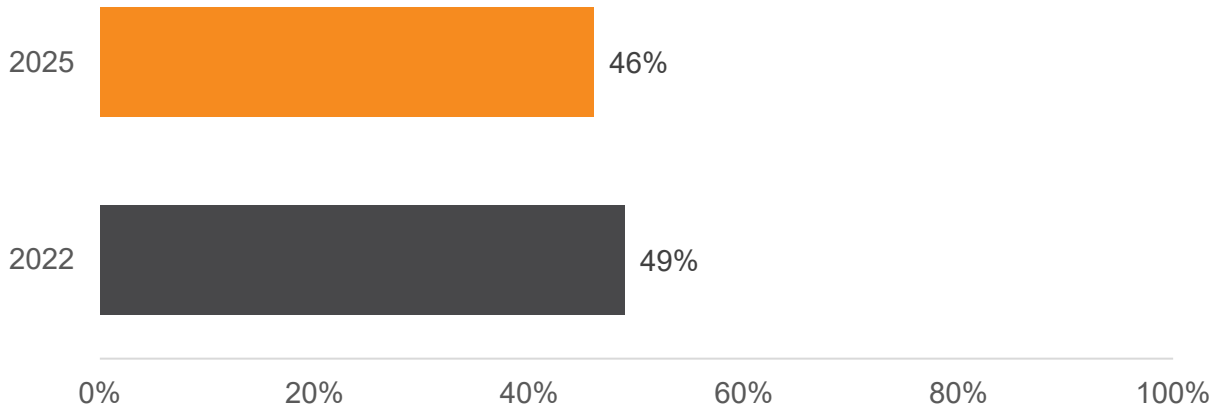
FIGURE 46: PERSONAL SECURITY SATISFACTION BY YEAR



Total, n = 18,833 to 19,045; 2025, n = 4,890 to 5,302; 2022, n = 4,107 to 4,349
**Note: In 2022, this question referred to "safety" rather than "security." Results are not directly comparable and should be interpreted with caution.*

Cleanliness ratings for bus and train interiors declined slightly in 2025, dropping from 49% in 2022 to 46% in 2025 (Figure 47).

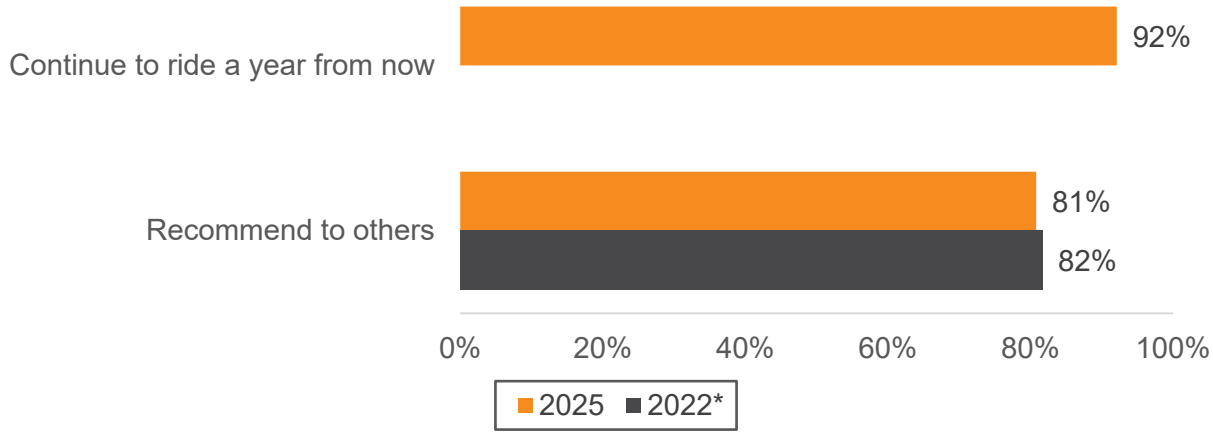
FIGURE 47: CLEANLINESS OF BUS/TRAIN INTERIOR SATISFACTION BY YEAR



Total, n = 19,579; 2025, n = 10,061; 2022, n = 9,518

The majority of riders expressed strong loyalty to CTA, with 92% saying they are likely to continue riding a year from now and 81% indicating they would recommend CTA to others. While likelihood to continue riding was not asked in 2022, recommendation levels remained stable (82% in 2022 vs. 81% in 2025; Figure 48).

FIGURE 48: LIKELIHOOD TO...



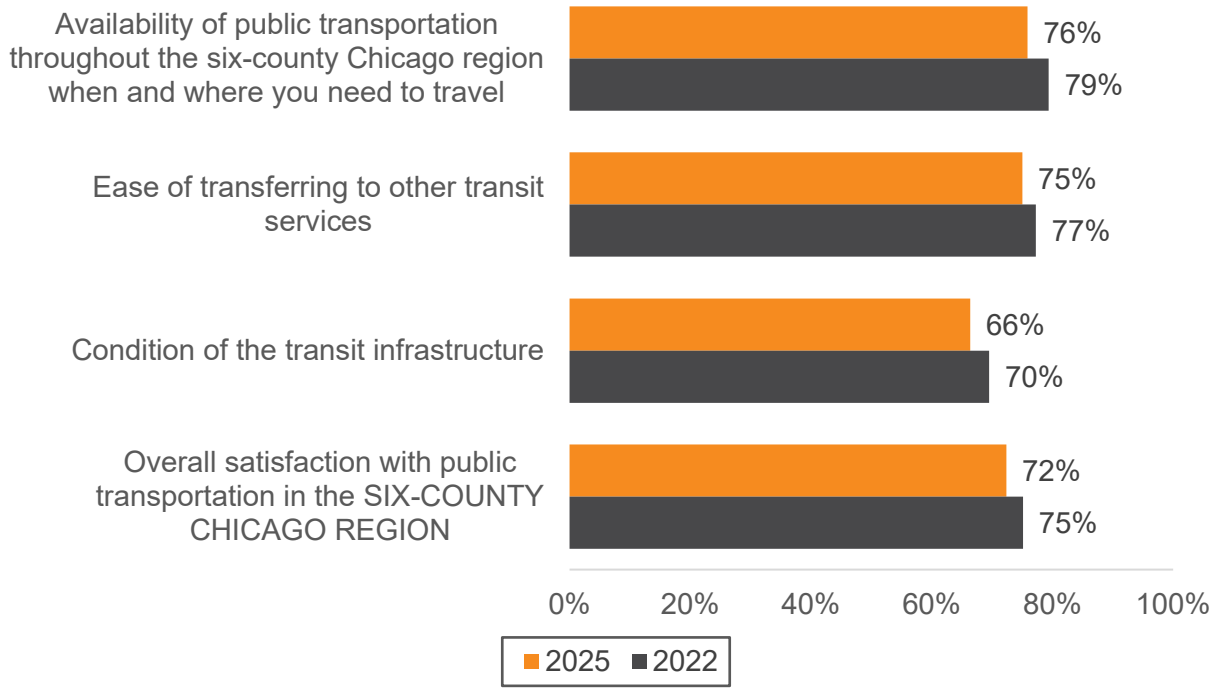
n = 9,961 to 10,016

**Note: Likelihood to "Continue to ride a year from now" was a new question in the 2025 survey.*

Regionwide Satisfaction

Riders' satisfaction with public transportation across the six-county Chicago region remained generally positive in 2025 but showed slight declines compared to 2022. Satisfaction with the availability of service was 76%, down 3 percentage points from 79%, and ease of transferring to other transit services was rated at 75%, a 2-point decrease from 77%. Satisfaction with the condition of the transit infrastructure declined by 4 points, from 70% to 66%, while overall satisfaction with public transportation in the region dropped slightly from 75% to 72%, a 3-point decrease (Figure 49).

FIGURE 49: REGIONAL SATISFACTION BY YEAR



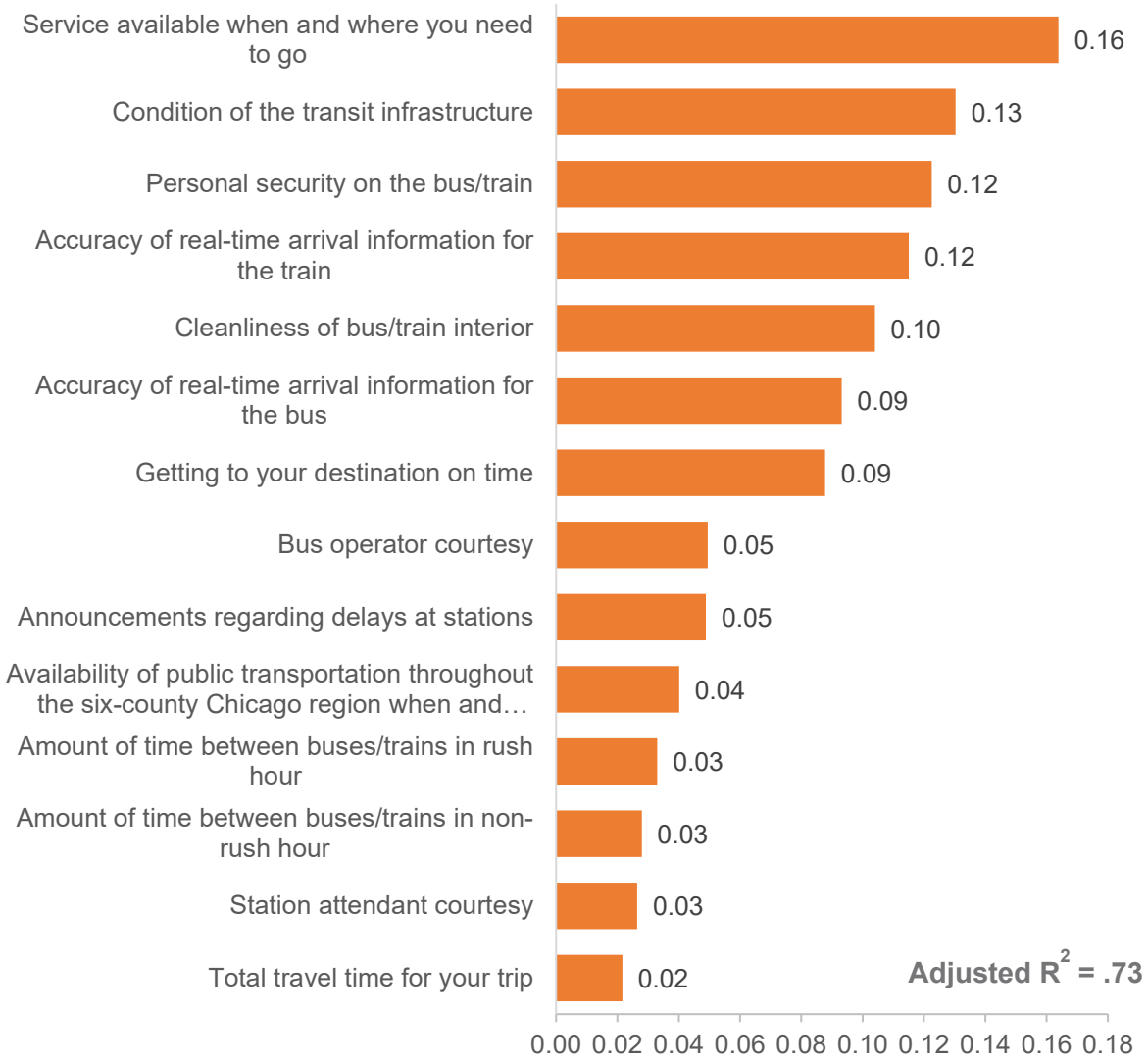
Total, n = 16,377 to 18,647; 2025, n = 6,461 to 6,836; 2022, n = 6,133 to 6,742

4.4 KEY DRIVERS OF OVERALL SATISFACTION

Derived importance measures are calculated by statistically testing the strength of the relationship between a set of service attributes and overall satisfaction. Using coefficients rather than stated importance data provides clearer insight into which service attributes are the strongest drivers of overall satisfaction. This approach helps uncover the underlying factors that influence customer satisfaction, including those that riders may not explicitly identify.

For the 2025 analysis, individual and regional service attributes were modeled as predictors of overall satisfaction with CTA. A multiple regression model used a backward selection process, starting with all explanatory variables, twelve service attributes and two regional attributes, and systematically removing those that did not significantly explain overall satisfaction. Overall measures such as value of service for fare paid were excluded from the explanatory list. At each step, non-significant predictors were removed and the model re-estimated. The final model, with an adjusted R^2 of 0.73, retained fourteen of the original fifteen attributes, each significantly influencing riders' satisfaction with CTA (Figure 50). The magnitude of each derived importance coefficient indicates how strongly that attribute shapes overall satisfaction.

FIGURE 50: 2025 DERIVED IMPORTANCE COEFFICIENTS



As shown in Figure 39, having service available when and where riders need to go is the most important factor in determining overall satisfaction with CTA. The condition of transit infrastructure ranks second, followed by personal security on the bus or train and accuracy of real-time arrival information for the train.

4.5 QUADRANT CHART

The quadrant chart maps the derived importance and satisfaction of the seventeen service and regional attributes identified above. This approach highlights where CTA can focus efforts to maximize customer satisfaction. The chart plots importance on the Y-axis and satisfaction on the X-axis, splitting both axes at their means to create four quadrants.

Table 3 outlines what each quadrant represents, and the appropriate action required by CTA to maximize customer satisfaction.

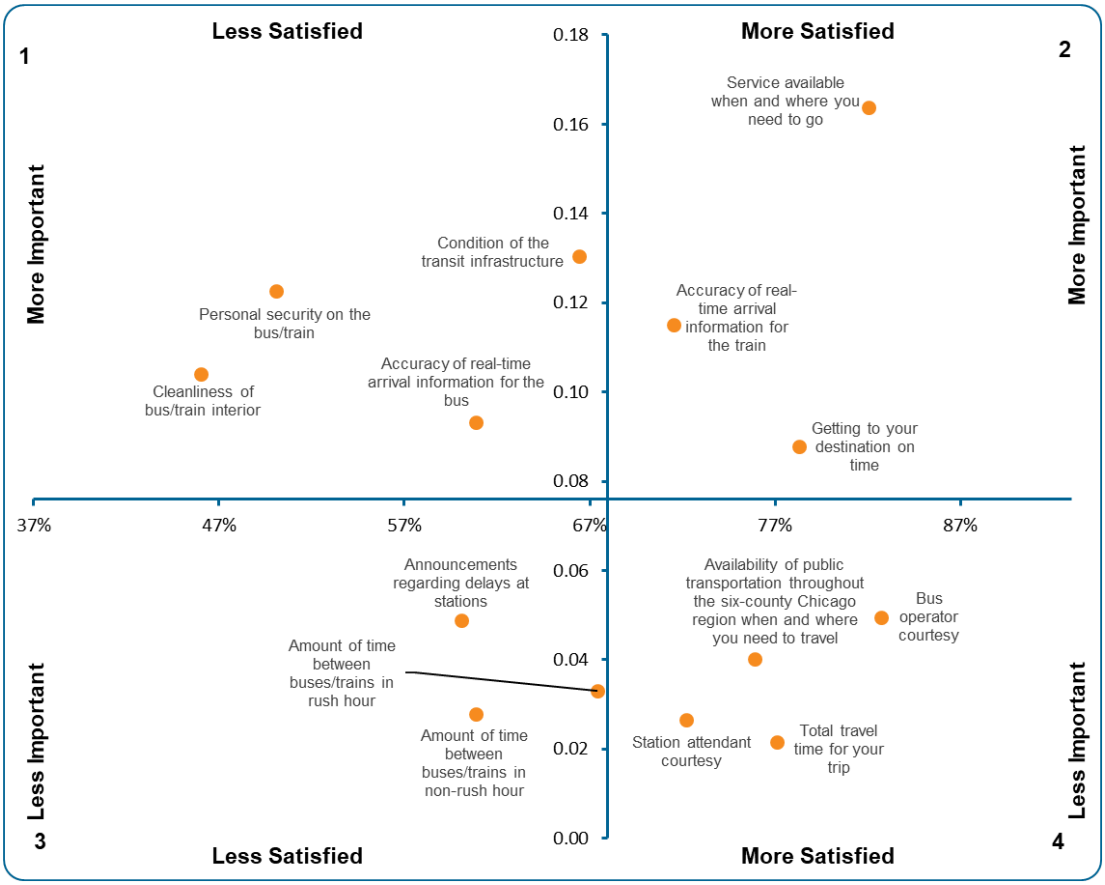
TABLE 3: UNDERSTANDING QUADRANT CHARTS

Quadrant	Location	Satisfaction Level	Importance	Action
1	Top left	Relatively low	Relatively high	Attributes for improvement
2	Top right	Relatively high	Relatively high	Attributes to maintain
3	Bottom left	Relatively low	Relatively low	Attributes to monitor
4	Bottom right	Relatively high	Relatively low	Attributes with no immediate action

Figure 51 includes attributes that are both important to riders and performing above the mean in satisfaction. CTA is currently meeting expectations for service availability when needed, accuracy of real-time arrival information for the train, and getting to one's destination on time. These attributes appear in the top-right quadrant of the chart, indicating that they are both high in derived importance and rated above average in satisfaction. Maintaining strong performance in these areas will be critical to sustaining overall satisfaction.

The top-left quadrant highlights attributes that are important to riders but have satisfaction scores below the mean, signaling clear priorities for improvement. Riders identified personal security on the bus or train and cleanliness of bus and train interiors as ongoing concerns. Both have consistently appeared as top priorities in previous surveys, and their continued placement in this quadrant emphasizes the need for renewed and focused action. In 2025, condition of the transit infrastructure and accuracy of real-time arrival information for the bus also fall into this quadrant, further reinforcing areas where CTA can make meaningful improvements. Addressing these issues presents a significant opportunity to enhance the rider experience and increase overall satisfaction with CTA service.

FIGURE 51: KEY DRIVERS OF OVERALL SATISFACTION QUADRANT CHART



5.0 CONCLUSION

The 2025 survey results reflect a transit system that continues to evolve in response to shifting rider demographics, travel patterns, and expectations. As in 2022, CTA riders skew younger, though the proportion of older riders increased slightly this year. Riders continue to rely on CTA for a range of purposes, with work commutes remaining the most common trip type. Personal errands, recreation, and shopping also remain key reasons for using CTA, underscoring the system's role in supporting a variety of daily needs.

Overall satisfaction with CTA remains high at 70%, though slightly lower than the 75% reported in 2022. Riders continue to express strong loyalty, with the vast majority saying they plan to keep riding and would recommend CTA to others. Satisfaction with key service elements, including service availability, on-time performance, and real-time train arrival information, remains strong. These attributes were rated above average in satisfaction and are among the most important drivers of overall satisfaction.

However, the analysis also highlights ongoing and emerging challenges. Personal security and cleanliness of vehicles continue to be rated below average in satisfaction despite their high importance to riders, reinforcing the need for focused and sustained action. Additionally, in 2025, the condition of transit infrastructure and accuracy of real-time bus arrival information also fell into this lower-performing category, suggesting newly emerging areas where improvements could meaningfully enhance the rider experience.

Taken together, the results of the 2025 survey suggest that CTA continues to meet the needs of most riders while also highlighting clear opportunities for progress. By addressing rider concerns around security, cleanliness, infrastructure maintenance, and real-time bus information, CTA can build on its strengths and continue to deliver a system that is responsive to the evolving needs of its customers.

APPENDIX A. COMPLETES BY BRANCH AND RECRUITMENT SOURCE

TABLE 4: UNWEIGHTED SAMPLE COMPLETES BY BRANCH AND RECRUITMENT SOURCE

	GROUP OR BRANCH	PAPER / IN-PERSON RECRUITMENT	ONLINE RECRUITMENT	TOTAL
Bus Groups	Downtown	29	73	102
	Evanston	66	34	100
	Far South Side	45	158	203
	North Side East-West	66	489	555
	North Side Lake Shore Drive	82	258	340
	North Side Downtown	84	423	507
	North-South Crosstown	196	1,082	1,278
	South Side East-West	75	453	528
	South Side Lake Shore Drive	101	339	440
	South Side Downtown	85	411	496
	West Side East-West	109	595	704
	Special	2	25	27
Train Branches	Blue – Dearborn Subway	15	28	43
	Blue – Forest Park	71	206	277
	Blue – O'Hare	85	919	1,004
	Brown	49	648	697
	Green – Lake	104	229	333
	Green – South Branches	48	146	194
	Orange	48	420	468
	Pink – Cermak	85	226	311
	Purple – Evanston	22	131	153
	Red – Dan Ryan	63	387	450
	Red – North Main	189	717	906
	Red – State Subway	9	65	74
	Yellow – Skokie	8	18	26
	Total	***1,736***	***8,480***	***10,216***

APPENDIX B. SCREENSHOTS OF WEB SURVEY

FIGURE 52: SURVEY LANGUAGE

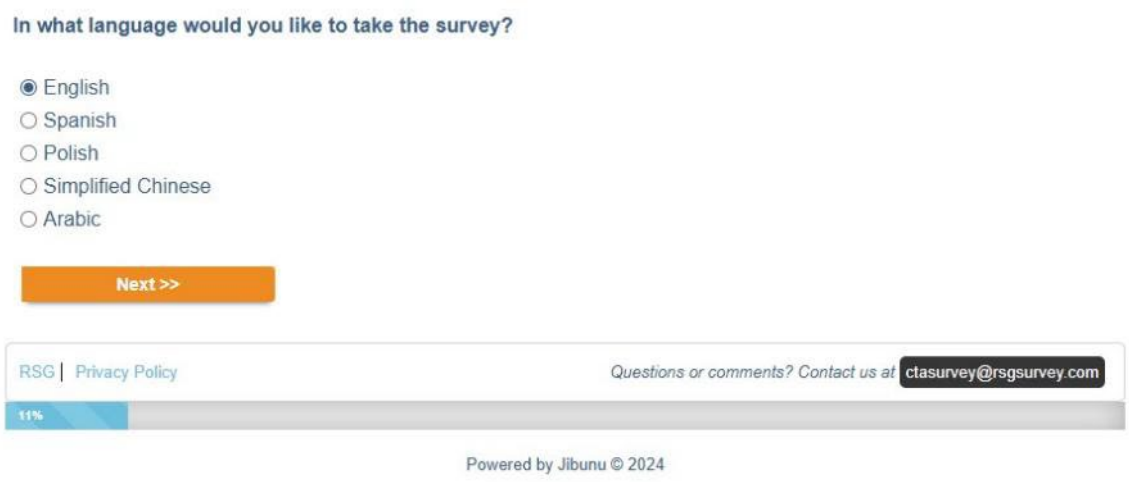


FIGURE 53: INTRODUCTION TEXT

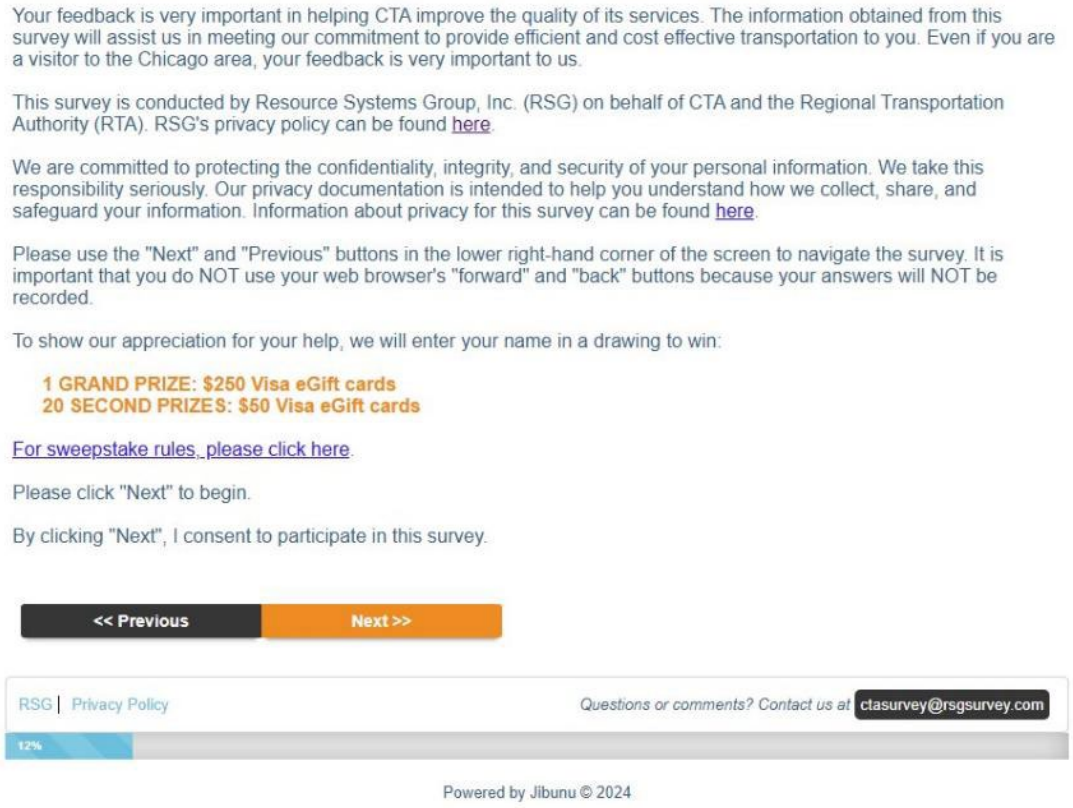


FIGURE 54: FREQUENCY OF CTA USE

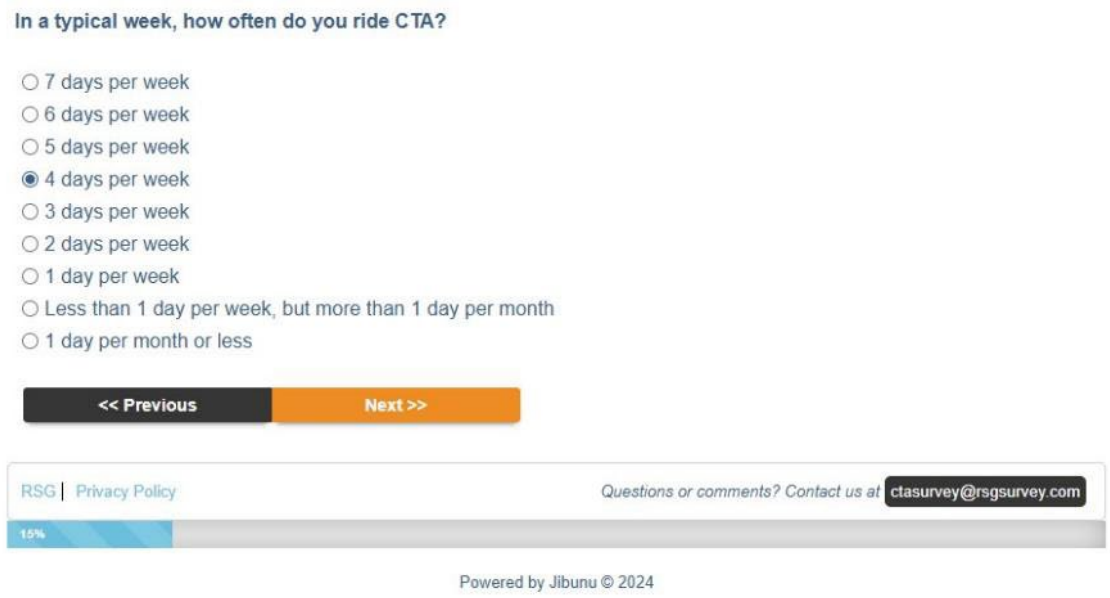


FIGURE 55: TYPICAL BUS ROUTE(S) AND TRAIN LINE(S)

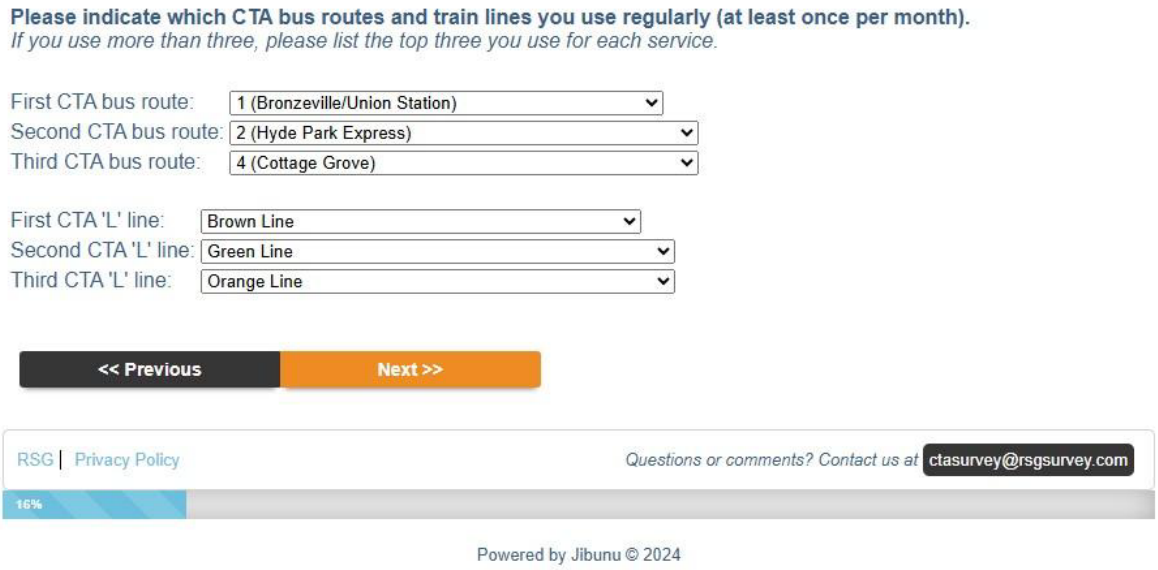


FIGURE 56: PRIMARY BUS ROUTE OR TRAIN LINE

FIGURE 57: PURPOSE(S) OF USING CTA

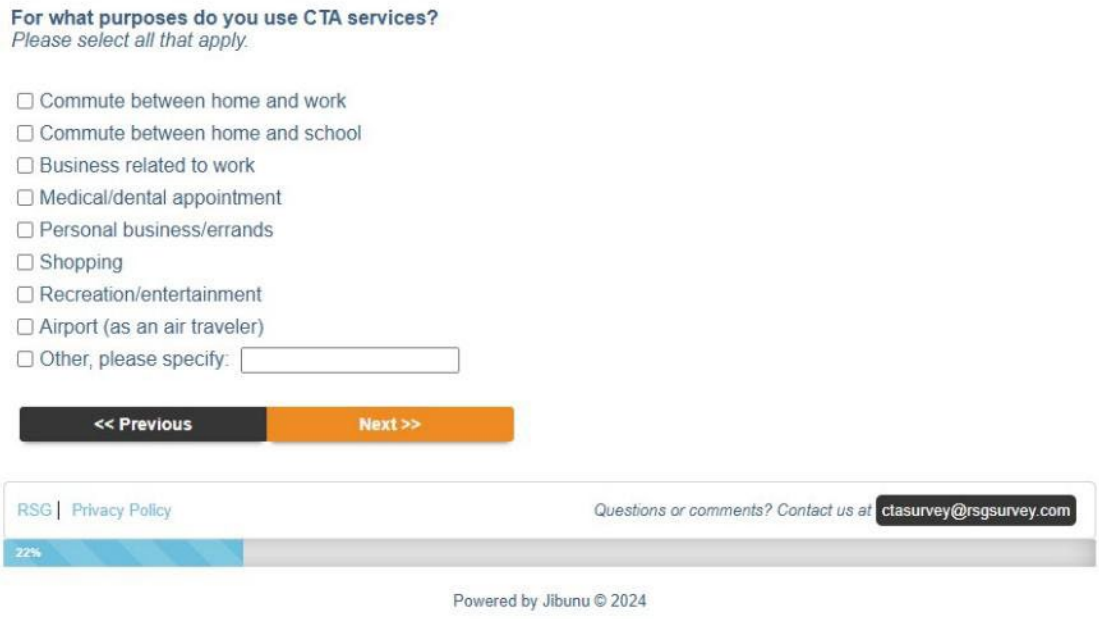


FIGURE 58: PRIMARY REASON FOR RIDING

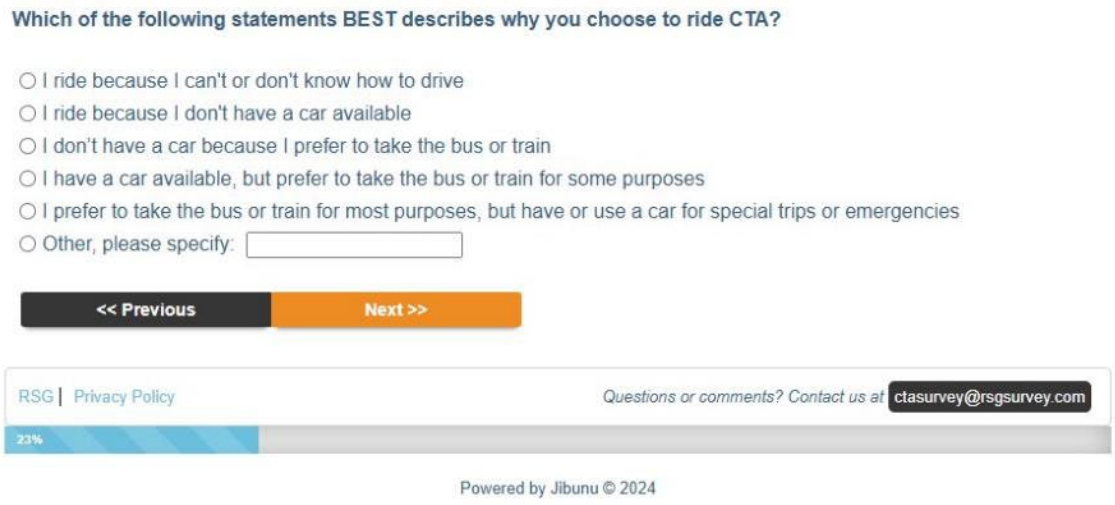


FIGURE 59: REGULAR RIDER DURATION

FIGURE 60: DAYS USED

FIGURE 61: TIMES USED

FIGURE 62: ACCESS MODE

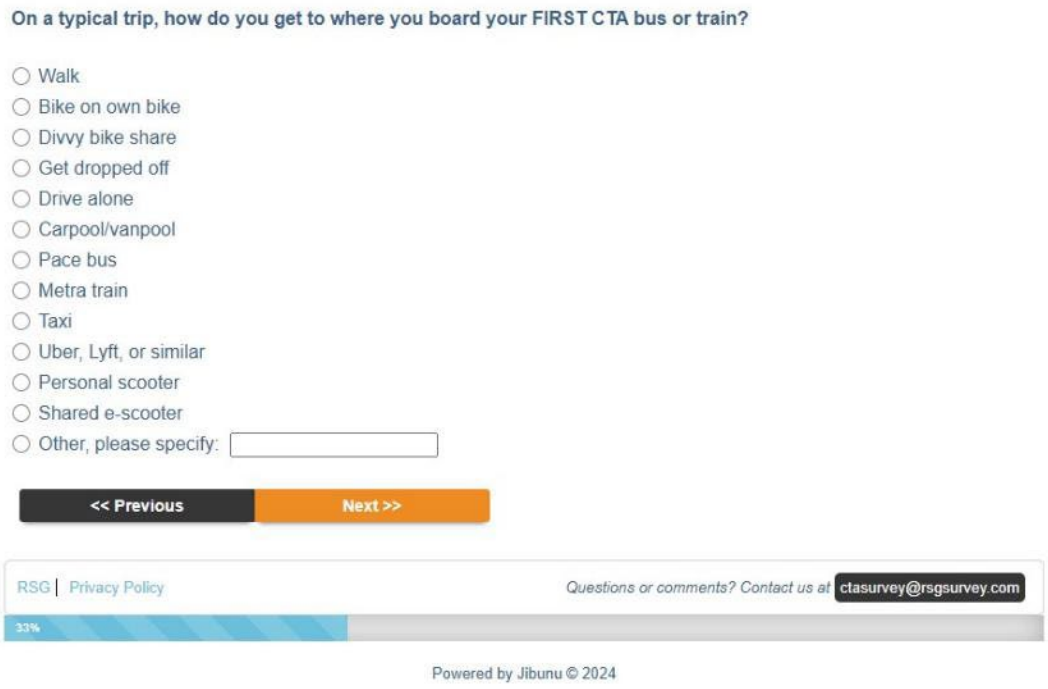


FIGURE 63: NUMBER OF TRANSFERS BETWEEN CTA ROUTES

FIGURE 64: EGRESS MODE

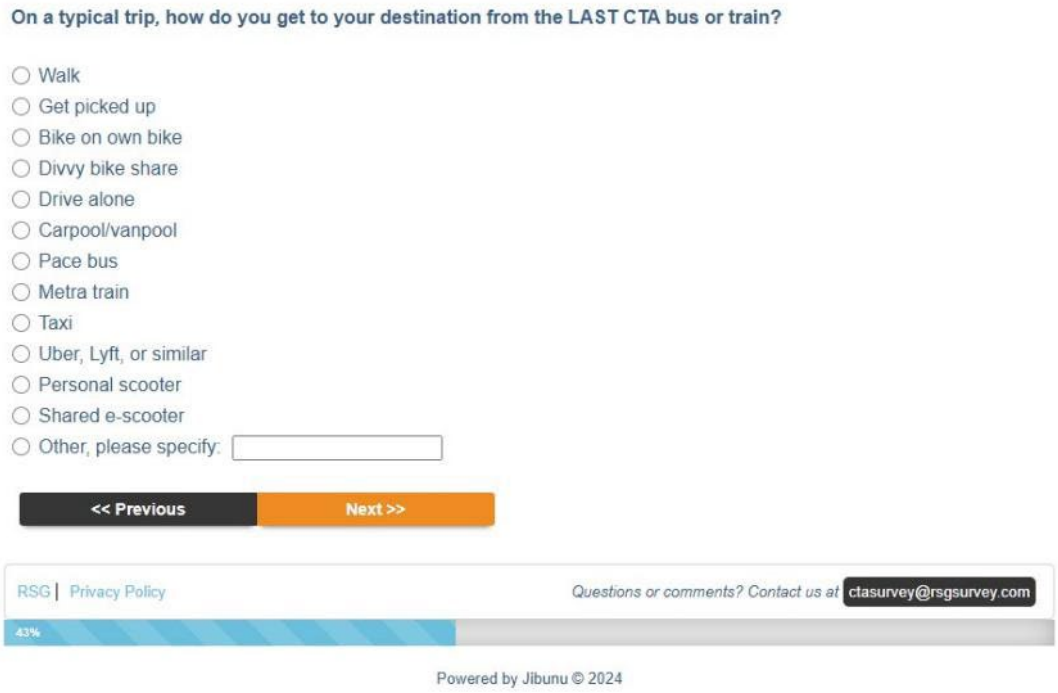


FIGURE 65: ALTERNATIVE MODE

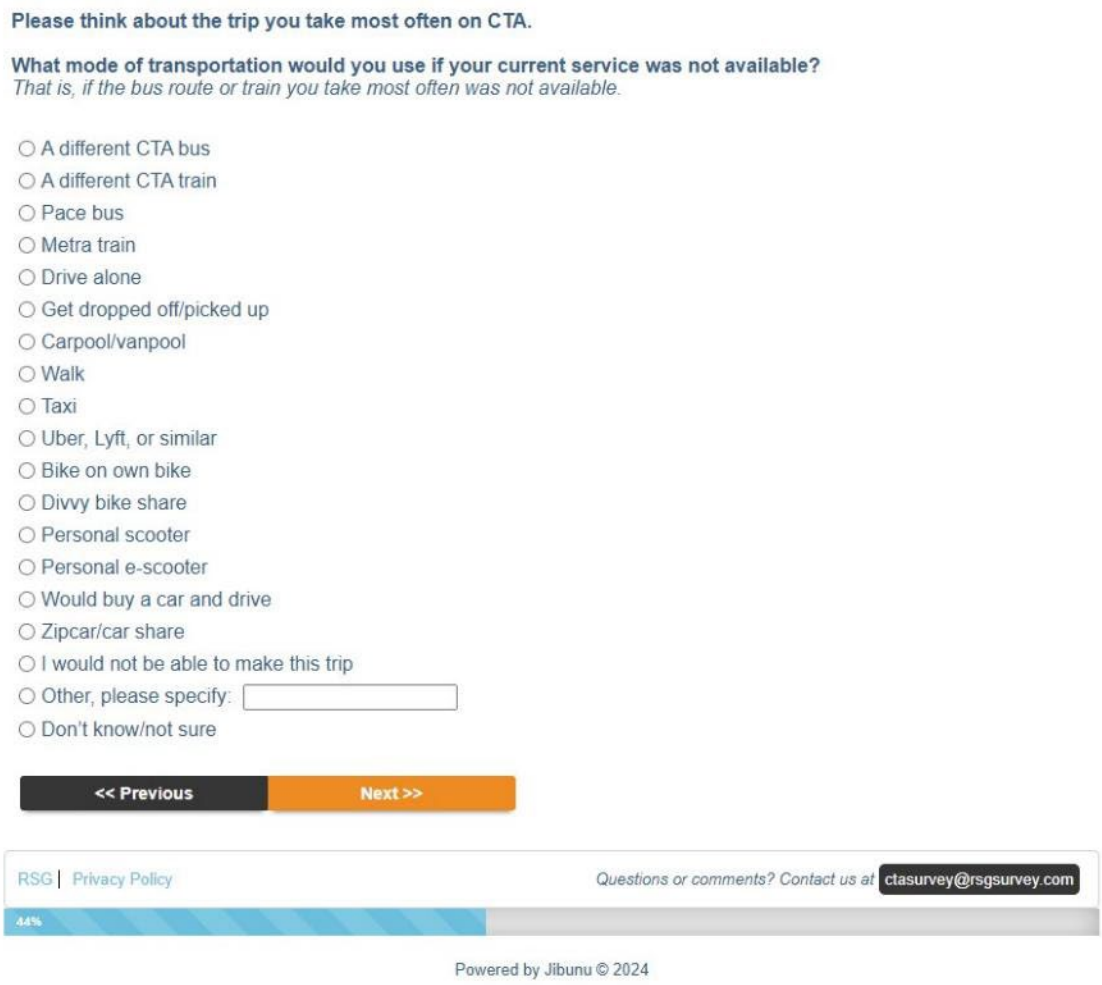


FIGURE 66: FREQUENCY OF TELECOMMUTING

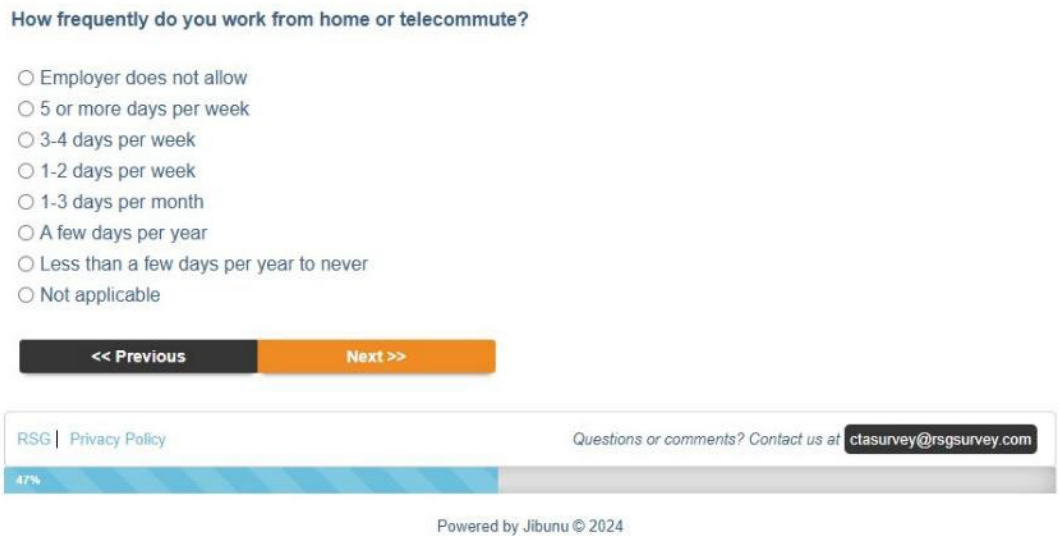


FIGURE 67: TELECOMMUTE LOCATION

FIGURE 68: TRANSIT BENEFITS

FIGURE 69: FARE LEVEL

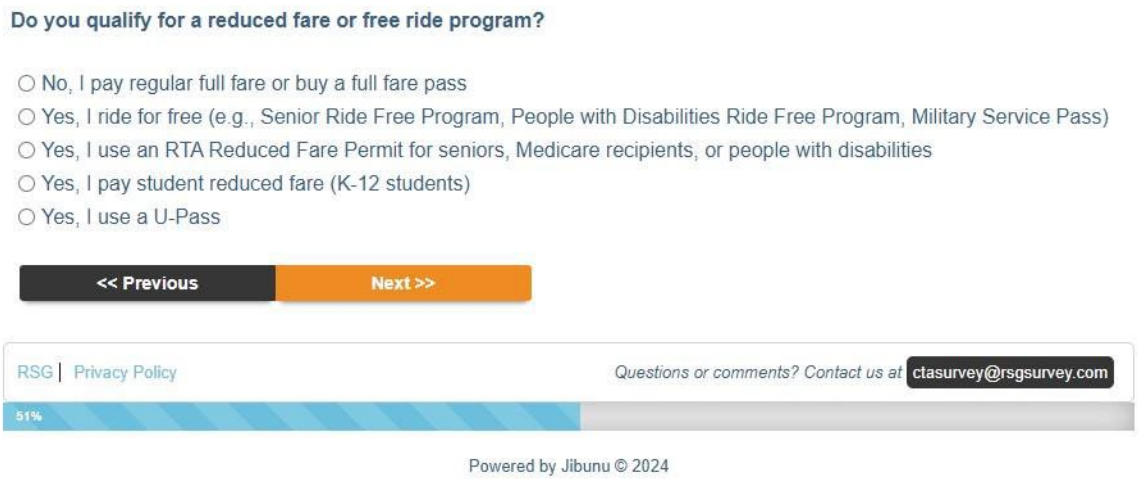


FIGURE 70: PASS USED

FIGURE 71: FARE PAYMENT METHOD

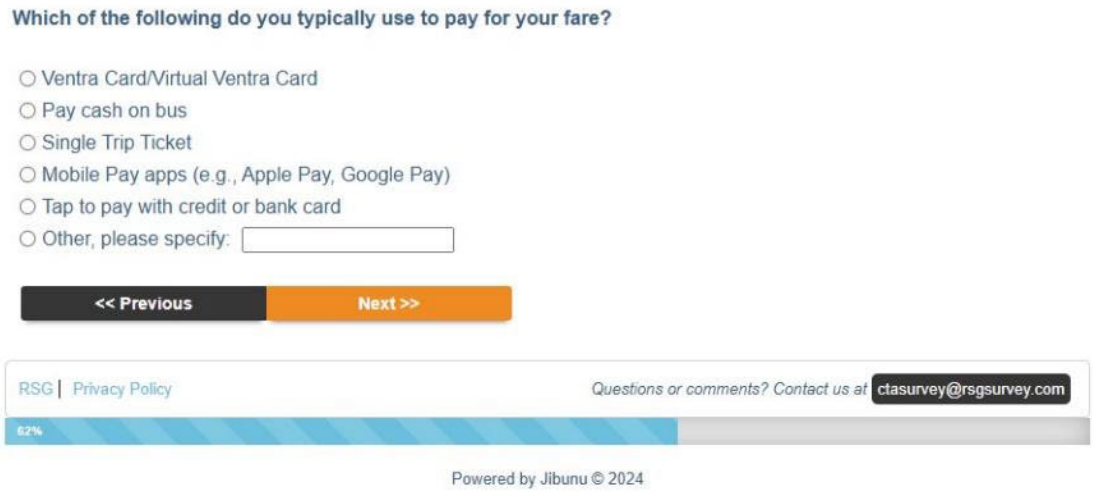


FIGURE 72: VENTRA REFILL METHOD

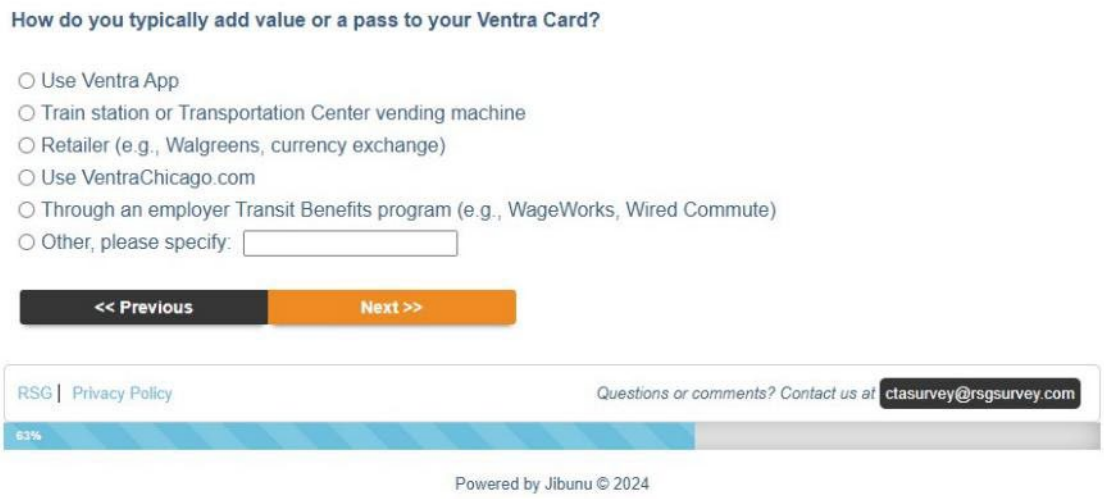


FIGURE 73: SATISFACTION (PAGE 1)

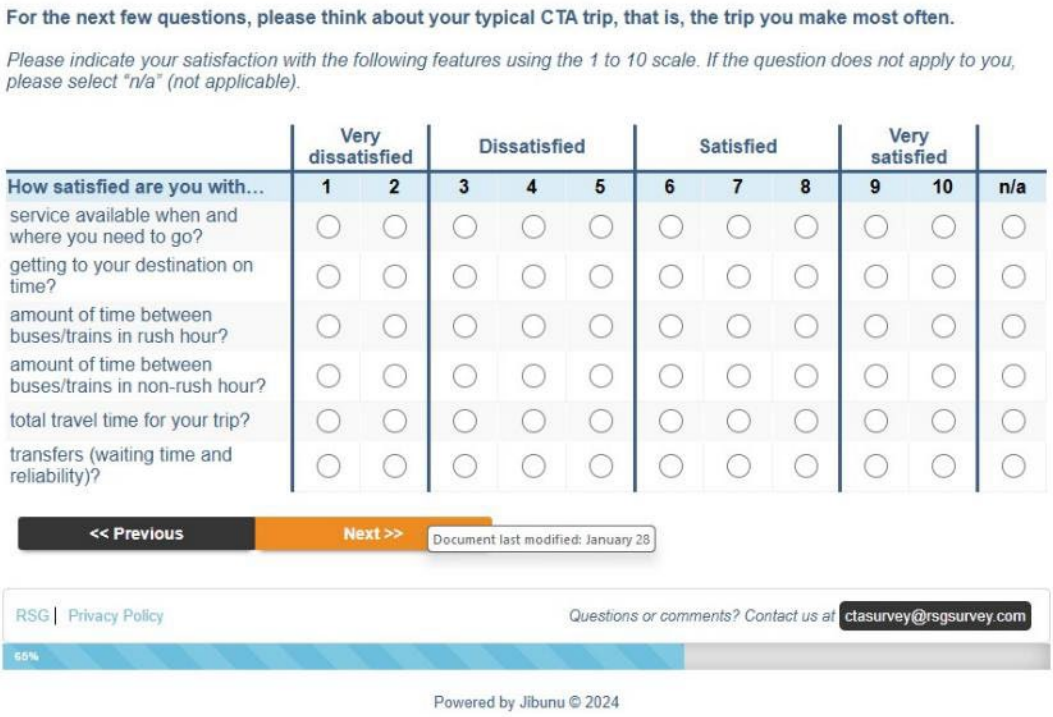
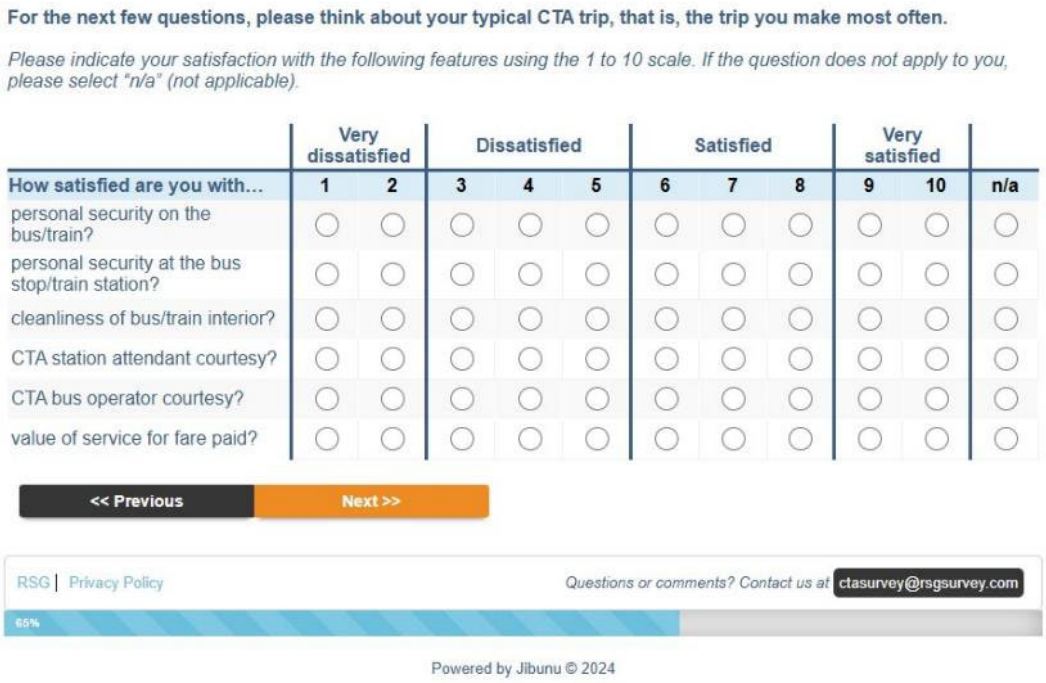


FIGURE 74: SATISFACTION (PAGE 2)

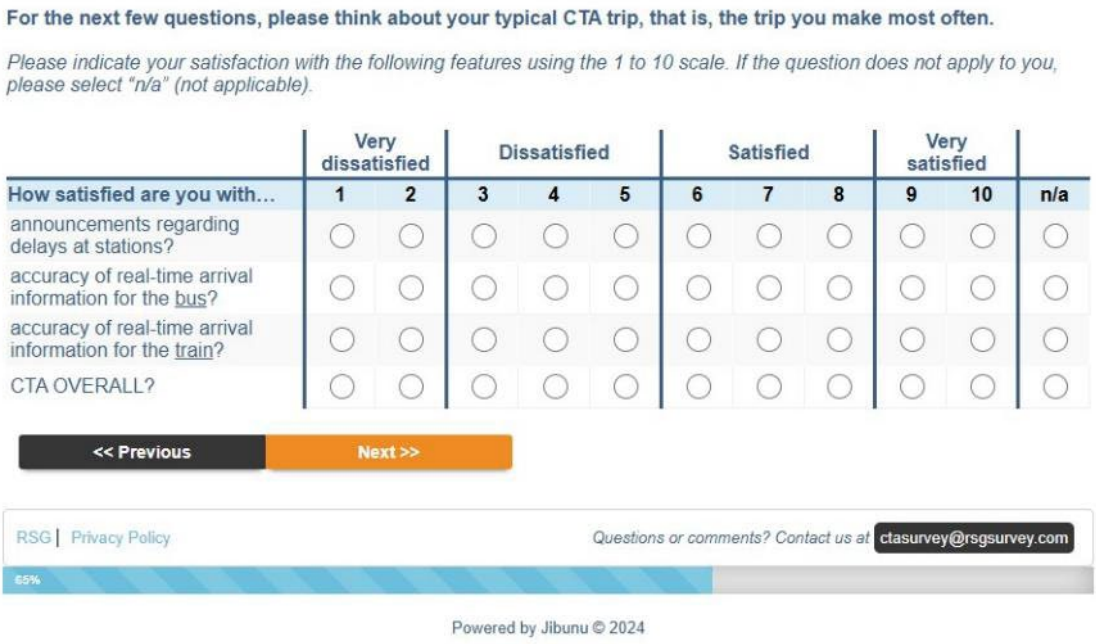


For the next few questions, please think about your typical CTA trip, that is, the trip you make most often.

Please indicate your satisfaction with the following features using the 1 to 10 scale. If the question does not apply to you, please select "n/a" (not applicable).

	Very dissatisfied		Dissatisfied			Satisfied			Very satisfied		
How satisfied are you with…	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**n/a**
personal security on the bus/train?	○	○	○	○	○	○	○	○	○	○	○
personal security at the bus stop/train station?	○	○	○	○	○	○	○	○	○	○	○
cleanliness of bus/train interior?	○	○	○	○	○	○	○	○	○	○	○
CTA station attendant courtesy?	○	○	○	○	○	○	○	○	○	○	○
CTA bus operator courtesy?	○	○	○	○	○	○	○	○	○	○	○
value of service for fare paid?	○	○	○	○	○	○	○	○	○	○	○

FIGURE 75: SATISFACTION (PAGE 3)



For the next few questions, please think about your typical CTA trip, that is, the trip you make most often.

Please indicate your satisfaction with the following features using the 1 to 10 scale. If the question does not apply to you, please select "n/a" (not applicable).

	Very dissatisfied		Dissatisfied			Satisfied			Very satisfied		
How satisfied are you with…	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**n/a**
announcements regarding delays at stations?	○	○	○	○	○	○	○	○	○	○	○
accuracy of real-time arrival information for the bus?	○	○	○	○	○	○	○	○	○	○	○
accuracy of real-time arrival information for the train?	○	○	○	○	○	○	○	○	○	○	○
CTA OVERALL?	○	○	○	○	○	○	○	○	○	○	○

FIGURE 76: LIKELIHOOD TO...

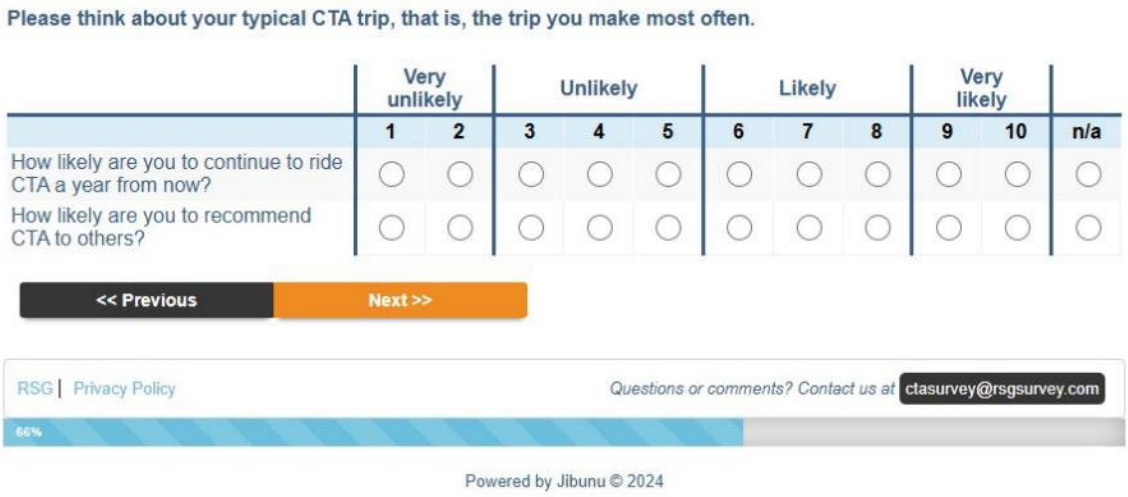


FIGURE 77: REGIONAL SATISFACTION

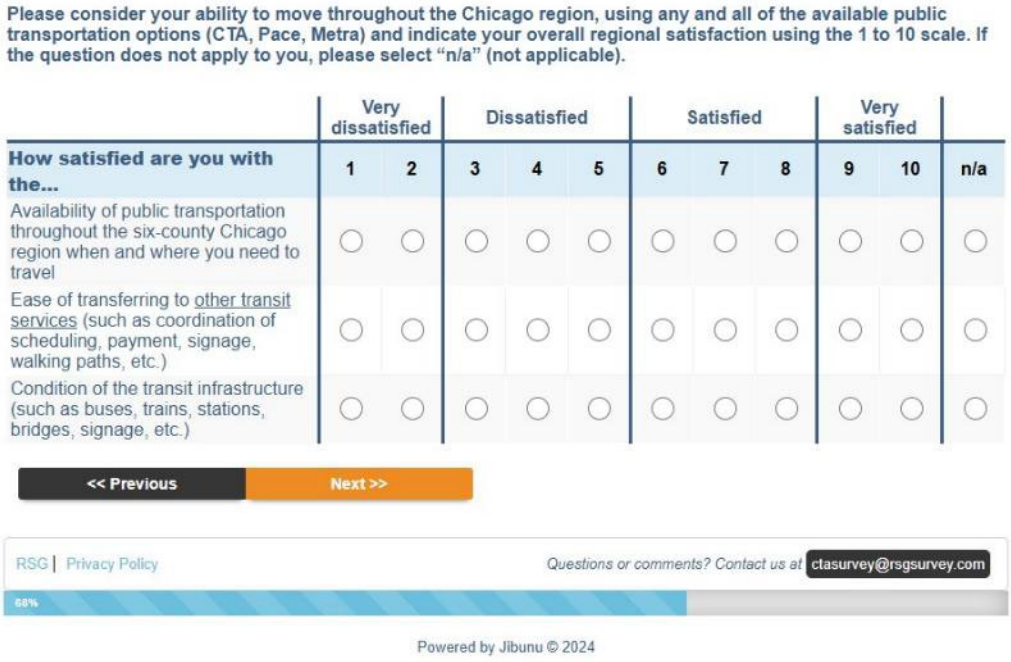


FIGURE 78: OVERALL REGIONAL SATISFACTION

FIGURE 79: HOME ZIP CODE

FIGURE 80: AGE

FIGURE 81: EMPLOYMENT STATUS

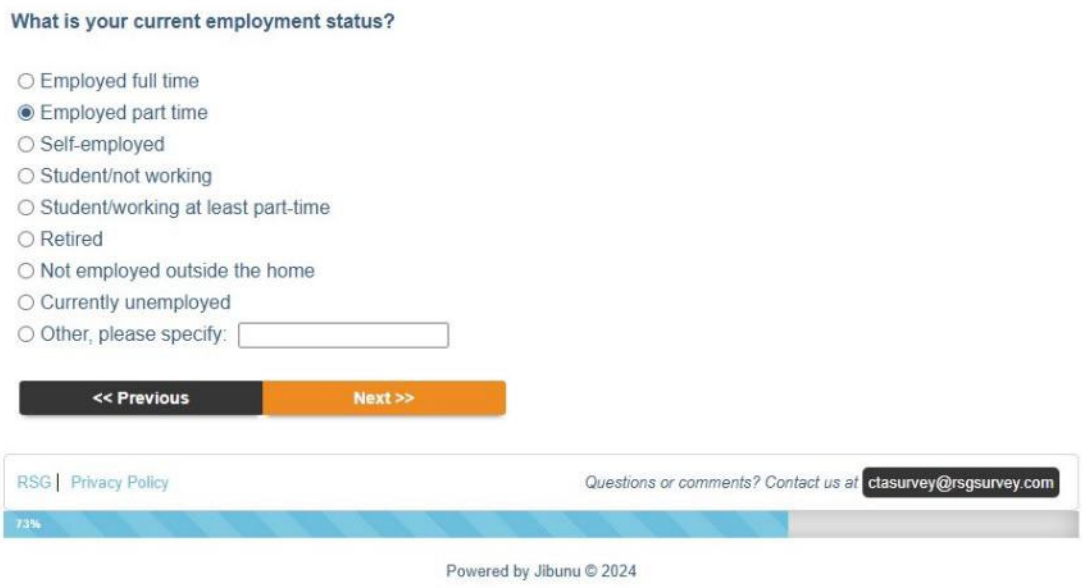


FIGURE 82: DISABILITY TYPE(S)

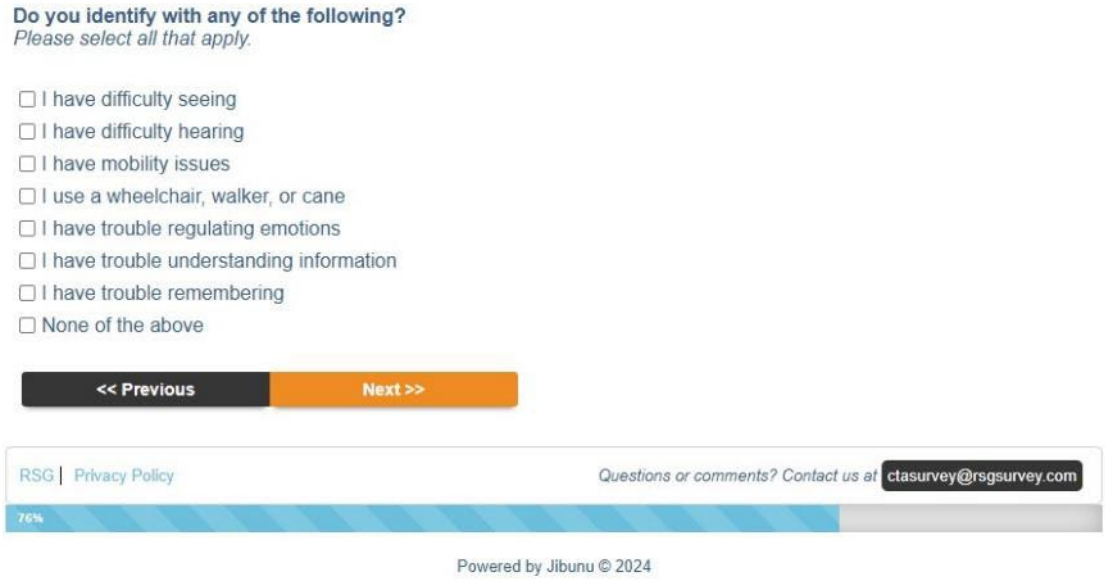


FIGURE 83: HOUSEHOLD SIZE, NUMBER OF CHILDREN, AND NUMBER OF VEHICLES

FIGURE 84: CAR AVAILABILITY

FIGURE 85: PRIMARY LANGUAGE SPOKEN IN HOUSEHOLD

FIGURE 86: ENGLISH ABILITY

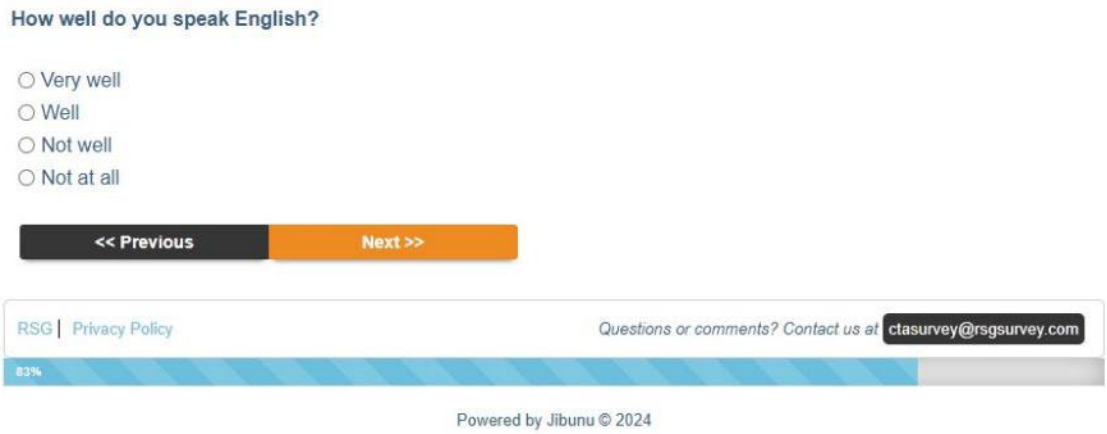


FIGURE 87: EDUCATION STATUS

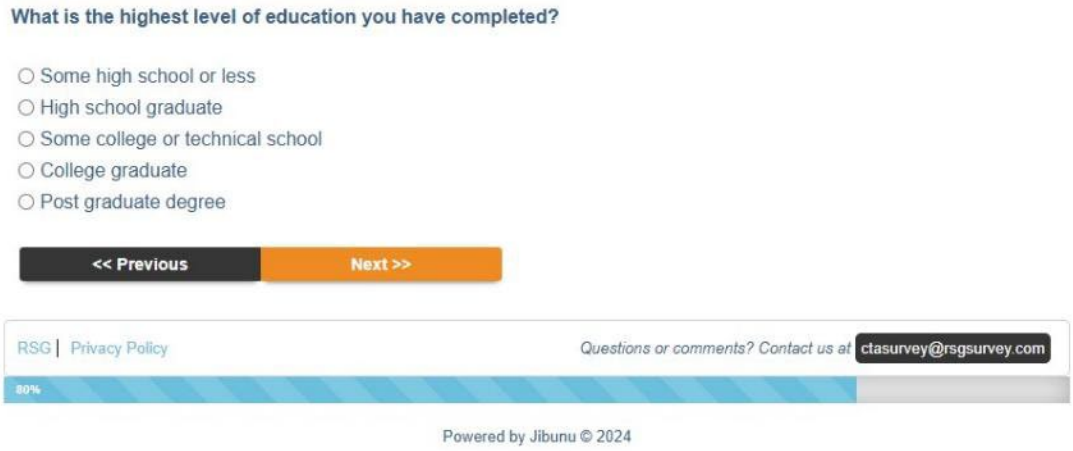


FIGURE 88: RACE AND ETHNICITY

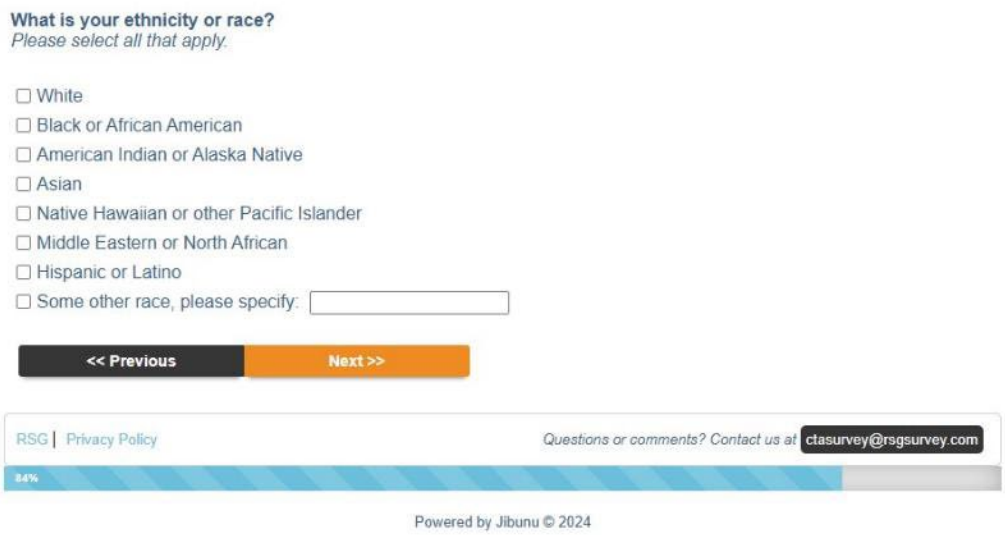


FIGURE 89: USE OF MOBILE DEVICE(S)

FIGURE 90: CHECKING OR SAVINGS ACCOUNT

FIGURE 91: HOUSEHOLD INCOME

FIGURE 92: SNAP BENEFITS

FIGURE 93: GENDER

FIGURE 94: FUTURE CTA/RTA RESEARCH

FIGURE 95: EMAIL

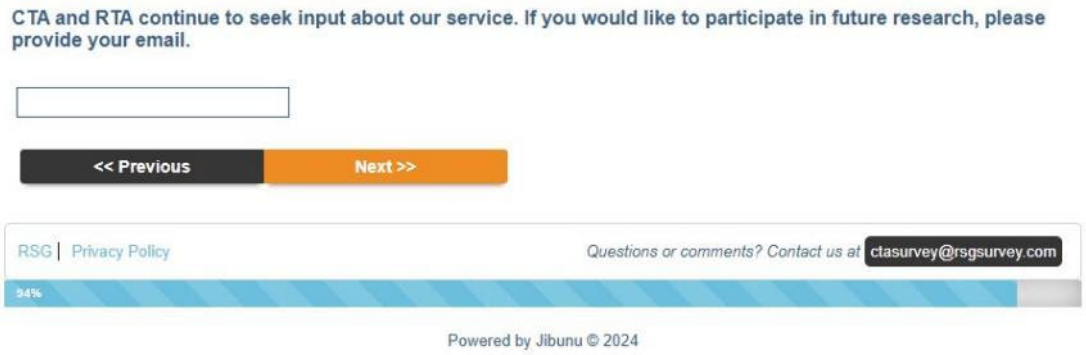
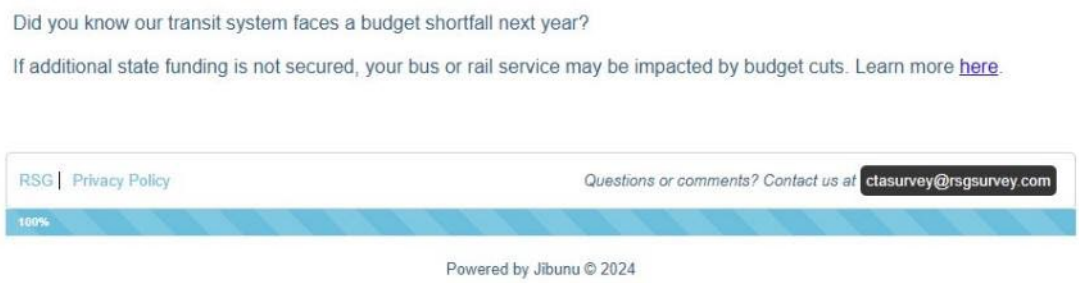


FIGURE 96: PRIZE DRAWING OPT-IN

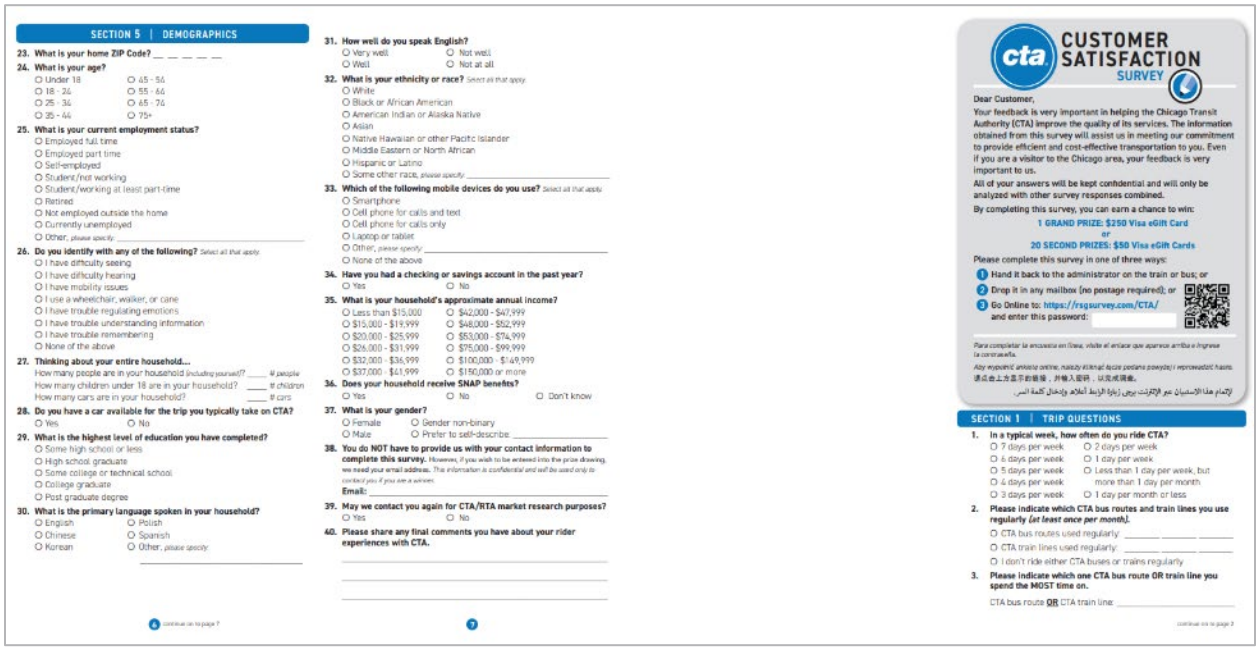
FIGURE 97: COMMENTS

FIGURE 98: END TEXT



APPENDIX C. PAPER SURVEYS

FIGURE 99: SIDE ONE OF CTA PAPER SURVEY IN ENGLISH



SECTION 5 | DEMOGRAPHICS

23. What is your home ZIP Code? __ __ __ __ __
24. What is your age?
O Under 18 O 45 - 54
O 18 - 24 O 55 - 64
O 25 - 34 O 65 - 74
O 35 - 44 O 75+
25. What is your current employment status?
O Employed full time
O Employed part time
O Self-employed
O Student/not working
O Student/working at least part-time
O Retired
O Not employed outside the home
O Currently unemployed
O Other, please specify:
26. Do you identify with any of the following? Select all that apply.
O I have difficulty seeing
O I have difficulty hearing
O I have mobility issues
O I use a wheelchair, walker, or cane
O I have trouble regulating emotions
O I have trouble understanding information
O I have trouble remembering
O None of the above
27. Thinking about your entire household...
How many people are in your household (including yourself)? ____ # people
How many children under 18 are in your household? ____ # children
How many cars are in your household? ____ # cars
28. Do you have a car available for the trip you typically take on CTA?
O Yes O No
29. What is the highest level of education you have completed?
O Some high school or less
O High school graduate
O Some college or technical school
O College graduate
O Post graduate degree
30. What is the primary language spoken in your household?
O English O Polish
O Chinese O Spanish
O Korean O Other, please specify:
31. How well do you speak English?
O Very well O Not well
O Well O Not at all
32. What is your ethnicity or race? Select all that apply.
O White
O Black or African American
O American Indian or Alaska Native
O Asian
O Native Hawaiian or other Pacific Islander
O Middle Eastern or North African
O Hispanic or Latino
O Some other race, please specify:
33. Which of the following mobile devices do you use? Select all that apply.
O Smartphone
O Cell phone for calls and text
O Cell phone for calls only
O Laptop or tablet
O Other, please specify:
O None of the above
34. Have you had a checking or savings account in the past year?
O Yes O No
35. What is your household's approximate annual income?
O Less than $15,000 O $42,000 - $47,999
O $15,000 - $19,999 O $48,000 - $62,999
O $20,000 - $25,999 O $63,000 - $74,999
O $26,000 - $31,999 O $75,000 - $99,999
O $32,000 - $36,999 O $100,000 - $149,999
O $37,000 - $41,999 O $150,000 or more
36. Does your household receive SNAP benefits?
O Yes O No O Don't know
37. What is your gender?
O Female O Gender non-binary
O Male O Prefer to self-describe:
38. You do NOT have to provide us with your contact information to complete this survey. However, if you wish to be entered into the prize drawing, we need your email address. This information is confidential and will be used only to contact you if you are a winner.
Email:
39. May we contact you again for CTA/RTA market research purposes?
O Yes O No
40. Please share any final comments you have about your rider experiences with CTA.

6 continue on to page 7
7

CUSTOMER SATISFACTION SURVEY

Dear Customer,
Your feedback is very important in helping the Chicago Transit Authority (CTA) improve the quality of its services. The information obtained from this survey will assist us in meeting our commitment to provide efficient and cost-effective transportation to you. Even if you are a visitor to the Chicago area, your feedback is very important to us.
All of your answers will be kept confidential and will only be analyzed with other survey responses combined.
By completing this survey, you can earn a chance to win:
1 GRAND PRIZE: $250 Visa eGift Card
or
20 SECOND PRIZES: $50 Visa eGift Cards
Please complete this survey in one of three ways:
1. Hand it back to the administrator on the train or bus; or
2. Drop it in any mailbox (no postage required); or
3. Go Online to: https://rsgsurvey.com/CTA/ and enter this password:

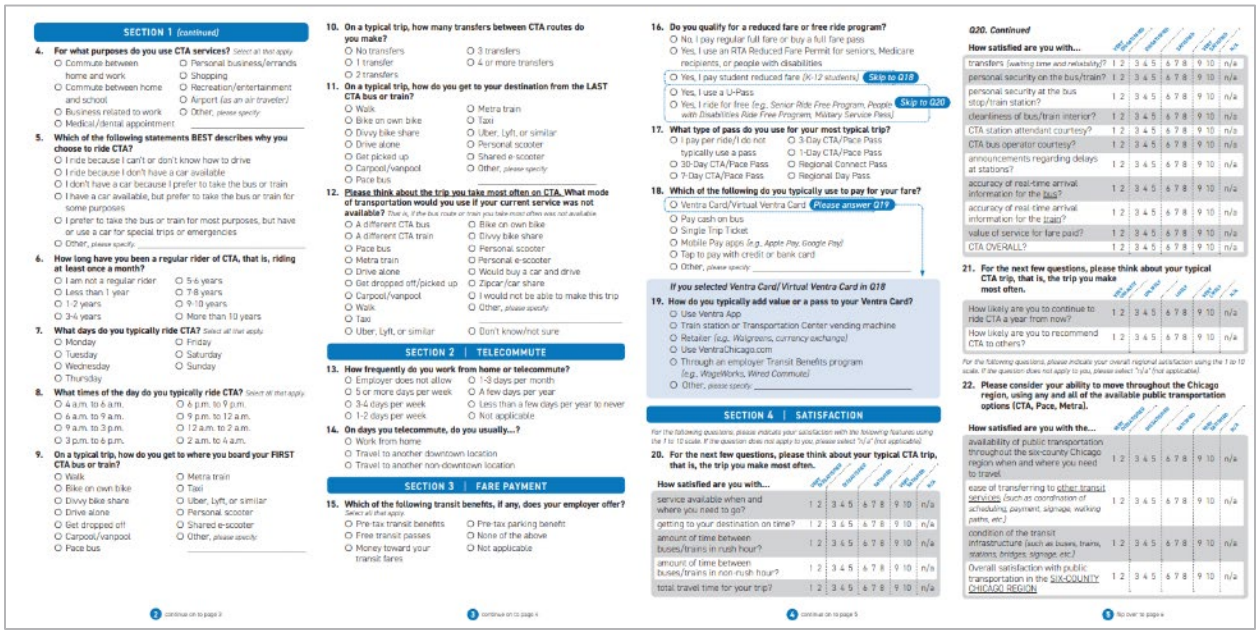
Para completar la encuesta en línea, visite el enlace que aparece arriba e ingrese la contraseña.
Aby wypełnić ankietę online, należy wtórnie łącze podane powyżej i wprowadzić hasło.
请点击上方显示的链接，并输入密码，以完成调查。
لإتمام هذا الاستبيان عبر الإنترنت، يرجى زيارة الرابط أعلاه وإدخال كلمة السر.

SECTION 1 | TRIP QUESTIONS

1. In a typical week, how often do you ride CTA?
O 7 days per week O 2 days per week
O 6 days per week O 1 day per week
O 5 days per week O Less than 1 day per week, but more than 1 day per month
O 4 days per week O 1 day per month or less
O 3 days per week
2. Please indicate which CTA bus routes and train lines you use regularly (at least once per month).
O CTA bus routes used regularly: _____ _____ _____
O CTA train lines used regularly: _____ _____
O I don't ride either CTA buses or trains regularly
3. Please indicate which one CTA bus route OR train line you spend the MOST time on.
CTA bus route OR CTA train line: _____

continue on to page 2

FIGURE 100: SIDE TWO OF CTA PAPER SURVEY IN ENGLISH



SECTION 1 (continued)

4. For what purposes do you use CTA services? Select all that apply.
O Commute between home and work
O Commute between home and school
O Business related to work
O Medical/dental appointment
O Personal business/errands
O Shopping
O Recreation/entertainment
O Airport (as an air traveler)
O Other, please specify:
5. Which of the following statements BEST describes why you choose to ride CTA?
O I ride because I can't or don't know how to drive
O I ride because I don't have a car available
O I don't have a car because I prefer to take the bus or train
O I have a car available, but prefer to take the bus or train for some purposes
O I prefer to take the bus or train for most purposes, but have or use a car for special trips or emergencies
O Other, please specify:
6. How long have you been a regular rider of CTA, that is, riding at least once a month?
O I am not a regular rider
O Less than 1 year
O 1-2 years
O 3-6 years
O 5-6 years
O 7-8 years
O 9-10 years
O More than 10 years
7. What days do you typically ride CTA? Select all that apply.
O Monday
O Tuesday
O Wednesday
O Thursday
O Friday
O Saturday
O Sunday
8. What times of the day do you typically ride CTA? Select all that apply.
O 4 a.m. to 6 a.m.
O 6 a.m. to 9 a.m.
O 9 a.m. to 3 p.m.
O 3 p.m. to 6 p.m.
O 6 p.m. to 9 p.m.
O 9 p.m. to 12 a.m.
O 12 a.m. to 2 a.m.
O 2 a.m. to 4 a.m.
9. On a typical trip, how do you get to where you board your FIRST CTA bus or train?
O Walk
O Bike on own bike
O Divvy bike share
O Drive alone
O Get dropped off
O Carpool/vanpool
O Pace bus
O Metra train
O Taxi
O Uber, Lyft, or similar
O Personal scooter
O Other, please specify:
10. On a typical trip, how many transfers between CTA routes do you make?
O No transfers
O 1 transfer
O 2 transfers
O 3 transfers
O 4 or more transfers
11. On a typical trip, how do you get to your destination from the LAST CTA bus or train?
O Walk
O Bike on own bike
O Divvy bike share
O Drive alone
O Get picked up
O Carpool/vanpool
O Pace bus
O Metra train
O Taxi
O Uber, Lyft, or similar
O Personal scooter
O Shared e-scooter
O Other, please specify:
12. Please think about the trip you take most often on CTA. What mode of transportation would you use if your current service was not available? That is, if the bus route or train you take most often was not available.
O A different CTA bus
O A different CTA train
O Pace bus
O Metra train
O Drive alone
O Get dropped off/picked up
O Carpool/vanpool
O Walk
O Taxi
O Uber, Lyft, or similar
O Bike on own bike
O Divvy bike share
O Personal scooter
O Personal e-scooter
O Would buy a car and drive
O Zipcar/car share
O I would not be able to make this trip
O Other, please specify:
O Don't know/not sure

SECTION 2 | TELECOMMUTE

13. How frequently do you work from home or telecommute?
O Employer does not allow
O 5 or more days per week
O 3-4 days per week
O 1-2 days per week
O 1-3 days per month
O A few days per year
O Less than a few days per year to never
O Not applicable
14. On days you telecommute, do you usually...?
O Work from home
O Travel to another downtown location
O Travel to another non-downtown location

SECTION 3 | FARE PAYMENT

15. Which of the following transit benefits, if any, does your employer offer? Select all that apply.
O Pre-tax transit benefits
O Free transit passes
O Money toward your transit fares
O Pre-tax parking benefit
O None of the above
O Not applicable
16. Do you qualify for a reduced fare or free ride program?
O No, I pay regular full fare or buy a full fare pass
O Yes, I use an RTA Reduced Fare Permit for seniors, Medicare recipients, or people with disabilities
O Yes, I pay student reduced fare (K-12 students) Skip to Q18
O Yes, I use a U-Pass
O Yes, I ride for free (e.g., Senior Ride Free Program, People with Disabilities Ride Free Program, Military Service Pass) Skip to Q20
17. What type of pass do you use for your most typical trip?
O I pay per ride/I do not typically use a pass
O 30-Day CTA/Pace Pass
O 7-Day CTA/Pace Pass
O 3-Day CTA/Pace Pass
O 1-Day CTA/Pace Pass
O Regional Connect Pass
O Regional Day Pass
18. Which of the following do you typically use to pay for your fare?
O Ventra Card/Virtual Ventra Card Please answer Q19
O Pay cash on bus
O Single Trip Ticket
O Mobile Pay apps (e.g., Apple Pay, Google Pay)
O Tap to pay with credit or bank card
O Other, please specify:

If you selected Ventra Card/Virtual Ventra Card in Q18
19. How do you typically add value or a pass to your Ventra Card?
O Use Ventra App
O Train station or Transportation Center vending machine
O Retailer (e.g., Walgreens, currency exchange)
O Use VentraChicago.com
O Through an employer Transit Benefits program (e.g., WageWorks, Wired Commute)
O Other, please specify:

SECTION 4 | SATISFACTION

For the following questions, please indicate your satisfaction with the following features using the 1 to 10 scale. If the question does not apply to you, please select "n/a" (not applicable).

20. For the next few questions, please think about your typical CTA trip, that is, the trip you make most often.

How satisfied are you with...	very dissatisfied						very satisfied	n/a
service available when and where you need to go?	1	2	3	4	5	6 7 8	9 10	n/a
getting to your destination on time?	1	2	3	4	5	6 7 8	9 10	n/a
amount of time between buses/trains in rush hour?	1	2	3	4	5	6 7 8	9 10	n/a
amount of time between buses/trains in non-rush hour?	1	2	3	4	5	6 7 8	9 10	n/a
total travel time for your trip?	1	2	3	4	5	6 7 8	9 10	n/a

2 continue on page 3
3 continue on to page 4
4 continue on to page 5

Q20. Continued

How satisfied are you with...	very dissatisfied						very satisfied	n/a
transfers (waiting time and reliability)?	1	2	3	4	5	6 7 8	9 10	n/a
personal security on the bus/train?	1	2	3	4	5	6 7 8	9 10	n/a
personal security at the bus stop/train station?	1	2	3	4	5	6 7 8	9 10	n/a
cleanliness of bus/train interior?	1	2	3	4	5	6 7 8	9 10	n/a
CTA station attendant courtesy?	1	2	3	4	5	6 7 8	9 10	n/a
CTA bus operator courtesy?	1	2	3	4	5	6 7 8	9 10	n/a
announcements regarding delays at stations?	1	2	3	4	5	6 7 8	9 10	n/a
accuracy of real-time arrival information for the bus?	1	2	3	4	5	6 7 8	9 10	n/a
accuracy of real-time arrival information for the train?	1	2	3	4	5	6 7 8	9 10	n/a
value of service for fare paid?	1	2	3	4	5	6 7 8	9 10	n/a
CTA OVERALL?	1	2	3	4	5	6 7 8	9 10	n/a

21. For the next few questions, please think about your typical CTA trip, that is, the trip you make most often.

	very unlikely						very likely	n/a
How likely are you to continue to ride CTA a year from now?	1	2	3	4	5	6 7 8	9 10	n/a
How likely are you to recommend CTA to others?	1	2	3	4	5	6 7 8	9 10	n/a

For the following questions, please indicate your overall regional satisfaction using the 1 to 10 scale. If the question does not apply to you, please select "n/a" (not applicable).

22. Please consider your ability to move throughout the Chicago region, using any and all of the available public transportation options (CTA, Pace, Metra).

How satisfied are you with the...	very dissatisfied						very satisfied	n/a
availability of public transportation throughout the six-county Chicago region when and where you need to travel	1	2	3	4	5	6 7 8	9 10	n/a
ease of transferring to other transit services (such as coordination of scheduling, payment, signage, walking paths, etc.)	1	2	3	4	5	6 7 8	9 10	n/a
condition of the transit infrastructure (such as buses, trains, stations, bridges, signage, etc.)	1	2	3	4	5	6 7 8	9 10	n/a
Overall satisfaction with public transportation in the SIX-COUNTY CHICAGO REGION	1	2	3	4	5	6 7 8	9 10	n/a

5 No over to page 6

FIGURE 101: SIDE ONE OF CTA PAPER SURVEY IN SPANISH

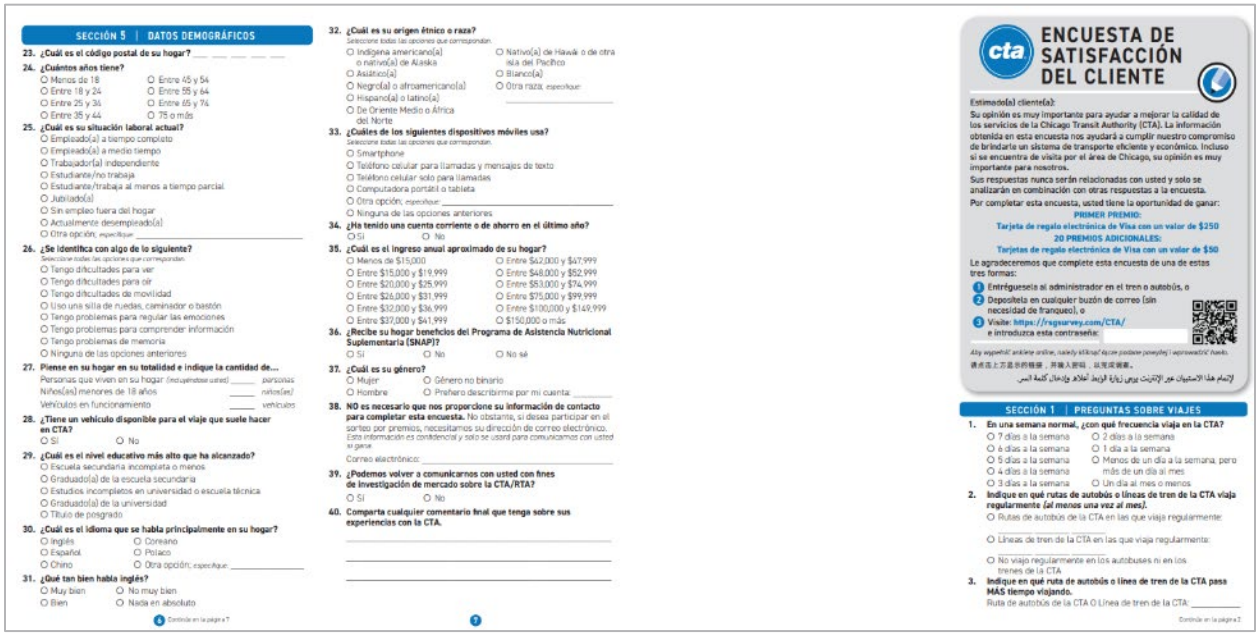


FIGURE 102: SIDE TWO OF CTA PAPER SURVEY IN SPANISH