March 2020 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 March, 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. Targets missed by more than 10% are indicated by a red colored box.

**IMPORTANT NOTE:** On March 20, 2020, a stay-at-home order was issued for the entire state of Illinois in response to the COVID-19 pandemic, which applied to everyone except for workers deemed essential. The CTA was deemed essential and as such, it continued operating on a normal schedule. And to help ensure the CTA continued providing a safe and healthy travel environment for customers and employees, a number of adjustments were made to day-to-day operations and services, which in turn impacted several performance metrics.

Areas of operation where the CTA met, exceeded or came within 10% of its monthly internal targets in March included the following categories for bus and rail:

- Rail Delays of 10 Minutes or More;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Unavailable for Service;
- Average Interior Rail and Bus Clean Inspection Scores; and others.

In the second-half of March, all Ridership metrics fell short of their targets as a result of bus and rail ridership plummeting 80 – 90% following the implementation of the COVID-19 stay-at-home order.

The Average Daily Percent of Bus Fleet Unavailable for Service metric missed its target this month due to ongoing vehicle maintenance and repairs, as well as precautions taken by the CTA in response to the pandemic. To help better protect operators, the 100 oldest buses in the fleet (64000-series), which are not equipped with driver barrier shields, were removed from service.

The Percentage of Big Gap Intervals on Bus exceeded its monthly target due to the COVID-19 pandemic and subsequent stay-at-home order that impacted the amount of CTA’s available workforce.

Chicago Transit Authority
### CTA Preliminary Monthly Performance

**Definition**
- Number of riders registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
- Number of riders registered on the bus and rail systems year-to-date (including rail-to-rail transfers) divided by the number of riders registered on the bus and rail systems year-to-date.
- Rail Delays of 10 Minutes or More, the number of delays that are 10 minutes or more.
- % Slow Zone Mileage, the percentage of miles that are in slow zones.
- % of Big Gap Intervals, the percentage of intervals that are big gaps.
- % of Bunched Intervals, the percentage of intervals that are bunched.
- Miles Between Reported Rail Vehicle Defects, the number of miles between reported rail vehicle defects.
- Miles Between Reported Bus Service Interruptions Due to Equipment, the number of miles between reported bus service interruptions due to equipment.
- Average Daily Percent of Bus Fleet Unavailable for Service, the percentage of the bus fleet that is unavailable for service.
- Average Daily Percent of Rail Fleet Unavailable for Service, the percentage of the rail fleet that is unavailable for service.
- Bus NTD Security-Related Incidents per 100,000 Miles, the number of security-related incidents per 100,000 miles.
- Rail NTD Security-Related Incidents per 100,000 Miles, the number of security-related incidents per 100,000 miles.
- Rail NTD Service-Related Incidents per 100,000 Miles, the number of service-related incidents per 100,000 miles.
- Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
- Reported ADA Complaints, the number of complaints received to Customer Service identified as ADA-related.
- Reported Rail Delays (Service Disruptions Due to Equipment), the number of service disruptions due to equipment.
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- % Unavailable for Service, the percentage of the fleet that is unavailable for service.
- % Buses with Defective AVAS, the percentage of buses with defective audio-visual annunciators.
- Number of reported complaints to Customer Service identified as ADA-related.
- Number of reported rail service disruptions due to equipment.
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- Average Daily Percent of Rail Fleet Unavailable for Service, the percentage of the rail fleet that is unavailable for service.
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