August 2021 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:

- Total Ridership;
- Rail Ridership;
- Bus Ridership;
- Rail Delays of 10 Minutes or More;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported Bus 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, several adjustments were made to day-to-day operations and services. As a result of these unprecedented events, 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.
Number of rides registered on the bus and rail systems.

rail.transit is not collected.

Number of rides registered on the rail system including rail-to-rail transfers.

Number of rides registered on the 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.

Overall percentage of buses in the fleet that are not available for service.

Number of reported lift and ramp defects that resulted in a disruption of service.

Rail Delays of 10 minutes or More

Percentage of reported ADA complaints.

Rail NTD Security-Related Incidents per 100,000 Miles

Bus NTD Security-Related Incidents per 100,000 Miles

Average Number of Bus Fleet Unavailable for Service

Average Number of Rail Fleet Unavailable for Service

Rail NTD Safety-Related Incidents per 100,000 Miles

Bus NTD Safety-Related Incidents per 100,000 Miles

Minutes Between Reported Rail Vehicle Defects

Miles Between Reported Bus Service Interruptions Due to Equipment

Reported ADA Compliance

Number of reported ADA complaints identified as ADA-related.

Number of reported ADA complaints that are uncorrected and that resulted in a 10% or more change in bus or rail speed.