

PERFORMANCE INDICATORS

	<i>Bus</i>			<i>Rail</i>				
Ridership		<u>2004</u>	<u>2005</u>	<u>%Chg</u>		<u>2004</u>	<u>2005</u>	<u>%Chg</u>
Weekday (Total Ridership Each Weekday)		935,057	969,245	4%	Weekday (Total Ridership Each 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 (Yearly Total Ridership)		294,030,775	303,244,197	3%	Total (Yearly Total)	178,716,456	186,759,524	5%
Passenger Miles		788,667,609	813,466,123	3%	Total	1,074,814,559	1,123,275,323	4.5%
On-Time		<u>2004</u>	<u>2005</u>	<u>%Chg</u>		<u>2004</u>	<u>2005</u>	<u>%Chg</u>
% 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 Failures		4,440	3,995	-10%	Mean Distance Between Trains Removed From Service	814,711	816,871	0.27%
Clean		<u>2004</u>	<u>2005</u>	<u>%Chg</u>		<u>2004</u>	<u>2005</u>	<u>%Chg</u>
% 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
Safe		<u>2004</u>	<u>2005</u>	<u>%Chg</u>		<u>2004</u>	<u>2005</u>	<u>%Chg</u>
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%
Friendly		<u>2004</u>	<u>2005</u>	<u>%Chg</u>		<u>2004</u>	<u>2005</u>	<u>%Chg</u>
Behavioral Complaints		1,574	2,266	44%	Behavioral Complaints	387	321	-20.6%
Commendations		557	547	-2%	Commendations	145	136	-6.2%
Lift Usage		313,954	355,874	13%	Escalator Time In Service	95.01	95.43	0.45%
Miles Between Lift Failures		103,378	86,429	-16%	Elevator Time In Service	97.09	97.59	0.52%
Affordable		<u>2004</u>	<u>2005</u>	<u>%Chg</u>		<u>2004</u>	<u>2005</u>	<u>%Chg</u>
% Days Lost		7.85%	7.66%	-2.4%	% Days Lost	7.2	7.5	4.2%

*Zero Tolerance for Unclean Buses

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.

Passenger Miles - The number of passengers times the average trip length in miles.

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.

Number of Rail Trips With Delays Over 10 Minutes - The number of delays reported to the Control Center which exceed 10 minutes.

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 of 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.

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.

% Graffiti Removed 24 Hrs. 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.

Safe

Security Complaints (Bus and Rail) – Number of complaints received related to security and customer 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 or 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) or equal to or exceeding \$7,500, but less than \$25,000 (non-major)
- An evacuation due to life safety reasons (major)
- A collision at a grade crossing resulting in at least one injury requiring immediate medical attention away from the scene or property damage equal to or exceeding \$7,500 (major)
- A mainline derailment (major)
- A collision with person(s) on a rail right-of-way resulting in injuries that require immediate medical attention away from the scene for one or more persons (major)
- A collision between a rail transit vehicle and another rail transit vehicle or a transit non-revenue vehicle resulting in injuries that require immediate medical attention away from the scene for one or more persons (major)
- All non-arson fires not qualifying as major incidents (non-major)

National Transit Database Security-Related Incident per 1 million miles (Bus and Rail) – Number of reported security-related incidents involving CTA vehicles per 1 million miles operated.

For purposes of the National Transit Database, the Federal Transit Administration defines a security incident to involve one or more of the following:

- Aggravated assaults
- Arson
- Bomb threats
- Burglary
- Fare evasion (citations)
- Forcible rape
- Other assaults
- Robbery
- Theft Offenses
- Trespassing (arrests)
- Vandalism
- Suicide (committed, attempted, and other individuals affected)

Affordable

% Days Lost (Bus and Rail) – Percentage of days that an employee is prevented from returning to work after an on-the-job injury relative to total work days.

Friendly

Behavioral Complaints (Bus and Rail) – Number of complaints received related to CTA employee behavior and the overall customer experience

Commendations (Bus and Rail) – Number of commendations received regarding noteworthy CTA employee performance.

Escalator Time in Service (Rail) – The percentage of time that station escalators are operational

Elevator Time in Service (Rail) - The percentage of time that elevators are operational to facilitate access between the station entrance and platform

Miles Between Lift Failures - (Bus) The number of lift failures divided by the number of traveled miles.

Lift Usage - Number of times a lift is used in revenue service.