

# November 2021 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 November, 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. An explanation for the targets missed by more than 10%, indicated by a red colored box, is provided below.

Areas of operation where the CTA met, exceeded, or came within 10% of its monthly internal targets in November included the following categories for bus and rail:

- Rail Delays of 10 Minutes or More;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Unavailable for Service;
- Average Interior Rail and Bus Clean Inspection Scores; and others.

***IMPORTANT NOTE:*** *On March 20, 2020, a stay-at-home order was issued for the entire state of Illinois in response to the COVID-19 pandemic, which applied to everyone except for workers deemed essential. The CTA was deemed essential and as such, it continued providing as much service as possible throughout the pandemic. To help ensure the CTA continued providing a safe and healthy travel environment for its employees and customers taking essential trips, several adjustments were made to day-to-day operations and services. As a result of these unprecedented events, several performance metrics were severely impacted, particularly Ridership, which fell by as much 80-90% at the peak of the pandemic. More information is available in the monthly ridership reports.*

CTA Preliminary Monthly Performance (		2021 Monthly Target	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Definition
RIDERSHIP	Total Ridership (in millions)	monthly	11.3	11.1	10.8	10.5	13.6	13.9	14.9	16.6	18.6	19.0	21.0	20.9	18.9	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	monthly	3.8	3.7	3.6	3.7	4.7	5.0	5.7	6.8	8.0	8.1	9.0	9.0	8.0	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	monthly	7.5	7.5	7.2	6.8	8.9	8.9	9.2	9.8	10.6	10.9	12.1	11.9	10.9	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	monthly	186.4	197.5	10.8	21.2	34.8	48.7	63.6	80.2	98.8	117.8	138.9	159.8	178.8	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)	monthly	-55.8%	-56.7%	-70.6%	-70.5%	-63.7%	-52.8%	-43.3%	-34.6%	-27.0%	-20.5%	-14.0%	-8.7%	-4.1%	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	70	72	65	137	89	74	91	106	87	83	80	99	64	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	11.9%	12.7%	12.1%	11.9%	12.4%	13.0%	14.3%	14.8%	14.9%	15.5%	15.6%	15.8%	16.4%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4.0%	7.0%	6.8%	6.8%	8.7%	7.3%	8.7%	9.9%	9.0%	10.0%	9.7%	10.7%	11.4%	10.6%	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%	1.2%	1.3%	1.3%	1.7%	1.5%	1.6%	1.8%	2.1%	2.1%	2.2%	2.8%	2.7%	2.2%	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	8,000	9,797	10,808	10,125	4,971	9,429	10,856	8,392	6,595	7,703	7,073	9,028	8,049	9,495	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	6,750	6,253	5,853	4,461	5,954	6,700	6,084	5,572	5,403	5,421	6,299	4,993	5,516	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%	15.3%	15.3%	15.7%	17.4%	17.6%	17.5%	17.4%	17.2%	17.9%	16.8%	16.2%	16.3%	16.5%	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%	9.1%	9.2%	9.0%	6.2%	10.1%	8.7%	8.9%	9.7%	9.8%	10.8%	10.1%	9.8%	9.1%	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	0.24	0.18	0.21	0.14	0.07	0.18	0.11	0.18	0.20	0.25	0.35	0.18	0.27	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	0.10	0.29	0.13	0.22	0.22	0.24	0.13	0.10	0.18	0.16	0.17	0.23	0.32	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	0.40	0.41	0.15	0.42	0.27	0.44	0.48	0.31	0.56	0.48	0.35	0.45	0.32	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	0.12	0.07	0.08	0.08	0.05	0.03	0.05	0.10	0.05	0.05	0.10	0.07	0.05	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%	91.4%	91.6%	94.9%	93.3%	94.9%	92.9%	93.0%	92.0%	94.5%	94.9%	95.3%	94.3%	94.4%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85.0%	87.3%	87.0%	87.1%	86.6%	86.0%	86.0%	86.7%	87.0%	82.4%	82.7%	83.1%	84.1%	84.4%	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%	0.1%	0.0%	0.2%	0.0%	0.0%	0.2%	0.2%	0.1%	0.0%	0.5%	0.4%	0.2%	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	0:00:18	0:00:14	0:00:17	0:00:16	0:00:13	0:00:25	0:00:46	0:00:31	0:00:16	0:00:16	0:00:23	0:00:21	0:00:18	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	57	59	52	89	56	58	57	79	59	78	72	48	60	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2.0%	0.4%	0.6%	0.7%	0.7%	0.7%	0.6%	0.8%	0.7%	0.7%	1.0%	0.7%	0.7%	0.6%	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	29	33	31	42	56	52	45	56	41	62	67	53	57	Number of reported complaints to Customer Service identified as ADA-related.	

Meeting or exceeding target:	<span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>
Within 10% of target:	<span style="background-color: #FFFF00; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>
Missing target by more than 10%:	<span style="background-color: #FF0000; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>
Measure does not have a target:	<span style="background-color: #CCCCCC; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span>

Footnotes  
(†) Shading for Percent of Buses with Defective Automated Voice Announcement Systems is green if meeting or exceeding target, yellow if within 1% of target and red if exceeding target by 1%.  
(\*) 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.