### CTA Monthly Performance

**2008 Monthly Target**

<table>
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</thead>
<tbody>
<tr>
<td><strong>Total Ridership (in millions)</strong></td>
<td>41.8</td>
<td>39.4</td>
<td>39.4</td>
<td>41.7</td>
<td>45.0</td>
<td>45.6</td>
<td>44.7</td>
<td>46.6</td>
<td>45.6</td>
<td>47.1</td>
<td>50.1</td>
<td>42.0</td>
</tr>
<tr>
<td><strong>Rail Ridership (in millions)</strong></td>
<td>15.2</td>
<td>14.8</td>
<td>14.8</td>
<td>15.3</td>
<td>16.5</td>
<td>16.6</td>
<td>15.7</td>
<td>18.0</td>
<td>17.8</td>
<td>17.8</td>
<td>18.9</td>
<td>15.8</td>
</tr>
<tr>
<td><strong>Bus Ridership (in millions)</strong></td>
<td>26.6</td>
<td>24.5</td>
<td>24.6</td>
<td>26.4</td>
<td>28.5</td>
<td>29.0</td>
<td>27.7</td>
<td>28.7</td>
<td>27.8</td>
<td>29.3</td>
<td>31.1</td>
<td>26.2</td>
</tr>
<tr>
<td><strong>Total (Year to Date, in millions)</strong></td>
<td>505.3</td>
<td>39.4</td>
<td>78.8</td>
<td>120.5</td>
<td>165.6</td>
<td>211.2</td>
<td>255.8</td>
<td>302.5</td>
<td>348.0</td>
<td>395.2</td>
<td>445.2</td>
<td>487.2</td>
</tr>
<tr>
<td><strong>% Change Over Prior Year (Year to Date)</strong></td>
<td>1.2%</td>
<td>-0.8%</td>
<td>4.5%</td>
<td>1.8%</td>
<td>4.2%</td>
<td>4.0%</td>
<td>4.4%</td>
<td>5.2%</td>
<td>5.4%</td>
<td>5.8%</td>
<td>5.5%</td>
<td>5.5%</td>
</tr>
<tr>
<td><strong>Rail Delays of 10 Minutes or More</strong></td>
<td>78</td>
<td>132</td>
<td>86</td>
<td>83</td>
<td>94</td>
<td>91</td>
<td>97</td>
<td>89</td>
<td>93</td>
<td>72</td>
<td>76</td>
<td>66</td>
</tr>
<tr>
<td><strong>% of Slow Zone Mileage</strong></td>
<td>N/A</td>
<td>16.8%</td>
<td>17.5%</td>
<td>16.9%</td>
<td>16.1%</td>
<td>14.7%</td>
<td>12.8%</td>
<td>11.3%</td>
<td>10.5%</td>
<td>8.8%</td>
<td>7.7%</td>
<td>7.3%</td>
</tr>
<tr>
<td><strong>% of Bunched Intervals, Bus</strong></td>
<td>2%</td>
<td>2.9%</td>
<td>3.5%</td>
<td>2.8%</td>
<td>3.3%</td>
<td>3.5%</td>
<td>3.4%</td>
<td>3.2%</td>
<td>3.3%</td>
<td>3.7%</td>
<td>3.4%</td>
<td>2.8%</td>
</tr>
<tr>
<td><strong>Number of NTD Incidents (see below)</strong></td>
<td>86</td>
<td>88</td>
<td>96</td>
<td>93</td>
<td>93%</td>
<td>93%</td>
<td>88%</td>
<td>92%</td>
<td>75.3%</td>
<td>85%</td>
<td>91%</td>
<td>92%</td>
</tr>
</tbody>
</table>

#### Notes:

1. Total Ridership includes rail-to-rail transfers.
2. Rail Ridership includes rail-to-rail transfers.
4. Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
5. Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
6. Number of weekday bus intervals (time between two buses at a bus stop) that are 60 seconds or less divided by the total number of weekday bus intervals traveled during the month.
7. Miles traveled during the month divided by the number of reported defects for the month.
8. Average daily number of buses unavailable for service for any reason divided by the total number of buses in the fleet.
9. Average daily number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.
10. Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.
11. Percent of total Facilities work orders that were completed on-time.
12. Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the bus system divided by traveled miles divided by 100,000.
13. Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the rail system divided by traveled miles divided by 100,000.
14. Any event where one or more of the following occurs on the system: an individual dies either at the time of the event or within 30 days of the event; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
15. Twenty month rolling average number of days between deep cleans on rail cars for those rail cars that were cleaned at least twice during the two month period. For example the Jan-08 data consists of the average days between deep cleans for rail cars detail cleaned between 12/1/07 and 1/31/08.
16. Two month rolling average number of days between detail cleans on rail cars for those rail cars that were cleaned at least twice during the two month period. For example the Jan-08 data consists of the average days between deep cleans for rail cars detail cleaned between 11/1/07 and 12/31/08.
17. Nine month rolling average number of days between detail cleans on rail cars for those rail cars that are cleaned at least twice during the nine month period.
18. Ten month rolling average number of days between detail cleans on buses for those buses that are cleaned at least twice during the ten month period. For example the Jan-08 data consists of the average days between deep cleans for buses detail cleaned between 11/1/07 and 12/31/08.

### Postnotes:

1. New reporting procedure for in-service equipment breakdowns was implemented in September. The procedure ensures that all breakdowns causing delays are captured.
2. The % of bus fleet unavailable was revised from the original release of 11% to a corrected value of 10%.
3. New measure that started being captured for rail in January 2008. Target has been set for 2009 at 13%.
4. A new Facilities work order system was implemented in August. September was the first complete month that data was available from the new system.
5. 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.