July 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 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:

- Total Ridership;
- Rail Ridership;
- Bus Ridership;
- Rail Delays of 10 Minutes or More;
- 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.

Chicago Transit Authority
### CTA Preliminary Monthly Performance

<table>
<thead>
<tr>
<th>Category</th>
<th>Reporting Period</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Ridership (in millions)</strong></td>
<td>Monthly</td>
<td>Number of rides registered on transit and rail systems. Rail boarding includes both rail and bus transfers.</td>
</tr>
<tr>
<td><strong>Rail Ridership (in millions)</strong></td>
<td>Monthly</td>
<td>Number of rides registered on transit systems including rail and bus transfers.</td>
</tr>
<tr>
<td><strong>Bus Ridership (in millions)</strong></td>
<td>Monthly</td>
<td>Number of rides registered on the bus system.</td>
</tr>
<tr>
<td><strong>Total (Year to Date, in millions)</strong></td>
<td>Monthly</td>
<td>Number of rides registered on transit and rail systems year to date. Includes rail to rail transfers.</td>
</tr>
<tr>
<td><strong>% Change Over Prior Year (Year to Date)</strong></td>
<td>Monthly</td>
<td>Number of rides registered on transit and rail systems year to date (including rail to rail transfers) divided by the number of rides registered on the bus and rail systems for the same month last year, year to date.</td>
</tr>
<tr>
<td><strong>Rail Delays of 10 Minutes or More</strong></td>
<td>7B</td>
<td>Rail Delays of 10 minutes or more reported to the Central Center by an Operator, a Controller or a Supervisor.</td>
</tr>
<tr>
<td><strong>% of Slow Zone Mileage</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>% of Big Gap Intervals, Bus</strong></td>
<td>4.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>% of Bunched Intervals, Bus</strong></td>
<td>3.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Mean Miles Between Reported Rail Vehicle Defect</strong></td>
<td>8,000</td>
<td>Miles traveled during the month divided by the number of reported service disruptions due to equipment for the month.</td>
</tr>
<tr>
<td><strong>Average Daily Percent of Rail Fleet Unavailable for Service</strong></td>
<td>12.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Average Daily Percent of Rail Fleet Unavailable for Service</strong></td>
<td>11.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Bus NTD Security-Related Incidents per 100,000 Miles</strong></td>
<td>N/A</td>
<td>Number of occurrences of brake-related, steering, braking or steering failures for bus systems, including vandalism, and vandalism on the bus system divided by vehicle miles traveled (VMT).</td>
</tr>
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<td><strong>Rail NTD Security-Related Incidents per 100,000 Miles</strong></td>
<td>N/A</td>
<td>Number of occurrences of brake-related, steering, braking or steering failures for rail systems, including vandalism, and vandalism on the rail system divided by vehicle miles traveled (VMT).</td>
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<tr>
<td><strong>Bus NTD Safety-Related Incidents per 100,000 Miles</strong></td>
<td>N/A</td>
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<tr>
<td><strong>Rail NTD Safety-Related Incidents per 100,000 Miles</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Average Interior Rail Clean Inspection Score</strong></td>
<td>80.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Average Interior Bus Clean Inspection Score</strong></td>
<td>85.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>% of Customer Complaints Not Closed Out Within 14 Days</strong></td>
<td>3%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Average Customer Service Historic Average Wait-Time (F)</strong></td>
<td>0.02:00</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Reported Ramp Defects (Service Disruptions)</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>% Buses with Defective AVAS</strong></td>
<td>2.0%</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Reported ADA Complaints</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Notes:**
- (†) 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.
- (2) Shading for % Buses with Defective AVAS is green if meeting or exceeding target, yellow if within 1% of target and red if exceeding target by 1%.
- (3) Shading for Customer Service Average Wait time is green if meeting or exceeding target, yellow if within 10% of target and red if not meeting target by 10%.

**Footnotes:**
- CTA Preliminary Monthly Performance (*): Measure does not have a target:
- Missing target by more than 10%: N/A
- Within 10% of target: N/A
- Meeting or exceeding target: N/A
- Report ADA Complaints: N/A

**Definitions:**
- % of Buses with Defective AVAS: Percentage of buses with defective automated voice announcement systems. This is a measure of no voice announcements for at least part of the day. Missing or no data due to recording issues and no link issues, meaning no data will be received from the device. This does not measure defective destination signs.

**Source:** CTA Preliminary Monthly Performance Report

**Monthly Target**
- July 2021
- Aug 2021
- Sept 2021
- Oct 2021
- Nov 2021
- Dec 2021
- Jan 2022
- Feb 2022
- Mar 2022
- Apr 2022
- May 2022
- Jun 2022
- Jul 2022

**Definiton**
- Number of reported ADA complaints to Customer Service identified on GIDL related.

**Measure Reporting**
- Reporting Volume:00:16
- Missing Reporting due to recording issues and no link issues, meaning no data will be received from the device. This does not measure defective destination signs.

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