

January 2014 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 December, including progress that has been made in several metrics and an explanation to targets missed by more than 10 percent that are indicated by the red colored box is as follows:

Several targets for January 2014 were missed due to the historic severity of weather conditions during the month, including one of the snowiest and coldest Januarys in Chicago history (Chicago experienced a record number of days below zero degrees, all of which affected CTA operations.) Most importantly, despite record-setting weather conditions, CTA maintained bus and rail service around the clock, providing service to customers.

The Bus Ridership target was missed in January with ridership declining to 20.5 million below the target of 24.0 million. Weather was the main factor in the ridership decline. Every day in the month of January had a low temperature below freezing and there were 13 days of temperatures below zero. There was also 32.5 inches of snow, which is 21.5 inches above the average January snowfall of 11.0 inches. By comparison, January 2013 had just three inches of snow, total, and was significantly warmer on average, with just one day below zero. Schools were closed for four days during the month because of snow and cold and many major businesses shut down on the coldest days, which lowered bus ridership on the system. Rail Ridership was less affected, possibly because some customers who own automobiles opted for trains over driving in snowy conditions.

The Bus Percent of Big Gap Intervals target of 4.0 percent was missed. The Bus Percent of Big Gap Intervals was 4.8 percent in January. This metric was significantly affected by the winter weather, which impaired road conditions.

Mean Miles Between Reported Rail Vehicle Defects target missed the target. The Mean Miles decreased in January to 3,159, below the target of 3,950. Snow, ice and severely cold temperatures contributed to a higher than usual number of propulsion and door issues.

Average Daily Percent of Bus Fleet Unavailable for service was higher than target. The Average Daily Percent went up to 14.3 percent, exceeding the target of 12.6 percent. The main driver was extreme weather increasing the number of buses on hold for maintenance.

Average Daily Percent of Rail Fleet Unavailable for Service was higher than target. The Average Daily Percent went up to 13.1 percent, above the target of 11.0 percent. This was driven primarily by weather-related issues on 2400-series cars, the CTA's oldest rail cars, which reduced their availability for service on the Orange and Purple Lines. Those cars are in the process of being retired.

CTA Monthly Performance		2014 Monthly Target	2013 Monthly Average	Jan 2014	Definition
RIDERSHIP	Total Ridership (in millions)	42.2	44.1	38.0	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	18.2	19.0	17.5	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	24.0	25.0	20.5	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	42.2	44.1	38.0	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)	-1.2%	-2.5%	-10.7%	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	82	81	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	13.5%	11.2%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4.0%	4.6%	4.8%	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%	3.1%	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	4,960	3,159	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	5,564	6,675	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%	12.2%	14.3%	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%	9.1%	13.1%	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	0.15	0.21	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	0.09	0.07	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	0.48	0.43	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	0.04	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%	98.1%	97.8%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85.0%	81.8%	80.4%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	0.4%	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	0:01:53	0:00:13	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	73	231	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2.0%	1.2%	1.7%	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	46	27	Number of reported complaints to Customer Service identified as ADA-related.

Legend

Meeting or exceeding target:
 Within 10% of target:
 Missing target by more than 10%:
 Measure does not have a target:



Footnotes

(†) 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.