July 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 July, 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 July included the following categories for bus and rail:

- 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:** 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, a number of adjustments were made to day-to-day operations and services. As a result of these unprecedented events impacting available resources, 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.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>% Buses with Defective Automated Voice Announciation Systems</td>
<td>2.0%</td>
<td>0.7%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>0.7%</td>
<td>0.6%</td>
<td>0.5%</td>
<td>0.3%</td>
<td>0.8%</td>
<td>0.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>% Buses with Defective Destination Signs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>% Buses with Defective Ramp/Bed Lifts</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Number of reported ADA compliance complaints</td>
<td>97</td>
<td>105</td>
<td>94</td>
<td>82</td>
<td>71</td>
<td>52</td>
<td>81</td>
<td>68</td>
<td>50</td>
<td>322</td>
<td>100</td>
<td>80</td>
<td>51</td>
</tr>
</tbody>
</table>

**Legend**

- **Green** - Meets or exceeds target
- **Yellow** - Within 10% of target
- **Red** - Missing target by more than 10%

**Footnotes**

1. **N/A** - Measure does not have a target.
2. **Missing target by more than 10%:** NA
3. **Within 10% of target:** N/A
4. **Meeting or exceeding target:** Meeting or exceeding target (includes rail-to-rail transfers).

**Definitions**

- **Number of reported ADA compliance complaints:** Number of reported ADA compliance complaints identified as ADA-related.
- **Number of reported ADA complaints:** Number of reported ADA complaints.