

Bus Performance Metrics Progress

Update on Service Quality Measures

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NYCTA – Bus Wait Assessment Metric

- NYCTA developed a customer-oriented measure called the “Wait Assessment”.
- **Wait Assessment** – Percent of the time a customer will not have to wait more than the scheduled bus interval plus three or five minutes, during the peak or off-peak respectively.
- **NYCTA – Reports 81%**
 - Randomly spot surveys **42 “high-volume” routes** in four hour shifts, for weekday midday service
 - Analysis based on **40,000 headway observations** per half-year, obtained from a staff of 27 part-time checkers and four office analysts.



CTA Average Percent Acceptable Wait

