May 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 May, 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 May 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.
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<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>8.1</td>
<td>10.3</td>
<td>12.9</td>
<td>12.8</td>
<td>13.3</td>
<td>11.6</td>
<td>11.3</td>
<td>11.1</td>
<td>10.8</td>
<td>10.3</td>
<td>13.6</td>
<td>13.9</td>
<td>14.9</td>
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<tr>
<td>Rail Ridership (in millions)</td>
<td>6.9</td>
<td>7.3</td>
<td>8.6</td>
<td>9.5</td>
<td>8.6</td>
<td>8.9</td>
<td>7.5</td>
<td>7.5</td>
<td>7.2</td>
<td>6.8</td>
<td>6.9</td>
<td>8.9</td>
<td>9.2</td>
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<tr>
<td>Rail Delays of 10 Minutes or More</td>
<td>78</td>
<td>76</td>
<td>86</td>
<td>94</td>
<td>78</td>
<td>81</td>
<td>87</td>
<td>79</td>
<td>72</td>
<td>65</td>
<td>137</td>
<td>94</td>
<td>79</td>
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<tr>
<td>% of Slow Zone Mileage</td>
<td>N/A</td>
<td>12.8%</td>
<td>12.9%</td>
<td>11.7%</td>
<td>12.0%</td>
<td>11.4%</td>
<td>11.9%</td>
<td>13.7%</td>
<td>12.3%</td>
<td>11.9%</td>
<td>12.4%</td>
<td>10.0%</td>
<td>14.3%</td>
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<tr>
<td>% of Big Gap Intervals, Bus</td>
<td>4.2%</td>
<td>10.6%</td>
<td>10.5%</td>
<td>7.3%</td>
<td>7.7%</td>
<td>6.3%</td>
<td>6.4%</td>
<td>5.8%</td>
<td>6.4%</td>
<td>7.3%</td>
<td>8.7%</td>
<td>8.9%</td>
<td>9.9%</td>
</tr>
<tr>
<td>% of Bunched Intervals, Bus</td>
<td>3.0%</td>
<td>1.4%</td>
<td>1.6%</td>
<td>1.7%</td>
<td>1.6%</td>
<td>1.6%</td>
<td>1.4%</td>
<td>1.2%</td>
<td>1.3%</td>
<td>1.7%</td>
<td>1.5%</td>
<td>1.4%</td>
<td>1.3%</td>
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<tr>
<td>Miles between Reported Rail Vehicle Defects</td>
<td>8,000</td>
<td>9,016</td>
<td>7,817</td>
<td>7,092</td>
<td>6,813</td>
<td>7,802</td>
<td>8,110</td>
<td>7,970</td>
<td>10,800</td>
<td>10,125</td>
<td>9,429</td>
<td>10,655</td>
<td>8,392</td>
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</table>
| Miles between Reported Bus Service
   Disruptions Due to Equipment          | 5,000    | 4,776    | 4,735    | 4,770    | 4,431    | 5,104    | 6,094    | 6,750    | 6,253    | 5,853    | 4,461    | 5,728    | 6,845    |
| Average Daily Percent of Bus Fleet
   Unavailable for Service            | 12.6%    | 15.1%    | 16.3%    | 17.5%    | 15.5%    | 15.2%    | 16.0%    | 15.5%    | 15.3%    | 17.6%    | 17.4%    | 17.3%    | 17.4%    |
| Average Daily Percent of Rail Fleet
   Unavailable for Service            | 11.0%    | 7.4%     | 5.8%     | 7.0%     | 7.8%     | 8.4%     | 7.6%     | 9.2%     | 9.0%     | 9.1%     | 10.1%    | 8.7%     | 8.9%     |
| Bus NTD Security-Related Incidents per
   100,000 Miles                       | 0.10     | 0.18     | 0.18     | 0.18     | 0.18     | 0.25     | 0.24     | 0.25     | 0.24     | 0.21     | 0.31     | 0.10     | 0.21     |
| Rail NTD Security-Related Incidents per
   100,000 Miles                       | 0.23     | 0.15     | 0.66     | 0.02     | 0.13     | 0.11     | 0.10     | 0.29     | 0.13     | 0.10     | 0.18     | 0.23     | 0.10     |
| Bus NTD Safety-Related Incidents per
   100,000 Miles                       | 0.11     | 0.43     | 0.45     | 0.68     | 0.34     | 0.46     | 0.40     | 0.41     | 0.08     | 0.42     | 0.10     | 0.44     | 0.48     |
| Rail NTD Safety-Related Incidents per
   100,000 Miles                       | 0.08     | 0.08     | 0.09     | 0.07     | 0.02     | 0.07     | 0.12     | 0.07     | 0.04     | 0.07     | 0.05     | 0.05     | 0.05     |
| Average Interior Rail Clean Inspection
   Score                                 | 90.0%    | NA       | NA       | NA       | NA       | 10.5%    | 11.4%    | 11.2%    | 9.4%     | 12.3%    | 9.2%     | 9.2%     | 9.2%     |
| Average Interior Bus Clean Inspection
   Score                                 | 83.0%    | 87.7%    | 86.6%    | 87.4%    | 89.4%    | 87.4%    | 89.7%    | 87.0%    | 86.5%    | 86.0%    | 86.0%    | 86.7%    | 86.7%    |
| % of Customer Complaints Not Closed
   Out Within 14 Days                   | 2%       | 0.2%     | 0.3%     | 0.2%     | 0.0%     | 0.0%     | 0.0%     | 0.3%     | 0.0%     | 0.0%     | 0.2%     | 0.0%     | 0.2%     |
| CTA Customer Service Trendline
   Average Wait Time (minutes)          | 0:00:15  | 0:00:10  | 0:00:13  | 0:00:16  | 0:00:17  | 0:00:18  | 0:00:16  | 0:00:13  | 0:00:16  | 0:00:25  | 0:00:46  | 0:00:46  | 0:00:46  |
| Reported Ramp Defects (Service
   Disruptions)                         | N/A      | 79       | 81       | 72       | 48       | 41       | 57       | 59       | 52       | 89       | 56       | 58       | 57       |
| % Buses with Defective AVAS           | 2.0%     | 0.1%     | 0.7%     | 0.5%     | 0.5%     | 0.4%     | 0.4%     | 0.7%     | 0.7%     | 0.7%     | 0.6%     | 0.6%     | 0.5%     |
| Reported ADA Complaints               | 108      | 80       | 51       | 51       | 51       | 51       | 29       | 25       | 31       | 42       | 56       | 52       | 45       |

**Definitions**
- "% of Slow Zone Mileage" is calculated as the percentage of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
- "Average Interior Rail Clean Inspection Score" is calculated as the average of interior rail cleanliness audit scores for the execution of interior cleans.
- "Average Interior Bus Clean Inspection Score" is calculated as the average of interior bus cleanliness audit scores for the execution of interior cleans.
- "% of Customer Complaints Not Closed Out Within 14 Days" is calculated as the percentage of customer complaints that were not closed out within 14 days.
- "CTA Customer Service Trendline Average Wait Time (minutes)" is calculated as the average wait time for calls answered during the month.
- "Reported Ramp Defects (Service Disruptions)" is calculated as the number of reported ramp defects that resulted in a disruption of service.
- "% Buses with Defective AVAS" is calculated as the percentage of buses with defective audiovisual display systems.
- "Reported ADA Complaints" is calculated as the number of reported ADA complaints.

Notes:
1. Measuring on a rolling 12-month basis. Two weeks in Dec 2023 are subject to change.
2. Measuring on previous year, year-to-date.
3. Measuring on previous year, year-to-date.