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

- Rail Delays of 10 Minutes or More;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported Rail 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.

### Definitions
- **Vehicle Defects**
  - Mean Miles Between Reported Rail Vehicle Defects
  - Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
- **Vehicle Delays**
  - Rail Delays of 10 Minutes or More
  - Number of rail delays of at least 10 minutes reported to the Control Center by an Operator, Controller or Supervisor.
- **Vehicle Unavailable for Service**
  - Average Daily Percent of Bus Fleet Unavailable for Service
  - Average Daily Percent of Rail Fleet Unavailable for Service
  - Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.
  - Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.
- **Weekly Average Performance**
  - Weekly Average Number of Reported Ramp Defects (Service Out Within 14 Days)
  - Weekly Average Number of Reported ADA Complaints
  - Weekly Average Number of Reported Complaints to Customer Service Identified as ADA-related
  - Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
  - Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
- **Monthly Average Performance**
  - Monthly Average Percent of Bunched Intervals, Bus
  - Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
  - Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
  - Monthly average Number of Open and Overdue Complaints as of the last day of the month divided by the total number of complaints reported to Customer Service identified as ADA-related.
  - Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
- **Quarterly Average Performance**
  - Quarterly Average Percent of Bunched Intervals, Bus
  - Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
  - Quarterly average Quality Inspection audit scores for the execution of Interior Cleans.
- **Yearly Average Performance**
  - Yearly Average Percent of Bunched Intervals, Bus
  - Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
  - Yearly average Quality Inspection audit scores for the execution of Interior Cleans.
- **CTA Service Reliability**
  - CTA Averages of Services for the Month
  - CTA Averages of Services for the Previous Year

### Monthly Data

<table>
<thead>
<tr>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Ridership (in millions) monthly</td>
</tr>
<tr>
<td>Rail Ridership (in millions) monthly</td>
</tr>
<tr>
<td>Bus Ridership (in millions) monthly</td>
</tr>
<tr>
<td>Total (Year to Date, in millions)</td>
</tr>
<tr>
<td>% Change Over Prior Year (Year to Date) monthly</td>
</tr>
<tr>
<td>Rail Delay of 10 Minutes or More</td>
</tr>
<tr>
<td>% of Slow Zone Vignage</td>
</tr>
<tr>
<td>% of Big Gap Interval, Bus</td>
</tr>
<tr>
<td>% of Bunched Interval, Bus</td>
</tr>
<tr>
<td>Miles Between Reported Rail Vehicle Collides</td>
</tr>
<tr>
<td>Miles Between Reported Bus Service Disruptions Due to Equipment</td>
</tr>
<tr>
<td>Average Daily Percent of Bus Fleet Unavailable for Service</td>
</tr>
<tr>
<td>Bus NTD Security-Related Incidents per 100,000 Miles</td>
</tr>
<tr>
<td>Bus NTD Security-Related Incidents per 100,000 Miles</td>
</tr>
<tr>
<td>Bus NTD Security-Related Incidents per 100,000 Miles</td>
</tr>
<tr>
<td>Rail NTD Security-Related Incidents per 100,000 Miles</td>
</tr>
<tr>
<td>Reported Ramp Defects (Service Out Within 14 Days)</td>
</tr>
<tr>
<td>% Buses with Defective AVAS</td>
</tr>
<tr>
<td>Reported ADA Complaints</td>
</tr>
<tr>
<td><strong>Due to a system upgrade, Big Gaps, Bunched Intervals and Defective AVAS numbers are unreliable for November 2011</strong></td>
</tr>
</tbody>
</table>

### Notes

- **(*) Monthly figures are subject to change.**
- **(†) 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 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 meeting or exceeding target by 7%.**
- **(3) Monthly figures are subject to change.**
- **(4) Shading for Customer Service performance graph is green if meeting or exceeding target, yellow if within 0.5% of target and red if meeting or exceeding target by 5%.**
- **(5) Percentiles based on the bus system average.**
- **(6) Percentiles based on the rail system average.**
- **(7) Shading for Total Ridership is green if meeting or exceeding target, yellow if within 5% of target and red if meeting or exceeding target by 10%.**

### Source
- *Data from the CTA's Preliminary Performance Report.*