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

- Rail Ridership;
- Bus Ridership;
- 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:** Similar to many industries, public transit was upended by the COVID-19 pandemic as ridership plummeted in March 2020 and commuting patterns changed for the long-term. CTA kept trains and buses running throughout the pandemic, delivering as much service as possible to the essential workers and transit dependent riders of the region. As vaccines rolled out and people began to return to a “new normal”, the transit industry began facing new challenges with a hiring deficit and growing bus and rail operator attrition impacting service delivery. The COVID-19 pandemic is not over, and those challenges remain. CTA, along with myriad industries, is feeling the continued impacts of this new normal on its workforce and service. To learn more on how CTA is working to improve the customer experience and also aggressively recruit and hire to strengthen its workforce – which in turn will help deliver reliable and consistent service – please visit: [https://www.transitchicago.com/meetingthemoment/](https://www.transitchicago.com/meetingthemoment/).