March 2022 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. An explanation for the targets missed by more than 10%, indicated by a red colored box, is provided below.

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:

- Total Ridership;
- Bus Ridership;
- 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.

**IMPORTANT NOTE:** Throughout the COVID-19 pandemic, CTA employees have worked diligently to provide as much service as possible for its customers, both to help keep them safe and to ensure their public transit needs were met. However, the new normal is requiring many employers, including the CTA, to creatively grow and retain its workforce, all while facing unprecedented headwinds from the unpredictability of the virus and larger-than-usual levels of unplanned absences. These challenges are resulting in inconsistent service and unusually long wait times for customers. Ongoing workforce challenges are resulting from a number of factors, including a competitive job market and high employee attrition rates, have created service delivery issues that directly impact CTA’s ability to provide reliable bus and rail service every day. CTA has launched an extensive recruitment campaign to attract more workers, increased starting pay and made work rule changes that allow us to hire directly into full-time positions. We take our role as an essential-service provider seriously, and we will continue to provide as much bus and train service as possible for the City and the region.
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<tbody>
<tr>
<td><strong>Total Ridership</strong></td>
<td>13,6</td>
<td>13,9</td>
<td>14,0</td>
<td>14,6</td>
<td>18,5</td>
<td>18,0</td>
<td>21,0</td>
<td>20,9</td>
<td>16,9</td>
<td>17,3</td>
<td>14,3</td>
<td>16,3</td>
<td>20,5</td>
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<tr>
<td><strong>Rail Ridership</strong></td>
<td>4,7</td>
<td>5,0</td>
<td>5,2</td>
<td>6,8</td>
<td>8,0</td>
<td>8,1</td>
<td>10,0</td>
<td>11,0</td>
<td>10,9</td>
<td>10,7</td>
<td>12,7</td>
<td>13,4</td>
<td>12,7</td>
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<tr>
<td><strong>Bus Ridership</strong></td>
<td>8,9</td>
<td>8,9</td>
<td>8,2</td>
<td>8,8</td>
<td>10,5</td>
<td>10,9</td>
<td>11,9</td>
<td>10,9</td>
<td>10,3</td>
<td>9,6</td>
<td>9,7</td>
<td>10,1</td>
<td>10,8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>14,4</td>
<td>14,8</td>
<td>14,8</td>
<td>14,4</td>
<td>19,2</td>
<td>19,0</td>
<td>22,0</td>
<td>21,8</td>
<td>17,8</td>
<td>17,0</td>
<td>17,0</td>
<td>17,0</td>
<td>21,3</td>
</tr>
<tr>
<td><strong>Rail Delays of 10 Minutes or More</strong></td>
<td>6</td>
<td>6</td>
<td>9</td>
<td>9</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>9</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td><strong>% of Slow Zone Mileage</strong></td>
<td>NA</td>
<td>12.4%</td>
<td>13.0%</td>
<td>16.3%</td>
<td>14.8%</td>
<td>14.8%</td>
<td>15.5%</td>
<td>15.6%</td>
<td>15.0%</td>
<td>16.4%</td>
<td>16.4%</td>
<td>15.6%</td>
<td>15.6%</td>
</tr>
<tr>
<td><strong>% of Big Gap Intervals, Bus</strong></td>
<td>4.0%</td>
<td>7.3%</td>
<td>8.7%</td>
<td>9.9%</td>
<td>10.0%</td>
<td>9.7%</td>
<td>10.7%</td>
<td>11.6%</td>
<td>10.6%</td>
<td>12.2%</td>
<td>13.4%</td>
<td>12.2%</td>
<td>11.0%</td>
</tr>
<tr>
<td><strong>% of Bunched Intervals, Bus</strong></td>
<td>3.8%</td>
<td>1.5%</td>
<td>1.0%</td>
<td>2.1%</td>
<td>2.1%</td>
<td>2.1%</td>
<td>2.2%</td>
<td>2.7%</td>
<td>2.2%</td>
<td>1.9%</td>
<td>1.6%</td>
<td>2.0%</td>
<td>2.0%</td>
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<tr>
<td><strong>% Change Over Prior Year (Fear to Date)</strong></td>
<td>20.7%</td>
<td>-52.3%</td>
<td>-33.3%</td>
<td>-46.6%</td>
<td>-27.0%</td>
<td>-20.5%</td>
<td>-14.0%</td>
<td>-4.7%</td>
<td>-4.1%</td>
<td>-0.8%</td>
<td>32.9%</td>
<td>64.0%</td>
<td>67.7%</td>
</tr>
</tbody>
</table>

**Definition**

- **N/A**: Not applicable. Year to Date values are year-over-year comparisons.
- **Missing target by more than 10%**: N/A
- **Meeting or exceeding target**: N/A
- **Reported ADA Complaints**
- **% Buses with Defective AVAS**
- **% Change Over Prior Year (Fear to Date)**
- **% Bunched Intervals, Bus**
- **% Big Gap Intervals, Bus**
- **% of Slow Zone Mileage**
- **% of Big Gap Intervals, Bus**
- **% of Bunched Intervals, Bus**
- **% Change Over Prior Year (Fear to Date)**
- **% Bunched Intervals, Bus**
- **% Big Gap Intervals, Bus**
- **% of Slow Zone Mileage**
- **Rail Delays of 10 Minutes or More**

**Notes**

1. **Total Ridership**: In millions of rides. Includes rail-to-rail transfers.
2. **Rail Ridership**: In millions of rides. Includes rail-to-rail transfers.
3. **Bus Ridership**: In millions of rides. Includes rail-to-rail transfers.
4. **Total**: In millions of rides. Includes rail-to-rail transfers.
5. **Rail Delays of 10 Minutes or More**: In millions of rides.
6. **% of Slow Zone Mileage**: In percentage of total miles.
7. **% of Big Gap Intervals, Bus**: In percentage of total bus miles.
8. **% of Bunched Intervals, Bus**: In percentage of total bus miles.
9. **% Change Over Prior Year (Fear to Date)**: In percentage of total miles.
10. **% Bunched Intervals, Bus**: In percentage of total miles.
11. **% Big Gap Intervals, Bus**: In percentage of total miles.
12. **% of Slow Zone Mileage**: In percentage of total miles.
13. **Rail Delays of 10 Minutes or More**: In millions of rides.

**Legend**

- (†) 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.
- (*) Monthly figures are subject to change.
- (2) Shading for Percent of Buses with Defective Automated Voice Announciation Systems is green if meeting or exceeding target, yellow if within 1% of target and red if exceeding target by 1%.