June 2021 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 June, 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 June 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: 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 providing as much service as possible throughout the pandemic. To help ensure the CTA continued providing a safe and healthy travel environment for its employees and customers taking essential trips, several adjustments were made to day-to-day operations and services. As a result of these unprecedented events, several performance metrics were severely impacted, particularly Ridership, which fell by as much 80-90% at the peak of the pandemic. More information is available in the monthly ridership reports.
## CTA Preliminary Monthly Performance Data

### Definitions

- **Ridership (in millions)**
  - Number of rides registered on the bus and rail systems. Rail ridership includes no rail transfers.
  - Number of rides registered on the bus system.
  - Number of rides registered on the rail system.

- **Monthly ridership (in millions)**
  - Total number of rides registered on the bus and rail systems.
  - Number of rides registered on the rail system.

- **Rail Ridership (in millions)**
  - Number of rides registered on the rail system.

- **Bus Ridership (in millions)**
  - Number of rides registered on the bus system.

- **Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the rail system**
  - Any event where one or more of the following occurs on the rail system: individual dies at the time or within 30 days of the event; one or more persons suffer bodily harm as a result of the event; property damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.

- **Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the bus system**
  - Any event where one or more of the following occurs on the bus system: individual dies at the time or within 30 days of the event; one or more persons suffer bodily harm as a result of the event; property damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.

- **Due to a system upgrade, Big Gaps, Bunched Intervals and Defective AVAS numbers are unreliable for November 2021.**

### Performance Measures

#### Average number of bus delays of 10 minutes or more

<table>
<thead>
<tr>
<th>Month</th>
<th>Jan 2021</th>
<th>Feb 2021</th>
<th>Mar 2021</th>
<th>Apr 2021</th>
<th>May 2021</th>
<th>Jun 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
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<td>88</td>
<td>79</td>
<td>65</td>
<td>87</td>
<td>70</td>
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<td>Total</td>
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<td>137</td>
<td>85</td>
<td>39</td>
<td>39</td>
<td>39</td>
<td>39</td>
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</tbody>
</table>

#### Rail Delays of 10 Minutes or More

<table>
<thead>
<tr>
<th>Month</th>
<th>Jan 2021</th>
<th>Feb 2021</th>
<th>Mar 2021</th>
<th>Apr 2021</th>
<th>May 2021</th>
<th>Jun 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>8</td>
<td>7</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>1</td>
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<tr>
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<td>11</td>
<td>10</td>
<td>3</td>
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<td>4</td>
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#### Number of reported ADA complaints

<table>
<thead>
<tr>
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<th>Jan 2021</th>
<th>Feb 2021</th>
<th>Mar 2021</th>
<th>Apr 2021</th>
<th>May 2021</th>
<th>Jun 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
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<td>51</td>
<td>37</td>
<td>45</td>
<td>51</td>
<td>29</td>
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<tr>
<td>Total</td>
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<td>132</td>
<td>76</td>
<td>74</td>
<td>77</td>
<td>58</td>
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</tbody>
</table>

#### Footnotes

1. **Due to a system upgrade, Big Gaps, Bunched Intervals and Defective AVAS numbers are unreliable for November 2021.**

2. **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.**

3. **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%.**

4. **Measure does not have a target:**
   - Missing target by more than 10%:
   - Within 10% of target:
   - Meeting or exceeding target:

### Additional Information

- **Rail NTD Safety-Related Incidents per 100,000 Miles**
  - Number of rail system-related incidents divided by traveled miles divided by 100,000 miles.

- **Bus NTD Safety-Related Incidents per 100,000 Miles**
  - Number of bus system-related incidents divided by traveled miles divided by 100,000 miles.

- **Rail Delays of 10 Minutes or More**
  - Number of delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.

- **Vehicle Defects**
  - Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.

- **Miles Between Reported Bus Service Intervals**
  - Number of bus intervals (time between two buses at a bus stop) that are double the scheduled interval and greater than 15 minutes, divided by the total number of recorded bus intervals recorded during the month.

- **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.

- **Avg. Number of reported complaints to Customer Service identified as ADA-related.**

- **Number of U-Link cannabis cards redeemed by patrons per month.**

- **Number of reported complaints to Customer Service identified as ADA-related.**

### Total Ridership (in millions)

<table>
<thead>
<tr>
<th>Month</th>
<th>Jan 2021</th>
<th>Feb 2021</th>
<th>Mar 2021</th>
<th>Apr 2021</th>
<th>May 2021</th>
<th>Jun 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>10.3</td>
<td>12.9</td>
<td>12.8</td>
<td>13.1</td>
<td>13.6</td>
<td>16.8</td>
</tr>
<tr>
<td>Total</td>
<td>10.3</td>
<td>12.9</td>
<td>12.8</td>
<td>13.1</td>
<td>13.6</td>
<td>16.8</td>
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