

## **May 2014 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 May, including progress that has been made in several metrics and an explanation to targets missed by more than 10% that are indicated by the red colored box.

For the month, rail ridership continued to exceed its monthly target for a fourth straight month. Additional metrics that met or exceeded the agency's internal targets included Rail Delays of 10 minutes or More, Mean Miles Between Reported Rail Vehicle Defects, Miles Between Reported Bus Service Disruptions Due to Equipment, Average Daily Percent of Bus Fleet Unavailable for Service and Average Daily Percent of Rail Fleet Unavailable for Service.

Rail ridership exceeded the overall monthly target, and has done so since February. Bus ridership remained within 10% of the monthly target for a fourth month. Total ridership levels were within 10% of the target for May.

The Percent of Big Gap Intervals, Bus and the Bunched Intervals, Bus targets were missed in May. This was driven primarily by multiple reroutes that were implemented because of road construction and street festivals.

CTA Monthly Performance		2014 Monthly Target	2013 Monthly Average	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Definition
RIDERSHIP	Total Ridership (in millions)	45.5	44.1	38.0	39.6	44.7	44.3	44.9	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	19.6	19.0	17.5	17.8	20.1	20.4	20.3	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	25.9	25.0	20.5	21.8	24.6	23.9	24.6	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	218.6	44.1	38.0	77.6	122.3	166.5	211.4	Number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.
	% Change Over Prior Year (Year to Date)	26.3%	-2.5%	-10.7%	-6.9%	-4.1%	-3.5%	-3.4%	Number of rides registered on the bus and rail systems year-to-date (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year, year-to-date.
ON-TIME	Rail Delays of 10 Minutes or More	78	82	81	70	67	41	57	Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
	% of Slow Zone Mileage	N/A	13.5%	11.2%	11.4%	11.8%	11.8%	13.1%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4.0%	4.6%	4.8%	5.5%	5.0%	4.2%	5.3%	Number of bus intervals (time between two buses at a bus stop) that are double the scheduled interval and greater than 15 minutes, divided by the total number of weekday bus intervals traveled during the month.
	% of Bunched Intervals, Bus	3.0%	3.1%	3.2%	3.9%	3.2%	2.6%	3.6%	Number of 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.
EFFICIENT	Mean Miles Between Reported Rail Vehicle Defects	3,950	4,960	3,159	4,601	5,785	6,604	6,730	Miles traveled during the month divided by the number of reported defects for the month.
	Miles Between Reported Bus Service Disruptions Due to Equipment	5,000	5,564	6,675	6,357	6,410	6,979	6,976	Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.
	Average Daily Percent of Bus Fleet Unavailable for Service	12.6%	12.2%	14.3%	13.9%	12.6%	12.6%	12.3%	Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.
	Average Daily Percent of Rail Fleet Unavailable for Service	11.0%	9.1%	13.1%	12.7%	10.6%	9.1%	9.4%	Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.
SAFE	Bus NTD Security-Related Incidents per 100,000 miles	N/A	0.15	0.21	0.10	0.23	0.26	0.23	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.
	Rail NTD Security-Related Incidents per 100,000 miles	N/A	0.09	0.07	0.13	0.15	0.09	0.20	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.
	Bus NTD Safety-Related Incidents per 100,000 Miles	N/A	0.48	0.43	0.45	0.44	0.53	0.44	Any event where one or more of the following occurs on the system: individual dies at the time 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.
	Rail NTD Safety-Related Incidents per 100,000 Miles	N/A	0.04	0.10	0.07	0.05	0.02	0.00	Any event where one or more of the following occurs on the system: individual dies either at the time 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.
CLEAN	Average Interior Rail Clean Inspection Score	90.0%	98.1%	97.8%	95.0%	94.0%	93.6%	94.2%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85.0%	81.8%	80.4%	81.2%	75.5%	81.5%	81.7%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	Number of open and overdue complaints (complaints not closed out by a department within 14 days) as of the last day of the month divided by the total number of complaints received during that month.
	CTA Customer Service Hotline Average Wait-time (†)	0:02:00	0:01:53	0:00:13	0:00:09	0:00:09	0:00:10	0:00:15	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	73	231	220	156	85	95	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2.0%	1.2%	1.7%	1.3%	1.2%	1.1%	1.0%	The percent of buses that are experiencing navigation issues (not calling out stops for at least part of the day), broken operator log on screens, odometers reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
Reported ADA Complaints	N/A	46	27	35	55	47	75	Number of reported complaints to Customer Service identified as ADA-related.	

Legend  
Meeting or exceeding target:  
Within 10% of target:  
Missing target by more than 10%:  
Measure does not have a target:



Footnotes  
(†) 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.