



Transit Operations

Performance Indicators





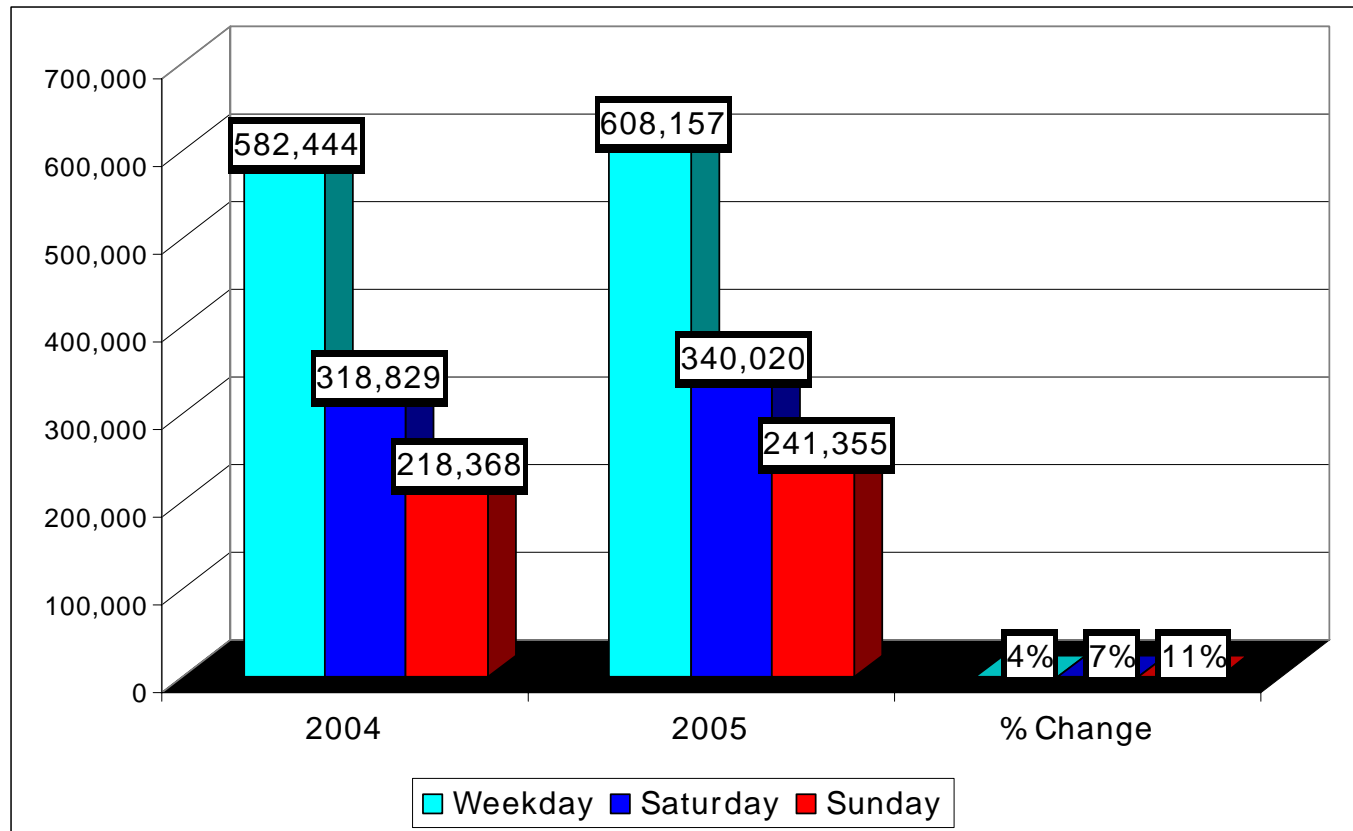
Performance Indicators

Bus				Rail			
	2004	2005	%Chg		2004	2005	%Chg
Weekday	935,057	969,245	4%	Weekday	582,444	608,157	4%
Saturday	601,652	613,299	2%	Saturday	318,829	340,020	7%
Sunday	397,186	417,159	5%	Sunday	218,368	241,355	11%
Total	294,030,775	303,244,197	3%	Total	1,074,814,559	1,123,275,323	4.5%
Passenger Miles	788,667,609	813,466,123	3%	Total	1,074,814,559	1,123,275,323	4.5%
	2004	2005	%Chg		2004	2005	%Chg
% Terminal Departure -1/+5 (Q4 Only)	74.1%	76.8%	3.6%	Number of Rail Trips With Delays Over 10 Minutes	1,506	1,726	15%
Mean Miles Between Failure	4,440	3,995	-10%	Mean Distance Between Trains Removed From Service	814,711	816,871	0.27%
	2004	2005	%Chg		2004	2005	%Chg
% Cleaned and Swept Before AM Service*	Daily*	Daily*	N/A	% Cleaned and Swept Before AM Service	Daily*	Daily*	N/A
Average Days Between Exterior Washes	Daily*	Daily*	N/A	Average Days Between Exterior Washes	14.9	14.8	0.1%
# of Days Between Major Cleans	24	31	29%	# of Days Between Major Cleans	13	14	-4.5%
# Cleanliness Complaints	28	28	0%	# Cleanliness Complaints	140	122	-12.9%
% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
	2004	2005	%Chg		2004	2005	%Chg
Security Complaints	140	93	-33.57%	Security Complaints	387	321	-17.05%
NTD Security-Related Incident Per 1 Million Miles	8.99	7.9	-12%	NTD Security-Related Incident Per 1 Million Miles	48.91	44.46	-9%
Accidents Per 100,000 Miles	5.78	6.29	8.8%	Accidents Per 100,000 Miles	0.17	0.12	-29.4%
NTD Safety-Related Incident Per 1 Million Miles-Non-Major	7.60	7.76	2.1%	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	6.06	5.60	-7.6%
NTD Safety-Related Incident Per 1 Million Miles-Major	2.07	1.63	-21.2%	NTD Safety-Related Incident Per 1 Million Miles-Major	0.25	0.31	24%
	2004	2005	%Chg		2004	2005	%Chg
Behavioral Complaints	1,574	2,266	44%	Behavioral Complaints	387	321	-20.6%
Commendations	557	547	-2%	Commendations	145	136	-6.2%
				Escalator Time In Service	95.01	95.43	0.45%
				Elevator Time In Service	97.09	97.59	0.52%
	2004	2005	%Chg		2004	2005	%Chg
% Days Lost	7.85%	7.66%	-2.4%	% Days Lost	7.2	7.5	4.2%

*Zero Tolerance for Unclean Buses



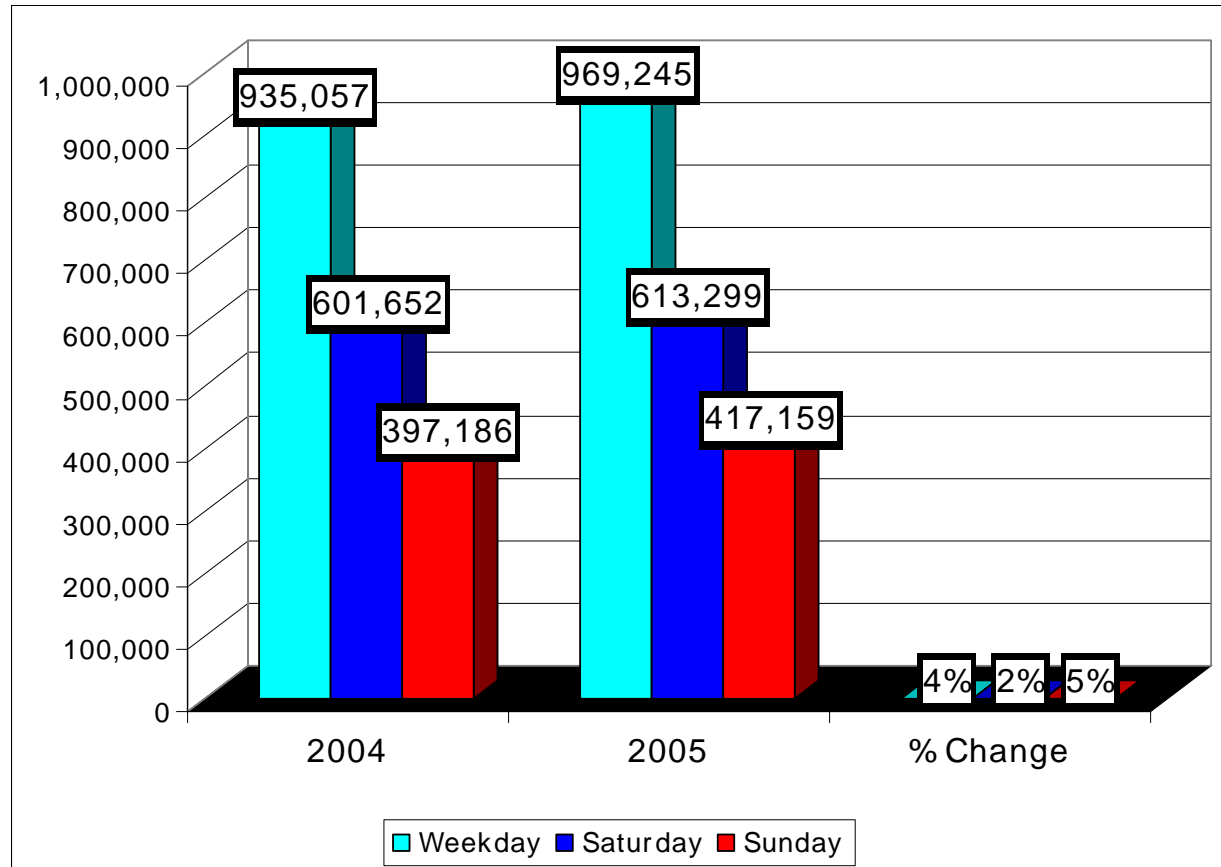
Ridership - Rail



Ridership - Number of customer boardings by day of week. Rail ridership includes estimated rail-to-rail transfers that are not captured by fare turnstile equipment but counted by the National Transit Database.



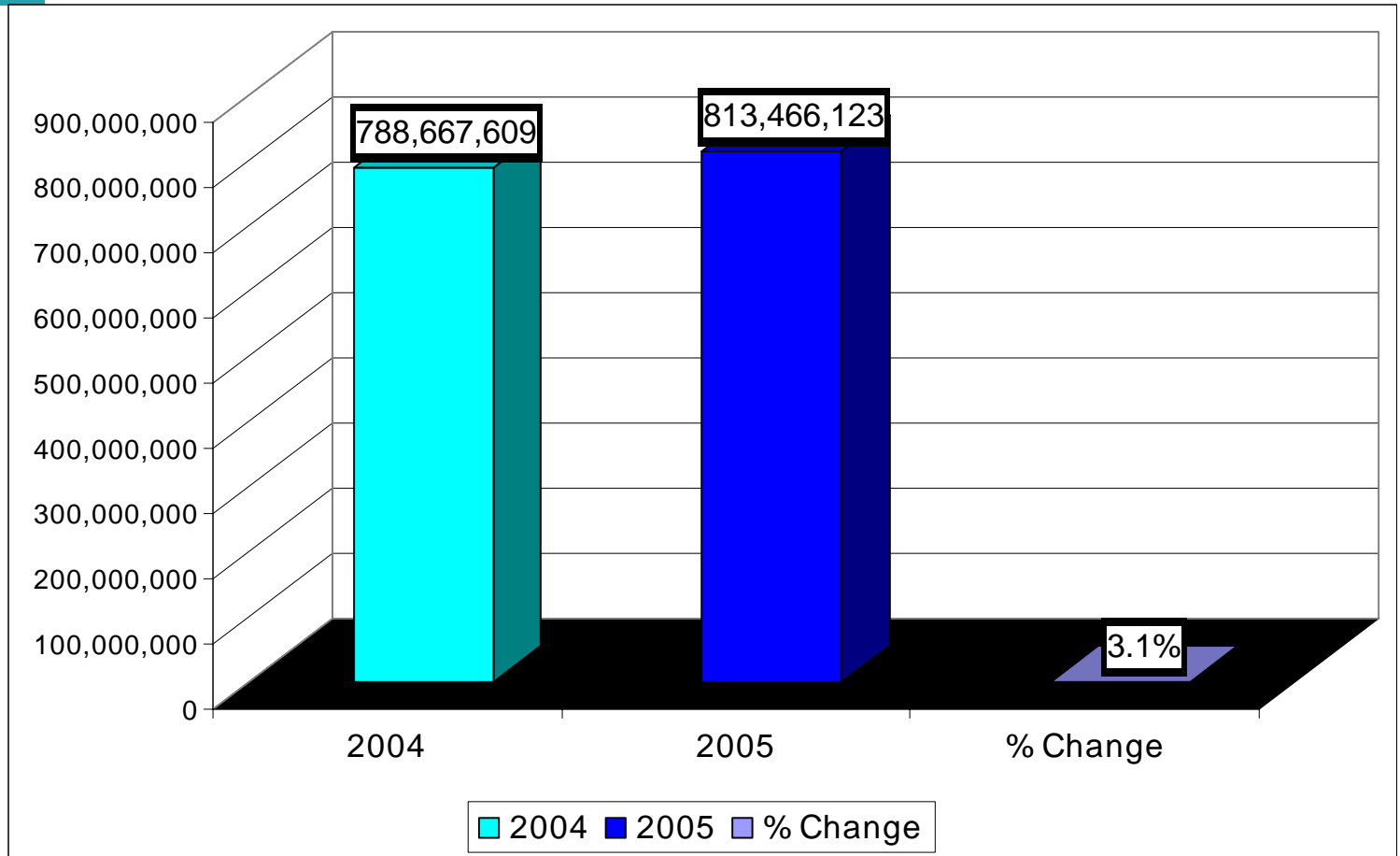
Ridership - Bus



Ridership - Number of customer boardings by day of week.



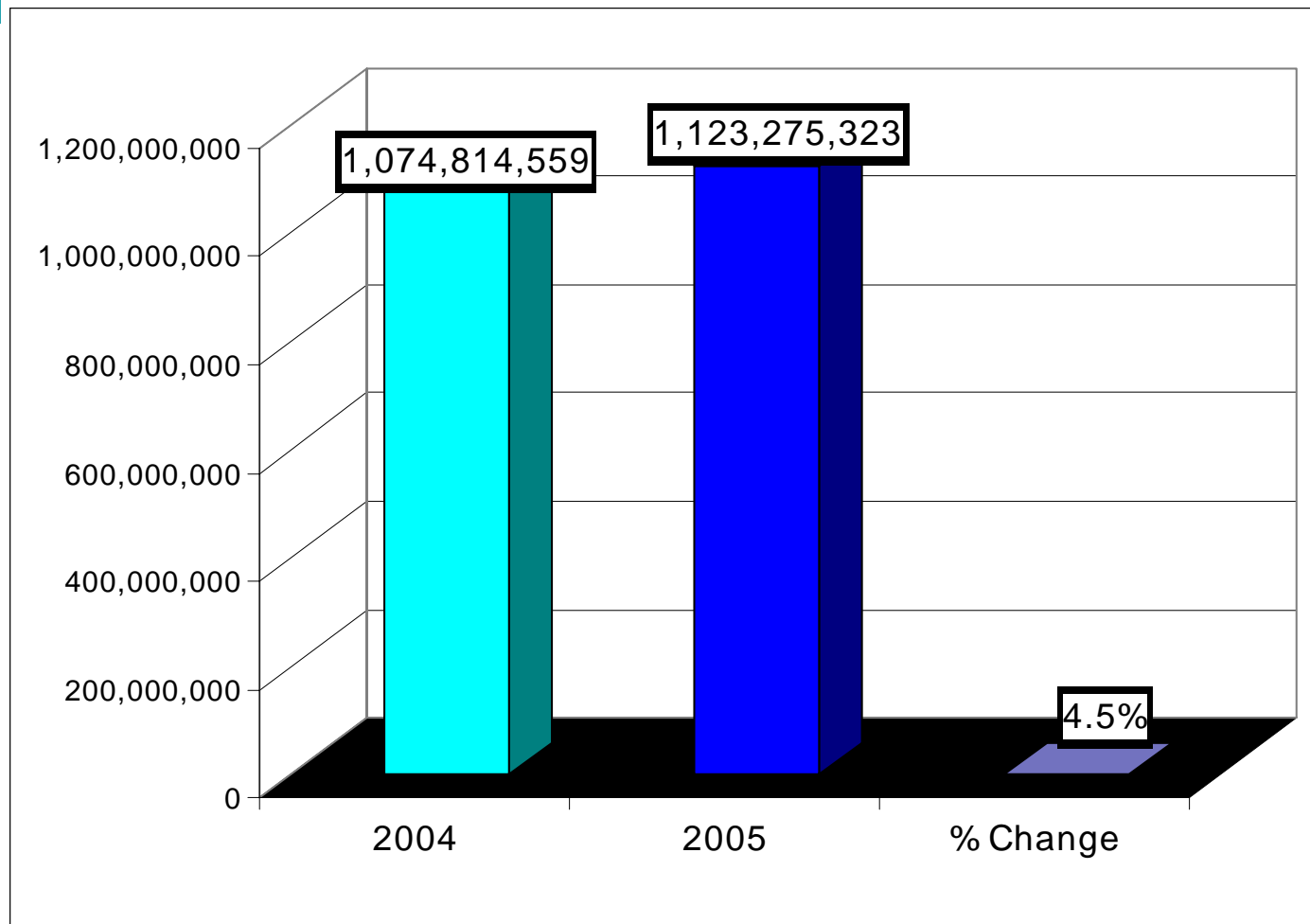
Passenger Miles - Bus



Passenger Miles – Number of passengers times the average trip length in miles.



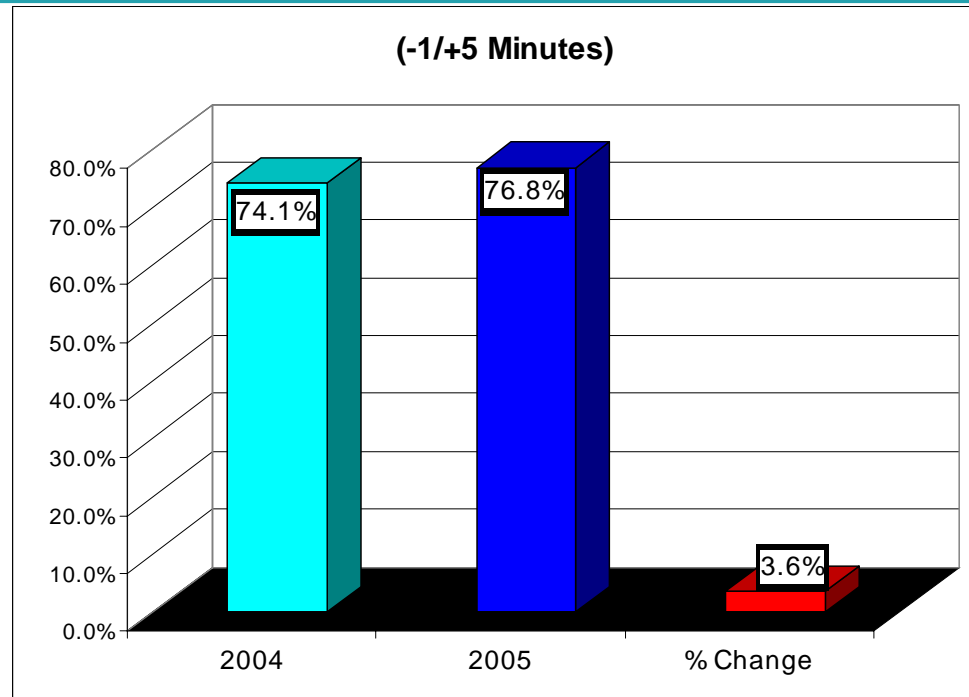
Passenger Miles - Rail



Passenger Miles – Number of passengers times the average trip length in miles.



Terminal Departure Performance - Bus

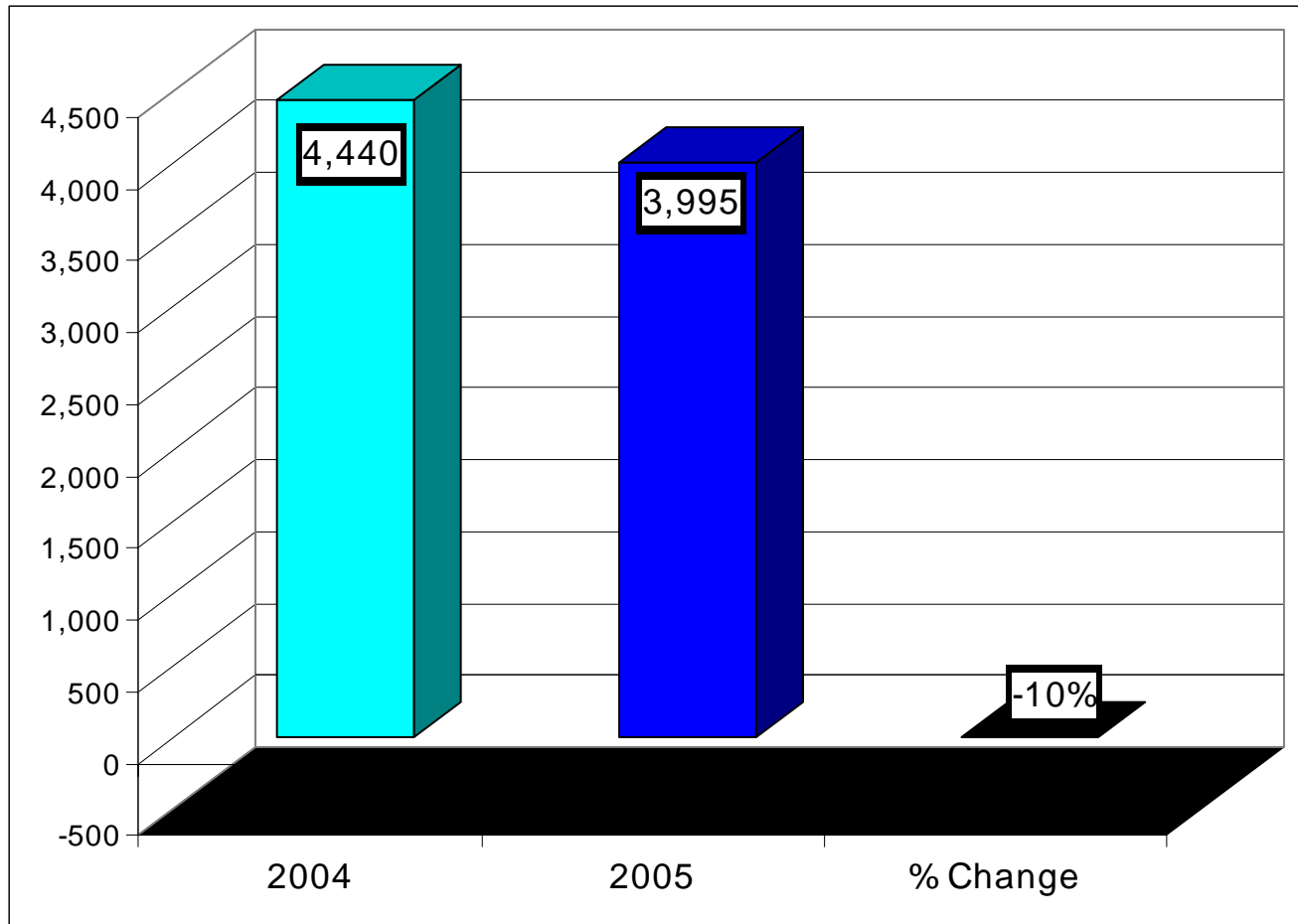


% Terminal Departure -1/+5 (Bus) – The percentage of departures from a bus route terminal that are no earlier than 1 minute or later than 5 minutes from the scheduled departure time. A higher on-time terminal departure rate increases the probability of more reliable service farther along the bus route.

Another important service reliability indicator is **headway regularity**. For frequent service (76% of CTA bus customers ride service with headways 10 minutes or less), customers typically expect to board service shortly after arriving at a stop. Regularly-spaced intervals matter most; customers rely less on schedules. A new headway regularity metric (percentage of trips within a certain margin of the scheduled headway) is currently in development.



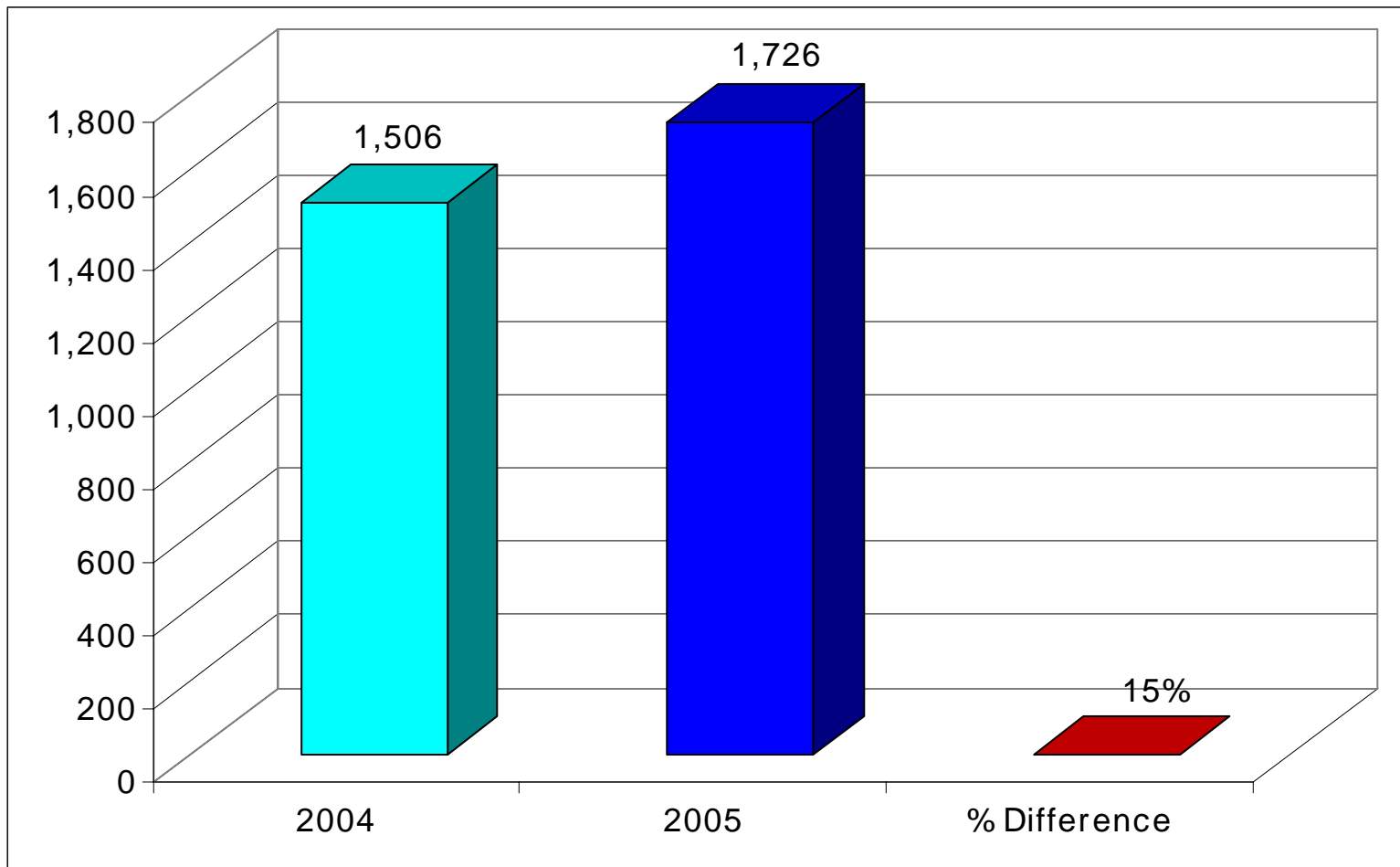
Mean Miles Between Failures - Bus



Mean Distance Between Failures – The number of miles traveled by a bus before breaking down. The higher the mileage for the mean distance between failures, the more reliable the bus and the service.

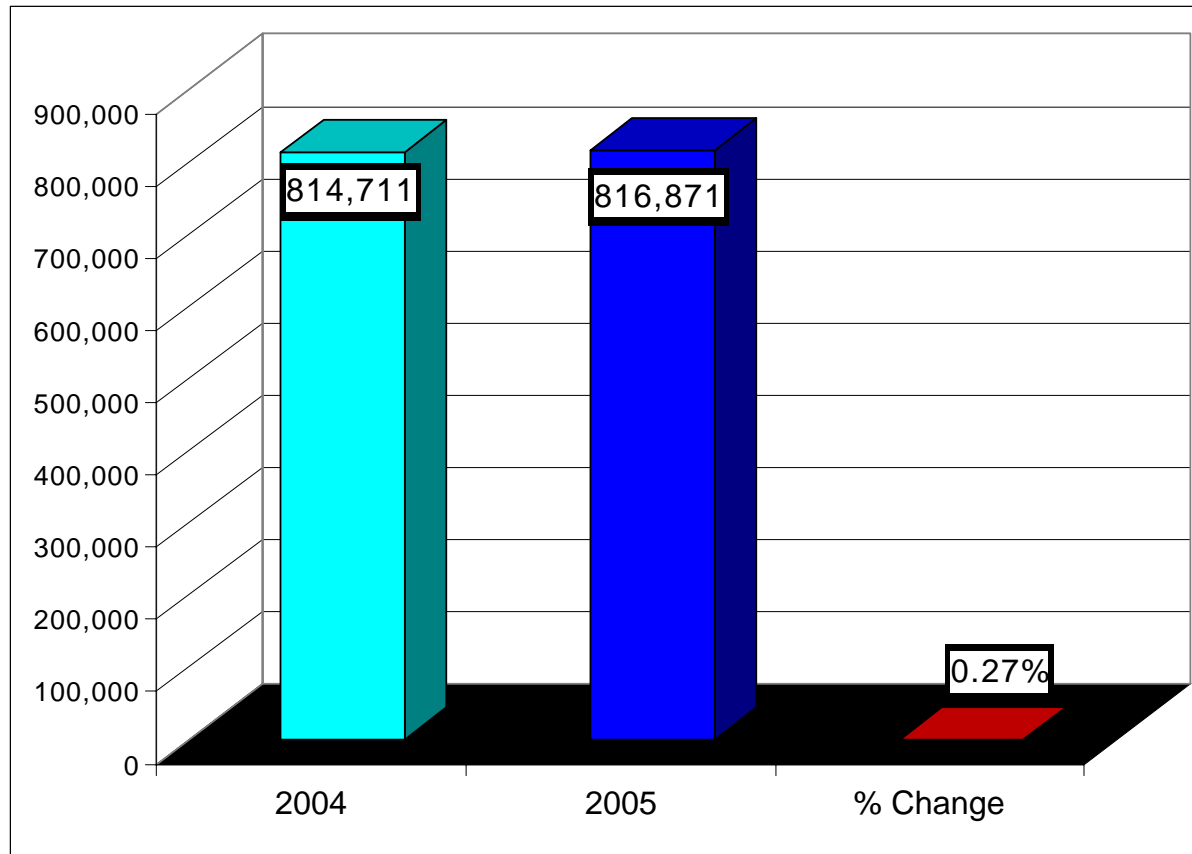


Number of Rail Trips With Delays Over 10 Minutes





Mean Distance Between Trains Removed From Service



Mean Distance Between Trains Removed From Service – The number of miles traveled by a rail car before requiring the train to be unloaded and removed from service. The higher the mileage for the mean distance between failures, the more reliable the rail car and the service.

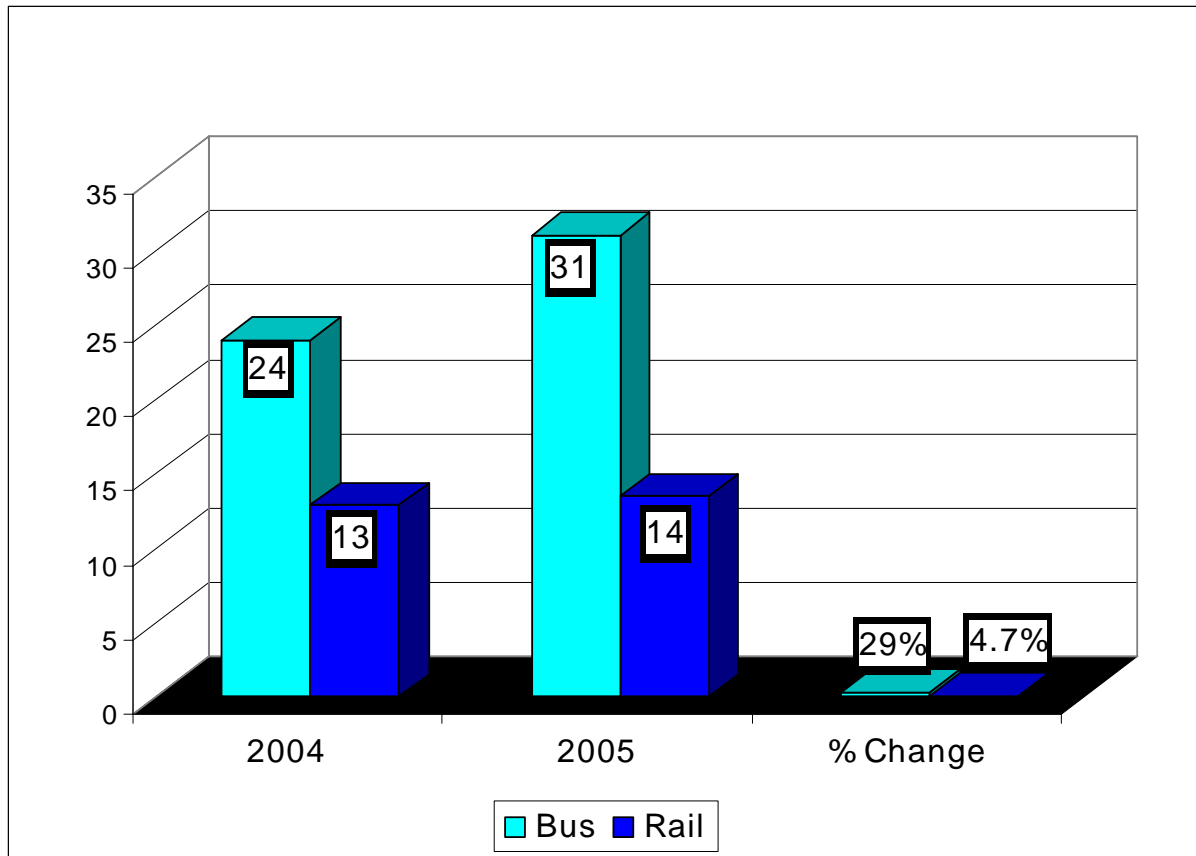


Cleanliness Procedures

- Rail cars are swept and spot cleaned daily.
- Rail stations are cleaned throughout the day on a rotating basis.
- Buses are swept and receive exterior washes daily for interior garage storage.
- For garages with exterior storage, buses receive washes only when the temperature is above freezing.
- All vehicles are inspected when returning to garage or terminal for graffiti.
- All forms of graffiti must be removed prior to vehicles returning to service.
- Graffiti in rail stations is removed within 24 hours.
- Vehicles with offensive graffiti are removed from service and addressed immediately.
- Operators of revenue vehicles must pick up trash at the end of the line.



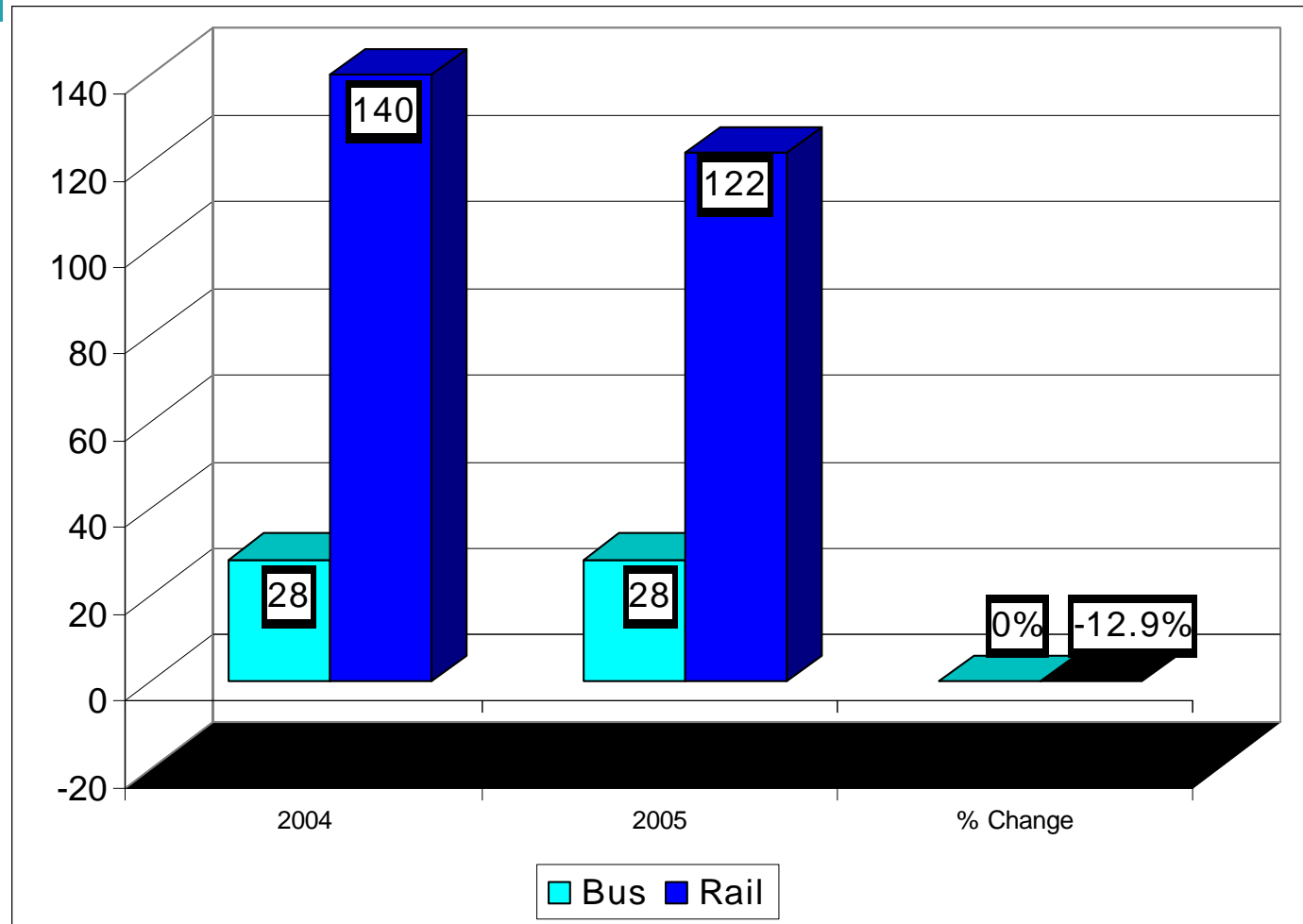
Number of Days Between Major Cleans



Number of Days Between Major Cleans (Bus and Rail) – Major cleans of buses include detailed interior (ceiling, walls, seats and floors) and exterior (wheel wells, bus exterior, etc.) cleaning. Major cleans of rail cars include seats, floors, ceiling and stanchion poles.



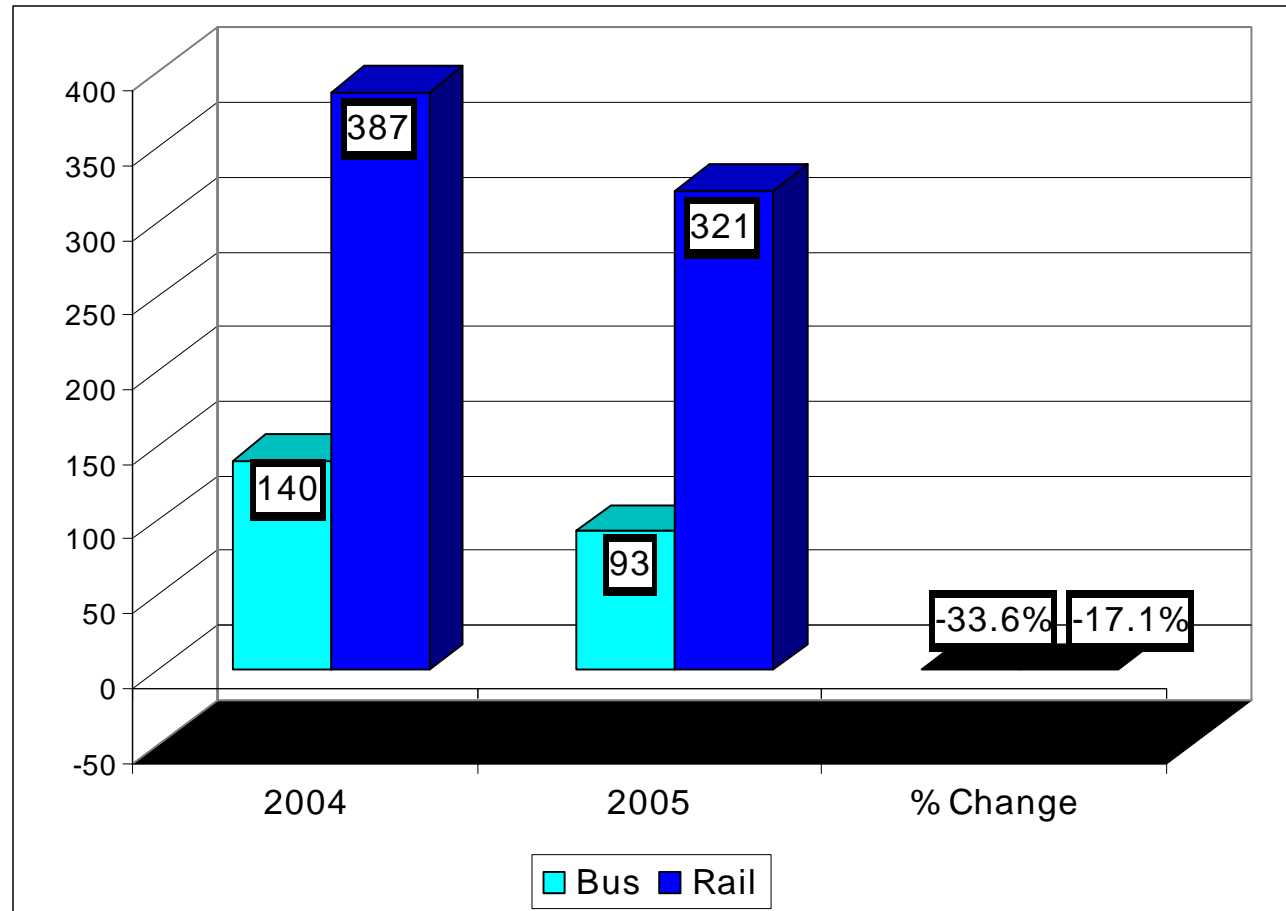
Cleanliness Complaints



This represents customer comments received by Customer Service at 1-888-YOURCTA, e-mails, and other written correspondence.



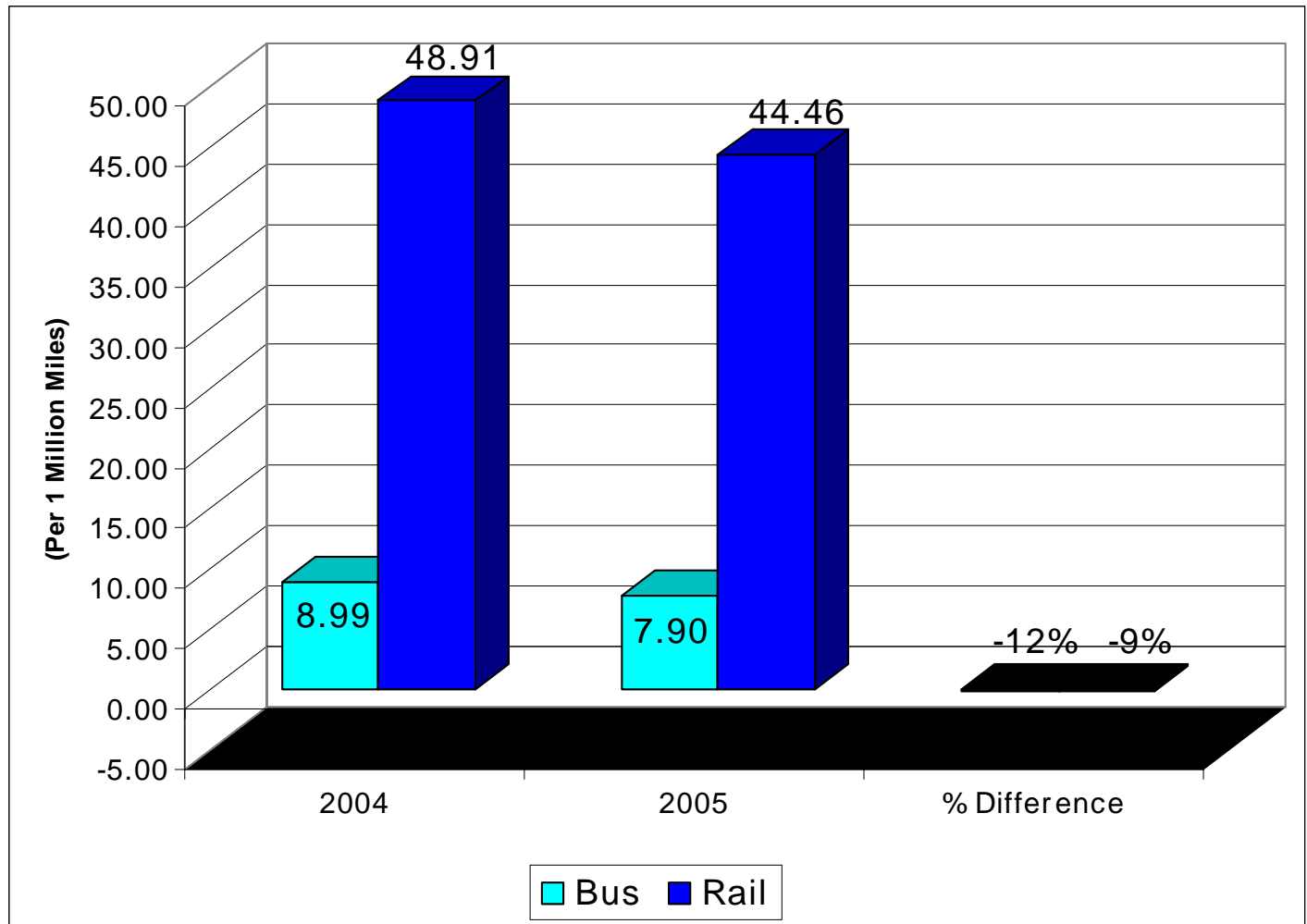
Security Complaints



Security Complaints, Bus – Number of complaints received related to security and customer personal safety concerns received by Customer Service at 1-888-YOURCTA, e-mails, and other written correspondence.



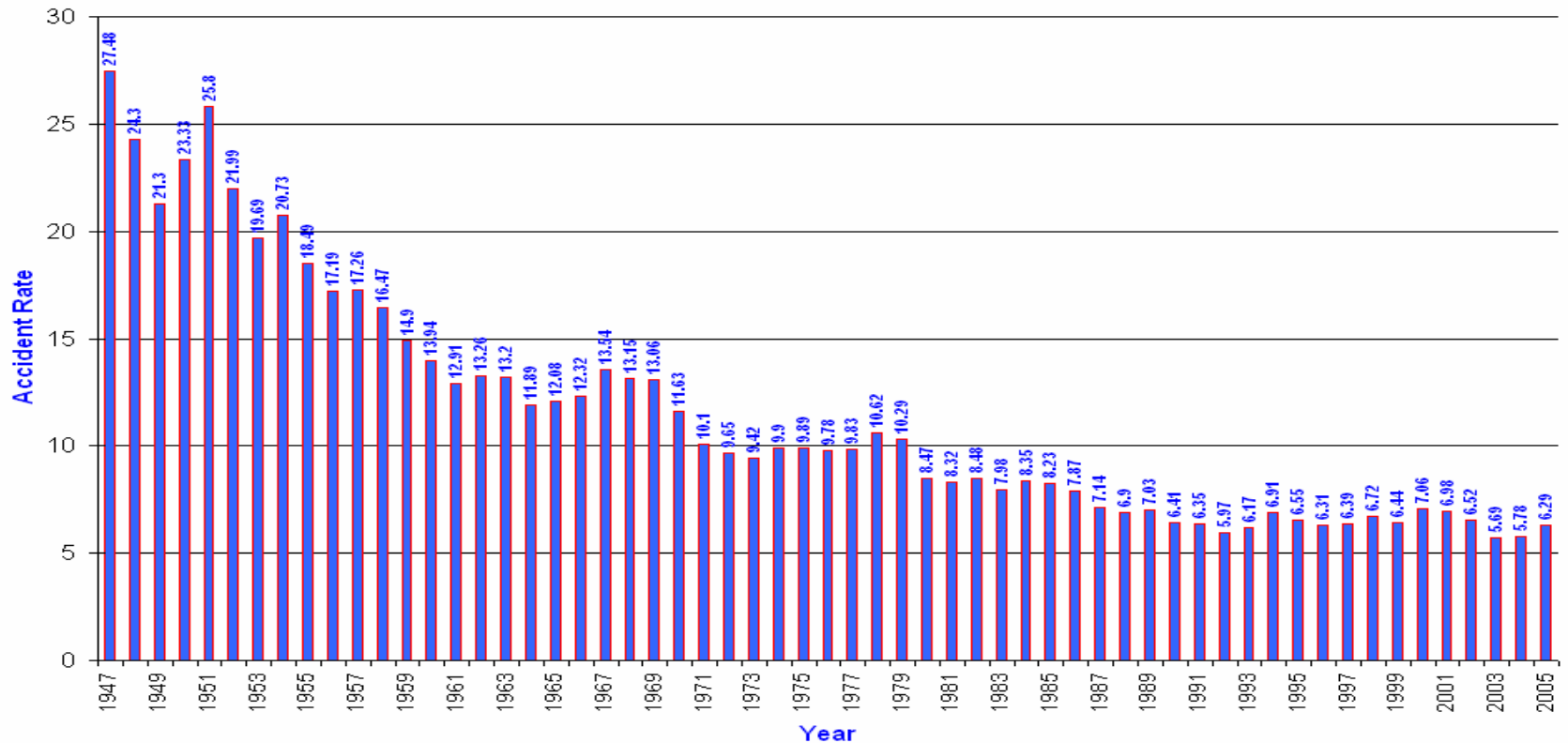
NTD Security-Related Incidents



NTD Security Related Incidents Per 1 Million Miles



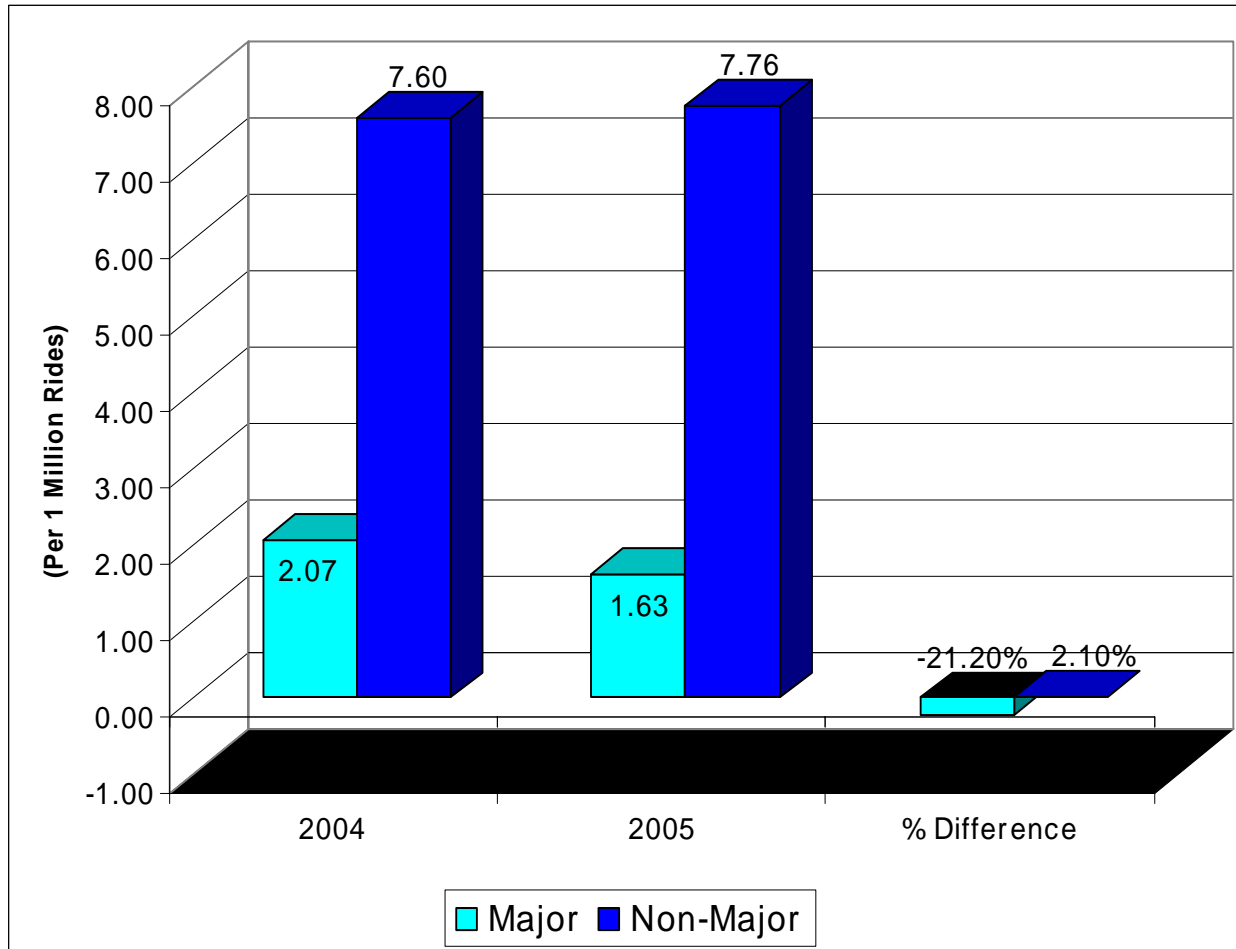
Accidents Per 100,000 Miles - Bus



• **Accidents per 100,000 Miles** – Number of accidents per 100,000 miles traveled, with an accident defined as a reported vehicle collision with a person, another vehicle or object, or a reported safety incident involving customers or employees on vehicles in revenue service



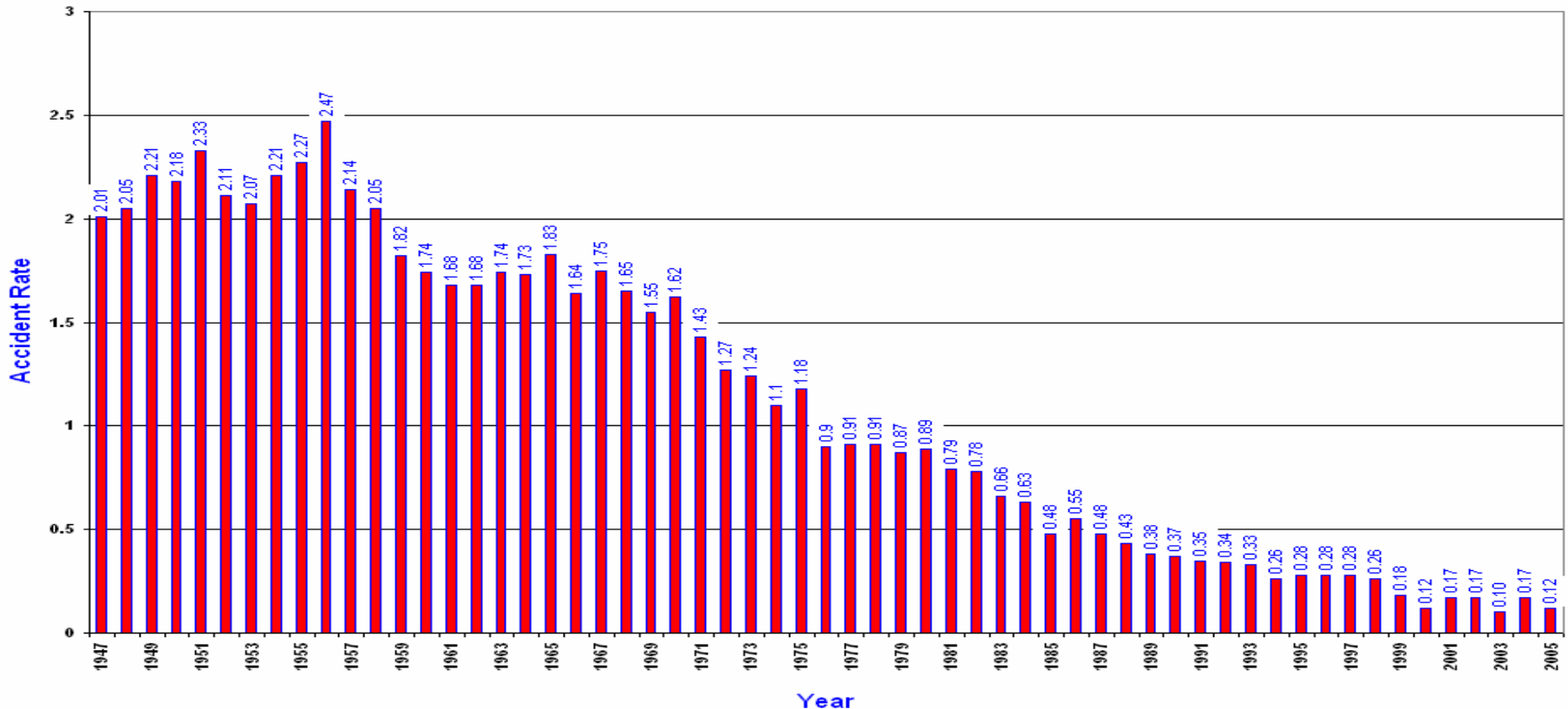
NTD Safety-Related Incidents - Bus



NTD Safety Related Incidents Per 1 Million Miles



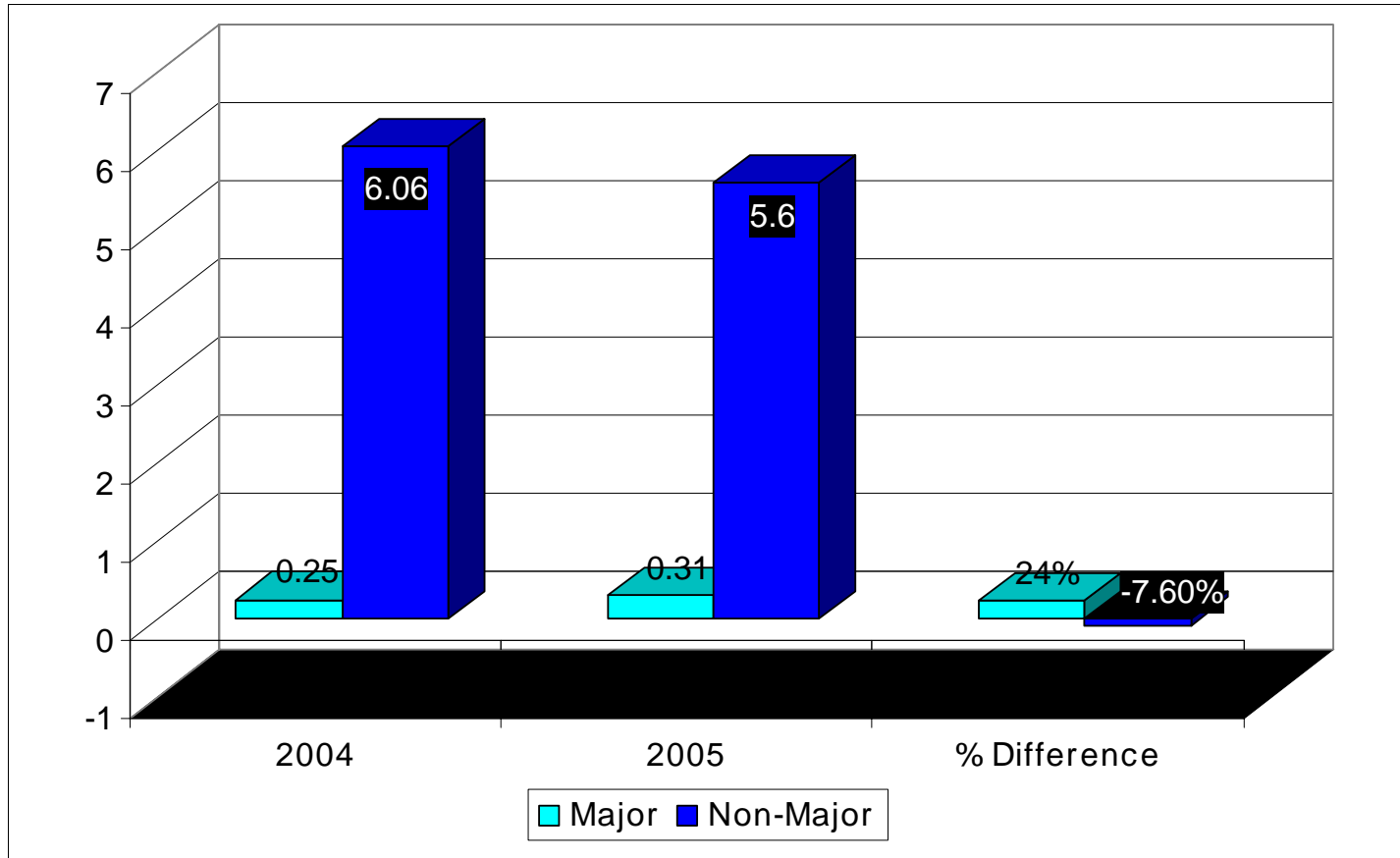
Accidents Per 100,000 Miles - Rail



Accidents per 100,000 Miles – Number of accidents per 100,000 miles traveled, with an accident defined as a reported vehicle collision with a person, another vehicle or object, or a reported safety incident involving customers or employees on vehicles in revenue service



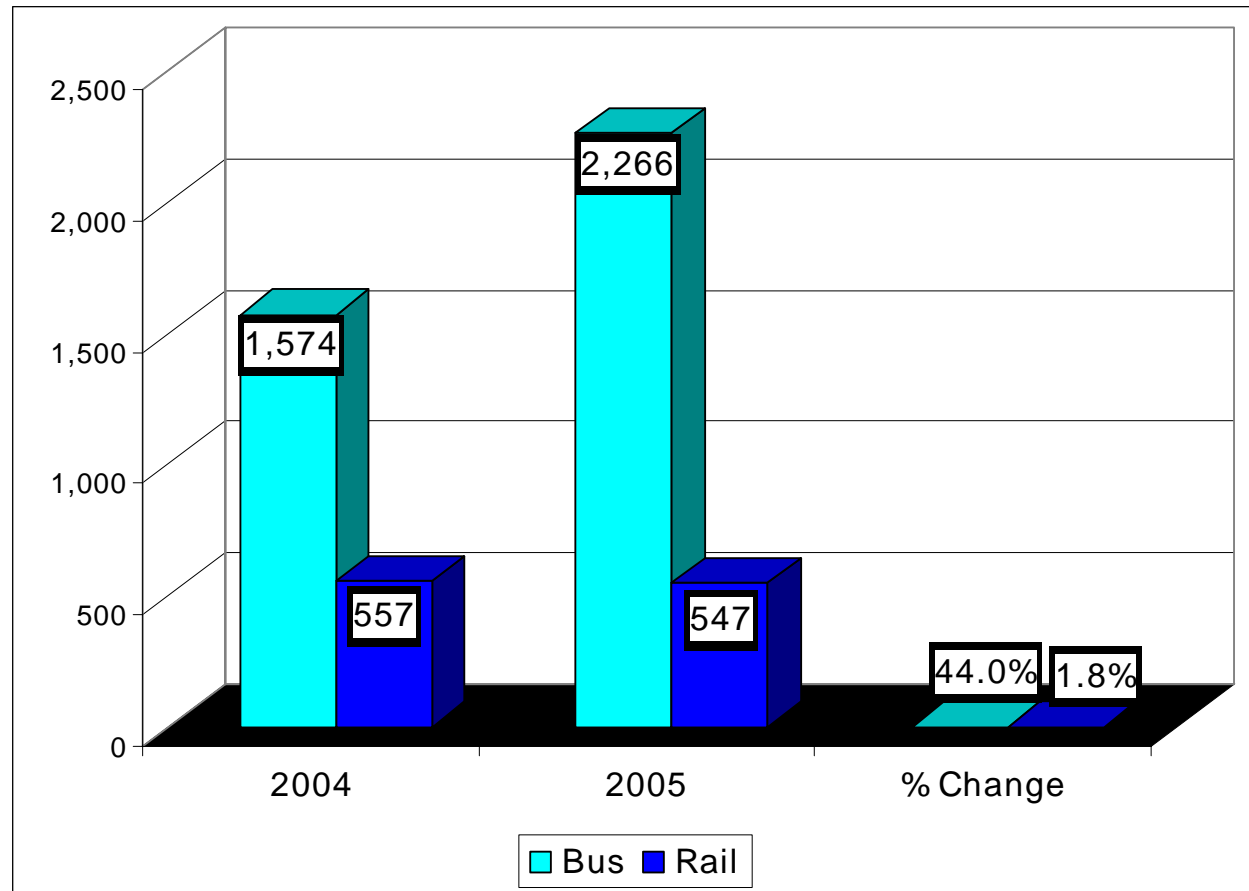
NTD Safety-Related Incidents - Rail



NTD Safety Related Incidents Per 1 Million Miles



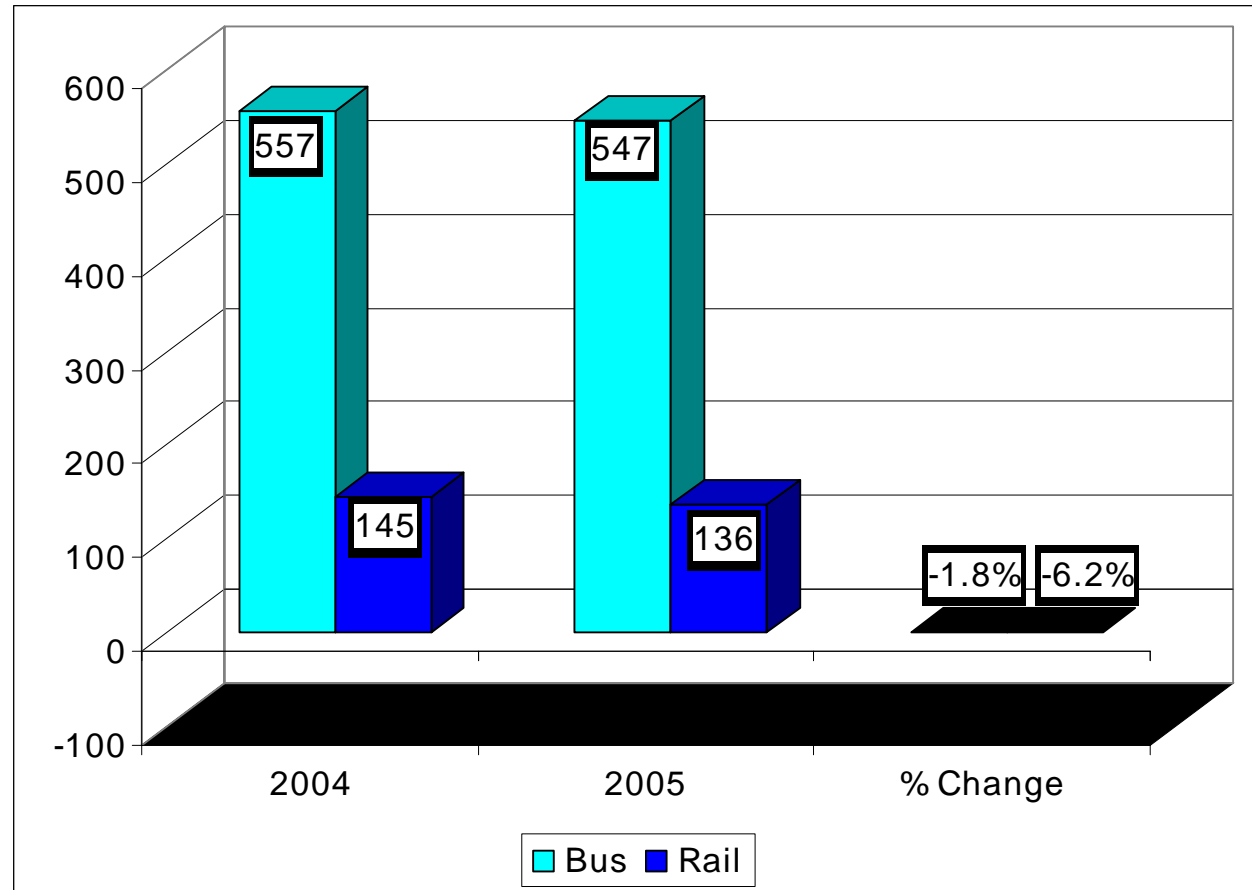
Behavioral Complaints



Behavioral Complaints (Bus and Rail) – Number of complaints received by Customer Service at 1-888-YOURCTA related to CTA employee behavior, e-mails, and other written correspondence.



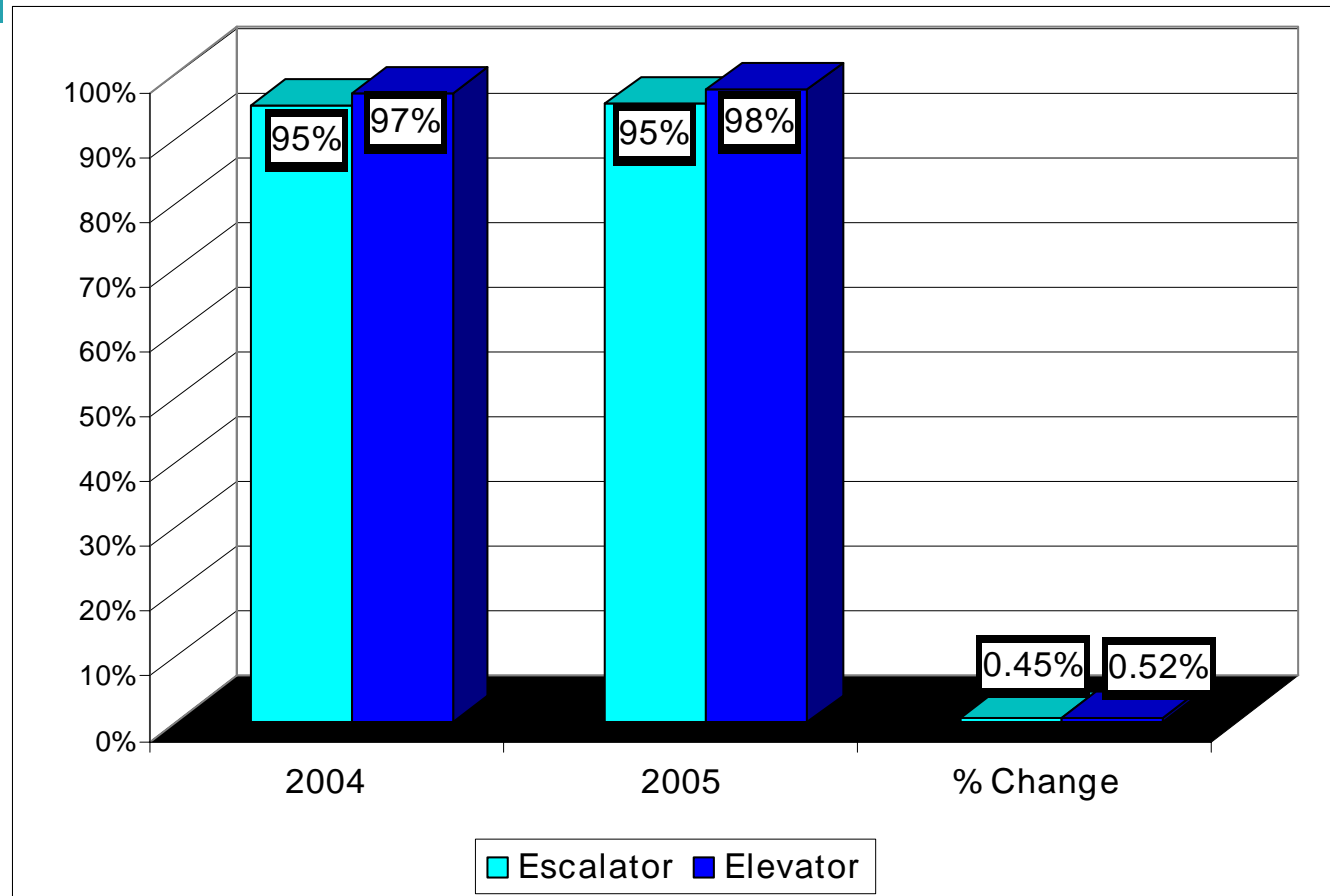
Commendations



Commendations (Bus and Rail) – Number of commendations received by Customer Service at 1-888-YOURCTA, e-mails and other written correspondence regarding noteworthy CTA employee performance.



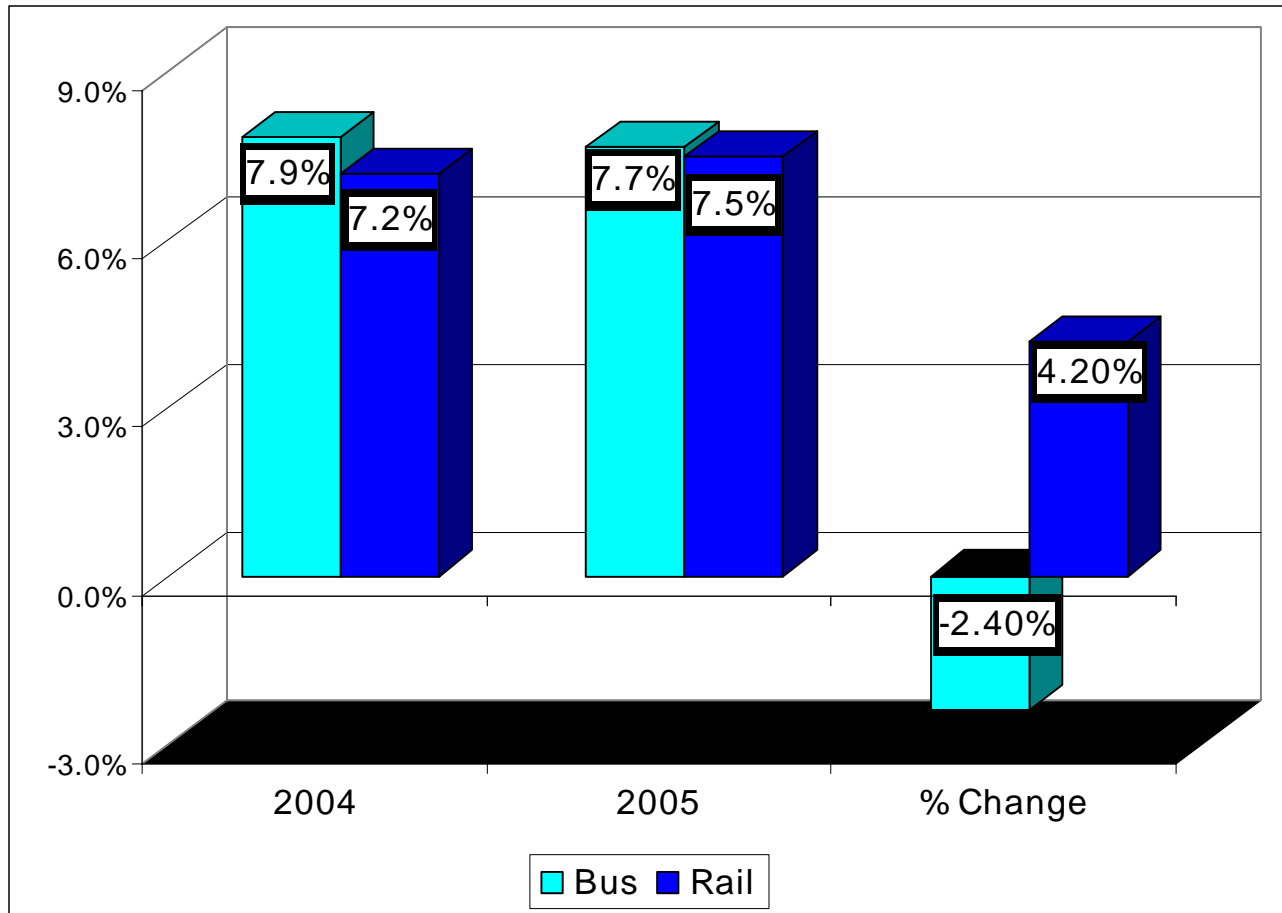
Percentage of In-Service Time - Escalator/Elevator (Rail)



- **Escalator Time in Service** – The percentage of time that station escalators are operational.
- **Elevator Time in Service** - The percentage of time that elevators are operational to facilitate access between the station entrance and platform.



Percentage of Days Lost - Bus & Rail Employees



Percentage of Days Lost – Percentage of days lost due to employee injury or illness relative to the total number of scheduled work days.



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