May 2016 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 May 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 May, the CTA met, exceeded or came within met, exceeded or came within 10% of the agency’s monthly internal targets in nearly 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;
- 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

The Percent of Bunched Intervals in Bus missed its target in May -- for the first time since November 2015 – due to reroutes, street closures and construction. However, the Percent of Big Gap Intervals exceeded its monthly target, indicating that the service intervals overall met agency performance standards.
### CTA Preliminary Monthly Performance (*)

<table>
<thead>
<tr>
<th>Measures</th>
<th>2016 Monthly Target</th>
<th>Jan 16</th>
<th>Feb 16</th>
<th>Mar 16</th>
<th>Apr 16</th>
<th>May 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>44.2</td>
<td>38.9</td>
<td>40.0</td>
<td>43.7</td>
<td>41.5</td>
<td>42.5</td>
</tr>
<tr>
<td>Rail Ridership (in millions)</td>
<td>20.4</td>
<td>18.2</td>
<td>18.6</td>
<td>20.4</td>
<td>19.8</td>
<td>20.3</td>
</tr>
<tr>
<td>Bus Ridership (in millions)</td>
<td>23.7</td>
<td>20.8</td>
<td>21.5</td>
<td>23.3</td>
<td>21.7</td>
<td>22.2</td>
</tr>
<tr>
<td>Total (Year to Date, in millions)</td>
<td>213.3</td>
<td>116.2</td>
<td>122.7</td>
<td>264.2</td>
<td>206.7</td>
<td></td>
</tr>
</tbody>
</table>

#### Definition

- **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 reported to the Control Center by an Operator, a Controller or a Supervisor.**
- **Miles of revenue track that have slow zones.** Slow zones range from 8 mph to 15 mph.
- **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.**
- **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.**
- **Miles traveled during the month divided by the number of reported delays for the month.**
- **Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.**
- **Daily average number of buses unavailable for service due to any reason divided by the total number of buses in the fleet.**
- **Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.**
- **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.**
- **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.**
- **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.**
- **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.**
- **Monthly average Quality Inspection audit scores for the execution of Interior Cleans.**
- **Monthly average Quality Inspection audit scores for the execution of Interior Cleans.**
- **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.**
- **Average number of minutes a customer waits on the CTA hotline before his/her call is answered.**
- **Number of reported lift and ramp defects that resulted in a disruption of service.**
- **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.**
- **Number of reported complaints to Customer Service identified as ADA-related.**

#### 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.