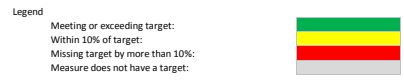# July 2018 Performance Metrics

The purpose of CTA's monthly performance metrics is to set internal goals for agency performance to encourage improvement and establish accountability. Below is information that may be helpful in understanding the metrics for the month of July including progress that has been made in several metrics. All boxes in green demonstrate that CTA met or exceeded its monthly target and yellow boxes mean that the CTA came within 10% of the monthly performance target. Targets missed by more than 10% are indicated by a red colored box

In July, the CTA met, exceeded or came within 10% of the agency's monthly internal targets in all categories for bus and rail, including:

- Rail Ridership;
- Bus Ridership;
- Total Ridership;
- Percentage of Big Gap Intervals in Bus;
- Percentage of Bunched Intervals in Bus;
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Availability;
- Average Interior Rail and Bus Clean Inspection scores; and others.

The missed target of Rail Delays of 10 minutes or more was caused mostly by vehicle maintenance issues and a series of power outages. The Average Daily Percent of Bus Fleet Unavailable for Service missed its target in July due to bus fleet maintenance and mid-life overhaul work.

Chicago Transit Authority

CTA Preliminary Monthly Performance (*

Category	Metric	2018 Monthly Target	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Definition
RIDERSHIP	Total Ridership (in millions)	41.4	41.6	39.2	41.6	42.1	43.6	39.3	35.2	36.6	35.1	39.9	38.9	41.1	39.4	39.2	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	21.7	20.5	19.4	20.7	20.2	21.1	18.7	16.4	17.4	16.6	19.0	18.5	19.6	19.5	19.4	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	19.7	21.1	19.8	20.9	21.9	22.5	20.6	18.8	19.2	18.5	21.0	20.4	21.5	19.9	19.8	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	287.8	238.5	277.7	319.3	361.3	405.0	444.3	479.4	36.6	71.6	111.5	150.4	191.5	230.9	270.1	Number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.
	% Change Over Prior Year (Year to Date)	-7.0%	-4.3%	-4.3%	-3.9%	-3.8%	-3.5%	-3.7%	-3.7%	-2.5%	-4.0%	-4.2%	-3.0%	-2.7%	-3.2%	-2.7%	Number of rides registered on the bus and rail systems year-to-date (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year, year-to-date.
ON-TIME	Rail Delays of 10 Minutes or More	78	105	78	63	67	96	54	90	95	106	83	83	87	100	105	Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
	% of Slow Zone Mileage	N/A	7.9%	8.2%	8.6%	8.7%	8.4%	8.6%	8.6%	8.5%	7.9%	8.0%	7.6%	9.8%	9.5%	8.8%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4.0%	3.3%	3.0%	2.5%	3.0%	2.8%	2.5%	2.5%	1.9%	2.8%	2.3%	2.4%	3.3%	3.5%	3.0%	Number of bus intervals (time between two buses at a bus stop) that are double the scheduled interval and greater than 15 minutes, divided by the total number of weekday bus intervals traveled during the month.
	% of Bunched Intervals, Bus	3.0%	3.6%	2.7%	2.7%	3.6%	3.3%	2.9%	2.6%	2.3%	3.0%	2.6%	2.9%	3.3%	3.5%	3.2%	Number of bus intervals (time between two buses at a bus stop) that are 60 seconds or less divided by the total number of weekday bus intervals traveled during the month.
EFFICIENT	Mean Miles Between Reported Rail Vehicle Defects	3,950	7,761	7,444	8,426	8,110	7,908	8,258	7,008	6,963	6,946	8,806	8,978	7,437	8,170	9,169	Miles traveled during the month divided by the number of reported defects for the month.
	Miles Between Reported Bus Service Disruptions Due to Equipment	5,000	5,031	5,847	7,202	6,756	6,268	6,830	6,368	5,651	5,434	6,305	6,651	5,339	5,522	5,575	Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.
	Average Daily Percent of Bus Fleet Unavailable for Service	12.6%	14.6%	14.4%	15.2%	14.6%	14.6%	15.1%	14.4%	14.3%	13.5%	13.5%	13.3%	14.1%	14.6%	15.3%	Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.
	Average Daily Percent of Rail Fleet Unavailable for Service	11.0%	8.9%	10.8%	10.7%	10.4%	12.1%	12.1%	12.4%	12.6%	12.7%	10.0%	10.1%	9.9%	9.9%	10.4%	Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.
SAFE	Bus NTD Security-Related Incidents per 100,000 miles	N/A	0.09	0.05	0.11	0.14	0.11	0.16	0.14	0.09	0.15	0.09	0.12	0.09	0.16	0.32	Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the bus system divided by traveled miles divided by 100,000.
	Rail NTD Security-Related Incidents per 100,000 miles	N/A	0.11	0.10	0.12	0.02	0.09	0.05	0.00	0.11	0.07	0.11	0.05	0.02	0.17	0.12	Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the rail system divided by traveled miles divided by 100,000.
	Bus NTD Safety-Related Incidents per 100,000 Miles	N/A	0.55	0.51	0.49	0.49	0.69	0.67	0.55	0.36	0.40	0.40	0.44	0.45	0.44	0.30	Any event where one or more of the following occurs on the system: individual dies at the time or within 30 days of the event; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
	Rail NTD Safety-Related Incidents per 100,000 Miles	N/A	0.05	0.06	0.11	0.08	0.03	0.10	0.10	0.08	0.11	0.03	0.05	0.08	0.03	0.10	Any event where one or more of the following occurs on the system: individual dies either at the time or within 30 days of the event; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
CLEAN	Average Interior Rail Clean Inspection Score	90.0%	92.0%	93.1%	93.8%	94.2%	94.6%	93.6%	94.0%	92.3%	92.0%	93.3%	93.3%	94.5%	94.2%	94.5%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85.0%	83.4%	85.7%	86.3%	85.0%	85.1%	84.9%	86.6%	86.7%	86.9%	87.4%	87.0%	86.0%	87.0%	85.0%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	Number of open and overdue complaints (complaints not closed out by a department within 14 days) as of the last day of the month divided by the total number of complaints received during that month.
	CTA Customer Service Hotline Average Wait-time (†)	0:02:00	0:00:11	0:00:11	0:00:14	0:00:19	0:00:22	0:00:15	0:00:18	0:00:15	0:00:16	0:00:28	0:00:22	0:00:28	0:00:34	0:00:59	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	109	140	121	146	124	68	62	74	136	76	70	75	121	88	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2.0%	0.4%	0.5%	0.5%	0.3%	0.4%	0.4%	0.4%	0.5%	0.4%	0.4%	0.3%	0.2%	0.3%	0.3%	The percent of buses that are experiencing navigation issues (not calling out stops for at least part of the day), broken operator log on screens, odometers reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
	Reported ADA Complaints	N/A	64	89	58	67	65	60	69	55	64	69	63	64	75	99	Number of reported complaints to Customer Service identified as ADA-related.

Legend

Meeting or exceeding target: (green)
Within 10% of target: (yellow)
Missing target by more than 10%: (red)
Measure does not have a target: (gray)

Footnotes
(*) Monthly figures are subject to change.
(†) Shading for Customer Service Average Wait time is green if meeting or exceeding target, yellow if within 60 seconds of target and red if exceeding target by 60 seconds.