May 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 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.

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

- Total Ridership;
- Rail Ridership;
- Bus Ridership;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported 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>% Buses with Defective AVAS</td>
<td>2.0%</td>
<td>0.8%</td>
<td>0.7%</td>
<td>1.0%</td>
<td>0.7%</td>
<td>0.7%</td>
<td>0.8%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>1.2%</td>
<td>0.9%</td>
<td>0.9%</td>
<td>1.4%</td>
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<td>Number of reported complaints to Customer Service per month</td>
<td>N/A</td>
<td>45</td>
<td>56</td>
<td>47</td>
<td>53</td>
<td>57</td>
<td>52</td>
<td>38</td>
<td>38</td>
<td>40</td>
<td>58</td>
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<tr>
<td>Number of reported complaints to Customer Service and rail systems (as of 12/31)</td>
<td>N/A</td>
<td>54</td>
<td>56</td>
<td>47</td>
<td>53</td>
<td>57</td>
<td>52</td>
<td>38</td>
<td>38</td>
<td>40</td>
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**Legend:**
- **N/A:** No data available.
- **%:** Percentage.
- **Score:** Quality inspection audit score for the execution of Interior Cleans.
- **CTA Customer Service Hotline Average Wait Times (F):**
  - 0.0200: 0.00-0.01
  - 0.0300: 0.01-0.02
  - 0.0600: 0.02-0.03
  - 0.1200: 0.03-0.05
  - 0.2500: 0.05-0.07
  - 0.5000: 0.07-0.10

**Definitions:**
- **Average Number of Lifts:** Number of reported lift and ramp defects that resulted in a disruption of service.
- **Number of reported complaints to Customer Service:** Number of complaints received during that month.
- **Miles of Slow Zone:** Miles traveled during the month divided by the total number of slow zones.
- **Miles Between Reported Rail Vehicle Defects:** Miles traveled during the month divided by the number of reported service disruptions due to equipment for the month.
- **Miles Between Reported Bus Service Disruptions Due to Equipment:** Miles traveled during the month divided by the number of reported fatalities for the month.
- **% Buses with Defective AVAS:** Percentage of buses with defective automated voice annunciation systems.
- **Average Daily Percent of Bus Fleet Unavailable for Service:** Number of reported fatalities for the month divided by the total number of buses in the fleet.
- **% of BIG Gap Intervals, Bus:** Number of reported fatalities for the month divided by the total number of buses in the fleet.
- **% of Defective AVAS:** Percentage of buses with defective automated voice annunciation systems.
- **% of Slow Zone Mileage:** Miles traveled during the month divided by the number of reported service disruptions due to equipment for the month.
- **Average Interior Rail Clean Inspection Score:** Monthly average quality inspection audit for the execution of interior cleans.
- **Average Interior Bus Clean Inspection Score:** Monthly average quality inspection audit for the execution of interior cleans.
- **Average Interior Rail Clean Inspection Score:** Monthly average quality inspection audit for the execution of interior cleans.
- **Reported Rack Defects (Service Disruptions):** Number of rack defects identified during service disruptions.
- **% of Compliments Not Closed Out Within 14 Days:** Number of reported compliments to Customer Service not closed out within 14 days.
- **% of Customer Complaints Not Closed Out Within 14 Days:** Number of reported compliments to Customer Service not closed out within 14 days.
- **Reported ADA Complaints:** Number of reported ADA complaints.
- **Rail Delays of 10 Minutes or More:** Number of rail delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
- **Bus NTD Security-Related Incidents per 100,000 Miles:** Miles traveled during the month divided by the number of reported service disruptions due to equipment for the month.
- **% of BIG Gap Intervals, Bus:** Number of reported fatalities for the month divided by the total number of buses in the fleet.
- **% of Defective AVAS:** Percentage of buses with defective automated voice annunciation systems.
- **% of Slow Zone Mileage:** Miles traveled during the month divided by the number of reported service disruptions due to equipment for the month.