September 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 September 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 September, the CTA 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
- Percentage of Big Gap Intervals in Bus
- Mean Miles between Reported Rail and Bus Vehicle Defects
- Average Daily Percent of Rail Fleet Availability
- Average Interior Rail and Bus Clean Inspection scores; and others

Traffic congestion due to the start of the school year, construction, several bus reroutes, and a number of festivals were factors in this month’s increase in Percent of Bunched Intervals in Bus.
## CTA Preliminary Monthly Performance (*)

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</thead>
<tbody>
<tr>
<td><strong>Ridership</strong> (in millions)</td>
<td>46.0</td>
<td>38.9</td>
<td>40.0</td>
<td>43.7</td>
<td>41.5</td>
<td>42.5</td>
<td>42.6</td>
<td>40.9</td>
<td>42.0</td>
<td>43.5</td>
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<tr>
<td><strong>Rail Ridership</strong> (in millions)</td>
<td>22.0</td>
<td>18.2</td>
<td>18.6</td>
<td>20.4</td>
<td>19.8</td>
<td>20.3</td>
<td>20.9</td>
<td>20.5</td>
<td>20.6</td>
<td>20.8</td>
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<tr>
<td><strong>Bus Ridership</strong> (in millions)</td>
<td>24.1</td>
<td>20.8</td>
<td>21.5</td>
<td>23.3</td>
<td>21.7</td>
<td>22.2</td>
<td>21.7</td>
<td>20.4</td>
<td>21.4</td>
<td>22.7</td>
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<tr>
<td><strong>Total (Year to Date, in millions)</strong></td>
<td>391.5</td>
<td>38.9</td>
<td>78.9</td>
<td>122.7</td>
<td>164.2</td>
<td>206.7</td>
<td>249.3</td>
<td>290.2</td>
<td>332.2</td>
<td>375.7</td>
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<tr>
<td><strong>% Change Over Prior Year (Year to Date)</strong></td>
<td>1.1%</td>
<td>-1.9%</td>
<td>1.8%</td>
<td>0.4%</td>
<td>-1.0%</td>
<td>-1.4%</td>
<td>-3.9%</td>
<td>-2.9%</td>
<td>-2.8%</td>
<td>-3.0%</td>
</tr>
</tbody>
</table>

### Notes:
- **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 (excluding rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year, year-to-date.**
- **Rides of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.**
- **Includes rail transfers.**
- **Miles traveled during the month divided by the number of reported defects for the month.**
- **Miles traveled the month divided by number of reported service disruptions due to equipment for the month.**
- **Daily average number of buses unavailable for service for 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.**

### Definitions:
- **Number of Defects Reported:**
  - **Bus NTD Defects:**
    - N/A 116 70 129 116 169 113 177 215 310
  - **Rail NTD Safety-Related Incidents per 100,000 Miles:**
    - N/A 0.03 0.07 0.07 0.09 0.08 0.12 0.05 0.03 0.07
  - **Bus NTD Safety-Related Incidents per 100,000 Miles:**
    - N/A 0.06 0.08 0.40 0.47 0.53 0.70 0.61 0.63 0.72
  - **Rail NTD Safety-Related Incidents per 100,000 Miles:**
    - N/A 0.02 0.09 0.47 0.56 0.08 0.07 0.09 0.12 0.05

###footer:
- **Legend:**
  - Green: Meeting or exceeding target.
  - Yellow: Within 10% of target.
  - Red: Missed target by more than 10%.

###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 measuring target by 60 seconds.