December 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 December, 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 December, the CTA met, exceeded or came within 10% of the agency’s monthly internal targets in all categories for bus and rail, 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 and Rail Fleet Availability;
- Average Interior Rail and Bus Clean Inspection scores; and others.

In 2015, CTA met, exceeded or came within 10% of its internal targets for the following categories every month of the year: Rail Ridership; Bus Ridership; Total Ridership; Mean Miles between Reported Rail Vehicle Defects; Mean Miles between Reported Bus Service Disruptions Due to Equipment; Average Interior Rail and Bus Clean Inspection scores; and others.
### CTA Preliminary Monthly Performance (\(^{(\star)}\))

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</thead>
<tbody>
<tr>
<td><strong>Total Ridership (in millions)</strong></td>
<td>40.8</td>
<td>39.3</td>
<td>38.2</td>
<td>44.6</td>
<td>48.0</td>
<td>45.3</td>
<td>46.6</td>
<td>45.0</td>
<td>45.5</td>
<td>47.7</td>
<td>45.1</td>
<td>39.8</td>
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<tr>
<td><strong>Rail Ridership (in millions)</strong></td>
<td>18.7</td>
<td>18.0</td>
<td>17.2</td>
<td>20.1</td>
<td>20.2</td>
<td>21.1</td>
<td>21.9</td>
<td>20.8</td>
<td>21.6</td>
<td>22.7</td>
<td>19.5</td>
<td>18.5</td>
</tr>
<tr>
<td><strong>Bus Ridership (in millions)</strong></td>
<td>22.1</td>
<td>21.4</td>
<td>21.0</td>
<td>24.5</td>
<td>23.5</td>
<td>23.6</td>
<td>22.2</td>
<td>22.2</td>
<td>22.9</td>
<td>25.0</td>
<td>21.6</td>
<td>21.3</td>
</tr>
<tr>
<td><strong>Total (Year-to-Date, in millions)</strong></td>
<td>522.5</td>
<td>494.7</td>
<td>466.2</td>
<td>548.1</td>
<td>548.6</td>
<td>551.9</td>
<td>559.8</td>
<td>558.3</td>
<td>556.6</td>
<td>561.7</td>
<td>516.0</td>
<td>476.1</td>
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</table>

- **Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.**

#### Notes:
- (*) 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 (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year-to-date.

#### Definitions:
- **Total Ridership:** Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
- **Rail Ridership:** Number of rides registered on the rail system including rail-to-rail transfers.
- **Bus Ridership:** Number of rides registered on the bus system.
- **Total (Year-to-Date):** 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):** percentage change.
- **Rail Delays of 10 Minutes or More:** number of days in a month with rail delays of 10 minutes or more reported to the Central Service by an Operator, a Car Dispatcher, or a Supervisor.
- **% of Slow Zone Mileage:** percentage of the track that have slow zones.
- **% of Big Gap Intervals, Bus:** percentage of bus gaps that are double the scheduled interval and greater than 10 minutes, divided by the total number of weekday bus intervals traveled during the month.
- **% of Bunched Intervals, Bus:** percentage of bus gaps that are 80 seconds or less divided by the total number of weekday bus intervals traveled during the month.
- **Mean Miles Between Reported Rail Vehicle Defects:** average number of miles between reported rail vehicle defects.
- **Miles Between Reported Bus Service Disruptions Due to Equipment Failure:** average number of miles between reported bus service disruptions due to equipment failure.
- **Average Daily Percent of Bus Fleet Unavailable for Service:** average number of buses available for service divided by the total number of buses on the fleet.
- **Average Daily Percent of Rail Fleet Unavailable for Service:** average number of rail cars unavailable for service divided by the total number of rail cars on the fleet.
- **Bus NTO Security-Related Incidents per 100,000 miles:** number of security-related incidents per 100,000 miles of travel.
- **Rail NTO Security-Related Incidents per 100,000 miles:** number of security-related incidents per 100,000 miles of travel.
- **Bus NTO Safety-Related Incidents per 100,000 Miles:** number of safety-related incidents per 100,000 miles of travel.
- **Rail NTO Safety-Related Incidents per 100,000 Miles:** number of safety-related incidents per 100,000 miles of travel.
- **Average Interior Rail Clean Inspection Score:** average interior rail clean inspection score.
- **Average Interior Bus Clean Inspection Score:** average interior bus clean inspection score.
- **% of Customer Complaints Not Closed Out Within 14 Days:** percentage of customer complaints not closed out within 14 days.
- **CTA Customer Service Hotline Average Wait Time:** average wait time for customers on the CTA hotline.
- **Reported Ramp Defects (Service Disruptions):** number of reported ramp defects that resulted in a disruption of service.
- **% Buses with Defective AVAS:** percentage of buses with defective AVAS.
- **Reported ADA Complaints:** number of reported complaints to the Customer Service identified as ADA-related.

### Notes:
- \(^{(\star)}\) Monthly figures are subject to change.
- \(^{(†)}\) Coloring for Customer Service Average Wait time (green) = meeting or exceeding target; yellow if within 60 seconds of target and red if exceeding target by 60 seconds.
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