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

- Total Ridership;
- 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:** 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.
### CTA Preliminary Monthly Performance (*: Preliminary Data)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>Monthly</td>
<td>22.1</td>
</tr>
<tr>
<td>Rail Ridership (in millions)</td>
<td>Monthly</td>
<td>8.8</td>
</tr>
<tr>
<td>Bus Ridership (in millions)</td>
<td>Monthly</td>
<td>13.3</td>
</tr>
<tr>
<td>Total (Year-to-Date, in millions)</td>
<td>Monthly</td>
<td>95.1</td>
</tr>
<tr>
<td>% Change Over Prior Year (Year to Date)</td>
<td>Monthly</td>
<td>-10.6%</td>
</tr>
<tr>
<td>Rail Delays of 10 Minutes or More</td>
<td>N/A</td>
<td>78</td>
</tr>
<tr>
<td>% of Slow Zone Mileage</td>
<td>N/A</td>
<td>13.9%</td>
</tr>
<tr>
<td>% of Big Gap Intervals, Bus</td>
<td>N/A</td>
<td>4.6%</td>
</tr>
<tr>
<td>% of Bunched Intervals, Bus</td>
<td>N/A</td>
<td>3.0%</td>
</tr>
<tr>
<td>% of Displays Not Updated</td>
<td>N/A</td>
<td>0.3%</td>
</tr>
<tr>
<td>% of Reported Bus Service Disruptions Due to Equipment</td>
<td>N/A</td>
<td>0.2%</td>
</tr>
<tr>
<td>Average Daily Percent of Rail Fleet Unavailable for Service</td>
<td>N/A</td>
<td>11.0%</td>
</tr>
<tr>
<td>Average Daily Percent of Rail Delays of 10 Minutes or More</td>
<td>N/A</td>
<td>8.0%</td>
</tr>
<tr>
<td>Average Interior Rail Clean Inspection Score</td>
<td>N/A</td>
<td>90.0%</td>
</tr>
<tr>
<td>Average Interior Bus Clean Inspection Score</td>
<td>N/A</td>
<td>83.0%</td>
</tr>
<tr>
<td>% of Customer Complaints Not Closed Out Within 14 Days</td>
<td>N/A</td>
<td>3%</td>
</tr>
<tr>
<td>CTA Customer Service Trendline Average Wait Time (in mins)</td>
<td>N/A</td>
<td>0.62</td>
</tr>
<tr>
<td>Reported Delays</td>
<td>N/A</td>
<td>58</td>
</tr>
<tr>
<td>% Buses with Defective AVAS</td>
<td>N/A</td>
<td>2.0%</td>
</tr>
<tr>
<td>Reported ADA Complaints</td>
<td>N/A</td>
<td>50</td>
</tr>
</tbody>
</table>

### Definitions

- **Total Ridership (in millions)**: Number of rides registered on the rail system. Rail ridership includes rail-to-rail transfers.
- **Rail Ridership (in millions)**: Number of rides registered on the rail system. Rail ridership includes rail-to-rail transfers.
- **Bus Ridership (in millions)**: Number of rides registered on the bus system. Bus ridership includes transfers to rail.
- **Total (Year-to-Date, in millions)**: Number of rides registered on the rail and bus systems year-to-date (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year.
- **% Change Over Prior Year (Year to Date)**: Number of rides registered on the rail and bus systems year-to-date (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year.
- **Rail Delays of 10 Minutes or More**: Rail delays of 10 minutes or more reported to the rail system by an operator, controller, or supervisor.
- **% of Slow Zone Mileage**: Number of slow zone miles on the rail system divided by the total rail miles traveled during the month.
- **% of Big Gap Intervals, Bus**: Number of bus intervals that are 60 seconds or more divided by the total number of weekday bus intervals traveled during the month.
- **% of Bunched Intervals, Bus**: Number of bus intervals that are less than or equal to 60 seconds divided by the total number of weekday bus intervals traveled during the month.
- **% of Displays Not Updated**: Number of bus intervals that an operator reports a bus as being late by more than 5 minutes, divided by the total number of weekday bus intervals traveled during the month.
- **Average Daily Percent of Rail Fleet Unavailable for Service**: Number of bus intervals that are 60 seconds or more divided by the total number of weekday bus intervals traveled during the month.
- **Average Interior Rail Clean Inspection Score**: Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
- **Average Interior Bus Clean Inspection Score**: Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
- **% of Customer Complaints Not Closed Out Within 14 Days**: Percentage of customer complaints not closed out within 14 days.
- **CTA Customer Service Trendline Average Wait Time (in mins)**: Mean minutes a customer waits on the hotline before his/her call is answered.
- **Reported Delays**: Number of customer service complaints that are not closed within 14 days of the due date.
- **% Buses with Defective AVAS**: Percentage of buses that are experiencing navigation issues (not calling out stops for at least part of the day). This does not measure defective destination signs.
- **Reported ADA Complaints**: Number of reported customer service complaints that are identified as ADA-related.

### Footnotes

1. **Legend**: Green = Meets target; Yellow = Within 10% of target; Red = Misses target by more than 10%.
2. **Missing target by more than 10%**: Number of customer service complaints that are not closed within 14 days of the due date.
3. **Within 10% of target**: Number of customer service complaints that are not closed within 14 days of the due date.
4. **Meeting or exceeding target**: Number of customer service complaints that are not closed within 14 days of the due date.

### Calculations

- **Number of customer service complaints that are not closed within 14 days**: Number of customer service complaints that are not closed within 14 days of the due date.
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### Definitions

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- **Rail Ridership (in millions)**: Number of rides registered on the rail system. Rail ridership includes rail-to-rail transfers.
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- **% Change Over Prior Year (Year to Date)**: Number of rides registered on the rail and bus systems year-to-date (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year.

### Notes

- **Number of customer service complaints that are not closed within 14 days**: Number of customer service complaints that are not closed within 14 days of the due date.
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### Key Performance Indicators

- **Efficient**: The percent of buses that are experiencing navigation issues (not calling out stops for at least part of the day). This does not measure defective destination signs.
- **On-Time**: 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 Slow Zone Mileage**: Number of slow zone miles on the rail system divided by the total rail miles traveled during the month.
- **% of Big Gap Intervals, Bus**: Number of bus intervals that are 60 seconds or more divided by the total number of weekday bus intervals traveled during the month.
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