

July Performance Indicators

PERFORMANCE INDICATORS

	Bus			Rail			
	<i>July-05</i>	<i>July-06</i>	<i>%Chg</i>	<i>July-05</i>	<i>July-06</i>	<i>%Chg</i>	
Ridership							
Weekday (Total Ridership Each Weekday)	919,449	895,220	-2.6%	603,348	653,074	8.2%	
Saturday	638,572	615,684	-3.6%	388,492	419,258	7.9%	
Sunday	451,711	435,762	-3.5%	303,974	315,240	3.7%	
Total	24,292,105	23,597,396	-2.9%	15,833,269	17,049,202	7.7%	
Passenger Miles	62,643,968	60,852,469	-2.9%	96,366,419	103,766,983	7.7%	
On-Time							
% Terminal Departure -1/+5	77.1%	78.1%	1.4%	Rail Incidents With Delays Over 10 Minutes	SEE GRAPH ON FOLLOWING PAGE		
Mean Miles Between Failures	3,493	3,101	-11.2%	Mean Distance Between Trains Removed From Service	184,204	140,670	-23.6%
Clean							
% Cleaned and Swept Before AM Service*	Daily*	Daily*	N/A	% Cleaned and Swept Before AM Service	Daily*	Daily*	N/A
Average Days Between Exterior Washes	Daily*	Daily*	N/A	Average Days Between Exterior Washes	10	9	-10.0%
# of Days Between Major Cleans	17	18	5.9%	# of Days Between Major Cleans	13	19	46.0%
# Cleanliness Complaints	21	15	-28.6%	# Cleanliness Complaints	5	8	60.0%
% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A	% Graffiti Removed 24 Hrs. From Complaint	Daily*	Daily*	N/A
Safe							
Security Complaints	8	5	-37.5%	Security Complaints	34	25	-26.5%
NTD Security-Related Incident Per 1 Million Miles	N/A	N/A	N/A	NTD Security-Related Incident Per 1 Million Miles	N/A	N/A	N/A
Accidents Per 100,000 Miles	6.28	6.46	2.9%	Accidents Per 100,000 Miles	0.15	0.22	46.7%
NTD Safety-Related Incident Per 1 Million Miles-Non-Major	2.3	2.3	0.0%	NTD Safety-Related Incident Per 1 Million Miles-Non-Major	2.1	2.2	4.8%
NTD Safety-Related Incident Per 1 Million Miles-Major	0.4	0.4	0.0%	NTD Safety-Related Incident Per 1 Million Miles-Major	3.0	2.0	-33.3%
Friendly							
Behavioral Complaints	162	125	-22.8%	Behavioral Complaints	22	34	54.5%
Commendations	40	47	17.5%	Commendations	7	66	842.9%
Lift Usage*	36,989	27,151	-26.6%	Escalator Time In Service	96.1%	95.3%	-0.8%
Miles Between Lift Failures	63,901	119,923	87.7%	Elevator Time In Service	97.8%	93.3%	-4.6%
Affordable							
% Days Lost	7.6%	7.6%	0.0%	% Days Lost	7.7	7.9	0.2%

*Does not include ramp deployments.

Route Extra Travel Time

Construction and Maintenance Activities					
Route Extra Travel Time (through September 15, 2006)					
	Rush M-F 5A-9A & 3P-7P	Day M-F 9A-3P	Night M-F 7P-5A	Weekends	Notes
Blue Line					
O'Hare					Signals Work, Track Maintenance
Dearborn					Signals Work, Track Maintenance
Forest Park					Signals Work
54th/Cermak		NA	NA	NA	
Pink Line					
54th/Cermak to Loop					
Purple Line					
Linden to Howard					Church Viaduct Prep Work
Howard to Loop			NA	NA	Clark Junction Work
Loop to Linden			NA	NA	Clark Junction Work
Brown Line					
Kimball to Loop					Brown Line Work/Clark Jct Cutovers
Red Line					
Dan Ryan					Dan Ryan IDOT and CTA
State					Signals Work
North					Clark Junction Work
Yellow Line					
Dempster to Howard				NA	
Orange Line					
Loop to Midway					Maintenance Tamping
Green Line					
Lake					
Roosevelt to 55th					Structure Mtce. @ 35th/IIT
55th to E. 63rd					
55th to Englewood					Track Work at 59th/Wentworth
Key					
	0-10 mins	10-20 mins	>20 mins		
Notes:					
Route travel times are a conservative estimates					
Route travel times will vary based on day of week, and time of day					
Chart depicts planned construction activities					
Chart represents the impact of construction activities up to September 15th					



Definitions of Performance Indicators

- **RIDERSHIP** – Number of customer boardings by day of week. Rail ridership includes estimated rail-to-rail transfers that are not captured by fare turnstile equipment.

- **ON TIME** - The CTA procedures require an operator of revenue vehicles to report delays to the Control Center. This applies to both Bus and Rail. Upon receipt, the Control Center provides directions, through supervision, to perform any number of procedures in order to minimize the impact of the delay. These measures are currently recorded manually, however, efforts are underway to incorporate them into an electronic database.
 - **% Terminal Departure -1+5 (Bus)** – The percentage of departures from a bus route terminal that are no earlier than 1 minute or later than 5 minutes from the scheduled departure time. A higher on-time terminal departure rate increases the probability of more reliable service farther along the bus route.
 - **Mean Miles Between Failures (Bus)** – The number of miles traveled by a bus before breaking down. The higher the mileage for the mean distance between failures, the more reliable the bus and the service.
 - **Mean Distance Between Trains Removed From Service (Rail)** – The number of miles traveled by a rail car before requiring the train to be unloaded and removed from service. The higher the mileage for the mean distance between failures, the more reliable the rail car and the service.



Definitions of Performance Indicators (Cont'd)

■ CLEAN

- **Cleaned and Swept Before AM Service (Bus and Rail)** – Percentage of vehicles entering revenue service in the morning that are cleaned for trash and swept prior to pullout from the garage or rail yard. Per CTA policy, all revenue vehicles must be cleaned before entering service, and operators are instructed to dispose of trash at the end of each trip.
- **Average Days Between Exterior Washes (Bus and Rail)** – Washing the outside of buses and rail cars. Per CTA policy, buses are washed daily, except at outdoor garages when the temperature is at or below freezing.
- **Number of Days Between Exterior Washes (Bus and Rail)** – Major cleans of buses include detailed interior (ceiling, walls, seats and fronts) and exterior (wheel wells, bus exterior, etc.) cleaning. Major cleans of rail cars include seats, floors, ceiling and stanchion poles.
- **Percentage Graffiti Removed 24 Hours From Complaint (Bus and Rail)** – Percentage of graffiti on CTA property that is removed within 24 hours of notice. Per CTA policy, graffiti is removed prior to vehicles returning to service the next day and at rail stations within 24 hours of being reported.



Definitions of Performance Indicators (Cont'd)

■ SAFE

- **Security Complaints (Bus and Rail)** – Number of complaints received related to security and customers' personal safety concerns.
 - **Accidents Per 100,000 Miles (Bus and Rail)** – Number of accidents per 100,000 miles traveled, with an accident defined as a reported vehicle collision with a person, another vehicle or object, or a reported safety incident involving customers or employees on vehicles in revenue service.
 - **National Transit Database Safety-Related Incident Per 1 Million Miles (Bus and Rail)** – Number of reported incidents, either “major” or “non-major”, involving CTA vehicles per 1 million miles operated. For purposes of the National Transit Database, the Federal Transit Administration defines an incident to involve one of more of the following:
 - A fatality other than a suicide (major)
 - Injuries requiring immediate medical attention away from the scene for two or more persons (major) or for one person (non-major)
 - Property damage equal to or exceeding \$25,000 (major) to equal to or exceeding \$7,500, but less than \$25,000 (non-major)
 - An evacuation due to life safety reasons (major)
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