August 2015 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 August, 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.

In August, the CTA met, exceeded or came within 10% of the agency’s monthly internal targets in nearly all categories – including:

- Rail Ridership;
- Bus Ridership;
- Total Ridership;
- Rail Delays of 10 Minutes or More;
- Percentage of Big Gap Intervals in Bus;
- Percentage of Bunched Intervals in Bus;
- Mean Miles Between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Bus Fleet Availability;
- Average Interior Rail and Bus Clean Inspection scores; and others.

The Average Daily Percent of Rail Fleet Unavailable for Service missed its target in August, affected by the temporary closure of the Yellow Line, which provides the only access to CTA’s rail car heavy maintenance facility in Skokie, IL.
## CTA Preliminary Monthly Performance (*)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>43.2</td>
<td>39.4</td>
<td>38.2</td>
<td>44.6</td>
<td>43.6</td>
<td>43.8</td>
<td>44.3</td>
<td>44.8</td>
<td>43.0</td>
</tr>
<tr>
<td>Rail Ridership (in millions)</td>
<td>20.8</td>
<td>18.0</td>
<td>17.2</td>
<td>20.1</td>
<td>20.1</td>
<td>20.2</td>
<td>21.1</td>
<td>21.9</td>
<td>20.8</td>
</tr>
<tr>
<td>Bus Ridership (in millions)</td>
<td>22.4</td>
<td>21.4</td>
<td>21.0</td>
<td>24.5</td>
<td>23.5</td>
<td>23.6</td>
<td>23.2</td>
<td>22.9</td>
<td>22.2</td>
</tr>
<tr>
<td>Total (Year to Date, in millions)</td>
<td>345.7</td>
<td>39.4</td>
<td>77.6</td>
<td>122.2</td>
<td>165.8</td>
<td>209.6</td>
<td>253.9</td>
<td>298.8</td>
<td>341.8</td>
</tr>
<tr>
<td>% Change Over Prior Year (Year to Date)</td>
<td>1.7%</td>
<td>3.6%</td>
<td>0.0%</td>
<td>-0.1%</td>
<td>-0.4%</td>
<td>-0.9%</td>
<td>0.0%</td>
<td>-0.2%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

### Definitions
- **Number of rides registered on the bus and rail systems.** Rail ridership includes rail-to-rail transfers.
- **Number of rides registered on the rail system including rail-to-rail transfers.**
- **Number of rides registered on the bus system.**
- **Number of rides registered on the bus and rail systems year-to-date.** Includes rail-to-rail transfers.
- **Number of rides registered on the bus and rail systems year-to-date.** Includes rail-to-rail transfers.

### Notes
- (*) 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.

### Legend
- Meeting or exceeding target: Within 10% of target.
- Missing target by more than 10%. Measure does not have a target.
- Shading indicates performance:
  - Green: 10% or more above target.
  - Yellow: More than 10% but less than 25% above target.
  - Red: 25% or more above target.

### Footnotes
- (*) 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.