November 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 November, 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 November, 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;
- Mean Miles Between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Availability;
- Average Daily Percent of Bus Fleet Availability;
- Average Interior Rail and Bus Clean Inspection scores; and others.

The Percent of Bunched Intervals in Bus have been on a decline the last few months, but missed its target in November affected by reroutes and traffic congestion.
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</thead>
<tbody>
<tr>
<td><strong>Total Ridership (in millions)</strong></td>
<td></td>
<td>41.8</td>
<td>39.4</td>
<td>38.2</td>
<td>44.6</td>
<td>43.6</td>
<td>43.8</td>
<td>44.1</td>
<td>44.8</td>
<td>43.0</td>
<td>45.5</td>
<td>47.7</td>
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<tr>
<td><strong>Rail Ridership (in millions)</strong></td>
<td></td>
<td>19.4</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>
<td>21.6</td>
<td>22.7</td>
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<tr>
<td><strong>Bus Ridership (in millions)</strong></td>
<td></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>
<td>23.9</td>
<td>25.0</td>
</tr>
<tr>
<td><strong>Total (Year to Date, in millions)</strong></td>
<td></td>
<td>481.7</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>
<td>387.3</td>
<td>435.0</td>
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<tr>
<td><strong>% Change Over Prior Year (Year to Date)</strong></td>
<td></td>
<td>1.6%</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>3.5%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

**Legend**
- Meeting or exceeding target: Green icon
- Missing by less than 10% of target: Yellow icon
- Missing by 10% or more of target: Red icon

Notes:
- (*) Monthly figures are subject to change.

- [% of riders registered on the bus and rail systems. Total ridership includes transfers.]
- [% of riders registered on the rail system including rail-to-rail transfers.]
- [% of riders registered on the bus system.]
- [% of riders registered on the bus and rail system year-to-date. Includes rail-to-rail transfers.]

- [Number of rail delays of 30 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.]

- [Number of days when the CTA Preliminary Monthly Performance was not meeting or exceeding the target.]

- [Number of days when the CTA Preliminary Monthly Performance was meeting or exceeding the target.]

- [Number of days when the CTA Preliminary Monthly Performance was not meeting or exceeding the target.]