

March 2013 Performance Metrics

The purpose of CTA's monthly performance metrics is to set internal benchmarks for agency performance to encourage improvement and establish accountability. Below is information that may be helpful in understanding the metrics for the month of March.

An explanation to the single target missed by more than 10% and indicated by the red colored box is as follows: The month of March saw 113 Rail Delays of 10 Minutes or More, above our target of 78. The Wells Street construction project was a significant contributor to this measure. Other factors prompting delays included sick customers and defective equipment.

The March Average Interior Bus Clean Inspection Score declined to 73.5%, below the target of 85.0%. The drivers of the decline were more stringent inspections of wheel housings, the operator area, and interior windows and frames. These items were renewed areas of emphasis for the month of April, and the CTA expects the bus clean score to be higher in April because of these efforts.

The CTA in July 2012 adopted a new, much stricter standard for bus cleanliness that included changing the bus cleaning process from a 2 1/2-hour interior detail to a 4-hour general clean. By raising the standard of bus cleanliness, scores instantly fell from acceptable to unacceptable (green to red). But CTA buses are actually cleaner than before the shift in grading standards, as the elevated standards and extra 90 minutes of cleaning per bus was put into effect. Since the new higher standard was put into place, the CTA has significantly exceeded the old standard and made steady progress toward reaching the new, higher goal, rising from 41% in August of last year, when the new standard was triggered, to more than 70 percent this winter. The CTA continues to closely monitor the progress of its more rigid standards and procedures.

CTA Monthly Performance		2013 Monthly Target	2012 Monthly Average	Jan 2013	Feb 2013	Mar 2013	Definition
RIDERSHIP	Total Ridership (in millions)	42.7	45.5	42.4	40.7	44.2	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	17.6	19.3	17.8	17.1	18.5	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	25.1	26.2	24.7	23.7	25.6	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	42.7	545.6	42.4	83.3	127.5	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)	4.4%	4.5%	-0.1%	-3.4%	-4.8%	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	120	103	113	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	13.1%	14.6%	16.7%	15.5%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4%	4.0%	3.3%	3.8%	4.0%	Number of bus intervals (time between two buses at a bus stop) that are double the scheduled interval or greater than 15 minutes, divided by the total number of weekday bus intervals traveled during the month.
	% of Bunched Intervals, Bus	3%	2.7%	2.2%	2.9%	2.7%	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	3950	4011	4013	4522	4854	Miles traveled during the month divided by the number of reported defects for the month.
	Miles Between Reported Bus Service Disruptions Due to Equipment	5000	5425	4847	4601	5271	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	13%	13%	11%	11%	11%	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%	13%	13%	9%	8%	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	0.13	0.20	0.07	0.17	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	0.14	0.07	0.11	0.09	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	0.43	0.34	0.42	0.29	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	0.06	0.07	0.02	0.07	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%	98.3%	97.7%	97.6%	98.1%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85%	76.4%	79.1%	79.0%	73.5%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	1%	0.4%	1.0%	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	0:01:20	0:01:41	0:02:04	0:01:54	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	94	77	86	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2%	0.7%	0.7%	0.5%	0.8%	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	58	41	41	31	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.