

# Performance Indicators Report – 2<sup>nd</sup> Quarter

## PERFORMANCE INDICATORS

	<i>Bus</i>			<i>Rail</i>			
	<i>2nd Qtr 2005</i>	<i>2nd Qtr 2006</i>	<i>%Chg</i>	<i>2nd Qtr 2005</i>	<i>2nd Qtr 2006</i>	<i>%Chg</i>	
<b>Ridership</b>							
Weekday (Total Ridership Each Weekday)	979,894	961,533	-1.9%	Weekday (Total Ridership Each Weekday)	614,426	644,439	4.9%
Saturday	624,389	612,255	-1.9%	Saturday	343,946	357,278	3.9%
Sunday	430,316	408,824	-5.0%	Sunday	247,361	254,816	3.0%
Total	76,854,704	75,221,004	-2.1%	Total	47,257,640	49,456,103	4.7%
Passenger Miles	198,189,380	193,978,341	-2.1%	Passenger Miles	287,601,782	301,005,911	4.7%
<b>On-Time</b>							
% Terminal Departure -1/+5	77.1%	79.5%	3.0%	Number of Rail Trips With Delays Over 10 Minutes	408	575	40.9%
Mean Miles Between Failures	4,295	4,395	2.3%	Mean Distance Between Trains Removed From Service	519,992	352,419	-32.2%
<b>Clean</b>							
% 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	11	8	-27.2%
# of Days Between Major Cleans	18	18	0.0%	# of Days Between Major Cleans	14	21	50.0%
# Cleanliness Complaints	7	12	71.4%	# Cleanliness Complaints	21	31	47.6%
% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
<b>Safe</b>							
Security Complaints	22	26	18.2%	Security Complaints	88	70	-20.5%
NTD Security-Related Incident Per 1 Million Miles	0.0000034	0.0000039	14.7%	NTD Security-Related Incident Per 1 Million Miles	0.0000131	0.0000119	-9.2%
Accidents Per 100,000 Miles	6.21	5.95	-4.2%	Accidents Per 100,000 Miles	0.012	0.012	0.0%
NTD Safety-Related Incident Per 1 Million Miles-Non-Major	0.0000142	0.0000146	2.8%	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	0.0000061	0.0000099	62.3%
NTD Safety-Related Incident Per 1 Million Miles-Major	0.0000019	0.0000033	73.7%	NTD Safety-Related Incident Per 1 Million Miles-Major	0.0000007	0.0000007	0.0%
<b>Friendly</b>							
Behavioral Complaints	578	358	-38.1%	Behavioral Complaints	93	93	0.0%
Commendations	143	164	14.7%	Commendations	30	31	3.3%
Lift Usage	88,818	79,570	-10.4%	Escalator Time In Service	96%	96%	0.0%
Miles Between Lift Failures	108,705	112,498	3.5%	Elevator Time In Service	96%	98%	2.4%
<b>Affordable</b>							
% Days Lost	7.4%	7.7%	4.1%	% Days Lost	7.0	7.1	1.4%



# Definitions of Performance Indicators

- **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.
  
- **ON TIME** - The CTA procedures require an operator of revenue vehicles to report delays to the Control Center. This applies to both Bus and Rail. Upon receipt of in the Control Center, directions are given, through supervision, to perform any number of procedures in order to minimize the impact of the delay. These measures are currently recorded manually, however, efforts are underway to incorporate them into an electronic database.
  - **% 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.
  - **Mean Miles Between Failures (Bus)** – 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.
  - **Mean Distance Between Trains Removed From Service (Rail)** – 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.



# Definitions of Performance Indicators (Cont'd)

## ■ CLEAN

- **Cleaned and Swept Before AM Service (Bus and Rail)** – Percentage of vehicles entering revenue service in the morning that are cleaned for trash and swept prior to pullout from the garage or rail yard. Per CTA policy, all revenue vehicles must be cleaned before entering service, and operators are instructed to dispose of trash at the end of each trip.
- **Average Days Between Exterior Washes (Bus and Rail)** – Washing the outside of buses and rail cars. Per CTA policy, buses are washed daily, except at outdoor garages when the temperature is at or below freezing.
- **Number of Days Between Exterior Washes (Bus and Rail)** – Major cleans of buses include detailed interior (ceiling, walls, seats and fronts) and exterior (wheel wells, bus exterior, etc.) cleaning. Major cleans of rail cars include seats, floors, ceiling and stanchion poles.
- **Percentage Graffiti Removed 24 Hours From Complaint (Bus and Rail)** – Percentage of graffiti on CTA property that is removed within 24 hours of notice. Per CTA policy, graffiti is removed prior to vehicles returning to service the next day and at rail stations within 24 hours of being reported.



# Definitions of Performance Indicators (Cont'd)

## ■ SAFE

- **Security Complaints (Bus and Rail)** – Number of complaints received related to security and customers' personal safety concerns.
- **Accidents Per 100,000 Miles (Bus and Rail)** – 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.
- **National Transit Database Safety-Related Incident Per 1 Million Miles (Bus and Rail)** – Number of reported incidents, either “major” or “non-major”, involving CTA vehicles per 1 million miles operated. For purposes of the National Transit Database, the Federal Transit Administration defines an incident to involve one of more of the following:
  - A fatality other than a suicide (major)
  - Injuries requiring immediate medical attention away from the scene for two or more persons (major) or for one person (non-major)
  - Property damage equal to or exceeding \$25,000 (major) to equal to or exceeding \$7,500, but less than \$25,000 (non-major)
  - An evacuation due to life safety reasons (major)

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